



# Enterprise Management System (EMS)

Ariba Network Information & Account Configuration

**EMS** Enterprise Management System





# SAP Business Network Account Types

There are types of Ariba Accounts – Standard Account and Enterprise Account.

## Standard Account

- Generally, most companies opt for the standard account option as it is free to use. There are no limits to the number of standard accounts that suppliers can set up.
- It is common for companies set up separate Ariba Accounts per customer for ease of use.
- The biggest difference between the Standard Account and Enterprise Account is the functionality and some ease of use. I.e search options and reporting.
- Ariba Support through Online Help Centre only

## Enterprise Account

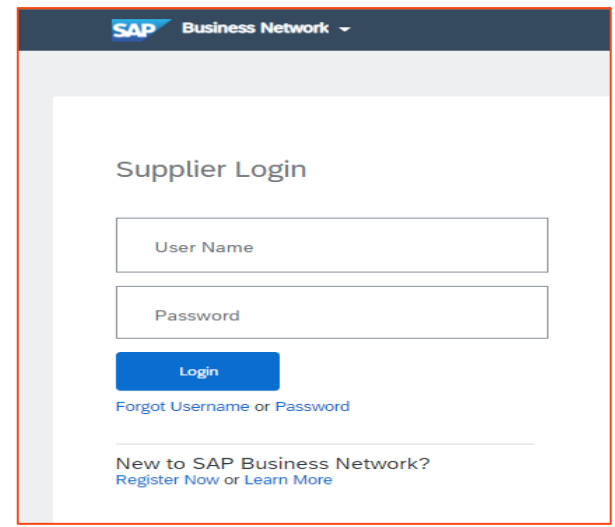
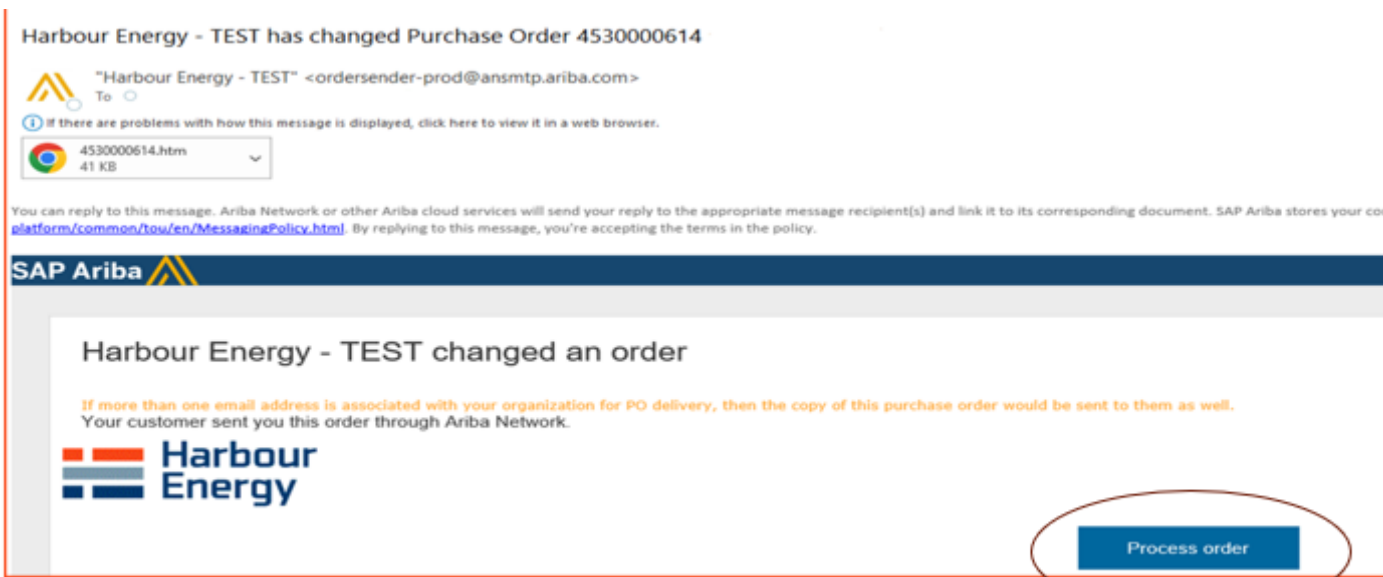
- Everything the Standard account offers; plus, additional functionality include reporting.
- Enterprise account subscription levels and fees are determined by the number of documents and volume of transactions your business runs through SAP Business Network
- Generally, this type of account is used by larger companies due to volume of transactions.
- Priority customer support via phone, chat, or email
- Enterprise Account holders can use CSV functionality and set up Ariba Integration.

**Note** – There is a 3<sup>rd</sup> Option which is Ariba Integration. This is a direct connection between a supplier's ERP and Ariba Network via (cXML, EDI, CSV) fully automated process. This is often used by large Material Suppliers who have high volume of PO's, Invoices and spend.



# Access your Ariba Network account

- Open your browser and go to **supplier.ariba.com** or click **Process Order** in the purchase order notification
- Enter username (email address) and password of your registered account
  - Some companies find it helpful on initial registration use a generic email address for the Ariba Account.
- Please note that the person who sets up the Ariba Account will be the Ariba Admin for the account and will essentially control the account i.e. setting up new users etc.
  - The Ariba Admin can be changed – we recommend for ease that if the individual who is the Ariba Admin is due to leave the company at any stage that this is swapped over prior to the individual leaving.





# How to change the Company Name or Address

To access the Company Profile page, you either need to be the administrator of your account or have the Company Information permission. If you do not see Company Profile, contact your administrator to request access.

## Steps

1. In the upper-right corner of your account, click [Initials] > Company Profile
2. Click the pencil icon
3. Under the Basic Info tab, edit the Company Name
4. Under the Address tab, edit the address
5. Click Save





# Managing Additional Entities on Company

To view and manage additional entities:

1. Sign in to your SAP Business Network account.
2. Click the Account Settings icon and choose Company Profile.
3. Choose Additional Entities from the left pane.

The additional entities are displayed.

To create a new additional entity:

1. Click Create on the top-right corner of the additional entities table on the Company Profile page.
2. Enter Company and location information which includes the following fields:
  - Company (legal) name
  - Country/Region
  - Address line 1
  - Address line 2
  - Address line 3
  - City
  - State
  - Zip
3. Supplier (SoldFrom) is selected by default on the Functions dropdown under Network collaboration information.
4. Enter Internal ID under Identification information.



# Managing Additional Entities on Company..cont

5. Enter Tax information which includes the following fields:

- Tax ID
- VAT ID

6. Click Create.

The additional entity is created.

Additionally, you can edit an existing additional entity by clicking Edit or delete an additional entity by clicking Delete on the top-right corner of the additional entities table on the Company Profile page.

## **Note:**

- An existing address cannot be edited or deleted if it is linked to a country configuration.
- To set up legal profile and set up financial information, click Country Configuration from the left pane on the Company Profile page. For more information on setting up financial information, see [Creating a Country Configuration](#).
- The maximum number of additional entities that can be added to a company profile is 20.





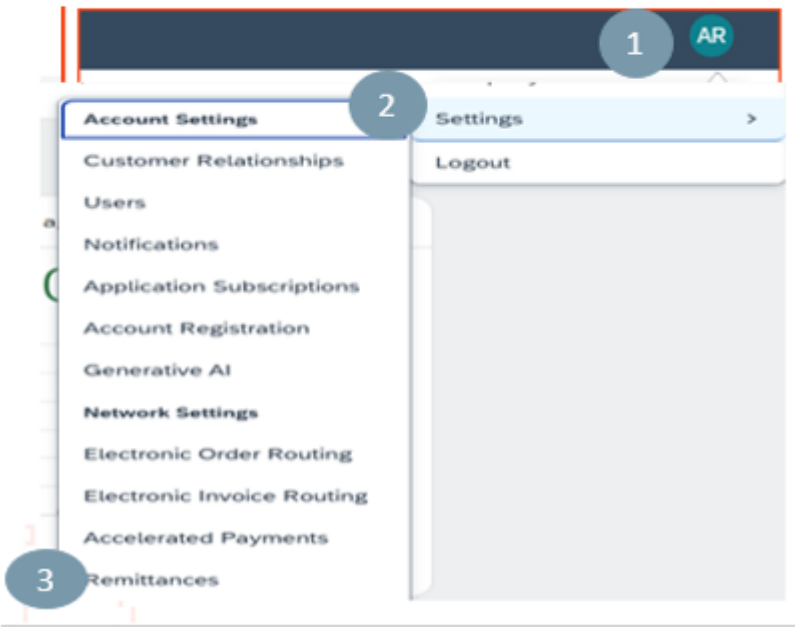
# Configure Your Bank Account

## Key Points

- These steps must be completed by the Ariba Admin for the account.
- The bank details need to be maintained in Ariba and advise us via email if these are changed so we can update in SAP.

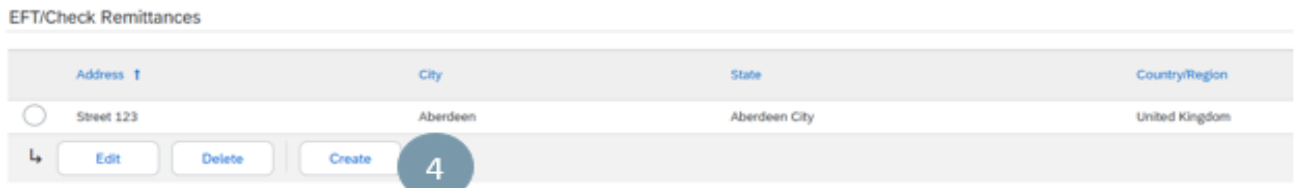
## Steps

1. Click user initials at the top right-hand side of page
2. Select Settings
3. Select Remittances



## Steps

4. Select Remittances – create



5. Add company information
6. Select make this default address



# Configure Your Bank Account

## Steps continued

7. Under the Payment methods section select Wire.

Payment Methods

Preferred Payment Method: Select method

ACH

Account Name:

Account #:

Confirm Account #:

Account Type:

ABA:

Confirm ABA:

Bank Name:

Select method

ACH

Check

Credit Card

Wire **7**

Cash

Other

Supply Chain Financing

AribaPay

Credit Transfer

Direct Deposit

8. Add in bank information

9. Make sure to select SWIFT Code from the drop-down option

WIRE TRANSFER

Beneficiary Bank **8**

Account Name:

Account #:

Confirm Account #:

Account Type: Checking

**9** SWIFT Code

Confirm SWIFT Code:

IBAN:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

Address 4:

City:

State: Aberdeen City [GB-ABE]

Postal Code:

Country/Region: United Kingdom [GBR]

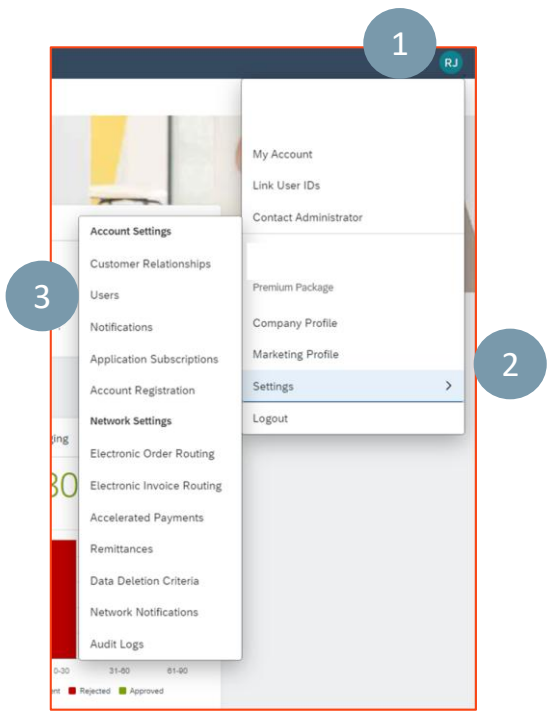
Country: GBR 44 Area:  Number:





# Creating Roles and Users in SAP Business Network

- If you are the account administrator, you must first create at least one role
- You can assign multiple users to the same role or create a separate role for each user
- **Step by step description can be found [here](#)**
- Following table describes commonly used permissions per role



| Permission                           | Description                                                                                      | Role                             |
|--------------------------------------|--------------------------------------------------------------------------------------------------|----------------------------------|
| Company Information                  | Review and update company profile information                                                    | Account administrator            |
| Customer Administration              | Manage customer relationships                                                                    | Account administrator            |
| Customer Relationships               | View customer relationships                                                                      | Account administrator            |
| Transaction Configuration            | Configure electronic order routing, supplier VAT id, bank details                                | Account administrator            |
| User Administration                  | Create new users                                                                                 | Account administrator            |
| Inbox and Order Access               | View and search purchase orders, create order confirmations and ship notices                     | Order processor, Invoice creator |
| Purchase Order Report Administration | Access to Reporting, Purchase Order and Order Summary report types                               | Order processor, Invoice creator |
| Outbox Access                        | View and search outbound documents - order confirmations, ship notices, service sheets, invoices | Order processor, Invoice creator |
| Invoice Generation                   | Create service sheets and invoices (requires Inbox and Outbox access)                            | Invoice creator                  |
| Invoice Report Administration        | Access to Reporting, and Invoice Report type                                                     | Invoice creator                  |
| Service Sheet Report Administration  | Access to Reporting and Service Sheet Report types                                               | Invoice creator                  |



# Creating Roles in Ariba Portal

## Steps

- 1. Click on user initials, settings and select users (see snip in slide 7)
- 2. This is going to bring up the below page, ensure you are on Manage Roles tab, and you need to select the + icon

[Customer Relationships](#) [Users](#) [Notifications](#) [Application Subscriptions](#) [Account Registration](#) [API management](#) [Generative AI](#)

[Manage Roles](#) [Manage Users](#) [Manage User Authentication](#) [Revoked Users](#) [More...](#)

### Roles ( 3 )

Create and manage roles for your account. You can edit the role and add users to a role. The Administrator role can be viewed, but cannot be modified.

#### Filters

Permission

Select permission assigned

Apply

Reset

| Role Name       | Users Assigned | Actions |
|-----------------|----------------|---------|
| Administrator   | John Smith     |         |
| All permissions | Michal Zezula  |         |
| Comonly used    | M Z, +1        |         |





# Creating Roles in Ariba Portal

## Steps continued

- 3. In the name section add Name ie Buyer and
- 4. Select the appropriate permissions to the role

Edit Role

Edit the details of this role. Each role must have at least one permission. Note that any changes are applied to all users with this role.

\* Indicates a required field

Selected Role Information

3

Name:\*

Document Creator

Description:

Permissions

4

Each role must have at least one permission.

☐ Show me all the available permissions

| <input checked="" type="checkbox"/> | Permission                           | Description                                                                     |
|-------------------------------------|--------------------------------------|---------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | Inbox and Order Access               | View and search documents in Inbox and take actions based on your role          |
| <input checked="" type="checkbox"/> | Invoice Generation                   | Generate invoices, as supported by customers (requires Inbox and Outbox Access) |
| <input checked="" type="checkbox"/> | Invoice Report Administration        | Access to Reporting, and Invoice Report type                                    |
| <input checked="" type="checkbox"/> | Outbox Access                        | View and search documents in Outbox and take actions based on your role         |
| <input checked="" type="checkbox"/> | Purchase Order Report Administration | Access to Reporting, Purchase Order and Order Summary report types              |
| <input checked="" type="checkbox"/> | Service Sheet Report Administration  | Access to Reporting and Service Sheet Report types                              |
| <input checked="" type="checkbox"/> | Services Access                      | Perform Services actions with limited access to transactions information        |



# Adding Users to your Ariba Portal

- If you require additional users for view or edit access within your Ariba portal

## Steps

1. Click user initials, settings and select users (see snip in slide 7)
2. Select tab Manage Users
3. Select +

Account Settings Save

[Customer Relationships](#) [Users](#) [Notifications](#) [Application Subscriptions](#) [Account Registration](#) [API management](#) [Generative AI](#)

[Manage Roles](#) [Manage Users](#) [Manage User Authentication](#) [Revoked Users](#) [More...](#)

2

Users ( 4 )

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

Filter

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

Username ▾ Enter username

 +

Apply Reset

☐ Username

Email Address

First Name

Last Name

SAP Business Network Discovery Contact

Role Assigned

Authorization Profiles Assigned

Customer Assigned

AN Access

3 +



# Adding Users to your Ariba Portal

## Steps continued

- 4. Populate the mandatory fields marked with \*
- 5. And select the role most appropriate to the user

### Create User

Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the assignments at any time.

#### New User Information

3

Username: \*

Email Address: \*

First Name: \*

Last Name: \*

☐

Do not allow the user to resend invoices to the buyer's account. ⓘ

☐

This user is the SAP Business Network Discovery Contact ⓘ

☐

Limited access ⓘ

Office Phone:

Country

GBR 44

▼

Area

Number

4

Assign to Customer:

☒ All Customers

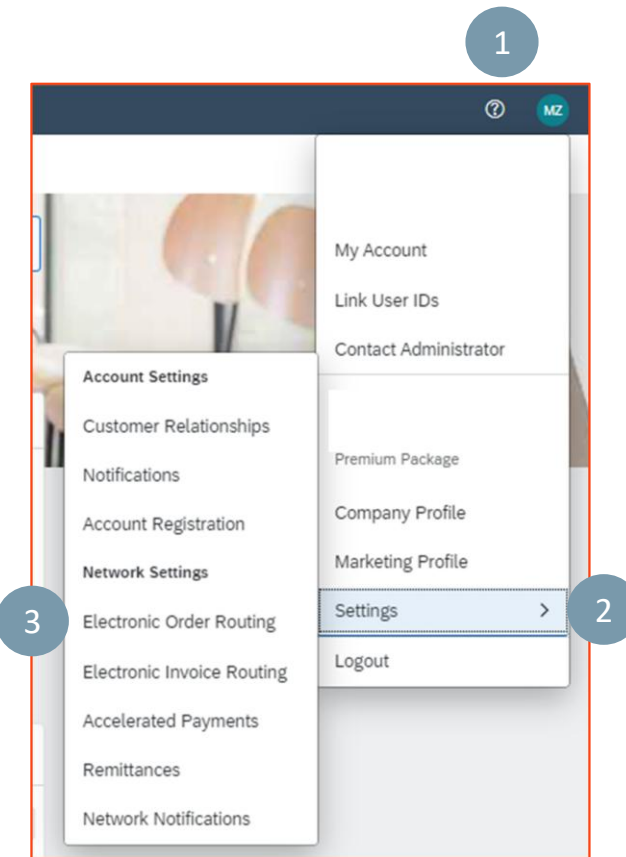
☐ Select Customers



# Electronic Order Routing - Basic

1. Click Account Settings
2. Click Settings
3. Click Electronic Order Routing
4. Select Email
5. Select the check box Include document in the email message to include a complete copy of the purchase order in the email notification

- It is recommended that you use a non- personalized/distribution list email
- If your mailbox sends auto-responses (out of office, receipt-acknowledgement) purchase orders sent through Ariba Network may fail when Ariba Network doesn't recognize text of your auto-response
- Failed routing status doesn't block invoice creation



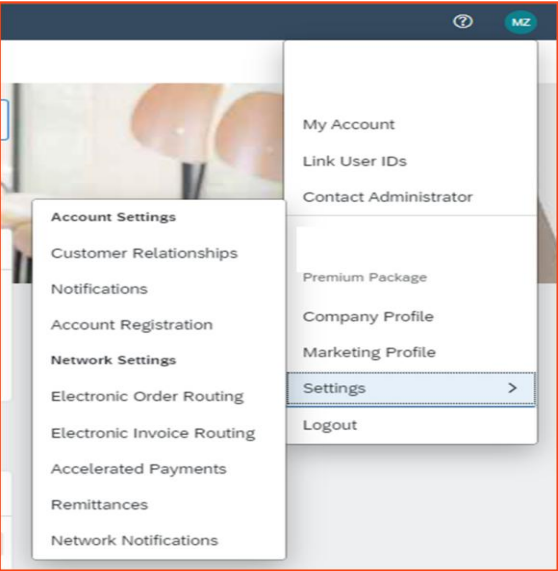
New Orders

| Document Type                      | Routing Method | Options                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Catalog Orders without Attachments | 4 Email        | 5<br><input type="text"/> Email address: ⓘ<br><input type="checkbox"/> Attach cXML document in the email message<br><input checked="" type="checkbox"/> Include document in the email message<br><input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".<br><input type="checkbox"/> Attach PDF document in the email message |



# Electronic Order Routing – Orders

- 1. Settings- Notifications
- 2. Network tab at the top
- 3. This will enable you to select the notifications relating to orders
- 4. Those on Standard Accounts can add 3 email addresses and Enterprise Accounts can have multiple.



Customer Relationships Users **Notifications** Application Subscriptions API management Generative AI

General **Network** Discovery Sourcing & Contracts Messaging

Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications. The Preferred Language configured by the account administrator controls the language used in these notifications.

### Electronic Order Routing

| Type                       | Send notifications when...                                                                                                      | To email addresses (one required)    |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Order                      | <input checked="" type="checkbox"/> Send a notification when orders are undeliverable.                                          | » AribaSupplierUAT@harbourenergy.com |
|                            | <input checked="" type="checkbox"/> Send a notification when a new collaboration request against an existing order is received. |                                      |
|                            | <input type="checkbox"/> Send notification for new purchase orders to suppliers.                                                |                                      |
|                            | <input type="checkbox"/> Send notification to suppliers when purchase orders are changed.                                       |                                      |
|                            | <input checked="" type="checkbox"/> Send a notification when orders are on hold due to non-payment of fee.                      |                                      |
| Purchase Order Inquiry     | <input type="checkbox"/> Send a notification when orders are ready to invoice.                                                  | » AribaSupplierUAT@harbourenergy.com |
|                            | <input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received.                             |                                      |
|                            | <input checked="" type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.                        |                                      |
| Time Sheet                 | <input type="checkbox"/> Send a notification when time sheets are undeliverable.                                                | » AribaSupplierUAT@harbourenergy.com |
| Pending Queue              | <input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.                   | » AribaSupplierUAT@harbourenergy.com |
| Order Confirmation Failure | <input type="checkbox"/> Send a notification when order confirmations are undeliverable.                                        | » AribaSupplierUAT@harbourenergy.com |



# Electronic Invoice Routing

1. Click Electronic Invoice Routing
2. Invoice Routing is preconfigured to Online – no action needed
3. Click Tax Invoicing and Archiving
4. Update your VAT ID and click Save to automatically populate your VAT ID in all your invoices

1

Electronic Order Routing   Electronic Invoice Routing   Settlement

General   **Tax Invoicing and Archiving**   3

Capabilities & Preferences

Sending Method

| Document Type     | Routing Method | Options                                |
|-------------------|----------------|----------------------------------------|
| Invoices          | Online         | Return to this site to create invoices |
| Customer Invoices | Online         | Save in my online inbox                |

2

Notifications

| Type                          | Send notifications when...                                                                                                  | To email addresses (one required) |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| Invoice Failure               | <input checked="" type="checkbox"/> Send a notification when invoices are undeliverable or rejected.                        | * <input type="text"/>            |
| Invoice Status Change         | <input checked="" type="checkbox"/> Send a notification when invoice statuses change.                                       | * <input type="text"/>            |
| Invoice Created Automatically | <input checked="" type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company. | * <input type="text"/>            |

General   **Tax Invoicing and Archiving**

Tax Information

Tax Classification: (no value) ▾

Taxation Type: (no value) ▾

Tax ID:  ⓘ Do not enter dashes

State Tax ID:  Do not enter dashes

Regional Tax ID:  Do not enter dashes

4   Vat ID:

☐ VAT Registered

VAT Registration Document: <No document>  
[Upload](#)

☐ Tax Clearance

Tax Clearance Number:

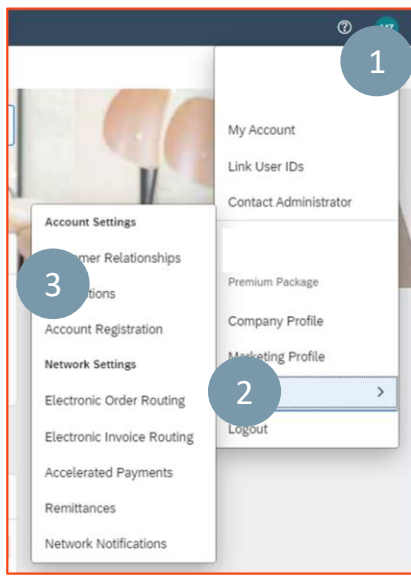
Tax Clearance Document: <No document>  
[Upload](#)

Tax Clearance Expiry Date:



# Electronic Order Routing – Different Email Address per Harbour Energy's Plant

- 1. Click Account Settings
- 2. Click Settings
- 3. Click Customer Relationships
- 4. Click Override Routing
- 5. Click Customize routing preferences



| <input type="checkbox"/> | Customer              | Network ID | Relationship Type | Approved Date | Supplier Information Portal | Routing Type | Actions   |
|--------------------------|-----------------------|------------|-------------------|---------------|-----------------------------|--------------|-----------|
| <input type="checkbox"/> | Harbour Energy - TEST |            | Trading           | 30 May 2022   |                             | Default      | Actions ▾ |
| ↩                        | Reject                |            |                   |               |                             |              |           |

5

Override Default Routing

Select the document routing for this customer

☐ Use the default routing preferences specified in the Configuration section.

☒ Customize routing preferences.



# Electronic Order Routing – Different Email Address per Harbour Energy’s Plant

1. Scroll down and click Add Exception in New/Change/Cancel Orders Routing Exception section
2. Update email address you would like to use for specific plants
3. Click Conditions
4. Use type Location Code and enter corresponding Ship To address id (Plant code), comma is used to separate multiple entries
5. Tick Enable checkbox
6. Click OK
7. Click Next, Next and Submit

New/Change/Cancel Orders Routing Exception

1

Add Exception

3

Conditions

2

Email address:

☐

Attach cXML document in the email message

☒

Include document in the email message



Attachments are left online.

Routing conditions for orders

OK

Specify the conjunction type between conditions. or

Specify one or more conditions for orders to override the supplier's routing method.

| Type                                | Condition | Value  | Enable                              |
|-------------------------------------|-----------|--------|-------------------------------------|
| External Document Type              | Select    |        | <input type="checkbox"/>            |
| Item Category                       | Select    | Select | <input type="checkbox"/>            |
| Extrinsic Transaction Category Type | Select    |        | <input type="checkbox"/>            |
| Location Code                       | is        | 5765   | <input checked="" type="checkbox"/> |

4

5

6

OK



# How do I resend failed PO's

1. Click Orders
2. Orders and releases
3. At the bottom of the page click resend failed orders
4. Use the search filters to locate the PO (s) to resend
5. In the search results check the boxes to the left of the desired orders and click resend or click resend all to resend all orders listed. See

47 Orders Last 31 days

15 Items to confirm Last 31 days

15 Items to ship Last 31 days

1 Return items Last 31 days

24 New orders Last 31 days

0 Changed orders Last 31 days

19 Orders to invoice Last 31 days

Orders (47)

[Edit filter](#) | Last 31 days

Customers: [Select or type selections](#)

Order numbers: [Type selection](#)

Creation date: Last 31 days

Order status: Include

Company codes: [Select or type selections](#)

☒ Partial match ☐ Exact match

[Show more](#)

[Resend Failed Orders](#)

Search Failed Orders

▼ Search Filters

Customer: All Customers

Order Number:

☒ Partial number ☐ Exact number

Buyer Location Code:

Show orders by: ☒ Creation Date ☐ Inquiry Date

Date Range: Last 14 days

13 Jun 2025 - 26 Jun 2025

Note - You can also resend a PO by clicking resend at the top of any order (click on the ...)

urchase Order: 4530043355

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Service Sheet](#) [Create Invoice](#)

[Order Detail](#) [Order History](#)

[Done](#)

[Resend](#)

[Hide](#)



# Why is my Ariba account Suspended? And how to Fix.

Enterprise account holders are required to pay a subscription fee to Ariba. In the instance that these fees are not paid, Ariba will suspend the account. If you registered for an Enterprise account in error, please review the following steps.

If a company opens an SR disputing their Ariba fees and states that their company has a policy that does not allow them to be able to sign up for any paid invoice submission systems/accounts and that the Ariba account they are using to transact with Harbour should have been a standard (free) account, Ariba will lift the suspension and downgrade them.

**If you would like to dispute your charges, please see the directions below:**

To create an incident with the Ariba billing team, log into your Ariba account and follow the below instructions.

In the upper-right corner of the application, click your initials > Service Subscriptions.

Click the Open Bills tab and locate the bill

1. Under Action to the right, click the
2. Select a cause from the drop-down menu and enter a reason for your dispute in the Comment section with as much detail as possible.
3. Double-check that the contact information listed underneath Contact Data is correct.
4. Click Send. Your request will be sent to the billing team, and you will be contacted by a representative



# Converting from Enterprise Account to Standard Account

You can have the account changed to a Standard Account should you wish, but this will need to be done directly with Ariba.

To convert an Ariba Enterprise account to a Standard account, you'll need to access your account settings, review the differences between the account types, and ensure your account meets the eligibility requirements for downgrade. Once eligible, you can proceed with the conversion process.

## Here's a step-by-step guide:

1. Access Account Settings: Click on your initials in the upper-right corner of the application.
2. Initiate Conversion: Select "Convert to Standard Account" from the dropdown menu.
3. Review Differences and Eligibility: Carefully review the differences between Enterprise and Standard accounts and the eligibility requirements for downgrading.
4. Check Eligibility: Click "Check eligibility now" to assess your account's suitability for conversion.
5. Address Any Issues: If your account isn't immediately eligible, review the status column and address any issues by completing the required actions (e.g., submitting a dispute if necessary).
6. Re-check Eligibility: Once you've resolved any issues, re-check eligibility to ensure your account meets the requirements.
7. Convert Account: If your account is eligible, click "Convert now" and confirm the downgrade.





# Ariba Crashing / Reloading / Exception Error

If you are experiencing issues with Ariba crashing, reloading etc please see the below guidance from Ariba. This is not something that we at HBR can assist with and advice that you contact Ariba directly if you are having persistent issues with this.



## FAQ KB0400728

Why am I being directed to an exception/error page and/or forced to log-out? Why am I unable to see or access a feature or tab that I am normally able to access?

### Question:

Why am I being directed to an **Exception Error** page and/or forced to log-out?

Why am I unable to see or view feature or tab that I am normally able to access?

### Answer:

Both scenarios are likely being caused by a browser issue. Attempting one or more the following troubleshooting solutions can be helpful..

- Switch web browsers (Firefox, Chrome, or Explorer are recommended. Trying a new/different one usually helps).
- Log in through the generic website, **supplier.ariba.com**. (Buyer-sent email links to Ariba are typically one use and done; and outdated bookmarks can also cause navigation problems).
- Clear cache and cookies (Press and hold, **Ctrl + Shift + Delete** on keyboard).
- Restart, shut down, or apply updates to computer (navigation errors can occur in the computer has gone days without a restart).
- Consult your internal IT team to look into IP address or any potential firewalls.

### Additional Information:

Suppliers may also have limited access if their User Role's are limited or have restricted access. In this scenario, a role can be checked by clicking:

Clicking, **Company Settings > Users > Edit** next to the assigned role within the **Roles** section. Only the administrator of the account may edit a user role.

### Applies To

SAP Business Network for Procurement & Supply Chain > Administration (Buyer & Supplier Account Administration)  
SAP Business Network for Procurement & Supply Chain > SAP Ariba Supply Chain Collaboration