Enterprise Management System (EMS)

Ariba Network Information & Account Configuration

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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. Ie 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 3rd 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.

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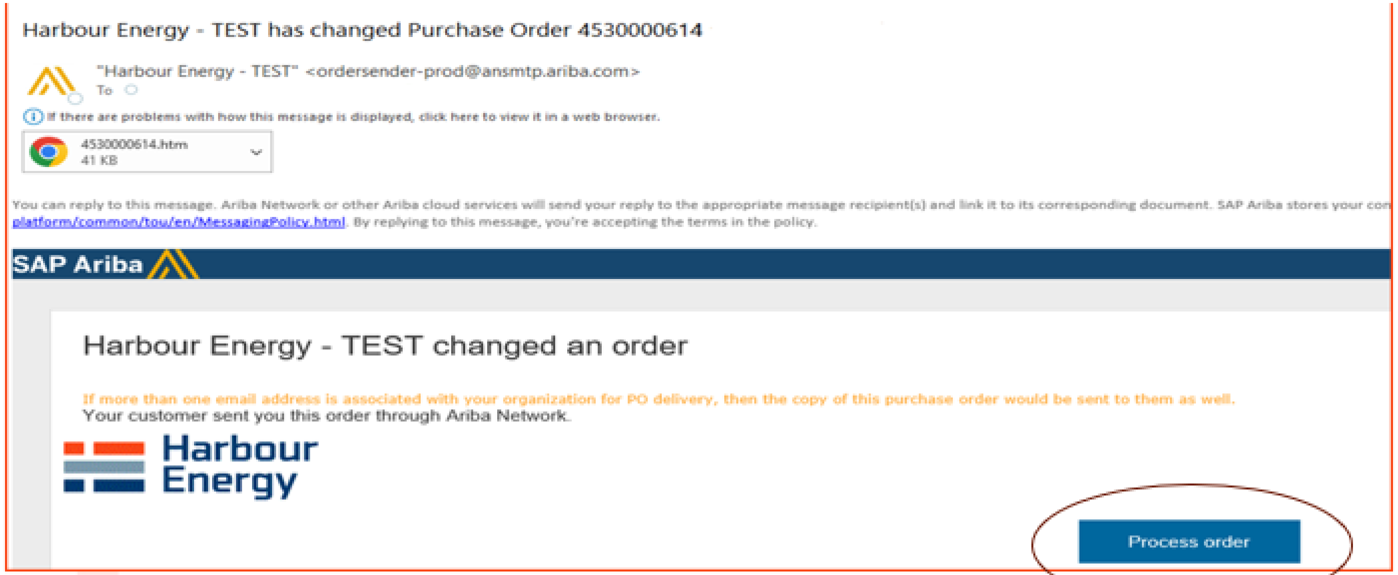
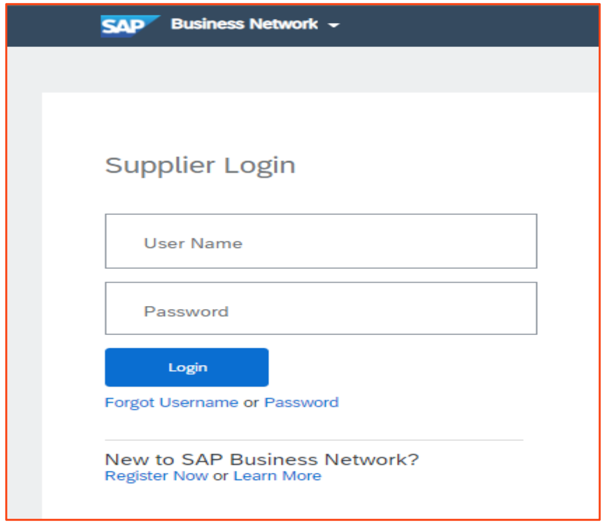
Access your Ariba Network account

- 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.

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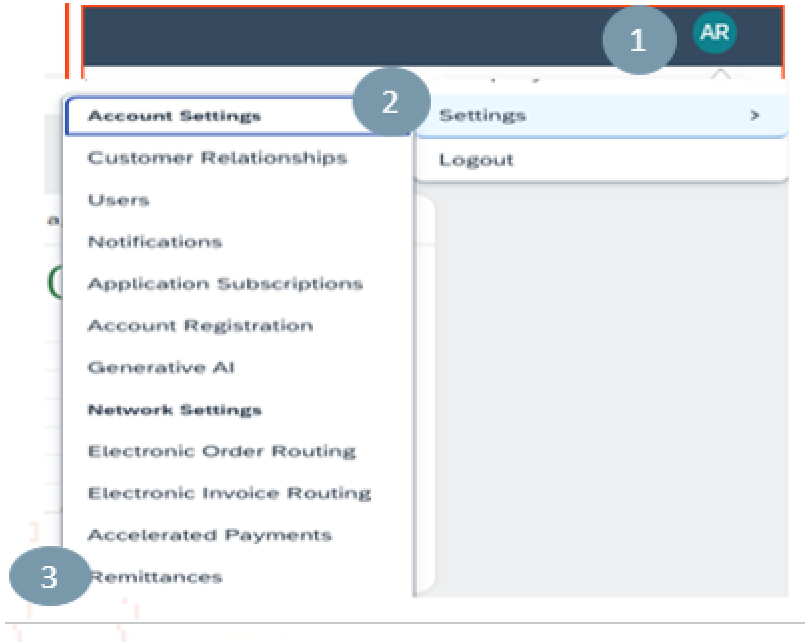
Configure Your Bank Account

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.

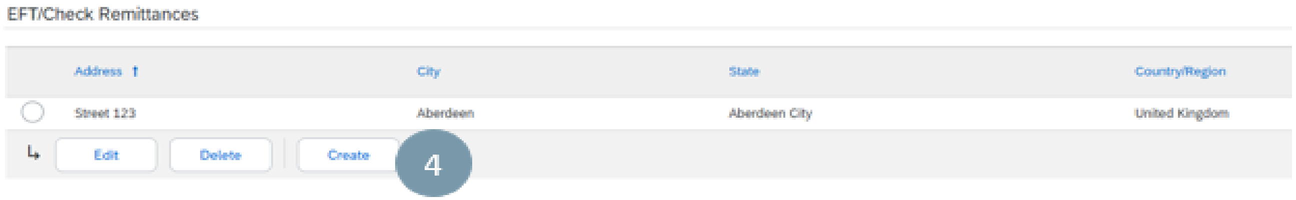
Steps

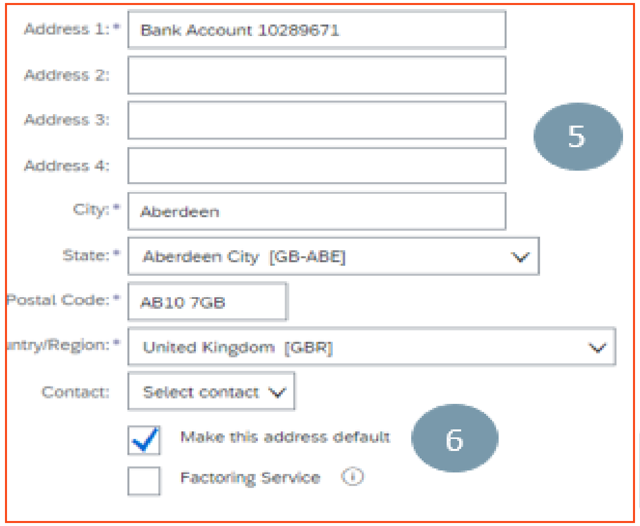
1. Click user initials at the top right-hand side of page
2. Select Settings
3. Select Remittances



Steps

4. Select Remittances – create





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

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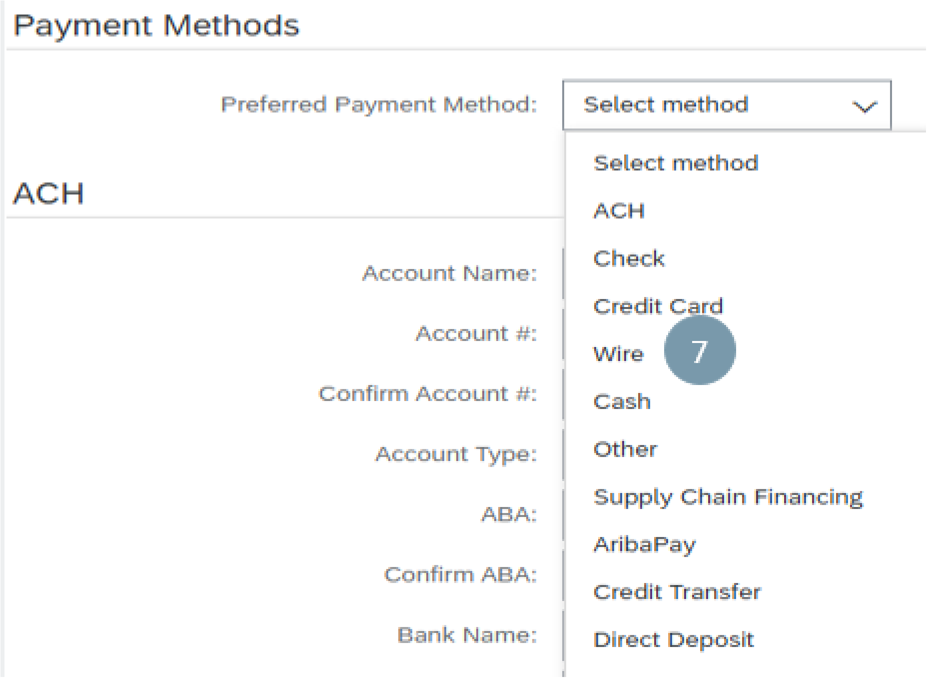
Configure Your Bank Account

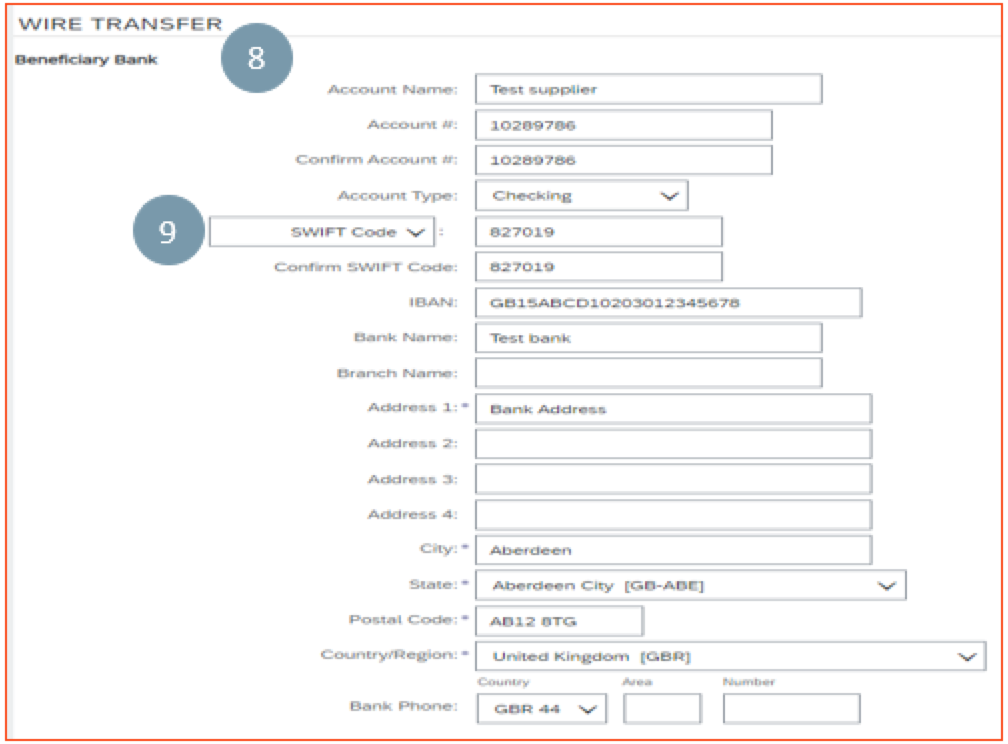
<u>Steps continued</u>

7. Under the Payment methods section select Wire.



8. Add in bank information

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



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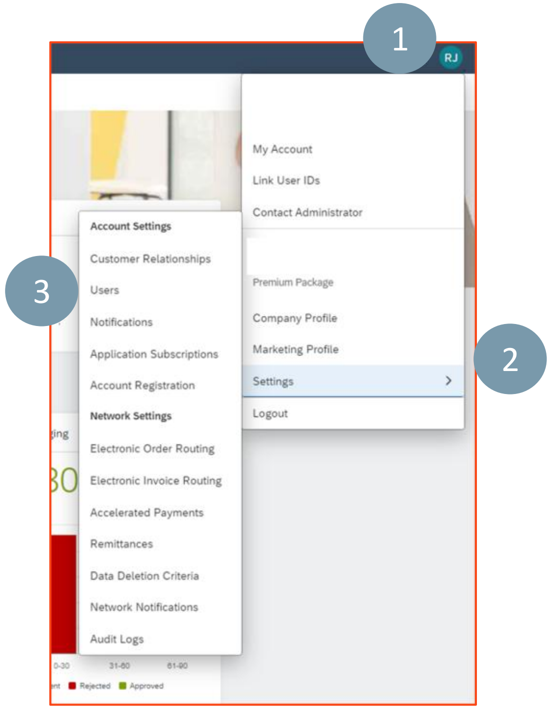
Creating Roles and Users in SAP Business Network



- 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

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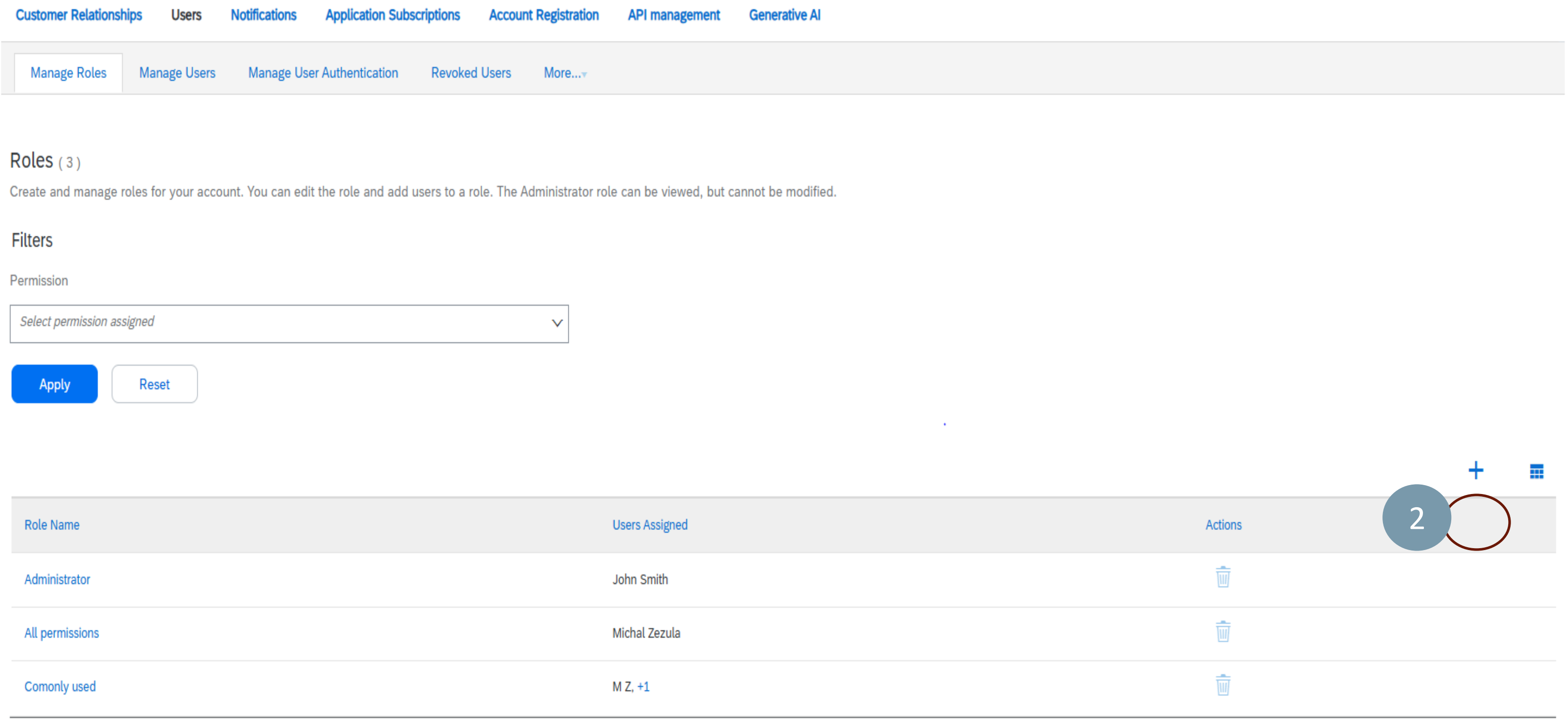
Creating Roles in Ariba Portal

Steps

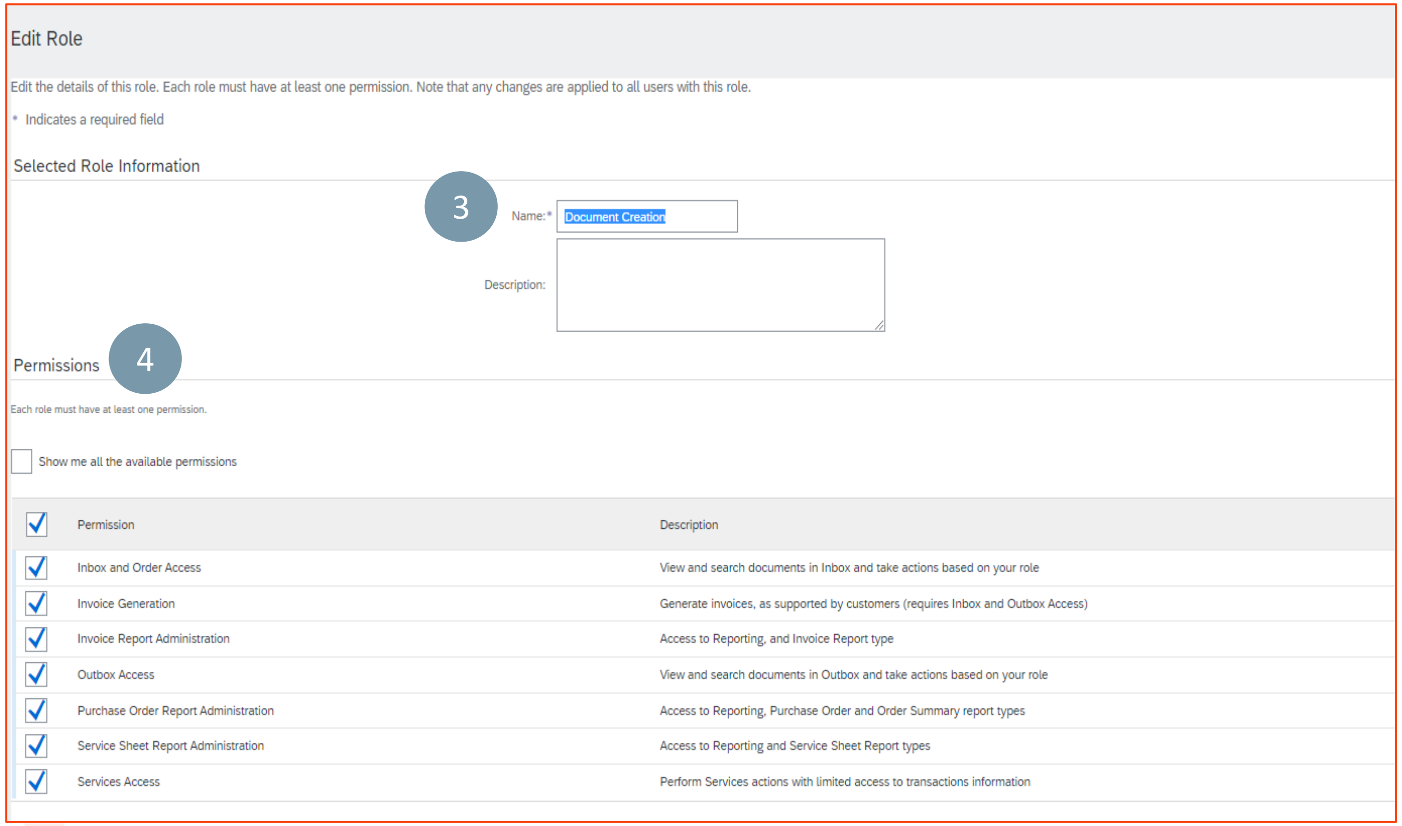
1. Click on user initials, settings and select users (see snip in slide 7)
2. This is going to bring up the below page, ensure you are on Manage Roles tab, and you need to select the + icon



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 Creation

Description:

Permissions 4

Each role must have at least one permission.

Show me all the available permissions

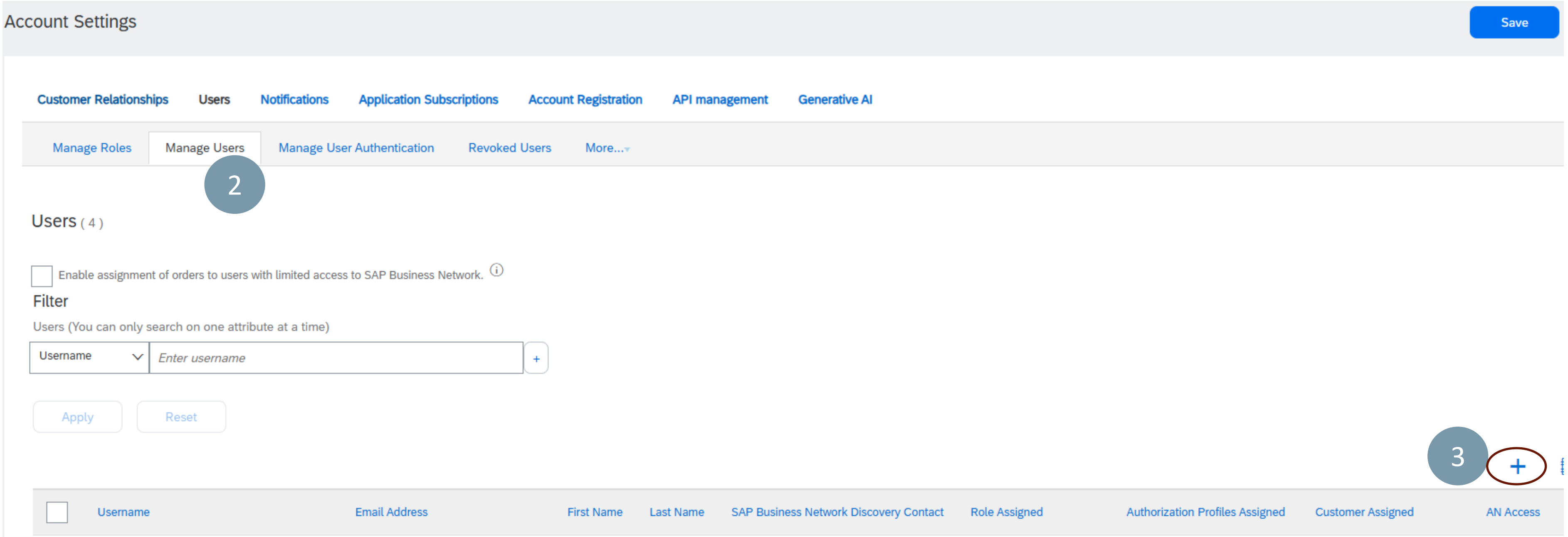
Permission	Description
Inbox and Order Access	View and search documents in Inbox and take actions based on your role
Invoice Generation	Generate invoices, as supported by customers (requires Inbox and Outbox Access)
Invoice Report Administration	Access to Reporting, and Invoice Report type
Outbox Access	View and search documents in Outbox and take actions based on your role
Purchase Order Report Administration	Access to Reporting, Purchase Order and Order Summary report types
Service Sheet Report Administration	Access to Reporting and Service Sheet Report types
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

<u>Steps</u>

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



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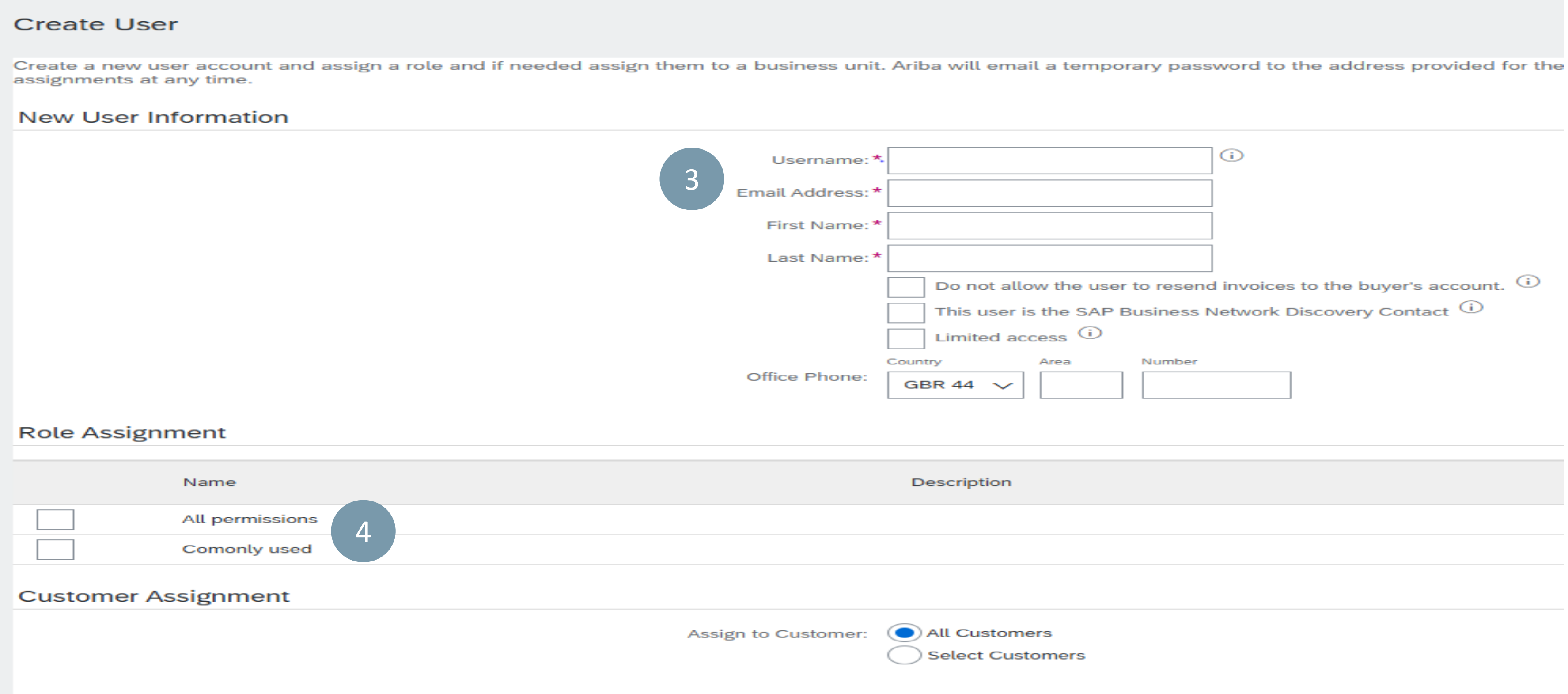
Adding Users to your Ariba Portal

<u>Steps continued</u>

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



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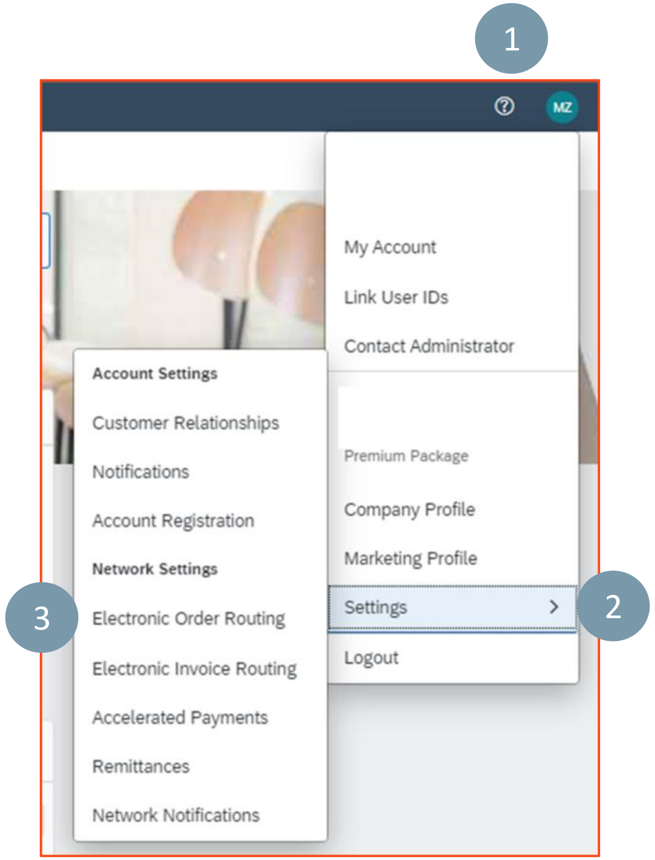
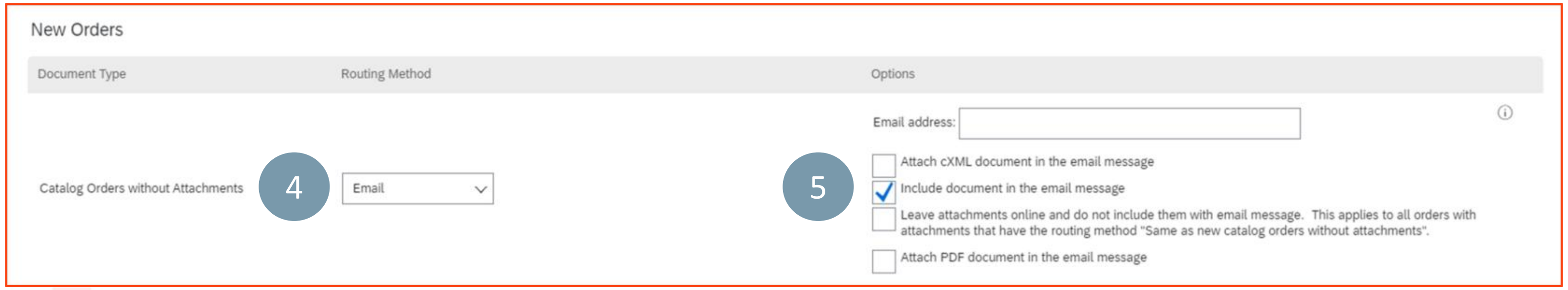
Electronic Order Routing - Basic

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*



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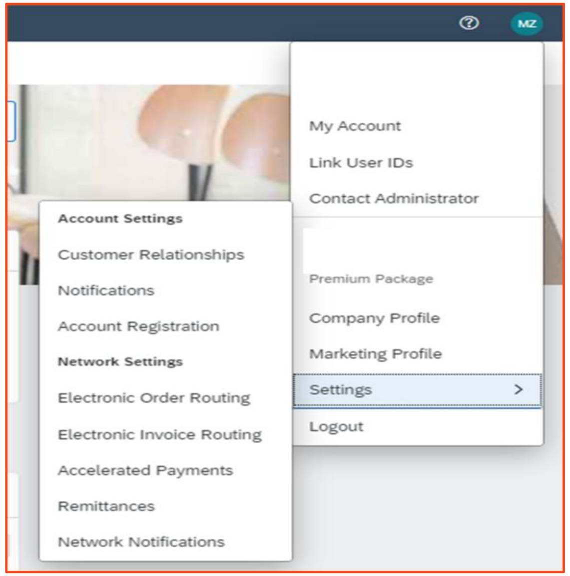
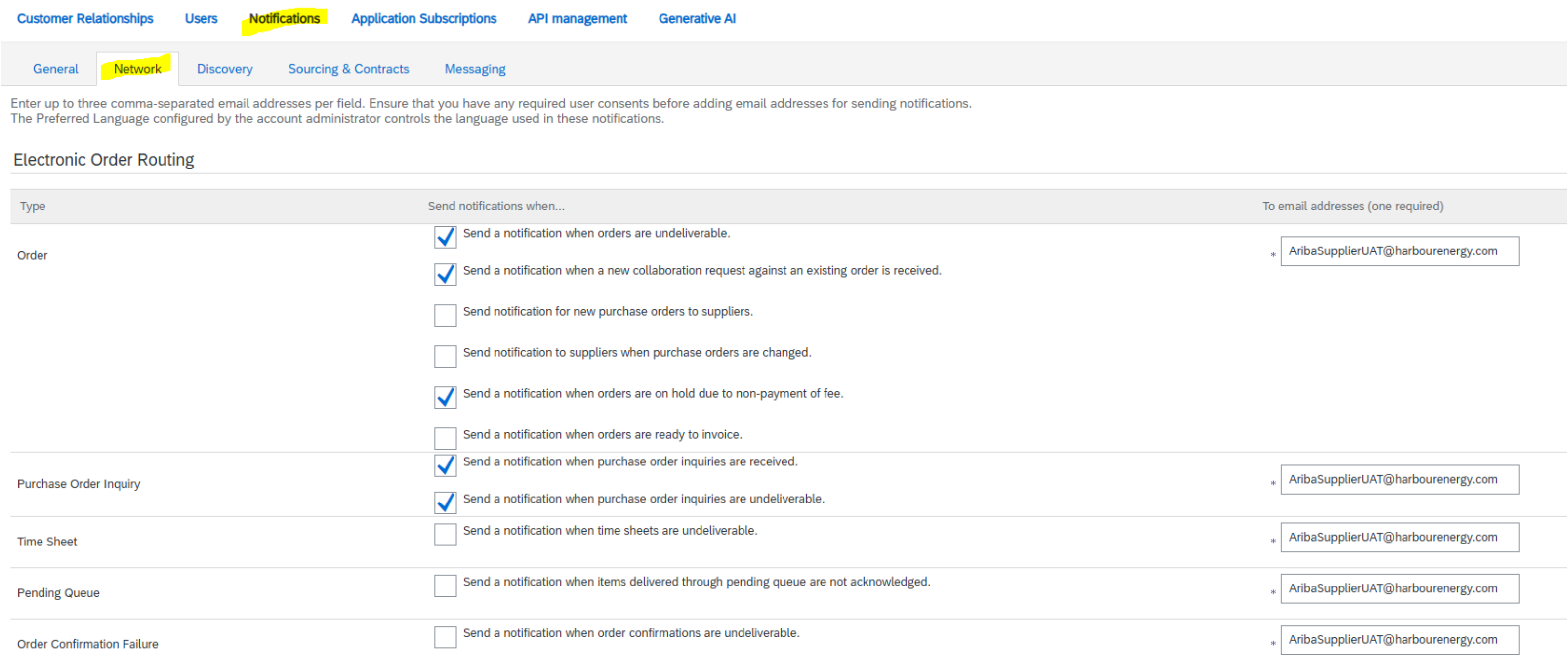
Electronic Order Routing – Orders

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.





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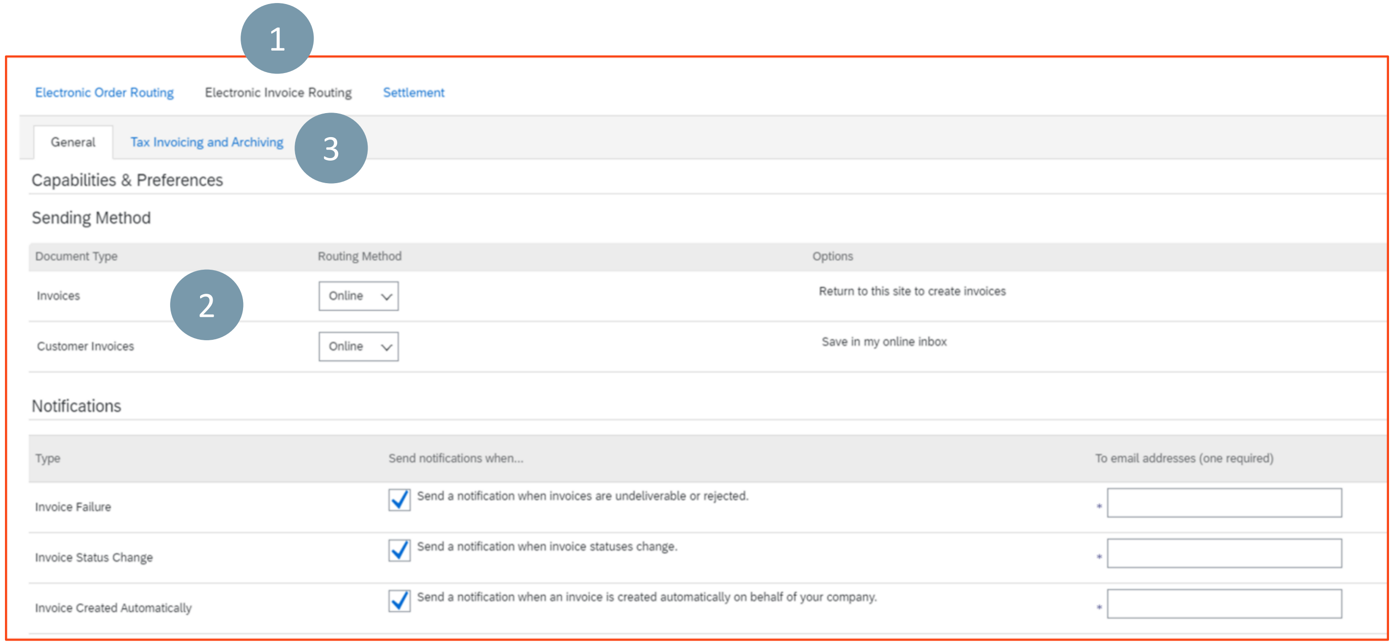
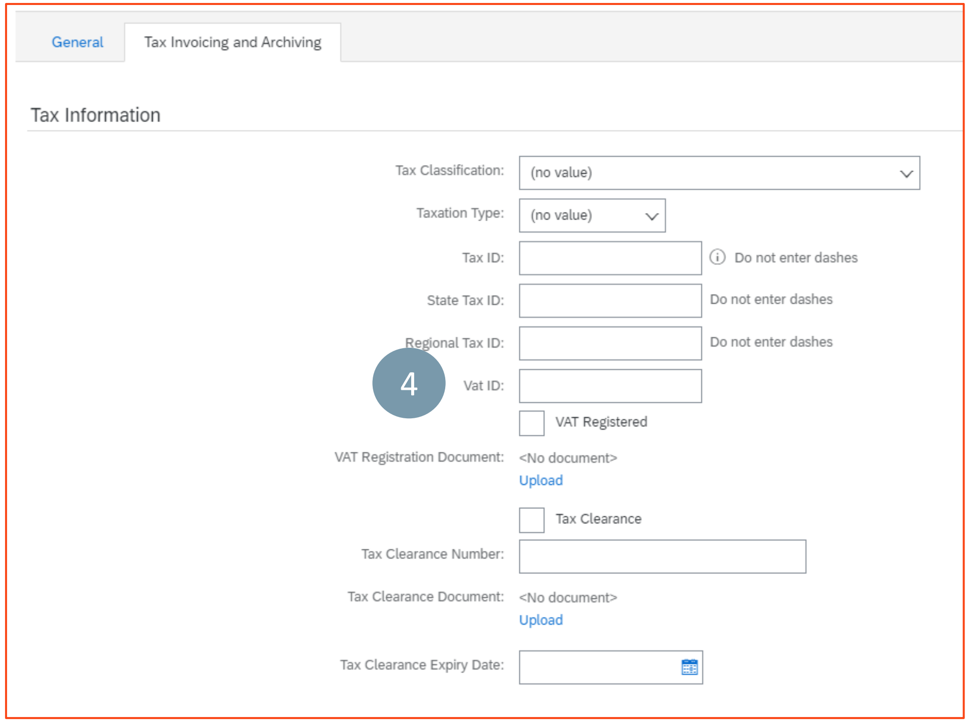
Electronic Invoice Routing

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 prepopulate your VAT ID in all your invoices





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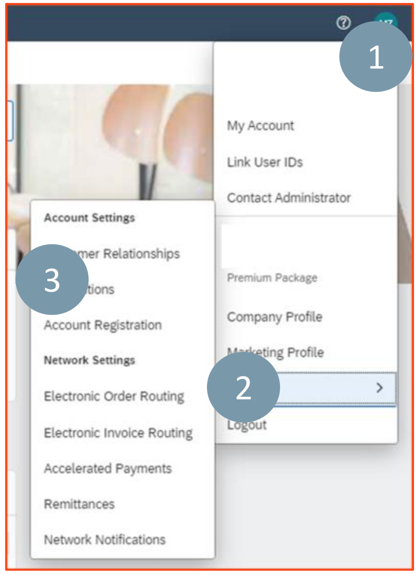
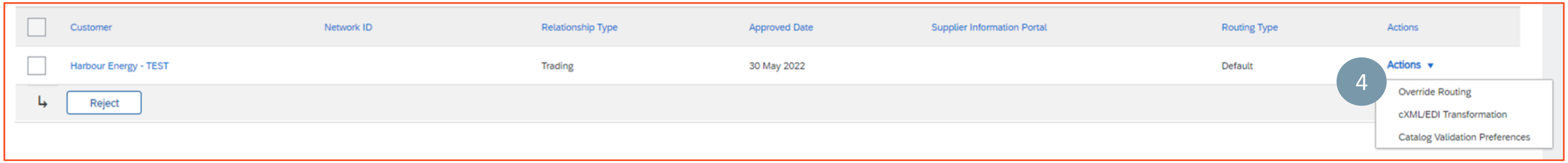
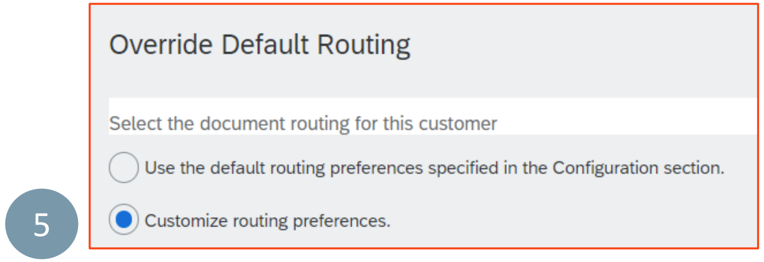
Electronic Order Routing – Different Email Address per Harbour Energy´s Plant

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



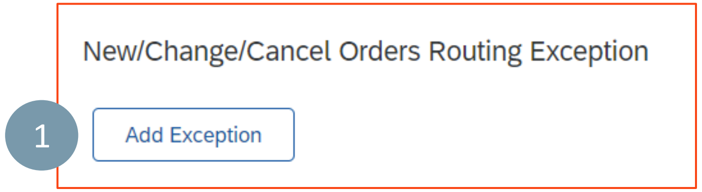


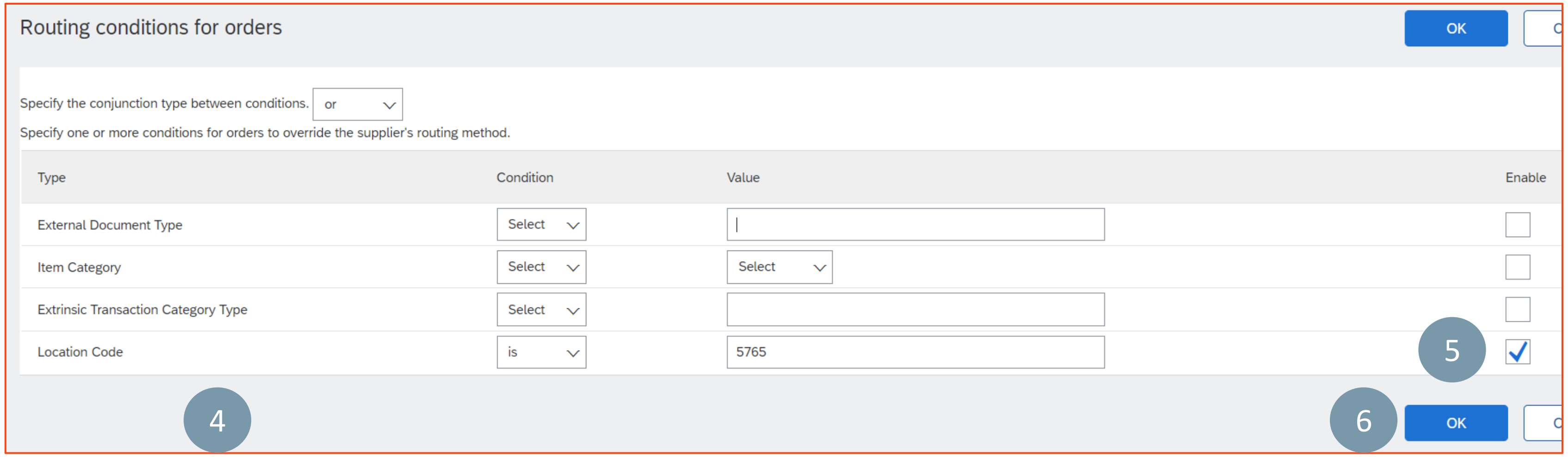


SUPPLY CHAIN

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





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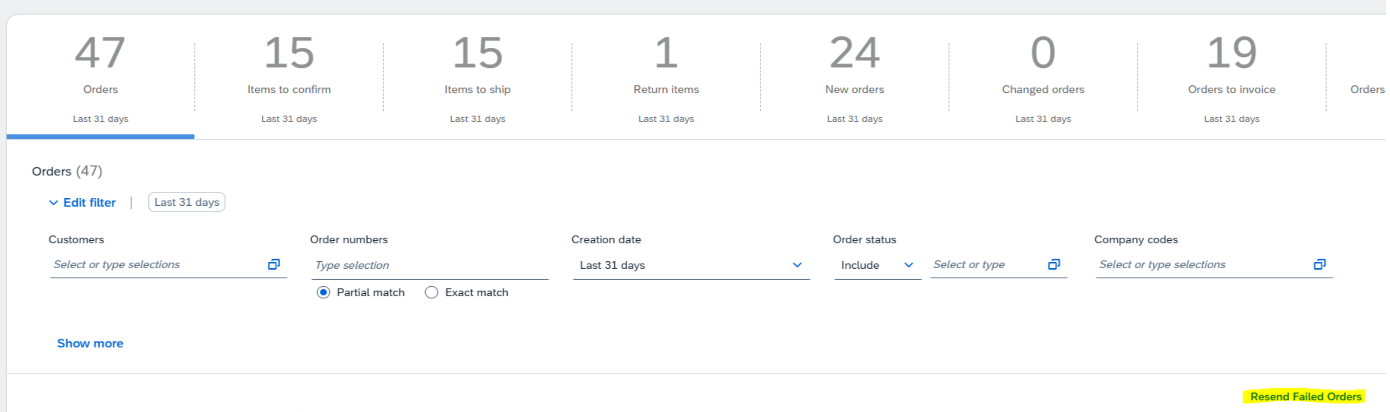
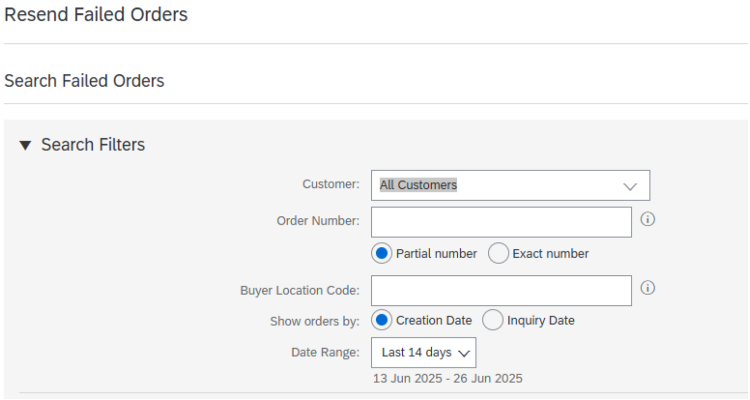
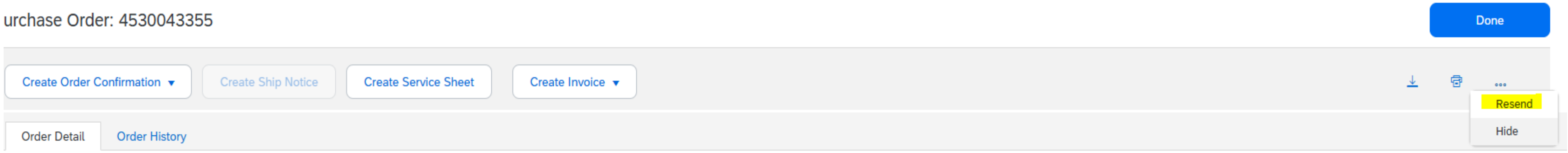
How do I resend failed PO’s

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





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



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SUPPLY CHAIN

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