Business Network Account Configuration Guide for Suppliers NextGen

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VEOLIA

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Account Configuration

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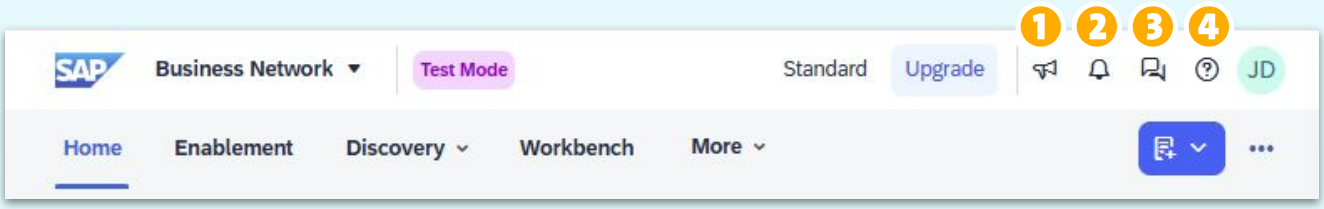
Account Configuration

Top Bar Icons & Controls

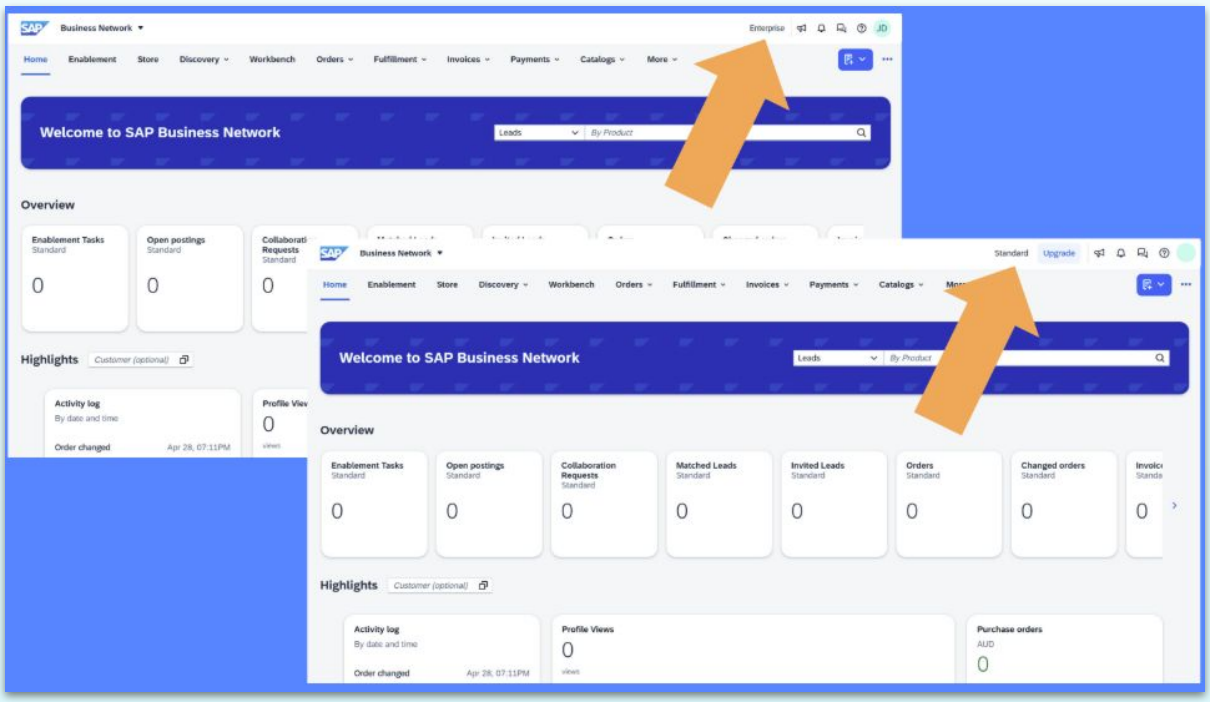
1. **Announcements** - Buyer-to-many-supplier broadcasts: platform changes, policy updates, webinars, training events
2. **Notifications** - System alerts to individual suppliers – PO received, Invoice status changes, document action, reminders
3. **Messages** - Transaction-level communication between specific buyer and supplier contacts – POs, invoices, shipments, contracts, sourcing events, issue resolution
4. **Support -** Opens the in-app Help panel – SAP Community, Tutorials, Support, Documentation, and context-sensitive help articles



Introduction to BTP User Interface

Account Types

1. **Go to** http:// supplier.ariba.com
2. **Enter** Username & Password and click Login.
3. **Once logged in, the account type is populated on the top right of the Home page**
4.

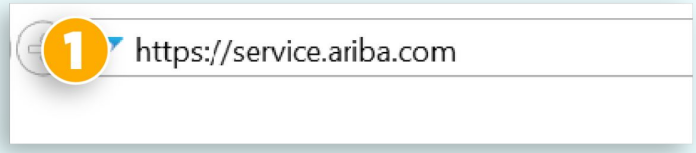


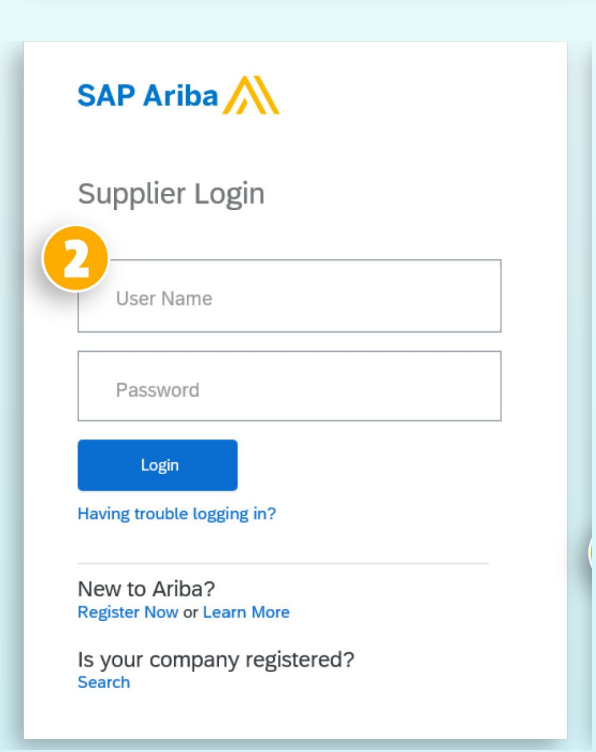
Account Type	What to Expect
Enterprise	Full feature access. Tab set reflects your subscription level
Standard	Core features available. An Upgrade option appears at the top of the screen

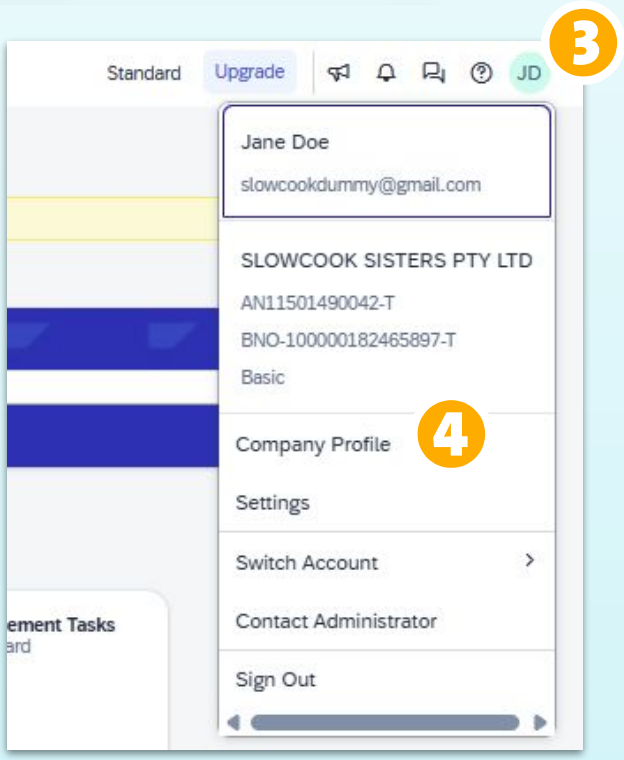
Account Configuration

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** on the initials.
4. **Click** Company Profile and then click on the area you want to update.

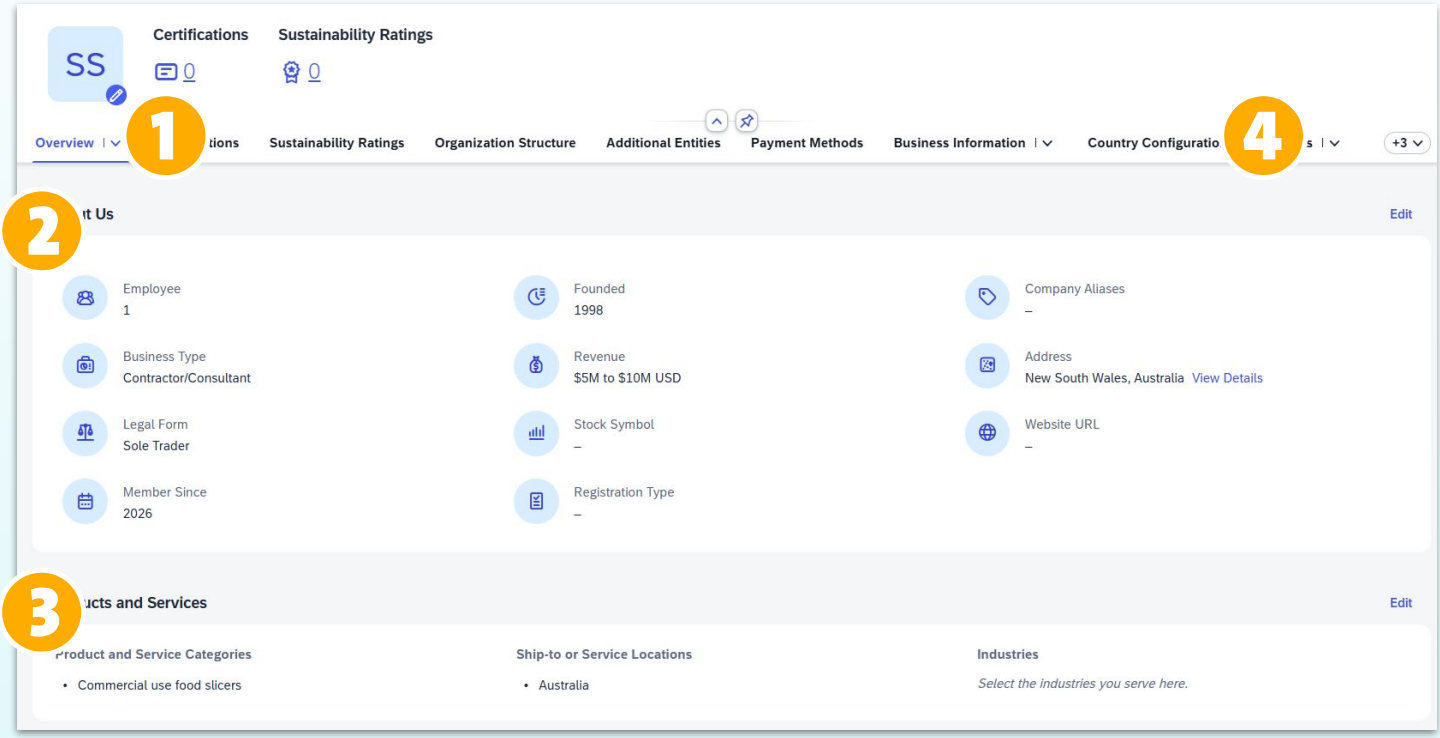






Account Configuration

Company Profile - Supplier's public identity on Business Network.



1. **Overview:** Complete or update all required fields marked by an asterisk in each section, specially About Us and Products and Services.

2. **About Us:** Add a company description, company logo, and/or links to your social media.

3. **Products and Services:**.

   - Products and Services Categories: Type a keyword or click the browse icon to select categories, then click Save.

   - Ship-to or Service Locations: Type a country name or use the browse icon to select regions or locations from dropdown.

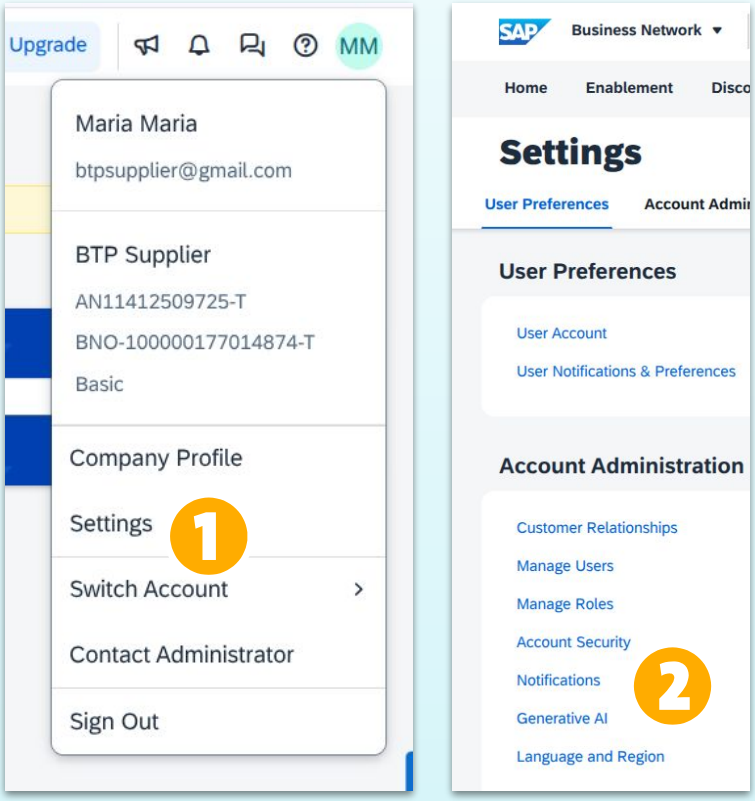
4. **Contacts:** Add the main company contacts. Additional contacts (role or customer specific) can also be setup.

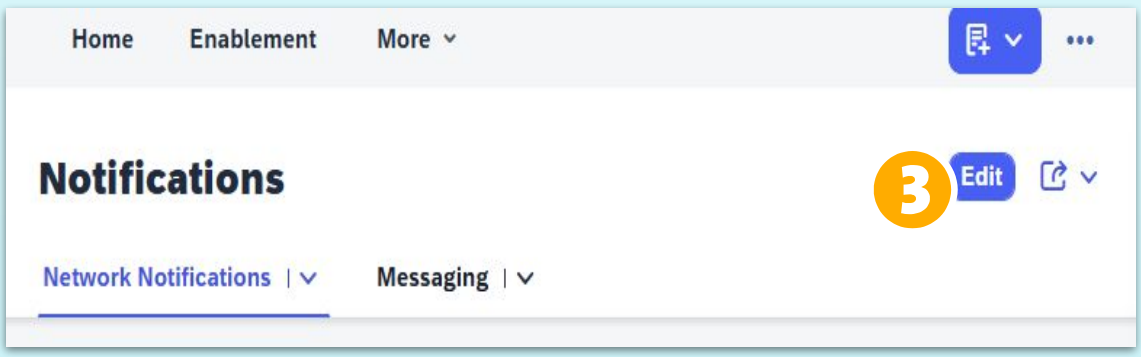
Account Configuration

Settings > Account Administration > 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 **Settings** under your initials.
2. Click **Notifications** under Account Administration.
3. Click **Edit**

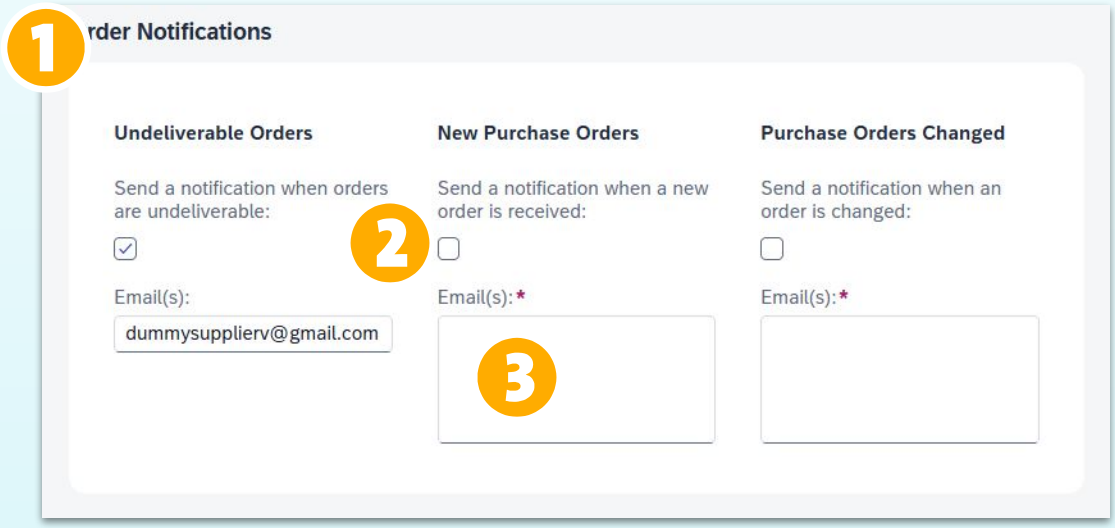




Account Configuration

Settings > Account Administration > Notifications

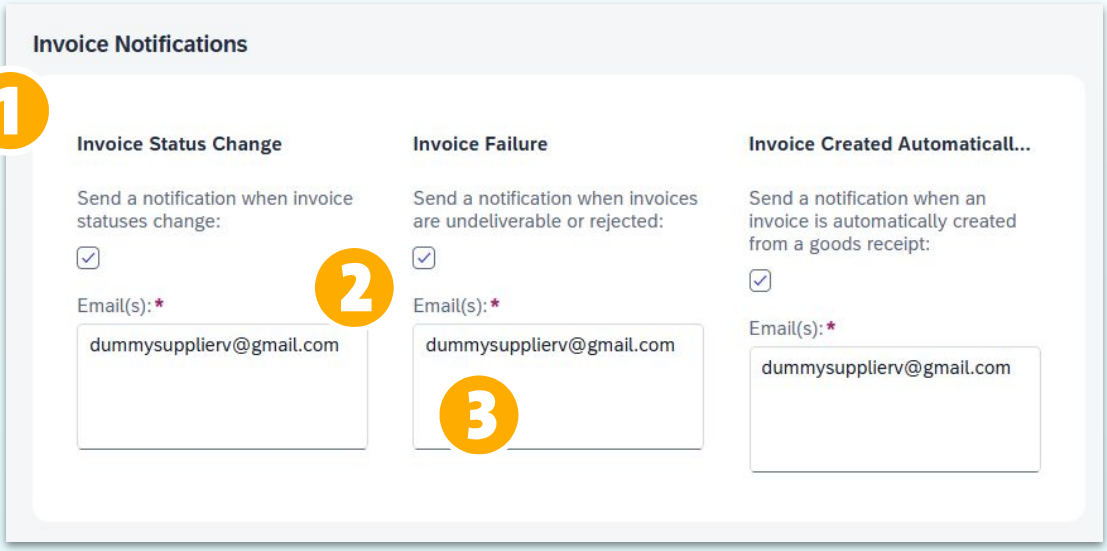
1. Navigate to **Order Notifications** section
2. To receive email notifications for New Orders and Changed Orders, ensure to select the checkbox to activate it.
3. Enter up to 5 email addresses per notification type. Each email address must be separated with a comma, NO spaces between the emails.



Account Configuration

Settings > Account Administration > Notifications

1. Navigate to **Invoice Notifications** section and update the same fields to receive email notifications for Invoice change and Invoice Failure.



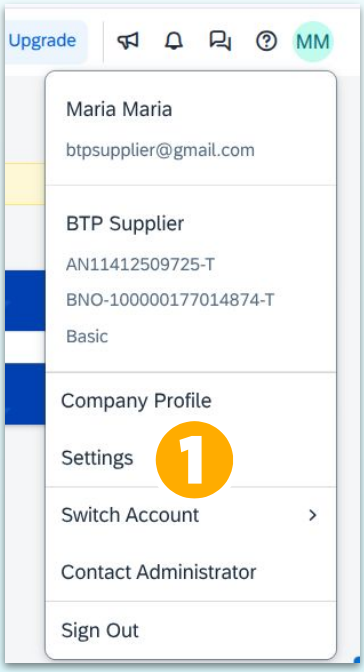
Note:

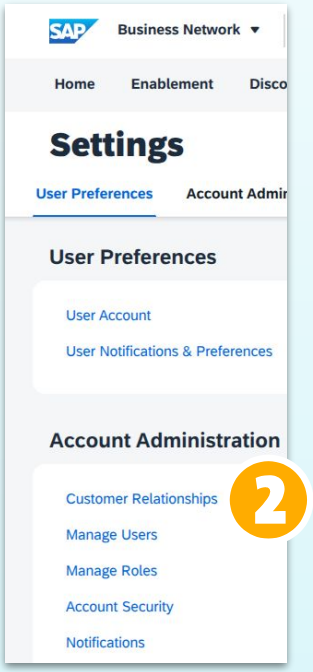
- It is recommended that you use a non personalised/distribution list email.
- Mailboxes that respond with “OOO” messages, the orders will not fail, and the network will indicate that it received the auto reply in the order history log.
- Make sure that Business Network emails do not fall into the junk or spam mailbox.

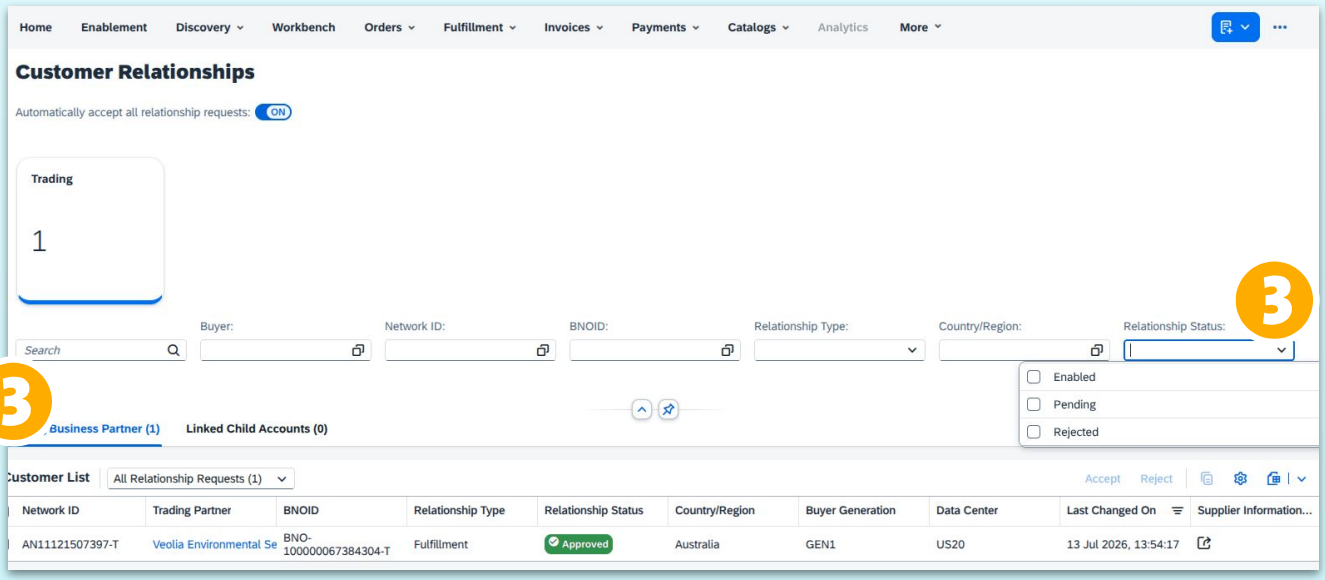
Account Configuration

Settings > Account Administration > Customer Relationships

1. Click on **Settings** from your initials.
2. Click on the **Customer Relationships**, under Account Administration
3. In **Customer List,** you can review your current customers' profiles and information portals. You can also review pending and rejected customers in the **Relationship Status** field.







Roles and User creation

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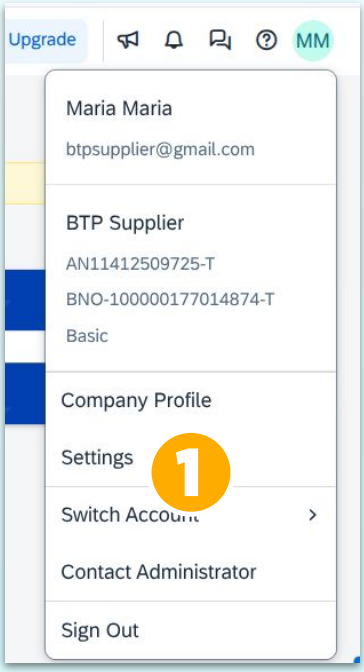
Role and User Creation

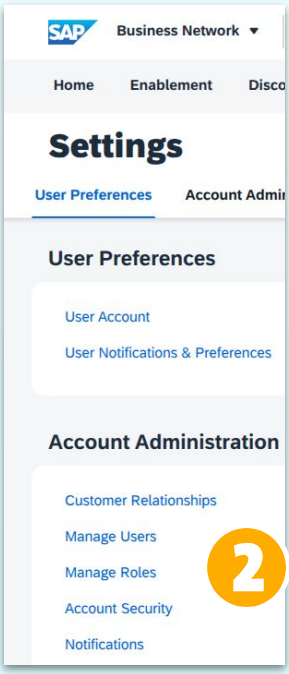
Settings > Account Administration > Manage Roles

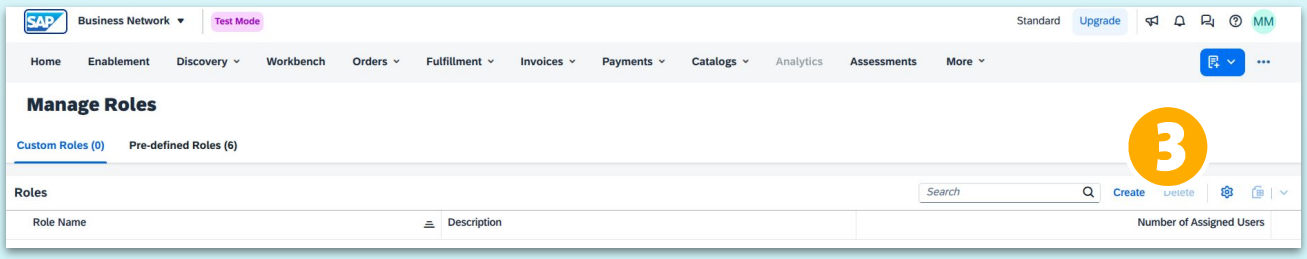
Roles control what users can access and do. Set up roles before creating users. You can use pre-defined roles or create custom ones.

Roles only need to be created once — review and update as your organisation evolves.

1. Click **Settings** from the initials.
2. Select **Manage Roles** tab.
3. Click on **Create**.



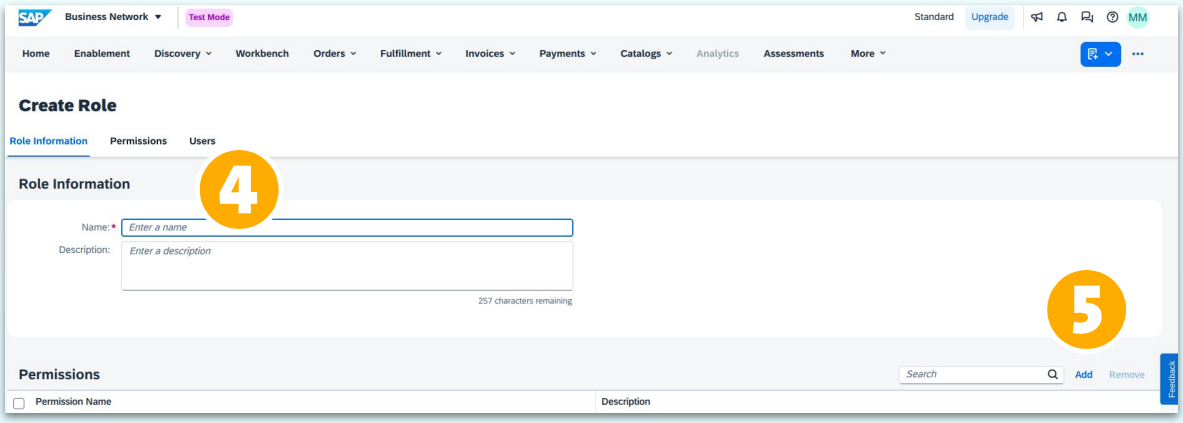


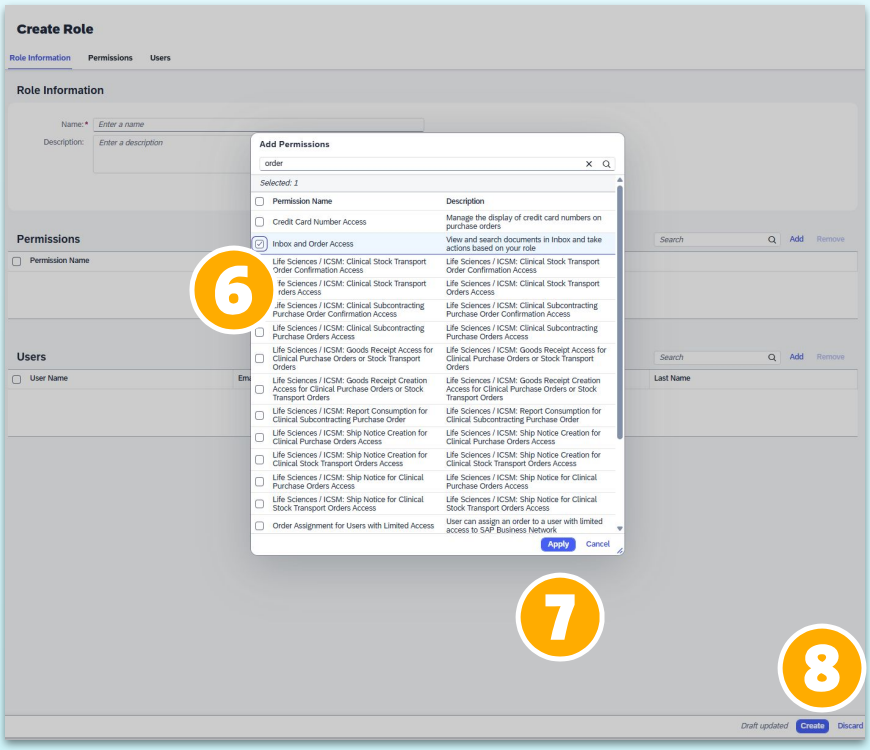


Role and User Creation

Settings > Account Administration > Manage Roles

4. Enter a **Name** and Description for the Role, aligned to your business function
5. **Add** Permissions **to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes.
6. Select the permissions
7. Click on Apply
8. Click Create to save the role



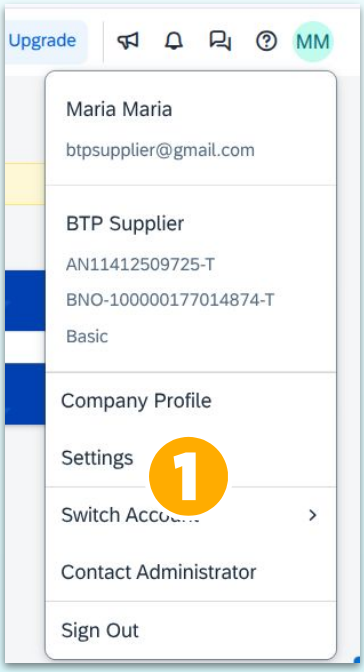


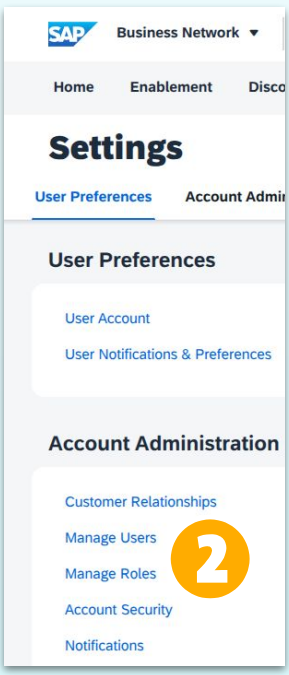
Role and User Creation

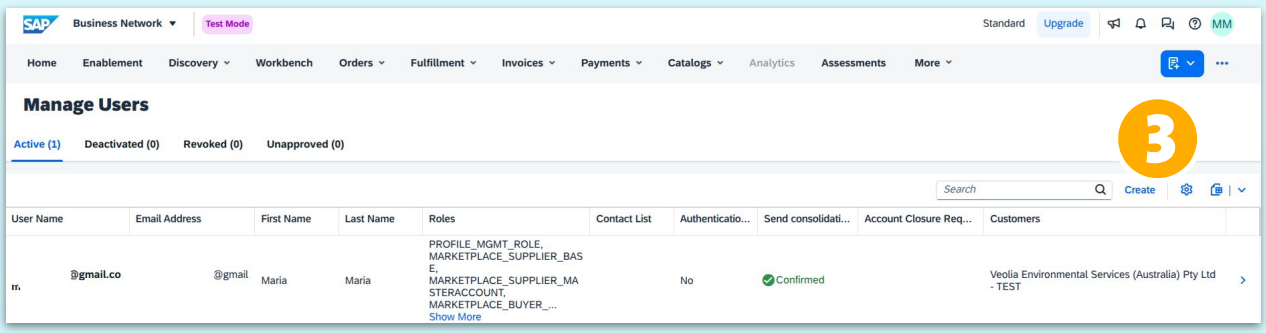
Settings > Account Administration > Manage Users

Users are created by the System Administrator, who then assigns roles and customer access. Roles must exist before users can be created.

1. Click **Settings** from the initials.
2. Select **Manage Users**
3. Click on **Create**.



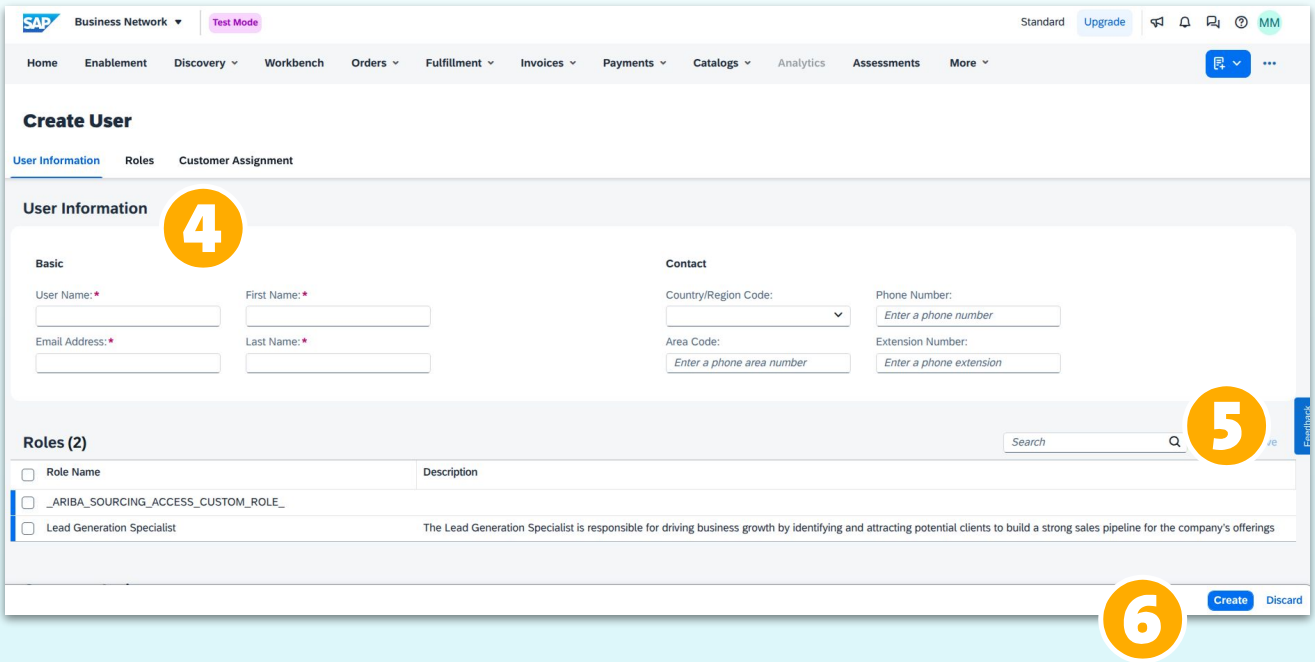




Role and User Creation

Settings > Account Administration > Manage Users

4. Enter mandatory fields under **User Information**.
5. **Select** the correspond Role Assignment to the user by checking the proper boxes.
6. Click **Create** to save the user. *New users will receive their own login details.*



Note:

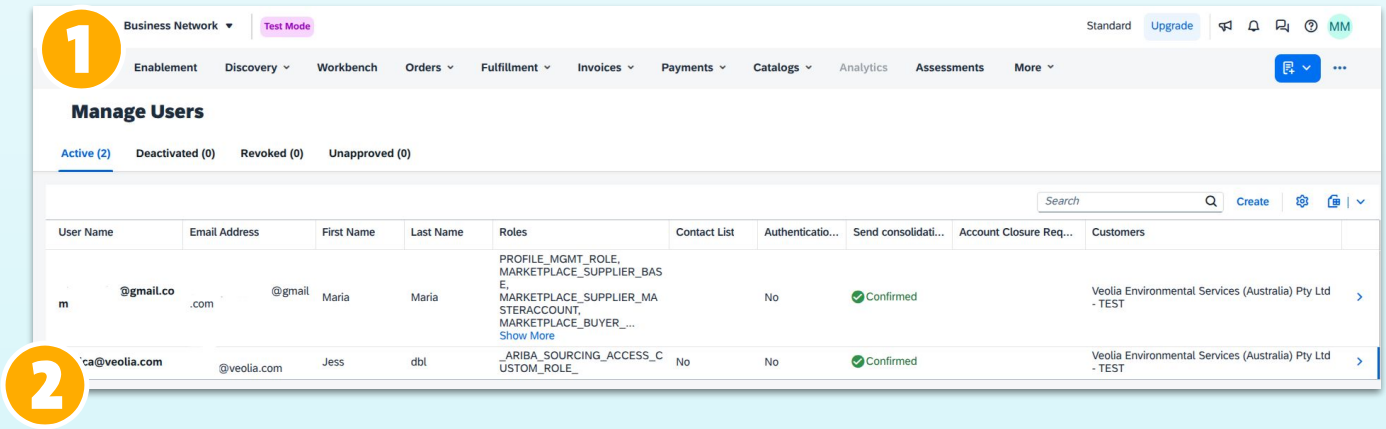
- Users are created by the System Administrator, who then assigns roles and customer access. Roles must exist before users can be created.
- If you see an error that the username already exists, retain the email address but enter a different username (must still be in email format).

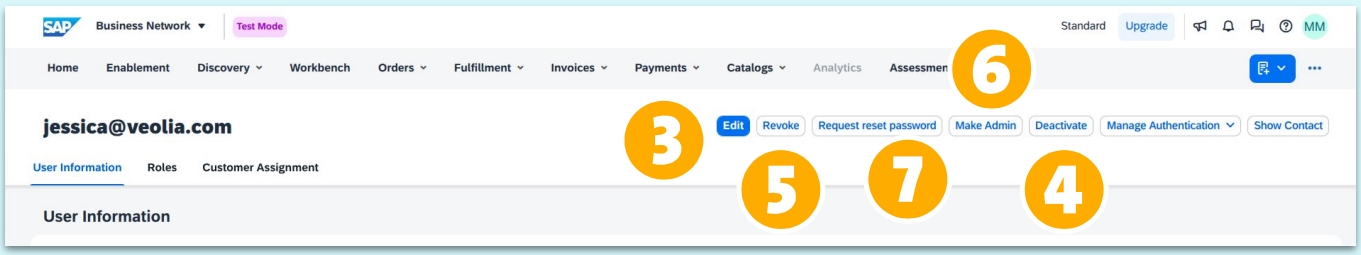
Modify Users

Settings > Account Administration > Manage Users

1. Navigate back to the **Manage Users** screen.
2. **Select** the user.
3. Select **Edit** to edit to update user roles or any other details

   Other options:
4. Click **Deactivate** for reversible lockout
5. Click **Revoke** for closure and deletion path
6. Click **Make Administrator** to transfer the administrator access
7. Click **Request reset password** to reset the password of the user.





SAP Business Network Support for Suppliers

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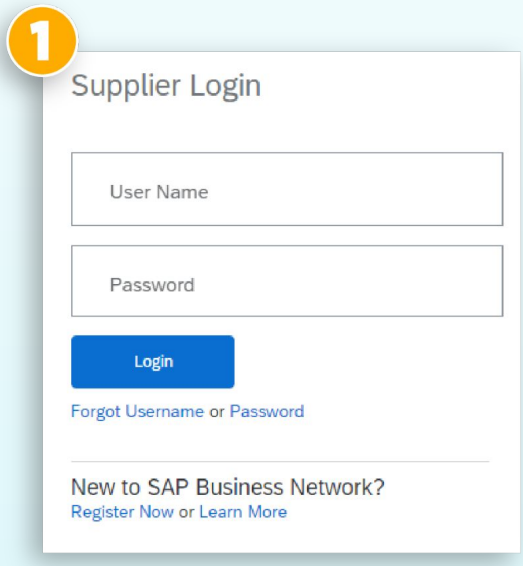
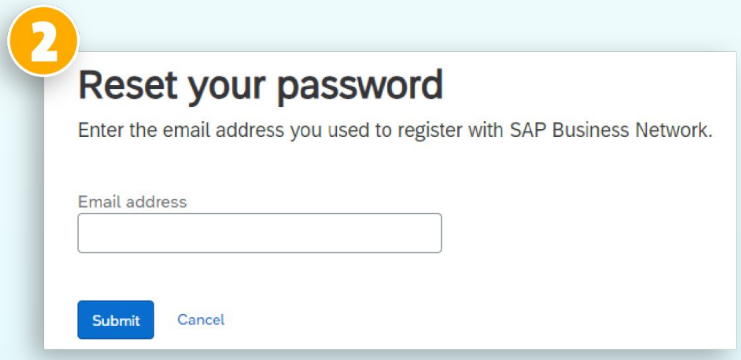
Help and Resources

Forgotten Username and Password

If you forget your password, go to **supplier.ariba.com** and follow these steps:

1. Click **Forgot Password?**
2. Enter email address linked to your username and click **Submit**
3. You will receive a password reset email from order sender **prod@ansmtp.ariba.com**

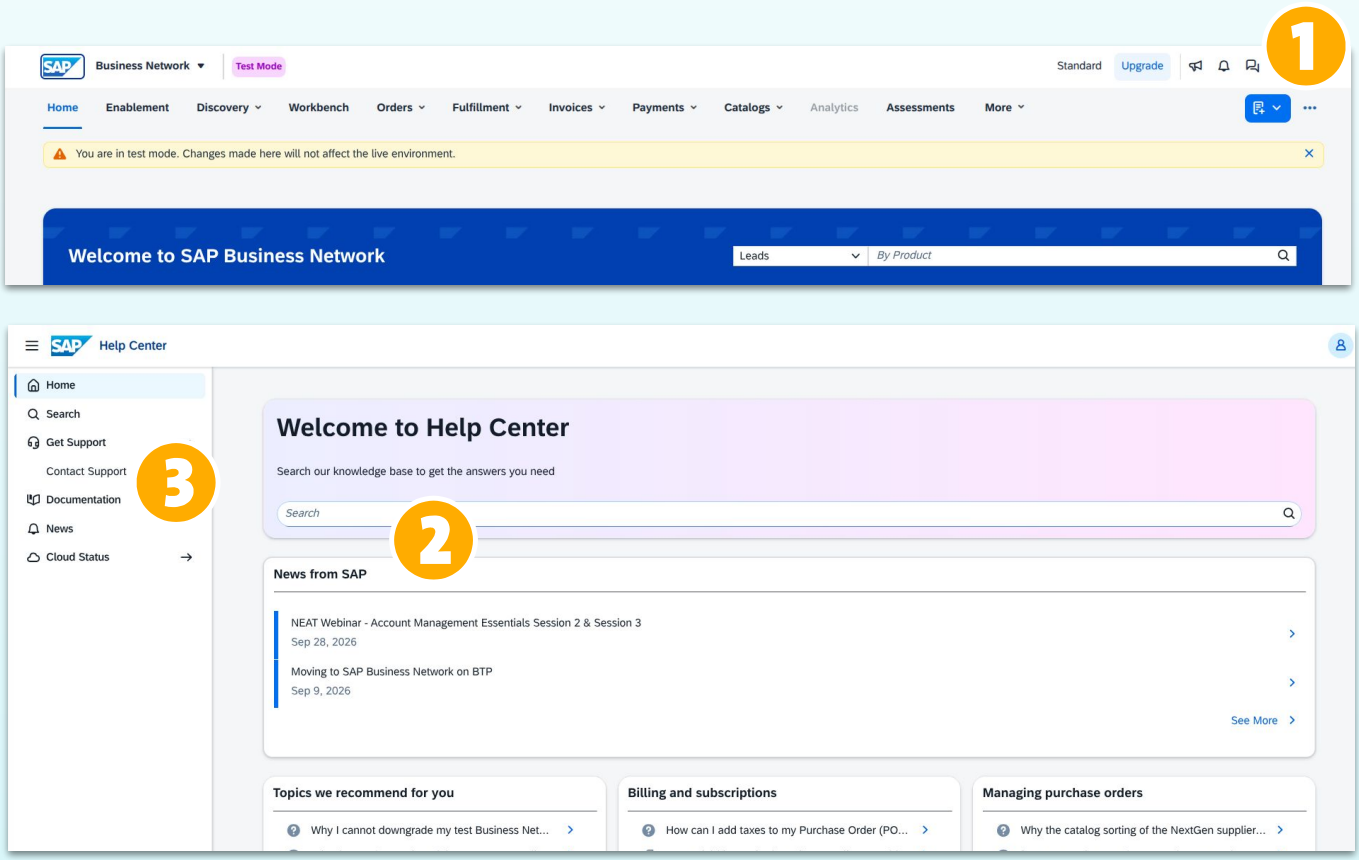




Help and Resources

Help Centre Basic Troubleshooting

1. Select the ⓘ icon.
2. Enter issue description in the **Search** box.
3. Alternatively click on **Contact Support** to display Help Center to find additional support information or to create a case.



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