SAP Ariba

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Seller Account Settings and Profile Configuration

SAP Ariba Contracts for suppliers
SAP Ariba Sourcing for suppliers
SAP Business Network Discovery
SAP Business Network for Trading Partners

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Content

Seller Account Settings and Profile Configuration

This guide describes how the administrator for a seller account can update company information and configure additional users.

Supplier administrators must maintain complete and accurate company information to be matched to new prospective buyers.

This guide applies to:

- SAP Business Network
- SAP Business Network for Supply Chain
- SAP Business Network Discovery

Related guides

Managing your SAP Business Network
SAP Business Network Guide to Invoicing
Configuring Document Routing
Managing Subscription Services

Types of SAP Business Network Accounts

You have the choice to do business using one of two SAP Business Network account types: Standard or Enterprise.

Some suppliers choose to transact on the SAP Business Network using a fee based Enterprise account due to their historical volume of transactions or to leverage certain functionality that is only available with an Enterprise account.

If you are unsure which account type to choose, register a free of charge standard account. You can always upgrade to an Enterprise account if your business needs change.

Converting a Fully-Enabled Enterprise Account to a Standard Account [page 5]

Deleting Your SAP Business Network Account [page 6]

Converting a Fully-Enabled Enterprise Account to a Standard Account

Use this procedure to convert your SAP Business Network account from a fully-enabled Enterprise account to a Standard account.

Prerequisites

You must be the administrator of a single-organization enterprise account. For multi-organization accounts and suppliers that are part of Quadrem Network billing plan, contact SAP Ariba Network Operations.

Procedure

1. Click the **Account Settings** icon, and choose **Convert to Standard account**.
2. Review the information on the **Account change eligibility check** screen.
3. Click **Check eligibility now** to continue.
4. A green checkmark in the status indicates that you have met all the requirements to convert your account. The **Convert now** option appears only after you pass all the eligibility criteria(s).
5. After you click the **Convert now** option, a **Download reports** popup appears prompting you to download any reports you might need later.
6. Click **Convert now** to convert your fully-enabled Enterprise account to a Standard account.

   You see an **Account converted** screen on successful conversion of your enterprise account into standard account.

   > Note
   >
   > If your account does not meet one or more eligibility criteria(s), a red crossmark appears in the status column. You must review and take appropriate action to resolve the criteria(s) marked with red cross.
7. After you resolve the failed criteria(s), you can select **Re-check eligibility** to re-evaluate your eligibility for converting your account. You can also select **Stay with Enterprise account** to continue using the enterprise account.

Deleting Your SAP Business Network Account

Use this procedure to delete your SAP Business Network account. This procedure also applies to SAP Business Network Supplier mobile app.

Prerequisites

You must be the account administrator.

You must pay any outstanding fees on your account.

You must delete all credit card information from your account.

The email address listed for your account must be active.

Context

If you are finished using SAP Business Network to conduct transactions over the internet, you can delete your account. However, there is no charge to keep your account open when you have no established trading relationships. You may want to maintain an active account to connect with future customers who use SAP Ariba, or find new customers using SAP Business Network Discovery.

Procedure

Contact SAP Ariba Customer Support by phone and request to cancel your account.

Results

The SAP Ariba Customer Support representative verifies that you are the account administrator, then permanently deletes your account.

Your Company Profile

The trading partner company profile helps you win more business by standing out to potential customers across the entirety of SAP Business Network.

You can update and maintain information in the **Company Profile** about your business, including products and services offered, your experience and expertise, and highlights of your accomplishments and values. Additionally, you can control whether or not you want to appear in search results. By default, your profile is visible to all potential and existing customer relationships.

Profile Settings

As a supplier on SAP Business Network, your company's public profile is accessible to all users on SAP Business Network. To attract potential buyers and assist your existing buyers in effective planning, it is crucial to maintain a comprehensive and accurate profile.

You have the flexibility to manage the visibility of additional information about your company beyond the basic details, control your profile's appearance in search results, manage buyer access to your extended profiles, and regulate who can initiate contact with you. These objectives can be accomplished by configuring the profile settings. To access these settings, follow these steps:

1. Sign in to your SAP Business Network account.
2. Click the **Account Settings** icon and choose **Company Profile**.
3. Click on the **Options** menu located in the upper-right corner of your company profile.
4. Select **Profile settings** from the dropdown menu.

Refer to the table below for a description of each profile setting:

Profile Setting	Description
Profile Visibility	Choose between **Show** or **Hide** for each item that you want to display or hide on your public profile. The following items are always visible to all users visiting your public profile: • Basic Info • Product and Service Categories • Ship-to or Service Locations • Industries • Marketing Collateral • References • Social Media The following items are always invisible in your public profile: • Keywords • Contacts The following items are configurable to be either shown or hidden in your public profile based on your business needs: • Credentials (Certifications and Sustainability Ratings): You have options to show it to all trading partners with or without an existing trading relationship with you, or only to your existing trading partners. The default is to show it to all trading partners. • Assessments: The default setting is **Show**. • Activity Data: The default setting is **Show**.
Search Results Visibility	Choose whether your company will appear in search results when SAP Business Network Discovery users and Trading Partners search for suppliers. To increase your company's visibility for new business opportunities, ensure that this option is enabled.

Profile Setting	Description
Extended Profile Visibility	Choose whether your extended profile is available to all buyers on SAP Business Network or only to those who already have an established relationship with you or have sent you a relationship request. The extended profile includes details such as your catalog and transaction capabilities, which you can set up within the **Electronic Order Routing**, **Electronic Invoice Routing**, and **Settlement** sections. To access these configurations, click on the **Account Settings** icon and then proceed to **Settings** > **Network Settings** on your SAP Business Network portal. Buyers have the ability to download your extended profile. The information in the downloaded file is sourced from various configuration areas, including **My Account**, **Company Profile**, and settings within **Electronic Order Routing**, **Electronic Invoice Routing**, and **Settlement**.
Contact My Company	The **Do not allow buyers to contact my company using Trading Partner Search** setting grants you the ability to decide whether potential buyers can directly send you messages through the Trading Partner Search results. This secure communication method ensures the confidentiality of email addresses while monitoring all interactions in a central location. You receive an email notification when a new message arrives. The **Allow other suppliers to contact my account administrator** setting grants you with the ability to decide whether users who are in the process of registering an SAP Business Network profile can contact your administrator to request an account sign in. During registration, SAP Business Network performs an automated search across all registered suppliers based on the company name, aliases, DUNS number, and tax ID to determine if the registrant's company is already registered. If SAP Business Network finds your company as a match and you choose this profile visibility option, the registrant can send an email message to your account administrator requesting a user name and password for their SAP Business Network account.

Editing Your Company profile

Use this procedure to edit your **Company Profile** information and ensure that it's complete and accurate to attract the most qualified customers.

Prerequisites

You must have the **Company Information** permission.

Procedure

1. Click the **Account Settings** icon, and choose **Company Profile**.
2. On the **Company Profile** page, click a pencil icon to edit the information in a section, and enter or revise values as necessary.
3. Click **Save**.
4. Click **Close**.

How to Add Sustainability Ratings to Your Company Profile

Add sustainability ratings to your **Company Profile** to increase trust and provide transparency on environmental, sustainability, and governance practices to buyers.

Context

You can now add third-party sustainability ratings in your SAP Business Network **Company Profile** to increase trust and provide transparency on your environmental, suistaintability, and governance practices to existing and prospective buyers.

Buyers can search for and discover trading partners based on these ratings.

Procedure

1. Click the **Account Settings** icon and choose **Company Profile**.
2. In the **Sustainability ratings** section, click the edit icon.
3. Click **Add sustainability rating**.

4. Do one of the following:
    - Click **Enter rating** to manually enter sustainability rating information, then click **Add**.
    - Click **Import from EcoVadis** to import your sustainability rating directly from EcoVadis.
5. Optionally **Browse** for and **Add** an attachment to support your rating.

> Note
>
> Attachments must be in PDF format and can't exceed 10 MB.

6. Click **Done**.

Showing or Hiding Your Company Profile in Search Results

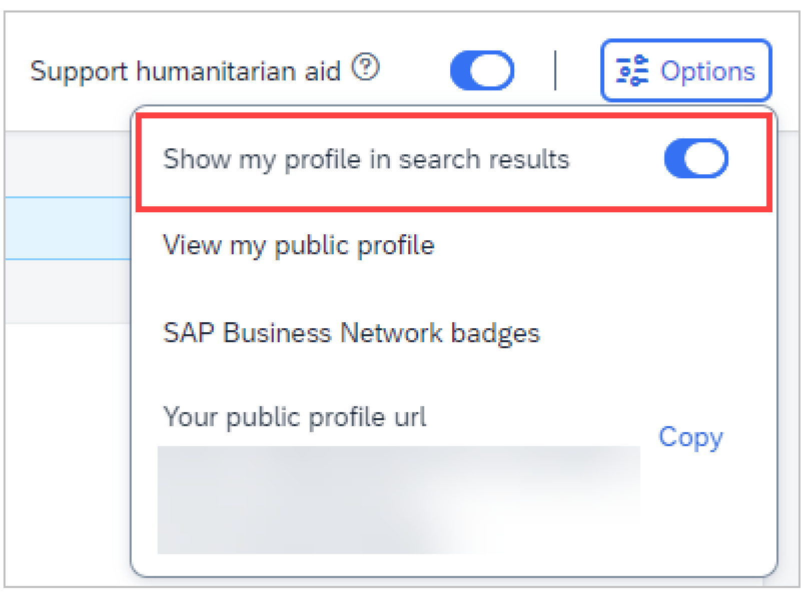
If you want to prevent potential customers on SAP Business Network from finding your company through search, use this procedure to hide your **Company Profile** in search results.

Procedure

1. Click the **Account Settings** icon, and choose **Company Profile**.

    The **Company Profile** page appears.
2. Navigate to the upper right corner of the **Company Profile** page and choose the **Options** button.

    The **Options** popover window appears.
3. Toggle the **Show my profile in search results** option as desired.



Your changes are automatically saved.

Adding Economic Activity Code (GIRO) to Your Company Profile

Adding economic activity code to your profile is mandatory for Chilean suppliers. You can also view and change the selected economic activity code. When you select the applicable economic activity code, it appears in the **GIRO** field of your company profile.

Field	Description
GIRO	Code related to an activity that involves the production, distribution, and consumption of goods and services. For a list of official economic activity codes and their descriptions, see https://www.sii.cl/ayudas/ayudas_por_servicios/1956-codigos-1959.html .

Procedure

Follow these steps to change your selected economic activity code.

1. Click the **Account Settings** icon and choose **Company Profile**.
2. Click view details link to view the GIRO description.
3. Click the edit icon to change your GIRO code.
4. Use the drag down option or the search filter to select the applicable GIRO code or description.
5. Click **Save**.

Showcasing Assessments on Your Company Profile

On your SAP Business Network company profile, you have the option to showcase completed assessments related to your products, services, or other business aspects. This simplifies the process of providing assessment responses to individual buyers, while also boosting your visibility and credibility within the marketplace.

You can control whether completed assessments are displayed on your company profile by adjusting the visibility settings for the **Assessments** section. To do this, navigate to your profile settings by selecting **Options** > **Profile settings** > **Profile Visibility**.

If you choose to show the **Assessments** section and have shared the assessments with a buyer, they can directly access and view these assessments on your company profile. Even if you haven't shared assessments with a specific buyer, they can still request access to these assessments through the **Assessments** section on your company profile, irrespective of their current trading or sourcing relationship with you.

For added convenience, if you've enabled the **Auto share completed assessments with my buyers upon request** setting, any assessment sharing requests from buyers with existing trading or sourcing relationships will be automatically handled. However, if a sharing request comes from a buyer without an established relationship, you'll need to manually grant access to your assessments.

You'll receive both an in-app notification and an email notification when a buyer initiates an assessment sharing request from your company profile. This ensures you stay informed and can manage these requests promptly.

Related Information

Self-Assessment Questionnaire

Managing Certifications on Your Company Profile

Certifications are essential credentials that showcase your expertise, commitment, and compliance with industry standards. By displaying your certifications on your company profile, you demonstrate to your current and potential customers that you are dedicated to providing high-quality products and services that meet the necessary standards.

Prerequisites

You must have the **Company Information** permission to edit your company profile.

Context

Certifications are organized using a three-level hierarchy: classification, certification type, and certification name. The classification is the highest level and includes the following seven categories:

- **Supplier Diversity**: Certifications related to businesses that are owned, controlled, and operated by individuals who are part of historically underrepresented groups, such as women, minorities, LGBTQ+, veterans, and individuals with disabilities.
- **Environmental**: Certifications related to businesses that demonstrate environmentally responsible practices, such as reducing waste, conserving energy, and reducing pollution.
- **Energy**: Certifications related to businesses that promote energy efficiency and renewable energy sources, such as solar or wind power.
- **Social Enterprise**: Certifications related to businesses that have a social or environmental mission and are committed to creating a positive impact in their communities.
- **Quality**: Certifications related to businesses that demonstrate a commitment to quality management systems and processes.
- **Security**: Certifications related to businesses that demonstrate a commitment to information security and risk management.
- **Other**: Certifications that do not fit into the above categories.

> ⓘ Note
>
> The **Supplier Diversity** classification is country specific, while other classifications are global. When you attempt to add a certification in the **Supplier Diversity** classification, SAP Business Network automatically filters the certification types based on your primary address in your profile and displays only those that are relevant to your country.

The second level of the hierarchy is the certification type. Each classification includes several certification types. For example, the **Supplier Diversity** classification includes six certification types: Small Business, Women-owned Business, Minority-owned Business, Veteran-owned Business, LGBT-Owned Business, and Disability-Owned Business. The certification type further specifies the kind of certification a business has earned.

The lowest level of the hierarchy is the certification name. Each certification type includes different certifications. For example, Small Disadvantaged Business (SDB), 8(a) Business Development Program, and HUBZone (Historically Underutilized Business Zone Program) all fall into the Small Business type of certifications. Certification names provide more detailed information about the specific certification a business has earned.

Follow the procedure below to manage (add, edit, or delete) your certifications on your company profile.

Procedure

1. Click the **Account Settings** icon and choose **Company Profile**.
2. Select **Credentials** > **Certifications** from the left pane.
3. Click **Add Certification** or the plus sign + in the upper right corner of the page to open the **Add Certification** dialog box.
4. Select a certification type from the predefined certification type list. Then, click **Browse** to upload the certification file, and provide details about the certification, including **Effective Date**, **Expiration Date**, **Year of Publication**, **Certification Number**, **Certified By**, **Certified Location**, and **Additional Information**. After you finish the input of the details, click **Add**.

   If the certification that you want to add is not in the predefined list, check the **My certification is not in the list** box and add your self-defined certification.

   > Note
   >
   > - Before adding any certification to your profile, make sure that you have obtained it through legitimate means and have the right and authority to post it on your public profile.
   > - **Self-reported** displayed under the certification name indicates that the certification is reported by the supplier and is not verified by SAP Business Network or third parties.
5. On the **Certifications** list page, click the three dots icon next to a certification and choose **Manage Details** to open the certification details page. Click the pencil icon on the certification details page to edit information about the certification.
6. If you have passed or obtained this certification multiple times, on the certification details page, click **Add New Version** to add another version of this certification.

   By showcasing that you have passed a certification multiple times, not just once, you demonstrate your consistent commitment to quality products and services. This, in turn, helps buyers understand the value of your certifications and gives them confidence in your expertise and ability to consistently provide high-quality offerings.

   > Note
   >
   > Currently, each certification is limited to a maximum of two versions. If you have reached the limit and want to add a new one, you have to delete an older one first.

7. To delete a certification version, on the certification details page, click on the version that you want to delete, and click the **Delete** ( ) icon. Click **Delete** to confirm. If you want to delete the whole certification (all versions), click **Delete Certification**.

Responding to Certification Requests from Buyers

Prerequisites

To respond to certification requests from buyers, supplier users must have the **Company Information** permission to edit their company profiles.

Context

As a supplier, it is essential to promptly respond to certification requests from buyers. Doing so not only helps establish trust with buyers but also provides you with a competitive advantage within the marketplace.

Procedure

1. Upon receiving a certification request notification through your SAP Business Network portal, click the **Add** option within the notification.

   If the requested certification is not already present in your profile, clicking **Add** in the notification will open the **Add Certification** dialog box. This dialog box allows you to input the details of the new certification you want to add.

   If the requested certification is already part of your profile, clicking **Add** in the notification will open the **Add New Version** dialog box. In this dialog box, you can add a new version to the existing certification.
2. Click **Browse** to add your certification file. Provide details about the certification, including **Certification Number**, **Certified By**, **Certified Location**, **Effective Date**, **Expiration Date**, and **Additional Information**. Once you've entered these details, click **Add**.

   > Note
   >
   > Currently, each certification is limited to a maximum of two versions. If you have reached the limit and want to add a new one, you have to delete an older one first.

Results

The certification is now added to your profile and is visible to all visiting buyers. An in-app notification is sent to the requester to inform them of the update.

Contact Management

Efficient communication is a cornerstone of successful business interactions, and maintaining accurate contact information is paramount to achieving this goal. Within SAP Business Network, the contact management feature empowers organizations to effectively manage both the main company contact and individual contacts.

Main Company Contact:

The main company contact encompasses the overarching contact information for the organization as a whole, including general details such as email, phone, and fax. Each account has one main contact, defaulted to the information of the account creator (administrator), and you have the flexibility to edit and update this information as needed.

Individual Contacts with Companywide Assignments:

In addition to the main contact, you can create multiple individual contacts and assign them one or more roles, such as Sales Representative, Marketing Manager, or Technical Contact. Assigning a role designates the contact as a companywide contact. The information of companywide contacts is available to all your trading partners on SAP Business Network, allowing them to find the appropriate personnel to address any inquiries or concerns.

Customer-Specific Contacts:

SAP Business Network supports the assignment of contacts to specific customers. These contacts are visible only to the designated customer and can be specified for those customers with whom you have trading relationships. These customer-specific contacts serve as the initial point of contact for their respective customers, enhancing personalized communication.

> ⓘ Note
>
> - Your contact information (both companywide and customer-specific) is not displayed in your public profiles. It is only visible to your trading partners on SAP Business Network and to users within your own organization.

Editing the Main Contact

The main company contact encompasses the overarching contact information for the organization as a whole, including general details such as email, phone, and fax.

Prerequisites

You must have the necessary permission or role to edit your company profile. If you're not an admin user, contact your account administrator to assign the required permission or role to you. For detailed permission requirement, refer to Permission Requirements for Managing Company Profile Information Across Different Personas [page 20].

Context

The main company contact is defaulted to the information of the account creator (administrator). You have the flexibility to edit and update this information as needed.

To edit the main contact information in your company profile, follow these steps:

Procedure

1. Access your company profile and select **Contacts** from the left navigation pane.

   For details about how to access your company profile, refer to Navigating to Your Company Profile [page 19].
2. Click the **Company Contact Information** tab, and then click **Edit** in the upper-right corner of the page.
3. Update **Email**, **Phone**, **Fax** of your company as needed.

Related Information

Contact Management [page 16]

Managing Companywide Contacts

Companywide contacts have their contact information accessible to both current and potential trading partners on SAP Business Network.

Prerequisites

You must have the necessary permission or role to edit your company profile. If you're not an admin user, contact your account administrator to assign the required permission or role to you. For detailed permission requirement, refer to Permission Requirements for Managing Company Profile Information Across Different Personas [page 20].

Context

Assign individuals in your company as companywide contacts. This ensures that your trading partners know the right people to contact for various issues or questions.

Procedure

1. Access your company profile and select **Contacts** from the left navigation pane.

   For details about how to access your company profile, refer to Navigating to Your Company Profile [page 19].
2. Scroll down to the **Contact Personnel** section and click **Create** in the upper right corner of the **Contact Personnel with Companywide Assignments** table.
3. On the **Create New Contact with Companywide Assignment** page, specify the basic information and address of the contact.

   The basic information includes **Contact Name**, **Email**, **Business Title**, **Phone**, **Fax**, and **Company Assignment**. Each contact must have a name, phone number, and email.

   The **Company Assignment** field specifies the companywide roles assigned to a contact. If this field is specified, the contact is designated as a companywide contact for the selected role, and their contact information is accessible to all trading partners on SAP Business Network. Each contact personnel can be assigned with multiple companywide roles.

   The address information includes the country or region, state, city, postal or ZIP code, and address lines. You link an address to the contact by specifying this information.
4. After providing the necessary information, click **Create**.
5. To edit a contact, click **Edit** in the upper right corner of the table.
6. To delete a contact, Click **Delete** in the upper right corner of the table.
   After a contact is deleted, all its assignments will be removed as well.

Related Information

Contact Management [page 16]

Managing Customer-Specific Contacts

Prerequisites

- You must have the **Company Information** permission to edit your company profile. If you're not an admin user, contact your account administrator to assign this permission to you.
- The individual contact to be assigned to specific customers have been added to the **Contact Personnel with Company Assignments** table. For details, refer to Managing Companywide Contacts [page 17].

Context

Assign individual contacts to specific customers. These customer-specific contacts serve as the initial point of contact for the respective customers, enhancing personalized communication. Note that contacts can only be assigned to customers with an existing trading relationship.

Procedure

1. On the Home page of the Trading Partner Portal, click the **Account Settings** icon and select **Company Profile**.
2. Select **Contacts** from the left navigation pane.
3. Scroll down to the **Customer-Specific Assignments** section, select a customer from the table, and click **Edit**.
4. On the **Edit Customer-Specific Assignment** page, select personnel from the drop-down list to assign them as the specified contact for the selected customer, and then click **Save**.

   > Note
   >
   > Customers will only see their own customer-specific assignments, along with any companywide contacts you provide.

Related Information

Contact Management [page 16]

Navigating to Your Company Profile

Context

Different user personas access their company profiles through various navigation paths.

Procedure

1. **For buyers:**
   a. On the Home page of the Trading Partner Portal, click the **Account Settings** icon and select **Manage Profile**.
   b. On the **Configuration** page, choose **Company Profile**.
2. **For suppliers:**

a. On the Home page of the Trading Partner Portal, click the **Account Settings** icon and select **Company Profile**.

3. **For SAP Business Network for Logistics solution users::**
    a. In the SAP Fiori Launchpad window, choose the **Manage Business Profile** app.
4. **For SAP Business Network Asset Collaboration solution users:**
    a. In the SAP Fiori Launchpad window, scroll down to the **Administration** section and choose **Company Profile**.

Permission Requirements for Managing Company Profile Information Across Different Personas

To manage information in the company profile, users must have relevant permissions or roles, which vary according to their personas. Here are the permission requirements for each persona:

Persona	Permission Requirement	Reference Topic
Suppliers	**Company Information** permission	Permissions You Can Assign to Users [page 41]
Buyers	**Company Information** permission	SAP Business Network Permissions
SAP Business Network Asset Collaboration solution users	COMPANYPROFILE_DELETE role, COMPANYPROFILE_EDIT role	"Editing Company Profile" in "Application Help for SAP Business Network Asset Collaboration"
SAP Business Network for Logistics solution users	Assigned to the "...Admin" user group	"Add Users" in "Activate Your Account" on the SAP Business Network Global Track and Trace Help Portal (Documentation) or the SAP Business Network Freight Collaboration Help Portal (Documentation)

Notifications

You specify which notifications you want receive in order to stay informed about different events and activities that affect your SAP Ariba account. You can use notifications to monitor catalog access activity, learn about matching business opportunities on SAP Business Network Discovery, and troubleshoot problems with your account.

In-app notifications are categorized into three priority levels: **Critical**, **High-Priority**, and **Normal**. The goal is to offer a more streamlined and focused experience by prioritizing and visually distinguishing notifications based on their urgency.

Critical:

Urgent and crucial information demanding immediate attention is categorized as **Critical**. A popup on the homepage, along with a visual indicator ⚠ in both the overlay and Notification Center, emphasizes the urgency. Each user with permissions to take necessary actions is granted three sign in sessions to address the issue; failure to do so results in sign in blockage. Once the issue is addressed, normal sign in access resumes. Currently, the system issues only one type of critical notification: "Invalid Payment Method", which is triggered when the payment method is unspecified or invalid.

High-Priority:

Information of significant importance that requires prompt acknowledgment falls under **High-Priority**. A visual indicator in the Notification Center highlights their significance.

Normal:

General information or updates that are important but not time-sensitive are classified as **Normal**. There are no specific visual indicators, but these notifications are conveniently visible in the Notification Center for review.

Managing Your Notifications [page 21]

Enabling Notifications of Changes to Purchase Orders [page 22]

Types of Notifications [page 23]

Managing Your Notifications

Use this procedure to configure notifications for yourSAP Business Network account.

Context

By default, only the account administrator has permission to configure all notifications. Other users can configure notifications based on the permissions assigned to them [page 41].

When a user unsubscribes from an SAP Business Network notification or a general notification by clicking the **Unsubscribe** link in an email notification, SAP Business Network sends a notification to account administrators. The notification informs the administrators of the request to unsubscribe and provides the email address involved. An administrator then fulfills the request, removing the email address from the notification subscription.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Notifications**.

   Notifications are grouped by solution type. For example, click **Discovery** to view SAP Business Network Discovery related notification settings. For a list of notifications, see Types of Notifications [page 23].
2. Enter up to three email addresses, separated by commas, for each notification type you want to activate. For example:

   ```
   johnc@abccompany,natalies@abccompany,nelss@abccompany
   ```

   > → Tip
   >
   > To send one notification type to more than three email addresses, create a distribution list in your email system and enter the name of that distribution list in the appropriate field on the **Notifications** page.

3. Check the box for each notification type you want to receive.

   If you want SAP Ariba to stop sending a notification type, uncheck the box. SAP Ariba retains your email addresses for your convenience but does not send notifications.
4. Click **Save**.

   SAP Ariba displays a confirmation message that your account settings have been successfully updated.
5. Click **Close**.

Enabling Notifications of Changes to Purchase Orders

Use this procedure to enable email notifications of changes in existing purchase orders.

Context

You receive an email notification displaying up to three changed items in an order (line items and schedule lines) with all changed fields within them (unit price, unit of measure, delivery date, and so on), along with their original values.

As this notification displays only a few changes to the order, you are prompted to sign in to SAP Business Network to see if more changes have been made.

The email notification of the changed order may contain information about the following fields:

- Header
  - Total amount
- Item no.
  - Customer part no.
  - Item descriptions
  - Part no.
  - Delivery date
  - Quantity and UOM
  - Unit price
- Schedule line no.
  - Delivery date
  - Quantity and UOM

> ⚠ Restriction
>
> Only the first three changed items of the updated order will appear in the notification email.

Follow the steps below to enable notifications of changes to purchase orders.

Procedure

1. Click the Account Settings icon, and choose ▶ **Settings** ▶ **Notifications** ▶.
2. Select the **Network** tab and go to the **Electronic Order Routing** section.
3. Check the **Send notification to suppliers when purchase orders are changed** checkbox.
4. Click **Save**.

Types of Notifications

There are four categories of email notifications: general, SAP Business Network, SAP Business Network Discovery, and SAP Ariba Sourcing and SAP Ariba Contracts.

General Notifications

Notification Type	Event That Triggers Notification
Customer	A customer sends you a relationship request or confirms your registration on SAP Ariba.
Trading Relationship Requests	A customer has accepted your trading relationship request.
Supplier Enablement Activity and Task Reminder	A supplier enablement activity is assigned or a task is overdue. **Note** This is applicable only for SAP Ariba supplier enablement services.
Network Service	No triggering event. SAP Business Network notifies customers about planned downtimes or unplanned network service interruptions.
New Account	A new account matches your email domain. **Note** If the domain is non-specific, such as `aol.com`, SAP Business Network does not send a notification.
Certification Expiration Notifications	SAP Ariba sends a notification when company certification information has expired. Examples of company certifications include, Small and Disadvantaged Business, Minority-Owned Business, and Veteran-Owned Business.
Reminder of non-shipped order items	Order items have not been shipped yet. The buyer specifies the number of days before the delivery date to trigger the reminder.
Reminder of non-received order items	Order items have not been received yet. The buyer specifies the number of days after the delivery date to trigger the reminder.

Notification Type	Event That Triggers Notification
Other Notifications	SAP Ariba sends other important notifications that do not belong to any of the specified notification categories, to the email address specified here. Note SAP Ariba sends all other important notifications to the email address you specify here. You cannot clear the check box to stop receiving these notifications.
Password Reset Notifications	SAP Ariba sends the specified email address an email when users reset their password.
Subscription Email Notifications	SAP Ariba notifies you when there is a problem processing your payment or when your service subscription nears expiration.

Network Notifications

Electronic Order Routing

Notification Type	Event That Triggers Notification
Order	An order is undeliverable or a change order request is updated.
Purchase Order Inquiry	A purchase order inquiry is received or is undeliverable.
Time Sheet	A time sheet is undeliverable.
Pending Queue	Items delivered through the pending queue aren't acknowledged.
Order Confirmation Failure	An order confirmation failed to be delivered to the customer.
Approval	An approval document was received from the buyer for order confirmation deviations that were approved or rejected. Up to 20 items can be included in the email. Note This notification type is available only for SAP Business Network for Supply Chain suppliers.

Service Sheet

Notification Type	Event That Triggers Notification
Service Sheet Failure	A service sheet was undeliverable, failed, or was rejected by your customer's ERP system.
Service Sheet Status Change	A service sheet's status has changed. This notification does not apply to service sheets that were rejected in your customer's ERP system; those events trigger a Service Sheet Failure notification.

Electronic Invoice Routing

Notification Type	Event That Triggers Notification
Invoice Failure	An invoice is undeliverable.
Invoice Status Change	An invoice's status has been changed.
Invoice Created Automatically	An invoice was created automatically on behalf of your company.

Data Deletion Notifications

Notification Type	Event That Triggers Notification
Data Identification and Deletion	Transaction documents have been identified for deletion, or they have been deleted.

Current Transaction Download

Notification Type	Event That Triggers Notification
Current Transaction Download	Requested transaction documents are ready for download.

Ship Notice

Ship notice status updates are also logged in the **History** tab of the ship notice details page.

Notification Type	Event That Triggers Notification
Ship Notice Failure	A ship notice is undeliverable.
Ship Notice Declined	A ship notice has been declined.
Ship Notice Accepted With Changes	A ship notice has been accepted with changes

Receipt

Notification type	Event that triggers notification
Receipt	A customer sends you a receipt for goods that you have shipped.

Broadcast Status Update Request

Notification Type	Event That Triggers Notification
Broadcast	A broadcast status update request is received.

Settlement

Notification Type	Event That Triggers Notification
Payment Profile	A remittance address or payment profile has changed.
Payment Remittance	One of the following: • Payment remittance is undeliverable or its status has been changed. • A payment remittance or payment plan has been received.
Payment Remittance Status Updates	One of the following: • Payment remittance status changes to **Paid**. • Payment remittance status changes to **Failed**.

Customer Catalog Subscriptions

Notification Type	Event That Triggers Notification
Catalog	A customer subscribes to a publicly published customer catalog or sends status updates on catalogs, including catalog errors. **Note** Only SAP Ariba Procurement solutions customers can send status updates to suppliers.

Transport

Notification Type	Event That Triggers Notification
Transport Request	A new transport request was received. **Note** This notification type is available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.

Logistics Copies

Notification Type	Event That Triggers Notification
Copy Transport Request	A new transport request related to your shipment was sent from the buyer to the logistics provider. ⓘ Note This notification type is available only for SAP Business Network for Supply Chain suppliers.
Copy Transport Confirmation	A new transport confirmation related to your shipment was sent from the logistics provider to the buyer. ⓘ Note This notification type is available only for SAP Business Network for Supply Chain suppliers.

Accelerated Payments

Notification Type	Event That Triggers Notification
Buyer-Initiated Early Payment Offers	A customer sends you an early payment on a specific invoice. ⓘ Note Choosing **Send a notification when your buyer initiates an early payment on a specific invoice.** requires you to select the frequency of this notification: • **Send instantly for each payment** • **Send a daily summary at** a selected time in HH:MM format. If you have not set up such notifications, the **Review early payment offer** and **Scheduled payment:** *{PPR ID}* pages display the prompt **To receive offers via email, set up email notification**. If you have received more than 5 instant notifications in the last business day, the **Review early payment offer** and **Scheduled payment:** *{PPR ID}* pages display the prompt **Set the daily summary to reduce the number of email notifications**.
Early Payment Offers	A customer sends you an early payment request.
Standing Early Payment Terms Offers	A customer sends you a new standing early payment term.

Discovery Notifications

SAP Business Network Discovery sends daily digest email notifications to you and the sales contacts listed in your account, aggregating new business opportunities that match your business capabilities.

If you disable the daily digest notification, you still receive individual notifications for each buyer posting that matches your business capabilities. By receiving leads right in your email inbox, you can reduce the time spent on lead generation efforts and boost your overall sales and marketing success.

Notification
Send a notification when invited to a new business opportunity on Ariba Discovery.
Receive a daily digest of postings that match your capabilities.
Notify when a buyer sends me a message
Notify when a buyer reads my posting response
Notify when a posting I responded to is canceled
Notify when a buyer invites me to a posting
Notify of changes to postings I have responded to
Notify when shortlisted
Notify when awarded
Notify when not awarded
Send a monthly activity report

Sourcing and Contracts Notifications

Notification	Event That Triggers Notification
Assigned tasks	You have been assigned an approval task.
A task has been approved	An approval task you own has been approved by any approver.
A task has been fully approved	An approval task you own has been fully approved.
A task has been denied	An approval task you own has been denied.
A task has been withdrawn	An approval task you own has been withdrawn.
An approver has been added to a task	An approver is added to a task you own.
An approver has been removed from a task	An approver has been removed from a task you own.
Offline email approval in plain text	SAP Ariba sends you offline email approval notifications in plain text format.
Offline email approval in compact text format	SAP Ariba sends you offline approval notifications in compact text format. Recommended when viewing emails on mobile devices.
You have been assigned a task	A task has been assigned to you.

Notification	Event That Triggers Notification
A task has been delegated to you	A task is delegated to you.
A task is complete	A task that has been assigned to you is complete.
A task is due soon	A task that has been assigned to you is due soon.
A task is overdue	A task that has been assigned to you is overdue.
A task is ready to start	A task that you own is ready to start.
A phase is ready to start	A phase you own is ready to start.
You have been assigned a review task	A review task has been assigned to you.
A task you own has been reviewed	A task you own is reviewed by any reviewer.
A review task has been fully reviewed	A review task you own is fully reviewed.
You have been added to a project group	• Users are added to a project group. • **Template Creator** users create a new sourcing or contracts template or a new version of the sourcing or contracts template.
You have been removed from a project group	You are removed from a project group.
The project state has changed	The state of a project you belong to has changed.
A new comment has been added to a project	A comment is added to a project you belong to.
A project phase is about to begin	A phase in a project you are a part of is about to begin.
Project mass edit task is complete	A project mass edit task you initiated is complete.
A contract expires soon	A contract you own expires soon.
A contract is in the notice period	A contract you own is in the notice period.

Users and Roles

The account administrator can create specific roles to assign to users so they can perform different activities. An SAP Business Network user's role typically corresponds to their functional role in your company.

Managing Roles [page 30]

Duplicate Account Check Process for Administrators [page 31]

Managing Users [page 32]

Exposing or Hiding a User Account [page 34]

Resetting a User's Password [page 34]

Managing Roles

Use this procedure to create or update roles to assign to users so they can perform different activities. An SAP Business Network user's role typically corresponds to their functional role in your company.

Prerequisites

Only the account administrator can manage users and roles.

Context

You can assign a role to any number of users. Each role has a unique name and a set of associated permissions that specify what the assigned users can see and do in SAP Business Network. For example, you might create an Invoice Generator role for people who handle incoming purchase orders and create invoices.

> ⚠ Restriction
>
> You can create a maximum of 10 custom roles.

You can assign multiple roles to a single user. When users have multiple roles, the **Roles Assigned** column in the **Manage Users** section has a link that you can use to view the multiple assigned roles.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Users**.

2. Perform one of the following actions in the **Manage User Roles** section.
    - On the **Manage Roles** page, click the **Create Role** icon + at the top right of the role results table to create a new role.
    - Click **Edit** next to the role you want to update.

    > ⓘ Note
    >
    > If you modify a role that is already assigned to users, those users will notice the permission changes the next time they sign in to SAP Ariba. Because SAP Ariba doesn't notify users when you change a role, we recommend telling users before you make changes.

    - Click **Delete** next to an existing role that is no longer applicable.

    > → Remember
    >
    > Before you can delete a role, you need to reassign associated users to a different role. You cannot delete roles that are currently assigned to users.

3. Enter a distinctive name for the role.
4. (Optional) Enter a description to record your intentions for this role. Descriptions can be very useful later, if you want to review or revise the structure of your roles.
5. Choose one or more permissions [page 41] for the role.

    Each role must have at least one permission. Ariba does not display the administrator-specific permissions in the list.
6. Click **Save** to create or update the role.

Next Steps

You assign roles to people when you create users [page 32] in your account.

Duplicate Account Check Process for Administrators

SAP Business Network automatically performs a duplicate check when users attempt to create new accounts.

When SAP Business Network determines that your account matches the details provided by a user attempting to create a new account, they are given the option to contact you to request access. As the account administrator, you receive an email notification that includes the contact information of the requester and a message from them.

In an offline process, you should contact this user by email or phone to determine if they should be granted access to your account.

If the result of the offline process is to NOT grant the user access, no further action is required by you, the administrator.

If the result of the offline process is to grant access to the user, you must add the user to your account and ensure appropriate permissions are granted.

The new supplier user receives two email notifications - one containing their user name, the other including a temporary password for their first time signing in.

If the new supplier has issues accessing the account, you can assist them by resetting the password or by logging a service request with SAP Product Support.

Managing Users

A user is a user name and password combination that a single individual in your company enters when signing into . You assign roles to each user to give them access to different areas of your SAP Business Network account.

Prerequisites

Only the account administrator can manage users and roles.

> → Recommendation
>
> Create roles [page 30] before you begin to create users.

> Restriction
>
> You can create a maximum of 2000 users.

Context

Create a unique user name for each user who needs to access the account. Users should not share their user name or password with other users. This is important for SAP Business Network and your company in managing data privacy and integrity on SAP Business Network.

To ensure your company and users have secure accounts on SAP Business Network:

- Users can have multiple roles, depending on the tasks they need to perform.
- All users should store their user name and password (sign in information) in a safe place. Users can forget their sign in information if they do not sign in to SAP Business Network regularly. SAP Business Network provides a secure and quick way for users to recover sign in information and reset passwords.
- When an employee leaves the company or changes jobs, and no longer uses the SAP Business Network account in their name, we recommend either deleting the user or reassigning the user's sign in to another individual. If you reassign the sign in, you retain the user's setup and data.

Procedure

1. Click the Account Settings icon, and choose Settings > Users.
2. Click **Manage Users**.
3. Perform one of the following actions:
    - On the **Manage Users** page, click the **Create User** icon + at the top right of the user results table to create a new user.
    - Choose the check box next to the user you want to edit, and click **Edit**.

    > **Note**
    >
    > Because SAP Business Network doesn't notify users when you change their assigned roles, we recommend telling users before you make changes.

    - Choose the check box next to the user you want to delete, and click **Delete**.

    > **Note**
    >
    > SAP Business Network does not maintain a record of deleted users.
    >
    > If you delete a user that has created customer catalogs, you need to sign in with the user's user name and password, save valid copies of the customer catalogs to your computer or your back-end system, then delete the customer catalogs from the user' account before deleting the user.
    >
    > To facilitate deleting users with customer catalogs, you might want to track storage of customer catalogs outside of your SAP Business Network account and ensure you have a current record of sign in information for users with catalog permissions.

4. Enter a user name, email address, first and last name, and optionally an office phone number for the user.

    > **Note**
    >
    > When users create transaction audit reports or submit documents such as invoices, order confirmations, and ship notices, SAP Business Network captures the user's first and last name, so ensure that these values are correct.

5. In the **Role Assignment** section, choose one or more roles for the user.
6. Click **Save**.

Results

After you create a user, SAP Business Network sends an email message to that user with a randomly-generated password and a link to SAP Business Network. New users need to sign in and change the password to something they can remember.

Next Steps

Users who forget their user name or password can go to the sign in page, click **Forgot User name** or **Password**, and follow the instructions for regaining access to their account. Administrators can also reset passwords for users [page 34].

Exposing or Hiding a User Account

Use this procedure to make a user visible to or hidden from your customers. You might make a user visible to customers if you want that user to be a customer contact at your company.

Context

By default, your supplier user accounts are not visible to or searchable by your customers. If you participate in sourcing events, you can provide account visibility so that your customers can pre-approve the user accounts for punch-in. Providing visibility makes it easier for your customer to create accounts. You can hide an exposed account at any time.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Users**.
2. Click **Manage Users**.

   The **Visible to customers** icon shows each user's current visibility status.
3. Choose the check box next to the user accounts you want to expose.
4. Click **Remove from Contact List** or **Add to Contact List**.
5. Click **OK**.

Resetting a User's Password

Use this procedure to reset passwords for users who forget their password.

Prerequisites

Only the account administrator can reset passwords for users.

Context

If you have a security concern about a user's account, you can force that user's password to reset. For security purposes, account administrators and users who have PCard access but are not the PCard owner are required to update their password every 90 days.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Users**.
2. Click the **Manage Users** tab.
3. Choose the check box for the user whose password you want to reset, and click **Edit**.
4. Perform one of the following actions:
    - Click **Reset Password**. SAP Ariba sends an email to the user with a link to reset the password. The password update takes effect immediately.
    - Instruct the user to click **Password** on the SAP Ariba sign in page. After the user submits their user name, SAP Ariba sends the user an email that contains a link to create a new password.

Approving or Deleting an Unapproved User

Users created by SAP Ariba Sourcing buyers are imported into your SAP Business Network account in an **Unapproved** state. You need to approve these users in order for them to have access to your company's account.

Prerequisites

Only the account administrator can approve or delete unapproved users.

Context

Unapproved users do not appear in search results and can only access SAP Ariba Sourcing events they have been explicitly invited to.

The **Manage Unapproved Users** section appears only if you have unapproved users to approve or delete. You need to approve unapproved users before you can modify their permissions or roles.

Procedure

1. Click the Account Settings icon, and choose **Settings > Users**.
2. Click the **Manage Users** tab.
3. In the **Manage Unapproved Users** section, perform one of the following actions:
   - Click **Delete** to deny the user access to your Ariba account.
   - Click **Approve** to give the user access to your Ariba account.
4. Click **Save**.

Results

Approved users show up in the **Manage Users** section. SAP Business Network doesn't maintain a record of deleted users.

Transferring the Account Administration Role

If you're leaving your company or moving to a new position, you need to transfer ownership of the SAP Business Network account by choosing a new administrator. This ensures that your company doesn't experience interruptions in access to the account or in transactions with your customers.

Prerequisites

The current administrator needs to transfer the **Administrator** role to an existing user.

> ⚠ Restriction
>
> You can have only one administrator for your SAP Ariba account.

Context

The person who registered an account for your company on SAP Business Network is automatically assigned the **Administrator** role. We recommend assigning the **Administrator** role to the individual who is responsible for configuring your account, maintaining customer relationships, managing users, and subscribing to services.

> ⓘ Note
>
> If you aren't sure who the administrator of an account is, contact SAP Business Network Customer Support.

As the account administrator, you control who can sign in to your company's SAP Business Network account and which activities users can perform. The administrator also serves as the primary point of contact for other users in your company's SAP Business Network account who have questions or problems. Users contact the administrator to reset their password, to update their roles and permissions, or to give them access to the test account.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Users**.
2. Click the **Manage Users** tab.
3. Choose the check box for the user who needs to be the new administrator.
4. Click **Make Administrator**.
   Ariba displays the **Assign a Role** page.
5. Choose a new role for your account, and click **Assign**.
   Ariba displays a warning message that indicates the name of the new account administrator.
6. Click **OK** to transfer the account administrator role.

Results

SAP Ariba logs you out of your account and sends an email notification to the new account administrator, alerting them that they now have the **Administrator** role.

Managing Customer Assignments

You assign customers and customer groups to users in order to restrict which customer data and transactions they can see. Users can access transaction details for only their assigned customers.

Prerequisites

Only the account administrator can assign customers and customer groups to users.

You need to create customer groups before you can assign them to users.

Context

Assigning individual customers or customer groups to new or existing users is an optional step in the user management process.

If users whose access is restricted to specific customers choose to switch to one of their linked user accounts, the access control settings in the linked user account take effect.

Procedure

1. Click the Account Settings icon, and choose Settings > Users.
2. Click the **Manage Users** tab.
3. Perform one of the following actions:
   - Click the **Create User** icon + at the top right of the user results table to create a new user [page 32].
   - Choose the check box next to a user, and click **Edit**.
4. In the **Customer Assignment** section, choose **Select Customers** or **Select Customers and Customer Groups**.

   By default, the **All Customers** radio button is selected. If you haven't created customer groups, the **Assign to Customer** field shows **Select Customers** instead of **Select Customers and Customer Groups**.
5. In the **Customers** or **Customers and Customer Groups** section, choose specific customers and customer groups to assign to the user.

   You can assign customers, customer groups, or both customers and customer groups to a user.
6. Click **Done**.

Results

The **Customer Assigned** column in the **Manage Users** section shows links for the customers and customer groups assigned to each user.

Creating a Logistics or Services User with Limited Access

Use this procedure to create limited access accounts for external logistics and services users.

Prerequisites

- You must be an Account Administrator to create users.

> ⚠ Restriction
>
> - The maximum number of users you can create is 2000.
> - You can't assign roles to users with limited access accounts.
> - A user with a limited access account can't be the designated SAP Business Network Discovery contact.
> - A user with a limited access account can't sign in to the SAP Ariba Supplier mobile app.

Context

You can create limited access accounts for external logistics and services users. Only areas of the application related to logistics and services functions are shown. External logistics and services users are people your company contracts with to perform services:

- External logistics users provide logistics services to the supplier to ship goods. They must be able to view material orders and generate ship notices for goods that they ship for the supplier.
- External services users execute planned and assigned tasks for service orders. They must be able to view the service orders and generate service sheets for them.

All financial information is masked for external users.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Users**.
2. Click the **Manage Users** tab.
3. Click the **Create User** icon + at the top right of the user results table to create a new user.
4. Enter a user name, email address, first and last name, and optionally an office phone number for this user.

   When users submit documents such as ship notices or service sheets, SAP Ariba captures the user's first and last name. Make sure these values are correct.
5. Check **Limited access**.

   The **Limited access** option provides users limited access to the supplier portal. It hides all financial information.
6. Check one or both of the following options:
   - **Allow this user to perform services actions**—Allow the user to perform services actions (for example, generating a service sheet). The following permissions will be assigned to the user: Inbox Access, Outbox Access, and Services Access.
   - **Allow this user to perform logistics actions**—Allow the user to perform logistics actions (for example, creating a ship notice). The following permissions will be assigned to the user: Inbox Access, Outbox Access, and Logistics Access.
7. Click **Done**.
8. Click **Save**.
9. Notify the external users of their new SAP Business Network user accounts.

Configuring Assignment of Orders to Users with Limited Access to SAP Business Network

By default, limited access users can see all orders sent to your account. To restrict access to orders for limited access users, you can turn on the ability to assign orders to them.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Users**.
2. Click the **Manage Users** tab.
3. In the **Manage Assignments for Users with Limited Access** section, check the box **Enable assignment of orders to users with limited access to Ariba Network**.
4. Click **Save**
   Users with the **Order Assignment for Users with Limited Access** permission can assign orders to limited access users.

Assigning Orders to Users with Limited Access

Supplier administrators can assign orders to users with limited access. After an order is assigned, the assigned user can find and view it.

Prerequisites

- The account administrator must enable the ability to assign orders to limited access users. Otherwise, limited access users can see all orders received by your account.
- To assign orders to users, you must have the **Order Assignment for Users with Limited Access** permission. The account administrator automatically has this permission.

Procedure

1. Do one of the following:
   - For suppliers without SAP Business Network for Supply Chain: **Orders** > **Purchase Orders**
   - For suppliers with SAP Business Network for Supply Chain: **Orders** > **Orders and Releases**
   - Navigate to an order-based workbench tile.
2. Click the order number you want to assign.
3. Click **Manage Assignment**.

The **Manage User Assignments** page appears.

4. In the **User Name** field, start typing the user name of a limited access user.
5. Select a limited access user from the dropdown, and click **Assign**.
6. To remove an assignment, check the box for the user in the **Assigned Users** table, and click **Unassign**. After removing an assignment, the previously-assigned user can't see the order and any other related documents anymore.
7. Click **Close**.

Permissions You Can Assign to Users

Before you create roles, review the list of available permissions. This list is useful for planning your approach to roles, which can prevent confusion for your users and maximize the efficiency of your team.

All users have access to the **My Account** page, which contains basic contact information and a preferred language setting for that specific user. The only other areas that a user can see are those allowed by their role permissions.

A permission gives users access to certain areas of your company's SAP Ariba account. Permissions also control the types of notifications that users can configure. Each role [page 30] includes one or more permissions. For example, the **Inbox Access** permission gives access to various inbound transaction documents.

Some companies create broadly defined roles that include all or most of the available permissions, while others create specialized roles that include narrow sets of permissions.

The permissions that are available for you to assign to users depend on whether you have customer relationships [page 55] in your account. If you don't have any customer relationships, you'll see a subset of permissions.

> ⓘ Note
>
> The **Account Administrator** is granted all of the following permissions, in addition to **User Administration** and **Test Account Administration**, which are not displayed in the table below. These additional permissions are granted only to the **Account Administrator**, and allow them to change the permissions assigned to a user, and manage the test account, respectively.

Permission	Description	Notifications
Access Control of Customer Data	View, access, and process transaction details of only the customers and customer groups assigned to the user.	None
Access Proposals and Contracts	View your company's SAP Ariba Sourcing events and SAP Ariba Contracts contracts, documents, and tasks. Individual users need to be approved by SAP Ariba Sourcing buyers before they can view or participate in events or contract tasks.	Users with this permission can manage all SAP Ariba Sourcing and SAP Ariba Contracts notifications.
Account Hierarchy Administration	Manage links to child accounts and sign on to child accounts to manage SAP Business Network services. Gives access to the **Account Hierarchy** page.	None
Archive Access	Access, view, search, and download archived tax invoices on SAP Business Network.	None

Permission	Description	Notifications
Catalog Management	Set up and manage customer catalogs. Gives access to the **Catalogs** > **Customer Catalogs** page.	Catalog
Product Manager	View staged products and online products, add products, edit product data, preview product details page that will be visible to buyers when they search for your product, view and resolve validation errors, send products for approval, move products from online version to staged version, and delete staged products. Gives access to the **Catalogs** > **Network Catalog** page to manage staged products and online products.	
Product Approver	Review product data of the products that are sent for approval, preview the product details page that will be visible to buyers when they search for your product, and approve or reject the products that are sent for internal approval. Gives access to the **Catalogs** > **Network Catalog** page to manage pending approval products.	
Child Account Access	Sign on to child accounts to manage SAP Business Network services. Gives access to the **Account Settings** > **Account Hierarchy** page.	None
Company Data Deletion Configuration	Request recurring or one-time deletion of transaction data. Grants access to the **Account Settings** > **Settings** > **Data Deletion Criteria** page.	None
Company Information	Review and update company profile information, including the company address, company description, classifications, website URLs, and the profile visibility option. Gives access to the **Company Profile** page.	General Notifications: • Customer • Trading Relationship Requests • Supplier Enablement Activity Task Reminder • Network Service • New Account • Certification Expiration Notifications • Other Notifications Network Notifications: • Order • Invoice Failure • Invoice Status Change • Time Sheet • Catalog

Permission	Description	Notifications
Contact Administration	Set up and maintain company-wide and customer-specific contact assignments. Gives access to the **Account Settings** > **Company Profile** > **Contacts** page. **Note** Users who have only the **Contact Administration** permission can't access any notification settings for their user accounts.	None
Contract Access	Access the contracts site for customers that support it, and review contracts and create invoices against contracts. Gives access to the **Orders** > **Contracts** page. **Note** Requires the **Inbox Access** permission.	None
Create and manage postings on Ariba Discovery	Create and manage SAP Business Network Discovery postings. **Note** If you create user roles for people who only perform tasks in SAP Business Network Discovery, we recommend also assigning the **Company Information** permission to the role. Profile maintenance is a key part of having an SAP Business Network Discovery account.	Users with this permission can manage all SAP Business Network Discovery Notifications.
Credit Card Number Access	View complete PCard account numbers on purchase orders. Users without this permission see masked account numbers. This permission is available to the administrator account if the organization is enabled for payment. If you created roles before your account was enabled for payment, you can edit roles and add this permission. For increased security on SAP Ariba, users with this permission are required to change their password every 90 days.	None
Customer Administration	Manage customer relationships. Gives access to the **Account Settings** > **Settings** > **Customer Relationships** page.	None

Permission	Description	Notifications
cXML Configuration	Configure your account for cXML transactions, including specifying the cXML version you support, your authentication method, profile URL, PunchOutSetupRequest URL, and pricing updates. You need to assign the cXML permission along with the **Transaction Configuration** permission. Together, these permissions grant access to the **Account Settings** > **Settings** > **Electronic Order Routing** > **Configure cXML (native) integration** page.	None
Download Current Transactions	Download your account's transaction data for any period up to 90 days. Gives access to the **...** > **Current Transactions** page.	None
Fulfillment Invitation Account Merge	Allows a user with the **Fulfillment Invitation Account Merge** permission to reuse an existing Ariba Network account when invited to collaborate by a buyer for fulfillment. This can be triggered through a buyer's Trading Relationship Request or directly through receipt of a buyer's document (e.g. a PO). In case of document-driven flow, the document will be transferred into the public account that was provided by the user and additionally, a relationship will be established with the customer.	None
Inbox Access	View and search for documents and take actions based on your role. This includes reviewing purchase orders, generating one-time purchase order reports, creating order confirmations and ship notices, reviewing notifications, and downloading transaction audit reports. Gives access to various menu items.	None
Invoice Generation	Create invoices for: • Purchase orders routed to SAP Business Network • Purchase orders not routed to SAP Business Network • Contracts Customers can enable any or all of these invoicing types. Gives access to the **Invoices** > **Invoices** page. **Note** Requires the **Inbox Access** and **Outbox Access** permissions. Your account also needs to have a relationship with a customer that accepts invoices.	None
Invoice Report Administration	Create, delete, edit, run, and download invoice reports. Gives access to the **Reports** page (invoice report type only).	None
Order Assignment for Users with Limited Access	Assign orders to users with limited access to SAP Business Network.	None

Permission	Description	Notifications
Outbox Access	View and search for outbound documents and take actions based on your role. This includes reviewing invoices, managing auction-eligible invoices, canceling invoices, generating one-time invoice reports, and searching for specific invoices. Gives access to various menu items.	None
PCard Configuration and Notifications	Configure PCard account and maintain email addresses for PCard notifications.	None
Payment Activities	Gives access to the **Payments** menu.	None
Payment Profile	Manage your company's remittance addresses and associated payment profiles. Gives access to the **Account Settings** > **Settings** > **Remittances** page.	Payment Profile
Premium Membership and Services Management	View, subscribe, and manage your company's SAP Ariba subscriptions. Gives access to the **Account Settings** > **Service Subscriptions** page.	None
Quality Notification Access	View quality notification documents. Note Available only for SAP Business Network for Supply Chain suppliers.	None
Quality Notification Creation	Create quality notification documents. Note Available only for SAP Business Network for Supply Chain suppliers.	None
Purchase Order Report Administration	Create, delete, edit, run, and download purchase order and order summary reports. Gives access to the **Reports** page (purchase order and order summary report types only).	None
Receivables Upload	Choose receivables for auction.	None
Respond to postings on Ariba Discovery	Respond to postings on SAP Business Network Discovery. Note If you create user roles for people who only perform tasks in SAP Business Network Discovery, we recommend also assigning the **Company Information** permission to the role. Profile maintenance is a key part of having an SAP Business Network Discovery account.	Users with this permission can manage all SAP Business Network Discovery Notifications.

Permission	Description	Notifications
Routing Overrides	Override document routing settings for incoming documents by customer or customer group. Gives access to the **Account Settings** > **Settings** > **Customer Relationships** page (**Override Routing** option only). ⓘ Note Requires the **Customer Administration** permission.	None
Supplier Discount Management Program Administrator	Accept and reject early payment offers and define early payment requests. Gives access to the **Account Settings** > **Settings** > **Remittances** and **Payments** > **Early Payments** pages. ⓘ Note Requires the **Inbox Access** and **Outbox Access** permissions.	Network Notifications: • Early Payment Offers • Standing Early Payment Offers
Supplier Treasury Agent	Shows the **Early Payment** action tile on the legacy **Home** page if the **Supplier Discount Management Program Administrator** permission is also enabled. ⓘ Note Requires the **Inbox Access** and **Outbox Access** permissions.	None
Tax Book Report Administration	Create, delete, edit, run, and download tax book reports. Gives access to the **Reports** page (tax book report type only).	None
Time Sheet Management	Gives access to view time sheets in the **Invoices** menu.	None
Time Sheet Report Administration	Create, delete, edit, run, and download time sheet reports. Gives access to the **Reports** page (time sheet report type only).	None
Transaction Configuration	Configure the account for electronic transactions. This includes specifying requirements or preferences for routing and responding to purchase orders, order request messages, cancel orders, order response documents, and invoices. Gives access to the **Account Settings** > **Settings** > **Electronic Order Routing** and **Account Settings** > **Settings** > **Electronic Invoice Routing** pages.	Network Notifications: • Order • Time Sheet • Invoice Failure • Invoice Status Change
Transaction Data Export for Deleted Data	Download ZIP files of deleted transaction documents. Grants access to the **...** > **Deleted Transactions** page.	None

Permission	Description	Notifications
Transport Confirmation Read-only Mode	Gives read-only access to the **Fulfillment** > **Transport Confirmations** page. Note Available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.	None
Transport Request Response	Create a transport confirmation to accept or reject a transport request. Gives access to the **Fulfillment** > **Transport Requests** and **Fulfillment** > **Transport Confirmations** pages. Note Available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.	None
Transport Request Cancellation	Create a transport confirmation to cancel a transport request. Gives access to the **Fulfillment** > **Transport Requests** and **Fulfillment** > **Transport Confirmations** pages. Note Available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.	None
Transport Request Collection	Create a transport confirmation to collect a transport request. Gives access to the **Fulfillment** > **Transport Requests** and **Fulfillment** > **Transport Confirmations** pages. Note Available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.	None
Transport Request Read-only mode	Gives read-only access to the **Fulfillment** > **Transport Requests** page. Note Available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.	None

Permission	Description	Notifications
View Product Sourcing Event	Gives access to **Product Sourcing Projects** workbench tiles. ⓘ Note Available only to suppliers with the **S/4HANA for product sourcing** collaboration type.	None

Revoke User Access and Remove a User's Personal Information

SAP Business Network users can request the administrator for their account to remove their personal information from the system. If approved, the user can't sign in to SAP Business Network any longer, and their personal information is no longer visible to users, including in transaction documents shared and exchanged with business partners.

> ⓘ Note
>
> For audit and compliance purposes, the user's personal information is still visible to the user who is the administrator for your SAP Business Network account.

Restrictions

- Comments or attachment files associated with transaction documents aren't affected when users remove personal information. Therefore, avoid entering personal information in comments or attached files.
- After a user's revocation of user access request is approved, their personal information is pseudonymized in SAP Business Network transaction documents. However, transaction documents that were integrated with other systems (such as an ERP) or downloaded before the request was approved may still have the user's personal information. The customer needs to take additional action, including informing impacted business partners, to remove it.
- If a customer needs to re-identify a user that has been pseudonymized for legal purposes, the administrator of the account can provide that information.

Workflow for Removing Personal Information for a User from SAP Business Network [page 49]

Approving or Rejecting a Supplier User's Request to Remove Their Personal Information [page 49]

Viewing and Exporting Revoked Supplier Users [page 50]

Workflow for Removing Personal Information for a User from SAP Business Network

This procedure describes the workflow for removing personal information for an SAP Business Network user:

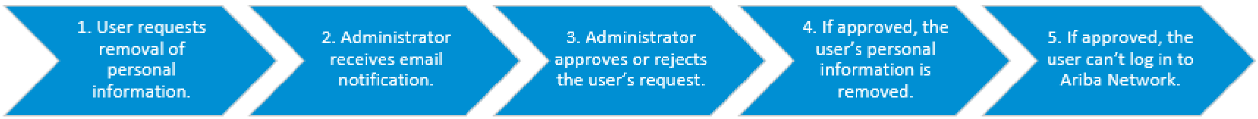


Figure 1: Workflow for Removing Personal Information for a User

1. A user signs in to the SAP Business Network portal to request the removal of their personal information.
2. The administrator for the account receives an email notifying them of the user's request.
3. The administrator signs in to the SAP Business Network portal and approves or rejects the user's request.
4. If the administrator approved the request, the user's personal information is removed.
5. If the administrator approved the request, the user can't sign in to SAP Business Network.

Approving or Rejecting a Supplier User's Request to Remove Their Personal Information

As an administrator, you can approve or reject a user's request to remove their personal information from SAP Business Network. If you approve the request, the user's personal information is removed, and they can't sign in to SAP Business Network.

Prerequisites

You are assigned the **Administrator** role.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Users**.
2. Click **Manage Users**.
3. In the **Users** table, select the user who requested revocation of access. In the **AN Access** column, the value is **Revocation request pending**.
4. Click **Actions**, and choose one of the following actions:
    - **Accept Revocation Request**
    - **Reject Revocation Request**
5. Click **OK**.

Viewing and Exporting Revoked Supplier Users

As an administrator, you can view the list of revoked users and export the table to an XLS file.

Prerequisites

You are assigned the **Administrator** role.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Users**.
2. Click **Revoked Users**.
3. The **Revoked Users** table lists all users whose access to SAP Business Network has been revoked.

   > → Tip
   >
   > You can filter the table by **User Name**, **Email Address**, or **First or Last Name**.

4. To export the table, click the *Table Options Menu* icon, and choose **Export All Rows**.

Results

An XLS file containing the list of revoked users downloads to your computer.

Retention Period for Revoked Users

As a supplier administrator, configure a retention period for revoked users.

SAP Business Network users can request the administrator of their account to remove their personal information from the system. This is called a revocation request. If the request is approved, users cannot sign in to SAP Business Network any longer, and their personal information is no longer visible to other users.

As an administrator, you can configure a retention period for the user data of all the revoked users in your organization. The data of revoked users is automatically removed from SAP Business Network after this retention period is reached. In the meantime, you can view the list of revoked users in the **Revoked Users** tab. You must have configured the retention period before accepting or rejecting any revocation request. If the retention period for an organization is not configured, SAP Business Network prompts you to configure the retention period before you can act on a revocation request. You can change the retention period at any time before the previously configured retention period is reached. The newly configured retention period takes effect immediately. The retention period must be configured in months, and must be between 1 and 999 months.

> ⓘ Note
>
> - Only users with non-administrator roles can request revocation of their access from SAP Business Network. Administrators cannot raise a revocation request. If administrators want to request revocation of their access from SAP Business Network, they must transfer their administrator role to another user. For more information, see Transferring the Account Administration Role [page 36].
> - Transaction documents such as invoices created by users before they were revoked will remain unchanged in SAP Business Network even after revocation and subsequent permanent deletion of such users.

Configuring Retention Period for Revoked Users in Your Organization

As an administrator, you can configure the retention period of user data for revoked users in your organization.

Procedure

1. Sign in to your SAP Business Network supplier account.
2. Click the **Account Settings** icon, and choose **My Account**.
3. Click **Manage User Deletion**.
4. Enter a retention period between 1 and 999 in the **Retention period in months** box.

   The data of all revoked users in your organization will be retained for a period that you configure here.
5. Click **Save**.
   - After the retention period is over, user data will be deleted permanently from SAP Business Network.
   - You cannot act upon a revocation request unless you configure the retention period first.
   - Revoked users' data is available for you to view for purposes such as regulatory audits.
   - All the data of an organization (including users' data - both revoked as well as deleted) is deleted when an organization is permanently deleted.

Multifactor Authentication

Multifactor authentication is a two-step verification process where you are required to authenticate yourself a second time using a time-based verification code. As compared to the single step authentication process, the multifactor authentication process provides enhanced security.

If multifactor authentication is enabled for critical fields, you are required to perform the two-step verification process while attempting to update the values of critical fields such as email addresses, phone numbers, remittance information and so on. With multifactor authentication enabled for sign in, you are required to perform the two-step verification process to sign in to SAP Business Network.

SAP Business Network administrators can now enable the following functionalities for users in their organization by selecting the desired users from a table:

- Require multi-factor authentication for critical fields
- Require multi-factor authentication for sign in

> ⓘ Note
>
> - Only supplier administrators with the required permissions can disable multifactor authentication for sign in.
> - SAP Business Network does not prompt newly created users to complete the multifactor authentication setup immediately after a successful sign in. New users are recommended to set up multifactor authentication for sign in after they change their initial password.

Prerequisites

When multifactor authentication is enabled for your organization, you must install an authenticator application such as SAP Authenticator from iTunes (for iOS devices) or from Google Play (for Android devices) in your hand-held devices to generate a time-based verification code (also called time-based one-time password). The time-based verification code setup is also compatible with third-party authenticators such as Google Authenticator or Microsoft Authenticator.

Enabling Multifactor Authentication for Sign In [page 52]

Configuring Multifactor Authentication Settings [page 53]

Managing Multifactor Authentication for Users [page 54]

Setting Up Multifactor Authentication (Supplier User) [page 54]

Setting Up Multifactor Authentication Using a New Device (Supplier User) [page 55]

Enabling Multifactor Authentication for Sign In

For additional security, the supplier administrator can enable multifactor authentication for select users.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Users**.
2. Click **Manage User Authentication**.

   The **Multi-factor Authentication User Setup** page is displayed.
3. Select the box **Require multi-factor authentication for sign in**.
4. Click **Yes** in the dialog box that appears.
5. Select the desired users by checking the boxes against their user names from the table, and click **Enable**.

> ⓘ Note
>
> **Only the selected users are enabled for "multifactor authentication for sign in." If you do not select any user from the table, none of the users in your organization will be enabled for multifactor authentication.**

Configuring Multifactor Authentication Settings

The supplier administrator can configure multifactor authentication for an SAP Ariba account.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Users**.
2. Click **Manage User Authentication**.
3. Click **Configure MFA Settings**.

   The **Configure Multi-factor Authentication Settings** page appears.
4. Enter a value in the **Time allowed to skip multi-factor authentication setup** box.

   This field specifies the maximum number of days the user can skip the multifactor authentication setup when an administrator has enabled it for that user. The default value is 5 days.
5. Enter a value in the **Number of invalid multi-factor authentication attempts allowed** box.

   This field specifies the maximum number of invalid multifactor authentication attempts that the user can make. The default value is 5 attempts. After the number of invalid attempts specified in this field, the user account is locked. It can be unlocked only by an administrator.
6. Enter a value in the **Retry period for locked out users** box.
   - After the number of minutes (the default value is 120 minutes) specified in this field, the user account is automatically unlocked and can be re-used.
   - If the user gets locked a second time, the default value becomes 240 minutes, and the user is unlocked only after 240 minutes.
   - If the user gets locked a third time, the user account is locked for good, and can be unlocked only by an administrator.

   > ⓘ Note
   >
   > Users can contact their administrator at any time during this period to get their account unlocked.
7. Select the **Enable the Remember me option** check box.

   This checkbox (unchecked by default) specifies if users can choose the Remember me option for multifactor authentication in the one-time password input screen. If this box is checked, an input box **Remember device for** is displayed.
8. Enter a value in the **Remember device for** box.

This field specifies the maximum number of days the user's device and browser will be remembered, during which they will not be prompted for the multifactor authentication passcode during sign in. The default value is 5 days.

9. Click **Save**.

Managing Multifactor Authentication for Users

The supplier administrator can help manage multifactor authentication for users.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Users**.
2. Click **Manage User Authentication**.
3. Select the desired multifactor authentication check boxes.
4. Select the users (from the table) for which you want to manage multifactor authentication.
5. Click the following buttons depending on what you wish to do:
   - **Enable**: Enables multifactor authentication for the selected users.
   - **Disable**: Disables multifactor authentication for the selected users.
   - **Reset**: Resets multifactor authentication for the selected users. These users must either enter the secure key displayed on the user interface, or scan a new QR code during their next sign in session.
   - **Send Email Reminder**: Sends a reminder email to the selected users.
   - **Unlock**: Unlocks the selected users.
6. Click **Save**.

Setting Up Multifactor Authentication (Supplier User)

You can set up multifactor authentication after your SAP Business Network administrator has enabled the feature.

Procedure

1. Click the **Account Settings** icon, and choose **My Account**.

   The **My Account** page appears.
2. Below the **User Name** text box, click the **Set up multi-factor authentication** link.

   The **Set up Multi-factor Authentication** page appears.
3. Download and install SAP Authenticator or any compatible authenticator application such as Google Authenticator or Microsoft Authenticator on your hand-held device.

4. Open the authenticator application that you have installed on your mobile device and do either one of the following:
1. Scan the QR code displayed on the page, and enter the code in the **Time-based Verification Code** input box, **or**
2. Enter the secure key displayed on the page in the **Time-based Verification Code** input box.
5. Click **Done**.

Setting Up Multifactor Authentication Using a New Device (Supplier User)

When you change your mobile device, you can reset the multifactor authentication that had been configured using your old device. Using the verification code from the old device, you can set up multifactor authentication on your new device.

Procedure

1. Click the **Account Settings** icon, and choose **My Account**.
2. Below the **User Name** text box, click the **Reset multi-factor authentication** link.
3. Enter the verification code from your old mobile device.
4. Set up multifactor authentication again, using a new QR code on your new mobile device.
5. Click **Done**.

Customer Relationships

To begin transacting business with a customer on SAP Business Network, your customer needs to send you a relationship request. You can either accept or reject the relationship request.

When you accept a relationship request, SAP Business Network automatically establishes your relationship with that buying organization, which then becomes your customer.

This two-step process ensures that buying organizations are not inundated with customer catalogs, and that suppliers' product and service offerings are treated confidentially. It also lets you accept only those relationships you are prepared to pursue. For example, you might want to configure your back-end systems to receive orders before customers begin sending orders to you.

On the **Customer Relationships** page, you can perform the following actions:

- Review your relationship requests
- Review profile information for customers that have sent you relationship requests
- Accept requests from buying organizations you want to transact with
- Specify how you want to receive customer relationship requests

ⓘ Note

You need to be the account administrator or have the **Customer Administration** permission to manage customer relationships. You also need to have at least one pending or current relationship to access the **Customer Relationships** page. Otherwise, you won't see this option under the **Account Settings** menu.

By default, SAP Business Network sets up new accounts to accept relationship requests automatically. This makes it easy for new suppliers to establish trading relationships and begin transacting on SAP Business Network. You can configure your account to accept relationship requests automatically or to require manual review. If you select **Manually review all relationship requests**, then when a buying organization requests a relationship, SAP Business Network displays the request in the **Pending** section of the **Customer Relationships** page.

Buying organizations can create customized profile pages to collect additional information about their suppliers. When you approve a request from a buying organization that requires a customized profile, SAP Business Network sends you an email that indicates the relationship has been established and instructs you to sign in and complete the customized profile.

Suspended Customer Relationships

If your account has been suspended, SAP Business Network displays your current relationships in the **Suspended** section of the **Customer Relationships** page. This section appears only if your account is suspended.

While your account is suspended you cannot transact with customers with which you have chargeable relationships, and you no longer have access to features included with your SAP Business Network subscription .

ⓘ Note

If your chargeable customer pays the fee for that relationship, SAP Business Network displays the customer in the **Current** section and you can continue to transact with the customer.

Manually Reviewing All Relationship Requests [page 57]

Viewing and Requesting Potential Relationships [page 57]

Accepting or Rejecting Customer Relationship Requests [page 59]

Creating a Customer Group [page 60]

Manually Reviewing All Relationship Requests

SAP Ariba Sourcing and SAP Ariba Supplier Lifecycle and Performance relationship requests are set to “manual approval” by default. All other relationship requests are automatically accepted by default, but you can choose to manually review all relationship requests.

Prerequisites

You need to be the account administrator or have the **Customer Administration** permission to manage customer relationships.

You need to have at least one pending or current relationship to access the **Account Settings** > **Customer Relationships** page. Otherwise, you won't see this option under the **Account Settings** > **Settings** menu.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Customer Relationships**.
   The **Account Settings** > **Customer Relationships** page appears, with the **Current Relationships** tab selected.
2. Select **Manually review all relationship requests**.
3. Click **Update**.

Viewing and Requesting Potential Relationships

Buying organizations can post current projects on SAP Business Network to solicit requests for trading relationships with suppliers. When a buying organization with whom you do not already have a trading relationship posts a project that interests you, you can request a trading relationship with them.

Prerequisites

You need to be the account administrator or have the **Customer Administration** permission to manage customer relationships. SAP Business Network supplier administrators can give non administrator users read only access to customer details through the **Customer Relationship** permission.

You need to have at least one pending or current relationship to access the **Account Settings** > **Customer Relationships** page. Otherwise, you won't see this option under the **Account Settings** > **Settings** menu.

Context

You can view projects from buying organizations that you do not already have a trading relationship with on SAP Business Network. You can respond if you meet the buying organization's requirements, or you can indicate that the buying organization is a current customer outside of SAP Business Network.

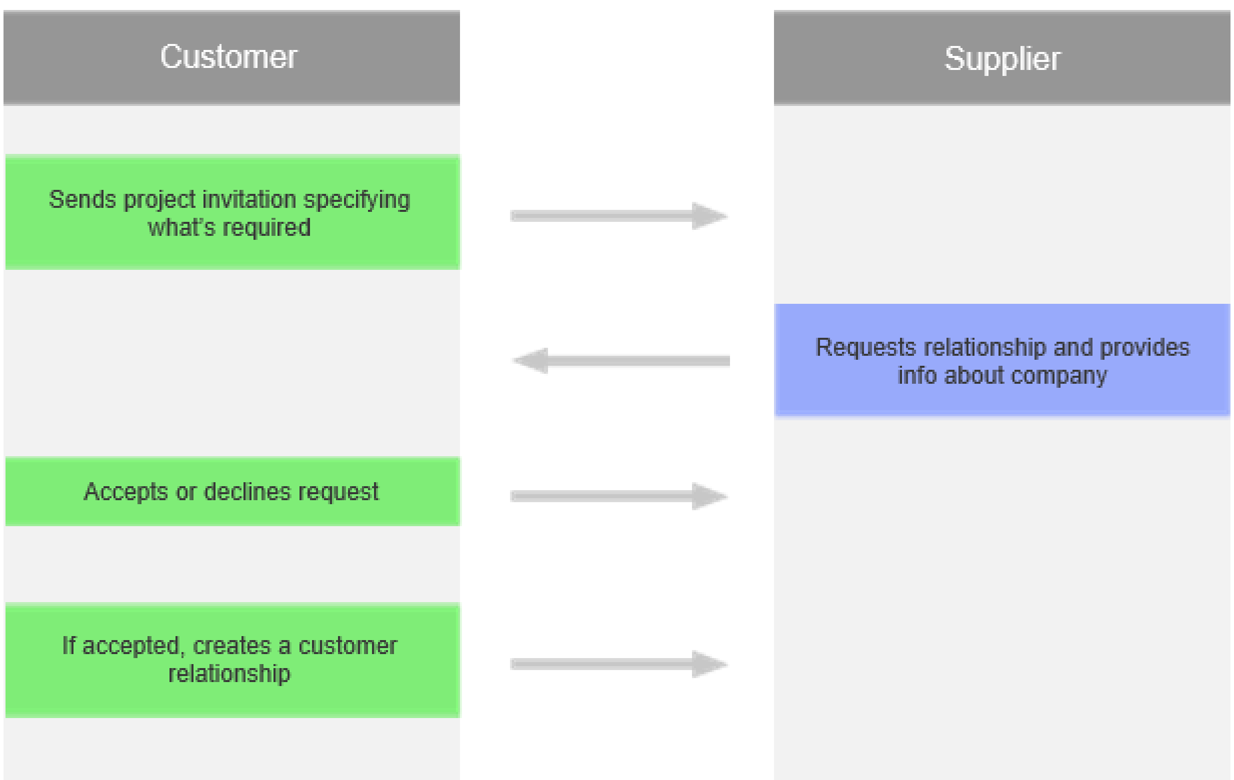
On the **Account Settings** > **Customer Relationships** page, you have the ability:

- to export customer relationships for offline review in a CSV file.
- for the parent account user to view and filter customer relationships across all linked child accounts and view the results grouped by SAP Business Network ID.
- to sign in to the child account contextually from the search results if a user has the necessary permissions – either **"Account Hierarchy"** or **"Child Account Access"**.
- to hide unused or infrequently used columns.

A column displays the SAP Business Network ID next to the customer name. This shows in the **Current, Rejected,** and **Suspended** tabs.

> **Note**
>
> The tables on the **Account Settings** > **Customer Relationships** page are organized into separate tabs with a corresponding count listed on each tab name for easy review. The tabs are: **Current, Pending, My Groups,**and **Suspended**.

The following diagram describes the potential relationship process:



After the customer relationship is established, you can start transacting with your customer through SAP Business Network.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Customer Relationships**.
   The **Account Settings** > **Customer Relationships** page appears, with the **Current Relationships** tab selected.
2. Click the **Potential Relationships** tab to see a list of buying organizations that currently have projects.
3. Click the name of a buying organization or click **View Project** in the **Action** column to view the details.

   SAP Business Network displays the **Supplier Self-Nomination** wizard.
4. Enter details about your organization and specify your notification preferences.
5. Click **Next**.
6. Review the profile details and do one of the following:
   - Click **Previous** to return to the first steps of the **Supplier Self-Nomination** wizard.
   - Click **Submit** to send a trading relationship request.
   - Click **Save as Draft** if you want to update your profile details and return to the request later to submit it.
   - Click **Exit** to leave the **Supplier Self-Nomination** wizard without saving the information.

Accepting or Rejecting Customer Relationship Requests

You need to accept a relationship request before you can receive purchase orders from a customer. However, if you no longer plan to transact business with a pending or current customer, you can reject the relationship.

Prerequisites

You need to be the account administrator or have the **Customer Administration** permission to manage customer relationships.

You need to have at least one pending or current relationship to access the **Customer Relationships** page. Otherwise, you won't see this option under the **Account Settings** menu.

Context

You can accept requests from new, potential customers, but you can't approve a relationship request you previously rejected. After you accept a customer relationship request, your SAP Business Network account is now ready to receive purchase orders from that customer. You can customize purchase order routing and cXML document transformation options for each customer or customer group.

The **Rejected** section of the **Customer Relationships** page includes buying organizations whose relationship requests you have rejected or customers with which you have terminated a relationship. You can reject a pending relationship request from a buying organization or terminate a relationship with a current customer.

→ Remember

Your SAP Business Network account cannot receive purchase orders from a pending or rejected customer.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Customer Relationships**.
   The **Account Settings** > **Customer Relationships** page appears, with the **Current Relationships** tab selected.
2. Choose the check box for a buying organization in the **Pending** or **Current** section.
3. Perform one the following actions:
   - To accept a relationship request, click **Approve**, and then click **Submit**.
   - To reject a relationship request or current customer, click **Reject**.

   SAP Business Network moves approved relationship requests to the **Current** section, and rejected buying organizations move to the **Rejected** section. SAP Business Network sends a notification about the approval or rejection to you and the buying organization.
4. Click **Submit**.

Creating a Customer Group

If you create a customer group, you can override the default routing for orders sent from customers in the group.

Prerequisites

- You must subscribe to the Bronze subscription level or higher for your SAP Business Network account.
- You must be an administrator to create customer groups.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Customer Relationships**.
2. Scroll to the **My Groups** section.
3. Click **Create Group**.
   The **Customer Group** page appears.
4. Under **Select Members**, check the name of one or more customers, and then click **Add**.
5. Enter a name and a description for the group, and then click **Submit**.
   The new group is listed in the **My Groups** section.

6. Click **Save**.

Audit Logs for Suppliers

You can access classic and standard audit logs.

To view audit logs, click the **Account Settings** icon, and choose **Settings**. Under **Audit Logs**, choose **Classic** for the legacy audit log or **Standard** for the Intelligent Configuration Manager audit log.

If you choose **Classic**, you can access the **Profile Changes** log, which tracks changes with user profiles.

If you choose **Standard**, the Intelligent Configuration Manager audit log opens. For more information about the Intelligent Configuration Manager audit log, see Managing SAP Ariba Audit Information.

Account Hierarchies

If you have multiple SAP Business Network accounts, you might benefit from setting up an account hierarchy.

Account hierarchy benefits include the following:

- One individual can handle service management tasks for the entire organization, saving time and effort.
- The administrator for the parent account can align the subscription terms for all subsidiaries' services to start and end on the same date, so that all subscription expirations and renewals occur at the same time. Realignment can occur whether or not subsidiary accounts have already subscribed to services on their own.
- The administrator for the parent account can pay for all subsidiaries' subscriptions in a single payment.
- The **Account Hierarchy Administration** and **Child Account Access** permissions enable users to automatically sign on to a child account without having to enter a user name and password.

In addition to these benefits, you can also control the visibility of your accounts to potential business partners. By default, both the parent and child accounts are visible to potential business partners when they perform a search for you on SAP Business Network. However, you can control the visibility of your child accounts by configuring the **Allow buyer organizations to search this account** setting. When this setting is enabled, business partners can search for both parent and child accounts on SAP Business Network. When this setting is unchecked, business partners can search and view only the parent accounts on SAP Business Network.

Service Management in Account Hierarchies

The administrator for a parent account can work with SAP Ariba Customer Support to manage services for child accounts. This includes subscribing to, updating, renewing, and canceling services on behalf of the child accounts.

The parent account administrator can view the status of each child account's subscriptions in the **Service Subscriptions** > **My Subsidiaries' Services** section of the parent account.

ⓘ Note

The **My Subsidiaries' Services** section appears on the **Service Subscriptions** page only if you are the parent account administrator.

If an administrator chooses to align subscription terms for multiple child accounts, and one or more of the child accounts have already subscribed to services on their own, the SAP Business Network Customer Support team cancels the existing subscriptions and begins a new subscription on the date specified by the parent account administrator.

Linking to a Child Account [page 62]

Signing On to a Child Account [page 65]

Approving or Declining Account Link Requests [page 67]

Linking to a Child Account

If you administer both a parent account and the subsidiary account you want to link, use this procedure to establish the link immediately without requiring confirmation from the subsidiary account. This can help reduce the maintenance required to update duplicated accounts.

Prerequisites

The **Account Hierarchy Administration** permission allows users to manage links to child accounts and sign on to child accounts without a user name and password. The **Child Account Access** permission enables a user to sign on to child accounts.

Context

You can create a parent-child account hierarchy in SAP Ariba, one parent account linked to any number of child accounts. This allows the administrator for the parent account in the hierarchy to manage services not only for that account, but also for the child accounts in the hierarchy.

The following terms apply to account hierarchies:

- The parent account is the topmost account in the hierarchy and has one or more child accounts.
- A child account , or subsidiary account, has one parent account.
- An independent account has no parent or child accounts.

ⓘ Note

You need to configure customer-requested common profile fields in the parent account.

On the **Account Hierarchy** page, you have the ability:

- to find which linked child accounts have a trading relationship with a given customer account - by customer name and/or customer SAP Business Network ID. Up to 10 filter values are supported.
- to filter linked child accounts by company name and/or SAP Business Network ID. Up to 10 filter values are supported.
- to toggle profile visibility for a linked child account from the account hierarchy page.
- to export all linked child accounts for offline review in a CSV file.
- to hide unused or infrequently used columns.

> ⓘ Note
>
> The tables on the **Account Hierarchy** page are organized into separate tabs with a corresponding count listed on each tab name for easy review. The tabs are: **Linked Child Accounts, Pending Link Accounts,** and **Declined**.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Account Hierarchy**.

   The **Account Hierarchy** and subsidiary accounts can view details of their linked accounts and remove any associations on the **Account Hierarchy** page. If SAP Ariba finds existing accounts that match your company's profile information, SAP Ariba displays a message at the top of the page. Click **Click here to view details** to view potential matching companies.

   > ⓘ Note
   >
   > You cannot create an account hierarchy in your test account.

2. Click **Link Accounts**.
3. Enter the user name and password for the account you want to link as a child, and click **Link** to display the **Link Accounts Confirmation** page.
4. Click **Done**.

Results

SAP Ariba displays the **Account Hierarchy** page with the subsidiary account in the **Current Links** section.

Next Steps

You can share a parent account's company profile information with a linked child account. When you share a parent accounts's company profile information with a linked child account, the parent account's profile overwrites the child account's company profile.

In the **Linked Child Accounts** section, click **Actions** > **Link Company Profile.** SAP Ariba displays **Yes** in the **Linked Profile?** column to indicate that the parent account company profile has overwritten the child account company profile.

After sharing is enabled, the account administrator for the parent account can maintain the company's SAP Ariba profile for all the accounts in the hierarchy. SAP Ariba displays a read-only **Company Profile** page to child account users when profile sharing is enabled.

The following information is shared between linked company profiles:

- Basic information
- Business information
- Marketing information

The following information is not shared between linked company profiles:

- Settings like electronic order and invoice routing
- Users
- Email notification settings
- Customer-requested fields
- Supplier ANID and DUNS
- Contact information
- Customer relationships

Linking to a Child Account if You're Not the Administrator

If you want to link to a child account you do not administer, use this procedure to make a link request that the administrator of the child account can accept or decline.

Prerequisites

The **Account Hierarchy Administration** permission allows users to manage links to child accounts and sign on to child accounts without a user name and password. The **Child Account Access** permission enables a user to sign on to child accounts.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Account Hierarchy**.
2. Click **Link Accounts**.
3. Click **Request link with other accounts**.
   The **Request for Account Linkage** page appears.
4. Enter search criteria in the field provided, and click **Search**.
   Accounts matching your search criteria appear in the **Search Results** section.
5. Select the accounts with which you want to link **Search Results** section, and click **Review Profile** to see the company profile of the selected accounts.
6. Perform one of the following actions:

- Click **Link as My Child** to link the account as your child account.
- Click **Link as My Parent** to become the child account in the account hierarchy.

The **Request for Account Linkage** page appears. The **Accounts Being Linked** section displays the accounts that will receive a request to link as a subsidiary to your account.

7. (Optional) Enter any additional information in the **Comments** field.

> ⓘ Note
>
> This additional information is visible to the account administrator who processes your request.

8. Click **Send Request**.

Results

If you are attempting to link as the child account, Ariba sends an email request to the account administrator.

If you are attempting to link as the parent account, Ariba displays the **Link Company Profiles** page. You can choose to link certain company profile information between linked accounts. To link the parent account's company profile information with the child account, click **Overwrite and synchronize future company profile changes with information from this account**, and click **Send Request**.

The **Account Hierarchy** page shows the submitted request in the **Pending Link Account Requests** section.

Signing On to a Child Account

When you successfully link to a child account, use this procedure to sign onto the account.

Prerequisites

The **Account Hierarchy Administration** permission allows a user to manage links to child accounts and sign on to child accounts without a user name and password.

As the administrator of a parent account, you can automatically sign on to a child account. Other users can also sign on to child accounts, but require the **Child Account Access** permission to sign on to child accounts.

Context

The following table lists the features that are available, depending on your permissions and whether you are in a parent or child account:

User Type	Assigned Permissions	Options Available in Account Hierarchy
Administrator of a parent account	All permissions	**Link Account**, **Link Company Profile** option and **Sign On** button
User of a parent account	**Account Hierarchy Administration** permission	**Link Account** option and **Sign On** button
User of a parent account	**Child Account Access** permission	**Sign On** button
Administrator of a child account	All permissions	Account details for the linked parent account. The **Remove** button is available
Administrator of a child account with a pending link request	All permissions	Account details for the linked parent account. The **Approve/Deny** link is available
User of a child account	**Account Hierarchy Administration** permission	Account details for the linked parent account. The **Remove** button is available
User of a child account	**Child Account Access** permission	Account details for the linked parent account
User of a parent account signed on to a child account	**Account Hierarchy Administration** permission	Account details for the linked parent account

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Account Hierarchy**.
2. Check the box for the account you want to access, and click **Sign On**.

Results

The child account's home page appears.

Approving or Declining Account Link Requests

If you are the administrator of an account and receive a link request, you must approve or decline the request.

Context

Approving an account link request establishes the link between the accounts. Declining an account link request prevents linking between accounts.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Account Hierarchy**.
2. Click **Approve** or **Decline** in the **Link Account Requests** section to approve or decline the request.

Results

If you approve the link request, the parent-child account hierarchy between the accounts is established and Ariba sends the account administrator of the parent account an email notification. The administrator of the parent account can access and manage the child account and company profile. SAP Business Network displays **Child Account** in the **Account Status** field and displays information about the parent account and the contact information for the account administrator of the parent account.

If you decline the link request, SAP Business Network sends an email notification to the account administrator of the account requesting to link. When you choose not to link multiple accounts together, you can contact SAP Business Network Customer Support to expire any unwanted duplicate accounts. Expired accounts are automatically deleted after 30 days.

Generative AI

SAP Business Network offers generative AI functionality to improve supplier experience. These include using AI to generate product summaries for network catalogs and create responses to buyer leads. To utilize these AI features, supplier administrators must first enable them. Each AI feature can be enabled or disabled individually.

Enabling Generative AI Functionality [page 68]

Enabling Generative AI Functionality

SAP Business Network offers generative AI functionality to improve supplier experience. These AI features need to be enabled for suppliers to use them. Supplier administrators have the flexibility to enable or disable each AI feature individually.

Prerequisites

To enable or disable AI features, you must be the administrator of your SAP Business Network account.

Procedure

1. Sign in to your SAP Business Network account.
2. Click the **Account Settings** icon, and choose **Settings** > **Generative AI**.
   The **Account Settings** page appears, with the **Generative AI** tab selected. The tab lists the AI-powered features available in SAP Business Network. They are disabled by default.
3. Select the feature that you want to enable and click **Apply**.
   The feature status changes to **Enabled**.

   > Note
   >
   > If the feature has already been enabled, clicking **Apply** changes its status back to **Disabled**.
4. Click **Save**.

Data Deletion Criteria for Suppliers

On the **Network Settings** page, the administrator for your SAP Business Network account and other users with appropriate permission can specify the retention period for transaction documents. Additionally, SAP Business Network automatically deletes supplier master data after an extended period of inactivity.

You may need to delete old transaction documents to satisfy regulatory needs in your country/region or business requirements in your organization.

If you request recurring deletion of transaction data, any transaction document sets older than the retention period are subject to deletion every month. Each document set includes transaction documents and any associated attachments.

You can also request one-time deletion of transaction data. This operation is similar, but happens only once, not every month. For example, you can delete your transaction data older than January 1, 2018.

> ⓘ Note
>
> If a supplier account is deleted from the SAP Business Network, the RFx transactions responded by the supplier are not deleted immediately. The RFx transactions get deleted only after the buyers and the suppliers accounts associated with that RFx are deleted.

Types of Transaction Documents That Can Be Deleted

The following transaction documents can be deleted:

- Purchase orders (orders and blanket orders)
- Order confirmations
- Ship notices
- Receipts
- Service sheets
- Invoices, credit memos, and debit memos
- Payment documents
- SAP Business Network for Supply Chain transaction documents
- Notifications
- Quote requests and quote messages
- Associated attachments

Workflow for Deleting Transaction Documents

The following diagram shows the workflow for deleting transaction documents from SAP Business Network:

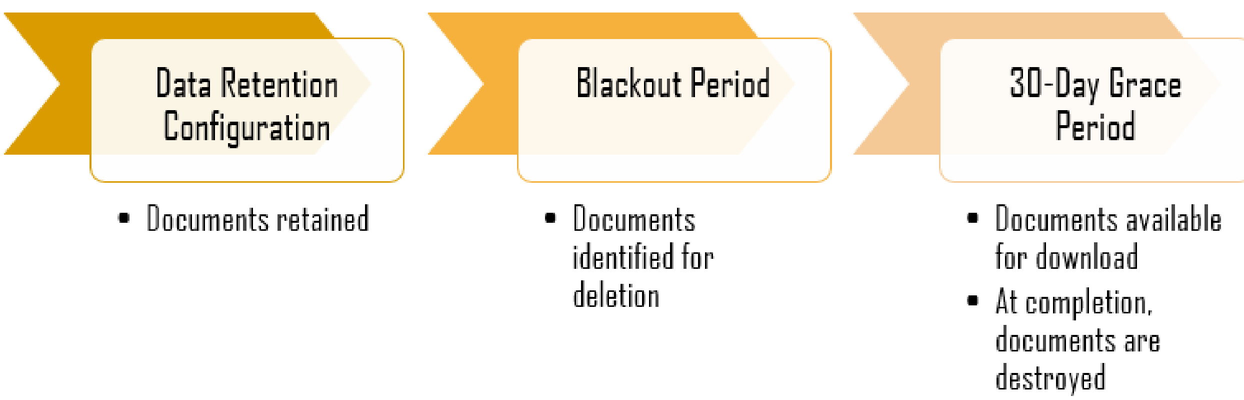


Figure 2: Workflow for Deleting Transaction Documents from SAP Business Network

> ⓘ Note
>
> SAP Ariba retains transaction data for a reasonable time after the 30-day grace period.

About Transaction Document Sets

Each transaction document is part of a larger transaction document set, a sequence of related documents sent between the buyer and supplier (for example, purchase order, order confirmation, ship notice, receipt, invoice, and so on). Buyers and suppliers maintain their own data retention period. When all documents in a particular set are older than the specified data retention period, only then are they ready to be deleted. If any document in a set isn't older than the data retention period, the entire set is retained.

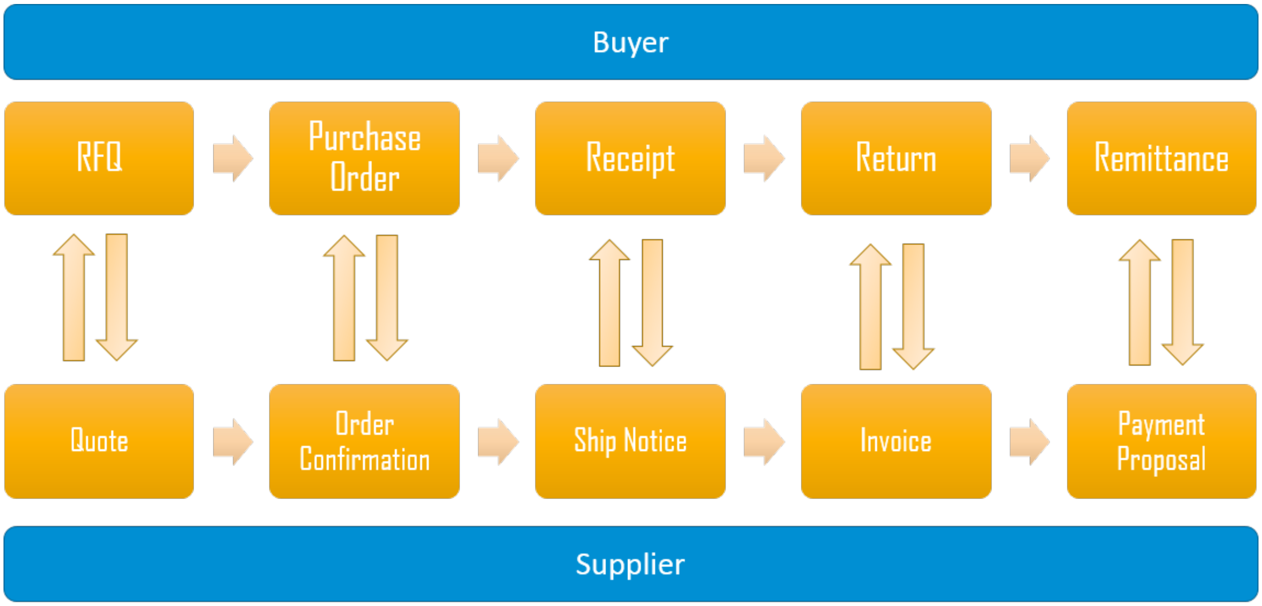


Figure 3: Transaction Document Set

For example, say that your company retains transaction documents for 36 months. A purchase order was created 60 months ago. However, an invoice associated with the purchase order was created only 30 months ago. Since the document set (the purchase order and invoice) isn't older than the retention period of 36 months, both the purchase order and the invoice are retained, not deleted.

Documents are identified for deletion according to the data retention period that you specify (for example, 18 months). The age of a document is based on its creation date or the date of its last status update, whichever is later. On the first day of each month, the system finds any document sets older than the data retention period. If all documents in a particular set are older than the data retention period, that set is identified for deletion. The identified set is queued for deletion and deleted within 1 month after being identified.

When the system deletes a document, it's deleted permanently; it can't be restored. You can't perform any operations against deleted documents (for example, searching).

> ⓘ Note
>
> Documents that have been identified for deletion can still be searched until they're deleted.

Data Deletion Restrictions

- This feature doesn't affect archived invoices, which are stored separately.

- Once a document has been identified for deletion, it's deleted regardless if you later opt out of data deletion.
- Please carefully configure the retention period for transaction documents. Deletion of transaction documents is an irreversible process. You can't retrieve any transaction documents after they're deleted by the system.
- If you're using long-term archiving services, we strongly recommend that you specify a retention period for transaction documents that is greater than or equal to the longest archiving retention period legally required by countries/regions where you operate. If the system deletes your invoices, you can't search for those invoices in SAP Business Network. Your archived invoices, however, continue to be retained by TrustWeaver or Sovos (third-party systems that SAP Business Network uses to archive invoices) for the full legal retention period.

Data Deletion Notifications

You can enable the following notifications for data deletion:

Notification Type	Notifications
Data Identification and Deletion	• **Send a notification when the transaction documents have been identified for deletion** • **Send a notification after deletion of transactions**

Automatic Deletion of Master Data for Inactive Supplier Accounts

Supplier accounts and their data are automatically deleted after a period of inactivity.

> ⓘ Note
>
> Accounts that have used archiving services at any time are not subject to the automatic deletion of master data; the account is expired but the master data is maintained.
>
> After a customer downloads their archived data, they can request to delete their account. In such cases, the account is permanently deleted.

A supplier account is considered inactive if the supplier hasn't performed any transactions or signed in to SAP Business Network in the last three years. When a supplier account satisfies these conditions of inactivity, the account status becomes **Expired**.

> ⓘ Note
>
> Supplier accounts cannot be expired if they have any payments for transaction service fees or optional service fees are outstanding.
>
> After a customer pays their fees, they can request to delete their account. In such cases, the account is permanently deleted.

When an account is **Expired**, SAP Business Network sends a notification to the supplier account administrator. The supplier account administrator can request reactivation of their account at this time. After 90 days of expiry, if the account has not been reactivated, the supplier account and all of its data is permanently deleted. Account deletion is irreversable.

ⓘ Note

SAP Business Network uses part of your master data to help you analyze your business activities in the analytics dashboard. The master data used in analytics are also deleted.

ⓘ Note

When a supplier account is deleted, they're still visible to their buyers with the identifier **Deleted by SAP Ariba**. Some basic business and technical data remain, including ANID and other technical identifiers, company name with **Deleted by SAP Ariba**, and company address. No company is able to transact with a deleted supplier.

Deletion of Master Data by Request

Suppliers can request the deletion of their account at any time by submitting a service request to SAP Ariba customer support.

When a supplier requests the deletion of their account, the account status becomes **Expired**.

ⓘ Note

Supplier accounts cannot be expired if any payments for transaction service fees or optional service fees are outstanding.

After a customer pays their fees, they can request to delete their account. In such cases, the account is permanently deleted.

After 60 days of expiry, the account data is deleted in the same manner as the automatic deletion of inactive suppliers as described above.

ⓘ Note

Accounts that have used archiving services at any time are not subject to the automatic deletion of master data; the account is expired but the master data is maintained.

After a customer downloads their archived data, they can request to delete their account. In such cases, the account is permanently deleted.

Requesting Recurring Deletion of Transaction Data for SAP Business Network Suppliers [page 73]

Requesting a One-Time Deletion of Transaction Data for SAP Business Network Suppliers [page 74]

Canceling a Request for Deletion of Transaction Data for SAP Business Network Suppliers [page 76]

Downloading ZIP Files for Deleted Transactions for SAP Business Network Suppliers [page 76]

Related Information

Managing Your Notifications [page 21]

Requesting Recurring Deletion of Transaction Data for SAP Business Network Suppliers

You can request to delete transactions older than a certain age in months on a recurring basis every month for your SAP Business Network account.

Prerequisites

- You need the **Company Data Deletion Configuration** permission to perform this task.
- A transaction document is identified for deletion when all documents in its transaction document set, the sequence of related documents exchanged between the buyer and supplier, are older than the data retention period.
- The age of a document is based on its creation date or the date of its last status update, whichever is later.
- Buyers and suppliers maintain their own data retention period. Consequently, your buyers can retain copies of documents that have been deleted from your account.
- To receive an email notification when transaction documents for your deletion request are available to download, the administrator needs to set up notifications [page 21].

> ⚠ Restriction
>
> Once a transaction document set has been identified for deletion, it's deleted regardless if you later opt out of data deletion.

Procedure

1. Click the Account Settings icon, and choose **Settings** > **Data Deletion Criteria**.

   The **Network Settings** page appears, with the **Data Deletion Criteria** tab selected.

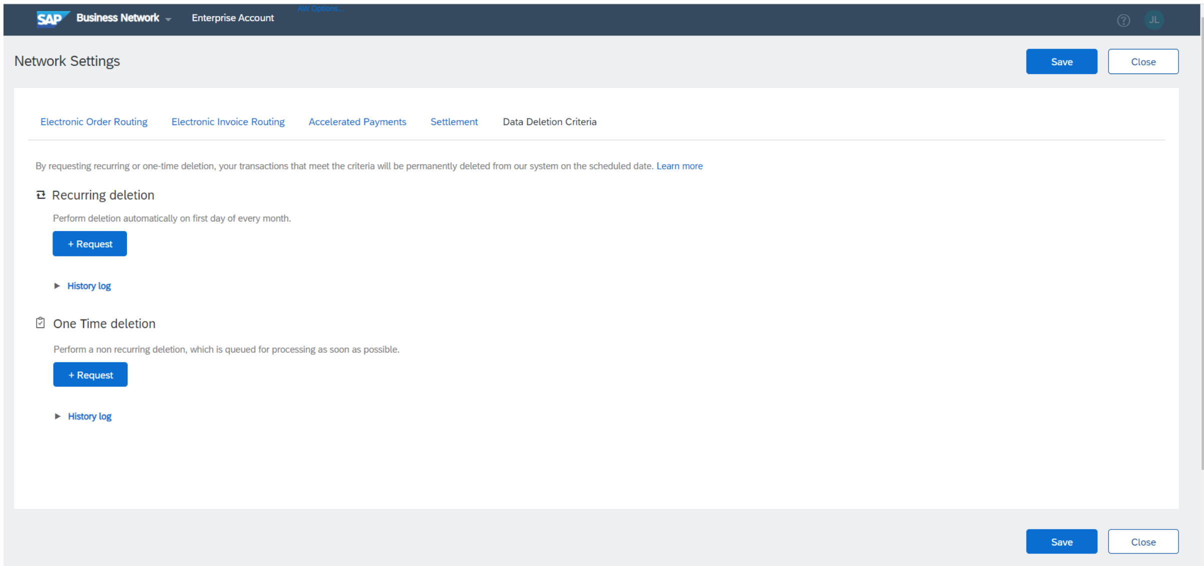


Figure 4: Data Deletion Criteria Tab

2. Under **Recurring Deletion**, click **Request**.
3. For **Delete transactions older than __ months**, enter the age in months after which transactions are deleted.
4. Click **Save**.

> → Tip
>
> You can click **History log** on the **Data Deletion Criteria** page to view deletion requests that already have run or been canceled.

> ⓘ Note
>
> SAP Business Network uses your data to help you analyze your business activities in the analytics dashboard. When a recurring deletion request deletes transactions, the data used in analytics are also deleted.

Requesting a One-Time Deletion of Transaction Data for SAP Business Network Suppliers

You can request to delete transactions older than a certain date on a one-time basis for your SAP Business Network account.

Prerequisites

- You need the **Company Data Deletion Configuration** permission to perform this task.
- A transaction document is identified for deletion when all documents in its transaction document set, the sequence of related documents exchanged between the buyer and supplier, are older than the specified date.

- The age of a document is based on its creation date or the date of its last status update, whichever is later.
- Buyers and suppliers maintain their own data retention period. Consequently, your suppliers can retain copies of documents that have been deleted from your account.
- To receive an email notification when transaction documents for your deletion request are available to download, the administrator needs to set up notifications [page 21].

> **Restriction**
>
> Once a transaction document set has been identified for deletion, it's deleted regardless if you later opt out of data deletion.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Data Deletion Criteria**.

   The **Network Settings** page appears, with the **Data Deletion Criteria** tab selected.

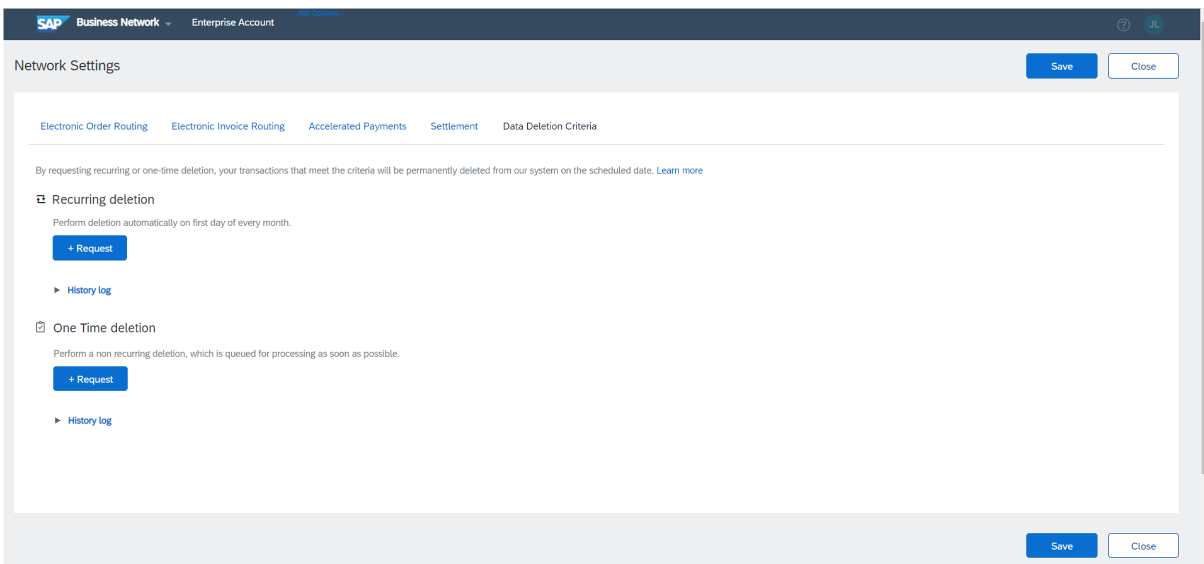


Figure 5: Data Deletion Criteria Tab

2. Under **One-Time Deletion**, click **Request**.
3. For **Delete transactions older than**, select a date. All transactions created or last updated before that date are identified for deletion as soon as possible.
4. Click **Save**.

> → **Tip**
>
> You can click **History log** on the **Data Deletion Criteria** page to view deletion requests that already have run or been canceled.

Canceling a Request for Deletion of Transaction Data for SAP Business Network Suppliers

You can cancel a request to delete transaction data. After the request is canceled, you can request a new recurring or one-time deletion at any time.

Prerequisites

- You are assigned a role with the **Company Data Deletion Configuration** permission. See SAP Business Network Permissions.

> **Restriction**
>
> Once a transaction document set has been identified for deletion, it's deleted regardless if you later cancel the deletion request.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Data Deletion Criteria**.
   The **Network Settings** page appears, with the **Data Deletion Criteria** tab selected.
2. Under **Recurring Deletion** or **One Time Deletion**, click **Cancel**.
3. Click **Yes** to confirm.
4. Click **Save**.

> → Tip
>
> You can click **History log** on the **Data Deletion Criteria** page to view deletion requests that have been canceled.

Downloading ZIP Files for Deleted Transactions for SAP Business Network Suppliers

You can download transaction documents from your SAP Business Network account for 30 days after they were identified for deletion. SAP Business Network collects the transaction documents into ZIP files for download.

Prerequisites

- You need the **Transaction Data Export for Deleted Data** permission to perform this task.

- You have 30 days to download ZIP files for transaction documents identified for deletion. After that, the documents are permanently deleted.

Procedure

1. Click **...**, and choose **Deleted Transactions** in the **Document Archive** section.

   The **Deleted Transactions** page appears. If files are available for download, they appear in separate tables for recurring deletion and one-time deletion.

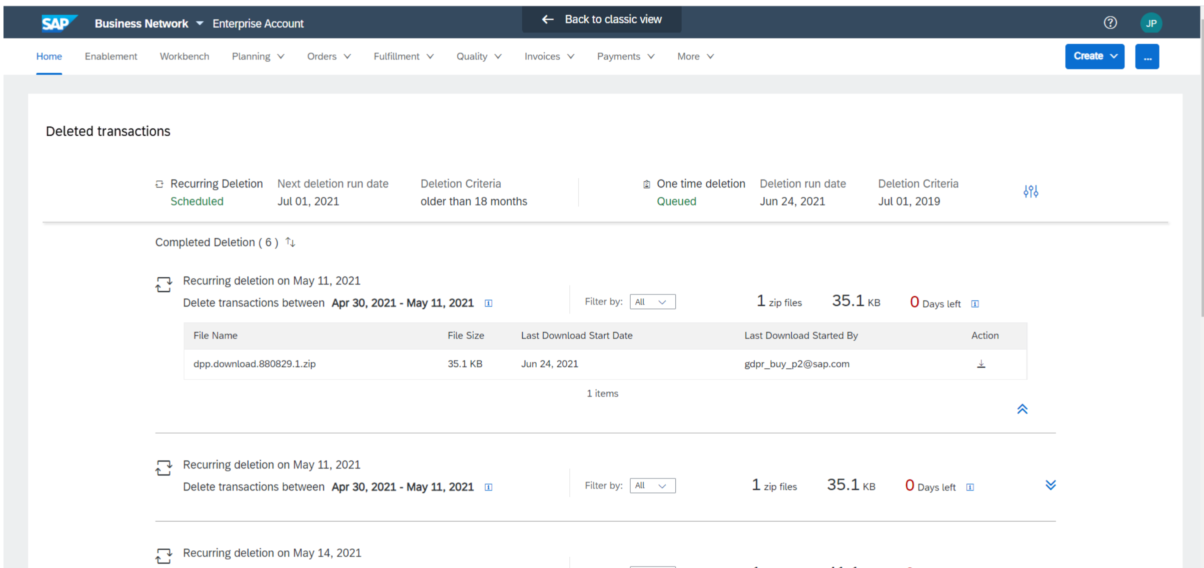


Figure 6: Deleted Transactions Page

2. To download a ZIP file, go to the **Action** column and click the *Download* icon.

> → Tip
>
> You can filter the table of ZIP files to show files for which download has not yet started.

Transaction Data Download

The administrator for your SAP Business Network account and other users with appropriate permission can request to download your account's transaction data at any time for any period up to 90 days.

If you would like to be notified by email when ZIP files are available to download, ask your administrator to set up notifications [page 21].

The following transaction documents can be downloaded:

- Purchase orders (orders and blanket orders)
- Order confirmations

- Ship notices
- Receipts
- Service sheets
- Invoices, credit memos, and debit memos
- Payment documents
- SAP Business Network for Supply Chain transaction documents
- Notifications
- Quote requests and quote messages

SAP Business Network maintains transaction documents in cXML (Commerce eXtensible Markup Language) format, and you can download them in ZIP files. For more information about cXML, see the cXML Reference Guide at cXML.org.

Downloading Transaction Data for SAP Business Network Suppliers [page 78]

Downloading Transaction Data for SAP Business Network Suppliers

You can download transaction documents from your SAP Business Network account at any time.

Prerequisites

- You need the **Download Current Transactions** permission to perform this task.
- The age of a document is based on its creation date or the date of its last status update, whichever is later.
- To receive an email notification when requested documents are ready for download, the administrator needs to set up notifications [page 21].
- After your download request is processed, you have 7 days to download ZIP files for the requested transaction documents. After that, the ZIP files are deleted. The original transaction documents are unaffected and remain on SAP Business Network.

Procedure

1. Choose ... > **Current Transactions**.
   The **Current Transactions** page appears.
2. Select a start date and an end date for transaction documents. The date range can be up to 90 days.
3. Click **Request**.
4. After your request is processed, you should receive an email notification informing you whether ZIP files are available for download.
5. If ZIP files are available, choose ... > **Current Transactions** again.

6. To download a ZIP file, go to the **Action** column and click the *Download* icon.

> → Tip
>
> You can filter the table of ZIP files to show files for which download hasn't started yet.

Analytics Data Export

The administrator for your SAP Business Network account can request to export the analytics data from your account.

Analytics data refer to your master data and transaction data (purchase orders, invoices, credit memos, and debit memos) used by SAP Business Network to provide analytics features such as the analytics dashboard.

SAP Business Network exports analytics data in separate CSV (Comma-Separated Values) files, and you can download them. The data export and download won't affect the original data on SAP Business Network.

Requesting Analytics Data Export for SAP Business Network Suppliers [page 79]

Requesting Analytics Data Export for SAP Business Network Suppliers

You can request to export your analytics data from your SAP Business Network account.

Prerequisites

- You are the administrator of your SAP Business Network account.
- You know the ANID of your SAP Business Network account.
- You have a secured email box for receiving encrypted email notifications when the requested data is ready for download.

Context

SAP Business Network uses part of your master data and transaction data (purchase orders, invoices, credit memos, and debit memos) to help you analyze your business activities in the analytics dashboard. If you want to export the data used in analytics, you can make a request.

Procedure

Create a case on component `SBN-AN-ANL` to request the analytics data export from your SAP Business Network account. Ensure to provide the ANID of your SAP Business Network account and a secured email box for receiving encrypted email notifications. For information on how to create a case, see Get Support Application Online Help.

Results

An SAP support representative verifies that you are the account administrator, then sends an encrypted email including a URL and a shared access key for downloading the requested data.

You have 7 days to download the data. After that, the download package is deleted. The original data are unaffected and remain on SAP Business Network.

API Management

API management allows supplier organizations access to the SAP Ariba developer portal from within their SAP Business Network accounts.

APIs for supplier organizations are published on the SAP Ariba developer portal. You can access the SAP Ariba developer portal and perform the configurations necessary to access, create, and authenticate API applications after you sign in to your SAP Business Network supplier account.

> Note
>
> You must have an SAP Business Network enterprise account to be able to access the SAP Ariba developer portal from within SAP Business Network

If you have an SAP Business Network enterprise account, you can:

- use single sign-on (SSO) to access the SAP Ariba developer portal from the **Account Settings** page in SAP Business Network
- access APIs that are created for use by supplier organizations
- view details about APIs, including, but not limited to product documentation, runtime URLs, endpoint information, and swagger documentation

For more information, see SAP Ariba APIs.

Configuring Your API Client ID [page 81]

Accessing the SAP Ariba developer portal from SAP Business Network [page 82]

Configuring Your API Client ID

Use this procedure to configure your API client IDs in SAP Business Network.

Prerequisites

To access the SAP Ariba developer portal, your organization must have an SAP Business Network supplier enterprise account.

Context

SAP Business Network is a calling application in the context of accessing supplier-oriented APIs from the SAP Ariba developer portal. Therefore, you must provide a client ID in the **API Client ID Configuration** section. The API client ID is required to enable the SAP Ariba developer portal to identify that this is a genuine and secure connection between SAP Business Network and the portal.

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Account Registration**.
2. Click the **API Management** tab.
3. In the **API Client ID Configuration** section, click **Add**.
4. Enter the **Client ID**.

   For more information, see SAP Ariba developer portal.
5. Click **Add**.
6. Click **Save**.

Next Steps

After you finish configuring your API client ID, click **Close** to return to your **Home** dashboard.

Accessing the SAP Ariba developer portal from SAP Business Network

Use this procedure to access the SAP Ariba developer portal from SAP Business Network.

Prerequisites

You must have the **API Development Access** permission to be able to view the section **Ariba Developer Portal (Automatic Sign In)** and to access the SAP Ariba developer portal.

Context

SAP Business Network allows supplier organizations access to the SAP Ariba developer portal from within SAP Business Network. If you have the **API Development Access** permission, you do not require any further sign-on credentials to access the SAP Ariba developer portal. Your sign-on session to SAP Business Network is sufficient.

> ⓘ Note
>
> Supplier users with administrator privileges have the **API Development Access** permission by default. The supplier administrator must first sign in to the SAP Ariba developer portal. The supplier organization is created in the SAP Ariba developer portal only after the supplier administrator signs in to the portal. Subsequently, supplier administrators can create users and selectively assign roles with the **API Development Access** permission. For more information, see Users and Roles [page 29].

Procedure

1. Click the **Account Settings** icon, and choose **Settings** > **Account Registration**.
2. Click the **API Management** tab.
3. In the **Ariba Developer Portal (Automatic Sign In)** section, click the link **Developer Portal**.
4. In the **SAP Ariba APIs** sign-in page, click **AN Supplier SSO Sign-in**.

   For more information, see *The SAP Ariba developer portal*.

Important Disclaimers and Legal Information

Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information.
About the icons:

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