SAP Business Network (SBN) on the Business Technology Platform (BTP)

Supplier System Administration Process Guide

Version 1.0 - 2026

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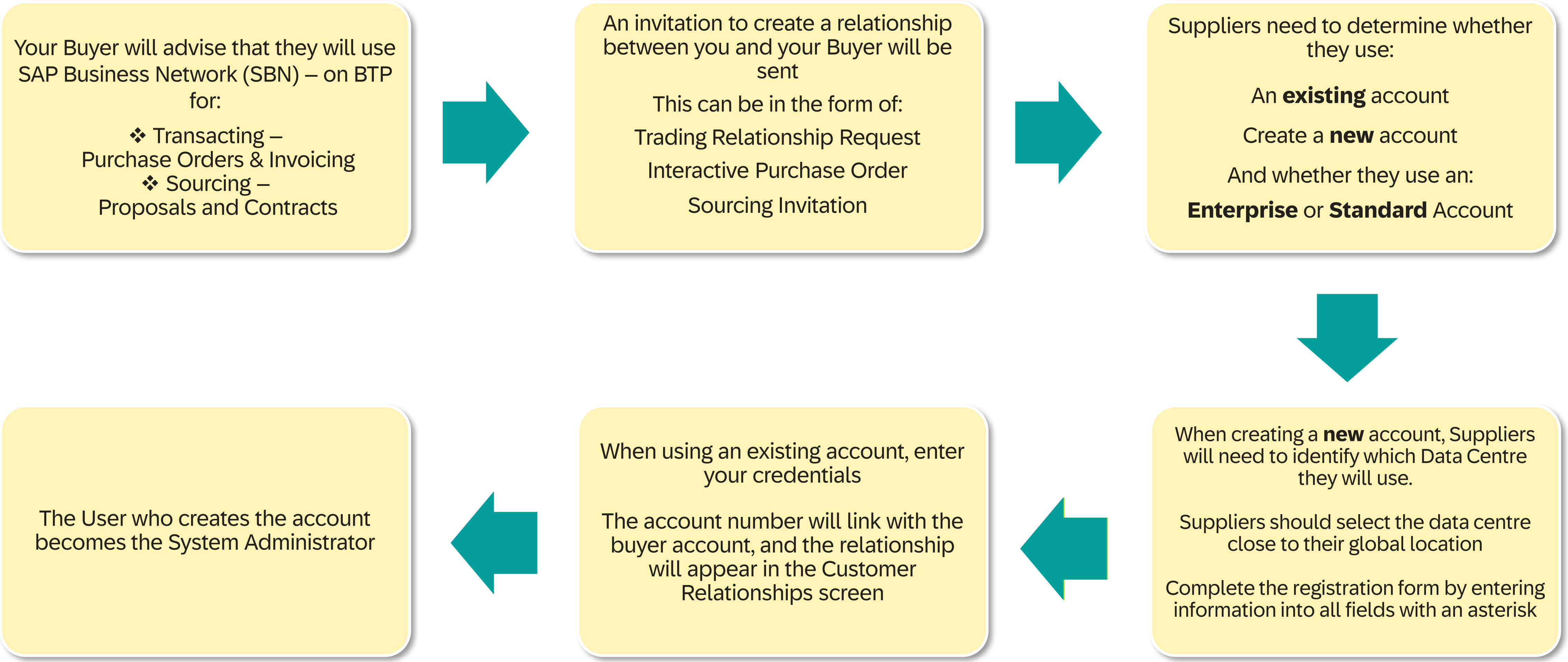
- This is a high-level representation to the process to create an SAP Business Network account on BTP. There may be variations; however, the setup processes in the SAP Business Network are the minimum requirements for all Suppliers
- Links take you directly to the required process



Your Buyer will advise that they will use SAP Business Network (SBN) – on BTP for:

❖ Transacting –
Purchase Orders & Invoicing
❖ Sourcing –
Proposals and Contracts

An invitation to create a relationship between you and your Buyer will be sent

This can be in the form of:

Trading Relationship Request

Interactive Purchase Order

Sourcing Invitation

Suppliers need to determine whether they use:

An **existing** account

Create a **new** account

And whether they use an:

Enterprise or **Standard** Account

When creating a **new** account, Suppliers will need to identify which Data Centre they will use.

Suppliers should select the data centre close to their global location

Complete the registration form by entering information into all fields with an asterisk

When using an existing account, enter your credentials

The account number will link with the buyer account, and the relationship will appear in the Customer Relationships screen

The User who creates the account becomes the System Administrator

Introduction to the Homepage

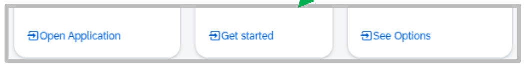
The SAP Business Network (SBN) Homepage for a System Administrator differs from that of a user. The System Administrator will have Setup Action bubbles that remove the need to access your initials, settings, and then choose the correct option

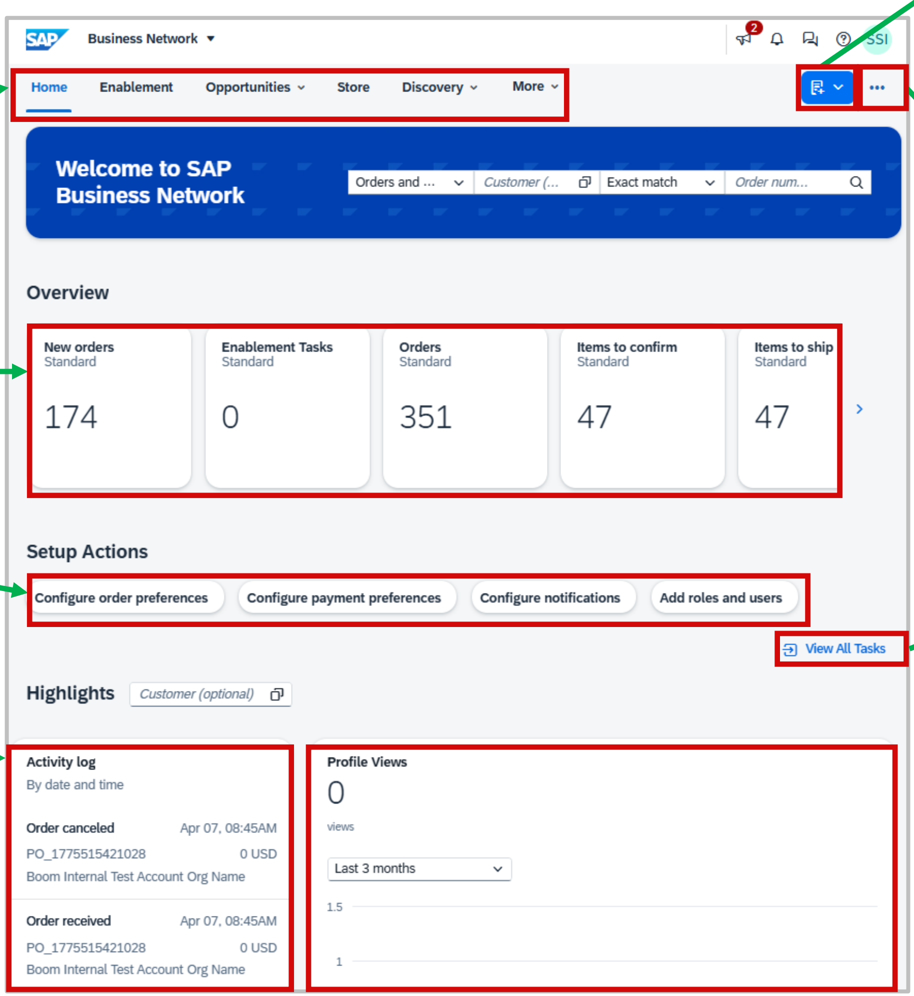
Tab – Tabs provide access to specific parts of the SBN – More with a drop down shows the tab options not displayed

Overview Tiles – Tiles provide a quick view of the number of documents and provide a one click access to the information

Set up Action Bubbles – These bubbles provide quick single-click access to System Administrator options

Information Widgets – These are preset widgets that provide information about the interactions with their Buyers and may provide suppliers with the ability to change them





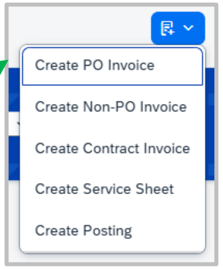
New orders Standard	Enablement Tasks Standard	Orders Standard	Items to confirm Standard	Items to ship Standard
174	0	351	47	47

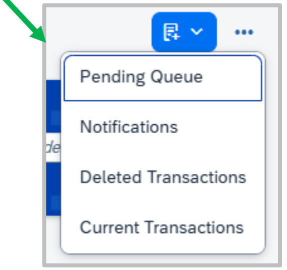
Activity log
By date and time

Order canceled Apr 07, 08:45AM
PO_1775515421028 0 USD
Boom Internal Test Account Org Name

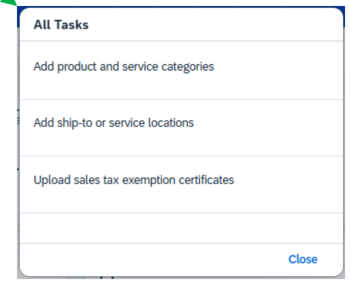
Order received Apr 07, 08:45AM
PO_1775515421028 0 USD
Boom Internal Test Account Org Name

Profile Views
0
views





View all Tasks – Shows the options that are not shown on the screen



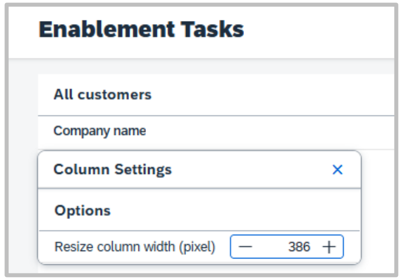
Enablement Process

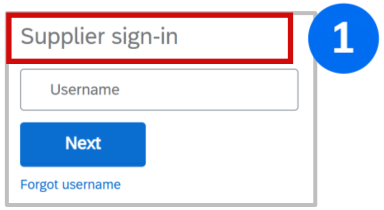
When a Buyer has invited your business to become a transacting customer, there may be certain enablement tasks that are required to be performed.

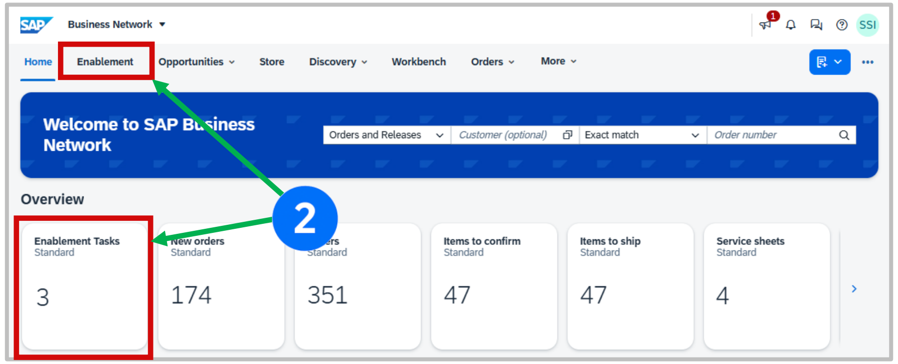
To access Enablement

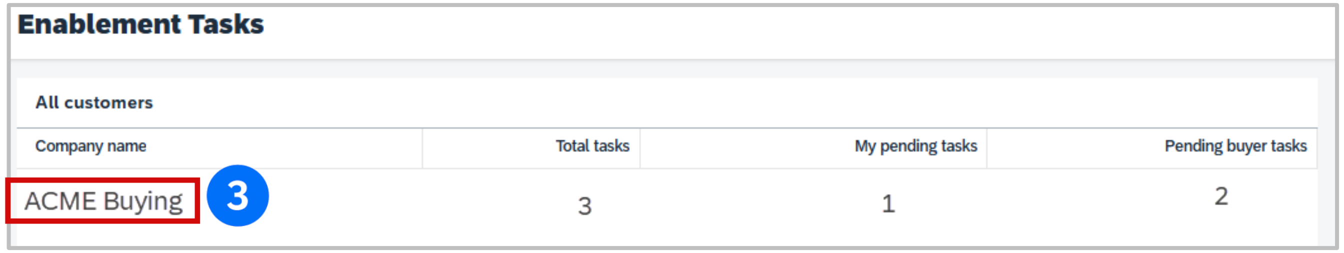
1. Access the **SBN on BTP sign-in** - Click Me
2. Click on the **Enablement** Tab or on the **Enablement Tile** under **Overview**
3. The **Enablement Task** screen is displayed. Select the Buyer
4. Identify if there are any **tasks** that need to be **completed** or **reviewed**
5. Use the **arrows** to open and close other options

The Column Settings can be adjusted if required by clicking in the headings field. Resize the column as required





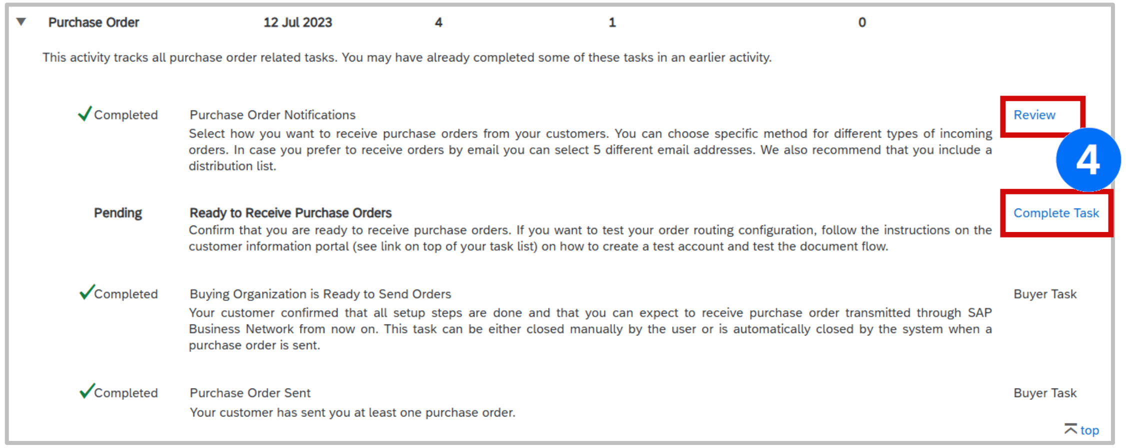




Enablement Tasks

All customers

Company name	Total tasks	My pending tasks	Pending buyer tasks
ACME Buying	3	1	2



	Purchase Order	12 Jul 2023	4	1	0

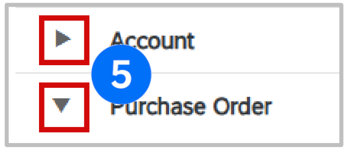
This activity tracks all purchase order related tasks. You may have already completed some of these tasks in an earlier activity.

✓Completed — Purchase Order Notifications — Review
Select how you want to receive purchase orders from your customers. You can choose specific method for different types of incoming orders. In case you prefer to receive orders by email you can select 5 different email addresses. We also recommend that you include a distribution list.

Pending — **Ready to Receive Purchase Orders** — Complete Task
Confirm that you are ready to receive purchase orders. If you want to test your order routing configuration, follow the instructions on the customer information portal (see link on top of your task list) on how to create a test account and test the document flow.

✓Completed — Buying Organization is Ready to Send Orders — Buyer Task
Your customer confirmed that all setup steps are done and that you can expect to receive purchase order transmitted through SAP Business Network from now on. This task can be either closed manually by the user or is automatically closed by the system when a purchase order is sent.

✓Completed — Purchase Order Sent — Buyer Task
Your customer has sent you at least one purchase order.

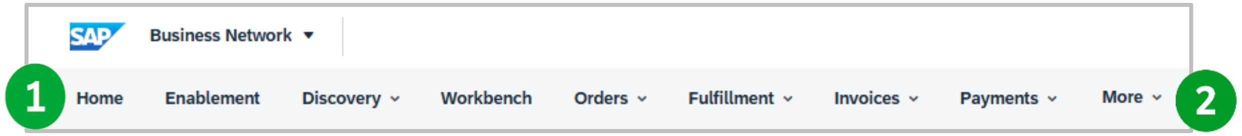


Standard Screen Controls and Options

Screen behaviour is standardised across SBN on the BTP.

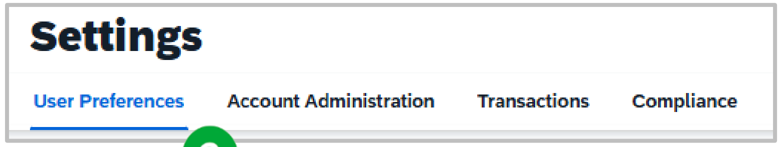
This includes -

1. Tab Controls
2. More ⌄ appears when there are more options than can not fit on the screen
3. Home | Proposals and Questionnaires a blue underline identifies the tab or tile you are currently in
4. Configure notifications - bubbles that are clickable
5. Tiles – they provide quick view information with the tile heading
6. These lines indicate that a pop-up message can be resized by the user
7. ⇈ ∧ ∨ ⇊ allows users to move the order of fields
8. ☰ ▤ Show Values / Hide Values – change the view of fields
9. Adapt Filters (1) Adapt Filters – the fields displayed in the adapt filter



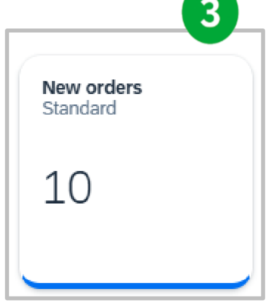
SAP Business Network ▾

Home | Enablement | Discovery ⌄ | Workbench | Orders ⌄ | Fulfillment ⌄ | Invoices ⌄ | Payments ⌄ | More ⌄



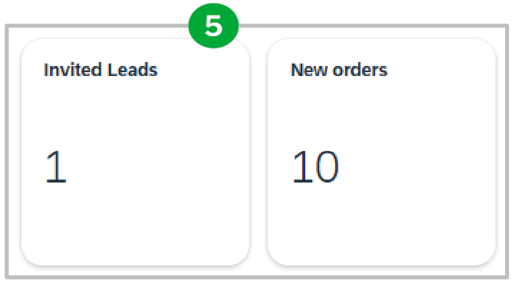
Settings

User Preferences | Account Administration | Transactions | Compliance



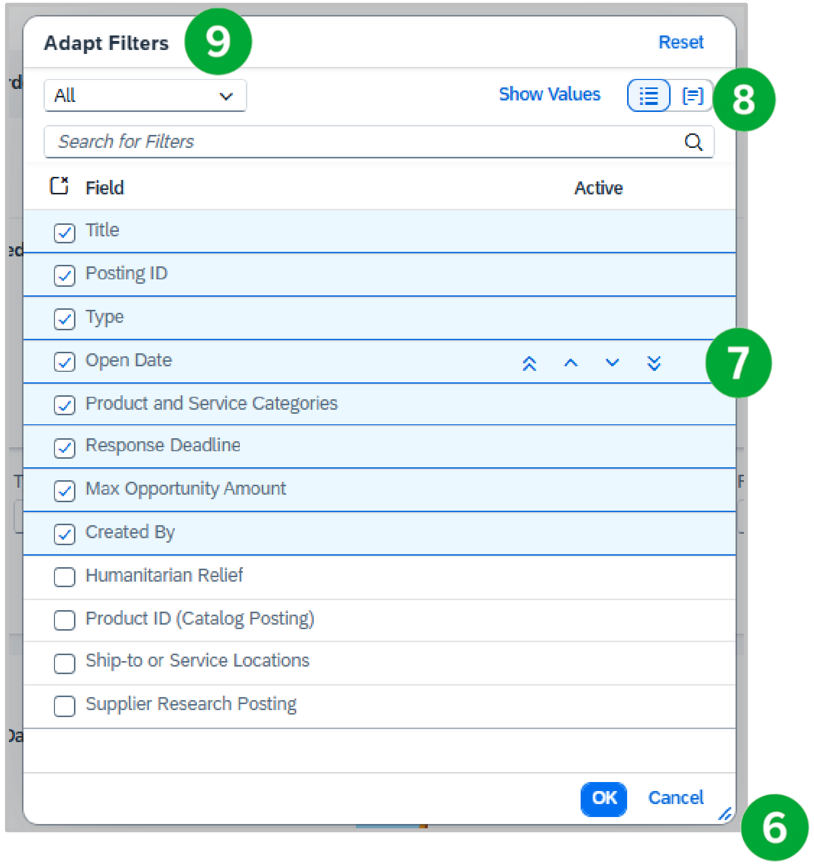
New orders
Standard

10



Invited Leads 1

New orders 10



Adapt Filters — Reset

All ⌄ — Show Values

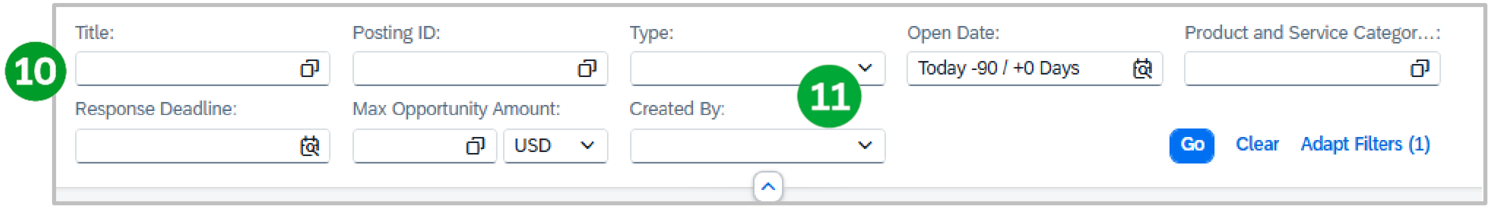
Search for Filters

Field	Active
☑ Title	
☑ Posting ID	
☑ Type	
☑ Open Date	
☑ Product and Service Categories	
☑ Response Deadline	
☑ Max Opportunity Amount	
☑ Created By	
☐ Humanitarian Relief	
☐ Product ID (Catalog Posting)	
☐ Ship-to or Service Locations	
☐ Supplier Research Posting	

OK Cancel

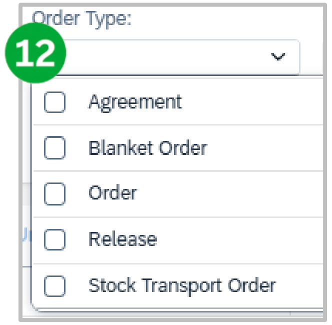
Standard Screen Controls and Options continued

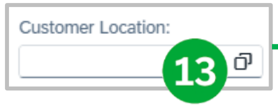
10. Selection Carousel – the selections are activated in the adapt filters for Workbench Tiles
11. ⌄ indicates there is a drop-down
12. ☐ tick the box to select; some drop-downs allow more than one selection. Click in the box to select more than one option when available
13. ⧉ allows users to define specific conditions during a search by clicking on the icon, the define conditions pop-up will appear, and users can perform advanced searches
14. ⚙ settings that change the settings of screens, columns or information
15. Hide (All) Unselected ⊖ toggles allow users to activate or deactivate options
16. ? use to access the Help Centre
17. Error messages appear in the bottom left of the screen, click on the > for more details specific to that error

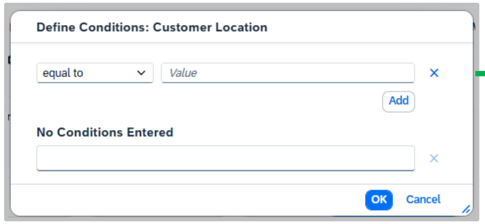


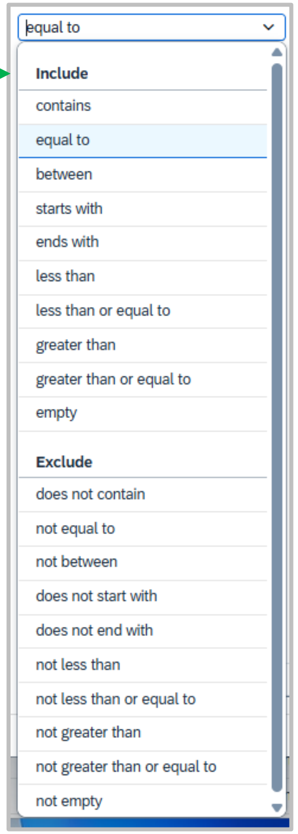
Open Date: Today -90 / +0 Days

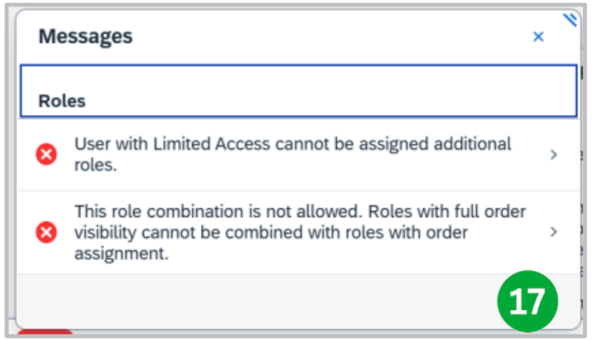
Max Opportunity Amount: USD











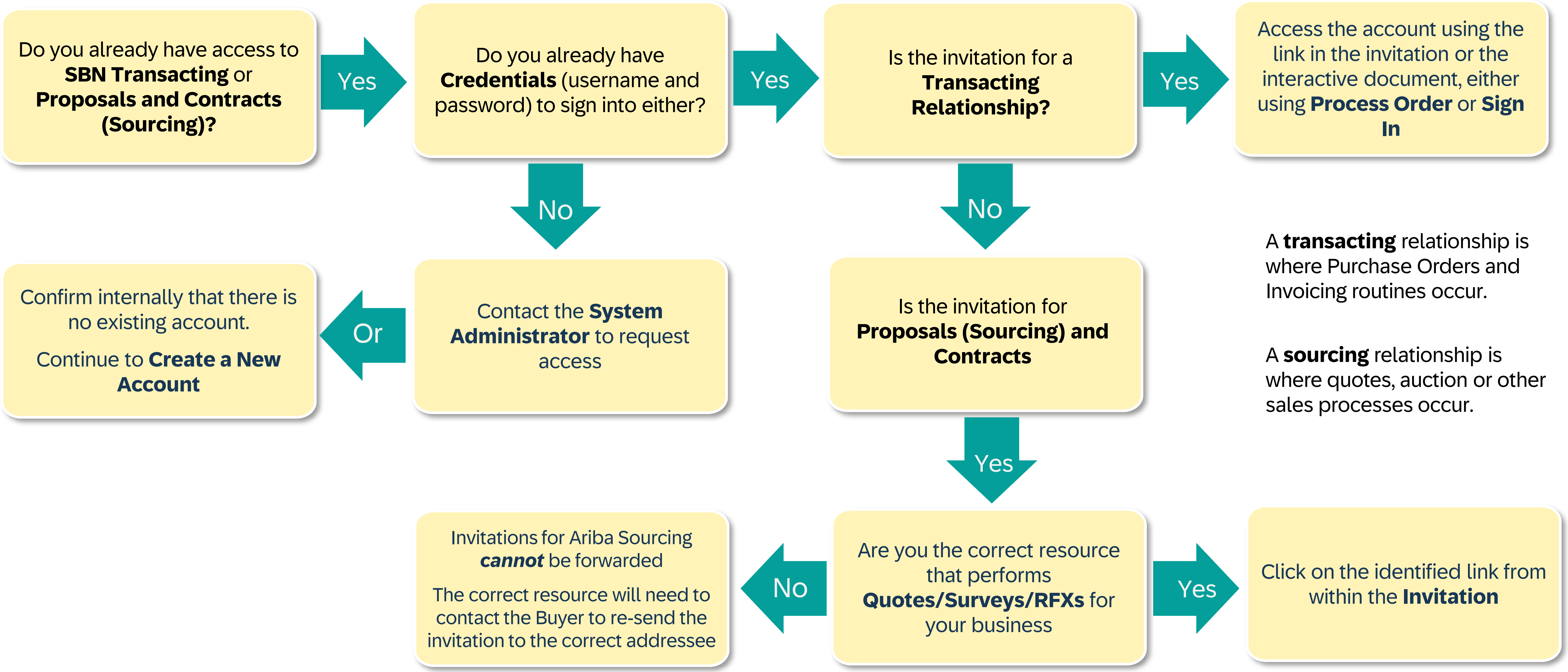
Roles

User with Limited Access cannot be assigned additional roles.

This role combination is not allowed. Roles with full order visibility cannot be combined with roles with order assignment.

Accepting an Invitation to create a relationship with a Buyer

Invitations from a Buyer Flow



Do you already have access to **SBN Transacting** or **Proposals and Contracts (Sourcing)?**

Do you already have **Credentials** (username and password) to sign into either?

Is the invitation for a **Transacting Relationship?**

Access the account using the link in the invitation or the interactive document, either using **Process Order** or **Sign In**

Confirm internally that there is no existing account.

Continue to **Create a New Account**

Contact the **System Administrator** to request access

Is the invitation for **Proposals (Sourcing) and Contracts**

Invitations for Ariba Sourcing ***cannot*** be forwarded

The correct resource will need to contact the Buyer to re-send the invitation to the correct addressee

Are you the correct resource that performs **Quotes/Surveys/RFXs** for your business

Click on the identified link from within the **Invitation**

A **transacting** relationship is where Purchase Orders and Invoicing routines occur.

A **sourcing** relationship is where quotes, auction or other sales processes occur.

Information

- 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 request
- 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 SBN account or use an existing account
- Using an existing account reduces the number of accounts associated with your business
- A user's email can only be used once as a **Username** but needs to remain in an email format
- 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 takes the appropriate actions relating to any invitations. This includes managing which accounts are used and the users
- Many suppliers utilise the Account Hierarchy processes that have a parent (main account) and children (can be either standard or enterprise)
- The person who accepts the invitation and creates the account and/or users becomes the System Administrator
- The System Administrator should be changed by assigning the role to another user prior to the existing System Administrator leaving the business or role
- 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, including Self-Help options
- 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
- Terms of Use Link – **Click Me**
- Privacy Statement Link – **Click Me**

The Trading Relationship Request (TRR) Invite

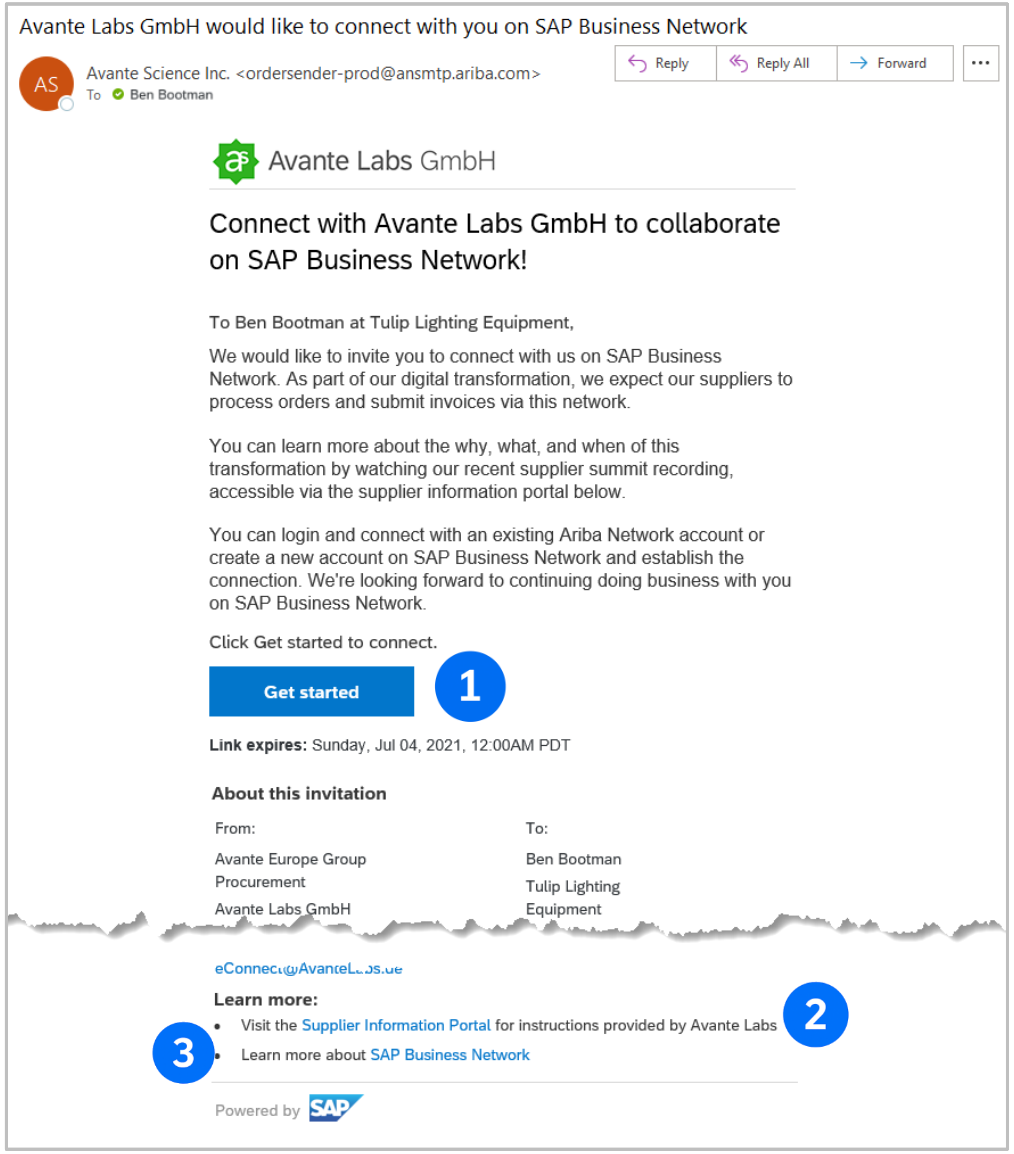
Your Buyer has decided to transact with their suppliers using the SBN on the Business Technology Platform (BTP) and has sent you a Trading Relationship Request (TRR)

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

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

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

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

About this invitation

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

eConnect@AvanteLabs.de

Learn more:

- Visit the Supplier Information Portal for instructions provided by Avante Labs
- Learn more about SAP Business Network

Powered by SAP

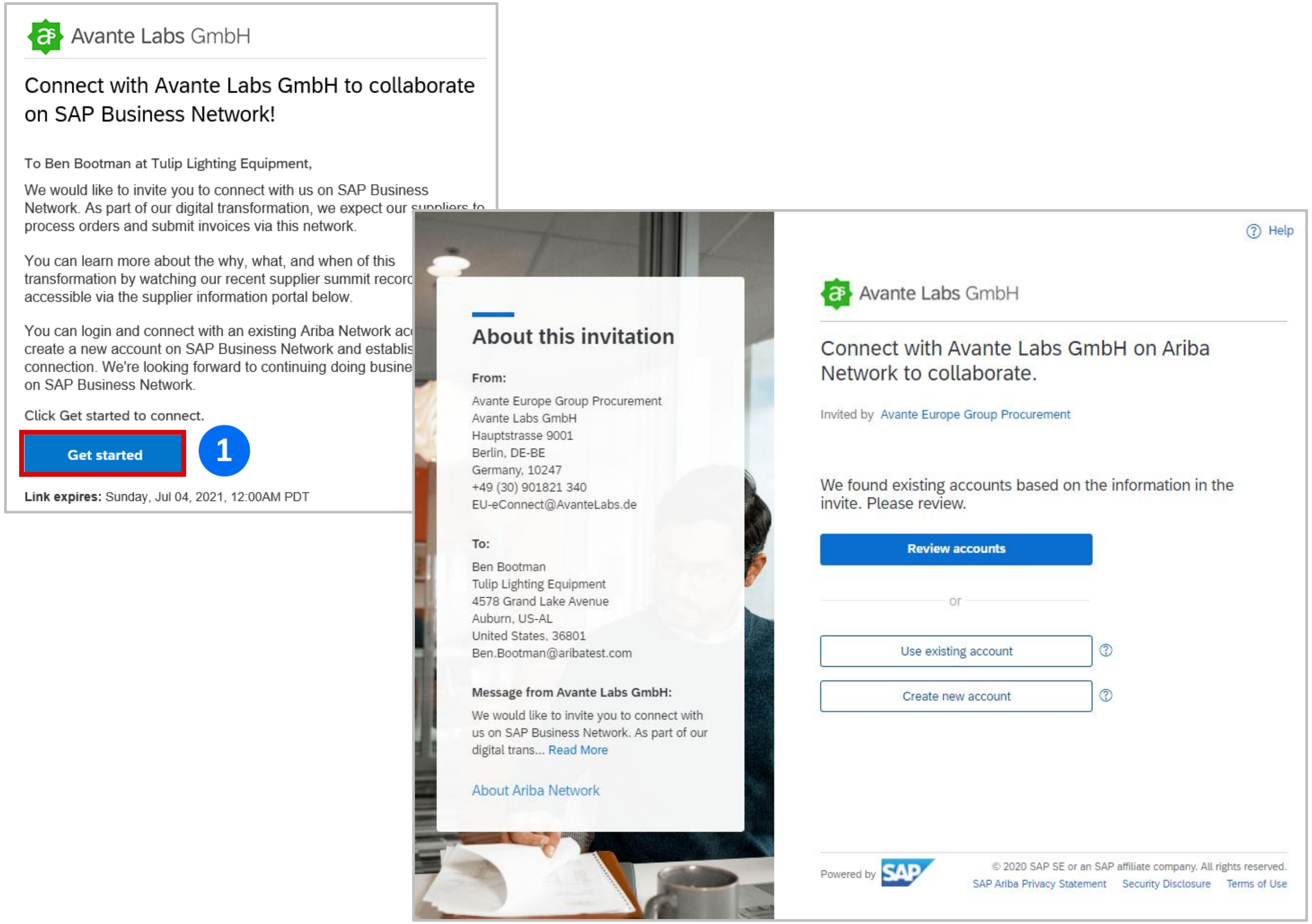
Accepting the Transacting Relationships Request (TRR) – Get Started

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 an **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



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

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From:

Avante Europe Group Procurement
Avante Labs GmbH
Hauptstrasse 9001
Berlin, DE-BE
Germany, 10247
+49 (30) 901821 340
EU-eConnect@AvanteLabs.de

To:

Ben Bootman
Tulip Lighting Equipment
4578 Grand Lake Avenue
Auburn, US-AL
United States, 36801
Ben.Bootman@aribatest.com

Message from Avante Labs GmbH:

We would like to invite you to connect with us on SAP Business Network. As part of our digital trans... Read More

About Ariba Network

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.

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SAP Ariba Privacy Statement Security Disclosure Terms of Use

Review Account Information – Duplicate Account Process

Review Accounts allows suppliers to identify that 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 youe Buyer displayed:

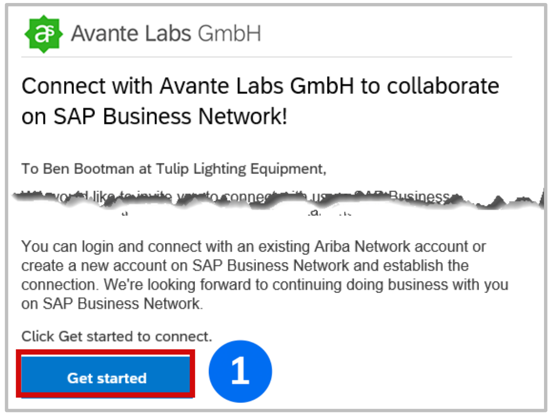
1. Click on **Get Started**
2. Where the **Review account** button is activated, click on **Review accounts**

- **Note:** If the Review accounts button is not activated, it indicates there are no other accounts associated with 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



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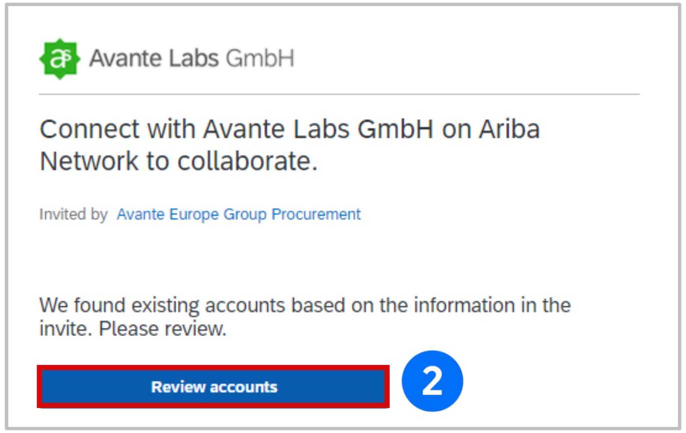

Avante Labs GmbH

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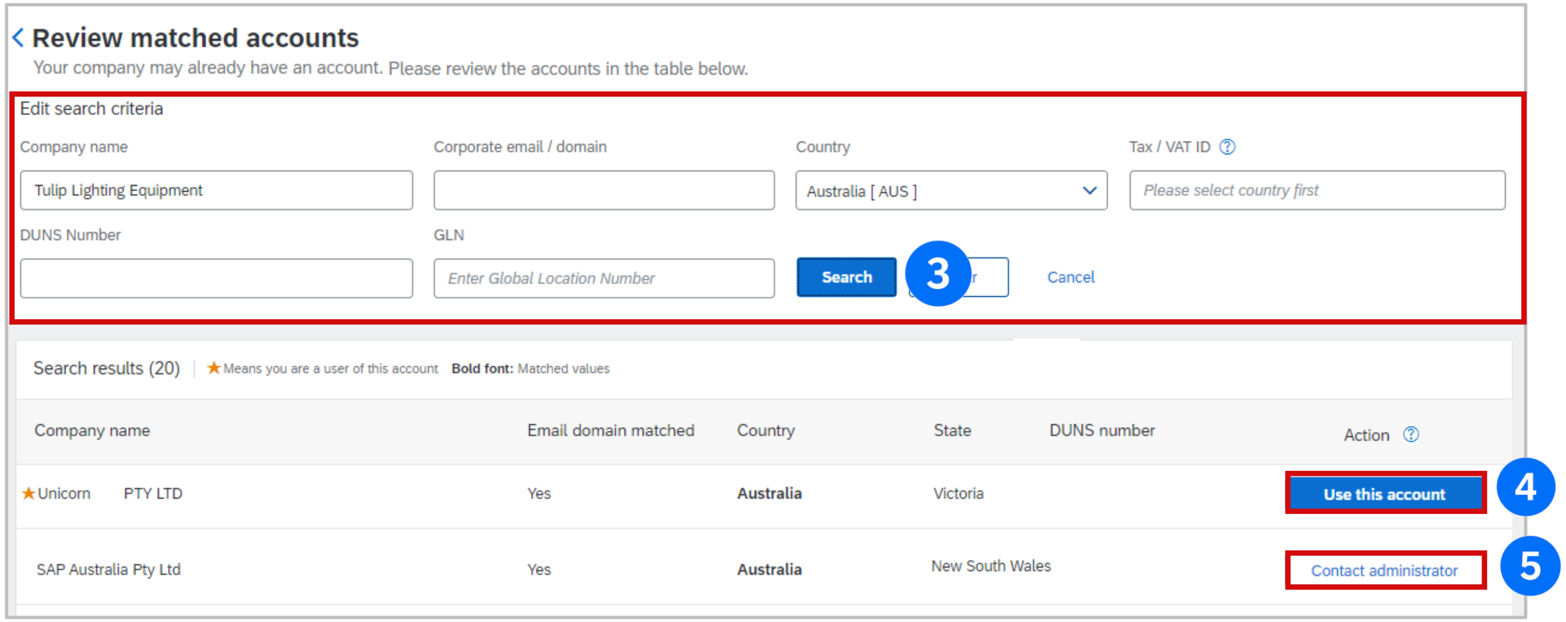
We found existing accounts based on the information in the invite. Please review.



Review matched accounts

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

Edit search criteria

Company name: Tulip Lighting Equipment

Corporate email / domain:

Country: Australia [AUS]

Tax / VAT ID: Please select country first

DUNS Number:

GLN: 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

Use this Account - Using an Existing Account

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

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

From the invitation screen

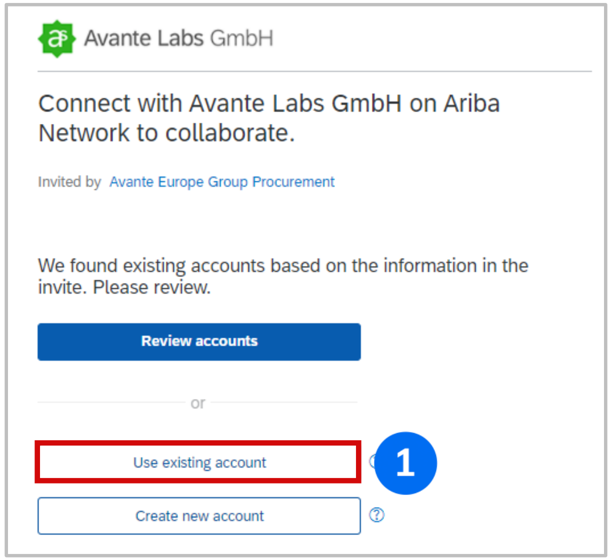
1. Click on **Use Existing Account**
2. Enter the **Username** and the **Password** for the account you wish to use
3. Click on **Connect**

- 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


Avante Labs GmbH

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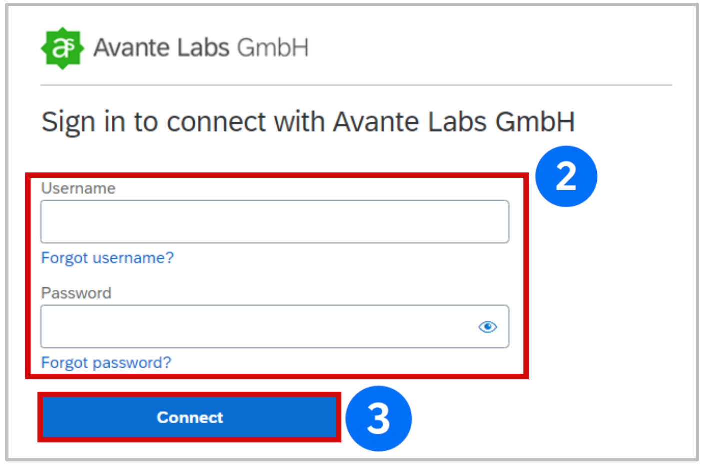
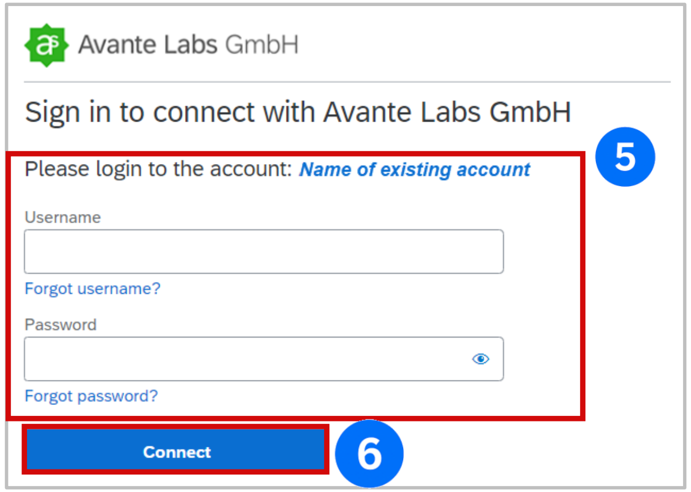

Avante Labs GmbH

Sign in to connect with Avante Labs GmbH


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


Avante Labs GmbH

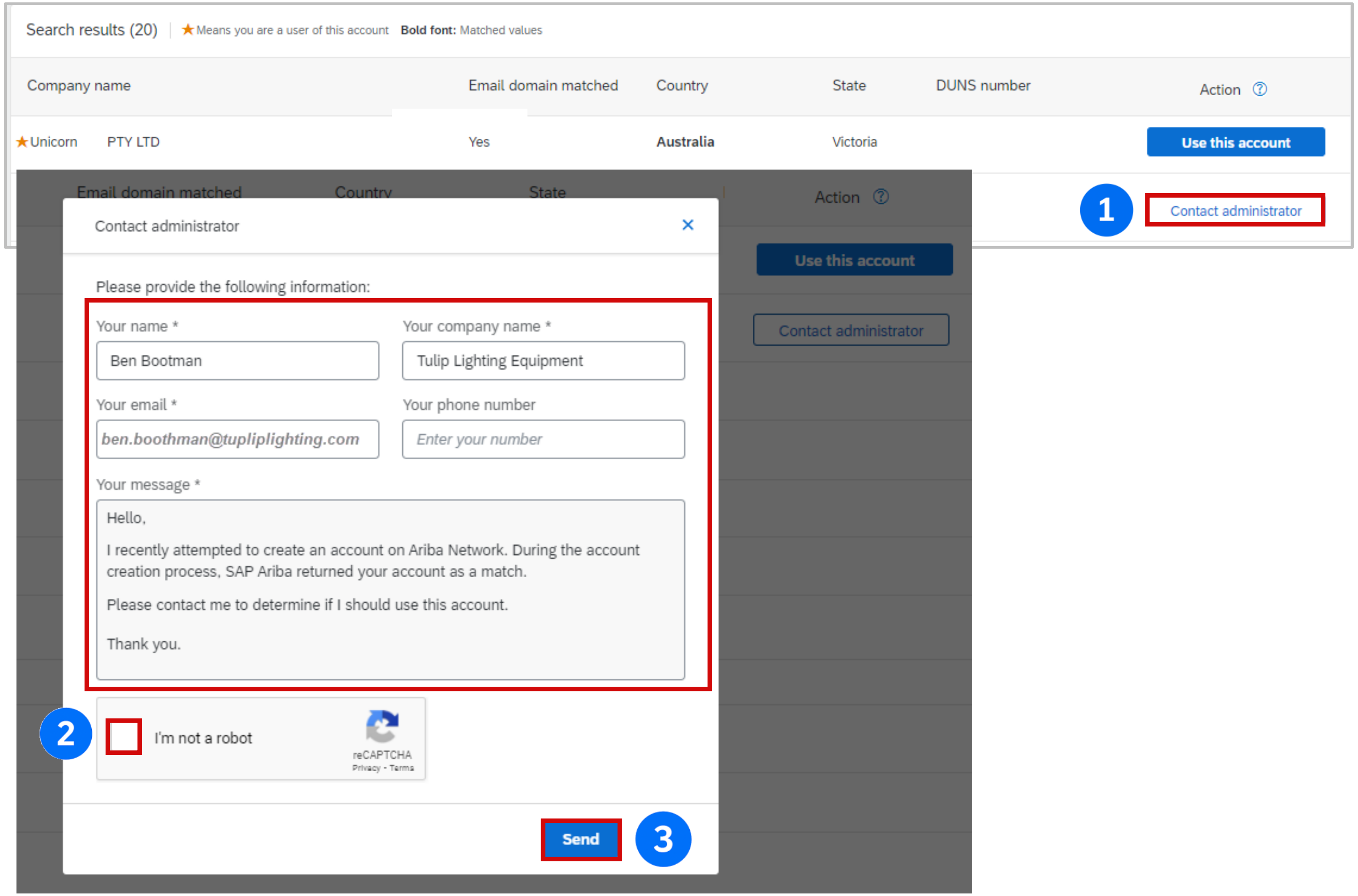
Sign in to connect with Avante Labs GmbH

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

Contact Administrator

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 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



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 Contact administrator

Contact administrator

Please provide the following information:

Your name *: Ben Bootman

Your company name *: Tulip Lighting Equipment

Your email *: ben.boothman@tupliplighting.com

Your phone number: Enter your number

Your message *:

Hello,

I recently attempted to create an account on Ariba Network. During the account creation process, SAP Ariba returned your account as a match.

Please contact me to determine if I should use this account.

Thank you.

☐ I'm not a robot

Create a New Account and Choose Data Centre

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

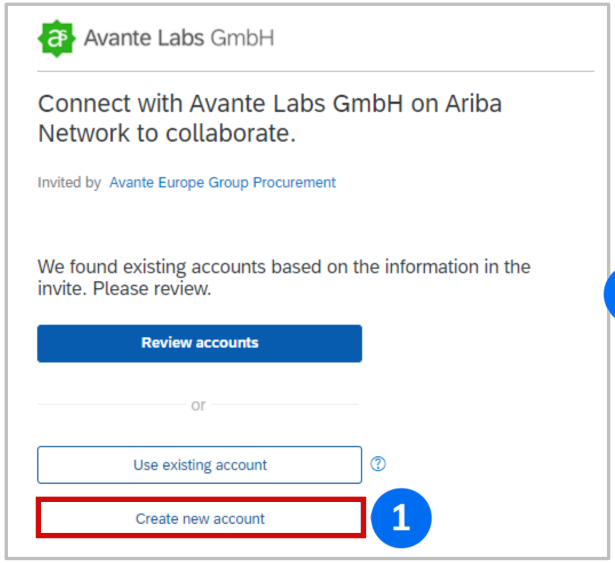
1. Click on **Create new account**
2. Enter your **email address**
3. Tick the **User consents to store this email ID**
4. Click on **Continue**

Note: You will need to access your email to access the One-Time password required to continue with the account creation

5. Locate the email from **SAP Business Network – Action Required: Your One-Time Password**
6. Open the email and copy (Ctrl+C) **Your One Time Password**
7. Enter the **One Time Password** (Ctrl+V)
8. Click on **Continue**
9. Choose the appropriate **Data Centre**
10. Click on **Next**

Note: The general rule is to select the data centre closest to your country location

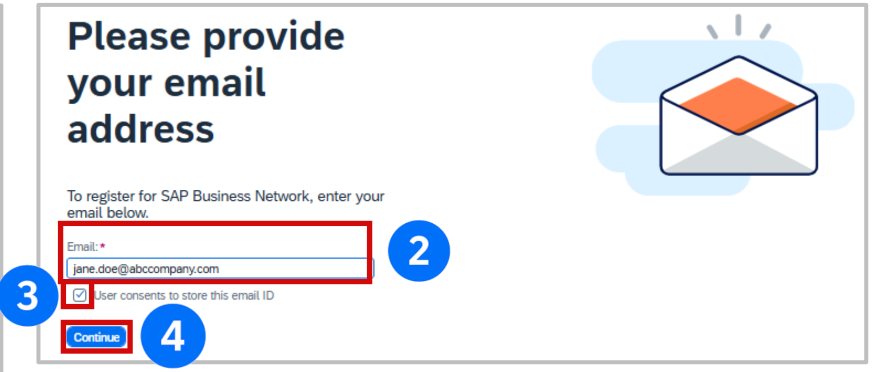
11. A Note message box is displayed, reviewed, and if you have selected the most appropriate data centre, click on **Confirm**


Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

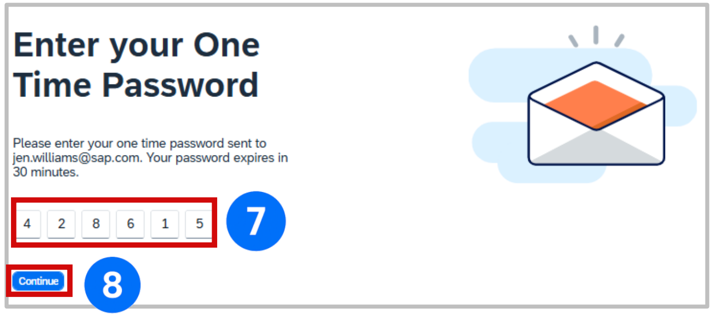
We found existing accounts based on the information in the invite. Please review.


Please provide your email address

To register for SAP Business Network, enter your email below.

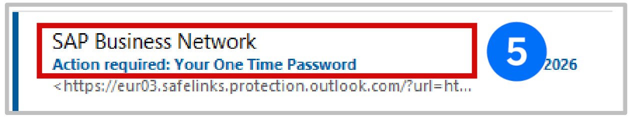
Email:* jane.doe@abccompany.com

☑ User consents to store this email ID


Enter your One Time Password

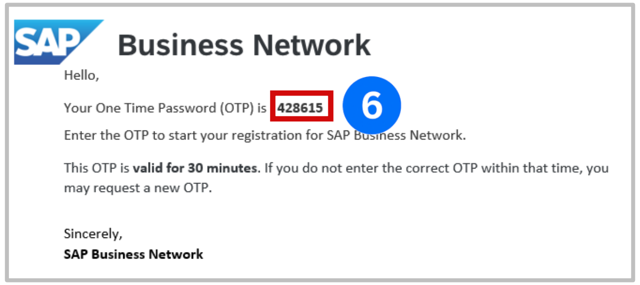
Please enter your one time password sent to jen.williams@sap.com. Your password expires in 30 minutes.

4 2 8 6 1 5


SAP Business Network

Action required: Your One Time Password

<https://eur03.safelinks.protection.outlook.com/?url=ht...


Business Network

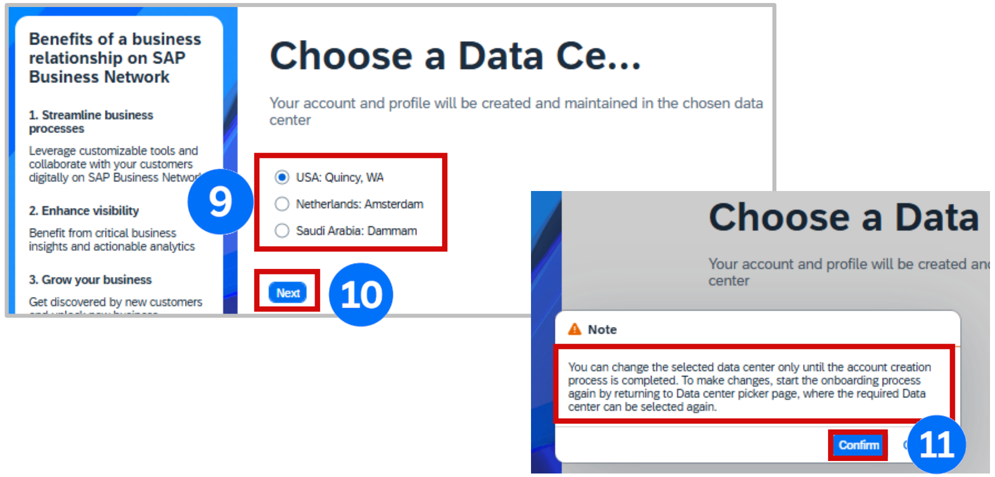
Hello,

Your One Time Password (OTP) is 428615

Enter the OTP to start your registration for SAP Business Network.

This OTP is **valid for 30 minutes**. If you do not enter the correct OTP within that time, you may request a new OTP.

Sincerely,
SAP Business Network


Benefits of a business relationship on SAP Business Network

1. Streamline business processes

Leverage customizable tools and collaborate with your customers digitally on SAP Business Network

2. Enhance visibility

Benefit from critical business insights and actionable analytics

3. Grow your business

Get discovered by new customers

Choose a Data Ce...

Your account and profile will be created and maintained in the chosen data center

● USA: Quincy, WA
○ Netherlands: Amsterdam
○ Saudi Arabia: Dammam

Choose a Data

Your account and profile will be created an center

Note

You can change the selected data center only until the account creation process is completed. To make changes, start the onboarding process again by returning to Data center picker page, where the required Data center can be selected again.

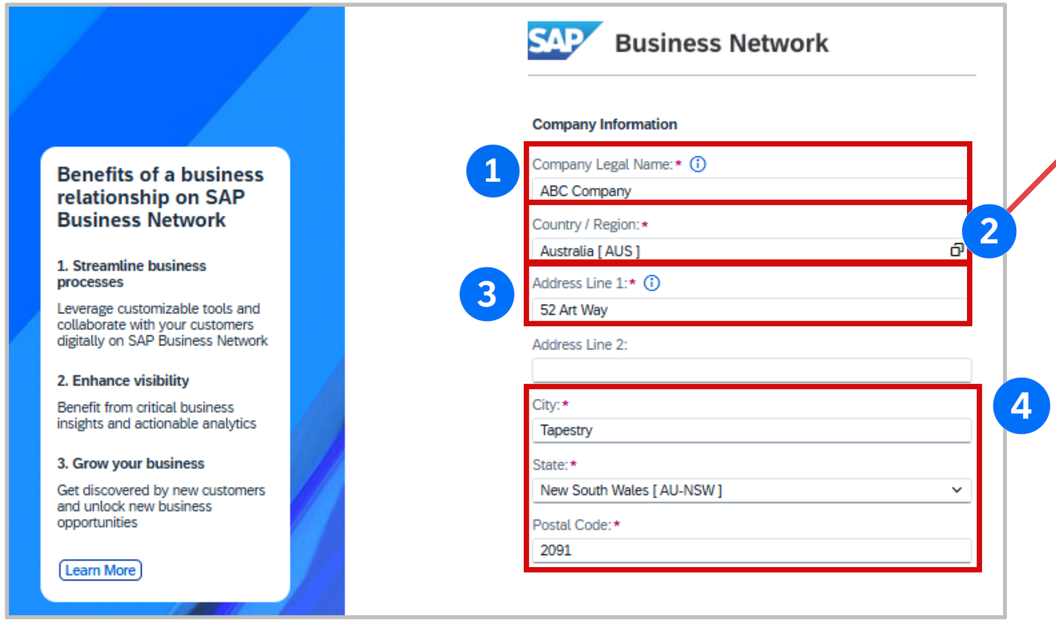
Completing the Registration Process – Company Information

Once the email, the temporary password and the data centre have been completed, you will be required to complete the Company and Administrator information in the Webform.

1. Enter the **Company Legal Name**
2. Select the **Country or Region**
3. Enter the **Business Address**
4. Enter information into all the remaining fields with an **asterisk**

Note: The remaining fields will be based on the configuration of the country chosen

5. Scroll down to Administrator Information
6. Enter your **First Name**
7. Enter your **Last Name**
8. Confirm or enter the correct **email address**
9. Determine if you have already used your actual email for another account –
   - ❖ If this is your first login with this email, tick the box
   - ❖ If it is not, make sure there is no tick and enter a Username in an email format
10. Create a **Password** and re-enter the password into **Repeat Password**
11. Choose your role in the Business from the **Business Role** drop-down
12. Review the **Terms of Use,** and if you agree, tick the box; if you do not agree, contact your Buyer
13. Review the **Privacy Statement** and if you agree, tick the box; if you do not agree, contact your Buyer
14. Complete the reCAPTCHA and verify then click on **Create account**



Benefits of a business relationship on SAP Business Network

1. Streamline business processes

Leverage customizable tools and collaborate with your customers digitally on SAP Business Network

2. Enhance visibility

Benefit from critical business insights and actionable analytics

3. Grow your business

Get discovered by new customers and unlock new business opportunities

Learn More

Company Information

Company Legal Name:* ABC Company

Country / Region:* Australia [AUS]

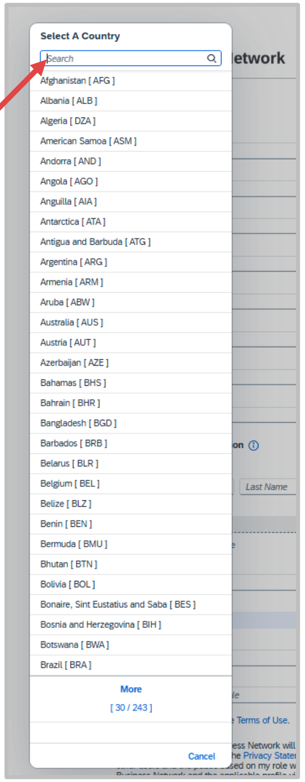
Address Line 1:* 52 Art Way

Address Line 2:

City:* Tapestry

State:* New South Wales [AU-NSW]

Postal Code:* 2091



Select A Country

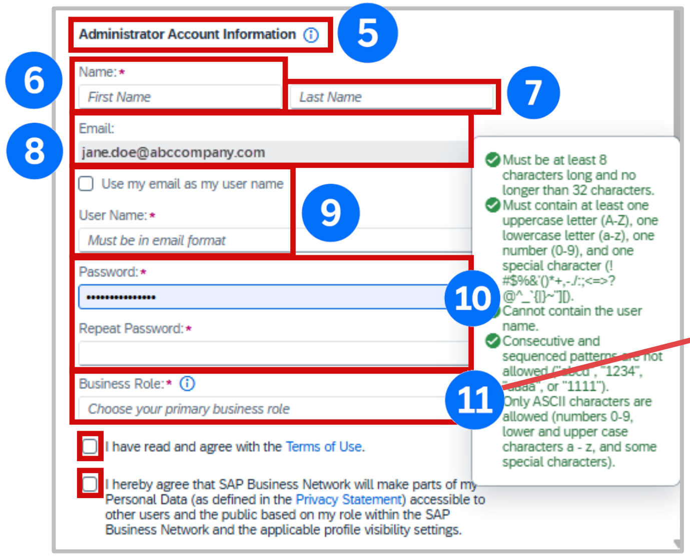
Search

- Afghanistan [AFG]
- Albania [ALB]
- Algeria [DZA]
- American Samoa [ASM]
- Andorra [AND]
- Angola [AGO]
- Anguilla [AIA]
- Antarctica [ATA]
- Antigua and Barbuda [ATG]
- Argentina [ARG]
- Armenia [ARM]
- Aruba [ABW]
- Australia [AUS]
- Austria [AUT]
- Azerbaijan [AZE]
- Bahamas [BHS]
- Bahrain [BHR]
- Bangladesh [BGD]
- Barbados [BRB]
- Belarus [BLR]
- Belgium [BEL]
- Belize [BLZ]
- Benin [BEN]
- Bermuda [BMU]
- Bhutan [BTN]
- Bolivia [BOL]
- Bonaire, Sint Eustatius and Saba [BES]
- Bosnia and Herzegovina [BIH]
- Botswana [BWA]
- Brazil [BRA]

More

[30 / 243]

Cancel



Administrator Account Information

Name:* First Name | Last Name

Email: jane.doe@abccompany.com

☐ Use my email as my user name

User Name:* Must be in email format

Password:* ••••••••••••••

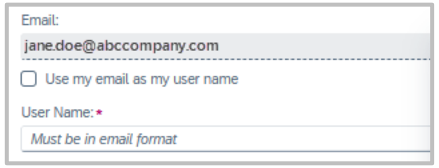
Repeat Password:*

Business Role:* Choose your primary business role

☐ I have read and agree with the Terms of Use.

☐ I hereby agree that SAP Business Network will make parts of my Personal Data (as defined in the Privacy Statement) accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings.

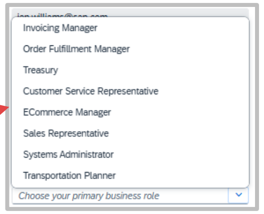
- ✓ Must be at least 8 characters long and no longer than 32 characters.
- ✓ Must contain at least one uppercase letter (A-Z), one lowercase letter (a-z), one number (0-9), and one special character (!#$%&'()*+,-./:;<=>?@^_`{|}~"[]).
- ✓ Cannot contain the user name.
- ✓ Consecutive and sequenced patterns are not allowed ("abcd", "1234", "aaaa", or "1111").
- ✓ Only ASCII characters are allowed (numbers 0-9, lower and upper case characters a - z, and some special characters).



Email: jane.doe@abccompany.com

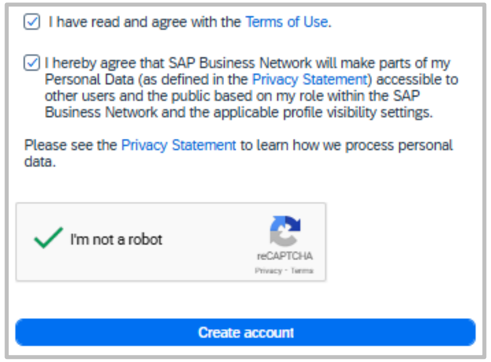
☐ Use my email as my user name

User Name:* Must be in email format



- Invoicing Manager
- Order Fulfillment Manager
- Treasury
- Customer Service Representative
- ECommerce Manager
- Sales Representative
- Systems Administrator
- Transportation Planner

Choose your primary business role



☑ I have read and agree with the Terms of Use.

☑ I hereby agree that SAP Business Network will make parts of my Personal Data (as defined in the Privacy Statement) 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

Email Confirmation of an SAP Business Network - Transacting Account

After you click on Create Account, an email from SAP Business Network will be sent to the email entered during the registration process.

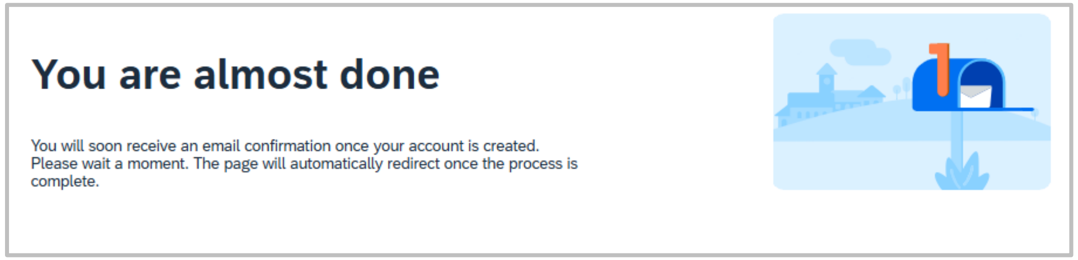
The Welcome to the SAP Business Network email will confirm your account information -

- Company Name
- Username
- Business Network ID (BNOID)
- Ariba Network Identification Number (ANID)
- Administrator Email

1. Click **Sign in** to confirm the information and access the network

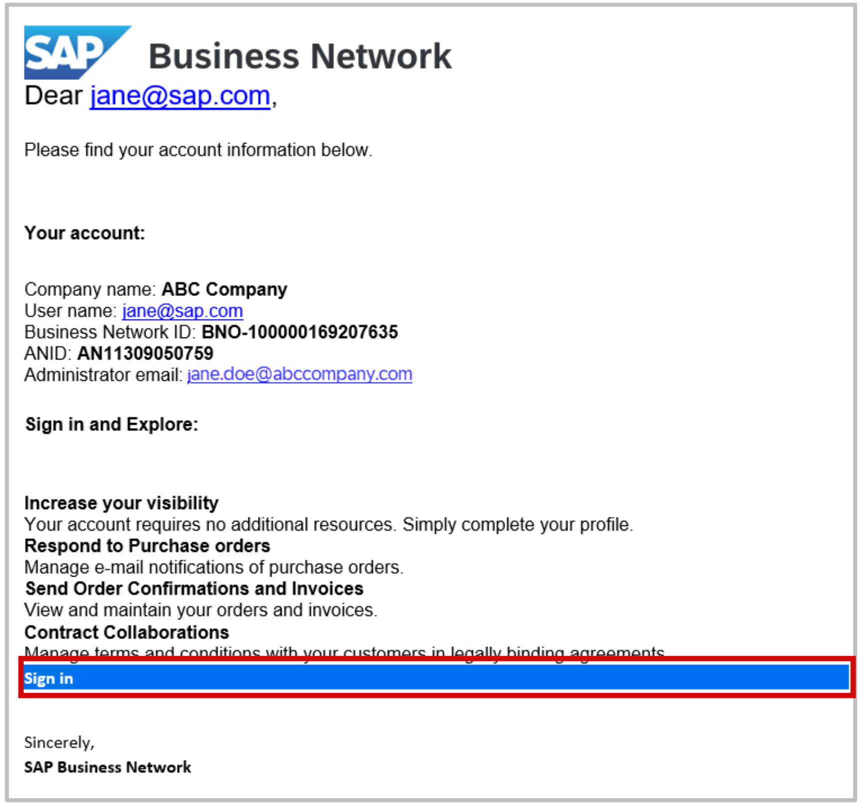
As the System Administrator, you have already created your username and password during registration. Use these credentials to sign in to the SAP Business Network

Ensure that the Company Profile information is completed



You are almost done

You will soon receive an email confirmation once your account is created.
Please wait a moment. The page will automatically redirect once the process is complete.



Business Network

Dear jane@sap.com,

Please find your account information below.

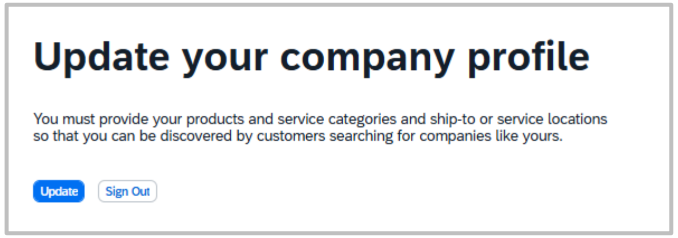
Your account:

Company name: **ABC Company**
User name: jane@sap.com
Business Network ID: **BNO-100000169207635**
ANID: **AN11309050759**
Administrator email: jane.doe@abccompany.com

Sign in and Explore:

Increase your visibility
Your account requires no additional resources. Simply complete your profile.
Respond to Purchase orders
Manage e-mail notifications of purchase orders.
Send Order Confirmations and Invoices
View and maintain your orders and invoices.
Contract Collaborations
Manage terms and conditions with your customers in legally binding agreements.

Sincerely,
SAP Business Network



Update your company profile

You must provide your products and service categories and ship-to or service locations so that you can be discovered by customers searching for companies like yours.

Email Confirmation of an SAP Ariba – Proposals and Contracts

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

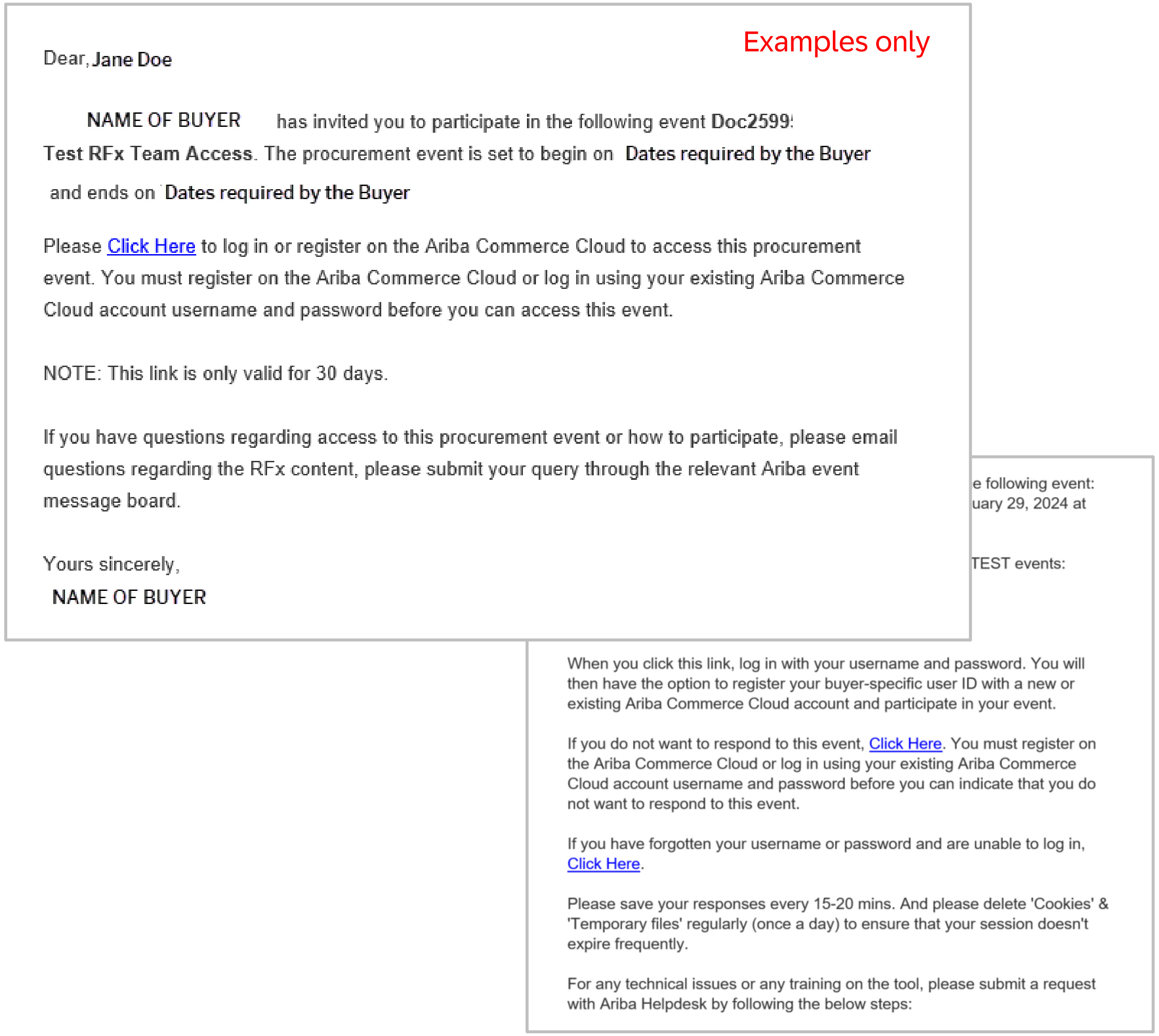
The SAP Ariba Proposals and Contracts (Ariba Sourcing) is for suppliers to provide information through a questionnaire (if required by the Buyer) or to participate or respond to Events such as:

- 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 who is no longer with the business, contact the Buyer.

RFXs are usually created first, and ONLY when the Quote or information is completed, or a bid has been won, a Purchase Order is created and sent



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:

Temporary Account Information

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

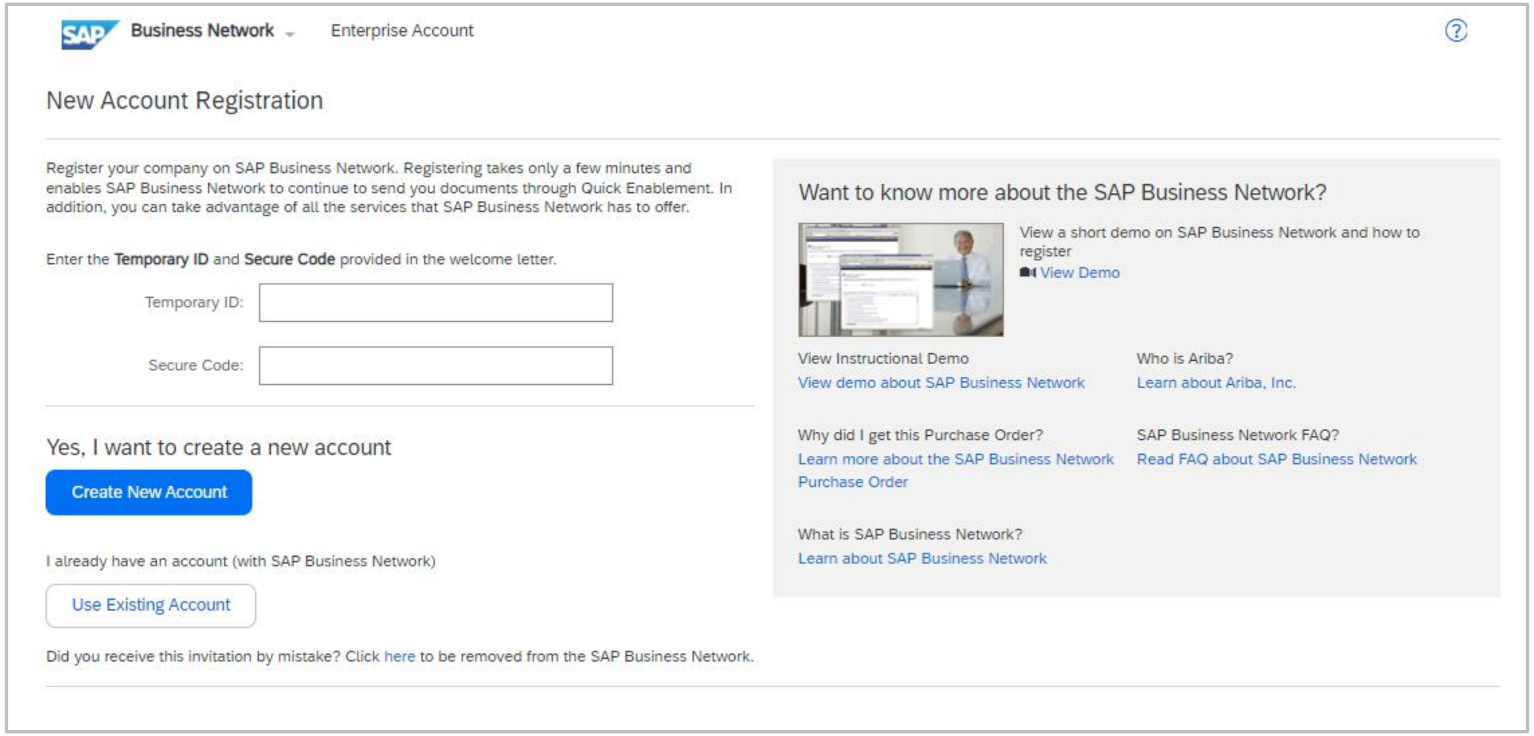
The invitation or interactive document will provide a Temporary ID and Secure code for Supplier to enter to access and complete the task requested by the Buyer.

Suppliers can also elect to:

Create a New Account

OR

Use and Existing Account



New Account Registration

Register your company on SAP Business Network. Registering takes only a few minutes and enables SAP Business Network to continue to send you documents through Quick Enablement. In addition, you can take advantage of all the services that SAP Business Network has to offer.

Enter the **Temporary ID** and **Secure Code** provided in the welcome letter.

Temporary ID:

Secure Code:

Yes, I want to create a new account

I already have an account (with SAP Business Network)

Did you receive this invitation by mistake? Click here to be removed from the SAP Business Network.

Want to know more about the SAP Business Network?

View a short demo on SAP Business Network and how to register
View Demo

View Instructional Demo
View demo about SAP Business Network

Who is Ariba?
Learn about Ariba, Inc.

Why did I get this Purchase Order?
Learn more about the SAP Business Network Purchase Order

SAP Business Network FAQ?
Read FAQ about SAP Business Network

What is SAP Business Network?
Learn about SAP Business Network

Review Accounts

During the registration process, whether registering an Enterprise or Standard Account, there is a Review Accounts Option. This option prevents more accounts from being created for a business.

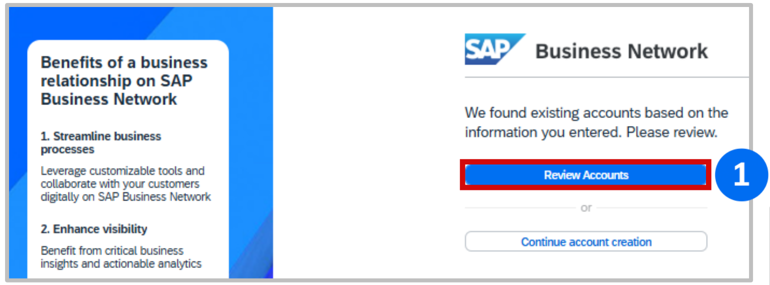
This process occurs during account registration, when the SBN identifies another account with the same email domain. This reduces the number of accounts associated with one supplier, making it easier for Buyers to connect to the correct accounts.

You have decided to review existing accounts in case one already exists that meets your needs -

1. Click on **Review Accounts**
2. The **Review Accounts Screen** opens
3. Review the **Top Recommendations**, the **Best Match** will be highlighted with a green bubble

Note: The ✓ indicates a match a ⊗ shows no match

4. If the top recommendations are not suitable, there may be other options available, to view these options click on **Other Existing Accounts**
5. Review the list of other accounts
6. If you have identified an account, from either the **Top Recommendations** or **Other Existing Accounts,** that meets your requirements, click on **Contact Administrator**
7. The **Contact administrator** pop-up is displayed, confirm the information, complete the reCAPTCHA and verify, then click on Send once active
8. Click on Back to return to the **Registration** page



Benefits of a business relationship on SAP Business Network

1. Streamline business processes

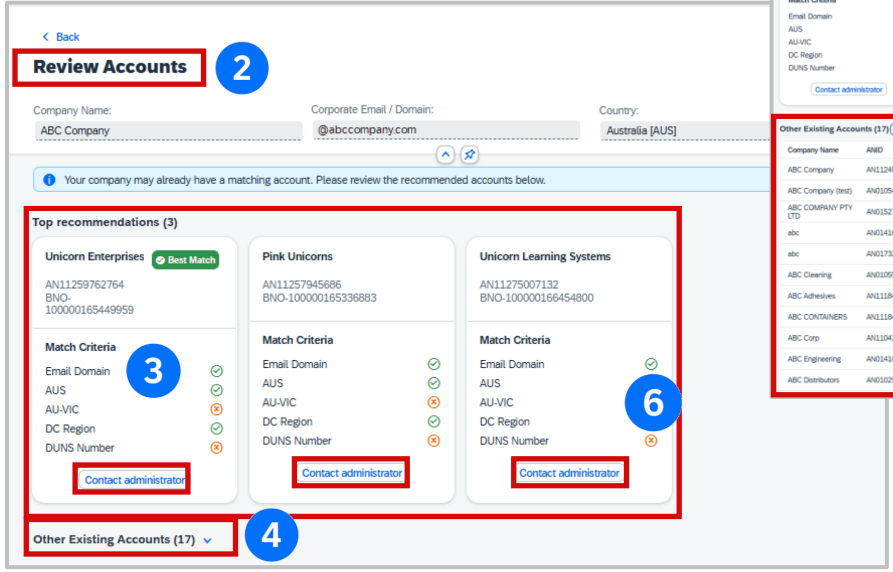
Leverage customizable tools and collaborate with your customers digitally on SAP Business Network

2. Enhance visibility

Benefit from critical business insights and actionable analytics

SAP Business Network

We found existing accounts based on the information you entered. Please review.



< Back

Review Accounts

Company Name: ABC Company

Corporate Email / Domain: @abccompany.com

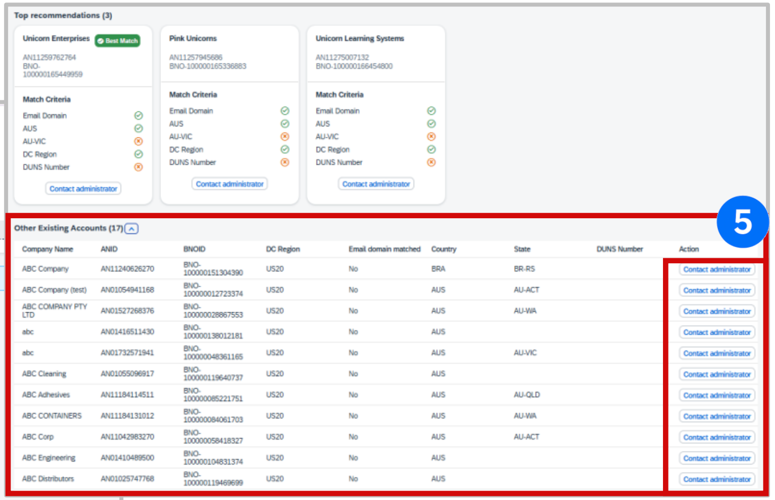
Country: Australia [AUS]

Your company may already have a matching account. Please review the recommended accounts below.

Top recommendations (3)

Unicorn Enterprises (Best Match)	Pink Unicorns	Unicorn Learning Systems
AN11259762764 BNO-100000165449959	AN11257945686 BNO-100000165336883	AN11275007132 BNO-100000166454800
Match Criteria	Match Criteria	Match Criteria
Email Domain ✓	Email Domain ✓	Email Domain ✓
AUS ✓	AUS ✓	AUS ✓
AU-VIC ⊗	AU-VIC ⊗	AU-VIC ⊗
DC Region ✓	DC Region ✓	DC Region ✓
DUNS Number ⊗	DUNS Number ⊗	DUNS Number ⊗
Contact administrator	Contact administrator	Contact administrator

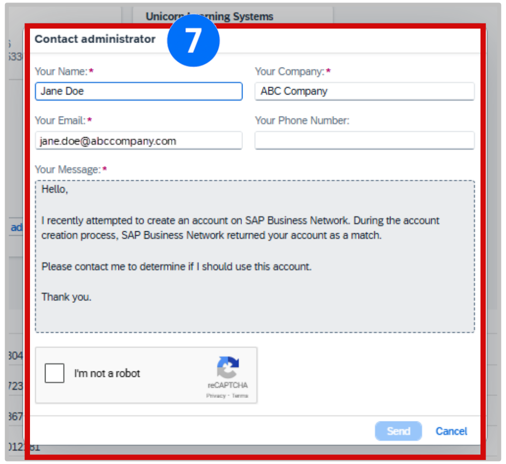
Other Existing Accounts (17)



Top recommendations (3)

Other Existing Accounts (17)

Company Name	ANID	BNOID	DC Region	Email domain matched	Country	State	DUNS Number	Action
ABC Company	AN11240626270	BNO-100000151304390	US20	No	BRA	BR-RS		Contact administrator
ABC Company (test)	AN01054941168	BNO-100000012723374	US20	No	AUS	AU-ACT		Contact administrator
ABC COMPANY PTY LTD	AN01527268376	BNO-100000028867553	US20	No	AUS	AU-WA		Contact administrator
abc	AN01416511430	BNO-100000138012181	US20	No	AUS			Contact administrator
abc	AN01732571941	BNO-100000048361165	US20	No	AUS	AU-VIC		Contact administrator
ABC Cleaning	AN01055096917	BNO-100000119640737	US20	No	AUS			Contact administrator
ABC Adhesives	AN11184114511	BNO-100000085221751	US20	No	AUS	AU-QLD		Contact administrator
ABC CONTAINERS	AN11184131012	BNO-100000084061703	US20	No	AUS	AU-WA		Contact administrator
ABC Corp	AN11042983270	BNO-100000058418327	US20	No	AUS	AU-ACT		Contact administrator
ABC Engineering	AN01410489500	BNO-100000104831374	US20	No	AUS			Contact administrator
ABC Distributors	AN01025747768	BNO-100000119469699	US20	No	AUS			Contact administrator



Contact administrator

Your Name:* Jane Doe

Your Company:* ABC Company

Your Email:* jane.doe@abccompany.com

Your Phone Number:

Your Message:*

Hello,

I recently attempted to create an account on SAP Business Network. During the account creation process, SAP Business Network returned your account as a match.

Please contact me to determine if I should use this account.

Thank you.

☐ I'm not a robot

< Back

Review Accounts

Company Name: ABC Company

Corporate Email / Domain: @abccompany.com

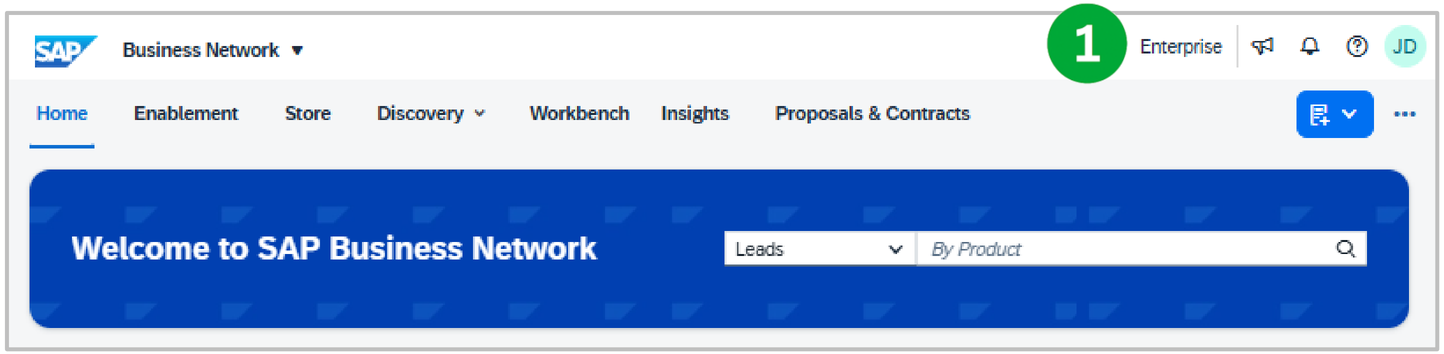
What Type of account am I in

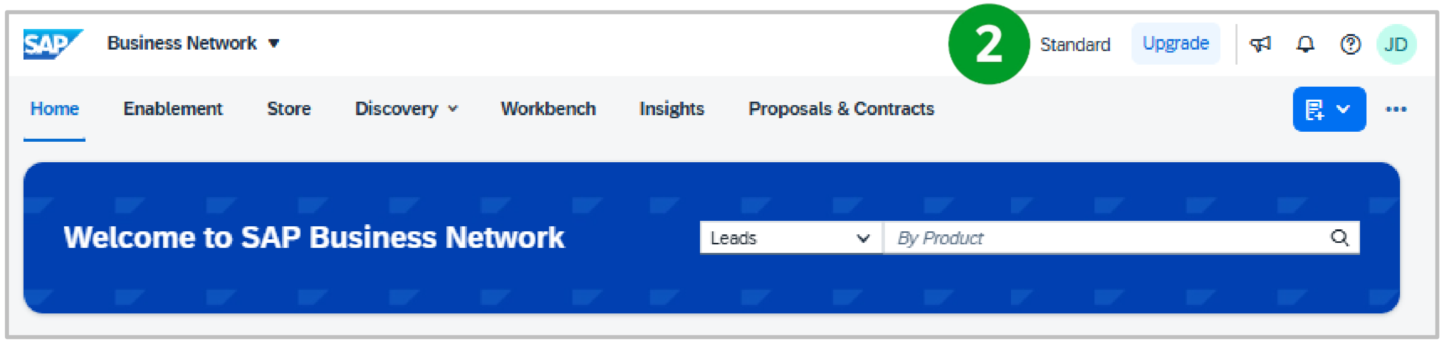
The types available in the SBN on BTP for procurement are:

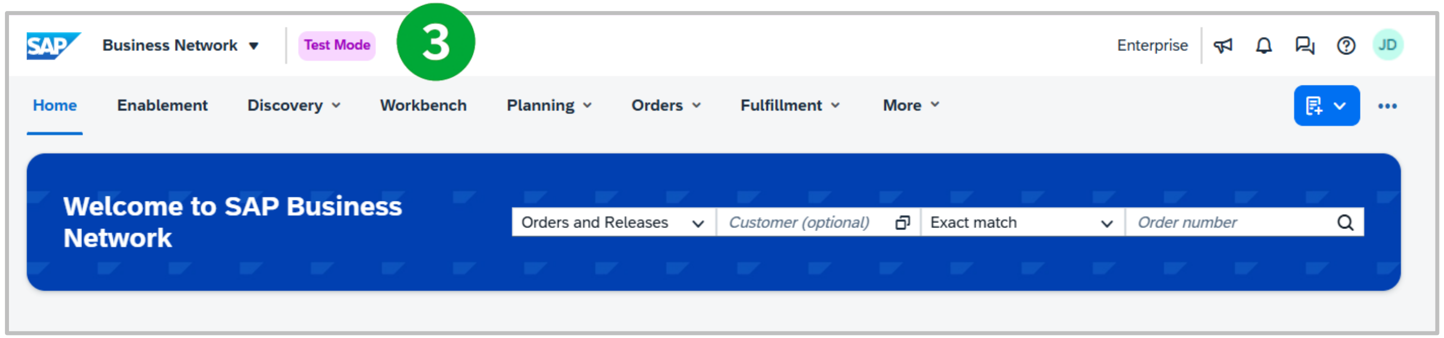
1. **Enterprise Account** – displays an Enterprise banner and is best for high transaction volumes. It is the best account for automation, integration and analytics. An Enterprise account provides access to reporting, the ability to publish and manage Catalogs with assistance, long term invoicing (country-specific). May attract subscription and/or transaction fees depending on the buyer configuration. For Tiers and Pricing information – [Click Me]()

2. **Standard Account** – displays a Standard account banner with an Upgrade option. There are no subscription or transaction fees associated with a standard account with reduced functionality, such as no reporting or backend integration.

3. **Test Account** – displays a Test Mode banner, which is a non-production version of a supplier account used for training, demos, or testing. For a purchase order to be displayed in a test account, it must be sent directly by the Buyer to that account. All Test ANIDS /BNO IDs will have a –T at the end of the number. A test Account behaves like a real account but does not send real transactions.







Upgrade from a Standard to Enterprise Account

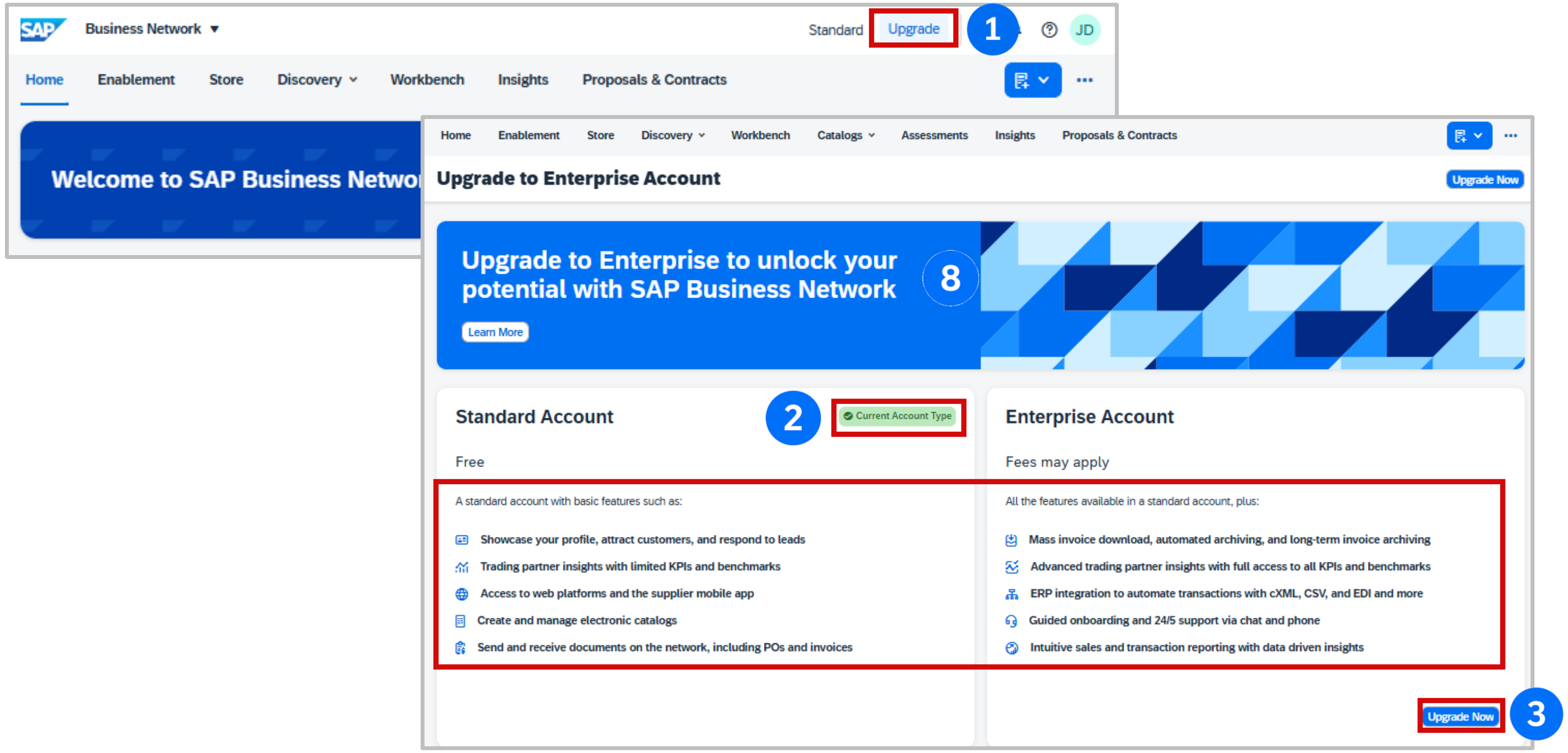
There are two types of accounts:

- **Enterprise** – where there are usually Transaction or Subscription fees associated with the account
- **Standard** – where the account is free to use but has restrictions

Suppliers can change the account type; keep in mind that you may attract charges when upgrading to an Enterprise Account.

With the SBN on BTP displayed –

1. Click on **Upgrade**
2. Review the information. Your existing account will be highlighted, and you have decided to upgrade the account
3. Click on **Upgrade Now**
4. Read the Confirmation pop-up and tick the **Upgrade this Ariba Network standard Account to an Enterprise Account**
5. Click on **Upgrade**
6. A **Success Pop-up** confirming you have upgraded the account is displayed
7. Click on Go to Home
8. The account has now moved to **Enterprise**



Upgrade to Enterprise Account

Upgrade to Enterprise to unlock your potential with SAP Business Network

Standard Account

Free

A standard account with basic features such as:

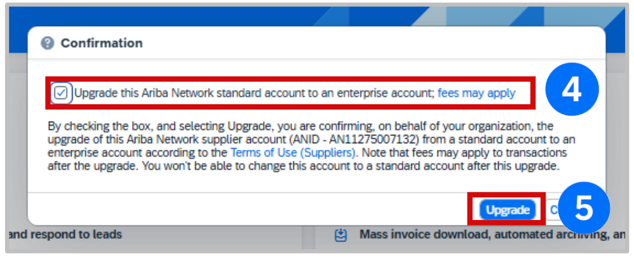
- Showcase your profile, attract customers, and respond to leads
- Trading partner insights with limited KPIs and benchmarks
- Access to web platforms and the supplier mobile app
- Create and manage electronic catalogs
- Send and receive documents on the network, including POs and invoices

Enterprise Account

Fees may apply

All the features available in a standard account, plus:

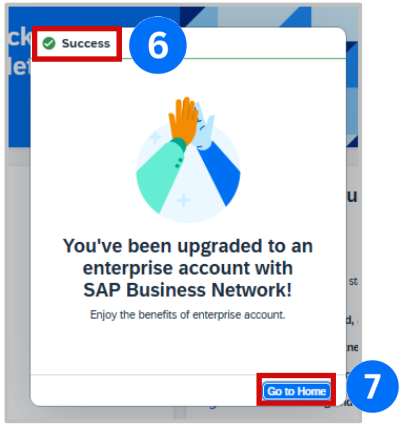
- Mass invoice download, automated archiving, and long-term invoice archiving
- Advanced trading partner insights with full access to all KPIs and benchmarks
- ERP integration to automate transactions with cXML, CSV, and EDI and more
- Guided onboarding and 24/5 support via chat and phone
- Intuitive sales and transaction reporting with data driven insights



Confirmation

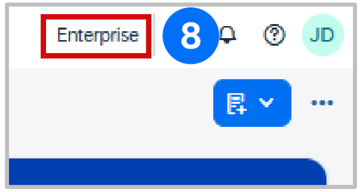
☑ Upgrade this Ariba Network standard account to an enterprise account; fees may apply

By checking the box, and selecting Upgrade, you are confirming, on behalf of your organization, the upgrade of this Ariba Network supplier account (ANID - AN11275007132) 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.



You've been upgraded to an enterprise account with SAP Business Network!

Enjoy the benefits of enterprise account.



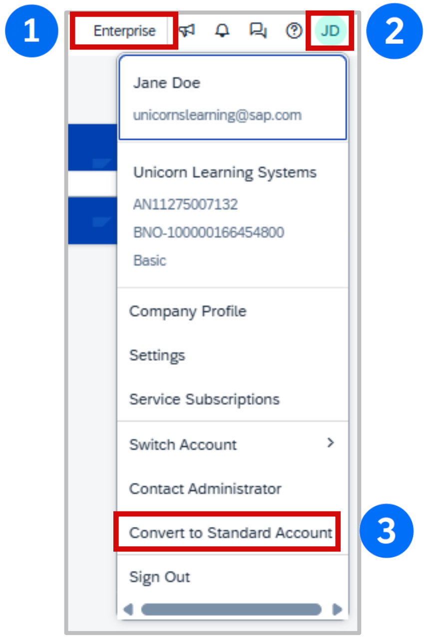
Downgrade from an Enterprise Account to a Standard Account

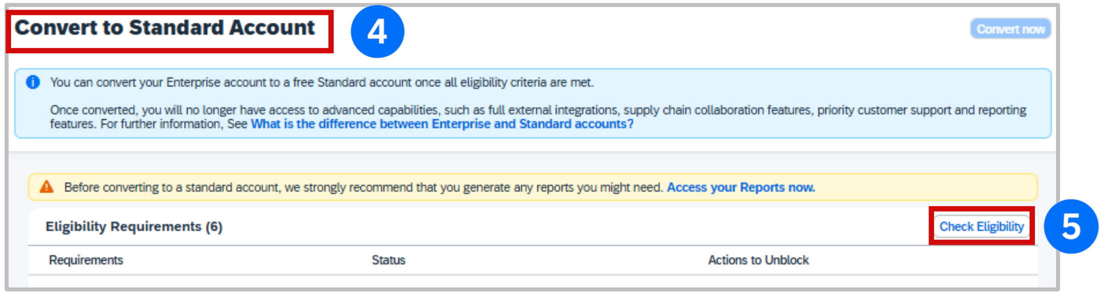
Suppliers can decide to downgrade from an Enterprise account to a Standard account. The username of the person who downgrades or upgrades accounts is recorded.

However, before downgrading, be aware that some functionality will no longer be available, for example:

- Reporting
- Integration processes
- Advanced Routing

1. Confirm what account you are in, it must be Enterprise to downgrade
2. Click on your **initials**
3. Select **Convert to Standard Account**
4. The **Convert to Standard Account screen** is displayed. Review the information shown
5. Click on **Check Eligibility**, any requirements with a cross will provide an Action to Unlock before converting is allowed
6. All requirements are green, click on **Convert now**
7. The **Confirmation** pop-up appears, review and click on **Confirm to proceed**
8. The Success pop-up screen shows the account has been converted. Click on **Go to Home**
9. **Standard** will now be displayed at the top of the screen





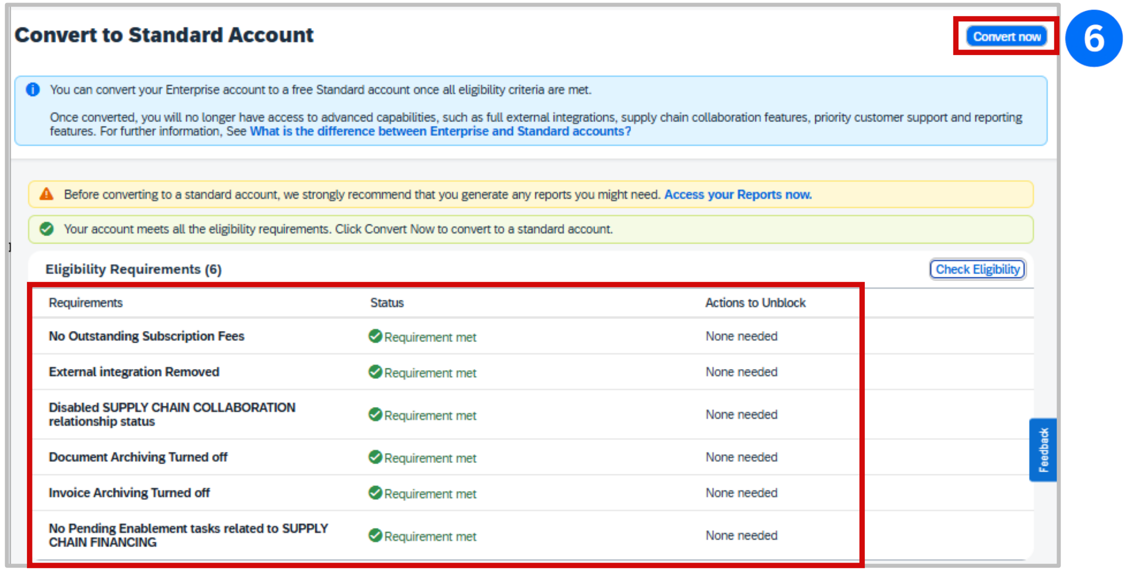
You can convert your Enterprise account to a free Standard account once all eligibility criteria are met.

Once converted, you will no longer have access to advanced capabilities, such as full external integrations, supply chain collaboration features, priority customer support and reporting features. For further information, See What is the difference between Enterprise and Standard accounts?

Before converting to a standard account, we strongly recommend that you generate any reports you might need. Access your Reports now.

Eligibility Requirements (6)

Requirements	Status	Actions to Unblock



You can convert your Enterprise account to a free Standard account once all eligibility criteria are met.

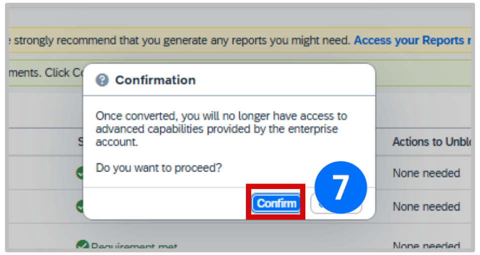
Once converted, you will no longer have access to advanced capabilities, such as full external integrations, supply chain collaboration features, priority customer support and reporting features. For further information, See What is the difference between Enterprise and Standard accounts?

Before converting to a standard account, we strongly recommend that you generate any reports you might need. Access your Reports now.

Your account meets all the eligibility requirements. Click Convert Now to convert to a standard account.

Eligibility Requirements (6)

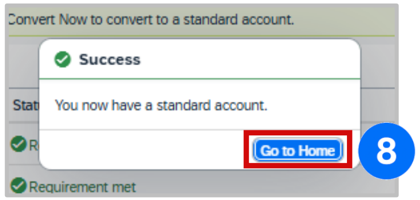
Requirements	Status	Actions to Unblock
No Outstanding Subscription Fees	✓ Requirement met	None needed
External integration Removed	✓ Requirement met	None needed
Disabled SUPPLY CHAIN COLLABORATION relationship status	✓ Requirement met	None needed
Document Archiving Turned off	✓ Requirement met	None needed
Invoice Archiving Turned off	✓ Requirement met	None needed
No Pending Enablement tasks related to SUPPLY CHAIN FINANCING	✓ Requirement met	None needed



Confirmation

Once converted, you will no longer have access to advanced capabilities provided by the enterprise account.

Do you want to proceed?



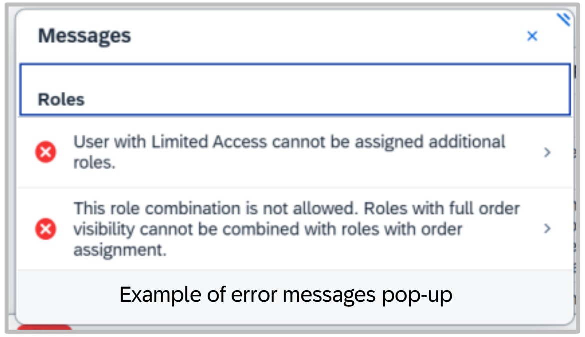
Success

You now have a standard account.

Settings

Information

- The list of options that appears under the Setting selection is dependant on the:
    - Type of Account
    - Type of relationship
    - Buyer requirements (specifically for Supply Chain Collaboration suppliers)
- System Administrators are the only users who can add roles, users and change permissions
- The person who accepts the Relationship request for transacting accounts or sourcing invitations automatically becomes the System Administrator
- System Administrators should approve or decline requests as required
- System Administrators can use predefined roles, standardising permission configurations and reducing the need for custom set-up
- Suppliers can add multi-factor (MFA) configuration
- Roles must be created first
- Roles that are added need to reflect the business areas, making assigning users to the correct accesses
- Errors are displayed as Messages on the bottom of the screen, clicking on the arrow at the end of the error description in the pop-up



Messages

Roles

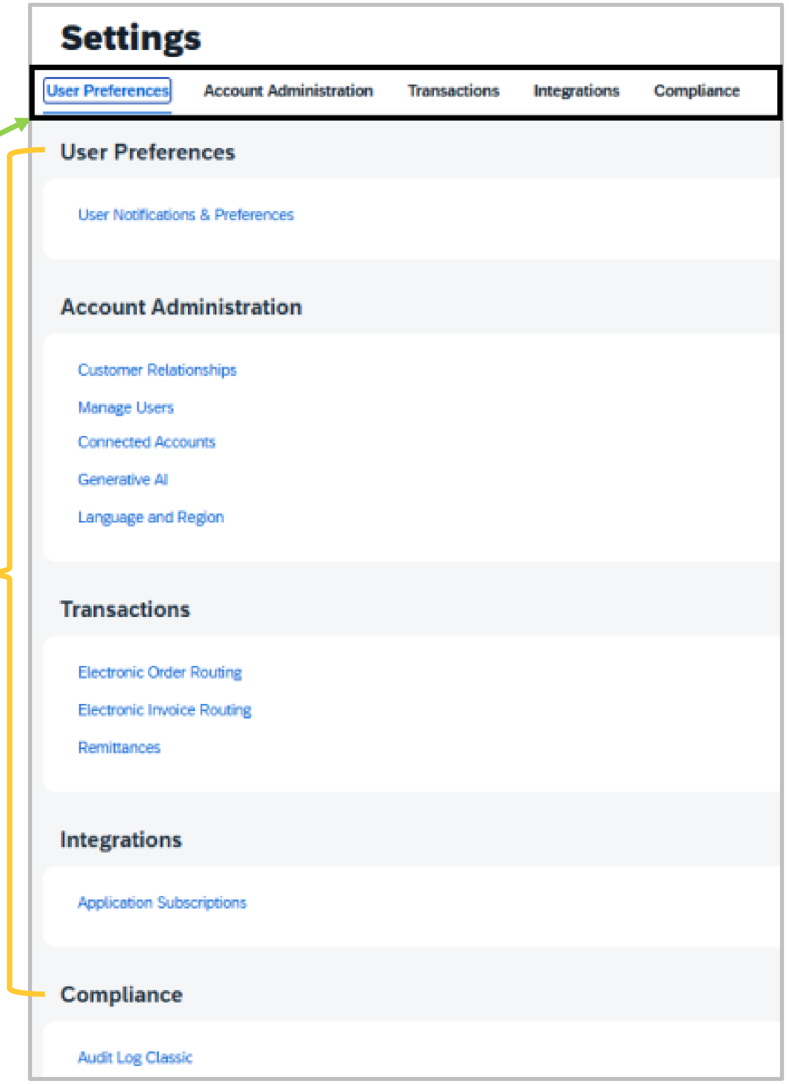
User with Limited Access cannot be assigned additional roles.

This role combination is not allowed. Roles with full order visibility cannot be combined with roles with order assignment.

Example of error messages pop-up

Information cont.

- The Settings menu can be accessed from the initials drop down box on the top right of the screen
- System Administrators can restrict access to preferences using permissions
- Changes made in Settings generally affect the entire ANID/BNOID, not just the user. This may affect how users interact with the network, as changes may be made that can affect business routines and notifications
- There are 5 sections in Settings:
    - User Preferences
    - Account Administration
    - Transactions
    - Integrations
    - Compliance
- Use the tabs to select each heading option
  - **or**
- Scroll through to access each option
- Settings options vary based on account type, this includes Enterprise, Standard and Enterprise Supply Chain Collaboration
- The permissions assigned to a user affect the Settings levels that they have access to
- Only the System Administrator has access to ALL settings options



Settings

User Preferences | Account Administration | Transactions | Integrations | Compliance

User Preferences

User Notifications & Preferences

Account Administration

Customer Relationships
Manage Users
Connected Accounts
Generative AI
Language and Region

Transactions

Electronic Order Routing
Electronic Invoice Routing
Remittances

Integrations

Application Subscriptions

Compliance

Audit Log Classic

Access Settings Options

The Settings page gives System Administrators the ability to perform administrative tasks that affect the entire ANID/BNOI and should only provide permissions to users who need them.

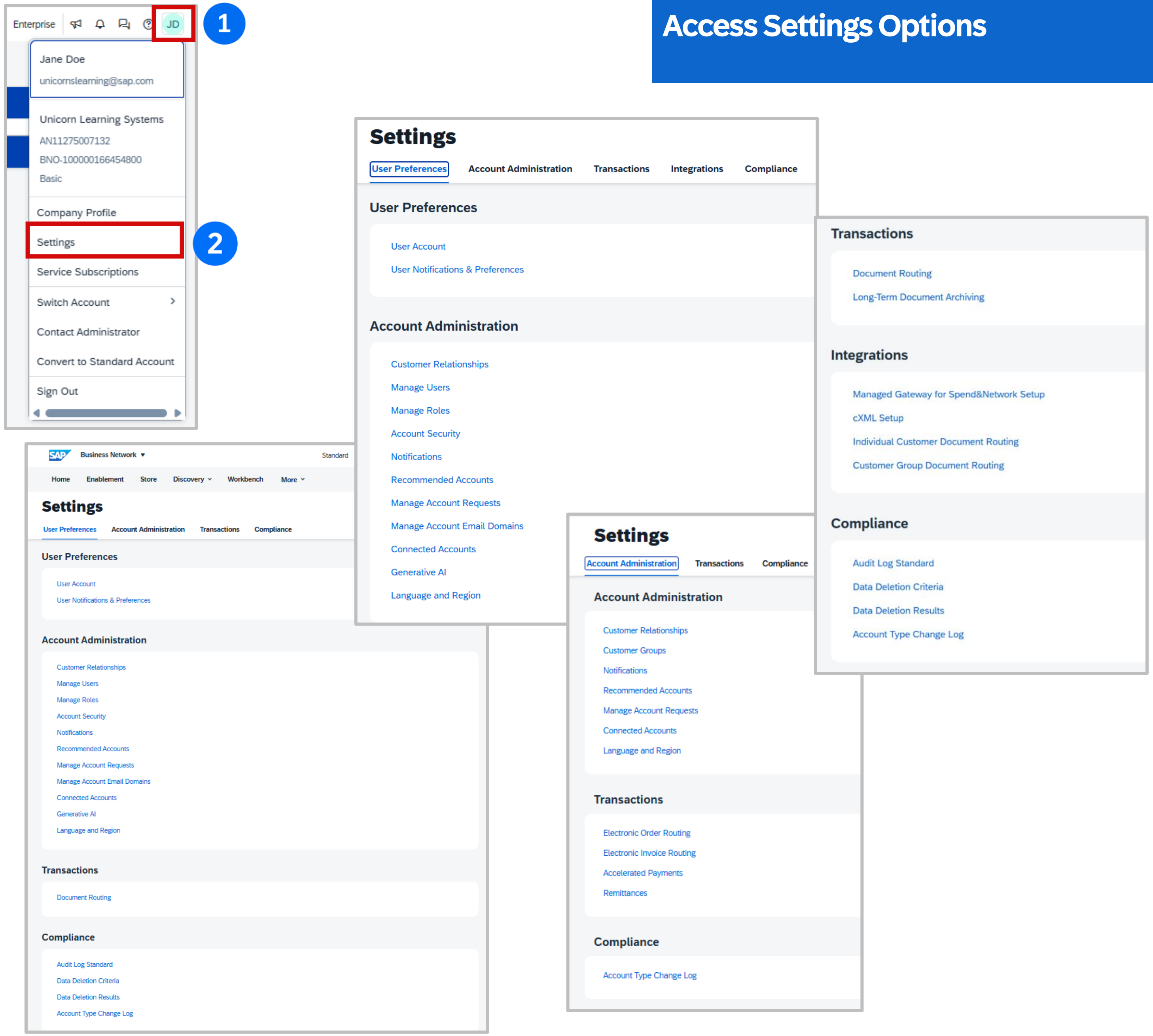
The options available on the Settings page are affected by:

- Enterprise Account
- Subscription Level
- Standard Account
- Supply Chain Collaboration Enterprise Accounts
- Temporary Standard Accounts
- Parent/Child Accounts

System Administrators can either scroll through screens to display options within a section or use the tabs along the top

Some options only appear when there is a Transacting Customer relationship, for example, Customer Groups

1. Click on your **initials**
2. Select **Settings**, the settings screen is displayed



Settings

User Preferences

Settings - User Preferences
Edit User Account Information

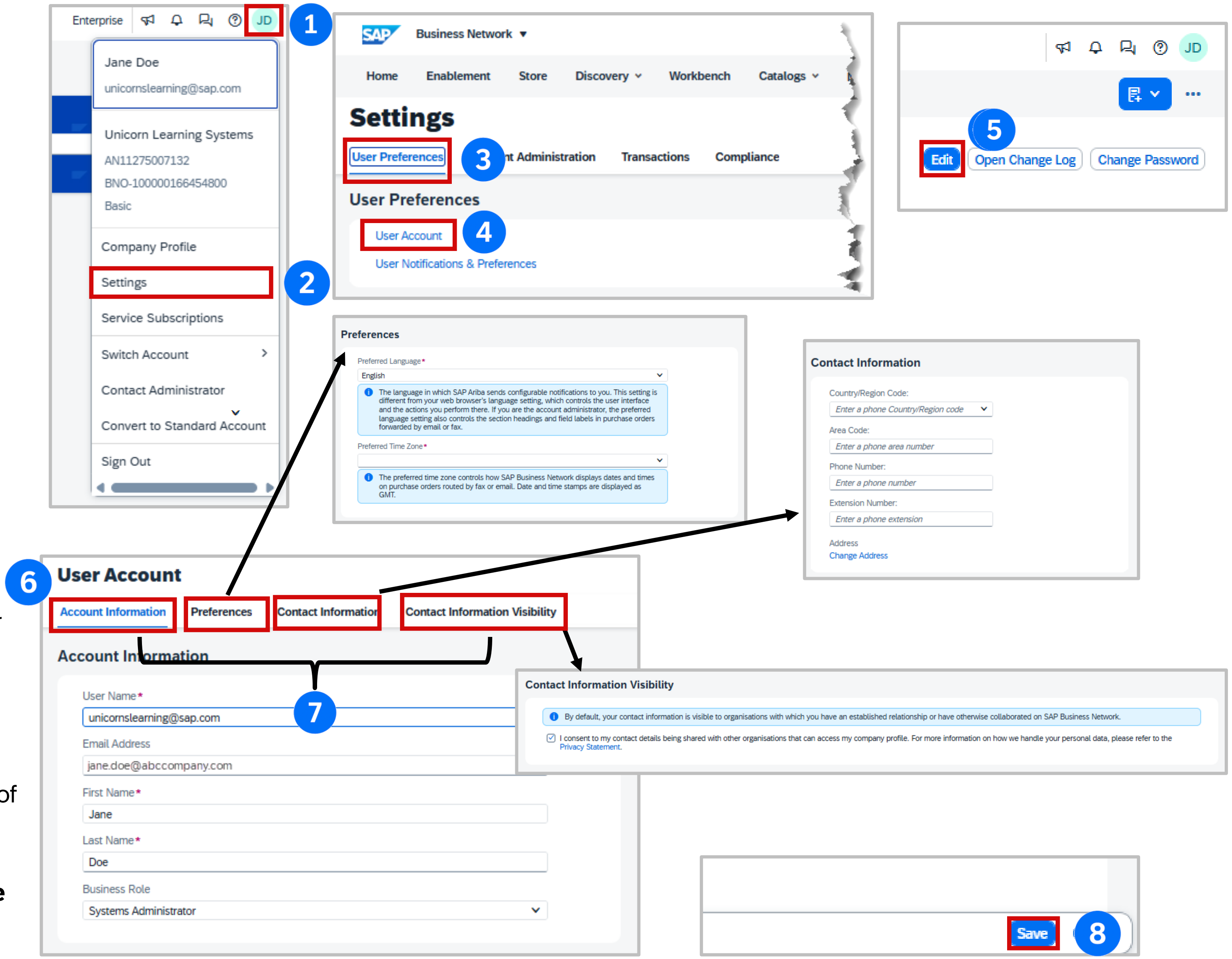
User Account displays information about the System Administrator or the account that you are currently in, and you have the permissions to access

Remember that all fields with an asterisk are mandatory

1. Click on your **initials**
2. Select **Settings** from the drop-down list
3. Confirm that **User Preferences** is selected

Note: The outline around the wording and the blue line under the wording highlight the selection

4. Select **User Account**
5. To edit any of the fields, click on **Edit**
6. There are 4 sections within the **My Account** option. Either scroll through to review the content or click on the tabs to select a specific option
7. All fields that can be updated are displayed. Review each section, update or change any fields available. A ⌄ at the end of a field indicates a drop-down
8. Once you have added or updated the information, click on **Save**



Preferred Language*
English

The language in which SAP Ariba sends configurable notifications to you. This setting is different from your web browser's language setting, which controls the user interface and the actions you perform there. If you are the account administrator, the preferred language setting also controls the section headings and field labels in purchase orders forwarded by email or fax.

Preferred Time Zone*

The preferred time zone controls how SAP Business Network displays dates and times on purchase orders routed by fax or email. Date and time stamps are displayed as GMT.

Country/Region Code: Enter a phone Country/Region code

Area Code: Enter a phone area number

Phone Number: Enter a phone number

Extension Number: Enter a phone extension

Address
Change Address

User Name* unicornslearning@sap.com

Email Address jane.doe@abccompany.com

First Name* Jane

Last Name* Doe

Business Role Systems Administrator

By default, your contact information is visible to organisations with which you have an established relationship or have otherwise collaborated on SAP Business Network.

☑ I consent to my contact details being shared with other organisations that can access my company profile. For more information on how we handle your personal data, please refer to the Privacy Statement.

Settings User Preferences
Edit User Notifications & Preferences

User Notifications and Preferences are focused on Discovery and Sourcing and Contracts notifications

1. There is 2 options for Discovery
2. There are 7 sections for Sourcing and Contracts

Remember that all fields with an asterisk are mandatory and there may be occasions where the scroll option does not function so you may need to use the drop-down list and select the option required.

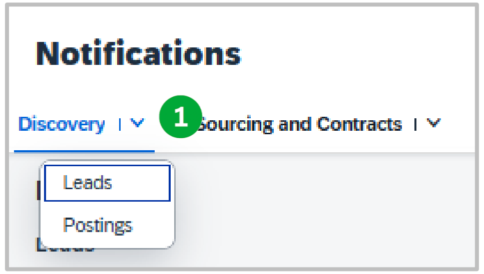
1. Click on your **initials**
2. Select **Settings** from the drop-down list
3. Confirm that **User Preferences** is selected

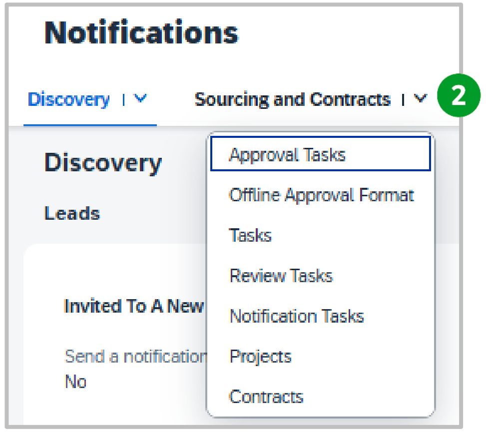
Note: The outline around the wording and the blue line under the wording highlight the selection

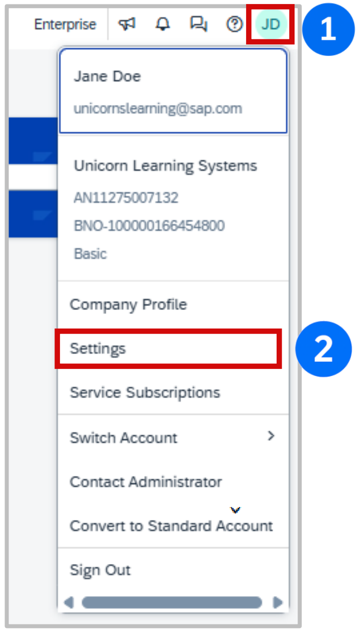
4. Select **User Notifications and Preferences**
5. To edit any of the fields, click on **Edit**

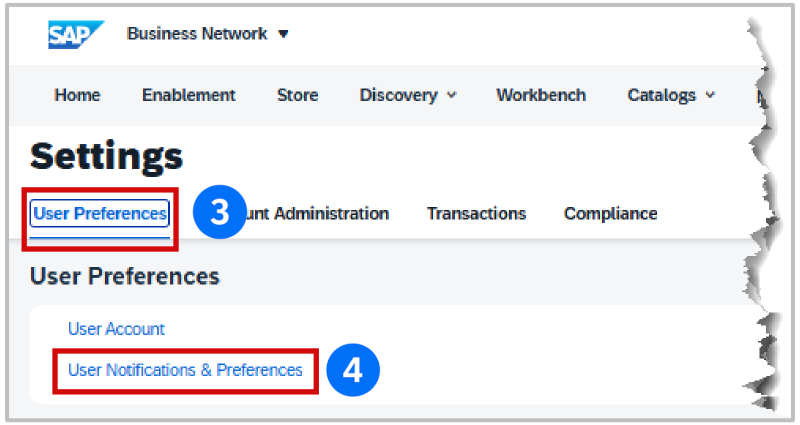
To edit Discovery Leads – refer to **Edit User Notifications & Preferences, Edit Discovery**

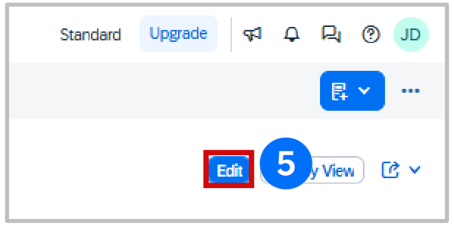
To edit Sourcing and Contracts information - refer to **Edit User Notifications and Preferences, Edit Sourcing and Contracts**











Settings User Preferences - Discovery Notifications - Leads

Notifications allow suppliers to route information for Discovery (Quote Automation) and Sourcing and Contracts. Discovery is used by Buyers to send out a request for quote, bid, auction or information to the wider SBN supplier community.

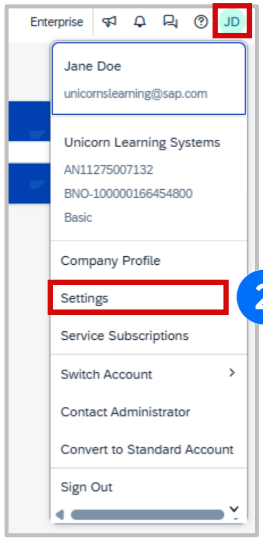
Keep in mind that only Government quotes can be seen by all suppliers that meet the criteria, but Suppliers will need a promote subscription to view non-government opportunities

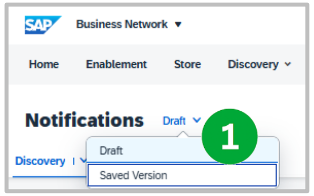
To ensure that leads are viewed by the correct team in your business, check who receives the information and what type of information they need.

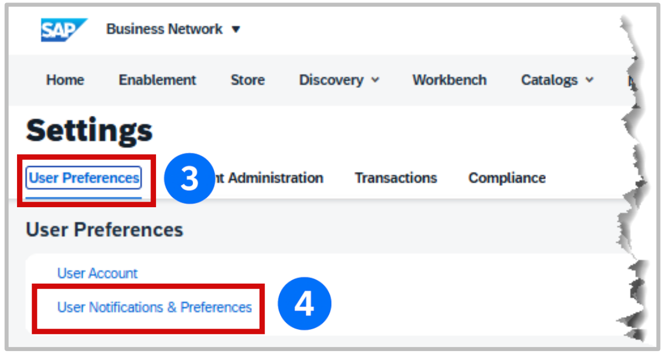
1. The Draft shown next to Notifications shows Draft and allows users to show the Saved Version that is no longer editable

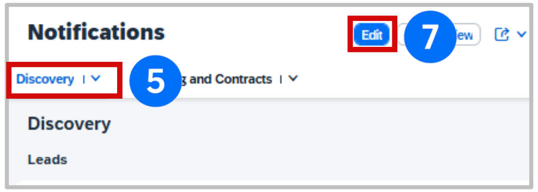
To review the **Discovery Leads** notifications -

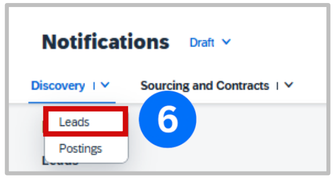
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Ensure that **User Preferences** is highlighted with a blue underline
4. Select **User Notifications & Preferences**
5. Select **Discovery**
6. Display the drop-down menu and select **Leads**
7. Click on **Edit**
8. Review all the available options, add or confirm the email
9. Once completed, click on **Save**

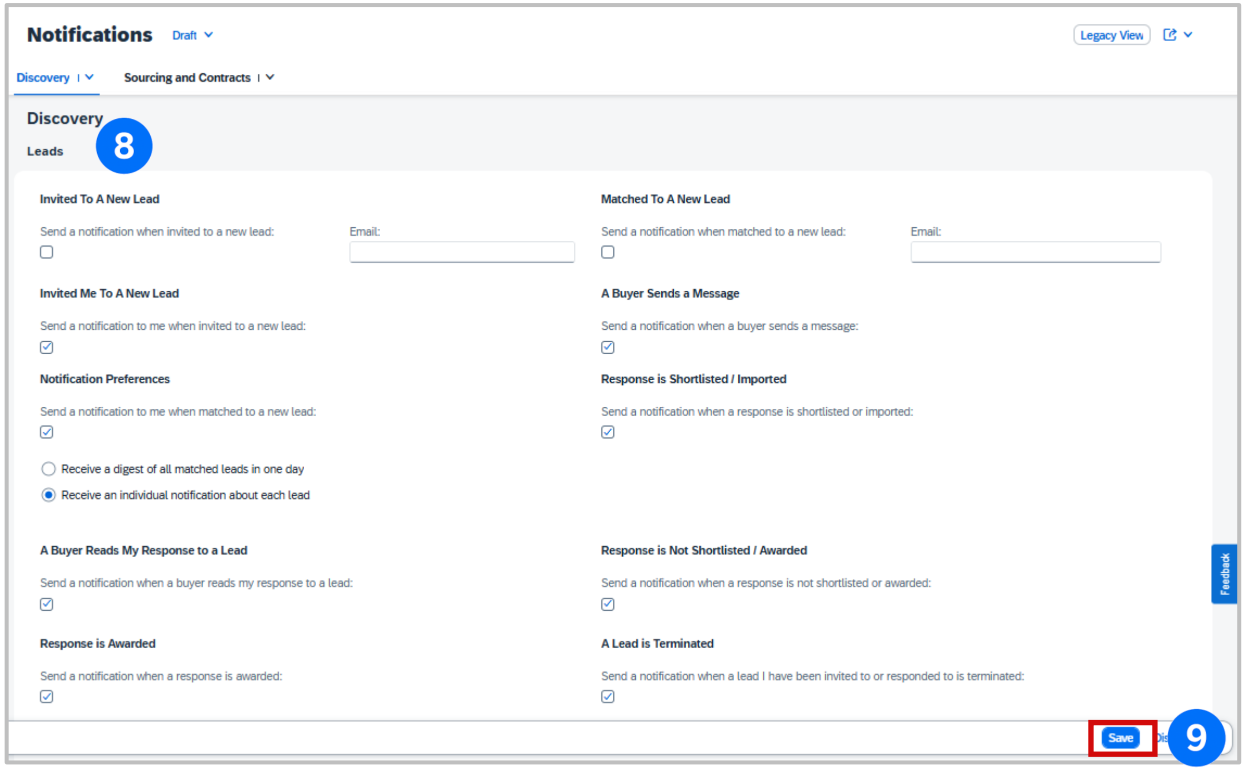












Invited To A New Lead

Send a notification when invited to a new lead: ☐ Email:

Matched To A New Lead

Send a notification when matched to a new lead: ☐ Email:

Invited Me To A New Lead

Send a notification to me when invited to a new lead: ☑

A Buyer Sends a Message

Send a notification when a buyer sends a message: ☑

Notification Preferences

Send a notification to me when matched to a new lead: ☑

○ Receive a digest of all matched leads in one day

● Receive an individual notification about each lead

Response is Shortlisted / Imported

Send a notification when a response is shortlisted or imported: ☑

A Buyer Reads My Response to a Lead

Send a notification when a buyer reads my response to a lead: ☑

Response is Not Shortlisted / Awarded

Send a notification when a response is not shortlisted or awarded: ☑

Response is Awarded

Send a notification when a response is awarded: ☑

A Lead is Terminated

Send a notification when a lead I have been invited to or responded to is terminated: ☑

Settings User Preferences - Discovery Notifications - Postings

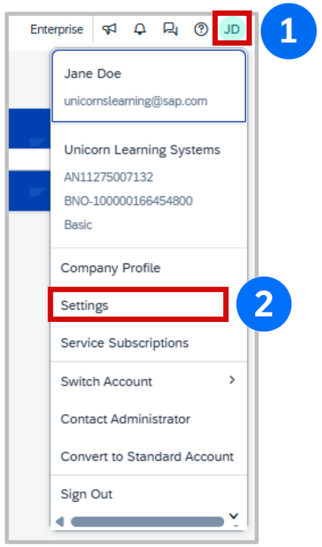
Notifications allow suppliers to route information for Discovery (Quote Automation) and Sourcing and Contracts. Discovery is used by Buyers to send out a request for quote, bid, auction or information to the wider SBN supplier community.

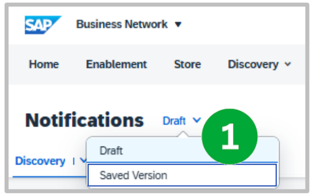
Keep in mind that only Government quotes can be seen by all suppliers that meet the criteria, but Suppliers will need a promote subscription to view non-government opportunities

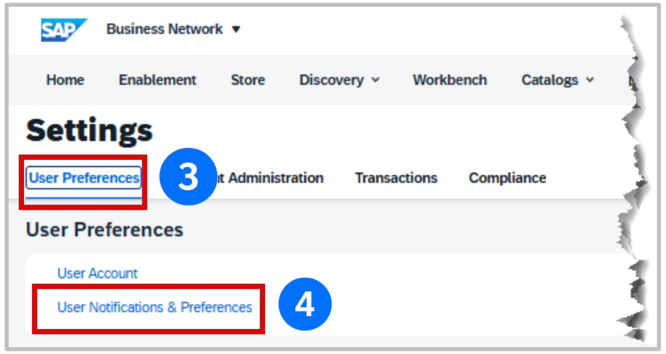
1. The Draft shown next to **Notifications** shows Draft and allows users to show the Saved Version that is no longer editable

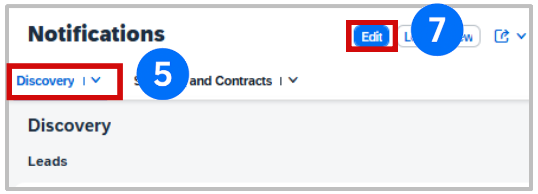
To review the **Discovery Postings** notifications -

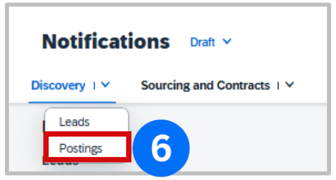
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Ensure that **User Preferences** is highlighted with a blue underline
4. Select **User Notifications & Preferences**
5. Select **Discovery** and display the drop-down
6. Select **Postings**
7. Click on **Edit**
8. Review the options, add or confirm the email
9. Once completed, click on **Save**

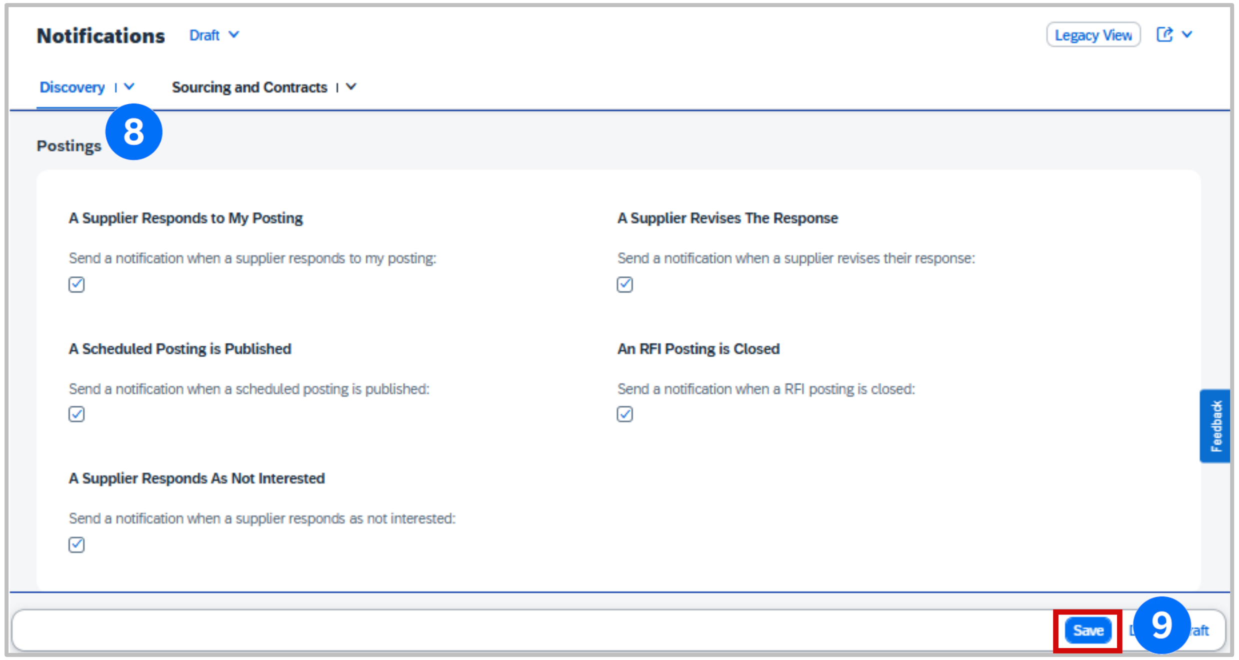












A Supplier Responds to My Posting

Send a notification when a supplier responds to my posting:

☑

A Supplier Revises The Response

Send a notification when a supplier revises their response:

☑

A Scheduled Posting is Published

Send a notification when a scheduled posting is published:

☑

An RFI Posting is Closed

Send a notification when a RFI posting is closed:

☑

A Supplier Responds As Not Interested

Send a notification when a supplier responds as not interested:

☑

Settings User Preferences - Sourcing and Contracts – Approval Tasks

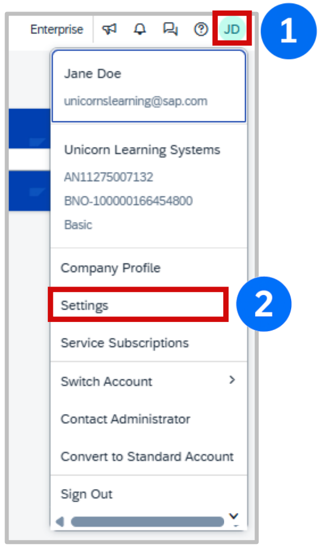
Notifications allow suppliers to route information for Discovery (Quote Automation) and Sourcing and Contracts. Discovery is where the email information is used from.

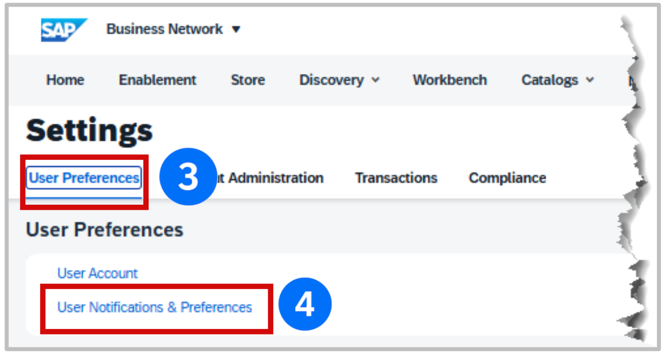
To ensure that leads are viewed by the correct team in your business, check who receives the information and what type of information they need.

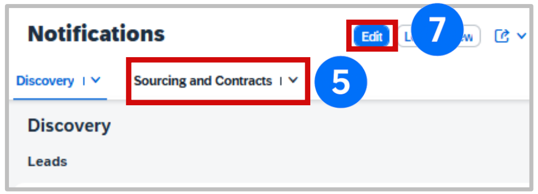
Sourcing and contracts are used by Buyers to send out quotes, auctions, bids and information to their existing Supplier base. The person who received the invitation is the only user who can access the invitation.

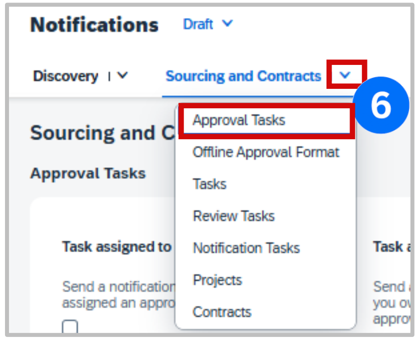
To review the **Sourcing & Contracts** notifications – **Approval Tasks**

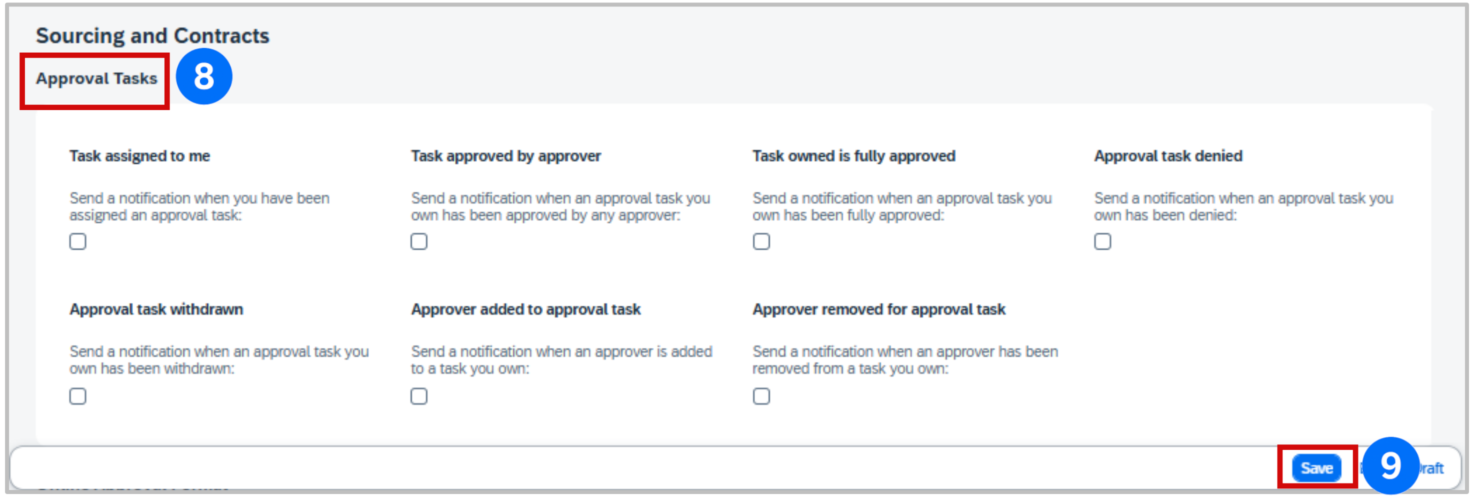
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Ensure that **User Preferences** is highlighted with a blue underline
4. Select **User Notifications & Preferences**
5. Select **Sourcing & Contracts**
6. Display the drop-down menu and select **Approval Tasks**
7. Click on **Edit**
8. Review the options and select or deselect as required
9. Once completed, click on **Save**











Task assigned to me
Send a notification when you have been assigned an approval task: ☐

Task approved by approver
Send a notification when an approval task you own has been approved by any approver: ☐

Task owned is fully approved
Send a notification when an approval task you own has been fully approved: ☐

Approval task denied
Send a notification when an approval task you own has been denied: ☐

Approval task withdrawn
Send a notification when an approval task you own has been withdrawn: ☐

Approver added to approval task
Send a notification when an approver is added to a task you own: ☐

Approver removed for approval task
Send a notification when an approver has been removed from a task you own: ☐

Settings User Preferences - Sourcing and Contracts – Offline Approval Tasks

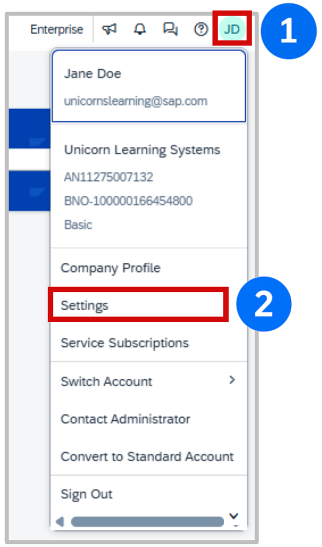
Notifications allow suppliers to route information for Discovery (Quote Automation) and Sourcing and Contracts.   Discovery is where the email information is used from.

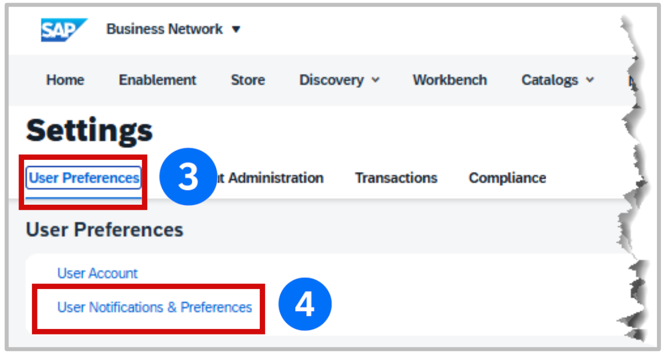
To ensure that leads are viewed by the correct team in your business, check who receives the information and what type of information they need.

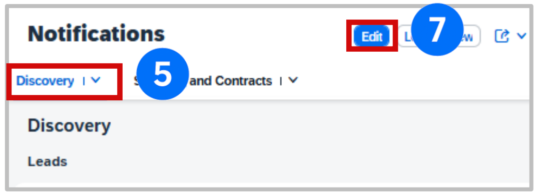
Sourcing and contracts are used by Buyers to send out quotes, auctions, bids and information to their existing Supplier base. The person who received the invitation is the only user who can access the invitation.

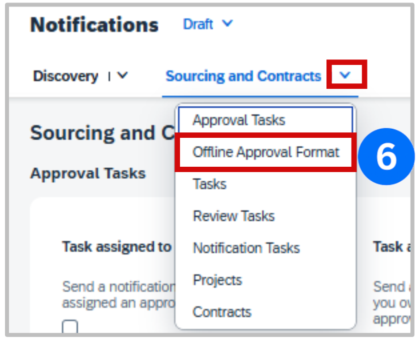
To review the **Sourcing & Contracts** notifications – **Offline Approval Tasks**

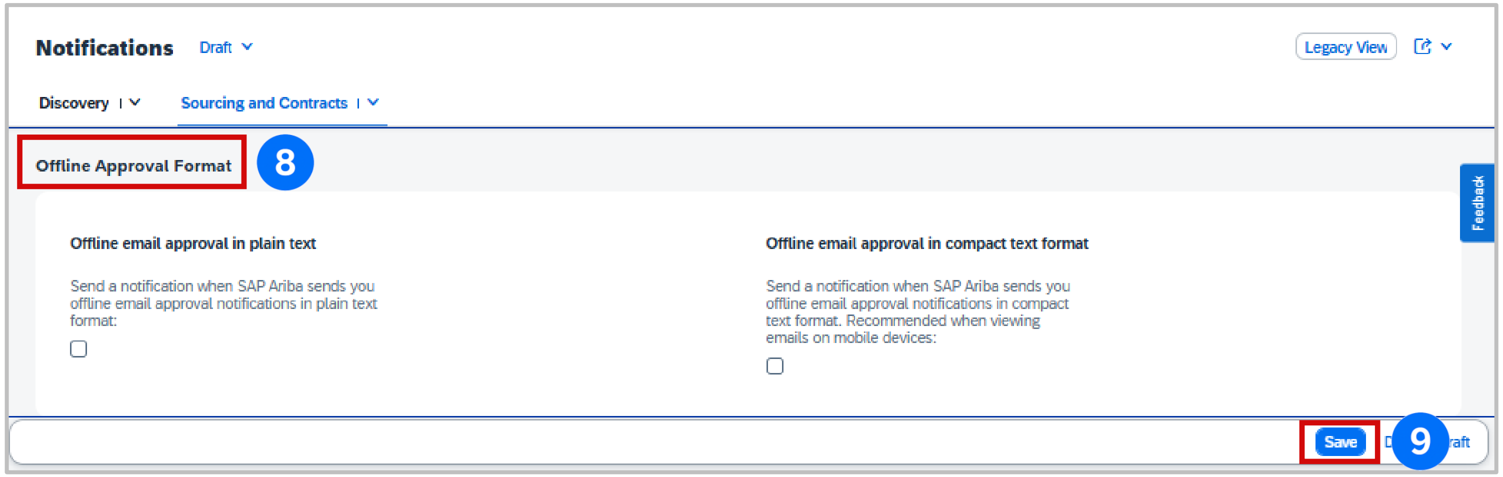
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Ensure that **User Preferences** is highlighted with a blue underline
4. Select **User Notifications & Preferences**
5. Select **Sourcing & Contracts**
6. Display the drop-down menu and select **Offline Approval Format**
7. Click on **Edit**
8. Review the options and select or deselect as required
9. Once completed, click on **Save**











Offline email approval in plain text

Send a notification when SAP Ariba sends you offline email approval notifications in plain text format:

☐

Offline email approval in compact text format

Send a notification when SAP Ariba sends you offline email approval notifications in compact text format. Recommended when viewing emails on mobile devices:

☐

Settings User Preferences - Sourcing and Contracts – Tasks

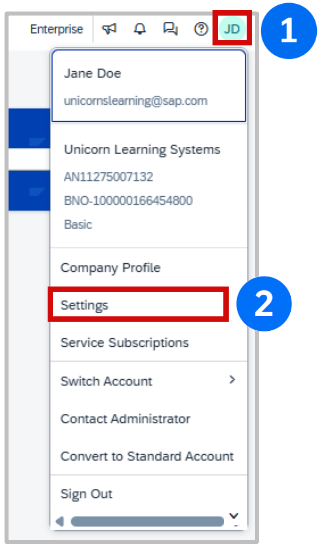
Notifications allow suppliers to route information for Discovery (Quote Automation) and Sourcing and Contracts. Discovery is where the email information is used from.

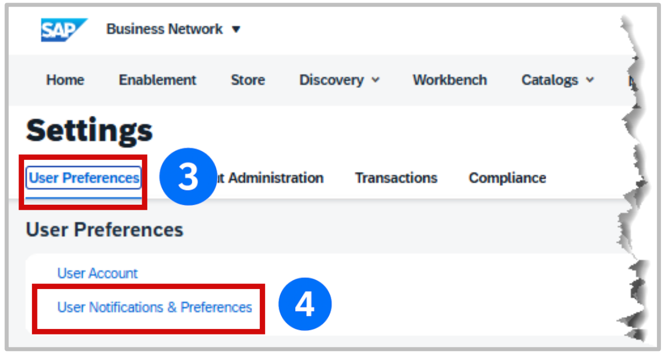
To ensure that leads are viewed by the correct team in your business, check who receives the information and what type of information they need.

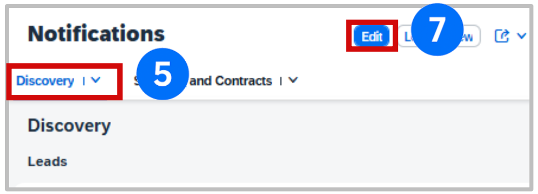
Sourcing and contracts are used by Buyers to send out quotes, auctions, bids and information to their existing Supplier base. The person who received the invitation is the only user who can access the invitation.

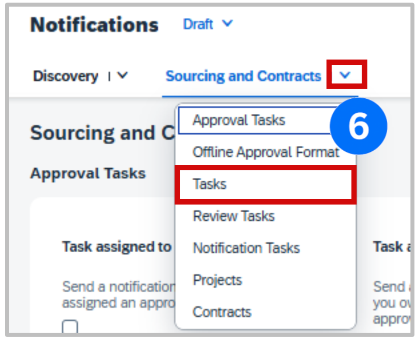
To review the **Sourcing & Contracts** notifications – **Tasks**

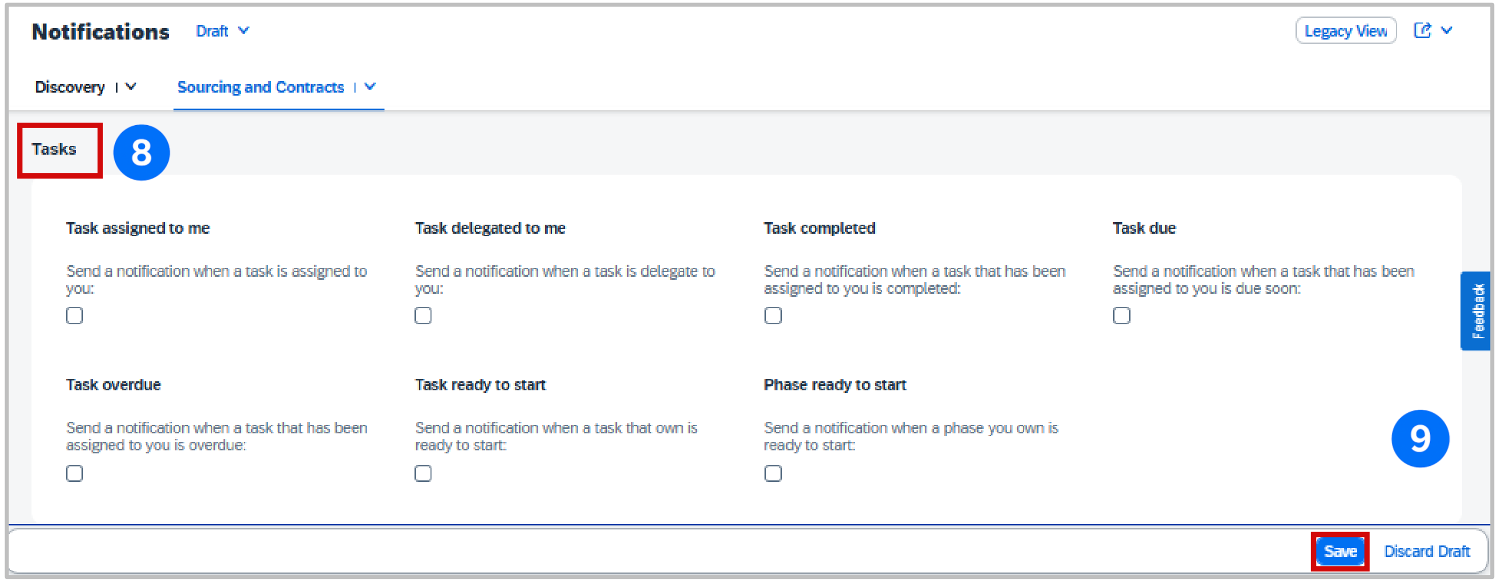
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Ensure that **User Preferences** is highlighted with a blue underline
4. Select **User Notifications & Preferences**
5. Select **Sourcing & Contracts**
6. Display the drop-down menu and select **Tasks**
7. Click on **Edit**
8. Review the options and select or deselect as required
9. Once completed, click on **Save**











Task assigned to me
Send a notification when a task is assigned to you: ☐

Task delegated to me
Send a notification when a task is delegate to you: ☐

Task completed
Send a notification when a task that has been assigned to you is completed: ☐

Task due
Send a notification when a task that has been assigned to you is due soon: ☐

Task overdue
Send a notification when a task that has been assigned to you is overdue: ☐

Task ready to start
Send a notification when a task that own is ready to start: ☐

Phase ready to start
Send a notification when a phase you own is ready to start: ☐

Settings User Preferences - Sourcing and Contracts – Review Tasks

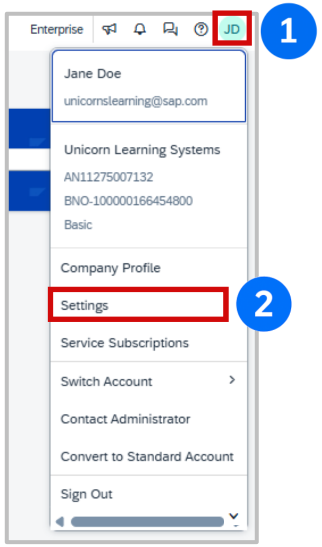
Notifications allow suppliers to route information for Discovery (Quote Automation) and Sourcing and Contracts. Discovery is where the email information is used from.

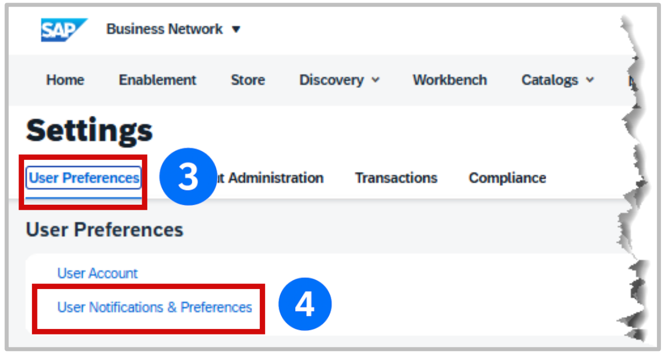
To ensure that leads are viewed by the correct team in your business, check who receives the information and what type of information they need.

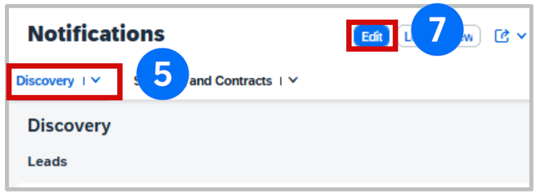
Sourcing and contracts are used by Buyers to send out quotes, auctions, bids and information to their existing Supplier base. The person who received the invitation is the only user who can access the invitation.

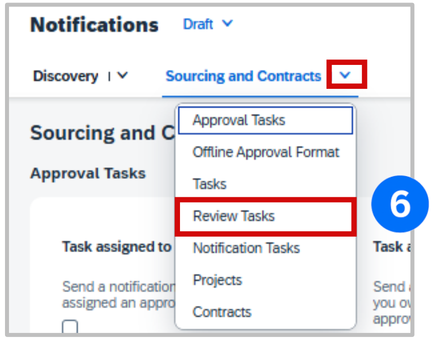
To review the **Sourcing & Contracts** notifications – **Review Tasks**

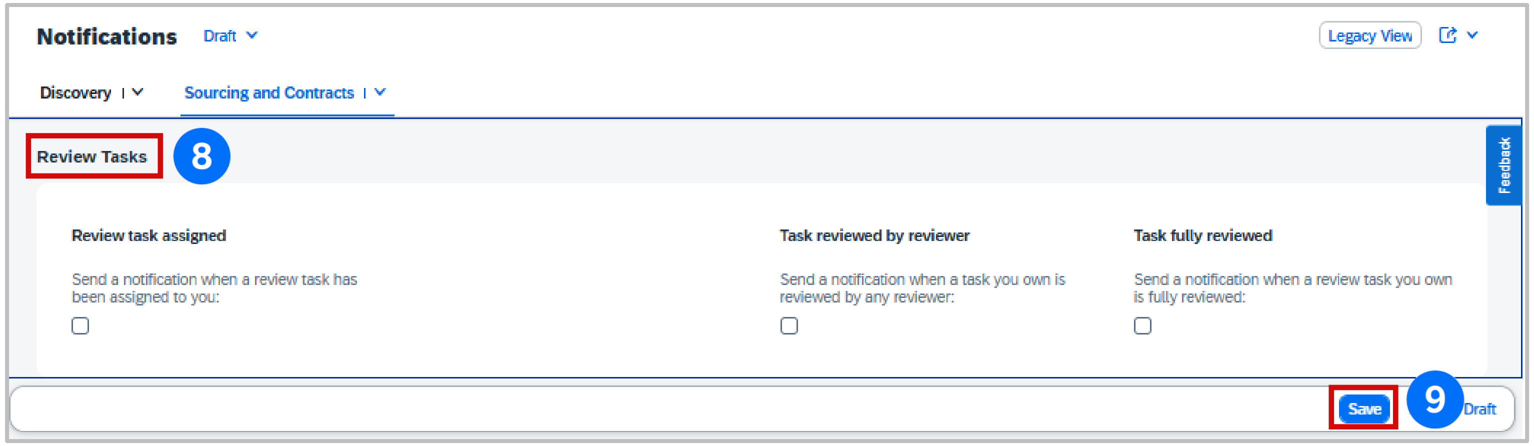
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Ensure that **User Preferences** is highlighted with a blue underline
4. Select **User Notifications & Preferences**
5. Select **Sourcing & Contracts**
6. Display the drop-down menu and select **Review Tasks**
7. Click on **Edit**
8. Review the options and select or deselect as required
9. Once completed, click on **Save**











Review task assigned

Send a notification when a review task has been assigned to you:

☐

Task reviewed by reviewer

Send a notification when a task you own is reviewed by any reviewer:

☐

Task fully reviewed

Send a notification when a review task you own is fully reviewed:

☐

Settings User Preferences - Sourcing and Contracts – Notification Tasks

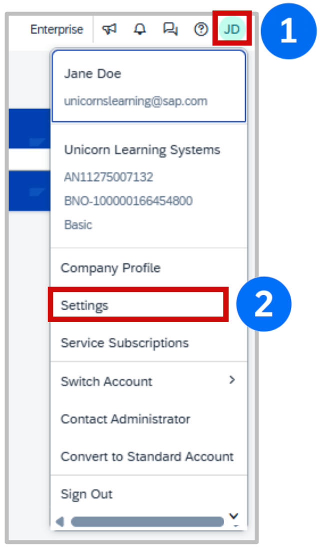
Notifications allow suppliers to route information for Discovery (Quote Automation) and Sourcing and Contracts. Discovery is where the email information is used from.

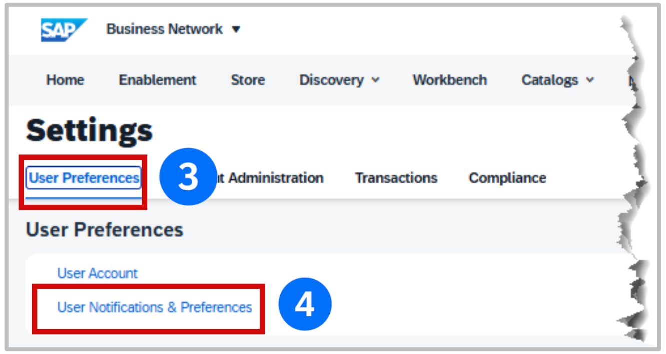
To ensure that leads are viewed by the correct team in your business, check who receives the information and what type of information they need.

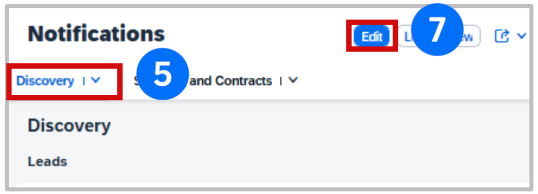
Sourcing and contracts are used by Buyers to send out quotes, auctions, bids and information to their existing Supplier base. The person who received the invitation is the only user who can access the invitation.

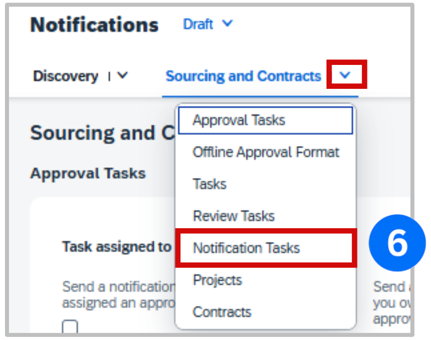
To review the **Sourcing & Contracts** notifications – **Notification Tasks**

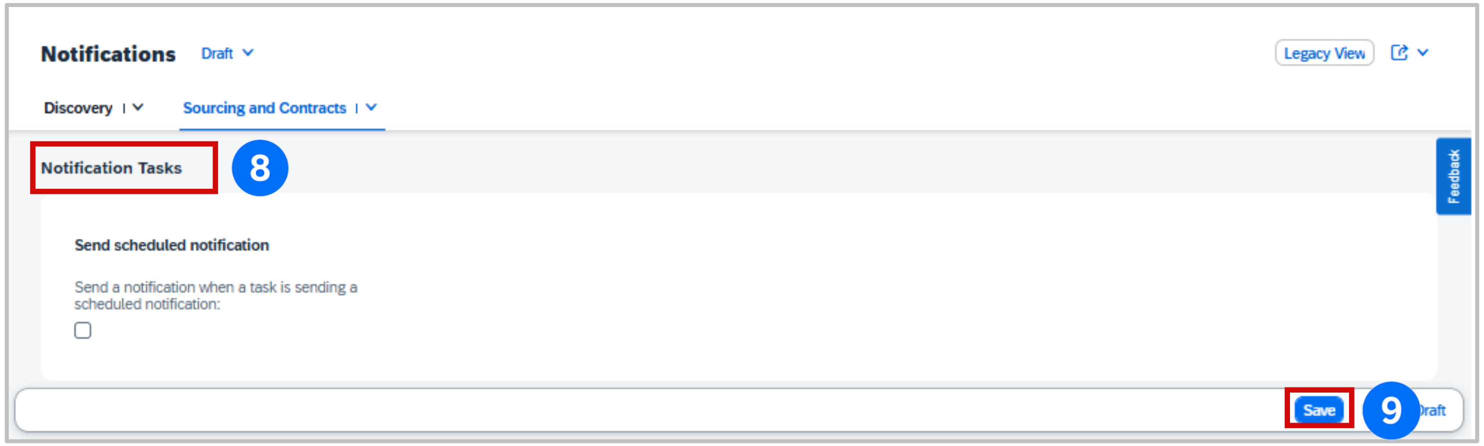
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Ensure that **User Preferences** is highlighted with a blue underline
4. Select **User Notifications & Preferences**
5. Select **Sourcing & Contracts**
6. Display the drop-down menu and select **Notification Tasks**
7. Click on **Edit**
8. Review the options and select or deselect as required
9. Once completed, click on **Save**











Send scheduled notification

Send a notification when a task is sending a scheduled notification:

☐

Settings User Preferences - Sourcing and Contracts – Projects

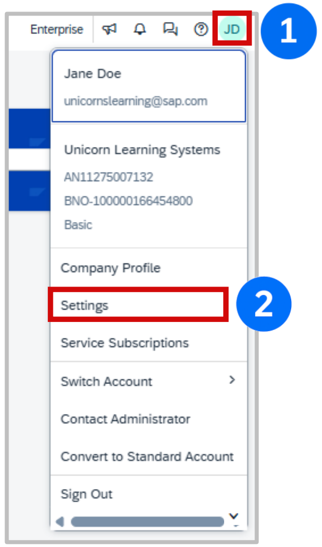
Notifications allow suppliers to route information for Discovery (Quote Automation) and Sourcing and Contracts. Discovery is where the email information is used from.

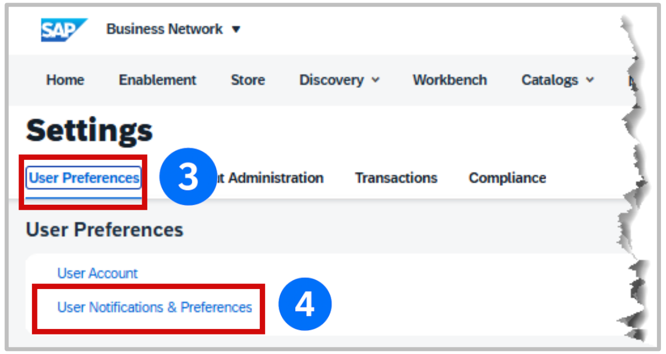
To ensure that leads are viewed by the correct team in your business, check who receives the information and what type of information they need.

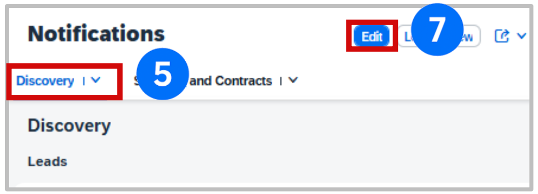
Sourcing and contracts are used by Buyers to send out quotes, auctions, bids and information to their existing Supplier base. The person who received the invitation is the only user who can access the invitation.

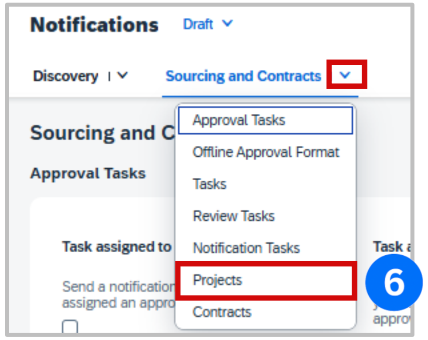
To review the **Sourcing & Contracts** notifications – **Projects**

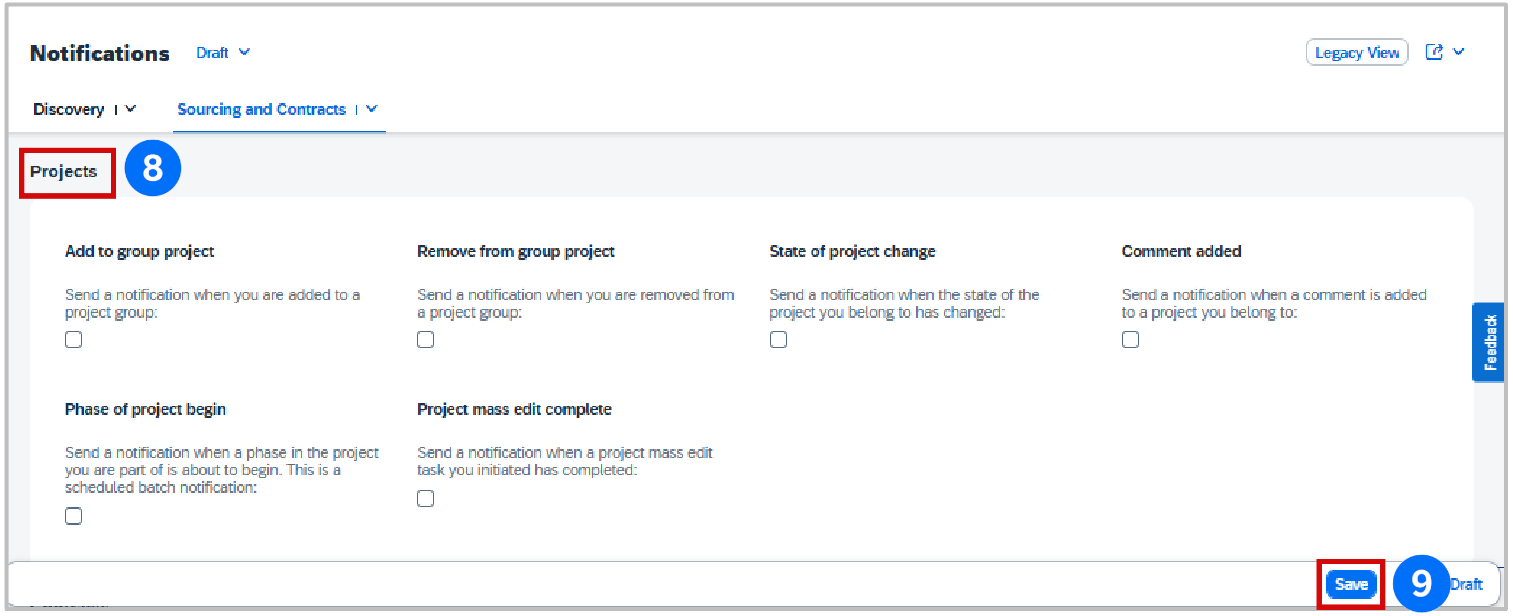
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Ensure that **User Preferences** is highlighted with a blue underline
4. Select **User Notifications & Preferences**
5. Select **Sourcing & Contracts**
6. Display the drop-down menu and select **Projects**
7. Click on **Edit**
8. Review the options and select or deselect as required
9. Once completed, click on **Save**











Projects

Add to group project

Send a notification when you are added to a project group: ☐

Remove from group project

Send a notification when you are removed from a project group: ☐

State of project change

Send a notification when the state of the project you belong to has changed: ☐

Comment added

Send a notification when a comment is added to a project you belong to: ☐

Phase of project begin

Send a notification when a phase in the project you are part of is about to begin. This is a scheduled batch notification: ☐

Project mass edit complete

Send a notification when a project mass edit task you initiated has completed: ☐

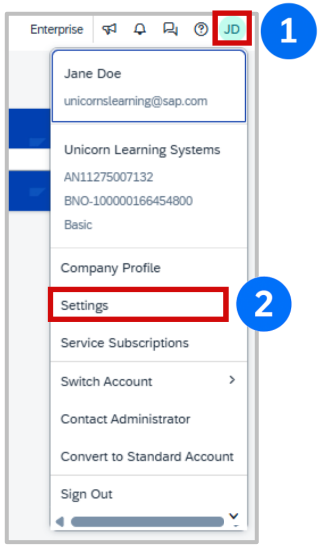
Settings User Preferences - Sourcing and Contracts – Contracts

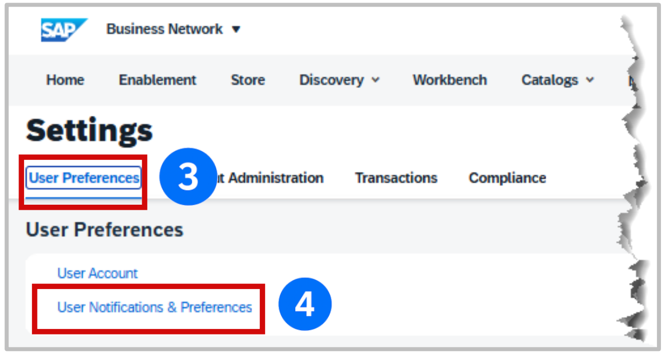
Notifications allow suppliers to route information for Discovery (Quote Automation) and Sourcing and Contracts. Discovery is where the email information is used from.

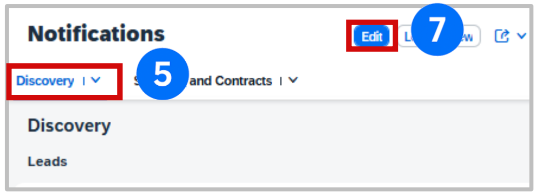
To ensure that leads are viewed by the correct team in your business, check who receives the information and what type of information they need.

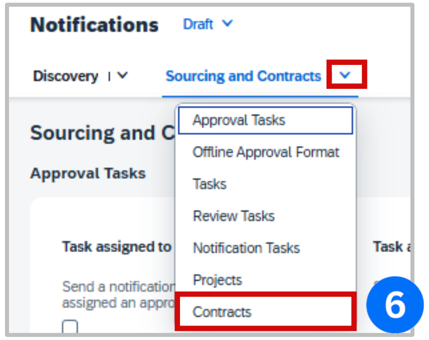
To review the **Sourcing & Contracts** notifications – **Contracts**

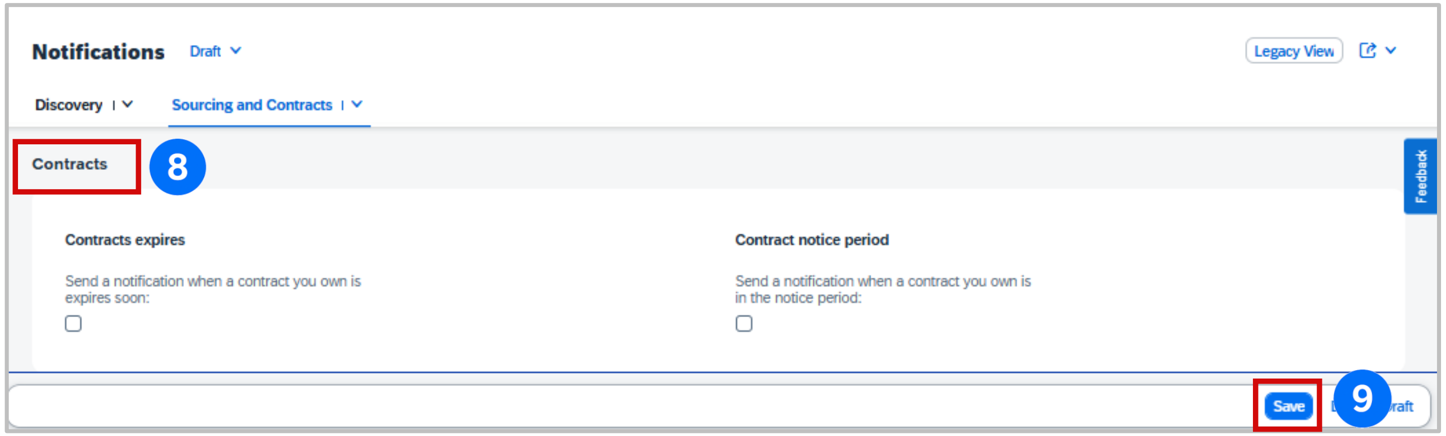
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Ensure that **User Preferences** is highlighted with a blue underline
4. Select **User Notifications & Preferences**
5. Select **Sourcing & Contracts**
6. Display the drop-down menu and select **Contracts**
7. Click on **Edit**
8. Review the options and select or deselect as required
9. Once completed, click on **Save**











Contracts expires

Send a notification when a contract you own is expires soon:

☐

Contract notice period

Send a notification when a contract you own is in the notice period:

☐

Settings – Account Administration

Customer Relationships

Information

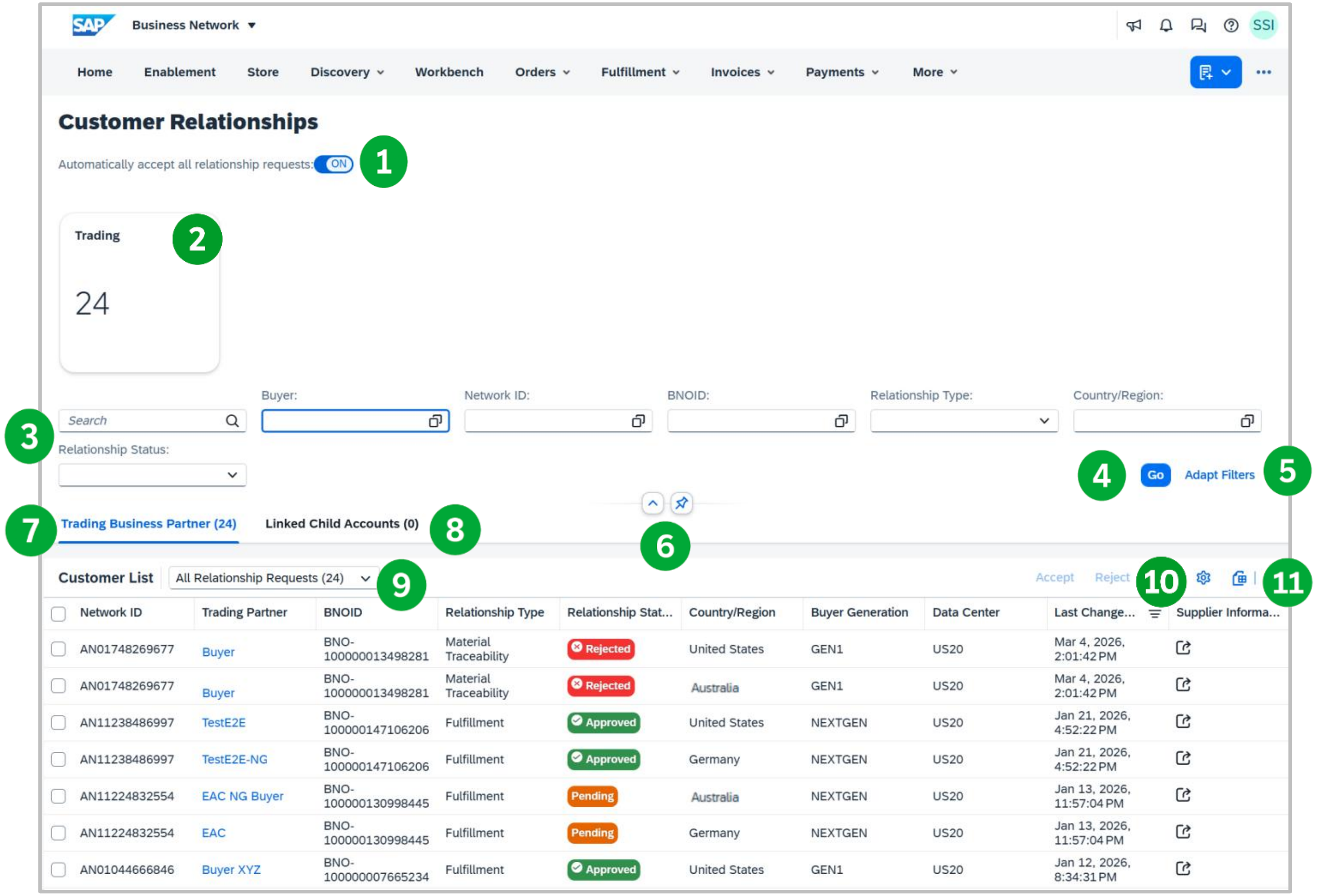
- Customer relationships refer to the transacting relationships where Pos and Invoices are sent between you and your Buyer
- Suppliers can also view linked child accounts from the Customer Relationships page
- Linked Child accounts let a supplier manage and view customer relationships across multiple accounts from one place. Each relationship still belongs to the specific account that accepted it
- Linking improves visibility and administration ***not*** how trading works
- On the Customer Relationships page, the default is set to “Automatically accept all relationship requests.”
- System Administrators should approve or decline requests as required
- Ensure that users have the correct permissions
- Suppliers can access the Supplier Information Portal from Customer Relationships
- Customer Relationships lists the Buyers and whether they are in an Approved, Pending or Rejected Status
- The Customer Relationship available statuses are:
    - Pending – the TRR has been sent but not yet accepted
    - Active – Invitation accepted
    - Rejected – Invitation is explicitly declined, or the Supplier has decided they no longer wish to transact with the Buyer
    - Suspended – relationship is paused, usually due to non-payment of subscription or transaction fees
    - Private Buyer-initiated connection without full enablement
    - An invitation can be a Transaction Relationships Request (TRR), or an Interactive Document, such as an interactive Purchase Order

Customer Relationships Screen Overview

The Customer Relationships Screen provides Suppliers with information pertaining to their Buyers, for example, the Relationship Status

The fields are –

1. **Automatically accept all relationship requests toggle** – this is set to on as a default
2. **Trading Tile** – show the number of all Relationships between the Supplier and Buyer and their Status
3. **Search Filters –** allow Suppliers to build specific searches
4. **Go** bubble - Go used to trigger a search
5. **Adapt Filters –** Adapt Filters are used to display more filter/search options
6. **View Option –** ^ to open or close the search options and filters
7. **Trading Business Partner List –** the list of all buyers associated with the account, including all statuses
8. **Linked Child Accounts –** the child accounts linked to the main account domain and the buyers associated with it
9. **Customer List Drop Down list –** shows the breakdown of the relationships
10. **Settings –** ⚙ to how the view is displayed on the screen
11. **Export -** the drop-down shows Export to a .xlsx and Export As



Customer Relationships

Automatically accept all relationship requests: ON

Trading

24

Trading Business Partner (24) | Linked Child Accounts (0)

Customer List: All Relationship Requests (24)

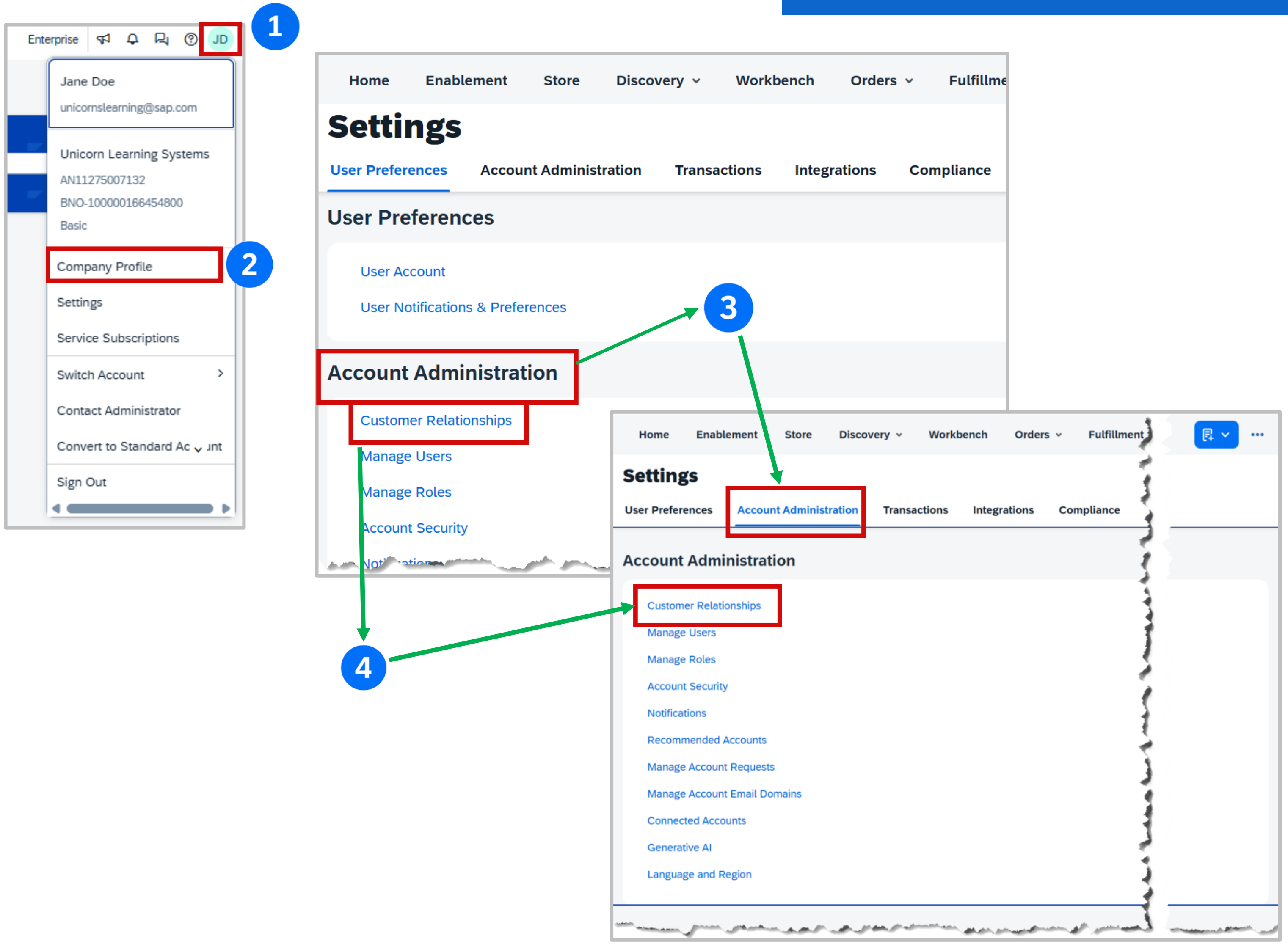
☐	Network ID	Trading Partner	BNOID	Relationship Type	Relationship Stat...	Country/Region	Buyer Generation	Data Center	Last Change...	Supplier Informa...
☐	AN01748269677	Buyer	BNO-100000013498281	Material Traceability	Rejected	United States	GEN1	US20	Mar 4, 2026, 2:01:42 PM	
☐	AN01748269677	Buyer	BNO-100000013498281	Material Traceability	Rejected	Australia	GEN1	US20	Mar 4, 2026, 2:01:42 PM	
☐	AN11238486997	TestE2E	BNO-100000147106206	Fulfillment	Approved	United States	NEXTGEN	US20	Jan 21, 2026, 4:52:22 PM	
☐	AN11238486997	TestE2E-NG	BNO-100000147106206	Fulfillment	Approved	Germany	NEXTGEN	US20	Jan 21, 2026, 4:52:22 PM	
☐	AN11224832554	EAC NG Buyer	BNO-100000130998445	Fulfillment	Pending	Australia	NEXTGEN	US20	Jan 13, 2026, 11:57:04 PM	
☐	AN11224832554	EAC	BNO-100000130998445	Fulfillment	Pending	Germany	NEXTGEN	US20	Jan 13, 2026, 11:57:04 PM	
☐	AN01044666846	Buyer XYZ	BNO-100000007665234	Fulfillment	Approved	United States	GEN1	US20	Jan 12, 2026, 8:34:31 PM	

Accessing Customer Relationships

Suppliers with the applicable permissions can access Customer Relationships. All Buyers that you are connected to or have sent a relationship request to are accessed here.

To access **Customer Relationships**

1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Either scroll to locate **Account Administration** or click on the **Account Administration t**ab (you will know it is selected as a blue line will encompass the section)
4. Select **Customer Relationships**
5. The **Customer Relationships** screen is displayed



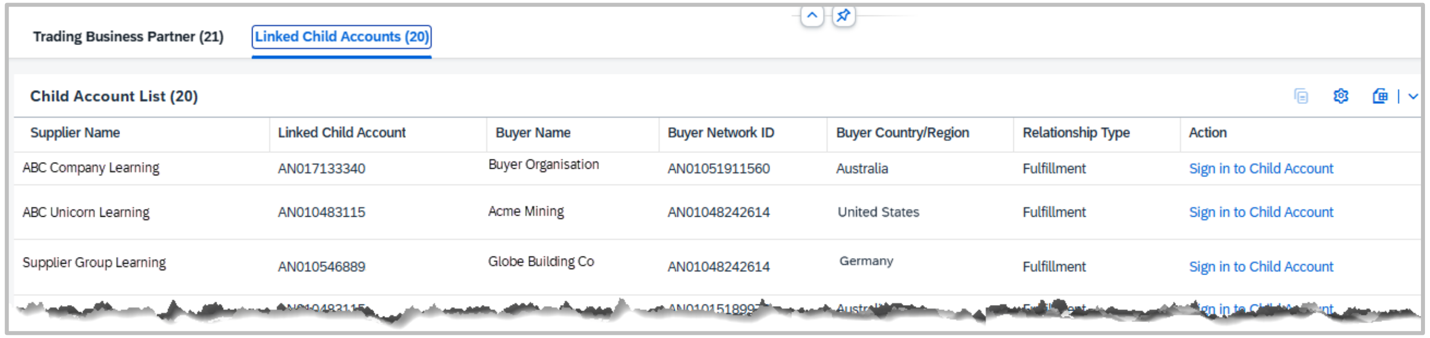
Customer Relationships - Linked Child Accounts

A linked Child Account is when the supplier has connected to a parent account using an Account Hierarchy. An account hierarchy is primarily a management and visibility feature rather than a transactional one.

Linking only provides visibility and admin access not shared TRR's, and Buyers still only see the single ANID/BNOID they transact with

The main reasons Suppliers use parent/child accounts:

- ❖ Multiple legal entities or regions
- ❖ Separate ANIDs created historically
- ❖ Centralised Administration with decentralised operations
- ❖ Preparation for Multi-org billing



Child Account List (20)

Supplier Name	Linked Child Account	Buyer Name	Buyer Network ID	Buyer Country/Region	Relationship Type	Action
ABC Company Learning	AN017133340	Buyer Organisation	AN01051911560	Australia	Fulfillment	Sign in to Child Account
ABC Unicorn Learning	AN010483115	Acme Mining	AN01048242614	United States	Fulfillment	Sign in to Child Account
Supplier Group Learning	AN010546889	Globe Building Co	AN01048242614	Germany	Fulfillment	Sign in to Child Account

The difference between visibility and relationship ownership –

- ❖ The Parent Account can see relationships across Child Accounts
- ❖ The Account that accepted the TRR owns the relationship
- ❖ Documents flow only to/from the owning account
- ❖ Fees are evaluated per account unless Multi-Org billing is set up

To ***view*** child accounts in Customer Relationships –

1. With Customer relationships open, click on the **Linked Child Accounts** tab

Customer Relationships – Adapt Filters & Settings

Customer Relationship drop-down options allow suppliers to customise their view; this is for the ANID/BNOID, ***not*** per user.

Adapt filters allow the supplier to select from a list of available search filters that can be added for selection

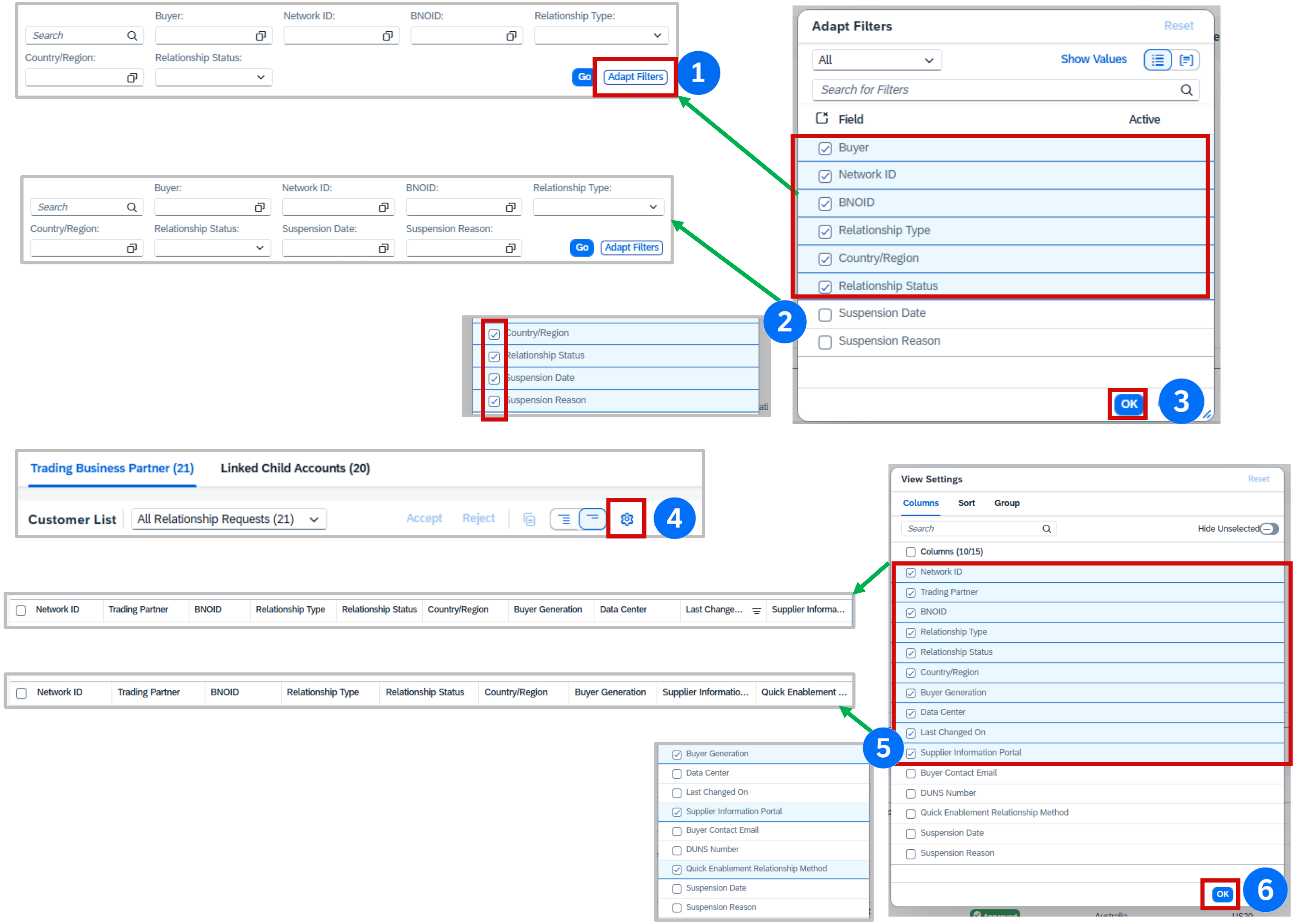
To change Adapt Filter Options –

1. Click on **Adapt Filters**
2. A default list is displayed, **tick** or **untick** filter options as required
3. Click on **OK,** and the filters ticked are displayed

Settings allow Suppliers to change the headings in the Customer Relationships table, including the column heading order.

To change view settings –

1. Click on ⚙
2. A default list of column headings is displayed, **tick** or **untick** filter options as required
3. Click on **OK**, and the headings ticked will be displayed



Accessing the Buyer’s Supplier Information Portal (SIP) via Customer Relationships

The Buyer’s Supplier Information Portal (SIP) provides suppliers with information to transact with their Buyers, particularly customer-specific requirements. For example, Mandatory Order Confirmation or using Strip and Quote processes.

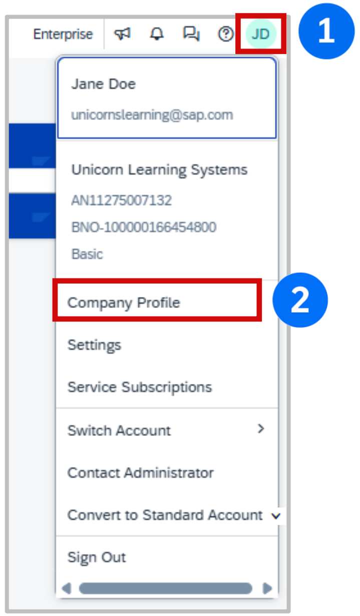
Suppliers can also access the SIP using the Help Centre link at the top of the page. For users to access SIP via Customer Relationships, they must have the required permissions.

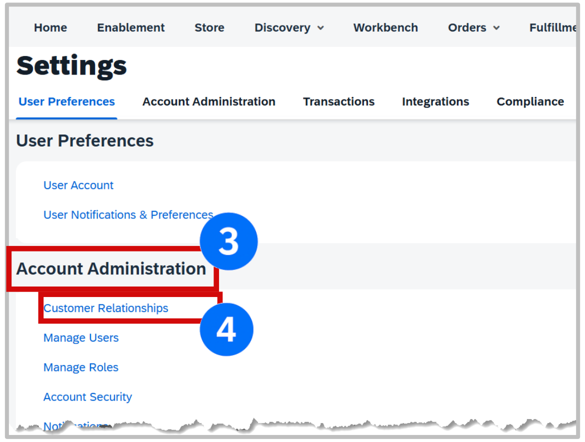
To access a Buyer’s SIP –

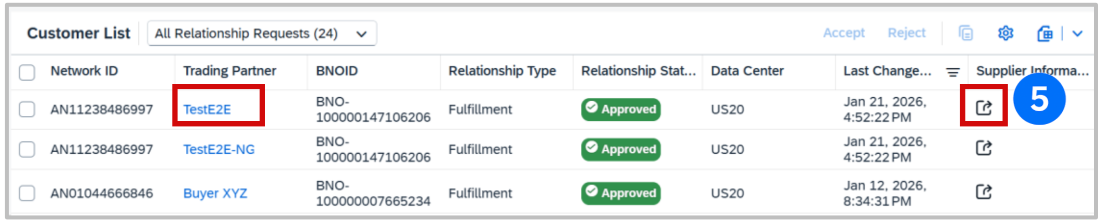
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Access **Account Administration**
4. Select **Customer Relationships**
5. Locate the Buyer from the Customer List. Click on the corresponding ↗ under the Supplier Information column

Note: If the Supplier information portal column is not showing, add it using settings

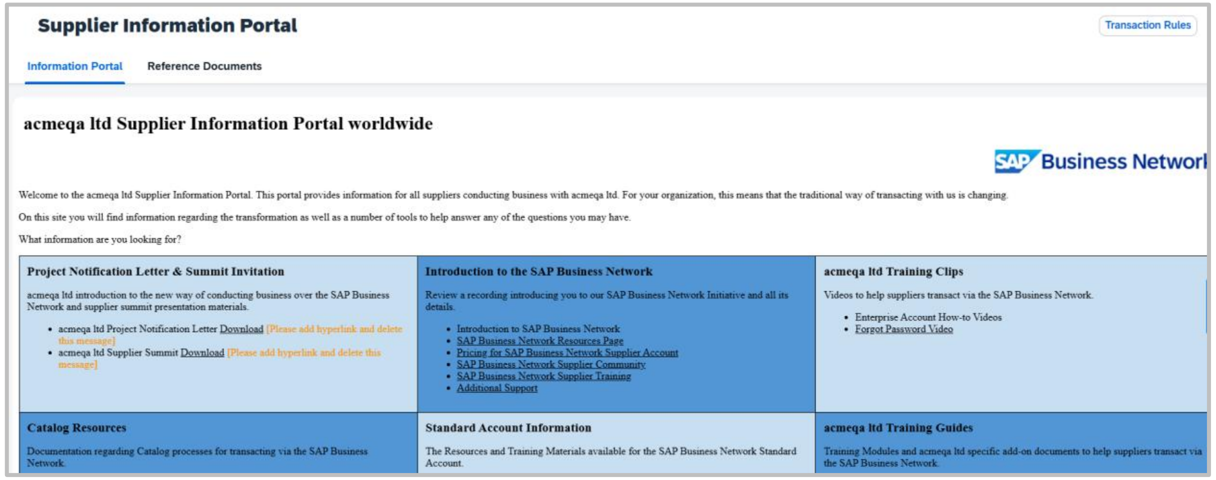
The Selected Buyers Supplier Information portal is displayed.







☐	Network ID	Trading Partner	BNOID	Relationship Type	Relationship Stat...	Data Center	Last Change...	Supplier Informa...
☐	AN11238486997	TestE2E	BNO-100000147106206	Fulfillment	Approved	US20	Jan 21, 2026, 4:52:22 PM	↗
☐	AN11238486997	TestE2E-NG	BNO-100000147106206	Fulfillment	Approved	US20	Jan 21, 2026, 4:52:22 PM	↗
☐	AN01044666846	Buyer XYZ	BNO-100000007665234	Fulfillment	Approved	US20	Jan 12, 2026, 8:34:31 PM	↗



acmeqa ltd Supplier Information Portal worldwide

Welcome to the acmeqa ltd Supplier Information Portal. This portal provides information for all suppliers conducting business with acmeqa ltd. For your organization, this means that the traditional way of transacting with us is changing.

On this site you will find information regarding the transformation as well as a number of tools to help answer any of the questions you may have.

What information are you looking for?

Project Notification Letter & Summit Invitation

acmeqa ltd introduction to the new way of conducting business over the SAP Business Network and supplier summit presentation materials.

- acmeqa ltd Project Notification Letter Download [Please add hyperlink and delete this message]
- acmeqa ltd Supplier Summit Download [Please add hyperlink and delete this message]

Introduction to the SAP Business Network

Review a recording introducing you to our SAP Business Network Initiative and all its details.

- Introduction to SAP Business Network
- SAP Business Network Resources Page
- Pricing for SAP Business Network Supplier Account
- SAP Business Network Supplier Community
- SAP Business Network Supplier Training
- Additional Support

acmeqa ltd Training Clips

Videos to help suppliers transact via the SAP Business Network.

- Enterprise Account How-to Videos
- Forgot Password Video

Catalog Resources

Documentation regarding Catalog processes for transacting via the SAP Business Network.

Standard Account Information

The Resources and Training Materials available for the SAP Business Network Standard Account.

acmeqa ltd Training Guides

Training Modules and acmeqa ltd specific add-on documents to help suppliers transact via the SAP Business Network.

Accessing a Buyer (SIP) - All Users

The **Buyer-Supplier Information Portal** is a way for 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.

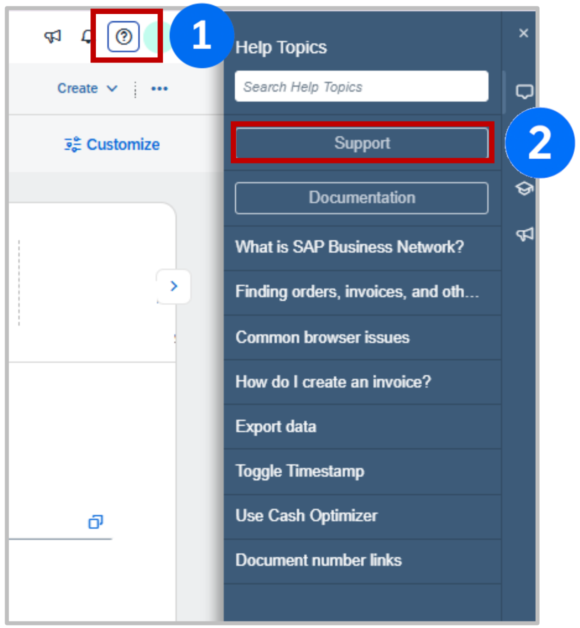
Note: A user ***must*** be logged on to access specific Buyer Supplier Information Portal/s.

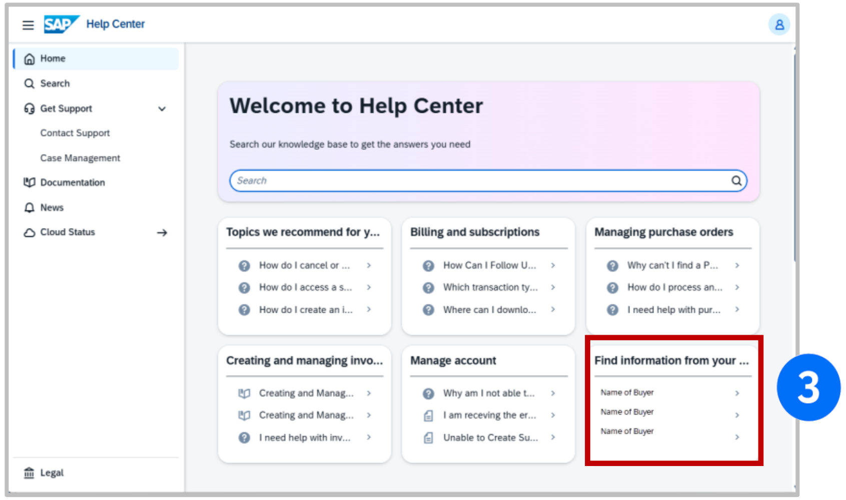
To access all Buyer Supplier Information Portals, you are transacting with on an account (both Standard & Enterprise Accounts)

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

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

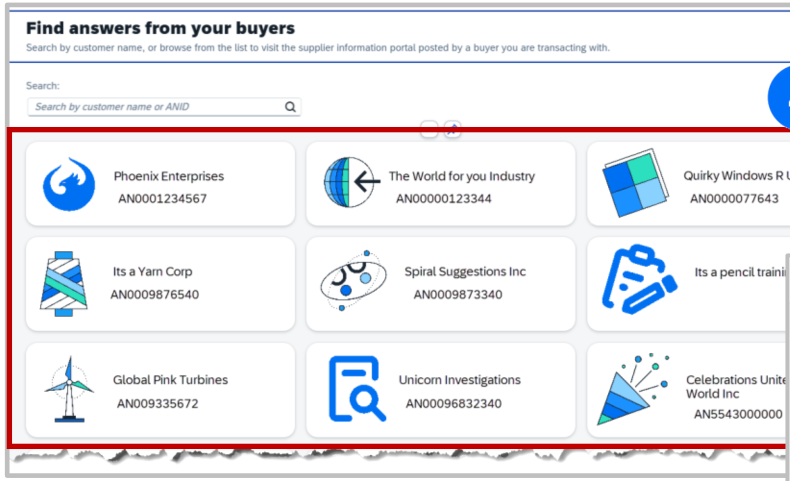
3. Click on the **Find Information from Your Buyers** tile
4. The screen will open and display all Buyer SIPs based on the relationships (connections) on that network ID, locate and select the required Buyer SIP
5. The SIP is displayed





Welcome to Help Center

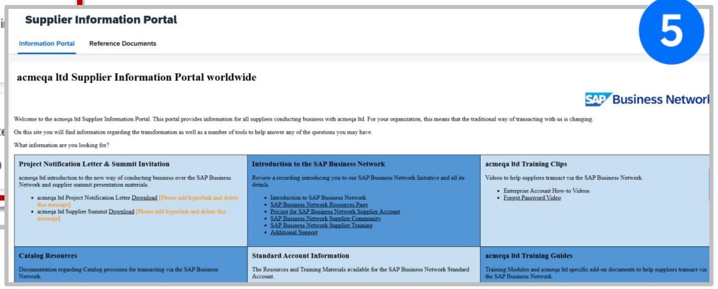
Search our knowledge base to get the answers you need



Find answers from your buyers

Search by customer name, or browse from the list to visit the supplier information portal posted by a buyer you are transacting with.

Phoenix Enterprises	AN0001234567
The World for you Industry	AN00000123344
Quirky Windows R Us	AN0000077643
Its a Yarn Corp	AN0009876540
Spiral Suggestions Inc	AN0009873340
Global Pink Turbines	AN009335672
Unicorn Investigations	AN00096832340
Celebrations Unite World Inc	AN5543000000



acmeqa ltd Supplier Information Portal worldwide

Project Notification Letter & Summit Invitation

Introduction to the SAP Business Network

acmeqa ltd Training Clips

Catalog Resources

Standard Account Information

acmeqa ltd Training Guides

Customer Relationships - Options

The Adapt search filters provide the users with an option to increase or reduce the available search parameters. Users can also change the order in which the fields appear by using the arrows next to each heading. ⇈ ∧ ∨ ⇊

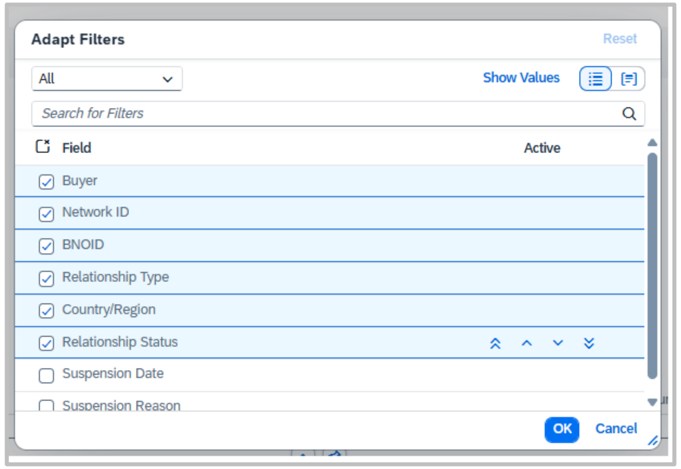
The **Show Values** Show Values on the allows users to view information as a List View ☰ and Group View ☰ .

The way the information is sorted can be identified by a ☰ or ☰ in the column heading

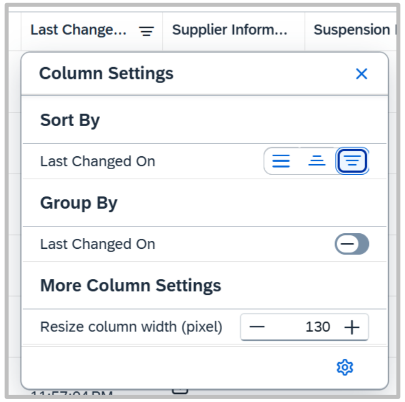
Right-clicking in a column opens a Columns Settings pop-up that provides users with options including Sort By, Group By or More Column Settings.

Drop-down arrows ∨ provide a list of available options and a double box ⧉ . Users can define conditions

Information can be exported by clicking on ⊞ . Export puts information into an Excel spreadsheet or use Export As.... Where a pop-up box appears to allow users to export more options.



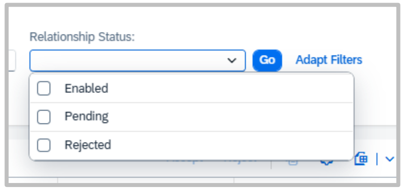
- ☑ Buyer
- ☑ Network ID
- ☑ BNOID
- ☑ Relationship Type
- ☑ Country/Region
- ☑ Relationship Status ⇈ ∧ ∨ ⇊
- ☐ Suspension Date
- ☐ Suspension Reason



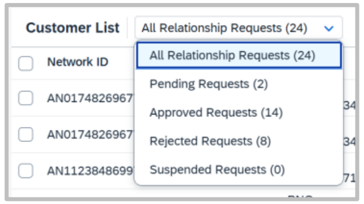
Last Changed On

Last Changed On

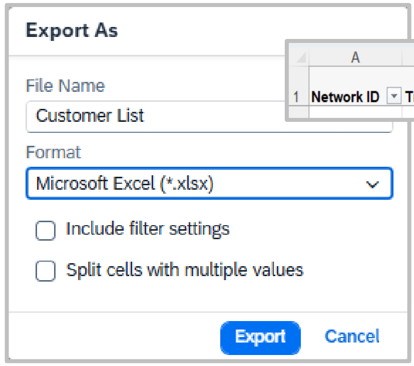
Resize column width (pixel) — 130 +



- ☐ Enabled
- ☐ Pending
- ☐ Rejected



- All Relationship Requests (24)
- Pending Requests (2)
- Approved Requests (14)
- Rejected Requests (8)
- Suspended Requests (0)

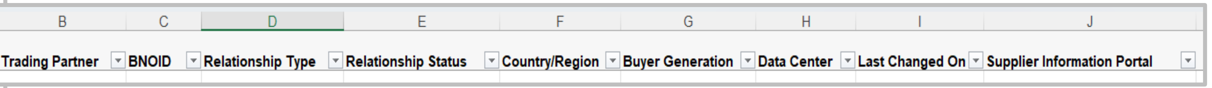


File Name: Customer List

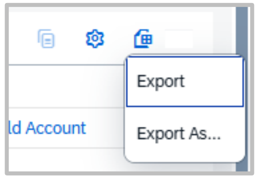
Format: Microsoft Excel (*.xlsx)

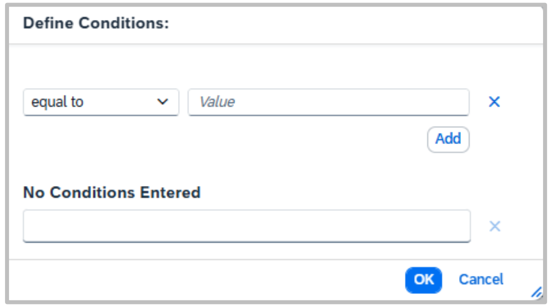
☐ Include filter settings

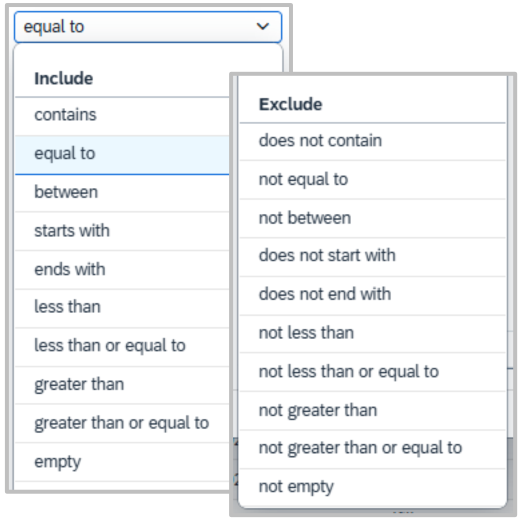
☐ Split cells with multiple values



	A	B	C	D	E	F	G	H	I	J
1	Network ID	Trading Partner	BNOID	Relationship Type	Relationship Status	Country/Region	Buyer Generation	Data Center	Last Changed On	Supplier Information Portal







Include	Exclude
contains	does not contain
equal to	not equal to
between	not between
starts with	does not start with
ends with	does not end with
less than	not less than
less than or equal to	not less than or equal to
greater than	not greater than
greater than or equal to	not greater than or equal to
empty	not empty

Settings – Account Administration

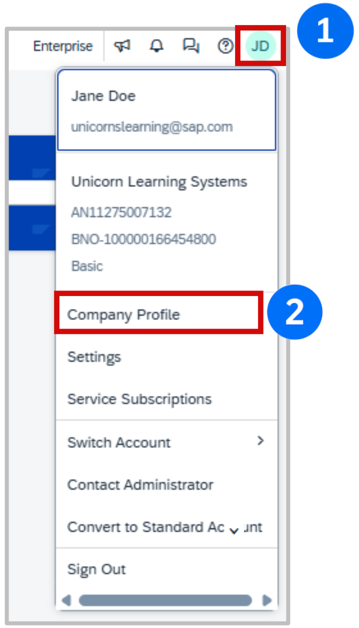
Manage Users

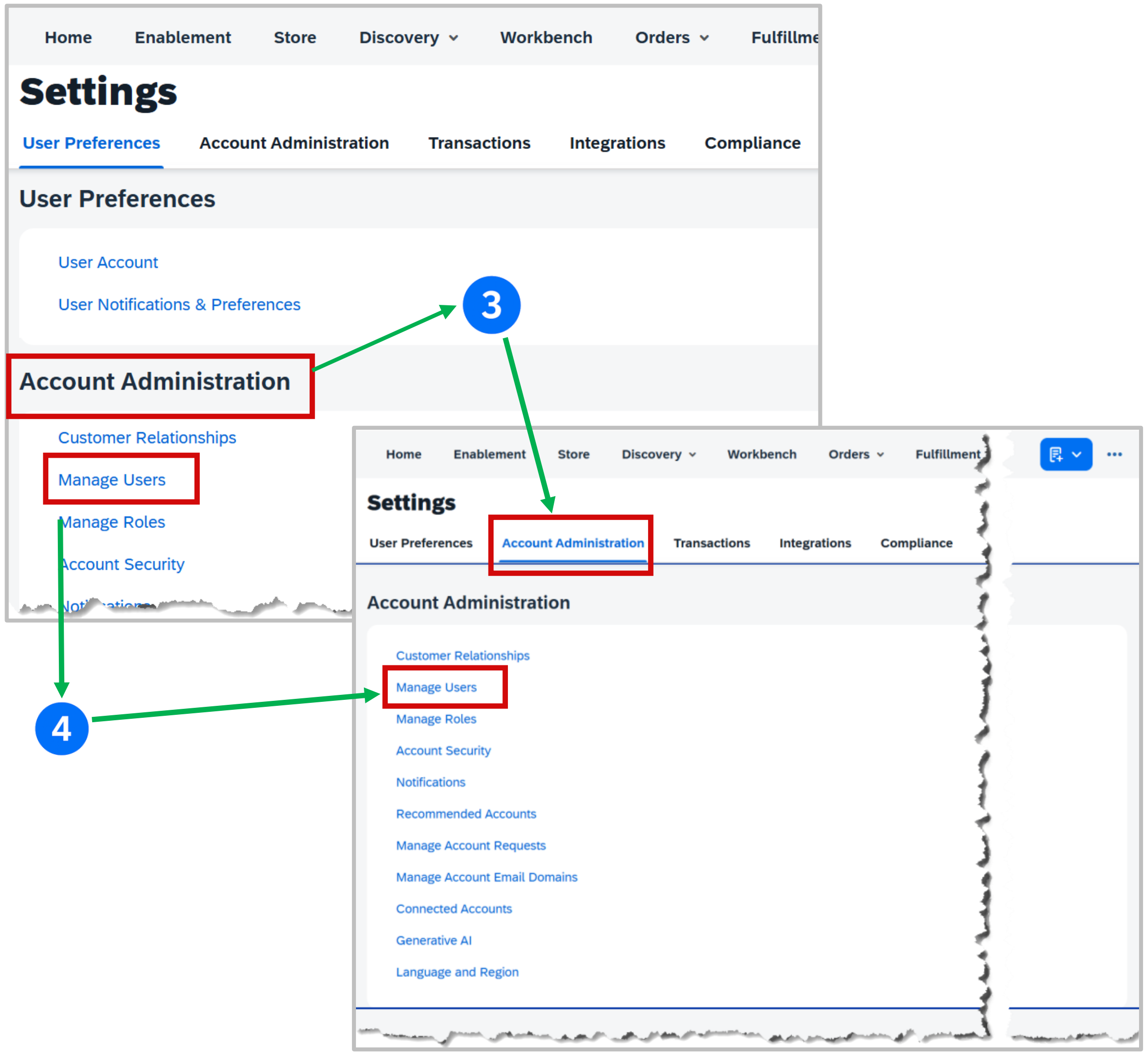
Accessing Manage Users

Suppliers with the applicable permissions can access Customer Relationships. All Buyers that you are connected to or have sent a relationship request to are accessed here.

To access **Manage Users-**

1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Either scroll to locate **Account Administration** or click on the **Account Administration t**ab (you will know it is selected as a blue line will encompass the section)
4. Select **Manage Users**
5. The **Manage Users** screen is displayed





Create a New User with Roles Already Created

System Administrators create users and assign permissions to them. Suppliers can either use preset Roles or select a custom role.

All fields with an asterisk must be completed.

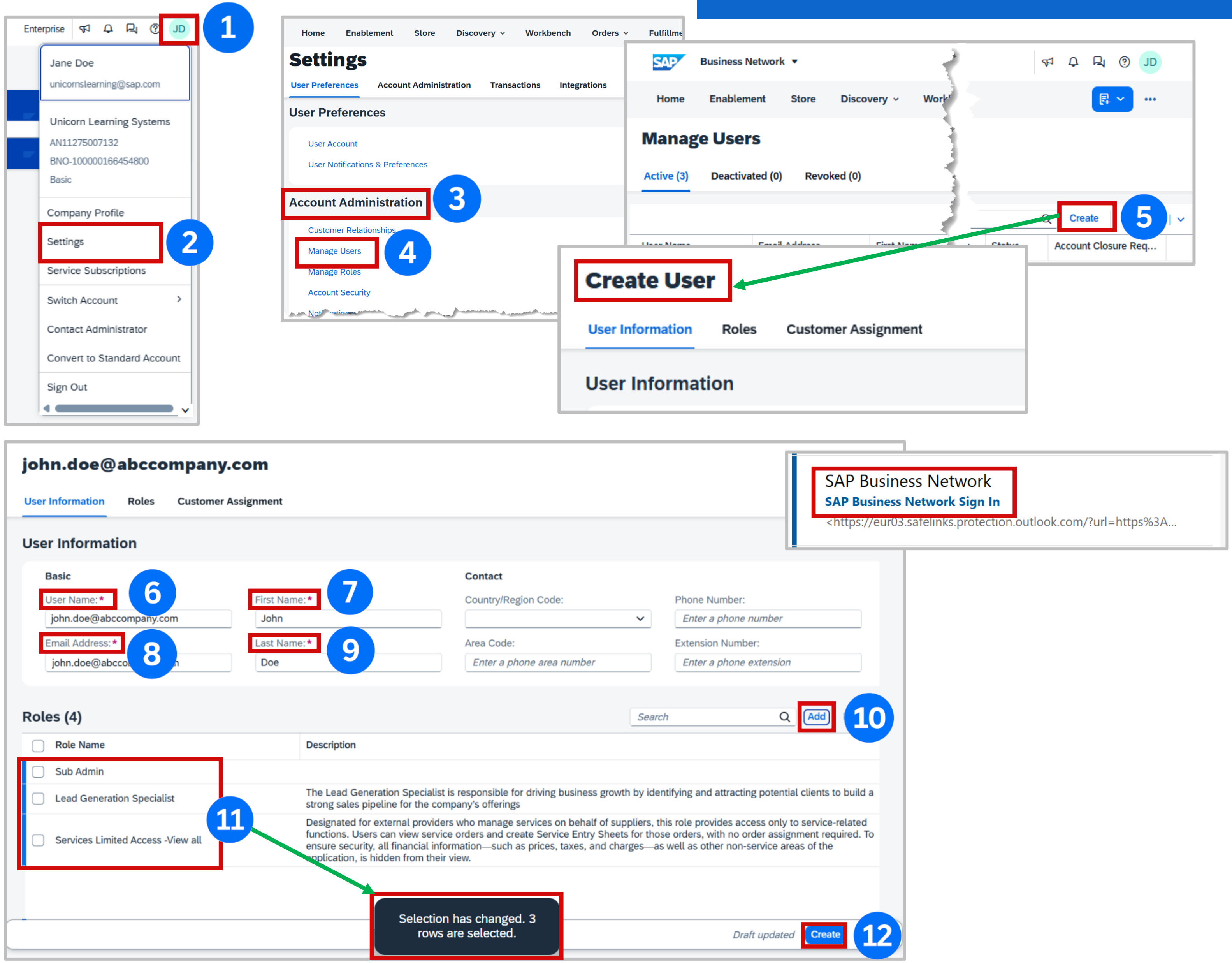
All Usernames should be in an email format.

To access Create User –

1. Sign In to the SBN, and click on the **initials**
2. Select **Settings**
3. Access Account Administration
4. Click on Manage Users
5. Click on **Create**, and the **Create User** screen is displayed
6. Enter the **Username**

Note: In most instances, a user's actual email will also be their Username. If they have another account, you may need to modify the Username. Remember, it must still be in an email format

7. Enter the user's **First Name**
8. Enter the user's **ACTUAL** email
9. Enter the user's **Last Name**
10. Click on **Add**
11. Select the **Role/s** you wish to assign to the user. As you select the roles, a pop-up message will appear
12. Once completed, click on **Create**
13. The User will receive an email, refer to **Accessing the SBN for the first time**



User Name:* john.doe@abccompany.com

First Name:* John

Email Address:* john.doe@abcco

Last Name:* Doe

	Role Name	Description
☐	Sub Admin	
☐	Lead Generation Specialist	The Lead Generation Specialist is responsible for driving business growth by identifying and attracting potential clients to build a strong sales pipeline for the company's offerings
☐	Services Limited Access -View all	Designated for external providers who manage services on behalf of suppliers, this role provides access only to service-related functions. Users can view service orders and create Service Entry Sheets for those orders, with no order assignment required. To ensure security, all financial information—such as prices, taxes, and charges—as well as other non-service areas of the application, is hidden from their view.

Selection has changed. 3 rows are selected.

Accessing the SBN for the First Time – New User

Users receive an email providing information about signing in for the first time

1. User locates the email from **SAP Business Network, and** opens the **email**
2. Identify your **Username** in the email
3. Select **Supplier**
4. Click on **Access the SAP Business Network sign-in page**
5. Enter your **Username**
6. Click on **Next**
7. The password screen is displayed. Click on **Forgot password**
8. Enter the **email** associated with the username
9. Click on **Submit**
10. The screen displays the "**We have sent an email to you**!" pop-up, click **Back to Sign in**
11. Locate and open your email, and locate your **Username**

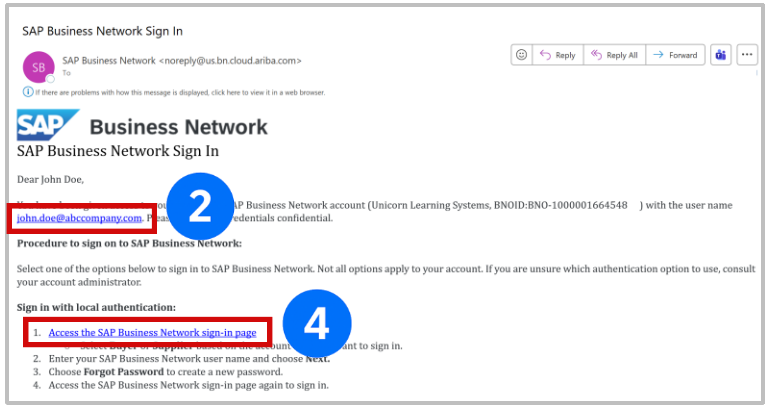
Note: Remember that your Username may not be the same as your email, and all accounts that are associated with your email will be shown on the email

12. Click on the **Password reset link** for the Username you need to change. The **Reset your password** pop-up is displayed
13. Enter a **New password**

Note: As you meet each requirement, it will turn from red to green

14. Re-enter your password into **Confirm your password**
15. Click on **Submit**
16. Open **Supplier Sign-in** and sign in

SAP Business Network
SAP Business Network Sign In
<https://eur03.safelinks.protection.outlook.com/?url=https%3A...



SAP Business Network Sign In

SAP Business Network <noreply@us.bn.cloud.ariba.com>
To

If there are problems with how this message is displayed, click here to view it in a web browser.

Business Network

SAP Business Network Sign In

Dear John Doe,

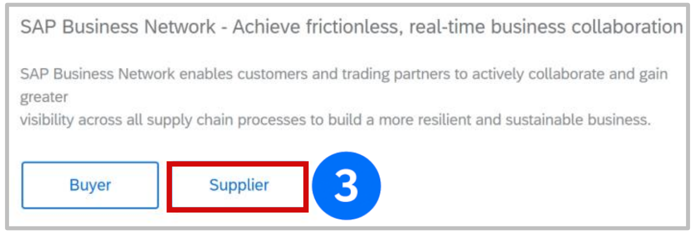
P Business Network account (Unicorn Learning Systems, BNOID:BNO-1000001664548) with the user name john.doe@abccompany.com. P edentials confidential.

Procedure to sign on to SAP Business Network:

Select one of the options below to sign in to SAP Business Network. Not all options apply to your account. If you are unsure which authentication option to use, consult your account administrator.

Sign in with local authentication:

1. Access the SAP Business Network sign-in page
   ant to sign in.
2. Enter your SAP Business Network user name and choose **Next.**
3. Choose **Forgot Password** to create a new password.
4. Access the SAP Business Network sign-in page again to sign in.

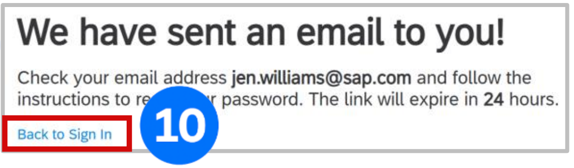


SAP Business Network - Achieve frictionless, real-time business collaboration

SAP Business Network enables customers and trading partners to actively collaborate and gain greater
visibility across all supply chain processes to build a more resilient and sustainable business.

Supplier sign-in

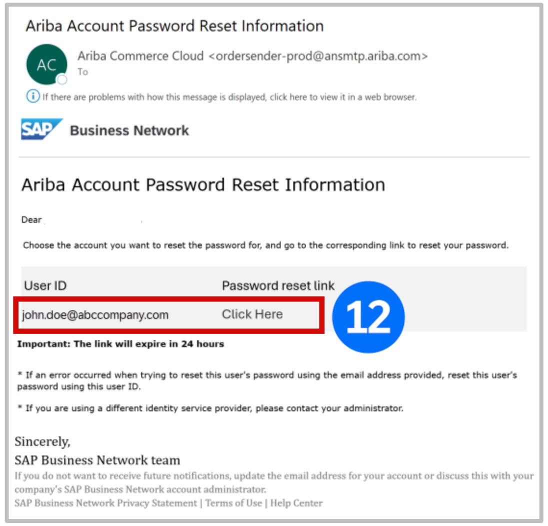
Username



We have sent an email to you!

Check your email address **jen.williams@sap.com** and follow the instructions to re r password. The link will expire in **24** hours.

Ariba Commerce Cloud
Ariba Account Password Reset Information
<https://service.ariba.com/an/p/Ariba/Logo_SAPBusinessNetworl



Ariba Account Password Reset Information

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.

Business Network

Ariba Account Password Reset Information

Dear

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

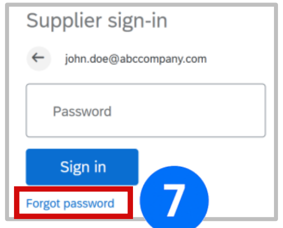
User ID	Password reset link
john.doe@abccompany.com	Click Here

Important: The link will expire in 24 hours

* If an error occurred when trying to reset this user's password using the email address provided, reset this user's password using this user ID.

* If you are using a different identity service provider, please contact your administrator.

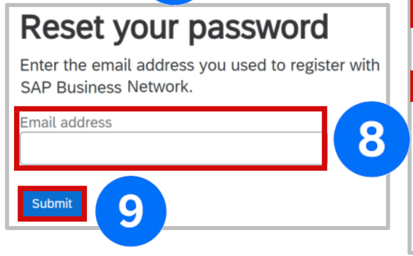
Sincerely,
SAP Business Network team
If you do not want to receive future notifications, update the email address for your account or discuss this with your company's SAP Business Network account administrator.
SAP Business Network Privacy Statement | Terms of Use | Help Center



Supplier sign-in

john.doe@abccompany.com

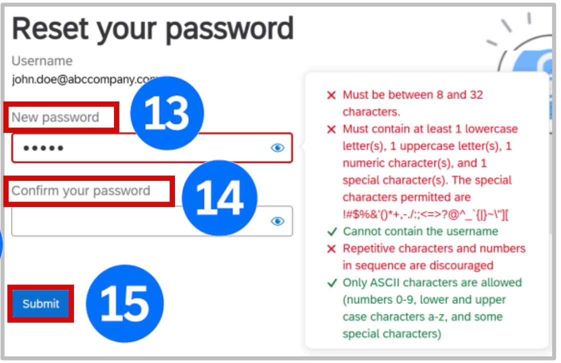
Password



Reset your password

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

Email address



Reset your password

Username
john.doe@abccompany.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)

Supplier sign-in

Username

Manage Users – Add or Update Roles to a User

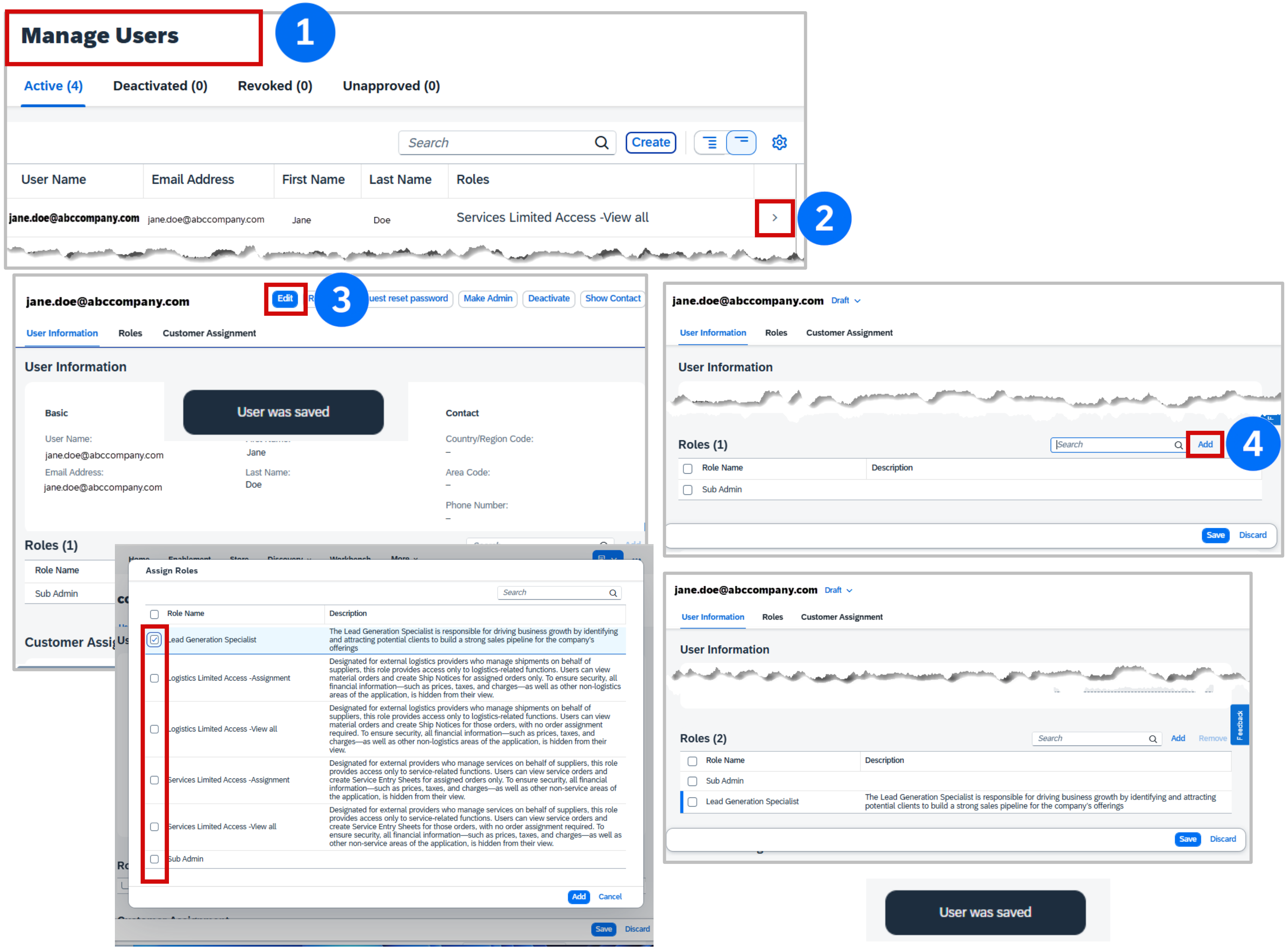
Roles can be added, updated or changed as required.

To Add or Update a user's role -

1. Access **Manage Users** (Refer to [Manage User Accounts](#))
2. Identify the user to update, and click on the **arrow** at the end of the username row
3. The Username information is displayed. Click on **Edit**
4. Either scroll down or click on **Roles**
5. To Add a Role – Click on **Add**
6. Select the role/s that you wish to add

Note: Some combinations will cause an error. Some options are default Roles, and others may be Customer Roles. There may be occasions when certain roles are added there may be an error

7. Click on **Save,** and the **"User was saved"** pop-up message is displayed



User Name	Email Address	First Name	Last Name	Roles
jane.doe@abccompany.com	jane.doe@abccompany.com	Jane	Doe	Services Limited Access -View all

jane.doe@abccompany.com

User Information

Basic

User Name: jane.doe@abccompany.com

Email Address: jane.doe@abccompany.com

Last Name: Doe

Contact

Country/Region Code: –

Area Code: –

Phone Number: –

Roles (1)

Role Name	Description
Sub Admin	

Assign Roles

	Role Name	Description
☑	Lead Generation Specialist	The Lead Generation Specialist is responsible for driving business growth by identifying and attracting potential clients to build a strong sales pipeline for the company's offerings
☐	Logistics Limited Access -Assignment	Designated for external logistics providers who manage shipments on behalf of suppliers, this role provides access only to logistics-related functions. Users can view material orders and create Ship Notices for assigned orders only. To ensure security, all financial information—such as prices, taxes, and charges—as well as other non-logistics areas of the application, is hidden from their view.
☐	Logistics Limited Access -View all	Designated for external logistics providers who manage shipments on behalf of suppliers, this role provides access only to logistics-related functions. Users can view material orders and create Ship Notices for those orders, with no order assignment required. To ensure security, all financial information—such as prices, taxes, and charges—as well as other non-logistics areas of the application, is hidden from their view.
☐	Services Limited Access -Assignment	Designated for external providers who manage services on behalf of suppliers, this role provides access only to service-related functions. Users can view service orders and create Service Entry Sheets for assigned orders only. To ensure security, all financial information—such as prices, taxes, and charges—as well as other non-service areas of the application, is hidden from their view.
☐	Services Limited Access -View all	Designated for external providers who manage services on behalf of suppliers, this role provides access only to service-related functions. Users can view service orders and create Service Entry Sheets for those orders, with no order assignment required. To ensure security, all financial information—such as prices, taxes, and charges—as well as other non-service areas of the application, is hidden from their view.
☐	Sub Admin	

Roles (2)

Role Name	Description
Sub Admin	
Lead Generation Specialist	The Lead Generation Specialist is responsible for driving business growth by identifying and attracting potential clients to build a strong sales pipeline for the company's offerings

User was saved

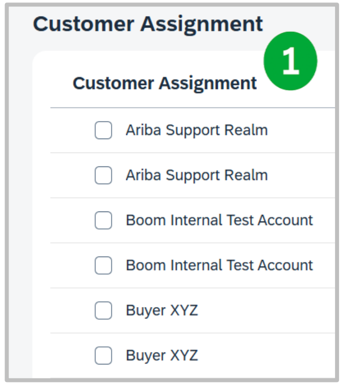
Manage Users – Add or update Customer Assignment to a User

A System Administrator assigns permissions for access to parts of the SBN. This includes assigning specific customers for the user to access.

This ensures that users can focus and find purchase orders and invoices on the account/s assigned to them.

This also means that when a user signs into an account, they will only be able to see the customer account/s assigned to them.

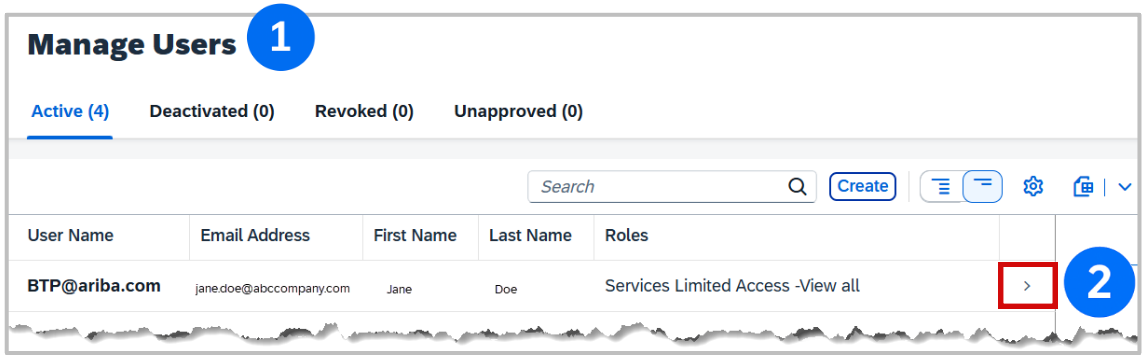
1. When creating a user, Customer Assignments can be added by clicking in the corresponding tick box.



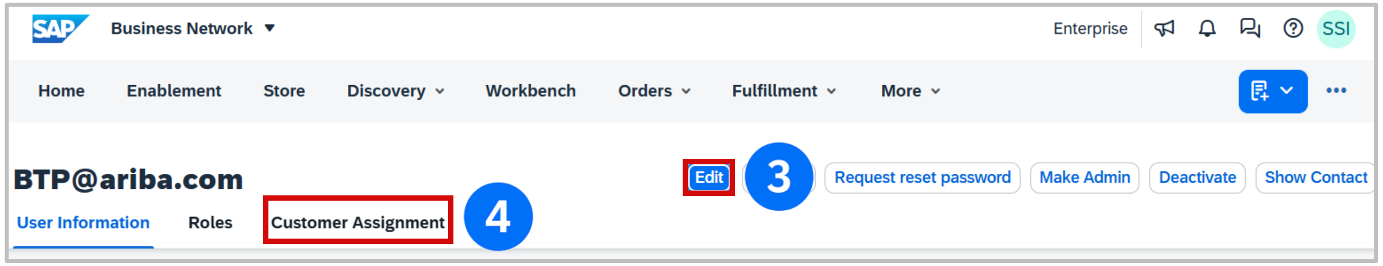
Adding or Updating Customer Assignment of an Existing User

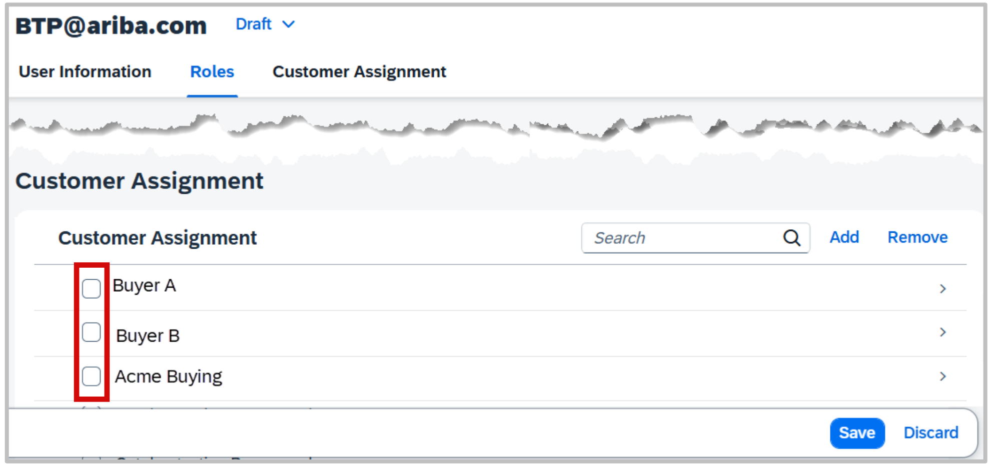
1. Access **Manage Users** (Refer to [Manage User Accounts]())
2. Identify the user to update, and click on the **arrow** at the end of the username row
3. The Username information is displayed, click on **Edit**
4. Either scroll down or click on **Customer Assignment**
5. Select or deselect the **Buyer/s** for this user
6. Click on **Save**

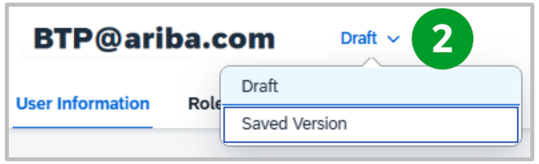
2. To revert to the previously saved version before clicking on save, click on the Draft drop-down at the top of the page and select Saved Version



User Name	Email Address	First Name	Last Name	Roles
BTP@ariba.com	jane.doe@abccompany.com	Jane	Doe	Services Limited Access -View all







Manage Users – Draft and Unsaved changes and Limited Access

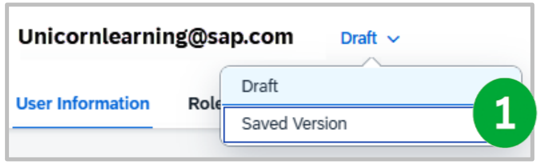
Under Manage Users you may see the same Username shown twice. This occurs when the -

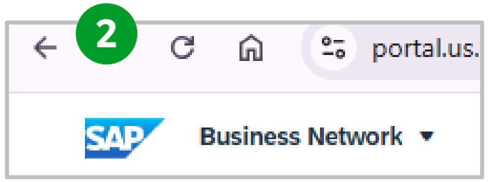
1. System Admin selects **Saved Version**
2. Clicks on the **back arrow**
3. Without clicking on **Save** first

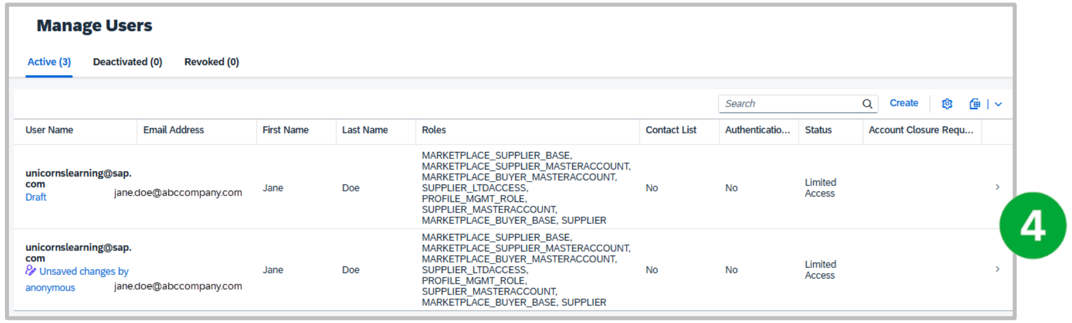
To remove duplicates:

4. Click on the **arrow** next to either entry
5. Click on the **Draft** drop-down
6. Select **Draft**, as this opens the record
7. Click on **Discard**, and the screen message confirms the record is discarded
8. System Administrators may get a pop-up message advising that a User cannot be assigned additional roles when a Limited access option has been selected.

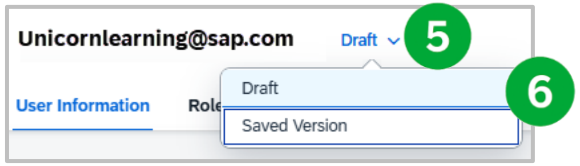
However, multiple limited accesses can be added. Some Limited Access role combinations may not be viable

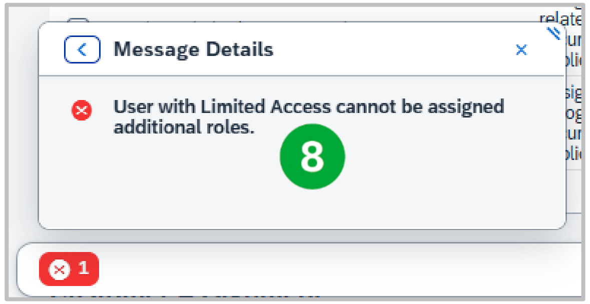






User Name	Email Address	First Name	Last Name	Roles	Contact List	Authenticatio...	Status	Account Closure Requ...
unicornslearning@sap.com Draft	jane.doe@abccompany.com	Jane	Doe	MARKETPLACE_SUPPLIER_BASE, MARKETPLACE_SUPPLIER_MASTERACCOUNT, MARKETPLACE_BUYER_MASTERACCOUNT, SUPPLIER_LTDACCESS, PROFILE_MGMT_ROLE, SUPPLIER_MASTERACCOUNT, MARKETPLACE_BUYER_BASE, SUPPLIER	No	No	Limited Access	
unicornslearning@sap.com Unsaved changes by anonymous	jane.doe@abccompany.com	Jane	Doe	MARKETPLACE_SUPPLIER_BASE, MARKETPLACE_SUPPLIER_MASTERACCOUNT, MARKETPLACE_BUYER_MASTERACCOUNT, SUPPLIER_LTDACCESS, PROFILE_MGMT_ROLE, SUPPLIER_MASTERACCOUNT, MARKETPLACE_BUYER_BASE, SUPPLIER	No	No	Limited Access	





User with Limited Access cannot be assigned additional roles.

Manage Roles – Revoke Users

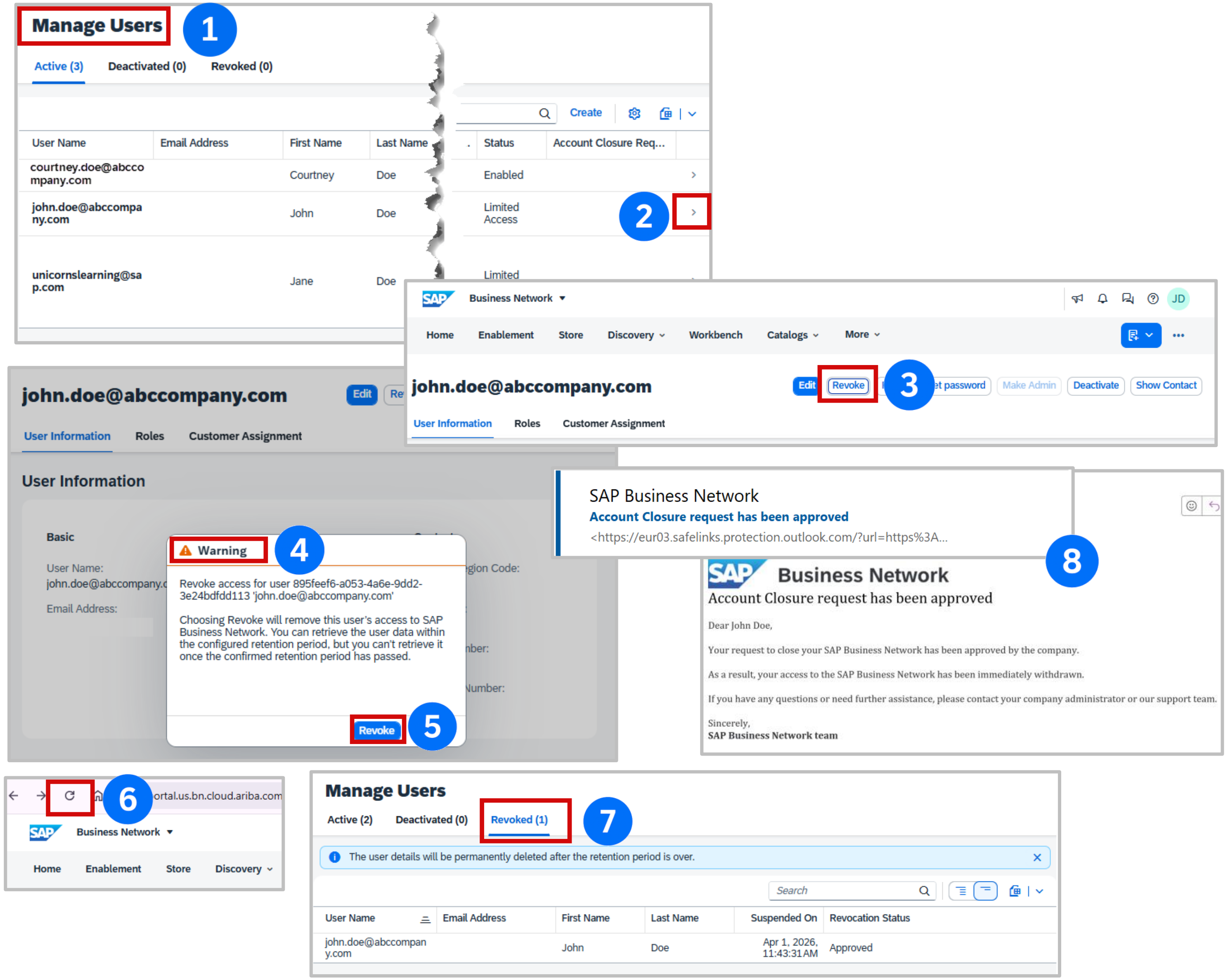
The System Administrator must access a User's record to **Revoke** access or **Deactivate** a User.

Revoke – removes the access for the user to the SAP Business Network; an email confirming that the account closure has occurred. Once the retention period is over, the user will be permanently deleted

Deactivate – immediately removes access to all tasks and will remain unable to access until the user is reactivated

To **Revoke a User** -

1. Access Manage Users – Refer to [Accessing Manage Users](), the Manage Users screen is displayed
2. Select the required **User**
3. Click on **Revoke**
4. A pop-up **message** appears confirming the username
5. Click on **Revoke**, and the screen will revert to Manage Users
6. Click on the ↻ at top of the screen
7. The revoked user will be moved to the **Revoked Tab**
8. An **email** indicating that the account closure has been approved will be received



User Name	Email Address	First Name	Last Name	Status	Account Closure Req...
courtney.doe@abccompany.com		Courtney	Doe	Enabled	
john.doe@abccompany.com		John	Doe	Limited Access	
unicornslearning@sap.com		Jane	Doe	Limited	

Revoke access for user 895feef6-a053-4a6e-9dd2-3e24bdfdd113 'john.doe@abccompany.com'

Choosing Revoke will remove this user's access to SAP Business Network. You can retrieve the user data within the configured retention period, but you can't retrieve it once the confirmed retention period has passed.

SAP Business Network
Account Closure request has been approved
<https://eur03.safelinks.protection.outlook.com/?url=https%3A...

Business Network
Account Closure request has been approved

Dear John Doe,

Your request to close your SAP Business Network has been approved by the company.

As a result, your access to the SAP Business Network has been immediately withdrawn.

If you have any questions or need further assistance, please contact your company administrator or our support team.

Sincerely,
SAP Business Network team

Manage Users

Active (2) Deactivated (0) Revoked (1)

The user details will be permanently deleted after the retention period is over.

User Name	Email Address	First Name	Last Name	Suspended On	Revocation Status
john.doe@abccompany.com		John	Doe	Apr 1, 2026, 11:43:31 AM	Approved

Manage Roles – Deactivate Users

The System Administrator must access a User's record to **revoke** access or **deactivate** a User.

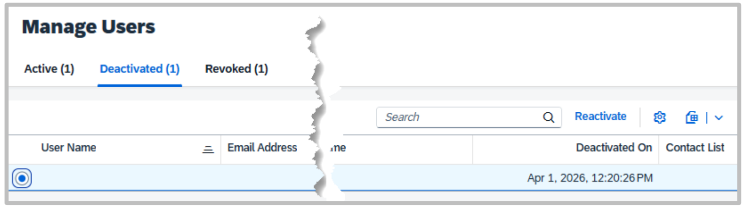
Revoke – removes the user's access to the SAP Business Network; an email confirming the account closure. Once the retention period is over, the user will be permanently deleted

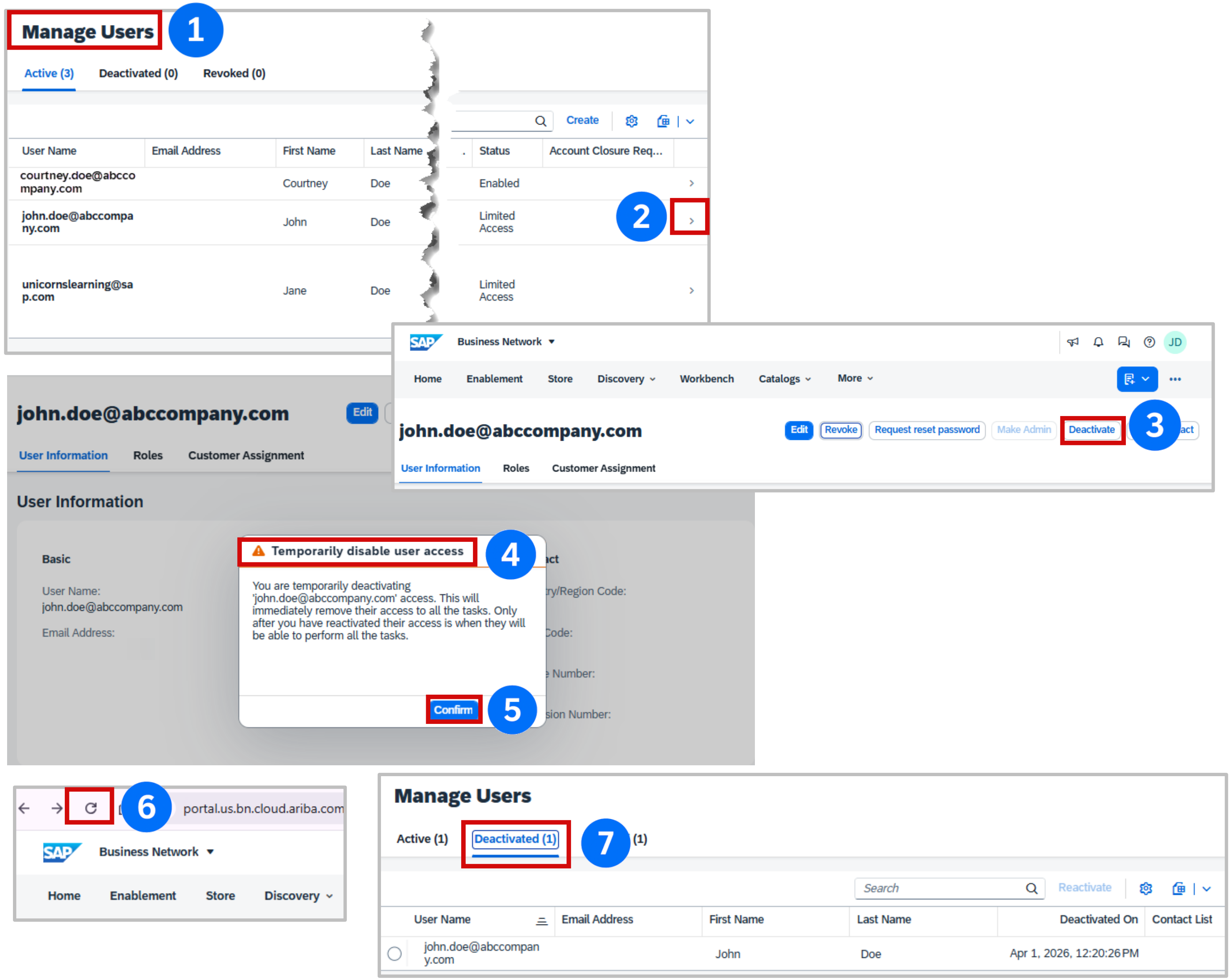
Deactivate – immediately removes access to all tasks and will remain unable to access until the user is reactivated

To **Deactivate a User** -

1. Access Manage Users – Refer to [Accessing Manage Users](), the Manage Users screen is displayed
2. Select the required **User**
3. Click on **Deactivate**
4. A pop-up **message** appears confirming the username
5. Click on **Confirm**, and the screen will revert to Manage Users
6. Click on the ↻ at top of the screen
7. The revoked user will be moved to the **Deactivated Tab**

Note: To reactivate a user, go to **Manage Users** > **Deactivated Tab**. Click on the **user** to reactivate, click on **reactivate**





User Name	Email Address	First Name	Last Name	Status	Account Closure Req...
courtney.doe@abccompany.com		Courtney	Doe	Enabled	
john.doe@abccompany.com		John	Doe	Limited Access	
unicornslearning@sap.com		Jane	Doe	Limited Access	

User Information

User Name: john.doe@abccompany.com

Temporarily disable user access

You are temporarily deactivating 'john.doe@abccompany.com' access. This will immediately remove their access to all the tasks. Only after you have reactivated their access is when they will be able to perform all the tasks.

User Name	Email Address	First Name	Last Name	Deactivated On	Contact List
john.doe@abccompany.com		John	Doe	Apr 1, 2026, 12:20:26 PM	

Changing the System Administrator

It is preferred that, when a System Administrator leaves the business or changes roles and no longer remains as the System Administrator, the System Administration Role be reassigned to another user.

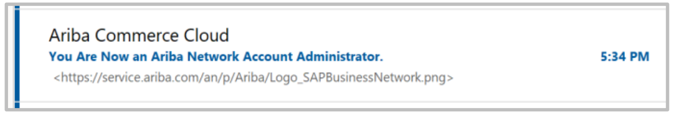
To **Change the System Administrator**-

1. Access Manage Users – Refer to [Accessing Manage Users](), the Manage Users screen is displayed
2. Select the required **User** by clicking on the **>**
3. The **User** information selected is displayed. Click on **Make Administrator**
4. The **Assign Yourself to a Role** screen is displayed. Remembering that you, as the System Administrator, are moving the administrator to another user, select a **Role**

Note: The Selection is confirmed by the pop-up

5. Click on **Transfer**

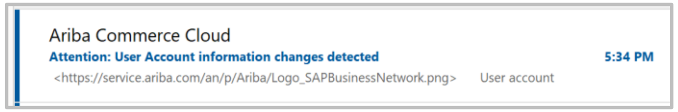
Note: The new system administrator will receive an email advising they are now the new administrator, and the previous system administrator will be logged out. The username and password remain the same for both the old and new administrators



Ariba Commerce Cloud

You Are Now an Ariba Network Account Administrator. 5:34 PM

<https://service.ariba.com/an/p/Ariba/Logo_SAPBusinessNetwork.png>



Ariba Commerce Cloud

Attention: User Account information changes detected 5:34 PM

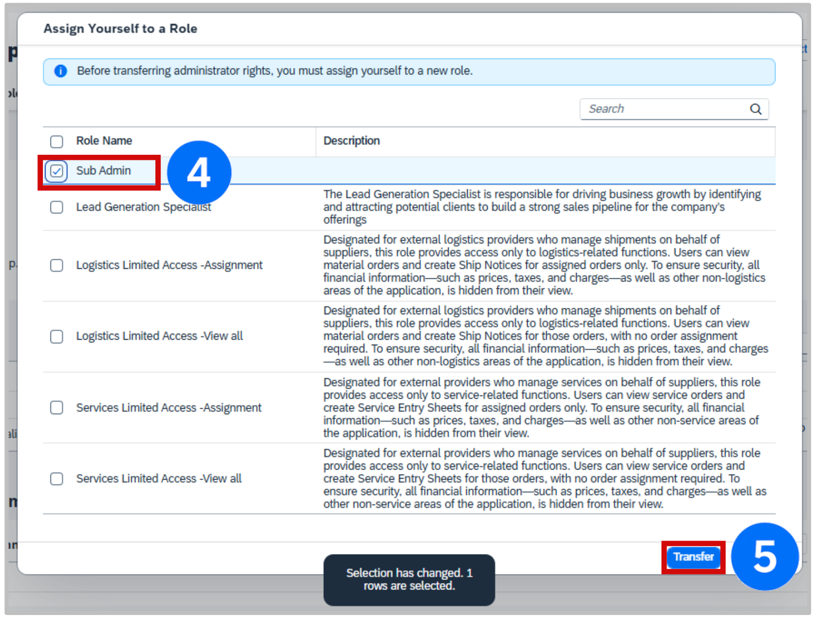
<https://service.ariba.com/an/p/Ariba/Logo_SAPBusinessNetwork.png> User account

Manage Users

User Name	Email Address	First Name	Last Name	Status	Account Closure Req...
courtney.doe@abccompany.com		Courtney	Doe	Enabled	
john.doe@abccompany.com		John	Doe	Limited Access	
unicornslearning@sap.com		Jane	Doe	Limited	

john.doe@abccompany.com

User Information



Assign Yourself to a Role

Before transferring administrator rights, you must assign yourself to a new role.

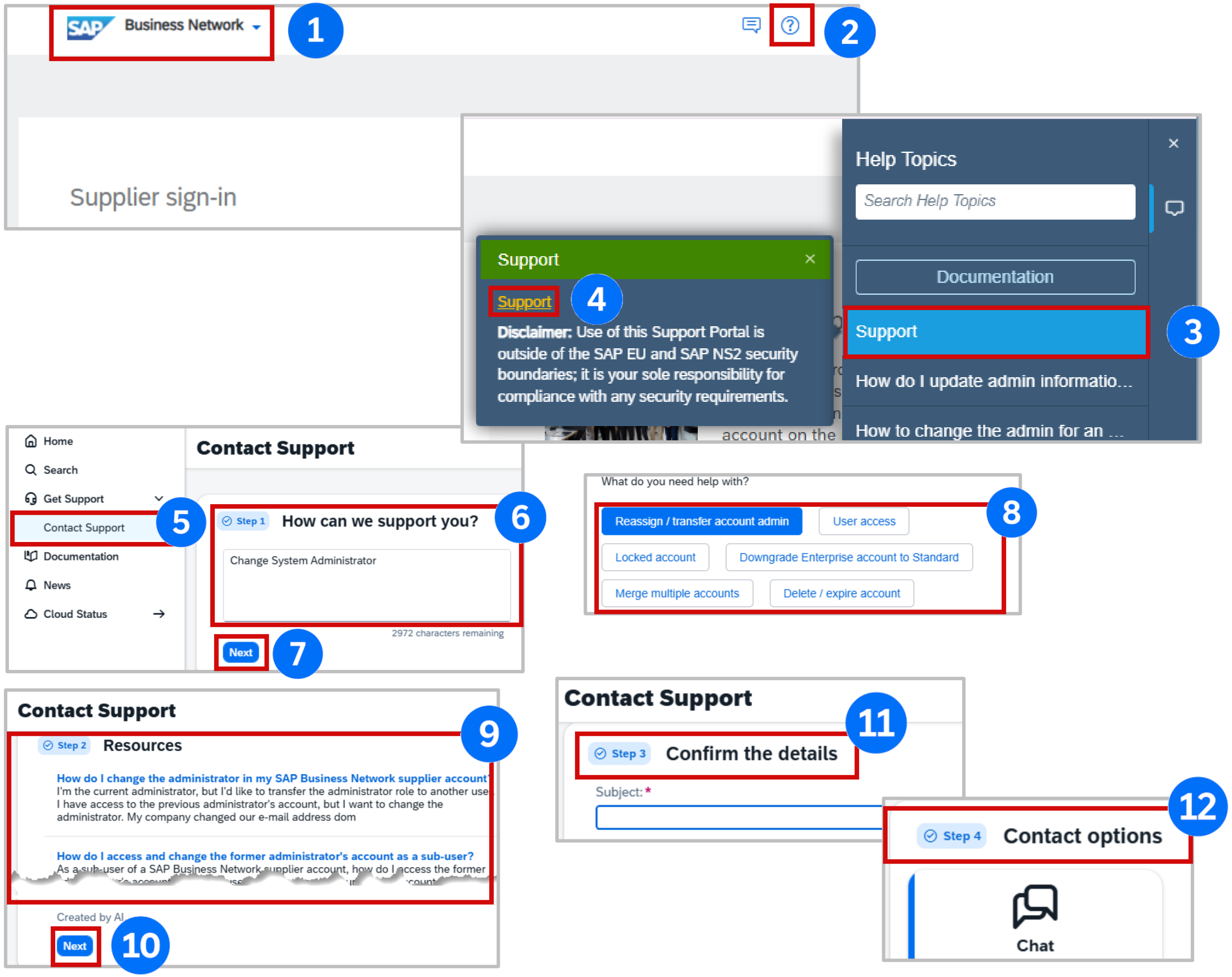
	Role Name	Description
☑	Sub Admin	
☐	Lead Generation Specialist	The Lead Generation Specialist is responsible for driving business growth by identifying and attracting potential clients to build a strong sales pipeline for the company's offerings
☐	Logistics Limited Access -Assignment	Designated for external logistics providers who manage shipments on behalf of suppliers, this role provides access only to logistics-related functions. Users can view material orders and create Ship Notices for assigned orders only. To ensure security, all financial information—such as prices, taxes, and charges—as well as other non-logistics areas of the application, is hidden from their view.
☐	Logistics Limited Access -View all	Designated for external logistics providers who manage shipments on behalf of suppliers, this role provides access only to logistics-related functions. Users can view material orders and create Ship Notices for those orders, with no order assignment required. To ensure security, all financial information—such as prices, taxes, and charges—as well as other non-logistics areas of the application, is hidden from their view.
☐	Services Limited Access -Assignment	Designated for external providers who manage services on behalf of suppliers, this role provides access only to service-related functions. Users can view service orders and create Service Entry Sheets for assigned orders only. To ensure security, all financial information—such as prices, taxes, and charges—as well as other non-service areas of the application, is hidden from their view.
☐	Services Limited Access -View all	Designated for external providers who manage services on behalf of suppliers, this role provides access only to service-related functions. Users can view service orders and create Service Entry Sheets for those orders, with no order assignment required. To ensure security, all financial information—such as prices, taxes, and charges—as well as other non-service areas of the application, is hidden from their view.

Selection has changed. 1 rows are selected.

What to do if the System Administrator has left the Business and you do not have a Username and Password

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. Display the SBN on the BTP Sign-in page -
2. Click on the ?
3. Select **Support**
4. Review the disclaimer, and if you agree, select **Support**
5. Select **Contact Support** in the left side panel
6. Enter information into Step 1 – How can we support you?
7. Click on **Next**
8. Review the information provided and respond appropriately by selecting the applicable **bubble.** You may need to click several times to access **Step 2**
9. Review the AI provided responses in **Step 2**, then click on **Next**
10. Complete **Step 3, Confirm the Details** (Refer to [Completing Confirm Details]()), click on **Next**
11. Complete **Step 4**, **Contact Options**, options available will be displayed, select the best option



Disclaimer: Use of this Support Portal is outside of the SAP EU and SAP NS2 security boundaries; it is your sole responsibility for compliance with any security requirements.

Change System Administrator

How do I change the administrator in my SAP Business Network supplier account
I'm the current administrator, but I'd like to transfer the administrator role to another use
I have access to the previous administrator's account, but I want to change the administrator. My company changed our e-mail address dom

How do I access and change the former administrator's account as a sub-user?
As a sub-user of a SAP Business Network supplier account, how do I access the former

Settings – Account Administration

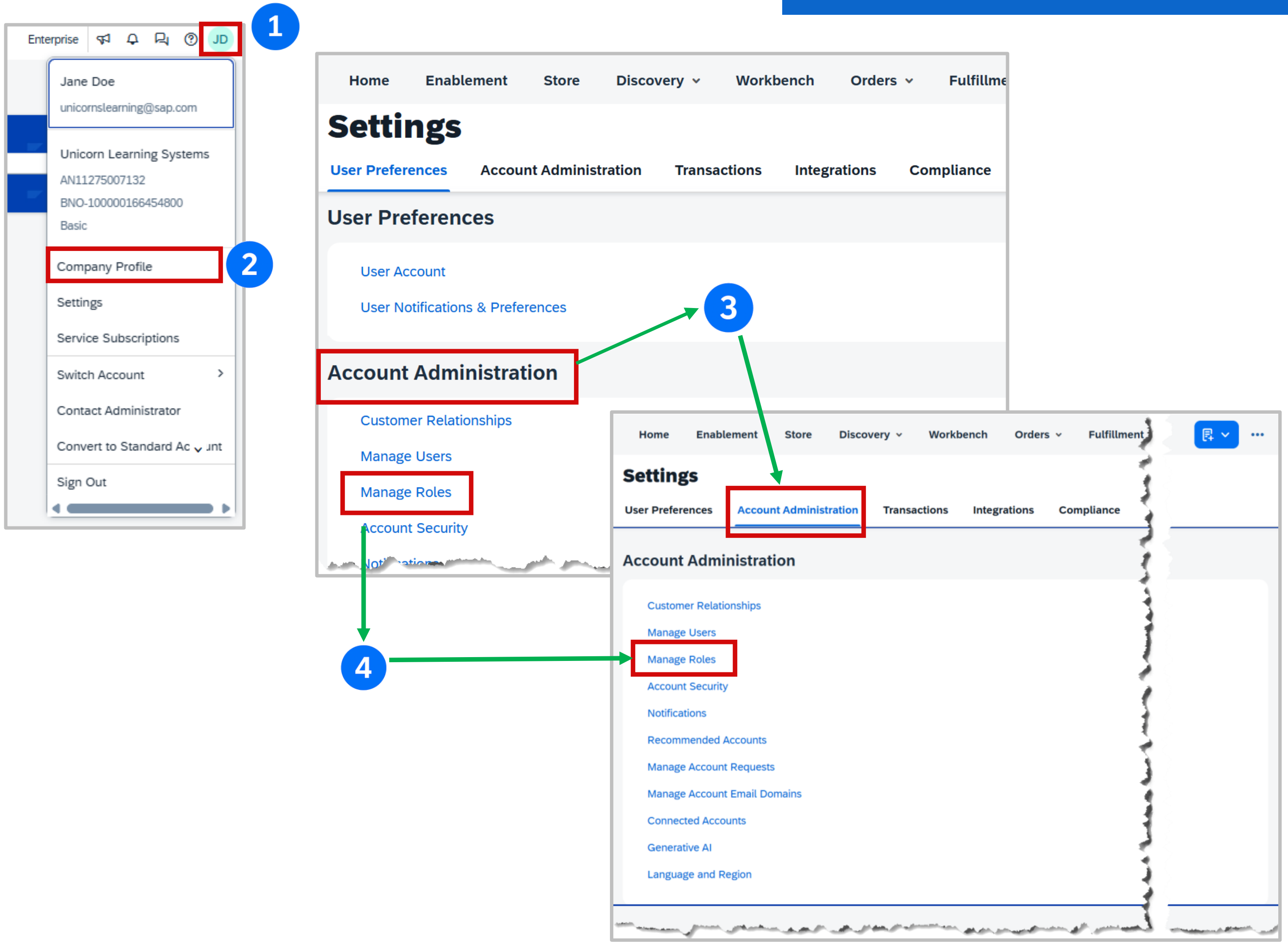
Manage Roles

Accessing Manage Roles

Suppliers with the applicable permissions can access Customer Relationships. All Buyers that you are connected to or have sent a relationship request to are accessed here.

To access **Manage Roles**

1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Either scroll to locate **Account Administration** or click on the **Account Administration** tab (you will know it is selected as a blue line will encompass the section)
4. Select **Manage Users**
5. The **Manage Roles** screen is displayed



Manage Roles – Screen Information

Manage Roles allows Supplier System Administrators to either use predefined roles or create more specialised roles for their users. The System Administrator is the only User with ALL permissions, and there can be only 1 System Administrator.

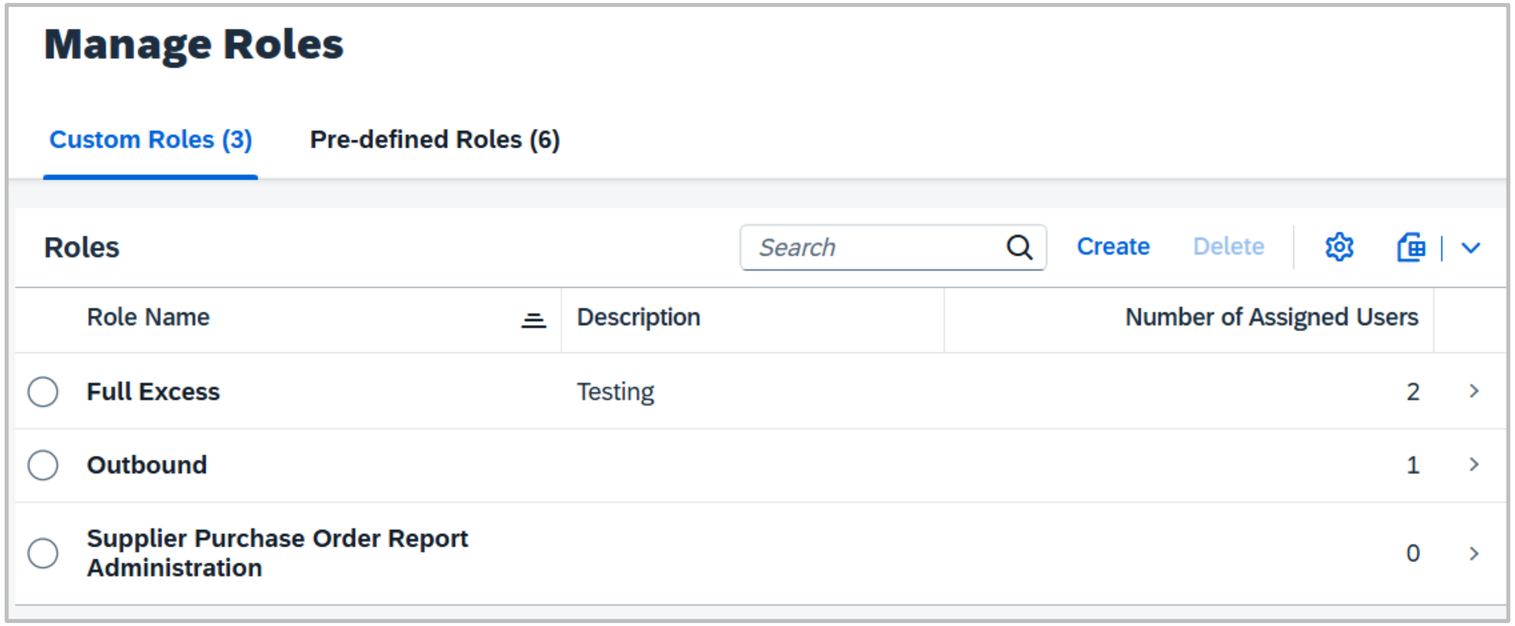
Custom Roles – are roles created by the System Administrator

Pre-defined Roles (x) – the displayed number indicates the number of roles defined by SBN. Pre-Defined roles reduce the time it takes to create business-specific roles

⚙ Settings – to change the headings on the Manage Roles Screen, Admins can identify the information they want to view

Export – used to print and display information. The headings are based on the selections from Settings

Supplier System Admins can either use the tabs or scroll through to locate the section/s required

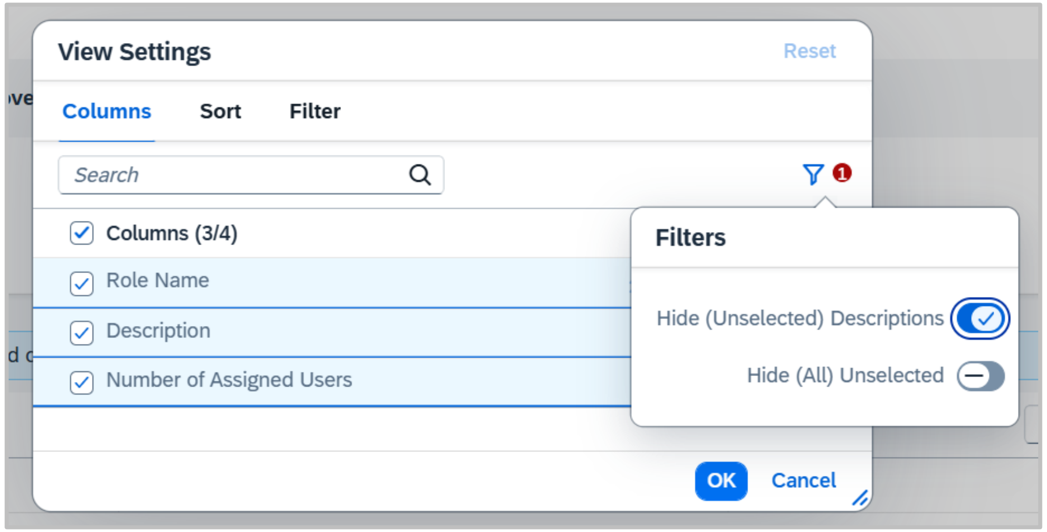


Manage Roles

Custom Roles (3) | Pre-defined Roles (6)

Roles

	Role Name	Description	Number of Assigned Users	
○	**Full Excess**	Testing	2	›
○	**Outbound**		1	›
○	**Supplier Purchase Order Report Administration**		0	›



View Settings

☑ Columns (3/4)

☑ Role Name

☑ Description

☑ Number of Assigned Users

Filters

Hide (Unselected) Descriptions ✓

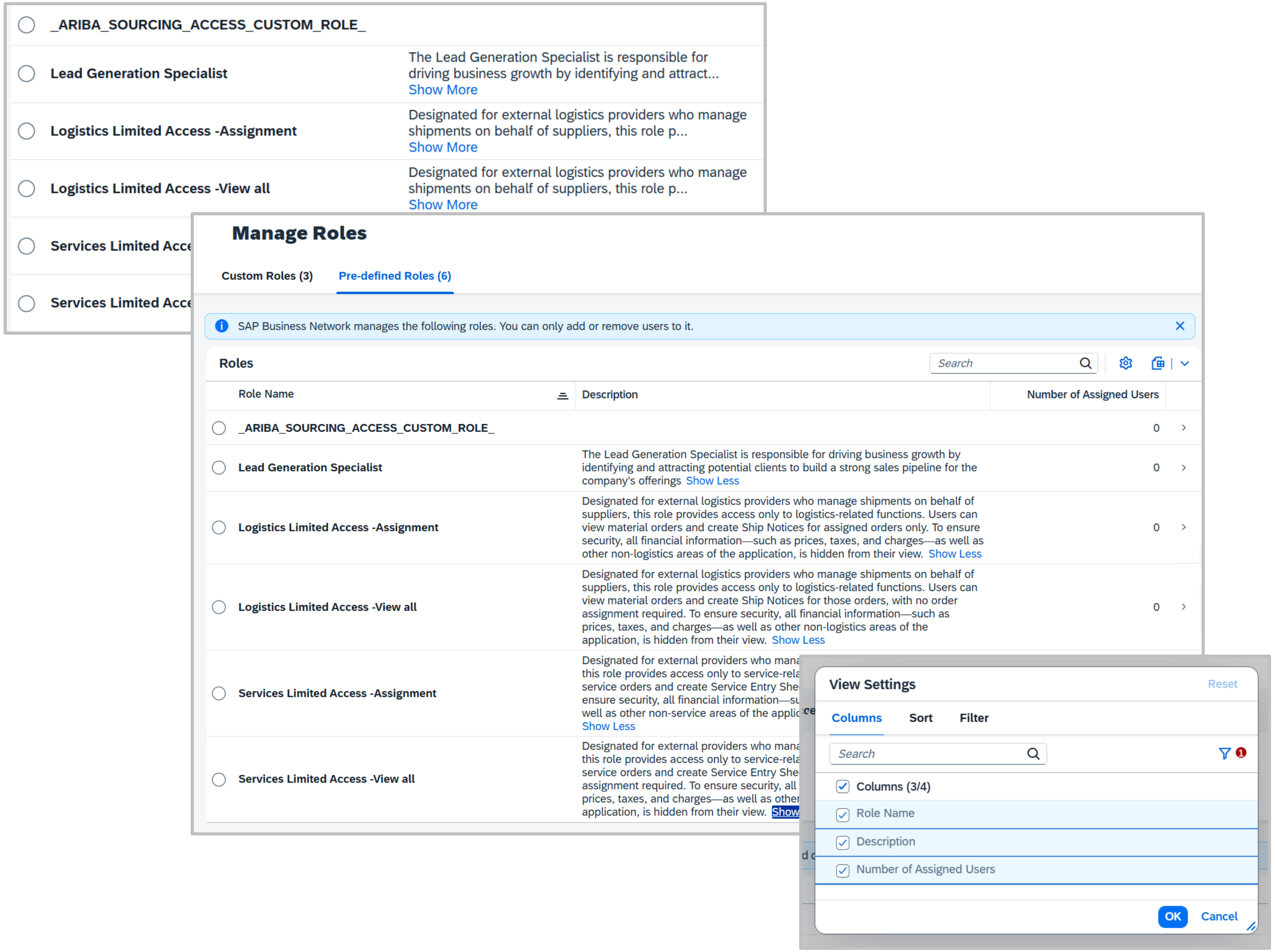
Hide (All) Unselected

Manage Roles – Predefined Roles

Pre-Defined Roles enable quick user creation. The SBN manages pre-defined roles.

To view information about the role, click on **Show More** and **Show Less** to view less information

The Number of Assigned Users allows Supplier System Admins to see how many users are assigned to the role. If the Number of Assigned Users is not visible, click on Settings and change the view.



○ _ARIBA_SOURCING_ACCESS_CUSTOM_ROLE_

○ **Lead Generation Specialist** — The Lead Generation Specialist is responsible for driving business growth by identifying and attract... Show More

○ **Logistics Limited Access -Assignment** — Designated for external logistics providers who manage shipments on behalf of suppliers, this role p... Show More

○ **Logistics Limited Access -View all** — Designated for external logistics providers who manage shipments on behalf of suppliers, this role p... Show More

○ **Services Limited Acce**

○ **Services Limited Acce**

Manage Roles

Custom Roles (3) | Pre-defined Roles (6)

SAP Business Network manages the following roles. You can only add or remove users to it.

Roles

	Role Name	Description	Number of Assigned Users
○	_ARIBA_SOURCING_ACCESS_CUSTOM_ROLE_		0
○	Lead Generation Specialist	The Lead Generation Specialist is responsible for driving business growth by identifying and attracting potential clients to build a strong sales pipeline for the company's offerings Show Less	0
○	Logistics Limited Access -Assignment	Designated for external logistics providers who manage shipments on behalf of suppliers, this role provides access only to logistics-related functions. Users can view material orders and create Ship Notices for assigned orders only. To ensure security, all financial information—such as prices, taxes, and charges—as well as other non-logistics areas of the application, is hidden from their view. Show Less	0
○	Logistics Limited Access -View all	Designated for external logistics providers who manage shipments on behalf of suppliers, this role provides access only to logistics-related functions. Users can view material orders and create Ship Notices for those orders, with no order assignment required. To ensure security, all financial information—such as prices, taxes, and charges—as well as other non-logistics areas of the application, is hidden from their view. Show Less	0
○	Services Limited Access -Assignment	Designated for external logistics providers who mana this role provides access only to service-rela service orders and create Service Entry She ensure security, all financial information—su well as other non-service areas of the applic Show Less	
○	Services Limited Access -View all	Designated for external logistics providers who mana this role provides access only to service-rela service orders and create Service Entry She assignment required. To ensure security, all prices, taxes, and charges—as well as other application, is hidden from their view. Show	

View Settings

Columns | Sort | Filter

☑ Columns (3/4)

☑ Role Name

☑ Description

☑ Number of Assigned Users

Create a Custom Role

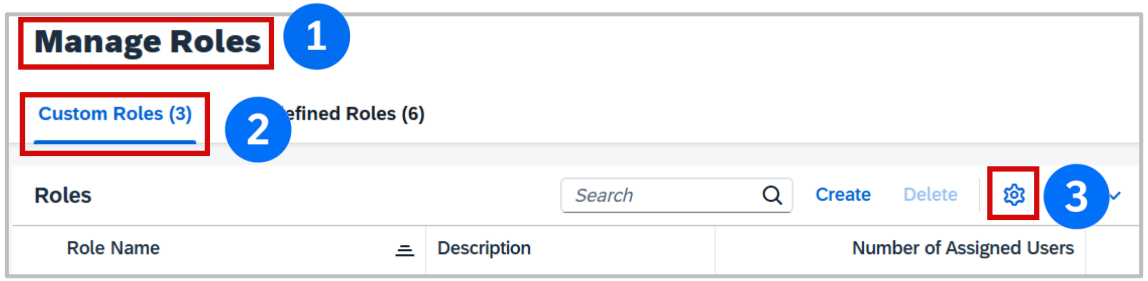
Custom Roles are created and managed by the System Administrator. Keep in mind that providing access to all areas of the network may provide challenges, as users may inadvertently change settings or access.

To **Create a Custom Role**-

1. Access Manage Roles – Refer to [Accessing Manage Roles](#). The Manage Roles screen is displayed
2. Confirm you are on the **Custom Roles** tab
3. Click on **Create, and** the Create Role screen is displayed
4. Enter the **Name** of the Role you wish to create

Note: The name of the role should represent the role information to which you are adding specific permissions; the description is not a mandatory field and may be left blank

5. The name of the role entered appears at the top of the screen; either scroll down to or select the **Permissions** Tab
6. Click on **Add**
7. The **Add Permissions** pop-up is displayed, select the permissions required by clicking in the associated **tick box**. For a list of permissions and information, refer to the [Glossary and Terms](#)
8. Click on **Apply**, and the screen will revert to Manage Roles
9. Users can be added while in this screen, either by scrolling or selecting the **Users** tab
10. Click on **Add**
11. Select the user to add by **ticking** the associated box/es
12. Click on **Apply**, and the user will be added
13. Once you have finished, click on **Create**

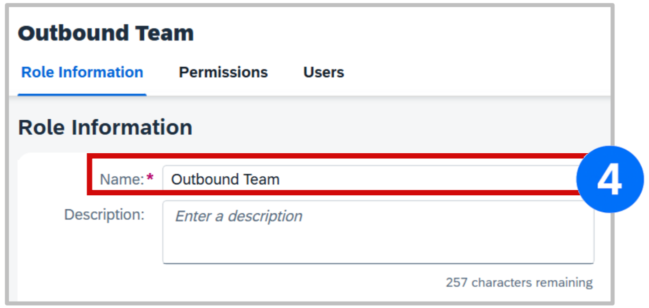


Manage Roles

Custom Roles (3) | efined Roles (6)

Roles

Role Name	Description	Number of Assigned Users



Outbound Team

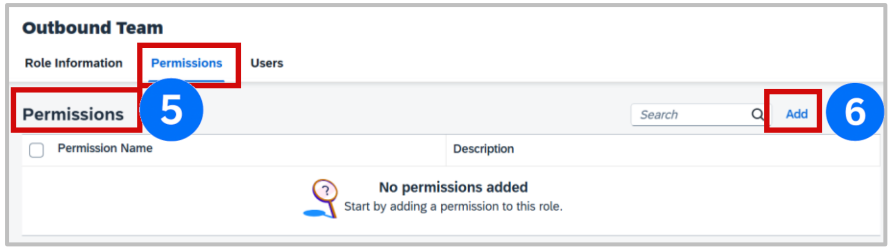
Role Information | Permissions | Users

Role Information

Name:* Outbound Team

Description: Enter a description

257 characters remaining



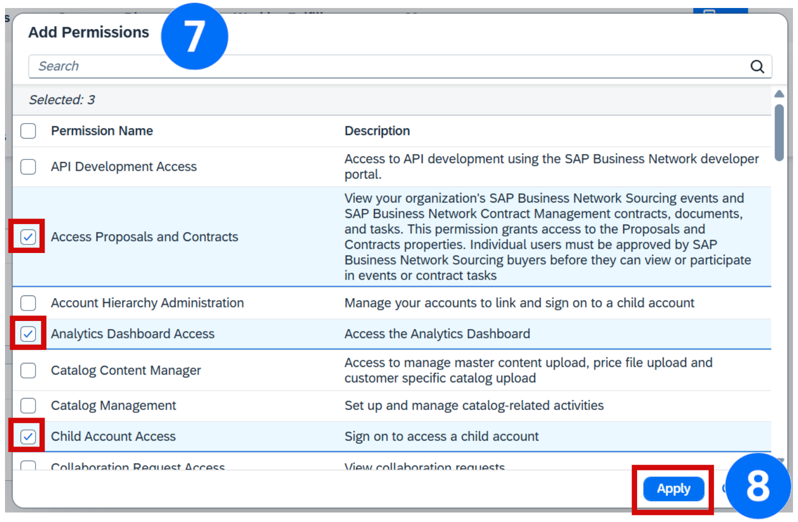
Outbound Team

Role Information | Permissions | Users

Permissions

☐ Permission Name	Description

No permissions added
Start by adding a permission to this role.

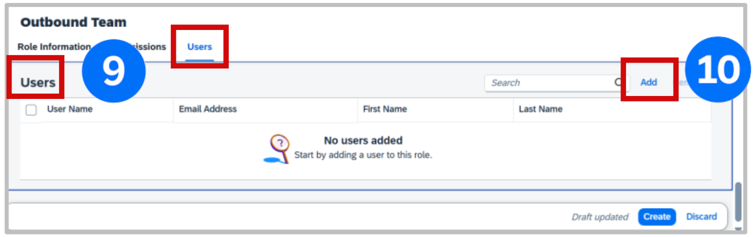


Add Permissions

Search

Selected: 3

☐	Permission Name	Description
☐	API Development Access	Access to API development using the SAP Business Network developer portal.
☑	Access Proposals and Contracts	View your organization's SAP Business Network Sourcing events and SAP Business Network Contract Management contracts, documents, and tasks. This permission grants access to the Proposals and Contracts properties. Individual users must be approved by SAP Business Network Sourcing buyers before they can view or participate in events or contract tasks
☐	Account Hierarchy Administration	Manage your accounts to link and sign on to a child account
☑	Analytics Dashboard Access	Access the Analytics Dashboard
☐	Catalog Content Manager	Access to manage master content upload, price file upload and customer specific catalog upload
☐	Catalog Management	Set up and manage catalog-related activities
☑	Child Account Access	Sign on to access a child account
☐	Collaboration Request Access	View collaboration requests



Outbound Team

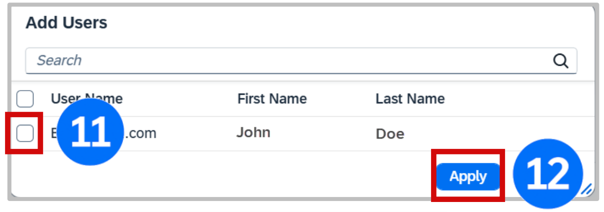
Role Information | issions | Users

Users

☐ User Name	Email Address	First Name	Last Name

No users added
Start by adding a user to this role.

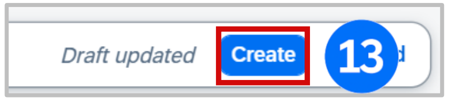
Draft updated



Add Users

Search

☐	User Name	First Name	Last Name
☐	E .com	John	Doe



Draft updated

Settings – Account Administration

Account Security

Configure Multifactor Authentication (MFA) Information

- 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 - MFA Information

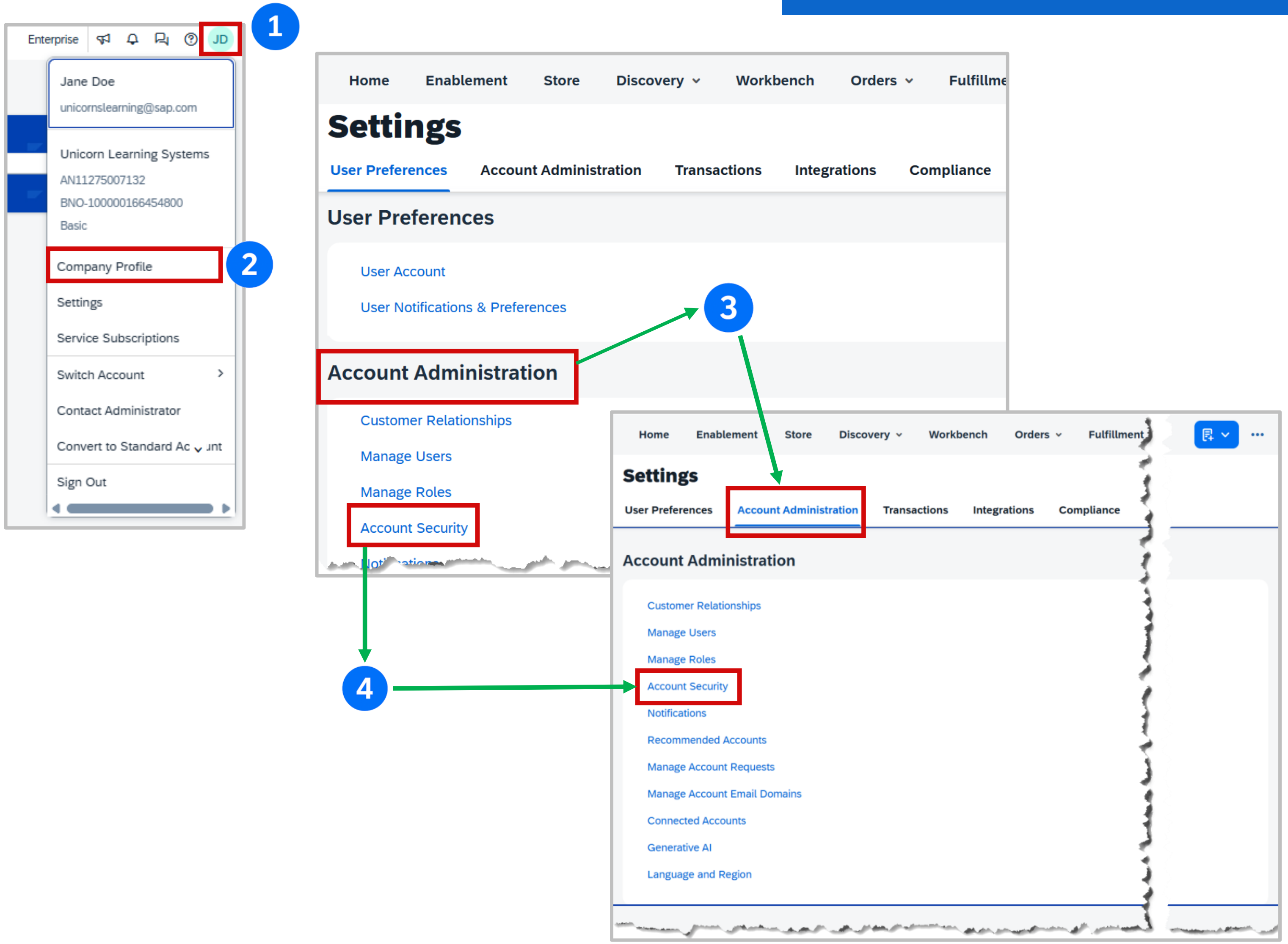
When this notification is sent to a User	Notification Text
When you have not set up multi-factor authentication even after you receive an email from your SAP Business Network administrator	Your action is required. This is a reminder to set up Multi-factor authentication which is due in 5 days. Multi-factor 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.
When you exhaust the limit set by your SAP Business Network administrator for invalid passcode entries	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.
When: Your SAP Business Network administrator has reset multi-factor authentication for your user account. You have requested a reset of multi-factor authentication for your user account.	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

Accessing the Account Security Screen

Suppliers with the applicable permissions can access Customer Relationships. All Buyers that you are connected to or have sent a relationship request to are accessed here.

To access **Account Security -**

1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Either scroll to locate **Account Administration** or click on the **Account Administration t**ab (you will know it is selected as a blue line will encompass the section)
4. Select **Account Security**
5. The **Account Security** screen is displayed



Account Security Information

Account Security allows the System Administrator to add extra Multi-Factor Authentication (MFA) Settings.

An option is selected when the corresponding box is ticked. Greyed-out options can not be selected and there are some fields with a default value, for example:

- Maximum number of MFA attempts
- Grace period to skip activating MFA
- MFA lockout duration when there have been 5 failed attempts

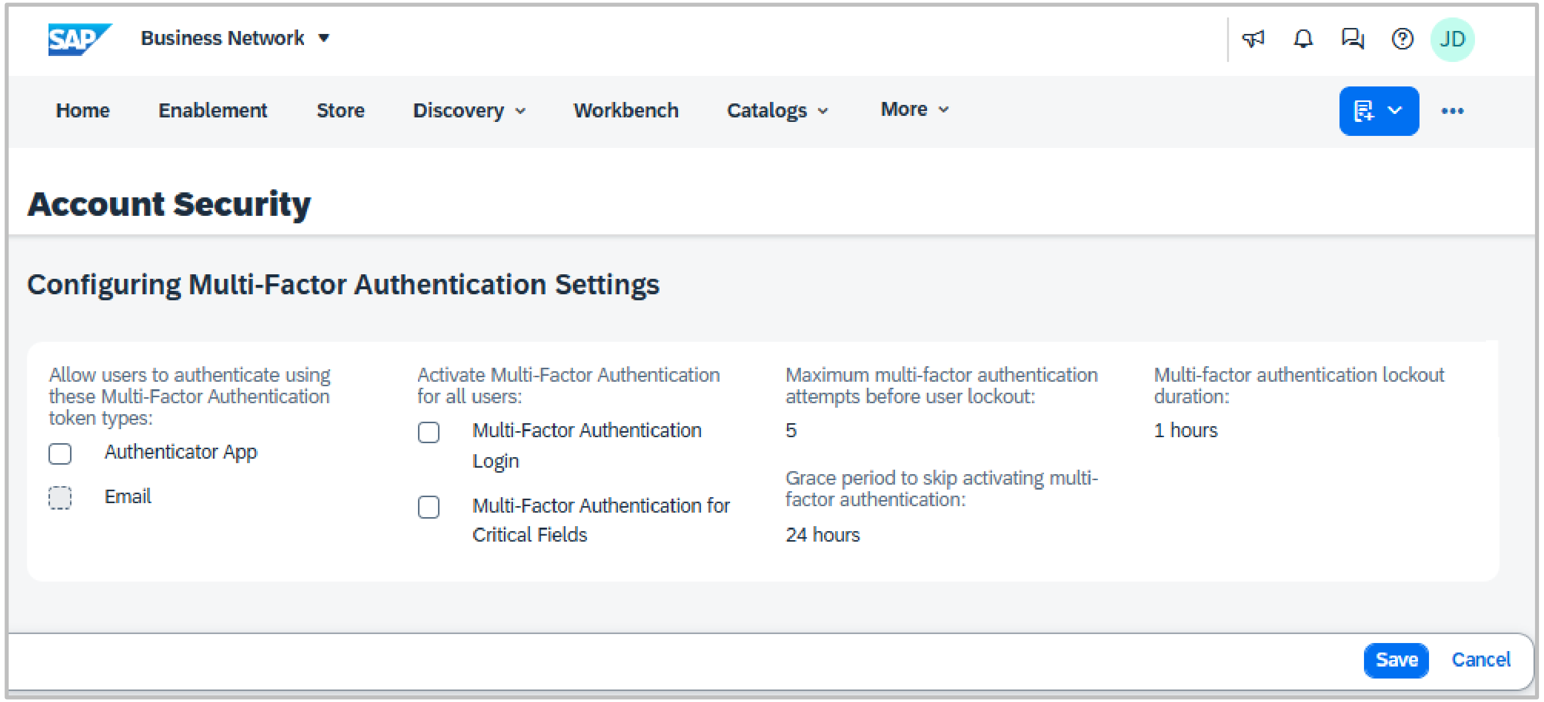
Once you have selected the required MFA options, click on Save to lock them in.

There is no direct Security contact for SBN. If a suspected security breach has occurred, it is recommended that :

- Passwords should be updated
- Engage with internal IT
- Raise a security ticket via the Help Centre (Refer to **Accessing the Help Centre**)

There is currently:

- No consolidated security audit dashboard
- No report for failed domain registration attempts
- No security activity logs for system admins
- No dedicated in-product security escalation contact



Account Security

Configuring Multi-Factor Authentication Settings

Allow users to authenticate using these Multi-Factor Authentication token types:

☐ Authenticator App

☐ Email

Activate Multi-Factor Authentication for all users:

☐ Multi-Factor Authentication Login

☐ Multi-Factor Authentication for Critical Fields

Maximum multi-factor authentication attempts before user lockout:

5

Grace period to skip activating multi-factor authentication:

24 hours

Multi-factor authentication lockout duration:

1 hours

Settings – Account Administration

Notifications

Notifications - Information

- Supplier notifications exist to inform suppliers about status and outcome updates for various transactions. Keep in mind that you may not see all options or they may be greyed out, depending on the Buyer business rules.
- Notifications are supplier-controlled and often require receiving summaries, alerts, or status updates.
- Suppliers enable notifications to be notified rather than manually checking the portal for information such as:-
  - Shipment updates
  - When goods receipts are received
  - Invoice rejections
  - Required follow-up actions
- Suppliers should read all available notification options to determine which ones should be triggered. A tick in the box indicates the notification option is activated; suppliers must add an email.
- More than one email can be added by putting in a comma, no spaces or other dividing characters; this can be done for up to five email addresses.

Accessing Notifications

Suppliers with the applicable permissions can access Customer Relationships. All Buyers that you are connected to or have sent a relationship request to are accessed here.

To access **Notifications -**

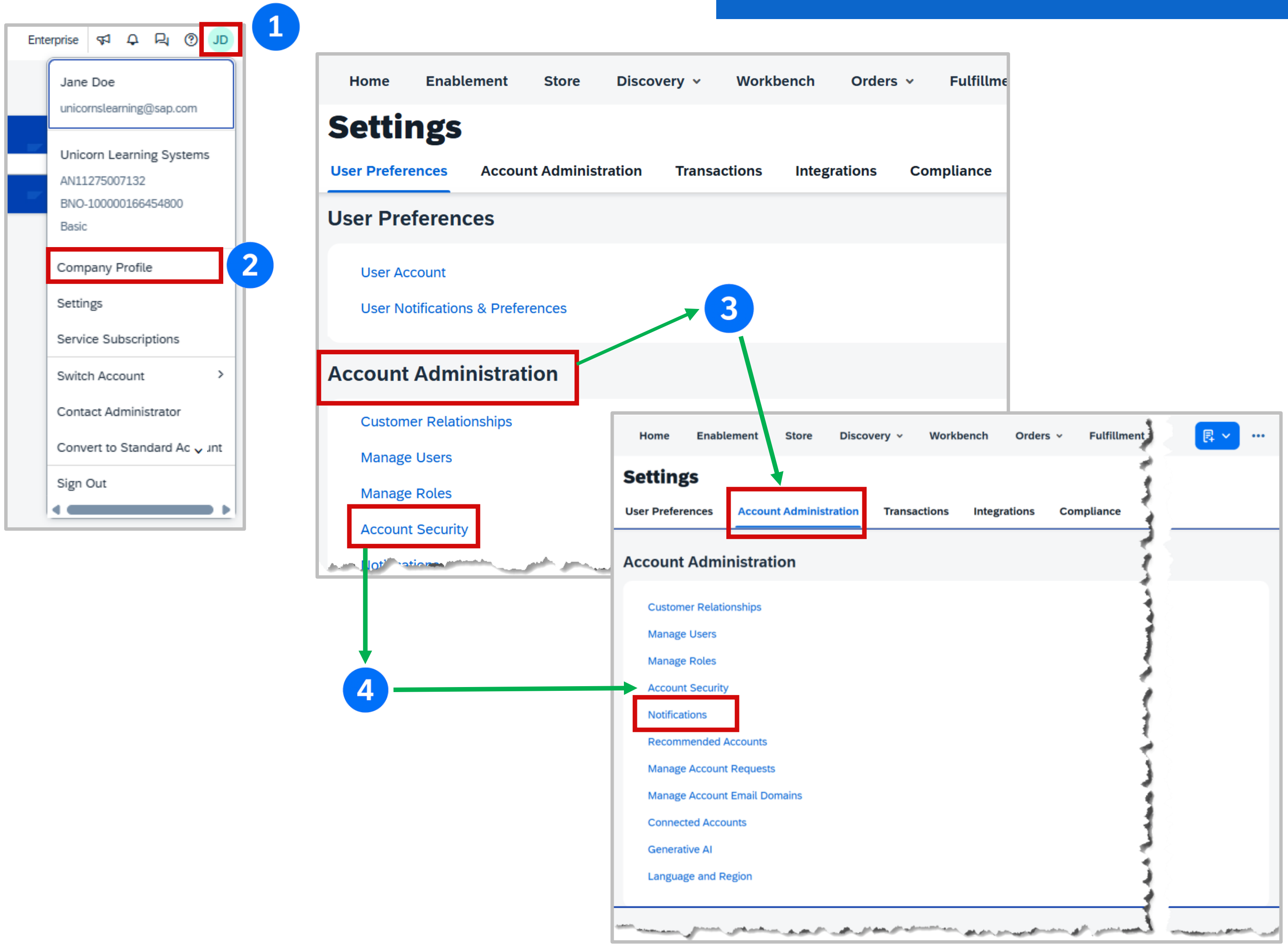
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Either scroll to locate **Account Administration** or click on the **Account Administration t**ab (you will know it is selected as a blue line will encompass the section)
4. Select **Notifications**
5. The **Notifications** screen is displayed

Network Notifications are configurable notifications accessed via the Network Notifications drop-down list or by scrolling through each section.

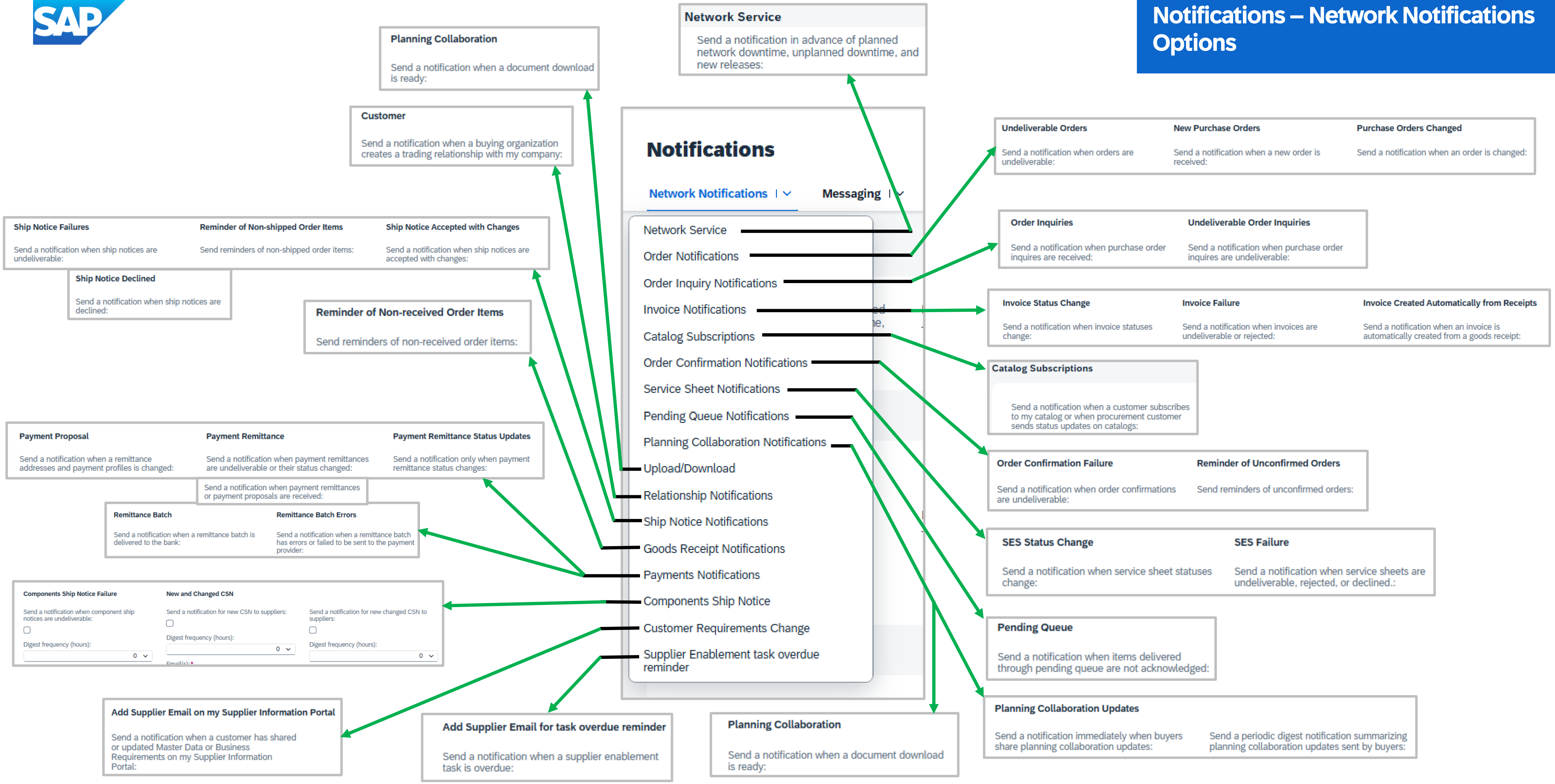
The options are document-based notifications, triggered by the buyer's business rules for specific notifications.

To add, update or edit Network Notifications, click on Edit to open editable fields. Read the short description to determine if the notification type is required.

Notifications are not triggered until there is a tick and an email address



Notifications – Network Notifications Options



Notifications

- Network Service
- Order Notifications
- Order Inquiry Notifications
- Invoice Notifications
- Catalog Subscriptions
- Order Confirmation Notifications
- Service Sheet Notifications
- Pending Queue Notifications
- Planning Collaboration Notifications
- Upload/Download
- Relationship Notifications
- Ship Notice Notifications
- Goods Receipt Notifications
- Payments Notifications
- Components Ship Notice
- Customer Requirements Change
- Supplier Enablement task overdue reminder

Network Service

Send a notification in advance of planned network downtime, unplanned downtime, and new releases:

Undeliverable Orders

Send a notification when orders are undeliverable:

New Purchase Orders

Send a notification when a new order is received:

Purchase Orders Changed

Send a notification when an order is changed:

Order Inquiries

Send a notification when purchase order inquires are received:

Undeliverable Order Inquiries

Send a notification when purchase order inquires are undeliverable:

Invoice Status Change

Send a notification when invoice statuses change:

Invoice Failure

Send a notification when invoices are undeliverable or rejected:

Invoice Created Automatically from Receipts

Send a notification when an invoice is automatically created from a goods receipt:

Catalog Subscriptions

Send a notification when a customer subscribes to my catalog or when procurement customer sends status updates on catalogs:

Order Confirmation Failure

Send a notification when order confirmations are undeliverable:

Reminder of Unconfirmed Orders

Send reminders of unconfirmed orders:

SES Status Change

Send a notification when service sheet statuses change:

SES Failure

Send a notification when service sheets are undeliverable, rejected, or declined.:

Pending Queue

Send a notification when items delivered through pending queue are not acknowledged:

Planning Collaboration Updates

Send a notification immediately when buyers share planning collaboration updates:

Send a periodic digest notification summarizing planning collaboration updates sent by buyers:

Planning Collaboration

Send a notification when a document download is ready:

Add Supplier Email for task overdue reminder

Send a notification when a supplier enablement task is overdue:

Add Supplier Email on my Supplier Information Portal

Send a notification when a customer has shared or updated Master Data or Business Requirements on my Supplier Information Portal:

Components Ship Notice Failure

Send a notification when component ship notices are undeliverable:

☐

Digest frequency (hours): 0

New and Changed CSN

Send a notification for new CSN to suppliers:

☐

Digest frequency (hours): 0

Email(s):*

Send a notification for new changed CSN to suppliers:

☐

Digest frequency (hours): 0

Remittance Batch

Send a notification when a remittance batch is delivered to the bank:

Remittance Batch Errors

Send a notification when a remittance batch has errors or failed to be sent to the payment provider:

Payment Proposal

Send a notification when a remittance addresses and payment profiles is changed:

Payment Remittance

Send a notification when payment remittances are undeliverable or their status changed:

Send a notification when payment remittances or payment proposals are received:

Payment Remittance Status Updates

Send a notification only when payment remittance status changes:

Reminder of Non-received Order Items

Send reminders of non-received order items:

Ship Notice Failures

Send a notification when ship notices are undeliverable:

Reminder of Non-shipped Order Items

Send reminders of non-shipped order items:

Ship Notice Accepted with Changes

Send a notification when ship notices are accepted with changes:

Ship Notice Declined

Send a notification when ship notices are declined:

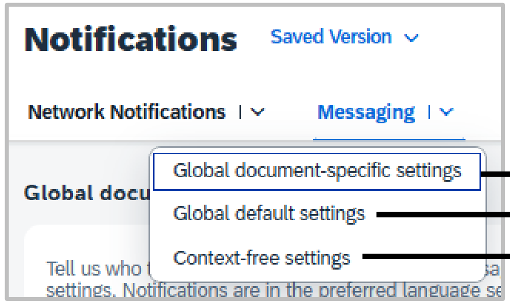
Customer

Send a notification when a buying organization creates a trading relationship with my company:

Planning Collaboration

Send a notification when a document download is ready:

Notifications – Messaging Options



Notifications Saved Version

Network Notifications | Messaging

Global document-specific settings

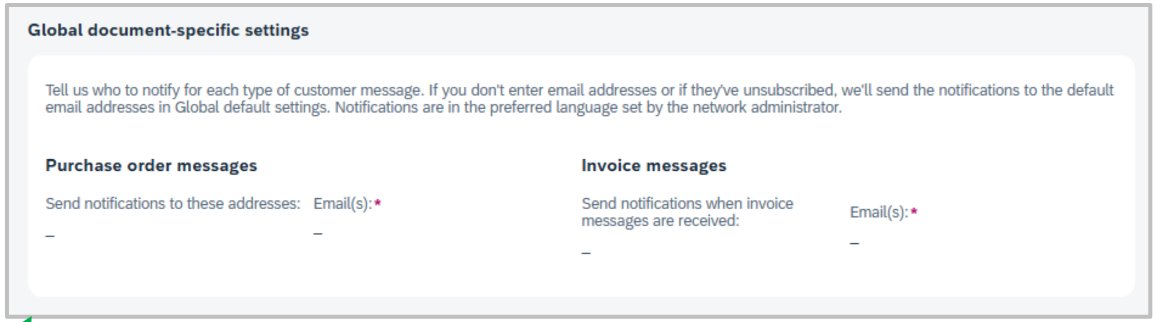
Global default settings

Context-free settings

Global docu…

Tell us who t…

settings. Notifications are in the preferred language se…



Global document-specific settings

Tell us who to notify for each type of customer message. If you don't enter email addresses or if they've unsubscribed, we'll send the notifications to the default email addresses in Global default settings. Notifications are in the preferred language set by the network administrator.

Purchase order messages

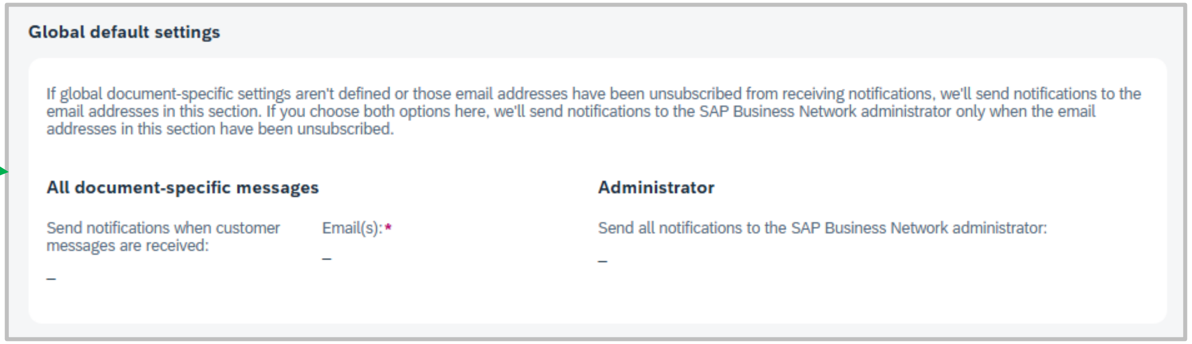
Send notifications to these addresses: –

Email(s):* –

Invoice messages

Send notifications when invoice messages are received: –

Email(s):* –



Global default settings

If global document-specific settings aren't defined or those email addresses have been unsubscribed from receiving notifications, we'll send notifications to the email addresses in this section. If you choose both options here, we'll send notifications to the SAP Business Network administrator only when the email addresses in this section have been unsubscribed.

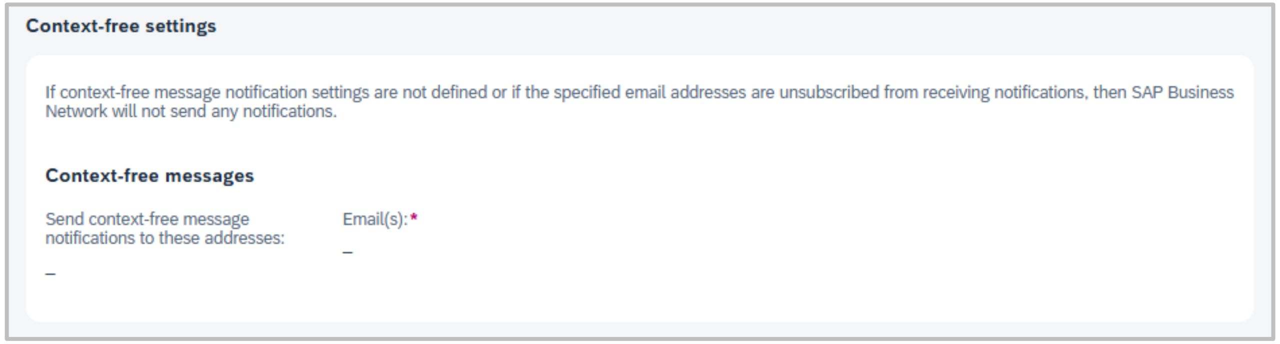
All document-specific messages

Send notifications when customer messages are received: –

Email(s):* –

Administrator

Send all notifications to the SAP Business Network administrator: –



Context-free settings

If context-free message notification settings are not defined or if the specified email addresses are unsubscribed from receiving notifications, then SAP Business Network will not send any notifications.

Context-free messages

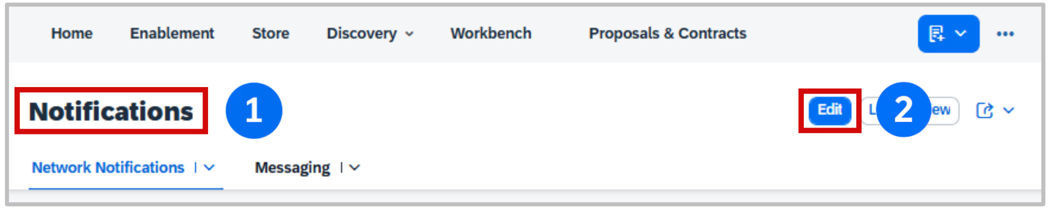
Send context-free message notifications to these addresses: –

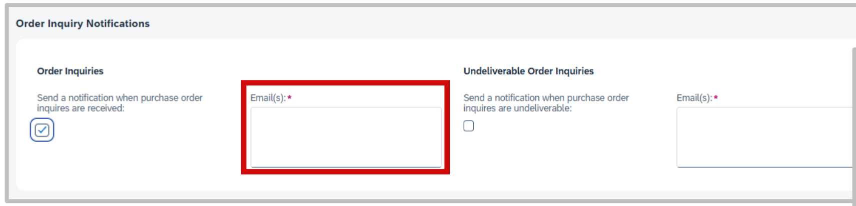
Email(s):* –

Edit, Add or Update Notifications – Network Notifications or Messaging

To Edit, Add or Update Notifications –

1. Access Notifications – Refer to [Access Notifications](). The Notifications screen is displayed
2. Click on **Edit**
3. **For Network Settings –**
    1) Select the required **Network Notification** by either using the drop-down **(r**efer to [Network Notification Options]()) or scrolling to the required option
    2) Select the network notification option required
    3) Place a **tick** to activate
    4) Click on **Save**
4. **For Messaging –**
    4) Select the required **Messaging** by either using the drop-down **(r**efer to [Messaging Options]()) or scrolling to the required option
    5) Select the network notification option required, and add the emails in the required **Email** section
    6) Place a **tick** to activate
    7) Click on **Save**





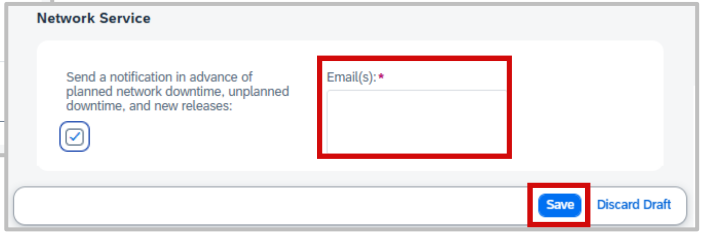
Order Inquiry Notifications

Order Inquiries

Send a notification when purchase order inquires are received: ☑ Email(s):*

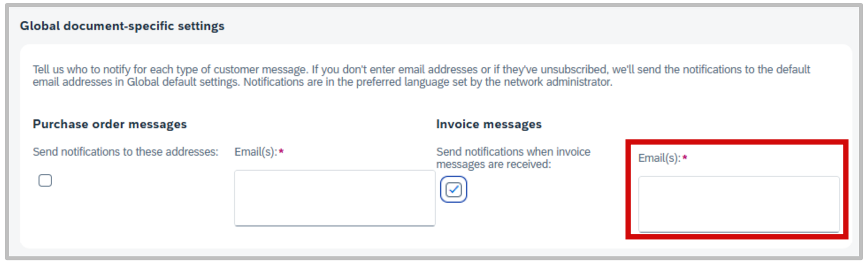
Undeliverable Order Inquiries

Send a notification when purchase order inquires are undeliverable: ☐ Email(s):*



Network Service

Send a notification in advance of planned network downtime, unplanned downtime, and new releases: ☑ Email(s):*



Global document-specific settings

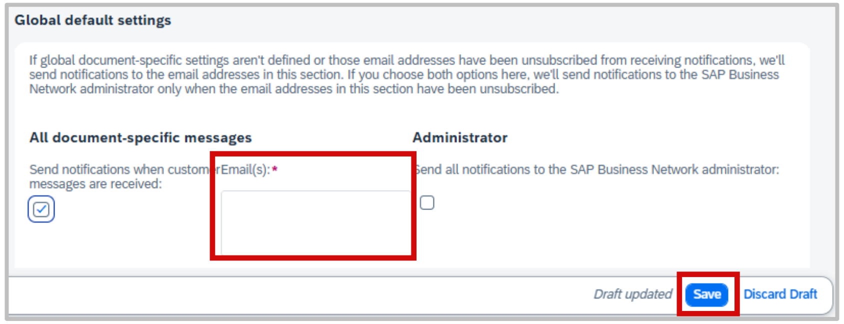
Tell us who to notify for each type of customer message. If you don't enter email addresses or if they've unsubscribed, we'll send the notifications to the default email addresses in Global default settings. Notifications are in the preferred language set by the network administrator.

Purchase order messages

Send notifications to these addresses: ☐ Email(s):*

Invoice messages

Send notifications when invoice messages are received: ☑ Email(s):*



Global default settings

If global document-specific settings aren't defined or those email addresses have been unsubscribed from receiving notifications, we'll send notifications to the email addresses in this section. If you choose both options here, we'll send notifications to the SAP Business Network administrator only when the email addresses in this section have been unsubscribed.

All document-specific messages

Send notifications when custom messages are received: ☑ Email(s):*

Administrator

Send all notifications to the SAP Business Network administrator: ☐

Draft updated

Settings – Account Administration

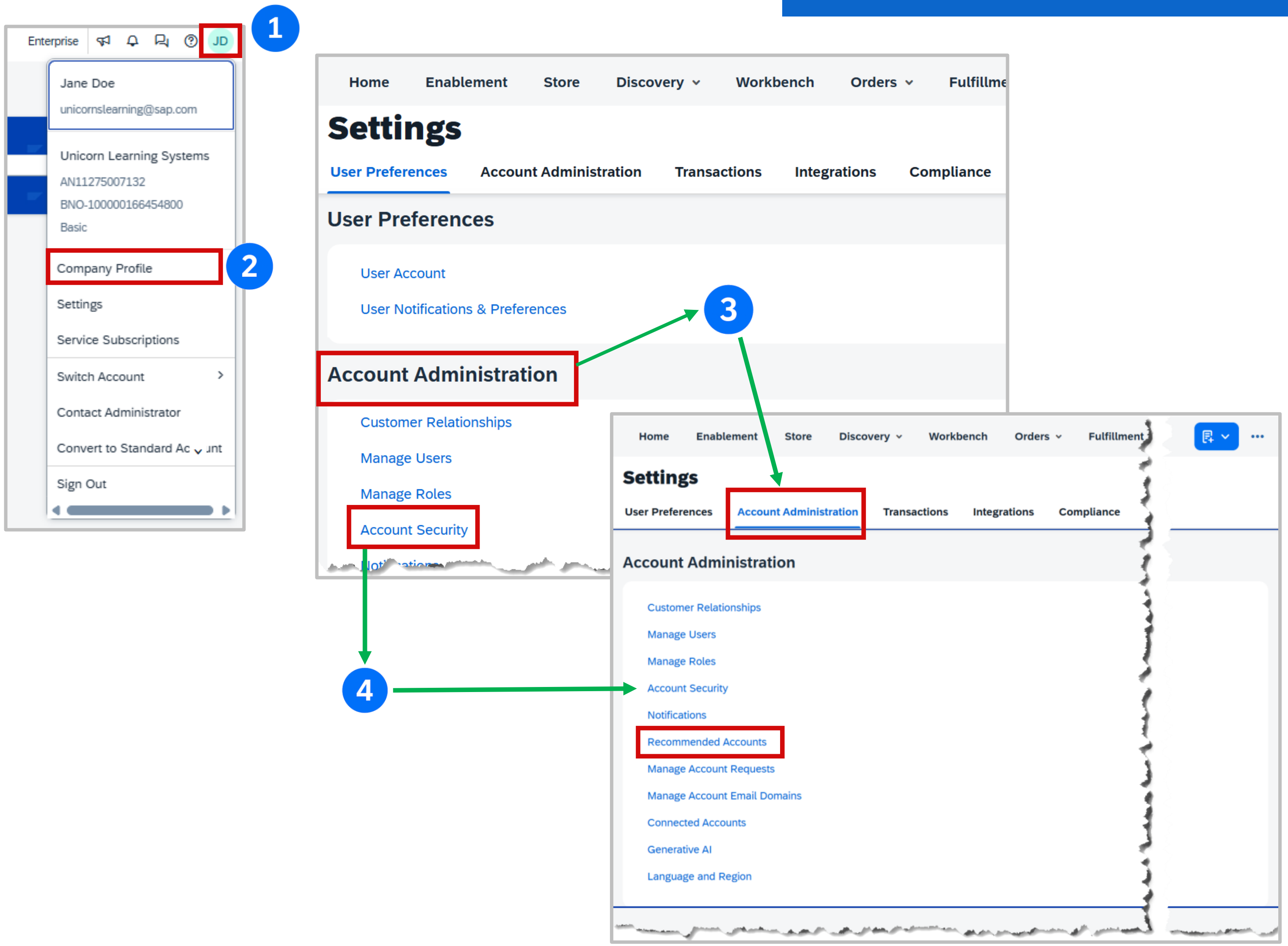
Recommended Accounts

Accessing Recommended Accounts

Suppliers with the applicable permissions can access Customer Relationships. All Buyers that you are connected to or have sent a relationship request to are accessed here.

To accessing **Recommended Account -**

1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Either scroll to locate **Account Administration** or click on the **Account Administration** tab (you will know it is selected as a blue line will encompass the section)
4. Select **Recommended Accounts**
5. The **Recommended Accounts** screen is displayed



Recommended Accounts Screen

The recommended accounts screen is used to identify Accounts that you may not be aware of.

System Administrators can perform an Advanced search with either –

General Criteria such as –

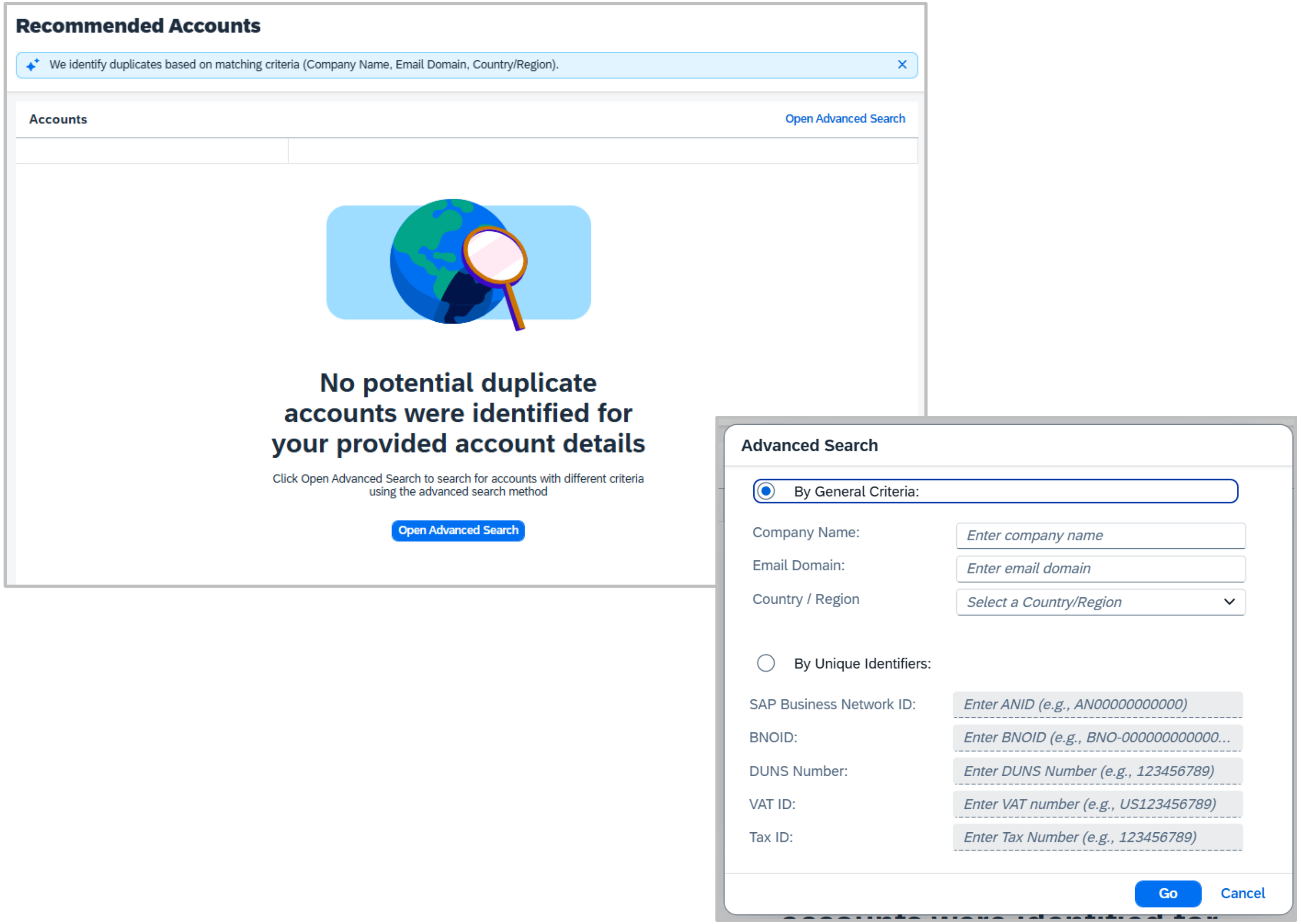
- Company Name
- Email domain
- Country Region

By Unique Identifiers such as –

- SBN ID - ANID
- BNOID (Business Network Id)
- DUNS Number
- VAT ID
- Tax ID

Once you have entered a criterion, click on Go.

Any accounts that meet the criteria will be displayed, review.



Recommended Accounts

We identify duplicates based on matching criteria (Company Name, Email Domain, Country/Region).

Accounts

No potential duplicate accounts were identified for your provided account details

Click Open Advanced Search to search for accounts with different criteria using the advanced search method

Advanced Search

● By General Criteria:

Company Name: Enter company name

Email Domain: Enter email domain

Country / Region: Select a Country/Region

○ By Unique Identifiers:

SAP Business Network ID: Enter ANID (e.g., AN00000000000)

BNOID: Enter BNOID (e.g., BNO-000000000000...

DUNS Number: Enter DUNS Number (e.g., 123456789)

VAT ID: Enter VAT number (e.g., US123456789)

Tax ID: Enter Tax Number (e.g., 123456789)

Settings – Account Administration

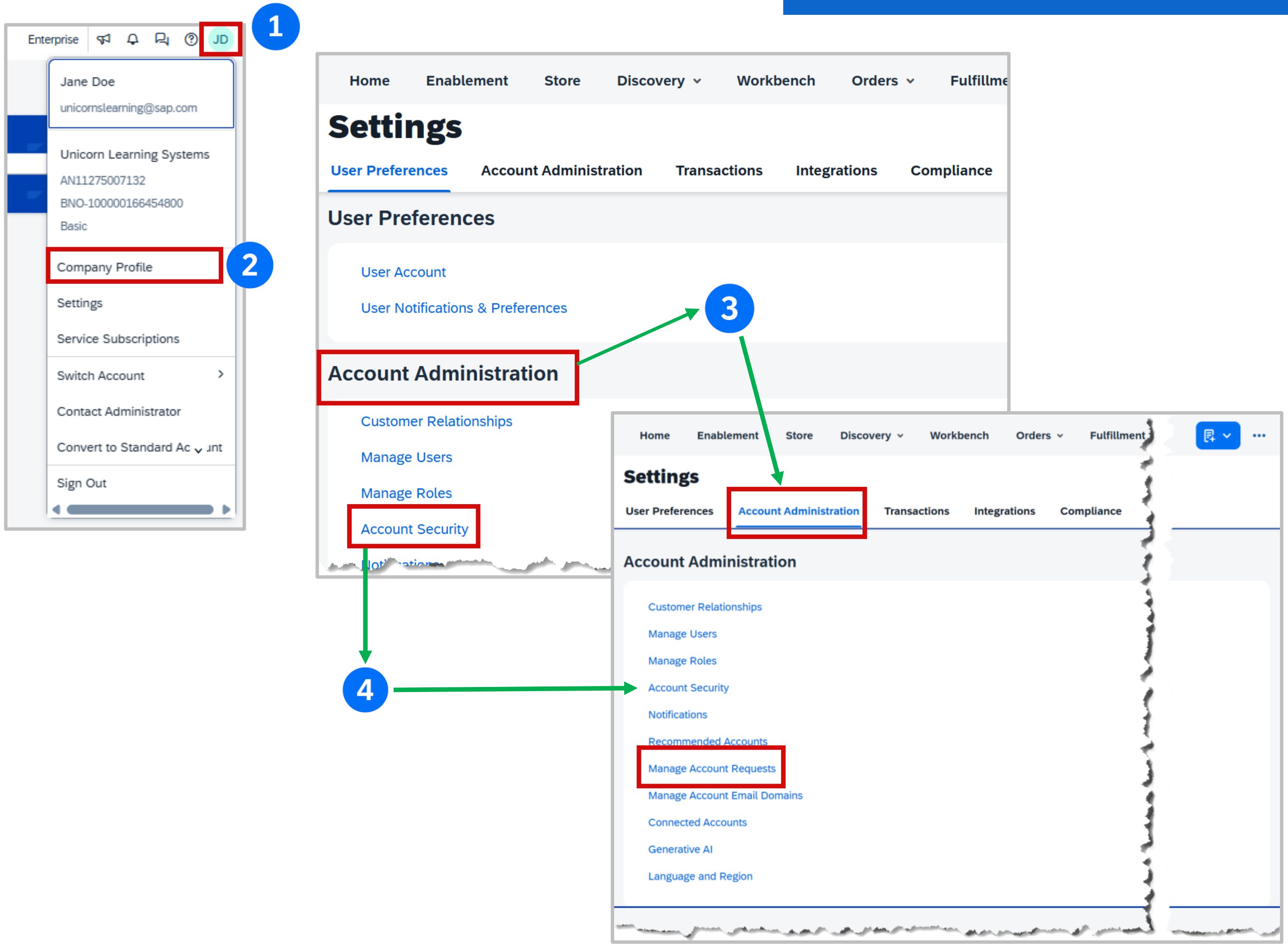
Manage Account Requests

Accessing Manage Account Requests

Suppliers with the applicable permissions can access Customer Relationships. All Buyers that you are connected to or have sent a relationship request to are accessed here.

To access **Manage Account Requests-**

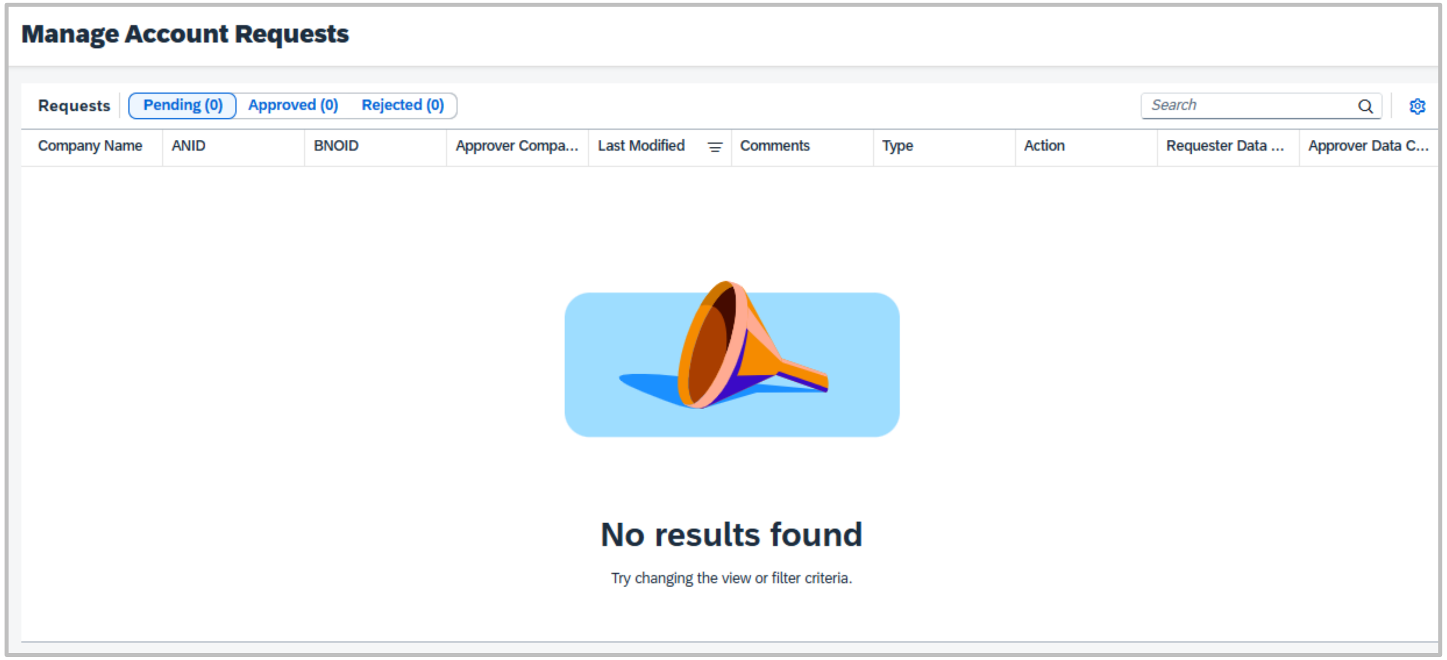
1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Either scroll to locate **Account Administration** or click on the **Account Administration** tab (you will know it is selected as a blue line will encompass the section)
4. Select **Manage Account Requests**
5. The **Manage Accounts Requests** screen is displayed



Manage Account Requests

Manage Account requests come from users who want to link user IDs, and unapproved users who are pending approval

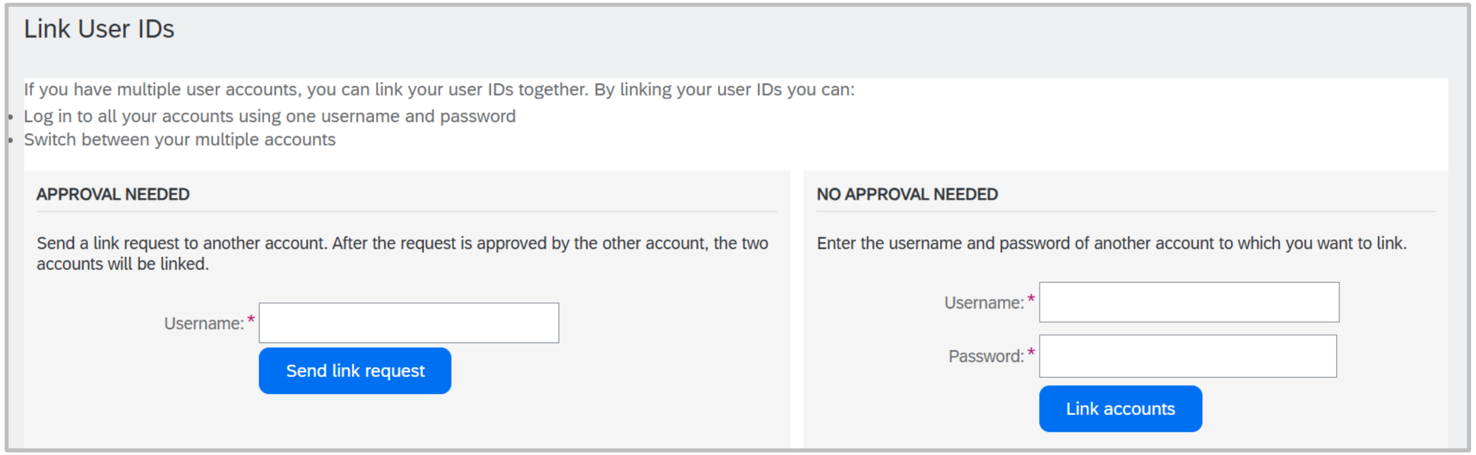
When a user needs to access an account but needs approval to link to that account, they enter their username, and it will appear in Manage Accounts Requests for review by the System Administrator on that account



Company Name	ANID	BNOID	Approver Compa...	Last Modified	Comments	Type	Action	Requester Data ...	Approver Data C...

No results found

Try changing the view or filter criteria.



Link User IDs

If you have multiple user accounts, you can link your user IDs together. By linking your user IDs you can:

- Log in to all your accounts using one username and password
- Switch between your multiple accounts

APPROVAL NEEDED

Send a link request to another account. After the request is approved by the other account, the two accounts will be linked.

Username: *

NO APPROVAL NEEDED

Enter the username and password of another account to which you want to link.

Username: *

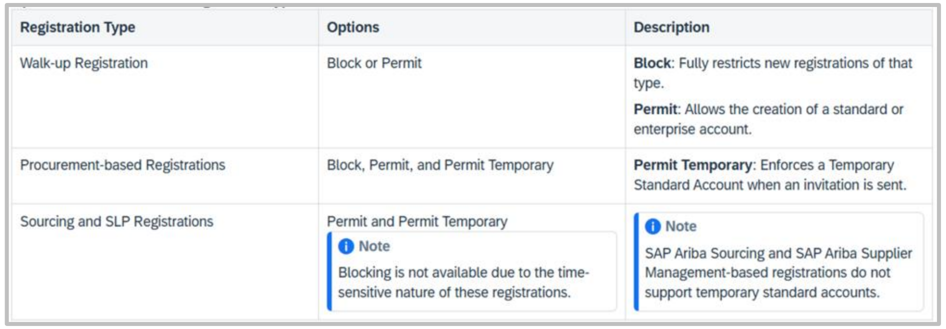
Password: *

Settings – Account Administration

Manage Account Email Domains

Information

- A Supplier can claim one or more corporate email domains
- Settings in Account Email Domains apply at the Account (ANID/BNOID) level, not per user
- It allows a System Administrator to be notified when a user attempts to register an account using the claimed domain name
- Notifications are performed via email
- Up to 5 email addresses can be notified when a user attempts to create a new account using the corporate email domain
- When an email extension is added through Manage user, it is added to the Account Domain settings and is effectively “claimed.”
- A domain can only be claimed if a user with the email domain extension has been added as a user, either via the Manage Account Requests or the Manage Users
- There needs to be at least one Customer Relationship in order for a system administrator to claim a domain
- Notifications are sent via email
- There is no report that provides a list of users who tried to create an account with a blocked domain
- If your Company email domain is not available, but you want to use it for a new account, click Contact Administrator
    - Available options and what they mean



Registration Type	Options	Description
Walk-up Registration	Block or Permit	**Block**: Fully restricts new registrations of that type. **Permit**: Allows the creation of a standard or enterprise account.
Procurement-based Registrations	Block, Permit, and Permit Temporary	**Permit Temporary**: Enforces a Temporary Standard Account when an invitation is sent.
Sourcing and SLP Registrations	Permit and Permit Temporary Note Blocking is not available due to the time-sensitive nature of these registrations.	Note SAP Ariba Sourcing and SAP Ariba Supplier Management-based registrations do not support temporary standard accounts.

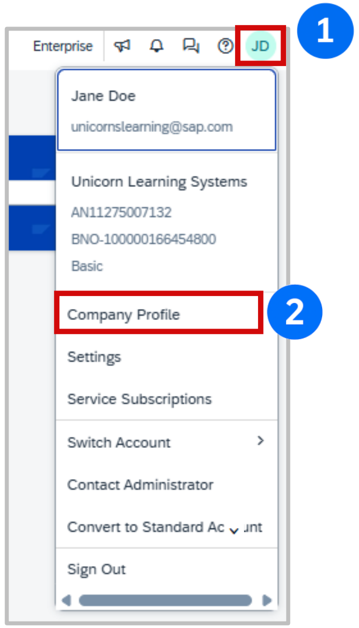
- A temporary account is not searchable by Buyer/s so no TRRs are sent, but it is searchable by Suppliers
- This is a single administrator user account, and additional roles cannot be added
- Parent/Child Linkage can be automatically linked to the account that owns the account domain
- There is no catalog, promote, or discovery access in a temporary account
- A temporary Account expires after 180 days

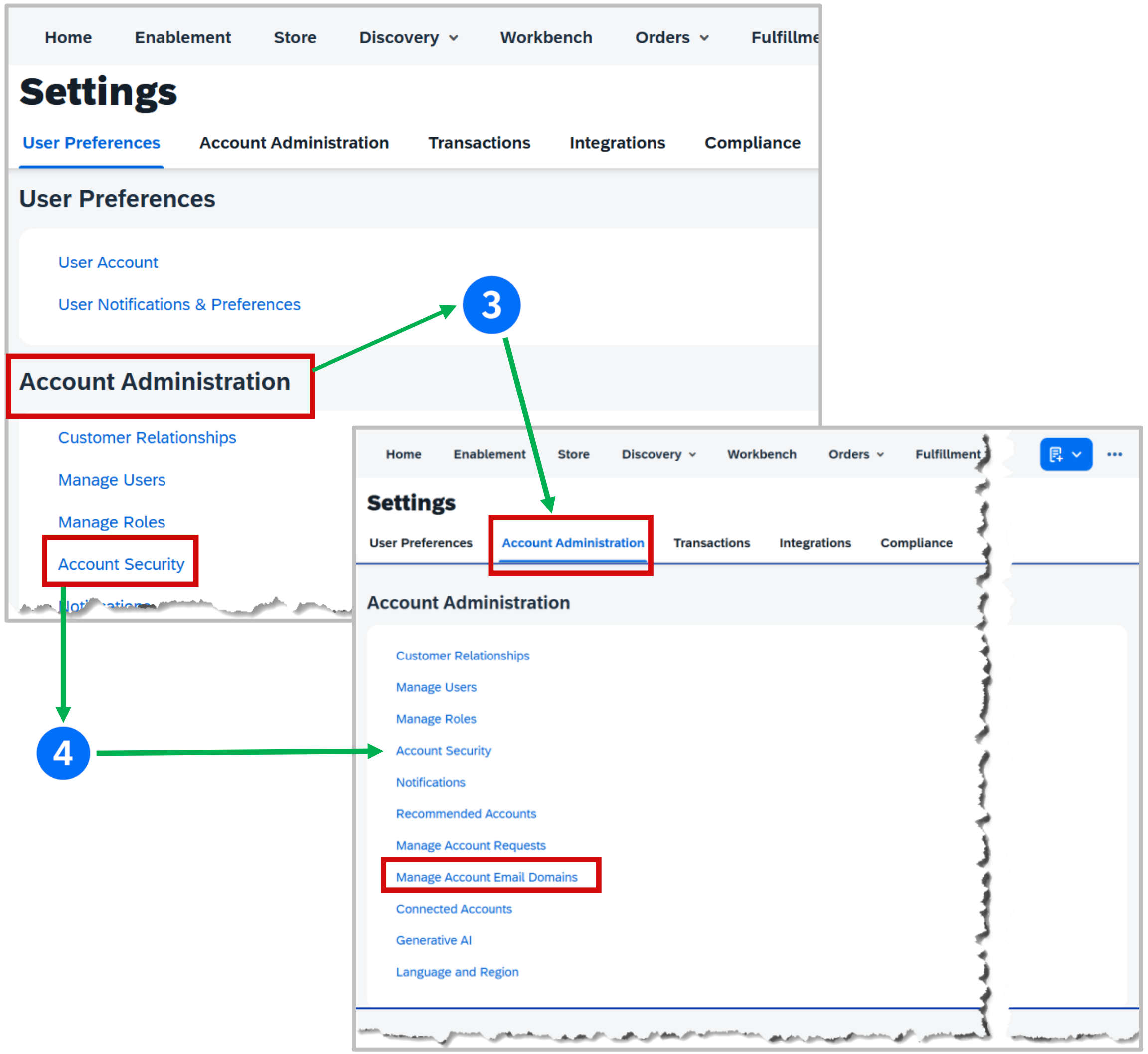
Accessing Manage Account Email Domains

Suppliers with the applicable permissions can access Customer Relationships. All Buyers that you are connected to or have sent a relationship request to are accessed here.

To access **Manage Account Email Domains -**

1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Either scroll to locate **Account Administration** or click on the **Account Administration** tab (you will know it is selected as a blue line will encompass the section)
4. Select **Manage Account Email Domains**
5. The **Account Domain Settings** screen is displayed





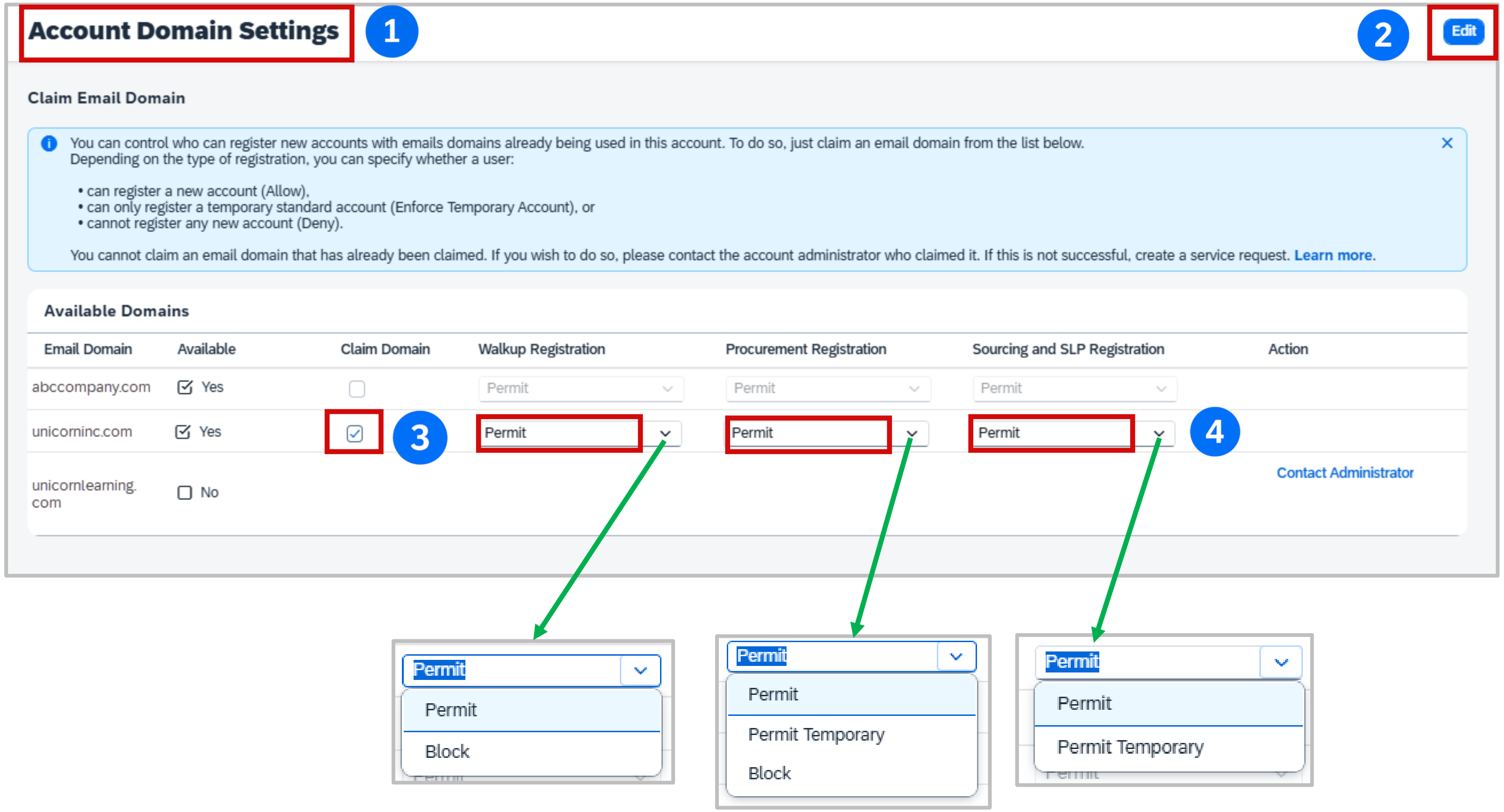
Claiming an Email Domain

System Administrators can control the number of accounts that are created by other users within the organisation.

To **Claim an Email Domain** –

1. Display the **Account Domain Settings** screen. Refer to [**Accessing Manage Account Email Domains**]
2. Click on **Edit**
3. Identify the Domain required and select the corresponding box under **Claim Domain**
4. It will allow you to either **Permit**, **Permit Temporary** or **Block**, click on the down-arrow to view allowable options
   - ❖ Walkup Registration
   - ❖ Procurement Registration
   - ❖ Sourcing and SLP Registrations
5. Click on **Save**

For more information on **Temporary Accounts – Click Here**



Account Domain Settings

Claim Email Domain

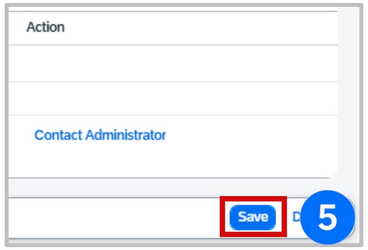
You can control who can register new accounts with emails domains already being used in this account. To do so, just claim an email domain from the list below. Depending on the type of registration, you can specify whether a user:

- 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
abccompany.com	☑ Yes	☐	Permit	Permit	Permit	
unicorninc.com	☑ Yes	☑	Permit	Permit	Permit	
unicornlearning.com	☐ No					Contact Administrator



Account Domain Settings - Notifications

There may be a need to advise that a user is trying to create a new account based on the **Domain Registration**

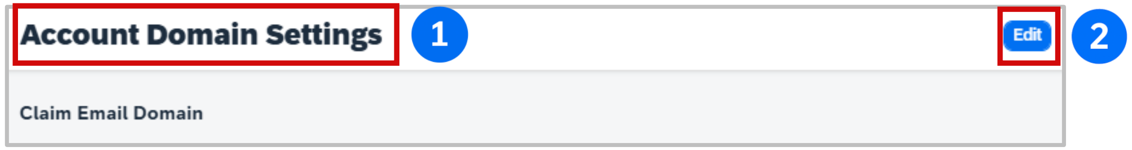
To set up a Domain Registration **Notifications**–

1. Display the **Account Domain Settings** screen. Refer to **[Accessing Manage Account Email Domains]**
2. Click on **Edit**
3. Tick the **Send a notification when a new user registers with the same domain** box
4. Enter the **To Email Address** of the user or users that need to be notified when someone attempts to create a new account using the domain

Note: When the "**Send Notification when……**" box is not ticked, the domain registration is not active.

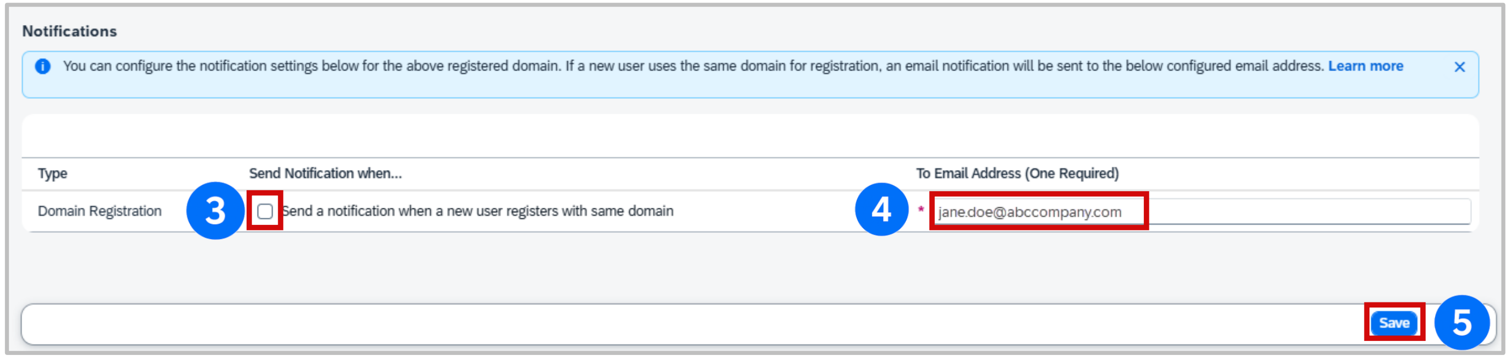
At least one email is required in the "**To email Address**" as it has an asterisk, whether activated or not. To enter more than one email, use a comma, no spaces, dashes or other characters.

5. Click on **Save**
6. If activated, an **email** is sent to the identified email addresses, see example of email template



Account Domain Settings

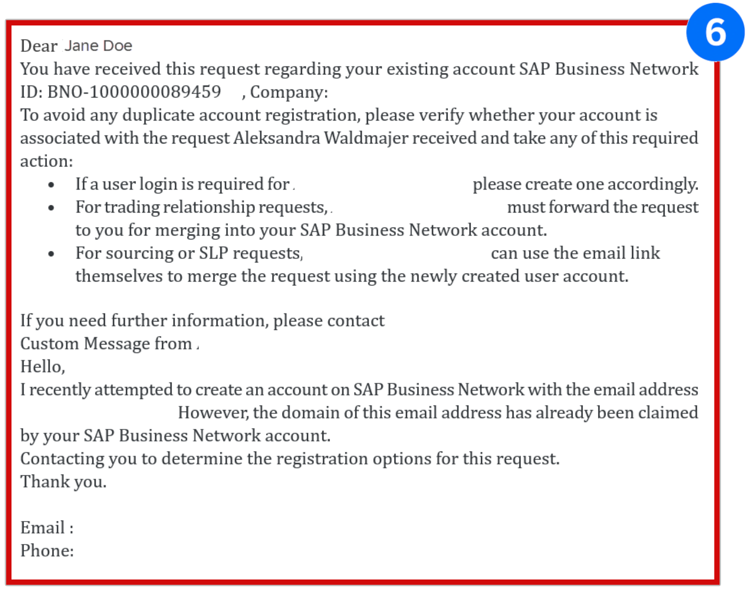
Claim Email Domain



Notifications

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	☐ Send a notification when a new user registers with same domain	* jane.doe@abccompany.com



Dear Jane Doe
You have received this request regarding your existing account SAP Business Network ID: BNO-1000000089459 , Company:
To avoid any duplicate account registration, please verify whether your account is associated with the request Aleksandra Waldmajer received and take any of this required action:

- If a user login is required for . please create one accordingly.
- For trading relationship requests, . must forward the request to you for merging into your SAP Business Network account.
- For sourcing or SLP requests, can use the email link themselves to merge the request using the newly created user account.

If you need further information, please contact
Custom Message from .
Hello,
I recently attempted to create an account on SAP Business Network with the email address However, the domain of this email address has already been claimed by your SAP Business Network account.
Contacting you to determine the registration options for this request.
Thank you.

Email :
Phone:

Settings – Account Administration

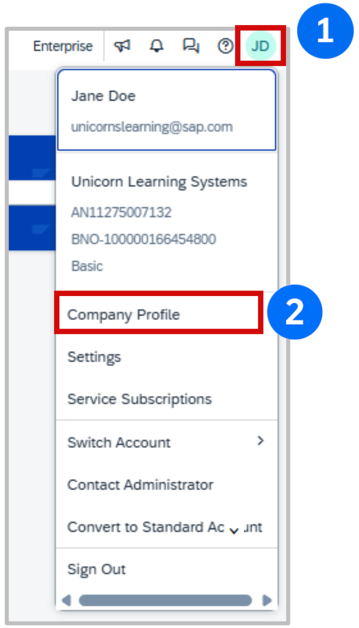
Connected Accounts

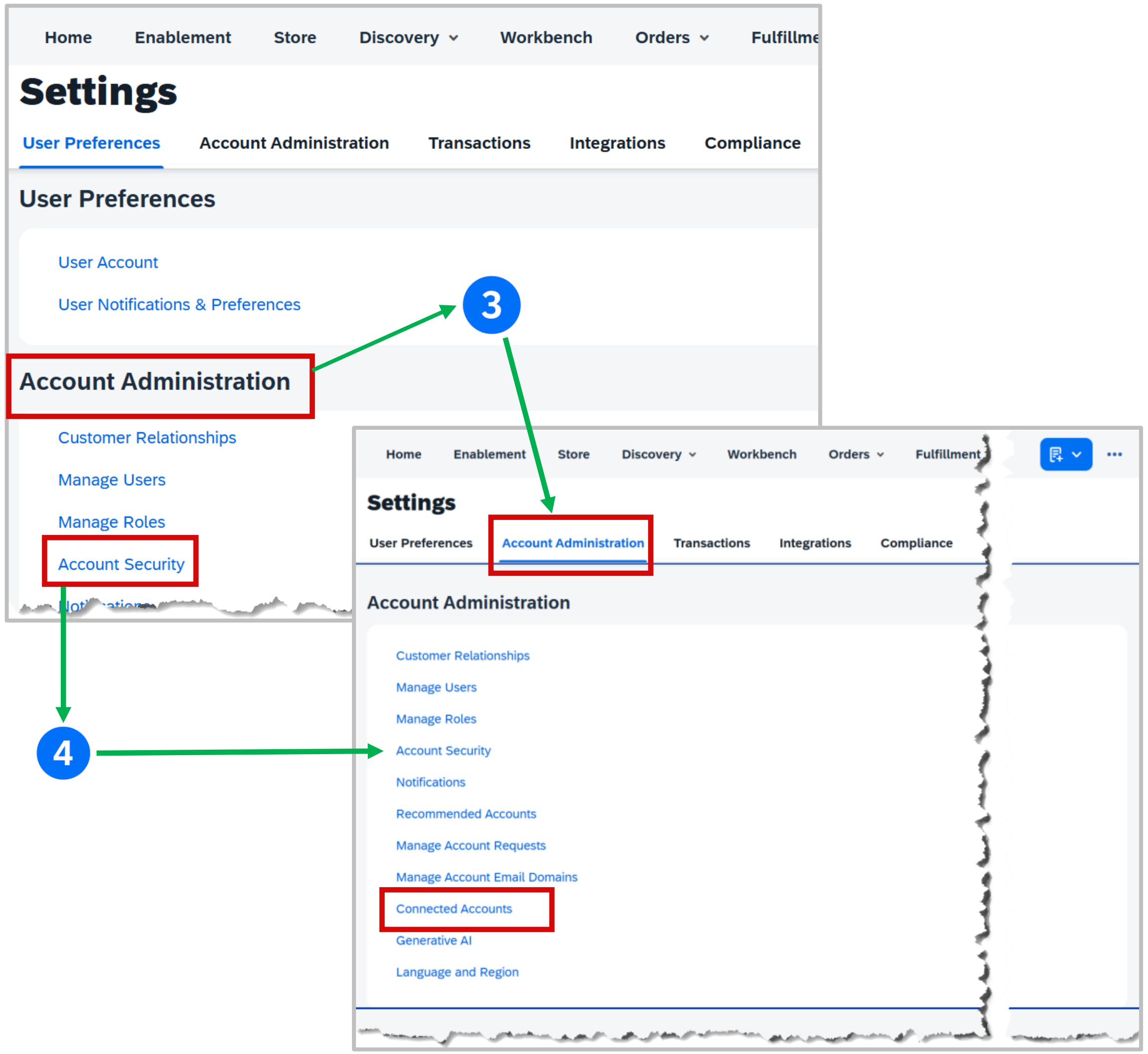
Accessing Connected Accounts

Suppliers with the applicable permissions can access Customer Relationships. All Buyers that you are connected to or have sent a relationship request to are accessed here.

To access **Connected Accounts**

1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Either scroll to locate **Account Administration** or click on the **Account Administration t**ab (you will know it is selected as a blue line will encompass the section)
4. Select **Connected Accounts**
5. The **Connected Accounts** screen is displayed





Connected Accounts Actions

Connected accounts allow users to log in via Single Sign-On (SSO). Keep in mind that users will have the same level of access as in the Parent Account.

Connected accounts allow users to jump into other accounts that may have different Buyer Customer Relationships and perform tasks as required.

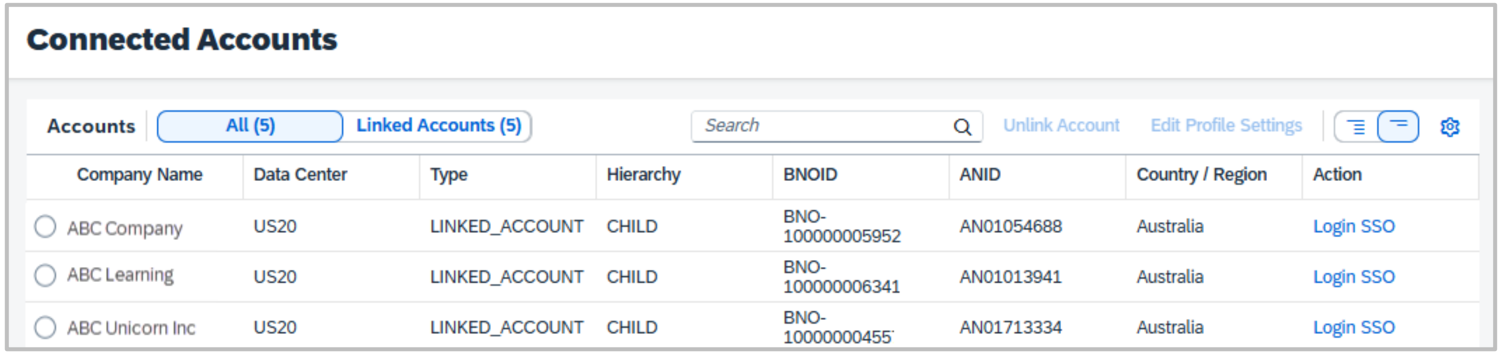
This means that if a user only has Inbox and Outbox access, they will have no other access in the Child Account.

A user will be able to identify if they are in a Child Account by the **Back to parent account** at the top of the screen

To **Unlink Accounts** – select the linked account and click on Unlink Account, read the pop-up and then click on Unlink Account

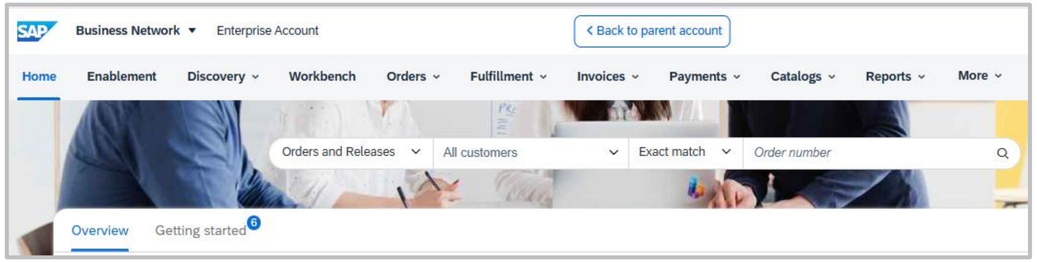
To **Edit Profile Settings -** select the account and click on Edit Profile Settings, read the pop-up and proceed as required

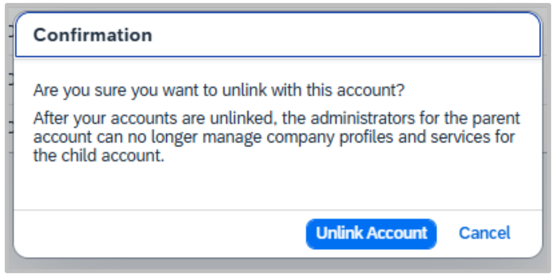
To change the **column/s** displayed – Click on ⚙ and select or deselect the columns available



Connected Accounts

	Company Name	Data Center	Type	Hierarchy	BNOID	ANID	Country / Region	Action
○	ABC Company	US20	LINKED_ACCOUNT	CHILD	BNO-100000005952	AN01054688	Australia	Login SSO
○	ABC Learning	US20	LINKED_ACCOUNT	CHILD	BNO-100000006341	AN01013941	Australia	Login SSO
○	ABC Unicorn Inc	US20	LINKED_ACCOUNT	CHILD	BNO-10000000455	AN01713334	Australia	Login SSO

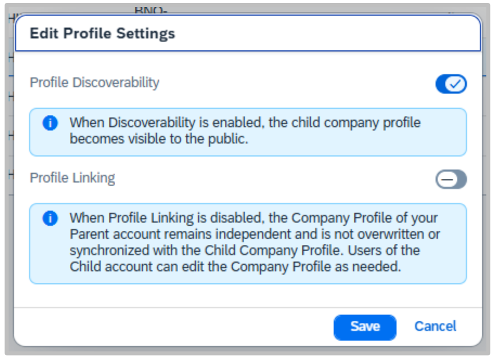




Confirmation

Are you sure you want to unlink with this account?

After your accounts are unlinked, the administrators for the parent account can no longer manage company profiles and services for the child account.



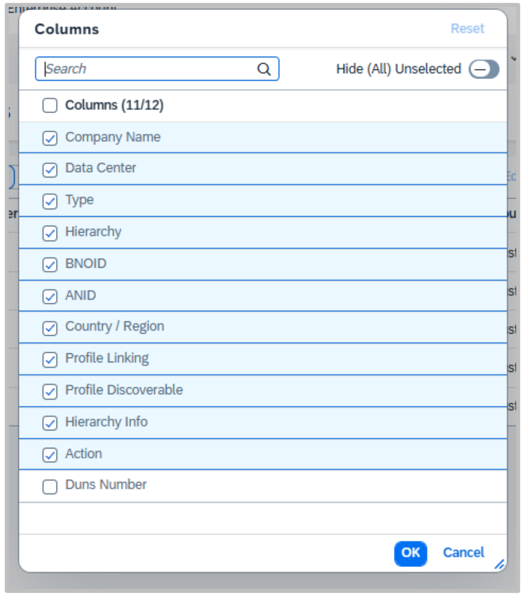
Edit Profile Settings

Profile Discoverability

When Discoverability is enabled, the child company profile becomes visible to the public.

Profile Linking

When Profile Linking is disabled, the Company Profile of your Parent account remains independent and is not overwritten or synchronized with the Child Company Profile. Users of the Child account can edit the Company Profile as needed.



Columns

☐ Columns (11/12)
☑ Company Name
☑ Data Center
☑ Type
☑ Hierarchy
☑ BNOID
☑ ANID
☑ Country / Region
☑ Profile Linking
☑ Profile Discoverable
☑ Hierarchy Info
☑ Action
☐ Duns Number

Settings – Transactions

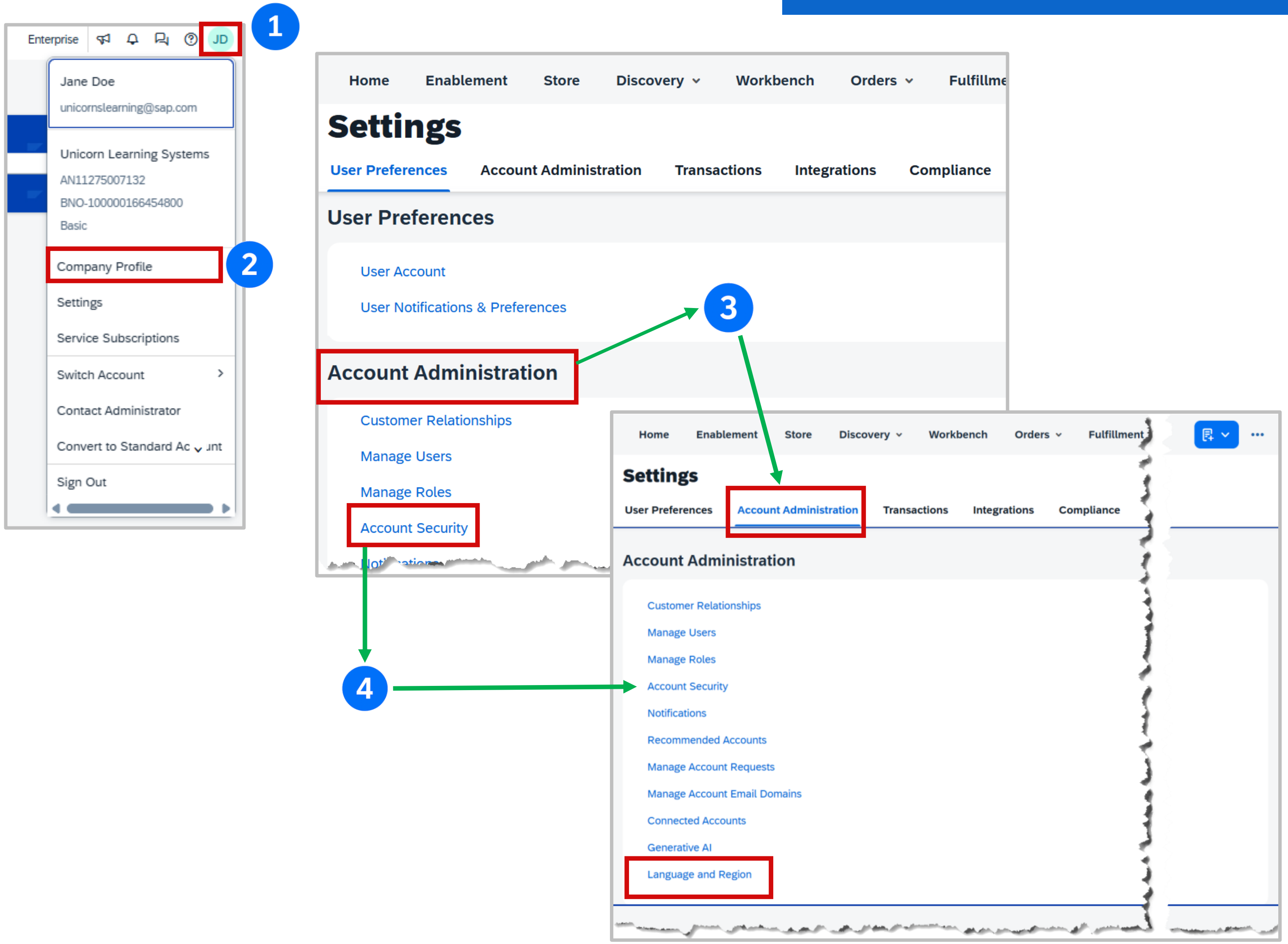
Language and Region

Accessing Language and Region

Suppliers with the applicable permissions can access Customer Relationships. All Buyers that you are connected to or have sent a relationship request to are accessed here.

To access **Language and Region**

1. Sign in to the SBN, click on your **initials**
2. Select **Settings**
3. Either scroll to locate **Account Administration** or click on the **Account Administration** tab (you will know it is selected as a blue line will encompass the section)
4. Select **Language and Region**
5. The **Language and Region** screen is displayed



Language and Region Information

System administrators should be aware that the preferred language –

- Is set at the company level
- Affects system text and notifications
- It can only be managed by the system administrator

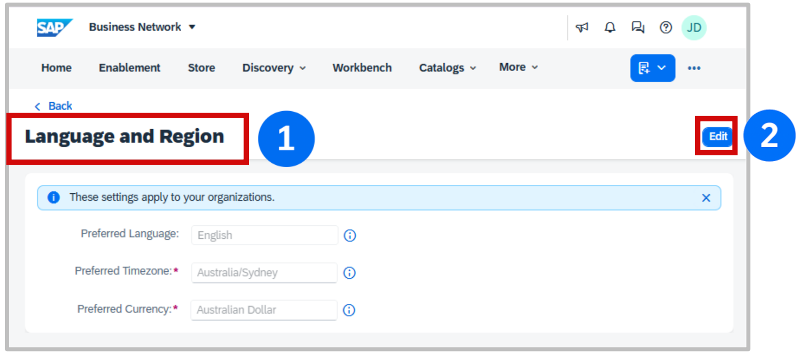
The Data Centre selected affects data residency, not transactional capability

To change the **Language and Region** –

1. Access Manage Roles – Refer to [Accessing Language and Region](). The Language and Region screen is displayed
2. Click on **Edit**
3. Click on **the setting required –**
    - Preferred Language
    - Preferred Timezone
    - Preferred Currency

Note: Click on the ⓘ for information about each option

4. Click on the **corresponding drop-down** list to search and select the required language, time zone or currency

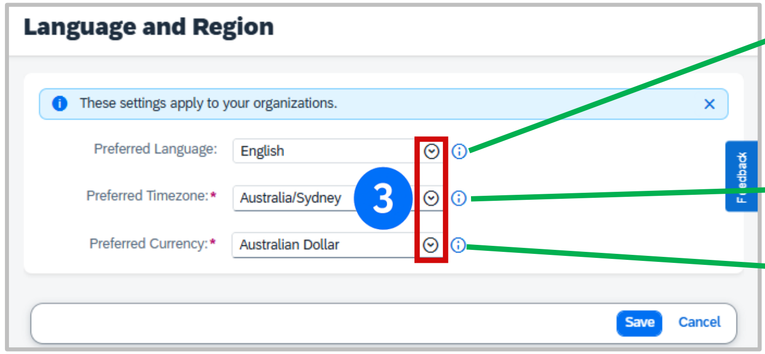


These settings apply to your organizations.

Preferred Language: English

Preferred Timezone:* Australia/Sydney

Preferred Currency:* Australian Dollar



These settings apply to your organizations.

Preferred Language: English

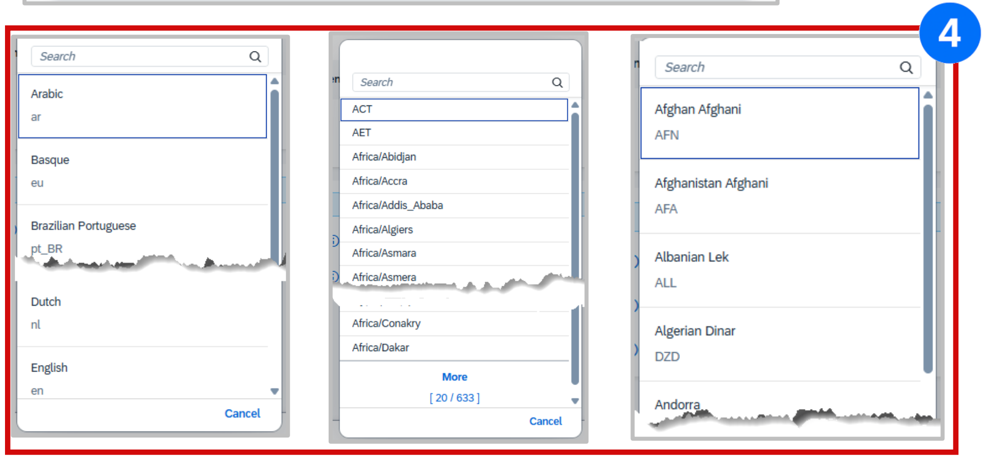
Preferred Timezone:* Australia/Sydney

Preferred Currency:* Australian Dollar

The language used when SAP Business Network sends your configurable notifications. This is different than your web browser's language setting, which controls the user interface and actions you initiate there. If you are the account administrator, then the preferred language setting also controls the section headings and field labels on purchase orders routed through Email or Fax.

The time zone used for dates and times displayed in the account for all account users.

The currency used for monetary values entered and viewed for all account users.



Settings - Transactions - Document Routing

Electronic Order Routing Options- Information

- There are several Electronic Order Routing Options; ensure that you select the correct routing type
- In most instances, the System Administrator’s 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)

Accessing Default Document Routing

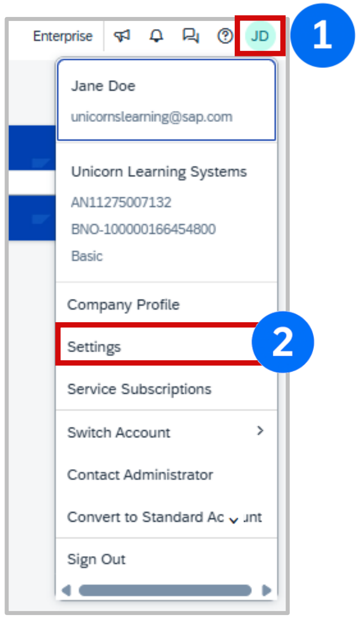
Only the System Administrator will have the routing options on the Home page

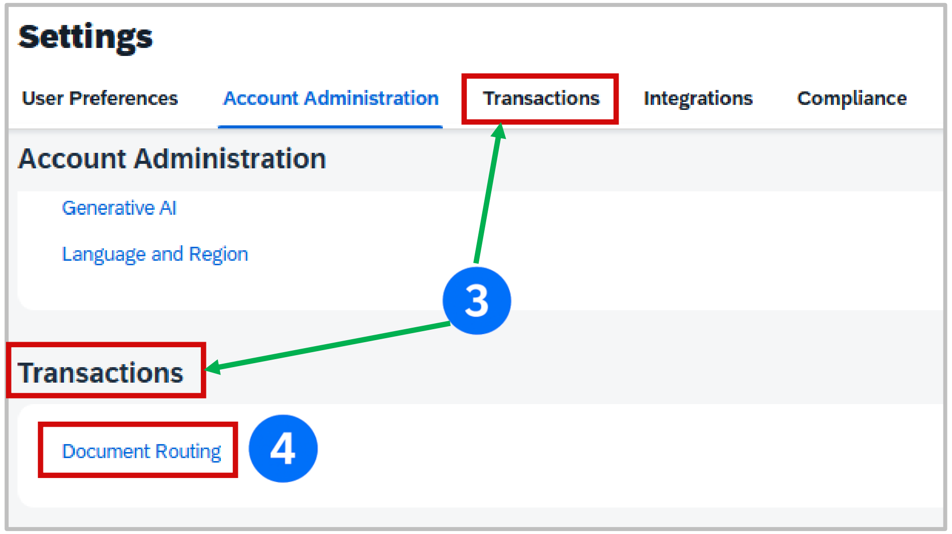
To access **Purchase Order Routing via Settings -**

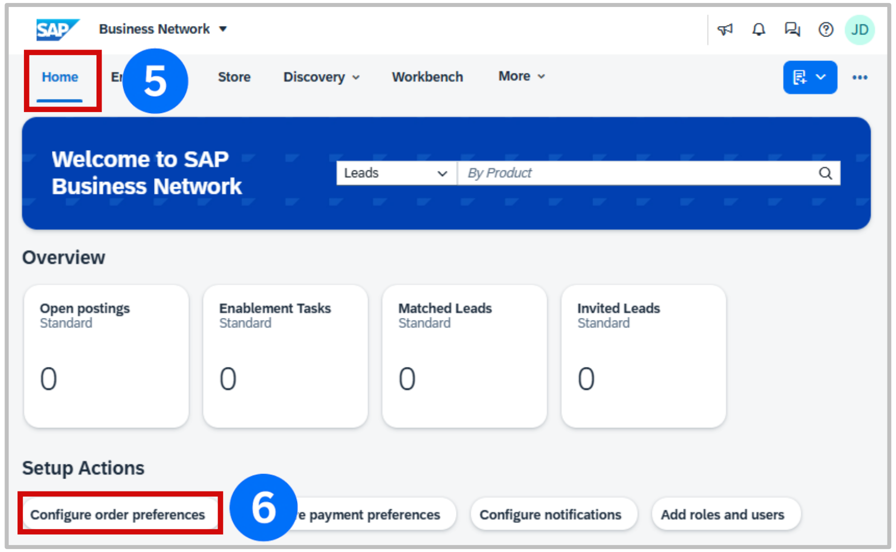
1. Sign in to the SBN, click on your **Initials**
2. Select **Settings**
3. Either scroll down to **Transactions** or click on the **Transactions** tab
4. Select **Document Routing,** and the Default Document Routing screen is displayed

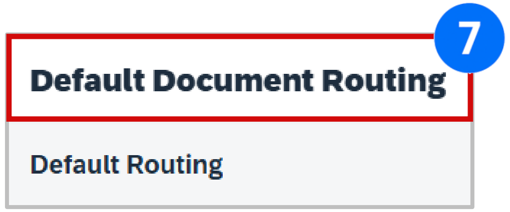
To access **Purchase Order Routing from the Homepage-**

5. While signed in to the SBN from the **Homepage**,
6. Select **Configure order preferences**
7. The **Default Document Routing** screen is displayed









Default Document Routing Screen Overview

Default routing displays the pre-configured routing method settings.

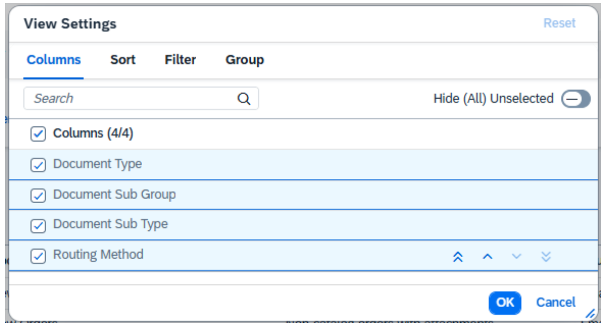
System Administrators and those with the applicable permissions can override routing, allowing suppliers to customise default routing behaviour.

Online means that suppliers are not notified of new documents, but purchase orders are pre-configured to Email with a PDF attachment and the Admin email address

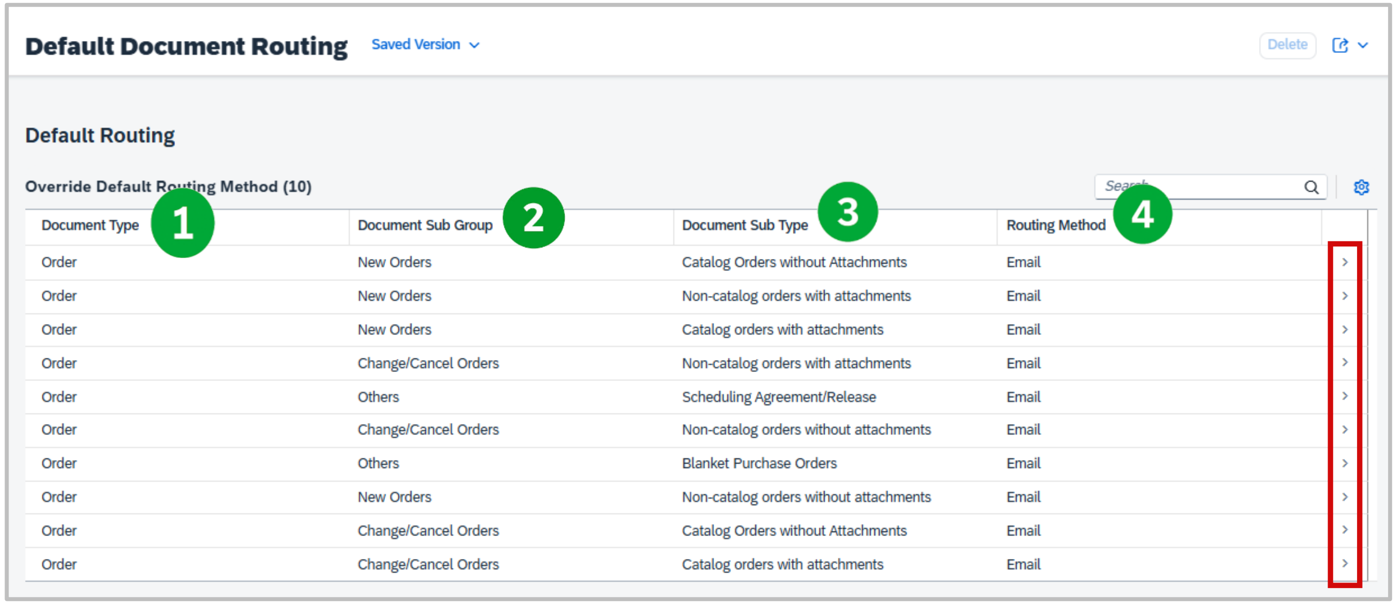
Default document routing provides information on the:

1. Document Type
2. Document Sub-Group
3. Document Sub Type
4. Routing Method
5. Default Routing Method
6. Non- Catalog Order Routing Preferences

Click on ⚙ to view Settings and change the order columns appear in



☑ Columns (4/4)
☑ Document Type
☑ Document Sub Group
☑ Document Sub Type
☑ Routing Method

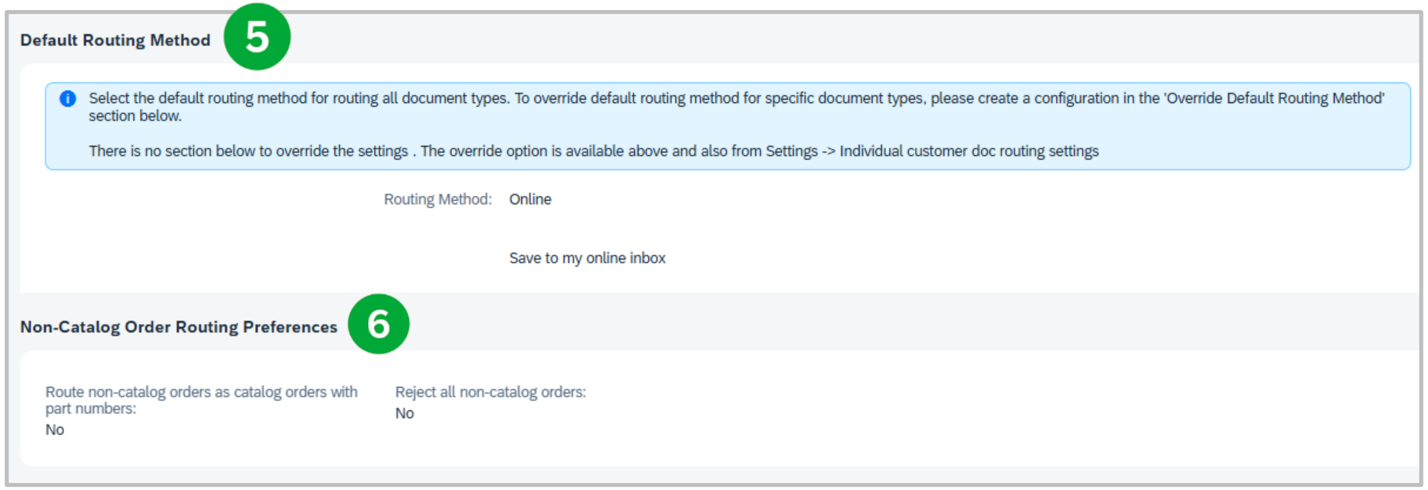


Default Document Routing

Default Routing

Override Default Routing Method (10)

Document Type	Document Sub Group	Document Sub Type	Routing Method
Order	New Orders	Catalog Orders without Attachments	Email
Order	New Orders	Non-catalog orders with attachments	Email
Order	New Orders	Catalog orders with attachments	Email
Order	Change/Cancel Orders	Non-catalog orders with attachments	Email
Order	Others	Scheduling Agreement/Release	Email
Order	Change/Cancel Orders	Non-catalog orders without attachments	Email
Order	Others	Blanket Purchase Orders	Email
Order	New Orders	Non-catalog orders without attachments	Email
Order	Change/Cancel Orders	Catalog Orders without Attachments	Email
Order	Change/Cancel Orders	Catalog orders with attachments	Email



Default Routing Method

Select the default routing method for routing all document types. To override default routing method for specific document types, please create a configuration in the 'Override Default Routing Method' section below.

There is no section below to override the settings . The override option is available above and also from Settings -> Individual customer doc routing settings

Routing Method: Online

Save to my online inbox

Non-Catalog Order Routing Preferences

Route non-catalog orders as catalog orders with part numbers: No

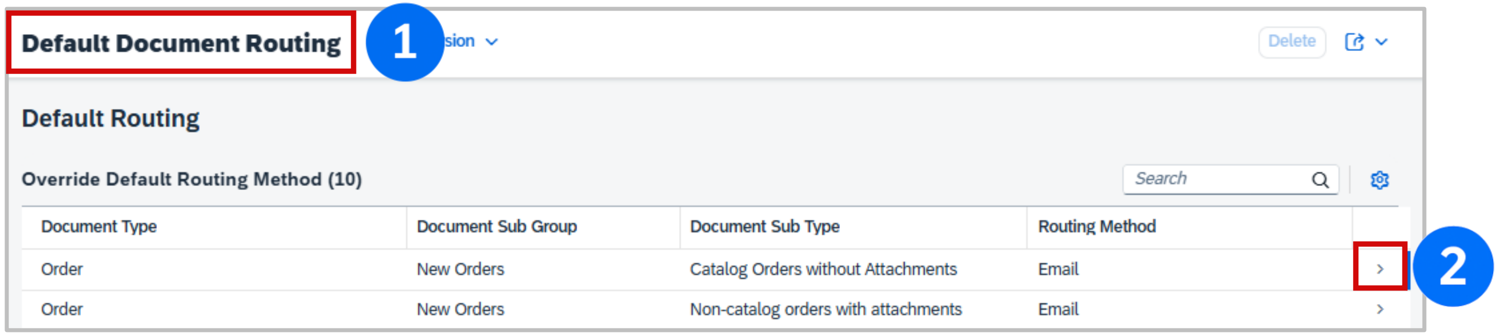
Reject all non-catalog orders: No

Reviewing Default Routing

Suppliers choose where the SAP Business Network (SBN) account and supplier profile will be hosted.

To update routing -

1. Sign in to the SBN and display the Default Document Routing screen – Refer to [Accessing Default Document Routing]
2. Scroll to display the list of documents and their **Default Routing**, click on the **>** at the end of the row you require
3. The **Document Routing Configuration** screen is displayed. Changing the routing cannot be performed while reviewing the default routing
4. Click on **Default Document Routing** to return to the Default Routing screen

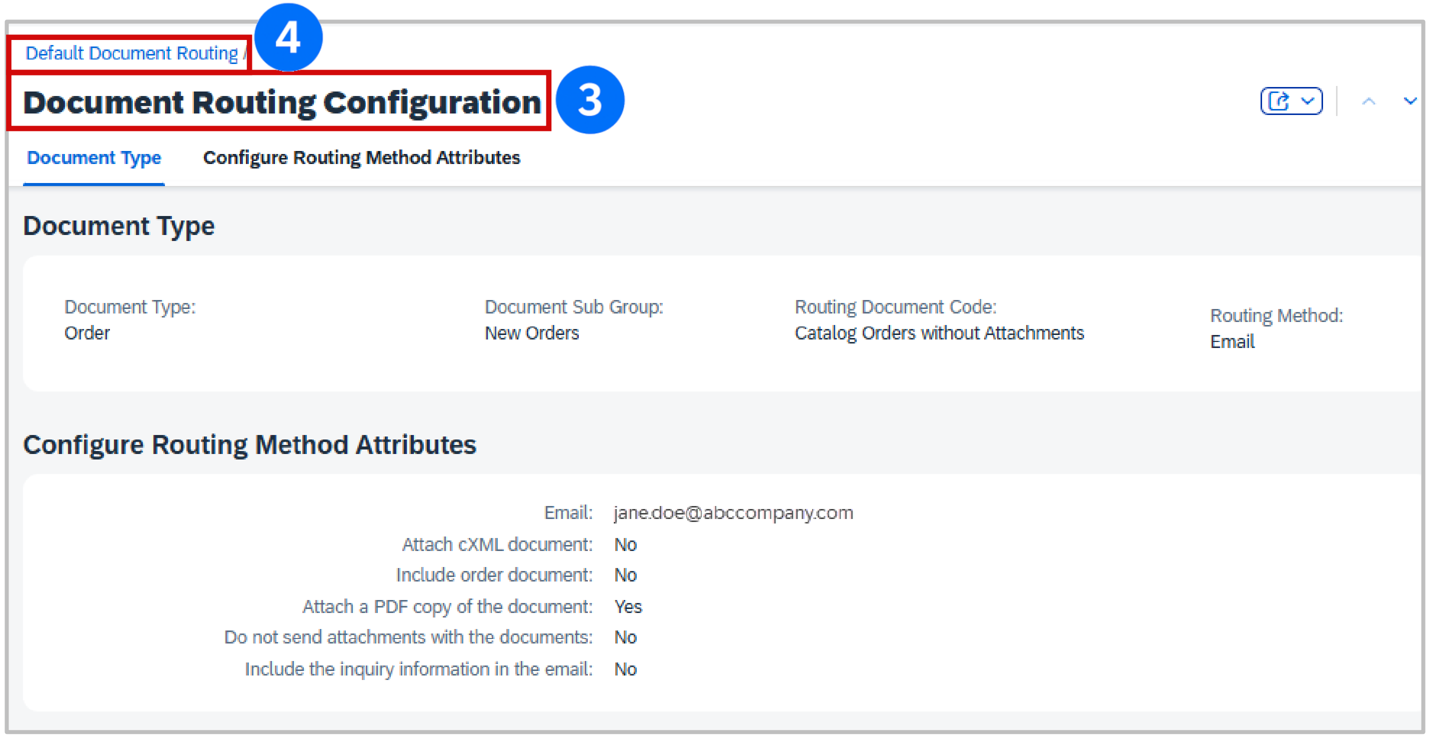


Default Document Routing

Default Routing

Override Default Routing Method (10)

Document Type	Document Sub Group	Document Sub Type	Routing Method	
Order	New Orders	Catalog Orders without Attachments	Email	>
Order	New Orders	Non-catalog orders with attachments	Email	>



Default Document Routing /

Document Routing Configuration

Document Type

Document Type: Order

Document Sub Group: New Orders

Routing Document Code: Catalog Orders without Attachments

Routing Method: Email

Configure Routing Method Attributes

Email: jane.doe@abccompany.com

Attach cXML document: No

Include order document: No

Attach a PDF copy of the document: Yes

Do not send attachments with the documents: No

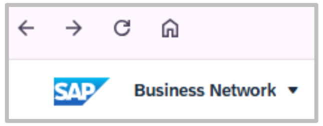
Include the inquiry information in the email: No

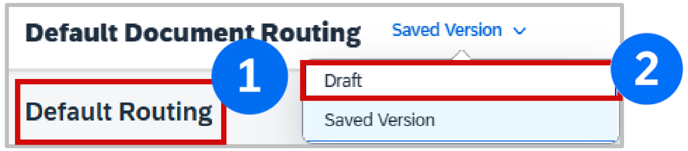
Purchase Orders – Edit Routing

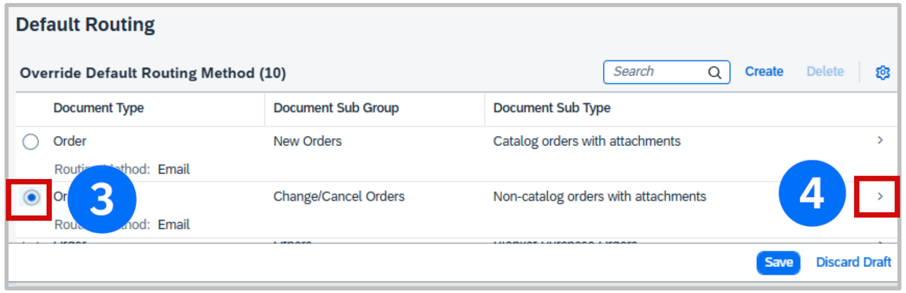
The System Administrator can update or edit the Purchase Order document routing. Order routing is set for the business, not by the user. Enterprise accounts may have more options than a Standard Account

To override **Purchase Order (PO) routing** –

1. Sign into the SBN and access Default Document Routing – Refer to [Accessing Default Document Routing]()
2. Select **Draft** from the drop-down
3. Select the **Document Type** / **Document Sub Type**
4. Click on the **>** at the end of the selected type row, the **Document Routing Configuration** screen is displayed
5. Update the required fields, for example –
    - Routing Method
    - Email address/es
    - And document behaviour
6. Click on **Apply, and** the screen reverts back to **Default Document Routing**
7. Click on **Save,** the **Default Document Routing** remains in an Edit status, repeat steps 3 to 7 until completed, then click on the screen back button or other SBN option required

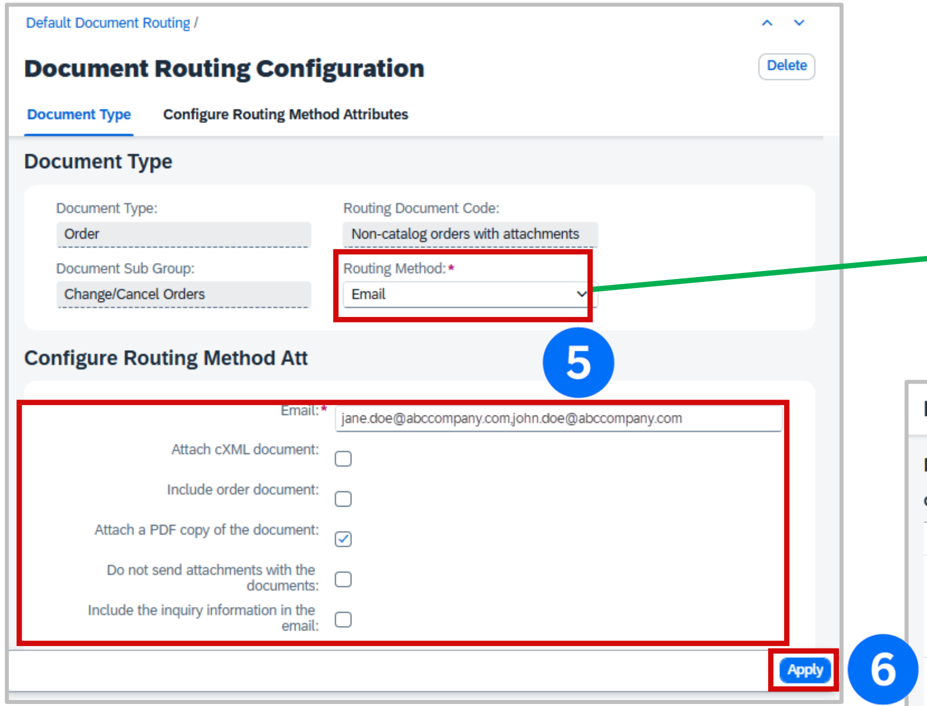





Default Routing

Override Default Routing Method (10)

	Document Type	Document Sub Group	Document Sub Type
○	Order Routing Method: Email	New Orders	Catalog orders with attachments
●	Order Routing Method: Email	Change/Cancel Orders	Non-catalog orders with attachments


Default Document Routing /

Document Routing Configuration

Document Type

Document Type: Order

Routing Document Code: Non-catalog orders with attachments

Document Sub Group: Change/Cancel Orders

Routing Method: * Email

Configure Routing Method Att

Email: * jane.doe@abccompany.com,john.doe@abccompany.com

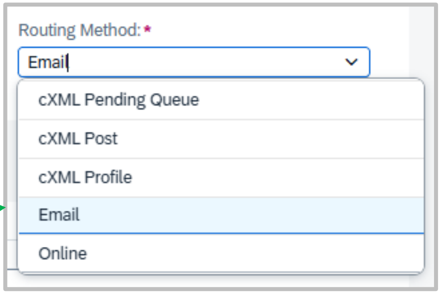
Attach cXML document: ☐

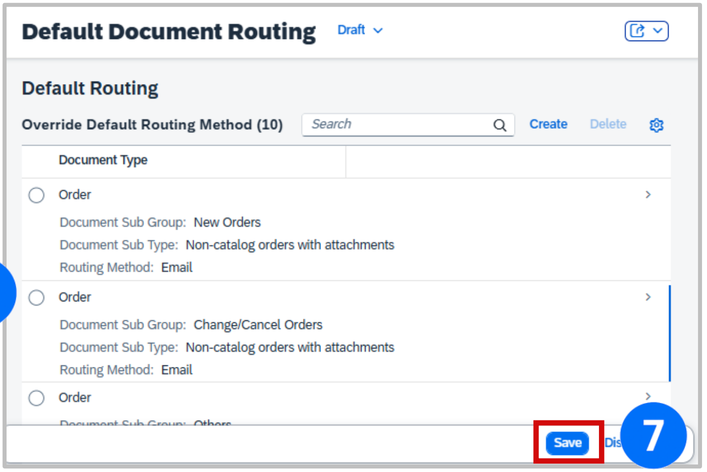
Include order document: ☐

Attach a PDF copy of the document: ☑

Do not send attachments with the documents: ☐

Include the inquiry information in the email: ☐


Routing Method: * Email


Default Document Routing

Default Routing

Override Default Routing Method (10)

	Document Type
○	Order Document Sub Group: New Orders Document Sub Type: Non-catalog orders with attachments Routing Method: Email
○	Order Document Sub Group: Change/Cancel Orders Document Sub Type: Non-catalog orders with attachments Routing Method: Email
○	Order Document Sub Group: Others

Purchase Order Routing – Adding a new Override setting

The System Administrator can update or edit the Purchase Order document routing. Order routing is set for the business, not by the user.

Only document types that have not already been configured will appear in the drop-down menu

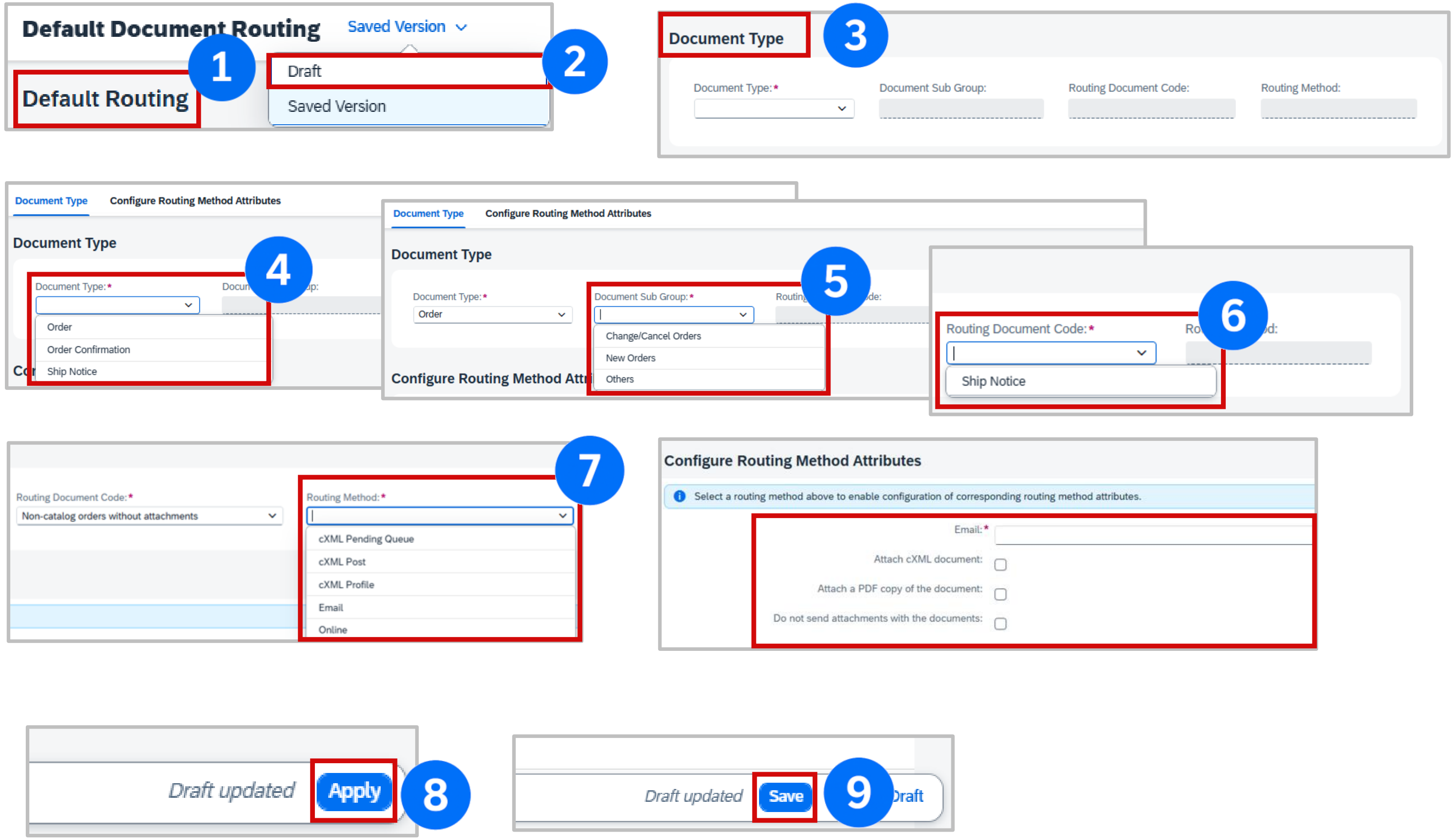
You cannot add other options other than those displayed.

To override **Purchase Order (PO) routing** –

1. Sign into the SBN and access Default Document Routing – Refer to **Accessing Default Document Routing**
2. Select **Draft** from the drop-down
3. Click on **Create**
4. The **Document Type screen** is displayed. click the **Document Type** down arrow

Note: The fields populate from left to right; the field will remain greyed out until a data option in the previous field is selected.

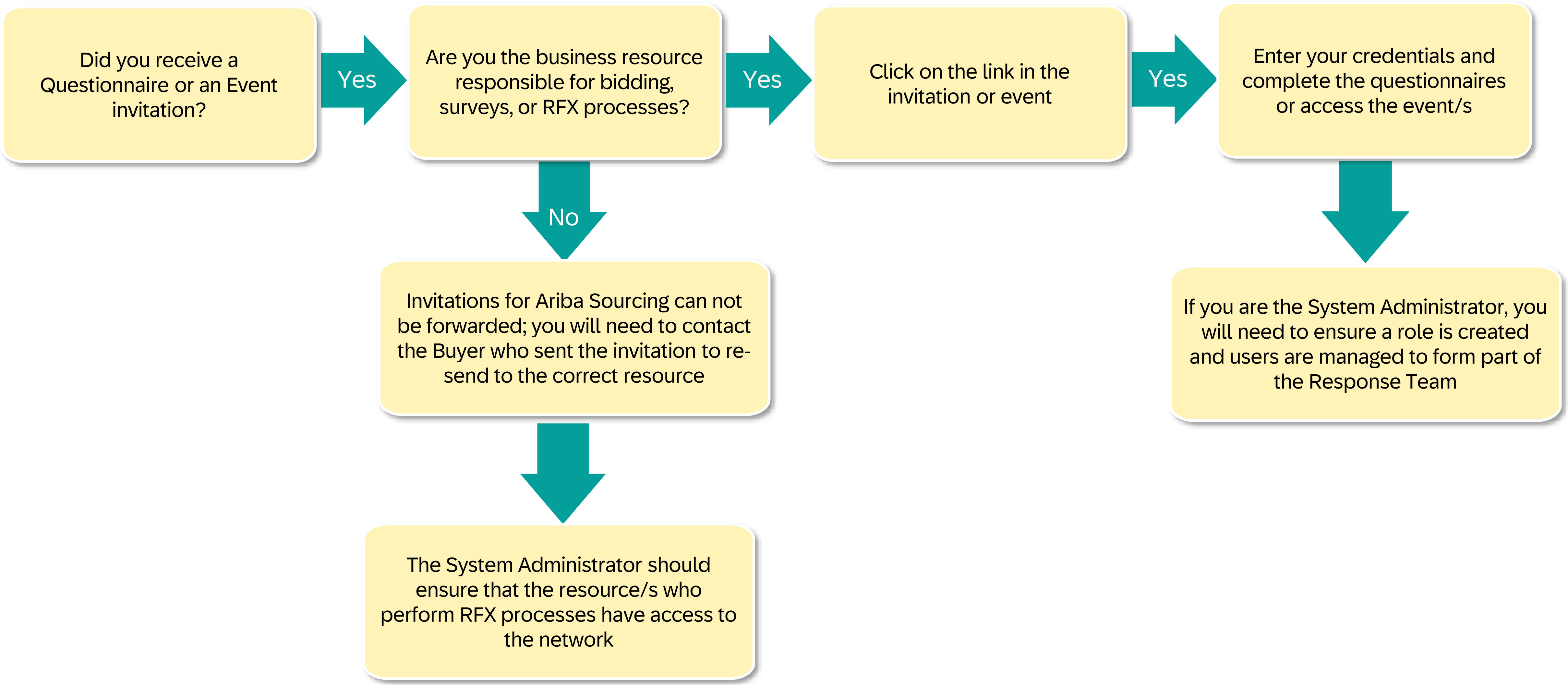
5. Select the **Document Sub Type** from the drop-down
6. Select the **Routing Document Code** from the drop-down
7. Select the **Routing Method** drop-down, If you selected Email complete the Method Attributes
8. Click on **Apply**
9. Repeat if required; otherwise, click on **Save**, and a pop-up message will confirm the routing has been successful



Proposals and Questionnaires

Sourcing

SAP Ariba Proposals & Questionnaires (Sourcing) Flow



Did you receive a Questionnaire or an Event invitation?

Are you the business resource responsible for bidding, surveys, or RFX processes?

Click on the link in the invitation or event

Enter your credentials and complete the questionnaires or access the event/s

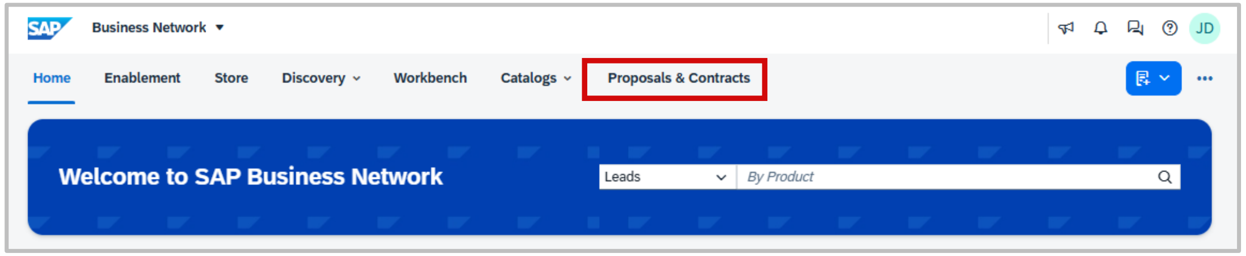
If you are the System Administrator, you will need to ensure a role is created and users are managed to form part of the Response Team

Invitations for Ariba Sourcing can not be forwarded; you will need to contact the Buyer who sent the invitation to re-send to the correct resource

The System Administrator should ensure that the resource/s who perform RFX processes have access to the network

Information

- Proposals & Contracts are accessed via a tab on the SBN



- Proposals and Questionnaires are where Suppliers access Events (RFXs, Surveys or Questionnaires) and will appear in Proposals & Contracts
- A Transacting Relationship does not allow access to Proposals and Questionnaires
- A System Administrator does not have access to Proposals and Questionnaires if they are not listed as part of the response team or created the Sourcing account
- 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 Souring 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)

Information cont.

- 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
- 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 and 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 & Contracts (Sourcing) Invitation Flow

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

The Buyer determines whether a supplier must complete questionnaires or simply 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

The buyer has sent an invitation to complete a questionnaire or participate in an event

Complete the questionnaire (if required)

Determine whether you want to participate in the event

Complete requirements for the event (upload the quote)

Submit the event

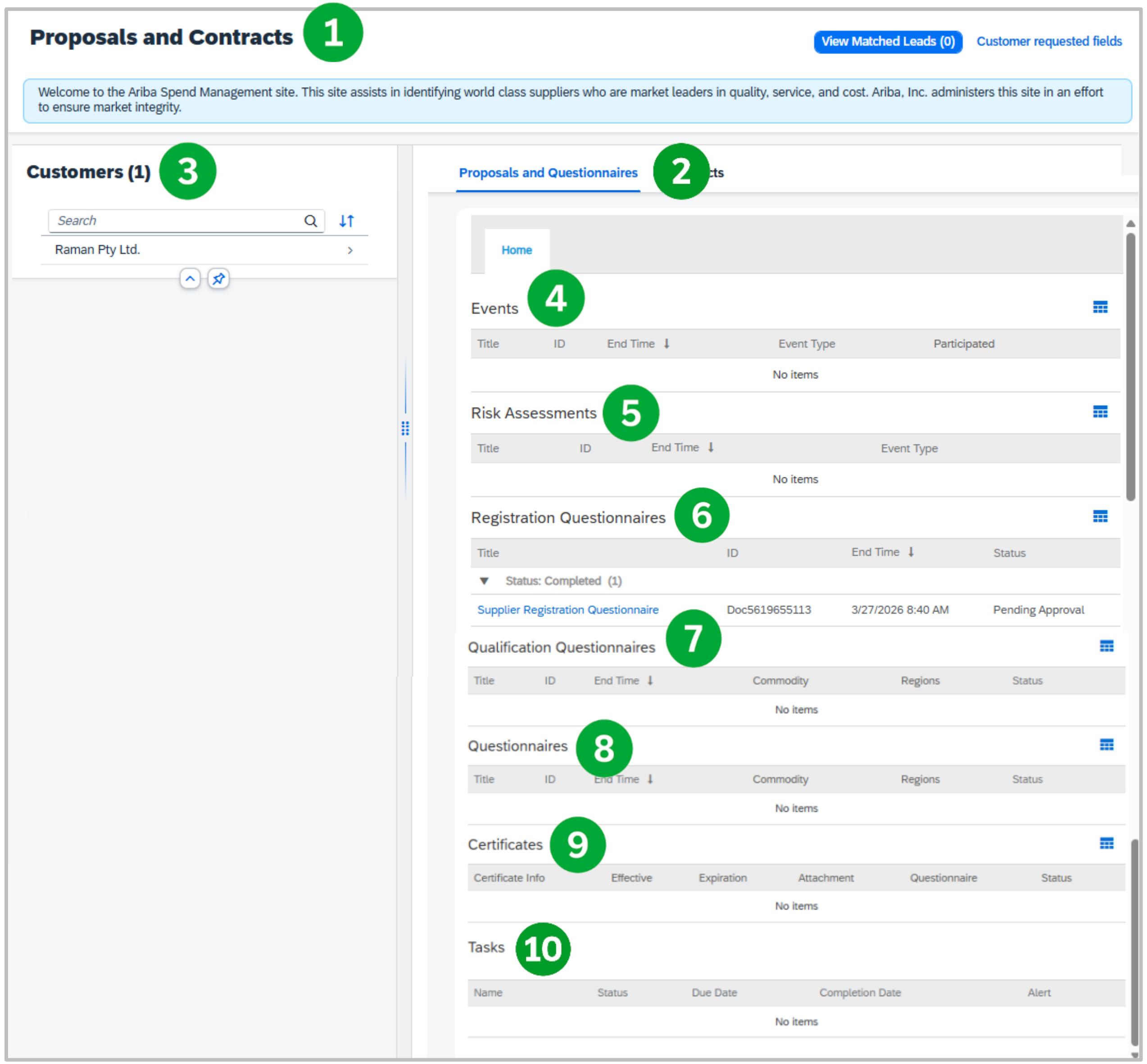
Your Quote has been accepted a Purchase Order will be created and sent to your transacting account

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 & Contracts** screen
2. List of available Sourcing **Customers**
3. **Proposals and Questionnaires** tab
4. **Events** include: Surveys, Auctions, RFIs, RFPs, and RFQs. Some Buyers only send events and do not require suppliers to complete questionnaire/s
5. **Risk Assessments** – some customers require assessments
6. **Registration Questionnaires** – some buyers may use questionnaires to build their master data and need this to be responded to first, prior to any events
7. **Qualification Questionnaires** – usually a secondary questionnaire where further information is required by a buyer
8. **Questionnaires** – this may include responding to industry items such as worker
9. **Certificates** – suppliers may need to upload certificates based on the country they are operating in
10. **Tasks** – these are required by the buyer



Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

Events

Title	ID	End Time ↓	Event Type	Participated
		No items		

Risk Assessments

Title	ID	End Time ↓	Event Type
		No items	

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Completed (1)			
Supplier Registration Questionnaire	Doc5619655113	3/27/2026 8:40 AM	Pending Approval

Qualification Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
			No items		

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
			No items		

Certificates

Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status
			No items		

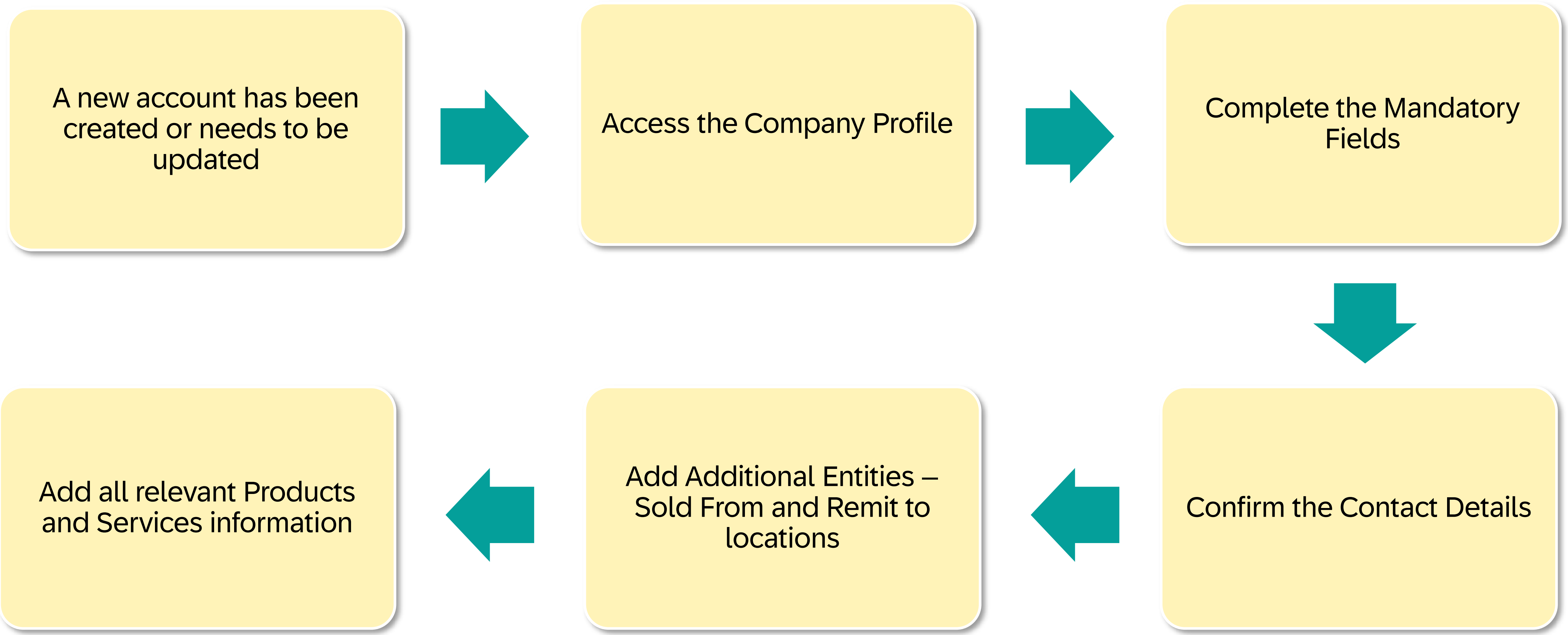
Tasks

Name	Status	Due Date	Completion Date	Alert
			No items	

Company Profile - Increasing your Visibility

Setting up your Company Profile to increase Visibility

- Once you have received your Welcome email, have your credentials and confirmed your email. The System Administrator will need to ensure that the business Transacting Account is set up for success. This includes ensuring that the company profile accessed by potential buyers and trading partners in the SAP on BTP ecosystem is accurate and correct, that notifications for specific account information are sent to the correct user/s.



A new account has been created or needs to be updated

Access the Company Profile

Complete the Mandatory Fields

Confirm the Contact Details

Add Additional Entities – Sold From and Remit to locations

Add all relevant Products and Services information

Company Profile - Information

- All Suppliers must complete the mandatory fields in the SAP Business Network on BTP
- The Company Profile is used by Suppliers to add information about their business
- Buyers search for products and services via the SAP Business Network (SBN) on the Business Technology Platform (BTP)
- Information with an asterisk in Mandatory
- Adding information that is not mandatory but provides more details about your business
- 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

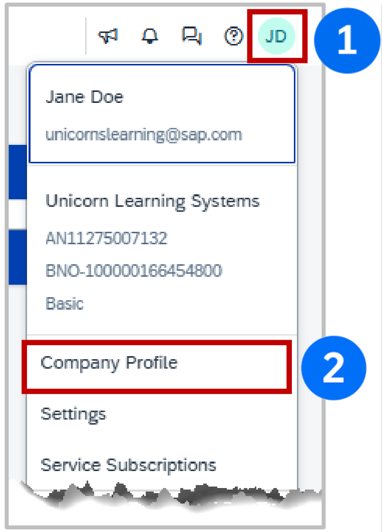
Accessing the Company Profile Screen

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
    - Organisation Structure
    - Additional Entities
    - Business Information
    - Country Configuration
    - Contacts
    - Settings
    - Additional Documents
    - Customer Requested

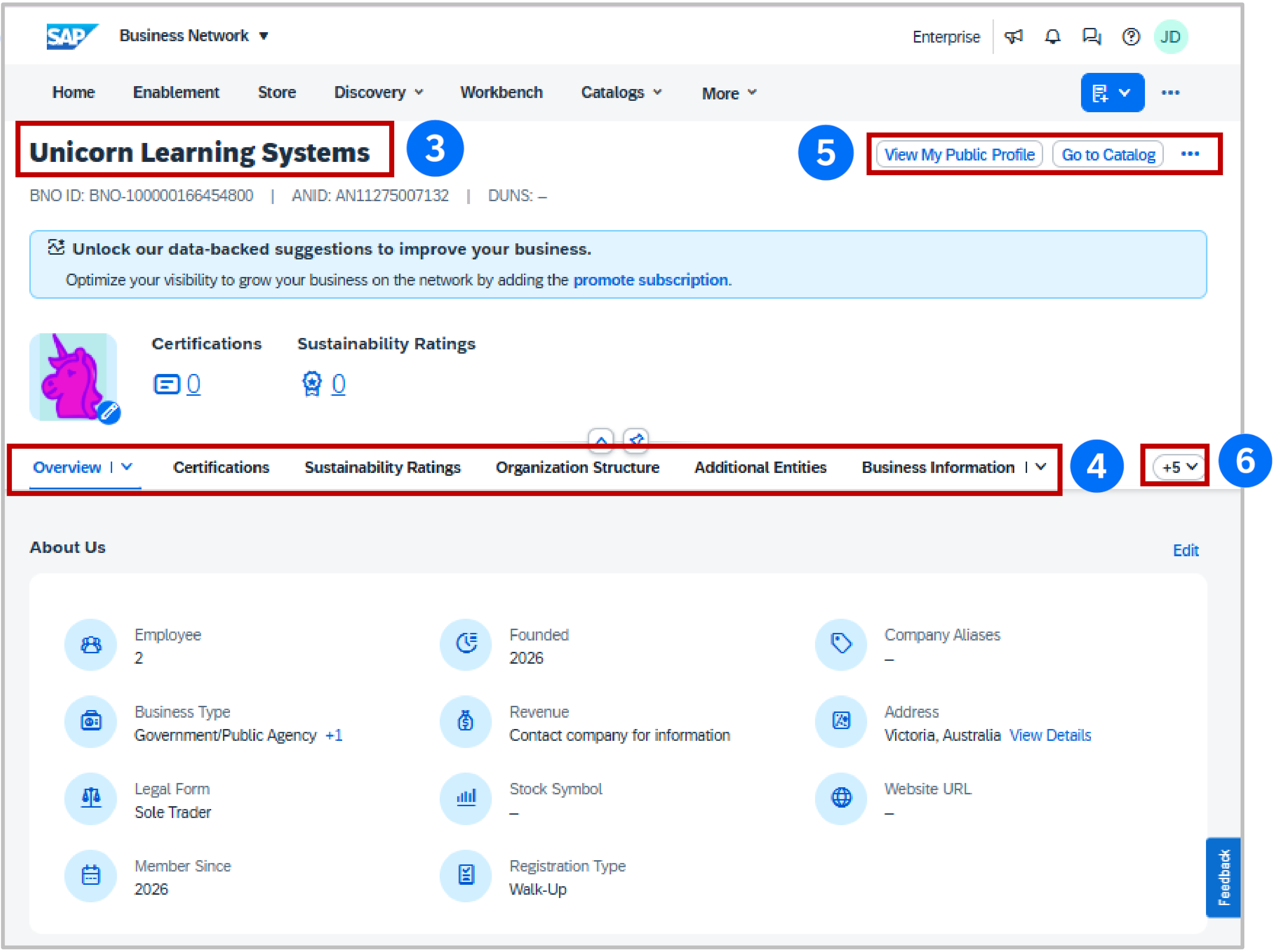
As the System Administrator, the level of information provided is based on your business's needs and the level of exposure you have to potential buyers.

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



Jane Doe
unicornslearning@sap.com

Unicorn Learning Systems
AN11275007132
BNO-100000166454800
Basic



Unicorn Learning Systems

BNO ID: BNO-100000166454800 | ANID: AN11275007132 | DUNS: –

Unlock our data-backed suggestions to improve your business.

Optimize your visibility to grow your business on the network by adding the promote subscription.

Certifications 0

Sustainability Ratings 0

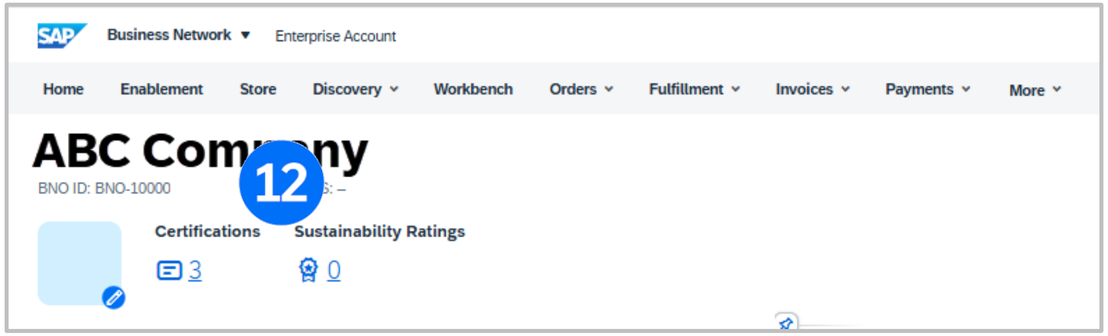
About Us

Employee 2	Founded 2026	Company Aliases –
Business Type Government/Public Agency +1	Revenue Contact company for information	Address Victoria, Australia View Details
Legal Form Sole Trader	Stock Symbol –	Website URL –
Member Since 2026	Registration Type Walk-Up	

Selection Pane information

With the Company Profile Page Displayed:

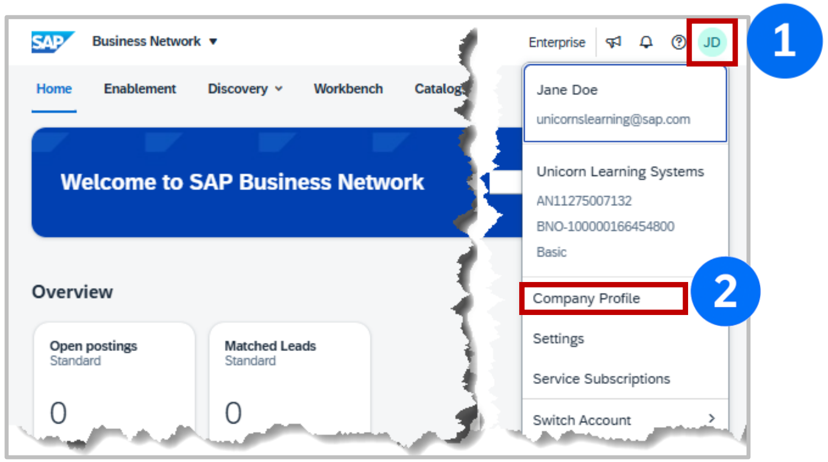
1. **Overview drop-down**
    - ❖ About Us
    - ❖ Products and Services
    - ❖ Company Showcase
    - ❖ Assessments
    - ❖ Company Keywords
    - ❖ Social Media
2. **Certifications**
3. **Sustainability Ratings**
4. **Organisation Structure**
5. **Additional Entities**
6. **Country Configuration**
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



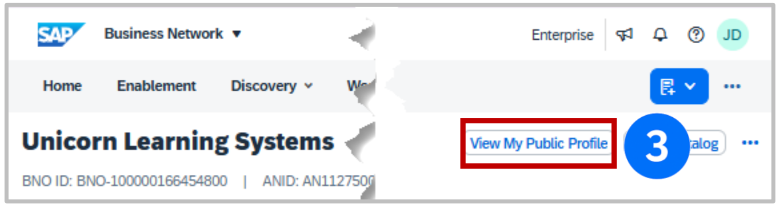
View my Public Profile and . . . Selections

Sign in to the SAP Business Network:

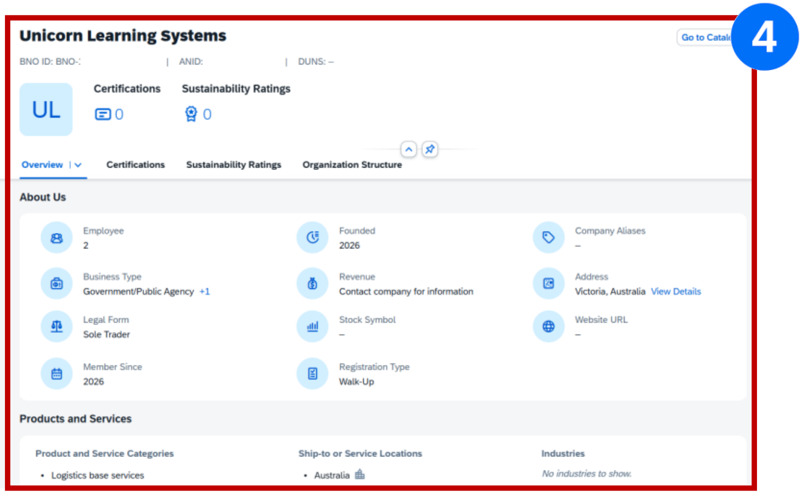
1. Click on the initials on the top right of the screen
2. Select Company Profile
3. Click on **View my Public Profile**
4. The information shown is what potential buyers see when searching for an existing supplier or a potential supplier
5. To close the Public Profile screen, close the **tab** at the top of your screen. The Overview screen will again be displayed
6. To open the **. . .** options click on **. . .**
7. There are 3 options:
    - ❖ **SAP Business Network Badges** – if you select SAP Business Network Badges, you will need to read the terms of Use 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



Jane Doe
unicornslearning@sap.com
Unicorn Learning Systems
AN11275007132
BNO-100000166454800
Basic



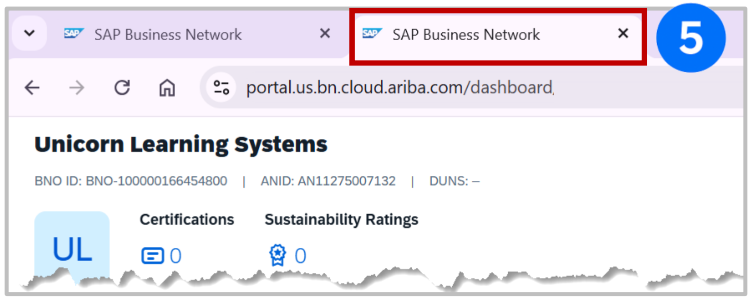
Unicorn Learning Systems
BNO ID: BNO-100000166454800 | ANID: AN1127500



Unicorn Learning Systems
BNO ID: BNO-: | ANID: | DUNS: –
Certifications 0
Sustainability Ratings 0
Employee 2
Founded 2026
Company Aliases –
Business Type Government/Public Agency +1
Revenue Contact company for information
Address Victoria, Australia View Details
Legal Form Sole Trader
Stock Symbol –
Website URL –
Member Since 2026
Registration Type Walk-Up
Product and Service Categories
- Logistics base services

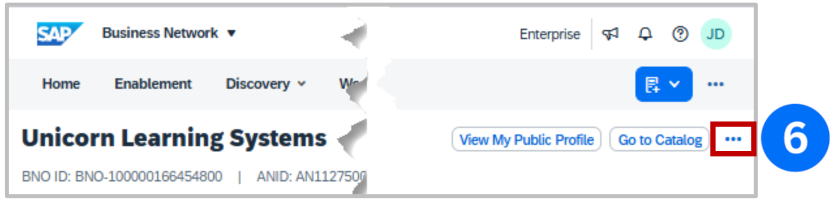
Ship-to or Service Locations
- Australia

Industries
No industries to show.

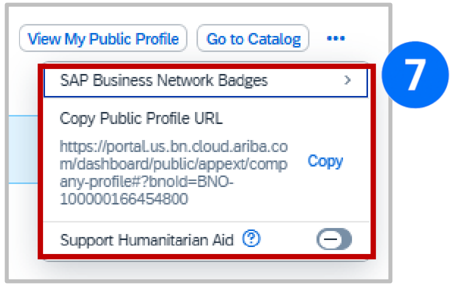


portal.us.bn.cloud.ariba.com/dashboard

Unicorn Learning Systems
BNO ID: BNO-100000166454800 | ANID: AN11275007132 | DUNS: –
Certifications 0
Sustainability Ratings 0



Unicorn Learning Systems
BNO ID: BNO-100000166454800 | ANID: AN1127500



https://portal.us.bn.cloud.ariba.com/dashboard/public/appext/company-profile#?bnoId=BNO-100000166454800

Settings Drop-Down – Profile Visibility

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

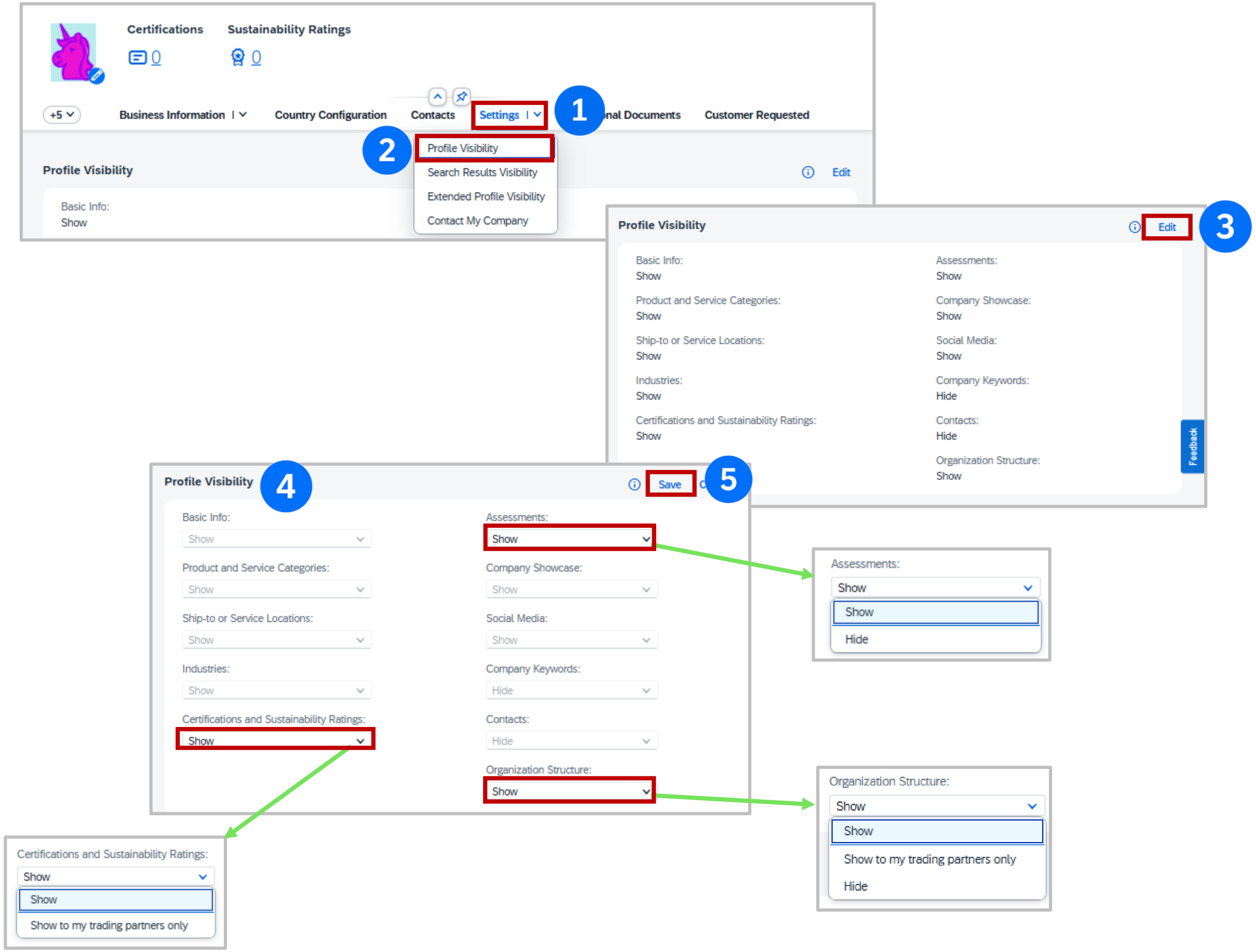
Please be aware that by default the business profile information is available to other users on the SAP Business Network. Manage your profile visibility settings to choose which information you want to share and who can search for and contact you.

1. With the Company Profile displayed, 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 and select it. The selection will appear in the field
5. Click on **Save**



Profile Visibility

Basic Info: Show

Product and Service Categories: Show

Ship-to or Service Locations: Show

Industries: Show

Certifications and Sustainability Ratings: Show

Assessments: Show

Company Showcase: Show

Social Media: Show

Company Keywords: Hide

Contacts: Hide

Organization Structure: Show

Assessments: Show
- Show
- Hide

Organization Structure: Show
- Show
- Show to my trading partners only
- Hide

Certifications and Sustainability Ratings: Show
- Show
- Show to my trading partners only

Update Logo

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

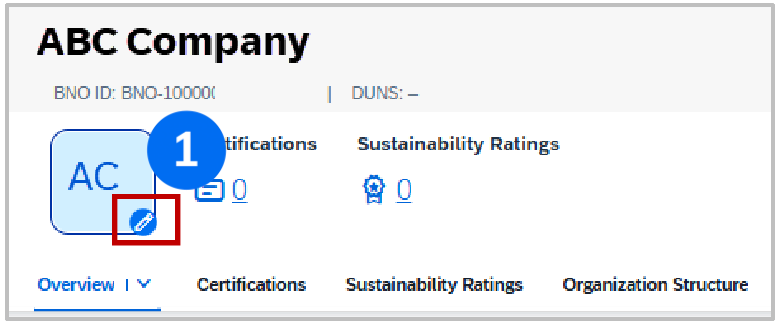
Logos must be less than 200KB

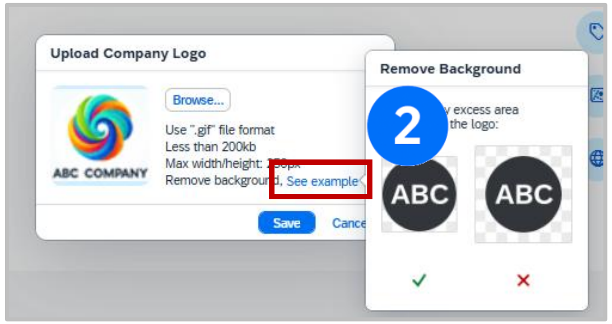
4. Click on **Save**

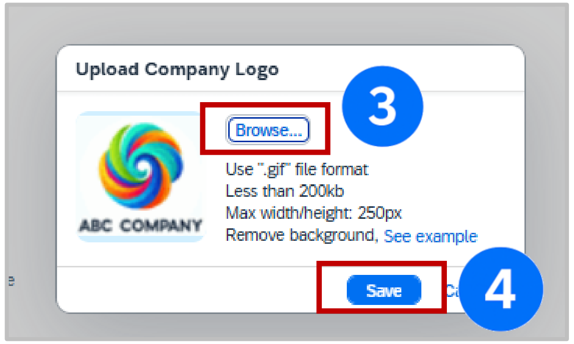
5. The Screen Returns to the Company Profile, and the logo will be displayed

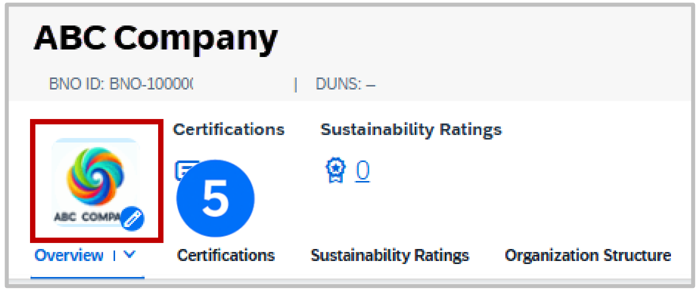
REMEMBER:

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









Settings Drop-Down – Search Results/ Extended Profile Visibility and Contact My Company

Selections that are grey-out cannot be changed.

The supplier can determine from the setting drop-down:

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

Suppliers can either scroll down to Search Results Visibility or select it from the Settings drop-down menu

1. Click on Settings and select Search Results Visibility, Extended Profile Visibility or Contact My Company
2. (or scroll to the required section)
3. Review and to edit, click on **Edit**

For Search Results Visibility

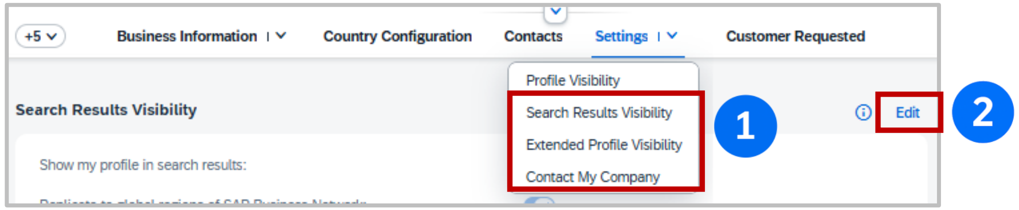
3. Toggle from a tick to a dash to ⊖ disable
4. Click on **Save**

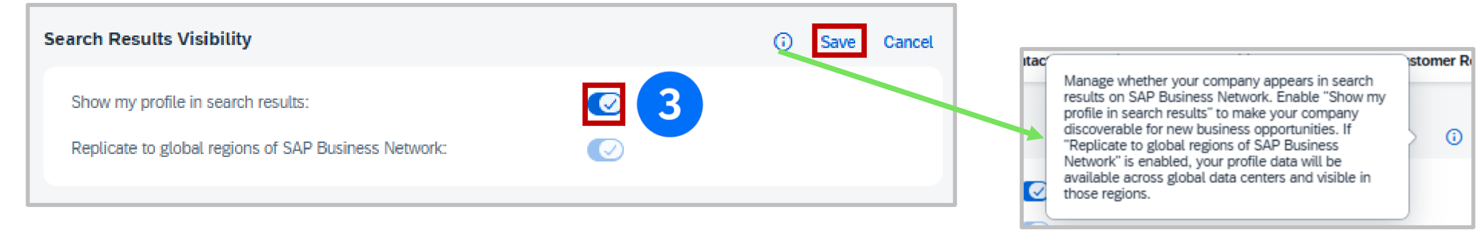
For Extended Profile Visibility

5. Only one selection can be made. Review and select the required level of visibility
6. Click on **Save**

For Contact My Company

7. Use the toggle to enable ✓ or disable ⊖ the options
8. Click on **Save**

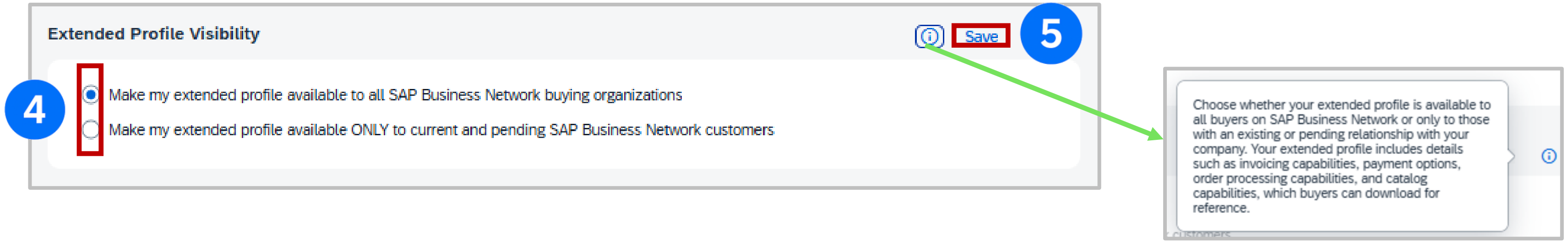




Show my profile in search results: ✓

Replicate to global regions of SAP Business Network: ✓

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.



● Make my extended profile available to all SAP Business Network buying organizations

○ Make my extended profile available ONLY to current and pending SAP Business Network customers

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.

Do not allow buyers to contact my company using the Trading Partner Search ✓

Allow other suppliers to contact my account administrator: ✓

Manage how buyers and suppliers can reach out to 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.

Completing Mandatory Company Profile Fields

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

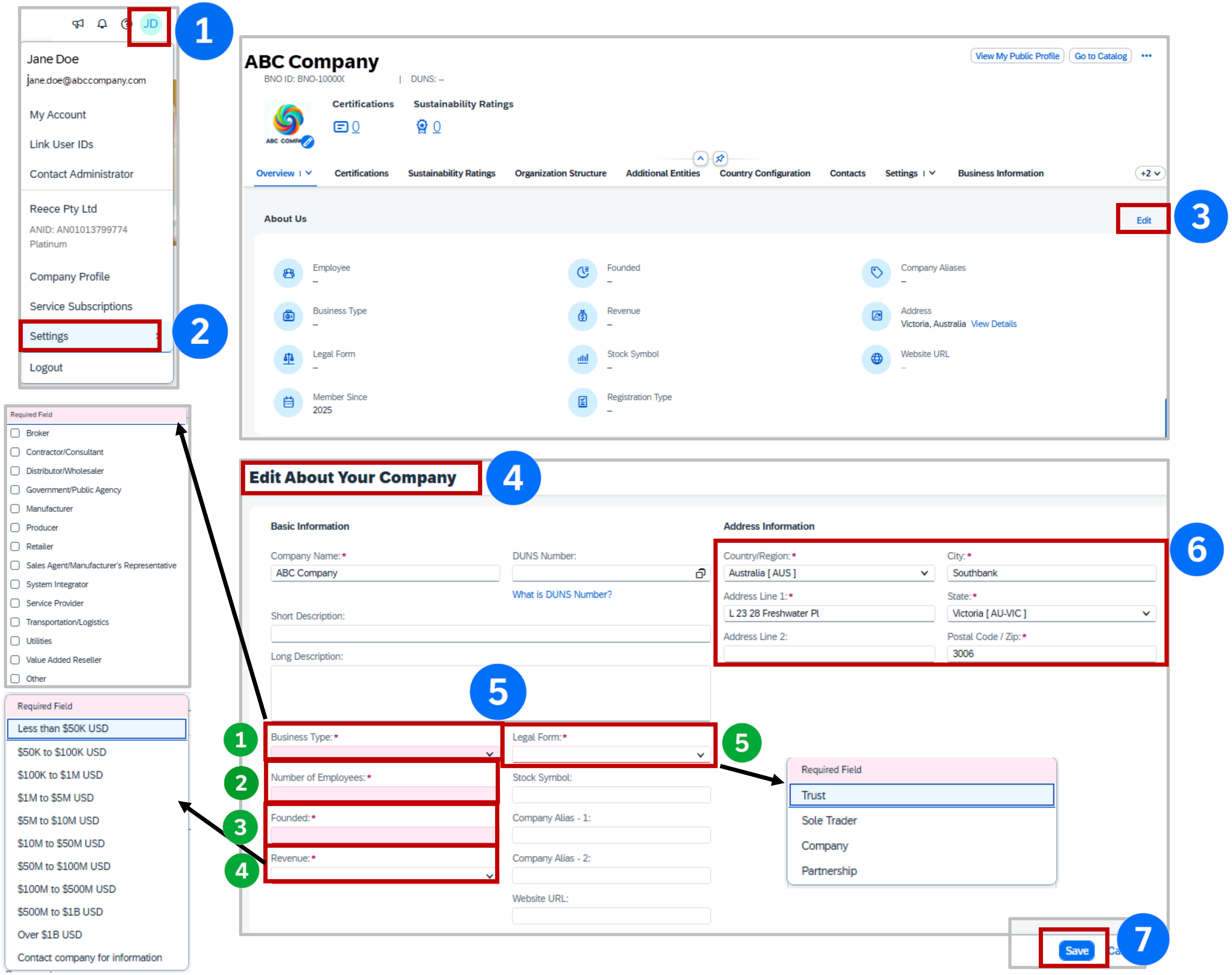
All fields highlighted with an asterisk indicate it is a mandatory field

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**



Employee –
Founded –
Company Aliases –
Business Type –
Revenue –
Address Victoria, Australia
Legal Form –
Stock Symbol –
Website URL –
Member Since 2025
Registration Type –

Company Name: ABC Company
Country/Region: Australia [AUS]
City: Southbank
Address Line 1: L 23 28 Freshwater Pl
State: Victoria [AU-VIC]
Postal Code / Zip: 3006

Company Profile – Overview Drop-down – Products and Services

To add or edit your Company Information, access and display the **Company Profile.** Refer to [Accessing the Company Profile Screen]

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**

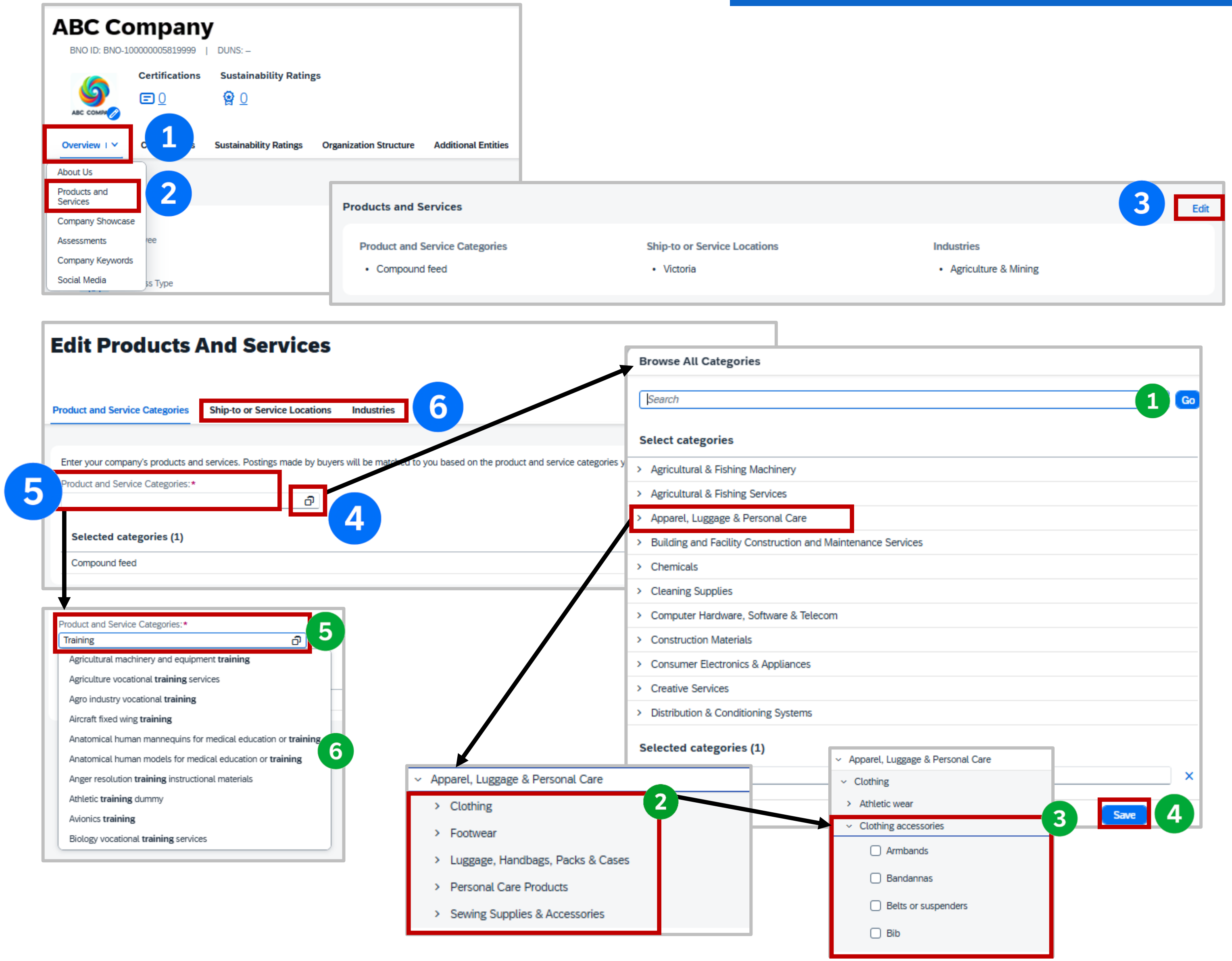
There are 3 tabs:

- 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 Go or 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
   5. Enter the product or services your business performs
   6. 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]



Company Profile – Ship-to or Service Locations

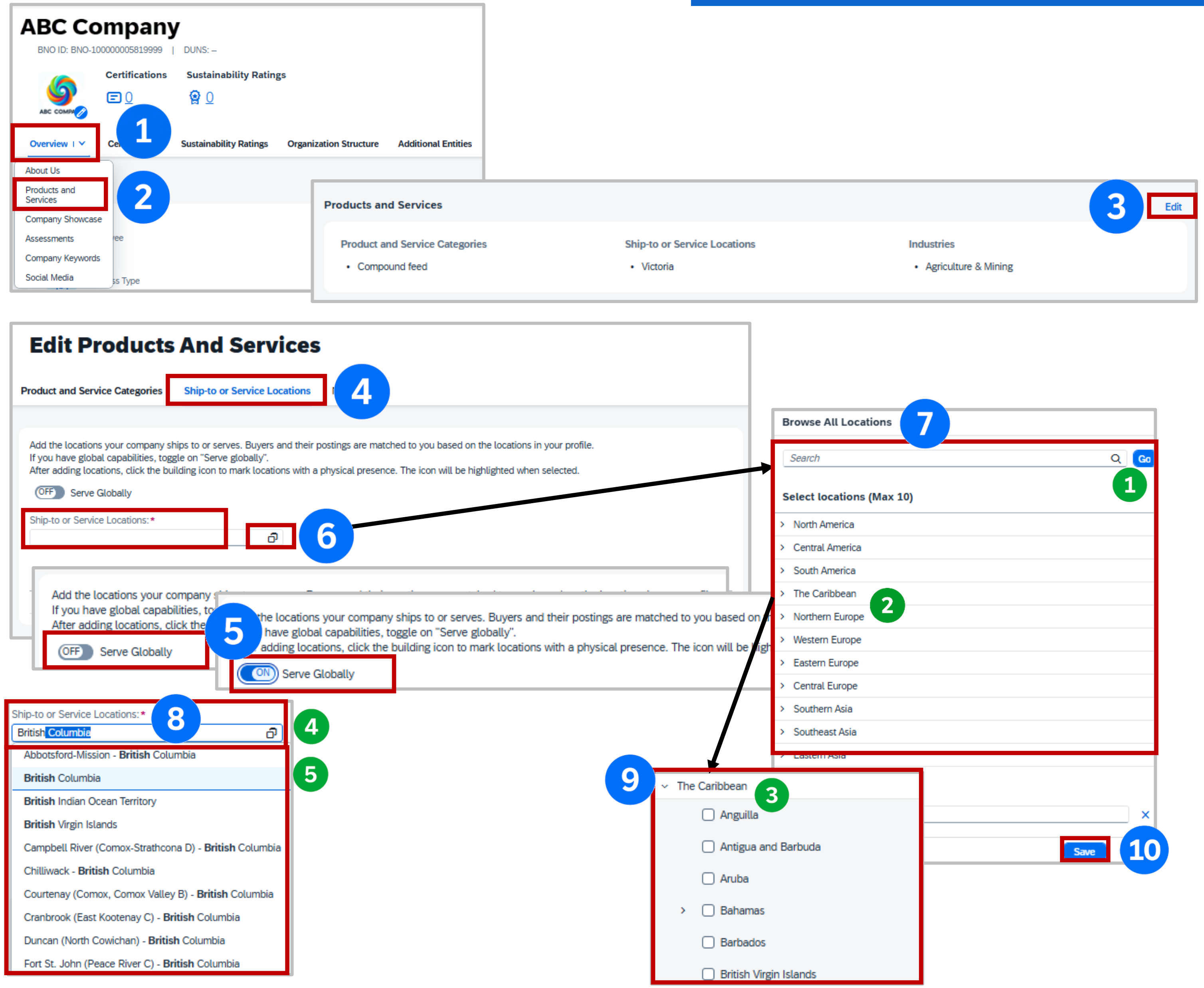
To add or edit your Company Information, access and display the **Company Profile.** Refer to [Accessing the Company Profile Screen]()

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
9. Repeat until all ship-to or service locations your business delivers or caters for
10. If you have completed all edits, click on **Save** or select [Products and Services]() or [Industries]()



Add the locations your company ships to or serves. Buyers and their postings are matched to you based on the locations in your profile. If you have global capabilities, toggle on "Serve globally". After adding locations, click the building icon to mark locations with a physical presence. The icon will be highlighted when selected.

Company Profile – Overview Drop down – Industries

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

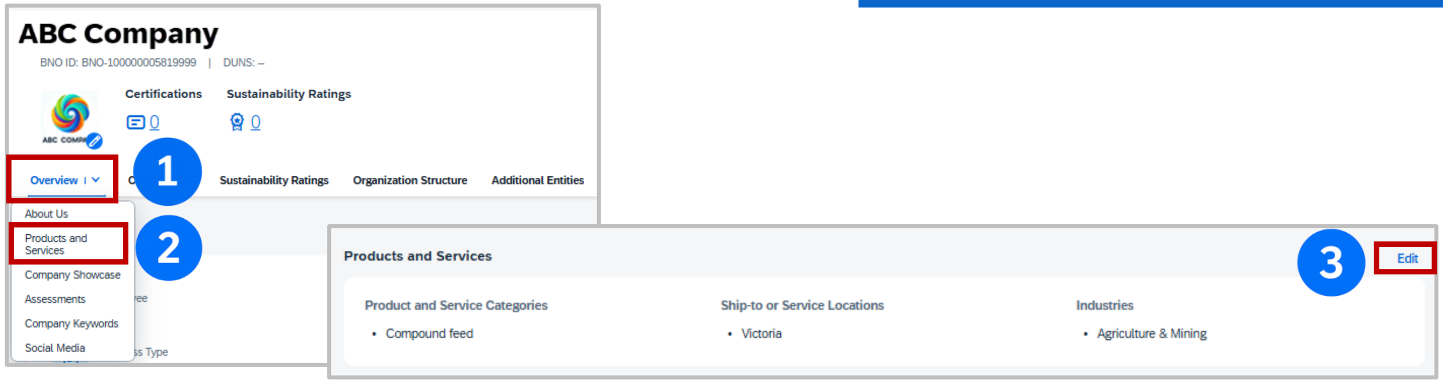
To add or edit your Company Information, access and display the **Company Profile.** Refer to [Accessing the Company Profile Screen]()

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**



ABC Company

BNO ID: BNO-100000005819999 | DUNS: –

Certifications 0

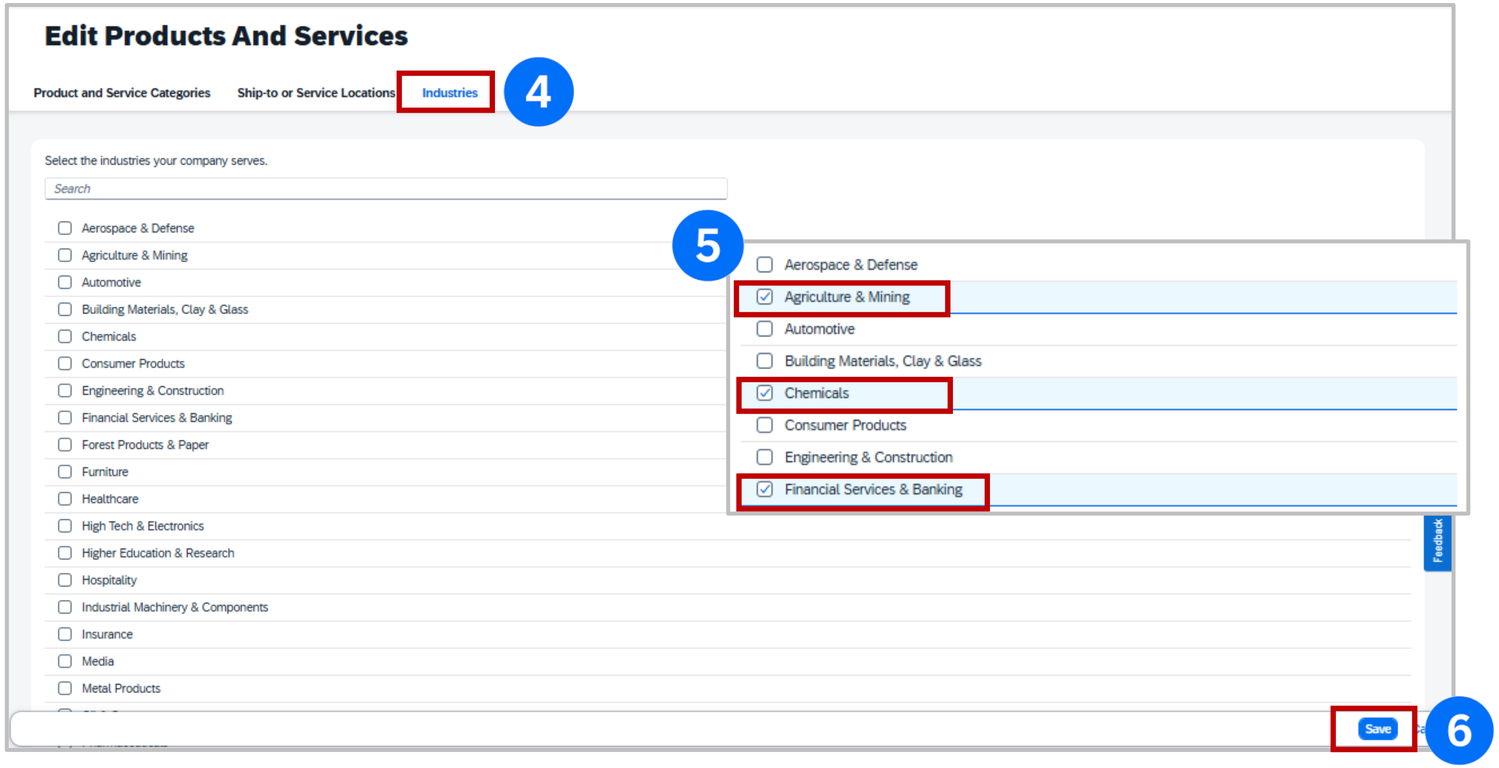
Sustainability Ratings 0

Products and Services

Product and Service Categories
- Compound feed

Ship-to or Service Locations
- Victoria

Industries
- Agriculture & Mining



Edit Products And Services

Select the industries your company serves.

Search

☐ 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
☐ Metal Products

☐ Aerospace & Defense
☑ Agriculture & Mining
☐ Automotive
☐ Building Materials, Clay & Glass
☑ Chemicals
☐ Consumer Products
☐ Engineering & Construction
☑ Financial Services & Banking

Company Profile Credentials - Certifications

To add or edit your Company Information, access and display the **Company Profile.** Refer to Accessing the Company Profile Screen

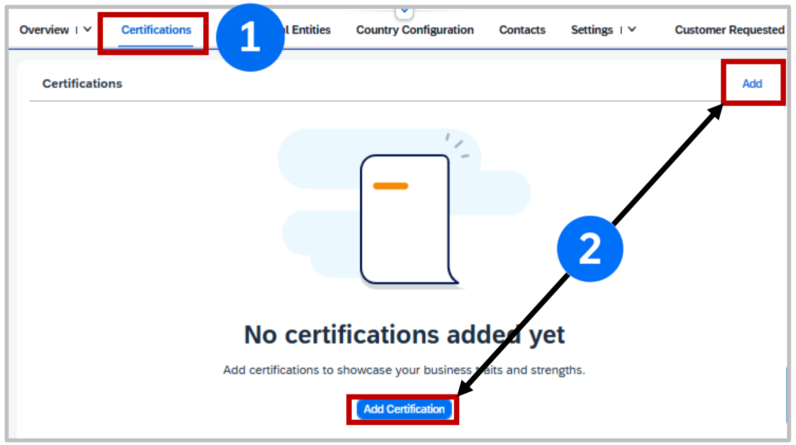
1. Click on **Certifications**
2. Click on **Add** or **Add Certification**
3. The **Add New Certification** form is displayed, click on the down arrow to show the list of certifications in the drop-down list
4. Select your **certification**
5. The form may change, either increasing or decreasing the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

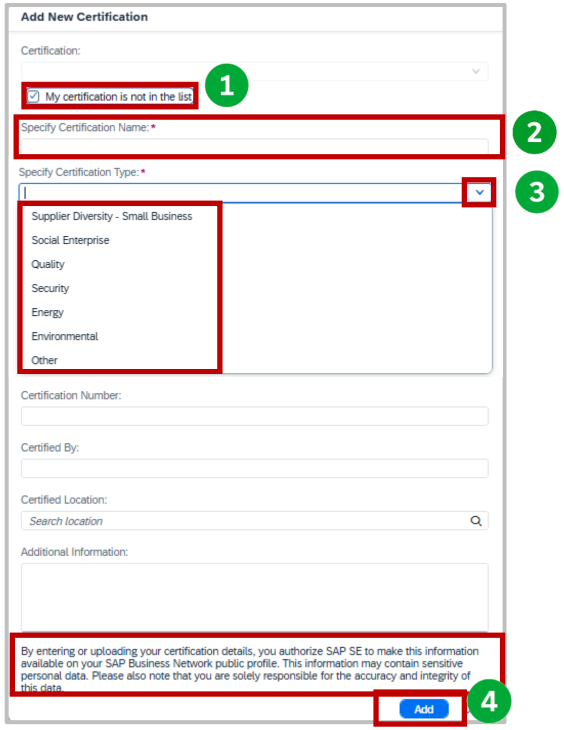
My **Certification is not in the list** option:

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**



No certifications added yet

Add certifications to showcase your business traits and strengths.



Add New Certification

Certification:

☑ My certification is not in the list

Specify Certification Name: *

Specify Certification Type: *

- Supplier Diversity - Small Business
- Social Enterprise
- Quality
- Security
- Energy
- Environmental
- Other

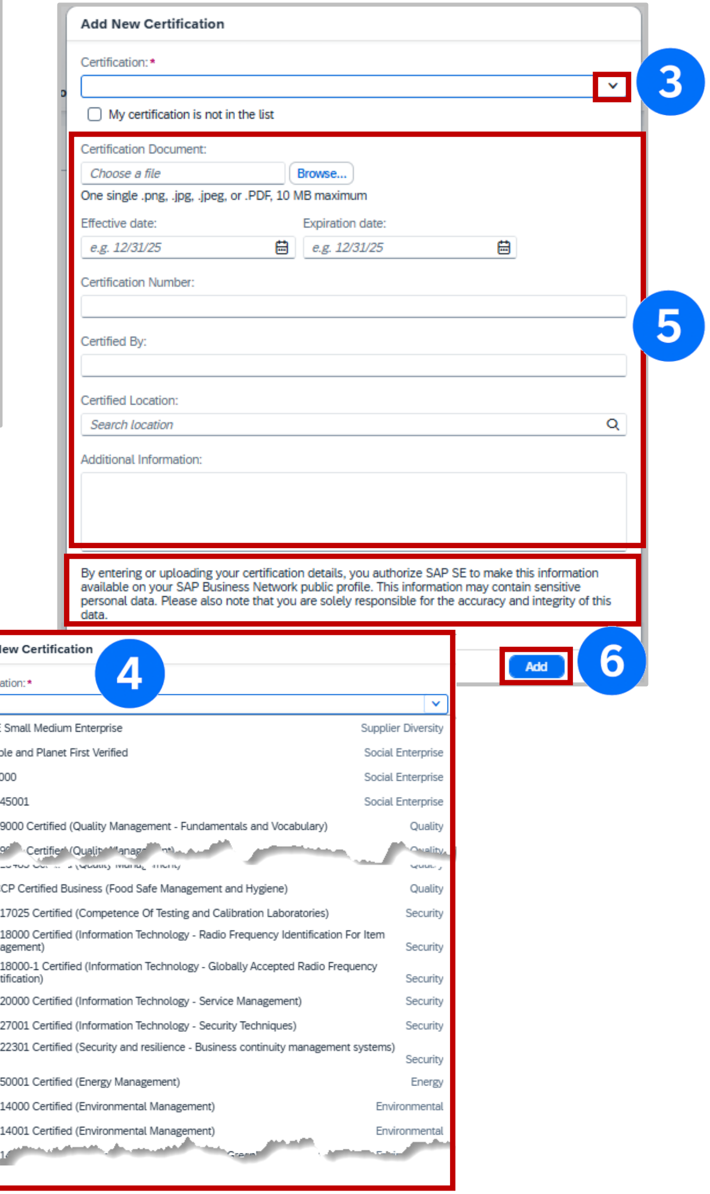
Certification Number:

Certified By:

Certified Location: Search location

Additional Information:

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.



Add New Certification

Certification: *

☐ My certification is not in the list

Certification Document: Choose a file

One single .png, .jpg, .jpeg, or .PDF, 10 MB maximum

Effective date: e.g. 12/31/25

Expiration date: e.g. 12/31/25

Certification Number:

Certified By:

Certified Location: Search location

Additional Information:

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.

Add New Certification

Certification: *

SME Small Medium Enterprise	Supplier Diversity
People and Planet First Verified	Social Enterprise
SA8000	Social Enterprise
ISO 45001	Social Enterprise
ISO 9000 Certified (Quality Management - Fundamentals and Vocabulary)	Quality
[illegible]	[illegible]
HACCP Certified Business (Food Safe Management and Hygiene)	Quality
ISO 17025 Certified (Competence Of Testing and Calibration Laboratories)	Security
ISO 18000 Certified (Information Technology - Radio Frequency Identification For Item Management)	Security
ISO 18000-1 Certified (Information Technology - Globally Accepted Radio Frequency Identification)	Security
ISO 20000 Certified (Information Technology - Service Management)	Security
ISO 27001 Certified (Information Technology - Security Techniques)	Security
ISO 22301 Certified (Security and resilience - Business continuity management systems)	Security
ISO 50001 Certified (Energy Management)	Energy
ISO 14000 Certified (Environmental Management)	Environmental
ISO 14001 Certified (Environmental Management)	Environmental

Company Profile - Sustainability Ratings

To access your company, **Sustainability Ratings,** access and display the **Company Profile** – Refer to [Accessing the Company Profile Screen]()

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

Import from Ecovadis option:

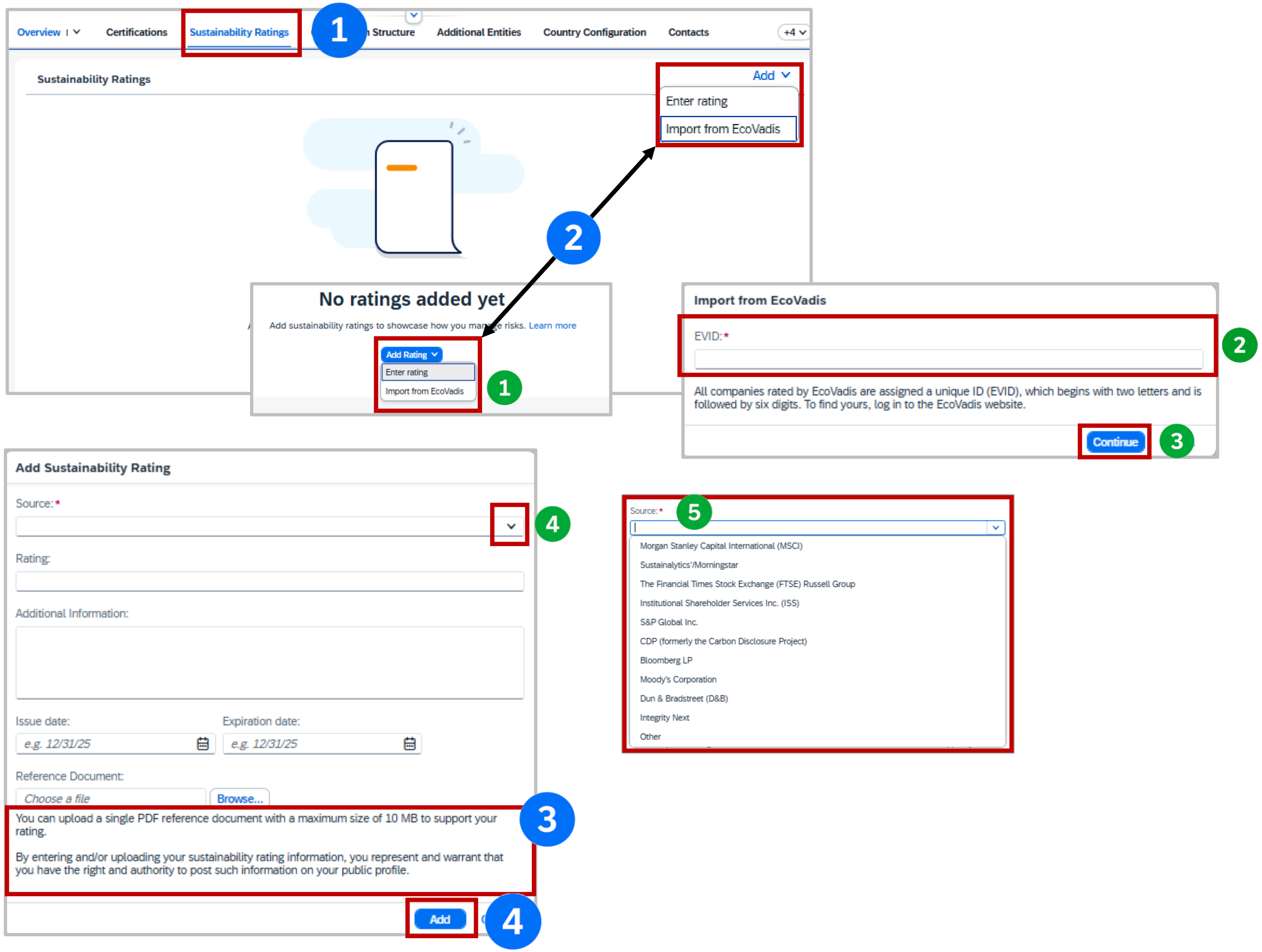
1. Select **Import from Ecovadis**
2. Enter your **Ecovadis EVID**
3. Click on **Continue** and respond to the questions

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



Add sustainability ratings to showcase how you manage risks. Learn more

EVID:*

All companies rated by EcoVadis are assigned a unique ID (EVID), which begins with two letters and is followed by six digits. To find yours, log in to the EcoVadis website.

Source:*

Rating:

Additional Information:

Issue date: e.g. 12/31/25

Expiration date: e.g. 12/31/25

Reference Document: Choose a file

You can upload a single PDF reference document with a maximum size of 10 MB to support your rating.

By entering and/or uploading your sustainability rating information, you represent and warrant that you have the right and authority to post such information on your public profile.

Source:*

- Morgan Stanley Capital International (MSCI)
- Sustainalytics'/Morningstar
- The Financial Times Stock Exchange (FTSE) Russell Group
- Institutional Shareholder Services Inc. (ISS)
- S&P Global Inc.
- CDP (formerly the Carbon Disclosure Project)
- Bloomberg LP
- Moody's Corporation
- Dun & Bradstreet (D&B)
- Integrity Next
- Other

Company Profile – Create Additional Entities – Sold From

Additional entities in the company profile allows suppliers to add:

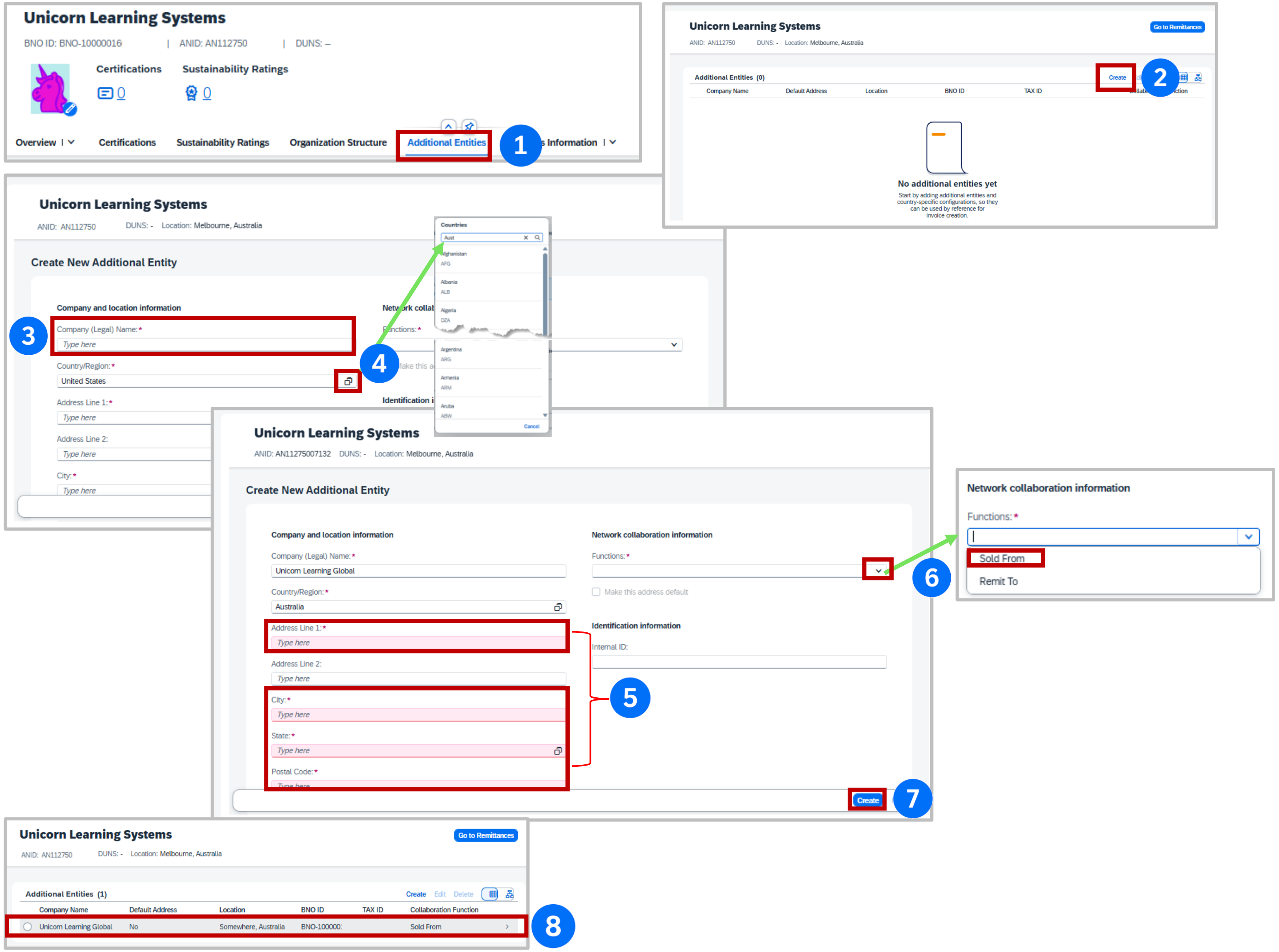
- Sold From
- Remit To

Giving Suppliers the ability to identify with their Buyer where goods are sold from and when invoicing should be remitted to. To access and display the **Company Profile -** Refer to [Accessing the Company Profile Screen]()

1. Click on **Additional Entities**
2. Click on **Create**
3. Enter the **Company and Location Information**
4. Enter the **Country/Region** using the drop-down list, the country selected will determine the address lines displayed
5. Complete the **Address** details

Note: All asterisk fields must be completed

6. Select **Sold From** from the **Functions** drop-down list
7. Confirm all asterisks and red fields have been completed, and click on **Create**
8. The created Sold From **Additional Entity** is added in the list



Company (Legal) Name: * Unicorn Learning Global

Country/Region: * Australia

Company Name	Default Address	Location	BNO ID	TAX ID	Collaboration Function
○ Unicorn Learning Global	No	Somewhere, Australia	BNO-100000:		Sold From

Company Profile – Create Additional Entities – Remit To

Additional entities in the company profile allows suppliers to add:

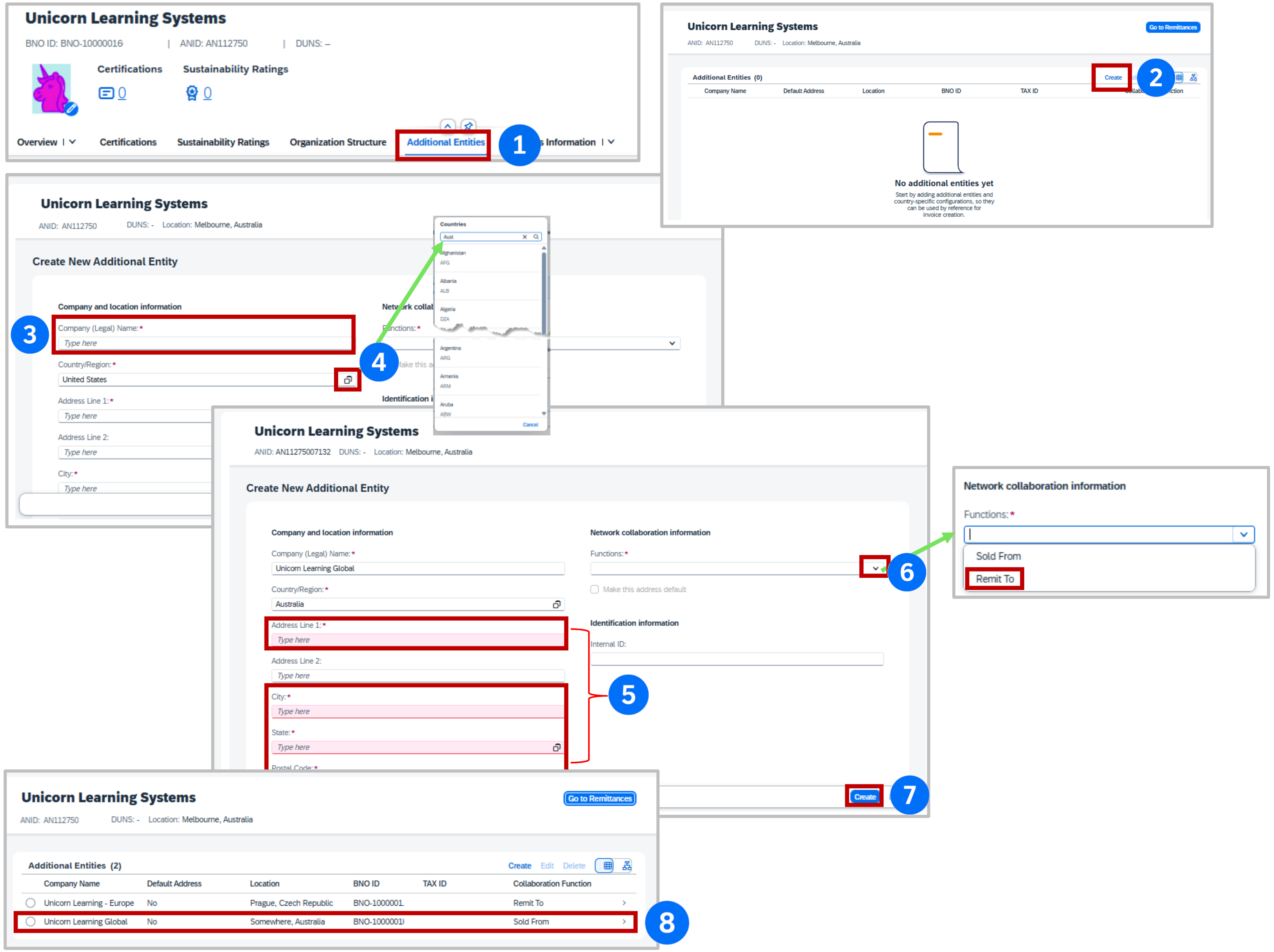
- Sold From
- Remit To

Giving Suppliers the ability to identify with their Buyer where goods are sold from and when invoicing should be remitted to. To access and display the **Company Profile -** Refer to [Accessing the Company Profile Screen]()

1. Click on **Additional Entities**
2. Click on **Create**
3. Enter the **Company and Location Information**
4. Enter the **Country/Region** using the drop-down list, the country selected will determine the address lines displayed
5. Complete the **Address** details

Note: All asterisk fields must be completed

6. Select **Sold From** from the **Functions** drop-down list
7. Confirm all asterisks and red fields have been completed, and click on **Create**
8. The created Additional Entity is added in the list



Additional Entities (2)

	Company Name	Default Address	Location	BNO ID	TAX ID	Collaboration Function
○	Unicorn Learning - Europe	No	Prague, Czech Republic	BNO-1000001.		Remit To
○	Unicorn Learning Global	No	Somewhere, Australia	BNO-1000001)		Sold From

Company Profile – Create Additional Entities – Remittance Information

Only Remit To Additional Entities can have Remittance information added to it.

To access and display the **Company Profile.** Refer to [Accessing the Company Profile Screen]

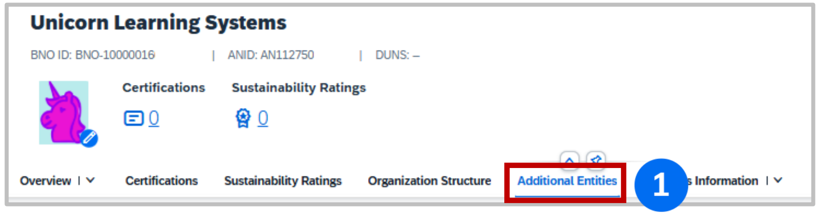
1. Click on **Additional Entities**
2. Click on **Go to Remittances**
3. The **Network Settings Settlement** screen is displayed. **Select** the address that you want to add or update Bank Details

Note: If there is no information under EFT/Check Remittances, you do not have a Remit To additional entity added in the Company Profile

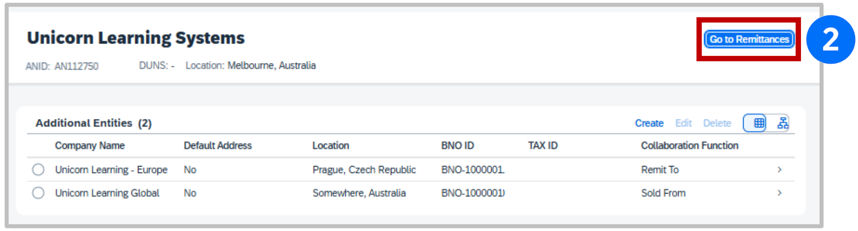
4. Click on **Edit Bank Details**
5. The **Edit Remittance Address/Payment Info** screen is displayed
6. Scroll through and update the relevant section:
    - ACH
    - Wire Transfer
    - Credit Card

Note: If there is no information under EFT/Check Remittances, you do not have a Remit To additional entity added in the Company Profile

7. Once you have added or updated information, click on **OK**
8. Screen returns to Network Settings, click on **SAVE**


Unicorn Learning Systems

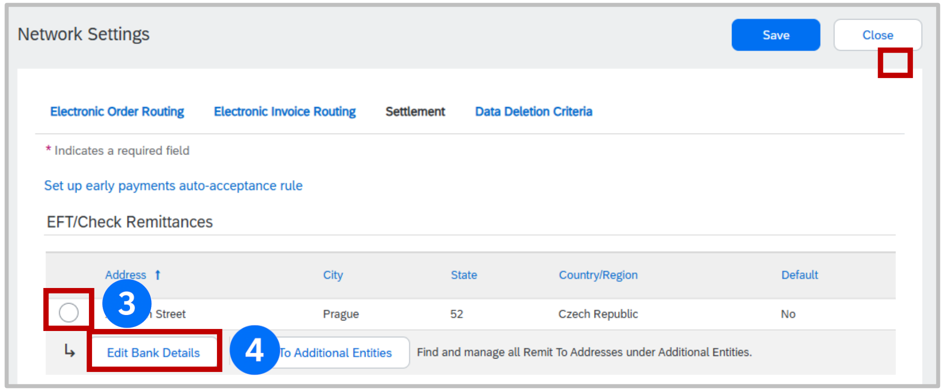
BNO ID: BNO-10000016 | ANID: AN112750 | DUNS: –


Unicorn Learning Systems

ANID: AN112750 DUNS: - Location: Melbourne, Australia

Additional Entities (2)

	Company Name	Default Address	Location	BNO ID	TAX ID	Collaboration Function
○	Unicorn Learning - Europe	No	Prague, Czech Republic	BNO-1000001.		Remit To
○	Unicorn Learning Global	No	Somewhere, Australia	BNO-1000001)		Sold From


Network Settings

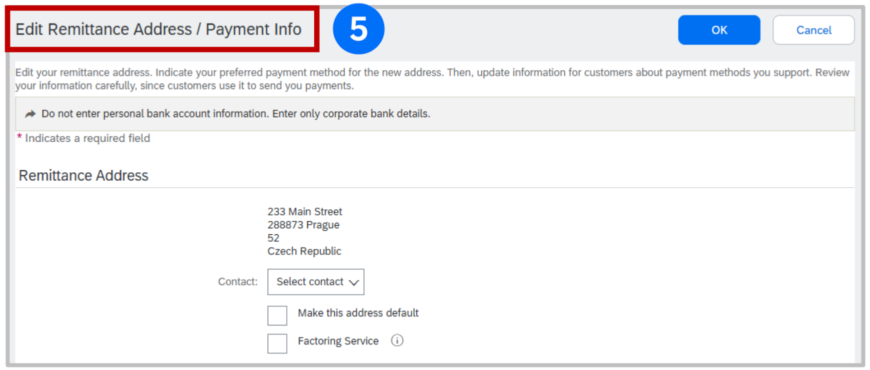
* Indicates a required field

Set up early payments auto-acceptance rule

EFT/Check Remittances

	Address	City	State	Country/Region	Default
○	…Street	Prague	52	Czech Republic	No

Find and manage all Remit To Addresses under Additional Entities.


Edit Remittance Address / Payment Info

Edit your remittance address. Indicate your preferred payment method for the new address. Then, update information for customers about payment methods you support. Review your information carefully, since customers use it to send you payments.

Do not enter personal bank account information. Enter only corporate bank details.

* Indicates a required field

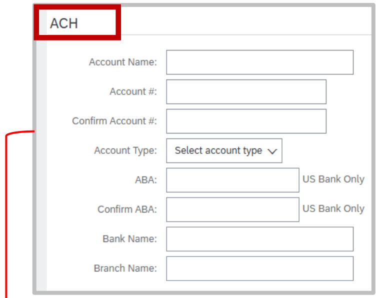
Remittance Address

233 Main Street
288873 Prague
52
Czech Republic

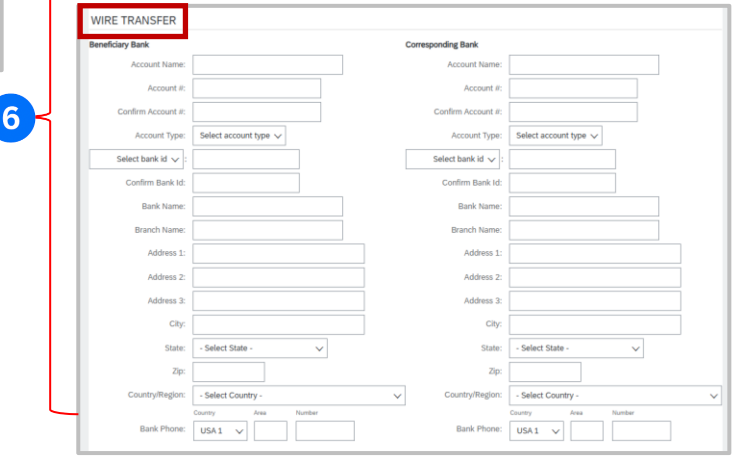
Contact: Select contact

☐ Make this address default

☐ Factoring Service


ACH

Account Name:
Account #:
Confirm Account #:
Account Type: Select account type
ABA: US Bank Only
Confirm ABA: US Bank Only
Bank Name:
Branch Name:

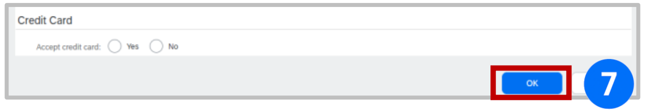

WIRE TRANSFER

Beneficiary Bank

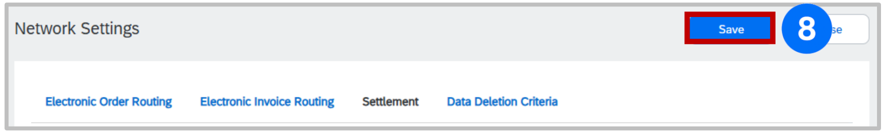
Account Name:
Account #:
Confirm Account #:
Account Type: Select account type
Select bank id :
Confirm Bank Id:
Bank Name:
Branch Name:
Address 1:
Address 2:
Address 3:
City:
State: - Select State -
Zip:
Country/Region: - Select Country -
Bank Phone: Country USA 1 Area Number

Corresponding Bank

Account Name:
Account #:
Confirm Account #:
Account Type: Select account type
Select bank id :
Confirm Bank Id:
Bank Name:
Branch Name:
Address 1:
Address 2:
Address 3:
City:
State: - Select State -
Zip:
Country/Region: - Select Country -
Bank Phone: Country USA 1 Area Number


Credit Card

Accept credit card: ○ Yes ○ No

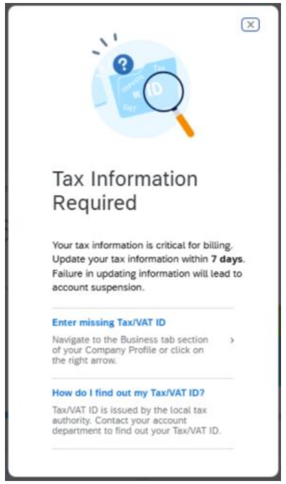

Network Settings

Company Profile – Business Information – Financial & Tax Information

Suppliers may be required to add Tax Information after they see a Pop-up message. The arrow will take users to the Financial & Tax Information Screen.

To access and display the **Company Profile.** Refer to [Accessing the Company Profile Screen]

1. Click on **Business Information**
2. Select or scroll to **Financial & Tax Information**
3. To add or update information, click on **Edit**
4. The **Edit Financial & Tax Information**
5. Update or add information to the required fields when the **Edit Remittance Address/Payment Info** screen is displayed
6. **Once all information has been entered as required, click on Save**
7. Once you have added or updated information, click on **OK**
8. Screen returns to the Business Information screen



Tax Information Required

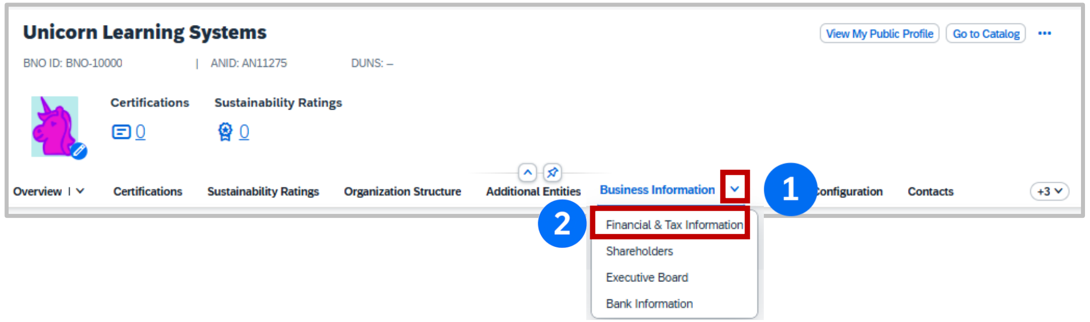
Your tax information is critical for billing. Update your tax information within **7 days**. Failure in updating information will lead to account suspension.

Enter missing Tax/VAT ID

Navigate to the Business tab section of your Company Profile or click on the right arrow.

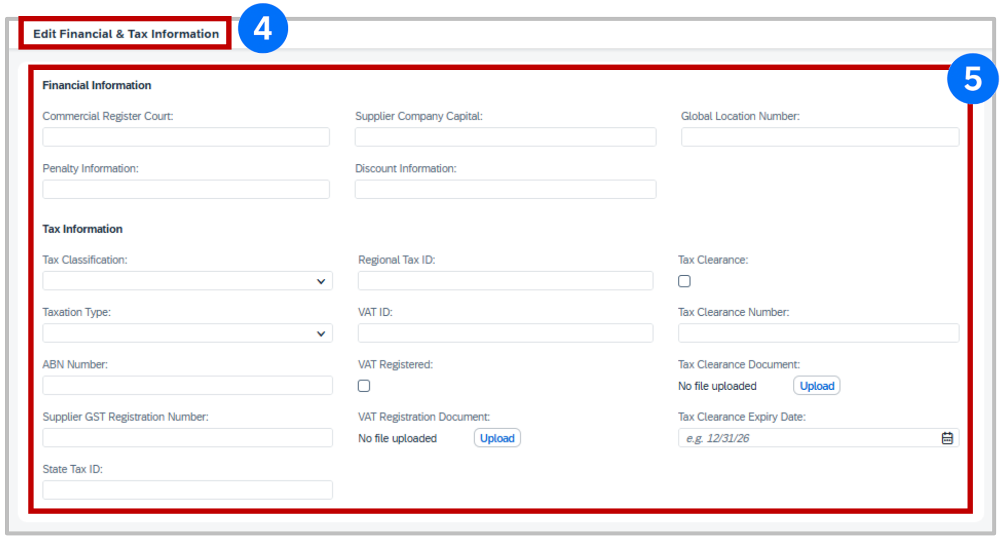
How do I find out my Tax/VAT ID?

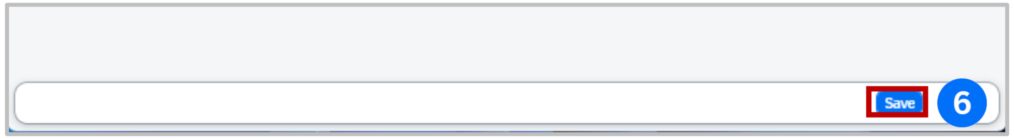
Tax/VAT ID is issued by the local tax authority. Contact your account department to find out your Tax/VAT ID.



Unicorn Learning Systems

BNO ID: BNO-10000 | ANID: AN11275 DUNS: –





Company Profile – Business Information – Shareholders

Suppliers may add the names of Shareholders or Edit the shareholder information.

To access and display the **Company Profile.** Refer to [Accessing the Company Profile Screen]()

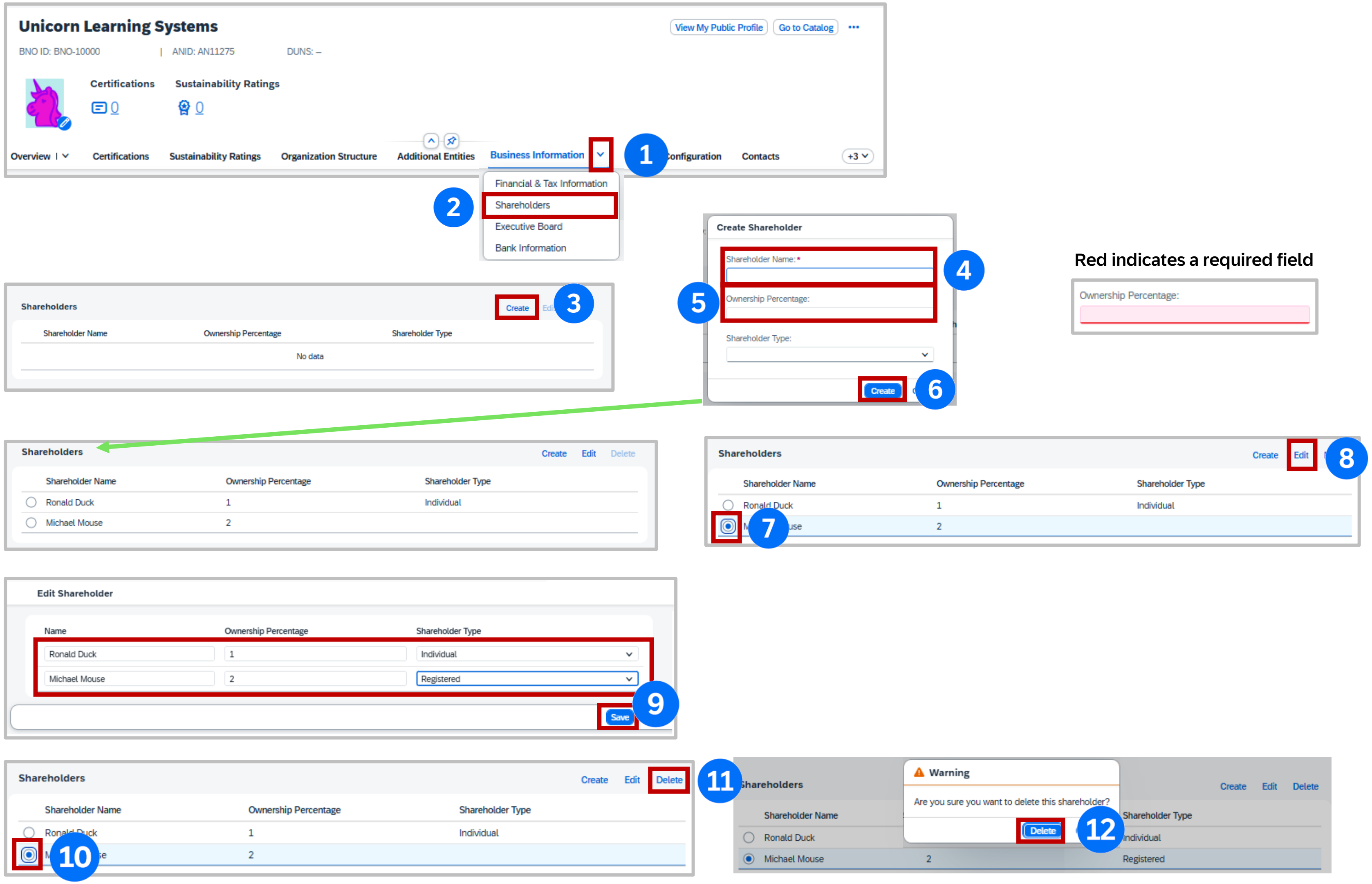
1. Click on **Business Information**
2. Select or scroll to **Shareholders**
3. To add or update information, click on **Create**
4. Enter the **Shareholder Name**
5. Enter the **Ownership Percentage** the Shareholder has; although this field does not show an asterisk, it is required
6. Click on **Create,** and the name entered will be displayed. The screen will return to the Business Information

Edit Shareholder/s

7. To edit **Shareholders'** information**,** select the name of the shareholder
8. Click on **Edit**
9. Update the shareholder/shareholders, then click on **Save.** The screen returns to Business Information

Delete Shareholder/s

10. To delete **Shareholders'** information**,** select the name of the shareholder
11. Click on **Delete**
12. A warning message is displayed, click on **Delete**



Red indicates a required field

Ownership Percentage:

	Shareholder Name	Ownership Percentage	Shareholder Type
○	Ronald Duck	1	Individual
○	Michael Mouse	2	

Name	Ownership Percentage	Shareholder Type
Ronald Duck	1	Individual
Michael Mouse	2	Registered

Are you sure you want to delete this shareholder?

	Shareholder Name	Ownership Percentage	Shareholder Type
○	Ronald Duck	1	Individual
●	Michael Mouse	2	Registered

Company Profile – Business Information – Executive Board

Suppliers may add the names of Executive Board members. Use edit or delete entered executive board members as required

To access and display the **Company Profile.** Refer to [Accessing the Company Profile Screen]()

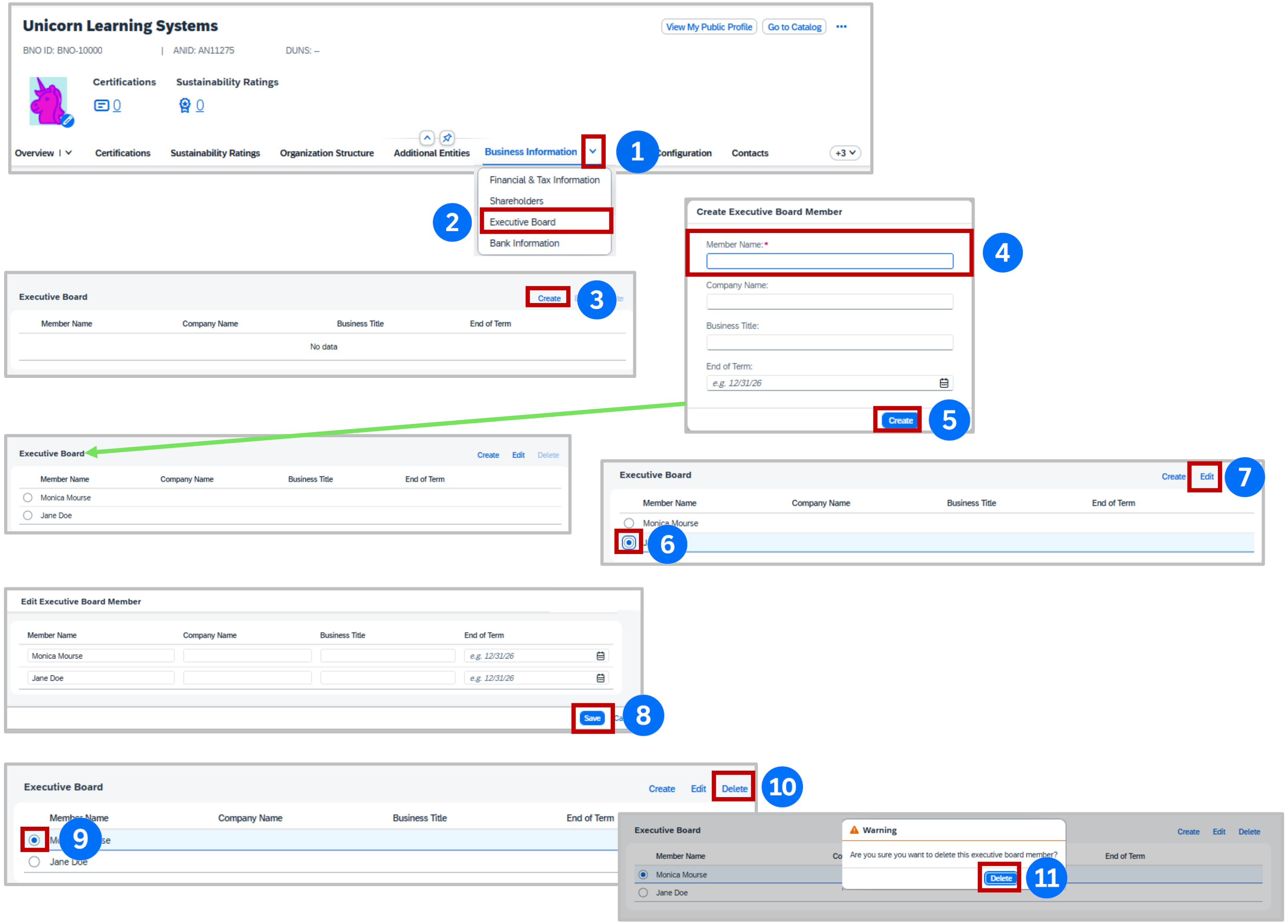
1. Click on **Business Information**
2. Select or scroll to **Executive Board**
3. To add or update information, click on **Create**
4. Enter the **Member Name;** no other information is mandatory
5. Click on **Create,** and the name entered will be displayed. The screen will return to the Business Information

Edit Executive Board

6. To edit **Executive Board** information**,** select the name of the shareholder
7. Click on **Edit**
8. Update the names of the Executive Board, then click on **Save.** The screen returns to Business Information

Delete Executive Board

9. To delete the **Executive Board** information**,** select the name of the Executive Board Member
10. Click on **Delete**
11. A warning message is displayed, click on **Delete**



Company Profile – Business Information – Bank Information

Suppliers may add Bank Information. Use edit or delete entered executive board members as required

To access and display the **Company Profile.** Refer to [Accessing the Company Profile Screen]()

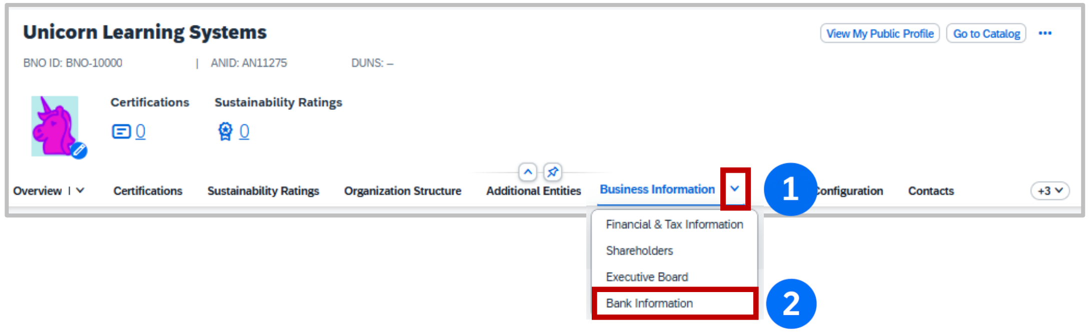
1. Click on **Business Information**
2. Select or scroll to **Bank Information**
3. To add or update information, click on **Create**
4. Complete the fields you require. Once completed, click on **Save**
5. Click on **Create,** and the information entered will be displayed. The screen will return to the Business Information

Edit Bank Information

- To edit **Bank Information,** select the bank information you wish to change/update
- Click on **Edit**
- Update the shareholder/shareholders, then click on **Save.** The screen returns to Business Information

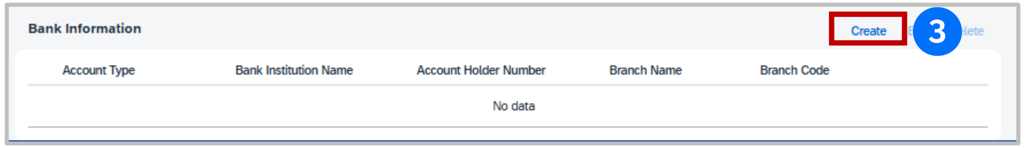
Delete Bank Information

- To delete **Bank Information,** select the name of the shareholder
- Click on **Delete**
- A warning message is displayed, click on **Delete**



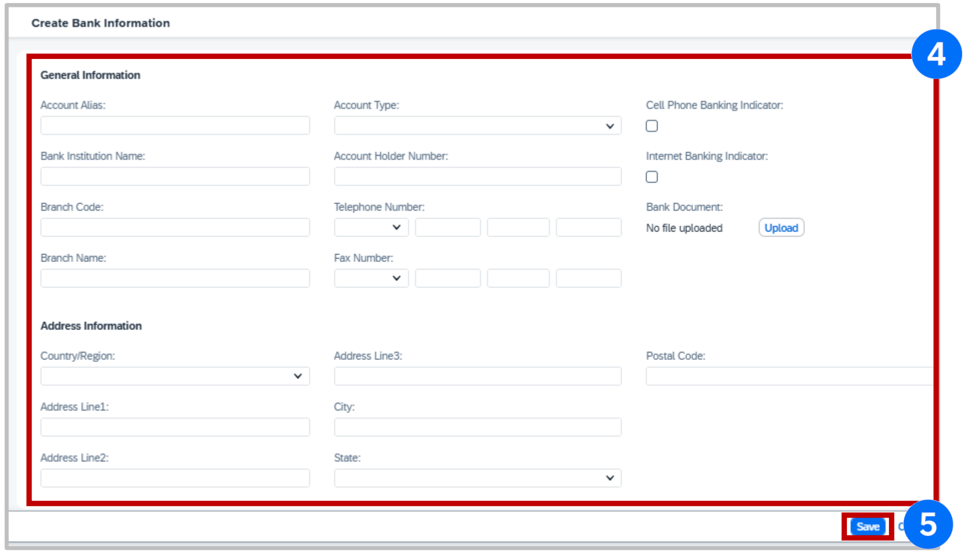
Unicorn Learning Systems

BNO ID: BNO-10000 | ANID: AN11275 DUNS: –



Bank Information

Account Type	Bank Institution Name	Account Holder Number	Branch Name	Branch Code
No data				



Create Bank Information

Company Profile – Contacts – Company Contact Information

Contacts provide information for Buyers, including:

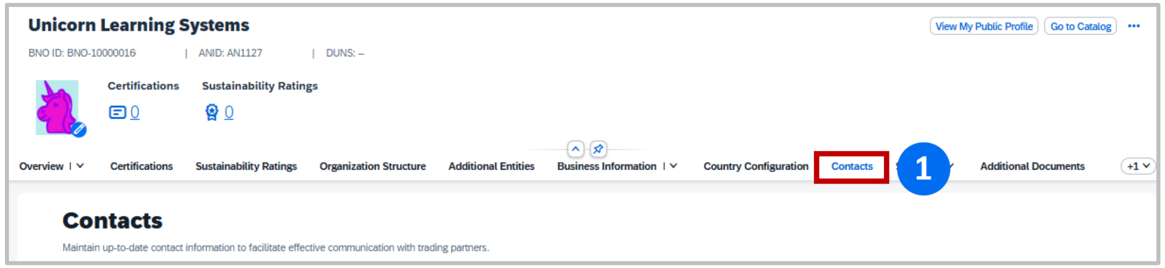
- Company Contact Information
- Contact Personnel
- Customer-Specific Assignments

The company contact information should be the name of the System Administrator, but it can be changed. Only one email address can be added

The supplier can either scroll to other headings or use the tabs across the top of the Contacts screen.

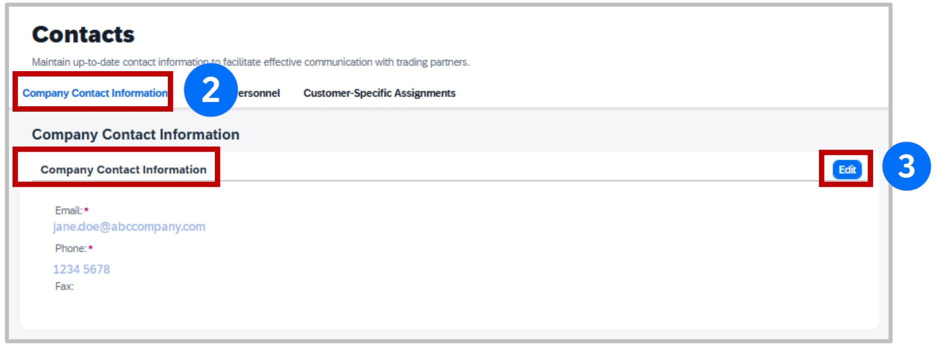
To access and display the **Company Profile.** Refer to [Accessing the Company Profile Screen]()

1. Click on **Contacts**
2. Select the tab or scroll to **Company Contacts Information**
3. To edit, click on **Edit**
4. Enter the **Email** address required as the primary Business contact
5. Update or enter the **Phone** number, change the country code first then add the number
6. Click on **Save,** the screen returns to Contacts



Contacts

Maintain up-to-date contact information to facilitate effective communication with trading partners.



Contacts

Maintain up-to-date contact information to facilitate effective communication with trading partners.

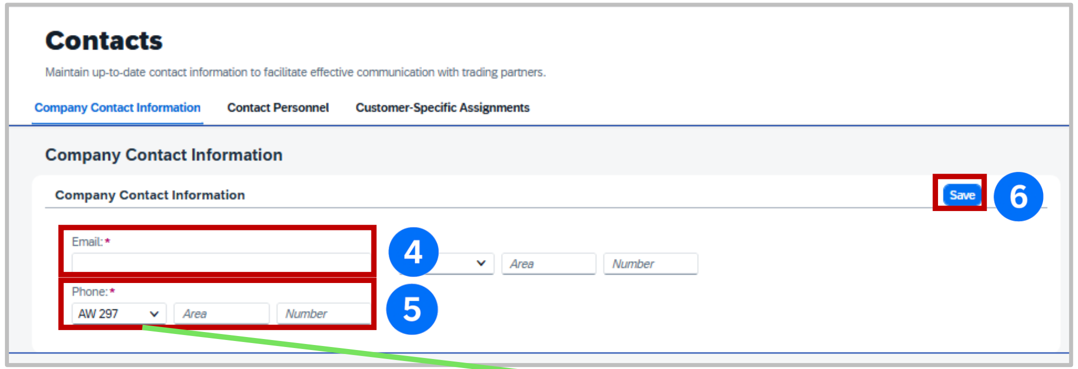
Company Contact Information

Company Contact Information

Email:* jane.doe@abccompany.com

Phone:* 1234 5678

Fax:



Contacts

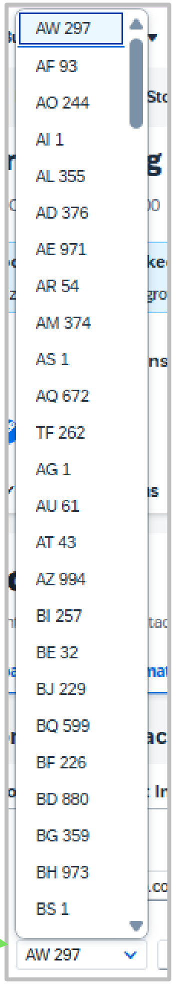
Maintain up-to-date contact information to facilitate effective communication with trading partners.

Company Contact Information

Company Contact Information

Email:*

Phone:* AW 297 Area Number



Company Profile – Contacts – Create Contact Personnel

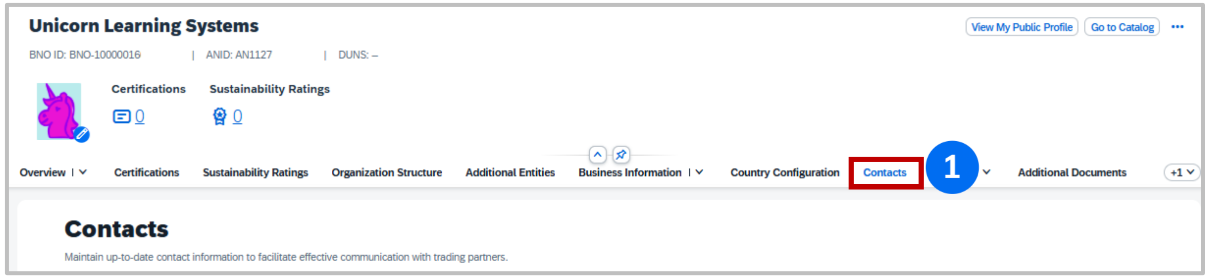
Companywide contacts are visible to all trading partners on the SAP Business Network. They serve as the primary contract for trading partners interested in doing business with you. Read the SAP Business Network Privacy Policy Statement for more information

Contact personnel do not necessarily need to have a username or access to the network, but act as the primary contact when contact with the business is needed by a Buyer or Trading Partner

The supplier can either scroll to other headings or use the tabs across the top of the Contacts screen.

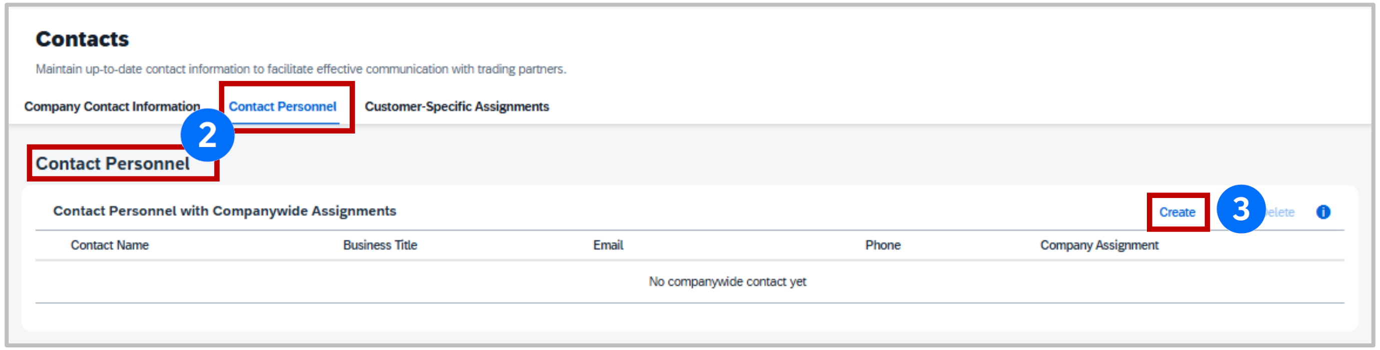
To access and display the **Company Profile.** Refer to [Accessing the Company Profile Screen]()

1. Click on **Contacts**
2. Select the tab or scroll to **Company Contacts Information**
3. To create a contact, click on **Create**
4. Enter the **Contact Name**
5. Enter the **Email**
6. Enter the **Phone** number, select the correct country code first
7. Click on **Save**



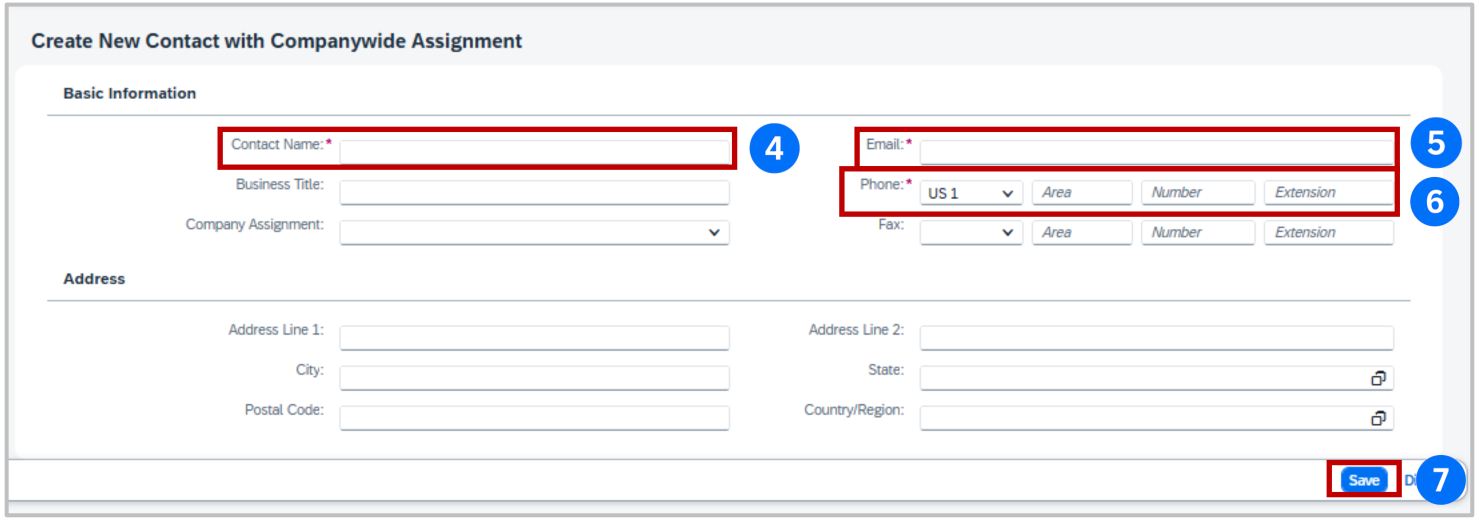
Contacts

Maintain up-to-date contact information to facilitate effective communication with trading partners.



Maintain up-to-date contact information to facilitate effective communication with trading partners.

Contact Name	Business Title	Email	Phone	Company Assignment
		No companywide contact yet		



Company Profile – Contacts – Add Customer-Specific Assignments

Customer-specific contacts provide a more personalised touch and are visible only to the Specified Customer.


More
[10 / 24]

Indicates the number of records displayed out of a total number of transacting customers

These contacts are exclusively available for customers with established trading relationships who consider them as their primary point of contact.

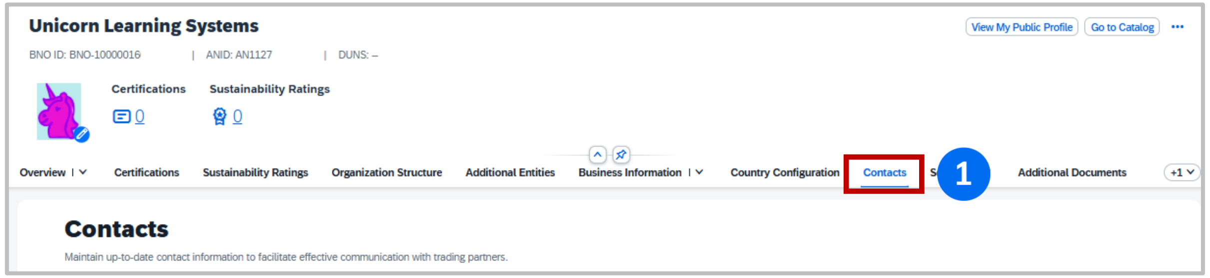
If there are no Buyers shown in the Contact Assignment for Existing Customers section, then there is no transacting relationship on the account

To access and display the **Company Profile.** Refer to [Accessing the Company Profile Screen]

1. Click on **Contacts**
2. Select the tab or scroll to **Customer-Specific Assignments**
3. Select the **Customer Name**
4. Click on **Edit**, the 3 roles available will be displayed
5. Click on the **down arrow** next to the role you wish to add to a specific customer, repeat for all roles for that customer
6. Select the **name** from the drop-down

Note: The names are drawn from the list added in the Contact Personnel section

7. Click on **Save**



Unicorn Learning Systems

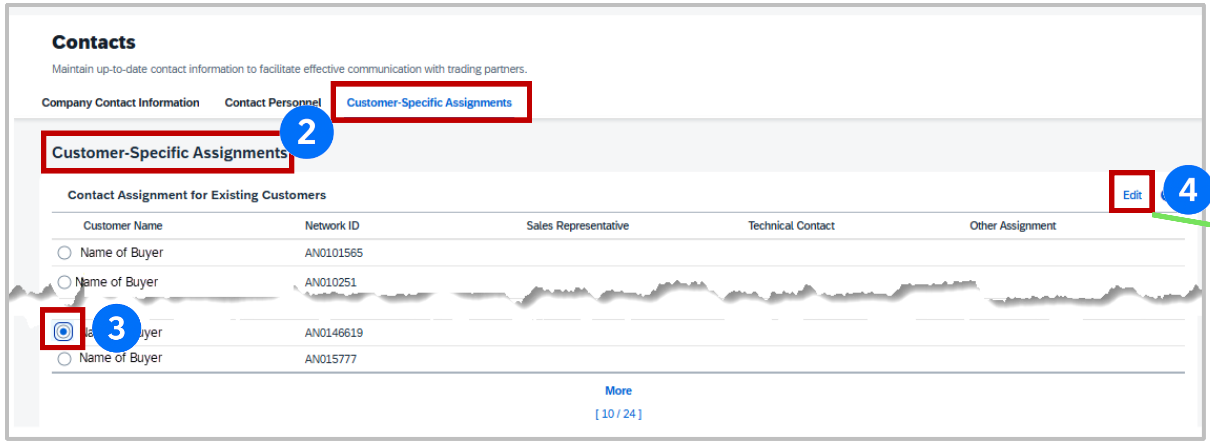
BNO ID: BNO-10000016 | ANID: AN1127 | DUNS: –

Certifications 0

Sustainability Ratings 0

Contacts

Maintain up-to-date contact information to facilitate effective communication with trading partners.



Contacts

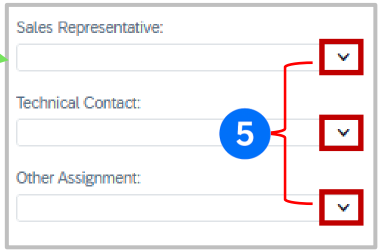
Maintain up-to-date contact information to facilitate effective communication with trading partners.

Customer-Specific Assignments

Contact Assignment for Existing Customers

	Customer Name	Network ID	Sales Representative	Technical Contact	Other Assignment
○	Name of Buyer	AN0101565			
○	Name of Buyer	AN010251			
●	yer	AN0146619			
○	Name of Buyer	AN015777			

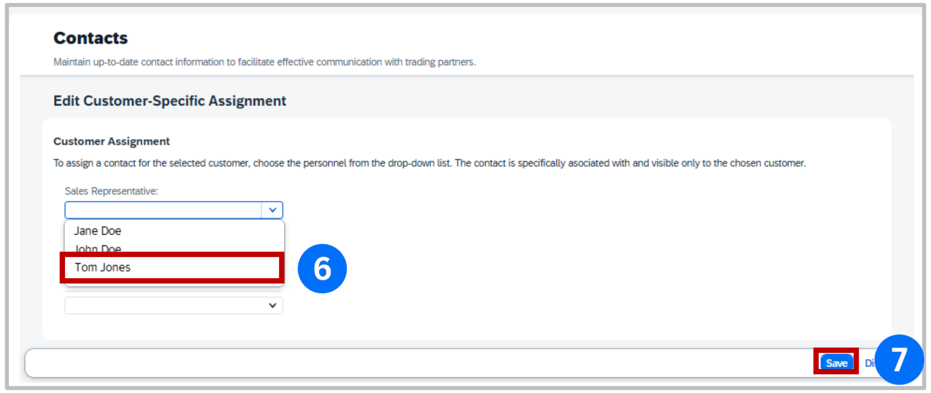
More
[10 / 24]



Sales Representative:

Technical Contact:

Other Assignment:



Contacts

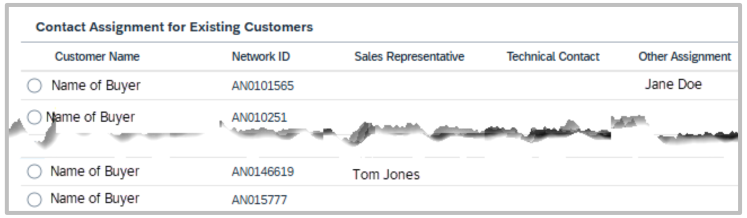
Maintain up-to-date contact information to facilitate effective communication with trading partners.

Edit Customer-Specific Assignment

Customer Assignment

To assign a contact for the selected customer, choose the personnel from the drop-down list. The contact is specifically associated with and visible only to the chosen customer.

Sales Representative:



Contact Assignment for Existing Customers

	Customer Name	Network ID	Sales Representative	Technical Contact	Other Assignment
○	Name of Buyer	AN0101565			Jane Doe
○	Name of Buyer	AN010251			
○	Name of Buyer	AN0146619	Tom Jones		
○	Name of Buyer	AN015777			

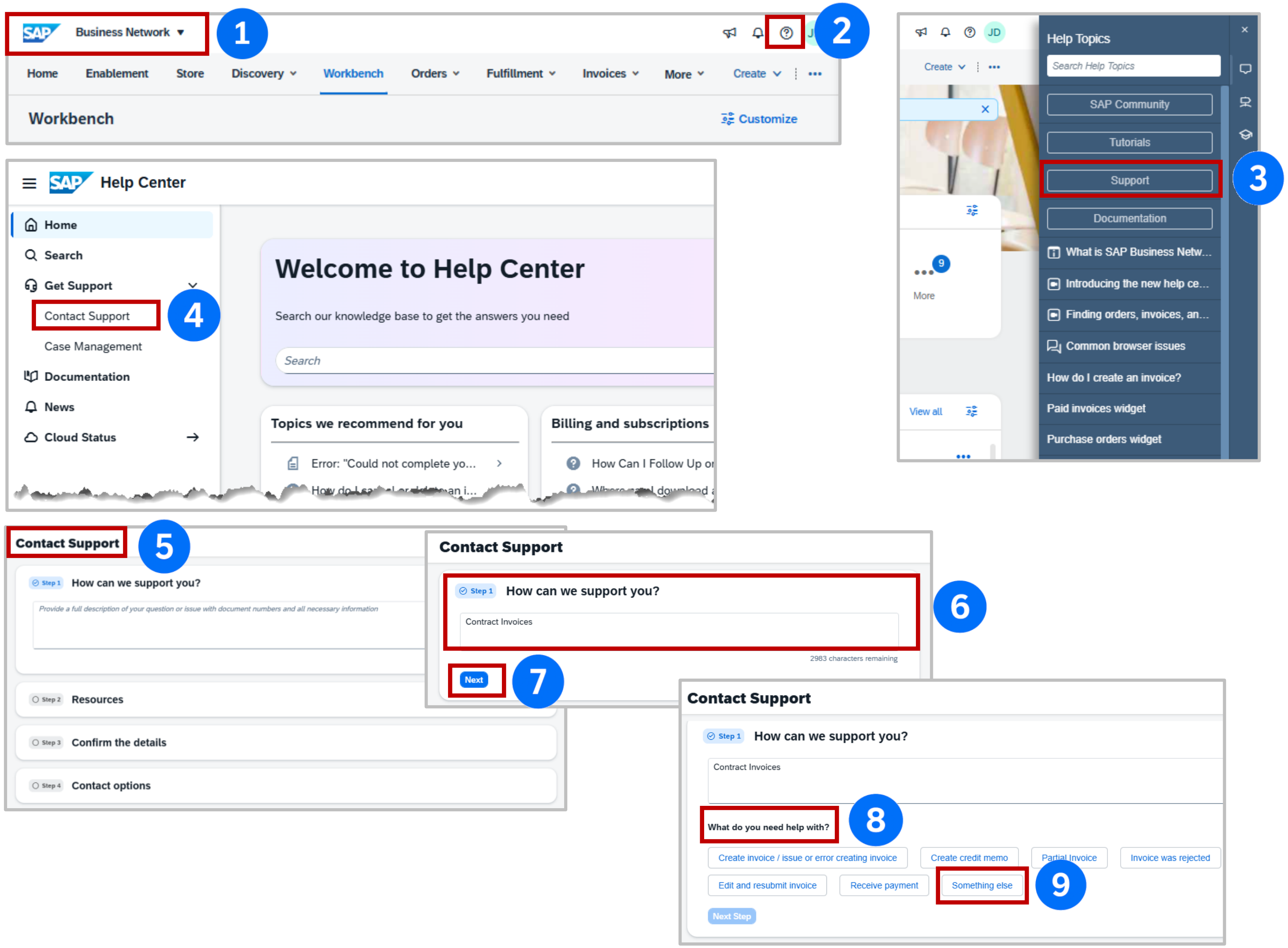
Accessing the Help Centre and how to get Support

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.

To Contact Support:

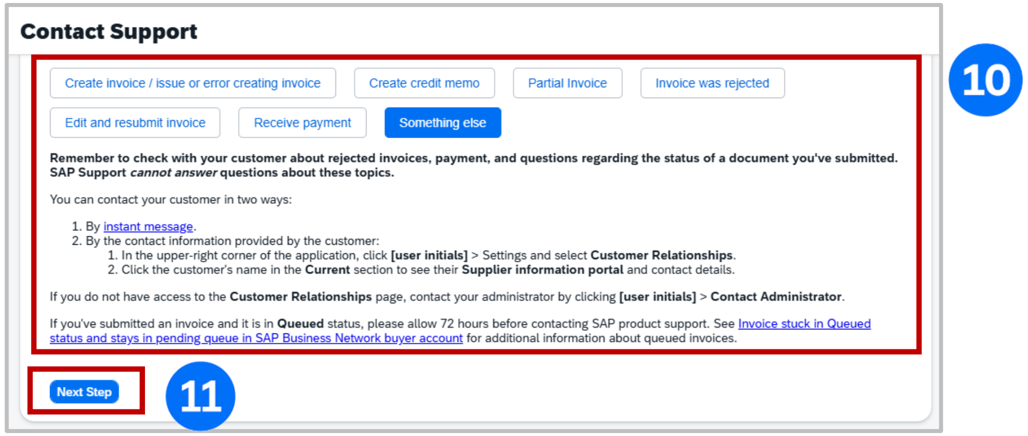
1. Sign in to the **SAP Business Network**
2. Click on ? , the side pane, and it will open
3. Click on **Support.** You may need to wait a few seconds as it opens
4. Click on **Contact Support**
5. The Contact Support Screen opens
6. Enter the details of your query into the **How can we support you?**
7. Click on **Next**
8. **What do you need help with?** Bubbles are displayed, and review the information in the bubbles
9. Select an **option** or click on **Something Else** to continue to Get Support when Signed in – Contact Support cont.



Get Support when Signed in – Contact Support cont.

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](#)



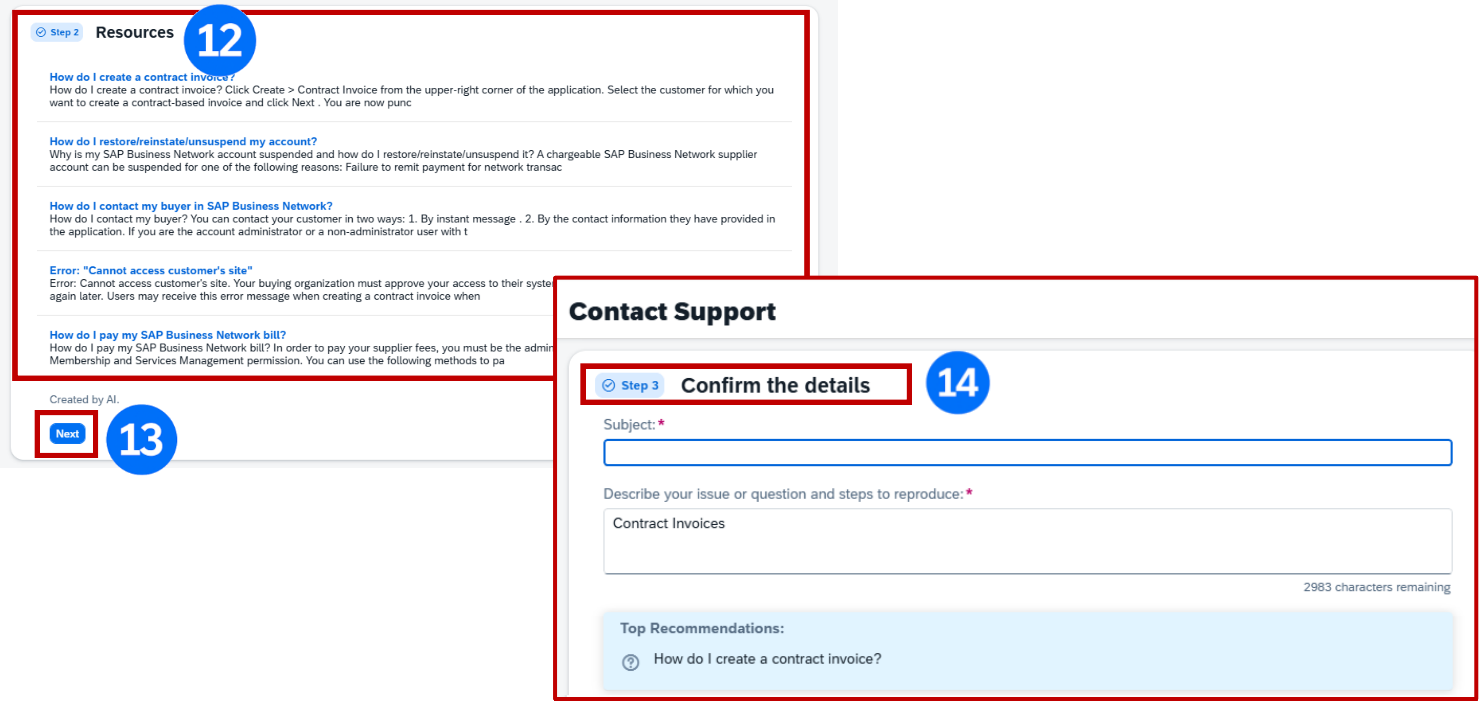
Remember to check with your customer about rejected invoices, payment, and questions regarding the status of a document you've submitted. SAP Support *cannot answer* questions about these topics.

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.



Created by AI.

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 punc

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 admin
Membership and Services Management permission. You can use the following methods to pa

Subject: *

Describe your issue or question and steps to reproduce: *
Contract Invoices

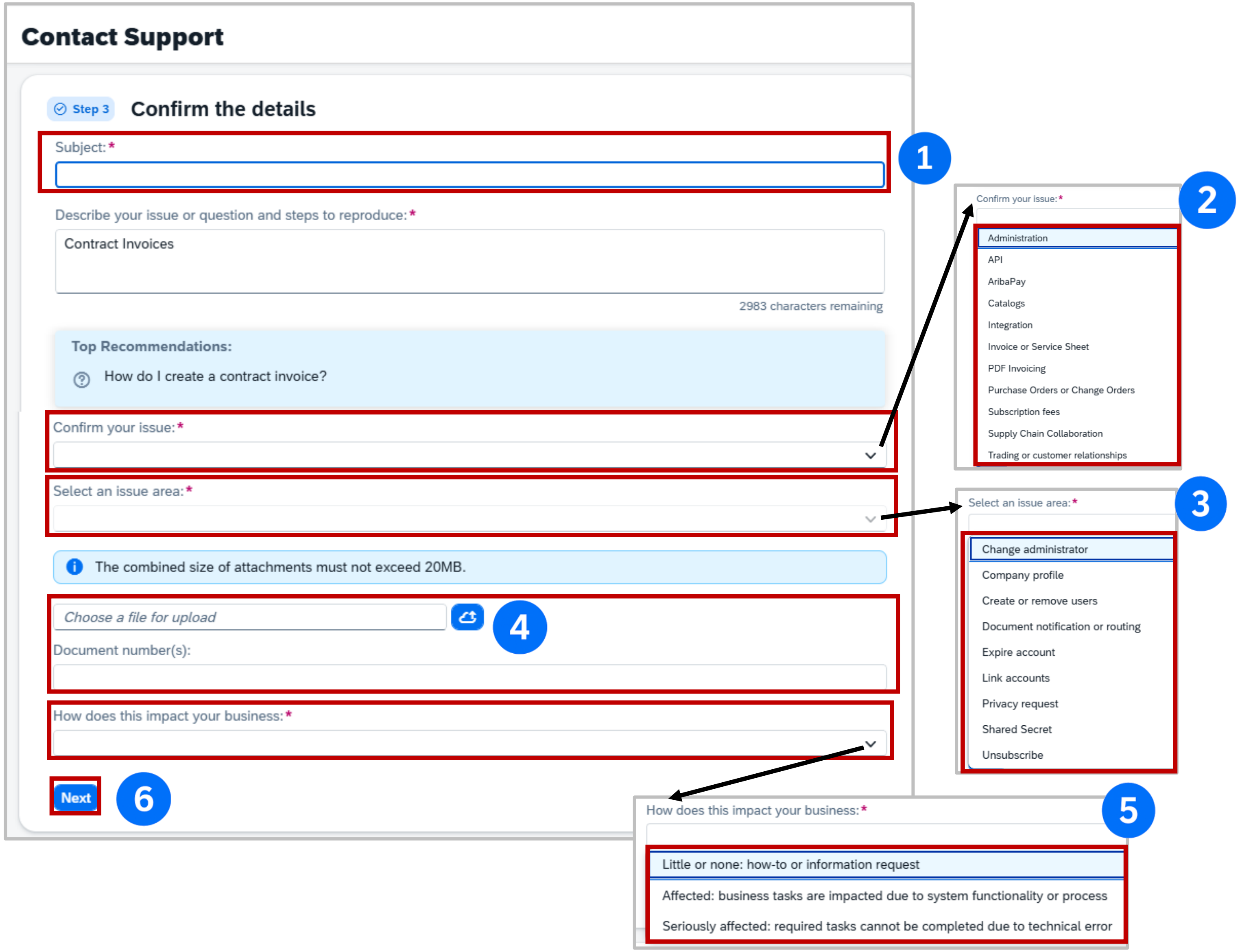
2983 characters remaining

Top Recommendations:
How do I create a contract invoice?

Completing the Confirm the details screen form

Keep in mind that all fields with an asterisk a mandatory field 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:*

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:*

Select an issue area:*

The combined size of attachments must not exceed 20MB.

Choose a file for upload

Document number(s):

How does this impact your business:*

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

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

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

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:

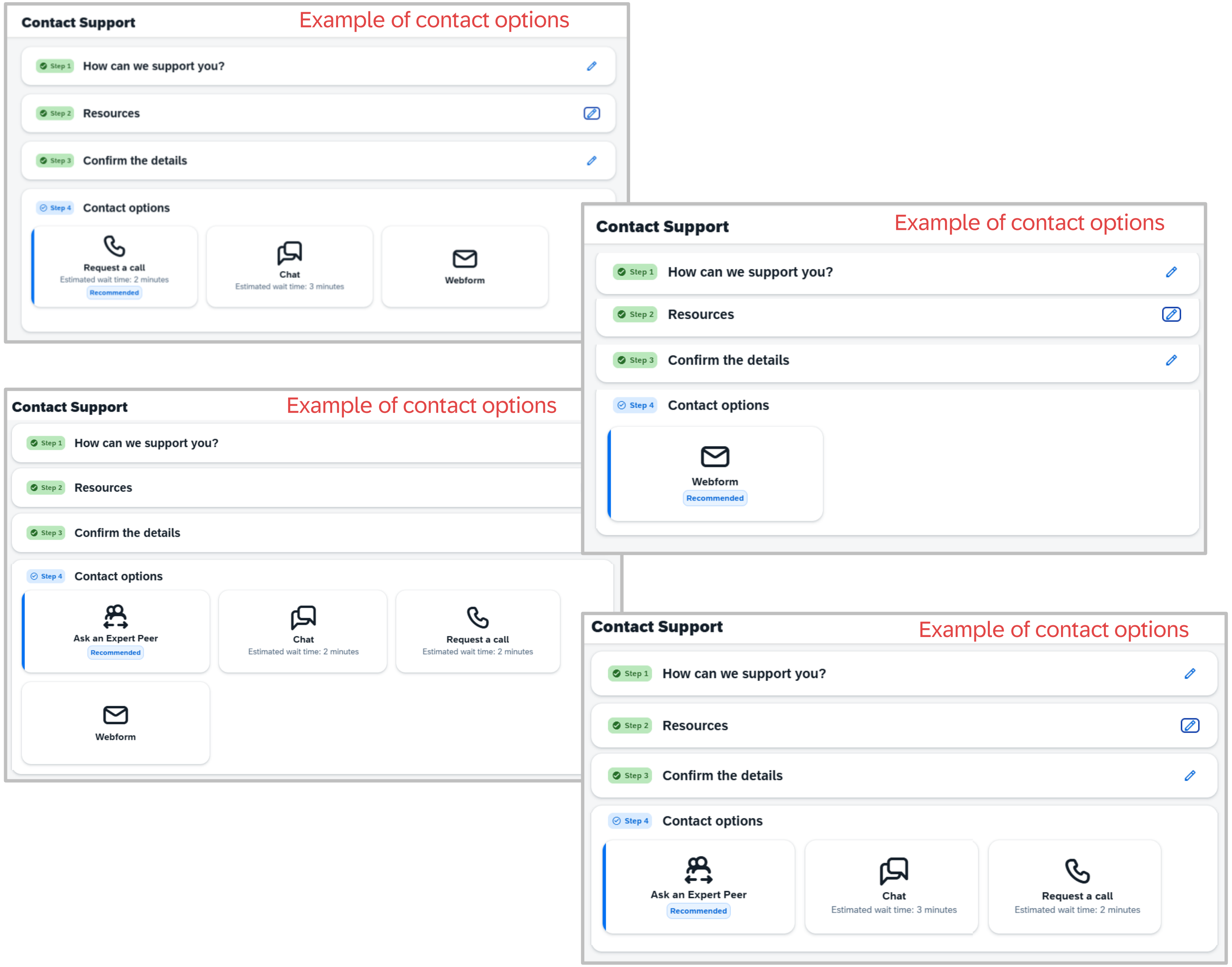
Request a Call - This option is a callback option, as there is no direct phone number to contact support. The waiting time is displayed as an estimation. The relevant support person will call you back based on the information, including the phone number entered when completing the form for a call back.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

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: 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

Ask an Expert Peer
Recommended

Chat
Estimated wait time: 3 minutes

Request a call
Estimated wait time: 2 minutes

Get Support – Completing the Webform

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**

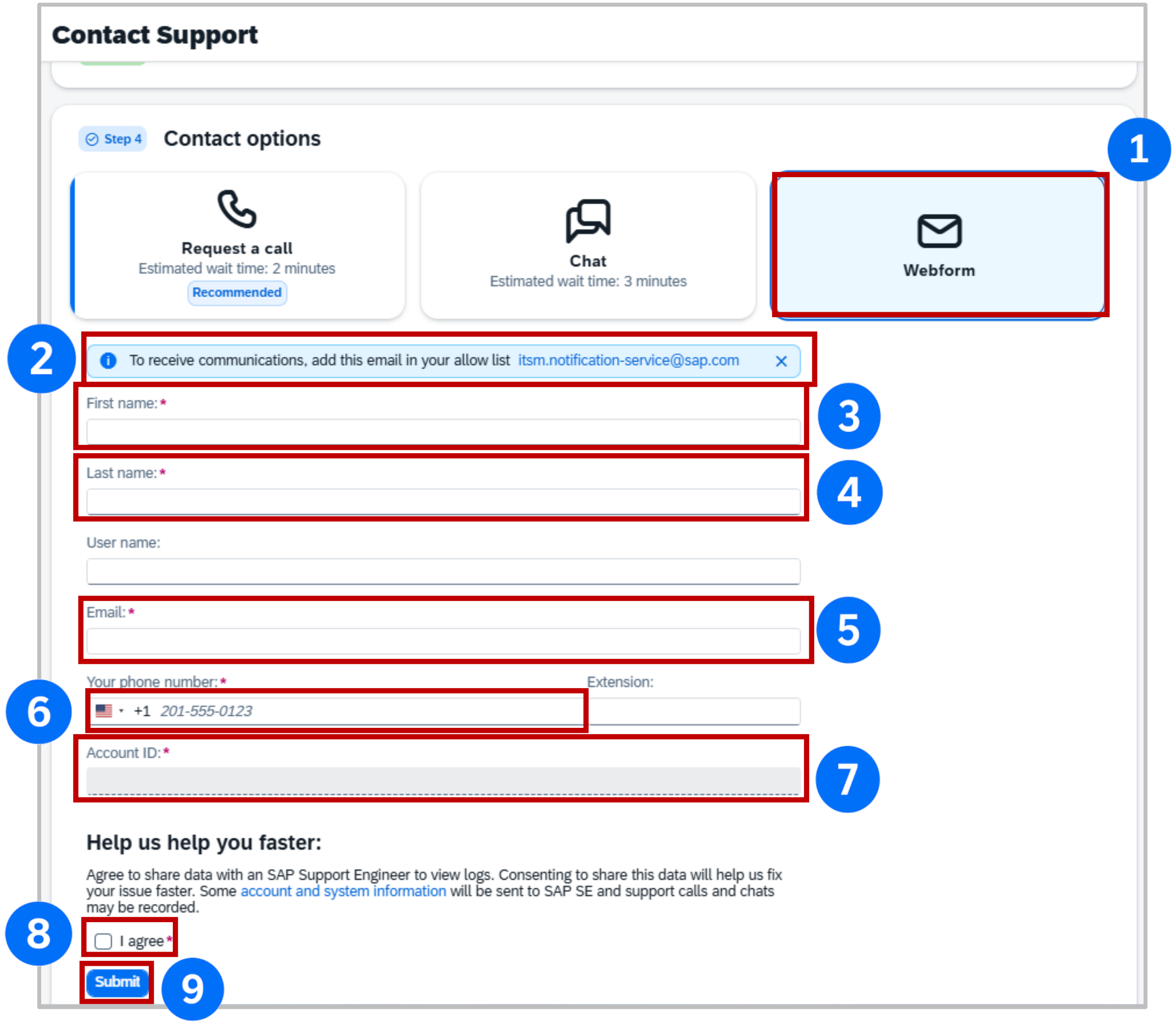
Note: To locate the **ANID**, sign into your network, click on your initials, and the **ANID** will appear around halfway down the drop-down list

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

Contact Support

Step 4 Contact options

Webform
Recommended



Contact Support

Step 4 Contact options

Request a call
Estimated wait time: 2 minutes
Recommended

Chat
Estimated wait time: 3 minutes

Webform

To receive communications, add this email in your allow list itsm.notification-service@sap.com ✕

First name: *

Last name: *

User name:

Email: *

Your phone number: * +1 201-555-0123

Extension:

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 *

Submit

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.

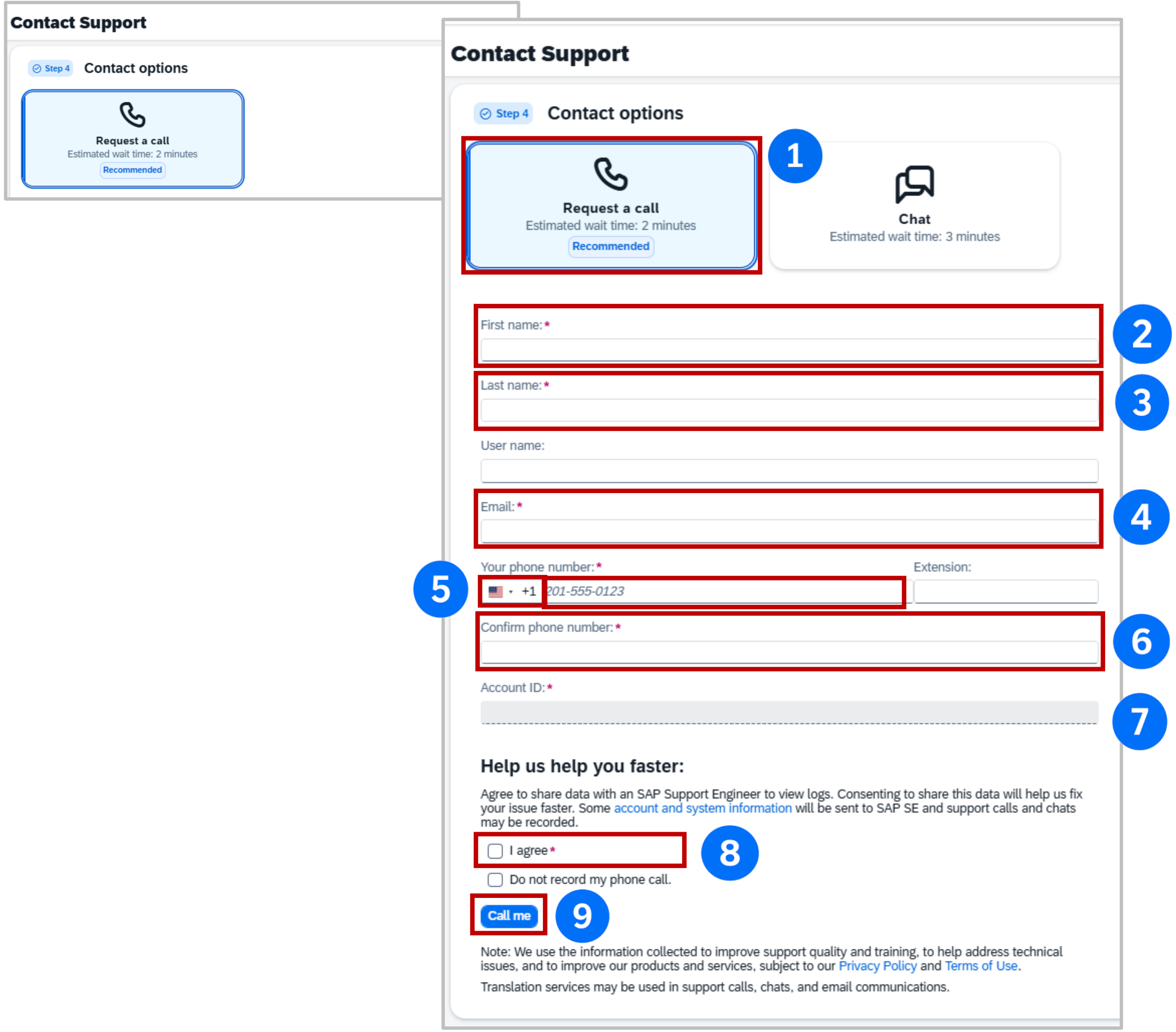
Remember that all fields with an asterisk are mandatory, and you cannot proceed until you have entered the information.

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**



Contact Support

Step 4 Contact options

Request a call
Estimated wait time: 2 minutes
Recommended

Chat
Estimated wait time: 3 minutes

First name: *

Last name: *

User name:

Email: *

Your phone number: * +1 201-555-0123

Extension:

Confirm phone number: *

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 *

☐ Do not record my phone call.

Call me

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 – Ask an Expert Peer

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.

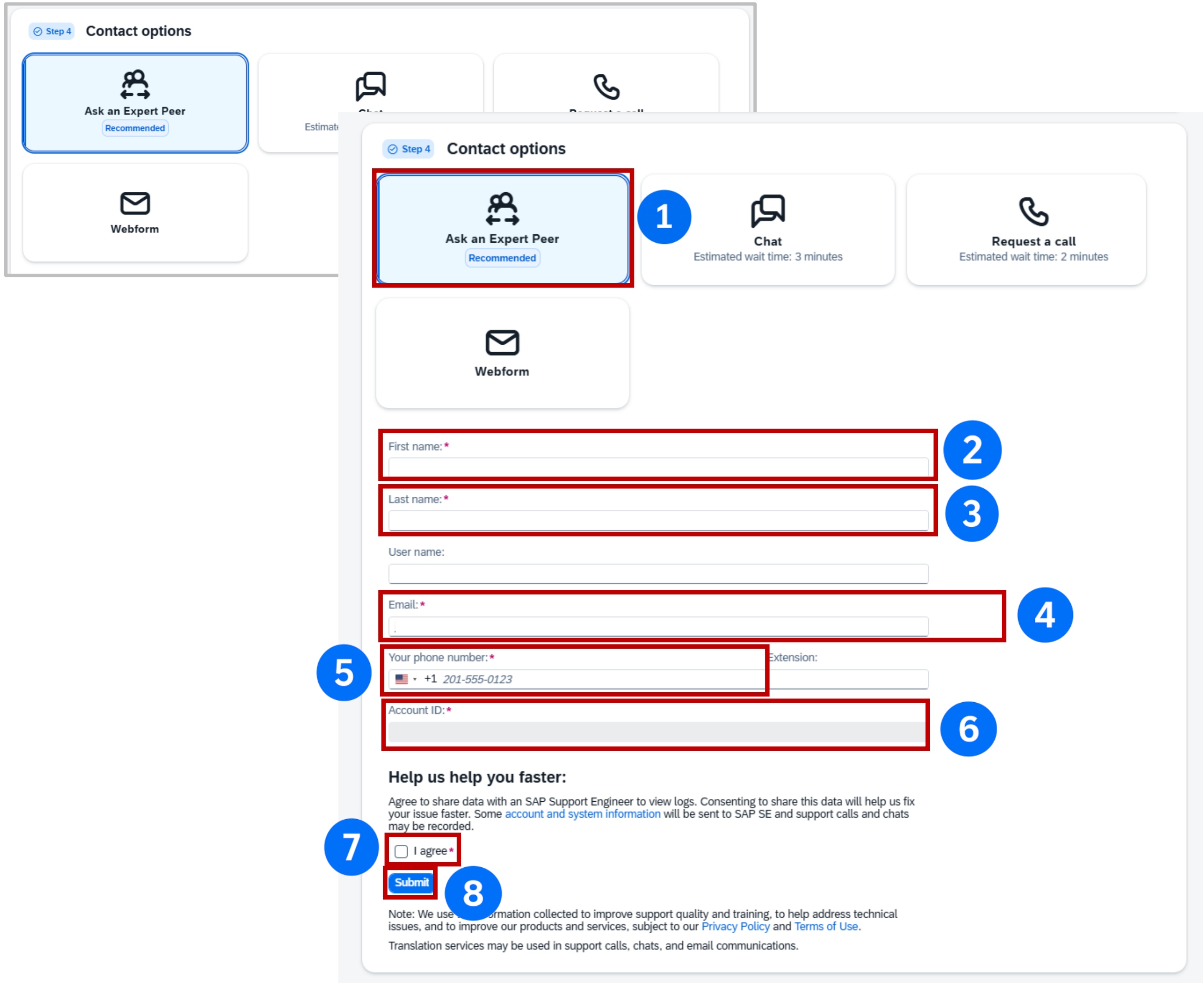
Remember that all fields with an asterisk are mandatory, and you cannot proceed until you have entered the information.

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

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



First name:*

Last name:*

User name:

Email:*

Your phone number:* +1 201-555-0123

Extension:

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*

Submit

Note: We use rmation 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.

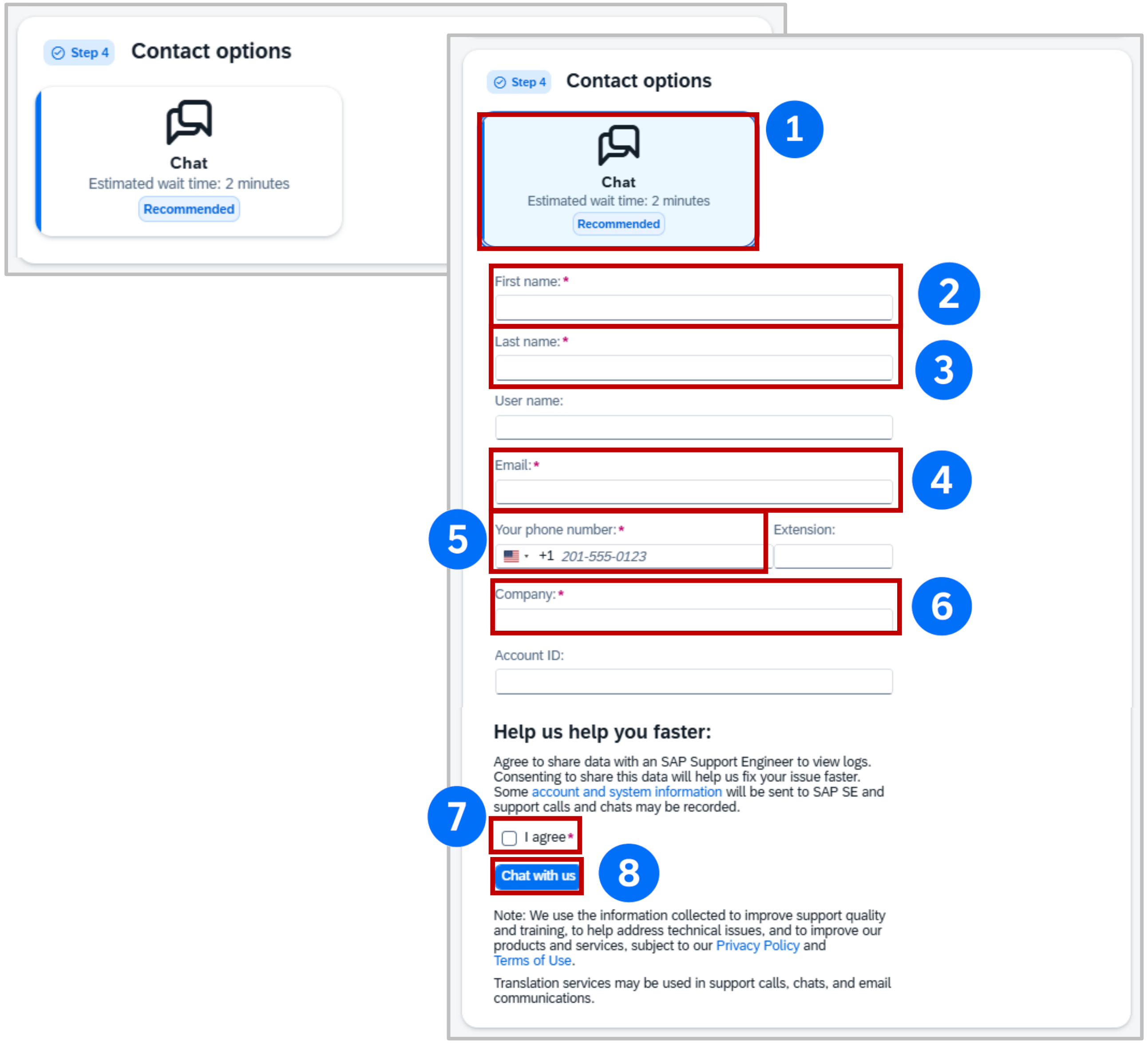
Get Support – Chat

When Chat is the only option and is recommended, you will be required to provide more information. Where there are multiple options, select the **Request a call** tile.

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

Completing the Chat Webform:

1. Click on the **Chat** 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. Enter the name of your **Company**
7. Read the **Help** us help you faster, click on **I agree**
8. Click on **Chat with Us**



Step 4 Contact options

Chat
Estimated wait time: 2 minutes
Recommended

Step 4 Contact options

Chat
Estimated wait time: 2 minutes
Recommended

First name:*

Last name:*

User name:

Email:*

Your phone number:* +1 201-555-0123

Extension:

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.

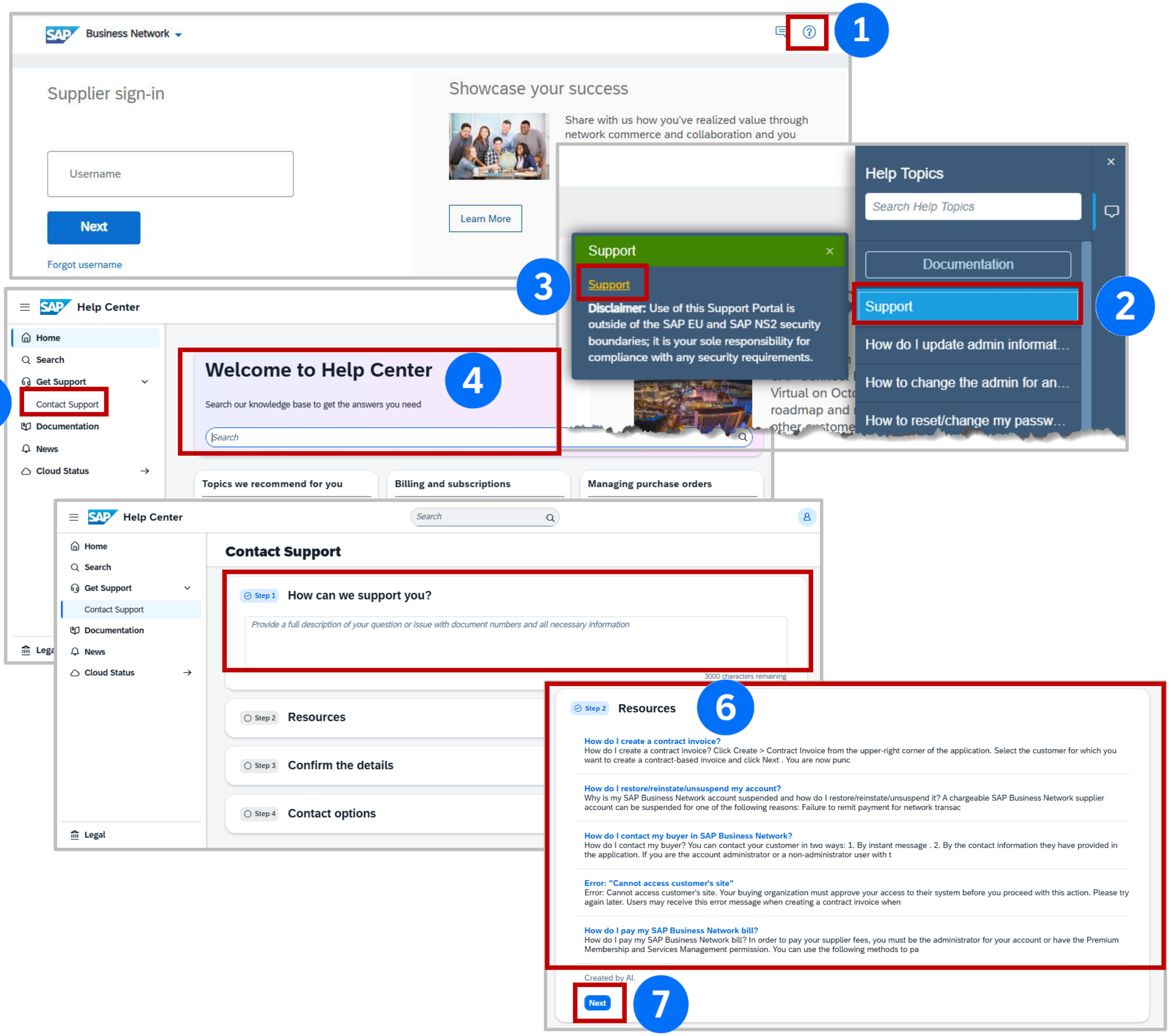
Get Support without Signing in

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.**



Share with us how you've realized value through network commerce and collaboration and you

Disclaimer: Use of this Support Portal is outside of the SAP EU and SAP NS2 security boundaries; it is your sole responsibility for compliance with any security requirements.

Welcome to Help Center

Search our knowledge base to get the answers you need

Step 1 How can we support you?

Provide a full description of your question or issue with document numbers and all necessary information

3000 characters remaining

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 punc

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 system before you proceed with this action. Please try 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 administrator for your account or have the Premium Membership and Services Management permission. You can use the following methods to pa

Created by AI.

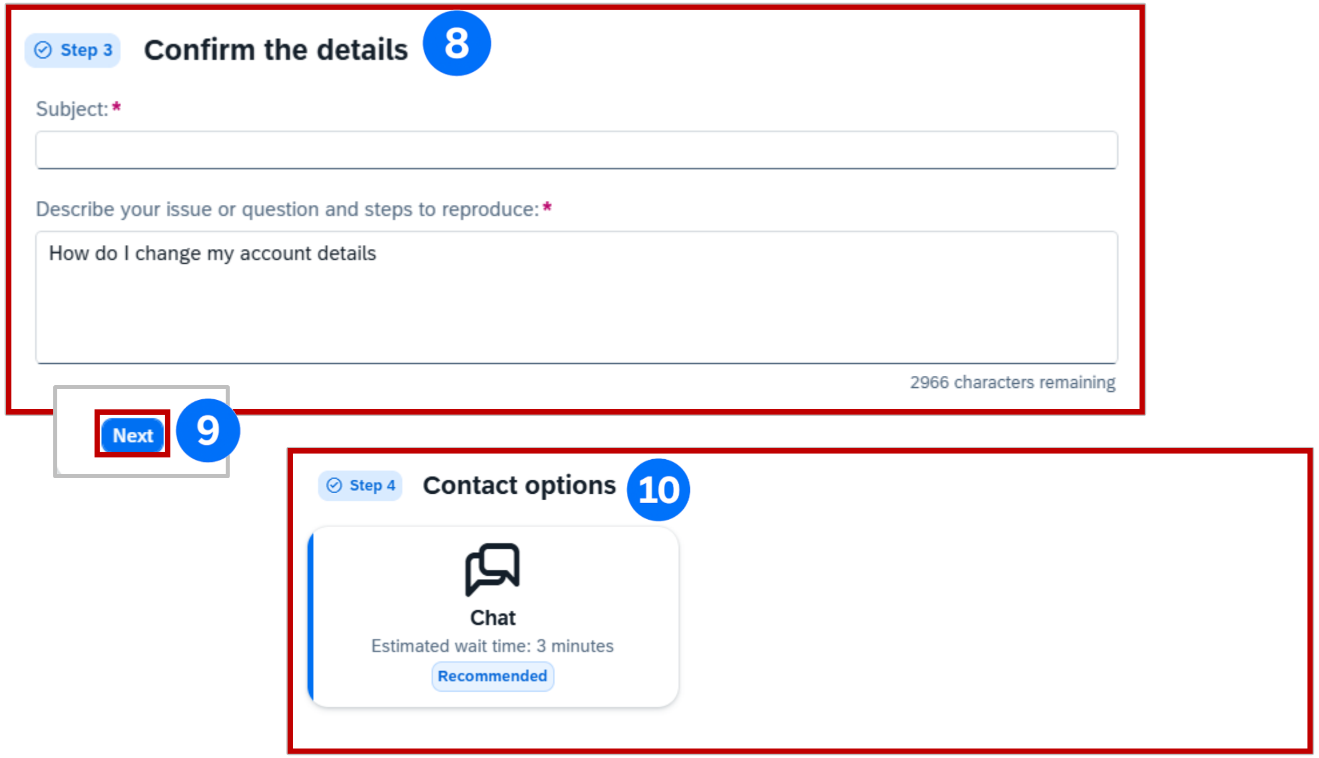
Get Support without Signing into the SAP Business Network cont.

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

Subject:*

Describe your issue or question and steps to reproduce:*

How do I change my account details

2966 characters remaining

Step 4 Contact options

Chat

Estimated wait time: 3 minutes

Recommended

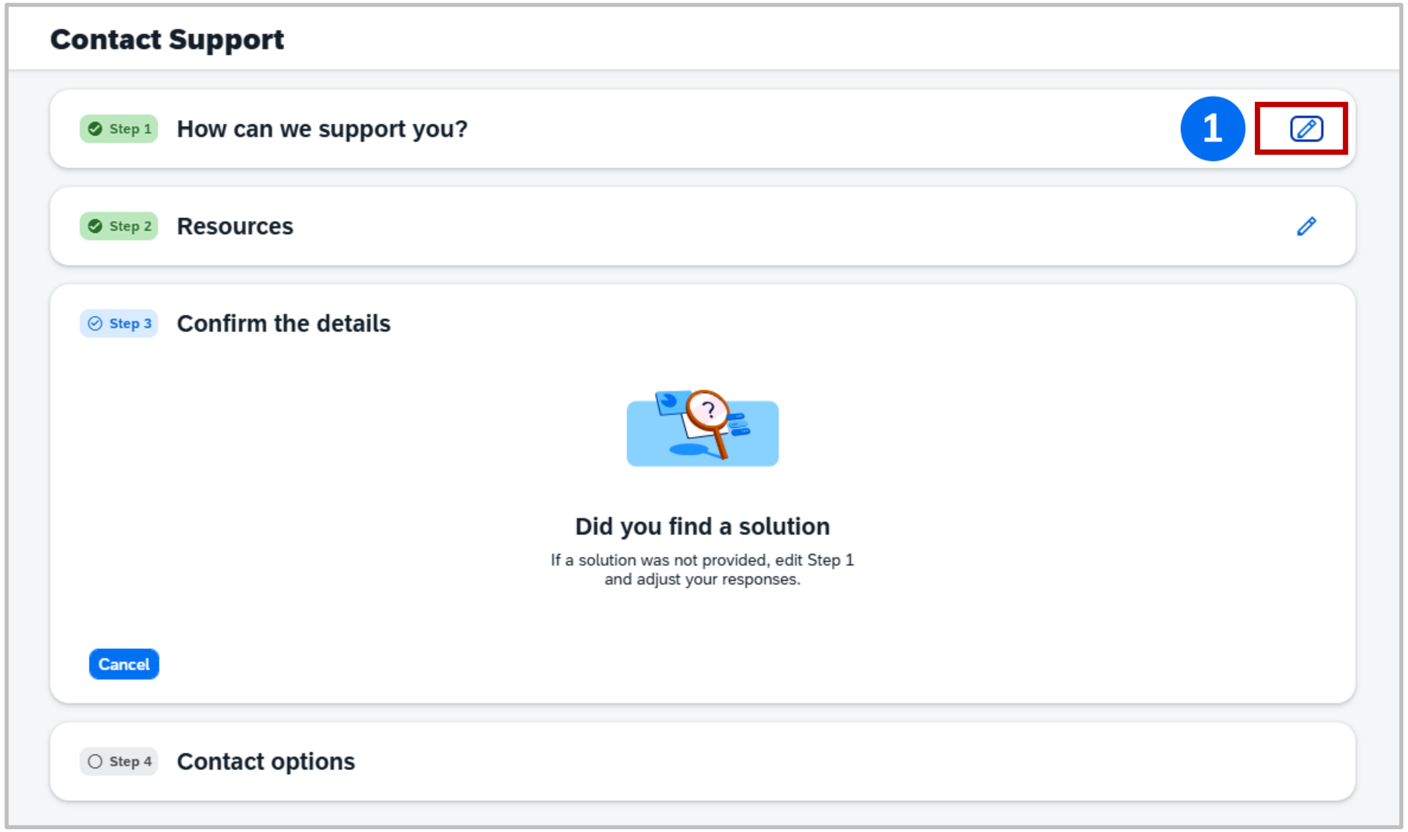
Solution not found Message

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



Did you find a solution

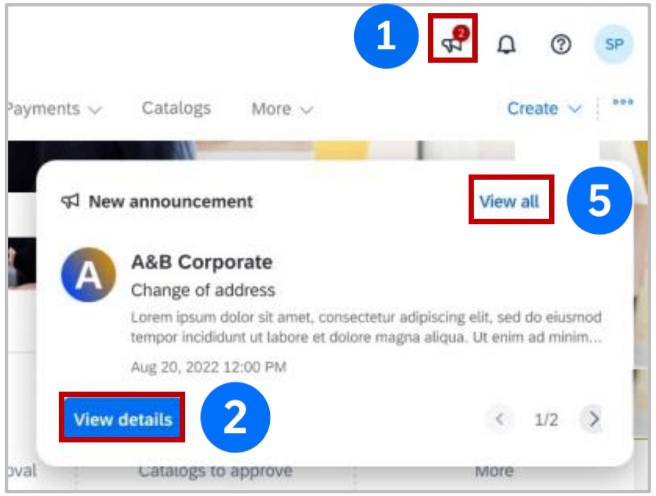
If a solution was not provided, edit Step 1 and adjust your responses.

Buyer Announcements

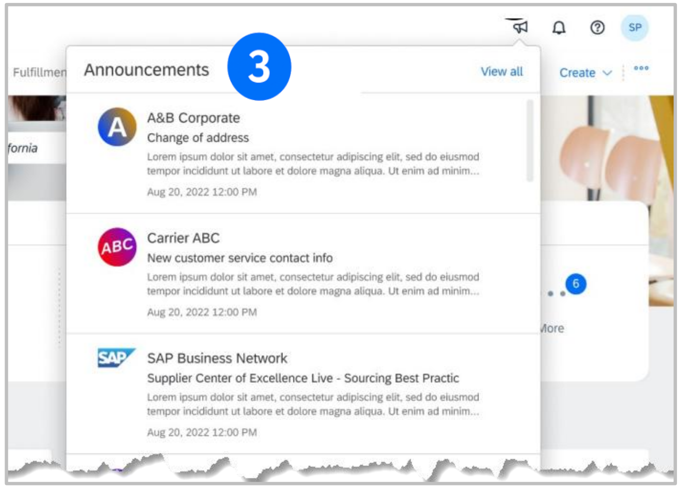
Some Buyers may have Buyer Announcements activated in the Buyer SAP Business Network. This will allow buyers to send timely announcements to their Suppliers.

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



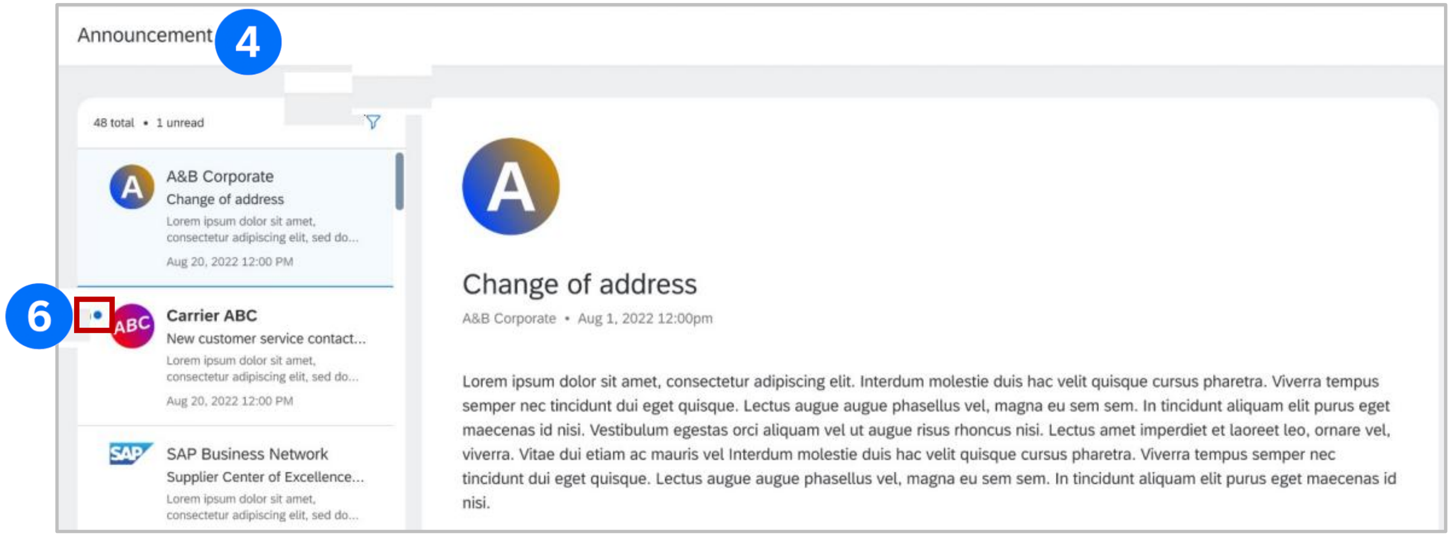
A&B Corporate
Change of address
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim...
Aug 20, 2022 12:00 PM



A&B Corporate
Change of address
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim...
Aug 20, 2022 12:00 PM

Carrier ABC
New customer service contact info
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim...
Aug 20, 2022 12:00 PM

SAP Business Network
Supplier Center of Excellence Live - Sourcing Best Practic
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim...
Aug 20, 2022 12:00 PM



A&B Corporate
Change of address
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do...
Aug 20, 2022 12:00 PM

Carrier ABC
New customer service contact...
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do...
Aug 20, 2022 12:00 PM

SAP Business Network
Supplier Center of Excellence...
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do...

Change of address

A&B Corporate • Aug 1, 2022 12:00pm

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Interdum molestie duis hac velit quisque cursus pharetra. Viverra tempus semper nec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi. Vestibulum egestas orci aliquam vel ut augue risus rhoncus nisi. Lectus amet imperdiet et laoreet leo, ornare vel, viverra. Vitae dui etiam ac mauris vel Interdum molestie duis hac velit quisque cursus pharetra. Viverra tempus semper nec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi.

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)

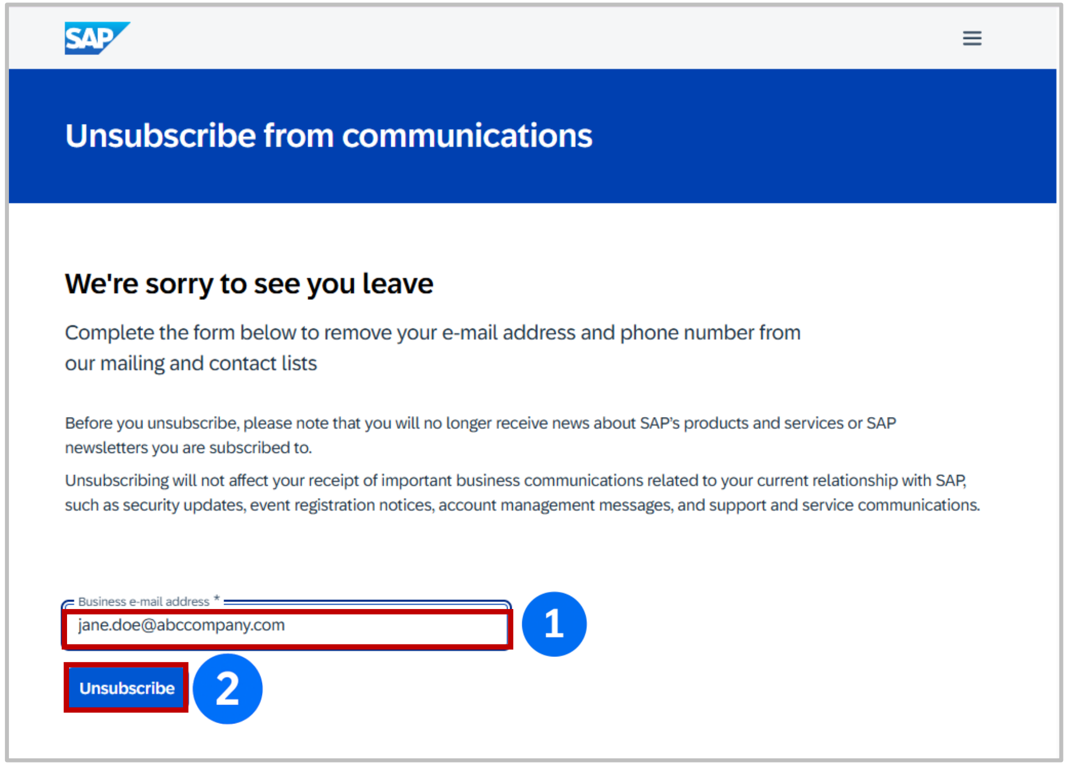
Unsubscribing will not affect the receipt of important business communications related to your current relationship with SAP this includes:

- 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



Unsubscribe from communications

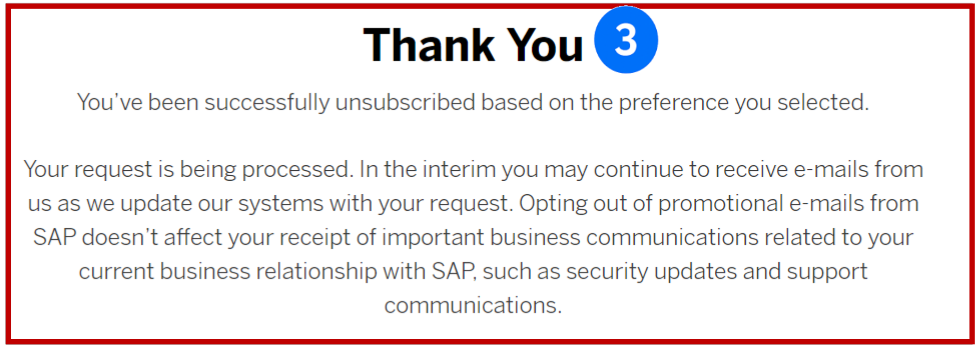
We're sorry to see you leave

Complete the form below to remove your e-mail address and phone number from our mailing and contact lists

Before you unsubscribe, please note that you will no longer receive news about SAP's products and services or SAP newsletters you are subscribed to.

Unsubscribing will not affect your receipt of important business communications related to your current relationship with SAP, such as security updates, event registration notices, account management messages, and support and service communications.

Business e-mail address *: jane.doe@abccompany.com



Thank You

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.

Sign In - Users

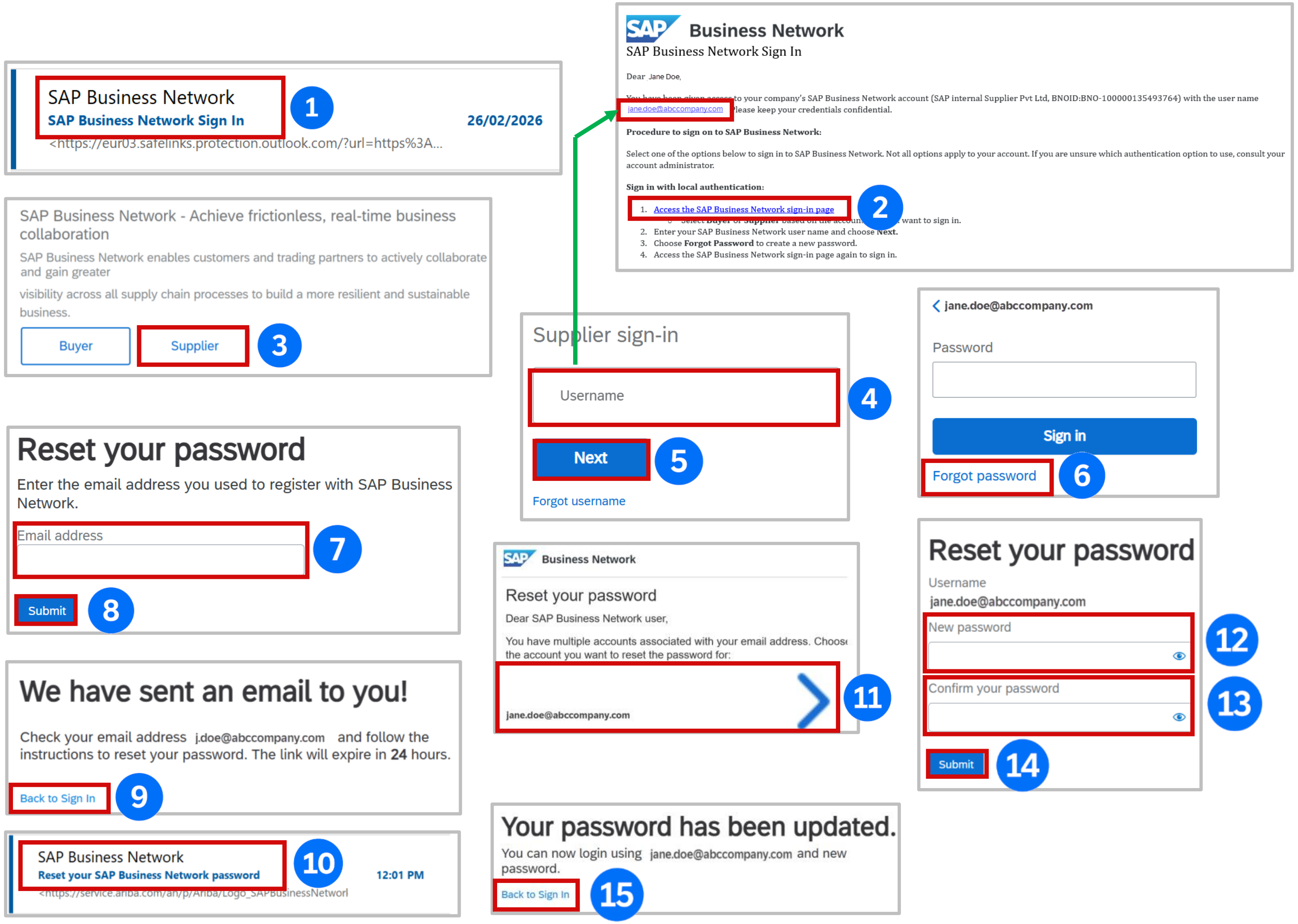
Sign in for the first time - User

Newly created users will receive an email with their Username information. An email from SAP Business Network with sign-in information is sent to the user's email address for whom the System Administrator has created a new username.

1. Locate and open the email from **SAP Business Network**
2. Access the **SBN on BTP sign-in** screen by clicking on the link in the email
3. Select **Supplier**
4. The Supplier sign-in page is displayed. Enter the **Username** shown in the email
5. Click on **Next**
6. Click on **Forgot password**
7. Enter the email associated with the account; this may or may not be the same as your username
8. Click on **Submit**
9. A pop-up message indicating an email has been sent is shown, click on **Back to Sign In**, and the sign-in screen will be displayed
10. Locate the email from **SAP Business Network**
11. Click on the **Username**, to set a password, the **Reset your password** pop-up will appear
12. Enter your password into the **New password**

Note: Your Password must be between 8 and 32 characters. As each requirement is me the pop-up box turns each requirement from red to green.

13. Re-enter your password into **Confirm your password**
14. Click on **Submit**
15. The Your password has been updated pop-up displays, click on **Back to Sign in**



SAP Business Network
SAP Business Network Sign In
26/02/2026
<https://eur03.safelinks.protection.outlook.com/?url=https%3A...

Business Network
SAP Business Network Sign In

Dear Jane Doe,

You have been given access to your company's SAP Business Network account (SAP internal Supplier Pvt Ltd, BNOID:BNO-100000135493764) with the user name jane.doe@abccompany.com Please keep your credentials confidential.

Procedure to sign on to SAP Business Network:

Select one of the options below to sign in to SAP Business Network. Not all options apply to your account. If you are unsure which authentication option to use, consult your account administrator.

Sign in with local authentication:

1. Access the SAP Business Network sign-in page
   - Select **Buyer** or **Supplier** based on the accoun… want to sign in.
2. Enter your SAP Business Network user name and choose **Next.**
3. Choose **Forgot Password** to create a new password.
4. Access the SAP Business Network sign-in page again to sign in.

SAP Business Network - Achieve frictionless, real-time business collaboration

SAP Business Network enables customers and trading partners to actively collaborate and gain greater

visibility across all supply chain processes to build a more resilient and sustainable business.

Supplier sign-in

jane.doe@abccompany.com

Reset your password

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

We have sent an email to you!

Check your email address j.doe@abccompany.com and follow the instructions to reset your password. The link will expire in **24** hours.

SAP Business Network
Reset your SAP Business Network password
12:01 PM
<https://service.ariba.com/an/p/Ariba/Logo_SAPBusinessNetworl

Business Network

Reset your password

Dear SAP Business Network user,

You have multiple accounts associated with your email address. Choose the account you want to reset the password for:

jane.doe@abccompany.com

Reset your password

Username
jane.doe@abccompany.com

Your password has been updated.

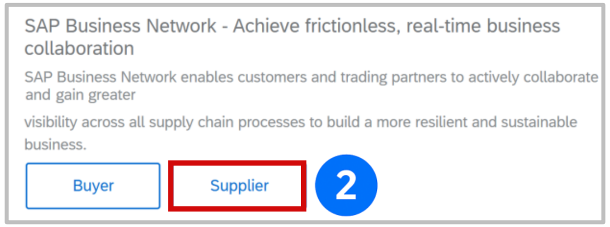
You can now login using jane.doe@abccompany.com and new password.

Forgot Username

Users can reset their own password for all accounts associated with their email domain. Remember that a Username can be used only once, but an email address can be associated with many accounts.

1. Access the **SBN on BTP sign-in** - Click Me
2. Select **Supplier**
3. Click on **Forgot username**
4. Enter the **Email address** associated with the account; this may or may not be the same as your username
5. Click on **Submit,**
6. A pop-up message indicating an email has been sent is shown. Click on **Back to Sign in**, and the sign-in screen will be displayed
7. Open your email and locate the email from **Ariba Commerce Cloud.** Open the email
8. Locate the applicable **Username**

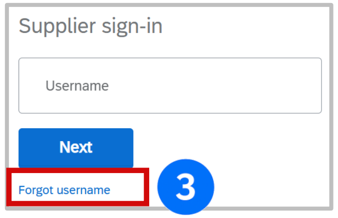
Note: If you have more than 1 username



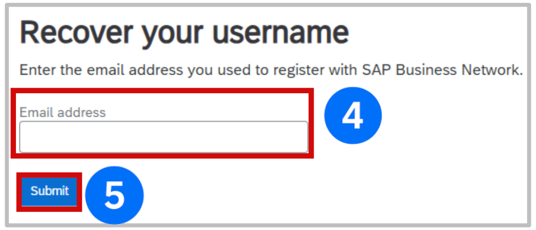
SAP Business Network - Achieve frictionless, real-time business collaboration

SAP Business Network enables customers and trading partners to actively collaborate and gain greater

visibility across all supply chain processes to build a more resilient and sustainable business.

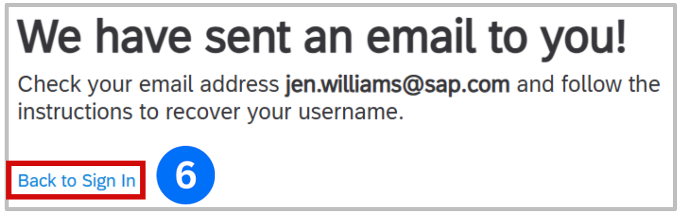


Supplier sign-in



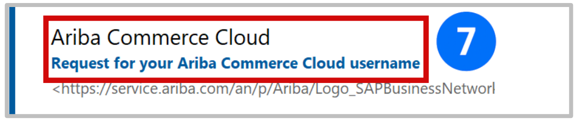
Recover your username

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



We have sent an email to you!

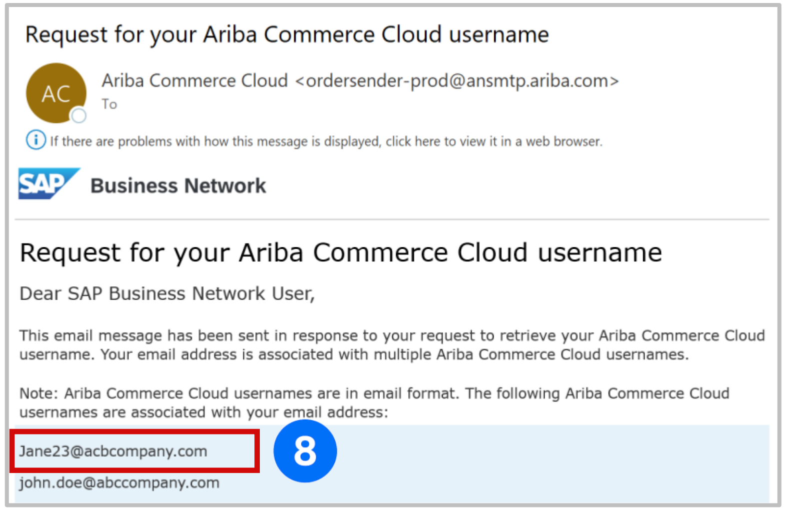
Check your email address jen.williams@sap.com and follow the instructions to recover your username.



Ariba Commerce Cloud

Request for your Ariba Commerce Cloud username

<https://service.ariba.com/an/p/Ariba/Logo_SAPBusinessNetworl



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.

Business Network

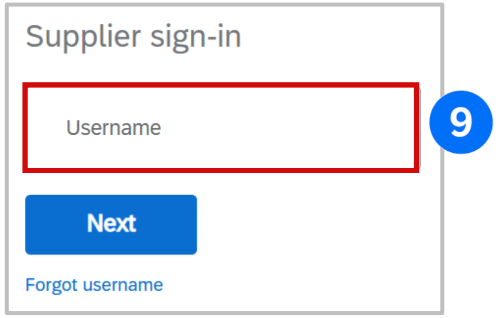
Request for your Ariba Commerce Cloud username

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:

Jane23@acbcompany.com
john.doe@abccompany.com



Supplier sign-in

Forgot Password

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**

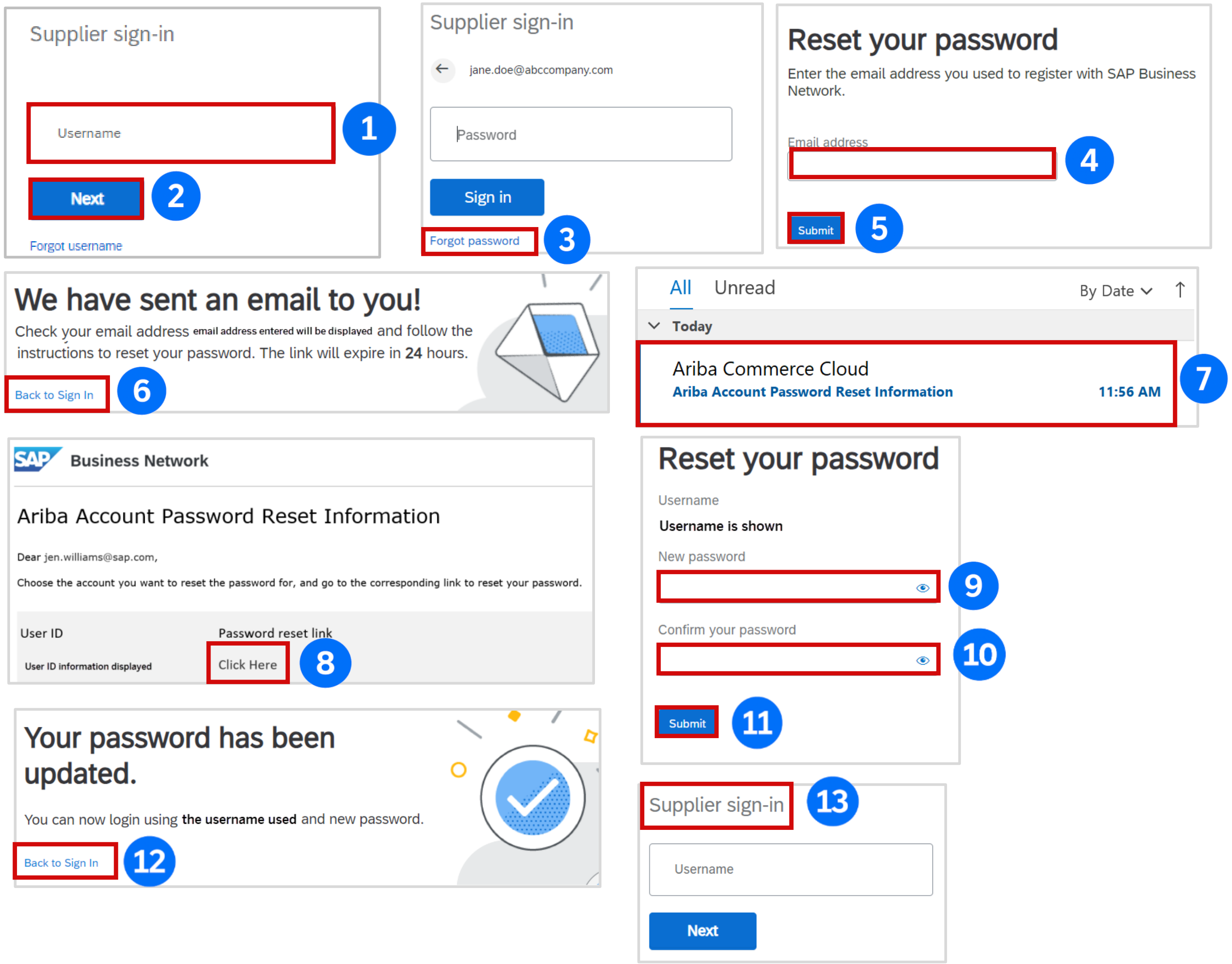
6. Click on **Back to Sign-in**
7. Locate the Ariba Commerce Cloud email – **Ariba Account Password Reset Information,**
8. Open the email, Identify the username that you have forgotten the password for, then click on **Click Here** next to the username

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 👁 lisplays 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



Supplier sign-in

Username

Next

Forgot username

Supplier sign-in

jane.doe@abccompany.com

Password

Sign in

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 link
User ID information displayed	Click Here

Reset your password

Username

Username is shown

New password

Confirm your password

Submit

Your password has been updated.

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

Back to Sign In

Supplier sign-in

Username

Next

Creating a Password Information

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

The initial screen will display all information in black text

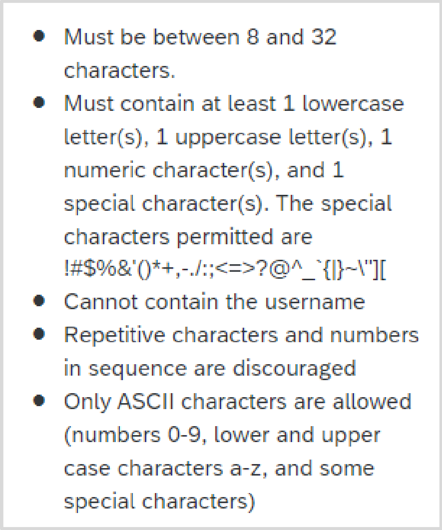
As you create a password:

Green indicates that you have met the criteria

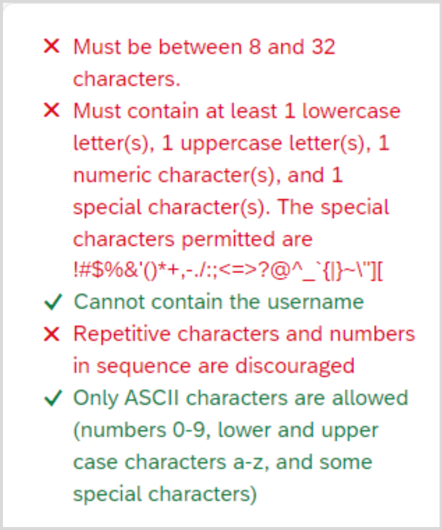
Red indicates that you have not yet met the requirements of the password

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

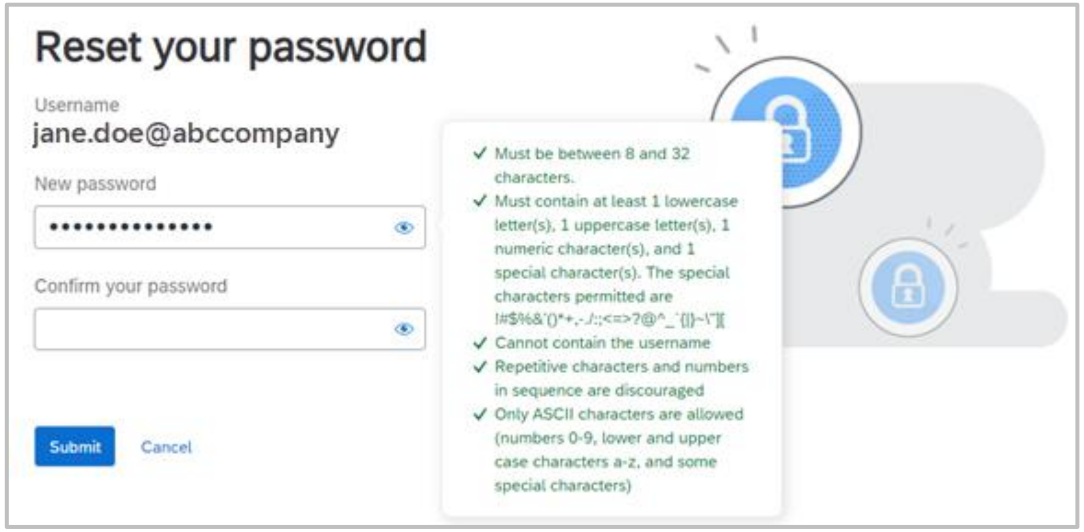
When using credentials (Username) that is generic be sure to advise all those using the same credentials of the updated password, otherwise the account may be locked and a new password created



- 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
jane.doe@abccompany

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)

Test Accounts

Information

- 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)

Test Account Creation

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 IDs before users can access Test – Refer to [**Manage Users**]()

To Create a **Test Account**:

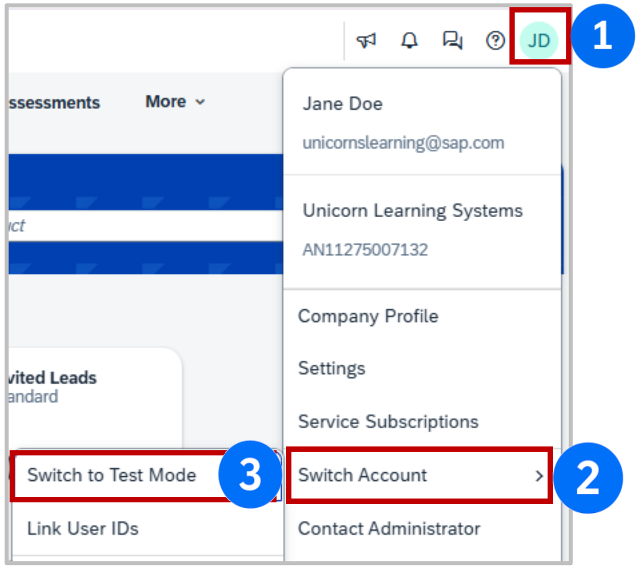
1. Click on your initials in the top right corner
2. Select **Switch Account**
3. Select **Switch to Test Mode**
4. The **Changing Account Mode** message is displayed**.** Click on **OK**

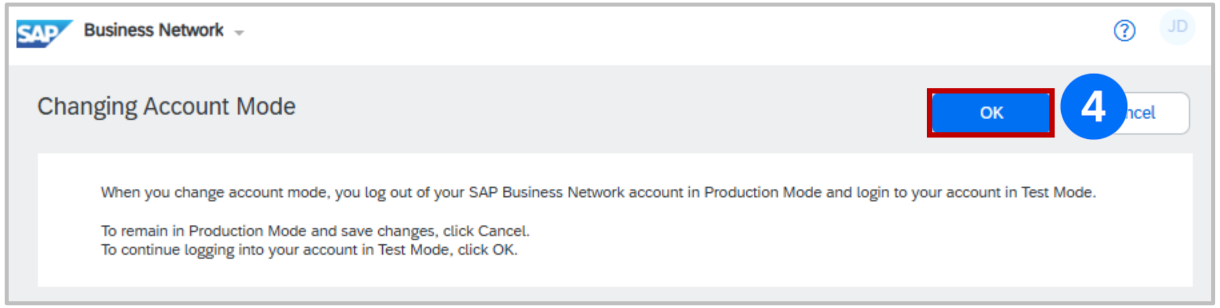
Note: A Test Admin Username will be autogenerated.

5. The SBN on the BTP Home page will be displayed, and Test Mode will be shown at the top of the screen

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 a bubble at the top of the screen to identify that you are working in a Test account

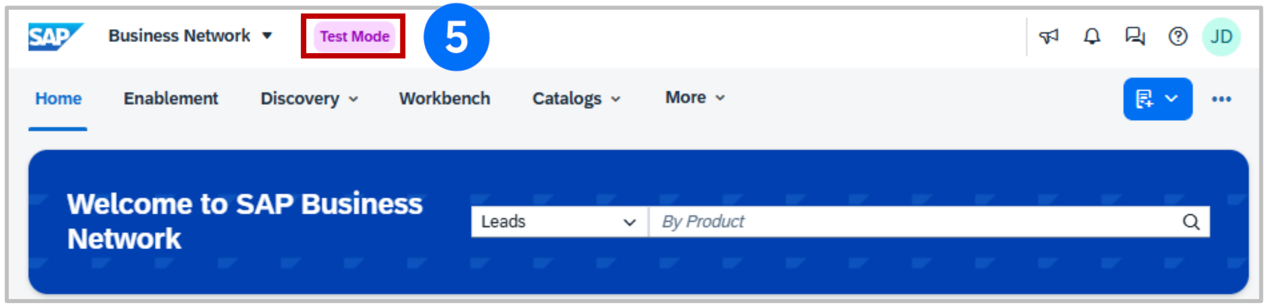




Changing Account Mode

When you change account mode, you log out of your SAP Business Network account in Production Mode and login to your account in Test Mode.

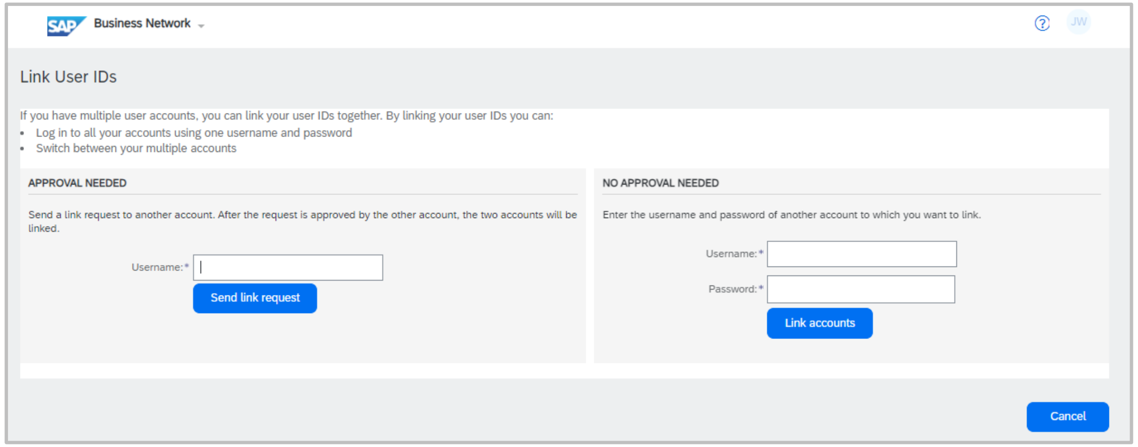
To remain in Production Mode and save changes, click Cancel.
To continue logging into your account in Test Mode, click OK.



Linking User ID’s

Information

- 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



Link User IDs

If you have multiple user accounts, you can link your user IDs together. By linking your user IDs you can:
- Log in to all your accounts using one username and password
- Switch between your multiple accounts

APPROVAL NEEDED

Send a link request to another account. After the request is approved by the other account, the two accounts will be linked.

Username:*

NO APPROVAL NEEDED

Enter the username and password of another account to which you want to link.

Username:*

Password:*

- 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

Production and Test accounts can not be linked and 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 Link Accounts:

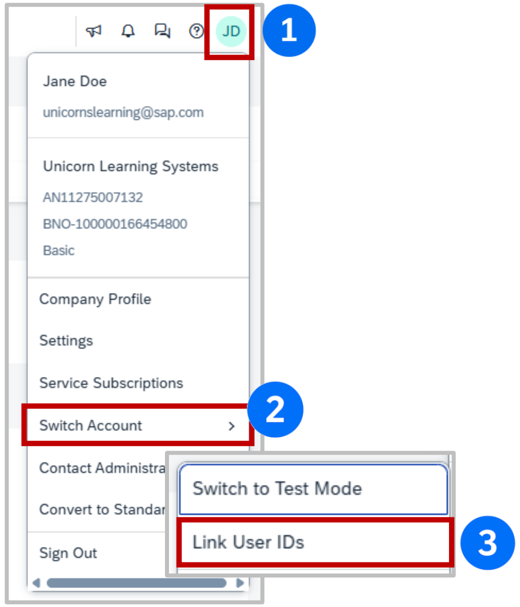
1. Sign in to the SAP Business Network and click on the **initials** at the top of the screen
2. Click on **Switch Account**
3. Select **Link User IDs**

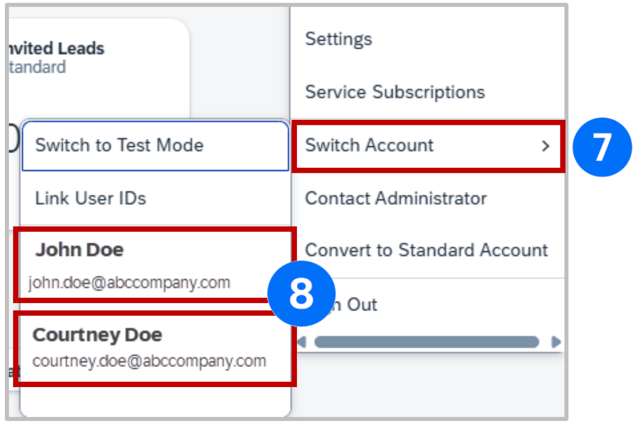
Note: There are two options for Link User IDs. **Approval Needed** is used when you don't have a specific login for another account. **No Approval Needed** is when you have a login for the other account

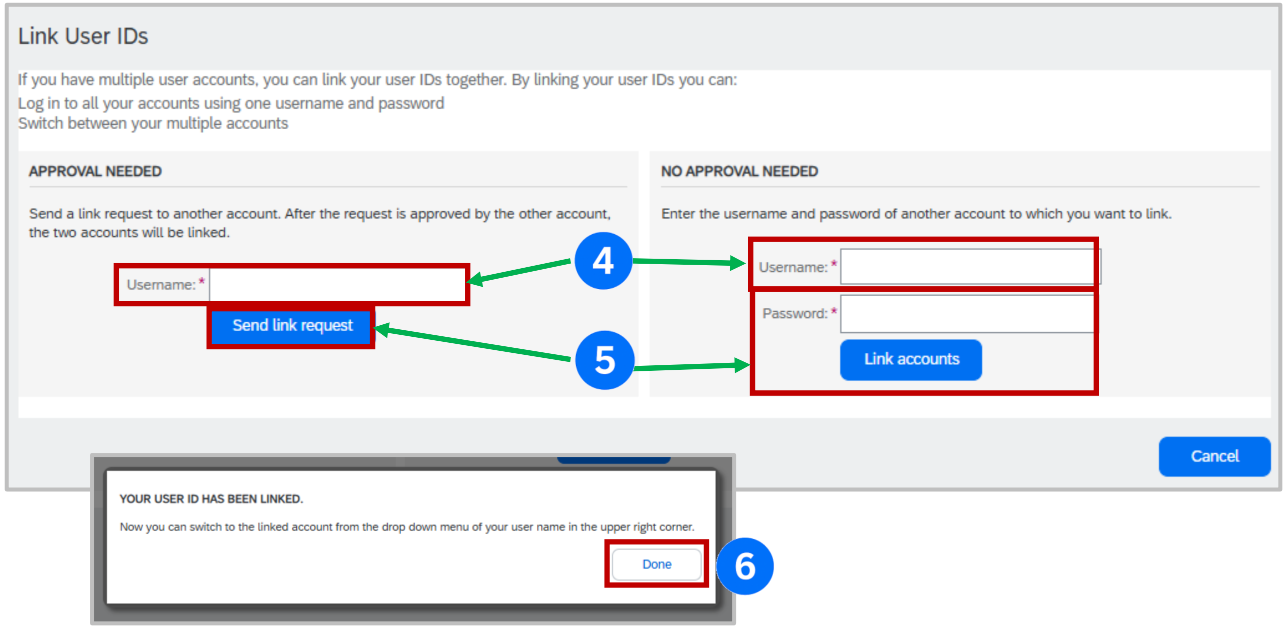
4. Enter the **Username** of the other account into the applicable field
5. For **Approval Needed** - click on **Send link request**
   For No Approval Needed – enter the password for the username entered, then click on **Link Accounts**
6. A pop-up screen message appears, click on **Done**

To Access a Linked Account:

7. Click on **the initials** at the top of the screen (refer step 1) and click on **Switch Account**
8. Select the account you want to access from the list






Link User IDs

If you have multiple user accounts, you can link your user IDs together. By linking your user IDs you can:
Log in to all your accounts using one username and password
Switch between your multiple accounts

APPROVAL NEEDED

Send a link request to another account. After the request is approved by the other account, the two accounts will be linked.

NO APPROVAL NEEDED

Enter the username and password of another account to which you want to link.

YOUR USER ID HAS BEEN LINKED.

Now you can switch to the linked account from the drop down menu of your user name in the upper right corner.

Subscription and Transaction Fees

What you need to know

Calculating Fee Information

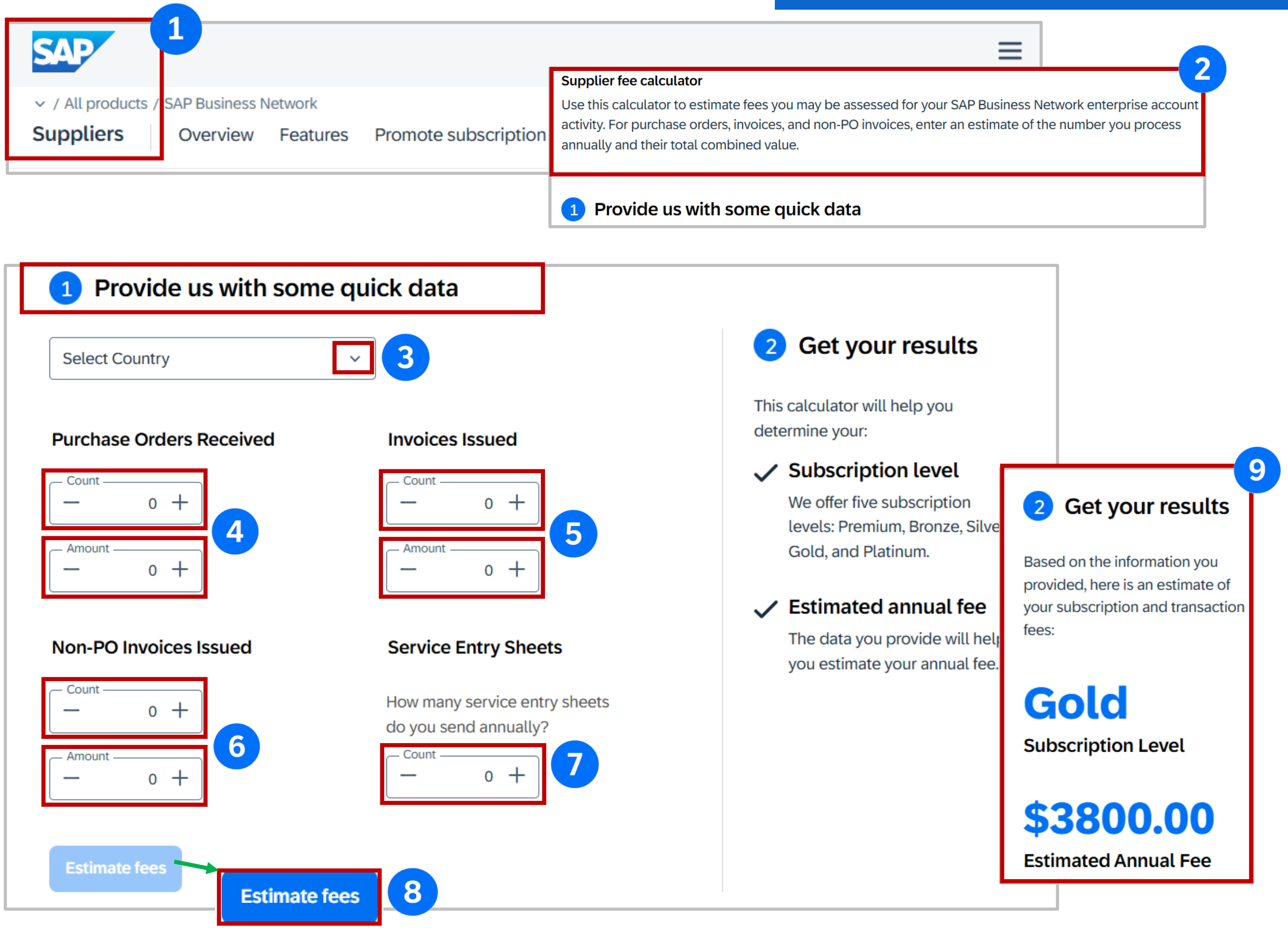
- Enterprise account subscription levels and fees are determined by the number of documents and volume of transactions your business runs through the SAP Business Network
- As your transaction level on SAP Business Network increases, the value your business receives will also rise, and your fees will 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

Estimating Subscription and Transacting Fees

To access the fees calculator:

1. Click [https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing,](https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing)
2. Scroll down to the **Supplier Fee Calculator,** and display the **Provide us with some quick data**
3. Select the **Country** you are in using the drop-down list
4. Enter the number of **Purchase Orders** Received in **Count** and the dollar value into the **Amount**
5. Enter the number of **Invoices** Issued in **Count** and the dollar value into the **Amount**
6. If Known - Enter the number of **Non-Purchase Orders Invoices Issued** in **Count** and the dollar value into the **Amount**
7. If Known - Enter the number of **Service Entry Sheets** you would send to the Buyer annually
8. The Estimate Fees will become active, click **Estimate Fees at any time to view**
9. The Subscription Level and Estimated Annual fee are shown.

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



Supplier fee calculator

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.

How many service entry sheets do you send annually?

This calculator will help you determine your:

✓ **Subscription level**

We offer five subscription levels: Premium, Bronze, Silve Gold, and Platinum.

✓ **Estimated annual fee**

The data you provide will hel you estimate your annual fee.

Based on the information you provided, here is an estimate of your subscription and transaction fees:

Gold

Subscription Level

$3800.00

Estimated Annual Fee

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

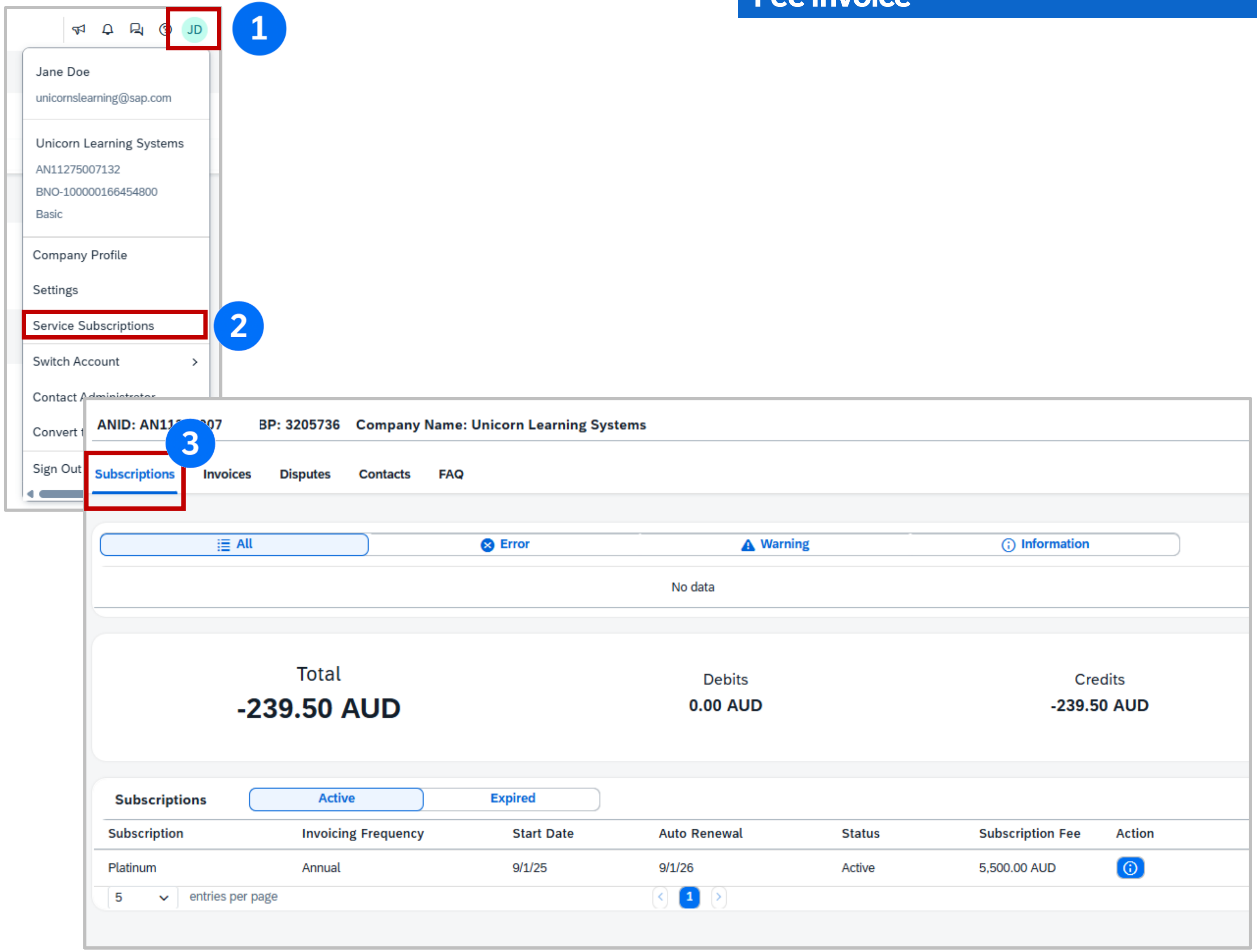
Note: The Acceptance of the Terms of Use clearly indicates that creating an Enterprise Account may incur fees.

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 information is displayed

The 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



Total -239.50 AUD

Debits 0.00 AUD

Credits -239.50 AUD

Subscriptions

Subscription	Invoicing Frequency	Start Date	Auto Renewal	Status	Subscription Fee	Action
Platinum	Annual	9/1/25	9/1/26	Active	5,500.00 AUD	ⓘ

Subscription Screen Information

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

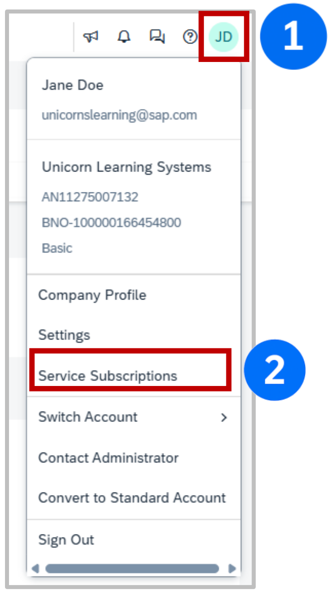
ⓘ Clicking on this icon provides more information

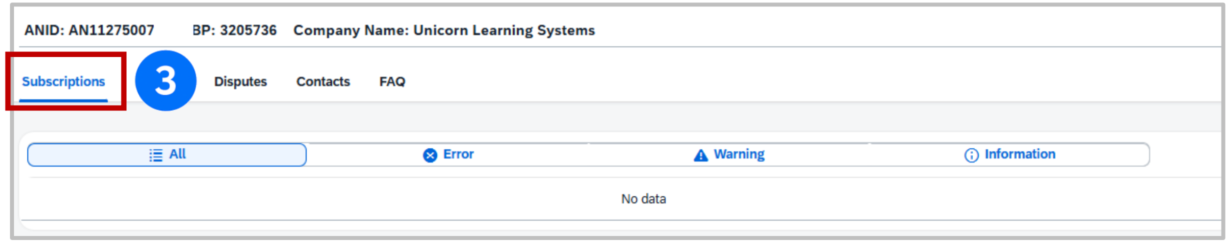
Debits = are the amount of money owed by the supplier to SAP

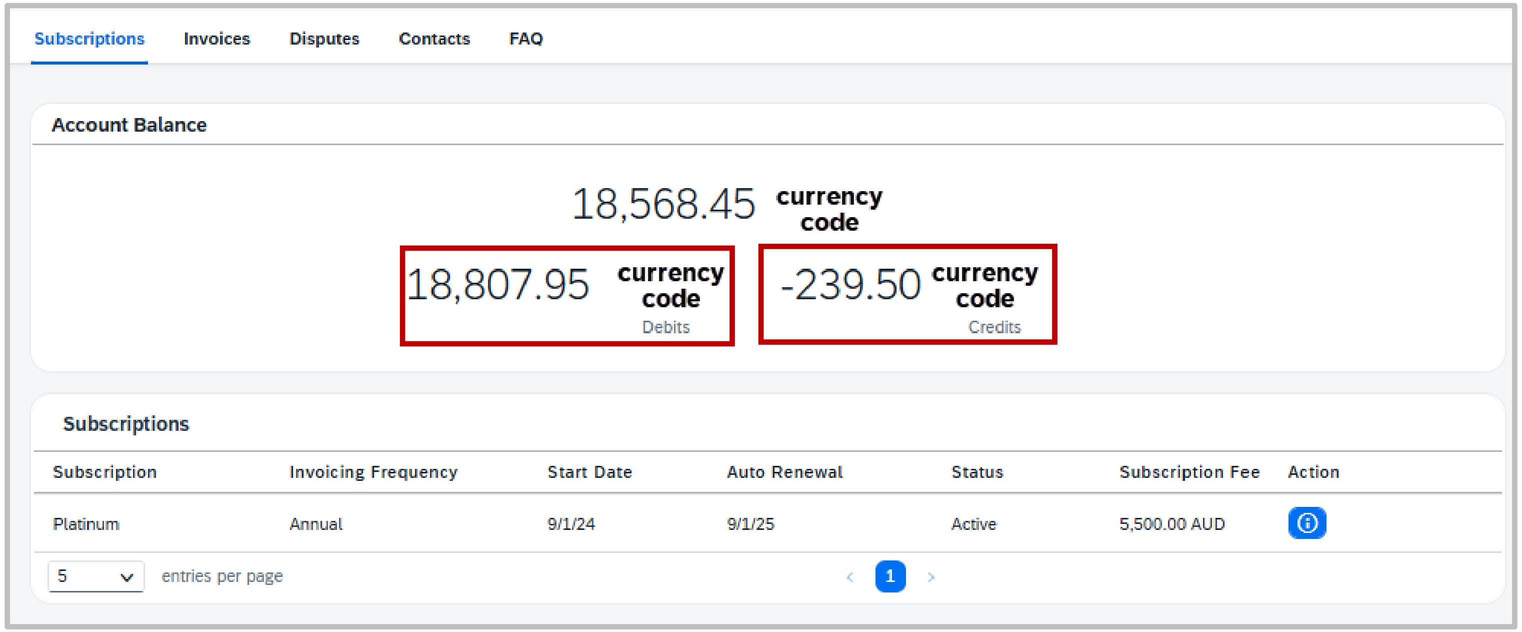
Credits = are applied when a dispute has been proven or an adjustment has been made to the charges by SAP and are shown as a negative, as it is fees owed to the supplier

Each heading provides information specific to Subscription fees.

For more information about Subscription fees and the thresholds – **Click Here**




ANID: AN11275007 BP: 3205736 Company Name: Unicorn Learning Systems



Account Balance

18,568.45 currency code

18,807.95 currency code Debits

-239.50 currency code Credits

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	ⓘ

5 entries per page 1

Invoices Screen Information

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

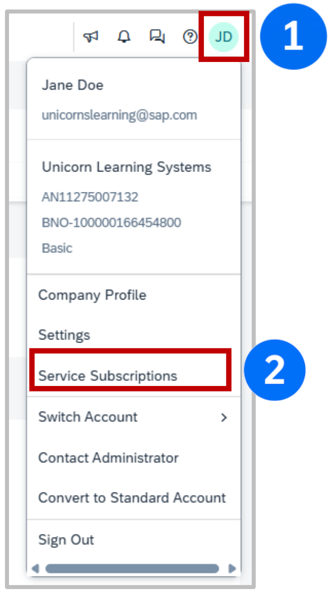
Suppliers can:

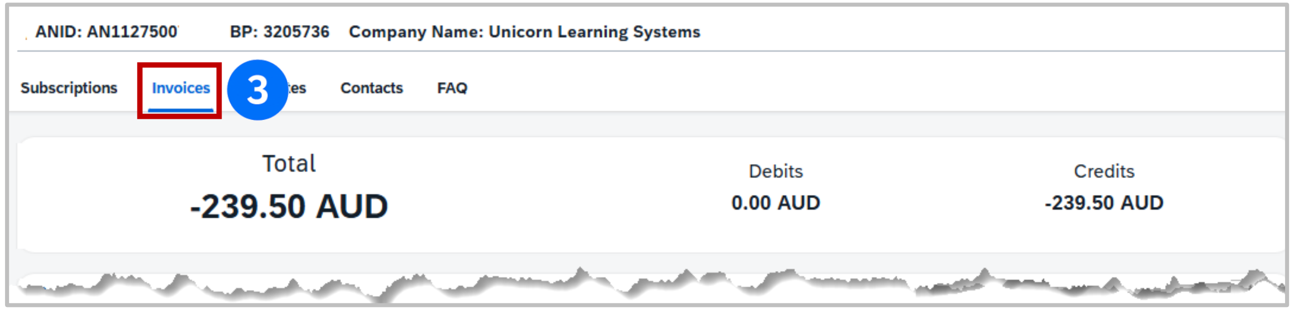
- Set up Recurrent PO's
- Identify any other subscriptions you are participating in
- Generate an Adjustment Report
- View Recurring Payments
- View Open and Paid Invoices
- Create a Dispute
- View Open and Applied credits

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

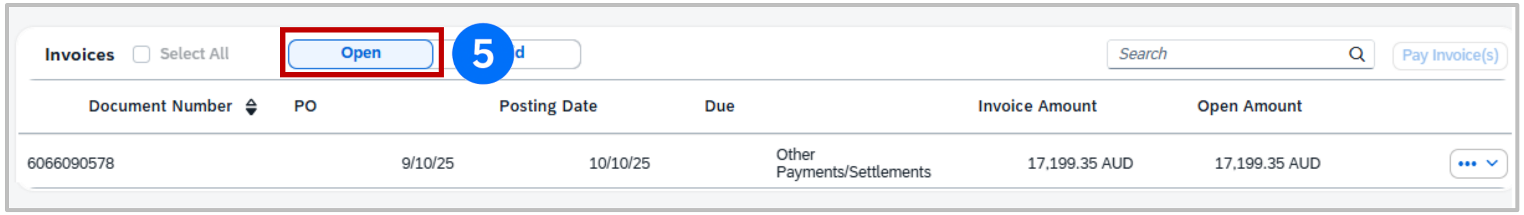
••• ∨ - The drop-down menu provides other options based on the tab or sub tab you are in



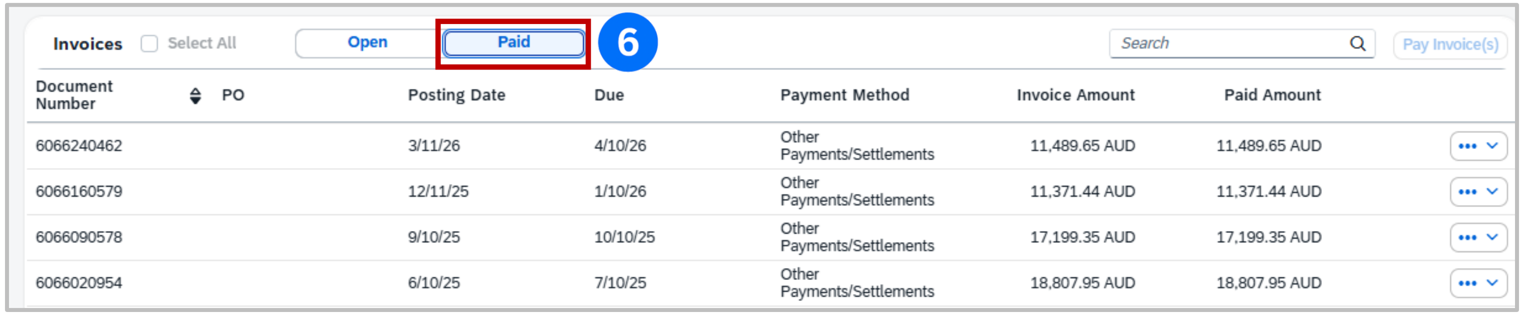

ANID: AN1127500 BP: 3205736 Company Name: Unicorn Learning Systems

Total	Debits	Credits
-239.50 AUD	0.00 AUD	-239.50 AUD

Recurrent PO:
End date:



Document Number	PO	Posting Date	Due		Invoice Amount	Open Amount
6066090578		9/10/25	10/10/25	Other Payments/Settlements	17,199.35 AUD	17,199.35 AUD



Document Number	PO	Posting Date	Due	Payment Method	Invoice Amount	Paid Amount
6066240462		3/11/26	4/10/26	Other Payments/Settlements	11,489.65 AUD	11,489.65 AUD
6066160579		12/11/25	1/10/26	Other Payments/Settlements	11,371.44 AUD	11,371.44 AUD
6066090578		9/10/25	10/10/25	Other Payments/Settlements	17,199.35 AUD	17,199.35 AUD
6066020954		6/10/25	7/10/25	Other Payments/Settlements	18,807.95 AUD	18,807.95 AUD

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

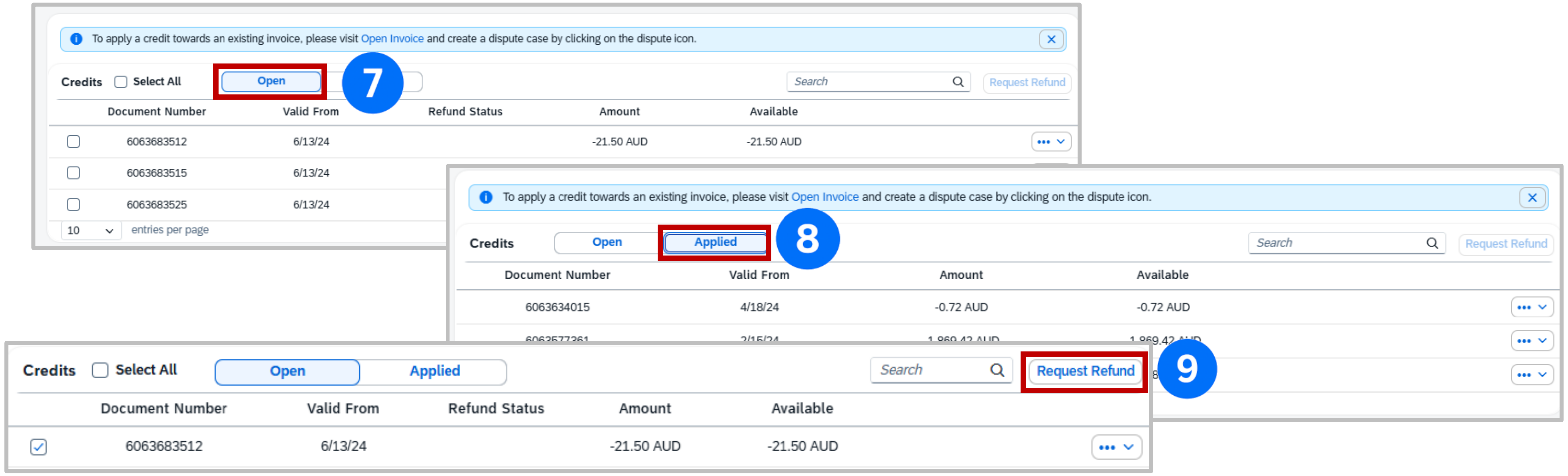
9. **Credits “Request Refund”** – The request refund option does not activate until the documents are selected and available for refund. A Refund can only happen with “Open” credits. To access, click on the credits you wish to be refunded for and select “Request refund”.

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 was identified by SAP Billing

11. **Recurring Payments** – this is usually the Subscription Fee as it is a yearly charge associated to using the Enterprise Account advanced functionality

⊕ Click on the icon to add a payment method, use the drop-down to identify any options

12. **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]()



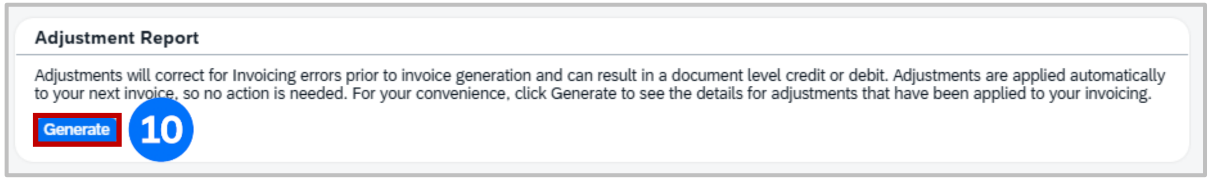
To apply a credit towards an existing invoice, please visit Open Invoice and create a dispute case by clicking on the dispute icon.

	Document Number	Valid From	Refund Status	Amount	Available
☐	6063683512	6/13/24		-21.50 AUD	-21.50 AUD
☐	6063683515	6/13/24			
☐	6063683525	6/13/24			

To apply a credit towards an existing invoice, please visit Open Invoice and create a dispute case by clicking on the dispute icon.

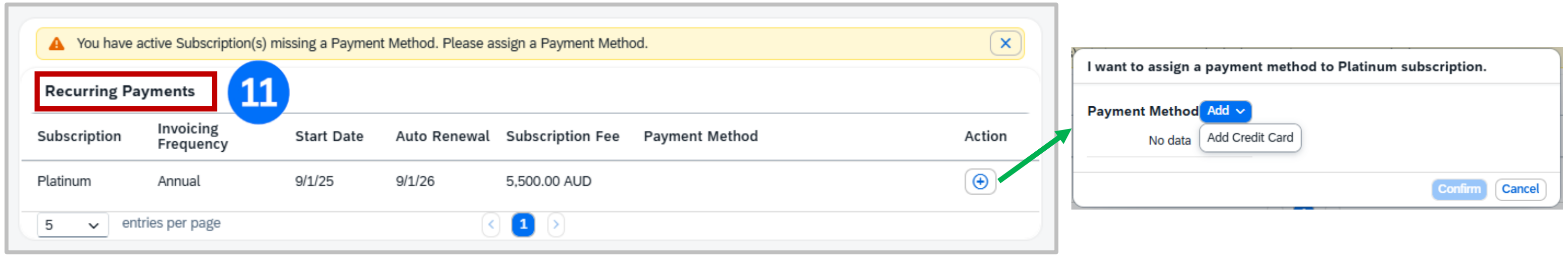
Document Number	Valid From	Amount	Available
6063634015	4/18/24	-0.72 AUD	-0.72 AUD

	Document Number	Valid From	Refund Status	Amount	Available
☑	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.



You have active Subscription(s) missing a Payment Method. Please assign a Payment Method.

Recurring Payments

Subscription	Invoicing Frequency	Start Date	Auto Renewal	Subscription Fee	Payment Method	Action
Platinum	Annual	9/1/25	9/1/26	5,500.00 AUD		⊕

I want to assign a payment method to Platinum subscription.

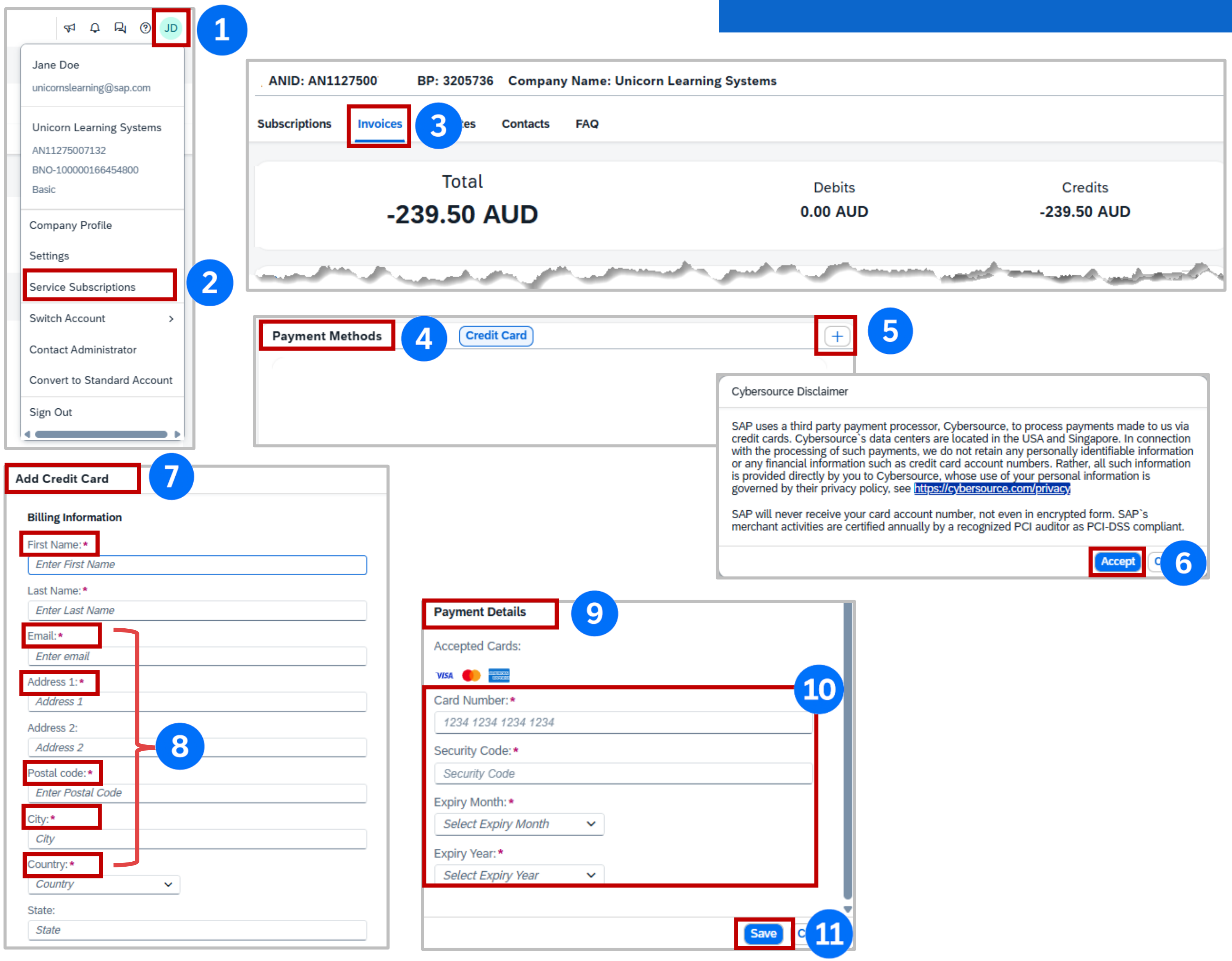
Payment Method: No data

Payment Methods

Adding a Credit Card

To add a Credit Card as a payment method -

1. Sign in to the **SBN**, click on your **initials**
2. Select **Service Subscriptions**. This screen may take a few seconds to open
3. Select the **Invoices** tab
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**



ANID: AN1127500 BP: 3205736 Company Name: Unicorn Learning Systems

Total -239.50 AUD

Debits 0.00 AUD

Credits -239.50 AUD

Cybersource Disclaimer

SAP uses a third party payment processor, Cybersource, to process payments made to us via credit cards. Cybersource`s data centers are located in the USA and Singapore. In connection with the processing of such payments, we do not retain any personally identifiable information or any financial information such as credit card account numbers. Rather, all such information is provided directly by you to Cybersource, whose use of your personal information is governed by their privacy policy, see https://cybersource.com/privacy

SAP will never receive your card account number, not even in encrypted form. SAP`s merchant activities are certified annually by a recognized PCI auditor as PCI-DSS compliant.

Paying an Invoice

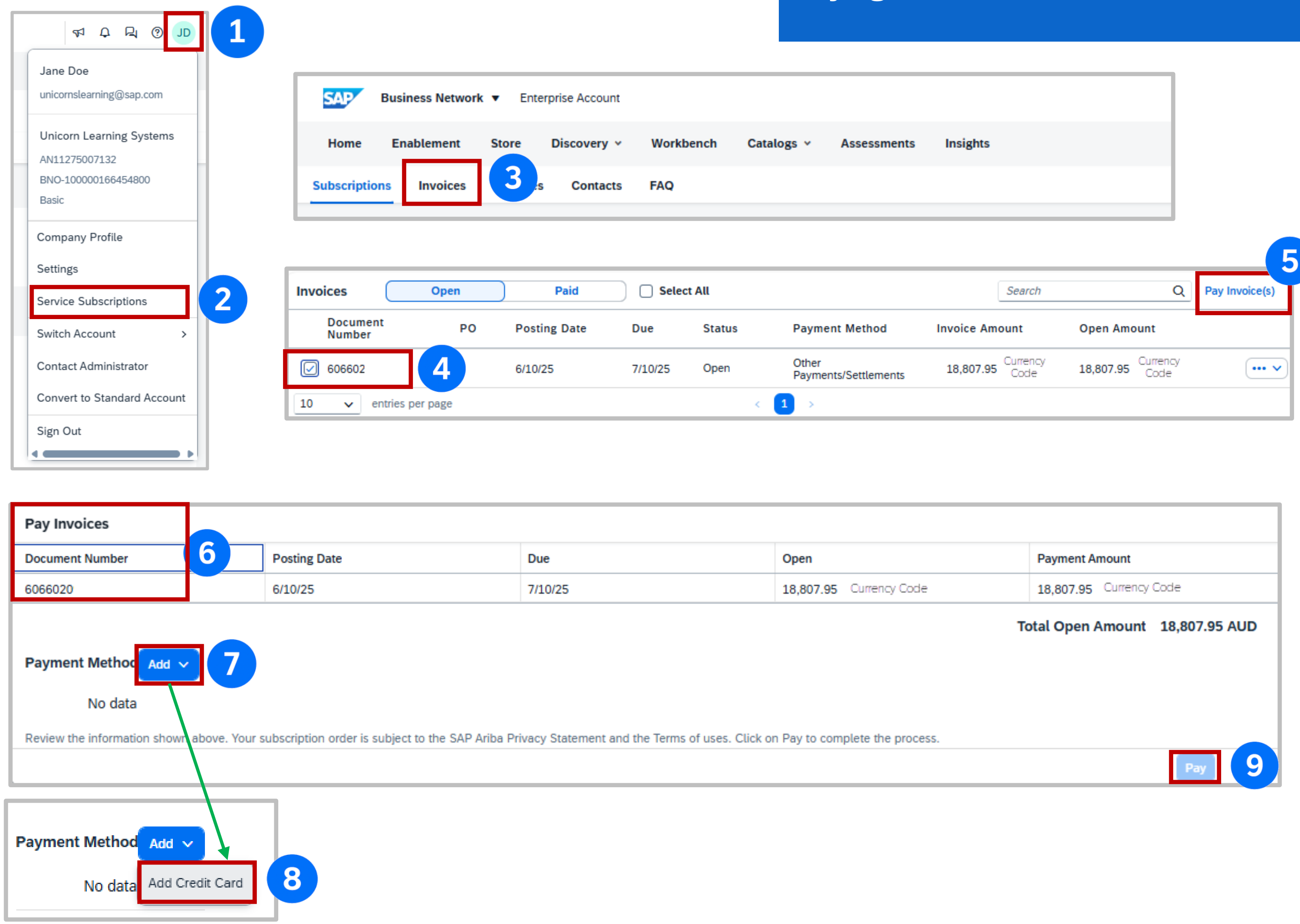
Fees can only be paid by credit card unless otherwise indicated.

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 **Document Number (Invoice)** 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



Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Open Amount
☑ 606602		6/10/25	7/10/25	Open	Other Payments/Settlements	18,807.95 Currency Code	18,807.95 Currency Code

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

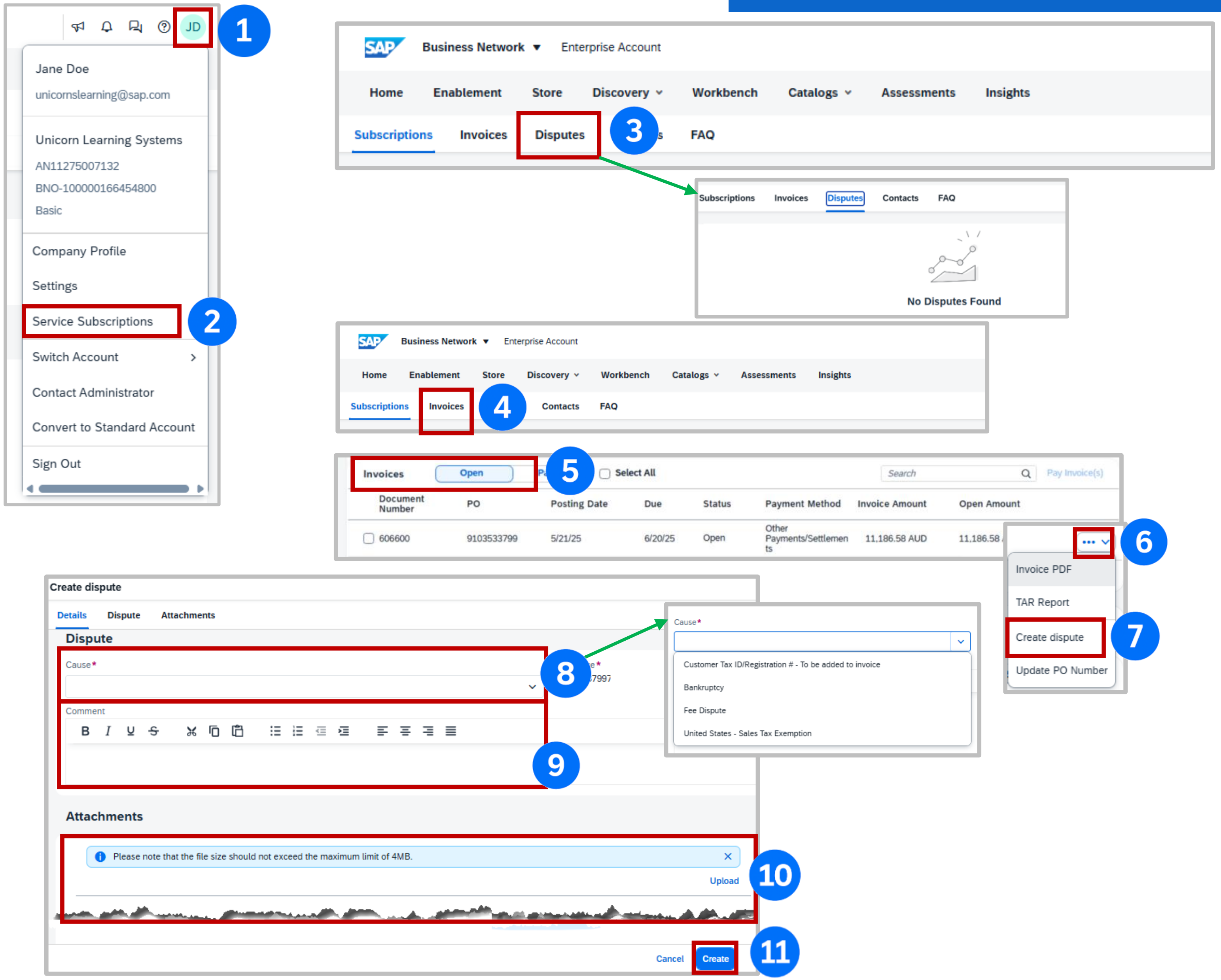
Review the information shown above. Your subscription order is subject to the SAP Ariba Privacy Statement and the Terms of uses. Click on Pay to complete the process.

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



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

Please note that the file size should not exceed the maximum limit of 4MB.

Contacts Screen Information

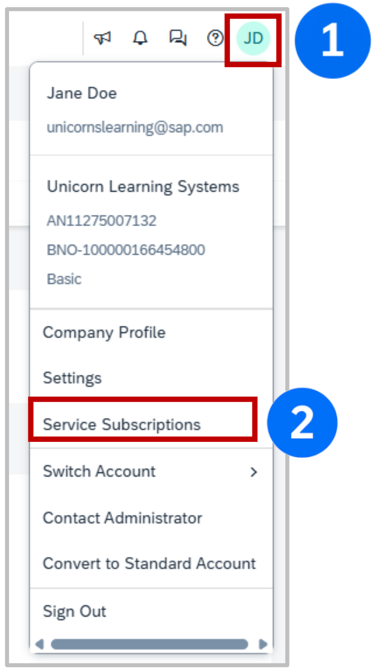
Email notifications for subscription and transaction fees will be sent to the contacts displayed in the Contact sub-tab.

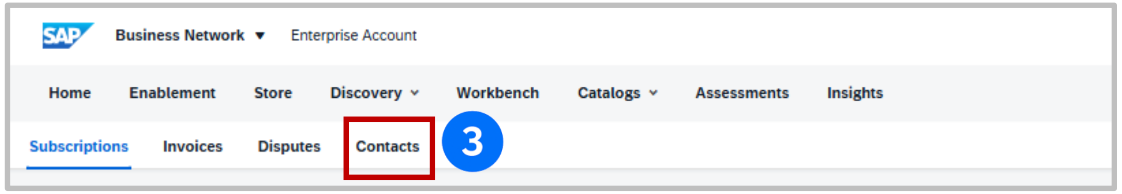
Ensure that those in the list have added SAP to receive emails. They will be notified when an invoice is due for payment and when an account is overdue.

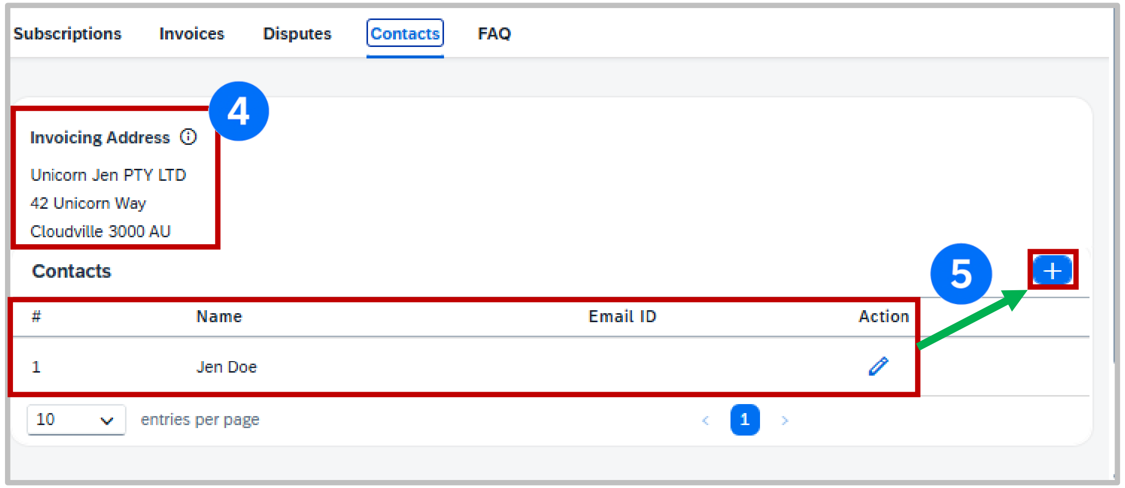
The System Administrator is automatically added as a contact.

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 **Contracts**
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 ✎ to ***edit*** existing contact information
6. Complete all fields with an asterisk in the **Create Contact** pop-up box
7. Click on **Confirm**





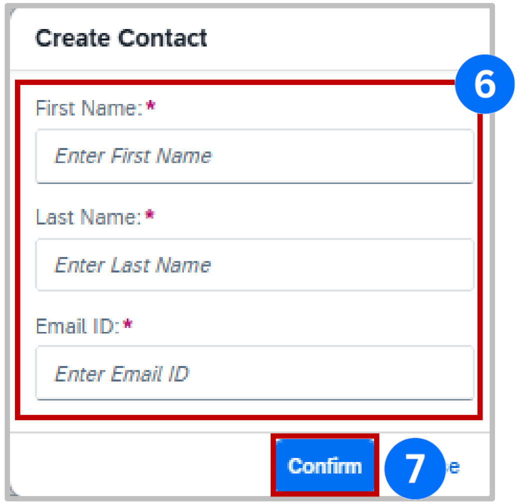


Invoicing Address
Unicorn Jen PTY LTD
42 Unicorn Way
Cloudville 3000 AU

Contacts

#	Name	Email ID	Action
1	Jen Doe		✎

10 entries per page 1



First Name: *
Enter First Name

Last Name: *
Enter Last Name

Email ID: *
Enter Email ID

FAQ Screen Information

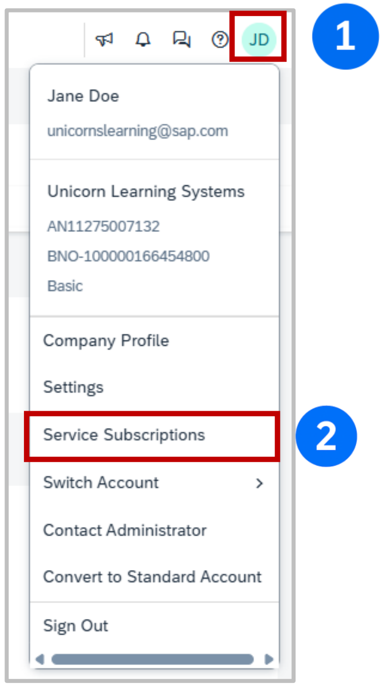
The FAQ tab provides Suppliers with information about Subscription and Transaction billing.

To access FAQs:

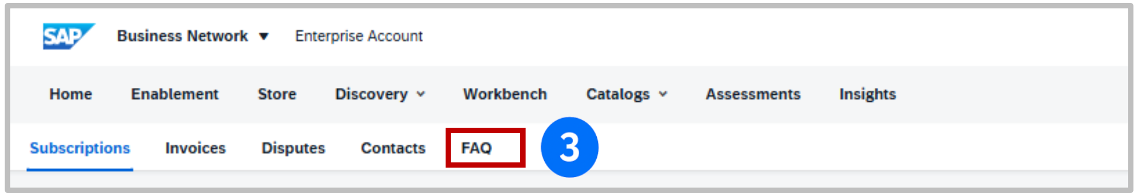
1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Click on **FAQ**
4. **Select the required option:**
   - **Frequently Asked Questions**

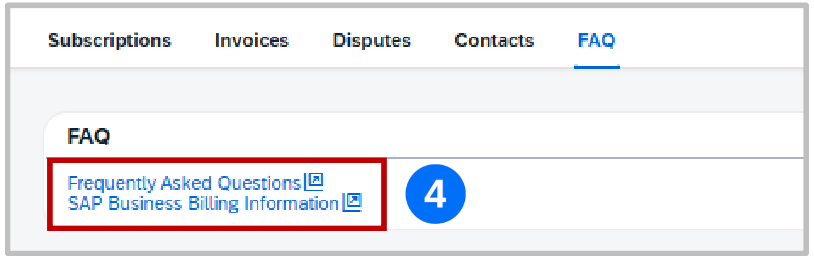
     Or
   - **SAP Business Billing Information**

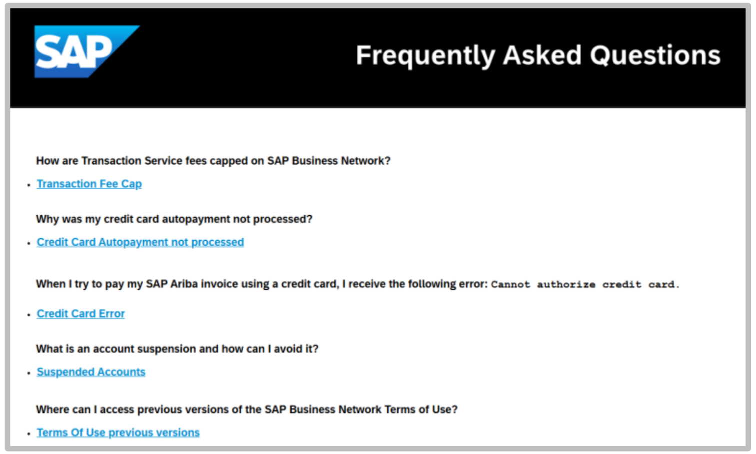
Either option opens a separate “window” and users need to identify and click on the link associated with the applicable option required.



Jane Doe
unicornslearning@sap.com
Unicorn Learning Systems
AN11275007132
BNO-100000166454800
Basic







How are Transaction Service fees capped on SAP Business Network?

- Transaction Fee Cap

Why was my credit card autopayment not processed?

- Credit Card Autopayment not processed

When I try to pay my SAP Ariba invoice using a credit card, I receive the following error: `Cannot authorize credit card.`

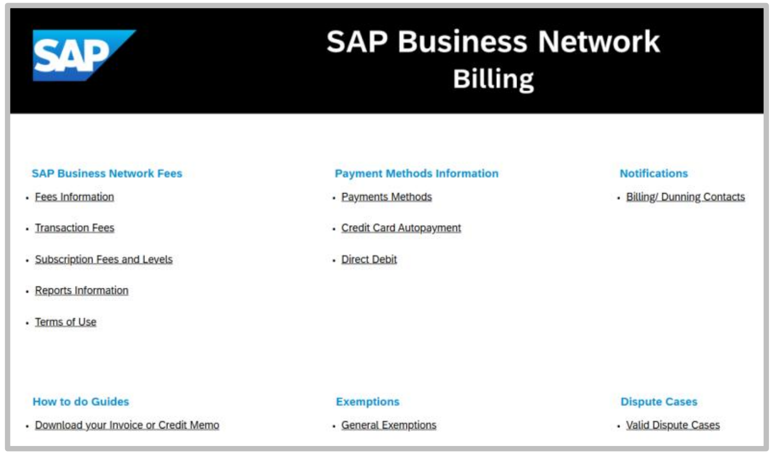
- Credit Card Error

What is an account suspension and how can I avoid it?

- Suspended Accounts

Where can I access previous versions of the SAP Business Network Terms of Use?

- Terms Of Use previous versions



SAP Business Network Fees
- Fees Information
- Transaction Fees
- Subscription Fees and Levels
- Reports Information
- Terms of Use

Payment Methods Information
- Payments Methods
- Credit Card Autopayment
- Direct Debit

Notifications
- Billing/ Dunning Contacts

How to do Guides
- Download your Invoice or Credit Memo

Exemptions
- General Exemptions

Dispute Cases
- Valid Dispute Cases

Access Billing Reports

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

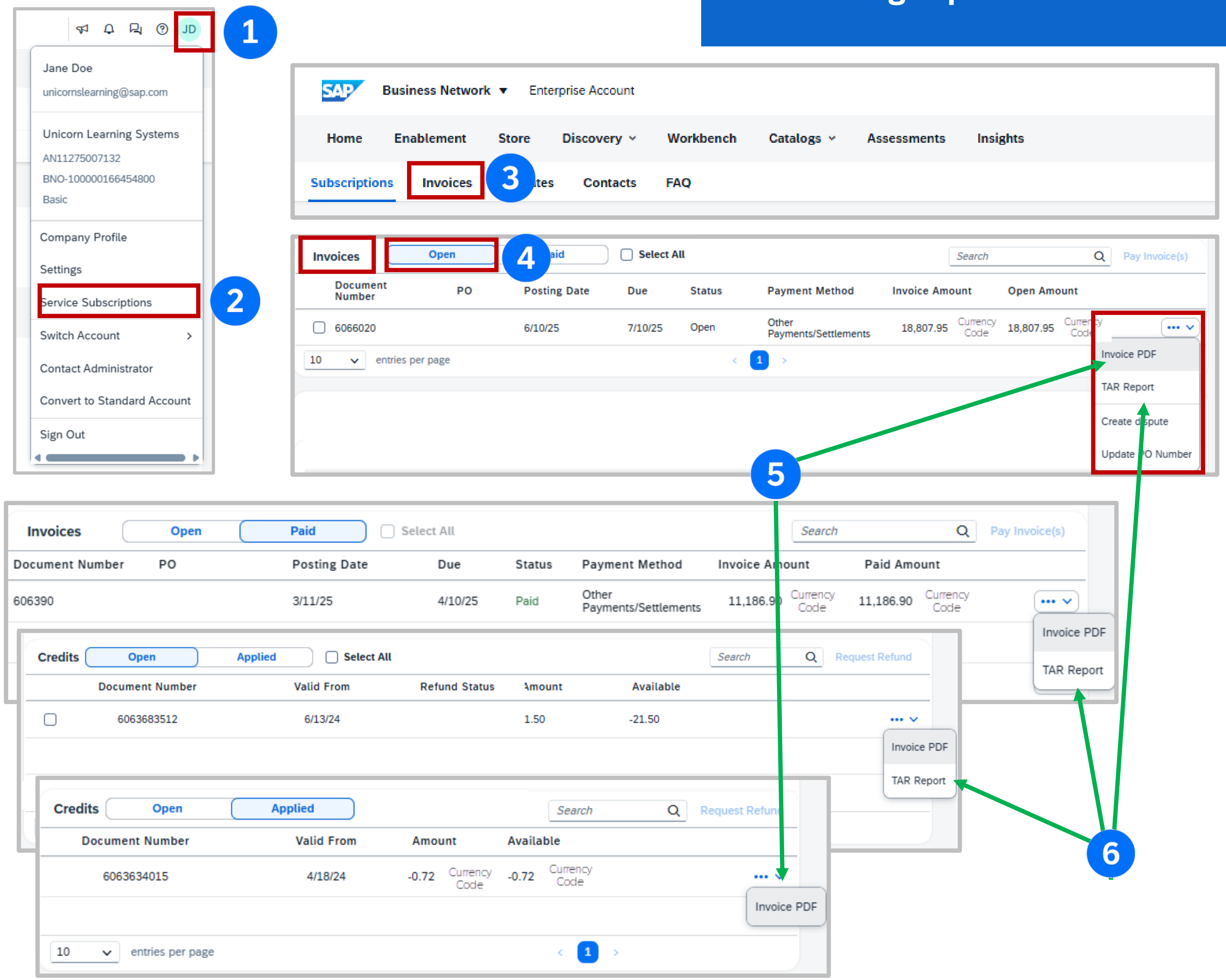
Credits “**Open**” provides access to:

- 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](#)



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 1

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 Currency Code	11,186.90 Currency Code

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

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

10 entries per page 1

The Transaction Activity Report (TAR) Information

- This report provides detailed information about your transaction volume and documents for ALL of your Buyer relationships.

- The Transaction Activity Report (TAR) is available in the SAP Business Network after the subscription invoice is generated, usually 24 hours after.
- Use the TAR to reconcile your business transaction volume and document count with your subscription fees.

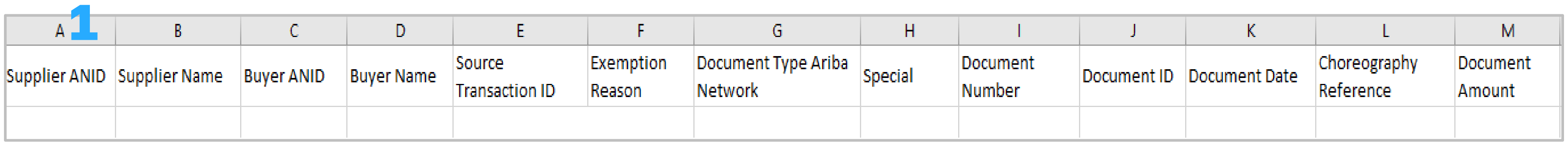
- Transaction fees are invoiced based on the Choreography of the documents in the network. Choreography is the sequence of related documents sent between each Buyer and Supplier, which are assigned a specific choreography number for identification.

- The choreography is billed based on Purchase Order OR invoice volume, depending on which is greater.

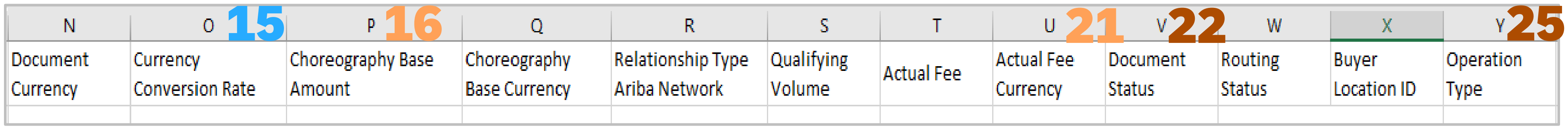
  Columns numbered 1 to 15 provide general information about your customers and the documents you have sent and received.

  Columns numbers 16 to 21 provide the status information about each of the documents listed in the report.

  Columns 22 to 25 provide status information about each of the documents listed in the report.



A 1	B	C	D	E	F	G	H	I	J	K	L	M
Supplier ANID	Supplier Name	Buyer ANID	Buyer Name	Source Transaction ID	Exemption Reason	Document Type Ariba Network	Special	Document Number	Document ID	Document Date	Choreography Reference	Document Amount



N	O 15	P 16	Q	R	S	T	U 21	V 22	W	X	Y 25
Document Currency	Currency Conversion Rate	Choreography Base Amount	Choreography Base Currency	Relationship Type Ariba Network	Qualifying Volume	Actual Fee	Actual Fee Currency	Document Status	Routing Status	Buyer Location ID	Operation Type

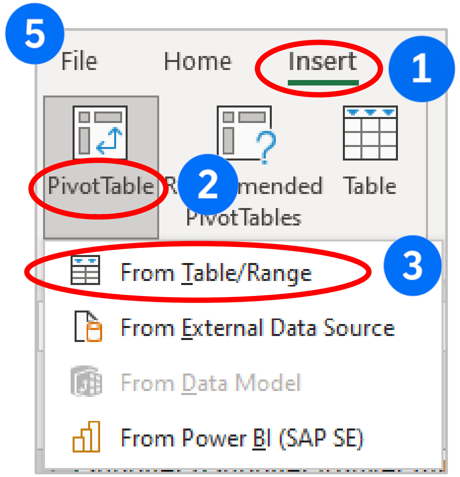
Creating an Excel Spreadsheet to view charges – Using the Transaction Activity Report and Choreography

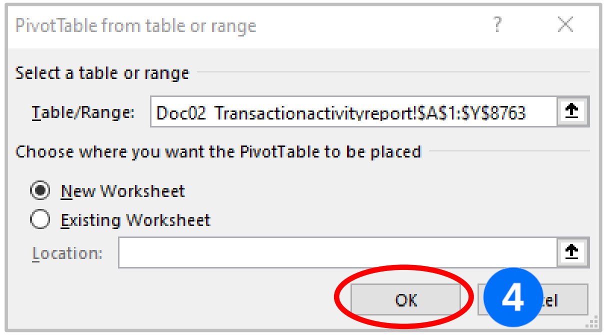
Creating an Excel Spreadsheet should be done using the Choreography line and not the Customer and Document information.

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





Select a table or range

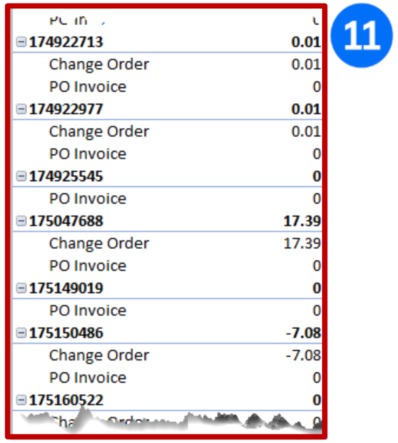
Table/Range: Doc02 Transactionactivityreport!$A$1:$Y$8763

Choose where you want the PivotTable to be placed

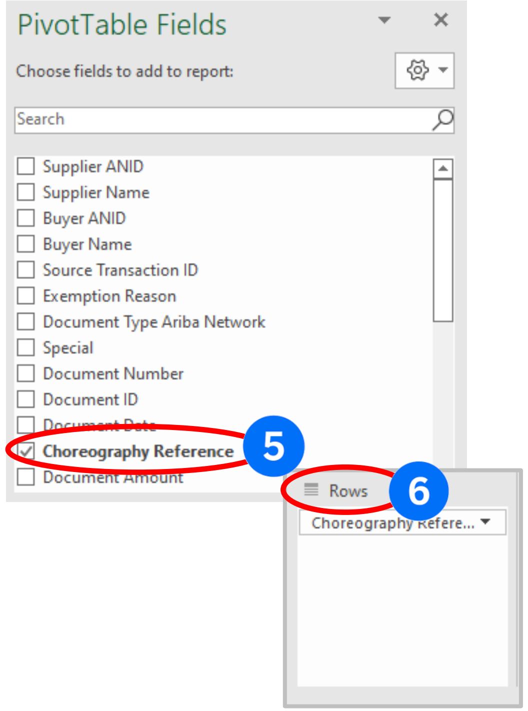
● New Worksheet

○ Existing Worksheet

Location:

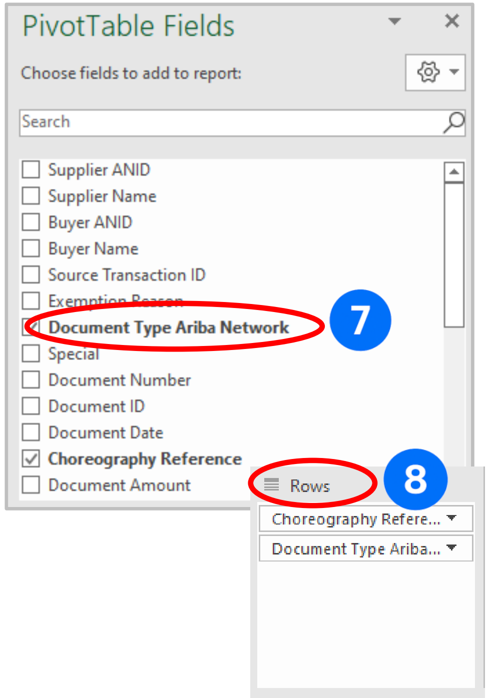


174922713	**0.01**
Change Order	0.01
PO Invoice	0
174922977	**0.01**
Change Order	0.01
PO Invoice	0
174925545	**0**
PO Invoice	0
175047688	**17.39**
Change Order	17.39
PO Invoice	0
175149019	**0**
PO Invoice	0
175150486	**-7.08**
Change Order	-7.08
PO Invoice	0
175160522	**0**



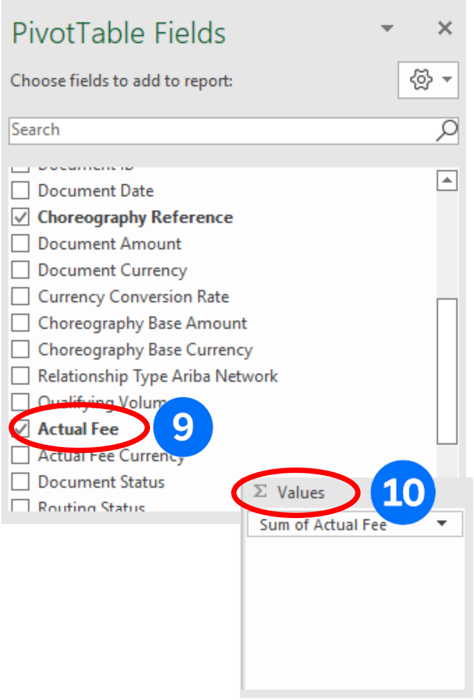
☐ Supplier ANID
☐ Supplier Name
☐ Buyer ANID
☐ Buyer Name
☐ Source Transaction ID
☐ Exemption Reason
☐ Document Type Ariba Network
☐ Special
☐ Document Number
☐ Document ID
☐ Document Date
☑ **Choreography Reference**
☐ Document Amount

Rows: Choreography Refere...



☐ Supplier ANID
☐ Supplier Name
☐ Buyer ANID
☐ Buyer Name
☐ Source Transaction ID
☐ Exemption Reason
☑ **Document Type Ariba Network**
☐ Special
☐ Document Number
☐ Document ID
☐ Document Date
☑ **Choreography Reference**
☐ Document Amount

Rows: Choreography Refere...
Document Type Ariba...



☐ Document Date
☑ **Choreography Reference**
☐ Document Amount
☐ Document Currency
☐ Currency Conversion Rate
☐ Choreography Base Amount
☐ Choreography Base Currency
☐ Relationship Type Ariba Network
☐ Qualifying Volume
☑ **Actual Fee**
☐ Actual Fee Currency
☐ Document Status
☐ Routing Status

Values: Sum of Actual Fee

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

Account Permissions cont.

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

Account Permissions cont.

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

Account Permissions cont.

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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