

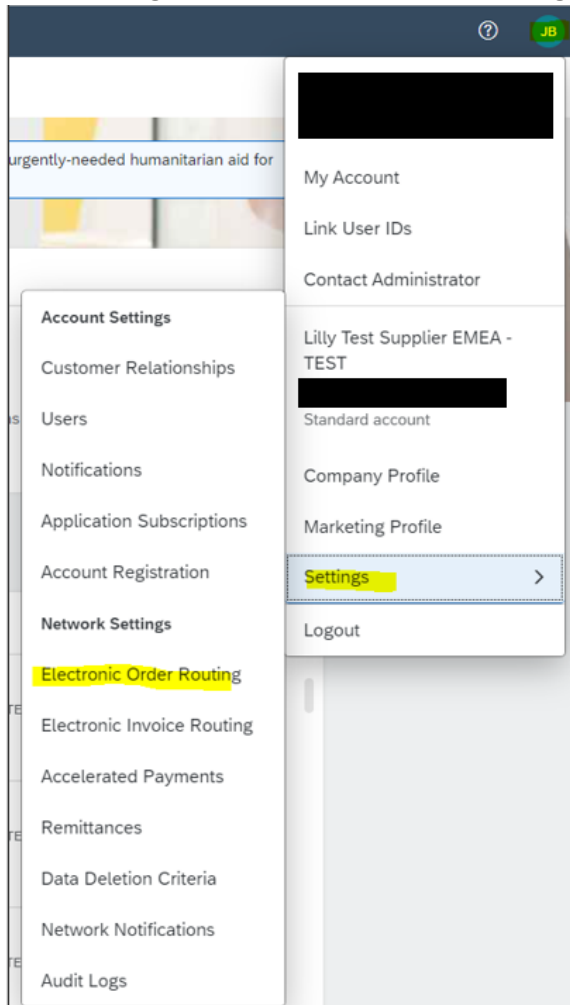
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# Account Administration Queries

## Update Email Address for Purchase Order Notification

1. Login to [SAP Business Network Supplier](#) and click your initial on top right of your screen.
2. Click "Settings", then "Electronic Order Routing".



3. Update the email address for Purchase Order notification (You can enter up to 5 email addresses, separated by a comma and no space) accordingly and click "Save" once done.

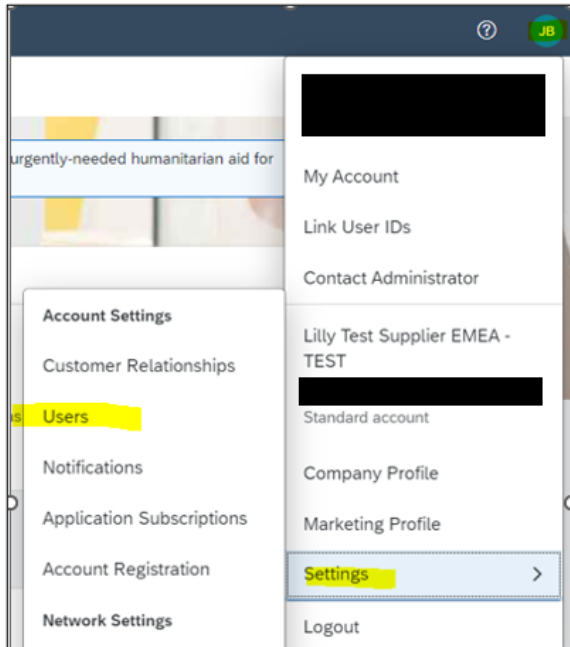
A screenshot of the 'Network Settings' page in the SAP Business Network Supplier account administration interface. The 'Electronic Order Routing' tab is selected. The page shows various settings for external system integration, non-catalog orders, and status update request notifications. The 'New Orders' section is expanded, showing a table with columns for Document Type, Routing Method, and Options. The 'Email address' field is highlighted in yellow. The table has three rows: 'Catalog Orders without Attachments' with 'Email' as the routing method, 'Catalog Orders with Attachments' with 'Same as new catalog orders without attachments' as the routing method, and 'Non-Catalog Orders without Attachments' with 'Same as new catalog orders without attachments' as the routing method. The 'Options' column for each row contains checkboxes for 'Attach XML document in the email message', 'Include document in the email message', 'Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".', and 'Attach PDF document in the email message'. The 'Current Routing method for new orders: Email' is displayed for each row.

## Provide Access to Other Employee to SAP Business Network Company Account

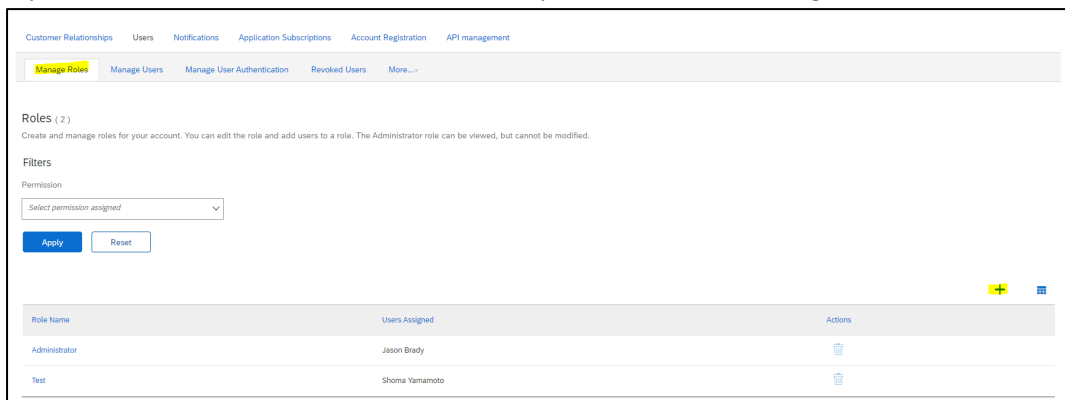
Only the account administrator of the SAP Business Network account has the authority to add user/access for employees within the company.

**NOTE:** If administrator has left the company/or you are not sure who it is, contact SAP Business Network directly for assistance by following this [guide](#).

1. Login to [SAP Business Network Supplier](#), click your initial on the top right hand corner of the portal then select "Settings" > "Users".



2. If you need to create a role, make sure to stay under the tab "Manage Roles", then click on the "+" sign.



3. Enter a name and a description for the role, then select one or several permissions for this role. Click on Save when you're done.

A screenshot of the 'Create Role' form in the SAP Business Network Supplier portal. The form has a title bar with 'Create Role' and buttons for 'Save' (highlighted with a red box) and 'Cancel'. Below the title bar, there is a note: '\* Indicates a required field'. The form is divided into two main sections: 'New Role Information' and 'Permissions'. The 'New Role Information' section has fields for 'Name' and 'Description', both of which are highlighted with a red box. The 'Permissions' section has a list of permissions with checkboxes. The first checkbox is highlighted with a red box. The list of permissions includes: 'API Development Access', 'Access Proposals and Contracts', 'Archive Access', 'Catalog Account Executive', 'Catalog Content Manager', 'Catalog Management', 'Company Data Deletion Configuration', 'Company Information', 'Component planning collaboration', and 'Contact Administration'. Each permission has a description. At the bottom right of the form, there is a 'Page 1' indicator and a right arrow.

4. To create a user, go to the Manage Users tab and click on the "+" sign.

The screenshot shows the 'Manage Users' tab in a web application. At the top, there are navigation tabs: 'Customer Relationships', 'Users', 'Notifications', 'Application Subscriptions', 'Account Registration', and 'API management'. Below these, there are sub-tabs: 'Manage Roles', 'Manage Users' (highlighted), 'Manage User Authentication', 'Revoked Users', and 'More...'. The main section is titled 'Users (2)'. There is a checkbox to 'Enable assignment of orders to users with limited access to Ariba Network.' and a 'Filter' section with a dropdown for 'Username' and a search box. Below the filter are 'Apply' and 'Reset' buttons. A table lists two users with columns: 'Username', 'Email Address', 'First Name', 'Last Name', 'Ariba Discovery Contact', 'Role Assigned', 'Authorization Profiles Assigned', 'Customer Assigned', 'AN Access', and 'Actions'. The first user is 'Shoma Yamamoto' with role 'Test'. The second user is 'Jason Brady' with role 'PROFILE\_MGMT\_ROLE, +7'. At the bottom of the table are buttons for 'Add to Contact List' and 'Remove from Contact List'.

5. Enter a username (email format but not necessarily need to be a valid email address), email address, first and last name, and optionally a phone number for this user. Select a role in the Role Assignment section and decide if the user is to be assigned to all customers or to specific ones.
6. Click "Done".

The screenshot shows the 'Create User' form. At the top right are 'Done' and 'Cancel' buttons. Below is a paragraph explaining the form's purpose. The form is divided into three sections: 'New User Information', 'Role Assignment', and 'Customer Assignment'. The 'New User Information' section contains fields for 'Username', 'Email Address', 'First Name', and 'Last Name', each with a red box around it. There are also checkboxes for 'Do not allow the user to resend invoices to the buyer's account.', 'This user is the Ariba Discovery Contact', and 'Limited access'. Below these is an 'Office Phone' field with a dropdown for 'Country' (set to 'USA 1') and input boxes for 'Area' and 'Number'. The 'Role Assignment' section has a table with columns 'Name' and 'Description'. The first row has a checkbox (highlighted with a red box) and the role 'Test'. The 'Customer Assignment' section has a radio button group for 'Assign to Customer:' with 'All Customers' selected (highlighted with a red box) and 'Select Customers' as an option.

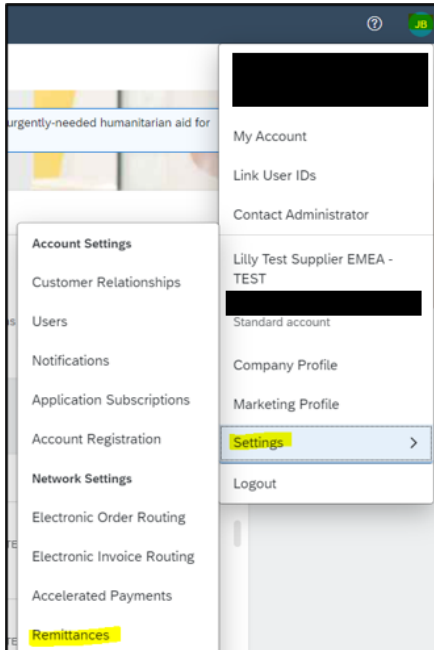
## Configure Remittance Information if Your Company Has More Than 1 Bank Account

Bank account information will not flow from Lilly master data to Ariba. You will need to update your company's remittance details on Ariba especially if your company has more than 1 bank account.

*NOTE: According to Lilly Privacy Policy, as it relates to the collection & transfer of sensitive information, please make every effort to limit the banking detail on your Lilly account to a single primary account.*

Steps to configure remittance information on Ariba:

1. Login to [Ariba Network Supplier](#) and click your initial on top right of your Ariba screen. Click "Settings", then "Remittances".



2. Click "Create" to create new company remittance information, or "Edit", if you need to change existing information.



3. Complete all required fields with \*.

*NOTE: If you have more than one remittance address, select one as a default by ticking "Make this address default".*

A screenshot of the 'Create Remittance Address / Payment Info' form. The form is titled 'Create Remittance Address / Payment Info' and has 'OK' and 'Cancel' buttons. The form contains a section for 'Remittance Address' with fields for 'Address 1\*', 'Address 2', 'Address 3', 'City\*', 'State\*', 'Zip\*', and 'Country/Region\*'. The 'Address 1\*' field is highlighted in red. Below the 'Remittance Address' section, there is a 'Contact' dropdown menu and a 'Make this address default' checkbox, which is also highlighted in red. The form also includes a 'Remittance ID Assignment' section at the bottom.

4. Tick the box “Include Bank Account Information in invoices”, choose your preferred payment method then complete all required fields under ACH or Wire Transfer.

**NOTE:** ACH payment method can only be selected by US-based company.

☒ Include Bank Account Information in Invoices.

Payment Methods

Preferred Payment Method: Select method ▾

ACH

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type ▾

ABA:  US Bank Only

Confirm ABA:  US Bank Only

Bank Name:

Branch Name:

WIRE TRANSFER

Beneficiary Bank	Corresponding Bank
Account Name: <input type="text"/>	Account Name: <input type="text"/>
Account #: <input type="text"/>	Account #: <input type="text"/>
Confirm Account #: <input type="text"/>	Confirm Account #: <input type="text"/>
Account Type: <span>Select account type ▾</span>	Account Type: <span>Select account type ▾</span>
<span>Select bank id ▾</span> : <input type="text"/>	<span>Select bank id ▾</span> : <input type="text"/>
Confirm Bank Id: <input type="text"/>	Confirm Bank Id: <input type="text"/>
Bank Name: <input type="text"/>	Bank Name: <input type="text"/>
Branch Name: <input type="text"/>	Branch Name: <input type="text"/>
Address 1: <input type="text"/>	Address 1: <input type="text"/>

5. Click “OK” once done.


Once you have maintained the remittance information on Ariba, you can select which bank account to remit the payment to under “Remit to” field on invoice submission page.

▼ Invoice Header

Summary

Purchase Order: 4200115078

Invoice #:

Invoice Date: 29 Nov 2022 

Service Description:

Supplier Tax ID:

Remit To: TEST1 ▾

Bill To:

Alcobendas

Spain

## How to Downgrade Your SAP Business Network Account

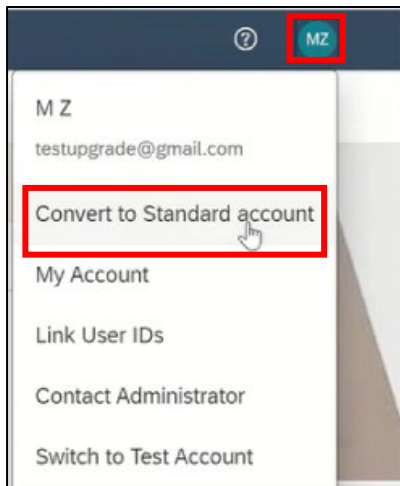
Before downgrading your account from Enterprise to Standard account, you will need to fulfill all criteria listed below:

- No outstanding fees (SAP Business Network subscription fee)
- Remove all external integration configuration
- SAP Supply Chain Collaboration relationship status must be disabled
- No long-term document archiving configuration
- No invoice archiving configuration
- No pending enablement tasks related to Supply Chain Financing

**NOTE:** If you experience an error or do not see the option to **Convert to Standard**, see [What if my account isn't eligible to Convert to Standard?](#)

Once you have fulfilled all criteria listed above, follow below steps to downgrade your account:

1. Login to [Ariba Network Supplier](#) and click your initial on top right of your Ariba screen. Click "Convert to Standard account".



2. Click "Check eligibility now".

Criteria	Status	Action
<b>Subscription fees</b> You must not have any outstanding fees.		
<b>External integration</b> You must remove external integration configured as well as Profile URL in cXML setup.		

3. If your account meets all the eligibility requirements to downgrade, you will see below message.



You can check “Status” column to see which criteria your account has not fulfilled and perform the “Action” next to any criteria that does not pass eligibility. Once you have completed the action, click “Re-check eligibility now”.

Criteria	Status	Action
<b>Subscription fees</b> You must not have any outstanding fees.	✓	None needed
<b>External integration</b> You must remove external integration configured as well as Profile URL in cXML setup.	✓	None needed
<b>SAP Supply Chain Collaboration</b> Your SAP Supply Chain Collaboration relationship status must be disabled.	✓	None needed
<b>Document archiving</b> You must not have any Long-term document archiving configured or you will lose access to the archive.	✓	None needed
<b>Invoice archiving</b> You must not have any Invoice Archiving configured or you will lose access to the archive.	✓	None needed
<b>Enablement tasks</b> You must not have an pending enablement task related to Supply Chain Financing.	✓	None needed

4. Once your account meets all the eligibility criteria, you can click “Convert now”.

**Account change eligibility check**

- You must meet ALL the eligibility criteria below to convert to a standard account.
- All criteria that pass the eligibility check will have a green checkmark ( ✓ ) under “Status”.

[Convert now](#)


5. Below pop-up message to remind you to generate and download any report you might need will appear. Once you have ensured that all reports are downloaded, click “Convert now”.

**Download reports**

Before converting to a standard account, we strongly recommend that you generate and download any reports you might need.

[Convert now](#) [Cancel](#)

6. You will get below message if your account is successfully converted to standard account.



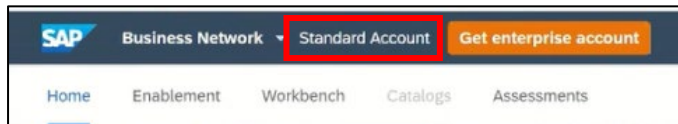
**Account converted**

You have successfully converted your enterprise account to a standard account.

[Got it](#)



To ensure that the downgrade is successful, go back to Home page of SAP Business Network and check the type of your account on top of your page.



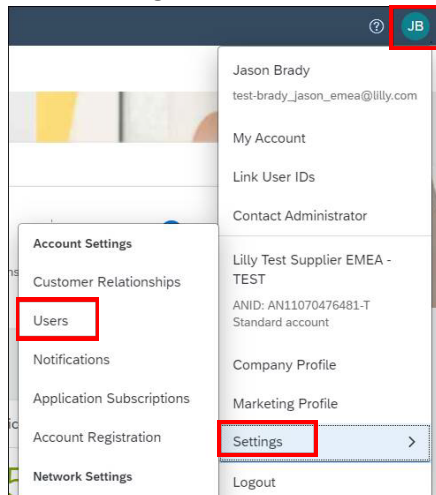
## Change Account Administrator

**NOTE:** While reassigning the account administrator role, it is recommended to confirm that all email notification settings are updated as well. [Click here](#) for the steps to update email address for Purchase Order notification.

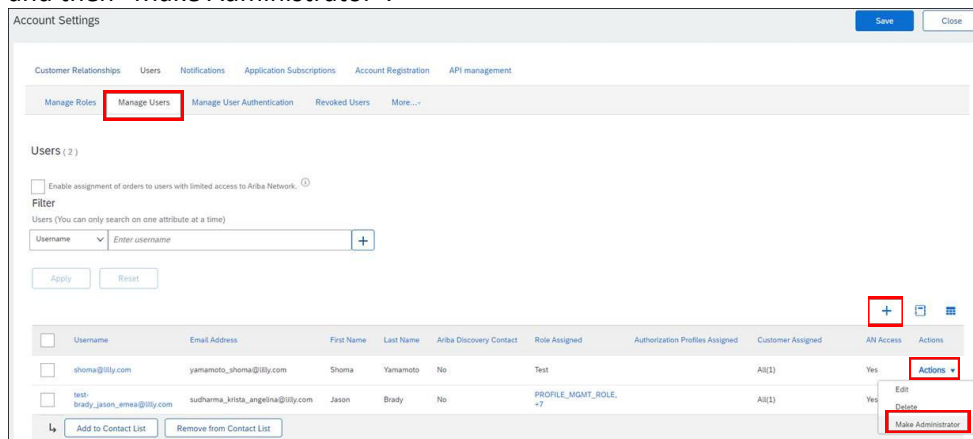
There are 2 different procedures to change the account administrator for 2 different scenarios:

- A. If you are the current account administrator, and you would like to transfer the administrator role to other user, follow below steps:

1. Login to [SAP Business Network Supplier](#) and click your initial on top right of your screen.
2. Click “Settings” > “Users”.



3. Go to “Manage Users” tab, if the user you want to make administrator is not listed as user yet, you will need to click “+” to add the user. Once you have added the user, you can click “Actions” next to the user and then “Make Administrator”.



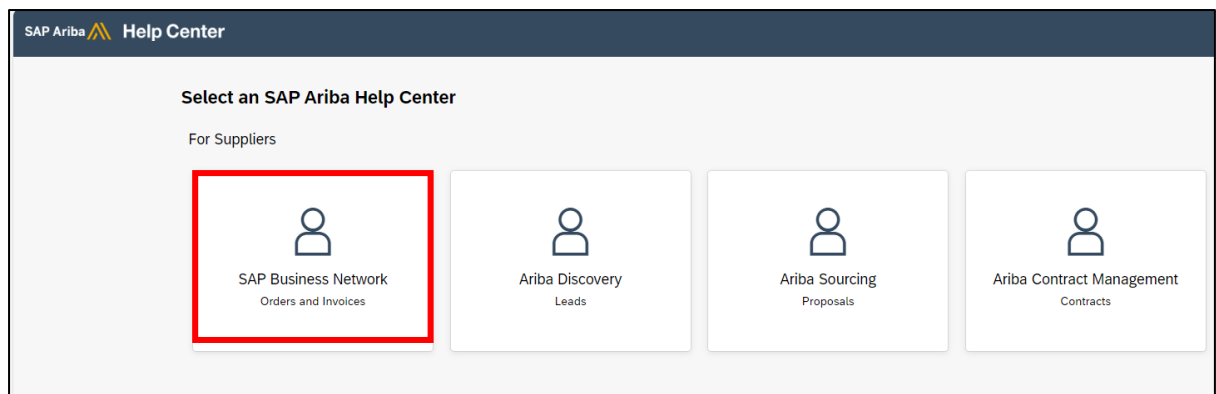
4. Since only 1 user can be set up as account administrator, you must select a new role for your own username. Select the role you want to assign to yourself and then click “Assign”.



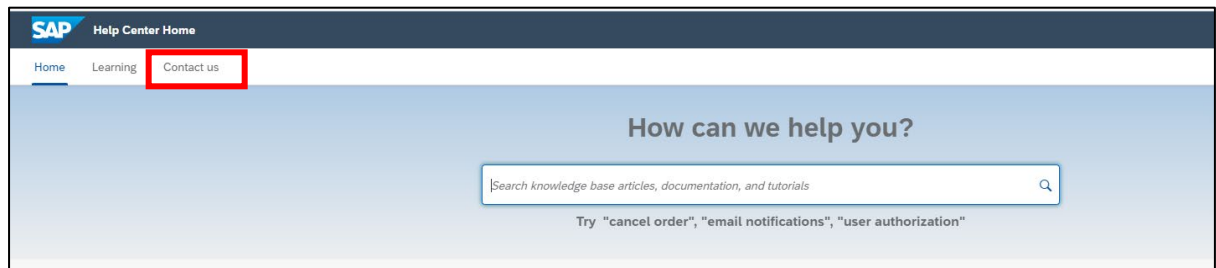
5. Click “OK” to complete the account administrator role transfer.

- B. If the account administrator has left your company, contact SAP Business Network Customer Support to change the account administrator by following below steps:

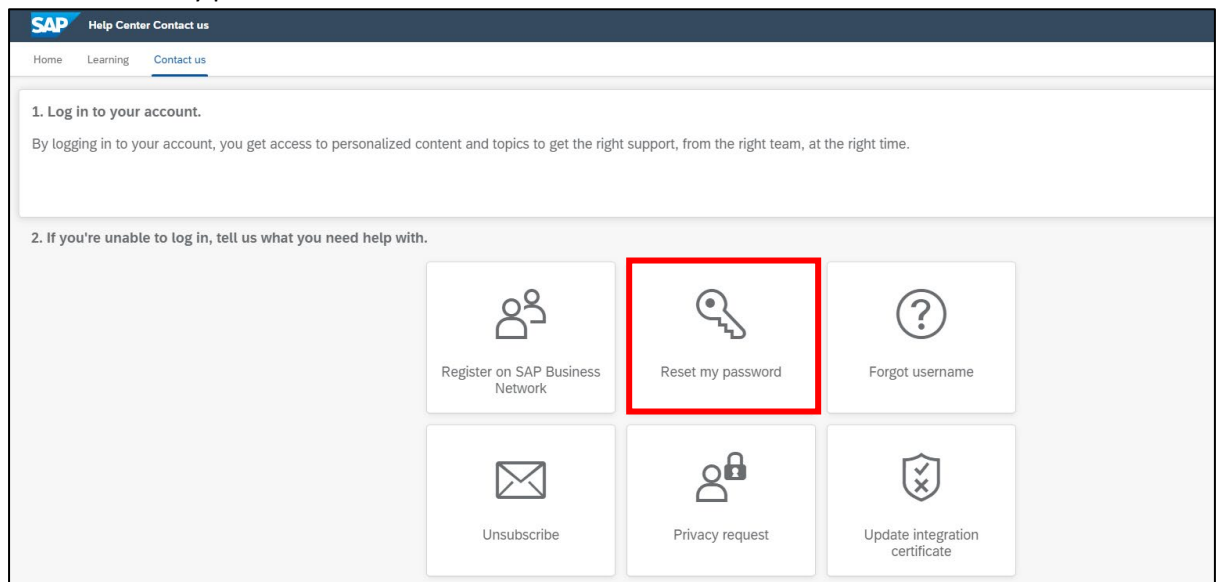
1. Access [Help Center \(ariba.com\)](#).
2. Click “SAP Business Network”.



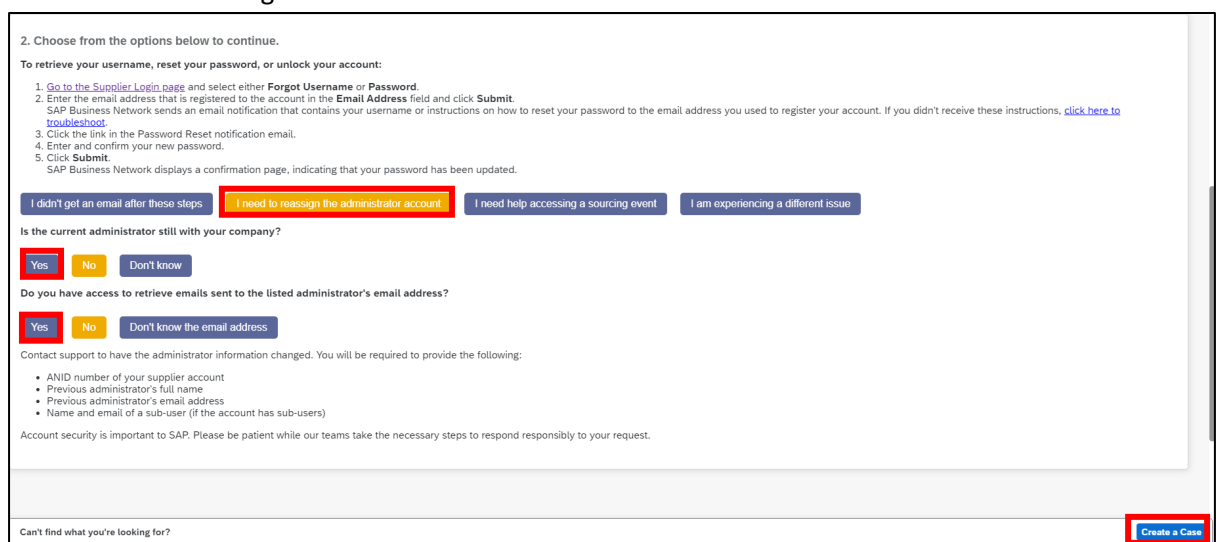
3. Click "Contact us".



4. Select "Reset my password".



5. Click "I need to reassign the administrator account" > "No" > "No" > "Create a Case".



6. Complete all the fields in the form as per below sample. For “Full Description” field, please copy and paste below sentences and update the information in **RED**.

The account administrator has left the organization, please assist to transfer the account administrator role to another user. You may refer below for the details of existing account administrator's information.

ANID: **AN0XXXXXXXXXX**

Name of existing account administrator: **XXXXXX**

Email address of existing account administrator: **xxx@xxx.com**

Please transfer the administrator role to below user.

Name of new account administrator: **XXXXXX**


Email address of new account administrator: **xxx@xxx.com**

1. Tell us what you need help with.

Subject: Reset my password

Full description: \* The account administrator has left the organization, please assist to transfer the account administrator role to another user. You may refer below for the details of existing account administrator's information.  
ANID: AN0123456789  
Name of existing account administrator: ABC DEF  
Email address of existing account administrator: xxx@xxx.com

2502 characters remaining

Attachment:  

Top Recommendations:

- How do I change the administrator user in my SAP Business Network supplier account?
- How do I access and change the former administrator's account?

2. Provide your preferred contact details:

First name: \* Krista Angelina

Last name: \* Sudharma

Username:

Company: \* ABCDEF

Email: \* sudharma\_krista\_angelina@lilly.com

Phone: \* +60 3-7844 9749 Malaysia

Extension:

Confirm phone: \* +60 3-7844 9749

Ariba Network ID: AN0123456789

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [SAP Ariba Privacy Statement](#) and applicable law.

☒ I agree

7. Click “One last step”.

Ariba Network ID: AN0123456789

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [SAP Ariba Privacy Statement](#) and applicable law.

☒ I agree

Terms of Use Copyright Security Disclosure Privacy Impressum

How do I add a new user to my company's SAP Business Network supplier account?

How do I change or update my email address or username in my supplier account?

How do I view invoices in a Standard Account?

How do I process an order in my SAP Business Network Standard account?

How do I retrieve my username?

How do I reset my password as a supplier?

How do I delete my SAP Business Network account?

How do I update where my purchase orders are sent?

How do I configure my email notification preferences?

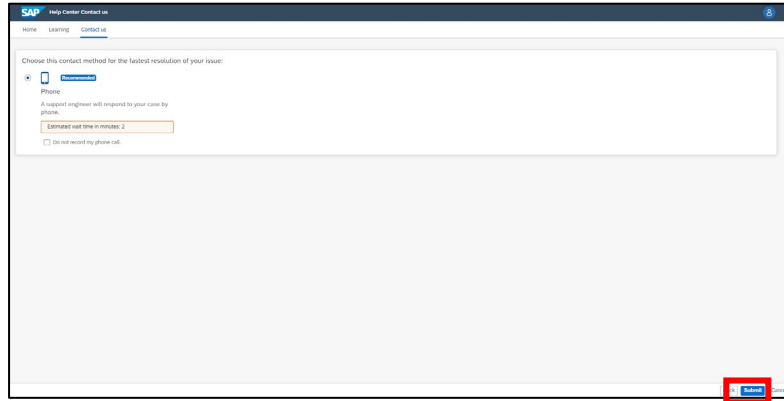
How do I access other accounts with my company name?

How do I request supplier administrator access when there is no current administrator?

Link my supplier accounts Error: You are not Admin

**One last step**

8. Click “Submit”.



The screenshot shows the SAP Help Center 'Contact Us' page. The page has a dark blue header with the SAP logo and navigation links: Home, Learning, and Contact Us. Below the header, there's a section titled 'Choose this contact method for the fastest resolution of your issue:'. Under this, the 'Phone' option is selected, indicated by a blue checkmark. Below the 'Phone' option, there's a text box that says 'A support engineer will respond to your case by phone.' and a button labeled 'Estimated wait time in minutes: 2'. At the bottom right of the page, there is a red 'Submit' button.