

Ariba Network Configuration Guide

Content

1. Account Configuration

- I. Account Access
- II. Company Profile
- III. Email Notifications
- IV. Electronic Order Routing
- V. Electronic Invoice Routing
- VI. Remittances
- VII. Test Account Creation

2. Managing Roles and Users

3. Multi-Org & Account Hierarchy

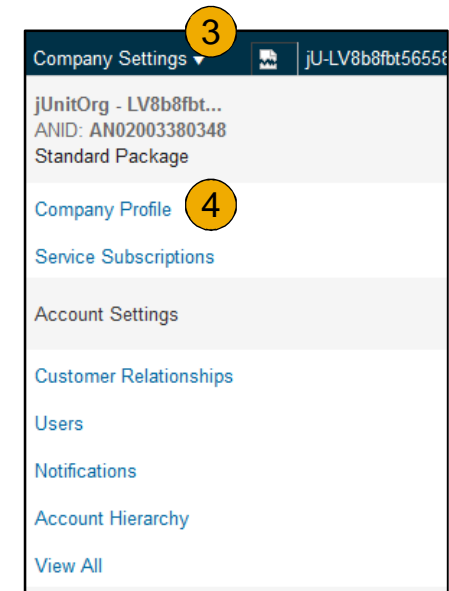
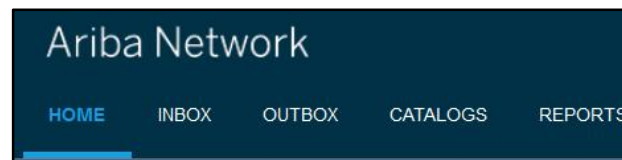
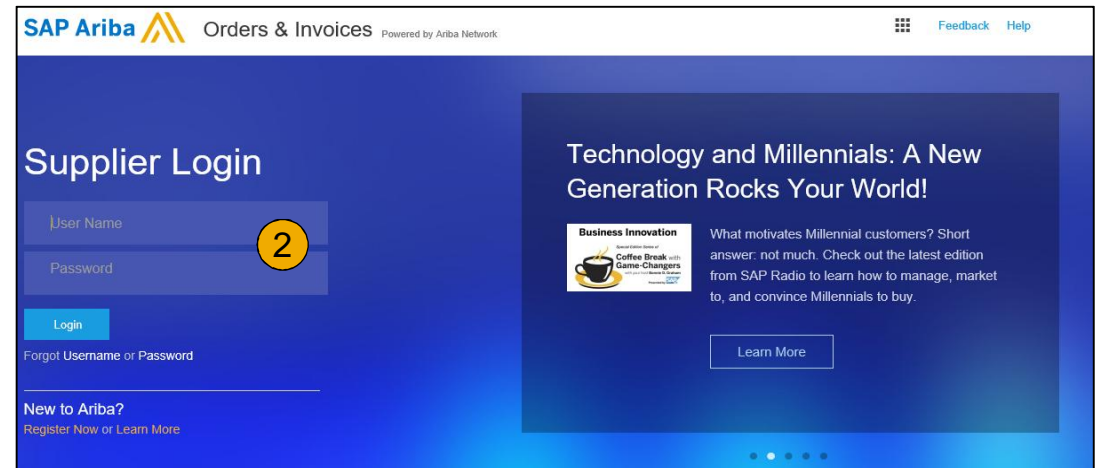
4. Ariba Network Support



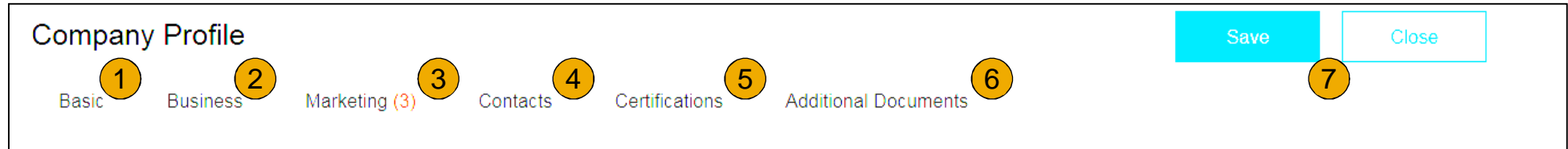
1. Account Configuration

Account Access and Configuration

1. Go to <http://supplier.ariba.com>
2. Enter Username & Password and click Login to access your Production account.
3. Click the Company Settings tab to open the menu.
4. Click Company Profile and then click on the area you want to update.



Company Profile Configuration



The screenshot shows the 'Company Profile' configuration interface. It features a horizontal tab bar with the following tabs: 'Basic' (labeled with a yellow circle 1), 'Business' (labeled with a yellow circle 2), 'Marketing (3)' (labeled with a yellow circle 3), 'Contacts' (labeled with a yellow circle 4), 'Certifications' (labeled with a yellow circle 5), and 'Additional Documents' (labeled with a yellow circle 6). To the right of the tabs are two buttons: a blue 'Save' button (labeled with a yellow circle 7) and a white 'Close' button with a blue border.

- 1. Basic:** Complete or update all required fields marked by an asterisk in the Basic Company Profile tab. Click the **Add** button to classify your Company by **Commodities**, **Sales Territory** and **Industries**.
- 2. Business:** Enter additional information for your company, such as Tax or VAT IDs
- 3. Marketing:** Add a company description, company logo, and/or links to your social media. If applicable, you can also add your D-U-N-S number in the section marked “Credit and Risk Information from D&B”.
*The more information you provide, the more relevant business opportunities you may receive. (These are accessed through the “LEADS” tab at the top of your screen.
- 4. Contacts:** Add the main company contacts. Additional contacts (role- or customer-specific) can also be setup.
- 5. Certifications:** Enter and upload certificates along with their expiration date if applicable
- 6. Additional Documents:** Any attachments you cannot assign to the categories above.
- 7. Save / Close:** Make sure that you save all changes that have been made.

Notifications and Network Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

The screenshot displays the SAP Account Settings interface. The 'Company Settings' dropdown menu is open, showing options like 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'View All', and 'Network Settings'. The 'Notifications' option is highlighted with a yellow circle labeled '1'. In the background, the 'Account Settings' page is visible, with the 'Notifications' tab selected. The 'Network' sub-tab is also highlighted with a yellow circle labeled '2'. The 'Electronic Order Routing' table is shown, with the 'Order' type selected. The 'To email addresses' field on the right is highlighted with a yellow circle labeled '3'.

Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when orders are undelivered.
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when a new collaboration request is received.
Time Sheet	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
Pending Queue	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
	<input type="checkbox"/> Send a notification when time sheets are undelivered.
	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.

Electronic Order Routing Methods

- 1. Go to Electronic Order Routing:** The method that you would like to transact business with your customers on the network can be found here. Online (portal), cXML, Email, EDI or Fax is included.
- 2. Online Routing:** This means that the PO is sent to your Ariba Inbox without additional copies being sent elsewhere. If you select any of the other methods, you can choose to send additional copies to the routing method selected (We recommend email routing).
- 3. Email Routing:** Select the check box Include document in the email message to include a complete copy of the PO in the email. It is recommended that you use a non- personalized/distribution list email. After purchase orders are sent to mailboxes that respond with “OOO” messages, the orders will not fail and the network will indicate that it received the auto-reply in the order history log. Note: Make sure that Ariba Network notes do not fall into the junk or spam mail box.
- 4. cXML/EDI Routing:** If you prefer to Integrate your ERP system with your account and need assistance, please contact us at: CommerceAssistance@ariba.com

The screenshot displays the 'Network Settings' page for a user named 'jUnitOrg - LV8b8ft...'. The 'Electronic Order Routing' tab is selected. The interface includes a sidebar with 'Company Settings' and 'Network Settings' (marked with a yellow circle 1). The main content area shows 'Capabilities Preferences' with a 'cXML Setup' section. Under 'Non-Catalog Orders with Part Numbers', there is a checkbox for 'Process non-catalog orders as catalog orders if part numbers are entered manually'. The 'New Orders' section features a table with columns for 'Document Type', 'Routing Method', and 'Options'. The 'Routing Method' dropdown is open, showing options: 'Email' (selected, marked with a yellow circle 2), 'Online', 'cXML', 'EDI', 'cXML Pending Queue', and 'Fax'. The 'Email' option is further expanded to show 'without attachments' (marked with a yellow circle 3). The 'Options' column shows a checkbox for 'Attach cXML document in the email message' (checked, marked with a yellow circle 3) and a checkbox for 'Leave attachments online and do not include them with email messages'. The 'Email address' field is set to 'dgarda@ariba.com'. The 'Current Routing method for new orders' is set to 'Email'.

Electronic Order Routing Notifications

1. **Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).

Change/Cancel Orders	
Document Type	Routing Method
Catalog Orders without Attachments	1 Same as new catalog orders without attachments ▾
Catalog Orders with Attachments	Same as new catalog orders without attachments ▾
Non-Catalog Orders without Attachments ⓘ	Same as new catalog orders without attachments ▾
Non-Catalog Orders with Attachments ⓘ	Same as new catalog orders without attachments ▾

Other Document Types	
Document Type	Routing Method
Blanket Purchase Orders	Same as new catalog orders without attachments ▾
Time Sheets	Online ▾
Order Status Request	2 Online ▾
Order Response Documents	Online ▾

Notifications	
Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
	<input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.

Electronic Invoice Routing

Methods and Tax Details

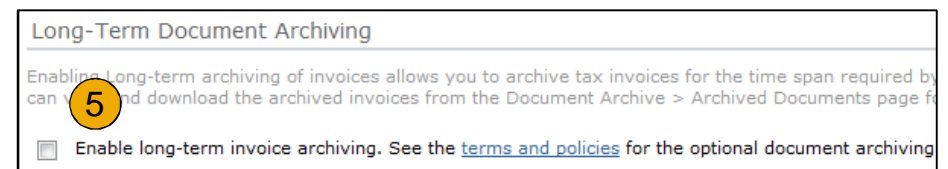
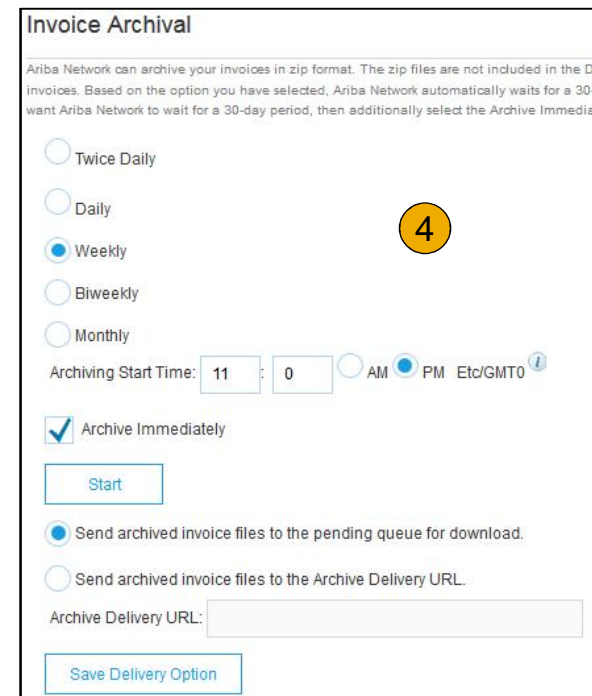
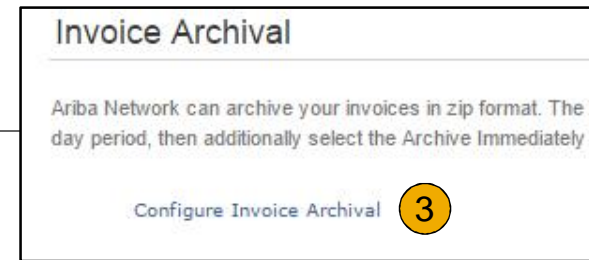
1. **Go** to Electronic Invoice Routing
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.

The screenshot displays the SAP Electronic Invoice Routing configuration interface. The top navigation bar includes 'Electronic Order Routing', 'Electronic Invoice Routing' (selected), and 'Accelerated Payments'. The left sidebar shows 'Company Settings' with a dropdown arrow and a list of settings: 'jUnitOrg - LV8b8ft...', 'ANID: AN02003380348', 'Standard Package', 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing' (highlighted), and 'Accelerated Payments'. The main content area is divided into two tabs: 'General' and 'Tax Invoicing and Archiving' (selected). The 'Tax Invoicing and Archiving' tab contains a 'Capabilities & Preferences' section with a 'Sending Method' dropdown menu. The dropdown menu is open, showing 'Online' (selected), 'cXML', and 'EDI'. The 'Tax Classification' section includes fields for 'Taxation Type', 'Tax Id', 'State Tax Id', 'Regional Tax Id', and 'Vat Id'. The 'Vat Id' field is highlighted with a yellow circle. The 'VAT Registration Document' section shows '<No document>' and an 'Upload...' button. Numbered callouts (1, 2, 3) are present: (1) points to 'Network Settings' in the sidebar, (2) points to the 'Online' option in the 'Sending Method' dropdown, and (3) points to the 'Tax Id' field.

Invoice Archival

Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

1. From the **Company Settings** dropdown menu, select **“Electronic Invoice Routing”**
2. Select the tab **“Tax Invoicing and Archiving”**
3. Scroll down to **“Invoice Archival”** and select the link for **“Configure Invoice Archival”**
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), choose **Archive Immediately** to archive without waiting 30 days, and click **Start**.
 - If you want Ariba to deliver automatically archived zip files to you, also enter an Archive Delivery URL (otherwise you can download invoices from your Outbox, section Archived Invoices).
 - **Note:** After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.
5. You may navigate back to the **“Tax Invoicing and Archiving”** screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the Terms and Policies link.)



Remittances

1. From the **Company Settings** dropdown menu, select click on **Remittances**
2. **Click** Create to create new company remittance information, or Edit, if you need to change existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. If needed, assign **Remittance IDs** for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs.

Network Settings

Electronic Order Routing Electronic Invoice Routing Accelerated Payments **Settlement**

* Indicates a required field

EFT/Check Remittances

Address ↑	City	State
<div>↳ <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Create"/></div>		

Create Remittance Address / Payment Info

Add a remittance address. Indicate your preferred payment method for the new address. Then, enter information it to send you payments.

Do not enter personal bank account information. Enter only corporate bank details.

* Indicates a required field

Remittance Address

Address 1:*

Address 2:

Address 3:

Address 4:

City:*

State:

Postal Code:*

Country:*

Contact:

☐ Make this address default

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

[Company Profile](#)

[Service Subscriptions](#)

[Account Settings](#)

[Customer Relationships](#)

[Users](#)

[Notifications](#)

[Account Hierarchy](#)

[View All](#)

Network Settings

[Electronic Order Routing](#)

[Electronic Invoice Routing](#)

[Accelerated Payments](#)

Remittances

[Network Notifications](#)

[View All](#)

Remittances

Payment Methods

1. **Select** Preferred Payment Method from a drop-down box: Check, Credit card or Wire.
2. **Complete** the details for ACH or Wire transfers.
3. **Select** if you do or do not accept credit cards and click OK when finished.

The screenshot shows the 'Payment Methods' form. A yellow circle with the number '1' is placed over the 'Preferred Payment Method' dropdown menu, which is open and shows options: ACH, Check, Credit Card, Wire, and Cash. A second yellow circle with the number '2' is placed over the 'ACH' label on the left side of the form, indicating the next step in the process.

The screenshot shows the 'WIRE TRANSFER' form, divided into 'Beneficiary Bank' and 'Corresponding Bank' sections. A yellow circle with the number '3' is placed over the 'Beneficiary Bank' section, specifically over the 'Account Name' field. Another yellow circle with the number '3' is placed over the 'Credit Card' section at the bottom of the form, which includes a radio button for 'Accept credit card' with 'Yes' and 'No' options.

Current and Potential Relationships

1. **Click** on the Customer Relationships link in the Administration Navigator.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** Potential customers in Potential Relationships tab

The screenshot displays the 'Account Settings' page in SAP. The main content area has four tabs: 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. The 'Customer Relationships' tab is active and contains three sub-tabs: 'Current Relationships', 'Potential Relationships' (marked with a yellow circle 4), and 'Rejected Relationships' (marked with a yellow circle 2). Below the sub-tabs, there is a section for 'I prefer to receive relationship requests as follows:' with two radio buttons: 'Automatically accept all relationship requests' (selected) and 'Manually review all relationship requests'. An 'Update' button is located below these options. The 'Pending' section shows a table with columns 'Customer' and 'Requested Date'. It contains one row with a 'Reject' button (marked with a yellow circle 3). The 'Current' section shows a table with columns 'Customer' and 'Approved Date'. It contains one row for 'JUnitOrg - 5WQzy9VD565589b21009590920' with an 'Approved Date' of '25 Nov 2015' and a 'Reject' button. The 'Rejected' section shows a table with columns 'Customer' and 'Rejected Date', currently displaying 'No items'. On the right side, there is a sidebar titled 'Company Settings' with a dropdown arrow and a user icon. It lists various settings: 'JUnitOrg - LV8b8ft...' (ANID: AN02003380348, Standard Package), 'Company Profile', 'Service Subscriptions', 'Account Settings' (marked with a yellow circle 1), 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', and 'Accelerated Payments'.

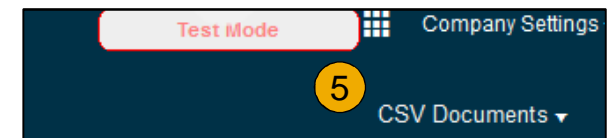
Switching to the Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.

⚠ Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.

Note: Test account transactions are free of charge.

5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).

A screenshot of the 'Create Test Account' form. The form title is 'Create Test Account'. Below the title, a message states: 'You are about to create a new account in the Test Mode. The trading relationship with the...'. The form contains three input fields: 'Username:*' with the value 'test-Aribasup@s.c', 'Password:*' with masked characters, and 'Confirm Password:*' with masked characters. A yellow circle with the number '4' is positioned over the 'Username' field.



2. Managing Roles and Users

Administrators and Users

Administrator

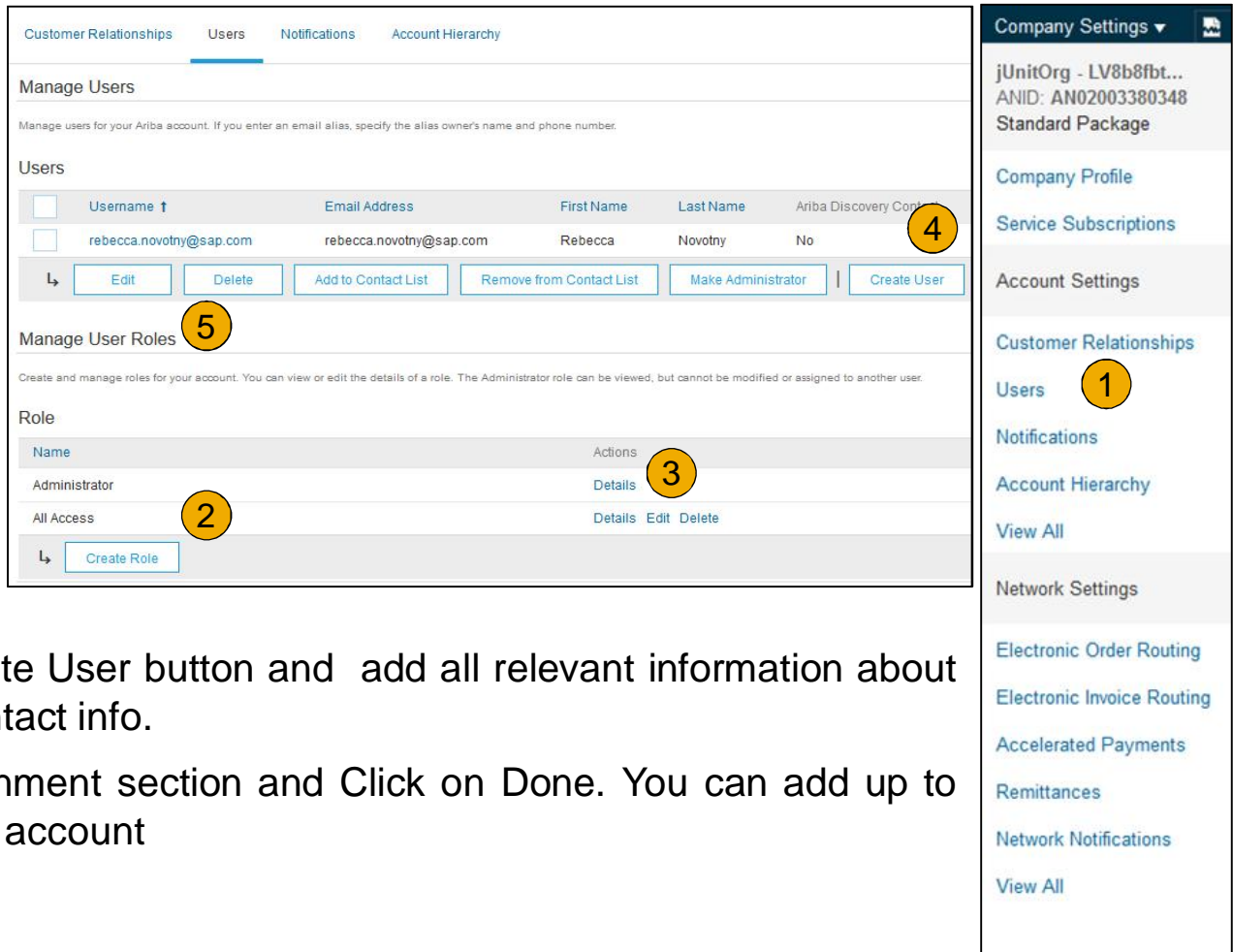
- Automatically linked to the username and login entered during registration
- Responsible for account configuration and management
- Primary point of contact for users with questions or problems.
- Creates roles for the account

User

- Can have different roles, which correspond to the user's actual job responsibilities
- Responsible for updating personal user information

Role and User Creation

1. **Click** on the Users tab on the Administration Navigator. The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add Permissions to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account



The screenshot displays the SAP Ariba Administration Navigator interface. The 'Users' tab is selected in the top navigation bar. The 'Manage Users' section shows a table with one user: rebecca.novotny@sap.com. The 'Manage User Roles' section shows a table with two roles: Administrator and All Access. The 'Create User' button is circled in yellow (4), the 'Create Role' button is circled in yellow (5), the 'Administrator' role is circled in yellow (2), and the 'Details' link for the Administrator role is circled in yellow (3). The right sidebar shows the 'Company Settings' menu with 'Users' circled in yellow (1).

Username	Email Address	First Name	Last Name	Ariba Discovery Contact
rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No

Name	Actions
Administrator	Details
All Access	Details Edit Delete

Modify Users

1. **Click** on the Administration tab.
2. **Click** on Edit for the selected user.
3. **Click** on the Reset Password Button to reset the password of the user.
4. **Other options:**
 - Delete User
 - Add to Contact List
 - Remove from Contact List
 - Make Administrator

Account Settings

Customer Relationships Users Notifications Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Users

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No	All Access

↳

Edit User

View user information, revise role assignments, or reset user passwords. Ariba recommends only using the reset password functionality. Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends a

Selected User Information

Username: rebecca.novotny@sap.com
Email Address: rebecca.novotny@sap.com
First Name: Rebecca
Last Name: Novotny
Office Phone:

☐ This user is the Ariba Discovery Contact

Enhanced User Account Functionality

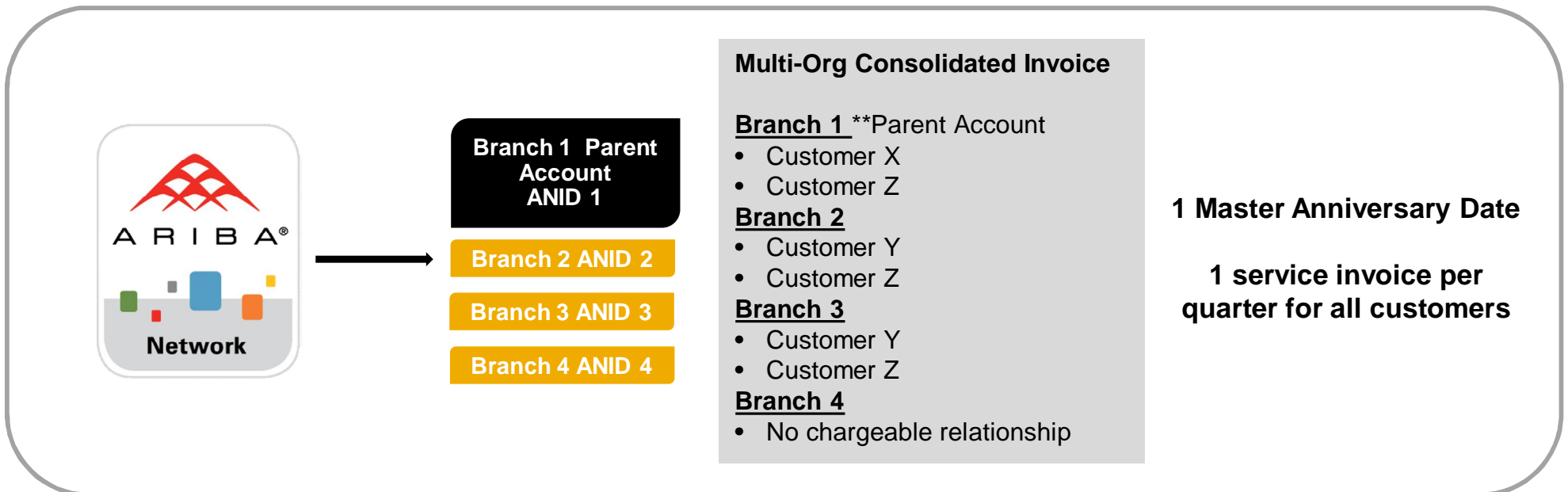
1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
 - Quickly access your personal user account information and settings
 - Link your multiple user accounts
 - Switch to your test account

Note: After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.

2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk. **Note:** If you change username or password, remember to use it at your next login.
4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.

The image shows two screenshots of the SAP User Account Navigator interface. The top screenshot shows the 'My Account' dropdown menu with options: Logout, My Account (highlighted), My Community Profile, Switch To, and a list of user accounts including 'jU-LV8b8ft565589df100959...' and 'Aribasup@s.c'. The bottom screenshot shows the 'My Account' settings page with sections for 'Account Settings' and 'Account Information'. The 'Account Settings' section includes fields for Username (* Aribasup@s.c), Email Address (* junk@phoenix.ariba.com), First Name (* jU-LV8b8ft565589df1009590921), Middle Name, Last Name (* lastName), and Business Role (Business Owner). The 'Account Information' section includes a Secret Question (* What is the last name of your first boss?), Secret Answer (*), and Confirm Secret Answer (*). Numbered callouts 1 through 4 highlight specific elements: 1 points to the user name in the top right, 2 points to the 'My Account' link in the dropdown, 3 points to the 'Change Password' link, and 4 points to the 'Secret Answer' field.

Multi-Org time and invoice consolidation / synchronization



✓ Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.

What is required to participate in a Multi-Org?

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID's to be included on the invoice.
- A Multi-Org is NOT:
 - A way to merge accounts.
 - A way to get a discount on Network Transaction Service fees.

How to create a Multi-Org

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.

Account Hierarchy

Linkage between individual accounts for account management purposes

The administrator of the Parent account can log into the child account and take the following actions:

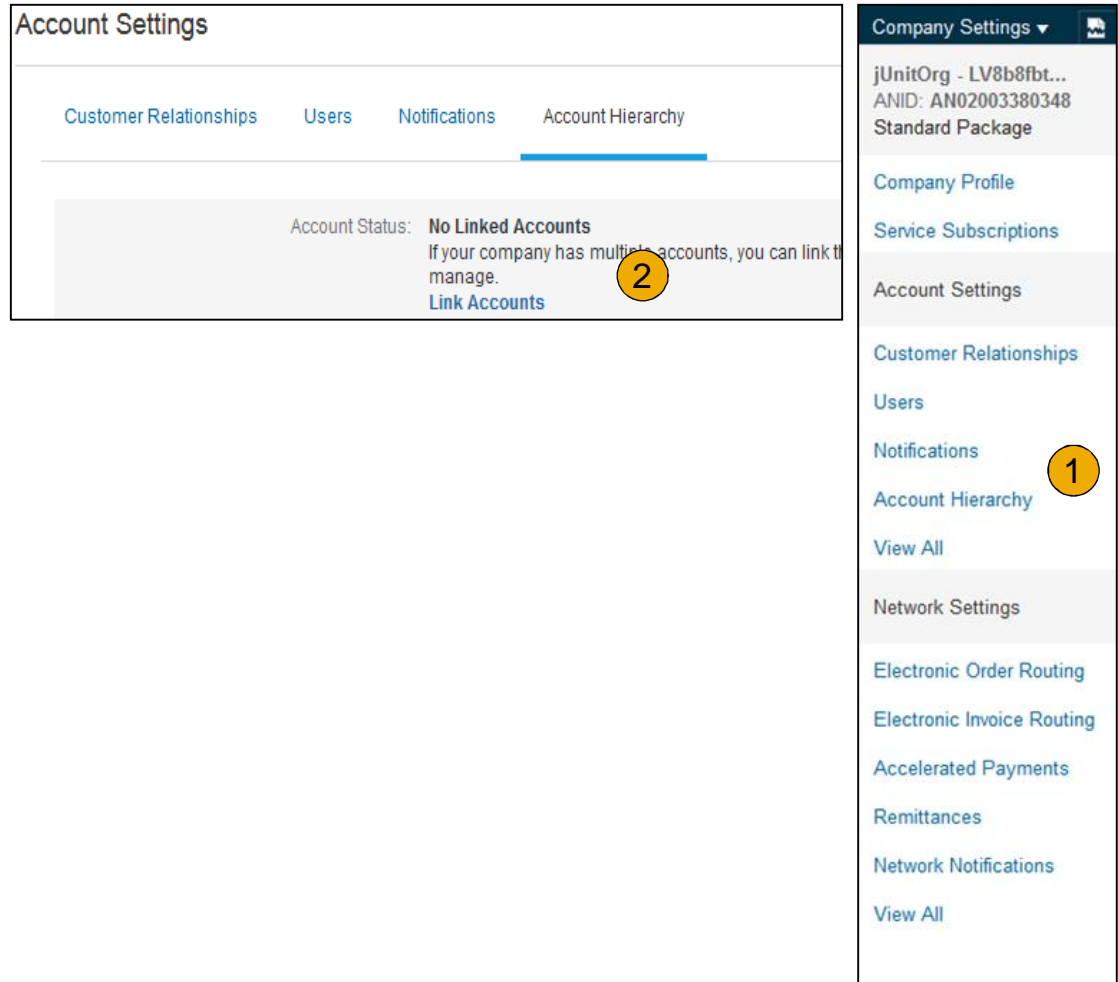
- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

The administrator of the Parent account cannot take following actions:

- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

How to create an Account Hierarchy

1. **Open** the dropdown menu and go to Account Hierarchy.
2. **To add** child accounts click on Link Accounts.
3. **The Network** will detect if there is an existing account with corresponding information.
4. **On the next page** either log in as an Administrator or send a request through an online form as a Not Administrator.
5. **Once** the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.





4. Ariba Network Support

Training and Resources

Citizens Supplier Information Portal

1. From the **Company Settings** dropdown menu, select **Customer Relationships**
2. Click on **Supplier Information Portal** next to Citizens to view the following presentations to learn more about transacting with Citizens:

- Account Configuration Guide
- Citizens Purchase Order Confirmation and Ship Notice Guide
- Citizens Invoice Guide
- Supplier Membership Program / Supplier Registration Guide

Account Settings

Customer Relationships Users Notifications Account Hierarchy

Current Relationships Potential Relationships

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests ☐ Manually review all relationship requests

[Update](#)

Pending

Customer
Approve Reject

Current

Customer
<input type="checkbox"/> Ariba Inc. Supplier Information Portal
<input type="checkbox"/> Pouliot Industries
Reject

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

[Company Profile](#)

[Service Subscriptions](#)

[Account Settings](#) 1

[Customer Relationships](#)

[Users](#)

[Notifications](#)

[Account Hierarchy](#)

[View All](#)

Network Settings

[Electronic Order Routing](#)

[Electronic Invoice Routing](#)

[Accelerated Payments](#)

[Remittances](#)

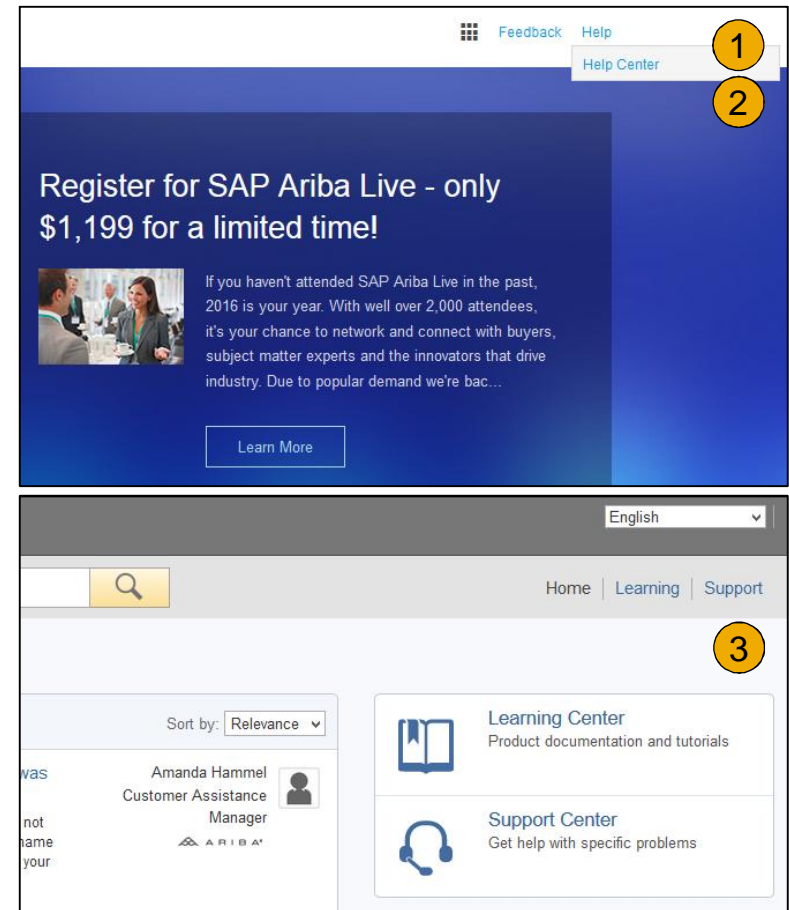
[Network Notifications](#)

Training and Resources

Ariba Network Standard Documentation

1. Go to: <http://supplier.ariba.com> and click the **Help** link.
2. Click **Help Center**.
3. Click on **Learning Center** to access Product Documentation. The Learning Center was created for users interested in technical product documentation. The Learning Center was design to allow you to browse the full library of product documentation and tutorials.

Note: Only a subset of the documentation is available in a pre-login state. For full content access, login to your Ariba Network Supplier account and access the same Help menu.

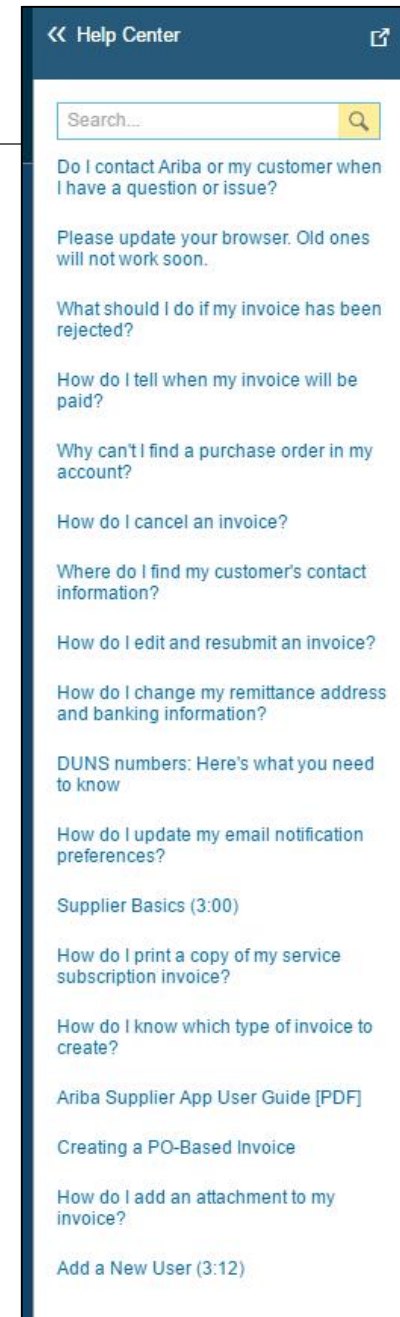


Training and Resources

Ariba Network Standard Documentation

From within your Ariba Network account:

1. Click on **Help Center** to access Standard Documentation material.
2. Depending on which screen you are in within your account, the content will automatically update to reflect materials that may be helpful to you in relation to the items on the screen. You can also type in key word searches to adjust the content shown.
3. Click **Documentation** (bottom)
4. View Ariba Network Administrator's documentation.



Training and Resources

Ariba Network standard documentation and useful links

Useful Links

Y **Ariba Supplier Membership page** - <http://www.ariba.com/suppliermembership>

Y **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>

Y **Ariba Cloud Statistics** – <http://trust.ariba.com>

Y Detailed information and latest notifications about product issues and planned downtime
- if any - during a given day

Y **Ariba Discovery** - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>

Y **Ariba Network Notifications** - <http://netstat.ariba.com>

Y Information about downtime, new releases and new features

Who should you contact?

Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**
Please contact CitizensEnablement@ariba.com for any questions regarding registration, configuration, Supplier fees, or general Ariba Network questions.
- **Citizens Business Process Support**
Please contact the Citizens Supplier Enablement team at SupplyChainSystems@citizensbank.com for business-related questions.

Supplier Support Post Go-Live

- **Ariba Network Help Center** (referenced in previous slides). Accessible through your Ariba Network account (top/right corner).

© 2016 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.