

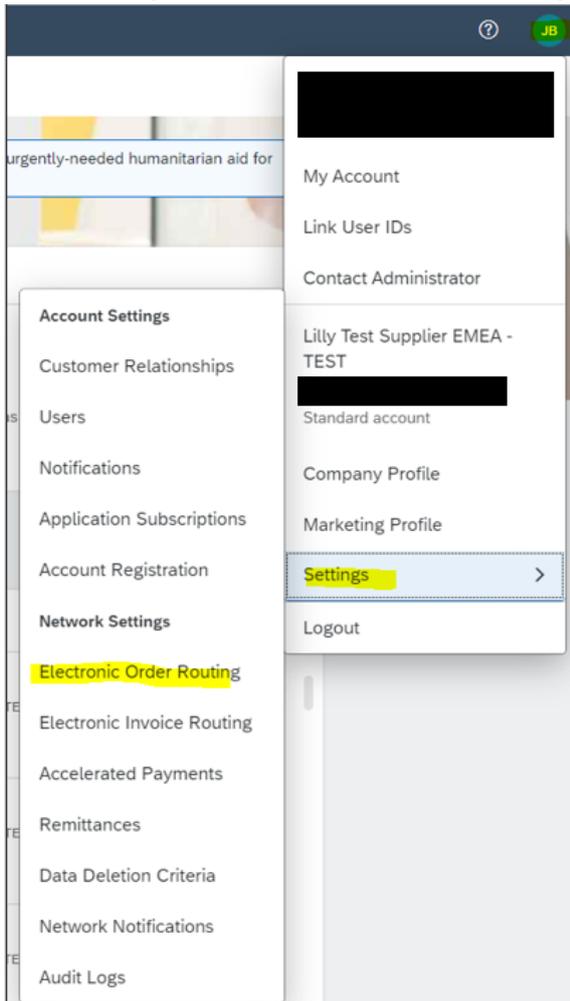
## Contents

<b>Account Administration Queries</b> .....	2
Update Email Address for Purchase Order Notification .....	2
Provide Access to Other Employee to SAP Business Network Company Account .....	3
Configure Remittance Information if Your Company Has More Than 1 Bank Account.....	5
How to Downgrade Your SAP Business Network Account.....	7
Change Account Administrator.....	10

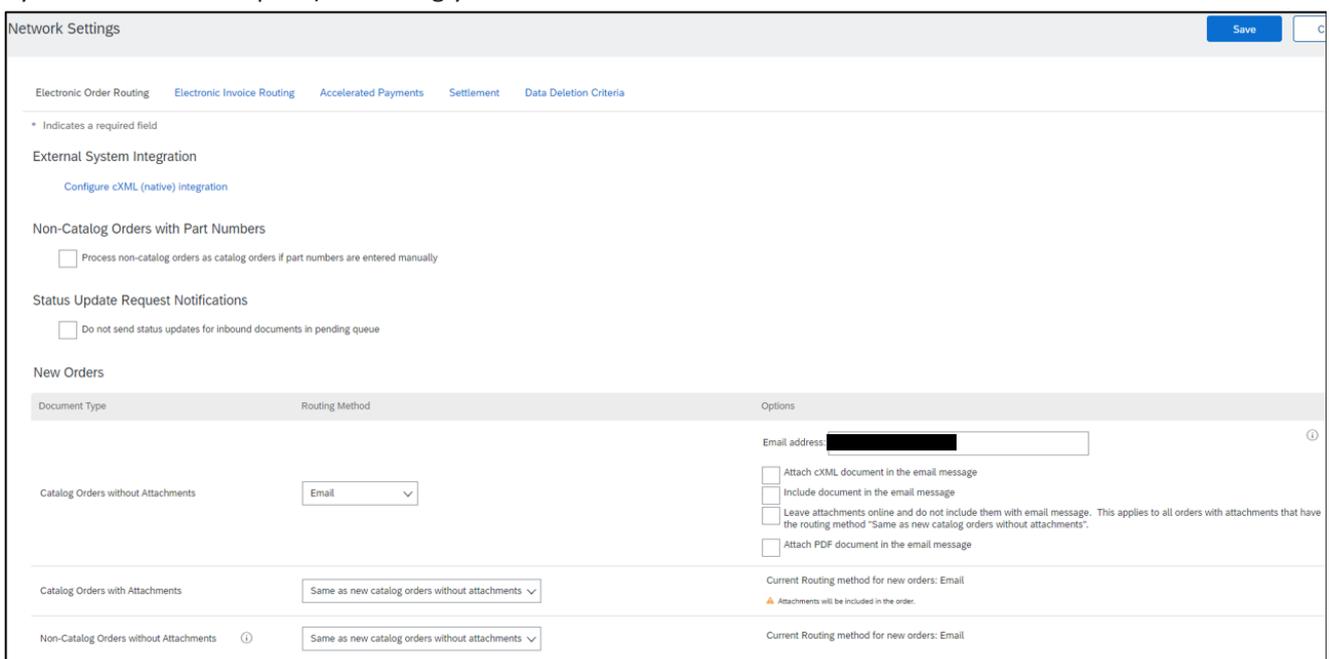
# Account Administration Queries

## 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.

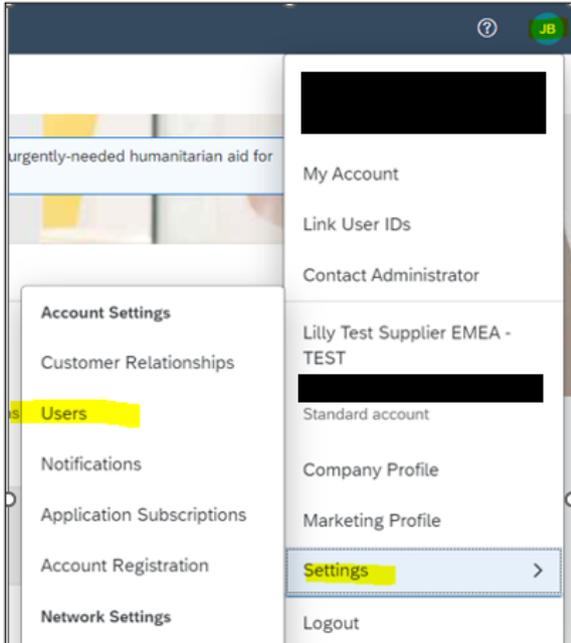


## Provide Access to Other Employee to SAP Business Network Company Account

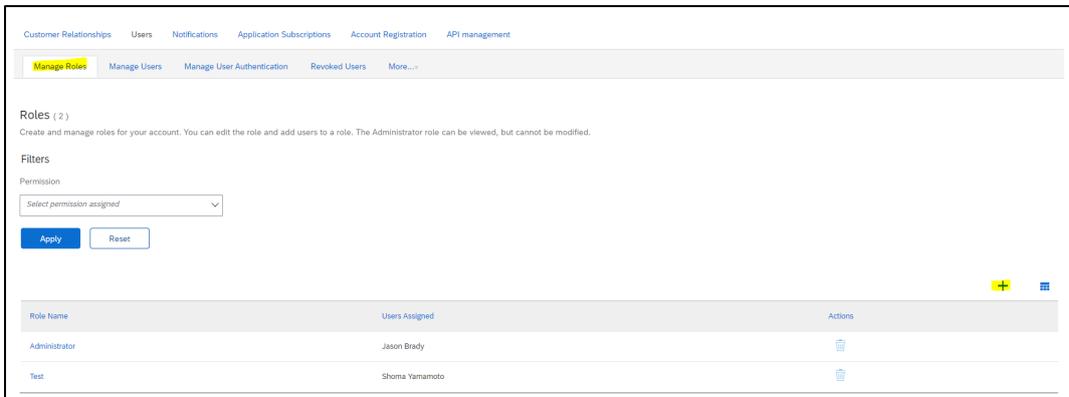
Only the account administrator of the SAP Business Network account has the authority to add user/access for employees within the company.

**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](#).

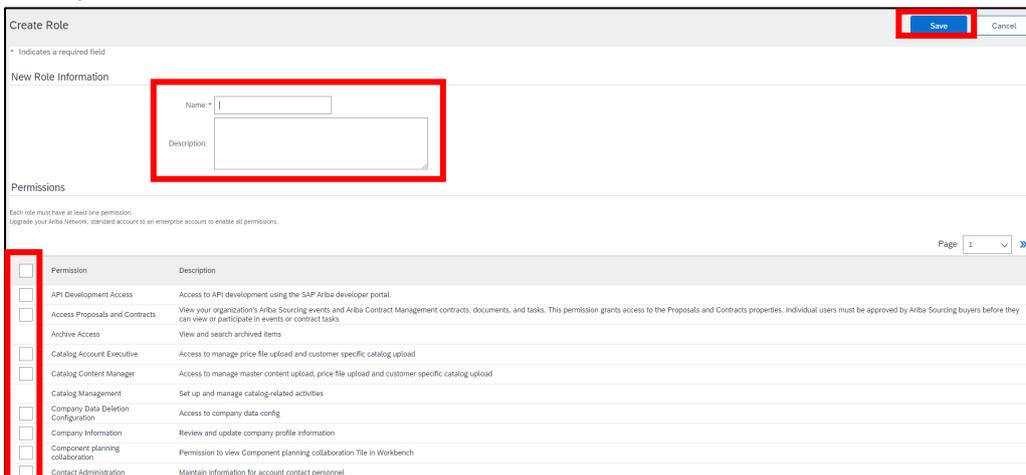
1. Login to [SAP Business Network Supplier](#), click your initial on the top right hand corner of the portal then select "Settings" > "Users".



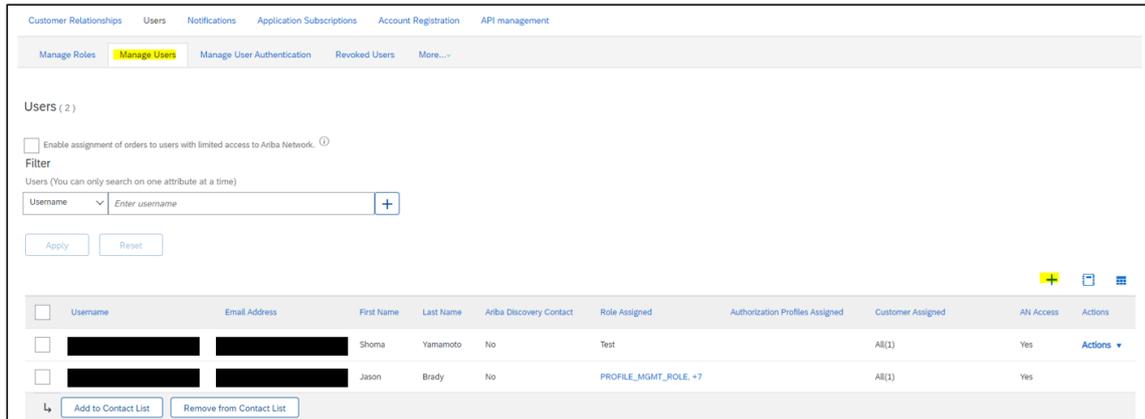
2. If you need to create a role, make sure to stay under the tab "Manage Roles", then click on the "+" sign.



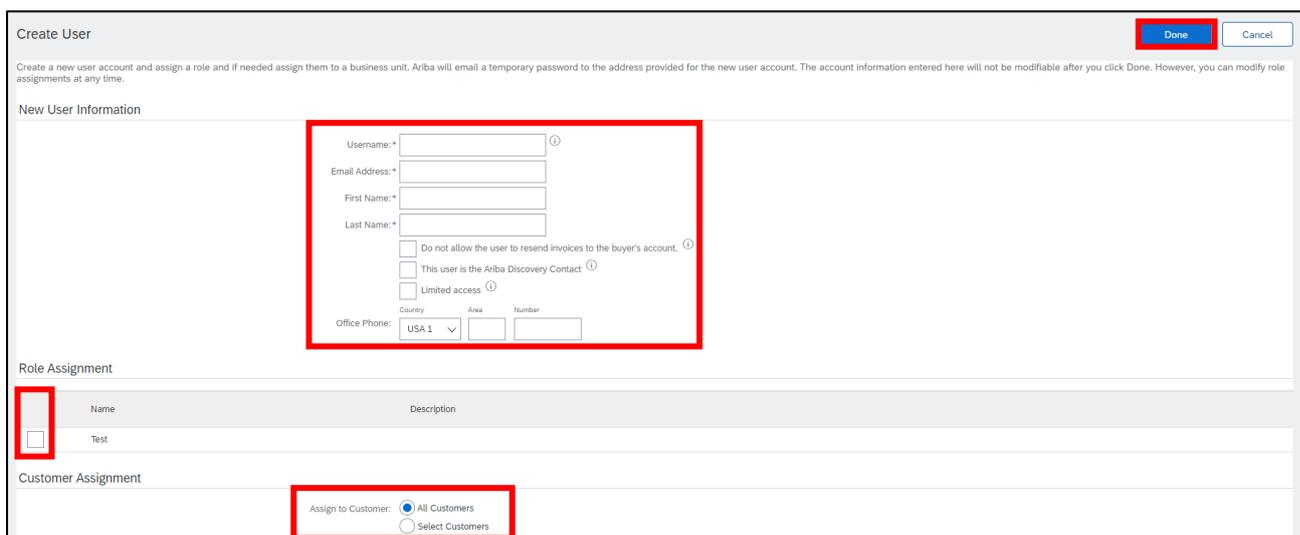
3. Enter a name and a description for the role, then select one or several permissions for this role. Click on Save when you're done.



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



- 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".



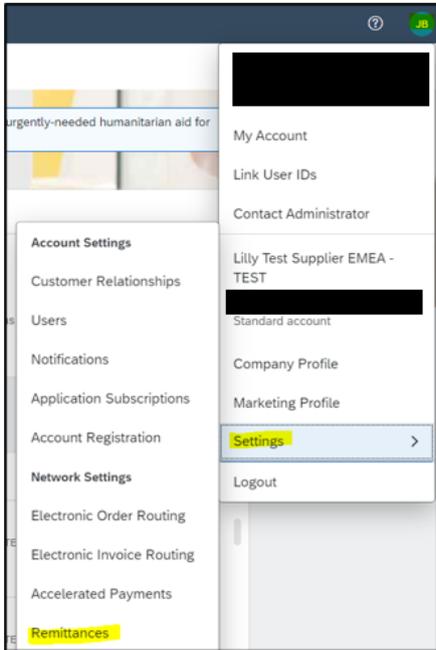
## Configure Remittance Information if Your Company Has More Than 1 Bank Account

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:

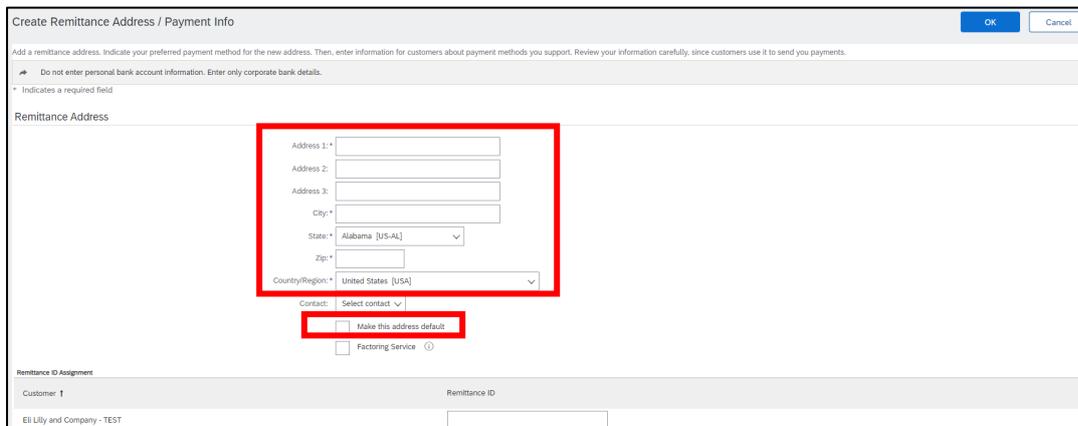
1. Login to [Ariba Network Supplier](#) and click your initial on top right of your Ariba screen. Click "Settings", then "Remittances".



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".*



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:

ACH

Account Name:

Account #:

Confirm Account #:

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: <input type="text" value="Select account type"/>	Account Type: <input type="text" value="Select account type"/>
Select bank id <input type="text"/>	Select bank id <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:

Bill To:

Alcobendas

Spain

## How to Downgrade Your SAP Business Network Account

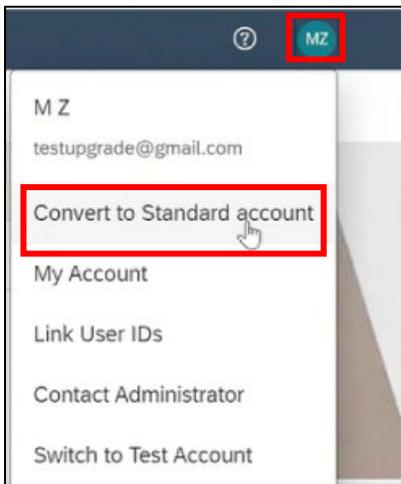
Before downgrading your account from Enterprise to Standard account, you will need to fulfill all criteria listed below:

- 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

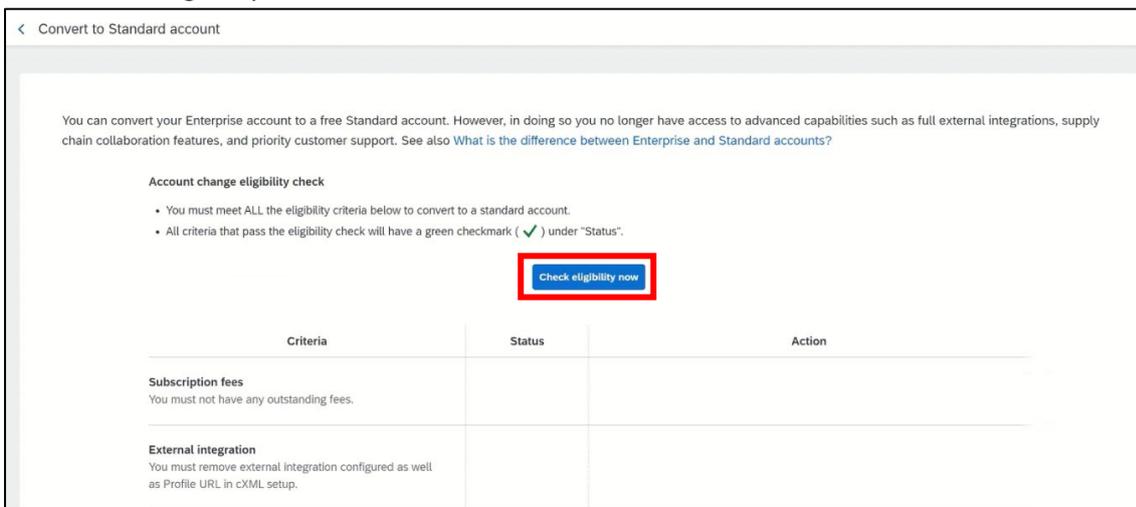
*NOTE: If you experience an error or do not see the option to **Convert to Standard**, see [What if my account isn't eligible to Convert to Standard?](#)*

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".



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.

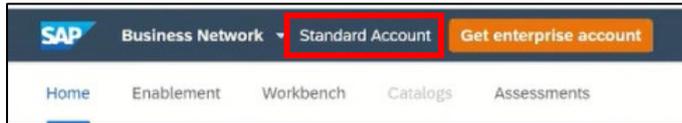


**Account converted**

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.



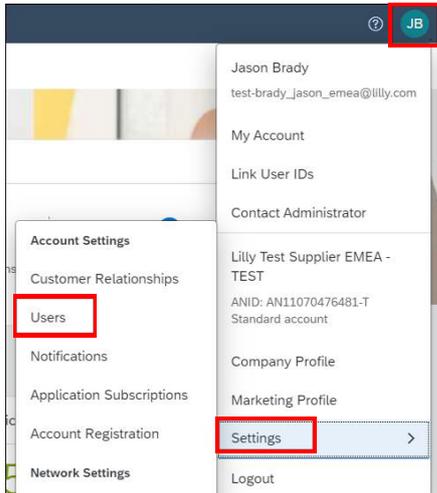
## Change Account Administrator

**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.

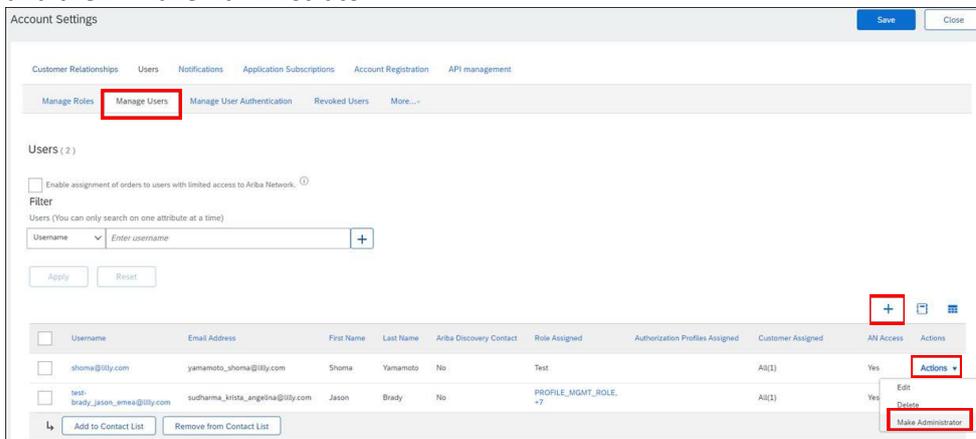
There are 2 different procedures to change the account administrator for 2 different scenarios:

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”.



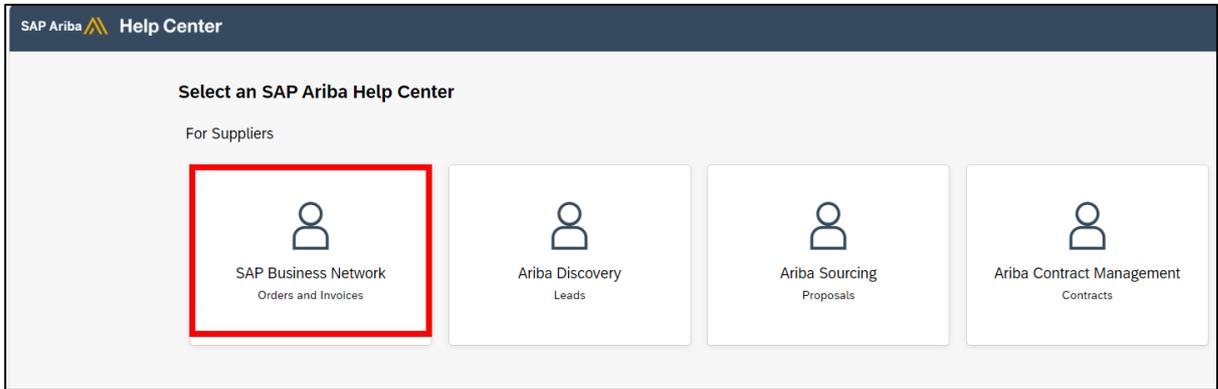
4. Since only 1 user can be set up as account administrator, you must select a new role for your own username. Select the role you want to assign to yourself and then click “Assign”.



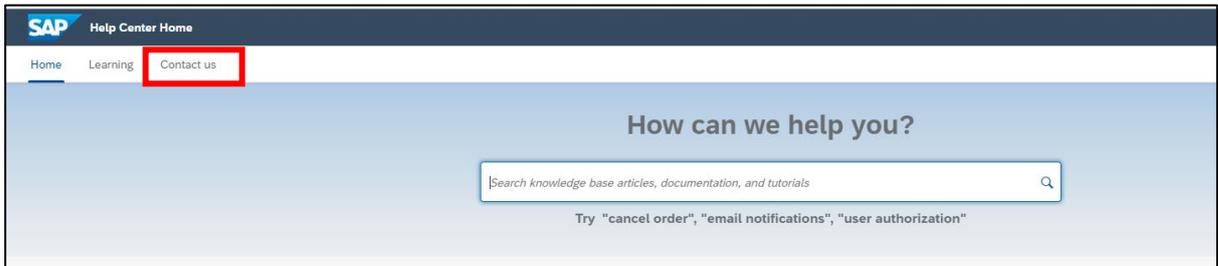
5. Click “OK” to complete the account administrator role transfer.

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

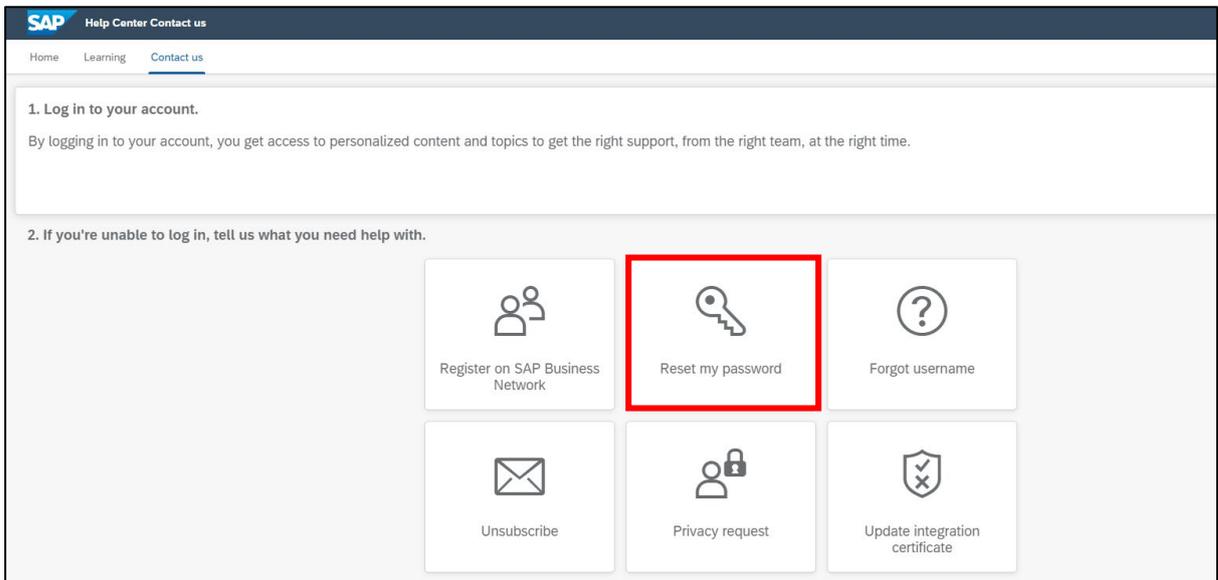
1. Access [Help Center \(ariba.com\)](#).
2. Click “SAP Business Network”.



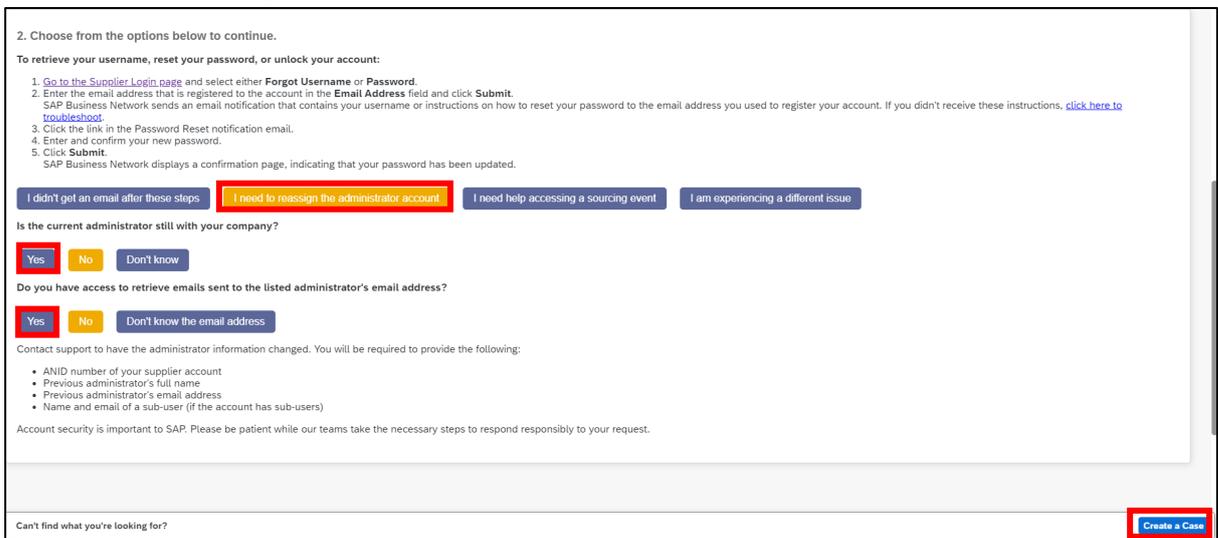
3. Click "Contact us".



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:

Full description: \*  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: \*

Last name: \*

Username:

Company: \*

Email: \*

Phone: \*

Extension:

Confirm phone: \*

Ariba Network ID:

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:

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 Adm

**One last step**

8. Click "Submit".

The screenshot shows the SAP Help Center 'Contact Us' page. At the top, there are navigation links for 'Home', 'Learning', and 'Contact Us'. Below the navigation, a message states: 'Choose this contact method for the fastest resolution of your issue:'. There are two radio button options: 'Email' and 'Phone'. The 'Phone' option is selected. Below the 'Phone' option, there is a text box that says 'A support engineer will respond to your case by phone.' and a small orange box indicating 'Estimated wait time in minutes: 2'. There is also a checkbox labeled 'Do not record my phone call.' which is currently unchecked. At the bottom right of the form area, there is a red 'Submit' button.