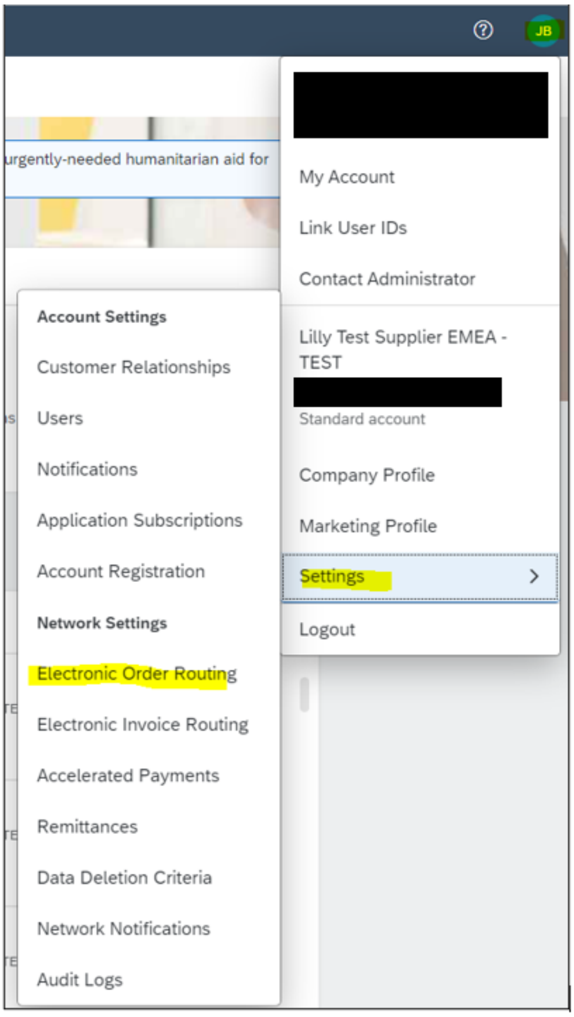
Contents

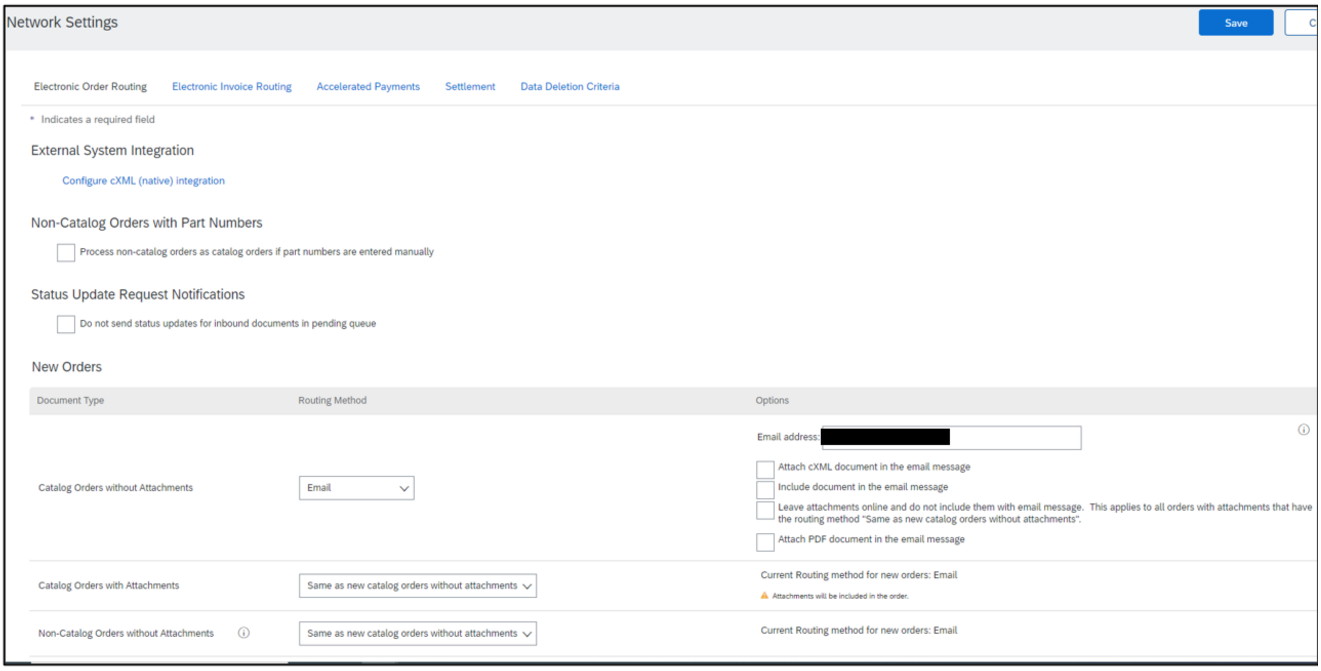
Account Administration Queries

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.

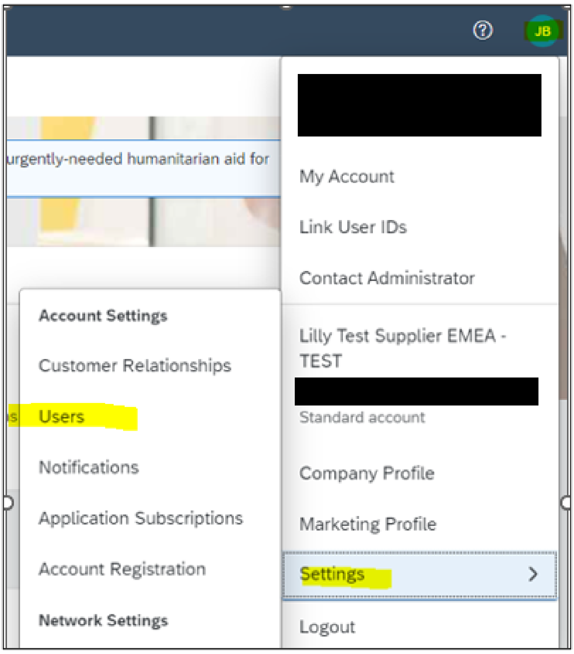


Provide Access to Other Employee to SAP Business Network Company Account

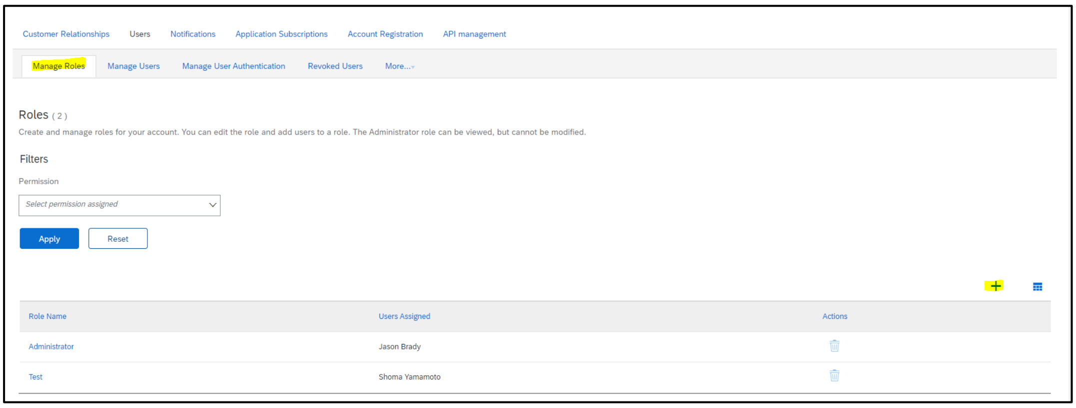
Only the account administrator of the SAP Business Network account has the authority to add user/access for employees within the company.

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.

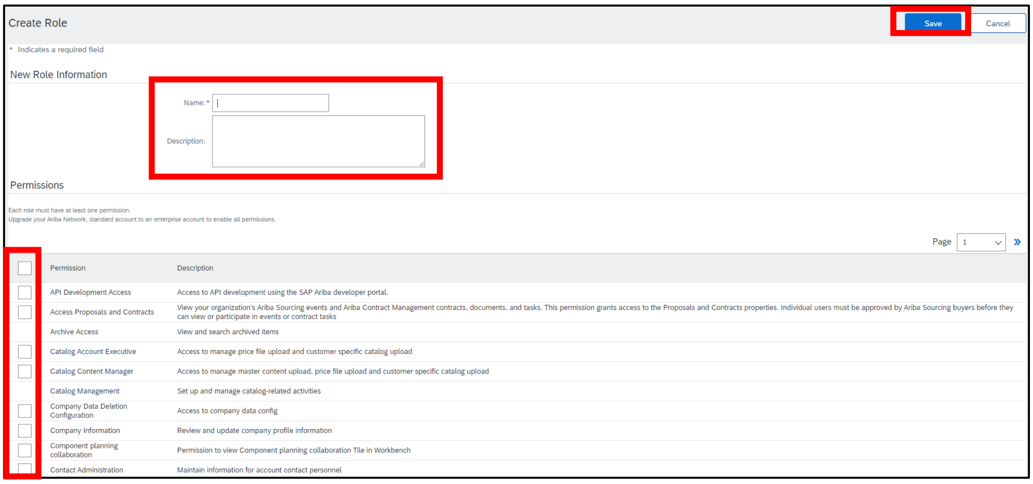
1. Login to SAP Business Network Supplier, click your initial on the top right hand corner of the portal then select "Settings" > "Users".



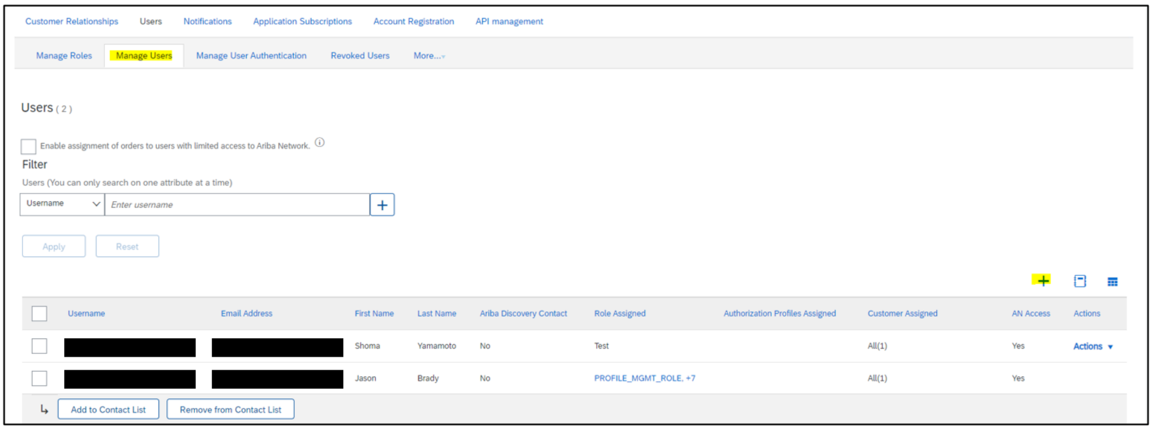
2. If you need to create a role, make sure to stay under the tab "Manage Roles", then click on the "+" sign.



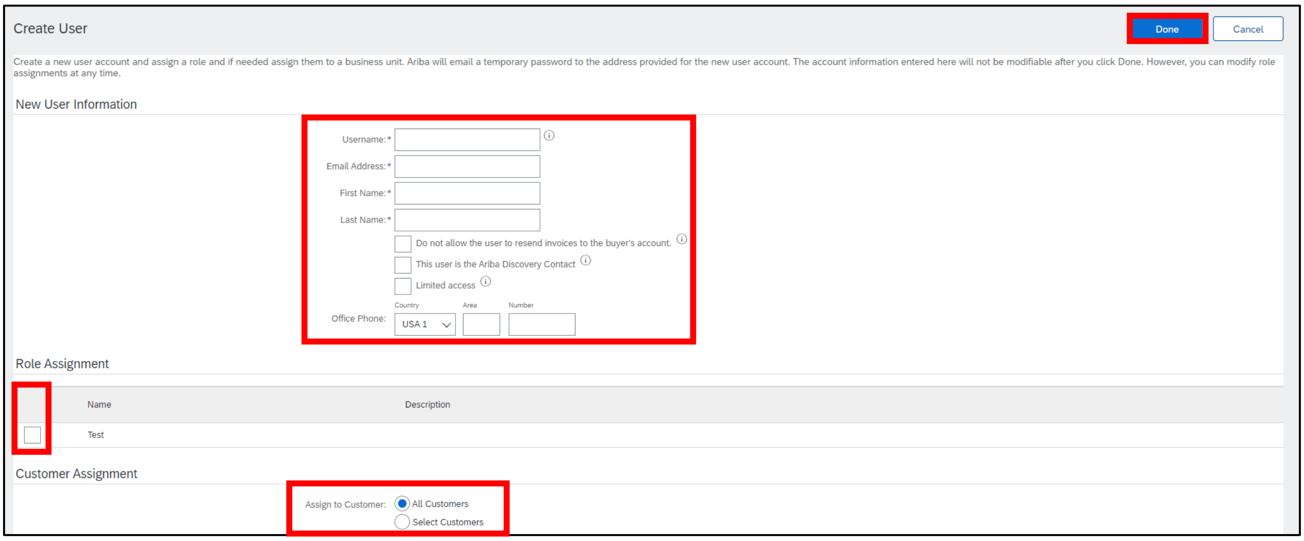
3. Enter a name and a description for the role, then select one or several permissions for this role. Click on Save when you're done.



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”.



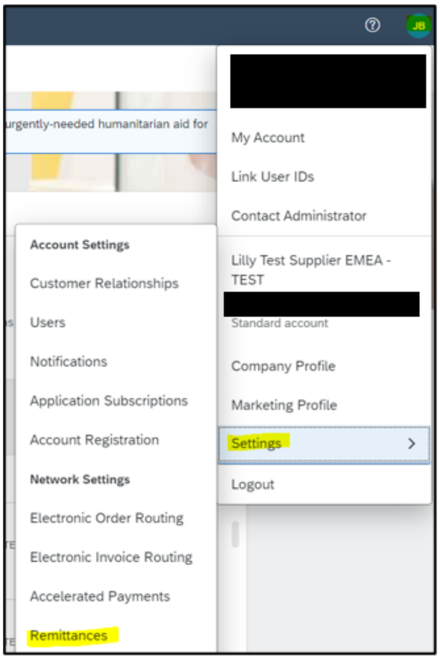
Configure Remittance Information if Your Company Has More Than 1 Bank Account

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.

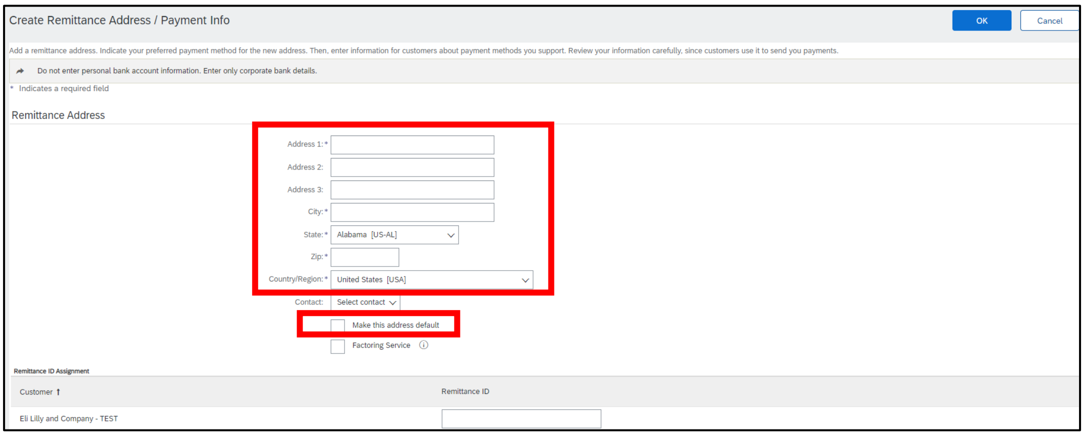
Steps to configure remittance information on Ariba:

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

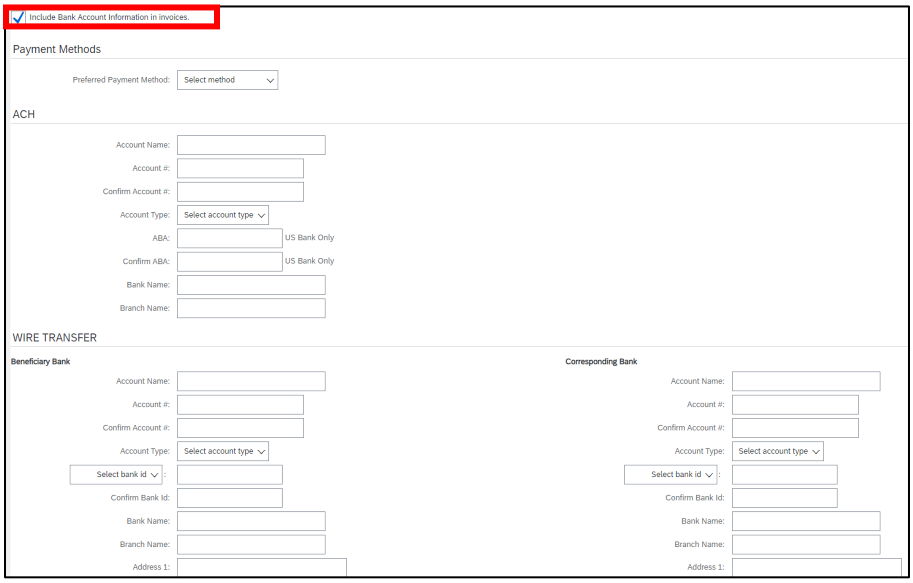


2. Click "Create" to create new company remittance information, or "Edit", if you need to change existing information.

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".

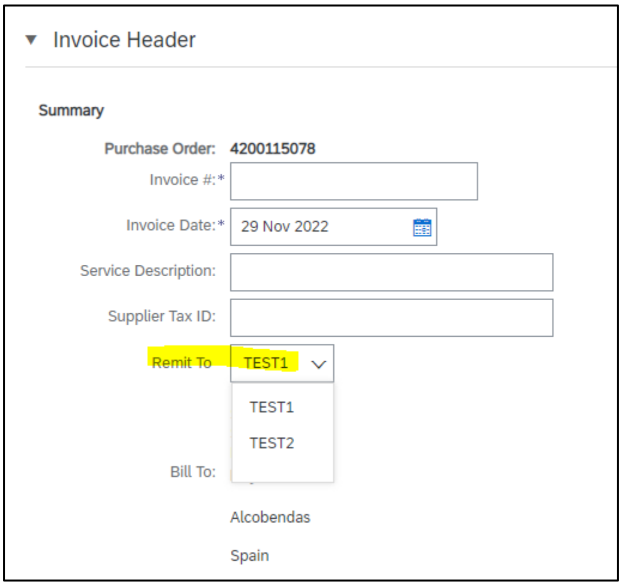


4. Tick the box "Include Bank Account Information in invoices", choose your preferred payment method then complete all required fields under ACH or Wire Transfer.
   NOTE: ACH payment method can only be selected by US-based company.



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.



How to Downgrade Your SAP Business Network Account

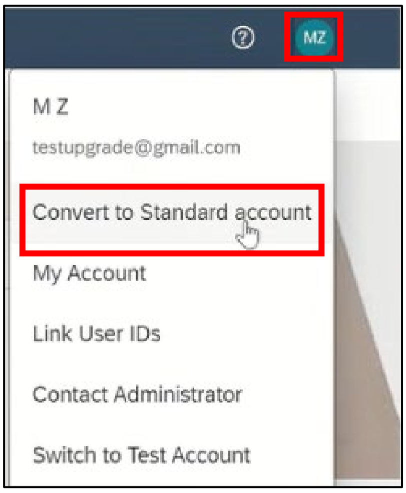
Before downgrading your account from Enterprise to Standard account, you will need to fulfill all criteria listed below:

- 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

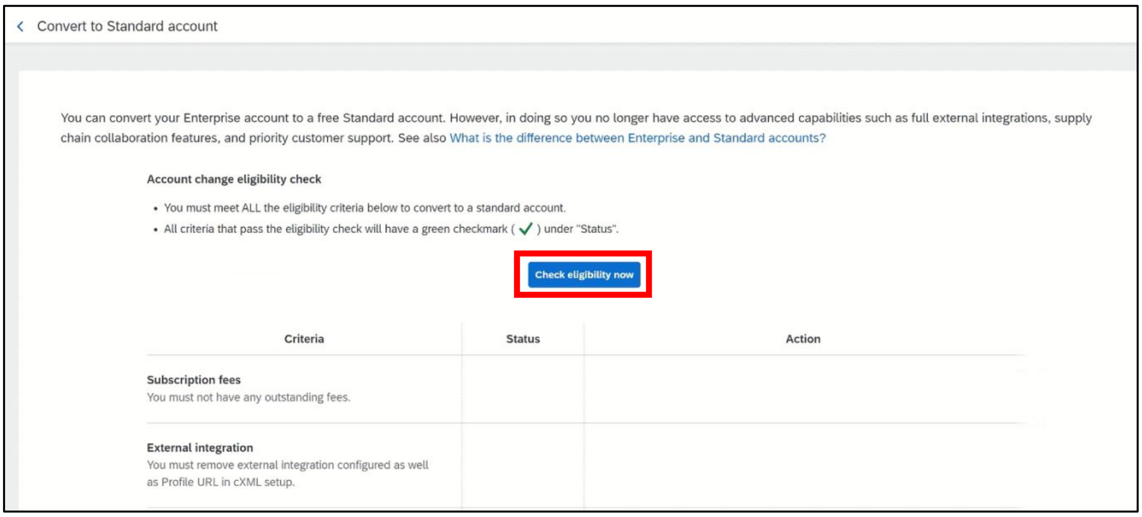
*NOTE: If you experience an error or do not see the option to **Convert to Standard**, see [What if my account isn't eligible to Convert to Standard?]*

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".

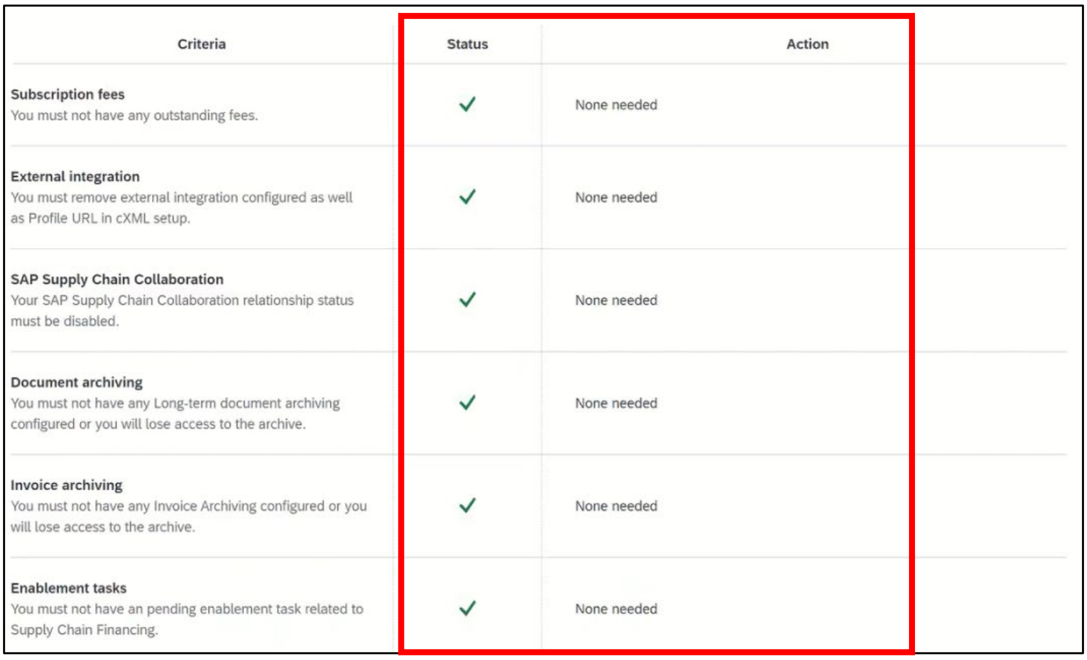


2. Click “Check eligibility now”.



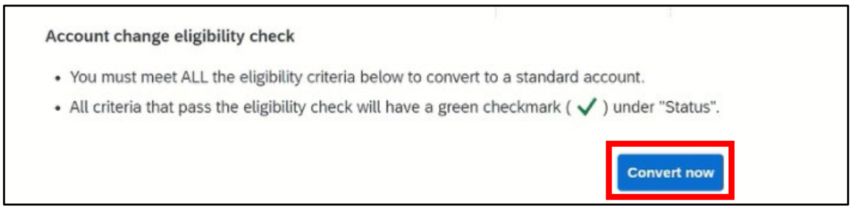
3. If your account meets all the eligibility requirements to downgrade, you will see below message.

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”.

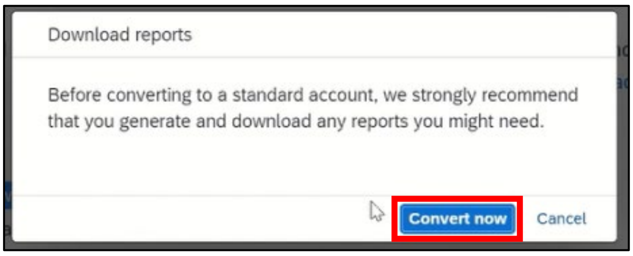


Criteria	Status	Action
Subscription fees You must not have any outstanding fees.	✓	None needed
External integration You must remove external integration configured as well as Profile URL in cXML setup.	✓	None needed
SAP Supply Chain Collaboration Your SAP Supply Chain Collaboration relationship status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

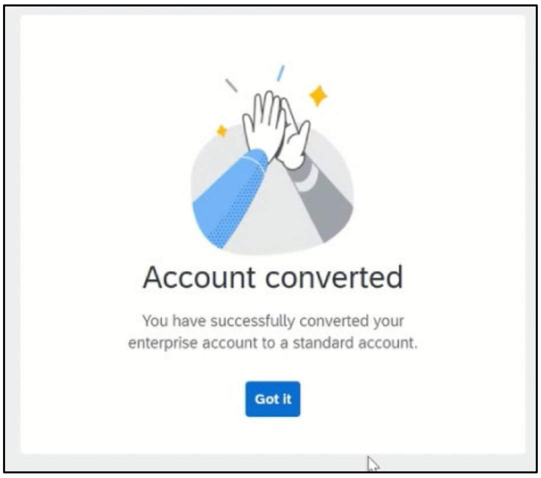
4. Once your account meets all the eligibility criteria, you can click “Convert now”.



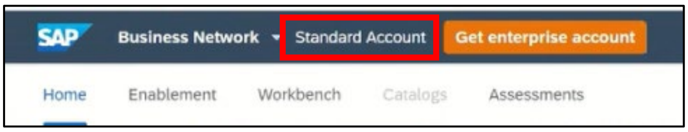
5. Below pop-up message to remind you to generate and download any report you might need will appear. Once you have ensured that all reports are downloaded, click “Convert now”.



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



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.



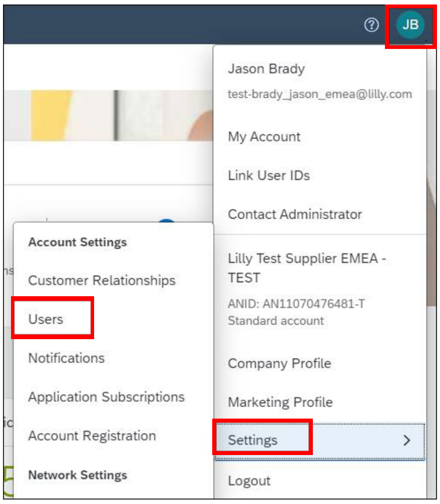
Change Account Administrator

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.

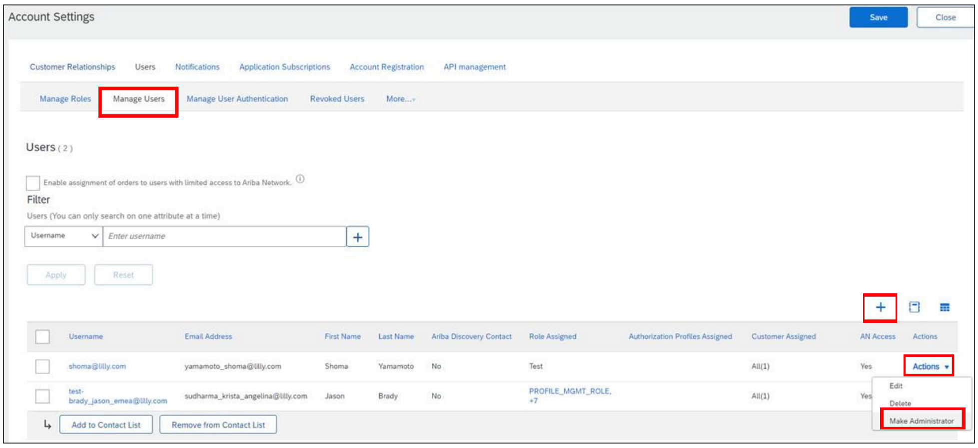
There are 2 different procedures to change the account administrator for 2 different scenarios:

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

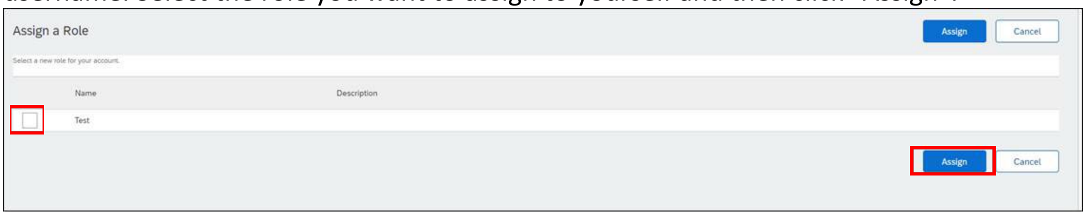
1. Login to [SAP Business Network Supplier](#) and click your initial on top right of your screen.
2. Click "Settings" > "Users".



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".



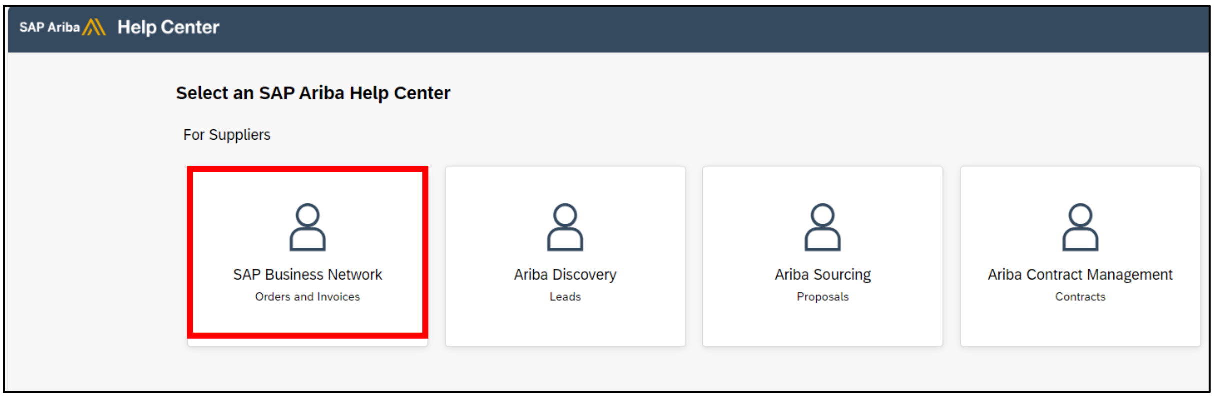
4. Since only 1 user can be set up as account administrator, you must select a new role for your own username. Select the role you want to assign to yourself and then click "Assign".



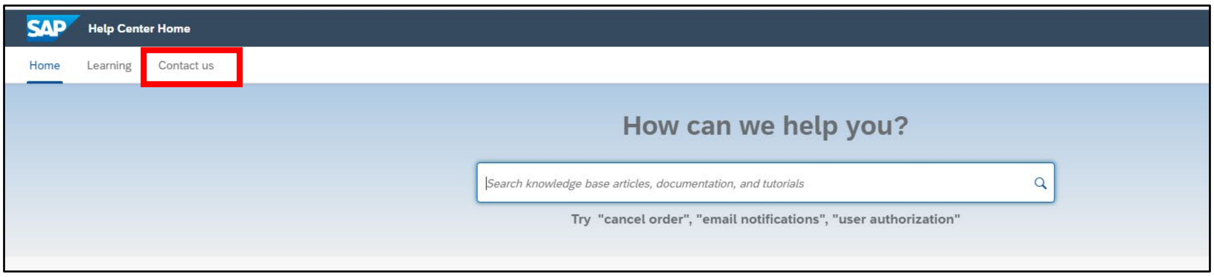
5. Click "OK" to complete the account administrator role transfer.

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

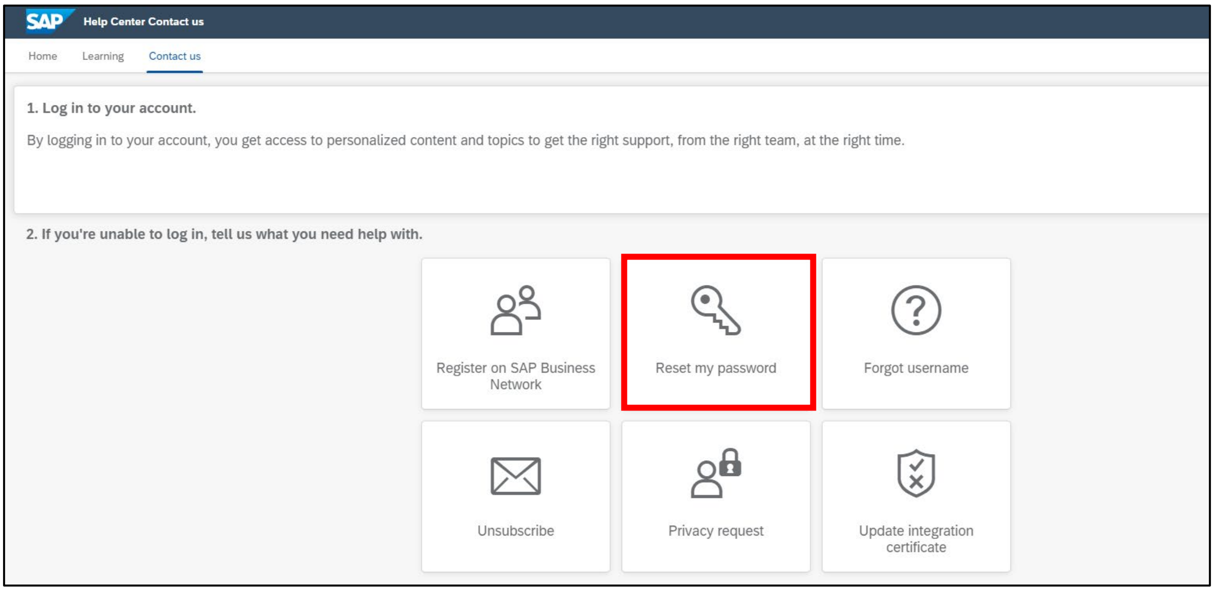
1. Access [Help Center (ariba.com)](#).
2. Click "SAP Business Network".



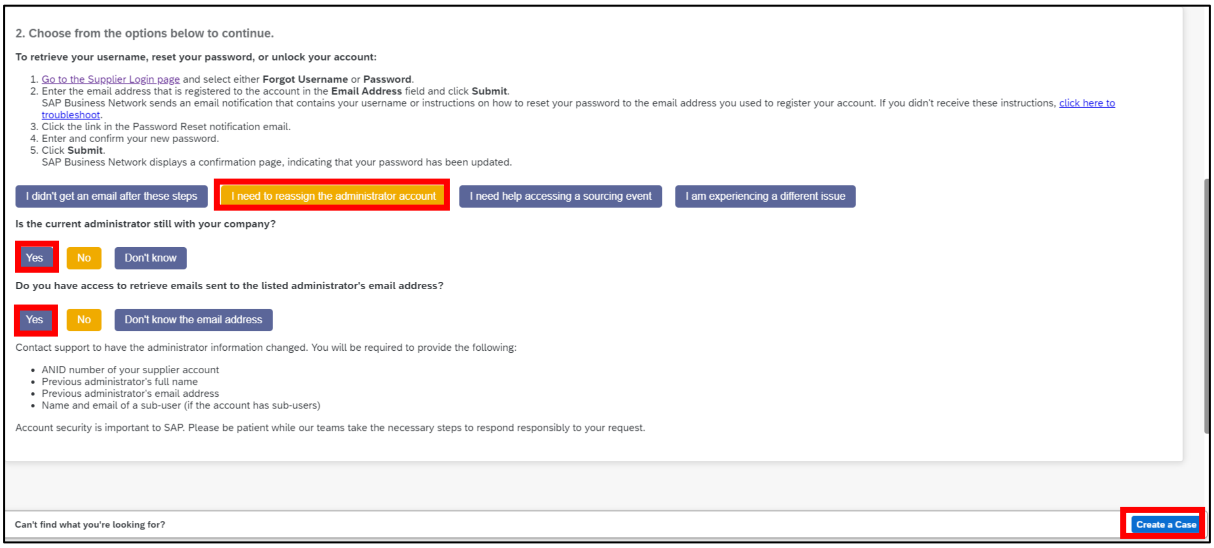
3. Click “Contact us”.



4. Select “Reset my password”.



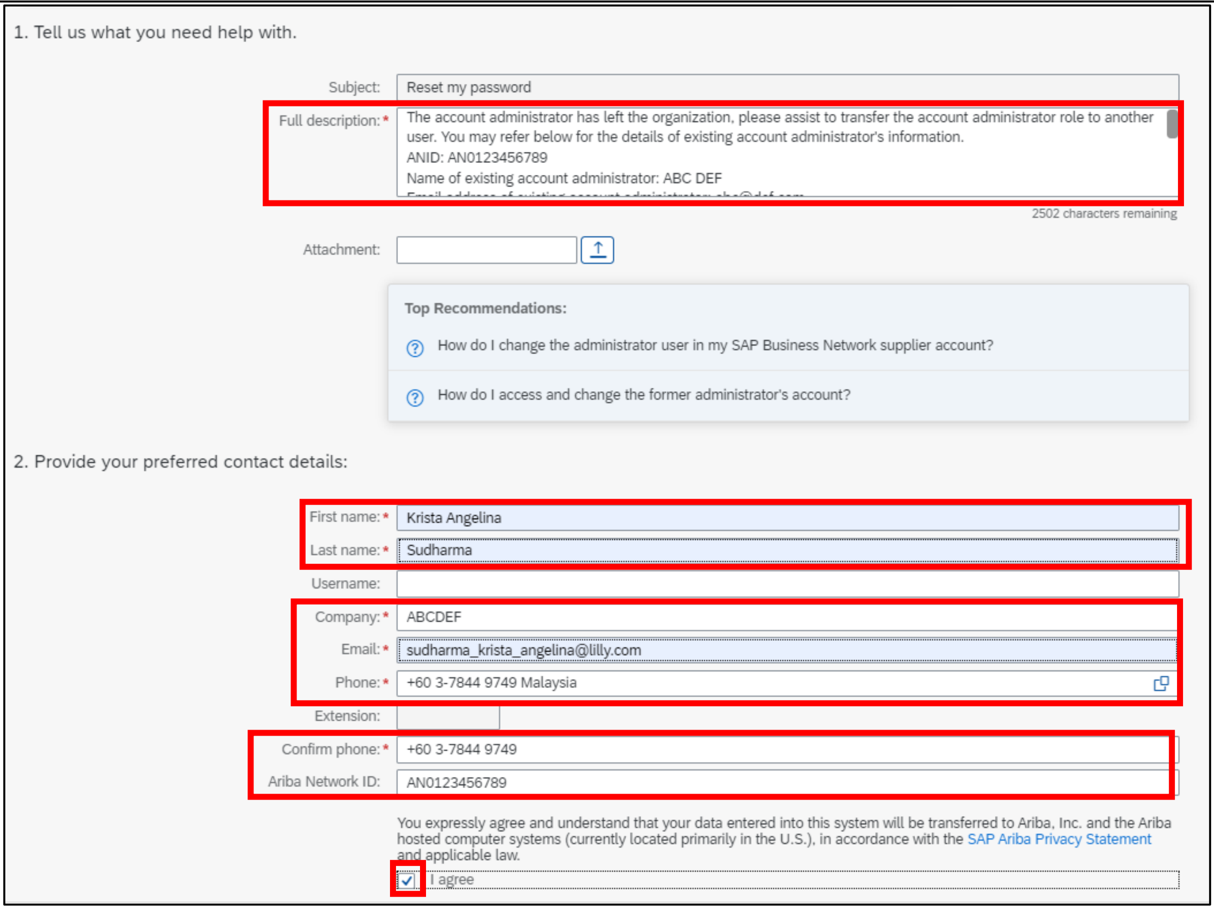
5. Click “I need to reassign the administrator account” > “No” > “No” > “Create a Case”.



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: *AN0XXXXXXXXXXX*
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



7. Click “One last step”.

8. Click “Submit”.