



Frequently Asked Questions – Supplier Enablement & Onboarding

Table of Contents

Supplier Enablement Process	
1	How do Supplier set up a New Ariba account or linked their existing Ariba account with Micron?
2	How can supplier submit partial invoices in Business Network?
3	Why Invoice date shows error while supplier submitting invoice?
4	How to do confirm orders through Business Network?
5	How to find the invoice in Business Network?
6	How to merge two Supplier Business Networks?
7	How to reject Trading relationship with Customer from Ariba Network?
8	How to access Supplier Ariba business Network Test platform
9	How to submit SR ticket for Ariba related issues?
10	How can suppliers access the Business Network Test Environment?
11	How can supplier submit Ship to notice using Business Network?
12	How to change the PO routing/invoice routing in Ariba business Network?
13	How to downgrade Supplier's Ariba account?
14	What are the types of accounts and difference between Ariba account types and fee's structure?
15	How can supplier find the Ariba network ID (ANID) in Ariba Supplier business Network?
16	How to find unregistered Supplier Business Network ID (ANID) details in Ariba Buyer Network?
17	How to submit invoices through Ariba?
18	What is remittance ID? How to configure remittance ID by supplier in their Business Network?
19	How to attach invoice copy at header level?
20	How do Supplier can include and exclude the line item while submitting the invoice?
21	List of Micron Customer VAT ID
22	How to change admin of the Ariba account?
23	How do suppliers add users or modify user access in Ariba business Network?
24	How can supplier view Open bill and how to pay Ariba fees via Ariba Network?
25	What is the mode of payment available for suppliers in Business Network?
26	Purpose of Dispute case? How to raise Dispute case in Ariba supplier business Network?
27	Whom supplier should Supplier contact if they have Ariba fees related queries?
28	What should be done if a supplier requests Micron to assume ownership of the Supplier Enterprise Business Network fees?
29	Why can't supplier find a Purchase Order (PO) on their SAP Business Network account?
30	How can I, as a supplier, establish a trading relationship with a buyer in SAP Business Network so that we are able to exchange documents such as purchase orders and invoices?
31	Why supplier cannot be able to create a new account with my company email domain?

32	Why supplier received the error: Sorry, an account already exists...while registering a new account via Invitation Email sent by the Buyer
33	How do suppliers restore/reinstate/unsuspend my SAP Business Network supplier account?
34	Why isn't the Create Invoice option available on purchase order for supplier?
35	What if supplier account isn't eligible to Convert to Standard?
36	How do suppliers upgrade SAP Business Network account type from a Standard account to an Enterprise account?
37	What are the benefits of upgrading to an Enterprise account?
38	What is a Standard Account in SAP Business Network?
39	What is the difference between Enterprise and Standard accounts?
40	How do suppliers reset Multifactor Authentication (MFA)?
41	Why was supplier invoice rejected?
42	How do I edit and resubmit a failed or rejected invoice?
43	How do suppliers reject a business relationship/trading relationship request as a supplier?
44	How to login into Supplier Business Network?
45	Standard account Tutorial to know about Business Network
46	What is my SAP Business Network supplier account type?
47	How to check the version of a purchase order (PO) in SAP Business Network?
48	How do supplier cancel or delete an invoice or credit memo?
49	What are the Enterprise Account levels and advantages of subscription fees?
50	Do I need an Enterprise account to create a PunchOut catalog for my customers?

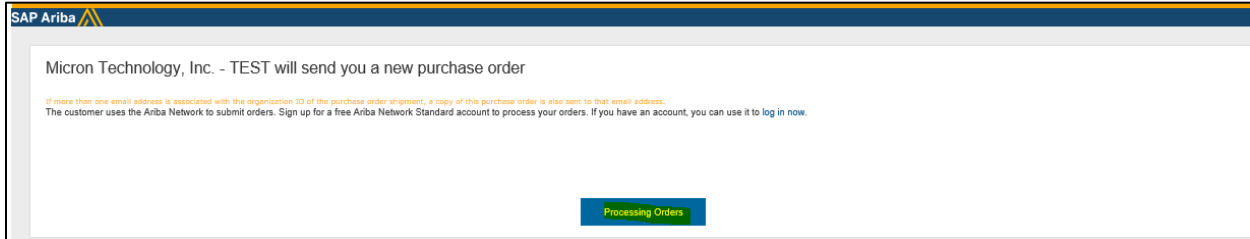
Supplier Onboarding Process	
1	Who is the authorized person to sign the EFT form from supplier end?
2	What type of banking documents are not acceptable by EMD team?
3	What should SLP team do if supplier wanted to send the registration invitation to another email ID when there is account linked to the questionnaire already?
4	What are all the reasons for unsuccessful login from supplier end during registration?
5	What is the solution to above challenges while logging into Ariba?
6	How to request a supplier registration questionnaire extension?
7	How to submit / update my Supplier Registration Questionnaire (SRQ)?
8	Why am I seeing a blank pop up box when attempting to access the Supplier Profile/Registration Questionnaire (SPQ)?
9	What is the difference between Company Profile and Supplier Registration Questionnaire?
10	How can I obtain approval or more information regarding a Questionnaire in Pending Approval status?
11	I suddenly lost access to a sourcing buyer
12	Why do some of our suppliers receive notification emails reminding them to submit the Supplier Registration Questionnaire, even though the supplier has already submitted the document?

Supplier Enablement Process – SAP Ariba

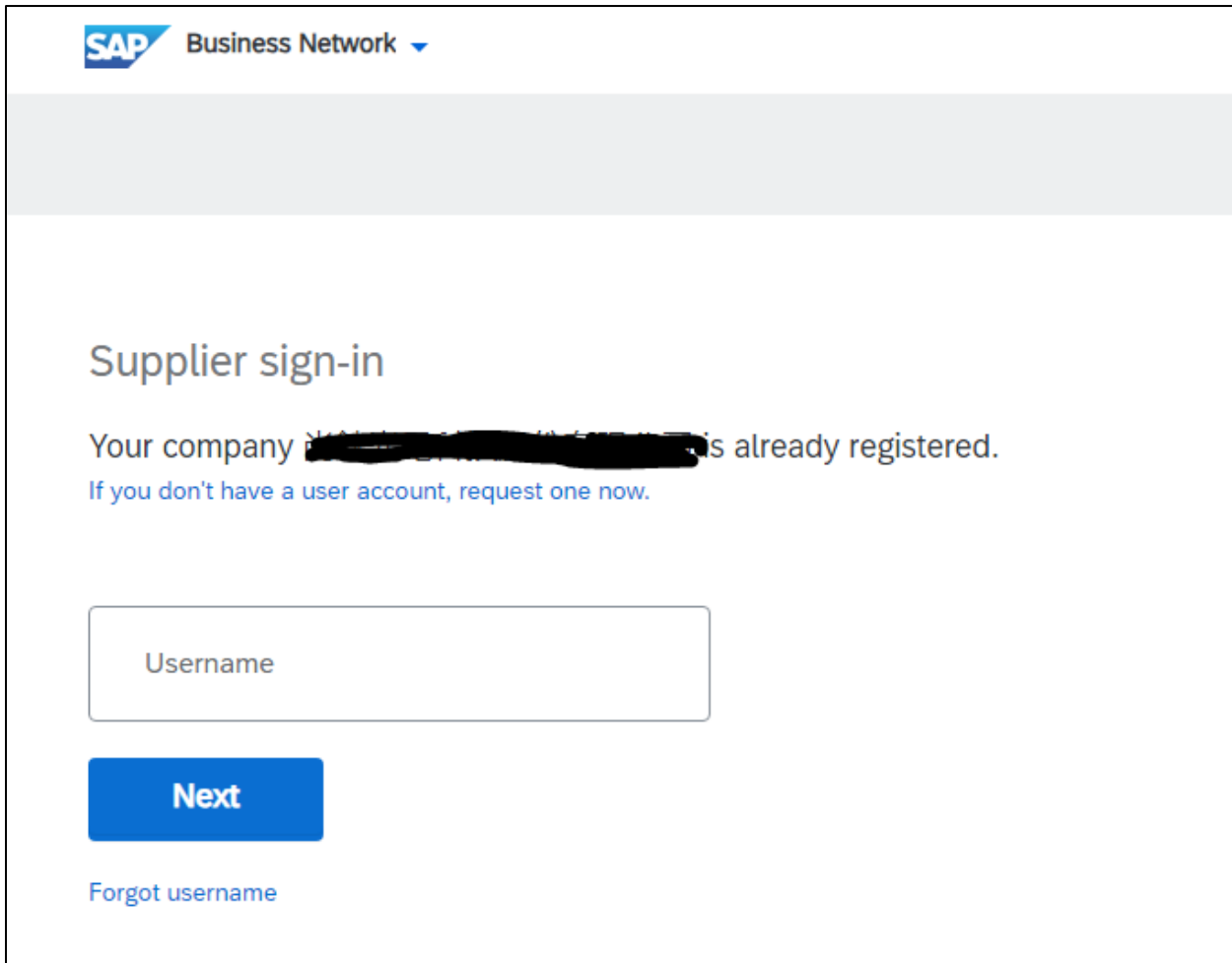
1. How do I set up a new Ariba account or linked my existing account with Micron?

Method 1: Using Invitation link in Purchase Order:

- PO triggered after enablement will have link “Processing Order”.



- Using the link in PO, supplier can either Create New Ariba account or login into existing Ariba Network.



2. How can I submit partial invoices in Business Network?

Single Line item:

- Suppliers can change quantity as per their invoice and submit partial invoices.
- They can submit invoices for remaining quantity later.

The screenshot shows the 'Line Items' interface. At the top, there are options for 'Tax Category' (0% VAT), 'Shipping Documents', 'Special Handling', and 'Discount'. Below this is a table with columns: No., Include, Type, Part #, Description, Customer Part #, Quantity, Unit, Unit Price, and Subtotal. One line item is visible with No. 1, Type MATERIAL, Part # Not Available, Description Dorm Supplies, Quantity 100, Unit EA, Unit Price \$100.00 USD, and Subtotal \$10,000.00 USD. The quantity '100' is highlighted in yellow. At the bottom, there are 'Line Item Actions' and a 'Delete' button.

Multiple line item:

- Suppliers can use toggle icon to hide the remaining line items for partial submission.
- Supplier can be able to remove/delete the remaining line items for partial submission.

The screenshot shows the 'Line Items' interface with two line items. Line item 1 is included (toggle is on) with a quantity of 5, unit price of 1,040.00 INR, and subtotal of 5,200.00 INR. Line item 2 is excluded (toggle is off) with a quantity of 0, unit price of 1,040.00 INR, and subtotal of 0 INR. The quantity '0' for line item 2 is highlighted in yellow. The interface also shows 'Insert Line Item Options' and 'Add to Included Lines' button. A note at the bottom states 'Excluded line items cannot be modified.'

3. Why does the invoice date show an error when submitting an invoice?

Issue: As per Micron invoice rule, Ariba will not be allowed to post invoices if invoice date is backed 180 days.

The screenshot shows the 'Create Invoice' form. At the top, there is a red error message: '!Please correct the following errors and resubmit'. Under the 'Invoice Header' section, the 'Summary' is displayed. The 'Purchase Order' is 3501006665. The 'Invoice #' is INV2323. The 'Invoice Date' is 8 Oct 2023, which is highlighted in red. Below the date, there is a red error message: '!Invoice date can not be back-dated for more than 60 days'. Other fields include 'Service Description', 'Supplier Tax ID', and 'Remit To' (685 S ARTHUR AVE). On the right side, the summary shows: Subtotal: 5,200.00 INR, Total Tax: 0.00 INR, and Amount Due: 5,200.00 INR.

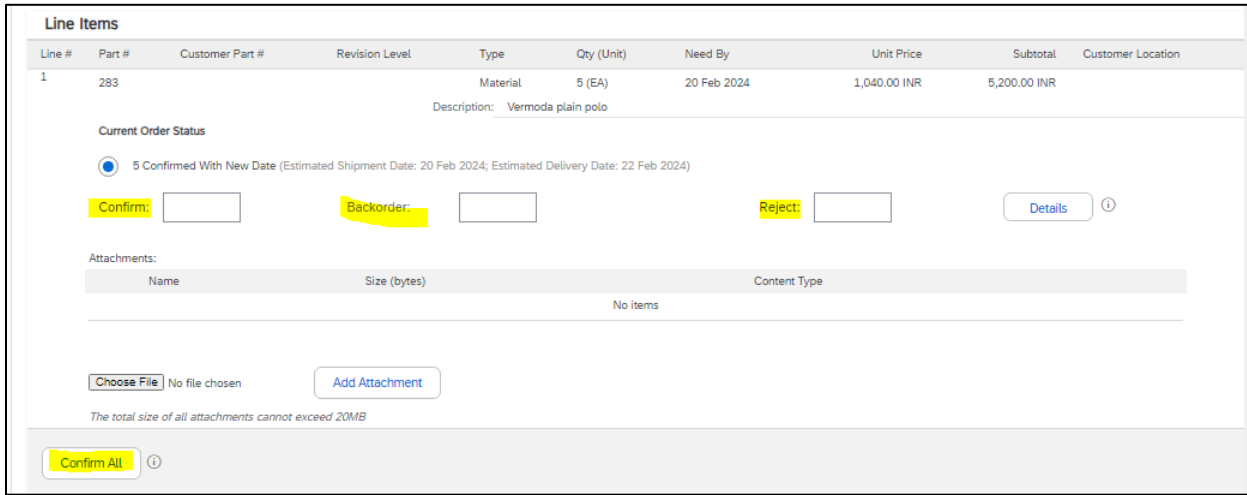
Solution: Instruct supplier to send those invoices backdated 180 days to Micron AP team for manual processing.

4. How do I confirm orders through Business Network?

- Click **Workbench Orders** (or another orders-based tile)
- Click on the PO number you want to confirm.
- Click **Create Order Confirmation > Update Line Items**.
- In the **Order Confirmation Header** section, enter a confirmation number. Suppliers can also add estimated shipping cost, estimated tax, and comments.
- Choose **Enter the shipping and tax information at the line-item level** if Supplier wants to enter the estimated shipping date, delivery date shipping cost, delivery cost or comments for each line item that Supplier confirm.

The next part of the order confirmation is confirming or rejecting these items to inform Supplier customer if their order is possible or will need to be put on backorder.

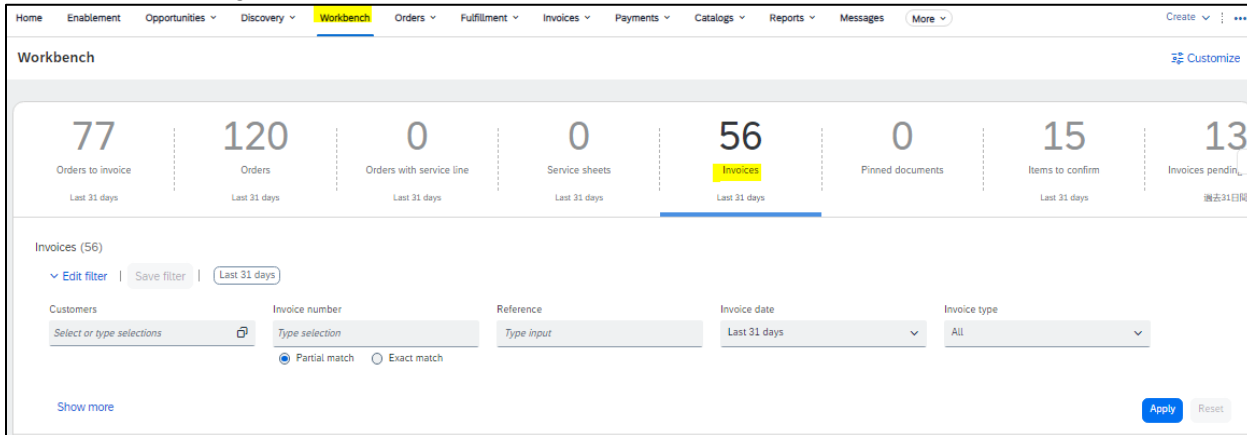
1. Do one of the following:
 1. For material items, enter numeric values in one or more of the **Confirm, Backorder, and Reject fields**.
 2. For service items, choose **Confirm** or **Reject**.
2. Click **Details** within a line item and do any of the following:
 1. Edit shipping and delivery dates, shipping and tax cost information, advanced pricing information, and comments.
 2. For rejected quantities, choose a **Rejection Reason**. If Supplier select **Other** for the **Rejection Reason** field, Supplier need to enter a value in the **Comments** field.
3. Click **OK** when Supplier have finished updating the line-item details.
4. Click **Next**.
5. Click **Submit** to send the order confirmation to Supplier customer and return to the purchase order details page.



5. How do I find the invoice in Business Network?

You can track down the invoice status in Ariba:

1. Go to the **Workbench** tab at the top of the page.
2. Select **Invoices** to view all invoices.
3. Click **Edit filter** to expand the filter options.
4. Enter the invoice number in the **Invoice number** field.
5. Check the **Exact match** radio button below the invoice number.
6. Click **Apply**.



6. How do I merge two Supplier Business Networks?

As per Ariba Network, it is not possible to merge two accounts that have different Ariba Network IDs. Instead, Supplier can create an [account hierarchy](#). While this does not combine the two accounts into one, it allows Supplier to better manage multiple accounts.

Supplier can create a parent-child account hierarchy in SAP Ariba, which is one parent account linked to any number of child accounts. This allows the parent account in the hierarchy to manage information not only for that account, but also for the child accounts in the hierarchy.

To create an Account Hierarchy:

1. In the upper-right corner of the application, click **[user initials]** > **Settings** and select **Account Hierarchy**.
2. Click **Link Accounts**.
3. Click **Request link with other accounts** if Supplier does not know the administrator login credentials for the account Supplier wish to link or use the **Username** and **Password** fields to enter those credentials if Supplier do.

If Supplier select **Request link with other accounts**, Supplier will then be prompted to complete additional information to find the correct account.

1. Enter the **Company Name**, **ANID**, or **DUNS Number** to search for accounts, or click **Recommended Accounts** at the top.
2. Click **Review Profile** to the right of any account in the search results.
3. Click **Link as My Child** or **Link as My Parent** depending on which applies.
4. Enter a comment and click **Send Request**.

The request will be sent to the account Supplier identified and will need to be approved to be linked.

7. How do I reject Trading relationship with Customer from Ariba Network?

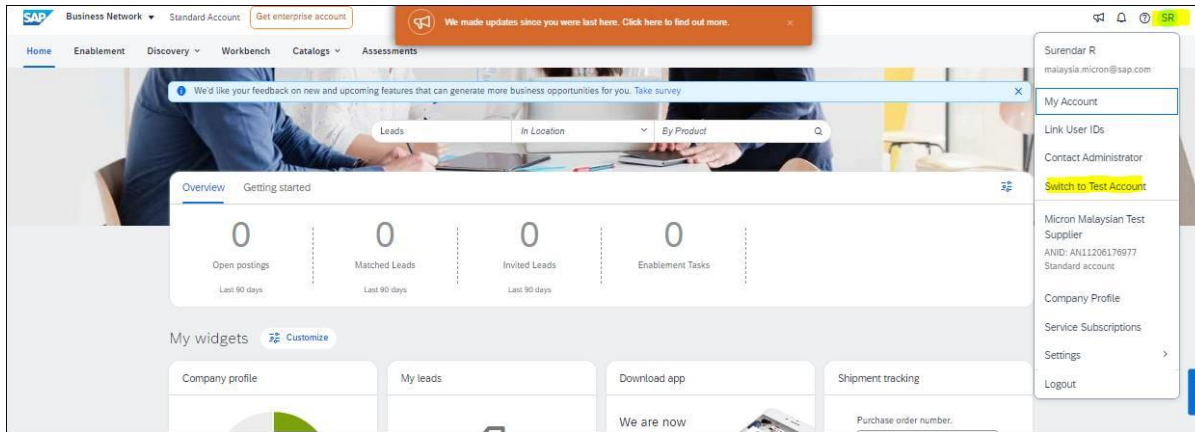
- Log into Ariba account.
- Go to Profile icon at top right side of the page.
- Click "Settings" and go to "Customer relationships".
- Find the Customer in current relationships and then click reject.

8. How do I access my Ariba business Network Test platform?

- Supplier can login into Production Ariba Network and click on Profile Icon top-right corner.
- Supplier can be able to view Switch to Test account option.
- Once click, Ariba will ask supplier to create new password for test environment.

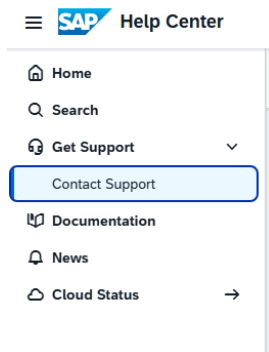
Note: The Switch to Test account only visible to admin of the Ariba Network.

If you don't know about Admin, you can click on "Contact Administrator" and contact them for access for Test environment.



9. How do I submit a SR ticket for Ariba-related issues?

1. Access <https://help.ariba.com/SellerSBNHC>
2. On the left side menu, click **Get Support>Contact Support**.



3. Enter a brief description of your issue, then click **Next**.

Contact Support

Step 1 How can we support you?

Unable to login into Business Network, since Admin of the account is left our organization

2910 characters remaining

Next

You may be shown suggestions. If these suggested Help Documents do not resolve your issue, click **Something else** then **Next** to move to the next step.

1. Again, review suggested resources, if they do not resolve your issue click **Next**.

Step 2 Resources

How do I change the administrator in my SAP Business Network supplier account?
How do I change the administrator user in my SAP Business Network supplier account? Depending on what access you have, use any of the following procedures to change your account's administrator: You're the current administrator user a

How do I access and change the former administrator's account?
How do I access the former administrator's account? If the account administrator is still with your company, contact them by clicking [user initials] in the upper-right corner of the application and selecting Contact Administrator .

How can I change the administrator for an Ariba account I cannot access?
The account administrator is no longer with our company, and we cannot access the Ariba account. There are a few ways to be granted access to an SAP Ariba Business Network account if the administrator is no longer with the company: I

How do I reset my password as a supplier?
How do I reset my password as a supplier? How can I send myself a password reset? Access the Reset my password page. Enter the email address that is registered to the account in the Email Address field and click Submit . SAP Ariba will


How do I update administrator information on SAP Business Network?
How do I update administrator information on SAP Business Network ? Sign in as the administrator to SAP Business Network supplier account: Click [User Initials] in the upper-right corner and select My Account . Update the information.

Created by AI.

Next

2. Fill in the required fields in **Step 3**, then click **Next**.
3. Select your choice of the contact options offered in **Step 4**. The options offered will depend on your account level and issue type.

Step 4 Contact options


Chat
Estimated wait time: 2 minutes
Recommended

4. Confirm the contact details once more, then click the **blue button** at the bottom of the page to submit your request. The blue button will change based on what type of contact you choose.

First name: *

Last name: *

User name:

Email: *

Your phone number: * Extension:

Company: *

Account ID:

Help us help you faster:
Agree to share data with an SAP Support Engineer to view logs. Consenting to share this data will help us fix your issue faster. Some [account and system information](#) will be sent to SAP SE and support calls and chats may be recorded.

I agree *

[Chat with us](#)

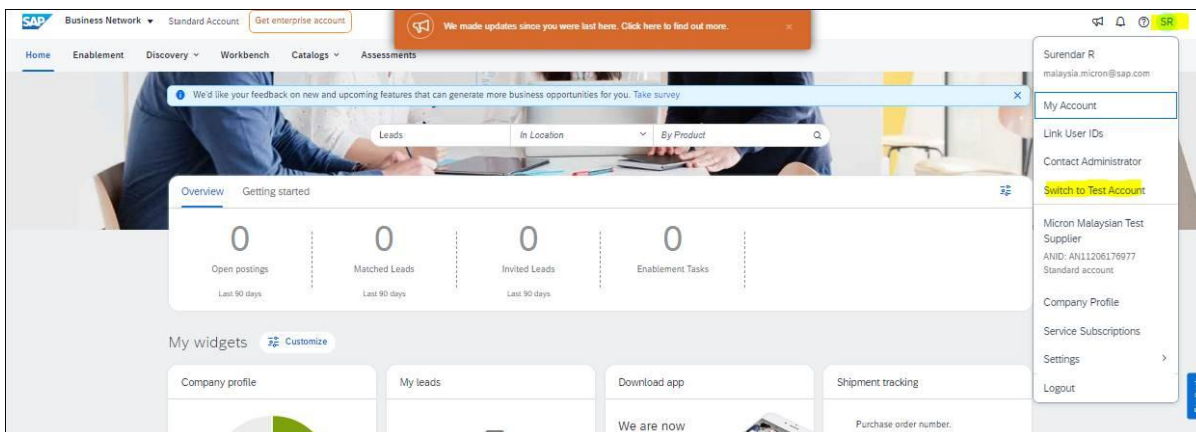
Note: We use the information collected to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our [Privacy Policy](#) and [Terms of Use](#).

Note: Please note that the suggestions and available options may vary depending on the specific details of the issue described

10. How can I access the Business Network Test Environment?

- You can login into Production Ariba Network and click on Profile Icon top-right corner.
- You can be able to view Switch to Test account option.
- Once you click, Ariba will ask you to create new password for test environment.

Note : The Switch to Test account is only visible to admin of the Ariba Network.



11. How can I submit Ship to notice using Business Network?

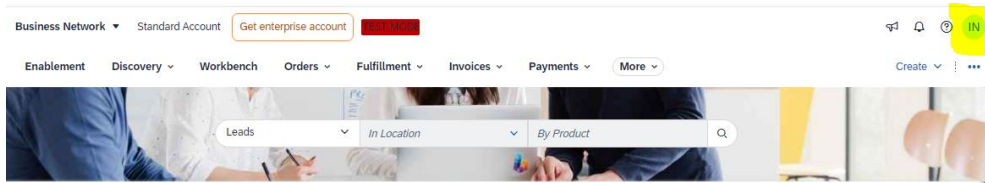
To create a partial ship notice:

1. Click **Workbench à Orders** (or another orders-based tile).
2. Click on the PO number hyperlink.
3. Click **Create Ship Notice** from the top or bottom of the order details page.
4. Fill out all mandatory fields in the header.
5. **Remove** each item you are not shipping.
6. Edit the shipping quantities into the items you plan to ship.
7. Click **Next** to review, then click **Submit**.

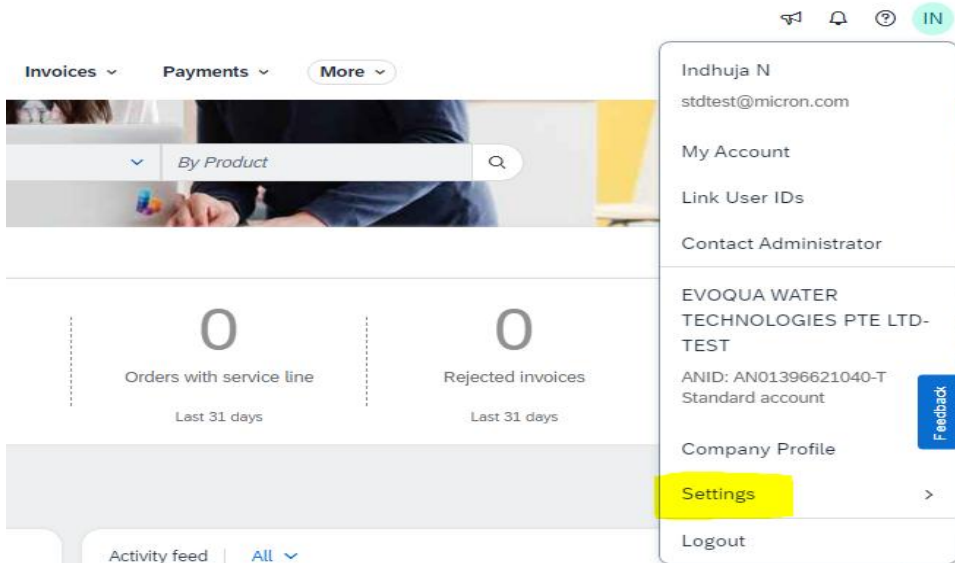
12. How do I change the PO routing/invoice routing in Ariba business Network?

PO routing:

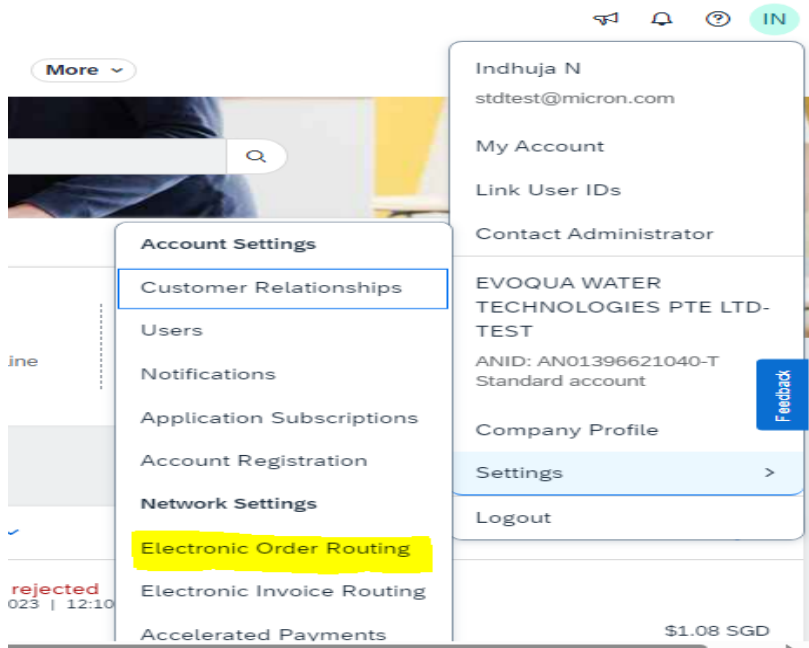
- Login Ariba Supplier portal and click on Login credentials (top right corner).



- Go to settings tab.



- Click Electronic order routing under Network Settings.



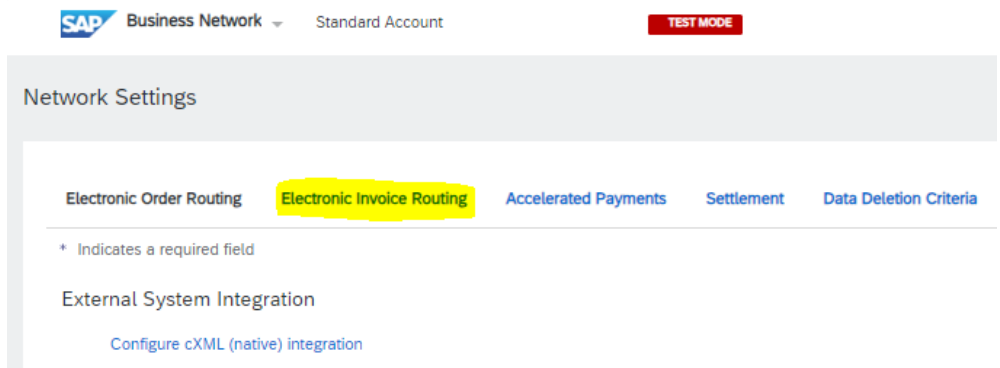
- Under other document types change the email address in all the 4 tabs.

Other Document Types

Document Type	Routing Method	Options
Blanket Purchase Orders	Same as new catalog orders without attachments	Current Routing method for new orders: Email
Stock Transport Orders	Same as new catalog orders without attachments	Current Routing method for new orders: Email
Scheduling Agreement/Release	Same as new catalog orders without attachments	Current Routing method for new orders: Email
Time Sheets	Email	Email address: indhujan@micron.com <input type="checkbox"/> Attach cXML document in the email message <input type="checkbox"/> Include document in the email message
Order Status Request	Email	Email address: indhujan@micron.com <input type="checkbox"/> Attach cXML document in the email message <input type="checkbox"/> Include document in the email message
Order Response Documents	Online	Return to this site to respond to POs
Payment Remittances	Email	Email address: indhujan@micron.com <input type="checkbox"/> Attach cXML document in the email message <input type="checkbox"/> Include document in the email message

Invoice routing:

1. Login Ariba supplier portal and go to settings.
2. Click Electronic Invoice routing.



3. Under Notifications check your new email address in all the tabs.

Notifications

Type	Send notifications when...	To email addresses (one required)
Invoice	<input checked="" type="checkbox"/> Send a notification when invoices are received or updated.	<input type="text" value="indhujan@micron.com"/>
Invoice Failure	<input checked="" type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	<input type="text" value="indhujan@micron.com"/>
Invoice Status Change	<input checked="" type="checkbox"/> Send a notification when invoice statuses change.	<input type="text" value="indhujan@micron.com"/>
Invoice Created Automatically from Receipts	<input checked="" type="checkbox"/> Send a notification when an invoice is automatically created from a goods receipt.	<input type="text" value="indhujan@micron.com"/>
Invoice Created Automatically from Service Sheets	<input type="checkbox"/> Send a notification when an invoice is automatically created from a service sheet.	<input type="text" value="indhujan@micron.com"/>
Invoice conversion (Supported formats: .pdf, .png, .jpg)	<input type="checkbox"/> Send a notification when the invoice conversion fails.	<input type="text" value="indhujan@micron.com"/>
	<input type="checkbox"/> Send a notification when the status of the template changes.	<input type="text" value="indhujan@micron.com"/>
	<input type="checkbox"/> Send a notification when an invoice is set for manual submission after conversion.	<input type="text" value="indhujan@micron.com"/>

13. How do I downgrade my Ariba account?

- Login to SAP Ariba Supplier portal and go to login credentials in top right corner.
- Click convert to Standard account.
- Read all the differences between Enterprise account and Standard account.
- If supplier is ok with the specifications mentioned above, click eligibility now.
- Click the status column to ensure your account is eligible to convert Standard account.
- Click next to any criteria if it doesn't pass eligibility.
- Click re-check eligibility to ensure all actions are taken.
- Once Supplier account meets all criteria, they can click convert to Standard account.

14. What are the types of Ariba accounts and how are they different?

In Ariba there are two types of accounts:

1: Enterprise Account (Chargeable Version)

Enterprise account subscription levels and fees are determined by the number of documents and volume of transactions your business runs through Ariba Network. As your transaction level on Ariba Network increases, the value your business receives will also rise, and your fees will adjust accordingly.

2: Standard Account (Free of Cost)

Standard accounts are completely free of fees. Standard accounts will not be charged subscription or transaction fees as enterprise accounts.

Supplier Fee Schedule																			
<p>Transaction Fees</p> <p>Billed every quarter Per-relationship fee cap: \$20,000/year</p> <div style="border: 1px solid black; padding: 5px; margin: 5px;"> <p>Without Service Entry Sheets 0.155% of transaction volume</p> <p>With Service Entry Sheets 0.35% of transaction volume</p> </div>	<p>Subscription Fees</p> <p>Billed once a year</p> <table border="1"> <thead> <tr> <th>Annual Document Count Across All Customer Relationships</th> <th>Subscription</th> <th>Annual Fees</th> </tr> </thead> <tbody> <tr> <td>Up to 4 documents</td> <td>Premium</td> <td>Free</td> </tr> <tr> <td>5 to 24 documents</td> <td>*Bronze</td> <td>\$50</td> </tr> <tr> <td>25 to 99 documents or EDI/cXML usage</td> <td>Silver</td> <td>\$750</td> </tr> <tr> <td>100 to 499 documents</td> <td>Gold</td> <td>\$2,250</td> </tr> <tr> <td>500 and more documents</td> <td>Platinum</td> <td>\$5,500</td> </tr> </tbody> </table> <p><small>*Chargeable suppliers transacting less than \$250,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count</small></p>	Annual Document Count Across All Customer Relationships	Subscription	Annual Fees	Up to 4 documents	Premium	Free	5 to 24 documents	*Bronze	\$50	25 to 99 documents or EDI/cXML usage	Silver	\$750	100 to 499 documents	Gold	\$2,250	500 and more documents	Platinum	\$5,500
Annual Document Count Across All Customer Relationships	Subscription	Annual Fees																	
Up to 4 documents	Premium	Free																	
5 to 24 documents	*Bronze	\$50																	
25 to 99 documents or EDI/cXML usage	Silver	\$750																	
100 to 499 documents	Gold	\$2,250																	
500 and more documents	Platinum	\$5,500																	

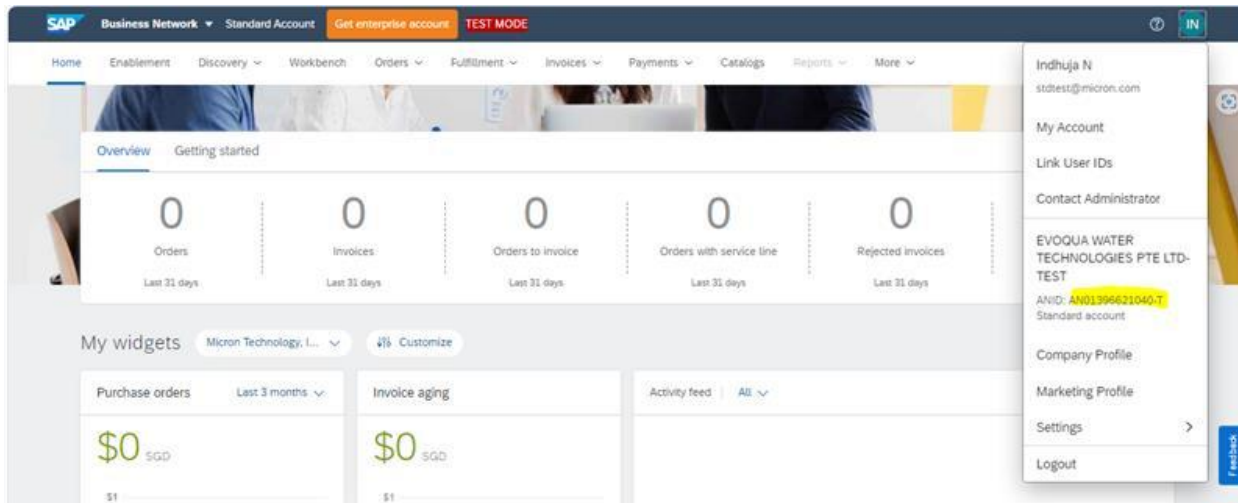
Suppliers can refer to the below link to know more about Ariba Network.

Ariba account types	https://support.ariba.com/ariba-network-overview
Enterprise account	Ariba Network Supplier Membership Program- Ariba Invoice Copy Video.
	Ariba Network Supplier Membership Program- Ariba Fees Explanation Video.
Terms and conditions	https://service.ariba.com/Authenticator.aw/ad/termsCenter?tou=supplier

15. How can I find the Ariba network ID (ANID) in Ariba Supplier business Network?

Use the steps below to find your existing Ariba network ID:

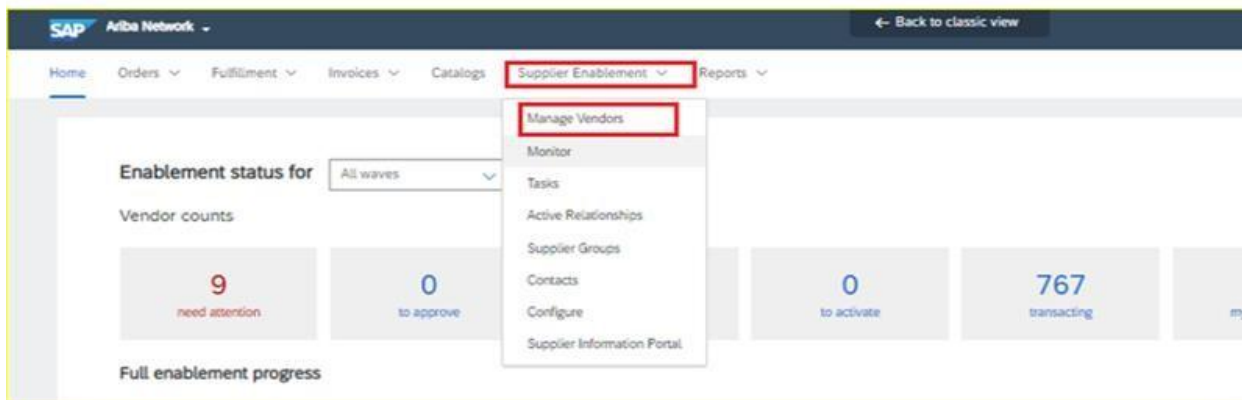
1. Login to your existing Ariba Supplier portal.
2. After getting into your Ariba portal home page.
3. Find the profile icon on the top right corner.
4. So, you will be able to find the Ariba network ID under the drop down of profile icon.



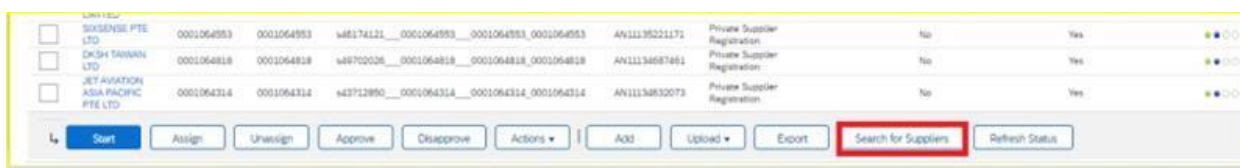
16. How do I find unregistered Supplier Business Network ID (ANID) details in Ariba Buyer Network?

The steps below are to find your existing Ariba network ID:

- a. Click **Supplier Enablement** → **Manage Vendor**.



2. Bottom of the page Find the Option Click **Search for Supplier**.



3. Enter the ANID in the **ANID field Box**. Select **Country/Region** and **Select country** then click **Search**.

1 Suppliers found:

Supplier	NetworkId	Account Type	# Buyers	Country	State/Province	Actions
<input type="checkbox"/> RealtimeBoard Inc. dba Micr	AN01051980306	Enterprise account	47	United States	CA	View Catalogs Request Relationship

Actions

17. How do I submit invoices through Ariba?

Click **Workbench** → **Orders** (or select another orders-based tile). Perform one of the following actions:
 1. Select the Workbench

2. Click on Edit filter and change creation date to Last 365 days then click “Apply.”

3. Click on PO number or Click **Actions** → **Standard Invoice** to the right of the purchase order or blanket purchase order.
4. Click the purchase order number to open it, then click **Create Invoice** → **Standard Invoice** at the top or bottom of the page.
5. Each of these options complete the same action, but you can choose the first step based on your own preferences. After completing the first step, do the following:

6. On the **Create Invoice** page, enter the **Invoice Number**, **Invoice Date** and other header-level information about the invoice in the **Summary** area.
7. Enter header-level taxes by following steps:
 - 1: Choose the Category and select Tax selections, if you are confirming with selection means just choose Sales Tax.
 - 2: Enter Tax% on Rate % field, if you don't have any Tax, them enter as "0".
 - 3: Tax Amount calculated automatically by Ariba System

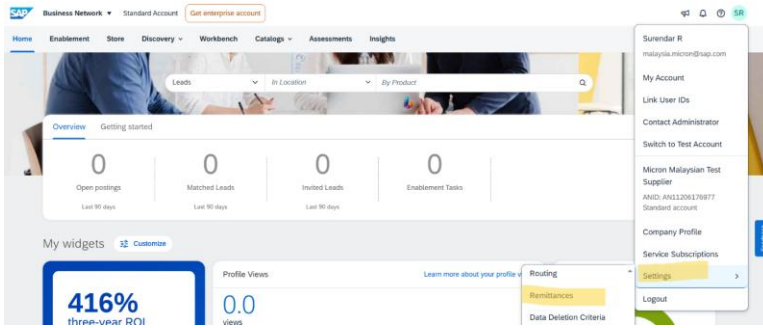
8. Add other elements such as payment terms, comments, or attachments by clicking **Add to Header** and choosing from the available options.
To attach a document when creating an invoice:
 1. Click **Add to Header > Attachment**.
 2. In the added **Attachments** section, click **Browse** and select the document.
 3. Click **Add Attachment**
9. Click **Update** on the top or bottom of the page to update any calculated fields if you add or modify any amount or rate fields.
10. Enter or modify line-item information for the invoice if necessary.
11. Once you complete the previous steps click **Next** to review the invoice before submission.
12. Review the invoice and make any final changes and Click **Submit**.

18. What is remittance ID? How do I configure this by supplier in Business Network?

- Banking Information is one of the mandatory details using which VMD Team creates Remit to ID which consists of 7-digit vendor code Last 4 Digit Banking Detail Currency Code
- Some countries may require a mandatory Remit To contact. In case the Remit To contract is a factoring service, it may also be to mark that on invoices.
- Buying organizations might require suppliers to consistently identify remittance addresses with a unique ID value. Suppliers should populate the Contact address ID attribute with that ID.

1. Step 1: Access Remittance Settings

Log in to the Ariba portal and navigate to: Initials → Settings → Remittances.



2. Step 2: Choose Existing or Create New Remittance

Option A: Edit existing remittance by selecting the address and clicking 'Edit Banking Details'.

Address ↑	City	State	Country/Region	Default
<input type="radio"/> 3M NO5 3M NO5 PERSIARAN	八打靈再也		Malaysia	No
<input type="radio"/> BANGUNAN 3M NO5 PERSIARAN	PETALING JAYA		Malaysia	No
<input type="radio"/> BANGUNAN 3M NO5 PERSIARAN	PETALING JAYA		Malaysia	No
<input type="radio"/> No 3D Ashok Nagar	Erode	05	Singapore	No
<input checked="" type="radio"/> TEST - 5 (MYR)	Karakal	Puduchery	India	Yes
<input type="radio"/> Test 3 (USD)	Chennai		Malaysia	No
<input type="radio"/> Test 4	Chennai		Malaysia	No

Enter your Remittance ID under the Micron Technology Inc column. Save Changes.

* Indicates a required field

Remittance Address

TEST - 5 (MYR)
Karakal
Puducherry 609609
India

Contact:

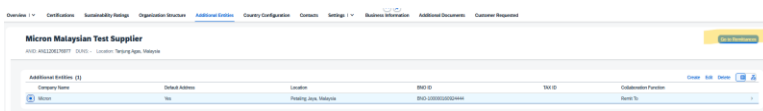
Make this address default

Factoring Service ⓘ

Remittance ID Assignment

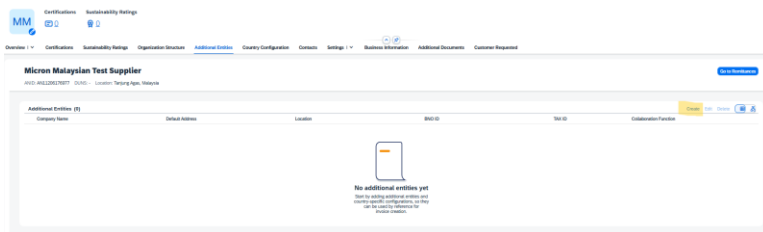
Customer ↑	Remittance ID
Micron Technology, Inc. - TEST	<input type="text"/>

Option B: Create a new remittance by clicking 'Go to Additional Entities'.



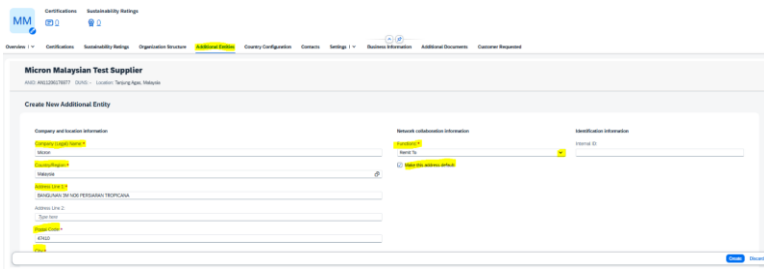
3. Step 3: Create Additional Entity

On the Additional Entities page, click 'Create' (top-right corner).



4. Step 4: Enter Mandatory Details

Fill in all required fields, select the Default Address checkbox, and click 'Create'.



5. Step 5: Navigate to Remittance

After creating the entity, return to the EFT/Check Remittances

6. Step 6: Edit Bank Details

Verify the default address, click 'Edit Bank Details', ensure the Default Address checkbox is selected,

Address 1	City	State	Country/Region	Default
<input type="radio"/> 3M N06 3M N06 PERSIARAN	八打靈再也		Malaysia	No
<input type="radio"/> BANGUNAN 3M N06 PERSIARAN	PETALING JAYA		Malaysia	No
<input type="radio"/> BANGUNAN 3M N06 PERSIARAN	PETALING JAYA		Malaysia	No
<input type="radio"/> No 3D Ashok Nagar	Erode	05	Singapore	No
<input checked="" type="radio"/> TEST - 5 (MYR)	Karaikal	Puducherry	India	Yes
<input type="radio"/> Test 3 (USD)	Chennai		Malaysia	No
<input type="radio"/> Test 4	Chennai		Malaysia	No

[Edit Bank Details](#) [Go To Additional Entities](#) Find and manage all Remit To Addresses under Additional Entities.

7. Step 7: Enter your Remittance ID under the Micron Technology Inc column. Save Changes.

* Indicates a required field

Remittance Address

TEST - 5 (MYR)
Karaikal
Puducherry 609609
India

Contact:

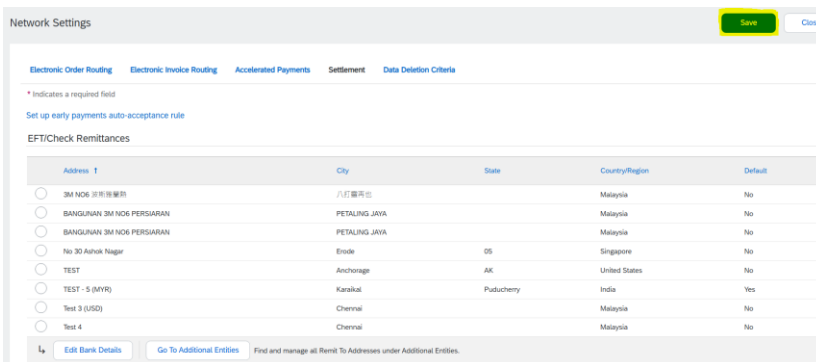
Make this address default

Factoring Service ⓘ

Remittance ID Assignment

Customer 1	Remittance ID
Micron Technology, Inc. - TEST	<input type="text"/>

8. Step 8: Click 'OK' and then 'Save'.



Note

- Ensure all mandatory fields are completed accurately to avoid configuration errors.
- Ensure that no extra space is added before or after the Remittance ID, as this may cause automatic invoice rejection.

- Each Remittance ID requires a separate remittance address. If you have multiple Remittance IDs, create a separate address for each one on the Additional Address page.
- Switching Remittance ID During Invoice Submission

After creating multiple remittance information, you can select the desired **Remit To** field when submitting invoices. Refer to the invoice draft page

The screenshot shows the 'Invoice Header' section of a software interface. It includes a 'Summary' area with fields for 'Purchase Order' (3501265366), 'Invoice #', 'Invoice Date' (10 Dec 2024), 'Service Description', and 'Supplier Tax ID'. A 'Remit To' dropdown menu is open, displaying a list of remittance IDs such as 'MKS_0001000051 ID_0001000051_0022_04' and 'Chingz Tech_1044451 ID_0001044451_2064_01'. A 'Bill To' field is also visible below the dropdown.

- If you are facing any issues, please contact [Micron_supplierenablement@micron.com](mailto:micron_supplierenablement@micron.com)

19. How to attach invoice copy at header level?

As per Micron invoicing rule, invoice attachment should be at Header level.

Steps to follow:

- Click **Add to Header** → **Attachment**

The screenshot shows the 'Supplier VAT' section of an invoice form. It contains fields for 'Supplier VAT/GST/Tax ID' and 'Customer VAT/GST/Tax ID'. Below these fields is a section for 'Exchange rate provided requires verification and correction when invoicing in a currency other than the currency of the Ship to Country'. A yellow 'Add to Header' button is highlighted, and its dropdown menu is open, showing options like 'Tax', 'Shipping Cost', 'Shipping Documents', 'Special Handling', 'Discount', 'Additional Reference Documents and Dates', 'Comment', and 'Attachment'. The 'Attachment' option is highlighted in yellow. Below the dropdown is a table with columns for 'Type', 'Part #', 'Description', and 'Customer Part #'. The first row shows 'MATERIAL', '289', 'J & J Paul shirt', and an empty 'Customer Part #' field. At the bottom, there are 'Line Item Actions' and a 'Delete' button.

- In the added **Attachments** section, click **Choose File** and select the document.
- Click **Add Attachment**

Supplier VAT/GST/Tax ID: Customer VAT/GST/Tax ID:
 Supplier VAT/GST/Tax ID: Customer VAT/GST/Tax ID:
 Exchange rate provided requires verification and correction when invoicing in a currency other than the currency of the Ship to Country

Attachments
 The total size of all attachments cannot exceed 100MB
 No file chosen

Line Items
 Insert Line Item Options
 Tax Category: 0% VAT Shipping Documents Special Handling Discount

No.	Include	Type	Part #	Description	Customer Part #	Quantity
<input type="checkbox"/>						

20. How do I include and/or exclude the line item while submitting the invoice?

- Include an icon that shows if line items are included on or excluded from the invoice.
- A green check mark indicates that the line item is included; a grayed-out check mark indicates it is Click the icon to include or exclude items quickly. invoiced before all items are included by default.
- If the supplier excludes items from an invoice and then creates a new invoice, all items are displayed.

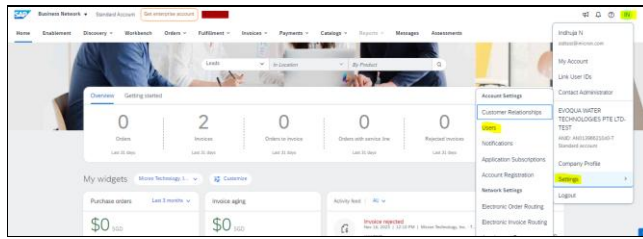
21. What are all of the Micron Customer VAT IDs?

Micron Customer Vat ID details:

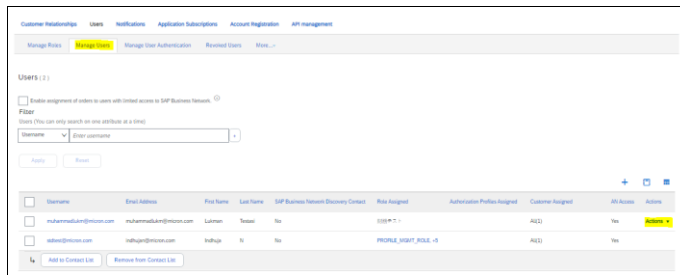
Taiwan	Customer VAT ID
Micron Memory Taiwan Co - Co. 1580 POrg 1050	28518076
Micron Technology Taiwan Inc - Co. 1790 POrg 1057	80353271
Micron Technology, Asia Pacific - Co. 1070 POrg 1006	16081942
Malaysia Region	Customer VAT ID
Micron Semiconductor Malaysia Sdn. Bhd. - Co. 1480 POrg 1040 (Muar)	J13-1902-22100016
Micron Memory Malaysia - Co. 1850 POrg 1067 (Penang)	P13-1906-22100017
MMS (Micron Memory Services Sd - Co 1890 POrg 1071)	P13-2405-22100012
Japan	Customer VAT ID
Micron Japan, Ltd [was KMT] - Co. 1130 POrg 1009	9010401094144
Micron Memory Japan, Inc. - Co. 1570 POrg 1051	9010001066980

22. How to change admin of the Ariba account?

- In the upper-right corner of the application, click **[User Initials]** → **Settings** and select **Users**



- Click the **Manage Users** tab.
- Scroll down to bottom, you will see names listed below. You can choose name of the person whose wants to Admin and Click on “Action” à Make Administrator.



- Then Log out from Ariba portal.
- Log in again through new user Credentials.

23. How do suppliers add users or modify user access in Ariba business Network?

To add users to the account, Supplier must first create at least one role. They can assign multiple users to the same role or create a separate role for each user.

To create a role:

1. In the upper-right corner of the application, click **[User Initials]** > **Settings** and select **Users**.
2. Under the **Manage Roles** tab, click **+**.
3. Enter a Name for the role.
4. Select the appropriate permissions using the check boxes.
5. Click **Save**.

To create a user:




1. In the upper-right corner of the application, click **[User Initials]** > **Settings** and select **Users**.
2. Click the **Manage Users** tab.
3. Click the **+** icon.
4. Enter the user's information (Username, Email Address, First Name, Last Name and Phone).
5. Select a role in the **Role Assignment** section.
6. Assign a customer (All customers or Select Customers).
7. Click **Save**.

After creating the user, the user receives an email with the username and a temporary password. The temporary password will be valid for 24 hours. The user must access the account and change the password when logging in for the first time.

24. How can supplier view Open bill and how to pay Ariba fees via Ariba Network?

SAP Ariba automatically generates subscription reports for every invoice. You can download the reports using icons on the **Open Bills list**.

Procedure

1. Click the  Account Settings icon and choose Service Subscriptions.
2. Click Open Bills.
3. In the Open Bills list, select a bill by checking the box.
4. Click one of the following icons in the Actions column:
 -  Display Transaction Activity Report
 -  Display Threshold Report

The report is downloaded to your computer in a comma-separated values (CSV) file.

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

Suppliers 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.

25. What is the mode of payment available for suppliers in Business Network?


Suppliers can use the following methods to pay Ariba 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).

26. What is the purpose of dispute case and how do I do this in Ariba supplier business Network?

Purpose: If supplier believes their SAP Business Network bill has been incorrectly calculated, they can create a dispute case

Steps to follow:

1. In the upper-right corner of the application, click **[user initials] > Service Subscriptions**.
2. Click the **Open Bills** tab and locate the bill.
3. Under **Action** to the right, click the .
4. Select a cause from the drop-down menu and enter a reason for your dispute in the **Comment** section with as much detail as possible.
5. Double-check that the contact information listed underneath **Contact Data** is correct.
6. Click **Send**.

Supplier requests will be sent to the billing team, and they will be contacted by a representative.

27. Who should I contact if I have Ariba fee-related queries?

Contact SAP Ariba billing team - ariba.suspension.office.apj@sap.com

28. Can Micron assume ownership of the Supplier Enterprise Business Network fees?

As per Micron policy, SAP Supplier Business Network fees are to be borne by the supplier. Micron does not have authority over SAP Ariba fees. Suppliers should work directly with the SAP Ariba Billing team (ariba.suspension.office.apj@sap.com) to address and resolve any fee-related issues.

29. Why can't I find a Purchase Order (PO) on my SAP Business Network account?

1. Sign in to SAP Business Network account
2. Click **Orders**
3. Click **Purchase Orders** or **Orders and Releases**
4. Search by order number
5. The order number does not appear

Cause

The PO has not been processed in that Ariba Network ID (ANID) yet. To view your POs, ensure that you have an active trading relationship with your customer. You need to contact to buyer to establish the trading relationship with that buyer.

Another possible cause could be that the [PO is hidden](#) or falls outside the applied filtering criteria.

Resolution

If you still can't find your PO even though you have established a trading relationship with your customer:

- Confirm with your customer if they have sent the PO through the SAP Business Network system.
- Confirm with your customer if the PO was sent to your active/correct supplier Ariba Network ID (ANID).
- Your customer might have submitted the PO through a private account. To view the PO, you can merge the private account with your own account.
- If you are a sub-user, ensure that the account administrator has granted you the appropriate permissions to view POs.
- Make sure that your [PO is not hidden](#).
- Ensure that your PO fits within the applied filtering criteria.
- If you are searching for an old PO that is more than 365 days old, you should enter the PO number and select the **Exact match** option in the search field.

Additional SAP-recommended search steps (if PO is expected but not visible)

If your customer has confirmed the PO was sent and you still cannot locate it, follow these steps exactly:

1. Go to the **Workbench** tab at the top of the page.
2. Select **Orders** to view all orders.
3. Select **Edit Filter** to expand the filter options.
4. Enter the **Purchase Order number** in the *Order numbers* field.
5. Select the **Exact Match** radio button below the Purchase Order number.
6. Select **Apply**.

If the PO is still not visible after completing the steps above, please contact your Micron representative and provide the Payload ID (if available) for further investigation.

30. How can I establish a trading relationship with a buyer in SAP Business Network so that we are able to exchange documents such as purchase orders and invoices?

Resolution

The trading relationship request must be initiated by your **buyer**. You can provide the buyer with your [SAP Business Network ID \(ANID\)](#) number and ask them to send you a trading relationship request. If your account has the [Automatically accept all relationship requests](#) option **enabled**, the trading relationship will be automatically established in your account as soon as the buyer sends the request. If this option is **not enabled**, you can manually approve the request by following these steps:

1. In the upper-right corner of the application, click **[user initials] > Settings > Customer Relationships**.
2. Navigate to the **Pending Requests** tab.
3. Check the box to the left of the customer's name and click **Accept**.

You will only be able to invoice the customer or perform other related actions after the **trading relationship has been established**.

31. Why can't I create a new account with my company email domain?

Symptom

When creating a new account, I encounter the following message:

The domain of the email address you have entered has already been claimed by an existing SAP Business Network account.

Cause

One of the administrators of your company's accounts has claimed the domain you entered.

Resolution

Below the message, click the Contact account administrator option to request permission to create a new account with the domain.

If this option is not visible, sign in to your SAP Business Network account and follow these steps:

1. In the upper-right corner of the application, click **[user initials]**.
2. Click **Settings > Manage Account Email Domains**.
3. In the Available Domains section, click **Contact Administrator**.

32. Why did I receive the error “Sorry, an account already exists” while registering a new account via invitation email sent by the buyer?

Symptom

While registering a new account via Invitation Email, supplier gets an error - Sorry, an account already exists...

Cause

The supplier has blocked the specific domain under their account settings.

Resolution

1. Login to Supplier account.
2. Click **[Name Initials]** → **Settings** → **Manage Account Email Domains**
3. Under the **Account Domain Settings** → **Available Domains** uncheck **Procurement Registration** for the affected domain
4. Click **Save**.

33. How do I restore/reinstate/unsuspend my SAP Business Network account?

Symptom

Why is my SAP Business Network supplier account suspended and how do I restore/reinstate/unsuspend it?

Environment

SAP Business Network.

Cause

A chargeable SAP Business Network supplier account may be suspended for one of the following reasons:

- Failure to remit payment for SAP Business Network service fees.
- Failure to replace an invalid credit card for Enterprise subscription packages.
- The Tax ID is missing or invalid in the Company Profile.

Resolution

Restore your suspended account by [making a payment](#) for outstanding SAP Business Network service fees.

If the account has been suspended due to a missing Tax ID, enter TAX ID by following [How do I add or update my company's Tax ID/VAT ID number to my account?](#)

34. Why isn't the “create invoice” option available on the purchase order?

Symptom

Why is the **Create Invoice** option greyed out? Why can't I create an invoice?

Resolution

Hover your cursor over the **Create Invoice** button to see more information. There are a couple of reasons you are not able to create an invoice from your purchase order (PO):

- Your customer might not accept electronic invoices on the SAP Business Network. View your [customer's invoicing rules](#) to see if this is the case. If so please [Contact your customer](#) for next steps.

- Your customer might require you to create an order confirmation, ship notice, or an approved service entry sheet before invoicing. View your [customer's invoicing rules](#).
- A receipt may be required in order to create an invoice. [Contact your customer](#) to have them submit a receipt if needed.
- The trading relationship is suspended or rejected. [Check the trading relationship status](#).
- The cXML line in the PO <Extrinsic name="Ariba.invoicingAllowed">No</Extrinsic> prevents invoice creation. [View your PO's cXML](#) information to see if this line is the cause.

35. What if my account isn't eligible to convert to standard?

Symptom

What if my account isn't eligible to **Convert to Standard**? I keep getting the following errors after trying to **Convert to Standard**.

Error: Your account is part of a multi-organizational billing structure and can't be converted to a standard account.

Error: Your account cannot be converted to a standard account as it is a part of a Quadrem Network billing plan.

Resolution

Some Enterprise accounts cannot use the self-downgrade tool. If your account has a [multi-org billing structure](#) or uses legacy Quadrem billing, you may encounter an error or not see the **Convert to Standard** option. Your account may still be eligible for a downgrade if the following criteria are met:

- We recommend not having any pending [Enablement Tasks](#).
- You must not have any integration configured (cXML, Electronic Data Interchange (EDI), SAP Integration Suite, managed gateway for spend management and SAP Business Network).
- You must not have an active Supply Chain Collaboration(SCC) relationship. Respective buyers must [disable](#) the SCC relationship.
- You must not have [Long Term Document Archiving](#) configured or you will lose access to the archive.
- You must not have [Invoice Archiving](#) configured or you will lose access to the archive.
- You must not have any outstanding bills.

Note that a Standard Account provides only limited access to Business Network and no access to Reports. Before downgrading the account ensure that you download the generated reports to your hard disk.

36. How do suppliers upgrade SAP Business Network account type from a Standard account to an Enterprise account?

Symptom

How do I upgrade SAP Business Network account type from a Standard account to an Enterprise account?

Resolution

You can upgrade to an Enterprise account at any time by taking the following steps:

1. Sign in to your SAP Business Network Standard account.
2. Click **Get enterprise account** at the top of any page.
3. Compare the Standard and Enterprise account benefits.
4. Under **Enterprise account**, click **Upgrade**.
5. Check the box in **Confirm upgrade** pop up that you agree to the terms of the upgrade.

6. Click **Upgrade**.

If you are in BTP/NextGen, you should be able to find an "**Upgrade**" button on the top of your home page.

Note: An account administrator or a sub-user that has the **Premium Membership and Services Management** permission only can upgrade to an Enterprise account.

37. What are the benefits of upgrading to an Enterprise account?

Upgrading to an Enterprise account offers the following benefits:

- Gain access to 24/5 online support with customer service representatives and access to SAP Business Network's global Help Center.
- Run reports to gain insight into your order history, document statuses, and customer transactions.
- Manage all your customer accounts and documents on a single dashboard, and view all active and pending tasks.
- Collaborate on advanced business processes with your customers through contract invoicing, services invoicing, and inventory forecasting.
- Integrate your order fulfillment and invoicing systems using EDI or cXML to reduce cost and increase customer retention.

38. What is a Standard Account in SAP Business Network?










The Standard Account is a free, limited-access option for using the SAP Business Network. It's designed for suppliers who want to manage transactions without the full capabilities of a paid account.

Key Features

- Respond to emailed purchase orders using customer-requested features (order confirmation, ship notices, invoices)
- If supported by your customer (track invoice status create non-PO invoices)
- Access to [SAP Business Network Help Center](#) for guidance
- Supports [Ariba Pay](#) functionality for secure payments

39. What is the difference between Enterprise and Standard accounts?

Suppliers using the SAP Business Network to transact purchase orders (POs) & invoices with you may have either an Enterprise or Standard account. This depends on how you send them POs and how the supplier chooses to register their account. Below is a chart that can help you understand the different functionalities a supplier has depending on their account type:

	Enterprise account	Standard account
Access to 24/7 online support with SAP Ariba Customer Service		
via phone		
via chat		 *(available for pre login issues only)
via email		
Access to the Help Center for FAQs, tutorials, product documentation, and over 40 Guided Assistance flows with solutions to common issues and how-to questions		
View POs within account		

View invoices and other created documents within account		
Search for documents		
Create reports		
Manage multiple customers under single account		
Collaborate on advanced business processes with contract invoicing, services invoicing, and inventory forecasting		
Integrate with EDI or cXML		
Create catalogs		
Invoice Conversion (PDF Invoicing)		
Archive tax invoices (in select countries)		
Free, regardless of number of documents transacted		
Transact via email		
Ariba Pay Enabled		

40. How do suppliers reset Multifactor Authentication (MFA)?

If Multifactor Authentication (MFA) needs reset for a sub-user on the account, the administrator can follow the steps below:

1. Log in to your SAP Business Network account.
2. In the upper-right corner of the application, click **[User Initials] > Settings > Manage Users**.
3. Click **Manage User Authentication**.
4. Select the users (from the table) or whom you want to reset MFA.
5. Click **Reset**.

If the Multi-Factor Authentication (MFA) needs to be reset for the administrator of the account, please [contact Support](#) to have the MFA reset.

41. Why was my invoice rejected?

Cause

Invoices may be rejected under two circumstances:

1. **Automatic Rejection:** This happens based on the invoicing and SES rules established by your customer.
2. **Manual Rejection:** This is carried out directly by your customer.

Rejections are triggered when the documents fail to meet the requirements established by the customer. It is essential to ensure that all invoices comply with these predefined standards to avoid any disruptions in the process.

Resolution

To review the reason for invoice rejection:

1. **Sign in** to SAP Business Network account
2. Click **Workbench > Rejected invoices**
3. Click the invoice number hyperlink
4. The invoice rejection notes appear across the top of the Detail and History tabs of the invoice.

42. How do I edit and resubmit a failed or rejected invoice?

If you need to change information on an invoice that is already submitted, the invoice must have a status of either **Failed** or **Rejected**.

Check if the invoice is linked to an active Order version or active documents (Ship Notice, Service Entry Sheet, etc.), otherwise it will fail.

To update the invoice details and resubmit the invoice:

1. Sign into your SAP Business Network Supplier account
2. Click **Workbench > Rejected invoices**
3. Click the invoice number underneath **Invoice Number** for the invoice you want to edit
4. Under **Detail**, click **Edit & Resubmit** to modify the invoice.

If the invoice is not in **Failed** or **Rejected** status, you can do one of the following:

- Cancel the invoice and create a new invoice with the correct information. In this case, you will need to check with your customer's transaction rules to see if they have enabled you to cancel invoices. For more information on how to view your customers transaction rules, see [How do I view my customer's transaction rules?](#)
- Ask your customer to reject the invoice. This will allow you to edit and resubmit it.

43. How do I reject a business relationship/trading relationship request as a supplier?

You need to be the account administrator or have the Customer Administration permission to manage customer relationships.

You need to have at least one pending or current relationship to access the **Customer Relationships** page. Otherwise, you won't see this option under the **Account Settings** menu.

To reject a relationship request:

1. Click **Account Settings [User Initials] > Settings > Customer Relationships**
2. In the **Trading Business Partner** tab, select **All Relationship Requests** in the **Customer List** dropdown, or filter for the specific situation
3. Tick the box to the left of the customers you would like to reject
4. Click **Reject**.

The customer will move to the **Rejected Requests** list and the SAP Business Network will send a notification to you and the customer.

If you encounter any errors during this process, try the same through the **Classic View** on the top right of the **Customer Relationships** page.

44. How to login into Supplier Business Network?

1. Login to your account at <https://supplier.ariba.com>.
2. Key in Username and password
3. If you forgot the username or password, you can click on Forgot Username and Password

45. Standard account Tutorial to know about Business Network

Link : [Standard Account Tutorial Videos \(Playlist\)](#)

46. What is my SAP Business Network supplier account type?

Sign in to your SAP Business Network account. Your account type will be displayed in the top left corner, next to the application name.

47. How do I check the version of a purchase order (PO) in SAP Business Network?

To check the PO version, you can follow these steps:

1. Go to the **Orders** tab and select **Orders and Releases**.
2. Click **Search Filters** option.
3. Tick the checkbox next to **Exact Number** to input the PO number into the **Order Number** field and click **Search** button.
4. All versions of the PO will be listed under **Orders and Releases**.

If the PO version column is not displayed on the list by default:

5. Click **Table Option** icon located at the top right of the PO list.
6. A **Table Setting** pop-up window will appear.
7. Drag and drop the **Version** column into the **Displayed Columns** section and click **Save**.
8. The version information will now be displayed on the page.

48. How do I cancel or delete an invoice or credit memo?

Invoices cannot be deleted from your account. You can fix an invoice that you have already submitted in the following ways.

- Ask your customer to reject the invoice so you can resend it.
- Depending on your [customer's transaction rules](#), you may be able to cancel invoices:
 1. Click **Workbench → Invoices**.

2. Search for the invoice number that you want to cancel.
3. Click the **[invoice number]** to open it.
4. Click **Cancel** at the top of the invoice.
5. Click **Yes** to confirm.

Canceling an invoice is only recommended for non-PO or contract invoices.

49. What are the Enterprise Account levels and advantages of subscription fees?

The service is paid as per the [Terms of Use](#) signed via a click through agreement during registration. We designed SAP Business Network to determine the subscription level automatically, based on the transactions and number of documents for all Enterprise accounts.

Your Enterprise account becomes chargeable after you transact:

- 5 documents (purchase orders, invoices, service entry sheets, and service entry sheet responses) &
- \$50,000 USD with any customer.

Once you pass both of these thresholds with at least one relationship, your account will be placed into a subscription package based on the total number of documents transacted in a year, and you will start to receive quarterly invoices. Once one relationship is chargeable, all relationships will be chargeable. Year 1 will only look at the last 3 months and annualize the count.

Obsoleted POs, previous versions of POs, Rejected invoices and Rejected Service Entry Sheets are not included in the annual document count.

The Supplier Fee Schedule allows suppliers to participate at a level that is best aligned with their transaction frequency and volume on the SAP Business Network. Suppliers using the SAP Business Network frequently receive benefits based on their transaction volume, while less active users can take advantage of a more streamlined set of features.

Below you will see our different subscription levels and fees:

Subscription Level	Annual document count threshold	Annual subscription fee
Premium	Up to 4 documents	No cost
Bronze	5 to 24 documents or < USD 250,000	50.00 USD
Silver	25 to 99 documents	750.00 USD
Gold	100 to 499 documents	2,250.00 USD
Platinum	500 or more documents	5,500.00 USD

The Enterprise account on the SAP Business Network is designed to simplify your business transactions across the selling, invoicing, and payments processes. With an Enterprise account, you can take advantage of advanced features such as dedicated inboxes, reporting, free responses to leads, and direct integration to your ERP. You also benefit from advanced support, including dedicated assistance for publishing catalogs. Leading suppliers worldwide have chosen this enterprise account to become more efficient, improve customer experience, and grow their business.

Details of the four paid membership packages follow:

Bronze Package

This is applicable for suppliers who transact between 5-24 documents a year. This subscription is \$50 USD annually.

Silver Package

The Silver subscription is applicable for suppliers who transact between 25-99 documents a year. This subscription is \$750 USD annually.

Gold Package

This is applicable for suppliers who transact between 100-499 documents a year. This subscription is \$2,250 USD annually. This subscription allows sellers to transform their business commerce capabilities through bundled tools, support, and services that help them consumerize B2B e-commerce and eliminate hurdles to successful buyer-seller collaboration. In addition to all Silver benefits, Gold sellers have the capability to enable basic connectivity to their back-end ERP system. They also gain priority support access.

Platinum Package

The Platinum subscription is applicable for suppliers who transact over 500 documents a year. This subscription is \$5,500 USD annually. This level delivers the highest level of automation, catalog, and networking opportunities for top-tier sellers, enabling them to fully optimize collaborative commerce as a competitive advantage.

50. Do I need an Enterprise account to create a PunchOut catalog for my customers?

Yes, to provide a PunchOut catalog, a supplier **needs** to have an **Enterprise account** on the SAP Business Network.

The key reasons for this requirement are as follows:

1. **cXML Integration:** PunchOut catalogs use the **cXML (commerce eXtensible Markup Language)** protocol to communicate in real-time between the buyer's procurement system and the supplier's website. The ability to configure and manage cXML transactions is a feature of Enterprise-level accounts.
2. **Account Configuration:** Suppliers must have specific permissions, such as **cXML Configuration**, to set up the authentication methods and the punchOutSetupRequest URL required for the system to recognize the supplier's PunchOut site. These advanced configuration permissions are reserved for Business, Integrated, and Enterprise Package members.
3. **Standard Account Limitations:** While Standard accounts allow suppliers to receive purchase orders via email and "flip" them into invoices, they are designed for lower-volume, manual interactions. They do not support the automated, machine-to-machine cXML integration necessary to host a live PunchOut catalog.
4. **Testing and Validation:** Enterprise accounts provide access to the **customer catalog/order tester** on the SAP Business Network, which allows suppliers to test their PunchOut functionality and verify that the shopping cart returns data correctly to the procurement application.

See Also

Because PunchOut relies on technical cXML message exchange and site profile configurations, the supplier must upgrade to an Enterprise account to establish the necessary integration.

For more details, check the cXML solutions guide:

- [cXMLGettingStarted](#)

Supplier Onboarding Process – SAP Ariba

1. Who is the authorized person to sign the EFT form from supplier end?

Financial controller, Senior Manager and Vice President.

2. What type of banking documents are not acceptable by EMD team?

Cancellation Cheque and banking letter without account number, swift code etc.

3. What should SLP team do if supplier wanted to send the registration invitation to another email ID when there is account linked to the questionnaire already?

We cannot send the invitation to another email ID if the account is already linked to the questionnaire. If we send to another email ID, then new user will not be able to login successfully. In such cases, we raise the IT ticket # to unlink their existing ANID first. So that we can send the invitation to new email addresses.

4. What are all the reasons for unsuccessful login from supplier end during registration?

- 1) Because, their internal IT team might apply blocks for third party tools such as Ariba, Fair Markit etc.
- 2) Account has been temporarily locked from their Ariba account administrator.
- 3) Browser, cookies /caches will cause the unsuccessful login from supplier end.
- 4) Password has been forgotten by supplier for their existing/registered account.

5. What is the solution to above challenges while logging into Ariba?

- 1) Ask supplier to check with their internal IT team to remove the blocks.
- 2) Ask the Ariba account Administrator to release the lock / Ask supplier to log in after some time.
- 3) Ask supplier to use the different browser/ erase the cookies, cache to proceed
- 4) Ask them to contact Ariba help center team to retrieve their password.

6. How to request a supplier registration questionnaire extension?

To extend the supplier registration questionnaire it is necessary to contact the customer (buyer) and make a request then. Ariba support cannot modify settings in the supplier registration questionnaire.

7. How to submit / update my Supplier Registration Questionnaire (SRQ)?

1. Sign in at <https://proposals.seller.ariba.com>.
2. In the Customer tab, click Supplier Registration Questionnaire.
3. If you are updating your answer, you will need to click Revise Response > OK.
4. Complete and/or update all mandatory information.
5. (Optional) You can click Save draft in order to save your answers/changes.
6. Click Submit Entire Response once the questionnaire is complete.

8. Why am I seeing a blank pop up box when attempting to access the Supplier Profile/Registration Questionnaire (SPQ)?

You have several options to resolve this issue.

Check to see if an ad blocker is enabled on the browser. If yes, disable the ad-blocker for Ariba and try again

Try a different browser or open up a private browsing session (such as InPrivate/Incognito mode)

Clear your browser's cookies, cache, and browsing history

9. What is the difference between Company Profile and Supplier Registration Questionnaire?

The Company Profile of your account collects the general information of your company as a supplier. It is part of the Company Settings.

The Supplier Registration Questionnaire collects the specific information that a Buyer needs from you and is sent to you in the format of an event.

10. How can I obtain approval or more information regarding a Questionnaire in Pending Approval status?

When searching for information regarding analysis and approval of the **questionnaires**, the **Buyer** is the most suitable contact to assist. This can be done within the UI, by utilizing the **Compose Message** option:

Access **Ariba Spend Management** site

In the **Questionnaires** tab, access the affected **Questionnaire**

At the top-left side of the screen, click **Event Messages**

Click **Compose Message**

Write your message as necessary and click **Send**

11. I suddenly lost access to a sourcing buyer. I was able to see the buyer a few days ago in Ariba proposals and questionnaires.

The buyer may have deactivated your supplier organization, which could result in losing access to the buyer on Ariba.

Please contact [Customer Support](#) so that we can confirm this for you. If the buyer has deactivated your organization, you will need to contact the buyer directly.

12. Why do some of our suppliers receive notification emails reminding them to submit the Supplier Registration Questionnaire, even though the supplier has already submitted the document?

Cause

This happens because the Reminder option is checked in the Supplier Registration Questionnaire's settings, in the Timing Rules section

Resolution

Sign into Ariba with a user with the appropriate permissions to edit templates, then go to **Manage > Templates** and open the **Supplier Registration Template**.

In the **Overview** tab, click **Actions > New Version** (if this doesn't show up, the template is already being edited).

Go to **Documents**, click the **Supplier Registration Questionnaire** and then **Edit**.

In the **Rules** section (number **1**), under **Timing Rules**, uncheck the **Reminder** option, next to **Due Date**. After this, a [template upgrade](#) should be done to apply the changes to the already existing suppliers.