



Administrator and users account management

Creation/management of the accounts

› The SBN portal is the gateway to many applications that are available for our suppliers (Ipack, LTSD, etc.).

Therefore, any new user wishing to access these applications must first have user access to your company's SBN account



This user guide is made to assist you in managing these user accounts, which can only be done from the SBN portal of your company's administrator account



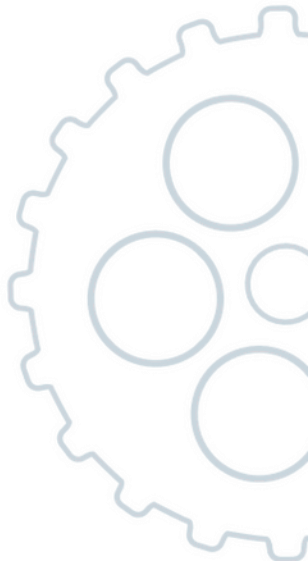
Whether it is for:

- Creating or modifying a user account
- Changing the account administrator



Click on the following link to access to the SBN portal :

<https://service.ariba.com/Supplier.aw>





HOME

➡ Select the section you want to consult



USERS MANAGEMENT

Create a new user account

Modify a user account

Delete a user account



ADMINISTRATOR MANAGEMENT

Find the administrator contact
of the account of your
company

Modify the account
administrator (via SBN)

(in case the actual one is still in the
company)

Modify the account
administrator (via Ariba
support)

(in case the actual one is no more in the
company)

NB : This document is interactive, click on the different areas to navigate

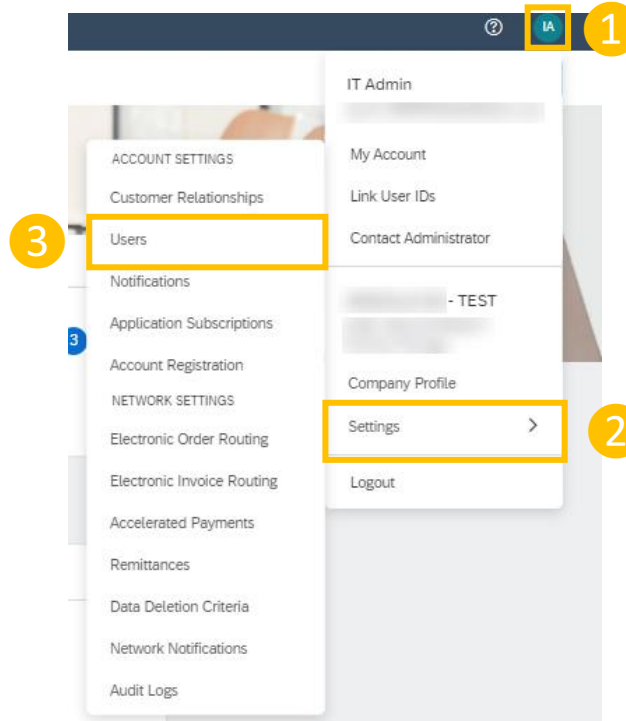
CREATE A USER ACCOUNT

› From the **SBN account administrator***, click on :

1. Your account menu (round icon at the top right of the home screen) [1]
2. Then on « **Settings** » [2]
3. Finally on « **Users** » [3]



Only the account administrator of the company have the right to create/modify the users



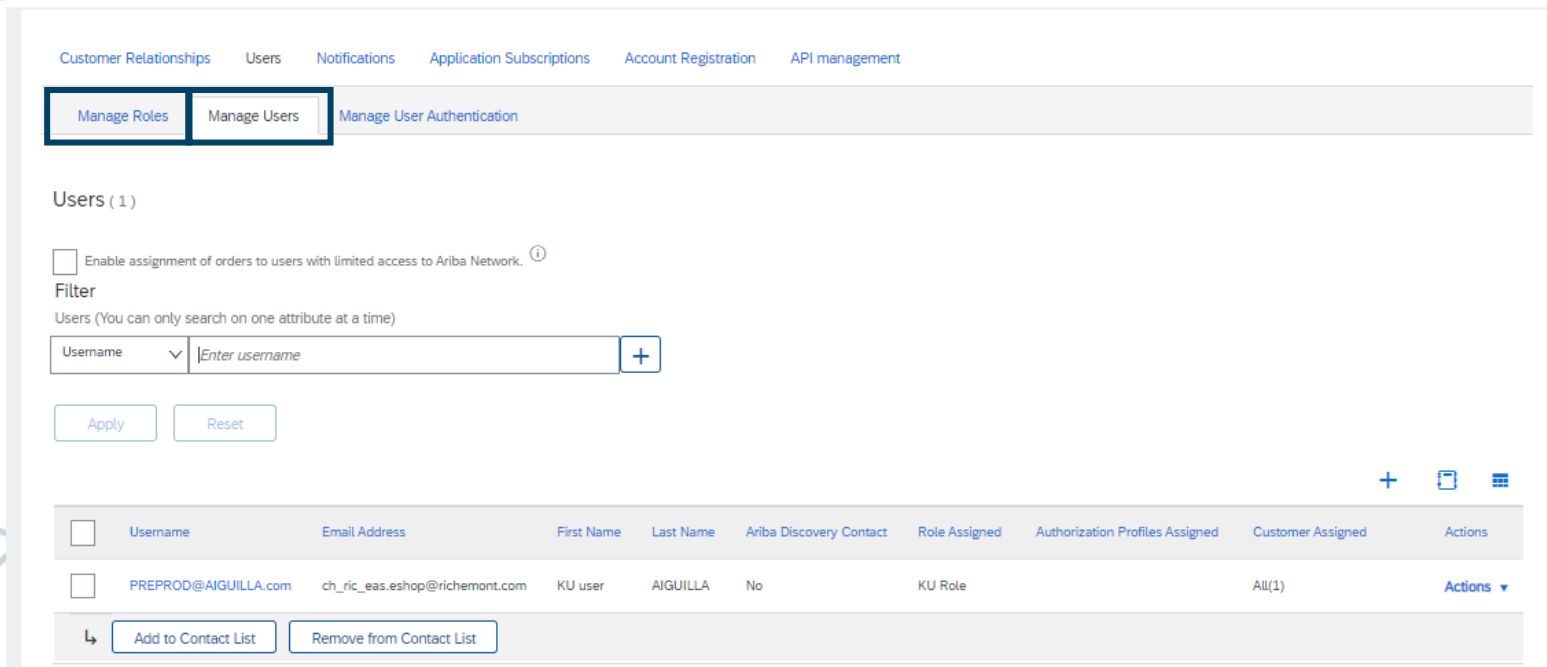
If you do not know who your account administrator is, click HERE to find the information

* **Link of the SBN portal :** <https://service.ariba.com/Supplier.aw>

CREATE A USER ACCOUNT

> The creation of a user account is in two steps :

1. Creation of a role to which you attribute permissions> tab Manage Roles
2. Creation of a user to link to the good role> tab Manage Users

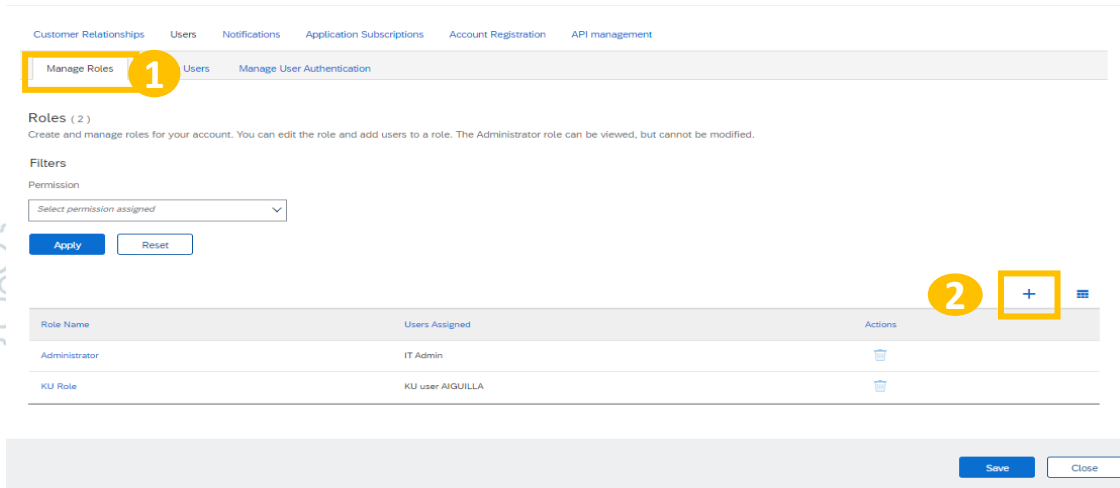


The screenshot shows the 'Manage Users' tab in the eSHOP application. At the top, there are navigation tabs: 'Customer Relationships', 'Users', 'Notifications', 'Application Subscriptions', 'Account Registration', and 'API management'. Below these, there are three sub-tabs: 'Manage Roles', 'Manage Users' (which is selected and highlighted with a red box), and 'Manage User Authentication'. The main content area is titled 'Users (1)'. It contains a checkbox labeled 'Enable assignment of orders to users with limited access to Ariba Network.' with an information icon. Below this is a 'Filter' section with the text 'Users (You can only search on one attribute at a time)'. There is a search input field with a dropdown arrow, a placeholder 'Enter username', and a '+' button. Below the search field are 'Apply' and 'Reset' buttons. At the bottom, there is a table with the following columns: 'Username', 'Email Address', 'First Name', 'Last Name', 'Ariba Discovery Contact', 'Role Assigned', 'Authorization Profiles Assigned', 'Customer Assigned', and 'Actions'. The table contains one row with the following data: 'PREPROD@AIGUILLA.com', 'ch_ric_eas.eshop@richemont.com', 'KU user', 'AIGUILLA', 'No', 'KU Role', 'All(1)', and an 'Actions' link. Below the table are two buttons: 'Add to Contact List' and 'Remove from Contact List'.



You are not required to create a role each time you want to create a user. A role can be assigned to several different users

CREATE A USER ACCOUNT



Role Name	Users Assigned	Actions
Administrator	IT Admin	
KU Role	KU user AIGUILLA	

› To create a role, in the tab « **Manage Roles** » [1] :

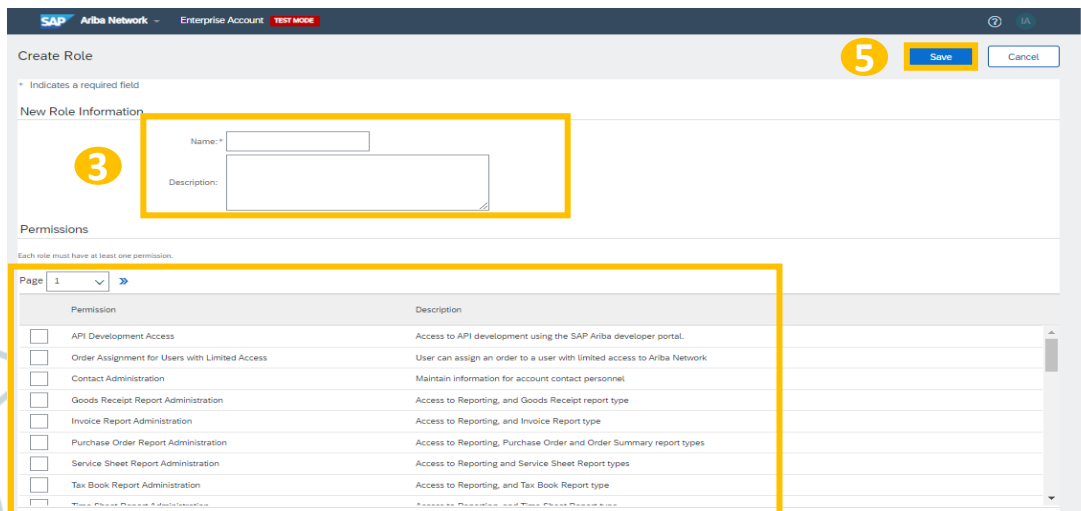
1) Click on the button «**+**» [2]

2) Fill the field **Name** [3]: titled of the role (for example : User, KU ...)

It is possible to add a description to the name of the role

3) Select **the permissions** [4] that will be link to this role(refer to the next slide to know which role link)

4) Click on « **Save** » [5] at the end of each role creation



Permission	Description
<input type="checkbox"/> API Development Access	Access to API development using the SAP Ariba developer portal.
<input type="checkbox"/> Order Assignment for Users with Limited Access	User can assign an order to a user with limited access to Ariba Network.
<input type="checkbox"/> Contact Administration	Maintain information for account contact personnel.
<input type="checkbox"/> Goods Receipt Report Administration	Access to Reporting, and Goods Receipt report type.
<input type="checkbox"/> Invoice Report Administration	Access to Reporting, and Invoice Report type.
<input type="checkbox"/> Purchase Order Report Administration	Access to Reporting, Purchase Order and Order Summary report types.
<input type="checkbox"/> Service Sheet Report Administration	Access to Reporting and Service Sheet Report types.
<input type="checkbox"/> Tax Book Report Administration	Access to Reporting, and Tax Book Report type.
<input type="checkbox"/> Time Sheet Report Administration	Access to Reporting, and Time Sheet Report type.


Home



› You will find below the accesses to select to create the role.

- 
- 
- | Permissions | |
|-------------|--------------------------------------|
| ■ | Good Receipt Report Administration |
| ■ | Inbox and Order Access |
| ■ | Invoices Report Administration |
| ■ | Outbox access |
| ■ | Purchase Order Report Administration |
| ■ | Transaction configuration |

› There are several pages of access rights, remember to consult them in order to select the rights above (also note that they are classified in alphabetical order). To do this, click on the arrow or select the page number.



<input type="checkbox"/> Permission	Description
<input type="checkbox"/> API Development Access	Access to API development using the SAP Ariba developer portal.
<input type="checkbox"/> Analytics Dashboard Access	Access the Analytics Dashboard
<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 Tile in Workbench
<input type="checkbox"/> Contact Administration	Maintain information for account contact personnel

Page

1

2

3

4

5

CREATE A USER ACCOUNT

The screenshot shows the eSHOP user management interface. At the top, there are tabs for 'Manage Roles', 'Manage Users', and 'My Authentication'. The 'Manage Users' tab is selected and highlighted with a yellow box and a red circle with the number 1. Below the tabs, there is a 'Users (1)' section with a checkbox to 'Enable assignment of orders to users with limited access to Ariba Network'. A 'Filter' section allows searching by 'Username' with a text input and a '+' button. Below the filter is a table of users. The first user is 'PREPROD@AIGUILLA.com' with email 'ch_ric_eshop@richemont.com', first name 'KU user', last name 'AIGUILLA', and role 'KU Role'. A yellow box and red circle with the number 2 highlight the '+' button in the top right of the table. Below the table are buttons for 'Add to Contact List' and 'Remove from Contact List'. Below the table is a 'Create User' section. It has a 'Done' button highlighted with a yellow box and red circle with the number 5. Below the 'Create User' section is a 'New User Information' form. It has fields for 'Username', 'Email Address', 'First Name', and 'Last Name'. There are checkboxes for 'Do not allow the user to resend invoices to the buyer's account', 'This user is the Ariba Discovery Contact', and 'Limited access'. There is a 'Country' dropdown set to 'USA 1' and 'Area' and 'Number' fields. A yellow box and red circle with the number 3 highlight the 'New User Information' form. Below the 'New User Information' form is a 'Role Assignment' section. It has a table with columns 'Name' and 'Description'. The first row is 'KU Role' with description 'Role for KU'. A yellow box and red circle with the number 4 highlight the 'Role Assignment' section. Below the 'Role Assignment' section is a 'Customer Assignment' section. It has a radio button for 'All Customers' and a radio button for 'Select Customers'. A yellow box and red circle with the number 4 highlight the 'Customer Assignment' section.

Once the role is created, you must create the user and assign the role to it. In the tab « **Manage Users** » [1] :

- 1) Click on the button «+» [2]
- 2) Fill the user information [3] :
 - Username: **Use the Email of the user**
 - Email Address: Email of the user
 - First Name
 - Last Name
 - Office Phone
- 3) Tick the role previously created to link to the user [4]
- 4) Click on « **Done** » [5] to save the information



Once the user is created, they will receive an email with the information to connect (username and temporary password)

ACCOUNT CONFIGURATION

- › At the first login, each user must fill in **their information in the account settings**
- › Click on your **initials** [1] and then on « **My account** » [2]

The screenshot shows the SAP Business Network Enterprise Account dashboard. At the top, the user's initials 'PS' are highlighted with a yellow box and labeled with a red circle '1'. A dropdown menu is open, showing 'My Account' highlighted with a yellow box and labeled with a red circle '2'. The dashboard includes a navigation bar with links like Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices, Reports, and Messages. Below the navigation bar, there are several widgets: 'Overview' with a 'Getting started' tab, a 'Purchase orders' widget showing a total of €0, a 'Shipment tracking' widget with a map, and an 'Activity feed' showing recent order changes and receipts. The 'Purchase orders' widget shows a line graph with data points for the last 7 days. The 'Shipment tracking' widget includes a search bar for purchase order numbers and a 'Track' button. The 'Activity feed' shows a list of recent activities with details like dates, times, and amounts.



ACCOUNT CONFIGURATION

› Fill in the requested information and click on « **Save** » [1] to complete the entry.

SAP Business Network - Enterprise Account TEST MODE

My Account

1 Save Close

Account Settings

* Indicates a required field

Account Information

Username: ⓘ
Change Password

Email Address:

First Name: PREPROD

Middle Name:

Last Name: ⓘ
Personal Information Change Log

Business Role: Sales

Preferences

Preferred Language: English ⓘ

Preferred Timezone: CET ⓘ

Default Currency: Euro ⓘ
Select Currency ⓘ

☐ Allow Me to Save Filter Preferences in the Inbox/Outbox

Contact Information

Country: CHE 41 Area: Number: 999999 Extension:

Phone:

Address 1:

Address 2:

Postal Code:

City: Evreux

State:

Country/Region: France [FRA]

Personal information usage

You expressly acknowledge and give consent to Arriba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Arriba and the computer systems on which the Arriba services are hosted (located in various data centers globally), in accordance with the [Privacy Statement](#), the [Terms of Use](#), and applicable law. You have the right to access and modify your personal data from within the application or by contacting the Arriba administrator within your organization. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Arriba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian Federation.

Revocation to consent to process personal information

☐ Withdraw consent to process personal information. By checking this box, I am requesting a revocation of my consent to process my personal information. I understand that I will no longer be able to access SAP Business Network once my request has been approved by our company admin. My company may store personal information for compliance and audit purposes.

Save Close



It is imperative to fill in the "contact information" when logging in for the first time

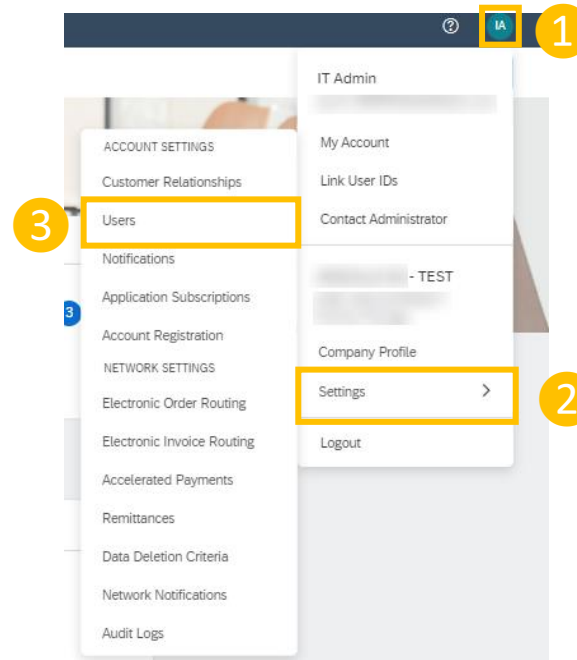
› **Modifying a user account only involves changing the role(s) assigned to it. You cannot change the identifier of a user account; a new identifier necessarily implies creating a new user account.**

› **From the SBN account administrator***, click on :

1. Your account menu (round icon at the top right of the home screen) [1]
2. Then on « **Settings** » [2]
3. Finally on « **Users** » [3]



Only the account administrator of the company have the right to create/modify the users

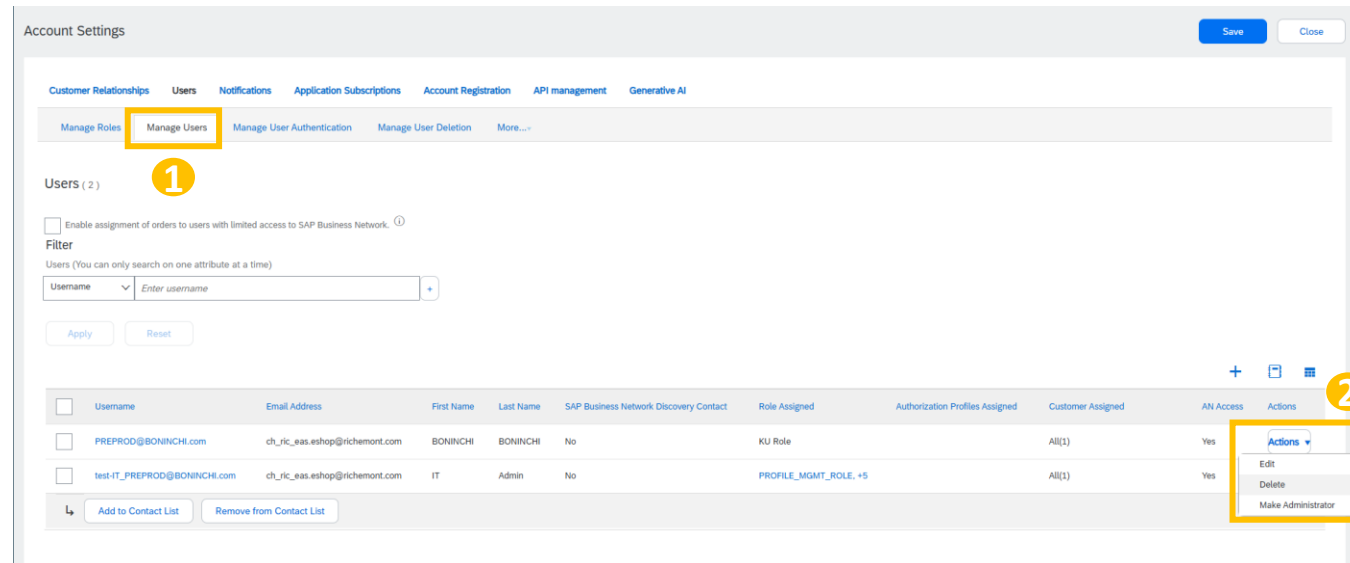


If you do not know who your account administrator is, click HERE to find the information

* **Link of the SBN portal :** <https://service.ariba.com/Supplier.aw>

MODIFY A USER ACCOUNT

› In the « **Manage Users** » tab [1], from the **action menu** click on « **Edit** » [2]



Account Settings

Customer Relationships Users Notifications Application Subscriptions Account Registration API management Generative AI

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

Users (2) **1**

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

Filter

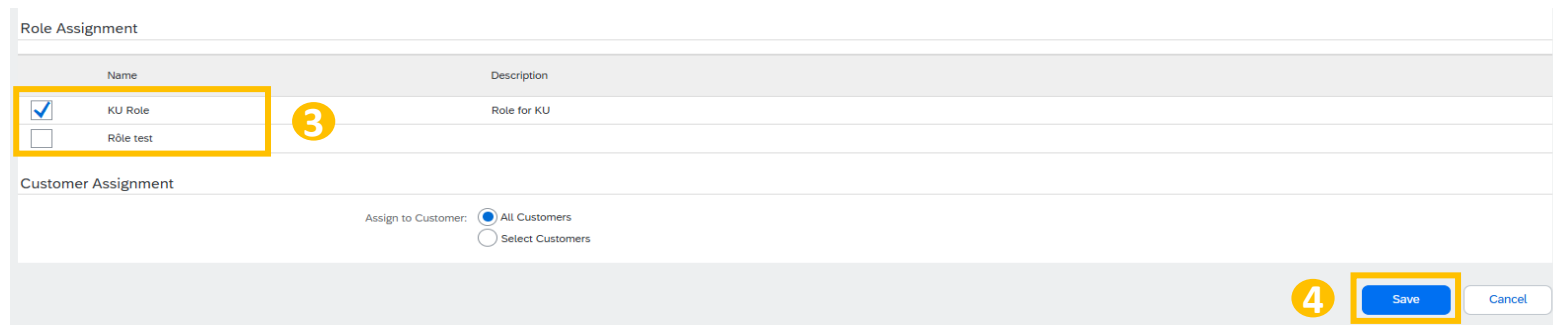
Users (You can only search on one attribute at a time)

Username +

Apply Reset

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions 2
<input type="checkbox"/>	PREPROD@BONINCHI.com	ch_ric_eas.eshop@richemont.com	BONINCHI	BONINCHI	No	KU Role		All(1)	Yes	<div>Actions Edit Delete Make Administrator</div>
<input type="checkbox"/>	test-IT_PREPROD@BONINCHI.com	ch_ric_eas.eshop@richemont.com	IT	Admin	No	PROFILE_MGMT_ROLE, +5		All(1)	Yes	

› You can then select/deselect the role(s) to assign to this user [3] and click « **Save** » [4]



Role Assignment

Name	Description
<input checked="" type="checkbox"/> KU Role	Role for KU
<input type="checkbox"/> Rôle test	

Customer Assignment

Assign to Customer: ☒ All Customers ☐ Select Customers

4

MODIFY A ROLE

- It is also possible to **modify an already created role**. To do this, go to the « **Manage Roles** » tab [1] and click on the name of the role to modify [2]

Account Settings

Customer Relationships Users Notifications Application Subscriptions Account Registration API management Generative AI

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

Roles (1)

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	IT Admin	
2 KU Role	BONINCHI BONINCHI	
Role test		

 **The permissions of the administrator role cannot be modified.**

- Then click on « **Show all the available permissions** » [3], **select/deselect the permissions** you want, then click on « **Save** » [4]

Permissions

Each role must have at least one permission.

3 ☐ Show me all the available permissions

Permission	Description
<input checked="" type="checkbox"/> Goods Receipt Report Administration	Access to Reporting, and Goods Receipt report type
<input checked="" type="checkbox"/> Inbox and Order Access	View and search documents in Inbox and take actions based on your role
<input checked="" type="checkbox"/> Invoice Generation	Generate Invoices, as supported by customers (requires Inbox and Outbox Access)
<input checked="" type="checkbox"/> Logistics Access	Perform Logistics actions with limited access to transactions information
<input checked="" type="checkbox"/> Outbox Access	View and search documents in Outbox and take actions based on your role
<input checked="" type="checkbox"/> Purchase Order Report Administration	Access to Reporting, Purchase Order and Order Summary report types
<input checked="" type="checkbox"/> Transaction Configuration	Configure accounts for electronic transactions

Assigned Users (1)

You can add users to this role, remove users from this role or move users to another role

Username	Email Address	First Name	Last Name	Roles Assigned
<input type="checkbox"/> PREPROD@BONINCHI.com	ch_rc_es.eShop@richemont.com	BONINCHI	BONINCHI	KU Role

Remove Move to another role

4 Save Close

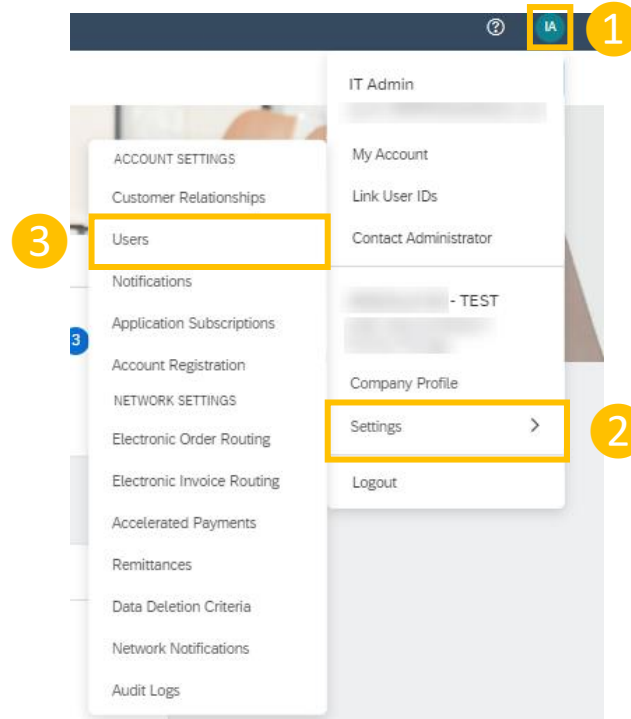
DELETE A USER ACCOUNT

› From the SBN account administrator*, click on :

1. Your account menu (round icon at the top right of the home screen) [1]
2. Then on « **Settings** » [2]
3. Finally on « **Users** » [3]



Only the account administrator of the company have the right to create/modify the users



If you do not know who your account administrator is, click HERE to find the information

* Link of the SBN portal : <https://service.ariba.com/Supplier.aw>



Previous

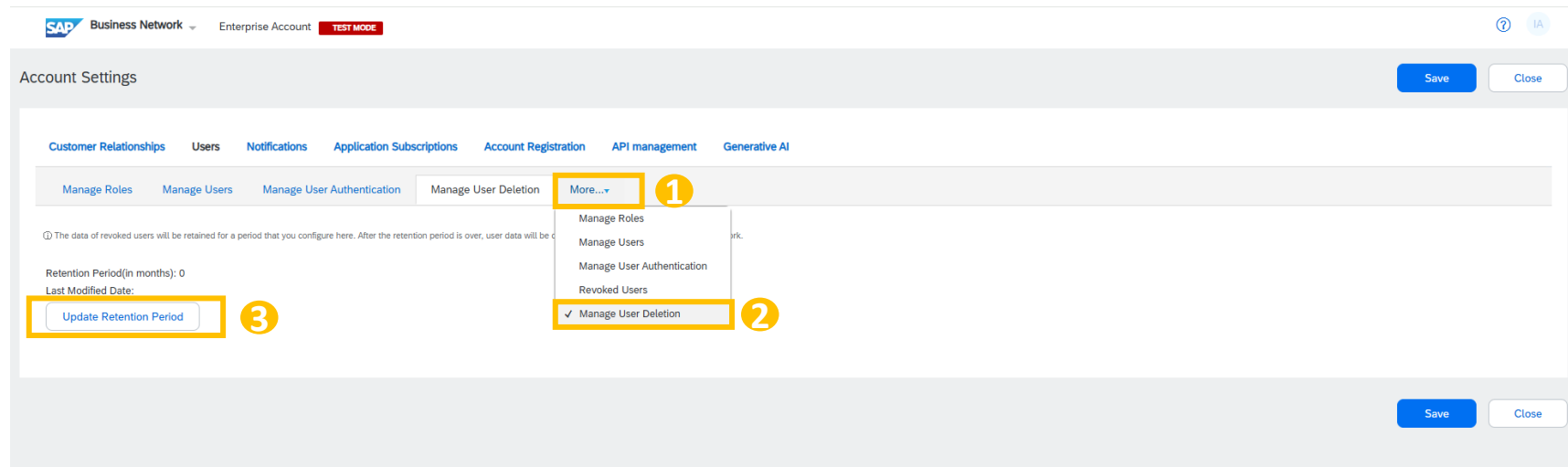


Next



DELETE A USER ACCOUNT

- › To delete a user, you must **update the retention period** by clicking on « **More »** [1] and « **Manage User Deletion »** [2]
- › Then click on « **Update Retention Period»** [3]



SAP Business Network Enterprise Account TEST MODE

Account Settings

Customer Relationships Users Notifications Application Subscriptions Account Registration API management Generative AI

Manage Roles Manage Users Manage User Authentication Manage User Deletion More... [1]

① 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 c...

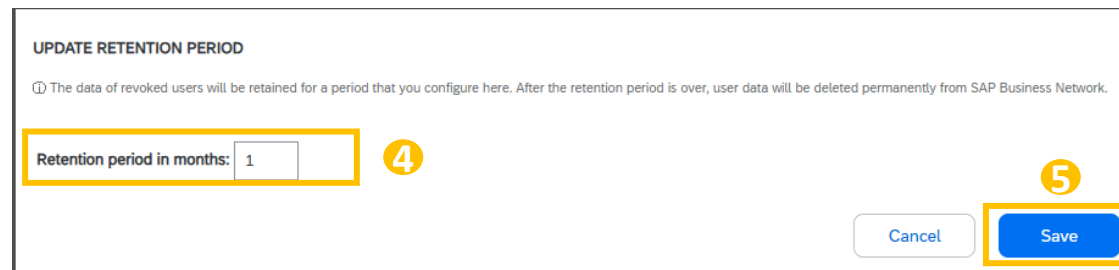
Retention Period(in months): 0
Last Modified Date:

Update Retention Period [3]

Manage Roles
Manage Users
Manage User Authentication
Revoked Users
✓ Manage User Deletion [2]

Save Close

- › **Enter a value different from 0** in the confirmation period field [4] and click on « **Save »** [5]



UPDATE RETENTION PERIOD

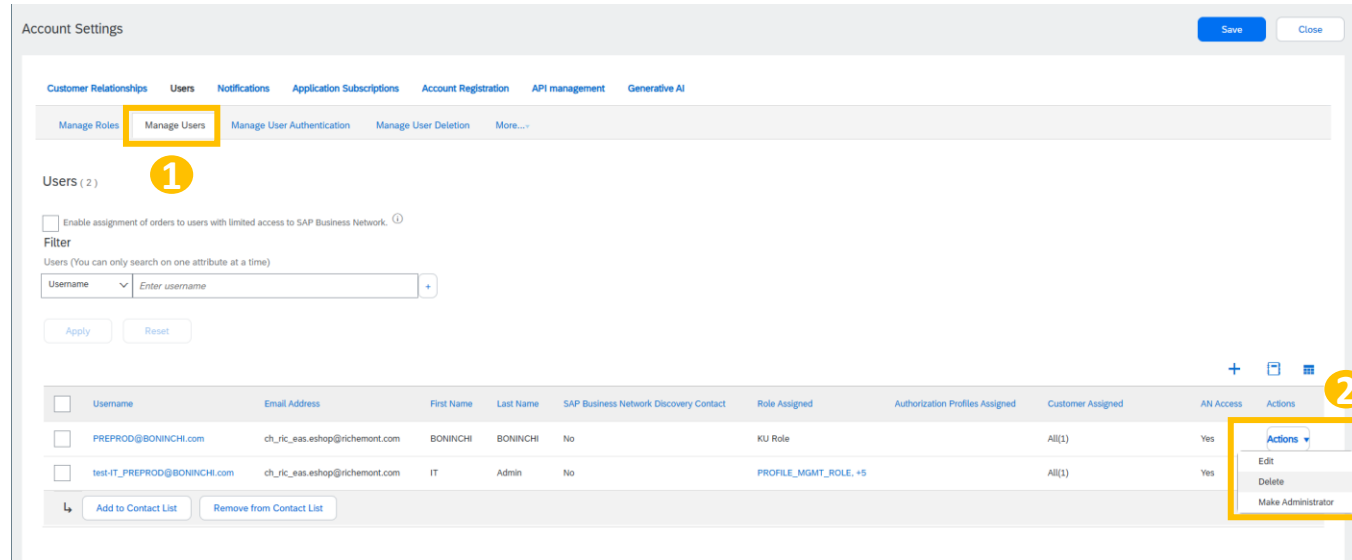
① The data of revoked users will be retained for a period that you configure here. After the retention period is over, user data will be deleted permanently from SAP Business Network.

Retention period in months: 1 [4]

Cancel Save [5]

DELETE A USER ACCOUNT

- › Go back on the tab **Manage Users** [1]
- › From the **menu Action** click on **Delete** [2]



Account Settings

Customer Relationships Users Notifications Application Subscriptions Account Registration API management Generative AI

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

Users (2) **1**

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

Filter

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

Username +

Apply Reset

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions 2
<input type="checkbox"/>	PREPROD@BONINCHI.com	ch_ric_eshop@richemont.com	BONINCHI	BONINCHI	No	KU Role		All(1)	Yes	Actions Edit Delete Make Administrator
<input type="checkbox"/>	test-IT_PREPROD@BONINCHI.com	ch_ric_eshop@richemont.com	IT	Admin	No	PROFILE_MGMT_ROLE_+5		All(1)	Yes	

- › Click on « **OK** » **[3]** to confirm the deletion of the user

CONFIRM DELETION

You have chosen to delete this user. Please review the user information, and make sure that this user's email address is not used to receive any notifications. You may need to check the organization level notification preferences in Notifications page. If you click OK, this user will lose access to SAP Business Network. However, this user's data will be retained in SAP Business Network for the period configured in the Manage User Deletion tab.

Selected User Information

Username:

Email Address:

First Name:

Last Name:

Office Phone:

Assigned Role:

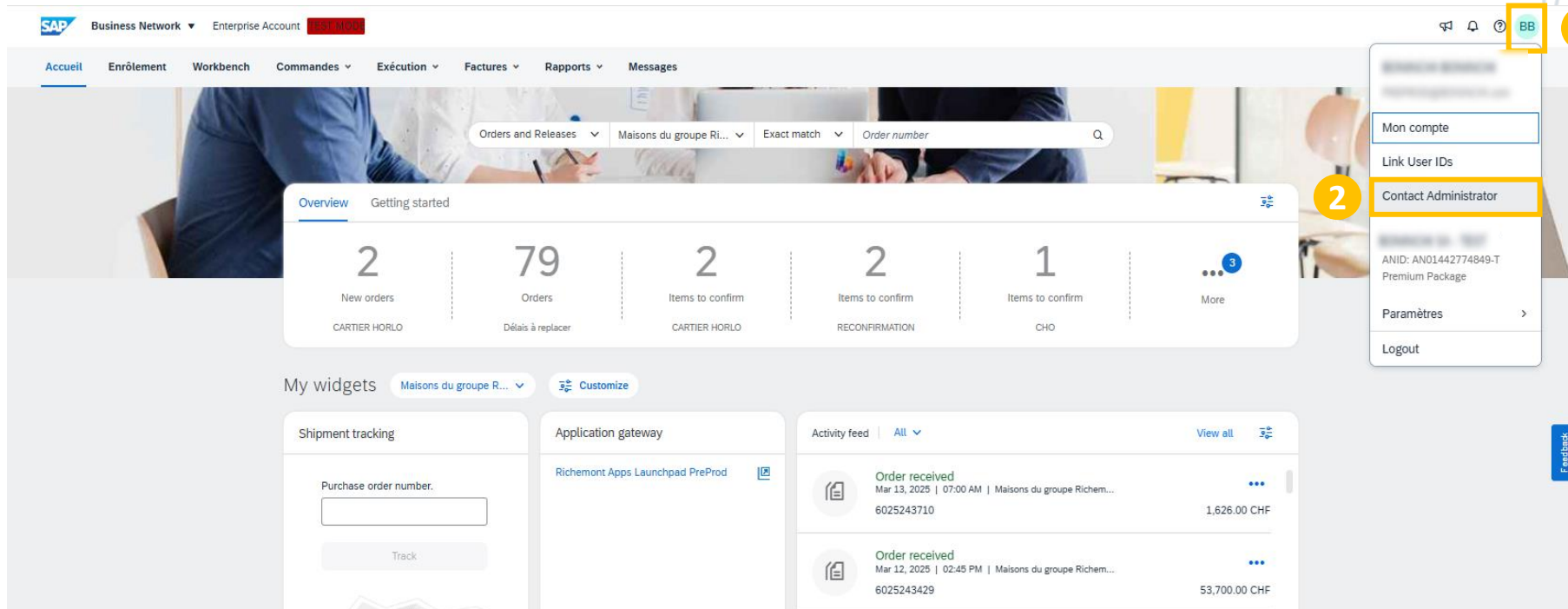
SAP Business Network Discovery Contact:

3"/>

FIND THE CONTACT OF THE ACCOUNT ADMINISTRATOR

› To find the contact of the account administrator of your company, from your SBN user account* click on :




1. Your account menu (round icon at the top right of the home screen) [1]
2. Then on « **Contact Administrator** » [2]






* Link of the SBN portal : <https://service.ariba.com/Supplier.aw>

FIND THE CONTACT OF THE ACCOUNT ADMINISTRATOR

- › A new window opens with the **information related to the account administrator**.

 Business Network  Enterprise Account 

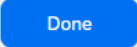



Contact Your Account Administrator

The account administrator role is assigned to the individual at your organization who is responsible for setting configuration options, managing customer relationships, subscribing to services, and maintaining the account over time. The account administrator also serves as your primary point of contact if you need help resetting your password, changing your permissions, or if you have any other questions or problems.

Account Administrator Information

Name:	IT Admin
Email Address:	ch_ric_eas.eshop@richemont.com
Office Phone:	+41 (11) 2222
Fax:	



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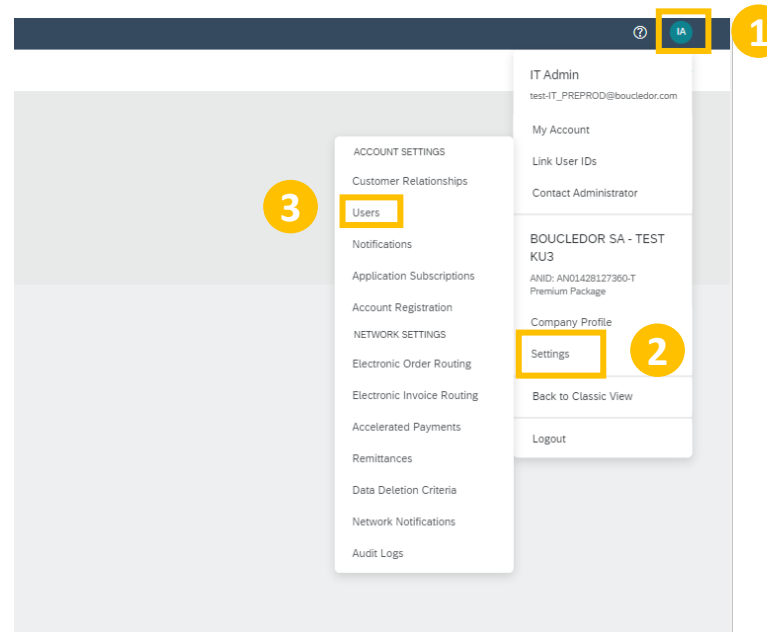


Previous

CHANGE THE ACCOUNT ADMINISTRATOR (VIA SBN)

- › **If the account administrator is still in your company**, but you wish to **reassign** the administrator account to another user: **from the current SBN account administrator* click on :**

1. Your account menu (round icon at the top right of the home screen) [1]
2. Then on « **Settings** » [2]
3. Finally on « **Users** » [3]



**As a prerequisite,
another role must be available
to be assigned to the ex-
administrator**

* **Link of the SBN portal :** <https://service.ariba.com/Supplier.2W>

CHANGE THE ACCOUNT ADMINISTRATOR (VIA SBN)

› In the tab « **Manage Users** » [1] :

1) Select the user who is to become the new administrator [2]

2) Click on « **Actions** » [3] and select « **Make administrator** » [4]

Account Settings

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

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

Users (2) **1**

☐ Enable assignment of orders to users with limited access to Ariba Network. ⓘ

Filter

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

Username +

Apply Reset


<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>	PREPROD@boucedor.com	ch_ric_eas.eshop@richemont.com	KU user	Boucedor	No	KU Role		All(1)	Yes	Actions 3
<input type="checkbox"/>	test-IT_PREPROD@boucedor.com	ch_ric_eas.eshop@richemont.com	IT	Admin	No	SUPPLIER_MASTERACCOUNT, +5		All(1)	Yes	4

+ Add to Contact List Remove from Contact List

Save Close

CHANGE THE ACCOUNT ADMINISTRATOR (VIA SBN)

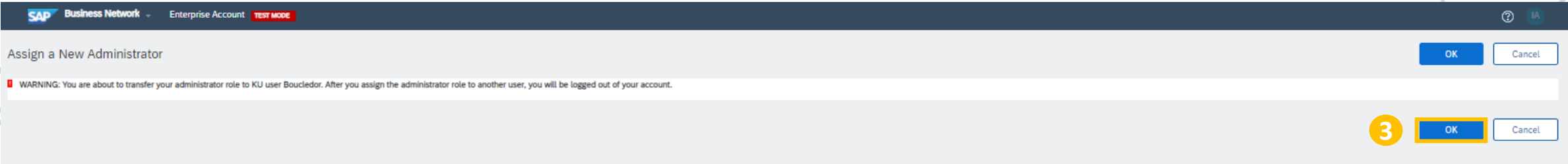
- › Then select the role to be assigned to the former administrator **[1]**, and click on « **Assign** » **[2]**



The screenshot shows the 'Assign a Role' dialog box in the SAP Business Network interface. The dialog has a title bar with 'SAP Business Network', 'Enterprise Account', and 'TEST MODE'. Below the title bar, there is a section titled 'Assign a Role' with a subtitle 'Select a new role for your account.' and two buttons: 'Assign' and 'Cancel'. A table with two columns, 'Name' and 'Description', is displayed. The first row contains a checkbox (highlighted with a yellow square and a yellow circle with the number 1), 'KU Role', and 'Role for KU'. At the bottom right of the dialog, there is another 'Assign' button (highlighted with a yellow square and a yellow circle with the number 2) and a 'Cancel' button.

Name	Description
<input type="checkbox"/> KU Role	Role for KU

- › Once the change is made, click on « **OK** » **[3]** to register.
/!\ Please note that you will then be logged out of your account



The screenshot shows the 'Assign a New Administrator' dialog box in the SAP Business Network interface. The dialog has a title bar with 'SAP Business Network', 'Enterprise Account', and 'TEST MODE'. Below the title bar, there is a section titled 'Assign a New Administrator' with a subtitle 'WARNING: You are about to transfer your administrator role to KU user Boucledor. After you assign the administrator role to another user, you will be logged out of your account.' and two buttons: 'OK' and 'Cancel'. At the bottom right of the dialog, there is an 'OK' button (highlighted with a yellow square and a yellow circle with the number 3) and a 'Cancel' button.

CHANGE THE ACCOUNT ADMINISTRATOR (VIA ARIBA SUPPORT)

- › **If the account administrator is no longer in your company**, you need to open a ticket through the **Ariba Help Center** to request the assignment of a new administrator.
- › **From your SBN user account*** :
 - 1) Click on the help icon to display the Help Center bar on the right-hand side of the screen [1]
 - 2) Click on « **Support** » [2]

The screenshot displays the SAP Business Network interface. At the top, a navigation bar contains various menu items. A search bar is located below the navigation bar. The main content area features a dashboard with several key metrics and widgets. On the right side, a 'Help Topics' sidebar is visible, with the 'Support' option highlighted in a yellow box. The dashboard includes a 'Company profile' widget showing a 35% completion rate, a 'Purchase orders' widget showing a value of 48.8K CHF, and an 'Activity feed' widget listing recent orders.

* **Link of the SBN portal** : <https://service.ariba.com/Supplier.aw>

CHANGE THE ACCOUNT ADMINISTRATOR (VIA ARIBA SUPPORT)

A new window appears, to open a ticket to the support :

- › Click on « **Contact us** » [1]
- › In the search bar type « **Reassign the account administrator** » [2] and answer the questions [3]
- › Then click on the button « **Create a case** » [4] at the bottom right of the page

The screenshot shows the SAP Help Center 'Contact us' page. The page has a dark blue header with the SAP logo and 'Help Center Contact us'. Below the header, there are navigation links: 'Home', 'Learn', and 'Contact us' (highlighted with a yellow box and a red circle with the number 1). The main content area is divided into three sections. The first section, '1. Start here to find your answer.', contains a search bar with the text 'Reassign the account administrator' (highlighted with a yellow box and a red circle with the number 2). The second section, '2. Browse below for our AI-based recommendations*', lists several FAQs related to changing the administrator. The third section, '3. Choose from the options below to continue.', contains a series of questions with 'Yes', 'No', and 'Don't know' buttons. The questions are: 'Do you need to reassign the account administrator?', 'Is your current administrator still with your company?', and 'Do you have access to retrieve emails sent to the listed administrator's email?'. Below these questions, there is a list of information required for contact support: Company Name, ANID, Current administrator name, Current administrator email address, First and last name of caller, New administrator name, New administrator email, and Phone number. At the bottom right of the page, there is a yellow button labeled 'Create a Case' (highlighted with a yellow box and a red circle with the number 4). The page also has a footer with 'Home' and 'Next' navigation links.

CHANGE THE ACCOUNT ADMINISTRATOR (VIA ARIBA SUPPORT)

- › Fill all the **mandatory fields** (the one with the red asterisk « * »)
- › Click on the button « **One last step** » [1] at the bottom right of the page.
- › Select the way you want to be contacted (if several choices proposed), then click on « **Submit** » [2] in order to send the ticket to the support

SAP Help Center Contact us

Home Learning Contact us

Requested language of support: English [Change?](#)
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject: *

Full description: *

3000 characters remaining

Attachment: [+](#)

Issue type: *

Issue area: *

Document or Event Number:

Company that invited you:

Top Recommendations:

- How do I reset/change my SAP Business Network password?
- How do I change the administrator user in my SAP Business Network supplier account?

2. How does this impact your normal business processes?

Business Impact: *

3. Provide your preferred contact details:

First name: *

Last name: *

User Name:

Company: *

Email: *

Phone: *

Extension:

Confirm phone: *

Ariba Network ID: *

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

Recommendations*

Search

- How do I reset/change my SAP Business Network password?
- How do I change the administrator user in my SAP Business Network supplier account?
- How do I contact SAP Business Network Customer Support as a supplier?
- How do I contact my buyer?
- How do I accept a customer's trading relationship request / invitation?
- How do I register a new account?
- How do I reset my password as a supplier?
- Why is my account locked and how do I unlock it?
- How do I establish a trading relationship with a buyer?
- Why am I not receiving emails from SAP Ariba?
- How do I reenable/reinstate/reactivate my expired account?
- How do I change my payment method for Ariba Invoices?
- Why can't I log in to my SAP Business Network account?
- How do I create a contract invoice?
- Where do I find my SAP Business Network ID (ANID) number?
- Why my invoice or service entry sheet (SES) rejected?
- How to enable or disable multifactor authentication for login in SAP Business Network?
- Why am I required to log in to my invoice?

One last step [1]

SAP Help Center Contact us

Home Learning Contact us

Choose this contact method for the fastest resolution of your issue:

☐ **Recommended**

Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 25

☐ Do not record my phone call.

Other methods you may choose:

☐ Live chat: open

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Estimated wait time in minutes: 3

☐ Webform

A support engineer will respond to your case by email.

To receive communications, add itsm.notification-service@sap.com to your allow list.

Submit [2]



RICHEMONT