

Basic Operations and Pre-Configuration

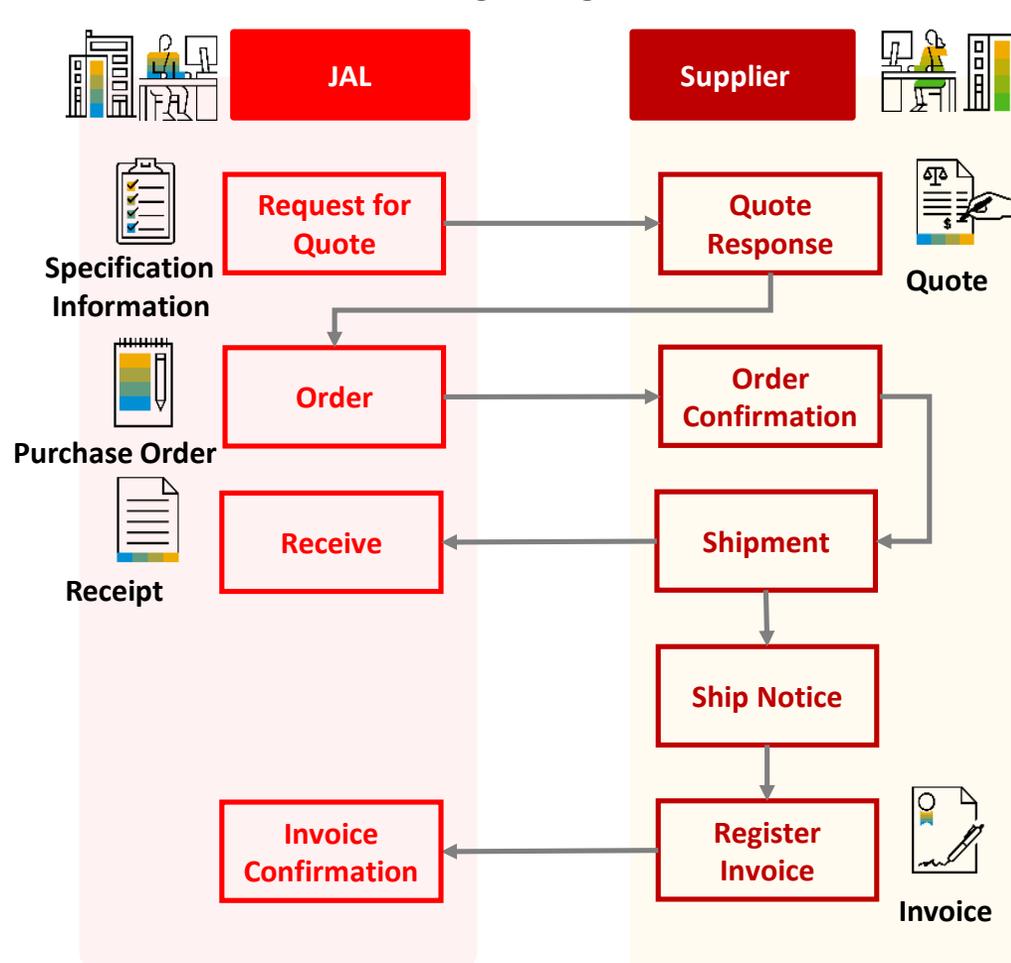


JAPAN AIRLINES

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



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

- @ansmtp.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>

- **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.

0. Introduction

0-4. Notes

- 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.

example)

Invoice #:*

example)

Invoice #:* **! Required field**

 Don't use

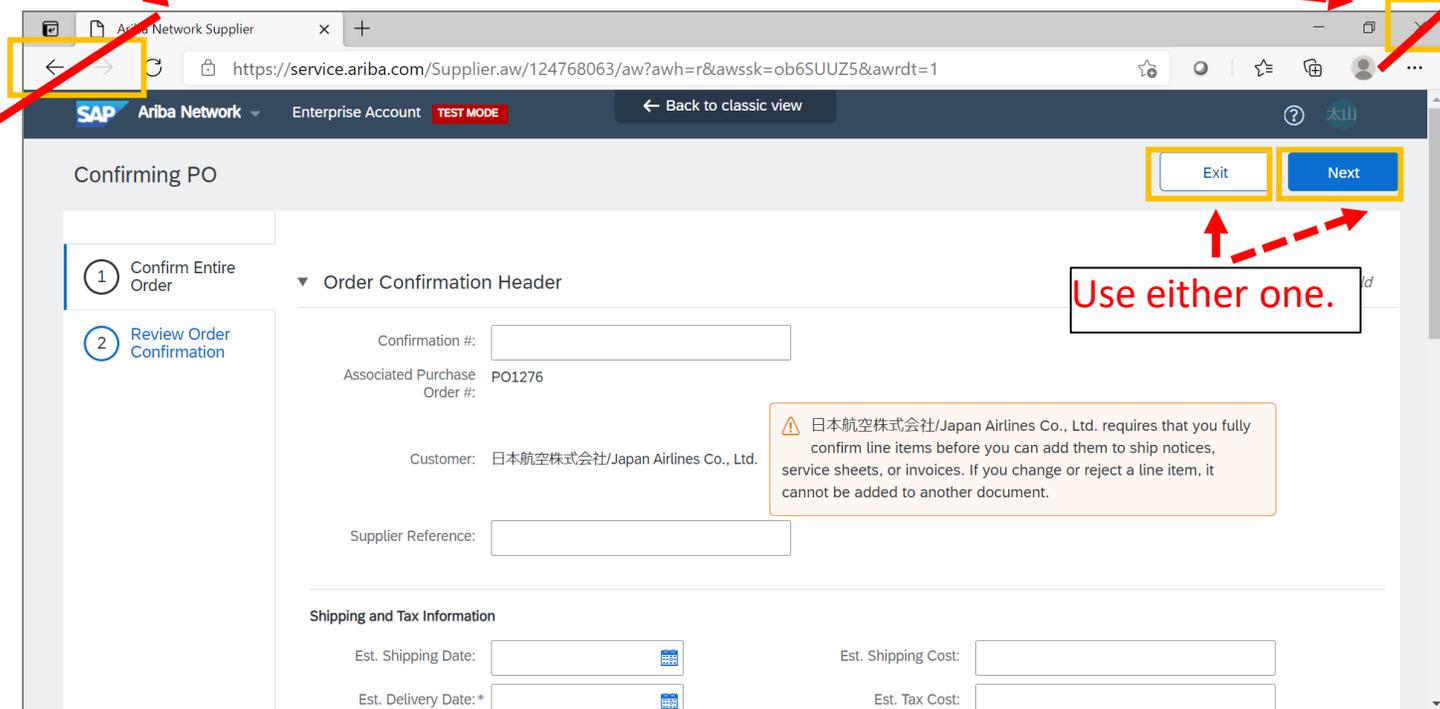


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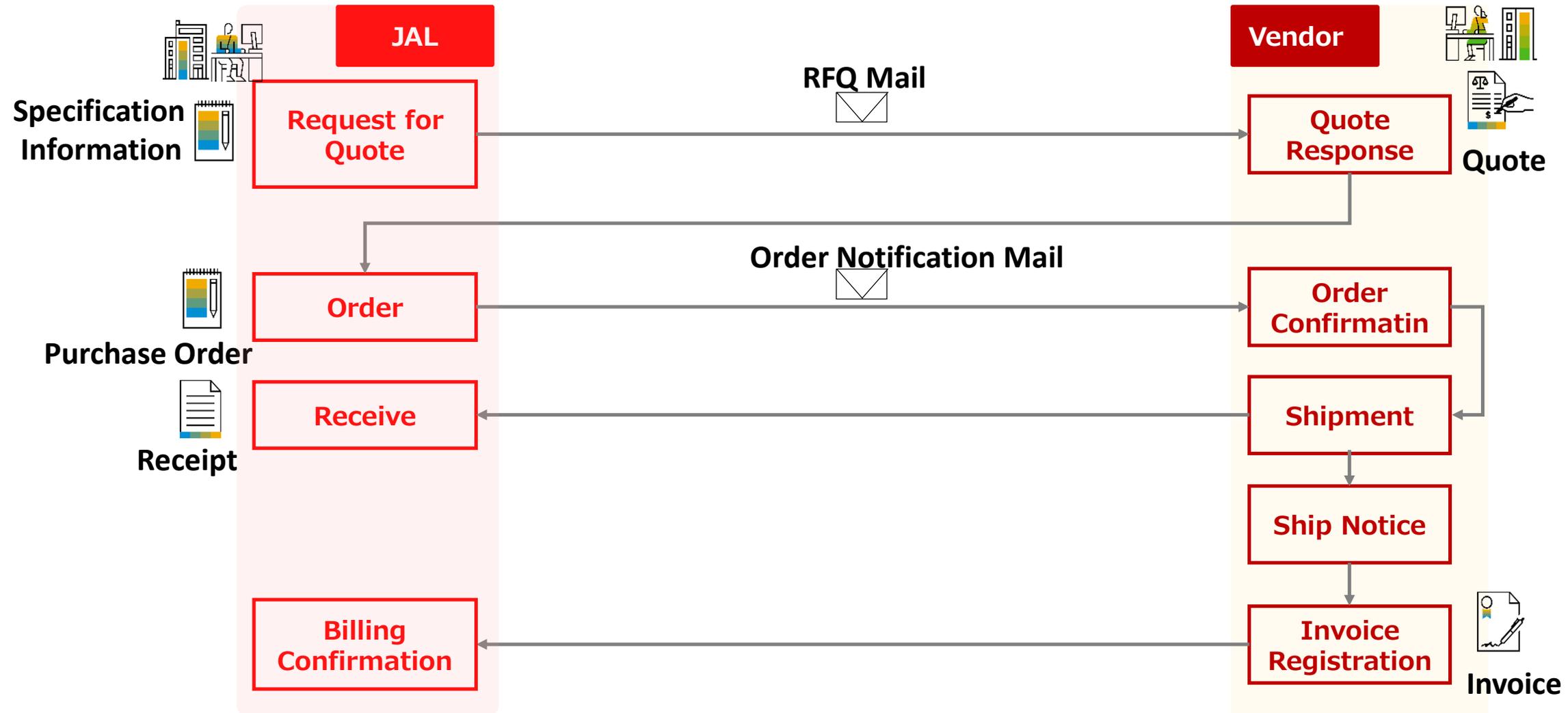
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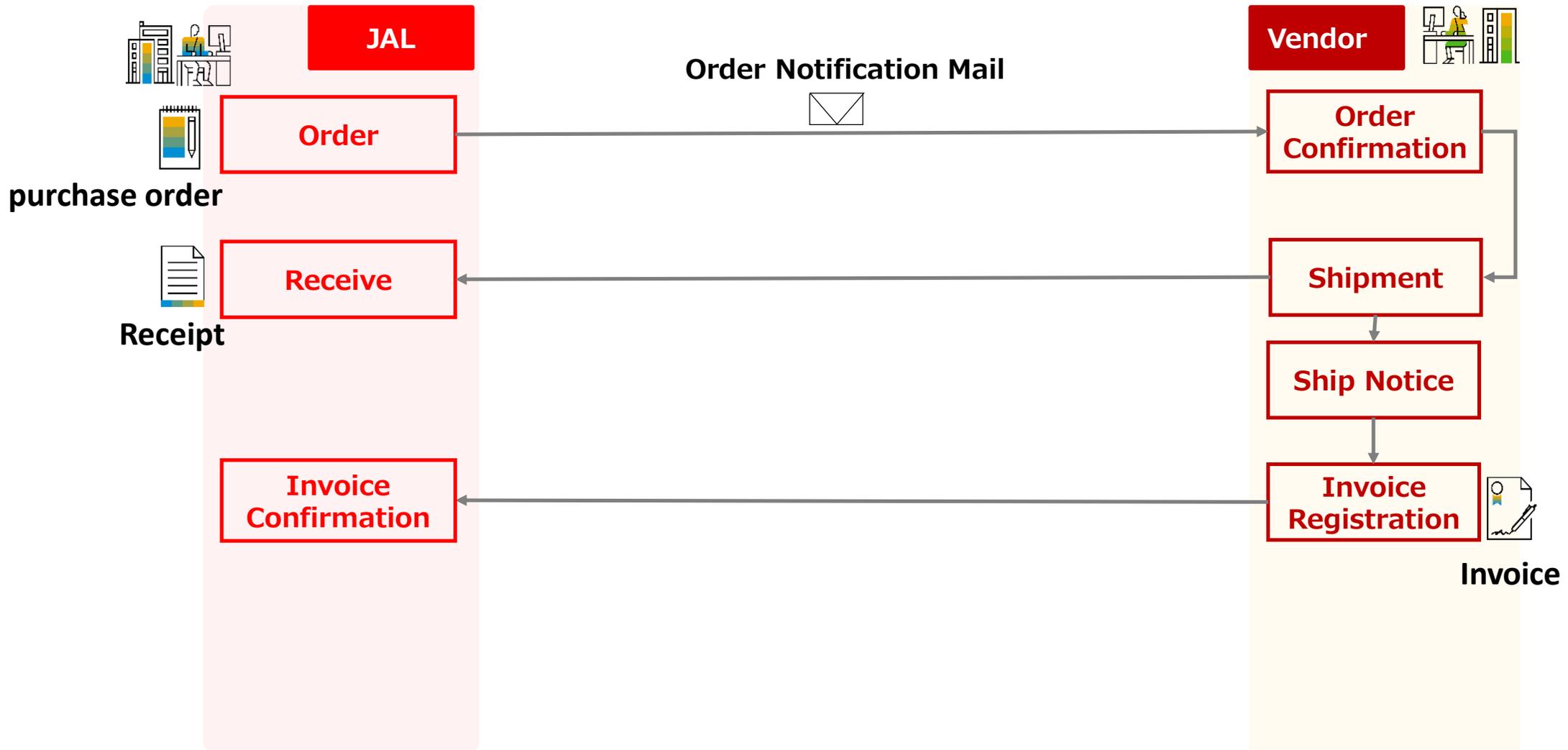
1. Transaction Flow Using Ariba (Quote Purchase)

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



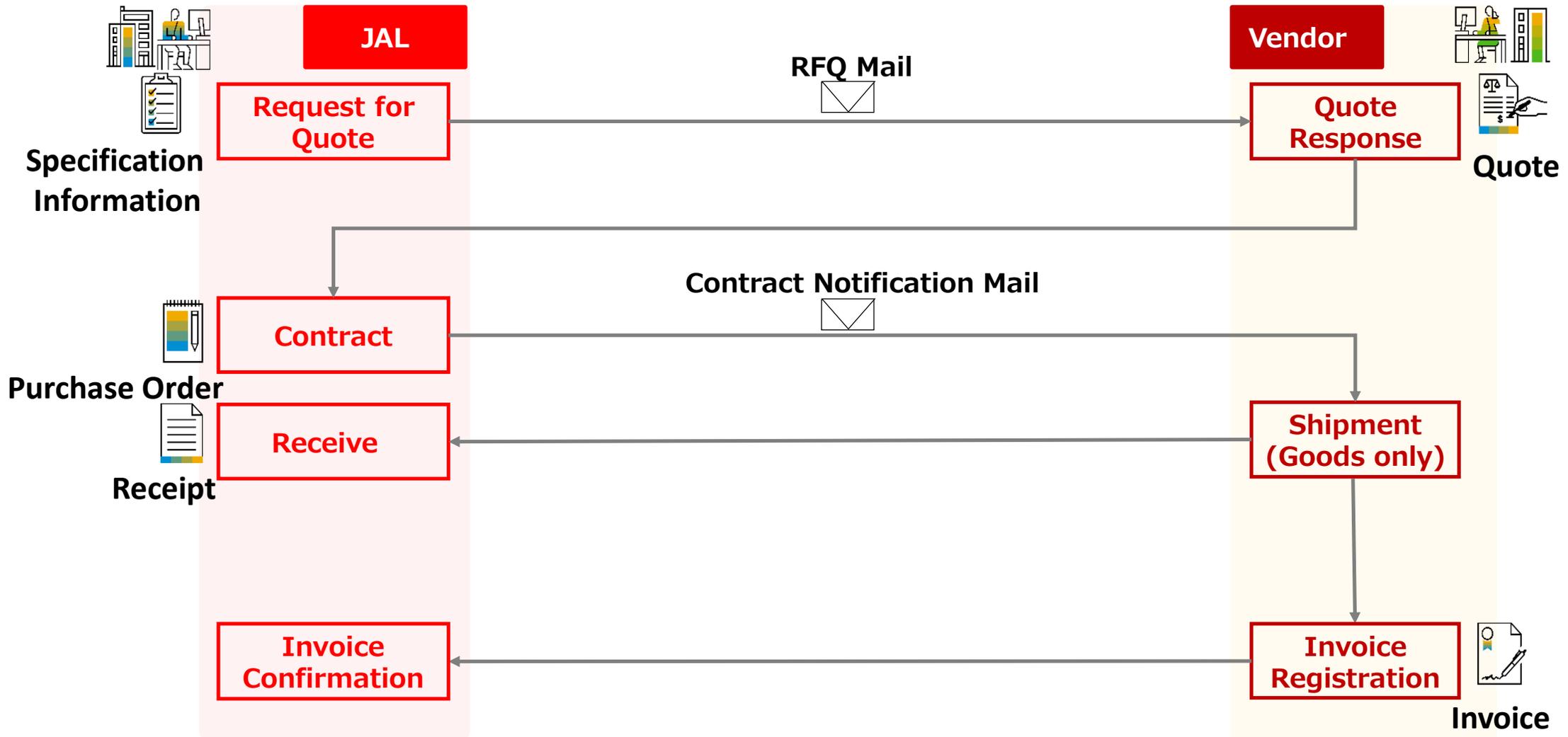
1. Transaction Flow Using Ariba (Catalog Purchase)

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



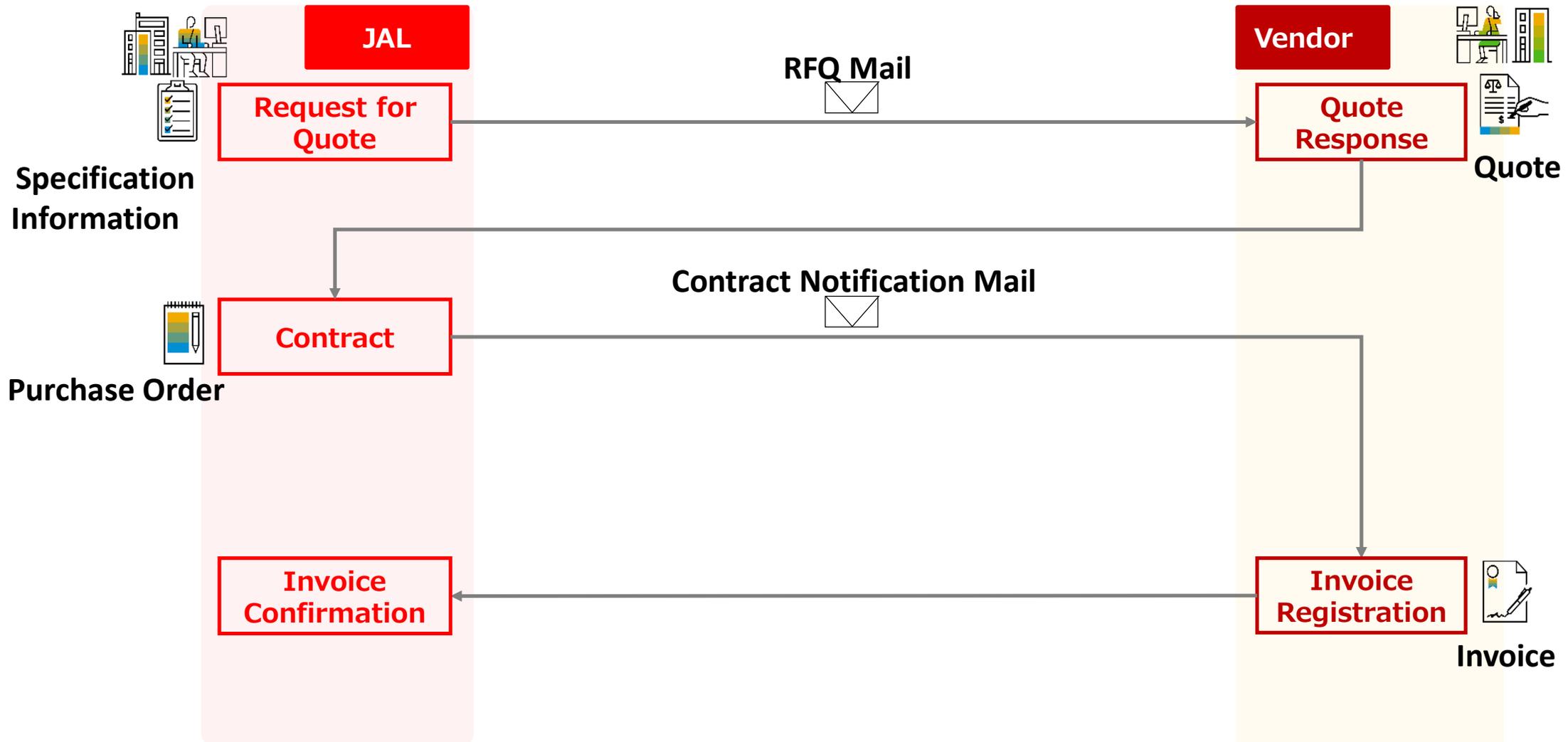
1. Transaction Flow Using Ariba (Contract Reference Receiving)

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



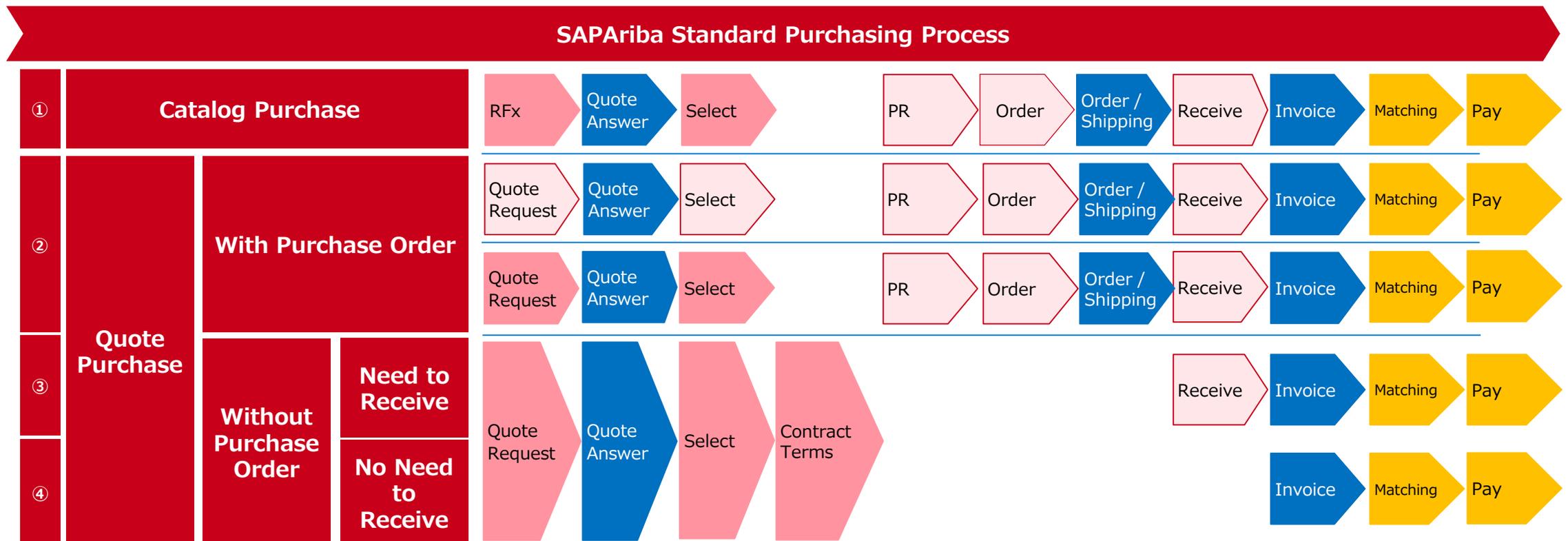
1. Transaction Flow Using Ariba (Contract Reference Invoicing)

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



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.



*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.**

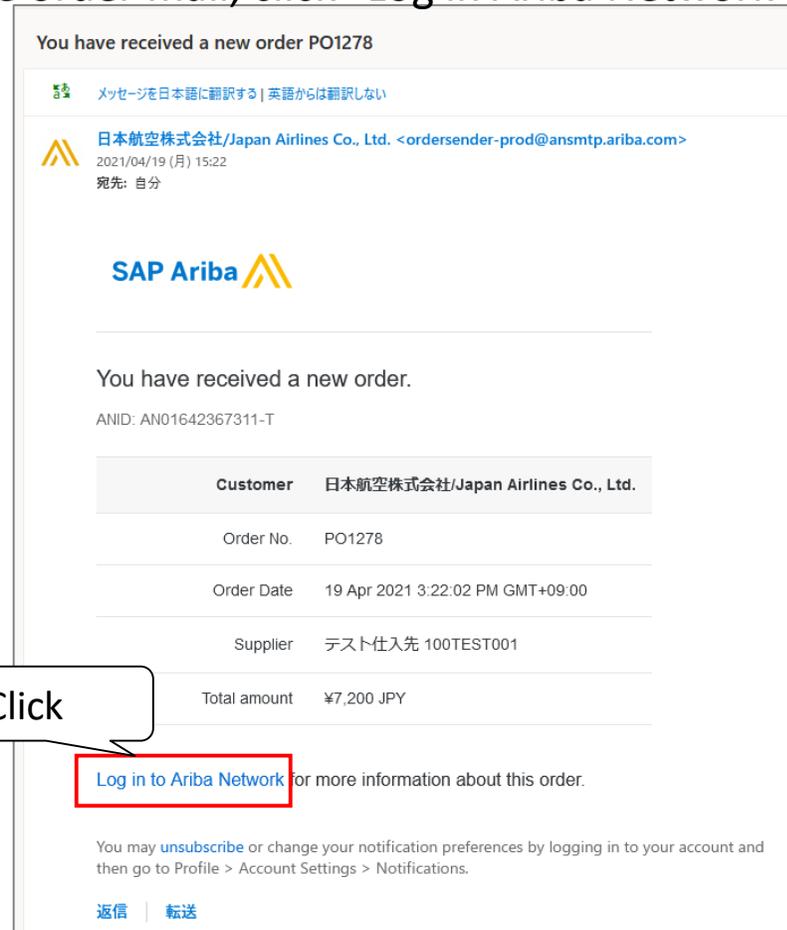
2. Login

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

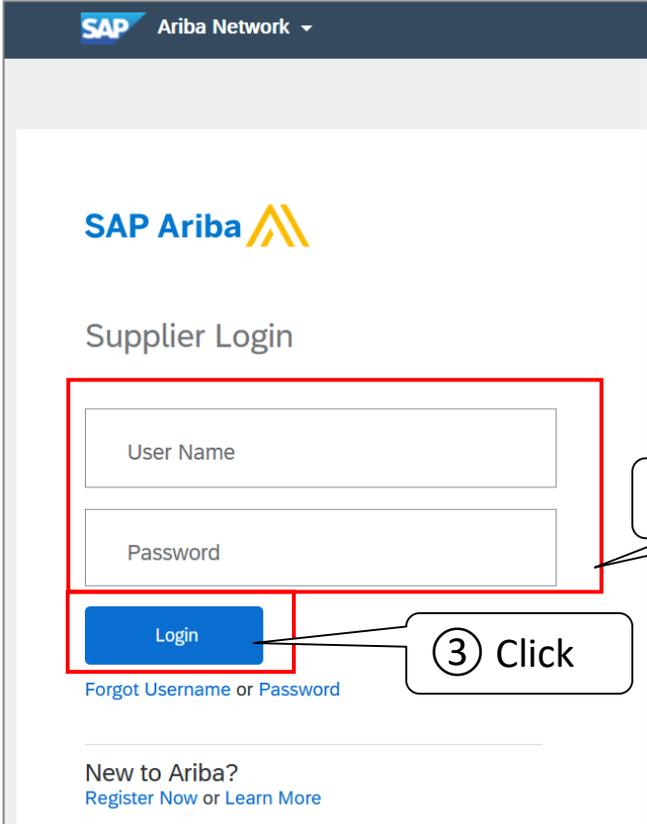
2-1: Login Method

(1) Log in to the Ariba Network.

【Access from PO Mail】

② Enter the user name and password that you registered before.

③ After entering your login information, click "Login". After clicking it, you move to the PO screen.



The screenshot shows the SAP Ariba Supplier Login page. The page header includes the SAP logo and 'Ariba Network'. The main content area features the 'SAP Ariba' logo and the title 'Supplier Login'. Below the title are two input fields: 'User Name' and 'Password'. A red box highlights both input fields, with a callout bubble labeled '② Enter' pointing to them. Below the input fields is a blue 'Login' button, which is also highlighted with a red box and a callout bubble labeled '③ Click'. Below the 'Login' button is a link for 'Forgot Username or Password'. At the bottom of the page, there is a section for 'New to Ariba?' with links for 'Register Now' and 'Learn More'.

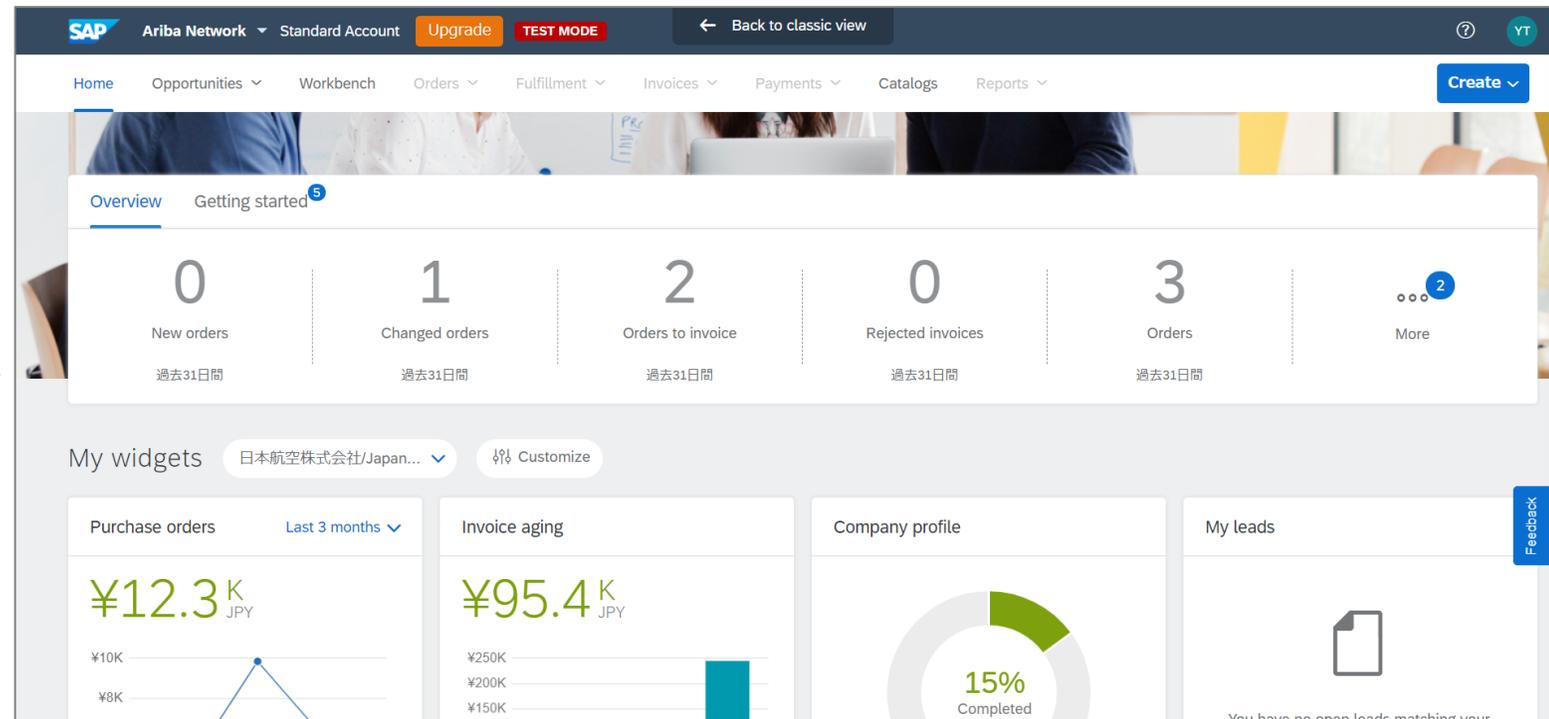
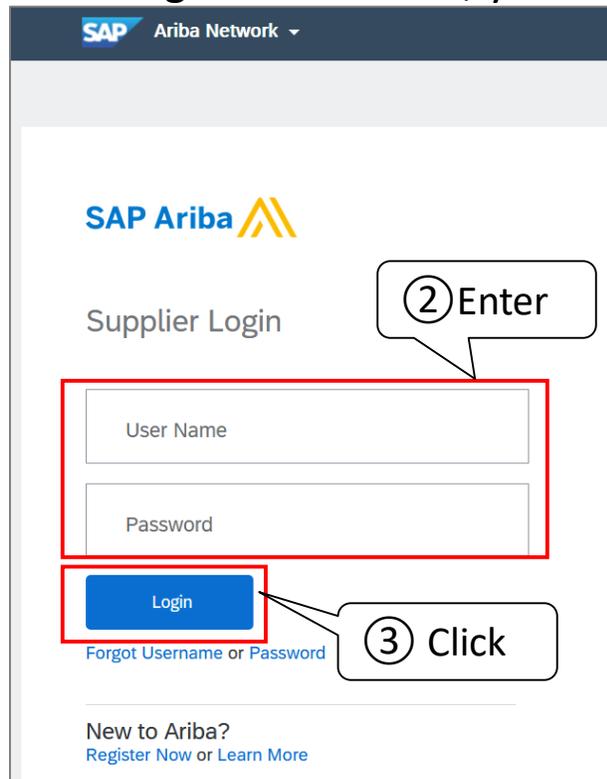
2. Login

2-1: Login Method

(1) Log in to the Ariba Network.

【Direct access to Ariba Network】

- ① Put the Ariba Network login URL [\(https://supplier.ariba.com\)](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

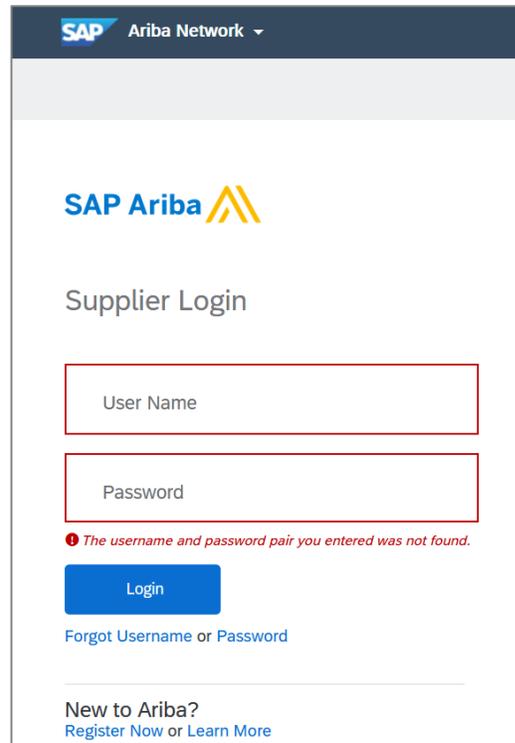
(1) Log in to the Ariba Network.

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】

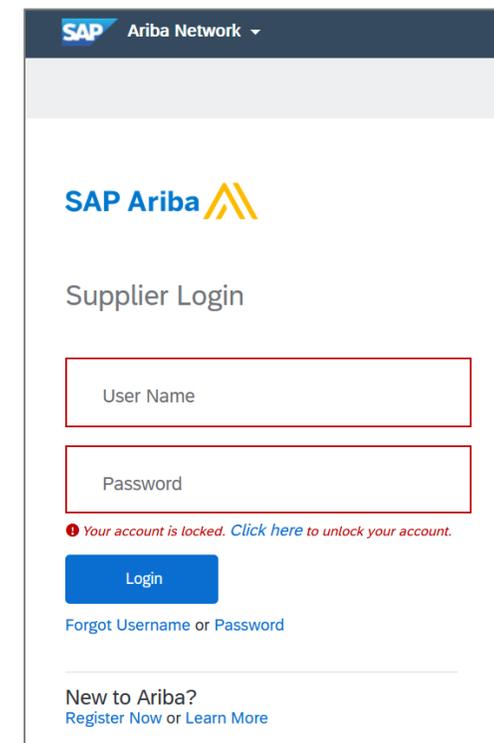
❗ *The username and password pair you entered was not found.*



The screenshot shows the SAP Ariba Supplier Login page. At the top, there is a header with the SAP logo and 'Ariba Network'. Below the header is the SAP Ariba logo and the text 'Supplier Login'. There are two input fields: 'User Name' and 'Password'. Below the password field, a red error message is displayed: '❗ The username and password pair you entered was not found.' Below the error message is a blue 'Login' button. At the bottom, there is a link for 'Forgot Username or Password' and a section for 'New to Ariba?' with links for 'Register Now' and 'Learn More'.

【Error Display②】

❗ *Your account is locked. [Click here](#) to unlock your account.*



The screenshot shows the SAP Ariba Supplier Login page. At the top, there is a header with the SAP logo and 'Ariba Network'. Below the header is the SAP Ariba logo and the text 'Supplier Login'. There are two input fields: 'User Name' and 'Password'. Below the password field, a red error message is displayed: '❗ Your account is locked. [Click here](#) to unlock your account.' Below the error message is a blue 'Login' button. At the bottom, there is a link for 'Forgot Username or Password' and a section for 'New to Ariba?' with links for 'Register Now' and 'Learn More'.

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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.

Account Administrator (Only 1 User in your company)

- The account creator of your company will be the account administrator.
- The primary role of the account administrator is to set the followings:
 - Company information (company name, address, etc.)
 - Managing users and the roles
 - Mail address which the notification mail will be sent to
- You can also change the account administrator later on.

User (Up to 2000 users)

- Each member can have a different login ID and password.
- The user can have authorities to quote, receive orders and create invoices.
- Registration of the user is always available based on your judgment.
- To receive notification email of the receiving order, you must set up.

3. Basic Settings

3-1: Set Up Users

(2) Explains how an account administrator creates a user .

(1) Creating a role

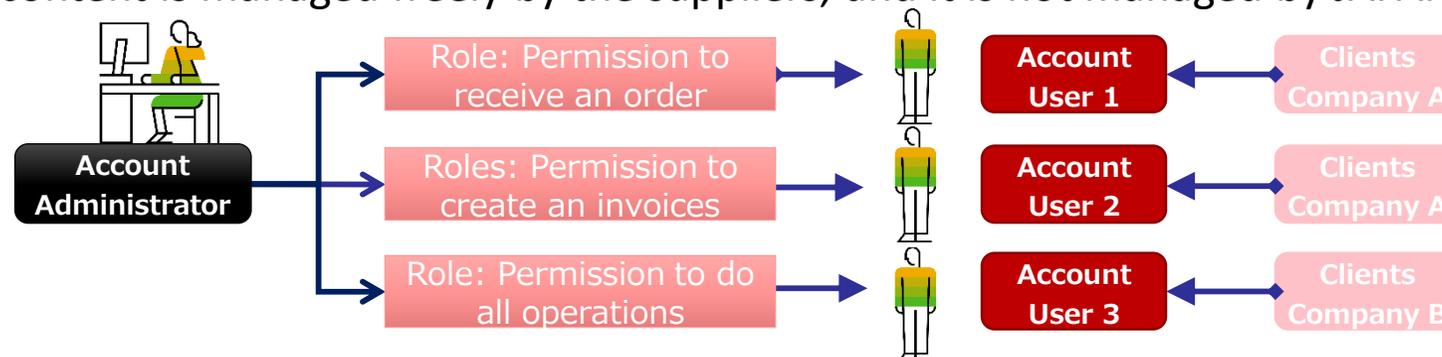
The Account Administrator selects the necessary permissions for the business and creates a role.

Role Type	Permission description
1. Permission to receive an order	Only query orders and order confirmations can be performed by the user.
2. Permission to create an invoices	The user can register an invoice.
3. Permission to do all operations	The user can do all operations

(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

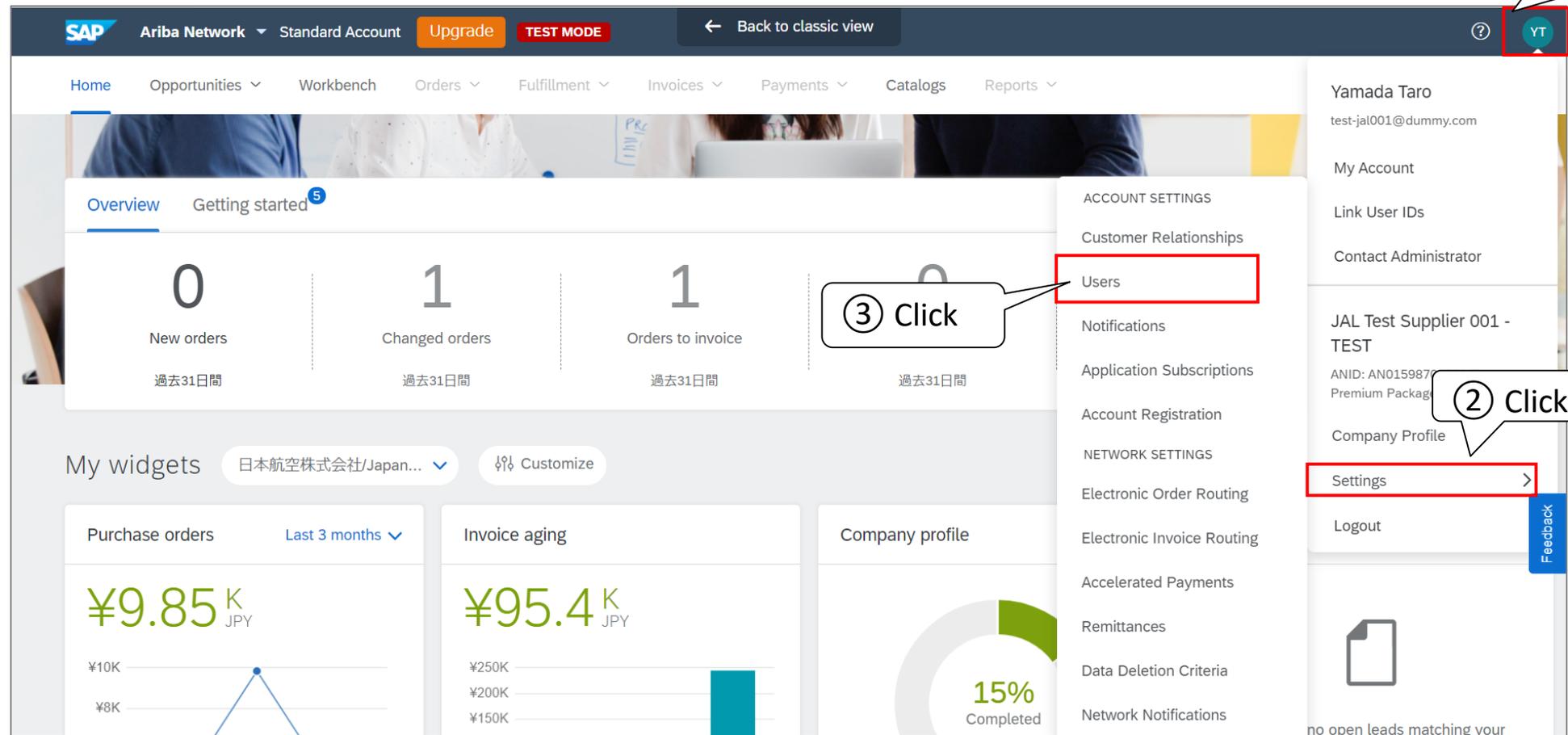
3-1: Set Up Users

(3) Open the user preferences screen.

① Click "User icon" at the top right of the screen.

② Click "Settings".

③ Click "Users".

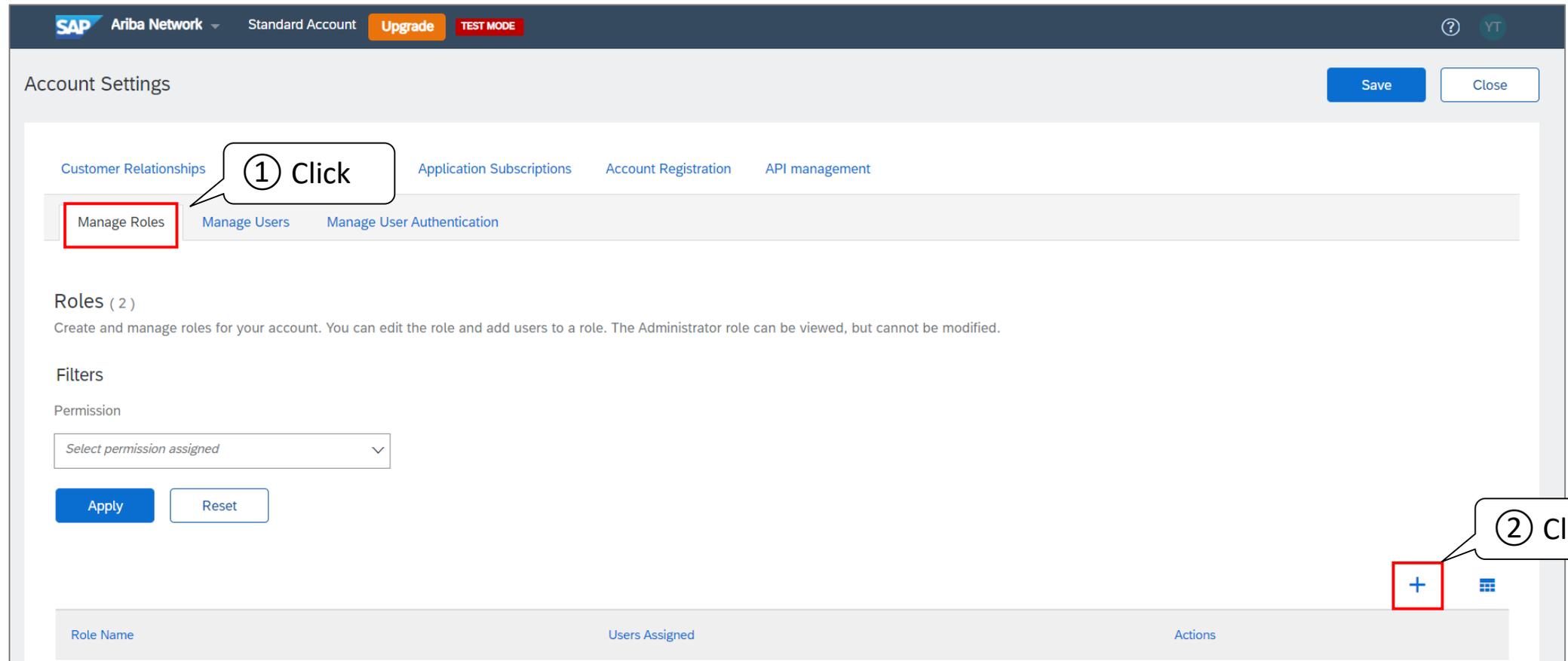


3. Basic Settings

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.

SAP Ariba Network Standard Account Upgrade TEST MODE

Create Role

Save Cancel

* Indicates a required field

New Role Information

Name:* All Business Operations

Description: This role enables the user to conduct all business operations.

Permissions

Each role must have at least one permission.
Upgrade your Ariba Network, standard account to an enterprise account to enable all permissions.

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.

Permissions

Each role must have at least one permission.
Upgrade your Ariba Network, standard account to an enterprise account to enable all permissions.

Page 1 >>

Permission	Description
<input type="checkbox"/> API Development Access	Access to API development using the SAP Ariba developer portal.
<input type="checkbox"/> Order Assignment for Users with Limited Access	User can assign an order to a user with limited access to Ariba Network
<input type="checkbox"/> Contact Administration	Maintain information for account contact personnel
<input type="checkbox"/> Goods Receipt Report Administration	Access to Reporting, and Goods Receipt report type
<input type="checkbox"/> Invoice Report Administration	Access to Reporting, and Invoice Report type
<input type="checkbox"/> Purchase Order Report Administration	Access to Reporting, Purchase Order and Order Summary report types
<input type="checkbox"/> Service Sheet Report Administration	Access to Reporting and Service Sheet Report types
<input type="checkbox"/> Tax Book Report Administration	Access to Reporting, and Tax Book Report type
<input type="checkbox"/> Time Sheet Report Administration	Access to Reporting, and Time Sheet Report type

④ Check

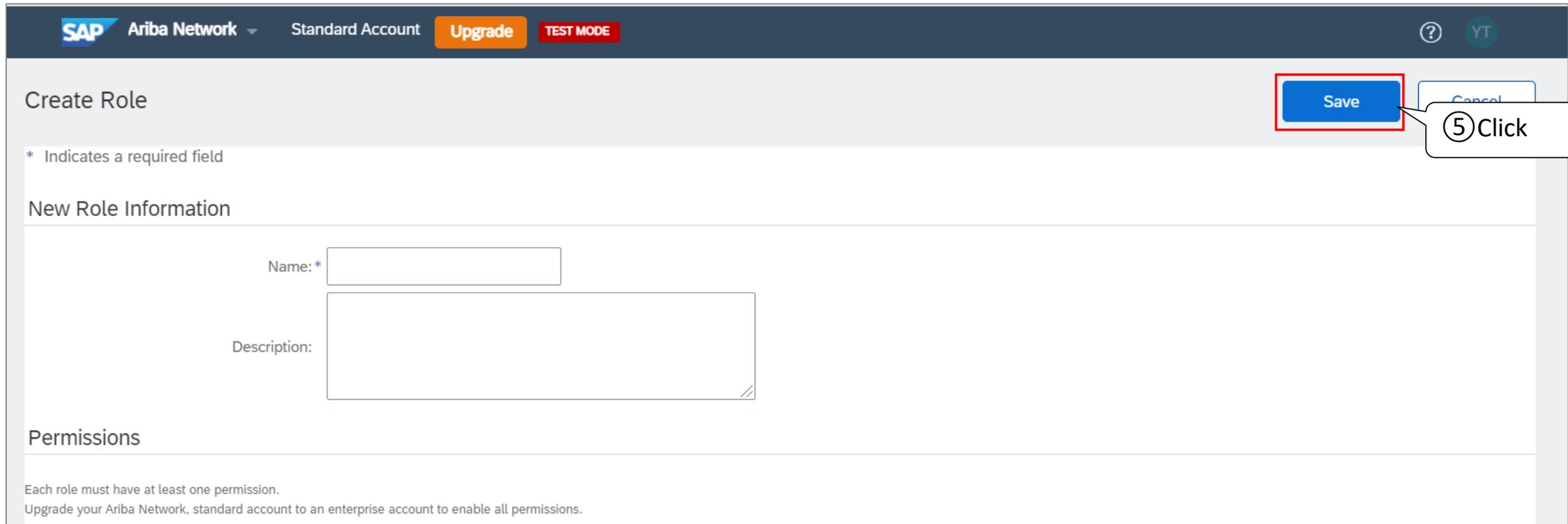
3. Basic Settings

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.



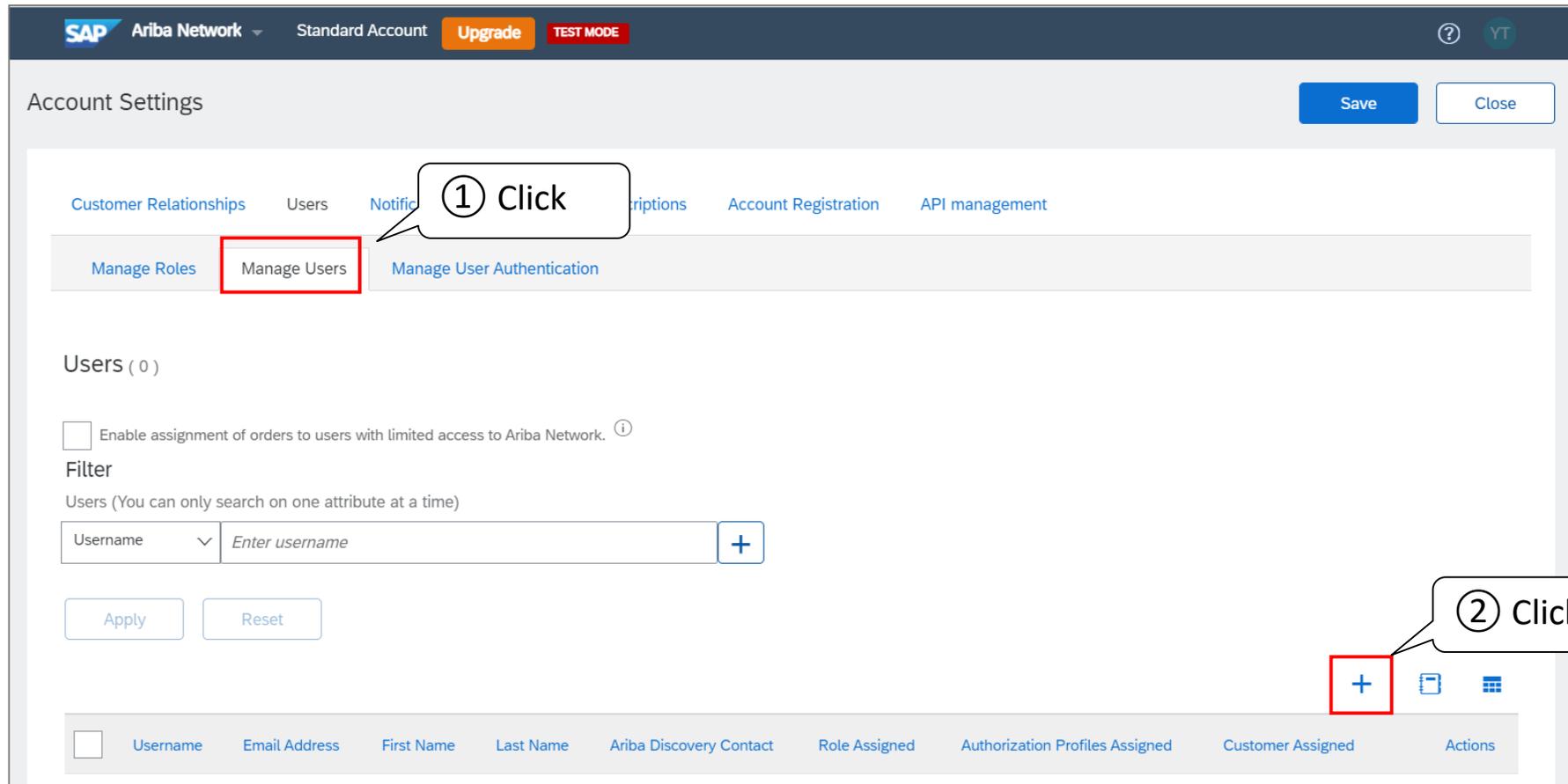
The screenshot shows the 'Create Role' interface in the SAP Ariba Network. At the top, there is a navigation bar with 'SAP Ariba Network', 'Standard Account', 'Upgrade', and 'TEST MODE' buttons. The main heading is 'Create Role'. On the right side, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box, and a callout bubble with the text '⑤ Click' points to it. Below the heading, there is a section for 'New Role Information' with two input fields: 'Name: *' and 'Description:'. At the bottom, there is a 'Permissions' section with a note: 'Each role must have at least one permission. Upgrade your Ariba Network, standard account to an enterprise account to enable all permissions.'

3. Basic Settings

3-1: Set Up Users

(5) Create a user and assign permissions.

- ① Click "Manage Users".
- ② Click "Create User (+ icon)".



The screenshot shows the SAP Ariba Network Account Settings page. The top navigation bar includes 'SAP Ariba Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. The main content area is titled 'Account Settings' and contains several tabs: 'Customer Relationships', 'Users', 'Notifications', 'Permissions', 'Account Registration', and 'API management'. Under the 'Users' tab, there are three sub-tabs: 'Manage Roles', 'Manage Users', and 'Manage User Authentication'. The 'Manage Users' sub-tab is highlighted with a red box and a callout bubble labeled '① Click'. Below the sub-tabs, there is a section for 'Users (0)' with a checkbox for 'Enable assignment of orders to users with limited access to Ariba Network.' and a 'Filter' section. The filter section includes a dropdown menu for 'Username' and a text input field with the placeholder 'Enter username'. Below the filter section are 'Apply' and 'Reset' buttons. At the bottom of the page, there is a table header with columns: 'Username', 'Email Address', 'First Name', 'Last Name', 'Ariba Discovery Contact', 'Role Assigned', 'Authorization Profiles Assigned', 'Customer Assigned', and 'Actions'. A red box highlights a '+' icon in the bottom right corner of the table area, with a callout bubble labeled '② Click'.

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".

SAP Ariba Network Standard Account Upgrade TEST MODE

Create User

Done Cancel

Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the new user account. The account information entered here will not be modifiable after you click Done. However, you can modify role assignments at any time.

New User Information

A Username: * Nikko.Hanako@jal.com ⓘ

B Email Address: * Nikko.Hanako@jal.com

C First Name: * Hanako

D Last Name: * Nikko

Do not allow the user to resend invoices to the buyer's account. ⓘ

This user is the Ariba Discovery Contact ⓘ

Limited access ⓘ

Office Phone: Country: USA 1 Area: Number:

Role Assignment

Description
<input checked="" type="checkbox"/> All Operations To give a permission to do all operations

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.

Account Settings

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

Manage Roles Manage Users Manage User Authentication

Users (3)

Enable assignment of orders to users with limited access to Ariba Network. ⓘ

Filter

Users (You can only search on one attribute at a time)

Username +

Apply Reset

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	Actions
<input type="checkbox"/>	Nikko.Hanako@jal.com	Nikko.Hanako@jal.com	Hanako	Nikko	No	All Operations		All(1)	Actions ▼

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

Your User ID on the Ariba Account. 受信トレイ ×

 **Ariba Commerce Cloud** <ordersender-prod@ansmtp.ariba.com>
To 自分 ▾



Dear Nikko Hanako,

This message contains important information about your new user account related to your company's Ariba account (AN01598703551-T). You have been enabled to access your company's Ariba account with the following username:

① Confirm

Username: testarai99@gmail.com

Important: Your username is part of your login information to your Ariba user account and should be kept confidential.

For security reasons, your temporary password for logging in to your Ariba user account has been sent via a separate email.

Please click on the following link and log in to your user account using your username and temporary password. You will be asked to provide a new password and set up your secret question and answer. The secret question and answer is used to uniquely identify you if you need to reset your password.

<https://service.ariba.com/Supplier.aw/ad/sp?anp=Ariba>

③ Click

• Log in to your account using the username and temporary password.
• Enter the temporary password in the Current Password field.

Account Password Announcemet

Your password on the Ariba Network Account. 受信トレイ ×

 **Ariba Commerce Cloud** <ordersender-prod@ansmtp.ariba.com>
To 自分 ▾



Dear Nikko Hanako,

This message contains important information about your new user account related to your company's Ariba account (AN01598703551-T).

Your temporary password to access your new user account:

② Confirm

Temporary Password: [21b=aN8l](#)

For security reasons, your username has been sent in a separate email, which also includes instructions to log into your new Ariba user account.

If you have any questions, contact your Account Administrator:

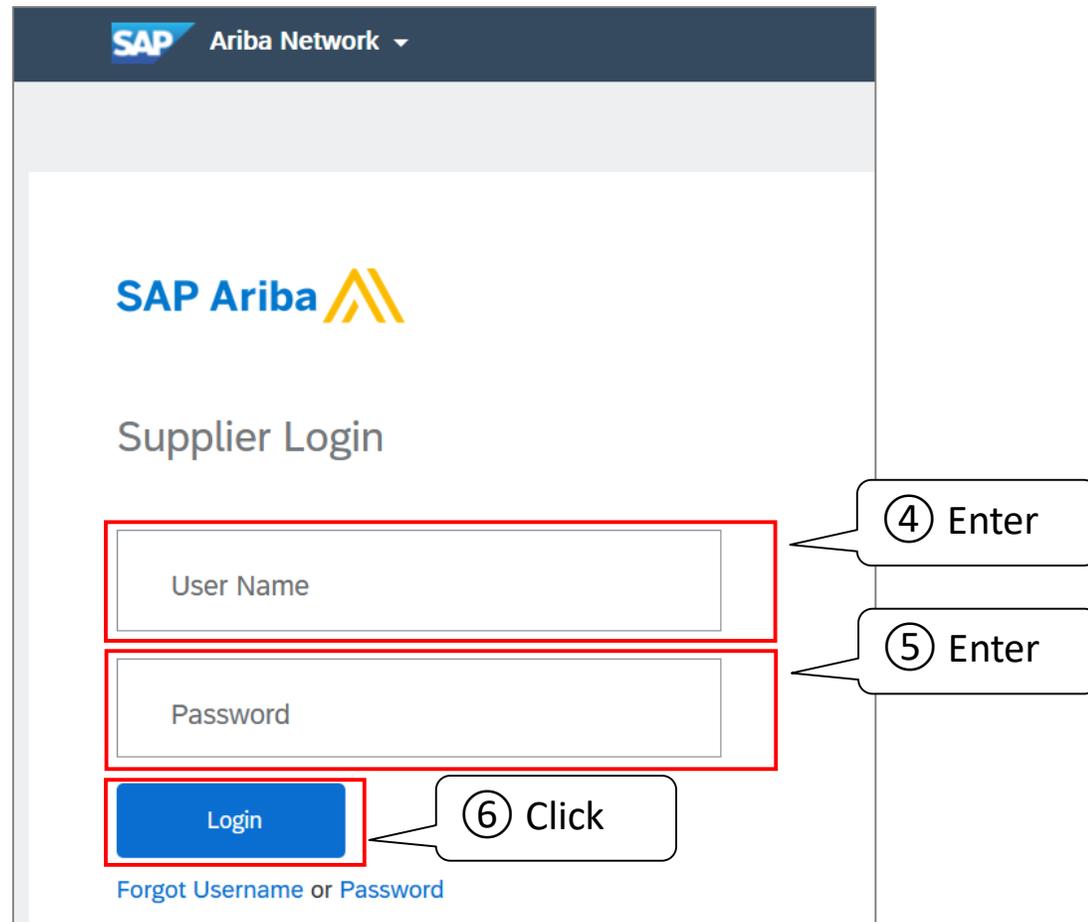
Yamada Taro
test.takeuchi.yutaro.1@gmail.com
+81 (000) 0000 000

Sincerely,
The SAP Ariba Team
<https://seller.ariba.com>

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

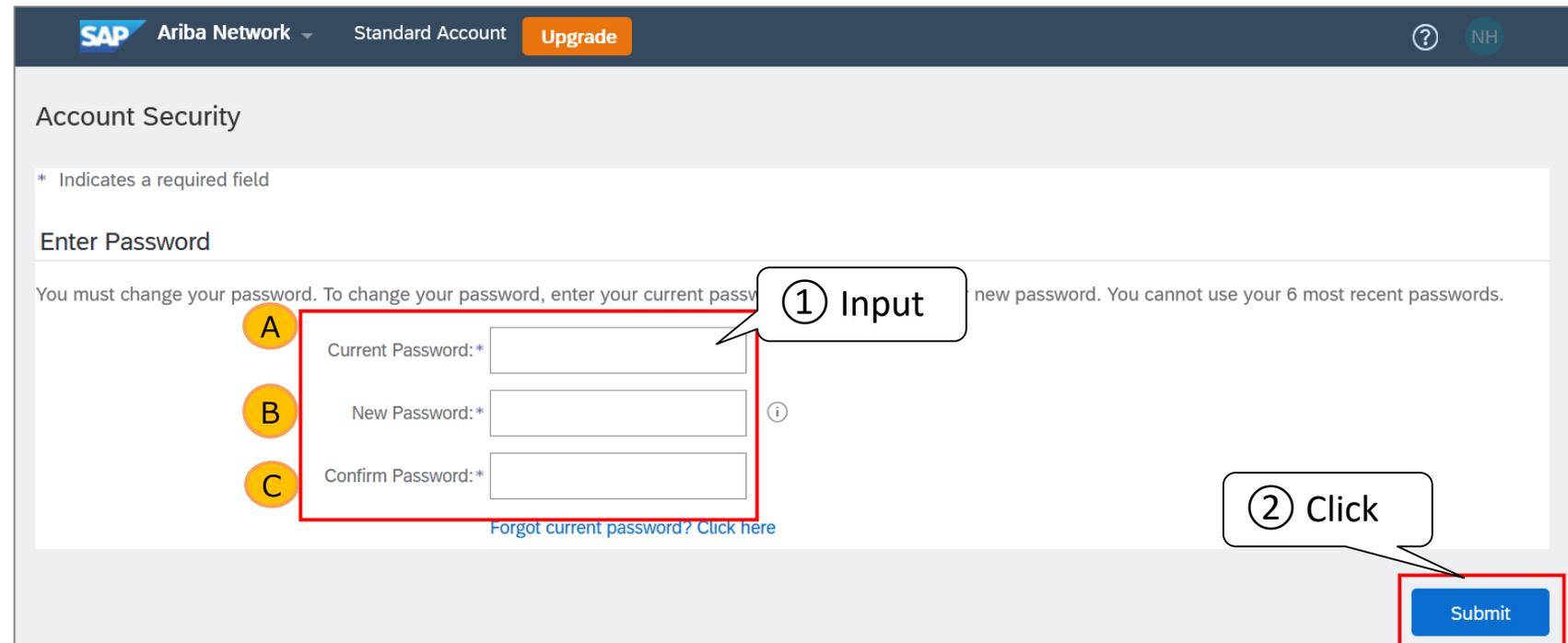
Enter the temporary password.

(B) New Password

Enter the new password.

(C) Confirm Password

Re-enter the new password.

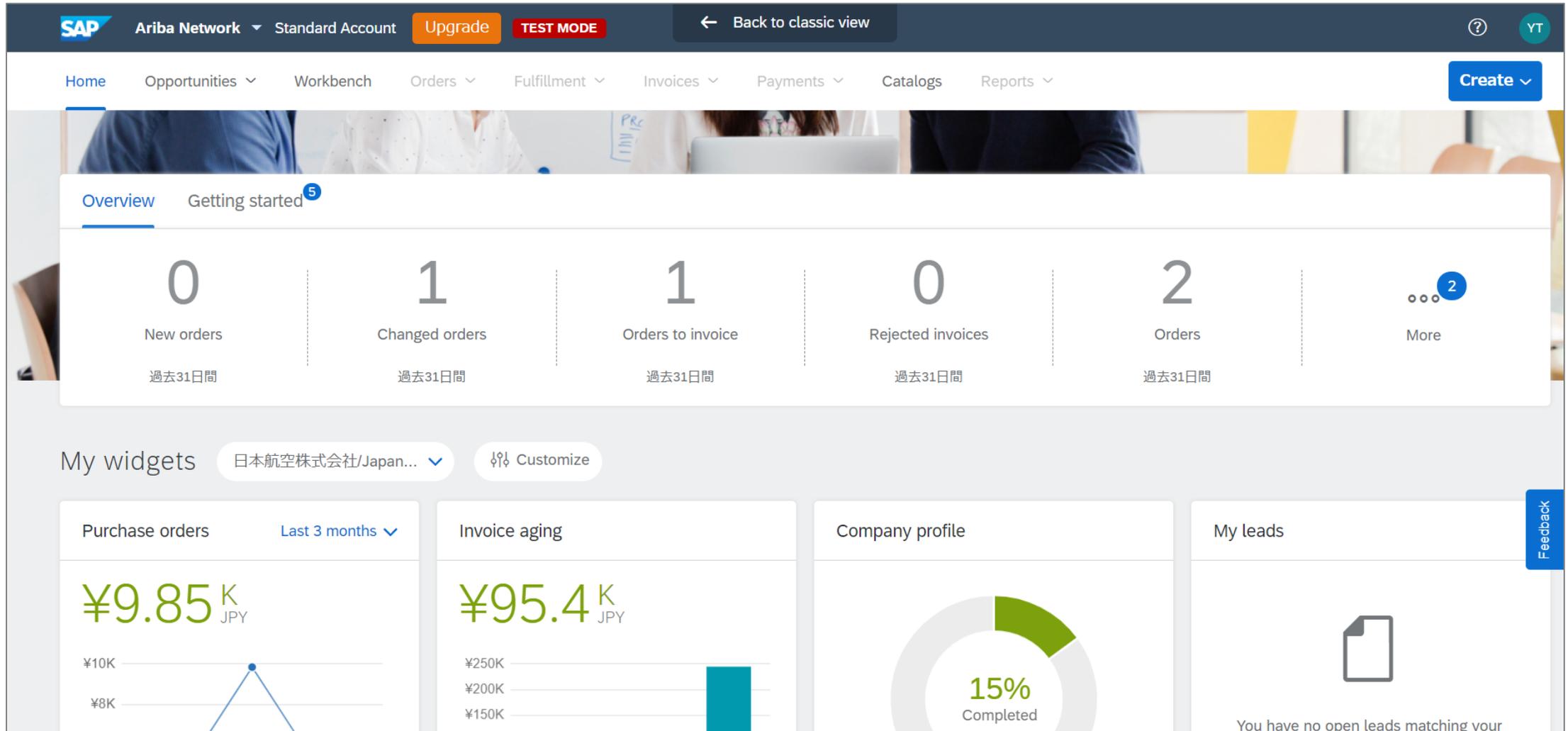


The screenshot shows the 'Account Security' page in SAP Ariba Network. The page title is 'Account Security' and it includes a navigation bar with 'SAP Ariba Network', 'Standard Account', and an 'Upgrade' button. A message states: 'You must change your password. To change your password, enter your current password and a new password. You cannot use your 6 most recent passwords.' There are three input fields: 'Current Password: *', 'New Password: *', and 'Confirm Password: *'. A red box highlights these three fields, with a callout '① Input' pointing to the first field. A 'Submit' button is at the bottom right, with a callout '② Click' pointing to it. A link 'Forgot current password? Click here' is located below the input fields.

3. Basic Settings

3-1: Set Up Users

(8) Make sure that the home screen is displayed.



The screenshot shows the SAP Ariba Network home screen for a user named 'YT'. The interface includes a top navigation bar with 'SAP Ariba Network', 'Standard Account', 'Upgrade', and 'TEST MODE' buttons. A 'Back to classic view' link is also present. Below the navigation bar, there are tabs for 'Home', 'Opportunities', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'. A 'Create' button is located on the right side of the navigation bar. The main content area features a 'Getting started' section with a '5' notification badge. This section contains six cards displaying key metrics for the last 31 days: 0 New orders, 1 Changed orders, 1 Orders to invoice, 0 Rejected invoices, 2 Orders, and a 'More' button with a '2' notification badge. Below this, there is a 'My widgets' section with a dropdown menu set to '日本航空株式会社/Japan...' and a 'Customize' button. The widgets include: 'Purchase orders' (Last 3 months) showing a value of ¥9.85 K JPY with a line chart; 'Invoice aging' showing a value of ¥95.4 K JPY with a bar chart; 'Company profile' showing a 15% completion progress ring; and 'My leads' showing a document icon and the text 'You have no open leads matching your'. A 'Feedback' button is located on the right side of the widgets section.

3. Basic Settings

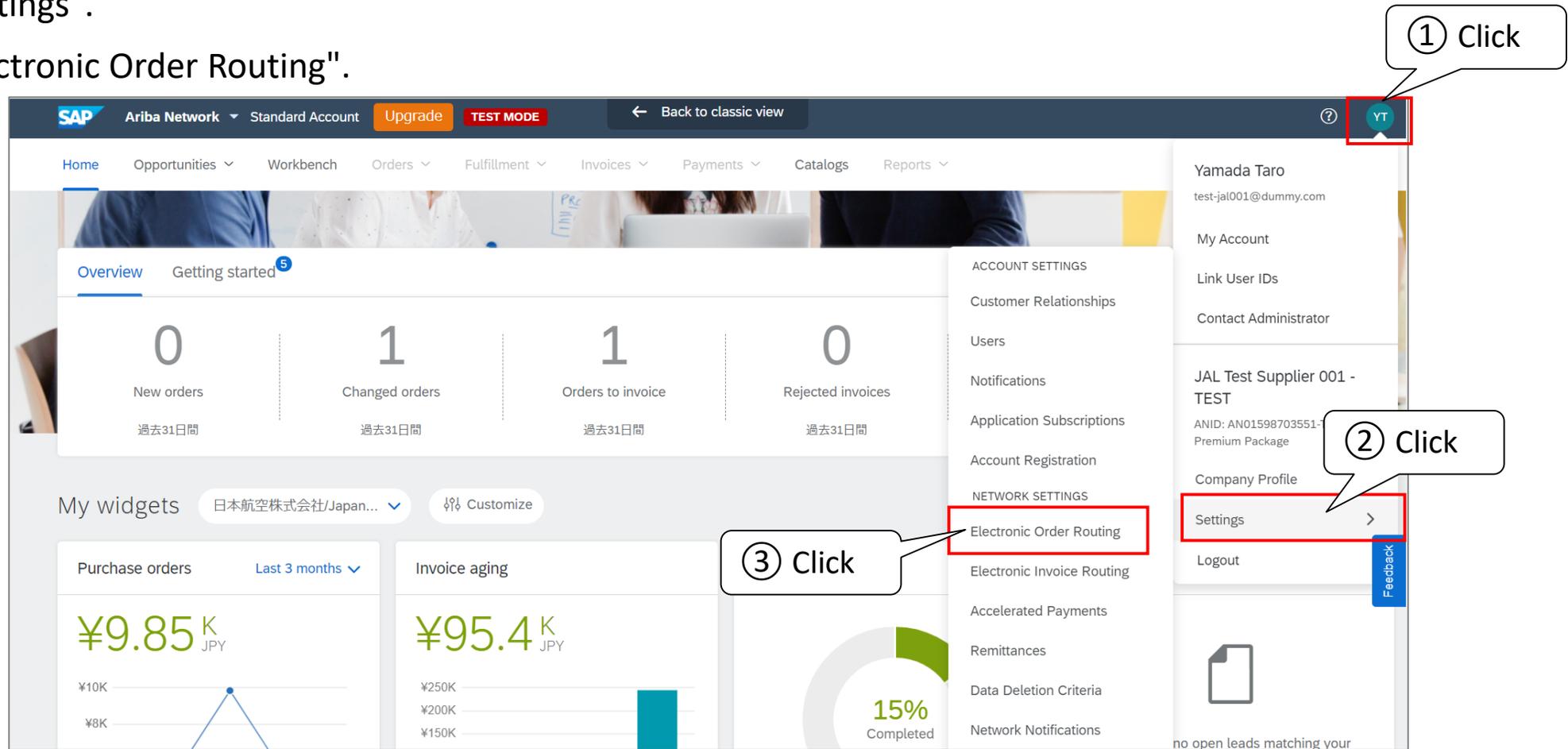
3-2: Set Notification Mail

(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".



The screenshot displays the SAP Ariba Network user interface. At the top right, a user icon labeled 'YT' is highlighted with a red box and a callout bubble containing '① Click'. A dropdown menu is open from this icon, with the 'Settings' option highlighted by a red box and a callout bubble containing '② Click'. Within the 'Settings' menu, the 'Electronic Order Routing' option is highlighted by a red box and a callout bubble containing '③ Click'. The main dashboard area shows various metrics: 'New orders' (0), 'Changed orders' (1), 'Orders to invoice' (1), and 'Rejected invoices' (0). Below these are 'My widgets' for 'Purchase orders' (¥9.85 K JPY) and 'Invoice aging' (¥95.4 K JPY). The interface also includes navigation tabs like 'Home', 'Opportunities', 'Workbench', etc., and a 'Feedback' button at the bottom right.

3. Basic Settings

3-2: Set Notification Mail

(2) Uncheck a box for "Non-Catalog Orders with Part Numbers".

The screenshot shows the SAP Ariba Network 'Network Settings' page. The top navigation bar includes 'SAP Ariba Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. The page title is 'Network Settings' with 'Save' and 'Close' buttons. The main content area has tabs for 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Settlement', and 'Data Deletion Criteria'. A note states '* Indicates a required field'. Under 'External System Integration', there is a link for 'Configure cXML (native) integration'. The 'Non-Catalog Orders with Part Numbers' section contains a checkbox labeled 'Process non-catalog orders as catalog orders if part numbers are entered manually', which is highlighted with a red box and a callout bubble labeled 'Uncheck'. Below this is the 'Status Update' section with a checkbox 'Do not send status updates for inbound documents in pending queue'. The 'New Orders' section is partially visible at the bottom.

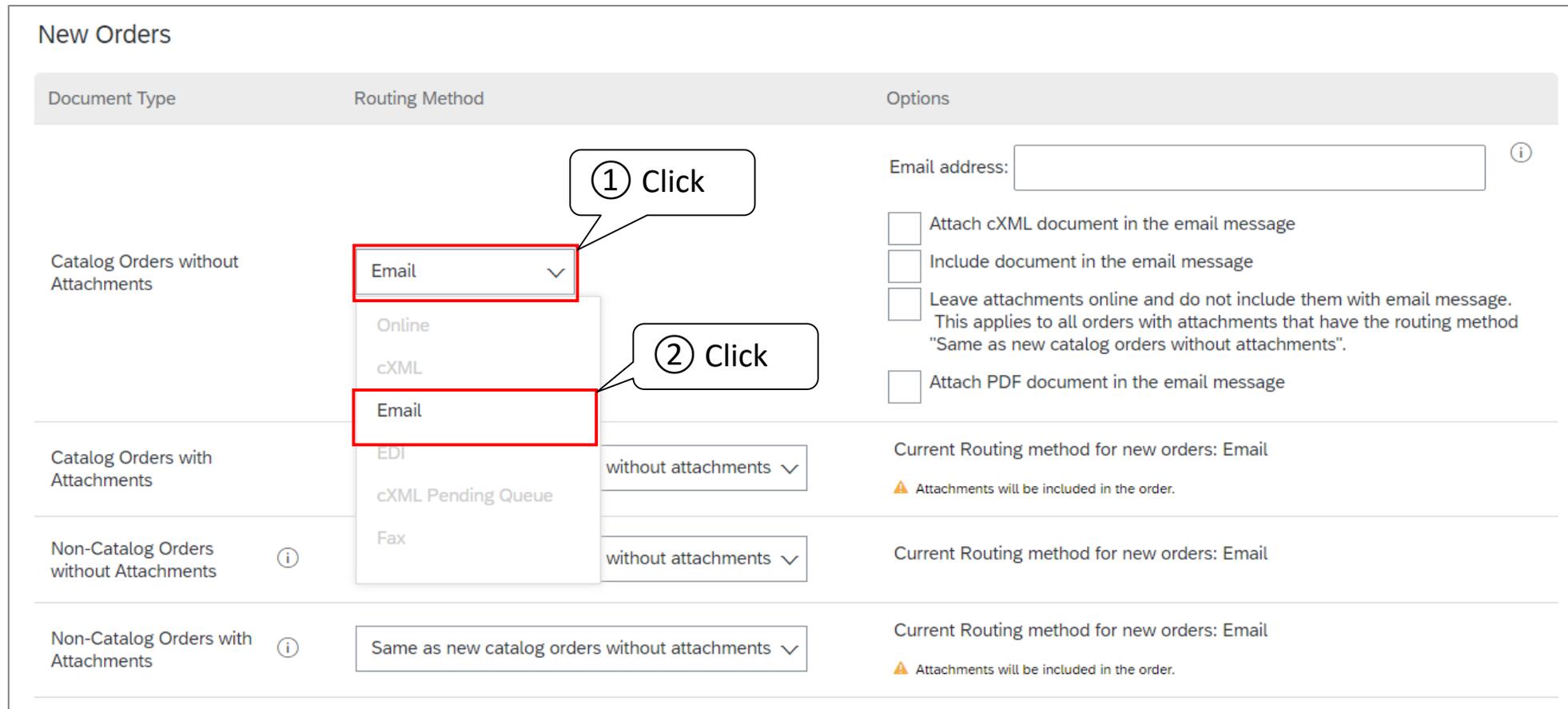
3. Basic Settings

3-2: Set Notification Mail

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

① Click the pull-down on the right of "Catalog Order without Attachements."

② Click on "Email".



Document Type	Routing Method	Options
Catalog Orders without Attachments	<div style="border: 1px solid red; padding: 2px;">Email ▼</div> <div style="border: 1px solid gray; padding: 2px; margin-top: 2px;">Online</div> <div style="border: 1px solid gray; padding: 2px; margin-top: 2px;">cXML</div> <div style="border: 1px solid red; padding: 2px; margin-top: 2px;">Email</div> <div style="border: 1px solid gray; padding: 2px; margin-top: 2px;">EDI</div> <div style="border: 1px solid gray; padding: 2px; margin-top: 2px;">cXML Pending Queue</div> <div style="border: 1px solid gray; padding: 2px; margin-top: 2px;">Fax</div>	Email address: <input type="text"/> ⓘ <input type="checkbox"/> Attach cXML document in the email message <input type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments". <input type="checkbox"/> Attach PDF document in the email message
Catalog Orders with Attachments	without attachments ▼	Current Routing method for new orders: Email ⚠ Attachments will be included in the order.
Non-Catalog Orders without Attachments ⓘ	without attachments ▼	Current Routing method for new orders: Email
Non-Catalog Orders with Attachments ⓘ	Same as new catalog orders without attachments ▼	Current Routing method for new orders: Email ⚠ Attachments will be included in the order.

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.

The screenshot shows the 'New Orders' configuration page. At the top, there are columns for 'Document Type', 'Routing Method', and 'Options'. The 'Document Type' is set to 'Catalog Orders without Attachments' and the 'Routing Method' is set to 'Email'. An 'Add' button is visible in the 'Options' column. Below this, the 'Email address:' field contains 'TestSup2020@xxx.com'. To the right of this field are four checkboxes: 'Attach cXML document in the email message', 'Include document in the email message', 'Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".', and 'Attach PDF document in the email message'. At the bottom, a larger 'Email address:' field also contains 'TestSup2020@xxx.com'. Red boxes highlight the email address fields and the options section, with a callout box pointing to the 'Add' button.

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

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	<p>Email address: TestSup2020@xxx.com ⓘ</p> <p><input checked="" type="checkbox"/> Attach cXML document in the email message</p> <p><input checked="" type="checkbox"/> Include document in the email message</p> <p><input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".</p> <p><input checked="" type="checkbox"/> Attach PDF document in the email message</p>

Check

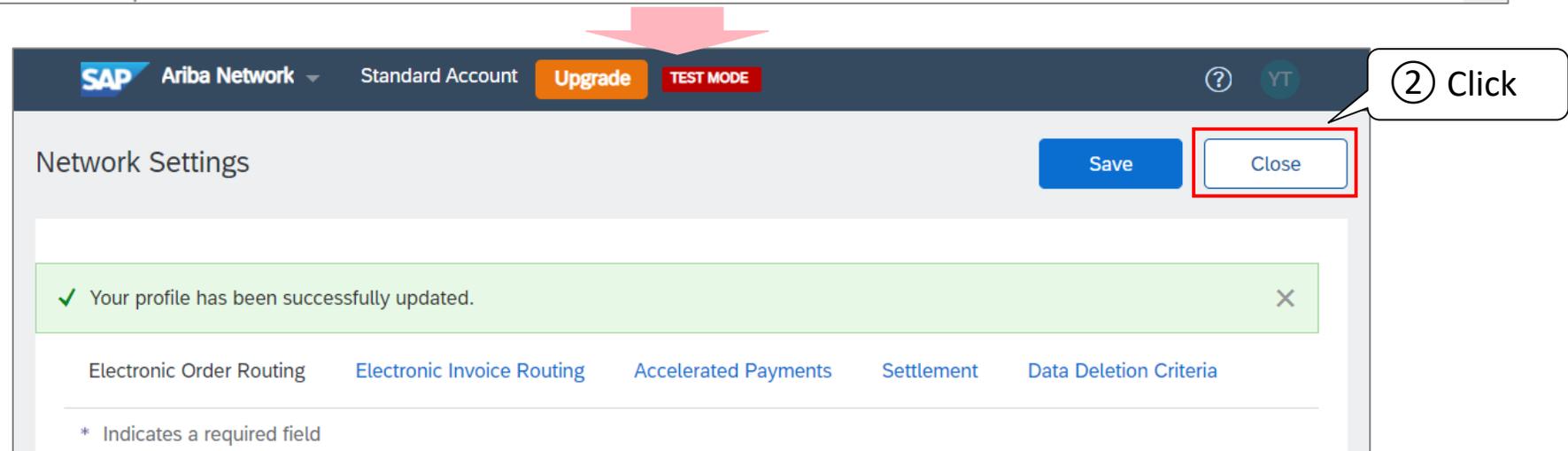
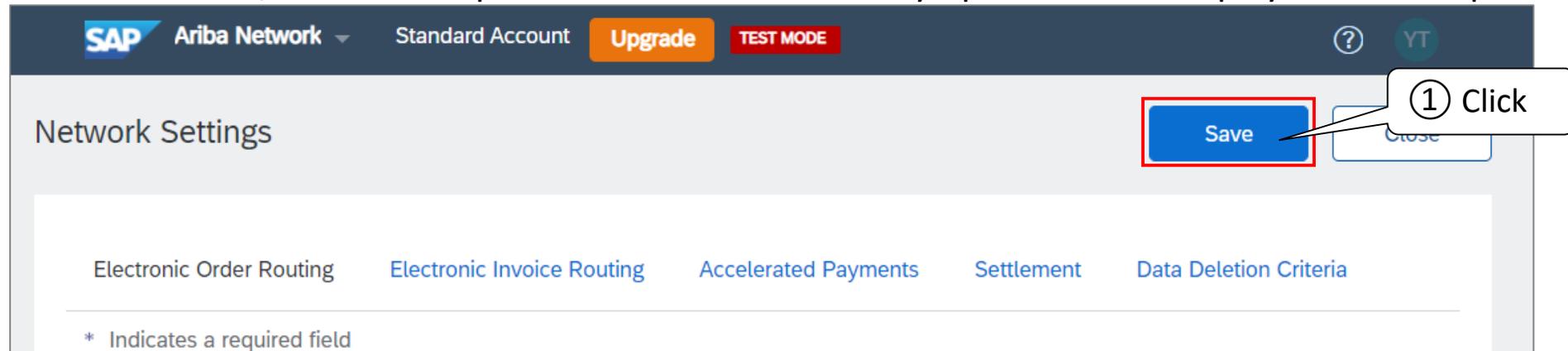
3. Basic Settings

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

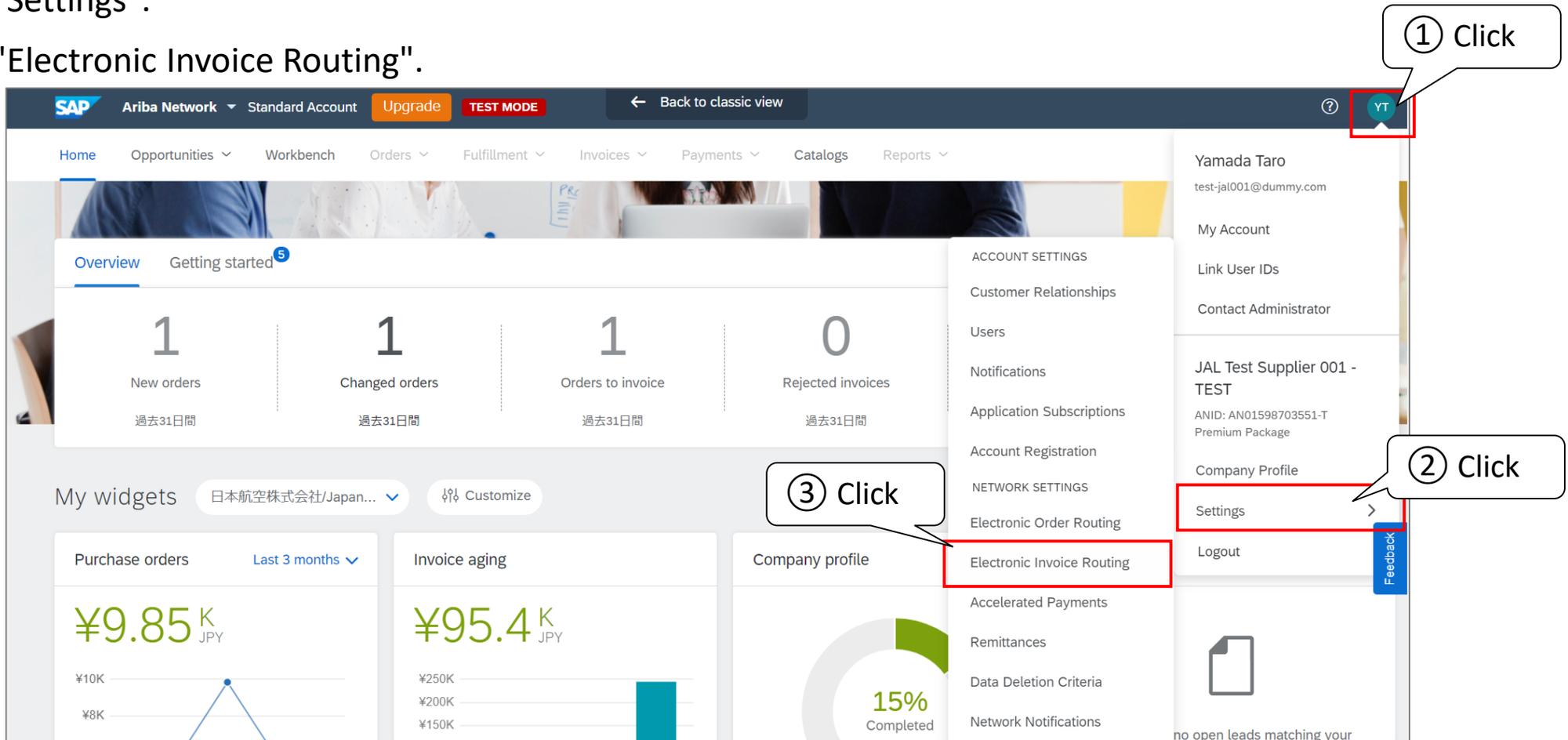
3-2: Set Notification Mail

(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".



The screenshot shows the SAP Ariba Network interface. At the top right, the user icon 'YT' is highlighted with a red box and a callout bubble labeled '① Click'. Below the user icon, the user profile 'Yamada Taro' is visible. A dropdown menu is open, showing various settings options. The 'Settings' option is highlighted with a red box and a callout bubble labeled '② Click'. Within the 'Settings' dropdown, the 'Electronic Invoice Routing' option is highlighted with a red box and a callout bubble labeled '③ Click'. The main dashboard area shows various metrics and widgets, including 'New orders', 'Changed orders', 'Orders to invoice', and 'Rejected invoices'.

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.

The screenshot shows the 'Network Settings' page in SAP Ariba Network. The 'Notifications' section is highlighted with a red box. An 'Add' callout points to the 'To email addresses' field, which contains three entries: '* TestSup2020@xxx.com'.

Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	* TestSup2020@xxx.com
Invoice Status Change	<input type="checkbox"/> Send a notification when invoice statuses change.	* TestSup2020@xxx.com
Invoice Created Automatically	<input type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	* TestSup2020@xxx.com

3. Basic Settings

3-2: Set Notification Mail

(8) Check the timing when you want to send a notification email.

Notifications		
Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input checked="" type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	* TestSup2020@xxx.com
Invoice Status Change	<input checked="" type="checkbox"/> Send a notification when invoice statuses change.	* TestSup2020@xxx.com
Invoice Created Automatically	<input checked="" type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	* TestSup2020@xxx.com

Check

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.

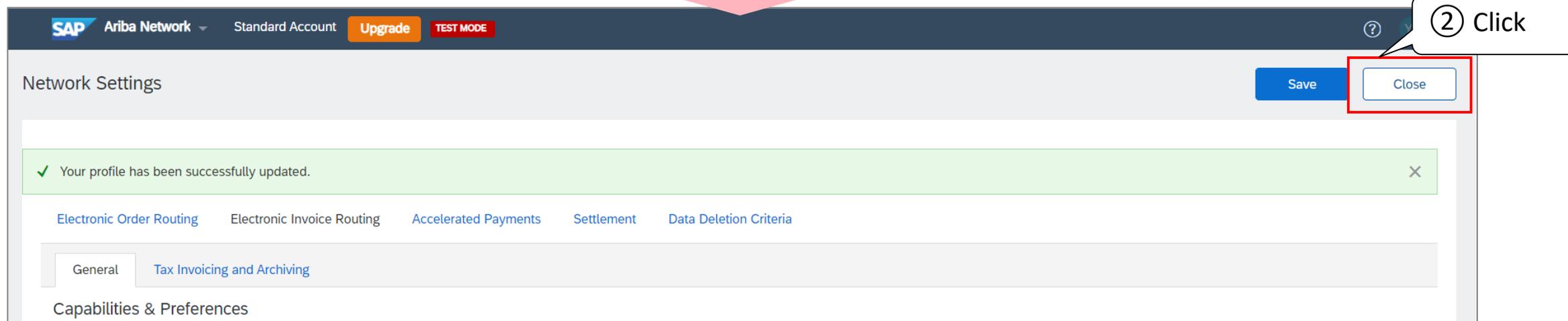
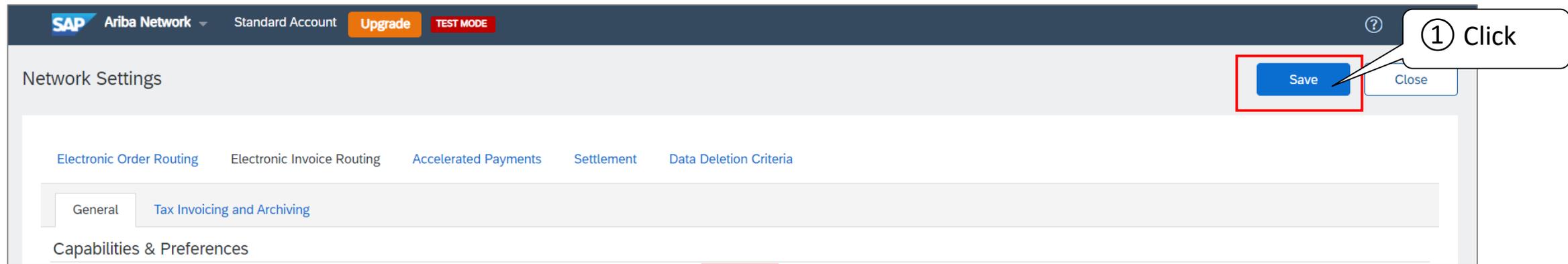


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- 4-1. Location of the Available Materials
- 4-2. Ariba Network Standards Document and Movies
- 4-3. Help Center
- 4-4. Support System and Contact Information
- 4-5. Procedure for Contact Customer Support

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- 5-1. How to Change Account Admin
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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

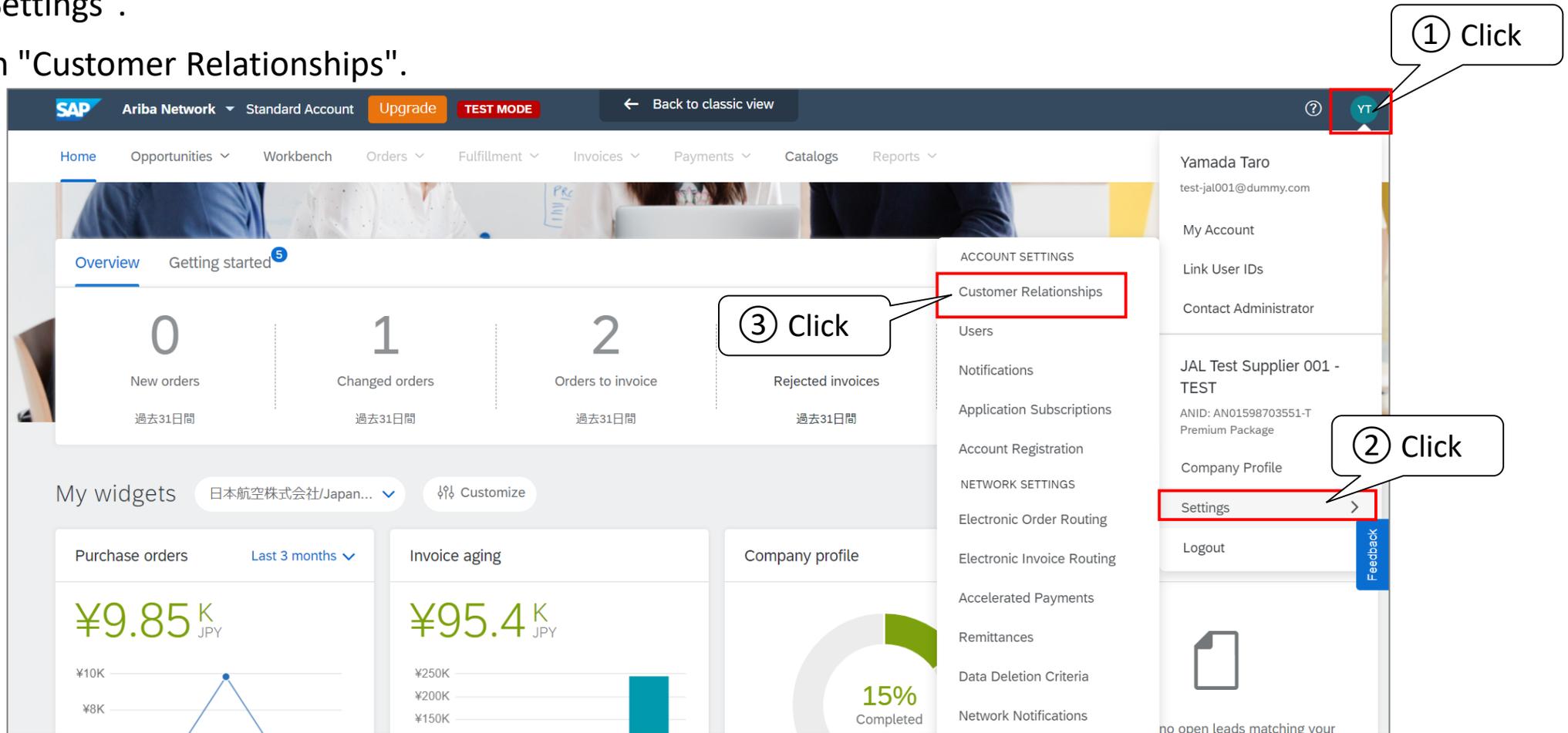
4-1. Location of the Available Materials

(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".



The screenshot displays the SAP Ariba Network user interface. At the top right, a user icon labeled 'YT' is highlighted with a red box and a callout bubble labeled '① Click'. Below this, a user profile card for 'Yamada Taro' is visible. A dropdown menu is open, showing 'Customer Relationships' highlighted with a red box and a callout bubble labeled '③ Click'. Below 'Customer Relationships', the 'Settings' option is also highlighted with a red box and a callout bubble labeled '② Click'. The main dashboard area shows various metrics such as 'New orders', 'Changed orders', 'Orders to invoice', and 'Rejected invoices' over the last 31 days. There are also charts for 'Purchase orders' and 'Invoice aging'.

4. About the Support System

4-1. Location of the Available Materials

(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.

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

Current Relationships Potential Relationships

I prefer to receive relationship requests as follows:

Automatically accept all relationship requests Manually review all relationship requests

[Update](#)

Current (1) Pending (0) Rejected (0)

Current Customers

Filter

Customers

[+](#)

[Apply](#) [Reset](#)

<input type="checkbox"/>	Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal	Routing Type	Actions
<input type="checkbox"/>	日本航空株式会社/Japan Airlines Co., Ltd.	AN01553561828-T	Trading	2 Feb 2021	🔗	Default	Actions ▼

[Reject](#)

④ Click

日本アリバ株式会社への情報ポータル

ポータル情報 参照ドキュメント 取引ルール

日本アリバ株式会社の情報ポータルへようこそ

お取引先様向け情報ポータルサイト

お取引先様情報ポータルサイトへようこそ
 こちらのポータルサイトは弊社と取引関係にあるお取引先様にご利用頂けます。当サイトより各最新資料をダウンロードするこ

* The information portal site for suppliers is currently under maintenance.

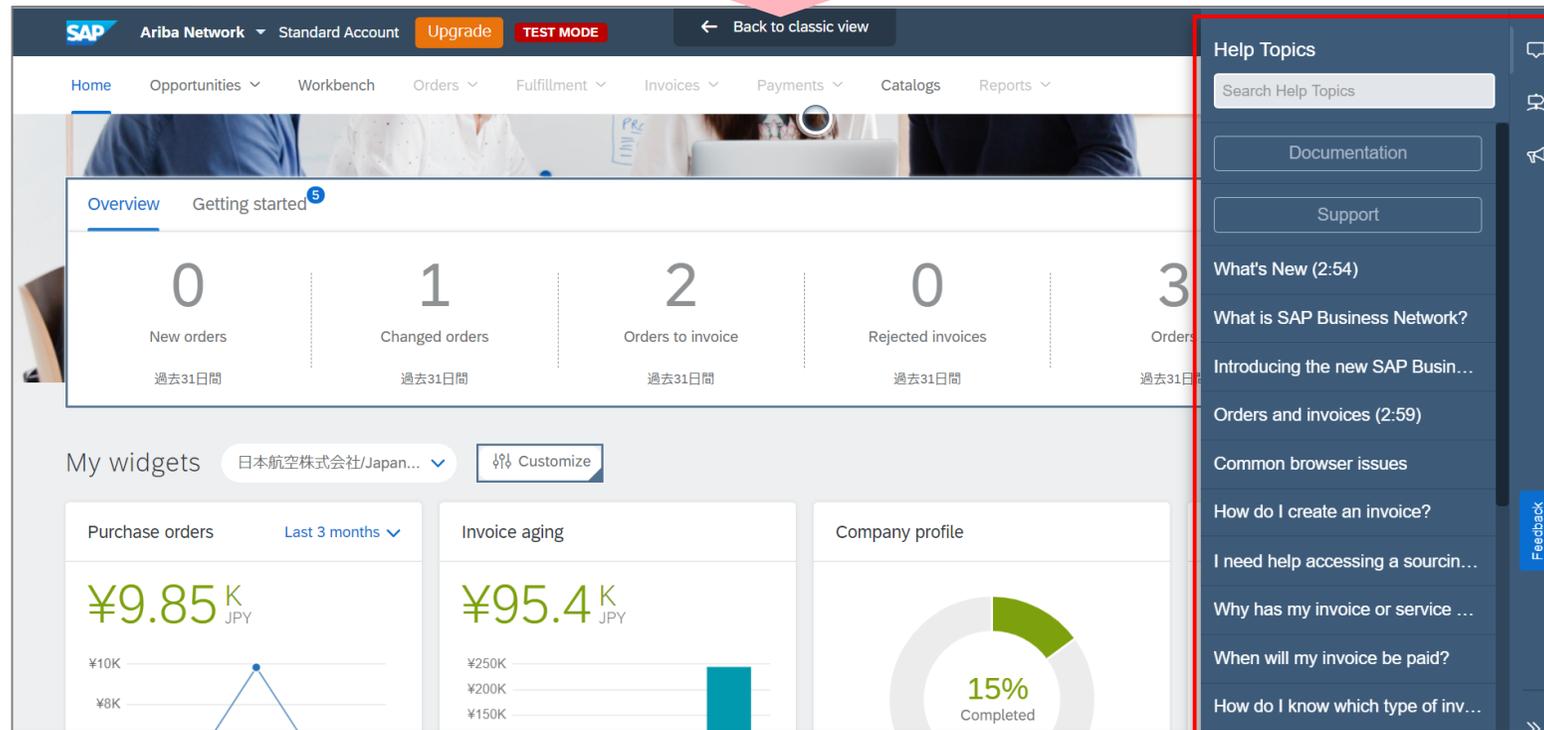
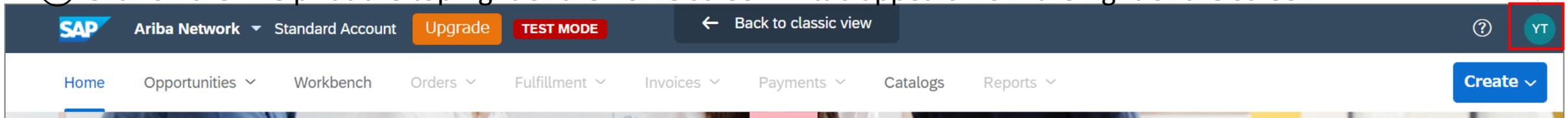
4. About the Support System

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.

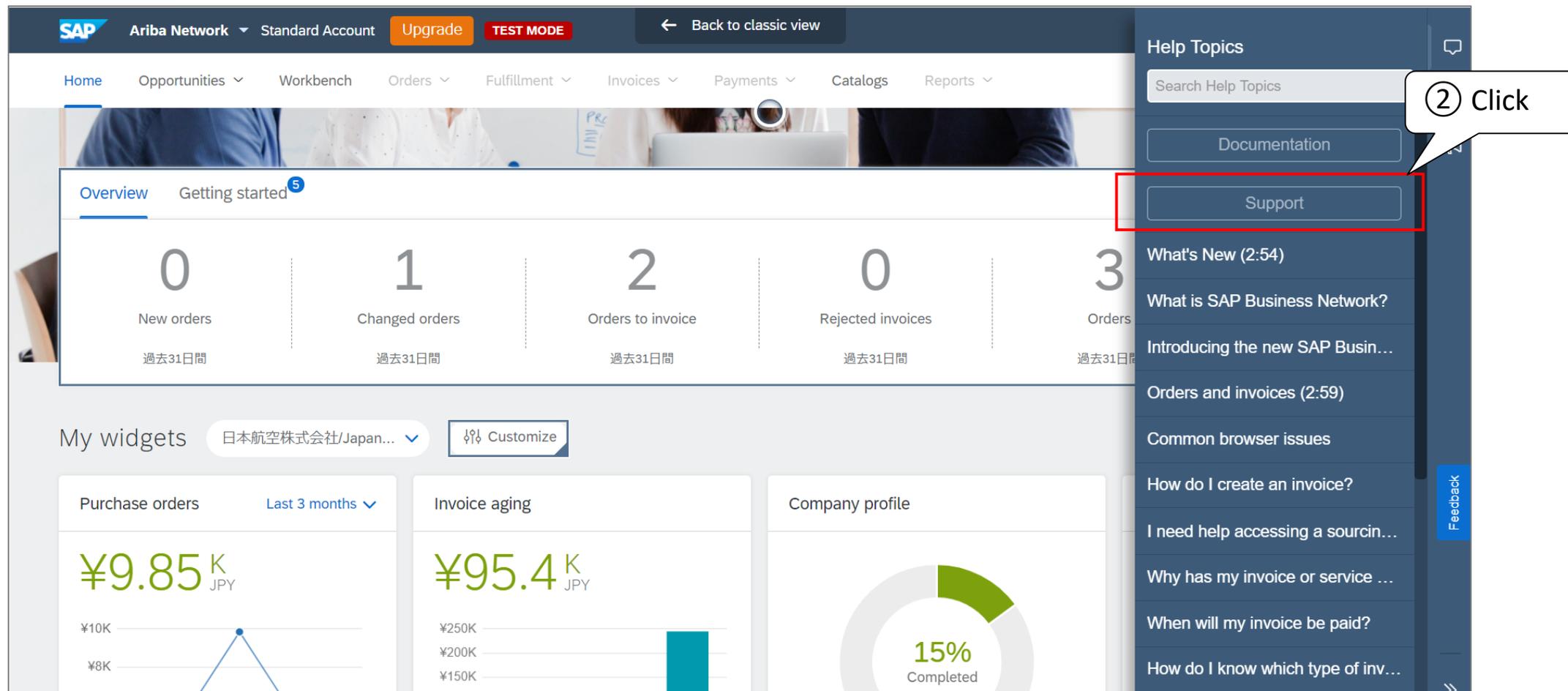
① Click



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 up right of the screen. After click it, you will transition to the Learning tab in the help center.



The screenshot displays the SAP Ariba Network user interface. At the top, there is a navigation bar with the SAP logo, 'Ariba Network', 'Standard Account', 'Upgrade', and 'TEST MODE' buttons. Below this is a main navigation menu with options like Home, Opportunities, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, and Reports. The main content area shows a dashboard with several key metrics: 0 New orders, 1 Changed orders, 2 Orders to invoice, 0 Rejected invoices, and 3 Orders. Below the dashboard are 'My widgets' including Purchase orders (¥9.85K JPY), Invoice aging (¥95.4K JPY), and Company profile (15% Completed). On the right side, a 'Help Topics' sidebar is open, listing various help topics. The 'Support' button in this sidebar is highlighted with a red box, and a callout bubble with the number '2' and the text 'Click' points to it.

4. About the Support System

4-2. Ariba Network Standards Document and Movies

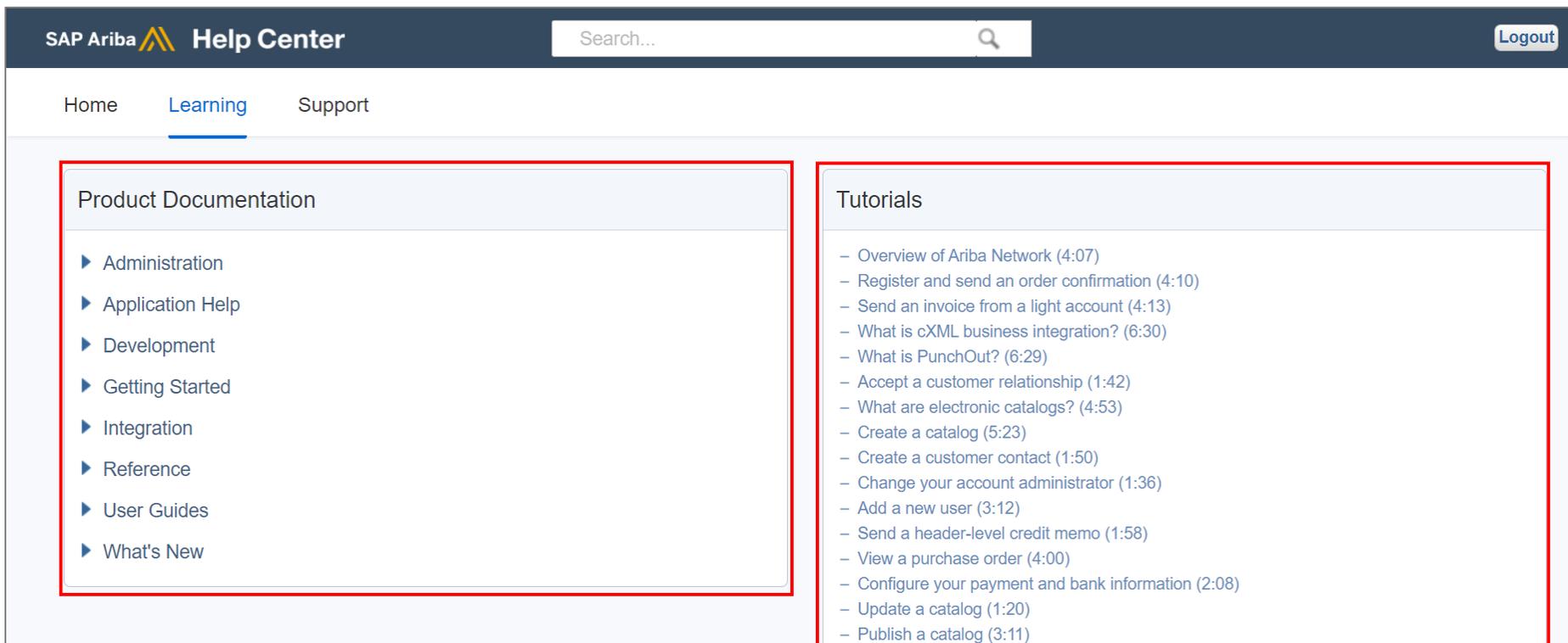
(2) Review the documents related to SAP Ariba.

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.



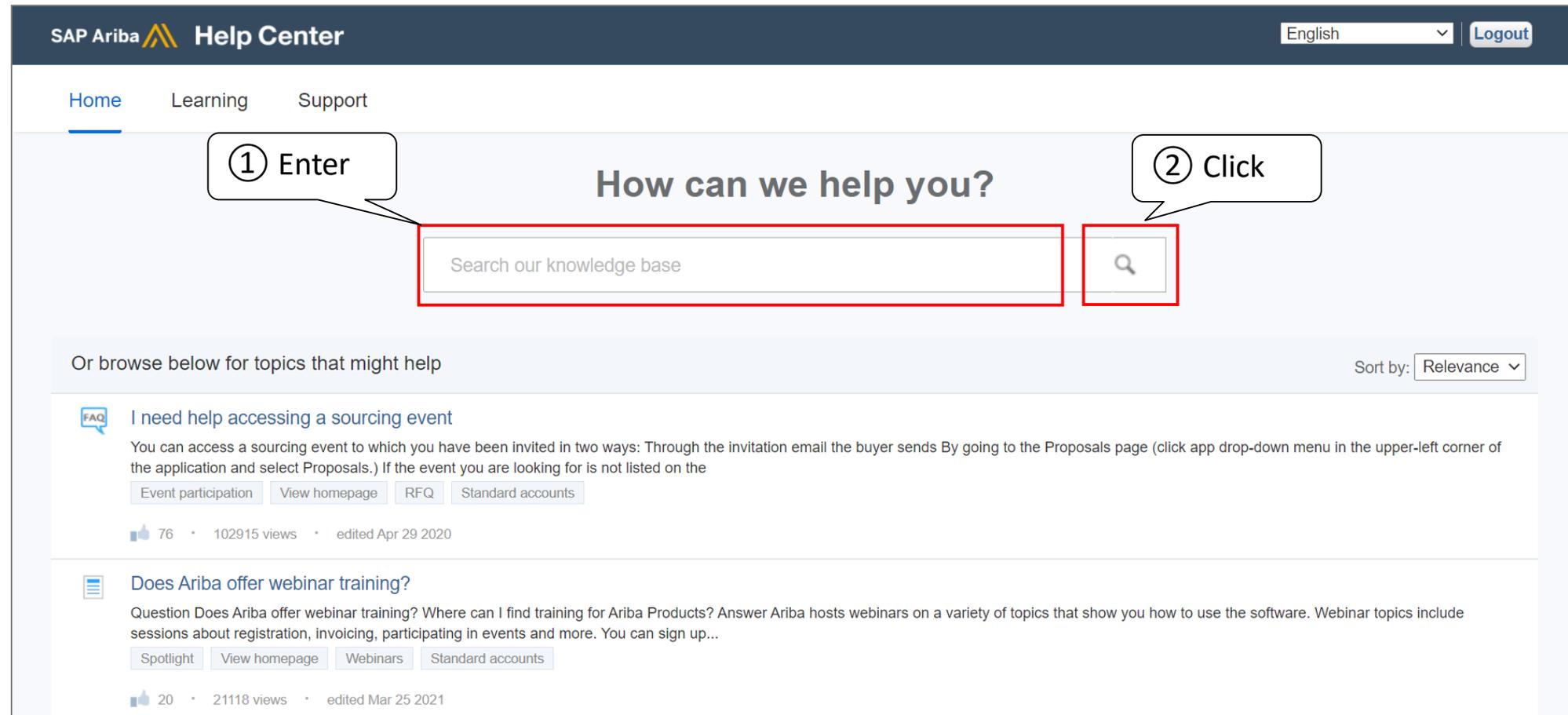
The screenshot displays the SAP Ariba Help Center interface. At the top, there is a dark blue header with the SAP Ariba logo and 'Help Center' text on the left, a search bar in the center, and a 'Logout' button on the right. Below the header, there is a navigation bar with 'Home', 'Learning' (which is underlined and highlighted), and 'Support'. The main content area is divided into two columns, both outlined with a red border. The left column is titled 'Product Documentation' and contains a list of categories: Administration, Application Help, Development, Getting Started, Integration, Reference, User Guides, and What's New. The right column is titled 'Tutorials' and contains a list of video links with durations, such as 'Overview of Ariba Network (4:07)', 'Register and send an order confirmation (4:10)', and 'Send an invoice from a light account (4:13)'. The list continues with 'What is cXML business integration? (6:30)', 'What is PunchOut? (6:29)', 'Accept a customer relationship (1:42)', 'What are electronic catalogs? (4:53)', 'Create a catalog (5:23)', 'Create a customer contact (1:50)', 'Change your account administrator (1:36)', 'Add a new user (3:12)', 'Send a header-level credit memo (1:58)', 'View a purchase order (4:00)', 'Configure your payment and bank information (2:08)', 'Update a catalog (1:20)', and 'Publish a catalog (3:11)'.

4. About the Support System

4-3. Help Center

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.



SAP Ariba  Help Center English Logout

Home Learning Support

① Enter

How can we help you?

Search our knowledge base

② Click

Or browse below for topics that might help Sort by: Relevance

FAQ I need help accessing a sourcing event
 You can access a sourcing event to which you have been invited in two ways: Through the invitation email the buyer sends By going to the Proposals page (click app drop-down menu in the upper-left corner of the application and select Proposals.) If the event you are looking for is not listed on the
[Event participation](#) [View homepage](#) [RFQ](#) [Standard accounts](#)
 76 · 102915 views · edited Apr 29 2020

☰ Does Ariba offer webinar training?
 Question Does Ariba offer webinar training? Where can I find training for Ariba Products? Answer Ariba hosts webinars on a variety of topics that show you how to use the software. Webinar topics include sessions about registration, invoicing, participating in events and more. You can sign up...
[Spotlight](#) [View homepage](#) [Webinars](#) [Standard accounts](#)
 20 · 21118 views · edited Mar 25 2021

4. About the Support System

4-4. Support System and Contact Information

Inquiry and contact information are as follows:

	Inquiry	Contact Information
<p style="text-align: center; font-size: 2em; font-weight: bold;">JAL</p>	<ul style="list-style-type: none"> ➤ Questions about electronic procurement in general ➤ Rules and procedures for business purchasing transactions etc. ➤ About Business/Operation <ul style="list-style-type: none"> 【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 	<p>Representative Email Address E-mail: an-info@jal.com</p>
<p style="text-align: center; font-weight: bold;">SAP Ariba Ariba Network After registration is completed</p>	<ul style="list-style-type: none"> ➤ Questions after the account registration <ul style="list-style-type: none"> • Inquiry about passwords • Inquiry about the defect 	<p>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.</p>

4. About the Support System

4-5. Procedure for Contact Customer Support (1/7)

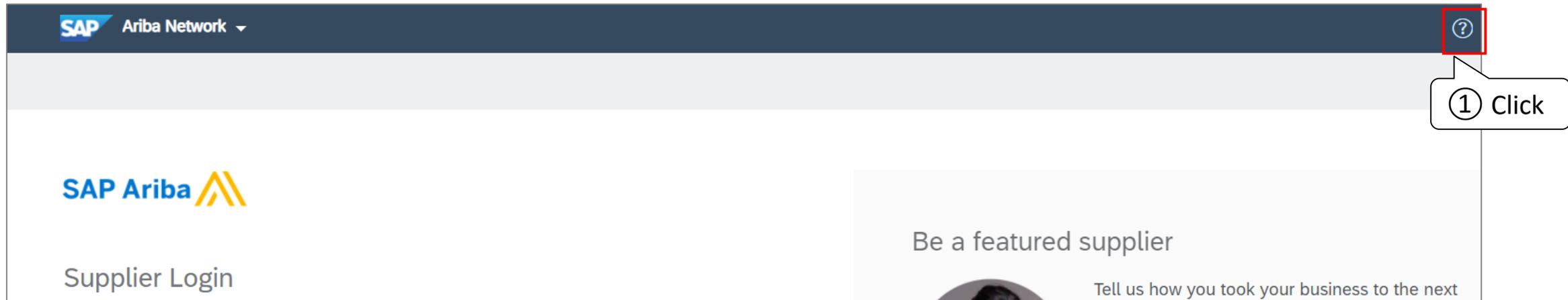
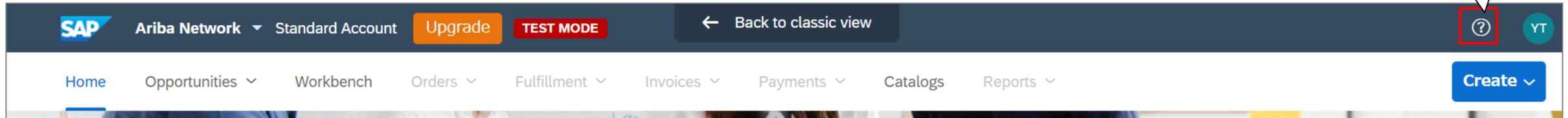
① Click the icon of the help on the top right of the home screen.

【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.

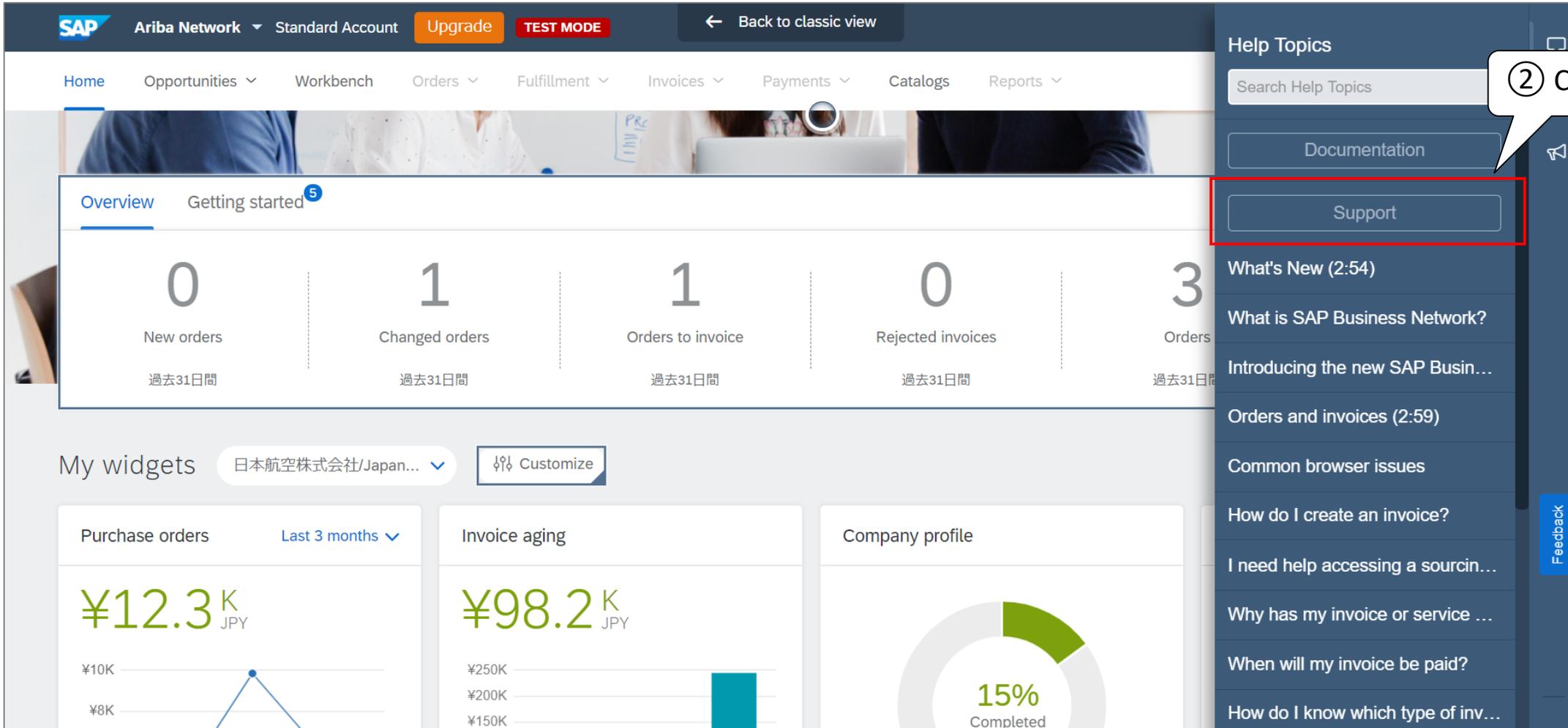
① Click



4. About the Support System

4-5. Procedure for Contact Customer Support (2/7)

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.

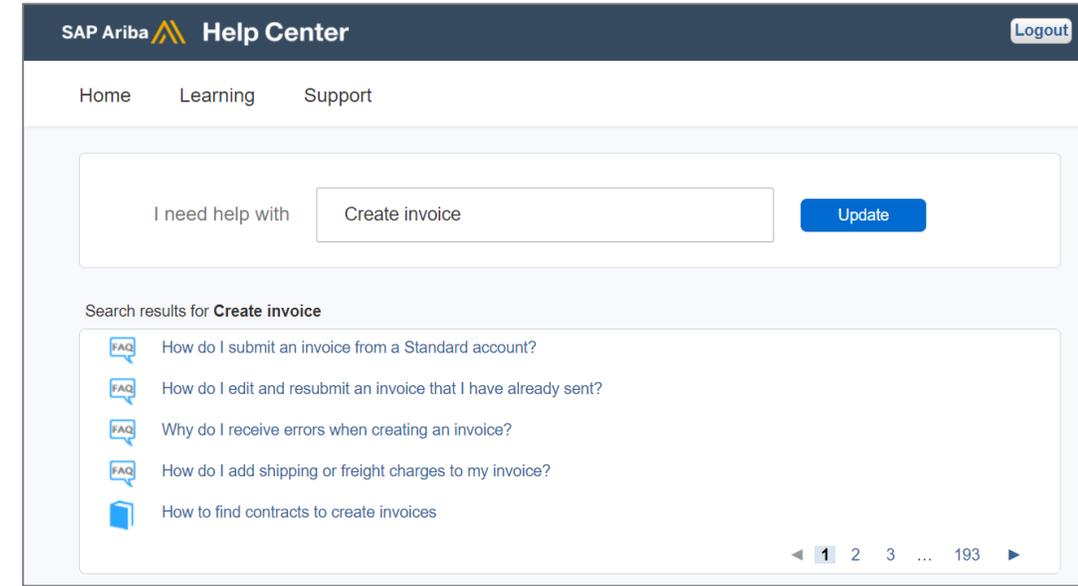
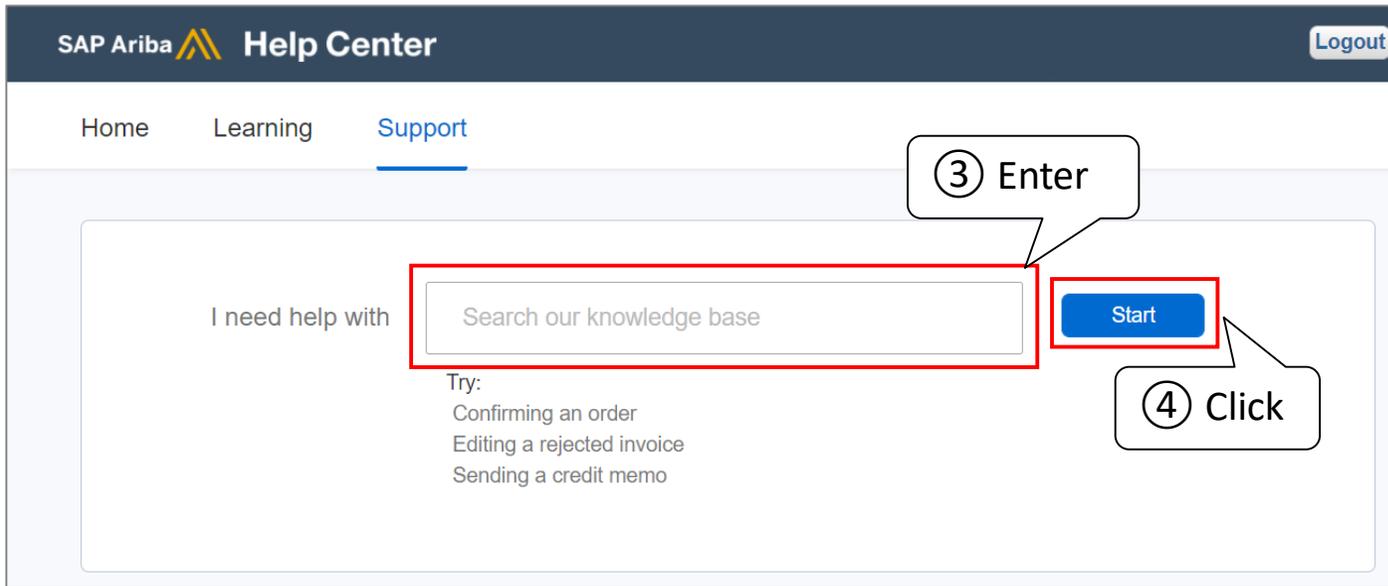


The screenshot displays the SAP Ariba Network interface. At the top, there is a navigation bar with 'SAP Ariba Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. Below this is a main navigation menu with 'Home', 'Opportunities', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'. The main content area shows a dashboard with 'Overview' and 'Getting started' tabs, and several key metrics: 0 New orders, 1 Changed orders, 1 Orders to invoice, 0 Rejected invoices, and 3 Orders. Below this is a 'My widgets' section with 'Purchase orders' (¥12.3K JPY), 'Invoice aging' (¥98.2K JPY), and 'Company profile' (15% Completed). On the right side, a 'Help Topics' menu is open, listing various topics. The 'Support' button is highlighted with a red box, and a callout bubble with the text '② Click' points to it.

4. About the Support System

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

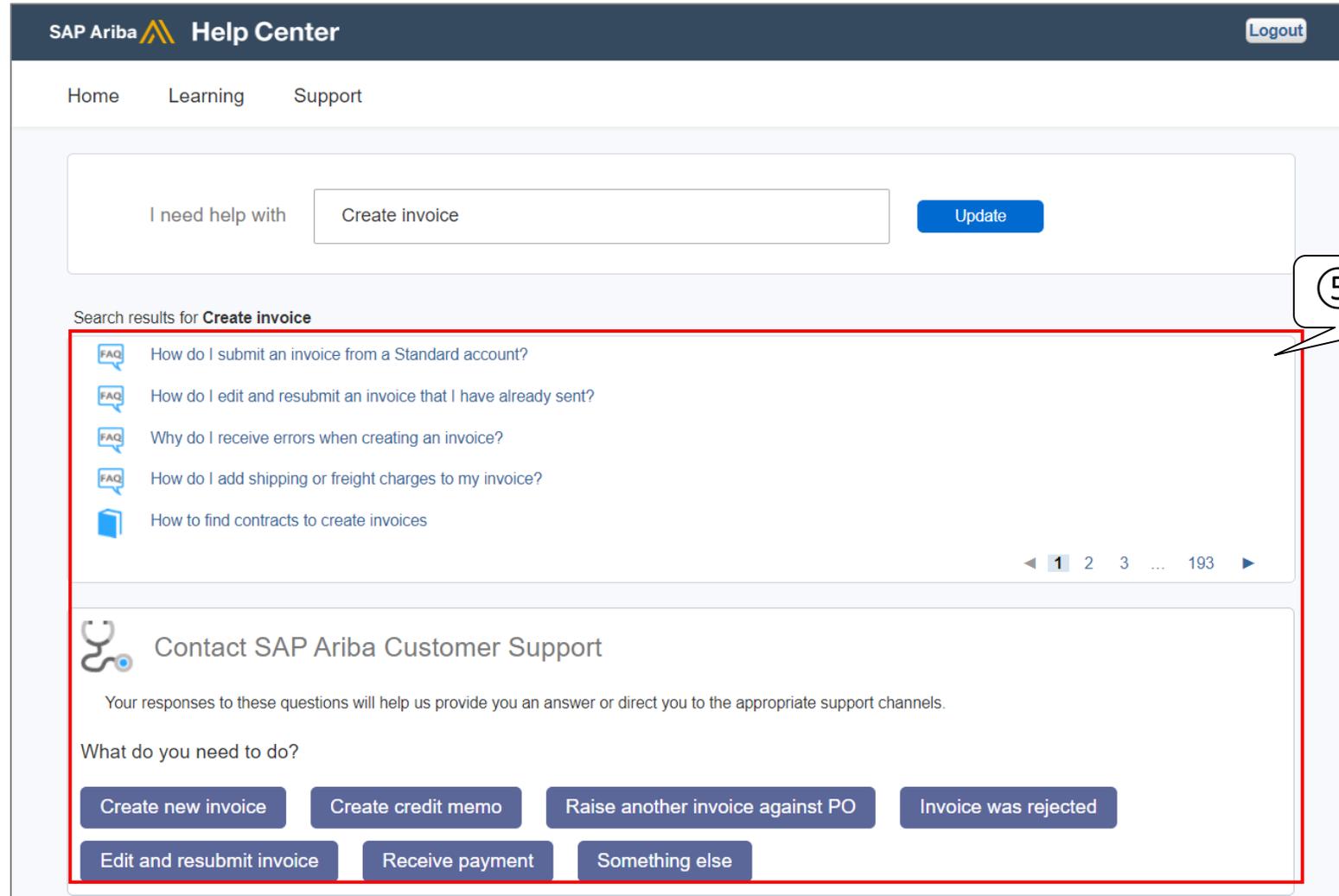
- ③ Enter keywords in "I need help with".
- ④ Click "Start". *If you do not do ④, the following query menu will not be displayed.



4. About the Support System

4-5. Procedure for Contact Customer Support (4/7)

- ⑤ Find the appropriate FAQ and the need to do buttons and check the contents.



The screenshot shows the SAP Ariba Help Center interface. At the top, there is a navigation bar with 'Home', 'Learning', and 'Support' links, and a 'Logout' button. Below the navigation bar is a search bar with the text 'I need help with' and a dropdown menu showing 'Create invoice'. To the right of the dropdown is an 'Update' button. Below the search bar, the search results for 'Create invoice' are displayed. The results include five FAQ items: 'How do I submit an invoice from a Standard account?', 'How do I edit and resubmit an invoice that I have already sent?', 'Why do I receive errors when creating an invoice?', 'How do I add shipping or freight charges to my invoice?', and 'How to find contracts to create invoices'. Below the search results is a section titled 'Contact SAP Ariba Customer Support' with a sub-header 'What do you need to do?'. This section contains several buttons: 'Create new invoice', 'Create credit memo', 'Raise another invoice against PO', 'Invoice was rejected', 'Edit and resubmit invoice', 'Receive payment', and 'Something else'. A red box highlights the search results and the 'Contact SAP Ariba Customer Support' section. A speech bubble with the text '⑤ Check' points to the search results.

4. About the Support System

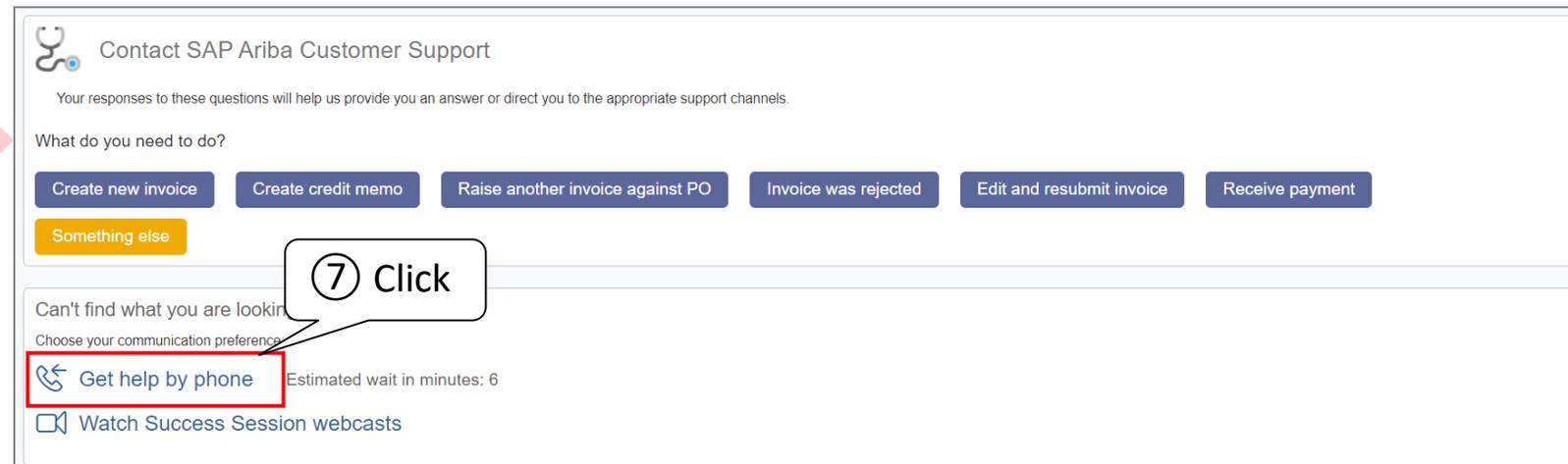
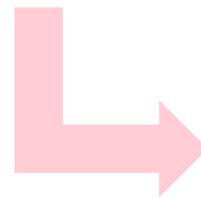
4-5. Procedure for Contact Customer Support (5/7)

【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".



4. About the Support System

4-5. Procedure for Contact Customer Support (6/7)

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

SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Details: *

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Requested Language: English Select a different language from the Home tab.

Phone: * Extension:

Confirm Phone Number: *

* My phone number is correct.

Do not record this phone call.

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

* I agree

* Required Fields

4. About the Support System

4-5. Procedure for Contact Customer Support (7/7)

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.

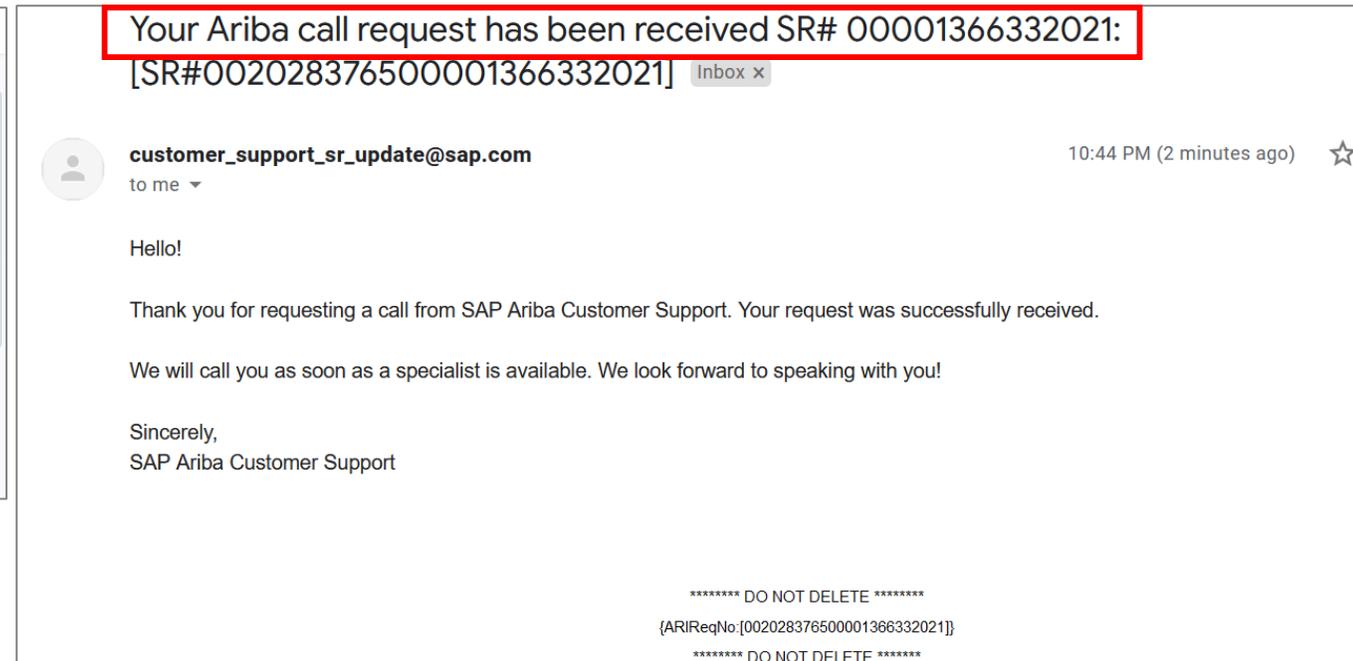
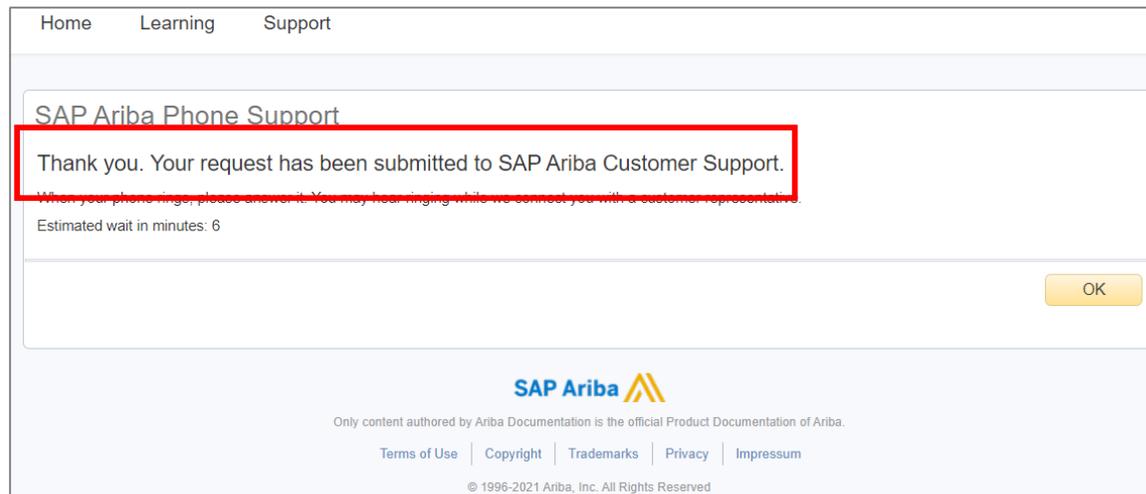


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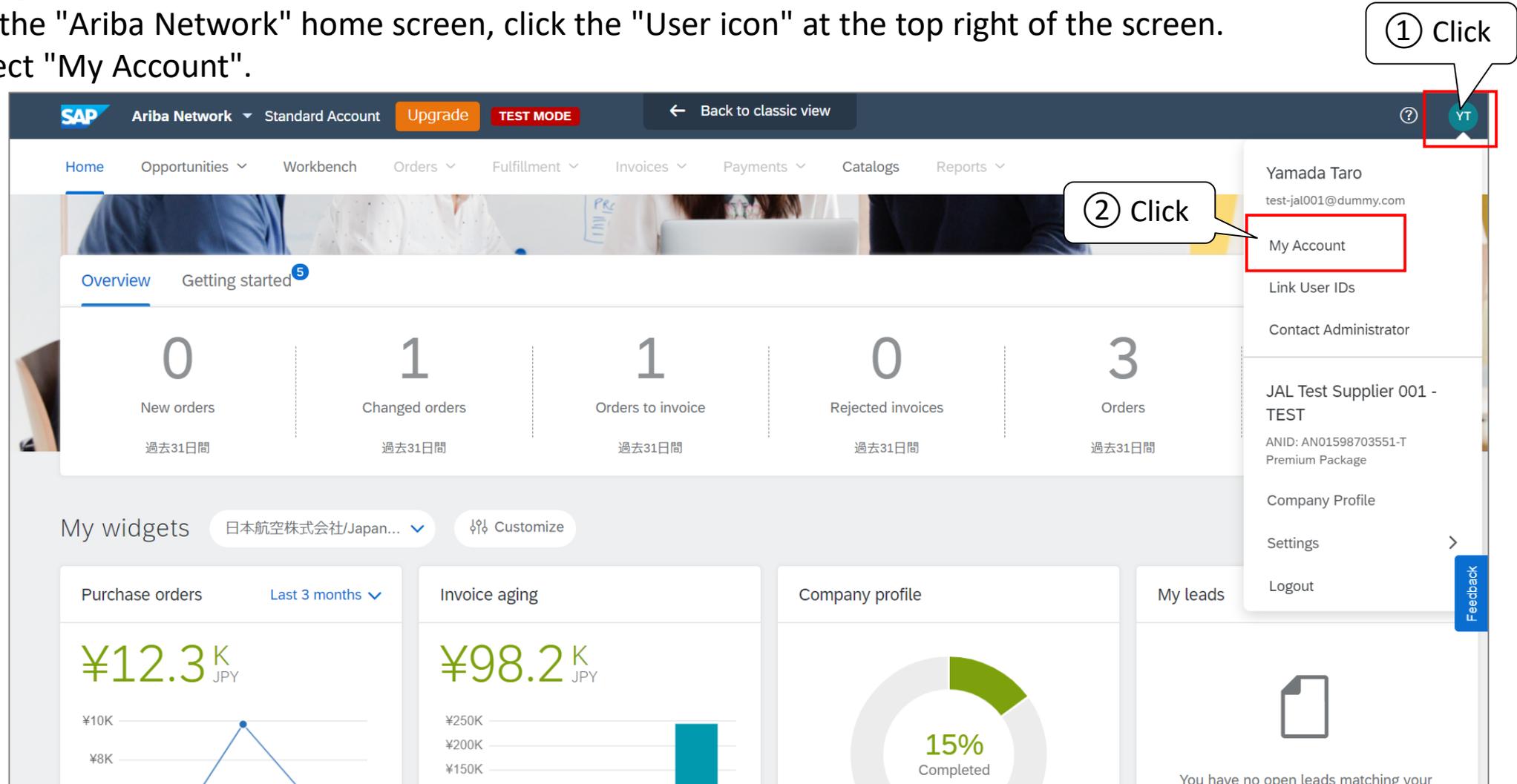
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5. Appendix

5-1. How to Change Account Admin

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

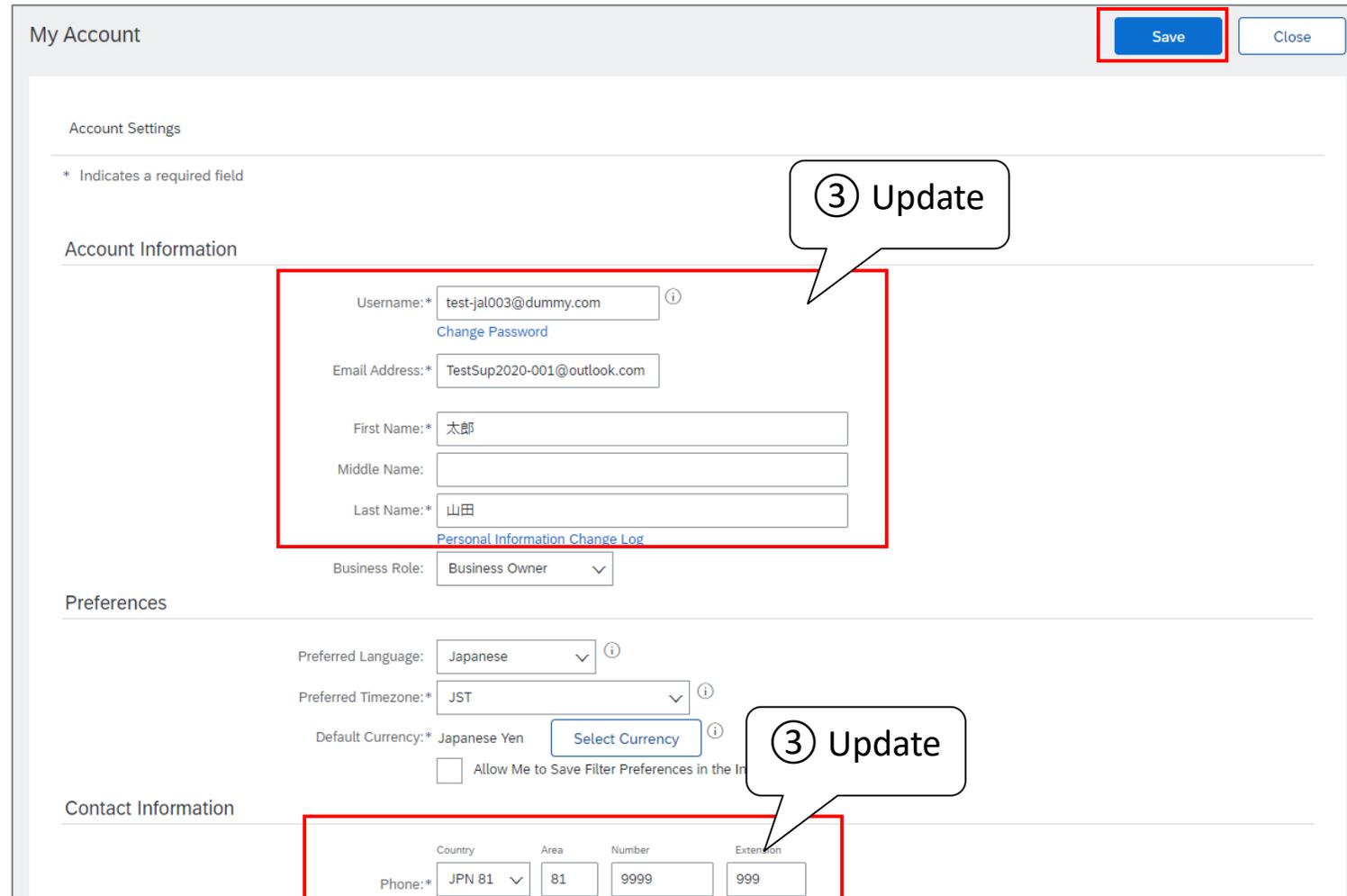
- ① On the "Ariba Network" home screen, click the "User icon" at the top right of the screen.
- ② Select "My Account".



5. Appendix

5-1. How to Change Account Admin

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



The screenshot shows the 'My Account' settings page. At the top right, there are 'Save' and 'Close' buttons. The page is divided into sections: 'Account Settings', 'Account Information', 'Preferences', and 'Contact Information'. A red box highlights the 'Account Information' section, which includes fields for Username, Email Address, First Name, Middle Name, and Last Name. A callout bubble with '③ Update' points to this section. Another red box highlights the 'Contact Information' section, which includes a phone number field with sub-fields for Country, Area, Number, and Extension. A second callout bubble with '③ Update' points to this section. The 'Save' button at the top right is also highlighted with a red box.

My Account Save Close

Account Settings

* Indicates a required field

Account Information

Username:* test-jal003@dummy.com ⓘ
[Change Password](#)

Email Address:* TestSup2020-001@outlook.com

First Name:* 太郎

Middle Name:

Last Name:* 山田
[Personal Information Change Log](#)

Business Role: Business Owner ▼

Preferences

Preferred Language: Japanese ⓘ

Preferred Timezone:* JST ⓘ

Default Currency:* Japanese Yen Select Currency ⓘ

Allow Me to Save Filter Preferences in the In

Contact Information

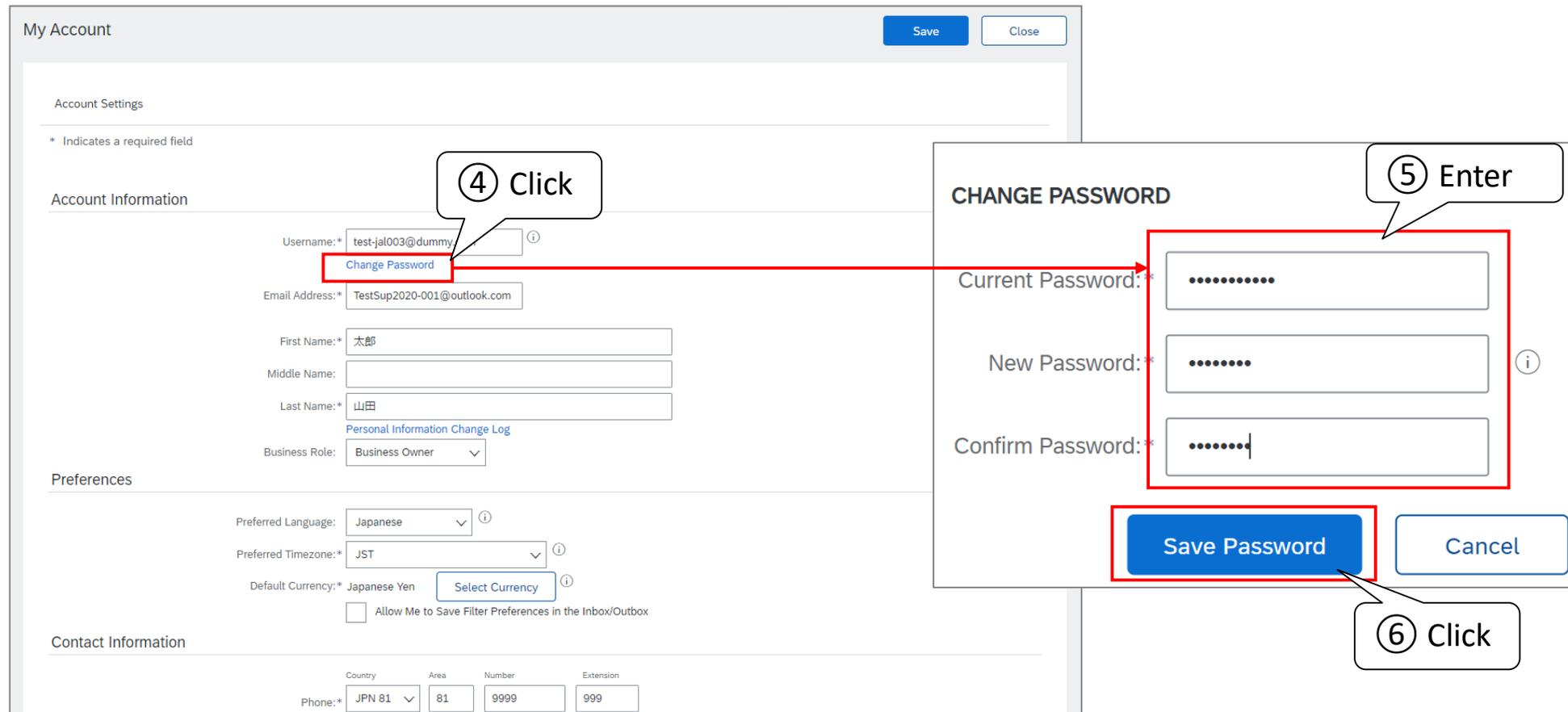
Country Area Number Extension

Phone:* JPN 81 ▼ 81 9999 999

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".



The screenshot shows the 'My Account' settings page with a 'CHANGE PASSWORD' modal window. The modal contains the following elements:

- CHANGE PASSWORD** (Section Header)
- Current Password:** * [password field] (Callout: ⑤ Enter)
- New Password:** * [password field] (Callout: ⑤ Enter)
- Confirm Password:** * [password field] (Callout: ⑤ Enter)
- Save Password** (Callout: ⑥ Click)
- Cancel** (Callout: ⑥ Click)

The background page shows the 'Account Information' section with the following details:

- Username:** * test-jal003@dummy (Callout: ④ Click)
- Change Password** (Link)
- Email Address:** * TestSup2020-001@outlook.com
- First Name:** * 太郎
- Middle Name:**
- Last Name:** * 山田
- Business Role:** Business Owner

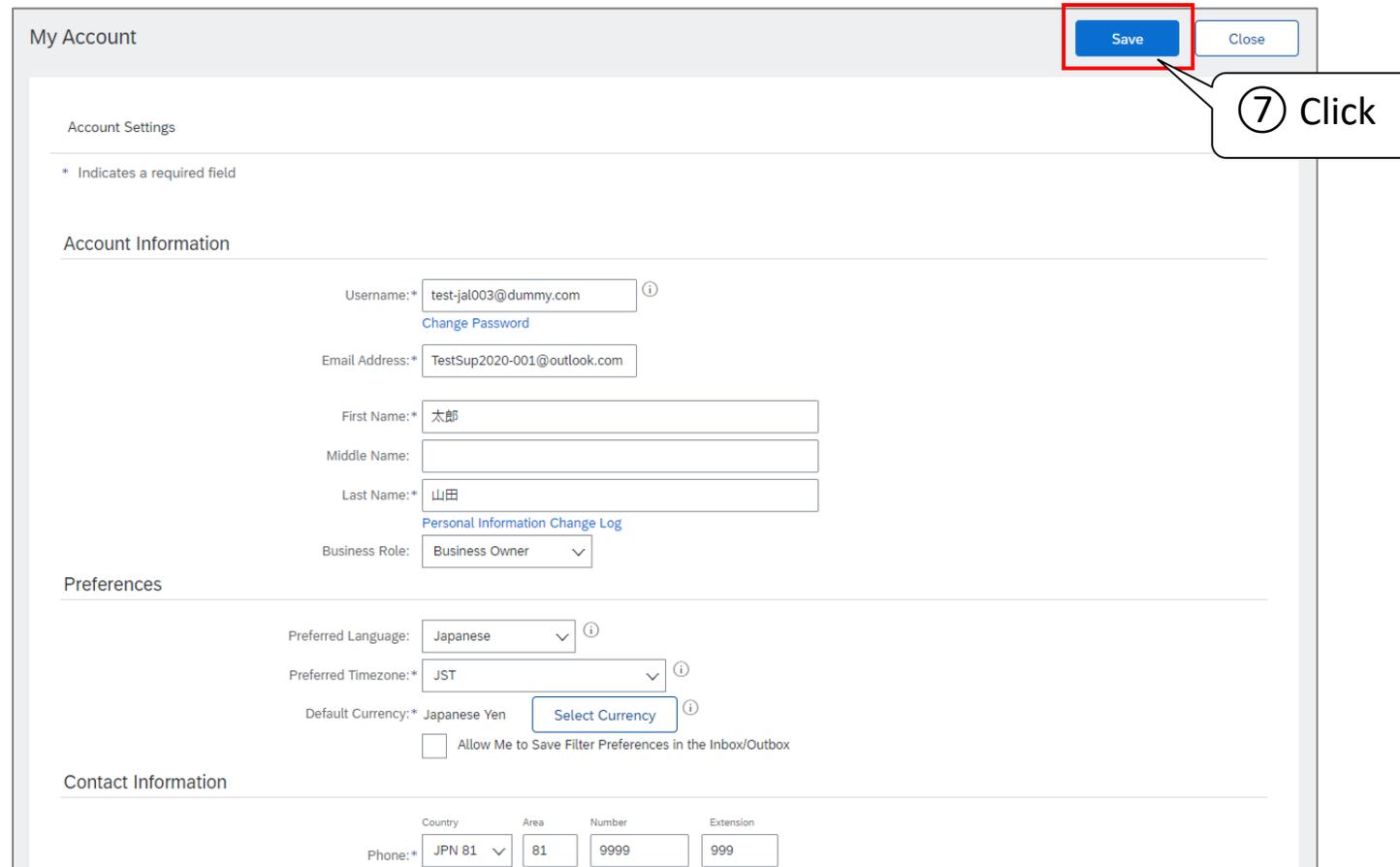
5. Appendix

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.



My Account Save Close

Account Settings

* Indicates a required field

Account Information

Username:* test-jal003@dummy.com ⓘ
[Change Password](#)

Email Address:* TestSup2020-001@outlook.com

First Name:* 太郎

Middle Name:

Last Name:* 山田
[Personal Information Change Log](#)

Business Role: Business Owner ▾

Preferences

Preferred Language: Japanese ▾ ⓘ

Preferred Timezone:* JST ▾ ⓘ

Default Currency:* Japanese Yen Select Currency ⓘ

Allow Me to Save Filter Preferences in the Inbox/Outbox

Contact Information

Country Area Number Extension
Phone:* JPN 81 ▾ 81 9999 999

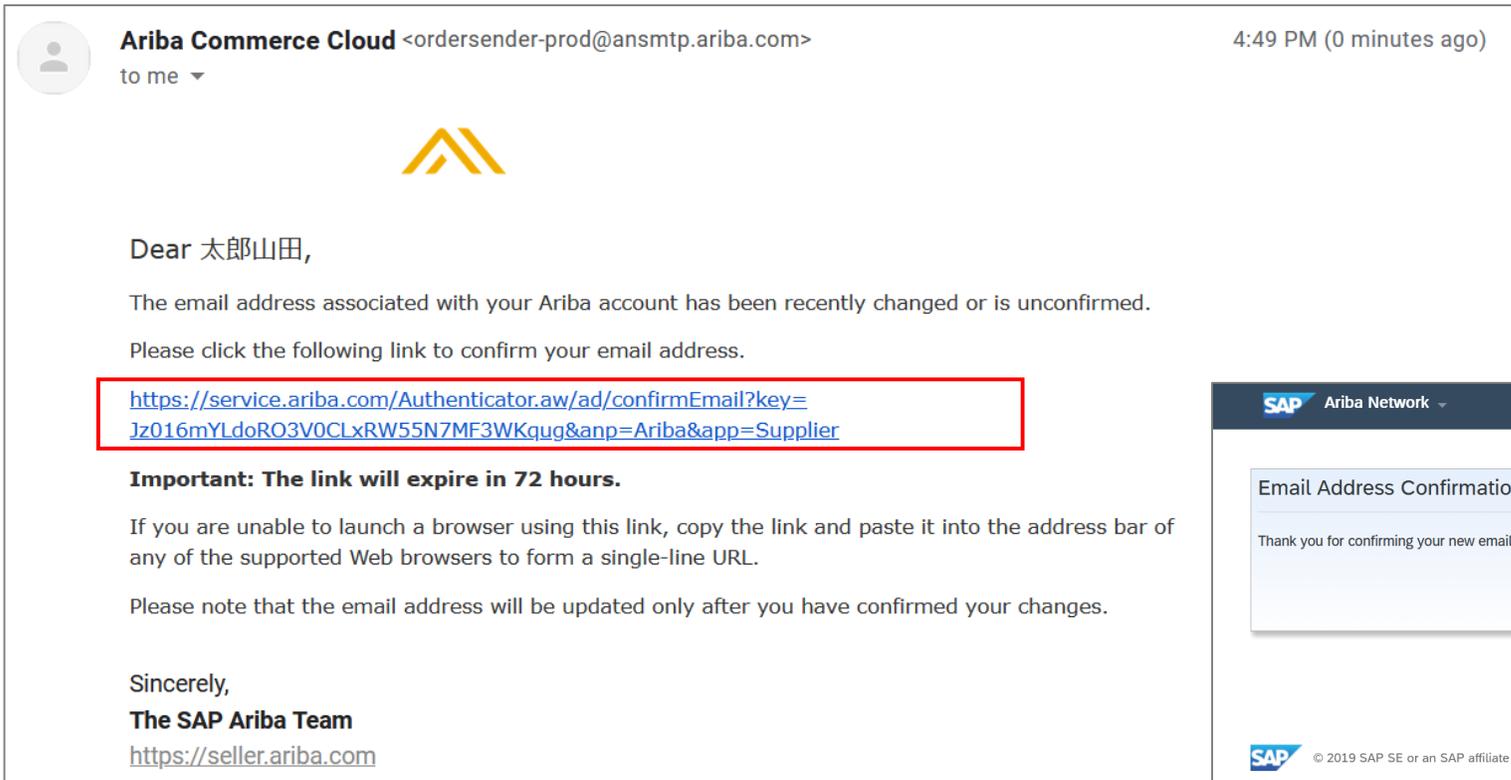
5. Appendix

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@ansmtp.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.

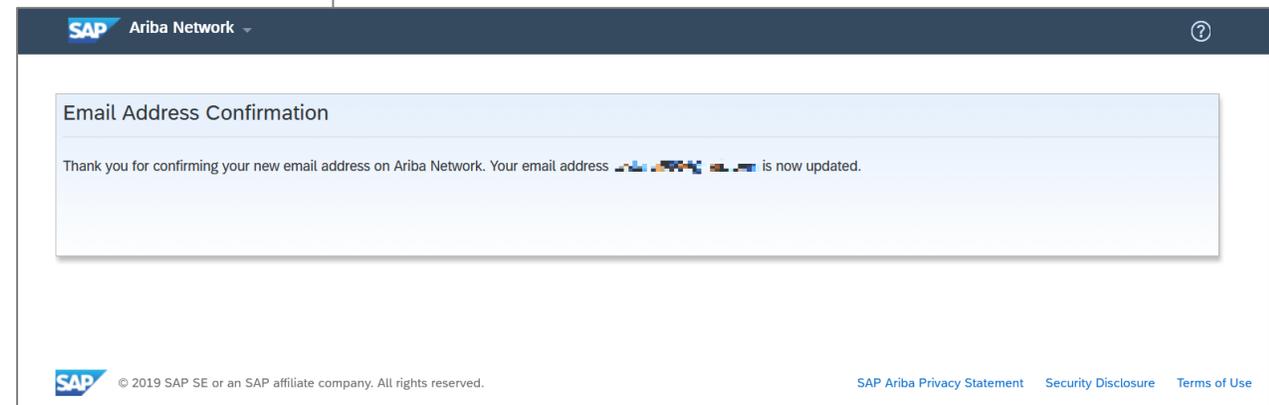
<https://service.ariba.com/Authenticator.aw/ad/confirmEmail?key=Jz016mYLdoRO3V0CLxRW55N7MF3WKqug&anp=Ariba&app=Supplier>

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>



SAP Ariba Network

Email Address Confirmation

Thank you for confirming your new email address on Ariba Network. Your email address [redacted] is now updated.

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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".

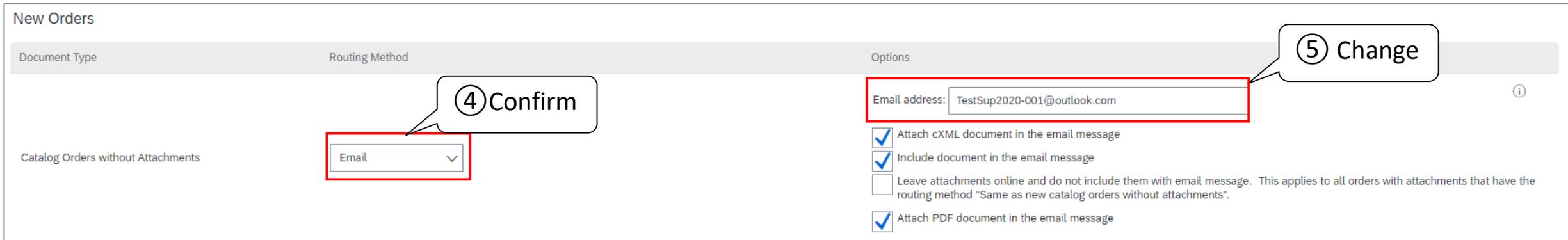
The screenshot displays the SAP Ariba Network user interface. At the top right, a user icon labeled 'YT' is highlighted with a red box and a callout bubble containing '① Click'. Below the user icon, a dropdown menu is open, listing various account settings. The 'Settings' option is highlighted with a red box and a callout bubble containing '② Click'. Within the 'Settings' dropdown, the 'Electronic Order Routing' option is highlighted with a red box and a callout bubble containing '③ Click'. The main dashboard area shows a navigation bar with 'Home', 'Opportunities', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'. Below the navigation bar, there are several widgets: 'Overview' with 'Getting started' (5), a summary card with four metrics (0 New orders, 1 Changed orders, 1 Orders to invoice, 0 Rejected invoices), 'My widgets' for '日本航空株式会社/Japan...', and three data visualization widgets: 'Purchase orders' (¥12.3K JPY), 'Invoice aging' (¥98.2K JPY), and 'Company profile' (15% Completed). A 'Feedback' button is visible at the bottom right of the user menu.

(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.



Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: TestSup2020-001@outlook.com <input checked="" type="checkbox"/> Attach cXML document in the email message <input checked="" type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments". <input checked="" type="checkbox"/> Attach PDF document in the email message

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.

The screenshot displays the 'Notifications' configuration page in SAP Ariba Network. The page is divided into two main sections: notification settings and email addresses.

Type	Send notifications when...	To email addresses (one required)
Order	<input type="checkbox"/> Send a notification when orders are undeliverable. <input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received. <input type="checkbox"/> Send notification for new purchase orders to suppliers. <input type="checkbox"/> Send notification to suppliers when purchase orders are changed.	* TestSup2020-001@outlook.com
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are received. <input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	* TestSup2020-001@outlook.com
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	* TestSup2020-001@outlook.com
Collaboration Request	<input checked="" type="checkbox"/> Send a notification when collaboration requests are received.	* TestSup2020-001@outlook.com

Annotations on the screenshot:

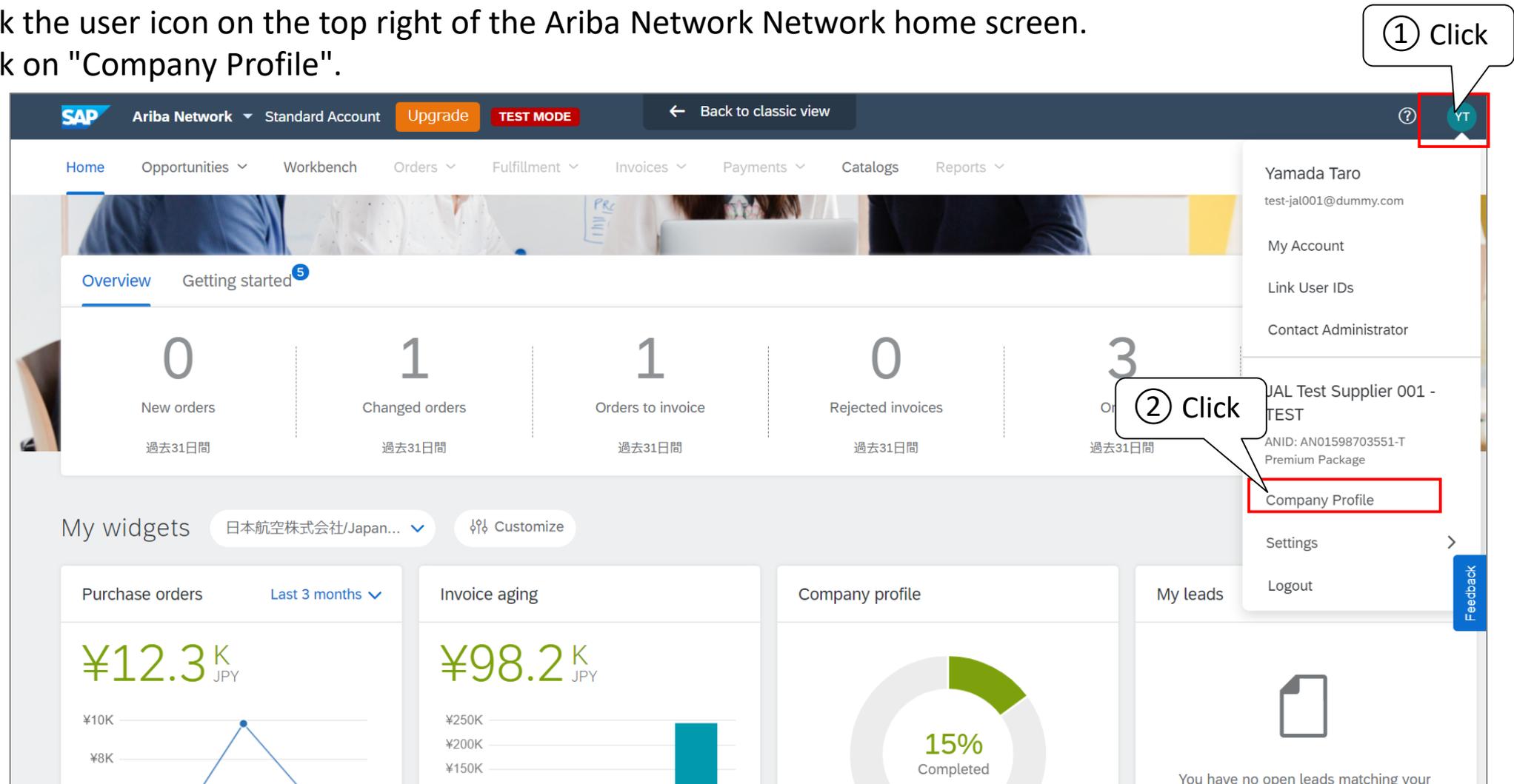
- ⑥ Input:** A red box highlights the email address input field in the 'To email addresses' column, with a callout bubble containing '⑥ Input'.
- ⑦ Click:** A red box highlights the 'Save' button at the bottom right of the page, with a callout bubble containing '⑦ Click'.
- ⑧ Confirm:** A red box highlights a green success message at the bottom: '✓ Your profile has been successfully updated.', with a callout bubble containing '⑧ Confirm'.

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".



The screenshot shows the Ariba Network home screen. At the top right, a user icon with the initials 'YT' is highlighted with a red box and a callout bubble labeled '① Click'. Below the navigation bar, a dropdown menu is open, showing the user's name 'Yamada Taro' and email 'test-jal001@dumy.com'. The 'Company Profile' option is highlighted with a red box and a callout bubble labeled '② Click'. The main dashboard displays various metrics: 0 New orders, 1 Changed orders, 1 Orders to invoice, 0 Rejected invoices, and 3 Open orders, all for the past 31 days. Below this, there are widgets for 'Purchase orders' (¥12.3K JPY), 'Invoice aging' (¥98.2K JPY), 'Company profile' (15% Completed), and 'My leads' (You have no open leads matching your).

5. Appendix

5-2 How to Change the Company Name

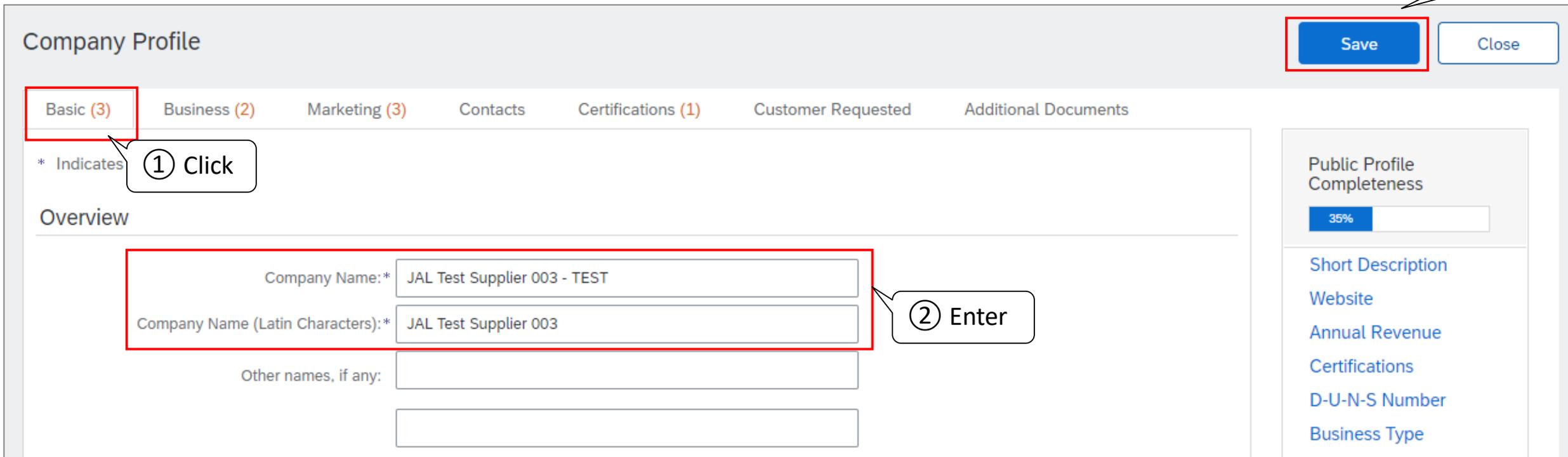
(2) Enter the required information on the basic tab.

① Click on the "Basic" tab.

② Enter values in "Company name" and "Company name (alphanumeric character)."

③ Click "Save".

③ Click



Company Profile

Basic (3) Business (2) Marketing (3) Contacts Certifications (1) Customer Requested Additional Documents

* Indicates ① Click

Overview

Company Name:* JAL Test Supplier 003 - TEST

Company Name (Latin Characters):* JAL Test Supplier 003 ② Enter

Other names, if any:

Save Close ③ Click

Public Profile Completeness 35%

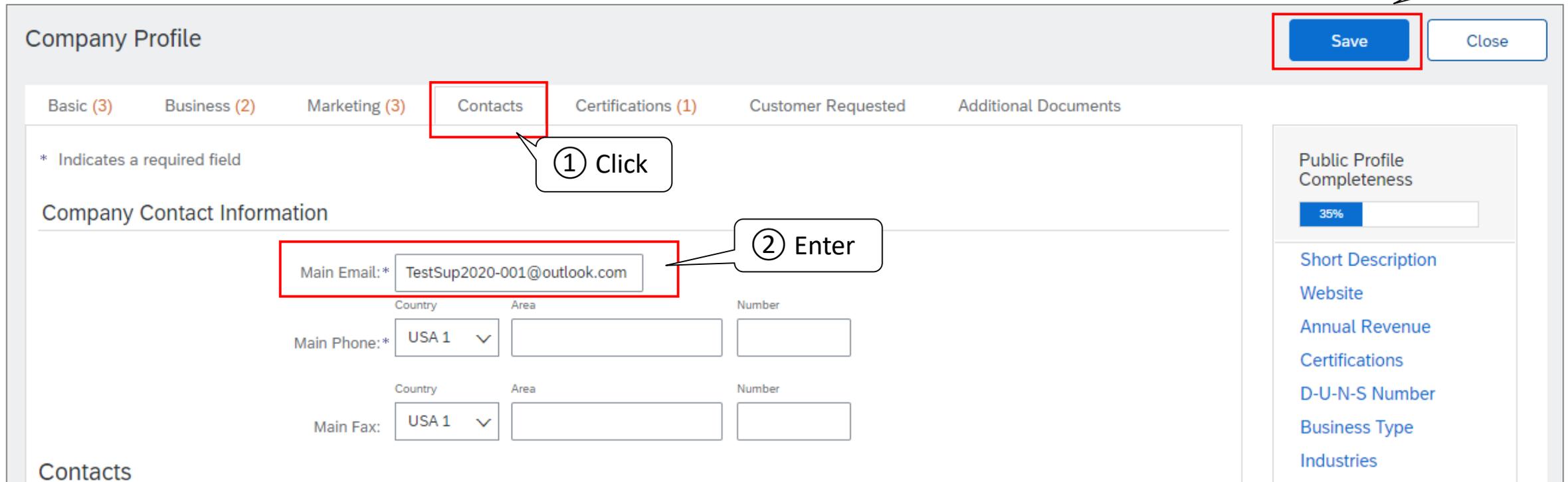
Short Description Website Annual Revenue Certifications D-U-N-S Number Business Type

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.



Company Profile

Basic (3) Business (2) Marketing (3) **Contacts** Certifications (1) Customer Requested Additional Documents

* Indicates a required field

Company Contact Information

Main Email:*

Country Area Number

Main Phone:* USA 1

Country Area Number

Main Fax: USA 1

Public Profile Completeness 35%

Short Description Website Annual Revenue Certifications D-U-N-S Number Business Type Industries

Save Close

① Click

② Enter

③ Click

If the predecessors email address is still usable.

1. <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

*There are three ways to do this.

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.

*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.

Modification Log

File Name	JAL_Ariba_SA_1_Basic Operations and Pre-Configuration_v0.1.pptx
File Location	-

Change History

Ver.	Date Modified	Responsible	Where to change	What to change	Review date	Review by
0.1	2021/4/10	IBM Iwasaki	-	Draft Creation		
0.1	2021/4/19	IBM Arai	-	Create English Version	2021/4/27	IBM Shibasaki

Approval History

Ver.	Approval date	approved by	Approval Comment