



## SAP Ariba Network Supplier Training Manual

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# Additional Functionalities

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# Complete your Profile

1. Select **Company Profile** from the Company Settings 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.

Company Settings ▾ John Doe ▾ H

SMD Supplier 1  
ANID: AN01022404640  
Standard Package

Company Profile

Service Subscriptions

Account S

Ariba Network

Company Profile

Basic (2) | Business (2) | Marketing (1) | Contacts | Certifications (1) | Additional Documents

Overview

Company Name \* SMD Supplier 1

Other names, if any:

Network ID: AN01022404640

Short Description: Characters left: 188

Website:

Public Profile: <http://discovery.ariba.com/profile/AN01022404640> | Customize URL

Address

Address 1 \* 21 Jump Street

Address 2:

Address 3:

City \* Cleveland

State \* Ohio ▾

Zip \* 44114

Country \* United States [USA] ▾

Public Profile Completeness

Short Description

Website

Annual Revenue

Certifications

D-U-N-S Number

Business Type

Industries

Company Description

Company Logo

Share Your Public Profile

Click here to get your Ariba badge

View Public Profile

Profile Visibility Settings

# Configure your Email Notification

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 5 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

The screenshot displays the 'Account Settings' page with the 'Notifications' tab selected. A dropdown menu for 'Company Settings' is open, showing 'Notifications' as the selected option. The 'Network' tab is active, and the 'Electronic Order Routing' section is visible. The 'To email addresses' field is also visible with a dropdown menu.

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.



# Select Electronic Routing Method

The screenshot shows the 'Network Settings' page in the Ariba Network interface. The 'New Orders' section is active, displaying a table with columns for 'Document Type', 'Routing Method', and 'Options'. The 'Routing Method' dropdown menu is open, showing options: 'Email', 'Online', 'cXML', 'EDI', 'cXML Pending Queue', and 'Fax'. The 'Email' option is selected. The 'Options' column shows the 'Email address' field with the value 'jwal@yourcompany.com'. A red arrow points to the 'Email' option in the dropdown, and a blue arrow points to the 'Email address' field. A 'Save' button is circled in blue at the top right of the page.

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: jwal@yourcompany.com <input type="checkbox"/> Attach cXML document in the email message <input type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".
Catalog Orders with Attachments	Email	without attachments
Non-Catalog Orders without Attachments	cXML Pending Queue	without attachments
Non-Catalog Orders with Attachments	Same as new catalog orders without attachments	without attachments

On your Order Routing Screen, select how you would like to receive Purchase Order Notifications from your Customers

Enter up to **FIVE** email addresses followed by a comma

# Select Invoice Routing Method

Network Settings Save Close

[Electronic Order Routing](#) **Electronic Invoice Routing** [Accelerated Payments](#) [Settlement](#)

[General](#) [Tax Invoicing and Archiving](#)

Capabilities & Preferences

Sending Method

Document Type	Routing Method	Options
Invoices	Online ▾	Return to this site to create invoices
Customer Invoices	Online ▾	Save in my online inbox

Notifications

Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	supplier@ourcompany.com
Invoice Status Change	<input type="checkbox"/> Send a notification when invoice statuses change.	supplier@ourcompany.com
Invoice Created Automatically	<input type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	supplier@ourcompany.com



On your Invoice Routing Screen, select if you would like to receive notifications whenever an invoice status changes

Enter up to **FIVE** email addresses followed by a comma

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# Understand Roles for Users

## Administrator

- 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 roles for the account

## User

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



# Create Users and Roles

1. **Click** on the Users tab under the **Company Settings** options. 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.

Customer Relationships Users Notifications Account Hierarchy

### Manage Users

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

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

4

5

### Manage User Roles

Create and manage roles for your account. You can view or edit the details of a role. The Administrator role can be viewed, but cannot be modified or assigned to another user.

Name	Actions
Administrator	Details 3
All Access 2	Details Edit Delete

3

2

5

Create Role

Company Settings

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

Company Profile

Service Subscriptions

Account Settings

Customer Relationships

Users 1

Notifications

Account Hierarchy

View All

Network Settings

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

View All

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



# Enhanced User 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 a user interface for account management. At the top right, a dropdown menu (labeled 1) is open, showing options: Logout, My Account (labeled 2), My Community Profile, Switch To, and a list of user accounts including 'jU-LV8b8ft565589df100959...' with a 'Switch To Test ID' option, 'Link User IDs', and 'Contact Administrator'. Below this, the 'My Account' page is shown, divided into 'Account Settings' and 'Account Information'. The 'Account Settings' section includes fields for Username (Arbasup@s.c), Email Address (junk@phoenix.arba.com), First Name (jU-LV8b8ft565589df1009590821), Middle Name, Last Name (lastName), and Business Role (Business Owner). A 'Change Password' link is also present (labeled 3). The 'Security' section includes a Secret Question (What is the last name of your first boss?), Secret Answer, and Confirm Secret Answer fields (labeled 4). Asterisks indicate required fields.



# Modify Roles

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

**Company Settings** ▾

- jUnitOrg - LV8b8ft...
- ANID: AN02003380348
- Standard Package
- Company Profile
- Service Subscriptions
- Account Settings
- Customer Relationships
- Users** 1
- Notifications
- Account Hierarchy
- View All
- Network Settings
- Electronic Order Routing
- Electronic Invoice Routing
- Accelerated Payments
- Remittances
- Network Notifications
- View All

**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 Cont
<input type="checkbox"/>	rebecca novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No

2 4

**Edit User**

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

**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 3

**Reset Password**

# Upgrading your Account

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# Upgrading your Standard Account

The screenshot shows the Ariba Network dashboard. At the top, there is a navigation bar with 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', 'ENABLEMENT TASKS', and 'MOVIE'. Below this, there are several widgets: 'Purchase orders' with a summary of 7 orders to invoice, 1 to confirm, 1 rejected, and 3 pending approval; 'Tasks' with an 'Enablement tasks' section; and a 'Now we're mobile' section with app download links. A blue box highlights the 'Learn more' button in the top right corner of the dashboard.



[Close](#)

## Upgrade to realize the full value of Ariba Network

**FULFILLMENT**

- Orders and invoices
- Catalogs
- Integration
- Legal Archive
- Reporting
- Support
- Fees

**SELLING**

- Ariba Discovery
- Sourcing, Contract Management

**LIGHT ACCOUNT**  
Your current account

- Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices
- Check invoice status and create non-PO invoices, if supported by your customer

Help Center

Free

**FULL-USE ACCOUNT**  
[Upgrade](#)

- Skip the emails. Get and manage orders and invoices all on Ariba Network.
- Use CSV uploads to manage large documents.
- Publish catalogs that detail your products and services
- Integrate with your backend systems through CXML, EDI or CSV
- Access to long-term invoice archiving (regional restrictions apply)
- Get reports to track transactions and sales activities
- Help Center, phone, chat, and web form

Based on usage

By the way, you can use these with any account.

- Join our business matchmaking service to get high quality sales leads. Fees may apply
- Attract potential customers with your profile and get invited to auctions and other events.

[Learn more](#) about all the features of Ariba Network.

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# Standard Account Vs Enterprise Account

Standard Account	Enterprise Account	Standard Account	Enterprise Account
<b>Advantages</b>	<b>Advantages</b>	<b>Disadvantages</b>	<b>Disadvantages</b>
Free and Unlimited use	Track invoice status online in real time	All PO's and invoice status changes are sent via email	Fees are applicable after a transaction volume and document threshold is met
Receive POs via email	All documents in one place (inbox/outbox)	Not able to see all documents in one place (no inbox/outbox)	
Submit Order Confirmations and Invoices on Ariba Network	Create and download reports	Management of incoming purchase orders via email can be cumbersome	
Access Supplier Information Portal (training material)	Publish catalogs	No reporting capability	
Can be registered for sourcing events using same account	Integrate your ERP system to the Ariba Network	No live support (only email)	
Connect with new and existing customers	Live support (24X5)	Cannot publish catalogs	
	Onboarding training and assistance by dedicated support team		

# Help Center Guide

Standard Account

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# Help Centre Guide

The screenshot displays the SAP Ariba Network interface. At the top, the 'Ariba Network' logo is on the left, and navigation options like 'Company Settings' and 'Help Center' are on the right. The 'Help Center' dropdown menu is open, showing a search bar and a list of frequently asked questions (FAQs). The FAQs include: 'I need help accessing a sourcing event', 'Training sessions with live Q&A', 'Send a PO-based invoice (4:35)', 'Why can't I find an event?', 'Where do I find my Ariba Network ID (ANID) number?', and 'What is an Ariba Network error'. A 'Support' button is highlighted in the bottom right corner of the Help Center panel. A red circle with the number '1' is placed over the 'Help Center' button, and a red circle with the number '2' is placed over the 'Support' button.

1. On top right side, click on “Help Center”
2. Click on “Support”

# Help Centre Guide

Suggested  
Solutions

Ariba Exchange User Community Logout

Search... Q Home | Learning | Support

### Support Center

Ask Community

3 I need help with  Update

- FAQ How do I invoice a purchase order if I lose the email notification?
- FAQ Where do I get the Customer Code to send a non-PO invoice to my customer?
- Send a non-PO invoice (3.37)
- FAQ How do I create more than one invoice for a purchase order?
- FAQ How do I change my remittance address and banking information?

◀ 1 2 3 ... 34 ▶

With your subscription to an Ariba Network Light Account, you can access our Help Center for FAQs, recorded demos, articles, and other information to help you use your account.

Need contact information or details about how to configure your account and transact with a specific customer?  
Access Customer Relationships and the Supplier Information Portal  
Upgrade to a full-use account in order to receive additional support.

4 Need to report a technical issue?

#### Common Troubleshooting Tags

- Registered light account email
- My account settings
- Previous
- Account navigation
- Company account settings
- Payment and bank details
- Remittance addresses
- Light accounts
- Marketing profile
- Supplier account login
- Searching email for suppliers
- Create invoices
- Company profile
- Review company profile
- Event participation

trust.ariba.com  
Information and latest notifications about product issues and planned downtime.  
[Check status](#)

3. Write what you need help with in the given box
4. If you can't find what you are looking for, you can get help by email



# Help Centre Guide

Ariba Exchange User Community [Logout](#)

Search... [Home](#) | [Learning](#) | [Support](#)

### SAP Ariba Email Support

✉ phone support.

Specialist may take 24 to 48 hours. Please add customer\_support\_sr\_updates@sap.com to your Safe Sender List. For a faster response, choose phone support.

**Problem Description**

Short Description: \*

Problem Type: \*

Details:

For fast resolution, please include all relevant details in your case. For example:

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue.

File Attachment 1:  No file chosen

PO/Invoice Number:

**Contact Information**

First Name: \*

Last Name: \*

User ID:

Company: \*

Email: \*

Phone: Country: \*

Country Code:  Area Code:  Number: \*  Extension:

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 Ariba Privacy Statement and applicable law.

\*  I agree

\* Required Fields

- If you chose to get help by email, you need to fill in all mandatory fields marked as "\*" in below form then press submit.
- You will receive an email shortly to assist you with your issue.

# Useful Links

Register for a training webinar, view a demonstration video, and learn about the functionality of Standard Account:

<https://connect.ariba.com/KAAcontent/1,,170809,00.html?bypass=1>

<https://uex.ariba.com/le/email-light-account-unregistered>

Visit our marketing page to get more information about Standard account and watch a video:

<http://www.ariba.com/go/ariba-network-light-account>

Log a ticket for technical issue:

[Contact Support](#)

Learn about Ariba Standard Account

<http://www.ariba.com/go/ariba-network-light-account>

Learn about the difference between Standard Account (free) and Enterprise Account (fees apply)

<https://support.ariba.com/ariba-network-overview>

Register for live demo and Q&A session about the Ariba Network:

[Support On24 Portal](#)

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# FAQs

## **Q: What is Standard Account capability on Ariba Network?**

A: Ariba Network, Standard account capability is a new, fast, free way to automate business with any buyer. Support for most transaction types helps maximize efficiency and meet buyer compliance requirements. There is no need to upgrade, unless you are ready for advanced capabilities such as support for catalogs, back-end integration or to manage larger document volumes through online access

## **Q: How can I access this new capability?**

A: Your customer must send you a Standard account invitation to transact with them using this methodology. Or if you self register on Ariba Network, SAP Ariba Discovery or you are invited to SAP Ariba Sourcing solutions and do not have or use an existing account (ANID) you can register and will be started at the Ariba Network, Standard account capability level. In the latter case you will not exchange orders and invoices with your customer unless they establish a relationship with your account first but you can use other functionality.

## **Q: What document types are supported for this free account?**

A: Suppliers transact unlimited documents such as orders, order confirmation (OC), advance ship notices (ASN), PO-invoices using PO-Flip (convert orders into an e-invoice with the simple click of a button), non-PO invoices and credit memos, invoice status notifications, payment proposals, and remittance details.

## **Q: What if I have already signed up for Ariba Network? Can I switch to Standard Account?**

A: If you are already using Ariba Network with a buyer, we recommend that you continue using this transaction method. There is no direct way to change an Ariba Network subscription (Enterprise account) to a Standard account.

# FAQs

## Q: Am I required to register on Ariba Network to use Standard Account?

A: Yes. You will be sent an interactive email from your buyer. To respond you must register for a free Standard account. This free account is not the same as a Enterprise Ariba Network account. You only need to upgrade to a Enterprise account on Ariba Network when you determine that you desire the additional functionality.

## Q: Can I access my Ariba Network Standard Account and Enterprise account from the same user ID?

A: Yes. You can easily toggle between your Standard Account and Enterprise account by linking your users ID's.

## Q: How do I invoice a purchase order if I lose the email notification?

A: If you misplace a purchase order (PO) email notification, you have the following options:

- Resend the PO email: Log in to your [Ariba Network](#) Standard account. In the PO list on the home dashboard of your account, click *Select > Send me a copy* to take action in the *Action* column next to the PO.
- Request a manual copy of the PO from your customer: After you have a copy of the PO, you can create and submit a non-PO invoice.

## Q: How do I create documents against purchase orders from my customer?

A: To process a purchase order, you need to click the *Process Order* button in the purchase order email notification.

After you [register](#) or log in to your Ariba Network Standard account, you are taken to the purchase order details page, where you can

create documents like order confirmations, ship notices, and invoices against the purchase order.

# FAQs

## Q: How do I add purchase orders to my existing Ariba Network Account?

A: If you've previously registered a Standard account or Enterprise account on Ariba Network to transact with a different customer, you have the option to add the transactions with your new customer to your existing account.

To add your new purchase orders to your existing account:

1. In the purchase order email notification, click Process order and then click Log in on the Standard account landing page.
2. Log in with the administrator username and password for the existing account.



# Contact Us



## Business-related questions?

- [Procurement@Arabbank.com.jo](mailto:Procurement@Arabbank.com.jo)

## System-related questions? Requests for integration?

- [arabbankrunsariba@ariba.com](mailto:arabbankrunsariba@ariba.com)

Check out our website and our YouTube channel for more information!

<http://www.ariba.com/suppliers/ariba-network-for-suppliers>

<https://www.youtube.com/user/AribaSpendManager/videos>

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