System Administrator

Supplier Guide

PUBLIC

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Table of Contents

Introduction

- The System Administration process guide is generic and provides information about the Ariba Network for System Administrators
- All screenshots and examples contained within Ariba process guides are taken from buyers test Ariba 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 Ariba Network, if there is a section that you require contact you system Administrator, refer to Identifying and Contacting your 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 many not have some tabs and processes in scope

New Buyer Account Flow

Your Buyer will advises they will use SAP Business Network – SAP Ariba

May send a Project Notification Letter or other communication

An invitation to transact will be sent to you
This can be in the form of:
Trading Relationship Request or Interactive Email for Standard Account
Some Buyers may use questionnaires

Suppliers already transacting with other Buyers using the Ariba Network should consider using the Existing Account
however
Suppliers may also elect to create a New Account

The Suppliers System Administrator will receive an email
After logging in must complete the Company Profile Information

Complete the Electronic Order Routing requirements

Complete the Electronic Invoicing Routing Requirements

Create a Test Account (if required for integration)

Create Roles, assign permissions and create Users

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

Accepting an Invitation to join Ariba

Information

- Creating a transacting relationship from Buyer Branded Trading Relationship Request (TRR) letter via email
- To create a Standard Account for transacting from an Interactive email, refer to page ??
- A Supplier can choose to create a new SAP Business Network Account or use an existing account
- Using an existing account reduces the number of logins
- The Ariba Network Identification number (ANID) is the unique identifier for each SAP Business Network (Ariba Network Account)
- Ensure that the correct person actions any invitations to transact via the Ariba Network noting that the person who accepts the invitation becomes the System Administrator
- 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
- Passwords must contain a minimum of 8 characters including upper and lower case, numeric digits and special characters

Trading Relationship Request (TRR) Invite

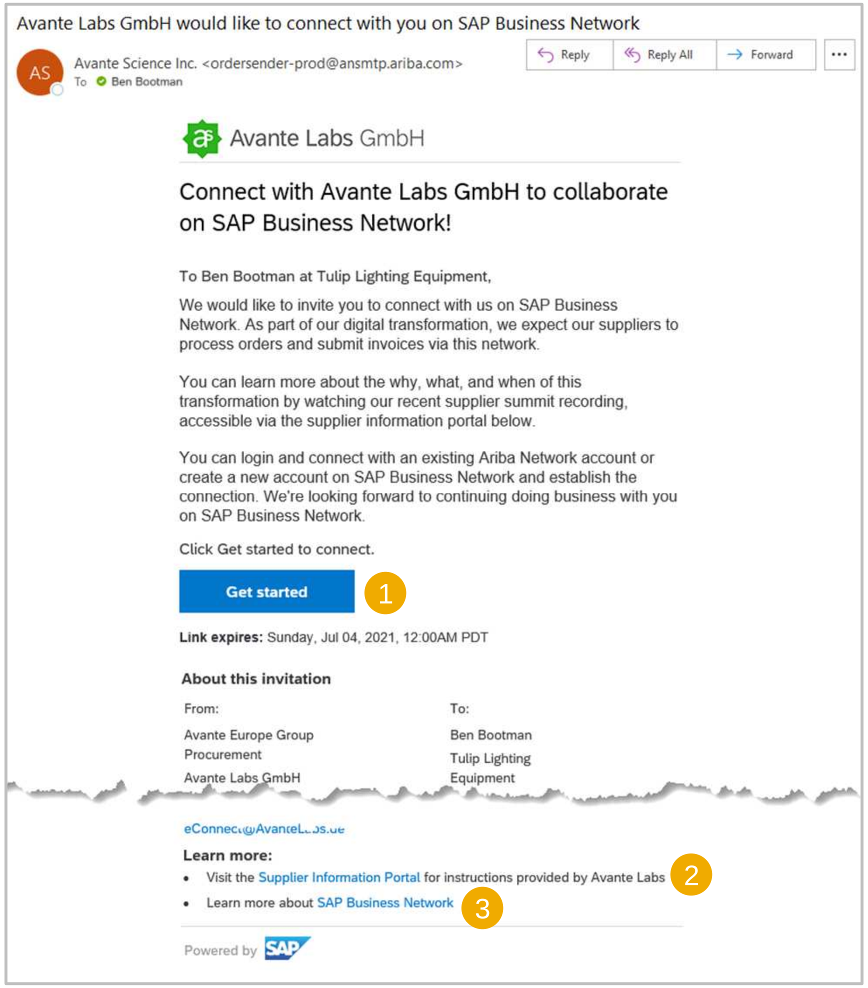
Your Buyer has decided to transact with their suppliers using the Ariba Network and has sent you a Trading Relationship Request (TRR)

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 screen, website or information



Trading Relationship Request (TRR) Invite

Get Started

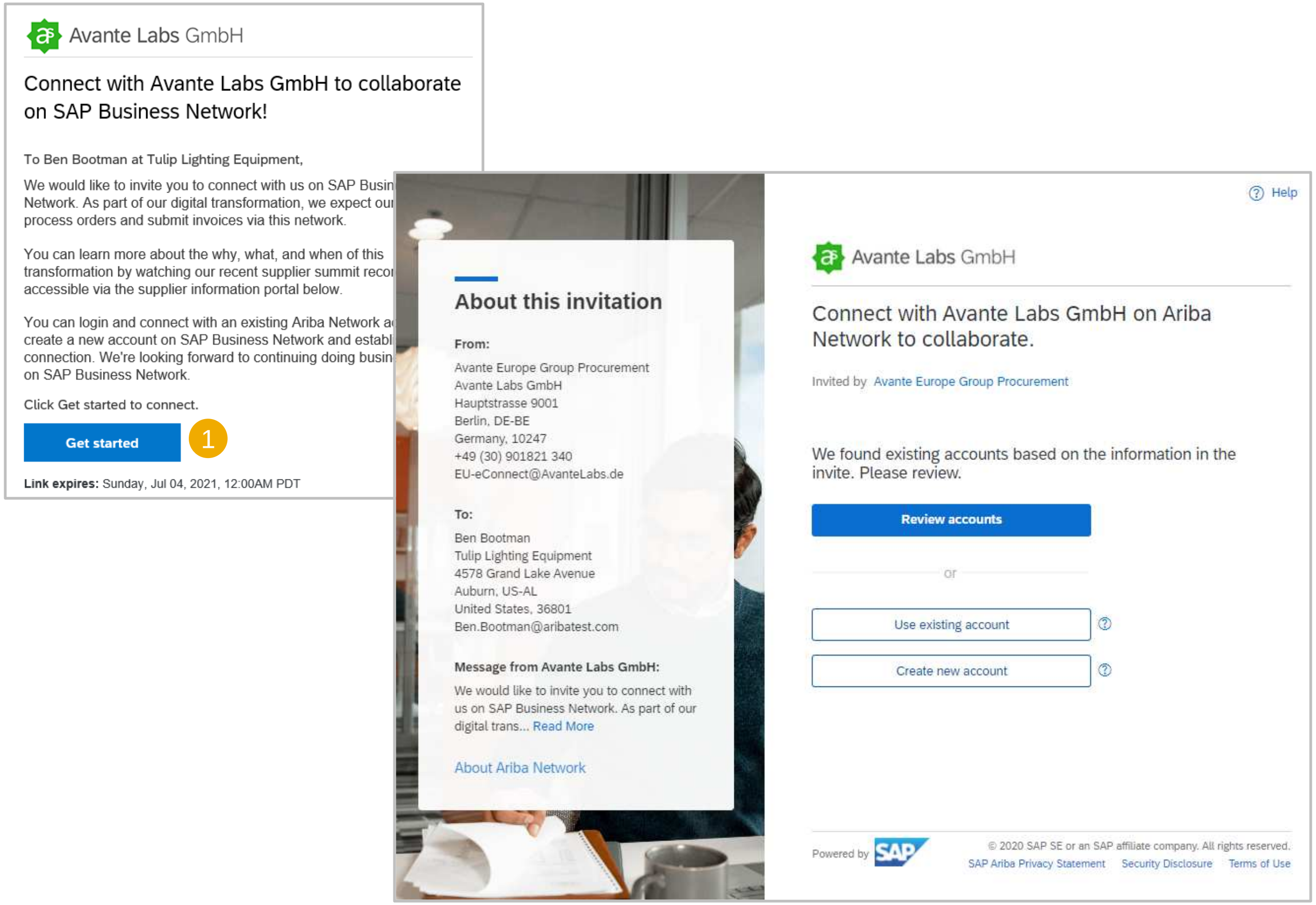
Ensure you are the required person to accept the relationship from your Buyer

The person that accepts the relationship automatically becomes the businesses 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 **About Ariba 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 of multiple log ins
- **Create New Account** - Creation of a new account to transact with the Buyer



Review Account Information

Duplicate Account Process

Review Accounts allows suppliers to identify they already have an SAP Business Network account, using an existing account reduces the number of logins and accounts that need to be maintained.

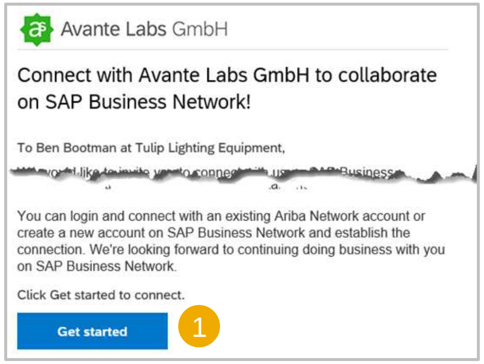
With the invitation from you Buyer displayed:

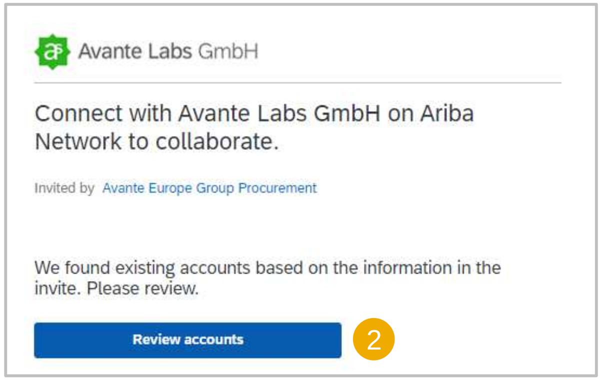
1. Click on **Get Started**
2. Where the **Review account** button is activated, Click on Review accounts
   - **Note:** If the Review accounts button is not activated it indicates there are no other accounts associated to the business email domain
- The Review matched accounts screen is displayed:

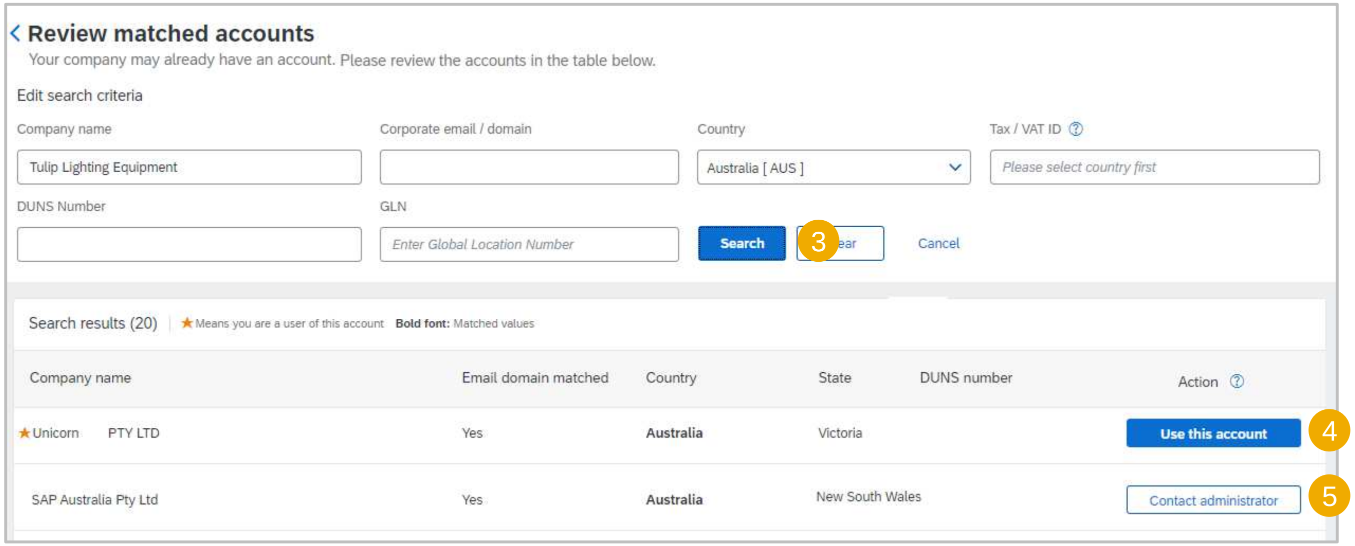
3. **Edit search criteria** is used for specific search criteria then click on Search

- Any Search results are displayed

4. If you identify an account you wish to use, Click on **Use this account**, refer to Use this Account
5. If you are unsure about an account and want further clarification click on **Contact administrator**, refer to Contact Administrator
6. To **Create a new Account**, click on the back arrow to return to the Registration screen, refer to Create a New Account







Use this Account

Using an Existing Account

Your Buyer has decided to transact with their suppliers using the Ariba Network.

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

From the invitation screen

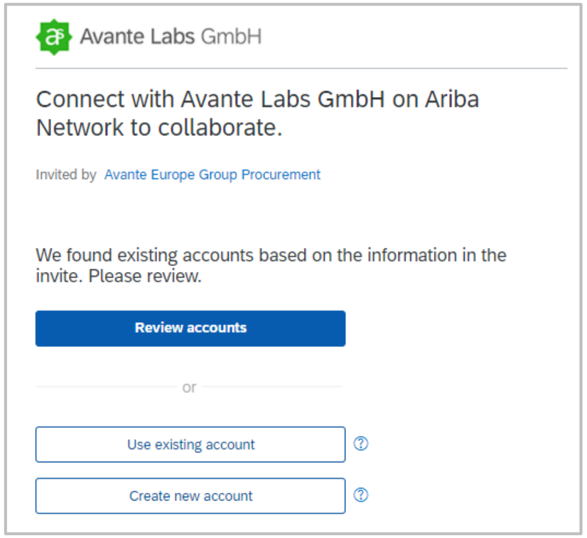
1. Click on **Use Existing Account**
2. Enter the **Username** and the **Password** for the account you wish to use
3. Click on **Connect**

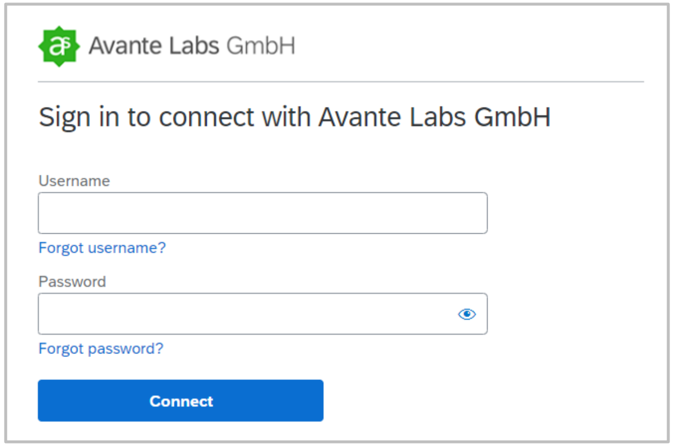
- Complete the details on the screen

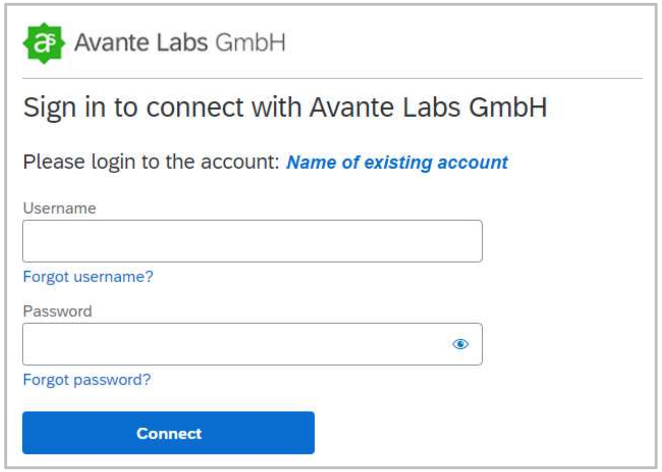
From the Review accounts screen

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







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 the this specific account.

1. Click on **Contact administrator**

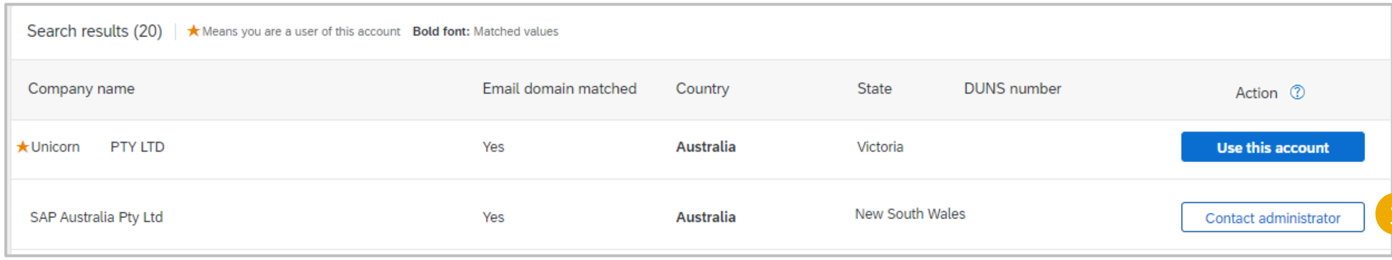
   - The Contact administrator popup box appears

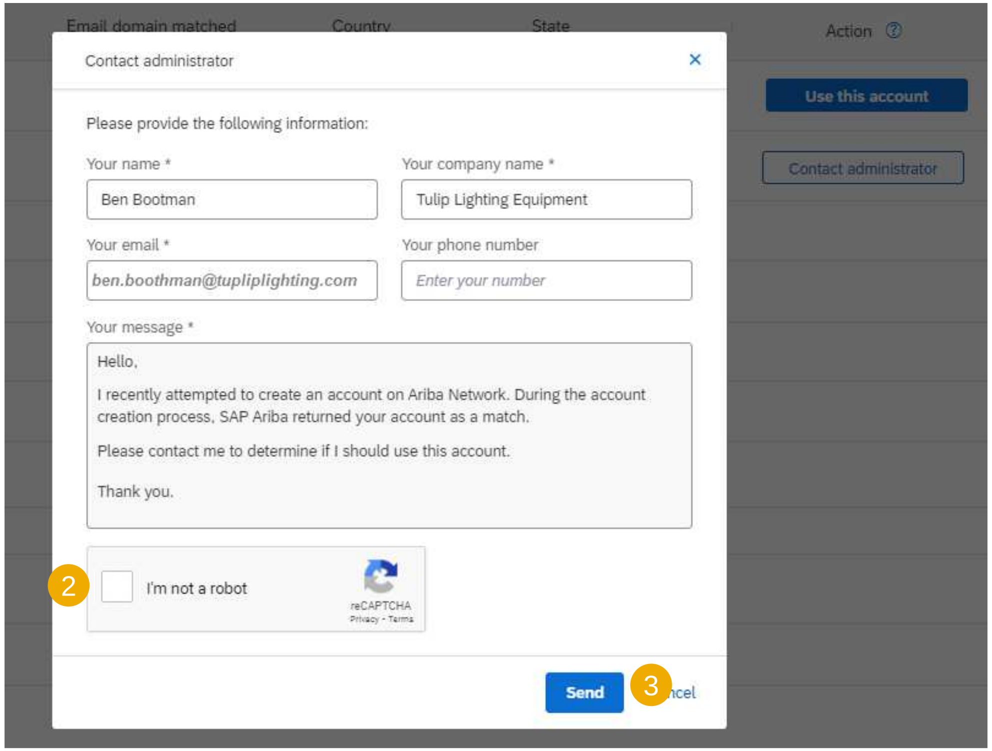
- Confirm the details that have bee auto-populated are correct and if required provide further information, ensuring that all fields with an asterisks have been completed

2. Click on **I'm not a robot**

3. Click on **Send**

   - An email will be sent to the Administrator





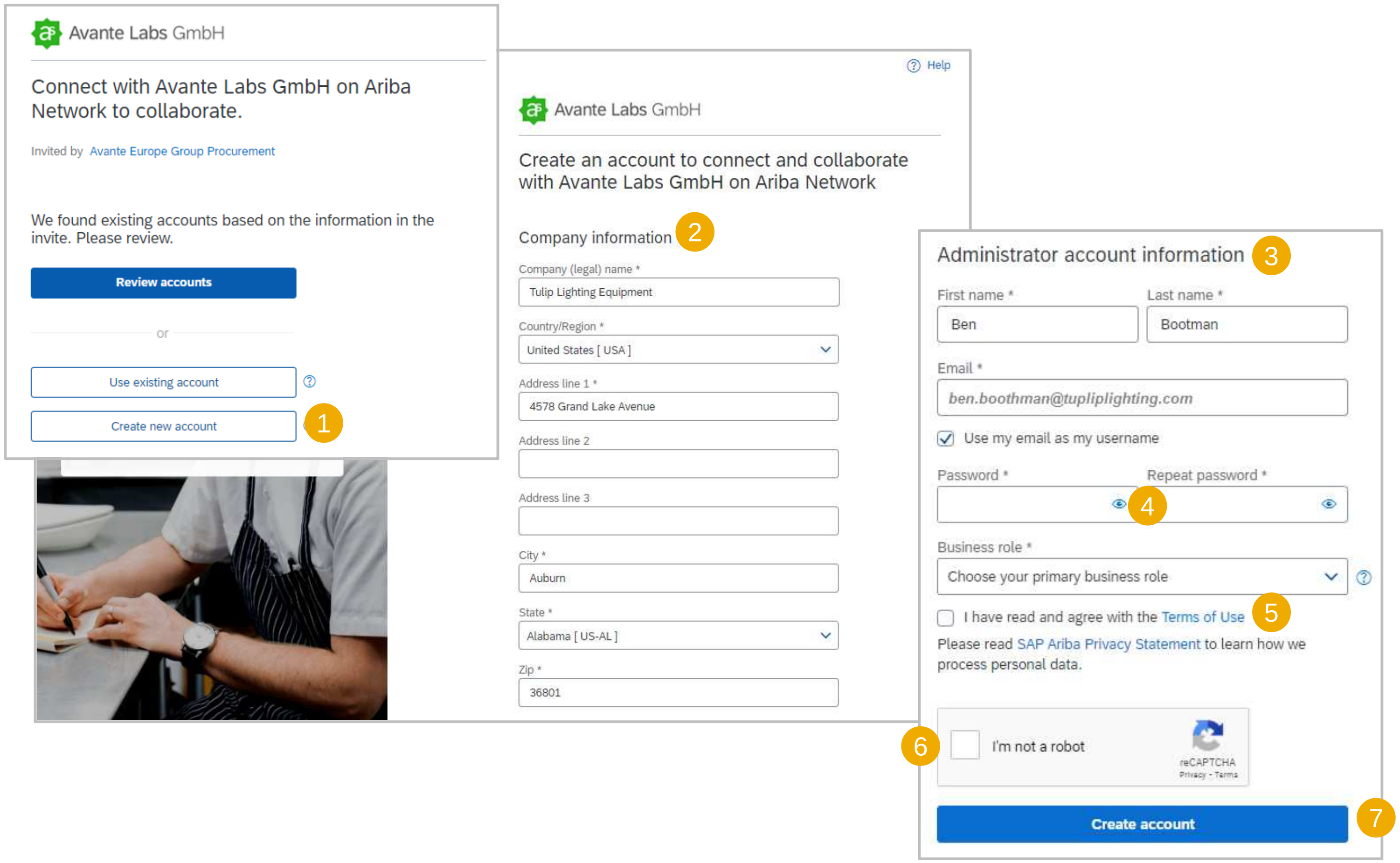
Create a New Account

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. Confirm or update the **Company information**, information is prepopulated based on the information from the Buyer

- Ensure that all fields with an asterisks have been completed
- Scroll down to **Administrator account** information
- **Note:** The fields will be auto populated, however if you are ***not*** the assigned System Administrator

3. Confirm or update the **Administrator account information**
4. Create a password, enter the **Password** and **Repeat password**
5. Open and review the **Terms of Use,** then click on I have read and agree with the Terms of Use
6. Click on **I'm not a robot**
7. Click on **Create Account**



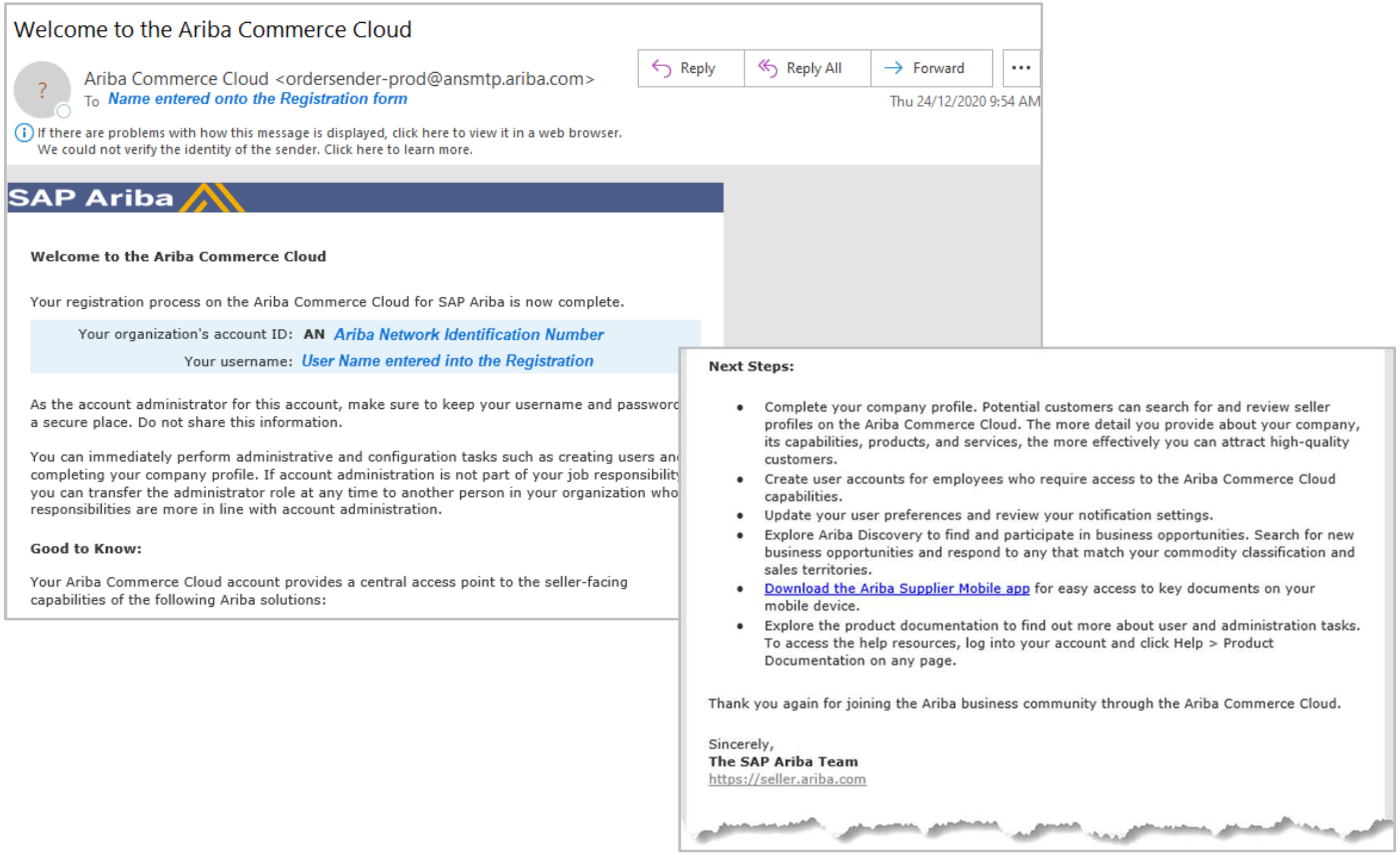
Email Confirmation of Account

After you click on Create Account, an email from the Ariba Commerce Cloud will be sent to the email entered during the registrations process, it will indicate that the User name above is the System Administrator

A Welcome to the Ariba Commerce Cloud email will confirm:

- Registration
- Ariba Network Identification Number (ANID)
- Your Username
- Good TO Know
- Next Steps

- As the System Administrator you have already created your username and password during the registration process, use these credentials to log onto the Ariba Network



Welcome to the Ariba Commerce Cloud

Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>
To *Name entered onto the Registration form*

Reply | Reply All | Forward | ...

Thu 24/12/2020 9:54 AM

If there are problems with how this message is displayed, click here to view it in a web browser.
We could not verify the identity of the sender. Click here to learn more.

SAP Ariba

Welcome to the Ariba Commerce Cloud

Your registration process on the Ariba Commerce Cloud for SAP Ariba is now complete.

Your organization's account ID: **AN** *Ariba Network Identification Number*
Your username: *User Name entered into the Registration*

As the account administrator for this account, make sure to keep your username and passwor[d in] a secure place. Do not share this information.

You can immediately perform administrative and configuration tasks such as creating users an[d] completing your company profile. If account administration is not part of your job responsibilit[y] you can transfer the administrator role at any time to another person in your organization who responsibilities are more in line with account administration.

Good to Know:

Your Ariba Commerce Cloud account provides a central access point to the seller-facing capabilities of the following Ariba solutions:

Next Steps:

- Complete your company profile. Potential customers can search for and review seller profiles on the Ariba Commerce Cloud. The more detail you provide about your company, its capabilities, products, and services, the more effectively you can attract high-quality customers.
- Create user accounts for employees who require access to the Ariba Commerce Cloud capabilities.
- Update your user preferences and review your notification settings.
- Explore Ariba Discovery to find and participate in business opportunities. Search for new business opportunities and respond to any that match your commodity classification and sales territories.
- Download the Ariba Supplier Mobile app for easy access to key documents on your mobile device.
- Explore the product documentation to find out more about user and administration tasks. To access the help resources, log into your account and click Help > Product Documentation on any page.

Thank you again for joining the Ariba business community through the Ariba Commerce Cloud.

Sincerely,
The SAP Ariba Team
https://seller.ariba.com

New Account Next Steps

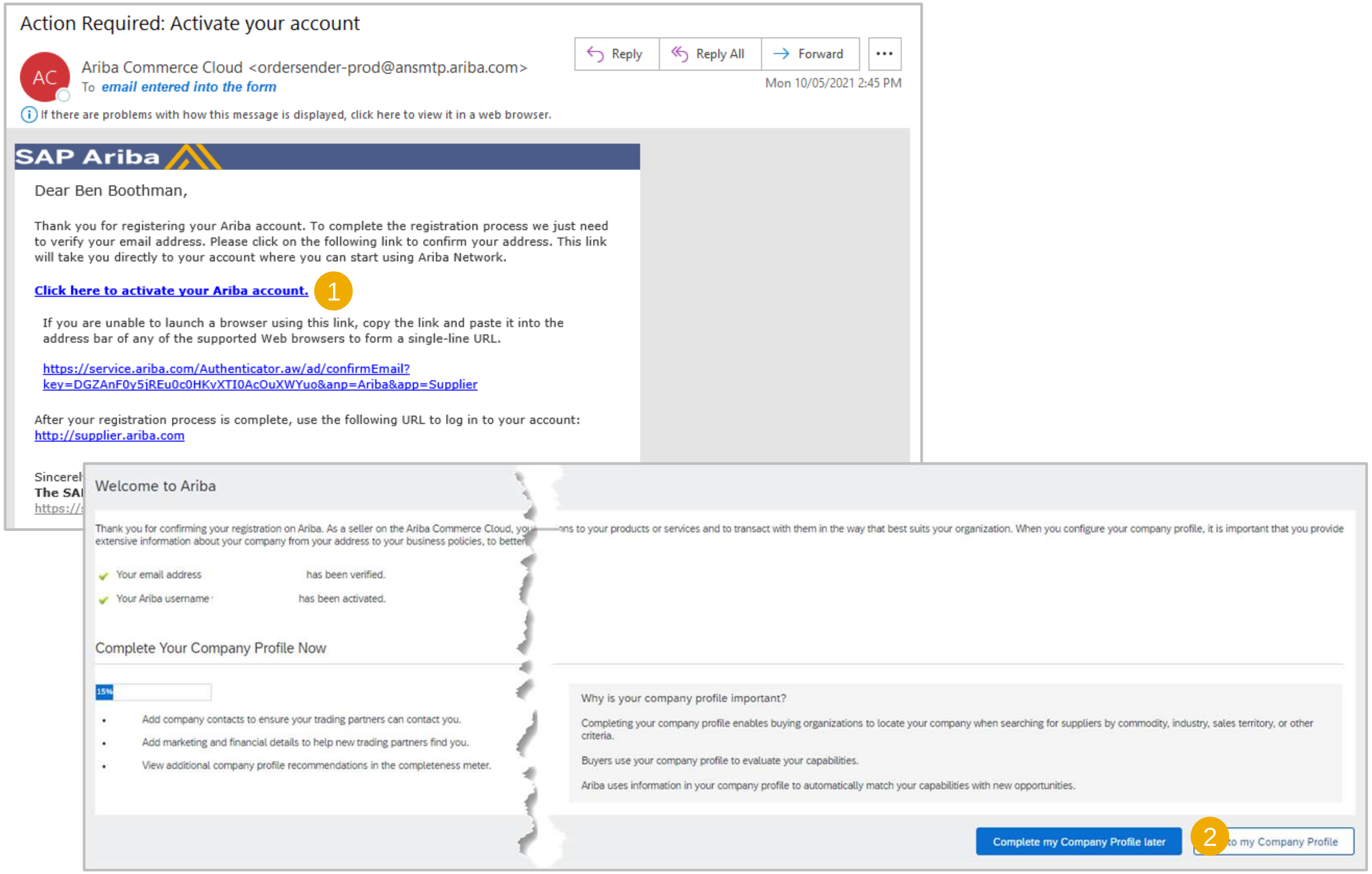
Once you have clicked on Create Account you will receive an email to confirm the email address and information added

Once you receive the email from Ariba Commerce Cloud

1. Click on **Click Here to activate your Ariba account**

- The **Welcome to Ariba** screen is displayed

2. Click on **Complete my company Profile**



Logging into the SAP Business Network

After logging in, the blue ribbon at the top of the screen will display **SAP Business Network**

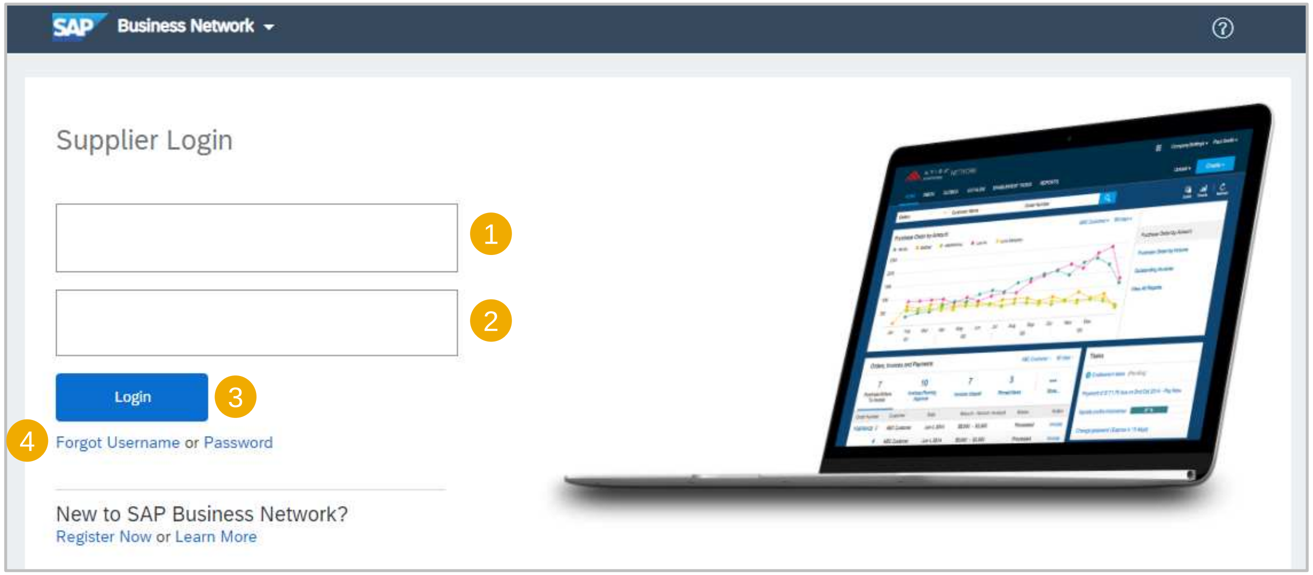
➢ Go to https://supplier.ariba.com

To Login:

1. Enter **Username**
2. Enter your **Password**
3. Click on **Login**
4. If you have forgotten your User name or password, click on **Forgot Username or Password**

Forgot Username or Password

1) Enter your **email OR username**
2) Click **Submit**
3) An email from Ariba Commerce Cloud will be sent to the registered email address



Supplier Lifecycle and Performance Invitations (SLP)
Selected Buyers Only - Information

Note: Suppliers will be advised by their Buyer if they will be participating in the Supplier Lifecycle and Performance Questionnaire process

- Supplier Lifecycle and Performance (SLP) allows Buyers to get a 360 degree snapshot of their suppliers
- Suppliers should use an existing Ariba
- The SLP combines the suppliers qualification, performance, spend, risk and more data in one place
- An SLP registration link will be sent to Suppliers
- An invitation with a link to the questionnaire/s will be sent from your Buyer
- 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
- If there are errors in the questionnaire/s the Buyer will request the information be updated and resent
- To access Proposals & Questionnaires from the menu rather than the email sent from your Buyer, click on SAP Business Network and select Ariba Proposals & Questionnaires
- When completing a questionnaire, complete ALL sections with an asterisks

Account Configuration – Company Profile
Information

- The Company Profile is used by Suppliers to add information
- Information with an asterisks in Mandatory
- Adding information that is not mandatory provides more details about your business
- Account Configuration allows a the System Administrator to set up the Ariba Network for users, ensuring that the information is specific to the supplier and consistent across all users
- There are 7 tab associated with the Company Profile Tab, they are:
  - **Basic tab -** Complete or update all required fields marked by an asterisk in the Basic Company Profile tab. Click the **Add** button to classify your Company by **Commodities, Sales Territory** and **Industries**
  - **Business tab:** Enter additional information for your company, such as tax information
  - **Marketing**: Add a company description, company logo, and/or links to your social media. If applicable, you can also add your D-U-N-S number in the section marked “Credit and Risk Information from D&B”. *The more information you provide, the more relevant business opportunities you may receive
  - **Contacts**: Add the main company contacts. Additional contacts (role- or customer-specific) can also be setup.
  - **Certifications:** Enter and upload certificates along with their expiration date if applicable
  - **Additional Documents:** Any attachments you cannot assign to the categories above
  - **Save / Close:** Make sure that you save all changes that have been made

Account Configuration – Company Profile

Accessing the Company Profile Screen

The Company profile provides basic information about your business, including adding Tax information and entering company information

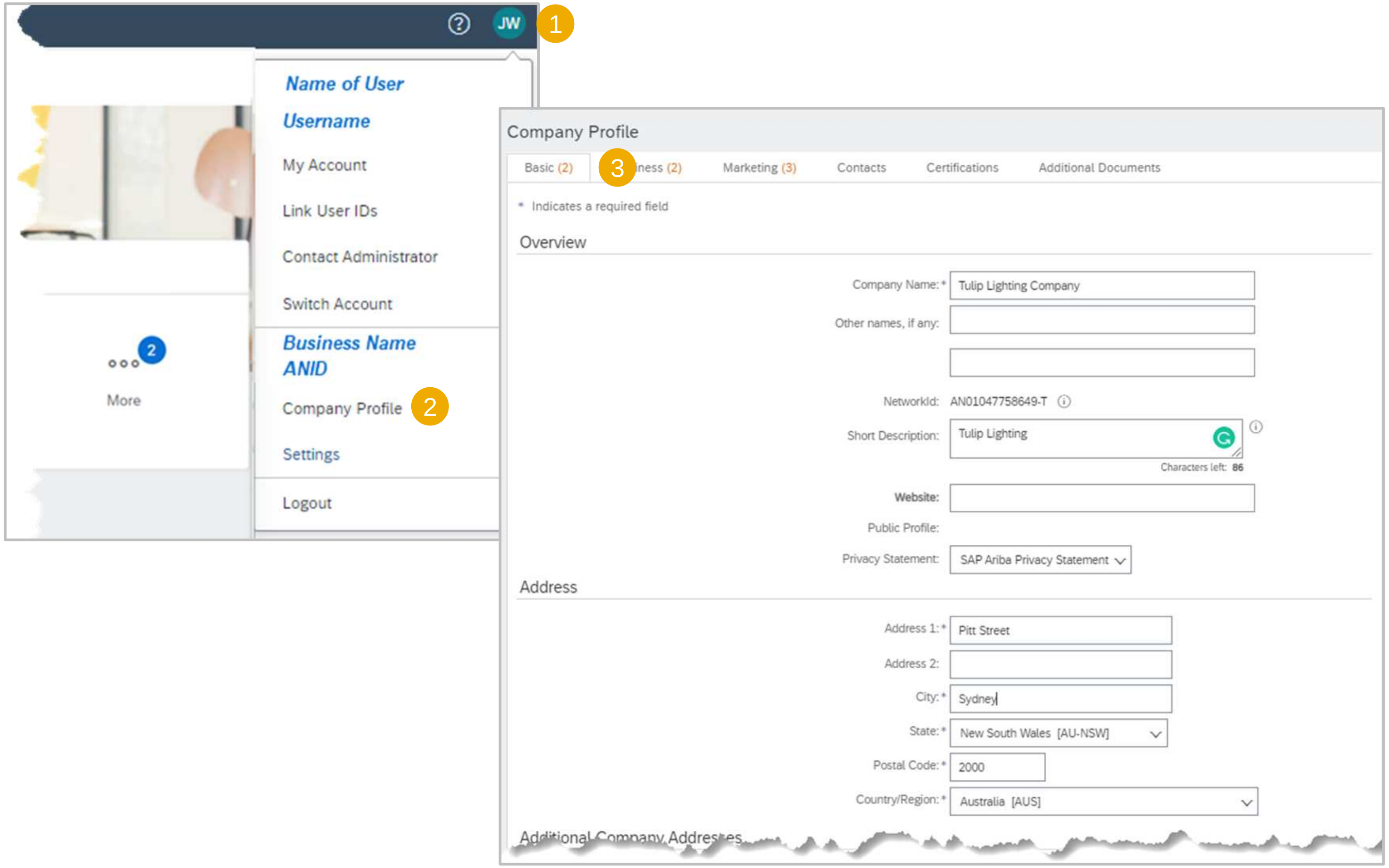
- Not all information is required, however, all fields with an asterisks must be completed as these are mandatory fields

- There are a number of tabs associated to the Company Profile screen
  - Numbers in brackets on each tab indicates information that sections that are not mandatory and it is at the discretion of the Supplier to complete
- To access the Company Profile, from the Seller Dashboard/Home page:

1. Click on your **initials** at the top of the page
2. Select **Company Profile**

- The Company Profile is displayed, many fields will be auto populated based on the information provided during the registration process
- The default tab is **Basic**

3. Confirm or update the information in both the **Overview** and **Address** sections



Account Configuration – Company Profile
Adding Additional Company Addresses

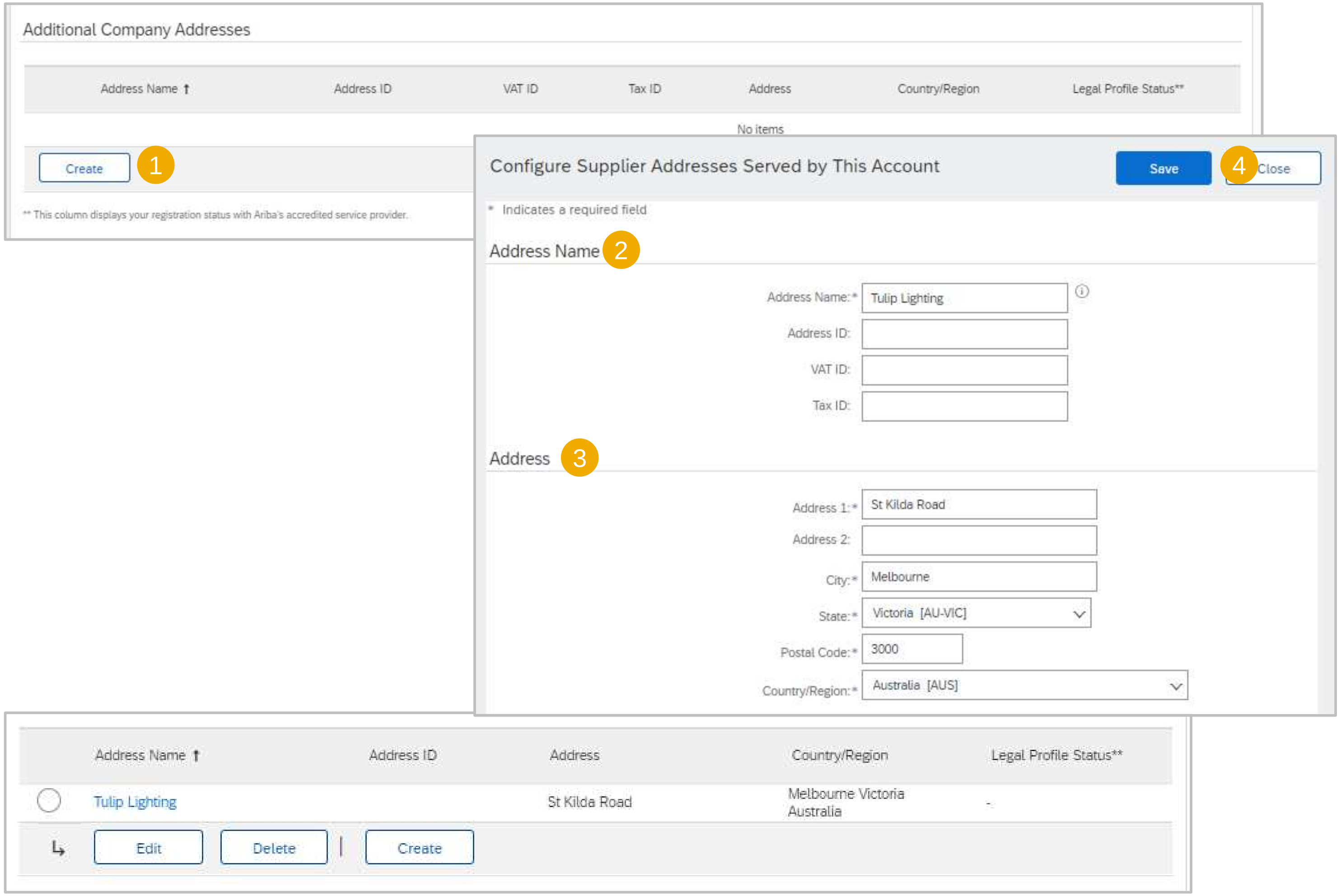
Add Additional Company addresses where the Remit To: may be a different location than indicated on the Purchase Order and when there are sites in other states, provinces or locations in your business

- Once additional locations have been added, users are able to select the address from various document entry screens, for example, Billed From and Shipped From

Open Company Settings and stay on the Basic Tab, refer to [Accessing Company Profile Information]

1. Click on **Create**
2. Enter the business **Address Name** (for example a subsidiary)
   - Note: Add Tax information where there is a different Vat/Tax ID, for example a Subsidiary with its own Vat/Tax ID
3. Enter the **Address** details of the additional company address, completing all fields with an asterisks
4. Click on **Save, t**he information added is displayed

- **Edit** – Select the Company Address requiring edits, then click Edit. Edit the required fields, then Save
- **Delete** – Select the Company Address required for deletion, then click on Delete respond to system message



Account Configuration – Company Profile

Adding Products, Services, Ship-To and Industry Information

The System Administrator needs to setup and then maintain the Product and Service Categories, Ship-to or Service Locations as they are mandatory fields

To Add **Products and Services** either:

1. Start typing the name of the product or service into **Enter Product and Service Categories**
2. Select from the list displayed, it will be added

Or

3. Click on **Browse**
4. Locate the Product/Service Category and click on it, if there is sub-categories they will appear in the next box

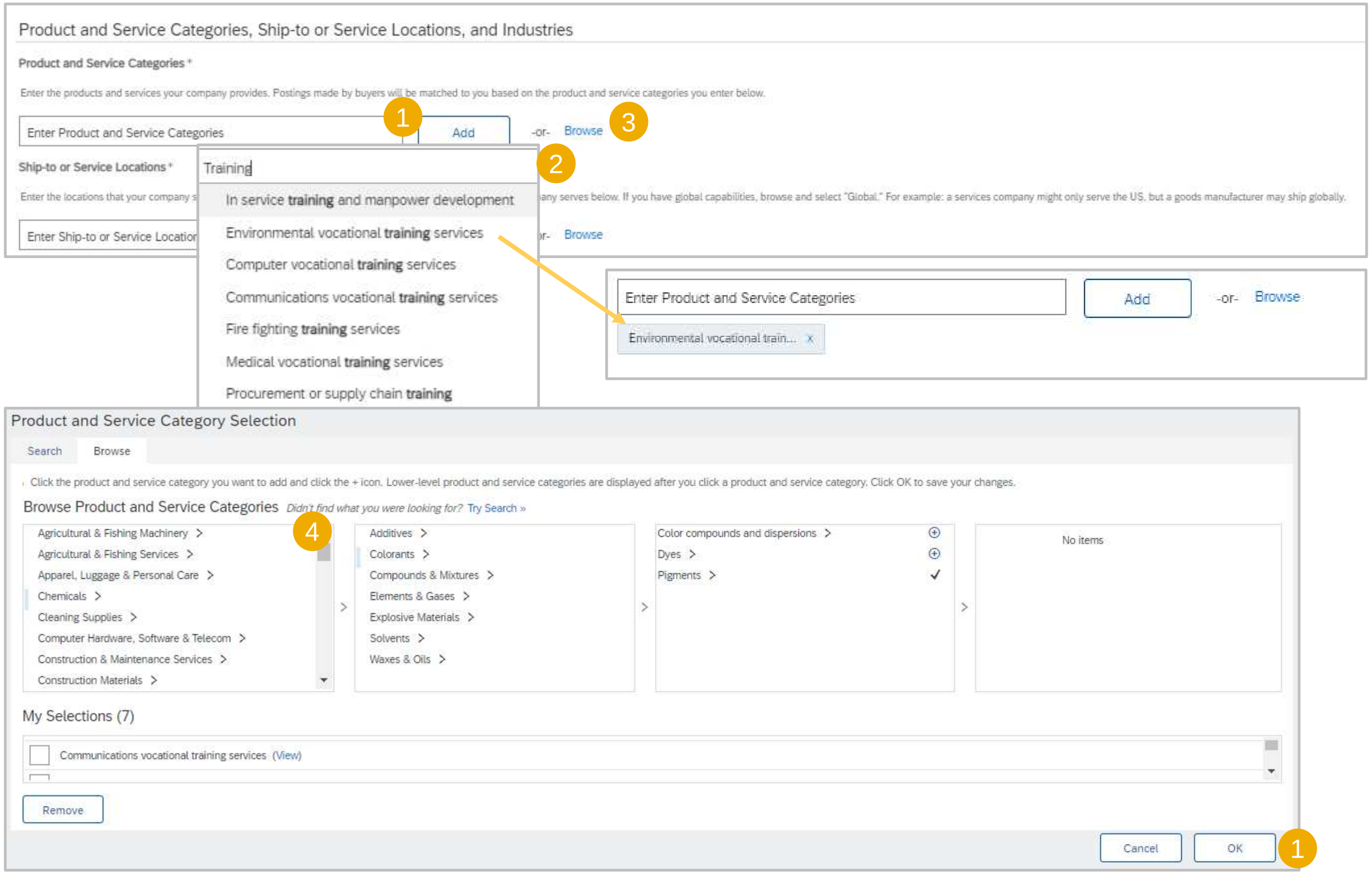
- ➢ indicates further sub-categories
- ➢ Plus indicates it is available to add
- ➢ Tick indicates it is already added
- ➢ No items indicates there are no sub- categories

5. Click on **OK**, the items are added

- ➢ Repeat process for **Ship-to or Service Locations**

- **Note:** Scroll bars will be available when there is further information not displayed in the window

- To remove an item, either use Remove in the Browse screen or click on the X at the end of the description bubble



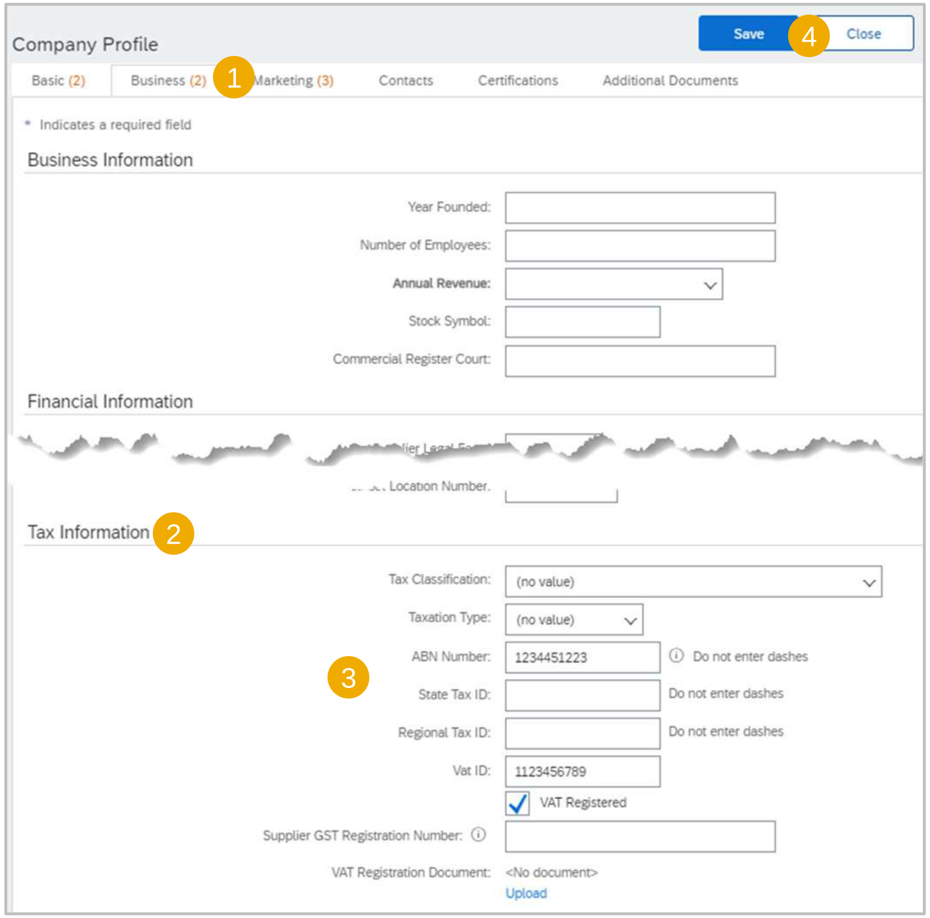
Account Configuration – Company Profile

Confirm/Add Tax Information

Adding the Tax information into the Company Profile allows tax information to be auto-populated into Invoices reducing the chance of errors entering a Company Tax ID

After Clicking on your **Initials > Selecting Company Profile**

1. Click on the **Business** tab
2. Scroll down to **Tax Information**
3. Enter the applicable tax information based on your country, region or government requirements
4. Click on **Save**, a green ribbon indicates that the profile has been successfully updated
5. Click on **Close** to exit Company Profile

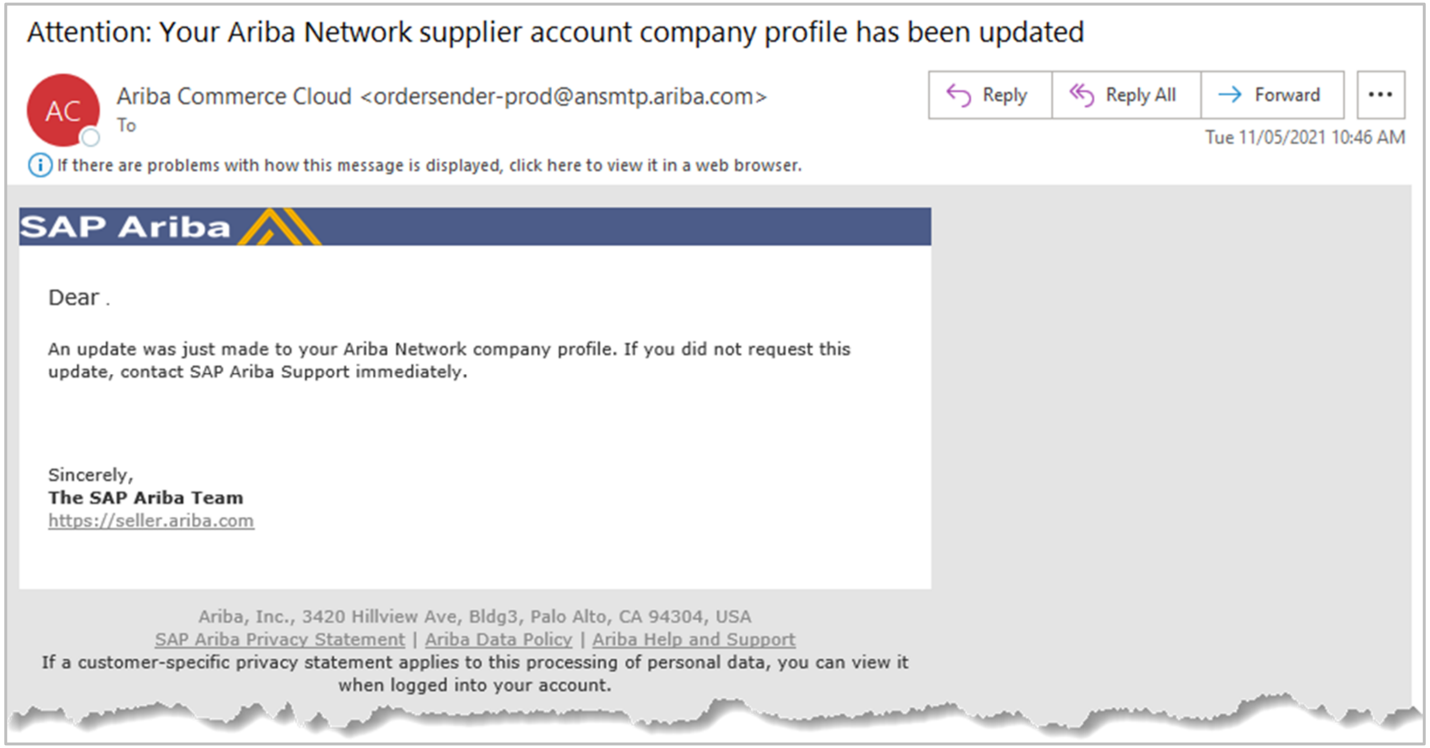


Account Configuration – Company Profile

Email Notification of Changes

When information associated to account is added, updated or changed the System Administrator will receive an email indicating that information has been updated.

- If you did not request the change, identify first if it was performed on your behalf by a user with Administration limited access
- Emails are only generated when company profile information is effected



Account Settings

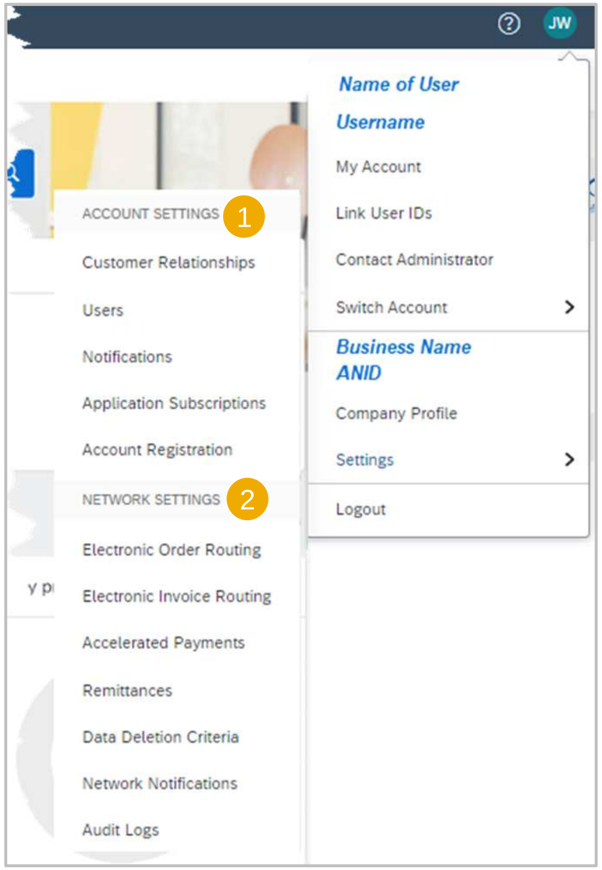
Drop Down Information – Account Settings

The Settings selection under your name initials on the top right hand corner provides access to Settings drop down list

- The drop down list shows the selections available to all users, however only the System Administrator has all ***available*** selections including Users and Audit Logs
- There may be additional selections based on the SAP Business Network account you have

1. Accounts Settings usually consists of:
   - Customer Relationships
   - Users
   - Notifications
   - Application Subscriptions
   - Account Registration

2. Network Settings usually consists of:
   - Electronic Order Routing
   - Electronic Invoice Routing
   - Accelerated Payments
   - Remittances
   - Data Deletion Criteria
   - Network Notifications
   - Audit Logs



Account Settings Screen

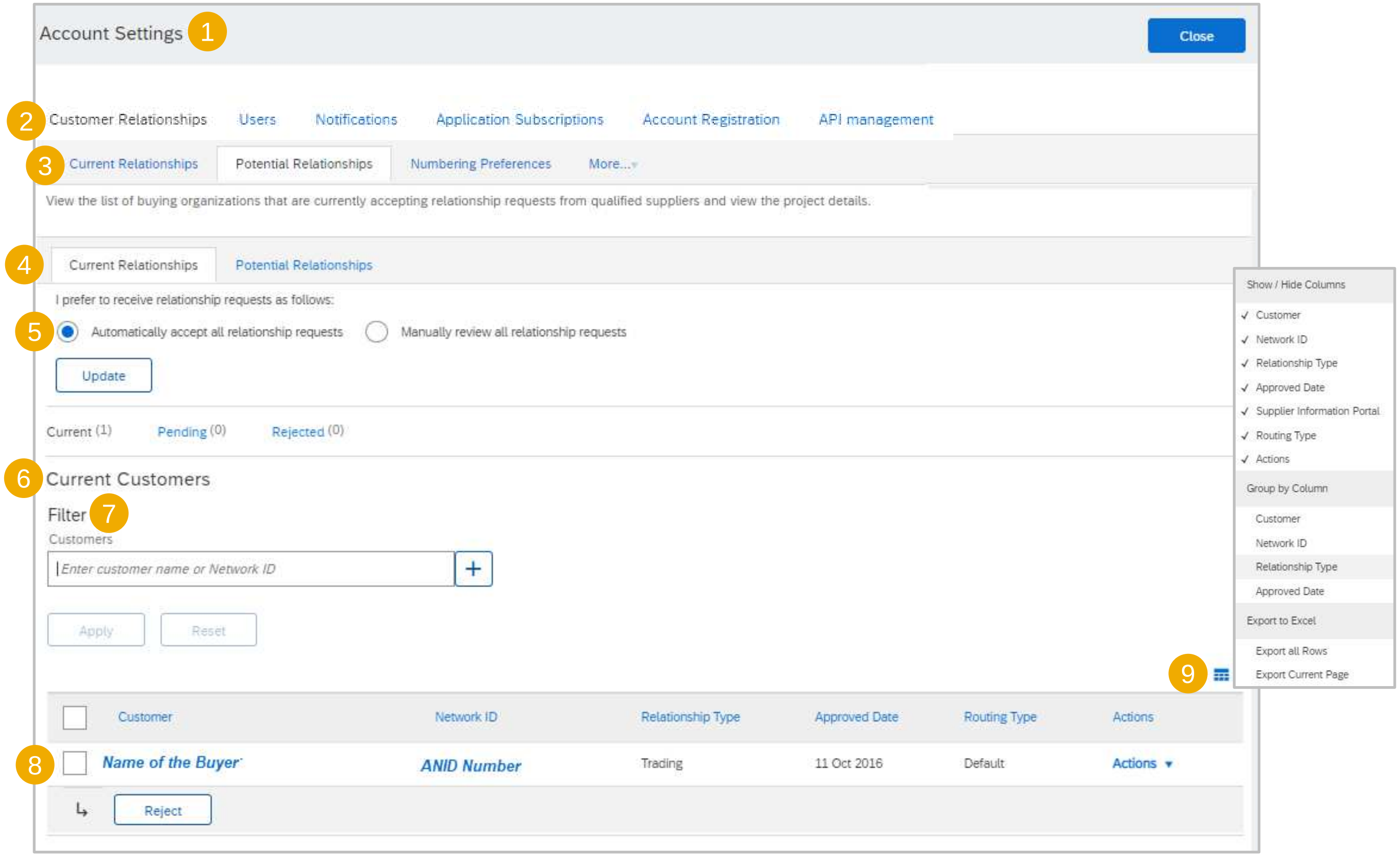
Customer Relationships Information

The System Administrator has access to all relevant tabs under Account Settings, however users will only have access to the tabs based on the permissions set for each user

Customer Relationships provides suppliers with information about:

- Current Relationships
- Potential Relationships
- Numbering Preferences
- More which contains Numbering Preferences and Automatic Invoice Creation

- **Note:** Tabs can be used to access other sections under the Account Settings Screen instead of exiting and selecting from the Settings drop down list



1. **Account Settings** screen header
2. **Tabs** to other options under the Settings > Account Settings option
3. **Customer Relationships** screen available tabs
4. **Current Relationships** and **Potential Relationships** options
5. Relationship request options – automatic or manual
6. **Current Customers** sub heading
7. **Filter** to search for customers
8. All Buyers that you have a transacting relationship in the Ariba Network
9. **Show Hide Columns** options

Account Settings Screen

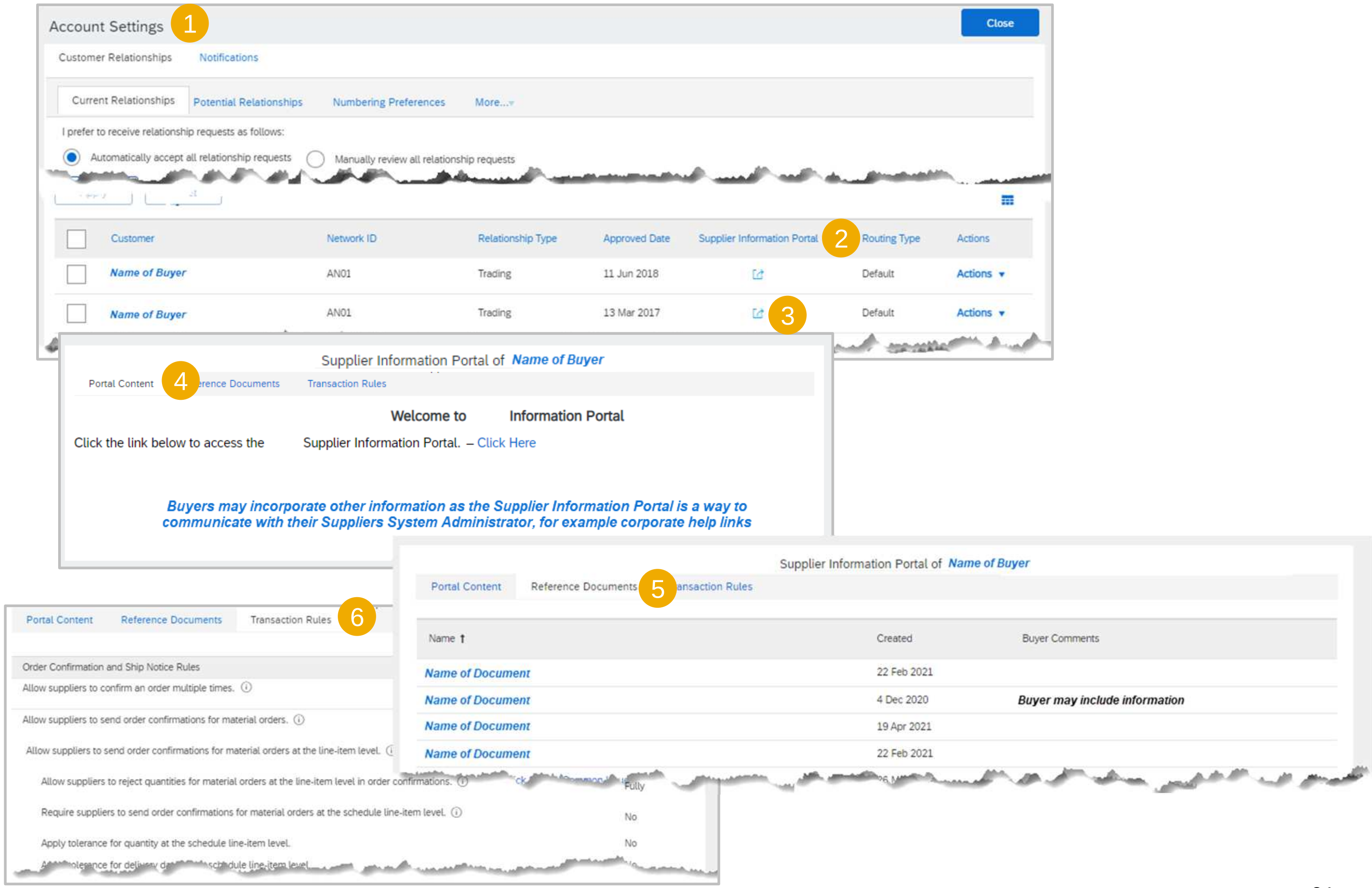
The Buyer Supplier Information Portal and Reference Documents

The **Buyer Supplier Information Portal** is a way Buyers can communicate with their suppliers System Administrator with information they need to transact using the SAP Business Network – SAP Ariba

To access each tab in the Buyers Supplier Information Portal:

1. Access **Settings > Customer Relationships**
2. Under **Current Customers** locate the **Supplier Information Portal column**
3. Click on of the Buyer required
4. The **Supplier Information Portal of** the Buyer you selected with the Portal Content tab open
5. Click on the **Reference Documents** tab to identify any documents from your Buyer
6. Click on the **Transaction Rules** tab to view the transaction rules set by the Buyer

- **Buyer Supplier Information Portal** – Access to training content via the link (accessed via Help) and may also content information directly from your Buyer
- **Reference Documents** – Buyers may upload reference documents for suppliers that provide more business specific information
- **Transaction Rules** – The parameters set in the SAP Ariba Network by the Buyer outlining the processes and information about transacting



Account Settings - Roles, Users & Permissions

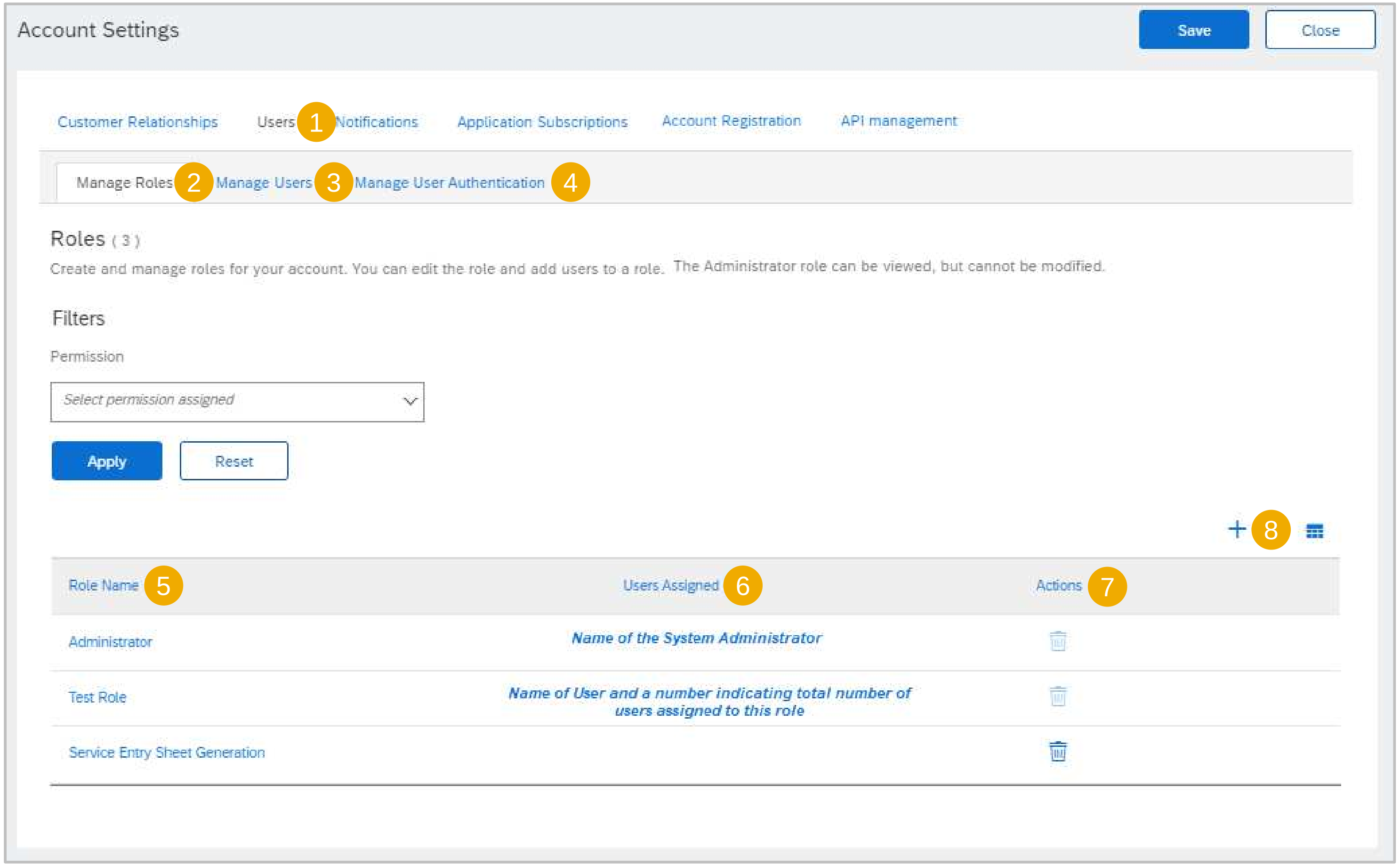
Users - Tab Information

The Users tab/selection is only available to the System Administrator, use this tab to maintain users for the Ariba Network for:

- Creating Roles
- Creating Users
- Maintaining Users
- Assigning permissions
- Resetting passwords
- Assign the System Administrator role to another user

1. **Users** – The tab accessed by the System Administrator to create, update and maintain users
2. **Manage Roles** – Roles must be created prior to creating users, roles are created based on the functions/roles within the supplier organisation
3. **Manage Users** – Used to add, delete, update and maintain both users and specific permissions of users
4. **Manage User Authentication** – Used to increase system security
5. **Role Name** – The name of the function/role added by the System Administrator, users are then assigned a role based on the permissions required to perform their job
6. **Users Assigned** – Indicates the number of users assigned to the Role
7. **Actions** – The actions allowed, the System Administrator role cannot be deleted, there is only 1 System Administrator at any one time

8. + - Used to Add Roles



Account Settings - Roles, Users & Permissions

Users - Create Roles

The System Administrator is able to create roles with specific permissions required to perform that role within the Ariba Network, for example: accounts payable need access to invoicing permissions whereas the receiving team need receipting permissions

- **Note:** The System Administrator Role can not be amended or deleted, however a different user can be assigned to the System Administrator role when required

To add a Role:

1. Display the **Manage Roles Tab**
2. Click on the **+** button
3. Enter the **Name of the Role** you wish to create
4. Tick the relevant and required Permissions

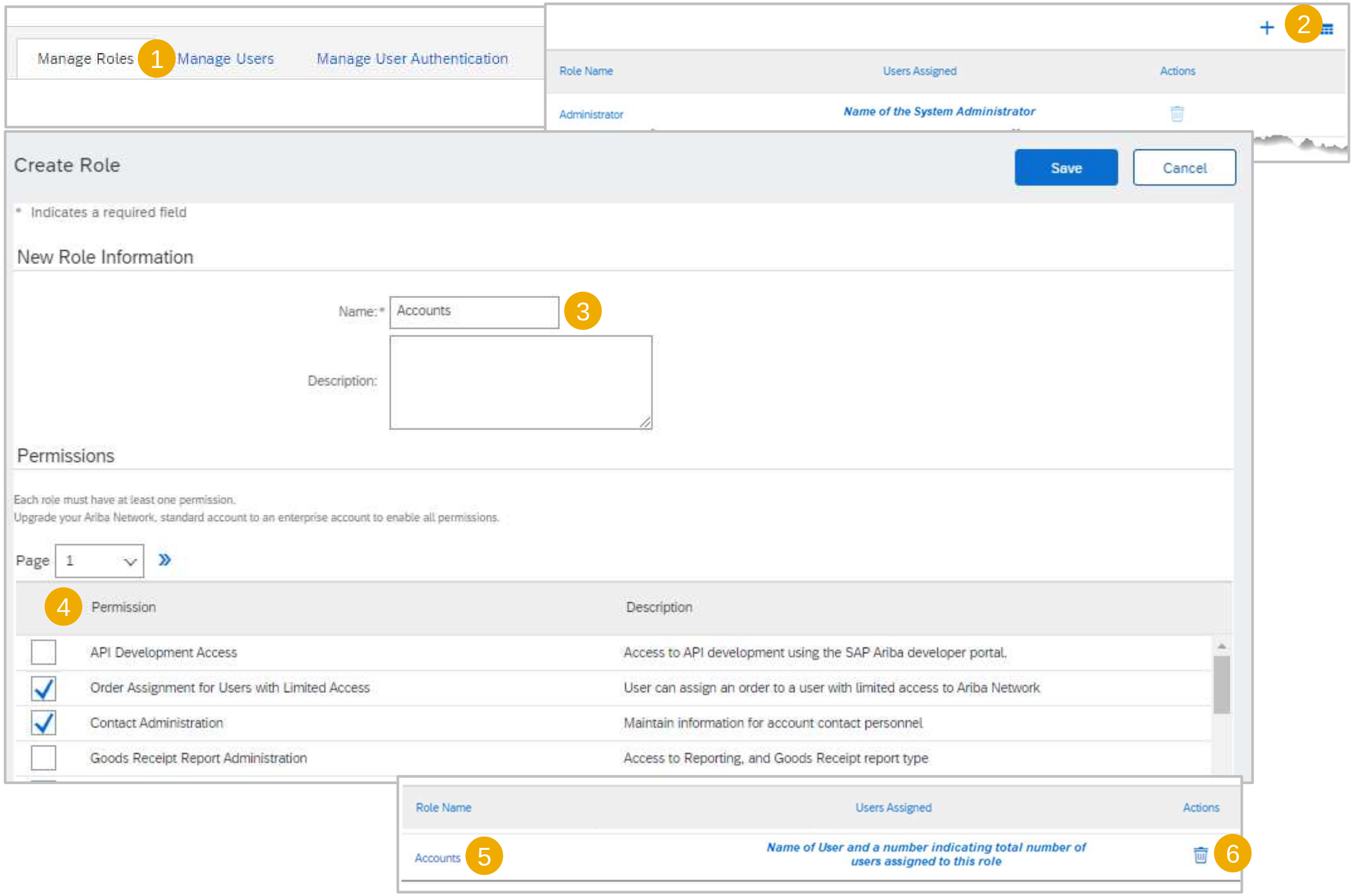
To Maintain a Role:

5. Click on the **Role Name** and the add or Remove ticks next to permissions

To Delete a Role

6. Click on the bin icon under Actions

- **Note:** You cannot delete a role when users are attached to that role



Account Settings - Roles, Users & Permissions

Users - Create Users

After Roles have been created or added as required, **Users** can be created

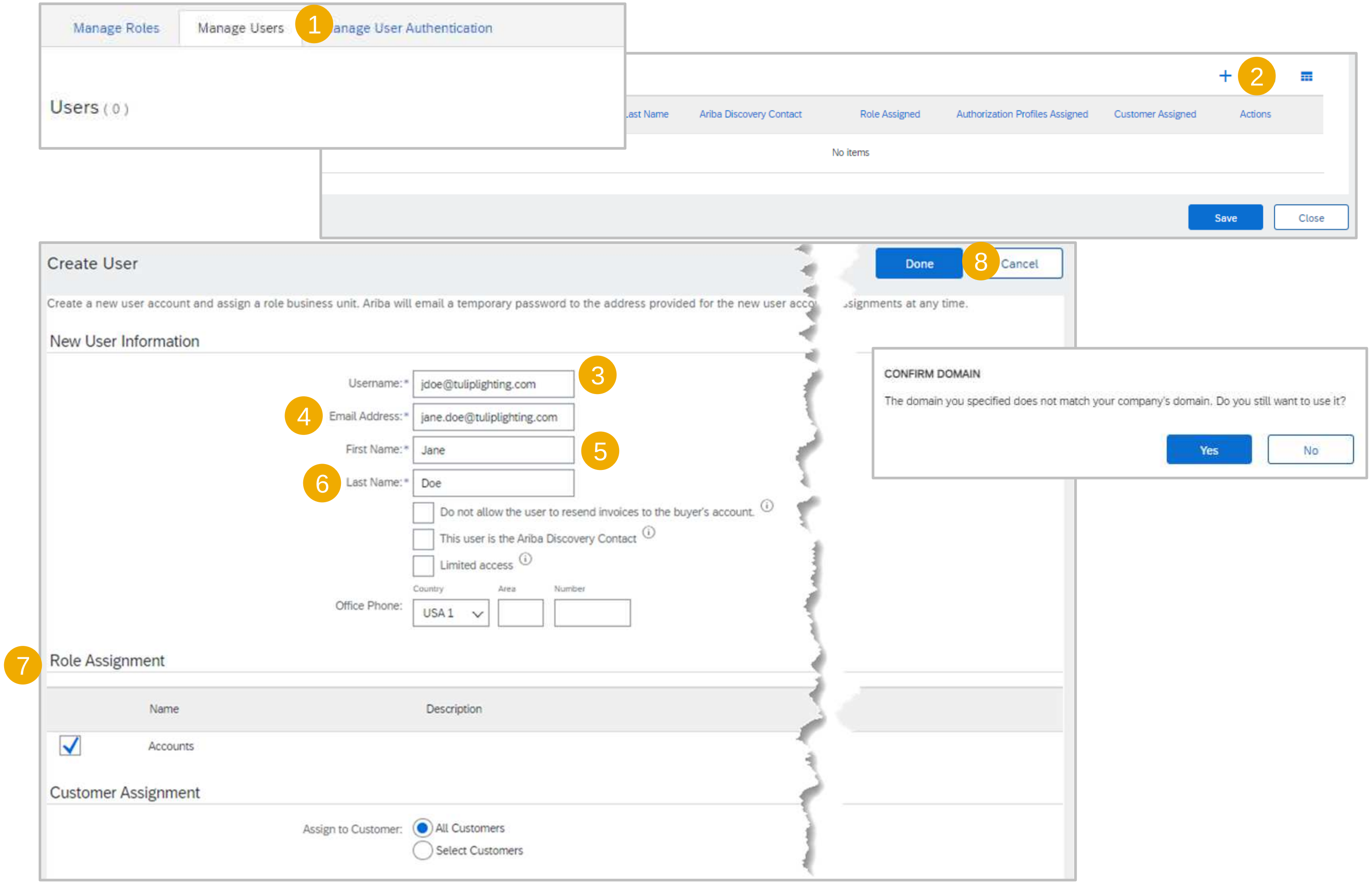
To Create a User:

1. Click on the **Manage Users** tab
2. Click on the **+** button
3. Enter a **User name**

- **Note:** The User name can be the email address of the User or it can be created, however it must be in an email format, for example jane@abc.com

4. Enter the **Email Address** of the User
5. Enter the User's **First Name**
6. Enter the User's **Last Name**
7. Under **Role Assignment**, select the Role required
8. Click on **Done**, (you may get a Confirm Domain message particularly if you have not used the actual email address of the user for the Username, click **Yes**)

- **Note:** Users can be assigned more than 1 Role
- Customer Assignment - Where you have multiple Buyers on the one ANID, User's can be assigned specific Customers



Account Settings - Users

Enable Multifactor Authentication for Login

Only the System Administrator can enable Multifactor Authentication requirements

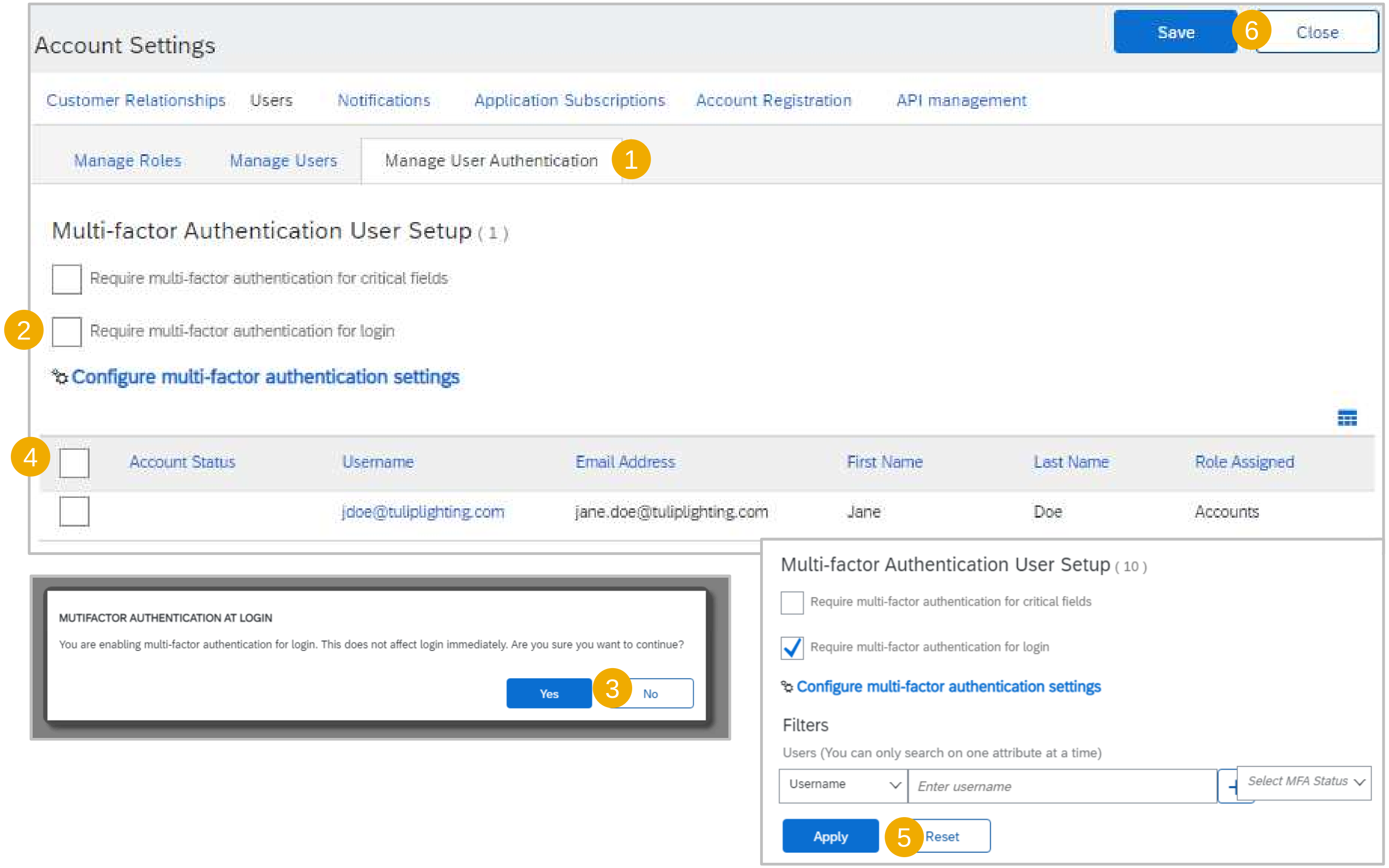
- With Multifactor Authentication enabled for login, users are required to perform the two-step verification process to log in to the Ariba Network

To enable multifactor authentication for login:

1. Select the **Manage User Authentication** tab
2. Select the box **Require multi-factor authentication for login**
3. Click on **Yes** in the dialogue box
4. Select the users by checking the boxes against their names from the table or the box in the blue ribbon as it will select ***ALL*** users
5. Click on **Apply**
6. Click on **Save**

- **Note:** If you do not select specific Users none of the Users in your business will be enabled for multifactor authentication

- To **Disable Multi-Factor Authentication**, select the box with a tick, a dialogue box will indicate you are disabling the multifactor authentication at login, click **Yes**



Account Settings - Users

Enable Multifactor Authentication for Critical Fields

Only the System Administrator can enable Multifactor Authentication requirements

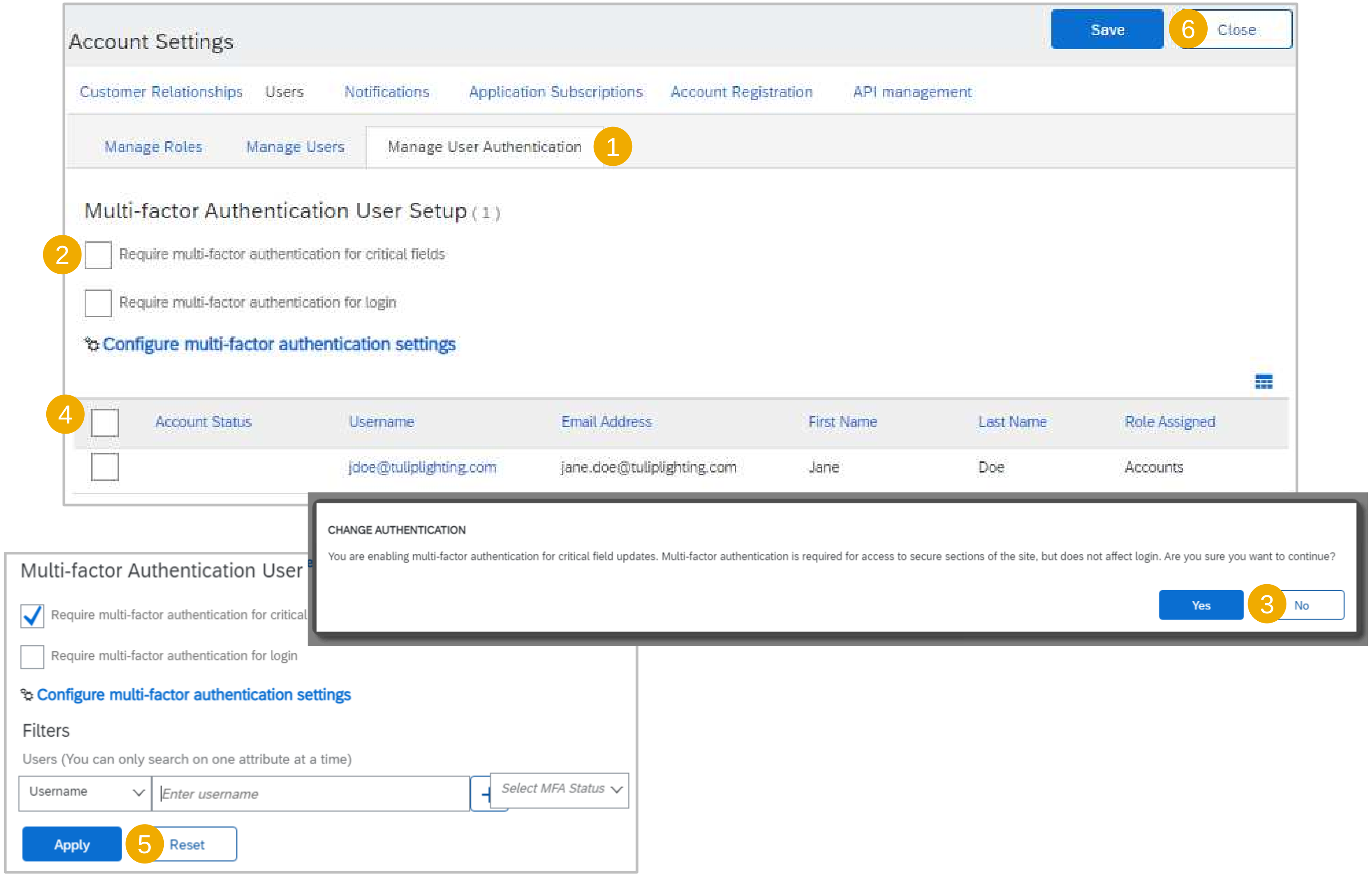
- With Multifactor Authentication enabled for login, users are required to perform the two-step verification process to log in to the Ariba Network

To enable multifactor authentication for login:

1. Select the **Manage User Authentication** tab
2. Select the box **Require multi-factor authentication for critical fields**
3. Click on **Yes** in the dialogue box
4. Select the users by checking the boxes against their names from the table or the box in the blue ribbon as it will select ***ALL*** users
5. Click on **Apply**
6. Click on **Save**

- **Note:** If you do not select specific Users none of the Users in your business will be enabled for multifactor authentication

- To **Disable Multi-Factor Authentication**, select the box with a tick, a dialogue box will indicate you are disabling the multifactor authentication at login, click **Yes**



Account Settings - Users
Configure Multifactor Authentication Information

- Multifactor Authentication increases a businesses Ariba 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 Ariba 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 3^{rd} 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

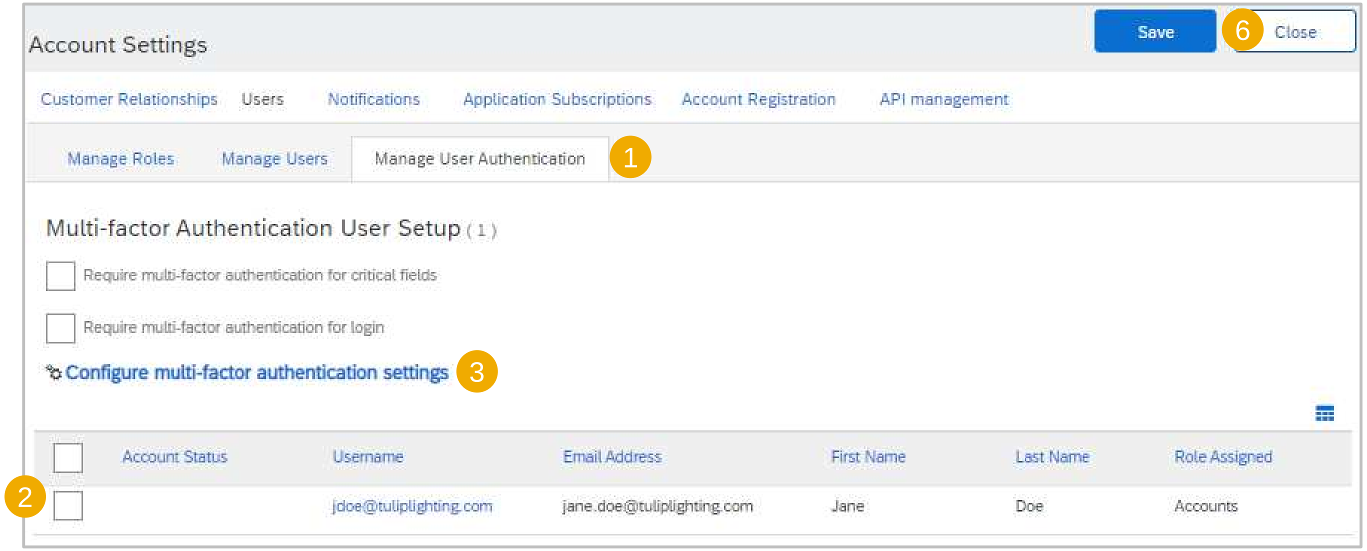
Account Settings - Users

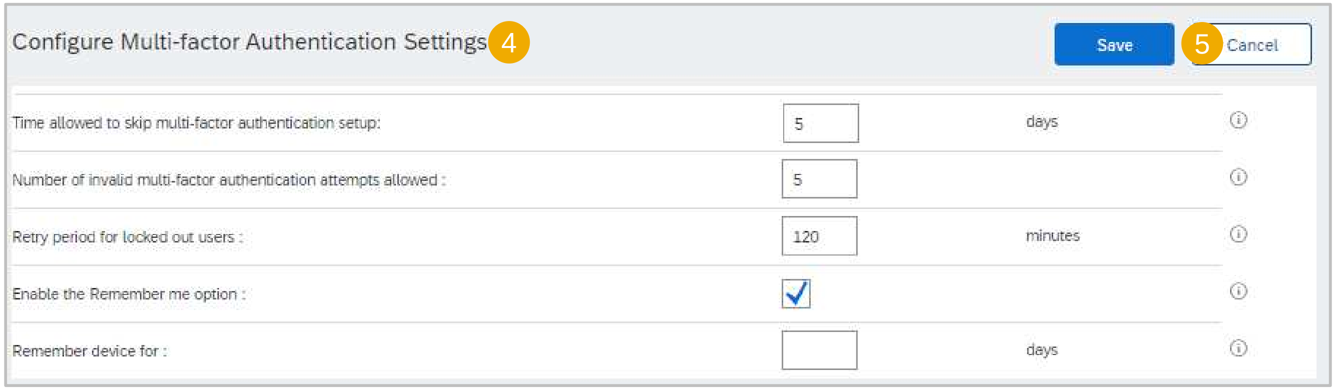
Configure Multifactor Authentication Settings

Multifactor Authentication settings can be configured to provide parameters for login functionality and other options supporting greater security

To configure multifactor authentication settings:

1. Click on **the Manage User Authentication tab**
2. Select the users by checking the boxes against their names from the table or the box in the blue ribbon as it will select ***ALL*** users
3. Click on Configure multi-factor authentication settings, the window opens
4. Select the required option/s and update (if required):
   - **Time Allowed to skip multi-factor authentication attempts allowed**
   - **Number of invalid multi-factor authentication attempts Retry period for locked out users**
   - **Enable the Remember me option**
   - **Remember device for**
5. After selecting and/or updating multifactor authentication information, click on **Save**
6. Click on **Save** to exit the screen





Account Settings - Users

User Notifications for Multifactor Authentication 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 Ariba 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 Ariba 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 Ariba 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

Network Settings – Routing Processes

Electronic Order Routing Options Information

- There are a number of Electronic Order Routing Options, ensure that you select the correct routing type
- In most instances the System Administrators email will auto-populate most fields
- An Email must be provided in all fields with an asterisks, 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 Buyer's require prior to logging into the SAP Business Network – SAP Ariba
- Email addresses can include Distributions Lists, generic email boxes or specific people email addresses
    - **Online** –This means that the Purchase Order is sent to the Ariba 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 settings and means that an email will be sent to advise that a new purchase order/s is in the Ariba 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)

Network Settings – Routing Processes

Electronic Order Routing – New Orders

Electronic Order Routing is where suppliers can set up the preferred method for transacting with your customer, the information entered affects all users on your Ariba Network

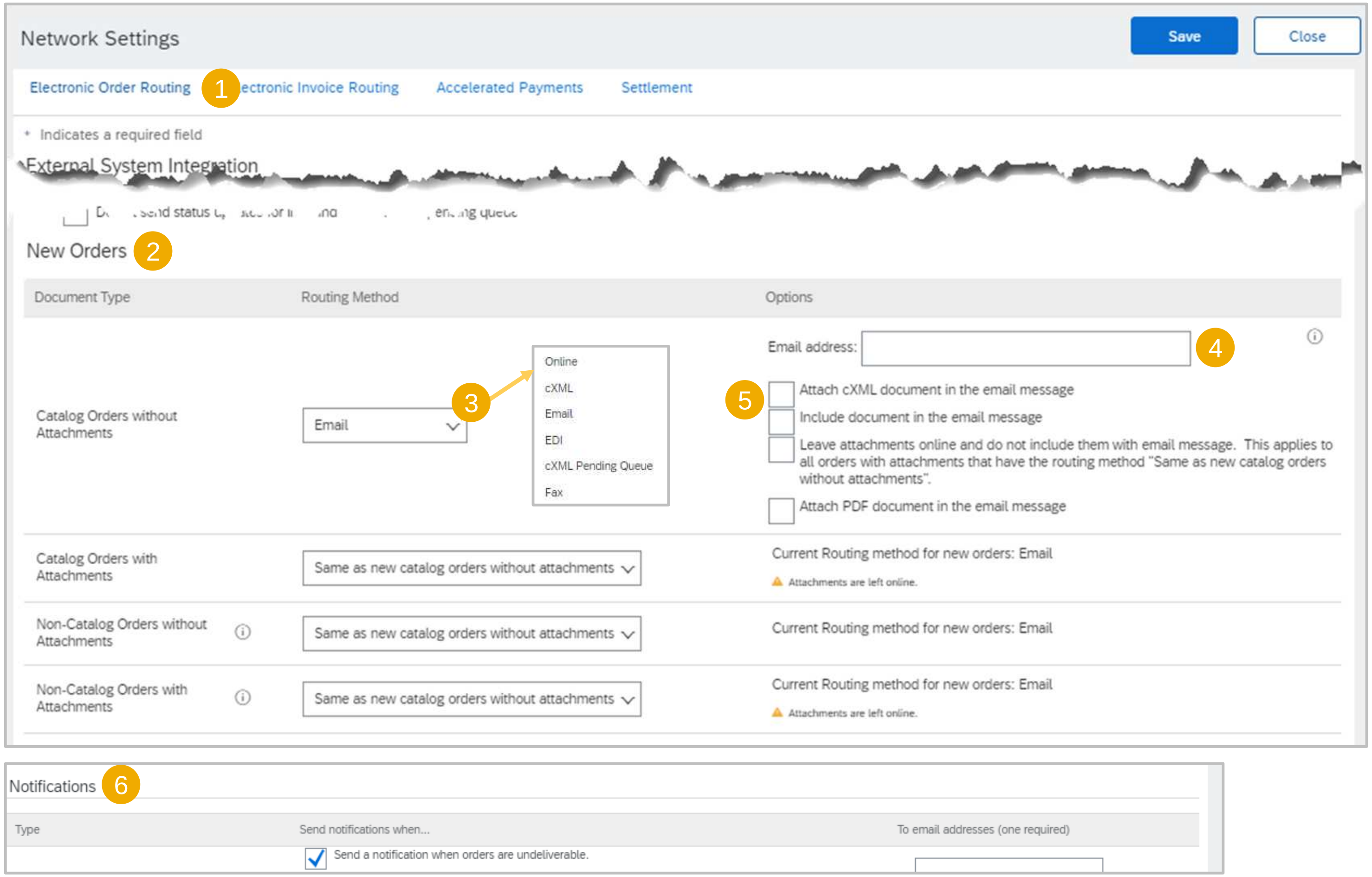
- Where a Supplier is transacting with multiple Buyers on the Ariba Network, separate routing for each different Buyers cannot occur

Open **Network Settings** by, clicking on your **Initials** at the top right of your screen, select **Settings**

1. Click on **Electronic Order Routing** under Network Settings
2. Locate **New Orders**
3. Select the **Routing Method** (the default is Email)
4. Confirm or enter up to 5 emails **into Email Address**
5. Select the required option/s from:
   - Attach cXML document in the email message
   - Include document in the email message
   - Leave attachments online and do not include then with email messages etc.
   - Attach PDF document in the email message

- All other New Order routing methods will reflect the choice made for Catalog Orders without Attachments

6. Scroll down to **Notifications**



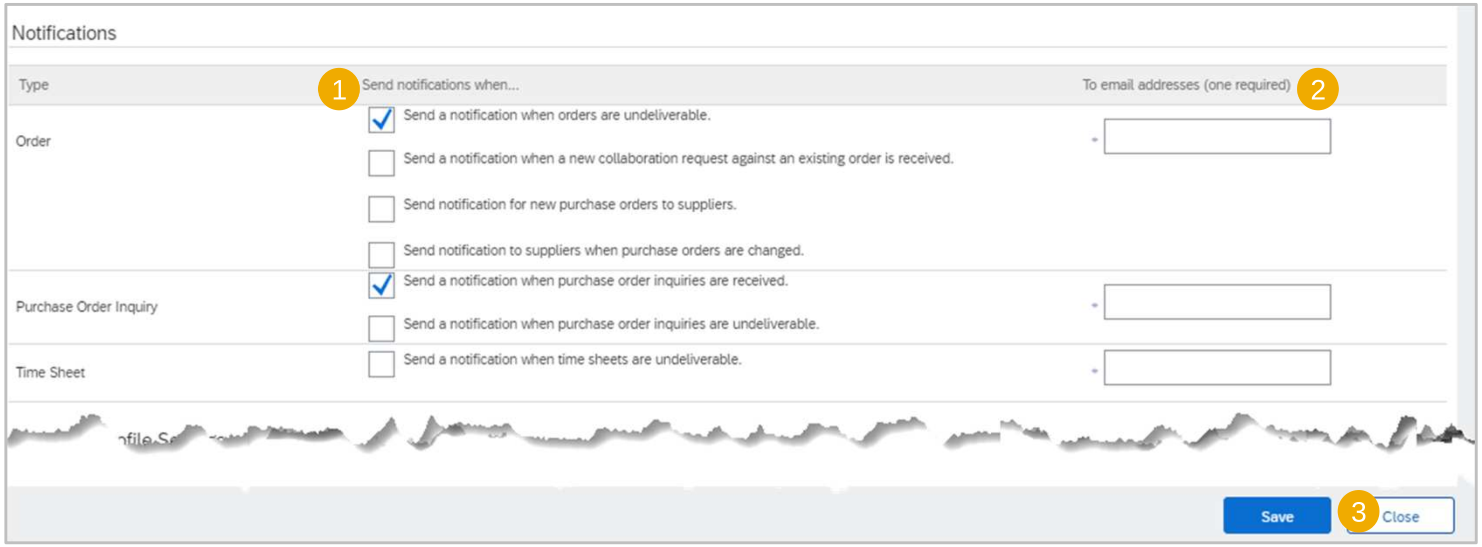
Network Settings – Routing Processes

Electronic Order Routing – Notifications

Suppliers can identify when they require to be notified about a document by ticking in the applicable **Send Notifications when…**

At lease one email address must be in the To email addresses and the System Administrator email may already be displayed

1. Select the required **Send notifications when…,** putting a tick in the associated box activates the selection
2. Confirm or enter the **To email addresses** applicable email address
3. Click on **Save**
   - A green ribbon indicates that the information has been successfully updated, if the ribbon is red you may have missed entering information into a mandatory field
4. Click on **Close** to exit or select the next tab required
   - Even if none of the selections are chosen there must be an email address in the fields with an asterisks



Network Settings – Routing Processes

Electronic Invoice Routing – Notifications

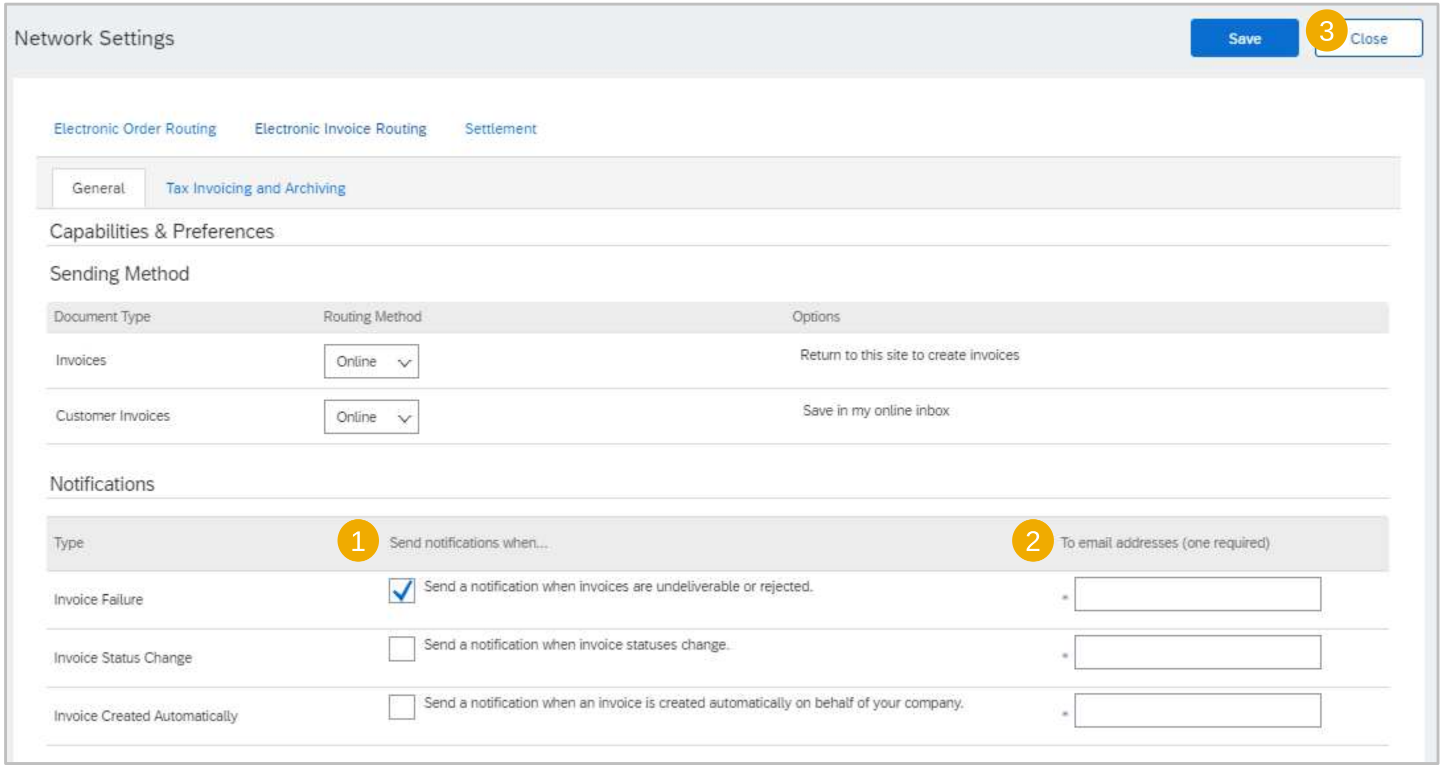
The Electronic Invoice Routing activity is required only for Notifications

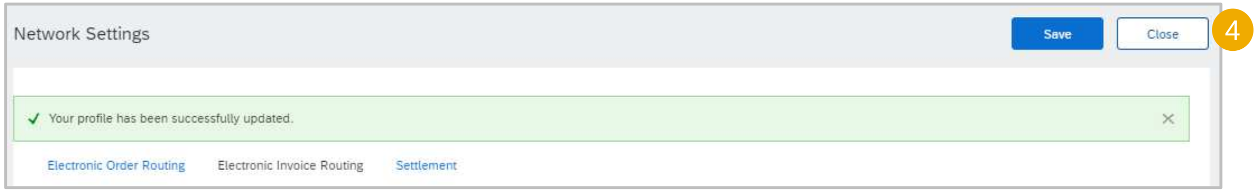
- Do not change the Routing Method for Invoices and Customer Invoices unless advised to do so from an SAP Ariba Representative

1. Select the required **Send notifications when…,** putting a tick in the **Send a notification when invoices are undeliverable or rejected**
   - **Note:** Selecting Send a notification when invoice status changes generates an email for each process associated with the invoice and may trigger large quantities of emails
2. Confirm or enter the **To email addresses** applicable email address
3. Click on **Save**

- A green ribbon indicates that the information has been successfully updated

4. Click on **Close** to exit or select the next tab required
   - Even if none of the selections are chosen there must be an email address in the fields with an asterisks





Test Account
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 Ariba Network ID (ANID)

Test Account

Test Account Creation

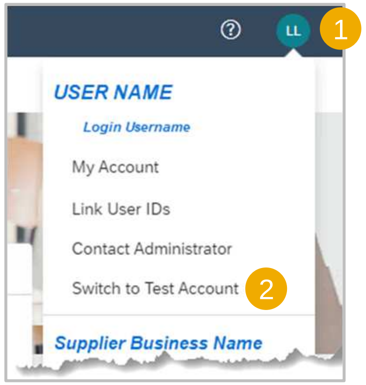
The System Administrator is the only User with the Option to Switch to the Test Account

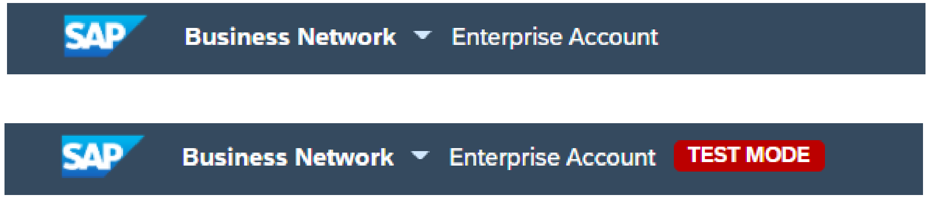
- The System Administrator will need to create Test Account User ID’s before users can access Test.

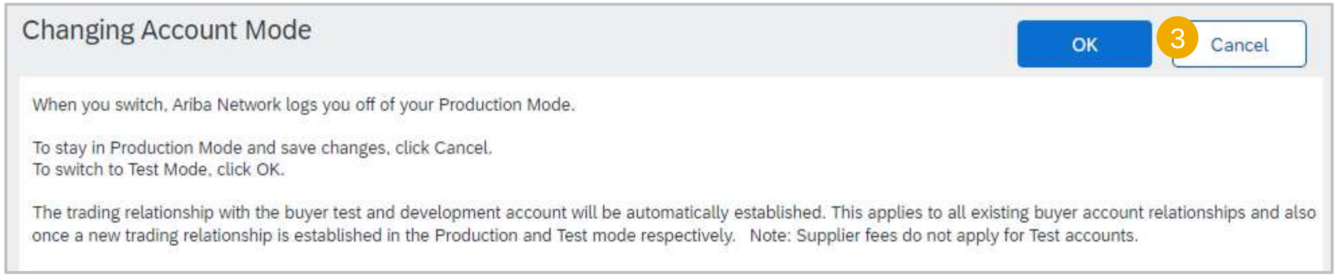
To Create a **Test Account**:

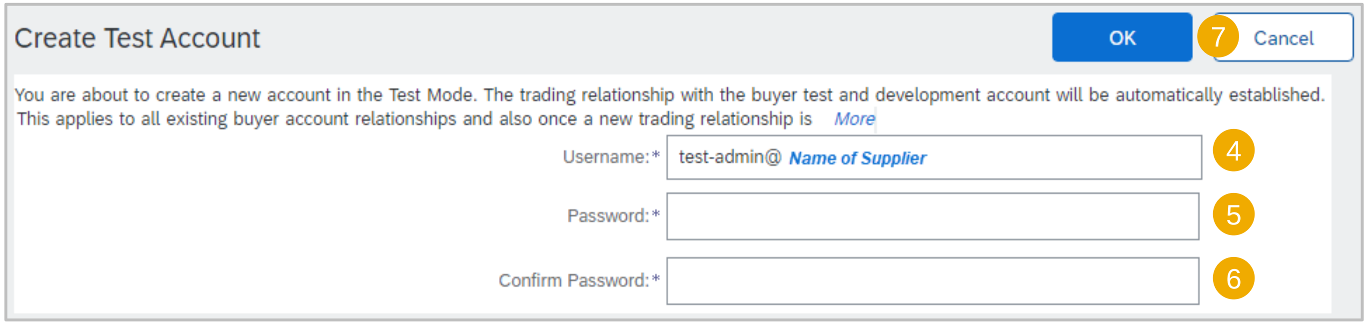
1. Click on your initials in top right corner
2. Select **Switch to Test Account**
3. Click **OK** when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
   - **Note:** A Test Admin Username will be autogenerated, the System Administrator can either use this or create a new one, it cannot be the same as the login for the Production Account
4. Create a **Username**
5. Create a **Password**
6. Re-enter the password into **Confirm Password**
7. Click **OK**

- 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 Red at the top of the screen to identify you are working in a Test account









Auto-Invoice Against Goods Receipt (GRN)

Information

- The Automatic Invoice Creation process authorizes the Buyer to use the Ariba Network functionality to create and submit invoices based on the receipts generated by the Buyer
- Each time the Ariba Network receives a receipt that applies to a single order from the Buyer, the system will use the information from the receipt and the corresponding order to automatically create and submit and Invoice
- When using this process the information entered onto the Purchase Order and then confirmed is the document that the invoice is created from
- Only Buyers who use Automatic Invoice Creation will have an Actions button available and Automatic Invoice Creation a selection
- When the Automatic Invoice Creation has been triggered the Response Status will be either Rejected (not active) or Accepted (active)
- A Supplier can change the response at any time however be aware that receipts prior to changing will be automatically created

Auto-Invoice Against Goods Receipt (GRN)

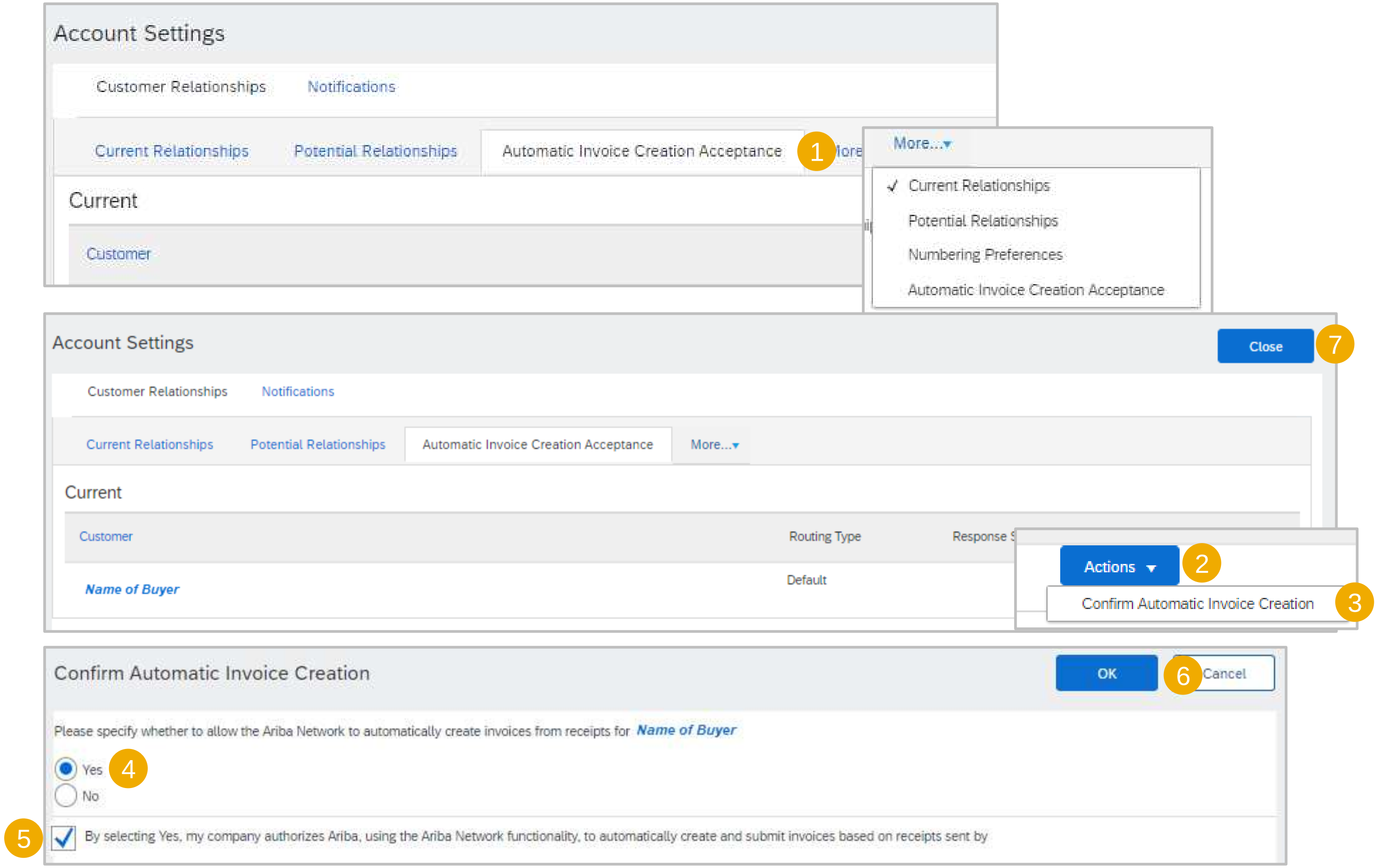
Activate Good Receipt Notice (GRN) Process and Information

To request consent from your Buyer that they agree to participate in this process

Open the [Customer Relationships](#) screen

1. Click on the **Automatic Invoice Creation Acceptance** tab
   - **Note:** If the Automatic Invoice Creation tab is not displayed, click on More. If it is not available for selection it indicates this is not a process your Buyer/s use
2. Click on **Actions**
3. Select **Confirm Automatic Invoice Creation**
4. Click **Yes**
5. Agree to the terms and conditions by clicking in the box
6. Click **OK**
7. Click on **Close** to exit the screen

Note: To turn the Auto-invoice process off select No in step 3



Managing Customer Relationships

Managing Current Relationships

Suppliers may receive requests from other businesses to create a relationship

To manage Customer Relationships:

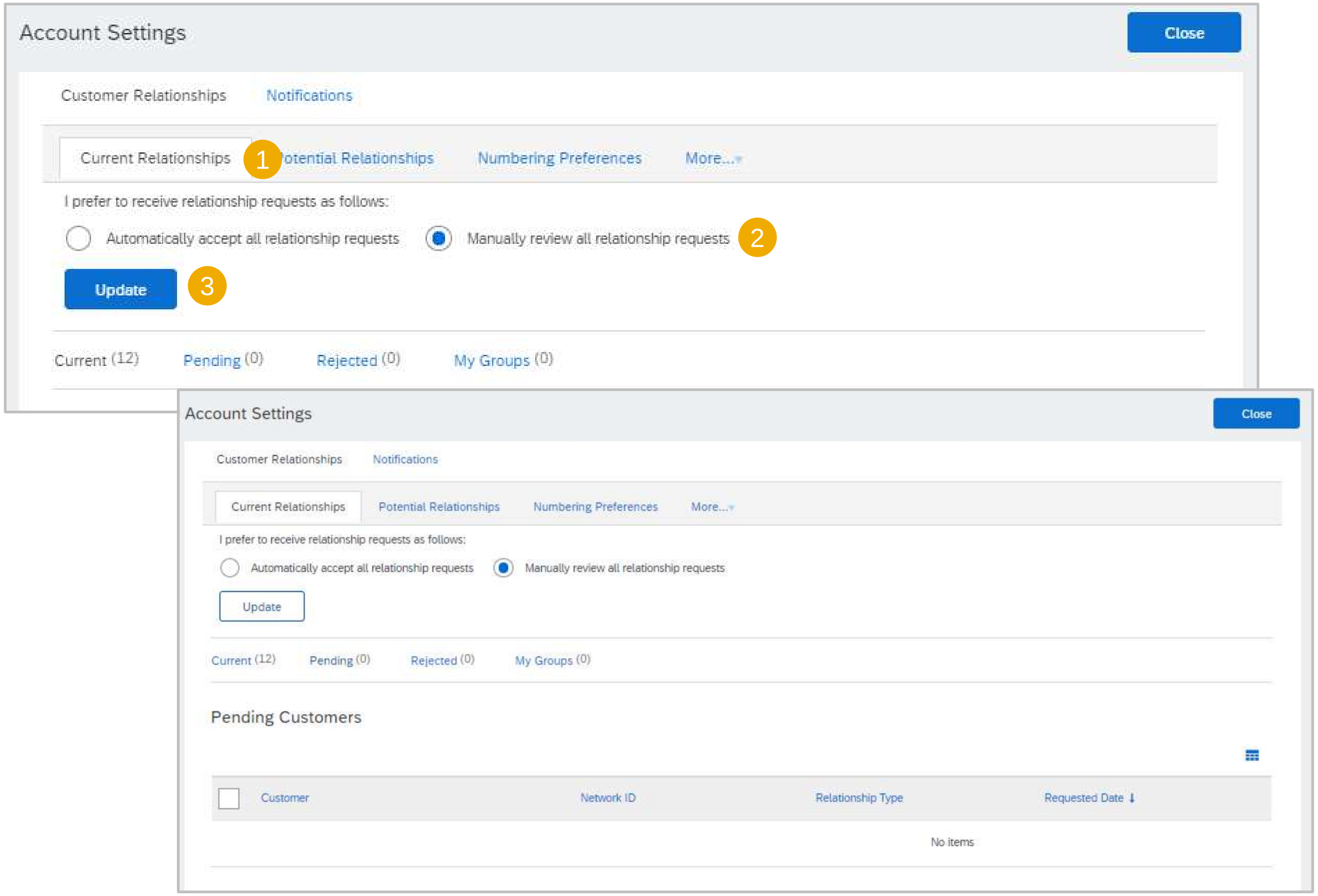
Open the [Customer Relationships](#) screen

1. Select **Current Relationships**
2. Identify and select whether you with to accept new customer relationships either **Automatically** or **Manually**
3. Click **Update**

The Tabs indicate how many customers are:

- Current
- Pending
- Rejected
- My Groups

- Review, update and confirm customer relationships as required

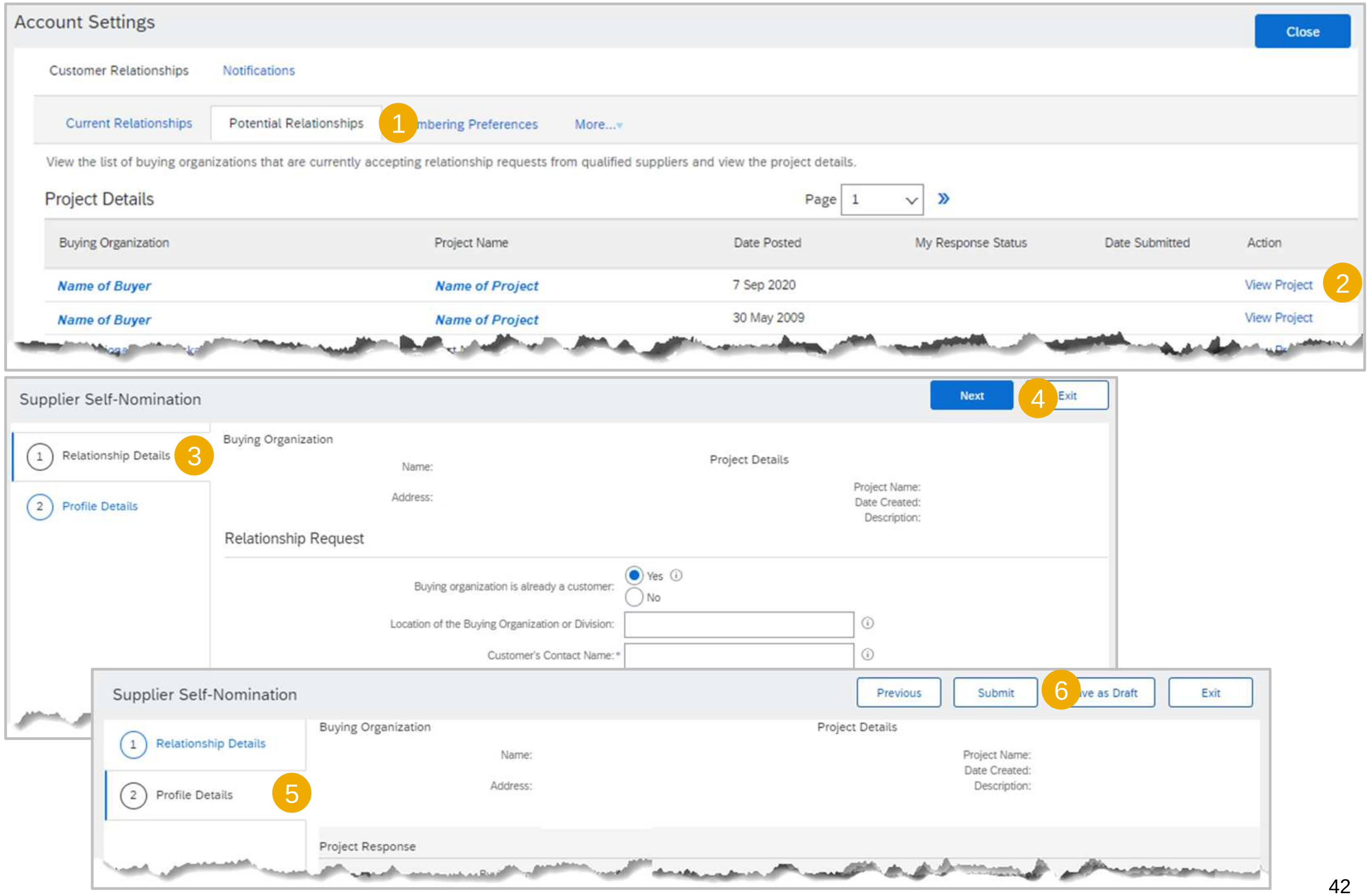


Managing Customer Relationships

Managing Potential Relationships

To Manage Potential Customer Relationships:

1. Select **Potential Relationships**
2. Click on **View Project** next to the relationship you wish to view
3. Review the information on the **Relationship Details Tab**, enter information into all fields with an asterisks
4. Click on **Next**
5. Review the information on the **Profile Details** tab
6. Click on **Submit**



Managing Customer Relationships

Managing My Groups

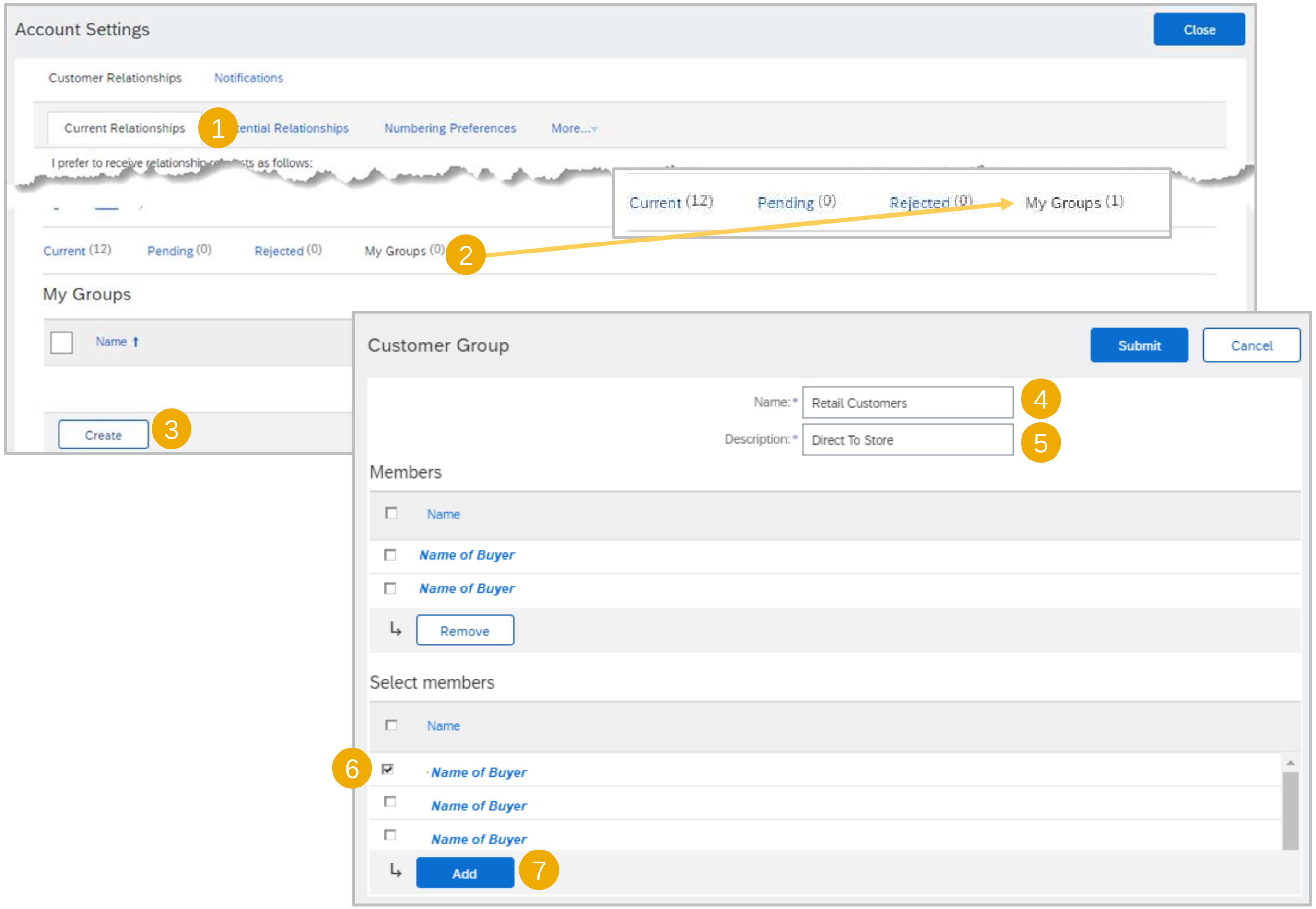
Suppliers can group their customers into defined groups

To do this:

Open the [Customer Relationships](#) screen

1. Select **Current Relationships**
2. Select the **My Groups** tab
3. Click **Create**
4. Enter the Name of the group you wish to create
5. Enter a Description of the group
6. Click in the box next to the Buyer/s you wish to add to this group
7. Click on Add, the names of the Buyers will appear under Members
8. Once all members have been added click on **Submit,** the name of the group is displayed

To create more groups, repeat this process



Archiving Invoices

Invoice Archival Process

Configuring invoice Archiving allows you to specify the frequency, immediacy and delivery of zipped invoice archives

- Suppliers can determine the frequency that invoices can be archived by choosing either Twice Daily, Daily, Weekly, Biweekly or Monthly

To do this:

Open the [Electronic Invoice Routing](#) screen

1. Select **Tax Invoicing and Archiving**
2. Scroll down to Invoice Archival, click on **Configure Invoice Archival**
3. Select the **Frequency**

- **Note:** Select **Archive Immediately** if required, after Archive Immediately started you can either Stop it or Update the frequency as required

4. Click on **Start**
5. Determine the **Send Requirement**:
   - Click on **Send Archived invoice files to the pending queue for download**

   OR

   - Click on **Send archived invoice files to the Archive Delivery URL**, then enter the **Archive Delivery URL**
6. Click on **Save Delivery Option**
7. Click on **Save**