



ARIBA ACCOUNT MANAGEMENT

SAP BUSINESS NETWORK

SUPPLIER GUIDE

Honeywell

TABLE OF CONTENTS

GENERAL INFORMATION

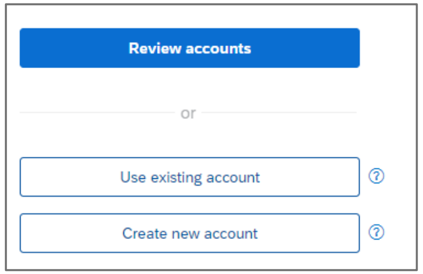
- There can only be one administrator per Ariba account
- Only administrators can grant access to users and set up account
- Honeywell's Ariba training guides are in the Ariba Training Site
- Honeywell *should not* access external accounts
- Process to transact with Honeywell in Ariba:
    1. Honeywell sends an email invite to Supplier to connect through Ariba
    2. Supplier connects through Ariba and sets up account
    3. Honeywell provides trainings and migrates the data to Ariba

CONNECT WITH HONEYWELL: EMAIL INVITE

TRADING RELATIONSHIP REQUEST (TRR)

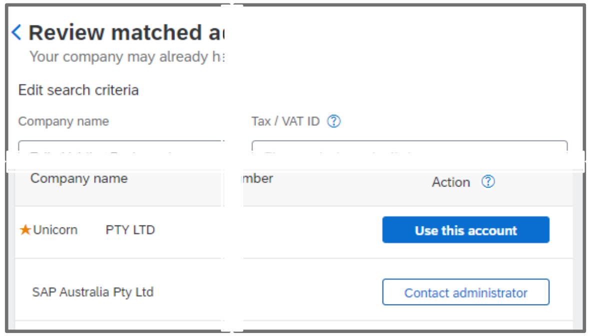
1. Receive an Ariba email invite from *ordersender-prod@ansmtp.ariba.com*
2. Click **Get Started** (The user who accepts the invite becomes the administrator)
3. A new webpage will pop-up
4. You will have 3 options to connect with Honeywell
   A. **Review** existing accounts:
      You can review existing Ariba accounts and decide whether to connect using one of them or contact administrator.
   B. Using an **Existing** account:
      Use your login to connect with Honeywell.
   A. Creating a **New** account:
      Complete requested information to create an Ariba account which can be used with more customers.

2

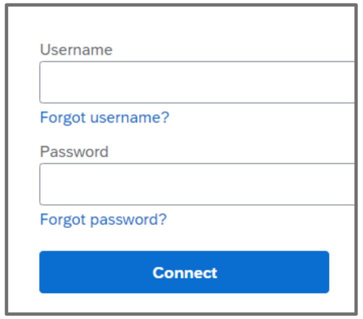


3

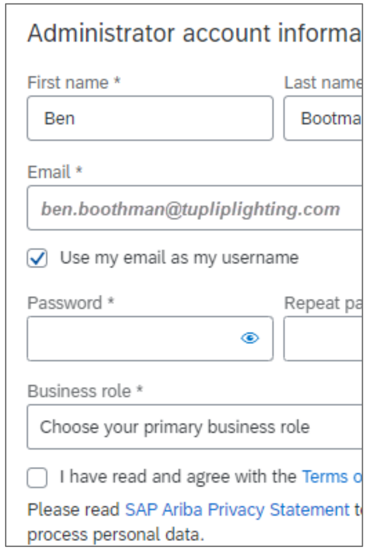
A



B



C



Note:

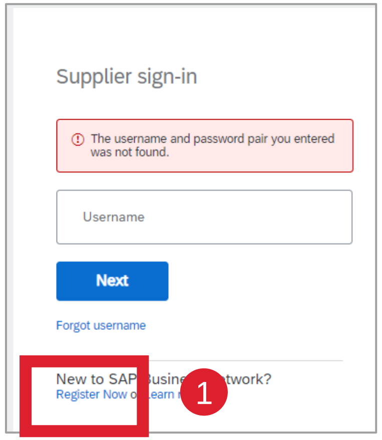
For new account:

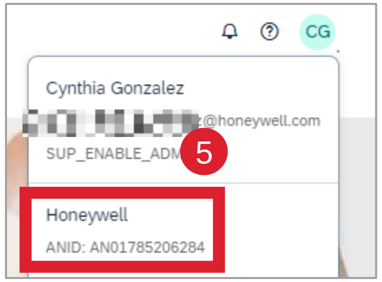
- company profile, users and notifications need to be set up.
- Username needs to be in an email format but does not need to be a real email.

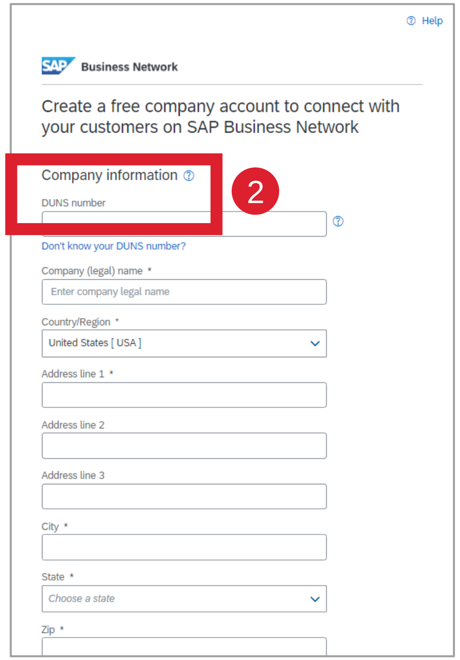
CONNECT WITH HONEYWELL: CREATE AN ACCOUNT
WITHOUT EMAIL INVITE

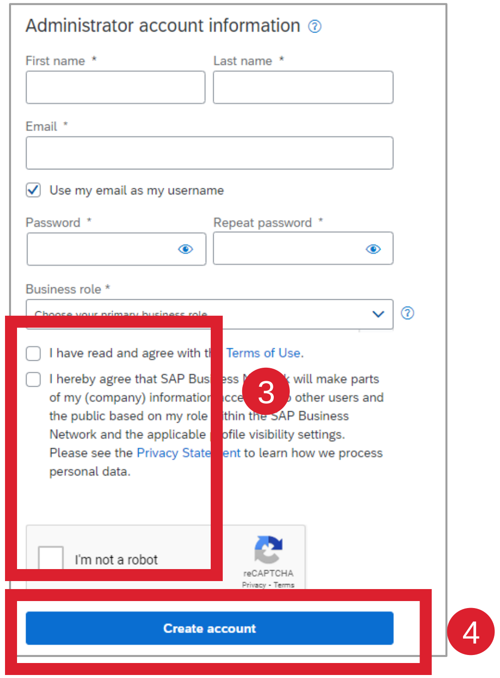
Honeywell can also connect with your company if you share your Arica account ID (ANID). You can create an ANID by following as below:

1. Go to https://supplier.ariba.com > Register Now
2. Complete information
3. Accept terms and conditions > click “I’m not a robot”
4. Click “Create Account” > Complete overall set up
5. Share your ANID with Honeywell enablement support.









Note:

- Company profile, users and notifications need to be set up.
- Username needs to be in an email format but does not need to be a real email.

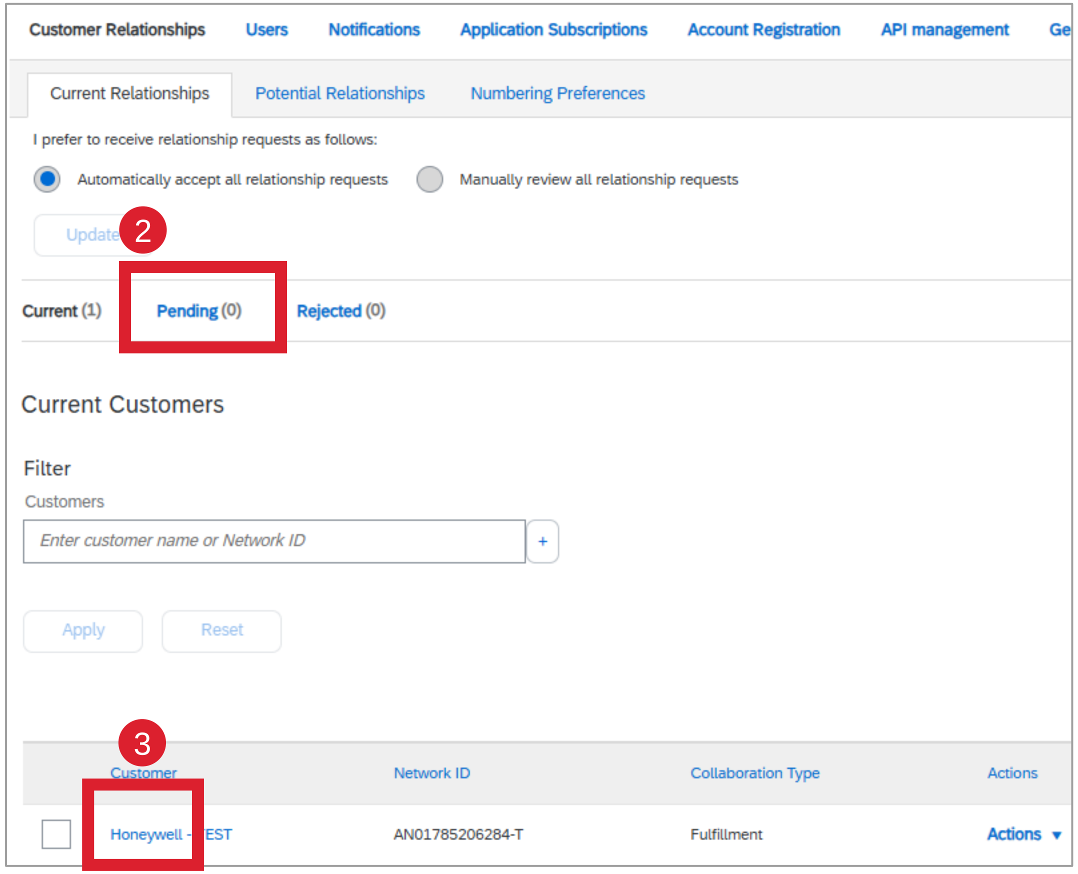
CUSTOMERS

ACCEPT NEW CUSTOMERS

1. Click Initials > Settings > Customer Relationships
2. Click on Pending Requests > Accept customer If agreed

HONEYWELL TRANSACTION RULES

3. Click on Honeywell link
4. Review Details such as:
    - Company Profile information
    - Contact Information
    - Order Confirmation and Ship Notice Rules
    - General Invoice Rules
    - PO Invoice Field Rules
    - PO and Non-PO Invoice Field Rules
    - Invoice Custom Field Rules
    - Invoice Address Rules
    - Online Invoice Form Rules



RECOVER ARIBA ACCOUNT
ADMINISTRATOR NOT LONGER ACTIVE

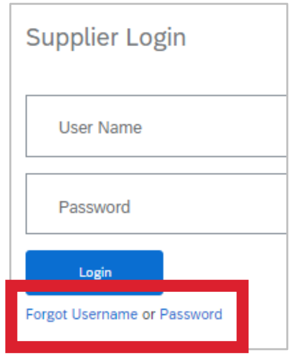
Suppliers have 2 options to recover the account

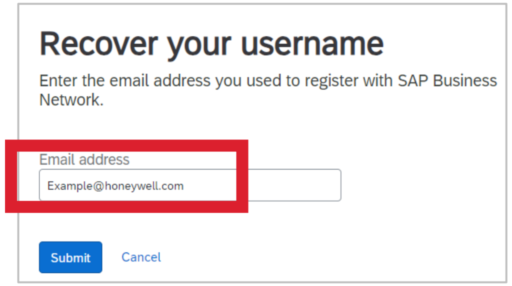
A. If you have access to the former administrator email
B. If you *do not* have access to the former administrator’s email.

A) IF YOU HAVE ACCESS TO FORMER ADMINISTRATOR EMAIL

1. Go to supplier.ariba.com > Click “Forgot Password”
2. Enter the former administrator email
3. You will receive an email with the password
4. Access Ariba > Enter former administrator email and password

Once you are in the Ariba account you will need to delegate the administrator role to the new administrator by either 1) creating a new user and delegating the Administrator role to the user or 2) if already created, just delegate the administrator role. Refer to slide “Grant Access”



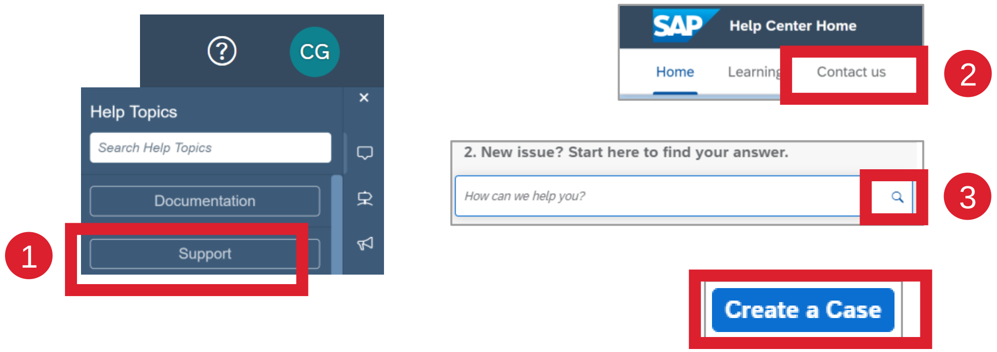


B) IF YOU *DO NOT* HAVE ACCESS TO FORMER ADMINISTRATOR EMAIL

Contact SAP Support to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email

HOW TO CONTACT SAP SUPPORT

1. Go to supplier.ariba.com > Click on (?) > Support
2. Click Contact us > Enter your query in the Search field
3. Click the Search > Select suitable answer. If none scroll to the bottom and click “Create case”
4. Complete the information requested
5. Select preferred contact method
6. Click Submit



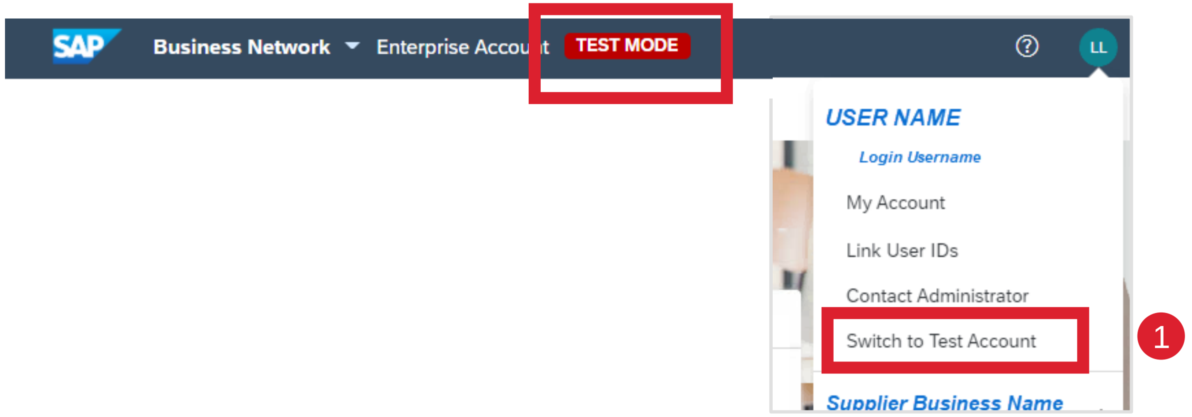
TEST ACCOUNT

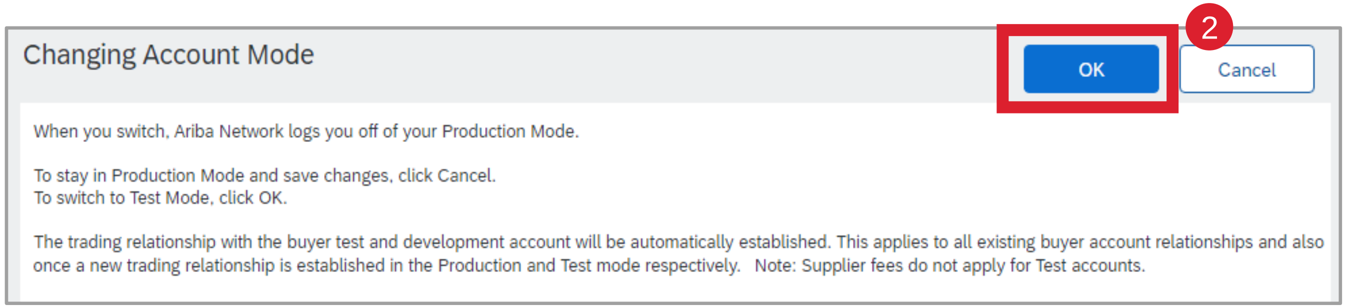
GENERAL INFORMATION

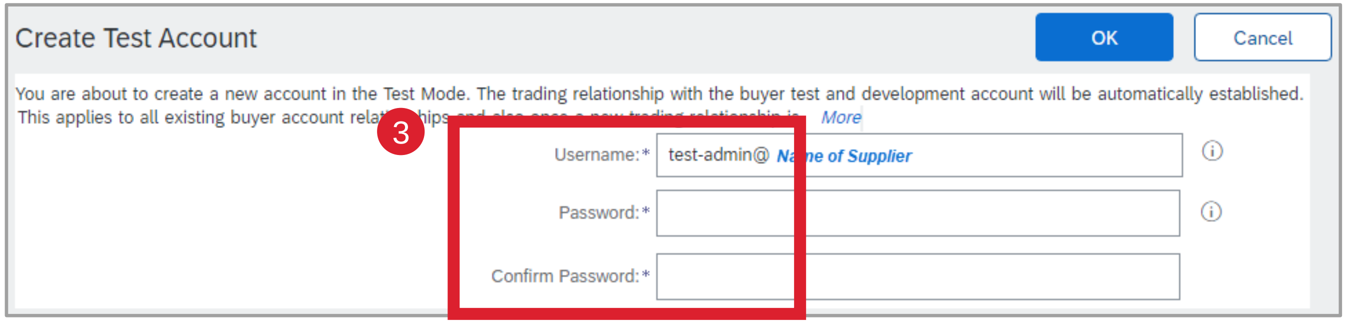
- Only Administrator can create a Test Account and assign users to it.
- Username must be different between Test and Production accounts.
- Test accounts are commonly used for supplier on EDI/B2B scope.
- ANID account number will have a “-T” suffix.
- Test label will display at the top of the Ariba portal once in.

CREATE A TEST ACCOUNT

1. Click Initials > Switch to Test Account
2. Click OK
3. Create Username and Password > Click OK







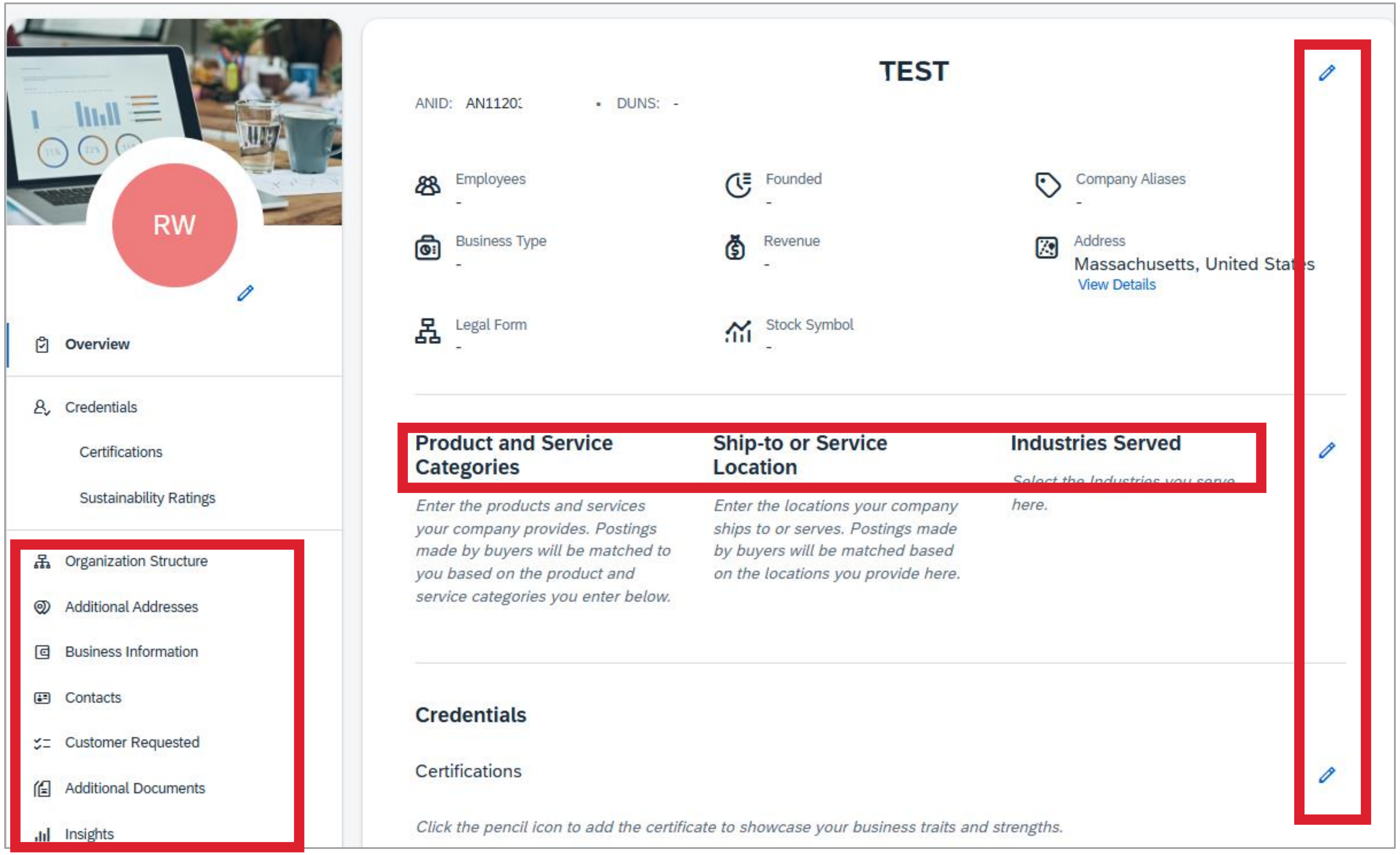
ACCOUNT SET UP
PROFILE

LOGIN

1. Go to https://supplier.ariba.com
2. Enter your Ariba keys

COMPLETE COMPANY PROFILE

3. Login > click on your initials (Top-right corner)
4. Click **Company Profile** > Update as needed:
    3. Organization Structure
    4. Additional Addresses
    5. Business Information:
        - Complete Financial Information
        - Tax Information
    6. Contacts
    7. Customer Requested
    8. Additional Documents
    9. Products and Services
    10. Service Location

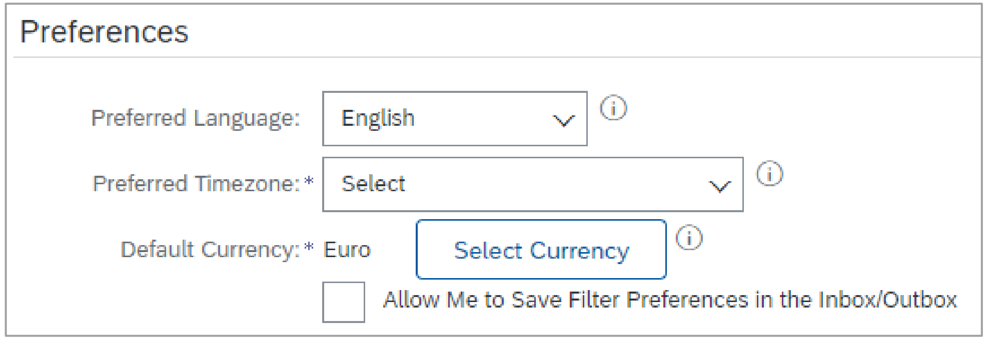


ACCOUNT SET UP
LANGUAGE, TIMEZONE AND CURRENCY

The language you see on your Ariba account is based on your **account Default language** and the **language settings** in your internet browser.

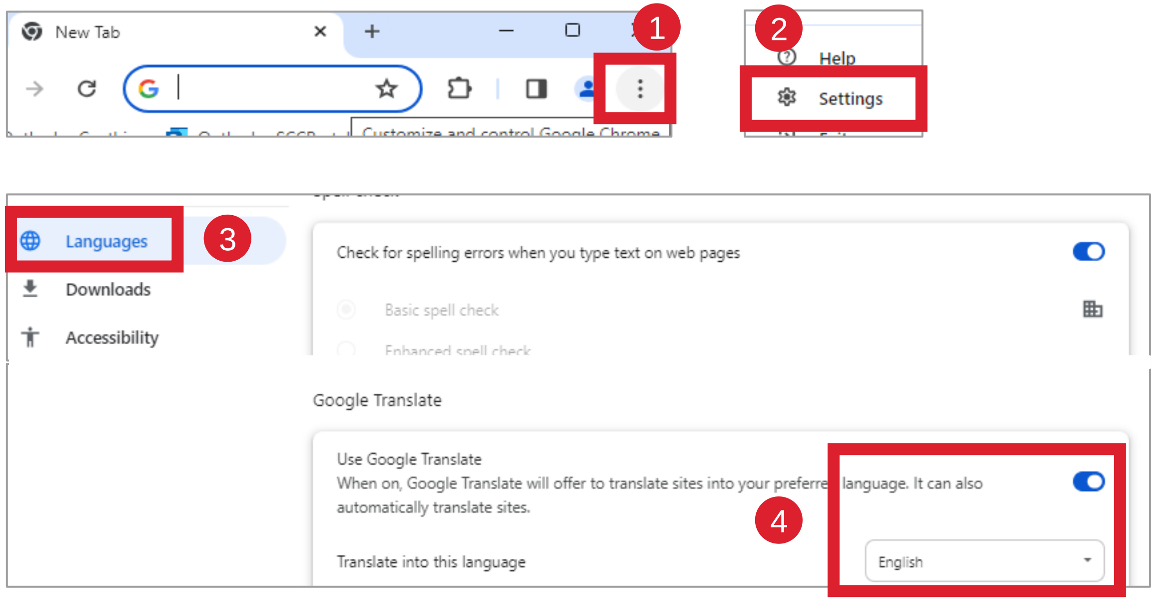
LANGUAGE CHANGE (ARIBA)

1. Go to your initials > **My Account**
2. Configure **Preferences** section as needed:
   - Preferred Language
   - Preferred Time zone
   - Default Currency



LANGUAGE CHANGE (CHROME)

1. Click on more options from tab (3 dots)
2. Click on **Settings**
3. Click on **Languages**
4. Activate **Google translate** > Select preferred **language**

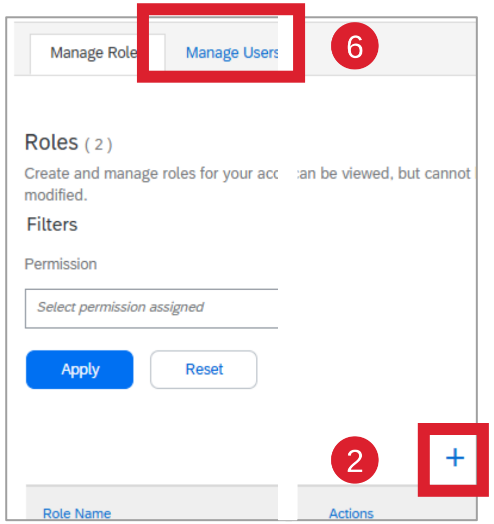


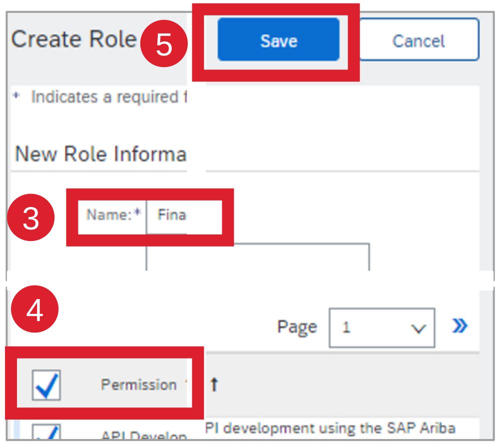
GRANT ACCESS
ASSIGN PERMISSIONS TO USERS

To grant access to a user, a Role needs to be created first.

ROLES

1. Click Initials > Settings > Users.
2. Select **Manage Roles** > Click on “**+**”.
3. Provide a name to the Role.
4. Select the permissions granted for this Role.
5. Click Save.



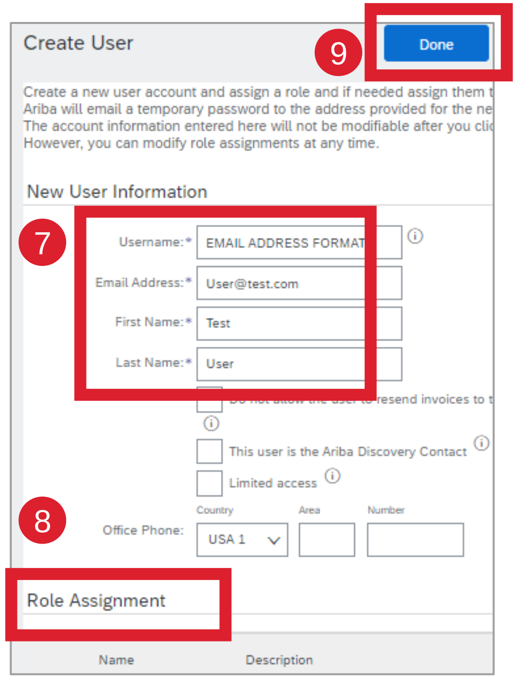


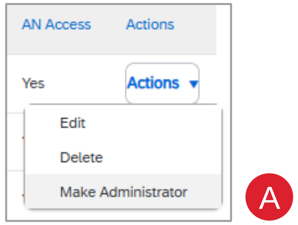
Note:

- There can be up to 250 user accounts per ANID.
- Users can have multiple roles and assigned specific customers as needed.

USERS

6. Click **Manage Users** > Click on “**+**”.
7. Complete requested information.
8. Assign a role.
9. Click Done.
   A. **Administrator role** can be delegated by clicking “Action” from the user row under Manage Users tab





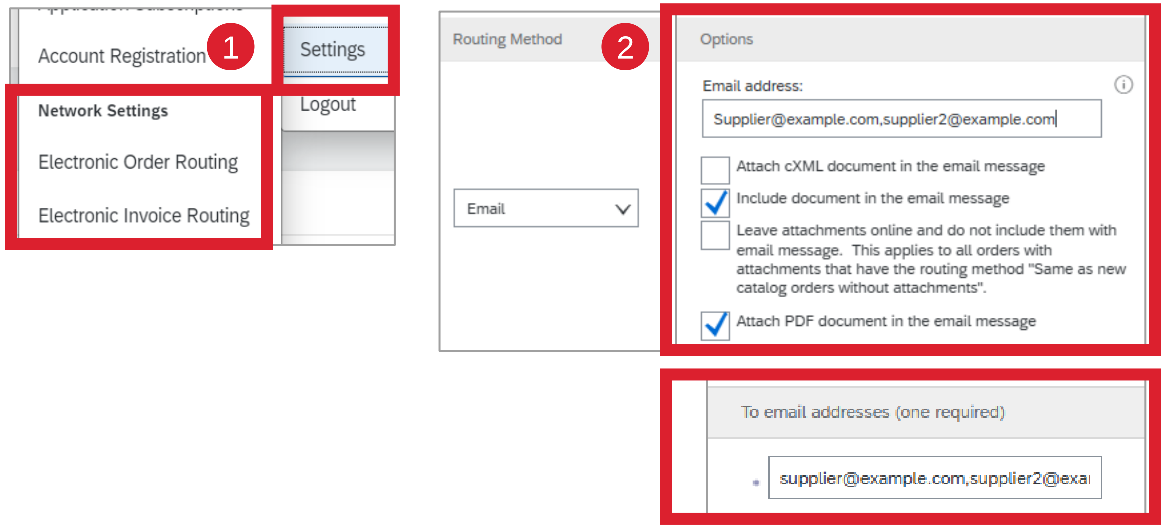
EMAIL NOTIFICATIONS
ELECTRONIC ROUTING

ORDER AND INVOICE NOTIFICATIONS

1. Click Initials > Settings > Electronic Order Routing or Invoice Routing
2. Configure as needed. Recommended to set up:

   Orders notification recommendations
   - Payment Remittances
   - Send notification for new purchase orders to suppliers.
   - Send notification to suppliers when purchase orders are changed.

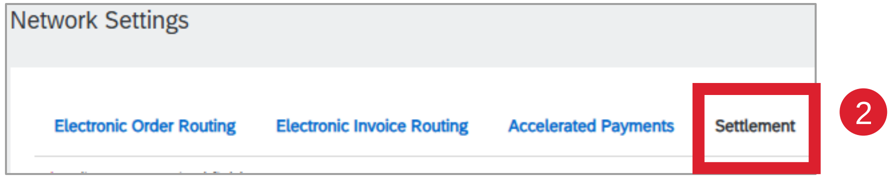
   Invoice notification recommendations
   - Invoice Failure
   - Invoice Status Change
   - Invoice Created Automatically from Receipts *(if you are ERS)*



REMITTANCE NOTIFICATIONS

1. Click Initials > Settings > Electronic Order Routing or Invoice Routing
2. Click “Settlement” tab
3. Configure as needed. Recommended to set up:

   Payment **Remittance notification** recommendations
   - Payment Remittance
   - Payment Remittance Status Updates



Note:
- You can add up to 5 email addresses per notification type. Each email separated by comma and no space.

SAP ARIBA SUPPORT

CREATE A CASE

1. Click on the **(?)** (supplier.ariba.com)
2. Click on **Support** > **Contact us**
3. Enter your **query** in the Search field > Click **Search** icon.
4. Select possible answer; if none:
5. Scroll to the bottom > click **Create case**
6. **Complete** the information requested to create a Case > Select preferred **contact method**

   Be as specific as possible. You can copy and paste below questions in the case and respond them:
   - What did you do to fix issue?
   - What Happened?
   - What is your User ID?
   - What browser are you using? Did you used another browser?
   - Are you connected to the VPN?
   - Where in the Ariba the issue happened?
   - When did it happened?
   - Share screenshot

7. Click **Submit**

Note: Make sure to complete SAP's survey sent to your email after 10 days of the case being closed to ensure service quality always improve.