Basic Operations and Pre-Configuration
Positioning of This Document

This document shows basic operations and pre-configuration which is related to the whole process in order to implement the purchasing process with Ariba.

**Image Diagram**

- **JAL**
  - Request for Quote
  - Order
  - Receive
  - Invoice Confirmation

- **Supplier**
  - Quote Response
  - Order Confirmation
  - Shipment
  - Ship Notice
  - Register Invoice

**Operation in the Supplier Side**

- **Quote Response**
  - Delivery of the quote’s request/response is digitized. Enter the information for the quote on the system.

- **Order Confirmation**
  - After you review the purchase order, click "Create Order Confirm" on SAP Ariba to contact that you received the order.

- **Ship Notice**
  - On SAP Ariba, click "Create Ship Notice" to communicate the shipping date and delivery date. It is not eligible for any services that do not have shipments.

- **Receipt Information**
  - You can click the receipts tab to view the orders which already have been done till receiving process on the JAL side.

- **Invoice Creation**
  - Refer to the order information and register the "Invoice" on SAP Ariba.
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0. About Ariba Network Usage

0-1. AribaNetwork Terms and Conditions

If you have any questions, please contact to your IT department or the other who knows your IT environment.

• **Network environment**
  ◆ You can connect to the Internet.
  *There is no need to prepare software etc.

• **E-mail Receiving Environment**
  ◆ You can receive mail from the domains below:
    ○○○○○○ ○@ariba.com
    ○○○○@anssmtp.ariba.com
    ○○○○@sap
  *Please make sure the settings to receive the email in HTML.
  *Please be careful not to be filtered as the spam mail.
  *If you have any filtering, put them in the Allowlist.

• **Support • Email Server Cryptographic Protocol**
  ◆ TLS 1.2

• **Support browsers**
  ◆ To get the latest information, go to the link below, and click the "Supported browsers and plugins" which is on the bottom left of the page to check the list of browsers that are currently supported.
  [https://supplier.ariba.com](https://supplier.ariba.com)

• **Setting up your browser**
  ◆ Before you log in to the SAP Ariba product:
    It is required to allow cookies from "ariba.com" in your browser’s privacy preference.

*During the operation in the Ariba network, when an “Exception Encountered” error is displayed
Please check the connection environment and the browser settings which was mentioned above and try to clear the browser cache you are using.

Example) Shortcut for clear cache of GoogleChrome
  • Mac: Command + Shift + Delete
  • Windows: Control + Shift + Delete
0. About Ariba Network Usage
0-2. Caution When Using Ariba Network

- The communication fee that occur using the Ariba Network will be a burden on the supplier.
- Because the Ariba Network is a cloud service, be aware of the followings:
  - For the purpose of improving the Ariba Network, there might be some changes in some areas such as the user interface (screen), the service content, the functions.
  - If you are planning to use some tool to perform subsequent processing based on the data downloaded from the Ariba Network, please confirm that the new release will not be affected to the operation or will work without any problems.
0. About Ariba Network Usage

0-3. Standard and Enterprise Accounts

- There are two types of usage (account types) for Ariba Network’s supplier account: a standard account and an enterprise account. Both types can be used for various business transactions with JAL.

**Standard Account (SA)**
- No usage fee
- Limited use

**Enterprise Account (EA)**
- Need to pay usage fee if the amount or volume of transaction exceed the certain number.
- All functions are available in Ariba Network

- This manual provides instructions on how to register a Standard Account.

- You don’t need to pay the fee since all suppliers who trading with JAL or JAL group company are standard account.
• Be aware of the following when entering values in Ariba:

• Fields with "*" next to the input item name are input-required items.

• If you press "Next" without entering a required item, the screen will not change to the next screen but the error items are displayed in the red.

• Don’t use the browser’s "Back" and "Next". Use "Exit" or "Next" button which are top-right or bottom-left of the screen.
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1. Transaction Flow Using Ariba (Quote Purchase)

- The basic flow diagram for doing business with us is as follows:

- **JAL**
  - Request for Quote
  - Order
  - Receive
  - Billing Confirmation

- **Vendor**
  - Quote Response
  - Order Confirmation
  - Shipment
  - Ship Notice
  - Invoice Registration

**Flow Diagram**
- RFQ Mail
- Order Notification Mail

**Steps**
1. Transaction Flow Using Ariba (Quote Purchase)
2. JAL Vendor Specification Information
3. JAL Request for Quote
4. JAL Order
5. JAL Receive
6. JAL Billing Confirmation
7. Vendor Quote Response
8. Vendor Order Confirmation
9. Vendor Shipment
10. Vendor Ship Notice
11. Vendor Invoice Registration
1. Transaction Flow Using Ariba (Catalog Purchase)

- The basic flow diagram for doing business with us is as follows:

   - **JAL**
     - Order
     - Invoice Confirmation

   - **Vendor**
     - Order Notification Mail
     - Order Confirmation
     - Shipment
     - Ship Notice
     - Invoice Registration
     - Invoice

   - purchase order
   - Receipt
   - Receive

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The basic flow diagram for doing business with us is as follows:

1. Request for Quote
2. RFQ Mail
3. Quote Response
4. Contract Notification Mail
5. Contract
6. Shipment (Goods only)
7. Invoice Registration
8. Invoice
9. Receive
10. Specification Information
11. Purchase Order
12. Invoice Confirmation

JAL

Vendor
1. Transaction Flow Using Ariba (Contract Reference Invoicing)

- The basic flow diagram for doing business with us is as follows:

```
JAL

Request for Quote

Specification Information

Contract

Invoice Confirmation

Vendor

RFQ Mail

Quote Response

Contract Notification Mail

Invoice Registration

Purchase Order

Quote

Invoice
```
1. Transaction Flow Using Ariba

- The process diagram for doing business with JAPAN AIRLINES is as follows:
- There are some cases where the process does not require sending purchase order, order confirmation and ship notice.

*SAPArriba Standard Purchasing Process*

**Catalog Purchase**
- With Purchase Order
  - Quote Request
  - Quote Answer
  - Select
  - Contract Terms
  - PR
  - Order
  - Order / Shipping
  - Receive
  - Invoice
  - Matching
  - Pay

**With Purchase Order**
- Quote Request
- Quote Answer
- Select
- Contract Terms
- PR
- Order
- Order / Shipping
- Receive
- Invoice
- Matching
- Pay

**Without Purchase Order**
- Quote Request
- Quote Answer
- Select
- Contract Terms
- PR
- Order
- Order / Shipping
- Receive
- Invoice
- Matching
- Pay

*Matching: In this step, Ariba system checks consistency of the three points which are a purchase order, receipt and invoice. If there is a problem with collation, we might contact to the supplier.
*Pay: After the process is completed on Ariba, payment will be done based on the payment terms.*
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2. Login

• Explain how to log in to Ariba Network.

• When you are checking the contents of a purchase order, log in to the Ariba Network from the link in the PO mail.
2. Login
2-1: Login Method

(1) Log in to the Ariba Network.

【Access from PO Mail】
① When you receive the order mail, click "Log in Ariba Network" in the mail. The Ariba login screen is displayed.
2. Login
2-1: Login Method

(1) Log in to the Ariba Network.

【Access from PO Mail】

① Enter the user name and password that you registered before.
② After entering your login information, click "Login". After clicking it, you move to the PO screen.
2. Login
2-1: Login Method

(1) Log in to the Ariba Network.

【Direct access to Ariba Network】
① Put the Ariba Network login URL  (https://supplier.ariba.com) in the browser.
② A login screen is displayed. Enter your login information.
③ Click "Log in". After that, you will transition to the home screen.
2. Login  
2-1: Login Method

(1) Log in to the Ariba Network.
If the user name and password that you entered are incorrect, the screen like ① will be displayed.
If you made mistakes for five consecutive times, it will be shown as ②.

【Error Display①】

⚠️ The username and password pair you entered was not found.

【Error Display②】

⚠️ Your account is locked. Click here to unlock your account.
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3. Basic Settings

• Describes how to enter basic settings for Ariba Network.

• User Preferences
  • Settings are required when you add a user other than the account administrator.

• Mail Settings
  • Set the destination for the notification mail. Order mails will be sent to your registered email address in the notification mail settings screen.
3. Basic Settings
3-1: Set Up Users

(1) The type of user is described here.

There are two types of users in the Ariba Network.

<table>
<thead>
<tr>
<th>Account Administrator (Only 1 User in your company)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The account creator of your company will be the account administrator.</td>
</tr>
<tr>
<td>• The primary role of the account administrator is to set the followings:</td>
</tr>
<tr>
<td>• Company information (company name, address, etc.)</td>
</tr>
<tr>
<td>• Managing users and the roles</td>
</tr>
<tr>
<td>• Mail address which the notification mail will be sent to</td>
</tr>
<tr>
<td>• You can also change the account administrator later on.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>User (Up to 2000 users)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Each member can have a different login ID and password.</td>
</tr>
<tr>
<td>• The user can have authorities to quote, receive orders and create invoices.</td>
</tr>
<tr>
<td>• Registration of the user is always available based on your judgment.</td>
</tr>
<tr>
<td>• To receive notification email of the receiving order, you must set up.</td>
</tr>
</tbody>
</table>
(2) Explains how an account administrator creates a user.

(1) Creating a role

The Account Administrator selects the necessary permissions for the business and creates a role.

<table>
<thead>
<tr>
<th>Role Type</th>
<th>Permission description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Permission to receive an order</td>
<td>Only query orders and order confirmations can be performed by the user.</td>
</tr>
<tr>
<td>2. Permission to create an invoices</td>
<td>The user can register an invoice.</td>
</tr>
<tr>
<td>3. Permission to do all operations</td>
<td>The user can do all operations</td>
</tr>
</tbody>
</table>

(2) Create users and assign roles

After creating a user, assign the roles that are required for each user’s business to the user.

*This content is managed freely by the suppliers, and it is not managed by JAPAN Airlines.*
3. Basic Settings
3-1: Set Up Users

(3) Open the user preferences screen.
① Click "User icon" at the top right of the screen.
② Click "Settings".
③ Click "Users".
3. Basic Settings
3-1: Set Up Users

(4) Create a role.
① Click on "Manage Roles".
② Click "Create Role (+ icon)".
3. Basic Settings
3-1: Set Up Users

(4) Create a role.
③ Enter the "name" and "description" of the role.

③ Enter the "name" and "description" of the role.

- Name: All Business Operations
- Description: This role enables the user to conduct all business operations.
3. Basic Settings
3-1: Set Up Users

(4) Create a role.

④ From the list of permissions displayed in the "Permissions" section, check the permissions you want to assign to the role that you want to create.

*Multiple selections are available. The grayed-out permissions are not available (due to the functionality that is not available in the SA account)
* Once a quote has been received, the permission to receive a quote will be available for selection.
3. Basic Settings
3-1: Set Up Users

(4) Create a role.

⑤ After selecting the permissions for the role, click "Save" at the top of the screen.

The assigned permissions are saved.
3. Basic Settings
3-1: Set Up Users

(5) Create a user and assign permissions.
① Click "Manage Users".
② Click "Create User (+ icon)".
3. Basic Settings
3-1: Set Up Users

(5) Create a user and assign permissions.

③ Enter the user's information (from A to D).

④ Select the role that you want to assign to the user in the Role Assignment section.

*Please enter your email address for the entry below: (A) and (B). Usernames that have already been used are not available.

(A) Username
The username used in login

(B) E-mail address
Notification mail after creating the user will be sent to this address.

(C) First name
Please enter a user's first name.

(D) Last Name
Please enter the user’s surname.

⑤ Click “Done”.

*Please enter your email address for the entry below: (A) and (B). Usernames that have already been used are not available.

(A) Username
The username used in login

(B) E-mail address
Notification mail after creating the user will be sent to this address.

(C) First name
Please enter a user's first name.

(D) Last Name
Please enter the user’s surname.

⑤ Click “Done”.

*Please enter your email address for the entry below: (A) and (B). Usernames that have already been used are not available.

(A) Username
The username used in login

(B) E-mail address
Notification mail after creating the user will be sent to this address.

(C) First name
Please enter a user's first name.

(D) Last Name
Please enter the user’s surname.

⑤ Click “Done”.
3. Basic Settings
3-1: Set Up Users

(5) Create a user and assign permissions.

⑥ Confirm that the user you created is added in the managed users tab.
3. Basic Settings
3-1: Set Up Users

(6) Check the two emails sent to the email address which was entered in the user creation screen and log in.

① Confirm "Username".
② Check the "Temporary password".
③ Click the login URL.

User ID Announcement

![User ID Announcement]

Account Password Announcement

![Account Password Announcement]
3. Basic Settings
3-1: Set Up Users

(6) Check the two emails sent to the email address which was entered in the user creation screen and log in.
④ Enter the "username" that you have checked.
⑤ Enter the temporary password.
⑥ Click "Log In".
3. Basic Settings
3-1: Set Up Users

(7) Set the new password.
① Enter in the item from A to C.
② Click "Submit".

(A) Current Password
Enter the temporary password.

(B) New Password
Enter the new password.

(C) Confirm Password
Re-enter the new password.
3. Basic Settings
3-1: Set Up Users

(8) Make sure that the home screen is displayed.
3. Basic Settings
3-2: Set Notification Mail

(1) Open a notification email settings for the purchase order.
① Click "User icon" at the top right of the screen.
② Click "Settings".
③ Click "Electronic Order Routing".

Account Admin

① Click

② Click

③ Click
3. Basic Settings

3-2: Set Notification Mail

(2) Uncheck a box for "Non-Catalog Orders with Part Numbers".
3. Basic Settings
3-2: Set Notification Mail

(2) Set "Email" as a routing method for "New Order" of "Catalog Orders without Attachments".

① Click the pull-down on the right of "Catalog Order without Attachements."
② Click on "Email".
3. Basic Settings
3-2: Set Notification Mail

(3) Add the address of the person who wants to receive an order via email, separated by a comma. Set "Email" as a routing method for "New Order" of "Catalog Orders without Attachments".

* The e-mail address of the account administrator has been set here.

* **Up to 5 addresses can be set.** It is also possible to set a group address.

![Diagram of New Orders process](image)
3. Basic Settings
3-2: Set Notification Mail

(4) Select the content and attachment that is included in the order notification email. Check three of the followings:

- Attach cXML document in the email message
- Include document in the email message
- Attach PDF document in the email message

![Checkboxes for attachment types]
3. Basic Settings
3-2: Set Notification Mail

(5) Save the setting of the order notification mail.

① Click "Save" at the top or bottom of the screen.

② Click the "Close" button, when "Your profile has been successfully updated" was displayed at the top of the screen.
3. Basic Settings
3-2: Set Notification Mail

(1) Open a notification email settings for the invoice.
① Click "User icon" at the top right of the screen.
② Click on "Settings".
③ Click on "Electronic Invoice Routing".
3. Basic Settings
3-2: Set Notification Mail

(7) In the "To email addresses" of the notifications field, add the address in which you wish to receive notifications, separated by a comma.

* The e-mail address of the account administrator has been set here.

* Up to 3 addresses can be set. It is also possible to set a group address.
(8) Check the timing when you want to send a notification email.

- **Invoice Failure**
  - Send a notification when invoices are undeliverable or rejected.
  - Email address: TestSup2020@xxx.com

- **Invoice Status Change**
  - Send a notification when invoice statuses change.
  - Email address: TestSup2020@xxx.com

- **Invoice Created Automatically**
  - Send a notification when an invoice is created automatically on behalf of your company.
  - Email address: TestSup2020@xxx.com
3. Basic Settings
3-2: Set Notification Mail

(9) Save the setting of the invoice notification mail.

① Click "Save" at the top or bottom of the screen.

② Click the "Close" button, when "Your profile has been successfully updated" is displayed at the top of the screen.
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4. About the Support System
4-1. Location of the Available Materials

In the Portal Site for Supplier, various materials for our suppliers are stored.

If you have any questions, please check the "Information Portal for supplier" and the "Help Center" before you contact us.
4. About the Support System
4-1. Location of the Available Materials

(1) Open the information portal site for the supplier.
① Click "User icon" at the top right of the screen.
② Click "Settings".
③ Click on "Customer Relationships".

① Click
② Click
③ Click
(1) Open the information portal site for the supplier.

④ Click the value on the column of the supplier information portal which is right of our name. You will transition to the information portal site for the supplier.

* The information portal site for suppliers is currently under maintenance.
4. About the Support System
4-2. Ariba Network Standards Document and Movies

(1) Transition to the Learning tab of the help center in order to access Ariba Network's standard documentation and movies.

① Click on the "Help" at the top right of the home screen. A tab appears from the right of the screen.
4. About the Support System
4-2. Ariba Network Standards Document and Movies

(1) Transition to the Learning tab of the help center in order to access Ariba Network's standard documentation and movies.

② Click on "Support" at the upper right of the screen. After click it, you will transition to the Learning tab in the help center.
4. About the Support System
4-2. Ariba Network Standards Document and Movies

(2) Review the documents related to SAP Ariba.
If you want to check the product documentation: Check the contents of the product documentation tab.
If you want to check the movies: Check the contents of the Tutorial tab.
* Learning is designed to allow users interested in product technical documents to view the entire library of the product documentation and tutorials.
* Only some documents can be viewed in the environment before logging in.
If you want to know anything about Ariba Network, please use the help center to search for.

① Enter the contents you want to search for.
② Click the "Magnifying glass" button.
### Inquiry and Contact Information

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<tr>
<th>Inquiry</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Questions about electronic procurement in general</td>
<td></td>
</tr>
<tr>
<td>➢ Rules and procedures for business purchasing transactions etc.</td>
<td></td>
</tr>
<tr>
<td>➢ About Business/Operation</td>
<td></td>
</tr>
<tr>
<td>▶ Example From when you receive a purchase order via the Ariba Network/ necessity of creating an invoice/ request to change the content of the purchase order</td>
<td></td>
</tr>
<tr>
<td>➢ Questions about the account registration procedure</td>
<td></td>
</tr>
<tr>
<td>▶ About Ariba Network registration procedures</td>
<td></td>
</tr>
<tr>
<td>▶ About initial settings of the users and permissions</td>
<td></td>
</tr>
<tr>
<td>➢ Questions after the account registration</td>
<td></td>
</tr>
<tr>
<td>▶ Inquiry about passwords</td>
<td></td>
</tr>
<tr>
<td>▶ Inquiry about the defect</td>
<td></td>
</tr>
</tbody>
</table>

**Representative Email Address**

E-mail: an-info@jal.com

**Ariba Customer Support:**

Please submit a request for support from the web. Customer support will contact you by phone etc. The submission procedure is on the following page: The video is available from [here](#).

*Even before an Ariba Network login, you can submit it.*
4. About the Support System
4-5. Procedure for Contact Customer Support (1/7)

① Click the icon of the help on the top right of the home screen.

【If you cannot log in】
You can access the help center without logging in.
Access the login screen and click the "help" on the top right of the screen.
② When the help center menu is displayed from the right of the screen, click "Support". After clicking it, the Help Center screen is displayed.
③ Enter keywords in "I need help with".
④ Click "Start". *If you do not do ④, the following query menu will not be displayed.

4. About the Support System
4-5. Procedure for Contact Customer Support (3/7)
4. About the Support System
4-5. Procedure for Contact Customer Support (4/7)

⑤ Find the appropriate FAQ and the need to do buttons and check the contents.
【If you want to receive support by phone call】
⑥ Click on "Something else". After clicking it, a phone call menu opens.
* Phone call is only in English.
⑦ Click "Get help by phone".
8. Fill in the form and click "submit".
Note: Items marked with '*' must be filled in.

You can also enter mobile phone number.
Example: 201-555-0123
Country Code: + 1
Check number: 2015550123
9. Click "Submit". After clicking it, "Your request has been submitted to SAP Ariba Customer Support." is displayed on the screen.

10. Click "OK" to return to the Support Center screen.

You will also receive an email notification that the service request has been submitted.

Please wait until SAP customer support team calls you.

* The response time of customer support is 9:00-18:00 weekdays.
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   4-3. Help Center
   4-4. Support System and Contact Information
   4-5. Procedure for Contact Customer Support

5. Appendix
   5-1. How to Change Account Admin
   5-2. How to Change the Company Name
   5-3. Login ID and Password
5. Appendix
5-1. How to Change Account Admin

(1) Change the email address of the account administrator.
① On the "Ariba Network" home screen, click the "User icon" at the top right of the screen.
② Select "My Account".

① Click
② Click
(1) Change the email address of the account administrator.
③ Update changes such as "username", "mail address," "last name", "first name" and "phone number".

My Account

Account Settings
* Indicates a required field

Account Information

Username: test-jpa003@dumy.com
Change Password

Email Address: Testspa2000-001@outlook.com

First Name: 大林
Middle Name: 
Last Name: 
Personal Information: Please use -

Preferred Language: Japanese
Preferred Timezone: JST
Default Currency: Japanese Yen

Business Role: Business Owner

Contact Information

Country: PH
Area: 81
Number: 0990
Ext: 999

Update

Update
5. Appendix
5-1. How to Change Account Admin

(1) Change the email address of the account administrator.
④ Click "Change password".
⑤ The Screen for change password is displayed, enter "current password" and "new password".
⑥ Click "Save password".
5. Appendix
5-1. How to Change Account Admin

(1) Change the email address of the account administrator.
⑦ Click "Save" to finish the setting.

*【Important Note】Once you have completed the above tasks, please remember to share your username and password with your new account administrator.
5. Appendix
5-1. How to Change Account Admin

(1) Change the email address of the account administrator.

① The email with the subject "Confirmation of Your Updated Email Address" will be sent to the new account administrator. Click the link in the body to process the confirmation.

② When the "AN" screen is opened, the email address is updated as the new account administrator's email address.

Ariba Commerce Cloud <ordersender-prod@anssmtp.ariba.com>
to me ▾

4:49 PM (0 minutes ago)

Dear 太郎山田,

The email address associated with your Ariba account has been recently changed or is unconfirmed.
Please click the following link to confirm your email address.

https://service.ariba.com/Authenticator.aw/ad:confirmEmail?key=
3x016mY6dx03v0C1x6W5N7MF3WkAup&app=Ariba&app=Supplier

Important: The link will expire in 72 hours.
If you are unable to launch a browser using this link, copy the link and paste it into the address bar of any of the supported Web browsers to form a single-line URL.
Please note that the email address will be updated only after you have confirmed your changes.

Sincerely,
The SAP Ariba Team
https://seller.ariba.com
5. Appendix
5-1. How to Change Account Admin

(2) Change the notification mail settings for the purchase order.
① Click on the "User icon" at the top right of the Ariba Network Network home screen.
② Click "Settings".
③ Click "Electronic Order Routing".

① Click
② Click
③ Click
5. Appendix
5-1. How to Change Account Admin

(2) Change the notification mail settings for the purchase order.
④ Confirm that the routing method is "E-mail" for the new order of "Catalog Orders (without Attachments)". The e-mail address of the account administrator have been set.
⑤ Change E-mail address from the email address of "Previous account administrator" to the one of "New account administrator".
* For further notification settings, it is not necessary to change the settings because it is defined as same routing with the first line setting.
5. Appendix
5-1. How to Change Account Admin

(2) Change the notification mail settings for the purchase order.
⑥ Scroll to bottom of the screen. Change the address to the email address of "New account administrator" to set it as the email which receives notification when a special event occurs, such as when an order cannot be delivered.
⑦ Click "Save" at the top or bottom of the screen.
⑧ Click "Close" when "Your profile has been successfully updated" is displayed to go back to the home screen.
5. Appendix
5-2 How to Change the Company Name

(1) Open the company profile screen.
① Click the user icon on the top right of the Ariba Network Network home screen.
② Click on "Company Profile".
(2) Enter the required information on the basic tab.
① Click on the "Basic" tab.
② Enter values in "Company name" and "Company name (alphanumeric character)."
③ Click "Save".
5. Appendix
5-2 How to Change the Company Name

(3) Enter the required information on the Contacts tab.
① Click on the "Contacts" tab.
② Enter a new email address in "Main Email."
③ Click "Save".
④ Please tell us that you change the email address.
5. Appendix
5-3. Login ID and password

If the predecessors email address is still usable.

1. [https://supplier.ariba.com](https://supplier.ariba.com) Click on "Forgot Password" in the login screen.
2. On the reset password screen, enter the e-mail address and click "Submit" in the e-mail address items.
3. If you receive an email, please select "Click here" on the password reset email page.
   * If you have more than one account, click the link that you want to reset your password for.
4. On the reset password screen, enter a new password and confirm it, and click "Submit".

If the predecessors email address is not usable

Method 1.
   Please ask your company’s IT department to restore the email address of the retirees temporarily, then log in to the AribaNetwork and change the administrator.
Method 2.
   Please create a new account. After receiving a trade request email from Ariba, please perform a new registration process.
Method 3.
   Please contact Ariba Customer Support to check the administrator information of the retirees.

*There are three ways to do this.
*Note: This investigation is done by a global security management group instead of us. Hence, we can't promise that they deal with that quickly.
## Change History

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