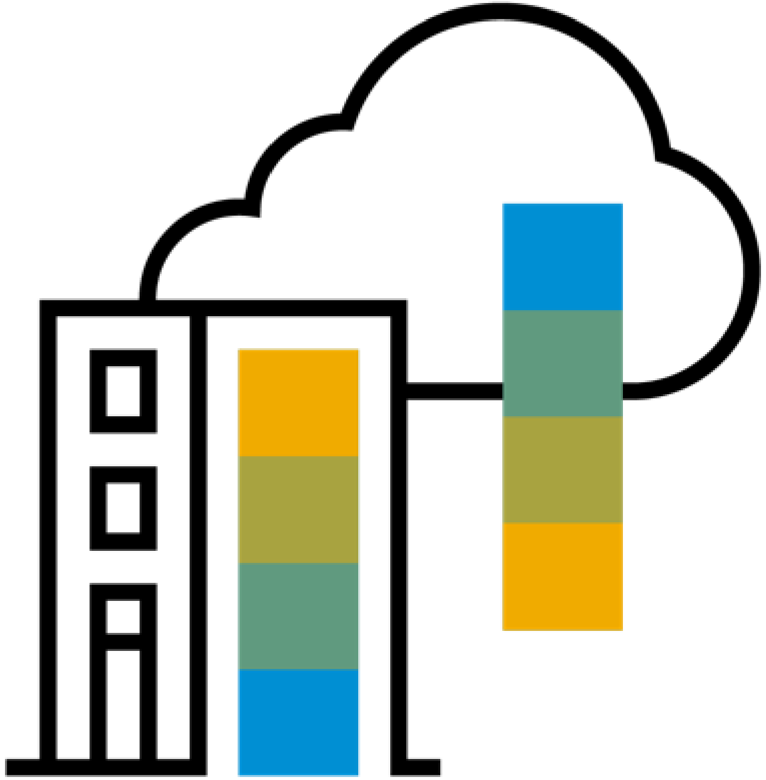
SAP Ariba

Understanding your Ariba Account
Dashboard functionality



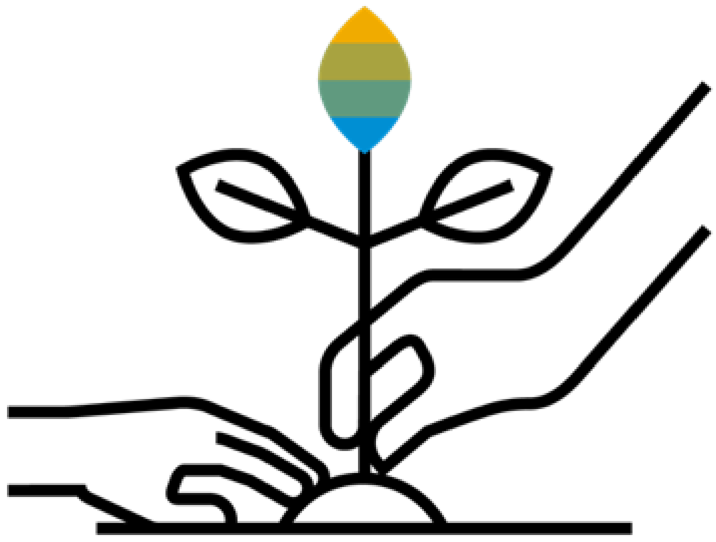
THE BEST RUN SAP

Contents

Ariba Network Standard Account

What is an Ariba Network, Standard Account?

- Basic Account that gives you access to Ariba Network
- Receive interactive email purchase orders
- Invoice through the Ariba network
- No fees
- Intended for low volume suppliers



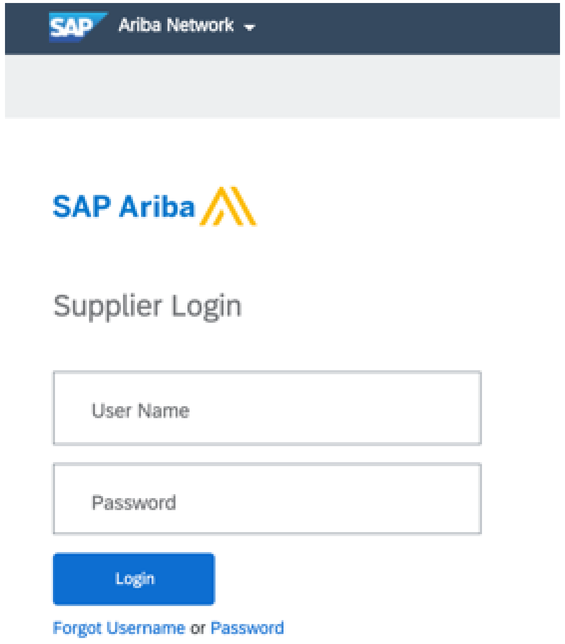
What You Get With Your FREE Standard Account

Ariba Discovery	• Receive high quality sales leads matched to your business capabilities • Attract potential customers with your profile and get invited to sourcing events
Contract Management & Supplier Profile	• Free access to SAP Ariba's contract management module and collaborate with buyers during the contract preparation phase • Set up your profile in the SAP Ariba Supplier Lifecycle and Performance solution
Document Exchange	• Respond easily to e-mailed orders with electronic order confirmations, service entry sheets, or advance ship notices • Create electronic invoices and credit notes in just a few steps • Check invoice status, payment proposals (i.e. early payment discounts), and remittance details • Send invoice notifications with cXML and PDF invoices to be used for local archiving • Access the SAP Ariba Supplier mobile app at no charge
Usage	• No limitations on number of purchase orders or invoices transacted on Ariba Network • Unlimited Ariba Network relationships can be maintained
Online Support	• Access to SAP Ariba's help center for technical issues directly from your account

Understanding your Account and Dashboard

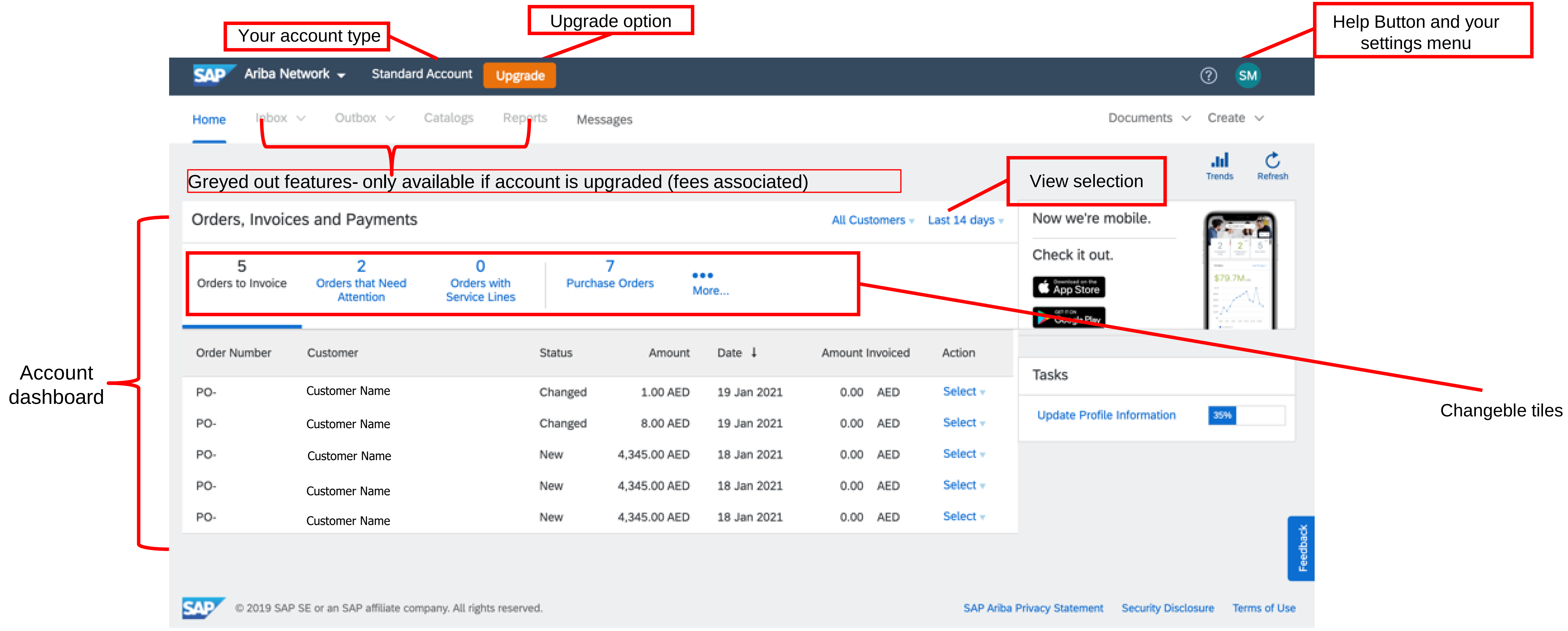
Accesing your account without the Interactive Purchase Order Email

- To access your account – type supplier.ariba.com in your browser
- Enter your username and password
- Click on to log in



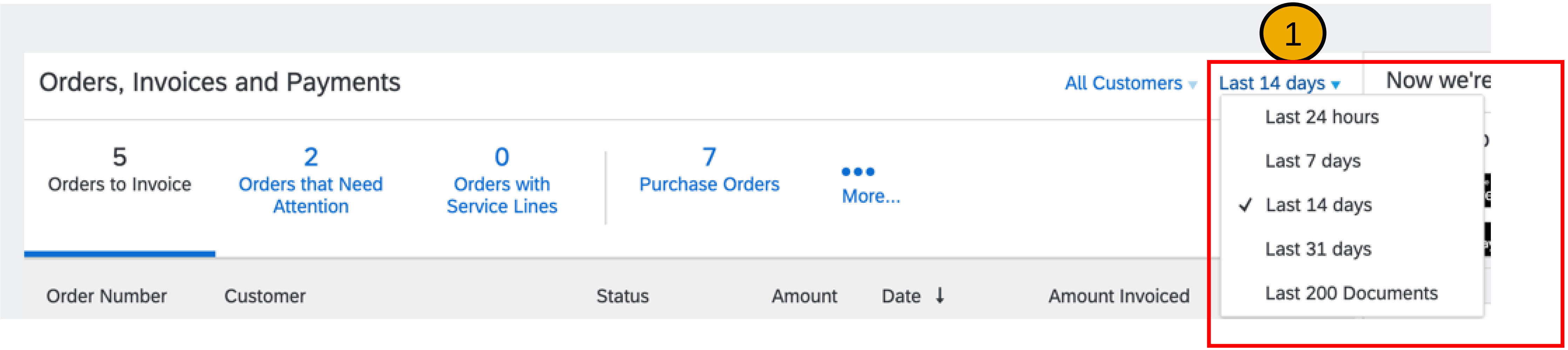
Understanding your Homepage – Ariba Network

- Once in your account you will be able to see the following



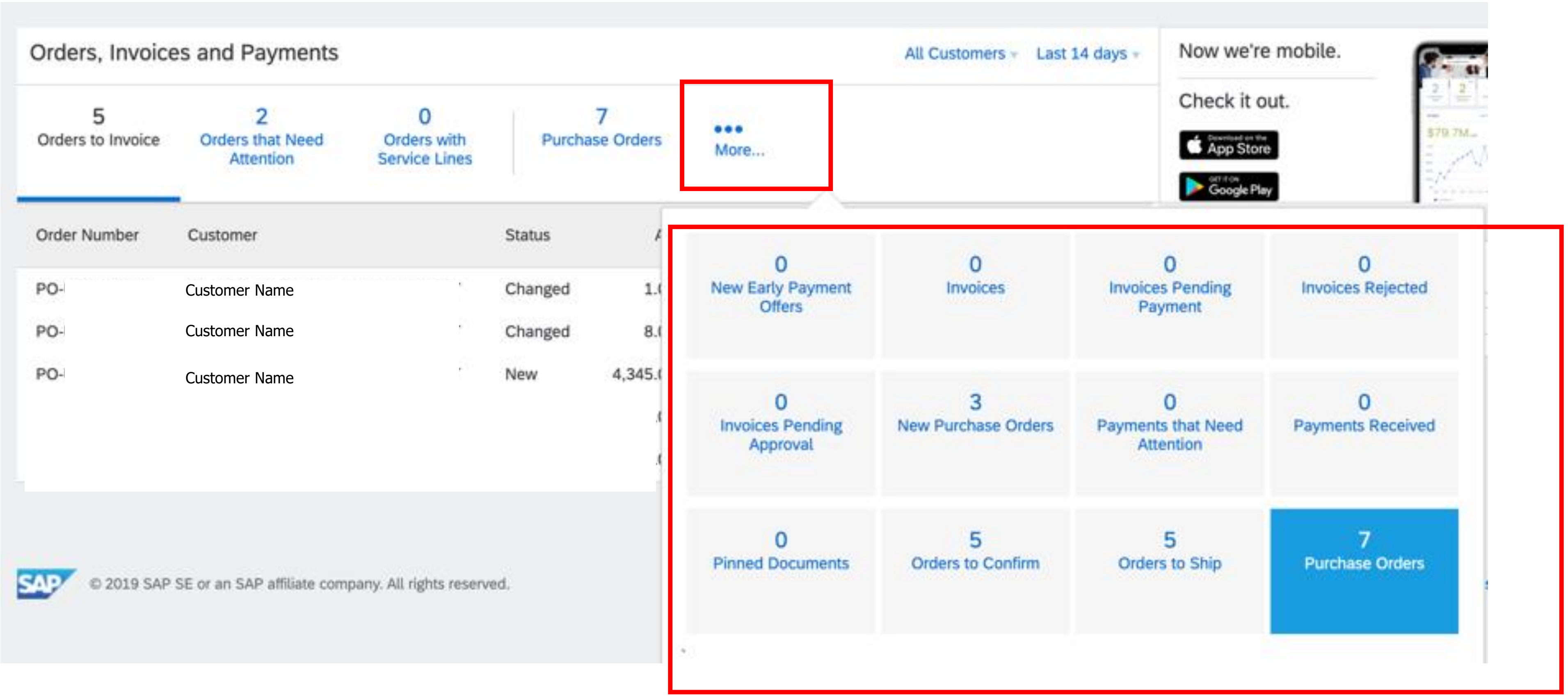
Changing your view

1. Click on the drop-down button and choose the view you prefer- you can view up to last 200 documents
2. Click to select view



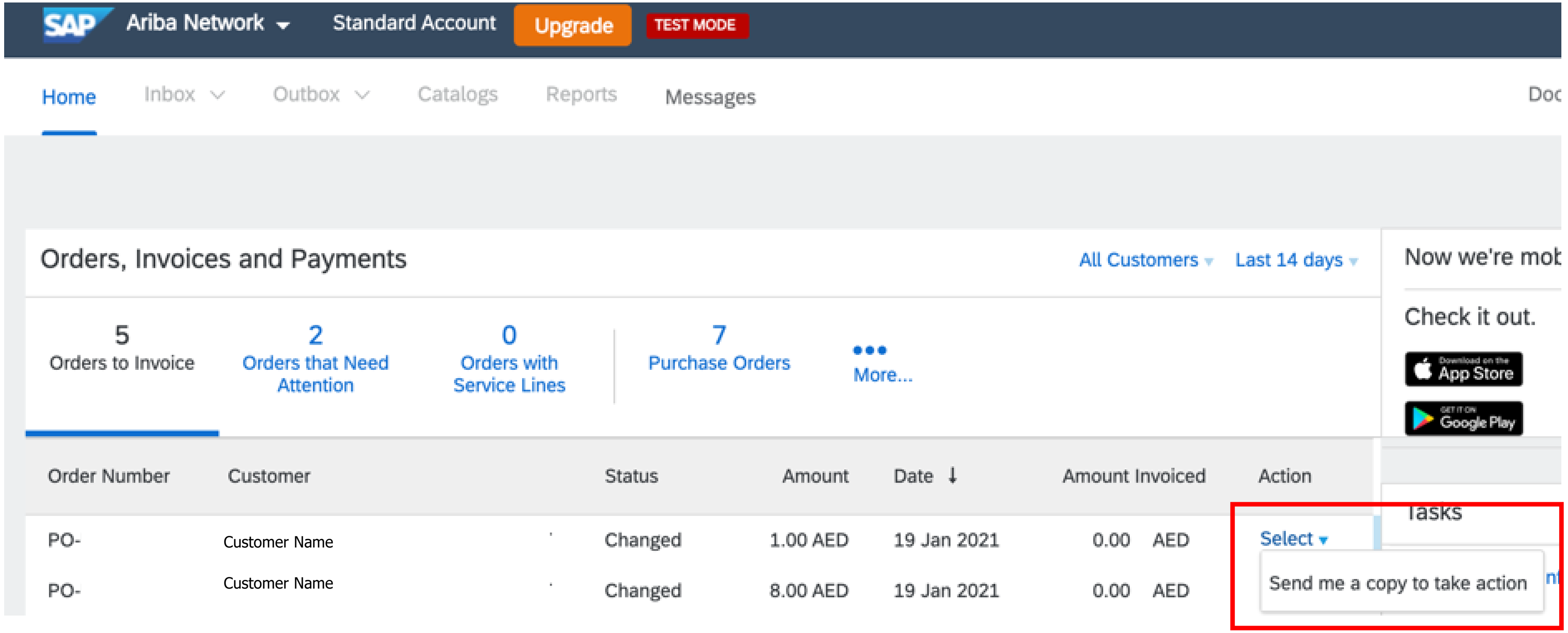
Changing your view

- You may also play with the tiles available to create a view as per your preference
- Click on the More button to select the tiles
- Choose tile to change view



Sending a copy of the Purchase Order(PO) to action

- If you have lost the original Purchase Order email that was sent to your email inbox, you may send a copy of the PO back to yourself from the dashboard
- Click on the Select button
- Choose Send me a copy to take action
- The PO will now be sent to the emails set up to receive Purchase Orders



Configuring your Ariba Account

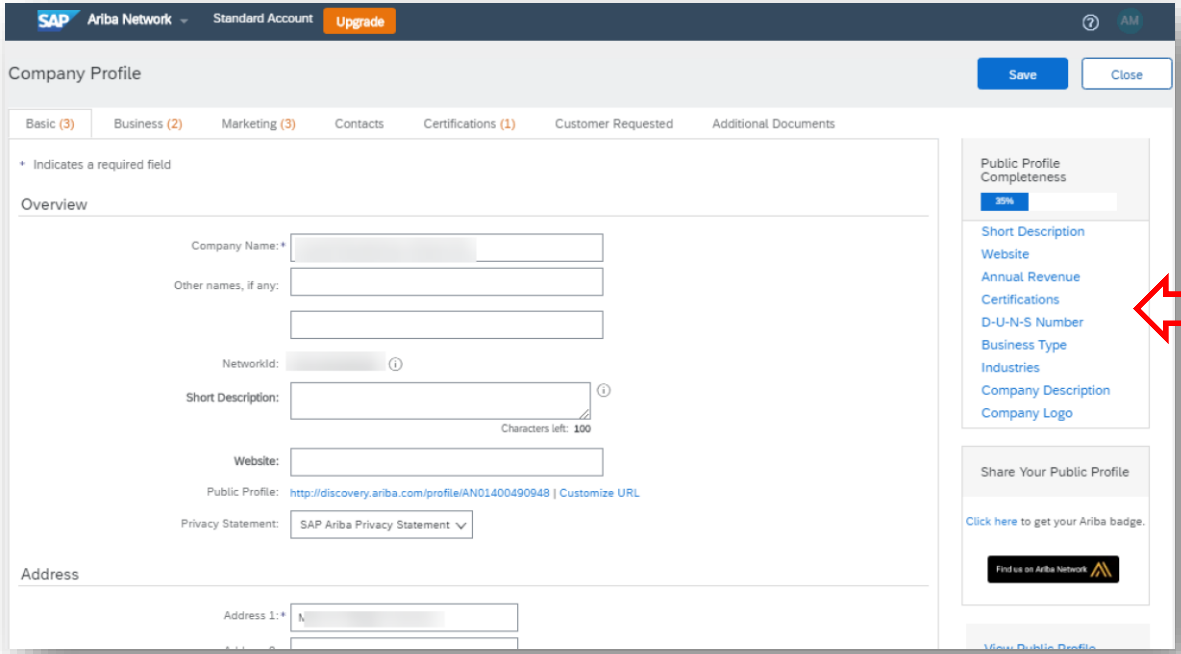
Complete Your Profile

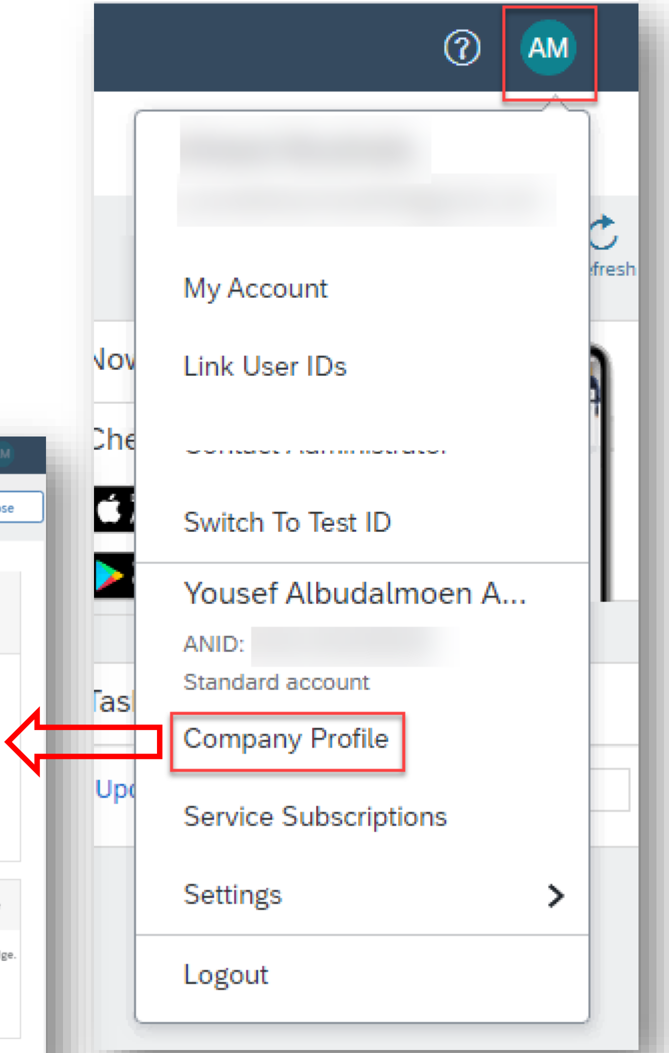
1. Select **Company Profile** from the Account Setting dropdown menu.

2. **Complete** all suggested fields within the tabs to best represent your company.

3. Fill the **Public Profile Completeness** meter as much as possible

4. **Note:** The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.

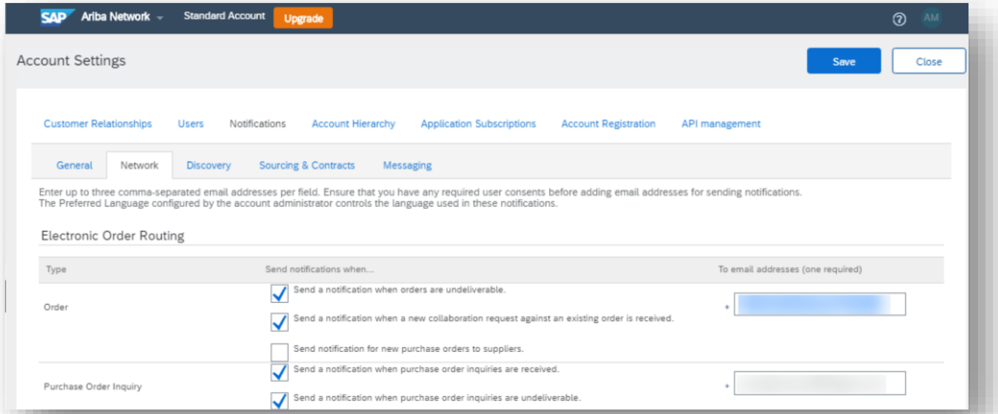


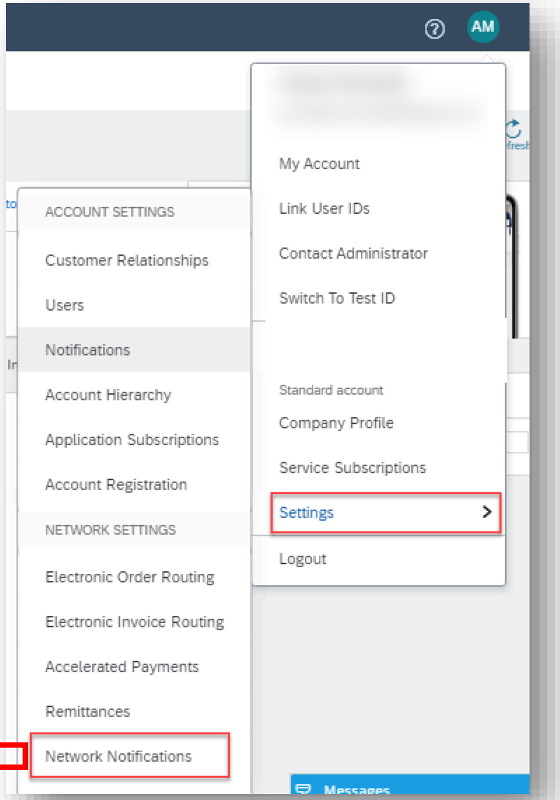


Configure Your Email Notifications

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. **Under Account Settings click** on Settings then Notifications.
2. **You can enter** up to 5 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

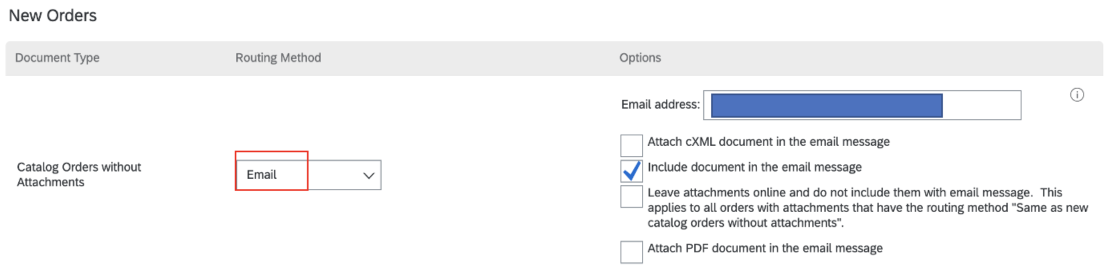


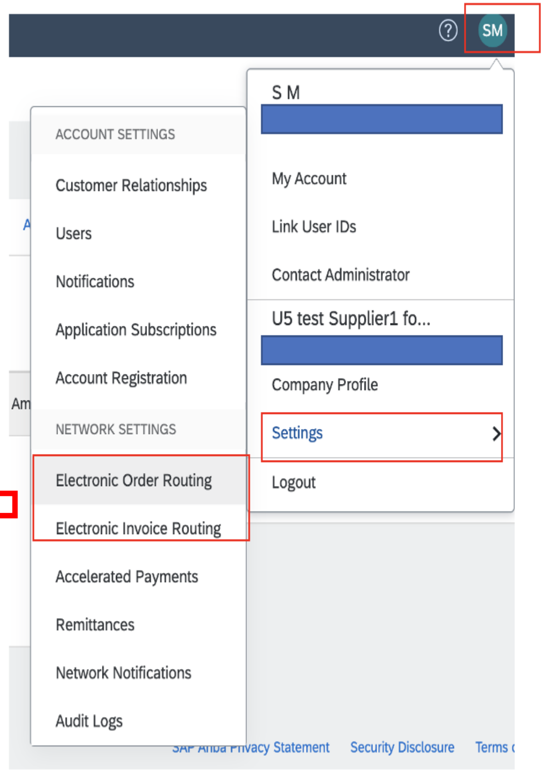


Note: If you are out of the office, make sure to include in your auto-reply messages one of the following phrases. This will prevent Ariba Network from failing orders sent to mailboxes responding using an auto-reply feature:
Out of office, OOTO, On vacation, on holiday, out of town, away from the office, away until, out of the country, an off site meeting.
When Ariba Network detects an auto-reply containing one of these phrases, it indicates that it received the auto-reply in the order history log and does not fail the order.

Configure Your Order Routing

1. **Under Account Settings click** on Settings then Electronic Order Routing.
2. **You can enter** up to 5 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.





Note: Please ensure that the method is email and the in the text box marked in blue you may add up to 5 email separated by a comma as mentioned above.

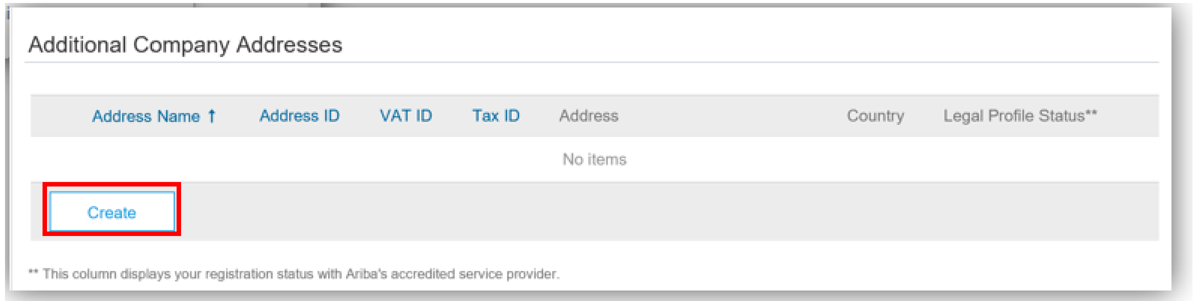
Configure your VAT

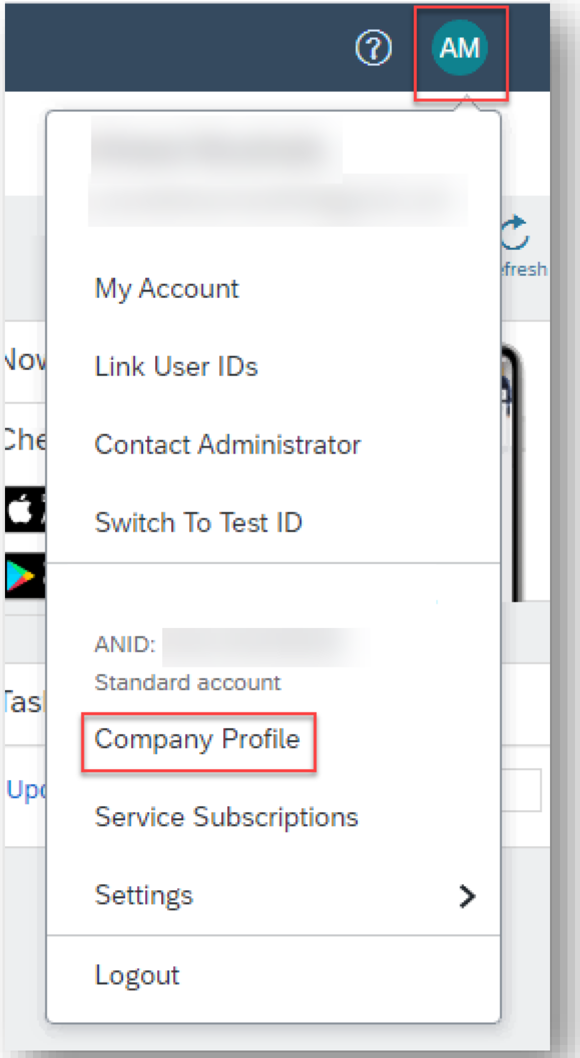
This Step much be done once prior to creating your first UAE VAT Invoice(valid only for UAE suppliers)

1- Go to supplier.ariba.com and log in using your Ariba Account credentials

2- From top right of your screen, click on "Account Settings" then choose "Company Profile"

3- Under the **Basic** tab, go to the Additional Company Addresses section and click "**Create**"

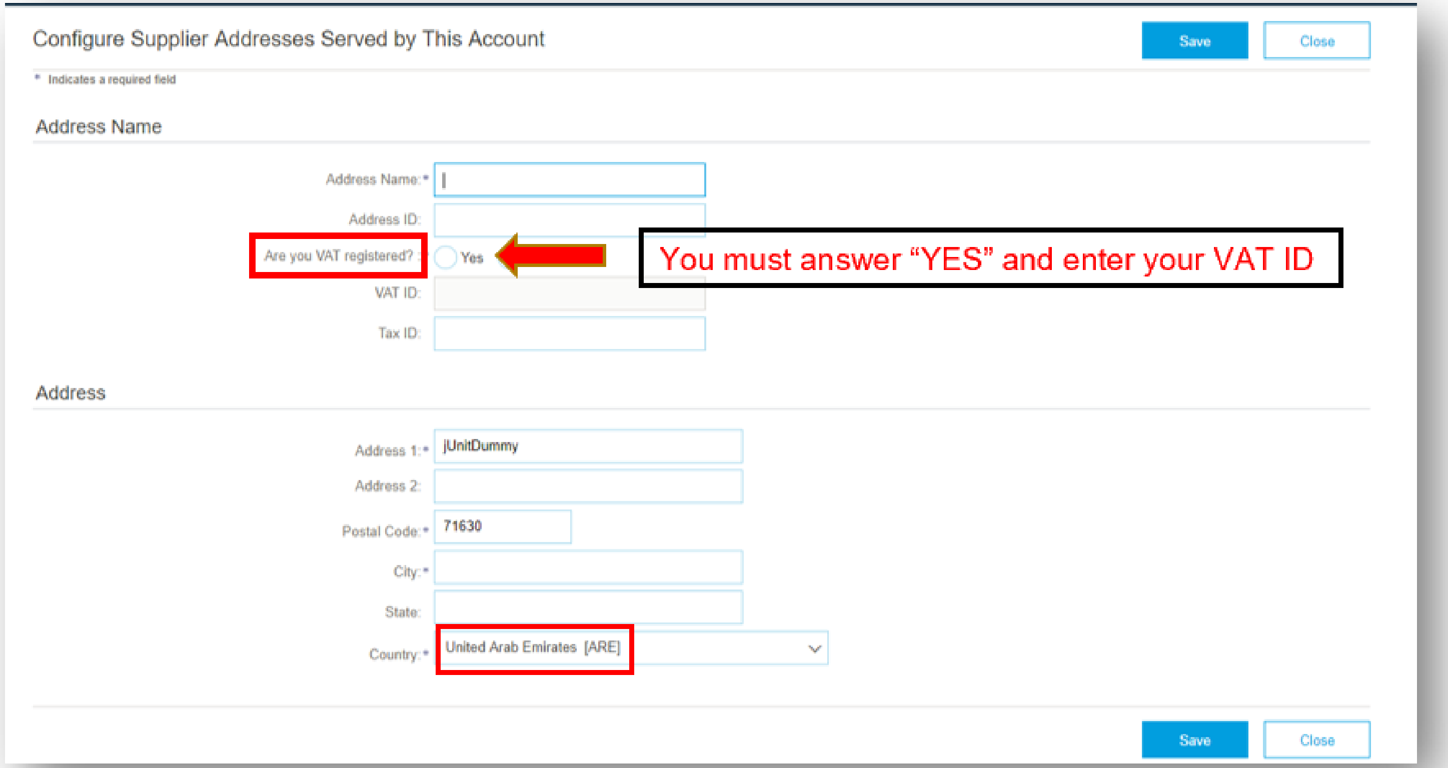




Configure your VAT

This Step much be done once prior to creating your first UAE VAT Invoice(valid only for UAE suppliers)

1. Fill in Address Name (i.e. 'UAE'), Address, Postal Code, City, Country
2. Fill in your VAT ID (15 digit numeric)
3. Answer YES, for question 'Are you VAT registered?'
4. Click Save



Configure your VAT

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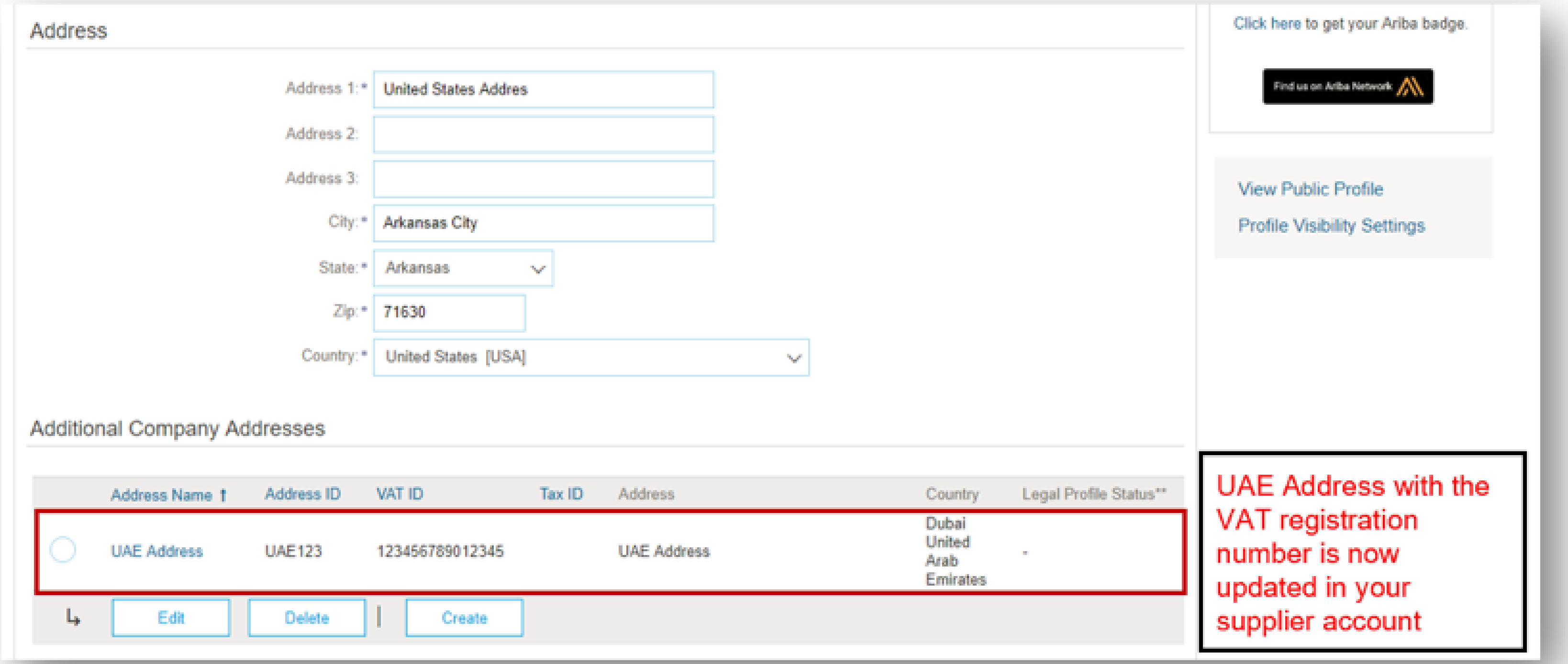
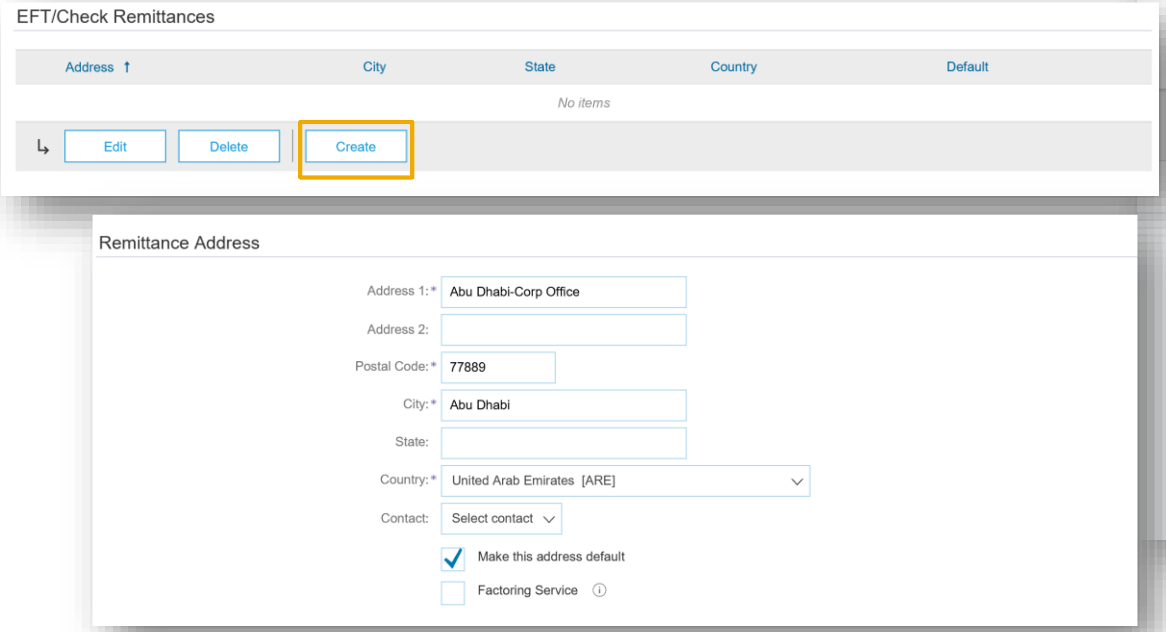
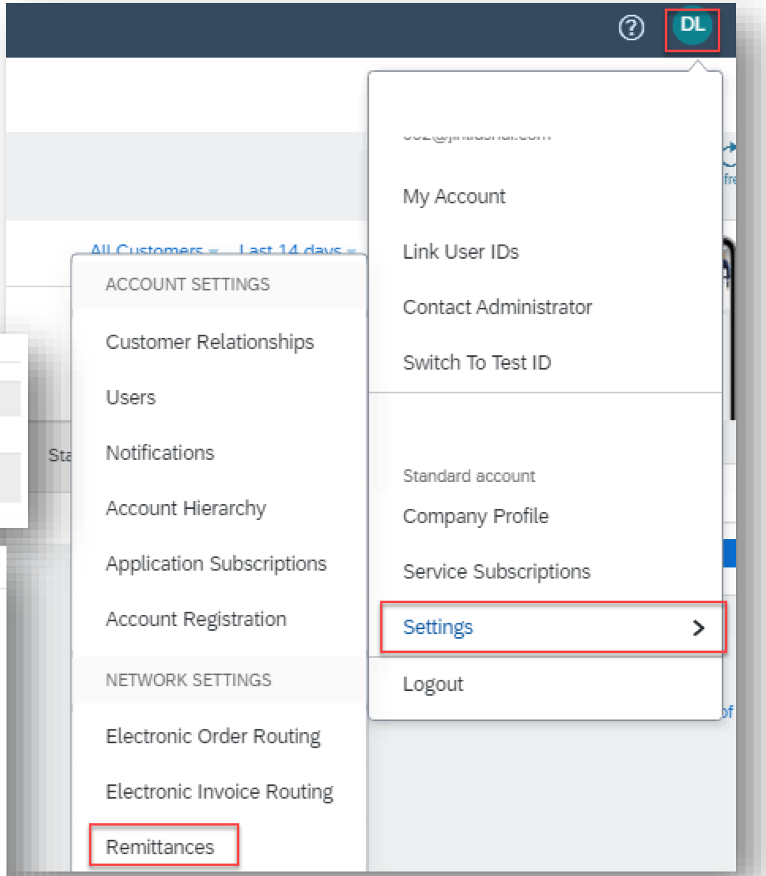


Configure Your Remittance Information

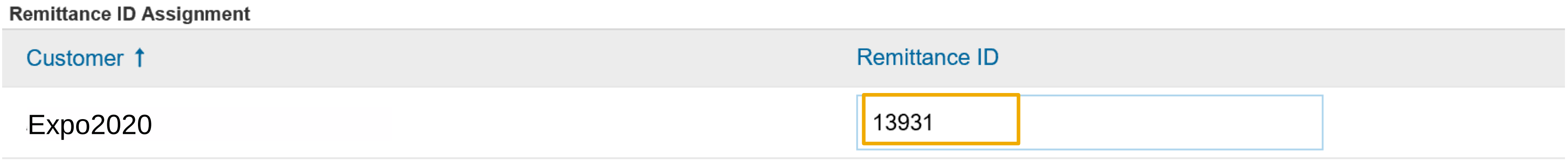
1. From the Home Page go to Account Settings-> Remittances
2. Click Create
3. Enter Remittance Address Information
4. Select 'Make this address default'

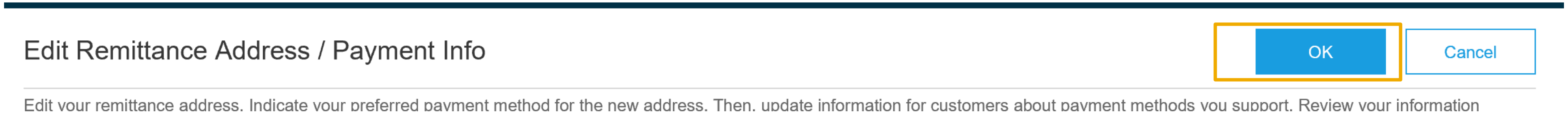




Configure Your Remittance Information

1. Input the Remittance ID for Expo – THIS ID WILL BE GIVEN TO YOU BY Expo
2. You do not have to enter any bank account or wire transfer information here. This information is already with the Finance department





Managing users on your Ariba Account

Set Up User Accounts

Roles and Permission Details

Administrator

- There can only be one administrator per ANID
- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems
- Creates users and assigns roles/permissions to users of the account

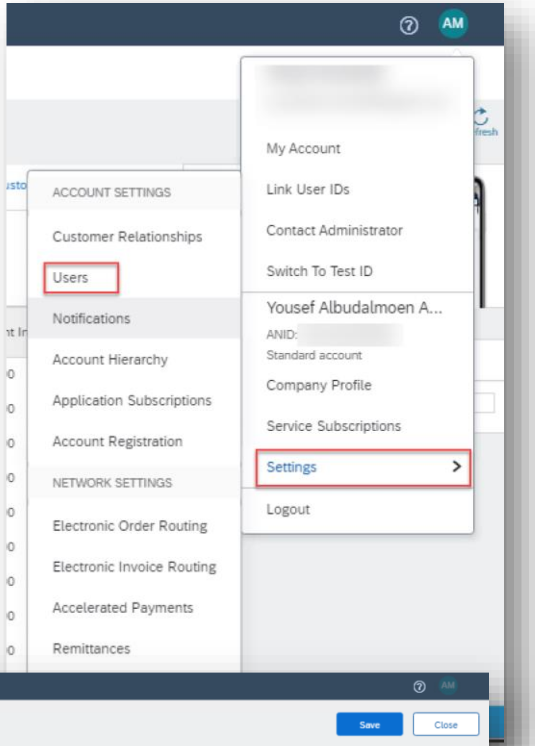
Users

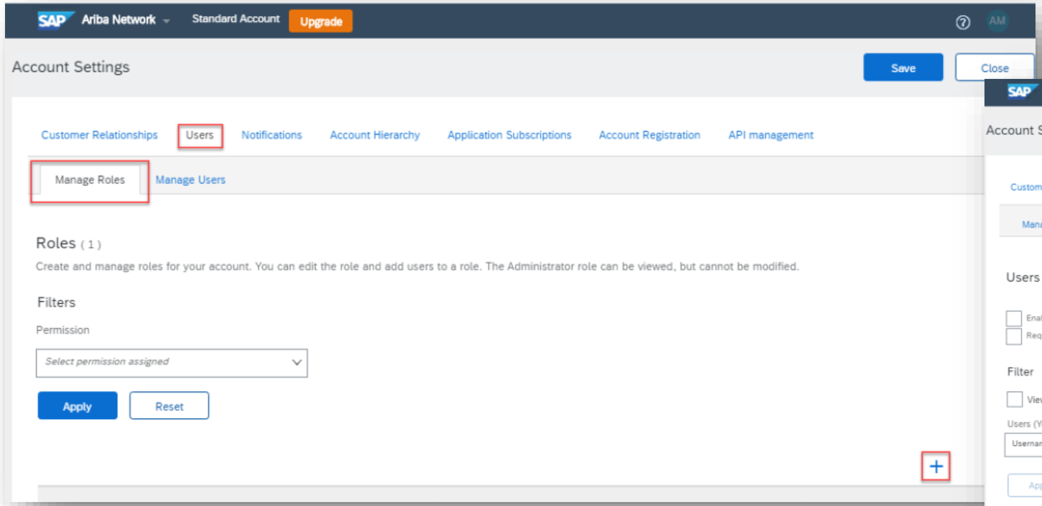
- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user's actual job responsibilities
- Can access all or only specific customers assigned by Administrator

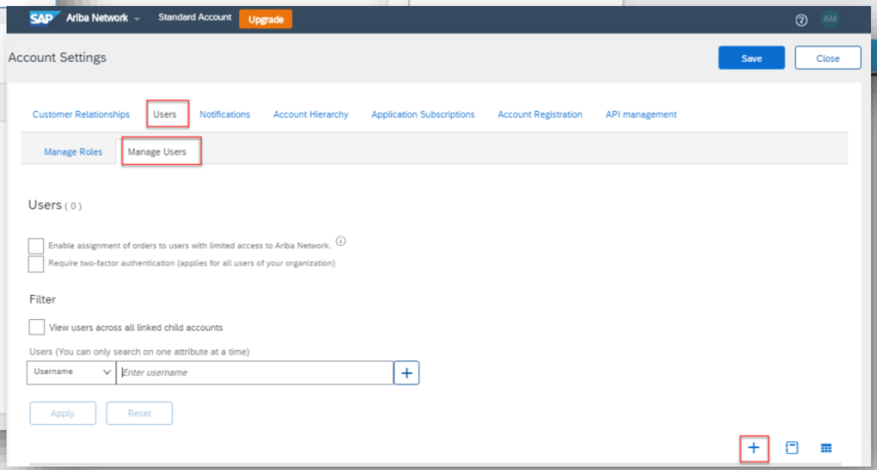
Users and Roles

1. **Click** on the Users tab under the Settings option under **Account Setting**. 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

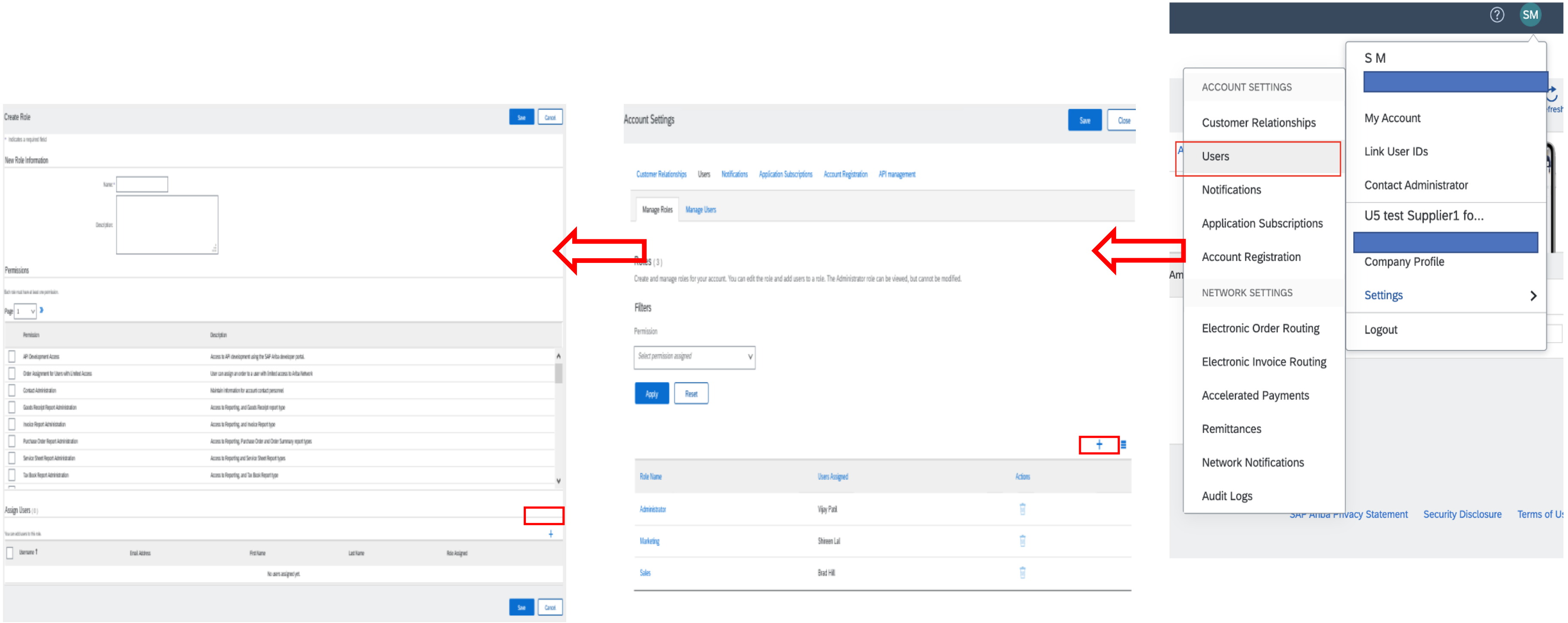






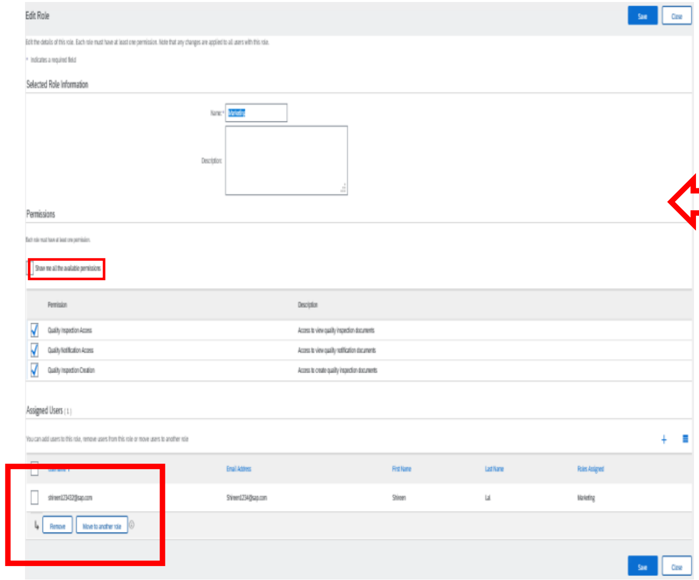
Create New Role

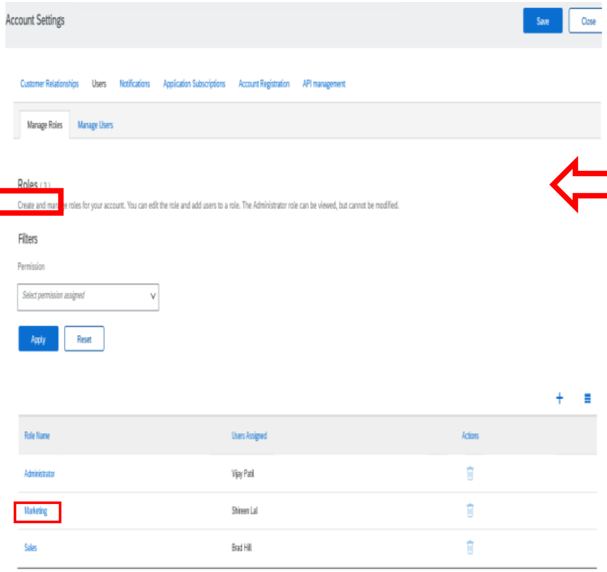
1. **Under Account Settings click** on Settings then Users.
2. **Click on the “ + “ icon** to create a role
3. **Fill the info –** Enter a name and description.
4. **Permissions –** choose the required permissions by by ticking the checkbox.
5. **Assign users –** click on the “ + “ to choose users from the list.
6. **Click on Save.**

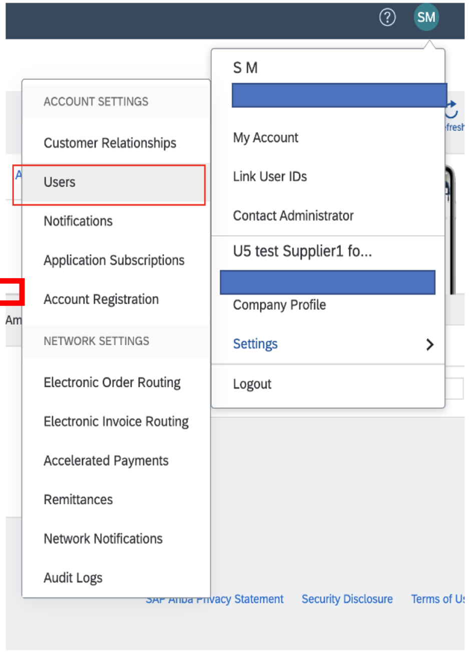


Add/ Delete Permissions to User Roles

1. **Under Account Settings click** on **“Settings”** then **“Users”**.
2. **Go to role list and click on the required role -** as seen below
3. **Click on “Show me all available permissions”**
4. **Permissions –** choose the required permissions by ticking and/or unticking the checkbox.
5. **Assign users –** click on the **“ + “** to choose users from the list
6. **Remove Users** by selecting the user and deleting it from the role
7. Click on Save

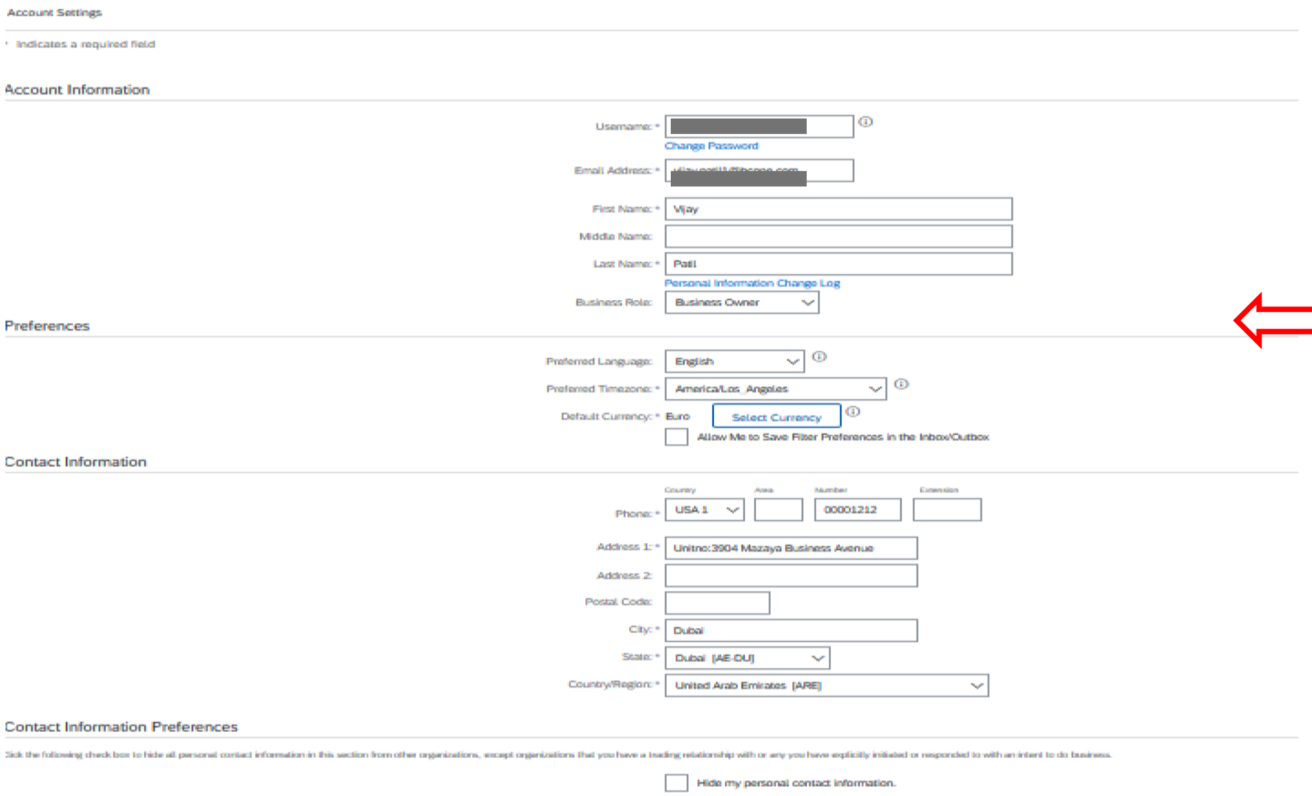


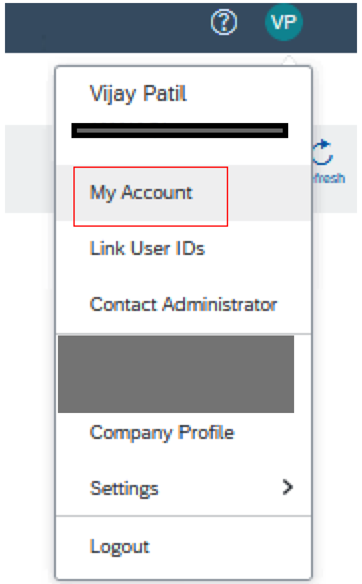




Change Admin User Details

1. **Under Account Settings click** on "**My Account**".
2. **In the Email address text box** update the 1 common email address you wish to be the admin email for the account - **Please note user id cannot be changed and doesn't have to be an active email.**

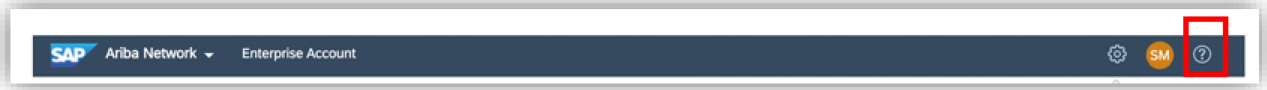




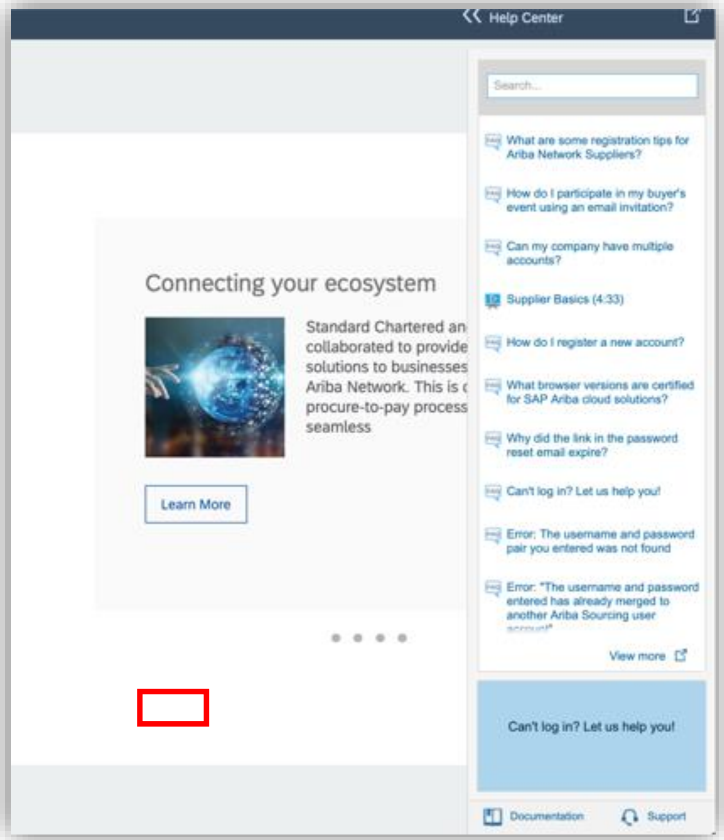
Raise a global support ticket

How to Create Global Support Ticket

1. Go to ARIBA Log in page (supplier.ariba.com)
2. On top right side, click on “?” icon

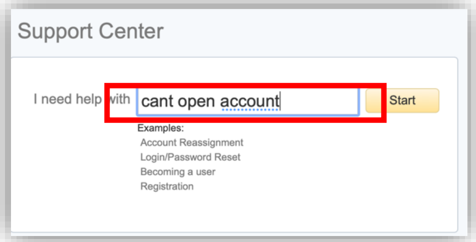


3. Click on the support button at the bottom of the page

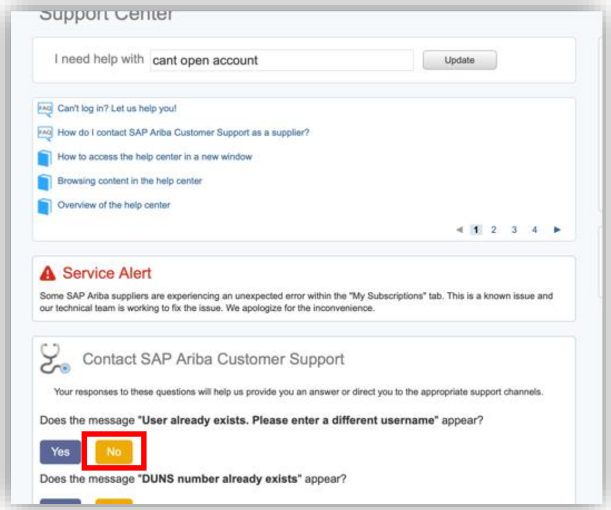


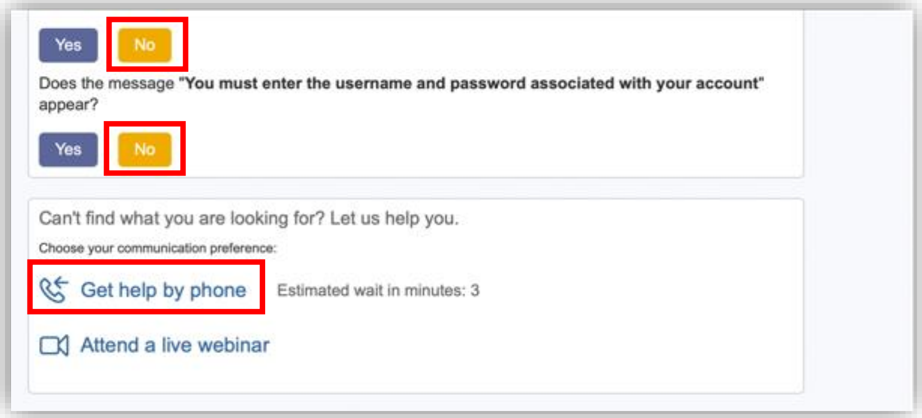
How to Create Global Support Ticket

4. Write login issue in the message (For example: Cant open account)



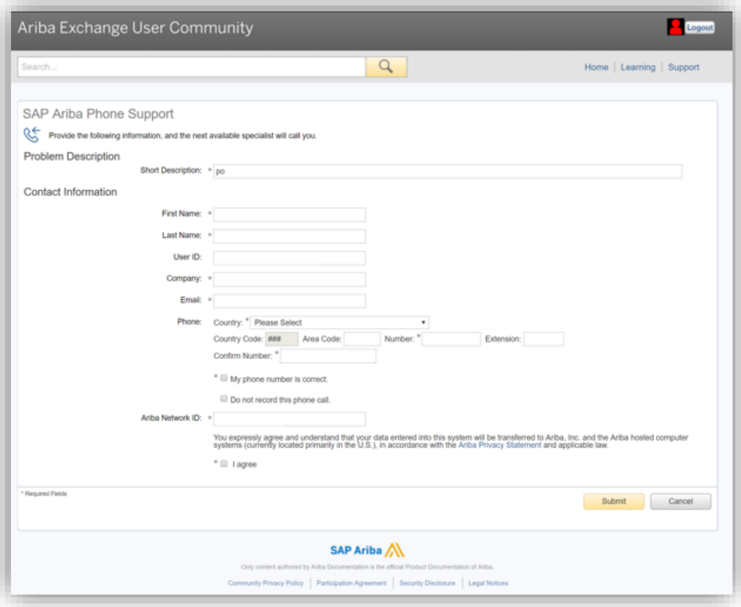
5. Select “No” for all the suggested options until the option to “Get Help by Phone” appears & click on that





How to Create Global Support Ticket

6. fill in all mandatory fields marked as "*" in below form then press submit.



7. You will receive a call after few minutes from ARIBA Support

8. Advise them that you need the access to the account on urgent basis

Support Options

Support Options

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Registration, Supplier Fees, Account configuration
- Ariba Support

Enablement Business Process Support

- Business-Related Questions
- Email: Ariba.Onboarding@expo2020.ae

Supplier Information Portal

- How to Find the Supplier Information Portal

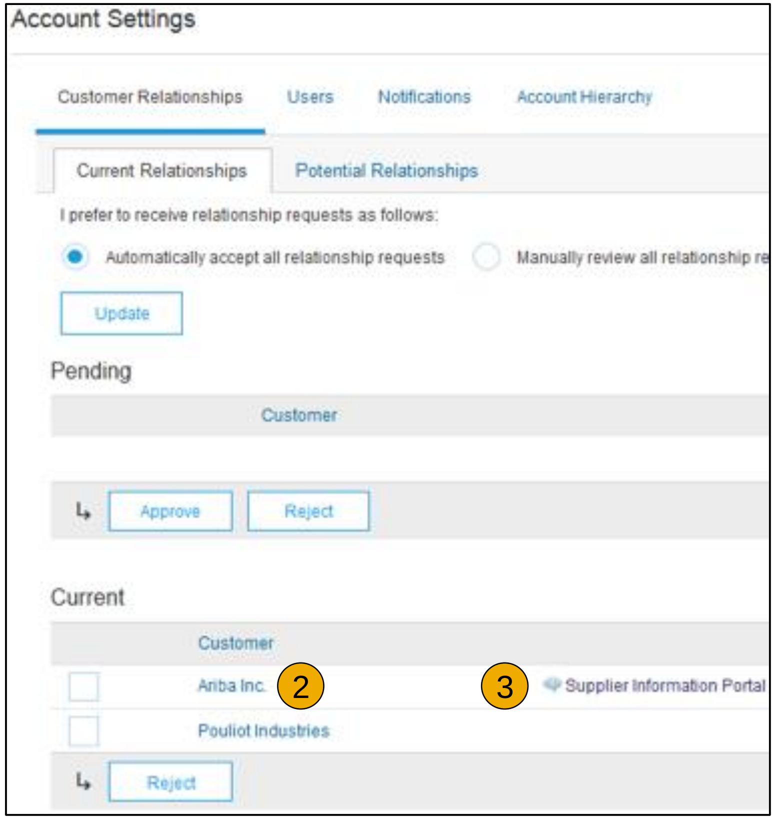
Supplier Support Post Go-Live

Global Customer Support
Use the Help Center directly from your Ariba Network Account.

Training & Resources

Expo 2020 Supplier Information Portal

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer's name to view transactional rules: The Customer Invoice Rules determine what you can enter when you create invoices.
3. **Select** Supplier Information Portal to view documents provided by your buyer.



Useful Links

Useful Links

- **Ariba Supplier Pricing page** - http://www.ariba.com/suppliers/ariba-network-fulfillment/pricing
- **Ariba Network Hot Issues and FAQs** - https://connect.ariba.com/anfaq.htm
- **Ariba Cloud Statistics** – http://trust.ariba.com
  - Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- **Ariba Discovery** - http://www.ariba.com/solutions/discovery-for-suppliers.cfm
- **Ariba Network Cloud Status** - https://www.sap.com/about/trust-center/cloud-service-status.html#sap-ariba (Information about downtime)

Thank you for joining the Ariba Network!