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Registration and Signing In

SAP Ariba Contracts for suppliers

SAP Ariba Sourcing for suppliers

SAP Business Network Discovery

SAP Business Network for Trading Partners

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Registration and Signing In

This guide describes how suppliers can register as sellers on the SAP Business Network.

This guide applies to:

- SAP Business Network
- SAP Business Network for Supply Chain
- SAP Business Network Discovery
- SAP Ariba Contracts
- SAP Ariba Sourcing

Related Guides

[Seller Account Settings and Profile Configuration](#)

Before You Register

You can register by responding to an invitation or welcome letter from your customer, or you can create an account that's not yet linked to a customer by going to the SAP Business Network sign in page to register.

If you have an existing supplier account, registering on SAP Business Network allows you to consolidate your company profile information and provides you with a centralized location to access all your SAP Ariba Sourcing events.

During registration, the SAP Business Network requires you to enter basic information about your company and your account administrator. After you complete registration, you can enter additional information about your company, including:

- **Company information:** Enter information about your company, including a company description, contact information, and website URL.
- **User account information:** Enter additional contact information for yourself (the account administrator or user), such as your user name, email address, password, and other values. Administrators can also enter your company's default currency in this section.
- **Certifications:** Enter company certification information, such as Small and Disadvantaged Business or Minority-Owned Business status.
- **Profile visibility:** Select options to make your business profile visible to all buying organizations or to allow potential new customers to contact you.

Registering with Assistance from Your Customer

Typically, your company is already in contact with a customer that transacts with their suppliers through SAP Business Network. The customer logs in to SAP Business Network and invites your company to join. SAP Business Network sends an email message to you that contains a link for starting the registration process. SAP Business Network notifies you through email when the account is active and ready to transact with your customer.

Registering Without Assistance from Your Customer

If you are not already in contact with a buying organization on SAP Business Network, you can create a free, standard account at supplier.ariba.com. You can use this account to learn how to conduct e-commerce through SAP Business Network, create a company profile, and find new business through SAP Business Network Discovery.

Completing a company profile allows buying organizations to locate your company when searching for suppliers by product and service category, industry, ship-to or service location, or other criteria. After reviewing basic company information, a buying organization can then request a relationship with your company. After you accept a relationship request, your account is ready to transact with the buying organization.

Unified Terms of Use

SAP Ariba has a unified Terms of Use for all SAP Ariba seller-facing solutions. The unified Terms of Use are available for review at any time on the **Ariba Terms Center** page. You must accept the unified Terms of Use before using Ariba seller-facing solutions.

Note

SAP Ariba records the date on which you accept the Terms of Use Agreement as the effective date of service.

The **Ariba Terms Center Page** displays the unified Terms of Use, Data Policy and Privacy Statement. Click **Terms of Use** at the bottom of any page to access the **Ariba Terms Center** page.

Choosing a Secure Password

Passwords are case-sensitive, must be at least eight characters long, and can include only alphabetic letters (without accents), numbers, and common symbols. For increased security, you should include at least one numeral between the first and last characters and at least one letter. To change your password, you must enter your current password as well as the new one, then confirm the new password.

Passwords for users who have access to customer PCard numbers expire every 90 days.

Selecting the Right Account Administrator

The person whose name is entered when the account is created becomes the account administrator automatically. The account administrator plays a key role in the value your company realizes through SAP Ariba, so it is important you choose the appropriate person in your organization. The right person will have the time and capabilities to add users with appropriate roles, set configuration options, manage customer relationships, subscribe to services, respond to user questions or problems, and maintain your SAP Ariba account in a consistent manner. If you currently use SAP Ariba, you already have an account administrator, so assess whether they meet the qualifications.

Selecting the Right Business Role

About Business Roles

Your **Business Role** determines the default action tiles displayed on the SAP Business Network dashboard. New SAP Business Network users are asked to select a **Business Role** during account creation. Existing SAP Business Network users who have not yet selected a business role will be prompted to select one the next time they sign in. You can select or change your **Business Role** from the **My Account** page at any time. For more information see [Business Roles Reference \[page 5\]](#).

Business Roles Reference

Business Role	Description	Default Workbench Tiles
Accounts Receivables	An Accounts Receivables role represents a user focused on money owed to the company.	Orders to invoice, Orders, Rejected invoices, Remittances, Early payment opportunities, Scheduled payments
Business Owner	A Business Owner role represents a user focused on monitoring daily business on SAP Business Network.	New purchase orders, Orders, Rejected invoices, Remittances, Early payment opportunities, Scheduled payments
Customer Service	A Customer Service role represents a user focused on monitoring daily business on SAP Business Network.	New purchase orders, Items to confirm, Orders
E-Commerce	An E-Commerce role represents a user focused on monitoring the IT infrastructure.	New purchase orders, Orders, Items to confirm, Items to ship, Orders to invoice, Invoices
Field Services	A Field Services role represents a user focused on monitoring daily business on SAP Business Network.	Orders to invoice, Orders, Orders with service lines, Service entry sheets

Business Role	Description	Default Workbench Tiles
Finance	A Finance role represents a user focused on money owed to the company.	Orders to invoice, Orders, Rejected invoices, Remittances, Early payment opportunities, Scheduled payments
Information Technology	An Information Technology role represents a user focused on monitoring the IT infrastructure.	New purchase orders, Orders, orders to invoice, Rejected invoices
Manager	Leads a business unit or other team and provides operational oversight to help the company achieve its goals.	Orders, Orders to invoice, Orders with service lines
Marketing	A Marketing role represents a user focused on monitoring daily business on SAP Business Network.	New purchase orders, Items to confirm, Orders, Orders to invoice
Order Management	An Order Management role represents a user focused on monitoring daily business on SAP Business Network.	New purchase orders, Items to confirm, Items to ship, Orders, Orders to invoice, Invoices
Sales	A Sales role represents a user focused on monitoring daily business on SAP Business Network.	New purchase orders, Items to confirm, Orders, Orders with service lines
Service Administrator	A Service Administrator role represents a user focused on monitoring the IT infrastructure.	Orders to invoice, Orders, Orders with service lines, Service entry sheets
Shipping	A Shipping role represents a user focused on ensuring ordered items have been shipped.	New purchase orders, Items to confirm, Items to ship, Orders, Orders with service lines, Service entry sheets
Treasury	A Treasury role represents a user focused on when invoices are going to be paid.	Early payment opportunities, Scheduled payments, Remittances, Invoices pending payment
Other	This role represents a user who doesn't fall into the other defined roles. You can customize the name of this role.	New purchase orders, Orders, Rejected invoices, Remittances

Registering as a Supplier on SAP Business Network

Use this procedure to register an SAP Business Network account to transact with your customers and potentially find new business opportunities.

Context

Note

To avoid potential confusion, SAP Business Network checks for duplicate accounts as part of the registration process. This applies to both standard and enterprise accounts as well as accounts created in SAP Business Network Discovery (so called walk up registrations).

Suppliers can register non-public email domains to get notified whenever a new account is created or a relationship is established using this email domain.

Procedure

1. You can use one of the following methods to register a new or existing seller account on SAP Business Network:

- If you received an email invitation from a buying organization, click the link in the email message. When SAP Business Network shows the welcome page, do one of the following:
 - If you already have an account, click **Sign in**.
 - If you don't already have an account, click **Sign up**.
- If you received a purchase order welcome letter that contains a temporary ID and secure code, you can use a web browser to go to the web address contained in the welcome letter. Enter your temporary ID and secure code to activate the account. After you activate your account, the temporary ID becomes your user name.
- If you received a purchase order or other first-time document from your customer, click the action button in the email, such as **Process order**. From the landing page, choose **Sign up** to register a free, standard account, or choose **Sign in** to add the document to your existing SAP Business Network account.

Note

You must be the account administrator to move the document to an existing account.

- If you didn't receive an invitation, you can use a web browser to go to supplier.ariba.com. Click **Register Now** to register a free, standard account on SAP Business Network.

2. Follow the steps in the registration wizard.

SAP Business Network asks for basic information about your business, such as your company name, address, and email address. You also create a user name and password.

The wizard performs automatic address validation to detect and correct any wrong or misspelled portion of a mailing address. A pop up window shows a recommendation, which you can accept or reject.

There is an ISO-based country- or region-specific drop-down list for state/province in the address section of the supplier profile. Select from the drop-down list (where available) instead of entering free text.

ⓘ Note

The person whose name is entered in the user account information section becomes the account administrator automatically. Account administrators can transfer the administrator role to another user later.

ⓘ Note

When double byte non-Latin characters (such as Chinese) are detected in an address, a warning displays and a Latin character translation has to be provided by the user which is then also validated for correctness.

3. Read the terms of use, and choose the check box if you agree to the terms.
4. (Optional) Print the **Summary** page for your records. You can also print the terms of use.
5. Click **Continue**.

SAP Ariba shows the **Activate Your Account Now** page.

SAP Business Network sends you an email confirming registration of your account. You must click the link in the email to activate your account and start transacting with your customer.

If you change your email address, SAP Business Network sends an email to the newly updated email address requesting you to confirm the email address. You must use the link in the email to activate and sign in to the account.

You can also resend the email containing the link to activate your SAP Business Network account in case the previous email did not reach you. If for any reason, you are unable to launch a browser using this link, you can copy the link and paste it into the address bar of any of the supported Web browsers to form a single-line URL.

6. To activate your account, click the link in the email sent to you.

SAP Business Network shows the **Welcome to Ariba** page, where you can view your company profile completeness meter.

7. Choose one of the following options:

- Click **Go to Company Profile** to enter additional information about your company.

ⓘ Note

To increase your visibility to buying organizations, be sure your company profile is completed accurately, and consider subscribing to the SAP Business Network Discovery Advantage Program to further distinguish your organization in SAP Ariba's publicly-accessible supplier directory.

When registering on SAP Business Network following an invitation initiated from SAP Ariba Supplier Lifecycle and Performance or SAP Ariba Sourcing, the **Product and Service Categories** and **Ship-to or Service Location** fields listed under **Tell us more about your business** are mandatory.

- Click **Complete my Company Profile later**, to access the **Home** dashboard.

Related Information

[SAP Business Network Duplicate Account Check Process](#)

After You Register

When you are finished with basic configuration, you can do the following:

Manage Your SAP Ariba Profile

Complete additional information about your company, such as website information, and set options for extending business profile visibility. You may need to update this information periodically, such as when a different individual at your company becomes the administrator.

Manage your profile in a way that maximizes exposure for your business. Potential and existing customers rely on the information in your SAP Ariba profile when deciding whether to do business with you, so it is essential to keep your profile complete and accurate. In addition to completing requested fields, frequently review and update your profile to ensure it is current. While every section is important, pay special attention to the following four sections:

- **Addresses:** Buying organizations use your company name and main address to transact with you through SAP Business Network Discovery, SAP Ariba Sourcing, SAP Ariba Contracts, and the SAP Business Network, so ensure this information is always up to date. You should also add any addresses served by your account, such as your company's subsidiaries, since these are exposed to SAP Ariba Sourcing and can be used by your own team members when creating e-invoices online.
- **Product and Service Categories, Ship-to or Service Locations, and Industries:** As the key criteria used to match your company to potential buyers through SAP Business Network Discovery, these three categories are vitally important in helping you obtain new business opportunities, so ensure to select these values carefully.
- **Contacts:** By assigning specific contacts for particular business activities (such as accounts payable, catalog management, and sales), you can ensure that buyers are able to contact the correct person quickly and easily. You have the option to designate both company-wide contacts and customer-specific contacts (only for SAP Business Network relationships).
- **Marketing:** Subscribing to the SAP Business Network Discovery Advantage program increases your visibility to potential buyers. The SAP Business Network Discovery Advantage program gives your company preferential placement in search results along with the option to display enhanced sales and marketing information—including a detailed company description, logos, URLs, attachments, and more—in your Ariba Network for Suppliers profile. You can assign a marketing team member to be the user responsible for completing and maintaining this section of your profile.

Complete Customer-Requested Profile Information

SAP Ariba profile information can include additional profile information requested by buyers as part of the Supplier Profile Questionnaire.

If you are the administrator for your organization's account, you see information about company profile fields requested specifically from the buyer. Buyers may require that you complete all requested profile information before you can participate in their events.

Define User Roles and Create Users

Assign user roles and permissions to employees based on their functional roles in your company, such as:

- Company profile manager
- Leads creator/manager
- Proposal and contract manager
- Order manager
- Invoice manager

Inform individual users and teams in your company about the SAP Ariba account to which they are assigned, so they can be well prepared to respond to and collaborate with buyers. If you participate in sourcing events, be sure to assign the appropriate users in your company the **Access Proposals and Contracts** permission so that SAP Ariba Sourcing buyers can view and approve them to join events.

Note

By default, users are not visible to or searchable by your customers.

SAP Ariba recommends that you regularly review, identify, and eliminate or reassign unapproved users added to your account as a result of SAP Ariba Sourcing buyers asking them to participate in sourcing events.

Access Web Assistant and Review Additional Product Documentation and Tutorials

Click the question mark icon in the upper right-hand corner to activate Web Assistant in-app help and explore the field-level help, guided tours, and learning content. Click the Documentation tile to access product documentation or the Support tile to access the Help Center.

Link Multiple SAP Ariba Seller Accounts

If you have more than one SAP Ariba seller account, you can link accounts to consolidate your company's account management and service management tasks.

- You can create a parent-child account hierarchy. For example, link one parent account to any number of child accounts. Creating an account hierarchy allows parent account administrators to manage settings and components (including instant access to solution-specific dashboards and related child account services) for all accounts. Both parent and child accounts are visible in buyer searches, however you have the option to make child accounts invisible by configuring the **Allow buyer organizations to search this account** setting.

After an account hierarchy is created, parent account administrators can sign in and access child accounts with a single click.

- If your company has created duplicate accounts by mistake, it's important to keep these accounts current, since transactions have already been processed through them. To help reduce the amount of time spent on managing multiple accounts, you can enable Profile Sharing, allowing you to automatically synchronize your parent account profile with selected child accounts. Profile sharing reduces the need for separate profile updates.

Note

Profile sharing synchronization does not occur for all fields and settings, (for example, not for electronic order/invoice routing), so you may need to maintain these settings individually for each account.

- You can use the **User Account Navigator** to link and quickly navigate among multiple user accounts.

Verify Your Email Address

To avail yourself of the full benefits of the SAP Business Network, you must validate your email addresses. To expedite registration, SAP Ariba allows you to register without validating your email addresses in some cases. For example, if you are moving your existing account from your buyer's SAP Ariba Sourcing application to the SAP Business Network, SAP Ariba does not require you to validate your email addresses immediately.

The User Email Address Validation feature reminds suppliers without validated email addresses to validate their email addresses. SAP Ariba automatically marks the email addresses of suppliers invited to sourcing events as valid.

If you sign in with a non-validated email address, an alert icon appears in the upper-right portion of the screen. A popup message appears when the cursor hovers over this icon. Follow the instructions in the message to verify your email address.

Receive Relationship Requests, Receive Orders, and Send Invoices

When you register for an SAP Ariba account through SAP Ariba Sourcing, SAP Business Network Discovery, or SAP Ariba Contracts, you are automatically enabled to receive orders and send invoices on SAP Business Network.

Buyers on SAP Business Network can see your company profile in search results and send you trading 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 your account administrator can choose to manually review all relationship requests.

An indicator appears in the right corner of the header bar in all solutions if there is a pending relationship request waiting to be approved, and email notifications are sent to you as a reminder. If you accept a relationship request from a buyer, a popup is displayed, prompting you to configure your preferred order routing method.

You are not obliged to accept trading relationship requests. For more information about managing customer relationships, see [Seller Account Settings and Profile Configuration](#).

You can enable the **Do not expose my company in search results to Ariba Discovery users and Ariba Network buyers** preference on the **Profile Visibility** page if you do not want to appear in search results to SAP Business Network Discovery users and SAP Business Network buyers.

Extend a Relationship with an Existing Buyer

A supplier organization that has a relationship with a buyer, can accept the buyer's additional collaboration request. Upon acceptance of the request, they have extended their relationship with a further collaboration.

Prerequisites

- You're a registered supplier on SAP Business Network and you have a relationship with a buyer.
- You've received a request from a buyer.
- You're assigned a role with the required **Customer Administration** permission. See [Permissions You Can Assign to Users](#).
- You've read [Manually Reviewing All Relationship Requests](#).

Context

You can extend an existing relationship with an **SAP S/4HANA for product sourcing** collaboration.

This table shows the options that the function offers for managing collaborations.

Table 1: Options for Managing Collaborations

Options	Description
Accept a collaboration	You can accept a collaboration request.
Reject a collaboration	<p>When a supplier rejects a collaboration, the collaboration status is updated to rejected.</p> <p>You can reject a current or pending collaboration. Rejection applies to collaboration type level.</p> <p>Rejecting the selected additional collaboration doesn't affect the unselected collaborations or the existing relationship.</p> <p>You can't reject a fulfillment collaboration if your relationship is suspended.</p>

Procedure

1. On the Ariba Network dashboard, click your profile and choose ► **Settings** ► **Customer Relationships** ►.
2. In your **Account Settings**, click ► **Customer Relationships** ► **Current Relationships** ► **Pending** ► to view your collaboration requests. You can see your requests listed by collaboration type and role.

→ Tip

You can also navigate to this page by clicking the **Review request** button in the invitation e-mail.

3. Select a customer and click approve to accept, or reject to decline a collaboration request.

ⓘ Note

Based on your account type, you may have to accept additional fees and Terms of Use to enable the relationship extension. **Automatically accept all relationship requests** function is only applicable for those request types where you have already accepted the associated Terms of Use.

Results

The relationship extension is now established. SAP Business Network sends an e-mail notification.

You can view the updated list of your relationships in ► **Account Settings** ► **Customer Relationships** ► **Current Relationships** ►. Click **Current** to show established, or **Rejected** to show declined relationships. The table displays your collaborations sorted by types and roles in separate rows, which allows you to manage them independently.

Related Information

[Configuring a Supplier Account to Receive Notifications](#)

Creating and Resetting Passwords

Use this procedure to create or reset the password for your SAP Business Network user name.

Context

Your password is case-sensitive and must be at least eight characters long. It can only include unaccented alphabetic characters, numbers, and common symbols.

For increased security on SAP Business Network, passwords expire every 90 days for users who have PCard access but are not the PCard owner. These users receive email notifications that indicate how many days remain before their password expires. You cannot reuse your recent passwords.

Note

For users without PCard access, passwords don't expire for five years.

You have a limited number of attempts to enter your password. After too many failed attempts, your account will be locked. Your account will automatically unlock after a few hours. You can initiate the password reset process to unlock your account immediately.

If you cannot remember your user name or the email address you used to register, you must contact your account administrator to reset your password. You can contact your account administrator by clicking the user icon, then **Contact Administrator**. When your account administrator resets your password, SAP Business Network sends an email notification to you that contains a link to confirm your email address and enter a new password.

If you cannot remember your user name or the email address you used to register, and you are the account administrator, you must call SAP Business Network Customer Support or log a service request. Click the question mark icon in the top right corner to access Web Assistant in-app help, then click the Support tile; you are redirected to the Help Center. In the Help Center, click **Support Center** to access support content, phone numbers, or create an online service request.

Procedure

1. If your SAP Business Network password is not working or if you forget your password, click **Password** on the **Sign In** page.
2. Click **Continue**.
3. Enter your user name or email address in the **User name or Email Address** field and click **Submit**.

SAP Business Network sends an email notification that contains instructions on how to reset your password to the email address you used to register your SAP Business Network account.

4. Click the link in the Password Reset email.

Note

Links in password reset notifications are only valid for 24 hours.

If you receive a password reset notification, but the link provided is invalid or expired, contact your account administrator and have them initiate the password reset process for you. If you are the account administrator, initiate the password process again.

Note

If you don't receive a password reset email from SAP Business Network:

- Check your junk mail folder or spam filter settings to verify that automated emails from SAP Business Network are not blocked from your email account.
- You might have multiple SAP Business Network user names with different email addresses. Make sure you check the correct email account.

- You might have recently changed your email address without updating the email address in your SAP Business Network account. Check the email account associated with your SAP Business Network account.
- You might have mistyped your user name.

5. Enter and confirm your new password on the **Password Reset** page.
6. Click **Submit**.

Results

You can now use your user name and new password to sign in to SAP Business Network.

Retrieving User Names

If you forgot your SAP Business Network user name, use this procedure to request that SAP Business Network send you an email with instructions for retrieving your user name.

Context

The user name retrieval email notification is sent to the email address you entered when you registered your SAP Business Network account. If your email address is registered with multiple SAP Business Network accounts, the email will contain all the user names associated with your email address.

Procedure

1. If you forget your SAP Business Network user name, click **Forgot User name** on the sign in page.
2. Enter the email address you used when you registered your SAP Business Network account.
3. Click **Submit**.

Results

SAP Business Network sends an email listing all the user names associated with your email address.

ⓘ Note

If you do not receive a user name retrieval email from SAP Business Network, check the following:



- Did you enter the correct user name that is registered with the SAP Business Network? If you have more than one user name, you can try to enter the other user names.
- Does your email configuration allow you to receive automated emails from SAP Business Network? Check your junk mail folder or email filter settings to verify automated emails from SAP Business Network are not blocked from your inbox.

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:

- Links with the icon : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
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 - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.
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Example Code

Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

Bias-Free Language

SAP supports a culture of diversity and inclusion. Whenever possible, we use unbiased language in our documentation to refer to people of all cultures, ethnicities, genders, and abilities.

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Ariba Sourcing solutions (On Demand and software) are protected by one or more of the following patents, including without limitation: U.S. Patent Nos. 6,199,050; 6,216,114; 6,223,167; 6,230,146; 6,230,147; 6,285,989; 6,408,283; 6,499,018; 6,564,192; 6,871,191; 6,952,682; 7,010,511; 7,072,061; 7,130,815; 7,146,331; 7,152,043; 7,225,152; 7,277,878; 7,249,085; 7,283,979; 7,283,980; 7,296,001; 7,346,574; 7,383,206; 7,395,238; 7,401,035; 7,407,035; 7,444,299; 7,483,852; 7,499,876; 7,536,362; 7,558,746; 7,558,752; 7,571,137; 7,599,878; 7,634,439; 7,657,461; 7,693,747; 8,364,577; and 8,392,317. Patents pending.

Other Ariba product solutions are protected by one or more of the following patents:

U.S. Patent Nos. 6,199,050, 6,216,114, 6,223,167, 6,230,146, 6,230,147, 6,285,989, 6,408,283, 6,499,018, 6,564,192, 6,584,451, 6,606,603, 6,714,939, 6,871,191, 6,952,682, 7,010,511, 7,047,318, 7,072,061, 7,084,998, 7,117,165; 7,225,145; 7,324,936; 7,536,362; 8,364,577; and 8,392,317. Patents pending.

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