CUSTOMER

Standard and Enterprise Account

Identification, differences, upgrade process and basic functionalities.

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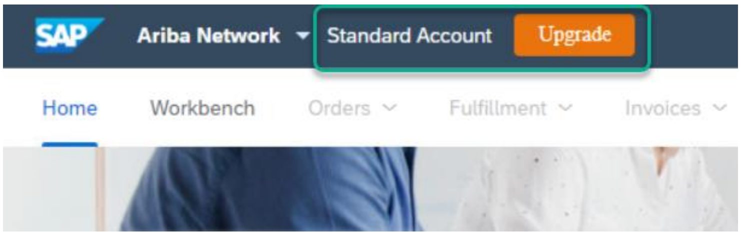
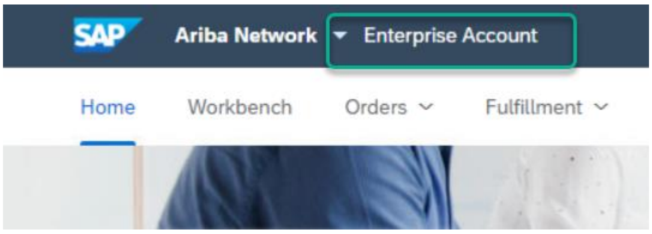
Identify Your Account Type

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.

<table>
<tr><th>Standard Account</th><th>Enterprise Account</th></tr>
<tr><td>
</td><td>
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- 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.

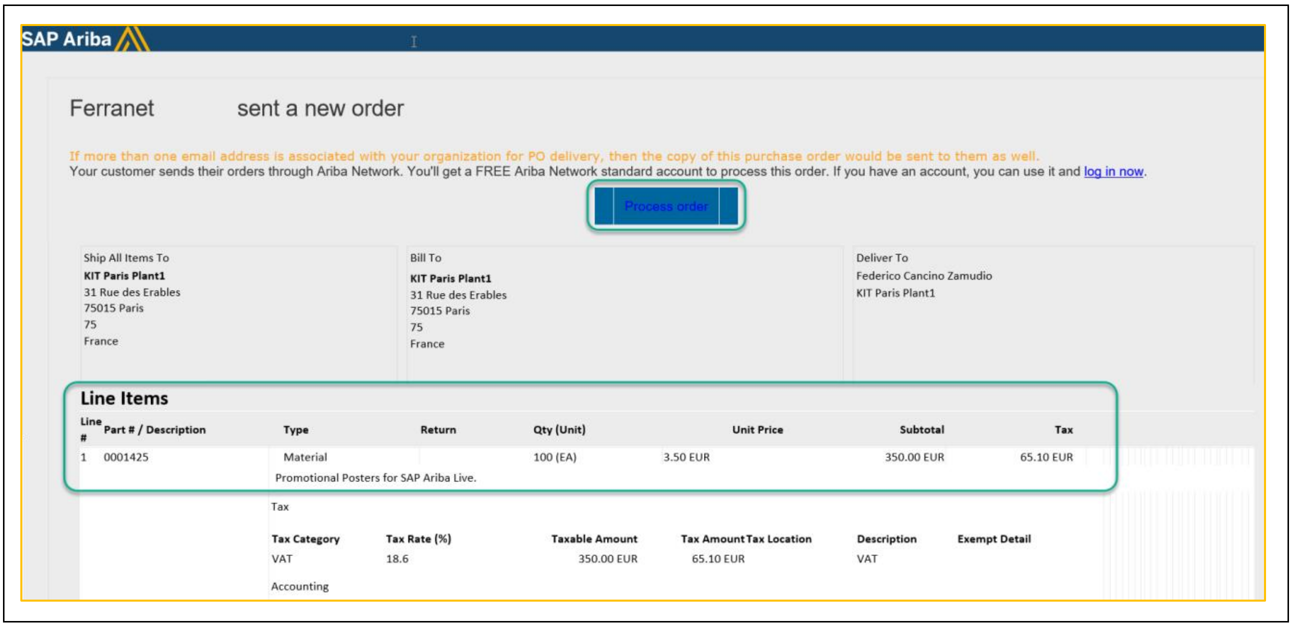
- An Enterprise Account is a full-feature account that is created prior to receiving documents from buyers. This account type allows you to organize and filter documents in an easy manner, set-up an automatic integration (interface between your ERP and your Ariba Network Account). This account type might be subjected to fees depending on the volumes transacted with all buyer Customers connected to this account. More information here.

Invitation Types

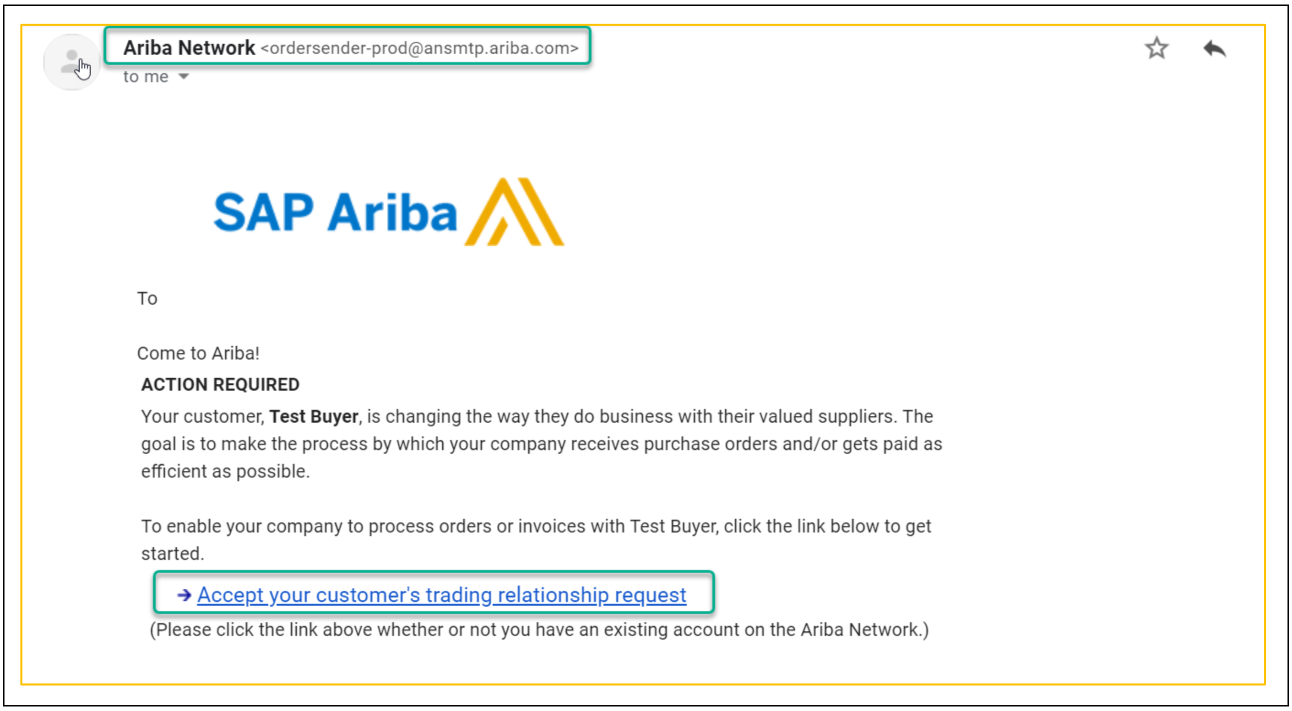
Standard accounts are created by Buyer Customers when submitting the first document configured as standard. The most common triggering documents are:

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.



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.



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	○ Through email notifications, in order to perform an action, such as create an order confirmation, and or invoice.	○ From email notification ○ Directly from supplier.ariba.com ○ Online Dashboard
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	X	✓
Reporting	X	✓
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 here (depending on doc count & spend)
Invoice Status	Email Notifications	Easy access from any browser, in inbox tab
Legal Archive	Email notification and online download	○ Long-term archiving for global compliance (Regional restrictions apply) ○ Capacity to mass download for local archiving
Customer Support	Online Help Center	○ Support via phone, chat, or email,

Standard Account Registration, Invoicing Process and Basic Functionality

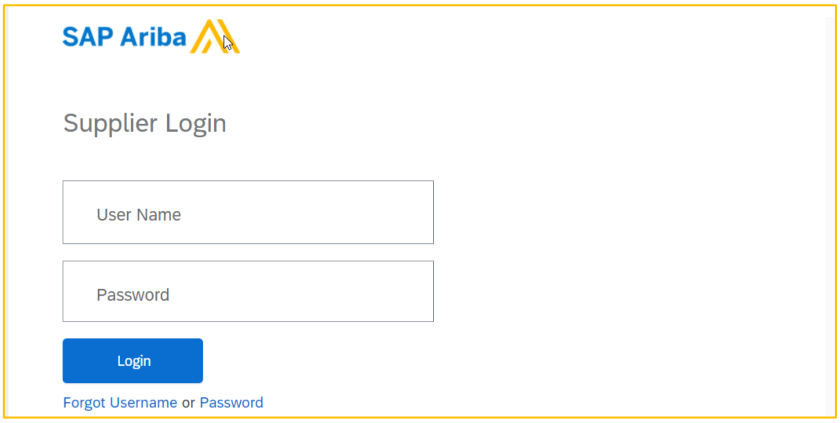
If you have received your very first standard order, it is time to register with an existing or a new account. Please review [this tutorial video](), showing you all the necessary step to register, For further functionalities, such as sending an invoice, and get familiar with the functionalities of your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

Upgrade Account to Enterprise Level

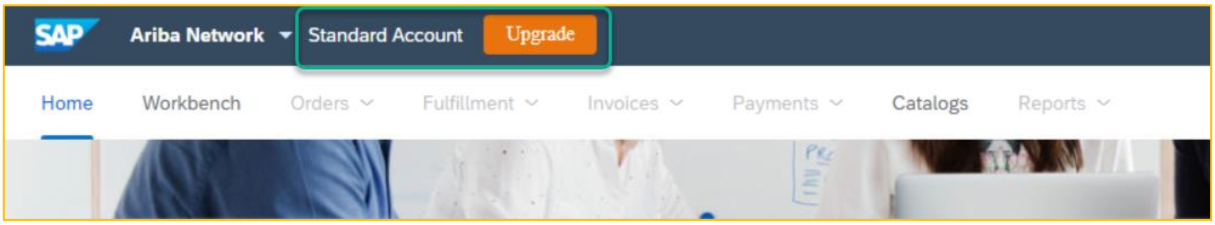
Important! Please be aware that only the account administrator has the authorization to complete these steps. If you are not an account administrator, please contact your administrator asking to perform the upgrade.

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

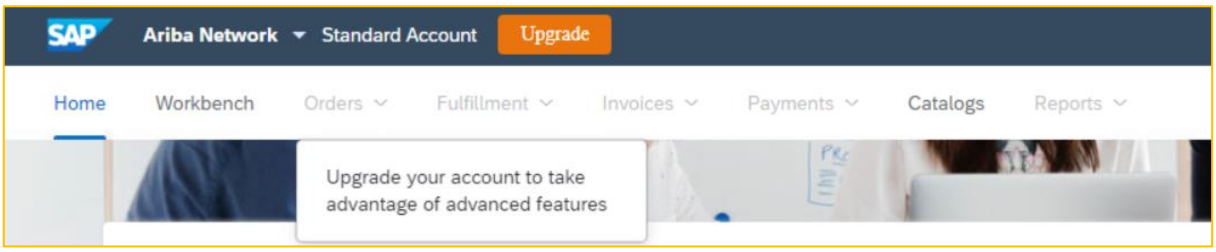
1. Sign in to your Ariba Network Standard account.



2. Click Upgrade at the top of any page.

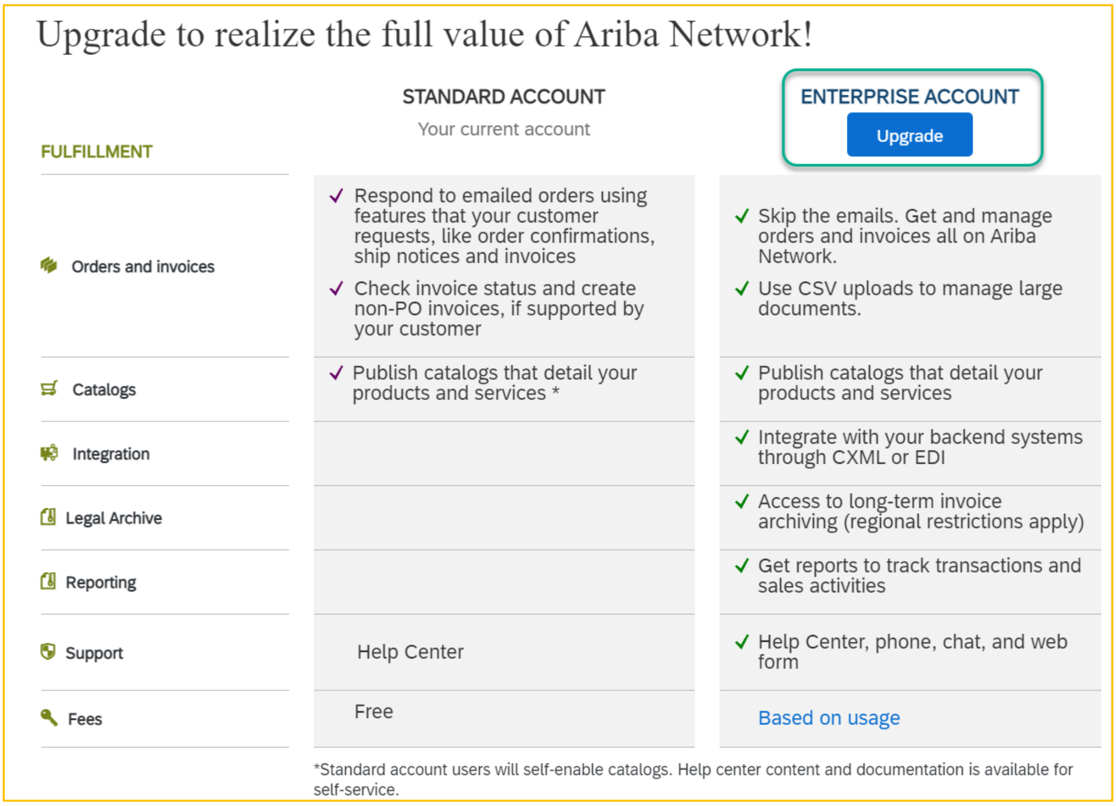


3. Note: You can also hover over any of the grayed-out tabs (Inbox, Outbox, Reports, or Document Archive) and click Upgrade.

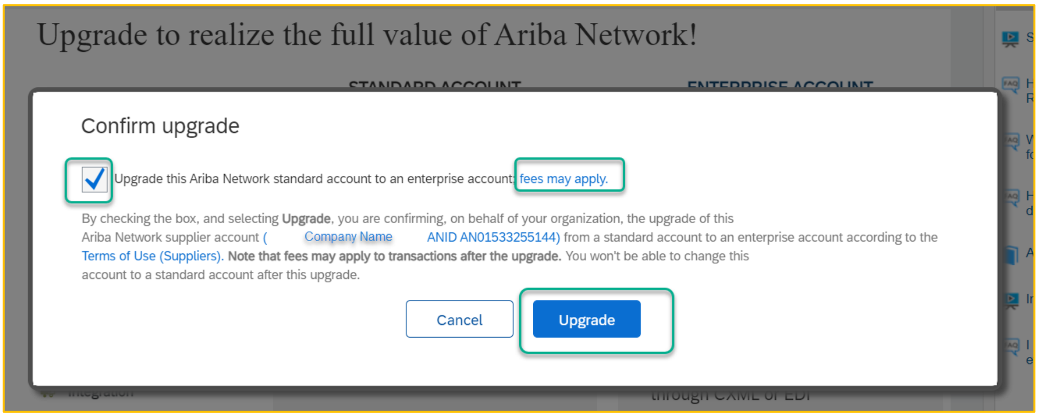


4. Compare the Standard and Enterprise account benefits.

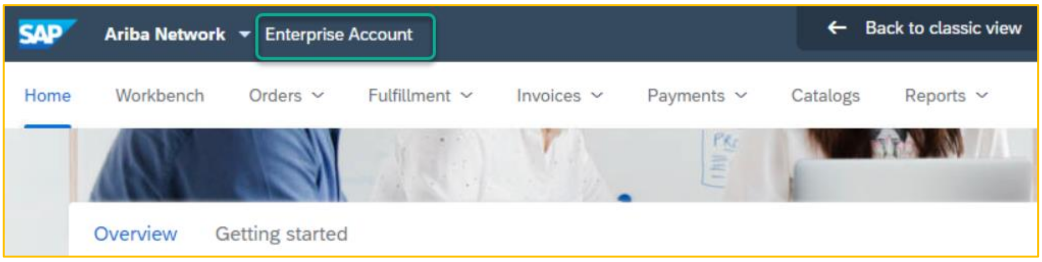
5. Under Enterprise Account, click Upgrade.



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



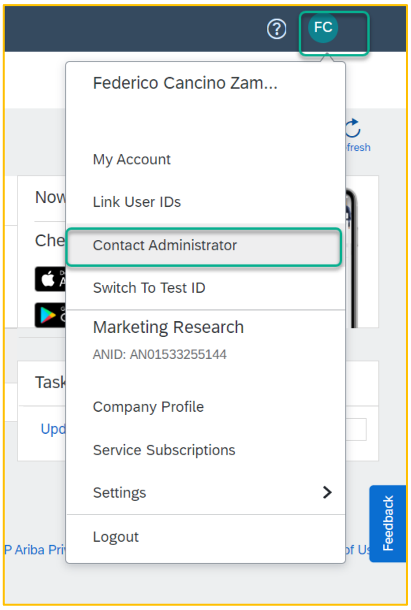
8. Congratulations, you have successfully upgraded to our Enterprise level account.



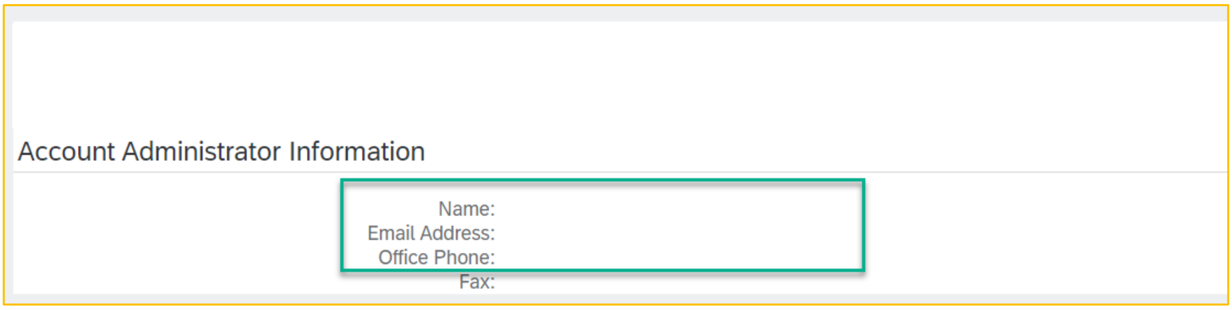
How to Contact my Account Administrator?

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?

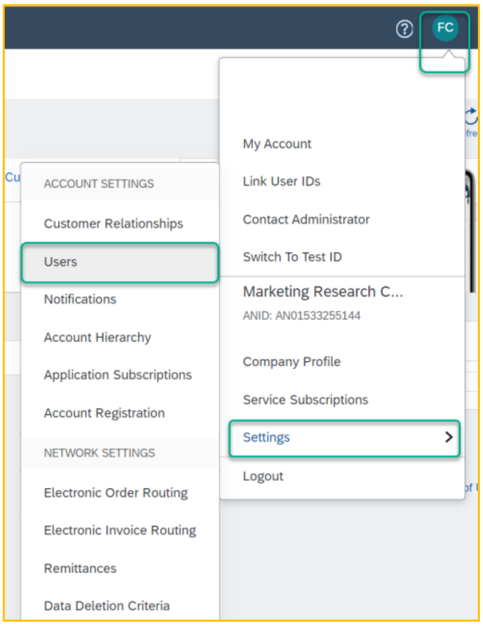
Important! Please be aware that only the account administrator has the authorization to grant access to new team members, and specify what activities can be performed by each user.

The steps are explained on this video, or below.

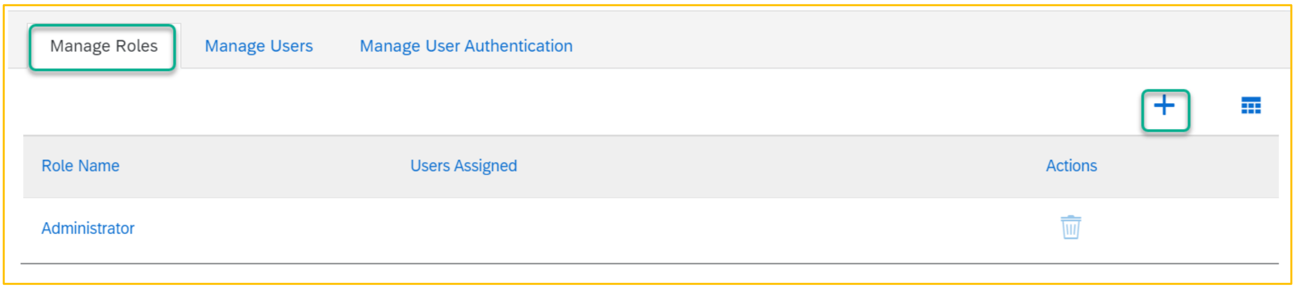
To add users to the account, the administrator first must create at least one role. You can assign multiple users to the same role or create a separate role for each user.

To create a role:

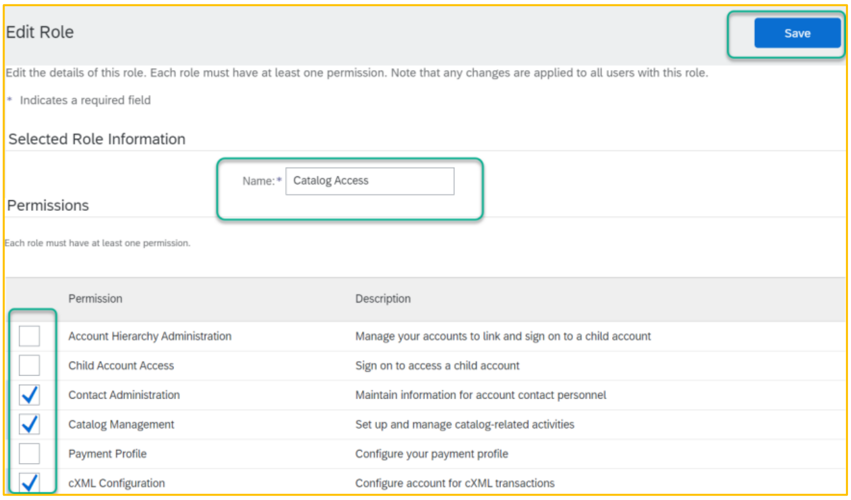
1. In the upper-right corner of the application, click [your initials] > Settings and select Users.



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

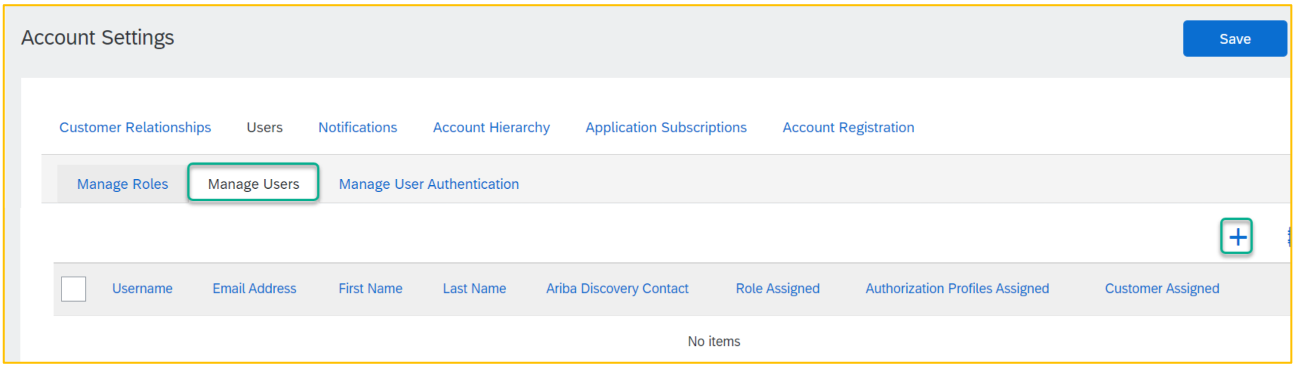


3. Enter a Name for the role.
4. Select the appropriate permissions using the check boxes.
5. Click Save.

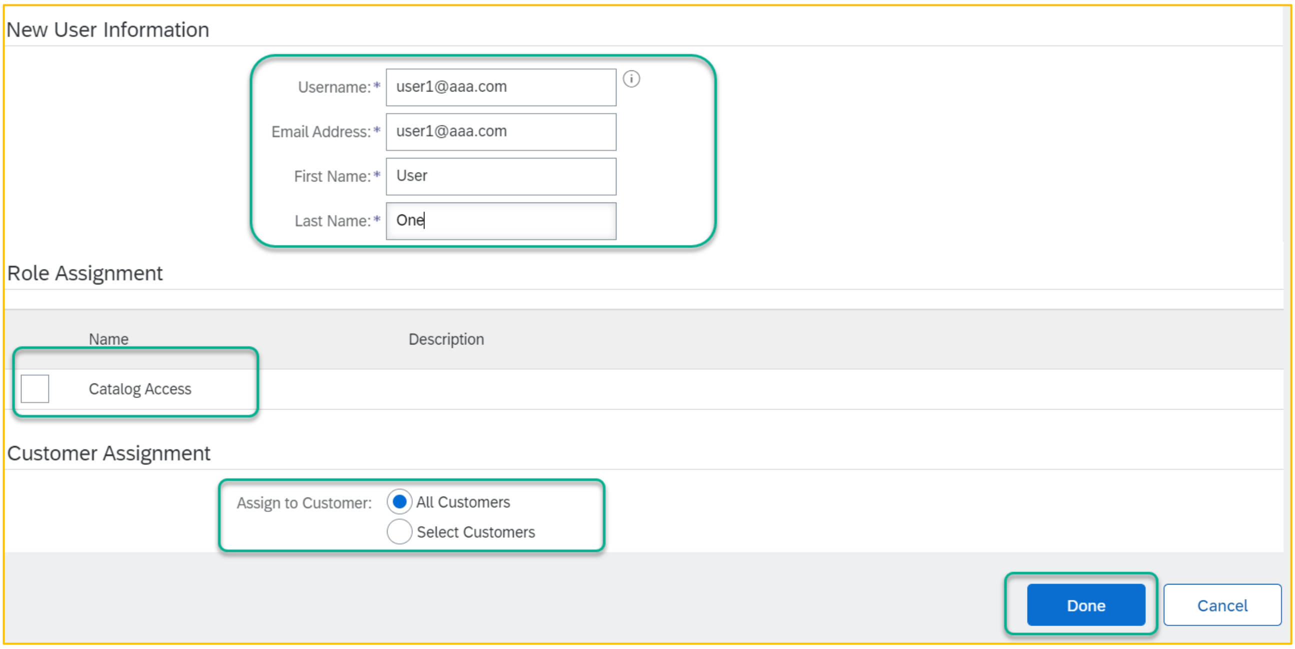


To create a user:

3. Click the Manage Users tab.
4. 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 withing 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.