SAP Ariba

SAP Business Network Upgrade 101
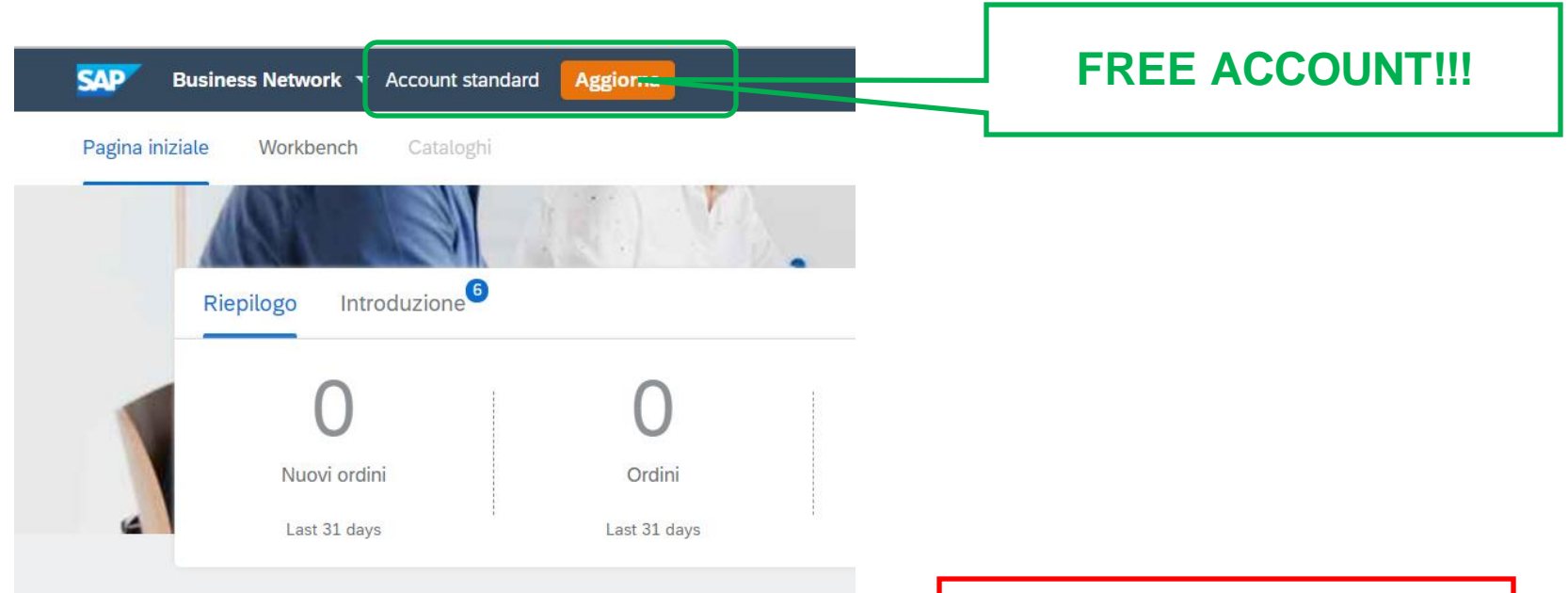## AKA: Upgrade for Dummies

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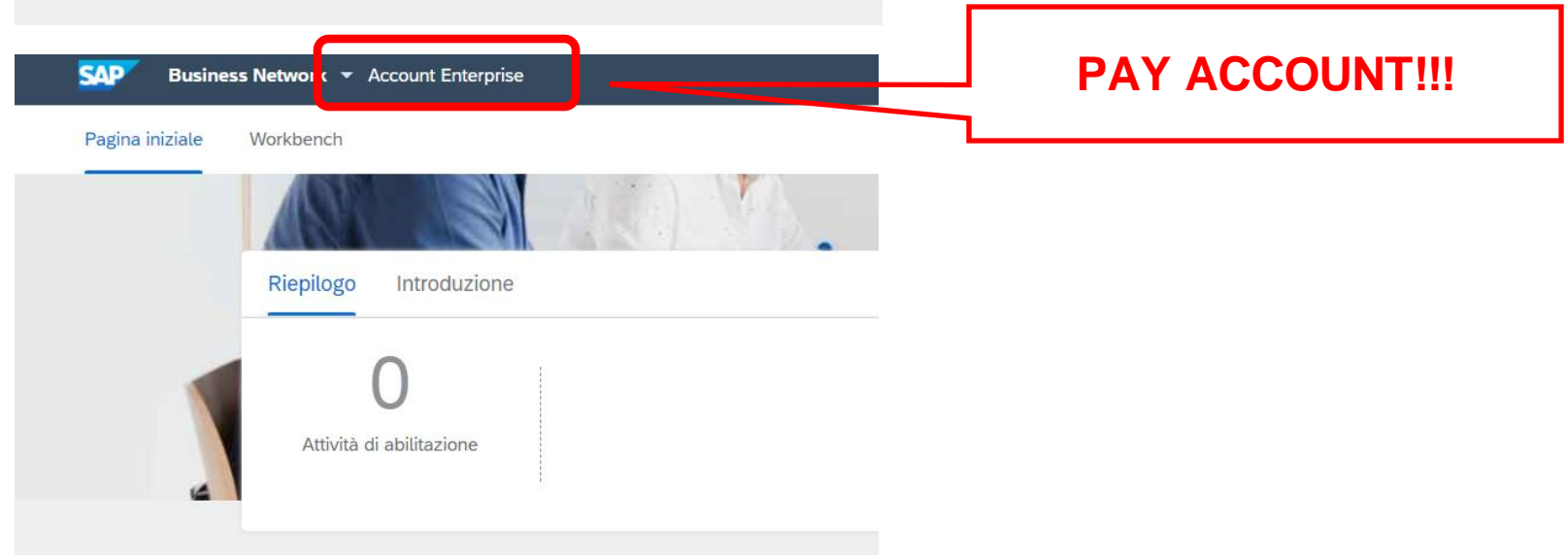
THE BEST RUN **SAP**

Account Types

Standard:

Enterprise:

FREE ACCOUNT!!!

PAY ACCOUNT!!!

Does Ariba Upgrade Accounts Automatically

Ariba does not upgrade accounts from Standard to Enterprise.
Suppliers become Enterprise by:

1) Supplier has an existing STANDARD account and they click UPGRADE on the account. This will trigger the account to become Enterprise and possibly chargeable if they cross the qualifying thresholds (5 docs, 50K USD)

2) Supplier has an existing Enterprise account with another buyer or through Discovery/Sourcing. When they accept the Standard relationship request from the new buyer, they click on ' merge with an existing account'. This will automatically move them to Enterprise, note that a message will show stating that Fees may apply and TOU need to be accepted.

3) A buyer sent them a TRR (Trading relationship request) instead of a Light/Standard request (Interactive PO), thus triggering an Enterprise account.

Upgrade Process

SAP Business Network ▾ Standard Account **Upgrade** **TEST MODE**   ← Back to classic view   ⓘ BK

Home Enablement Workbench Orders ▾ Fulfillment ▾ Invoices ▾ Payments ▾ Catalogs Reports ▾ Messages

Create ▾

Overview Getting started ⑤

8	0	0	0	0
Invoices	Orders to invoice	Items to confirm	Orders	Items to ship
Last 31 days	Last 31 days	Last 31 days	Last 31 days	Last 31 days

My widgets All customers ▾ ⚙ Customize

Purchase orders	Last 3 months ▾	Invoice aging	Company profile	My le...
€0 EUR		€0 EUR		
€1		€1	15%	

Upgrade to realize the full value of Ariba Network!

	STANDARD ACCOUNT	ENTERPRISE ACCOUNT
FULFILLMENT	Your current account	**Upgrade**
🌿 Orders and invoices	✔ Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices	✔ Skip the emails. Get and manage orders and invoices all on Ariba Network.
	✔ Check invoice status and create non-PO invoices, if supported by your customer	✔ Use CSV uploads to manage large documents.
📖 Catalogs	✔ Publish catalogs that detail your products and services *	✔ Publish catalogs that detail your products and services
🔌 Integration		✔ Integrate with your backend systems through CXML or EDI
🗄 Legal Archive		✔ Access to long-term invoice archiving (regional restrictions apply)
📊 Reporting		✔ Get reports to track transactions and sales activities
🛡 Support	Help Center	✔ Help Center, phone, chat, and web form
🔧 Fees	Free	Based on usage

Confirm upgrade

☐ Upgrade this Ariba Network standard account to an enterprise account; fees may apply.

By checking the box, and selecting **Upgrade**, you are confirming, on behalf of your organization, the upgrade of this Ariba Network supplier account (PDF Test Supplier - TEST, ANID AN01526630304-T) from a standard account to an enterprise account according to the Terms of Use (Suppliers). **Note that fees may apply to transactions after the upgrade.** You won't be able to change this account to a standard account after this upgrade.

Cancel   **Upgrade**

✓ Notifications

Supplier Notification

Buyer Notification

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You've successfully upgraded from an Ariba Network Standard Account to an Enterprise Account.

Dear Snap Spark,

Thank you for upgrading from an Ariba Network Standard account to an Enterprise Account. Here are some of the features that you can use:

1. Receive and manage fulfillment documents on Ariba Network.
2. Integrate with your backend systems through cXML, EDI.
3. Get long-term invoice archiving for global compliance.
4. Get reports to track transactions and sales activities.

Sincerely,
The Ariba Network Team
https://www.ariba.com

SAP Ariba

Hello Beata kortus,

Here's some important information related to your Ariba Network buyer account.

Supplier Snap Spark (ANID: AN01734598378) upgraded from an Ariba Network standard account to an enterprise account. Now they'll be able to use all the features the network offers suppliers, including:

- Publishing catalogs that detail their products and services.
- Integrating with their backend systems through cXML, EDI.

Learn more about enterprise accounts.

Sincerely,
The Ariba Network Team
https://www.ariba.com

☐ Send a notification when the documents of a private account are transferred to an existing supplier account.

Downgrade Account & Invoice Questions

SAP Help Center Contact us

Home   Learning   **Contact us**

1. Start here to find your answer.

Downgrade account   ✕ 🔍

2. Browse below for our AI-based recommendations*

How do I downgrade my fully enabled account to a Standard account?
Question How do I downgrade my fully enabled Enterprise account to a Standard account? Answer Your account may be eligible for a downgrade if the following criteria are met: You must not have any outstanding supplier fees . You

(?) FAQ
Sep 29, 2021

What is a valid billing dispute?
Question What information can you provide about valid billing disputes? Answer In case you have the following dispute reasons and the conditions apply, please create a dispute from your account so the billing team can solve it as soon a

(?) FAQ
Aug 5, 2021

How do I create my test account?
Question How do I create my test account? Answer Your test account is created the first time you switch to it from your production account. Only the account administrator can create the test account. To create your test account:

(?) FAQ
Jun 15, 2021

Why I can't edit my child account's Company Profile?
Question My Ariba Network account belongs to an account hierarchy. I want to edit the Company Profile section for the child account, but all fields are disabled in the system. Why is this happening, and how can I edit the child account Comp

(?) FAQ
Mar 5, 2020

Can't find what you're looking for?   **Contact us**

Downgrade Account

180235 - How do I downgrade my fully enabled account to a Standard account?

Question

How do I downgrade my fully enabled Enterprise account to a Standard account?

Answer

Your account may be eligible for a downgrade if the following criteria are met:

1. You must not have any outstanding supplier fees.
2. Your **Order Routing Method** must be **Email** and you cannot have any integration configured (cXML, EDI, Punch-Out, CIG).
3. **Supply Chain Collaboration (SCC)** must not be enabled. SCC must be disabled for SCC relationships by respective buyers.
4. Payment method must not be AribaPay (check this by clicking the **Enablement Tasks** tab. If you do not see AribaPay as a category for any customers, you do not have AribaPay enabled).
5. You should not have any created **Reports**. You will lose access to any created reports.
6. You should not have any pending **Enablement Tasks** related to catalogs/AribaPay/SCF.
7. You should not have **Invoice Archiving** configured or you will lose access to the archive.

If **all** the above listed criteria are met, please contact SAP Ariba Customer Support. Additional verification with the account administrator will need to be performed over the phone. Once completed, we will forward your request for further review to perform the requested downgrade to your Enterprise Account to a Standard Account.

Applies To

Ariba Network
Ariba Supply Chain Collaboration

Close

Downgrade Account

If suppliers want to Downgrade, they have two options:

1) If they do not have any open fee, they can contact Customer Support through their account, by clicking HELP on the upper-right corner. Support needs to verify the ADMINISTRATOR before any downgrade.

2) If they have open fees, all invoices must be settled before Downgrading. This is stated in all our documentation, available to suppliers, together with other conditions: https://support.ariba.com/item/view/180235 . Once paid they can contact Support or, if they have any issues with the invoice they can contact our team through a Dispute Case: https://support.ariba.com/item/view/181058 . If the supplier issues a Dispute Case within 60 days of the invoice, this is their first invoice ever and they have a low amount we might consider crediting the invoice and Downgrading the account, but the request needs to come from their side.

Invoice Payments

169982 - How do I pay my Ariba bill?

In order to pay your supplier fees, you must be the administrator for your account or have the **Premium Membership and Services Management** permission.

You can complete your payment by following these steps:

1. In the upper-right corner of the application, click **[user initials]** > **Service Subscriptions**.
2. Click the **Open Bills** tab and select the bill(s) that you would like to pay.
3. Select your payment method and click **Continue**.
4. Review your payment details and click **Pay**.

You can use the following methods to pay for your supplier fees:

- **Credit Card**: Ariba accepts Visa, Mastercard and American Express.
- **Electronic Payment**: Ariba's bank information is located on the second page of your bill.
- **Check** (if this option is enabled): The address to send checks to will appear on the second page of your subscription invoice. This option is enabled for suppliers whose invoice total exceeds $750 USD.

Additional Information

The payment terms are NET 30 starting from date of the invoice.

For more information about the different subscription levels and pricing for your region, please see the Ariba Network Subscriptions and Pricing page.

If you believe your bill was incorrectly calculated, you can create a dispute case. Your request will be sent to the billing team and you will be contacted by a representative.

Applies To

Ariba Network

Close

Invoice Payments

ACTION REQUIRED for your Ariba account - AN01540 NIIT Limited .msg

Contact Strategy – Ariba Network Suppliers
Status as of Apr 13, 2021

The contact strategy with the Ariba Network suppliers consists of the following internal collection measures:

1. a 3-level dunning process   - dunning letters to stored dunning email address on day 45, 60, 75 after invoice date*
2. a pre-suspension notification   - a pre-suspension notification to all stored email addresses on day 90 after invoice date*
3. a suspension notification   - a suspension notification to all stored email addresses on day 105 after invoice date*
4. a final demand letter   - a letter 75 days after suspension

	Invoice	**Due date**					**Suspension**		**3rd Party**
Days from Invoice Date **(days past due)**	0 Days- Invoice Generates	30 days (0 days past due)	45 days (15 days PD)	60 days (30 days PD)	75 days (45 days PD)	90 days (60 days PD)	105 days (75 days PD)	180 days Final Demand (75 days post suspension)	195 days 3rd Party (90 days post suspension)
Invoice Run	Incl. copy of Invoice								
Dunning Letters			Dunning Level 1	Dunning Level 2	Dunning Level 3				
Suspension Strategy						Pre-Suspension Note	Suspension Note	Final Demand Letter	

Questions to be made

1) How is Enablement done for the suppliers: Are they receiving specific Support, Education, calls, Summits…?

2) Do you have SAP Ariba Enablement or it done through a Partner?
(During Enablement the fees are taught and generally acknowledged and accepted by suppliers.)

3) Are suppliers informed about existing previous accounts and what would happen if they merge the new relationship with an Existing one?

4) Is the customer sending a Standard Relationship request or a TRR for these suppliers?
(Customer sending TRRs is very often the origin of the confusion)