

Supplier account overview

Supplier training

P2 What's in my account? What can I manage?

- 4** Access to my account
- 5** Access to environments
- 6** Proposals & Questionnaires
- 7** Business Network
- 9** My account
- 11** Notifications
- 13** Manage users
- 15** Create functions
- 16** Create users
- 20** Help center (requests)

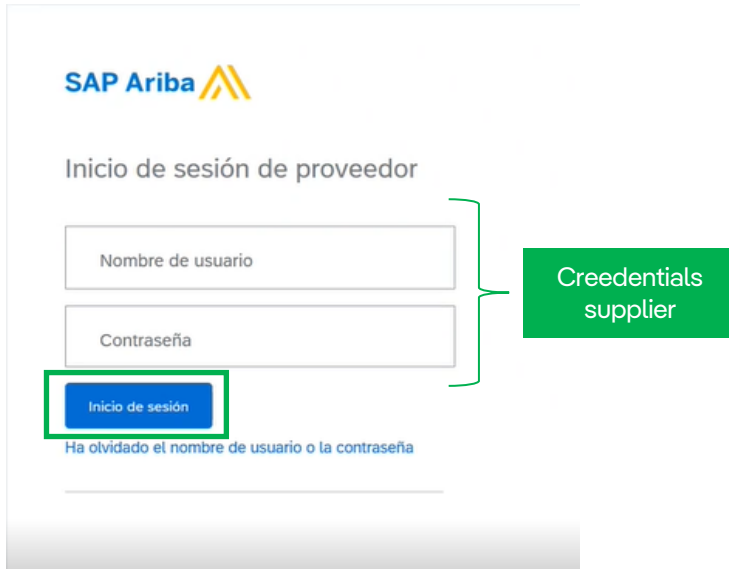
Glossary of terms

- **Ariba Network**: It is the SAP Ariba platform that allows us to establish commercial relationships with the Iberdrola group.
- **ANID (Ariba Network ID)**: It is the unique identification code that represents our company in the global Ariba Network.
- **IBuy**: It is the Iberdrola group's environment within Ariba Network. Through the sections 'Business Network' and 'Proposals and questionnaires' we will be able to manage the offer requests received from the Iberdrola group.
- **Administrador**: The person responsible for managing the supplier account on the Ariba Network.
- **SR (Service Request)**: Issue number registered in Ariba Network.

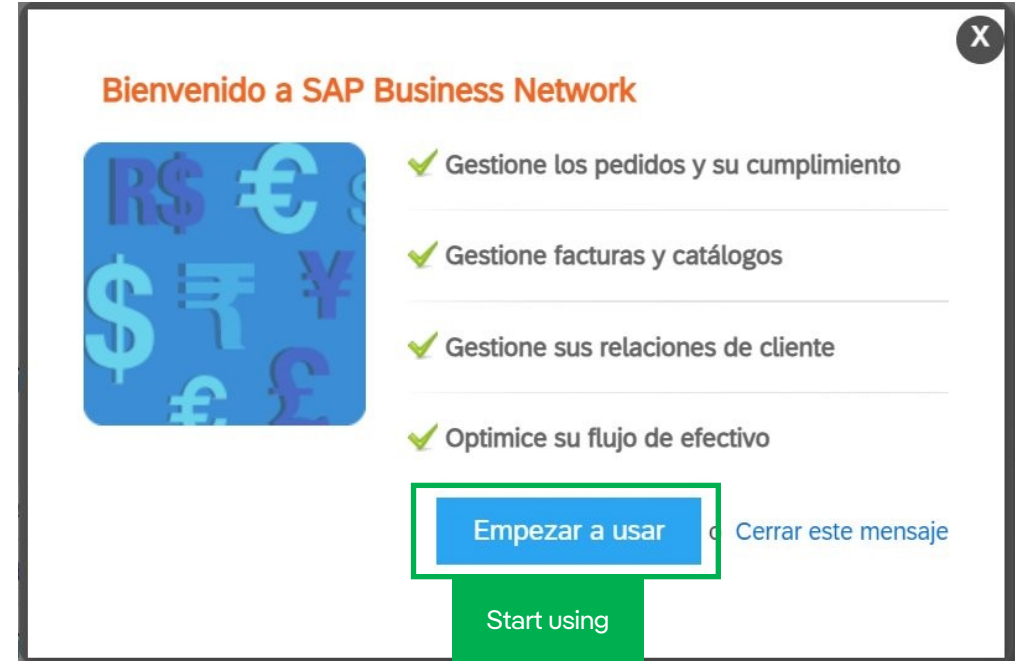
Supplier account overview

Access to my Ariba Network account

From any browser we access the Ariba home page. From the 'Login' button, select 'Supplier', enter your credentials and click on the 'Login' button. A pop up will appear and we must click on 'Start using', if we don't know, we will search by company name and click on search. Select to search for your company



The screenshot shows the SAP Ariba login interface. At the top left is the SAP Ariba logo. Below it, the text "Inicio de sesión de proveedor" is displayed. There are two input fields: "Nombre de usuario" and "Contraseña". A green bracket on the right side of these fields is labeled "Credentials supplier". Below the input fields is a blue button labeled "Inicio de sesión", which is highlighted with a green box. Underneath the button, there is a link that says "Ha olvidado el nombre de usuario o la contraseña".

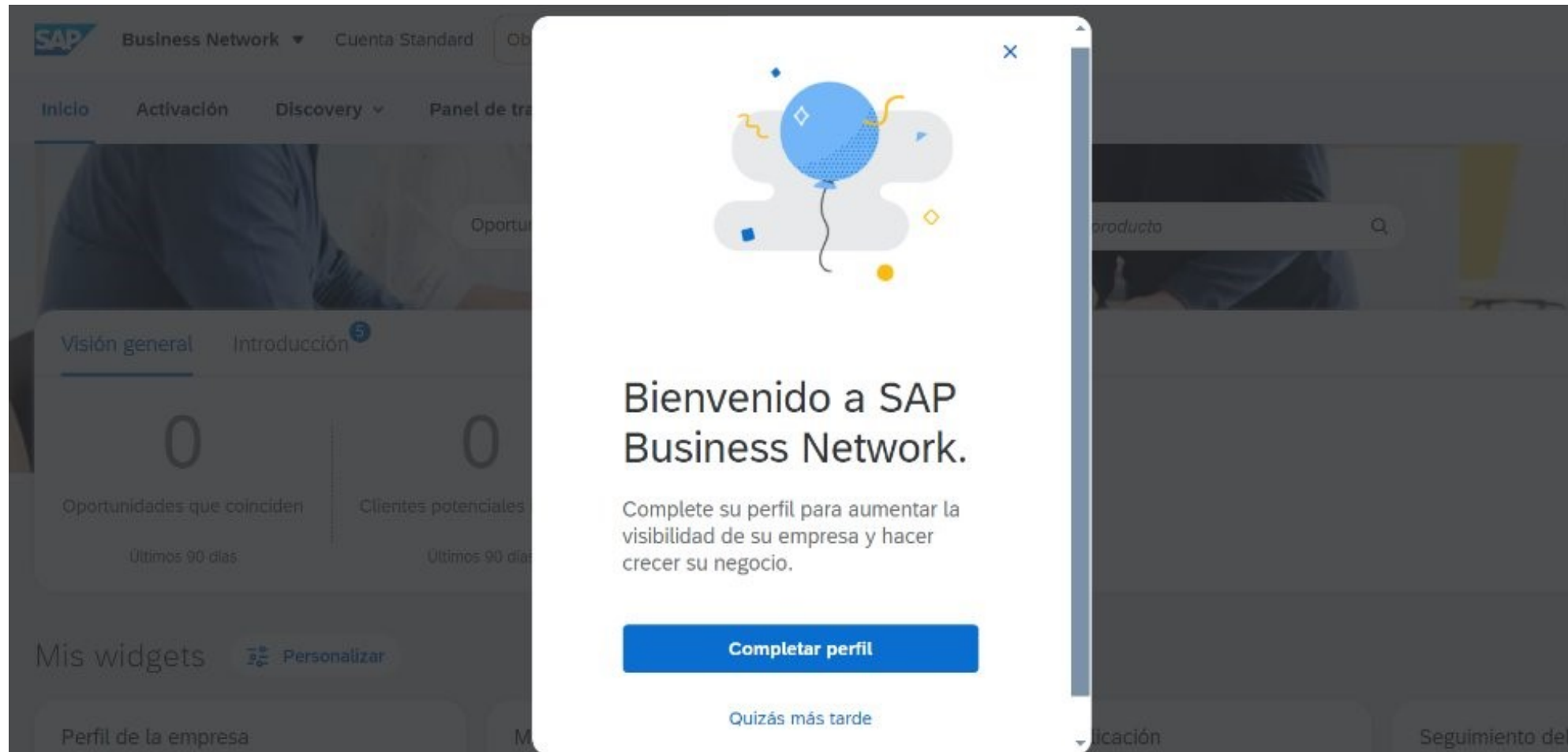


The screenshot shows a welcome pop-up window titled "Bienvenido a SAP Business Network". On the left, there is a blue square containing various currency symbols (R\$, €, \$, ₹, ¥, £). To the right of the square, there is a list of four features, each preceded by a green checkmark: "Gestione los pedidos y su cumplimiento", "Gestione facturas y catálogos", "Gestione sus relaciones de cliente", and "Optimice su flujo de efectivo". At the bottom of the pop-up, there is a blue button labeled "Empezar a usar" and a link labeled "Cerrar este mensaje". A green box highlights the "Empezar a usar" button, and a green label "Start using" is placed below it.

Supplier account overview

Access to my Ariba Network account

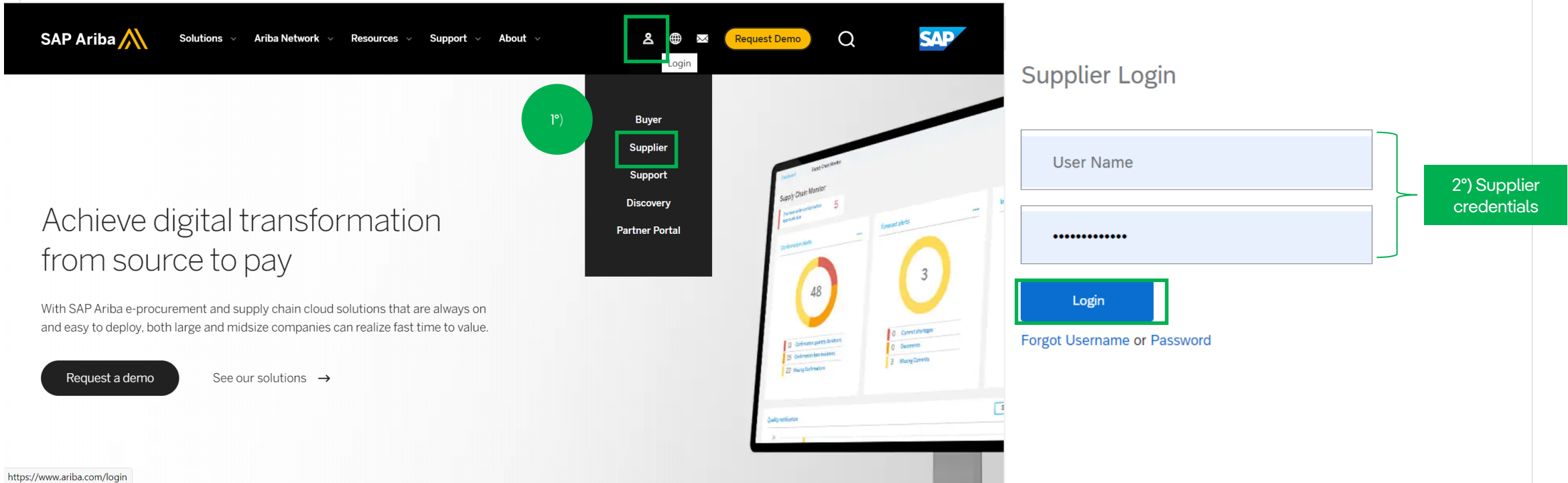
On the home page you will get another pop up where you can click on maybe later to complete the profile as it is not necessary to complete it.



Supplier account overview

Access to my Ariba Network account

From any browser we access the Ariba home page. From the "Login" button we select "Supplier", enter our credentials and click on the "Login" button.



The image shows a screenshot of the SAP Ariba website. The top navigation bar includes the SAP Ariba logo, menu items (Solutions, Ariba Network, Resources, Support, About), a 'Request Demo' button, and a 'Login' button. A green circle labeled '1°)' points to the 'Login' button. A dropdown menu is open, showing options: Buyer, Supplier (highlighted with a green box), Support, Discovery, and Partner Portal. To the right, a 'Supplier Login' form is shown with fields for 'User Name' and a password field (represented by dots). A green bracket labeled '2°) Supplier credentials' encompasses both fields. Below the password field is a blue 'Login' button, also highlighted with a green box. A link for 'Forgot Username or Password' is located below the 'Login' button. In the background, a laptop screen displays a 'Supply Chain Monitor' dashboard with various charts and data points.

Achieve digital transformation
from source to pay

With SAP Ariba e-procurement and supply chain cloud solutions that are always on and easy to deploy, both large and midsize companies can realize fast time to value.

Request a demo

See our solutions →

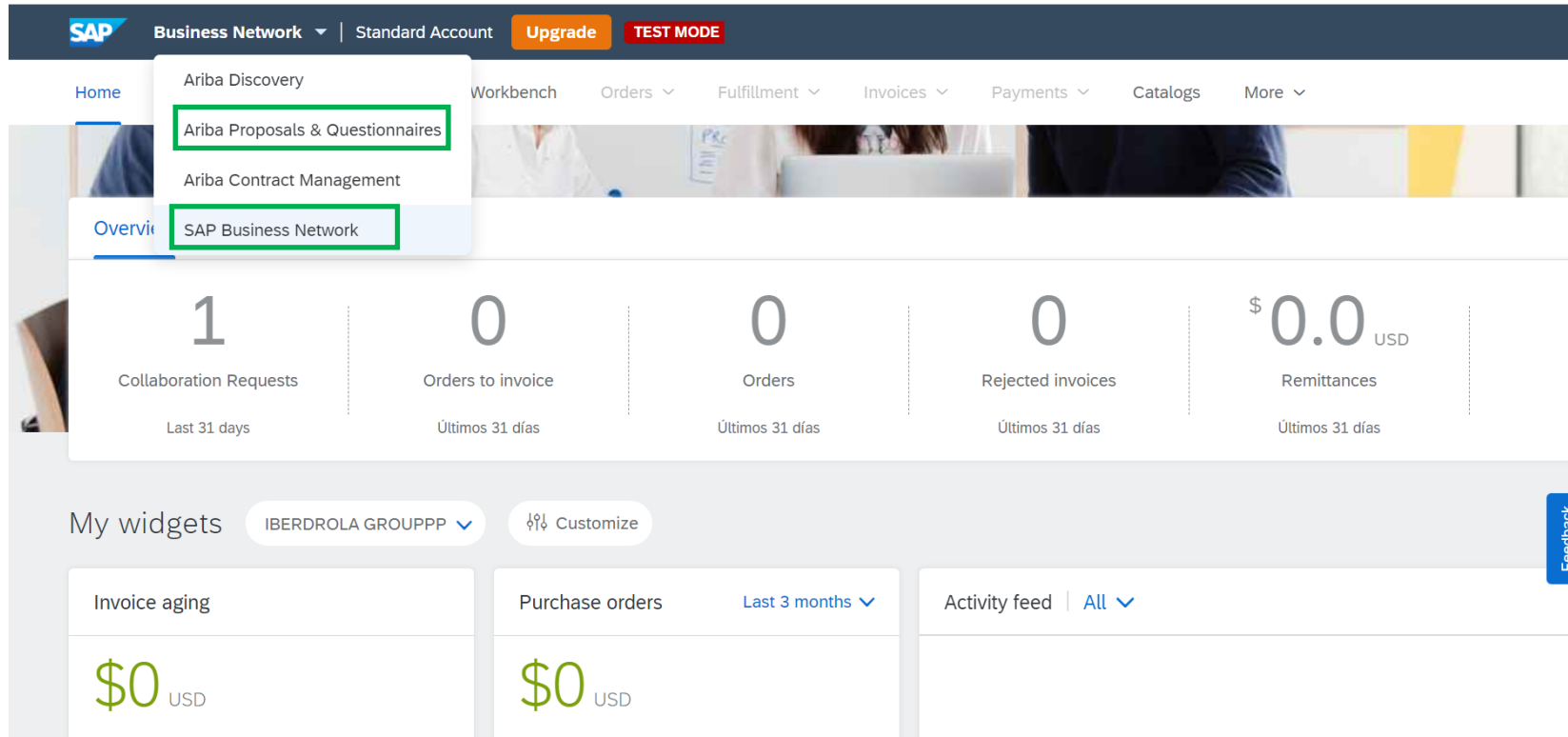
<https://www.ariba.com/login>

Supplier account overview

Access to environments

We will have access to 2 environments within the Ariba Network:

- Proposals and Questionnaires: Allows to manage the offer requests received by the Iberdrola group for higher amounts (events, tenders).
- Business Network: Allows to manage the offer requests received by the Iberdrola group for smaller amounts (collaboration requests).



The screenshot displays the SAP Business Network interface. At the top, the header includes the SAP logo, 'Business Network', 'Standard Account', an 'Upgrade' button, and 'TEST MODE'. A navigation menu below the header lists 'Home', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'More'. A dropdown menu is open under 'Home', showing 'Ariba Discovery', 'Ariba Proposals & Questionnaires' (highlighted with a green box), 'Ariba Contract Management', and 'SAP Business Network' (also highlighted with a green box). Below the navigation, a dashboard shows five key metrics for the last 31 days: Collaboration Requests (1), Orders to invoice (0), Orders (0), Rejected invoices (0), and Remittances (\$0.0 USD). The bottom section, 'My widgets', includes 'IBERDROLA GROUPPP', a 'Customize' button, and three widget cards: 'Invoice aging' showing \$0 USD, 'Purchase orders' showing \$0 USD, and 'Activity feed' set to 'All'.


Proposals and Questionnaires

The 'Proposals and Questionnaires' tab is used to manage the events and registration questionnaires in IBuy. The events section includes the offer requests received by the Iberdrola group for higher amounts.

IBERDROLA GROUP

There are no matched postings.

Welcome to the Iberdrola Group IBuy site. IBuy is the cloud collaborative tool of Iberdrola Group for sourcing processes that at all times guarantees the security and confidentiality of the transactions. SAP Ariba administers this site in an effort to ensure market integrity



Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Finalizado (1)				
Ronda 1	Doc891602979	2/10/2022 12:51 PM	RFP	Yes
▼ Status: Selección pendiente (8)				
Ronda 1	Doc911448393	2/24/2022 4:27 PM	RFP	No
Formación proveedores	Doc880154748	2/7/2022 12:30 PM	RFP	Yes
Ronda 1	Doc869254030	1/23/2022 11:36 AM	RFP	No
Ronda 1	Doc868957057	1/23/2022 9:54 AM	RFP	No
Ronda 1	Doc844702150	1/18/2022 11:02 AM	RFP	Yes
Formación Petición de oferta de importe relevante	Doc850639873	1/12/2022 4:07 PM	RFP	Yes
Training Sourcing Events	Doc844875356	12/30/2021 1:15 PM	RFP	Yes
Prueba Formación Proveedores Iberdrola	Doc844807447	12/30/2021 12:30 PM	RFP	Yes

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Abierto (1)			
Supplier registration questionnaire	Doc815824228	12/19/6104 4:20 PM	Registered

Events received by Iberdrola and all its information

Questionnaire sent to us by Iberdrola to establish a relationship with them.

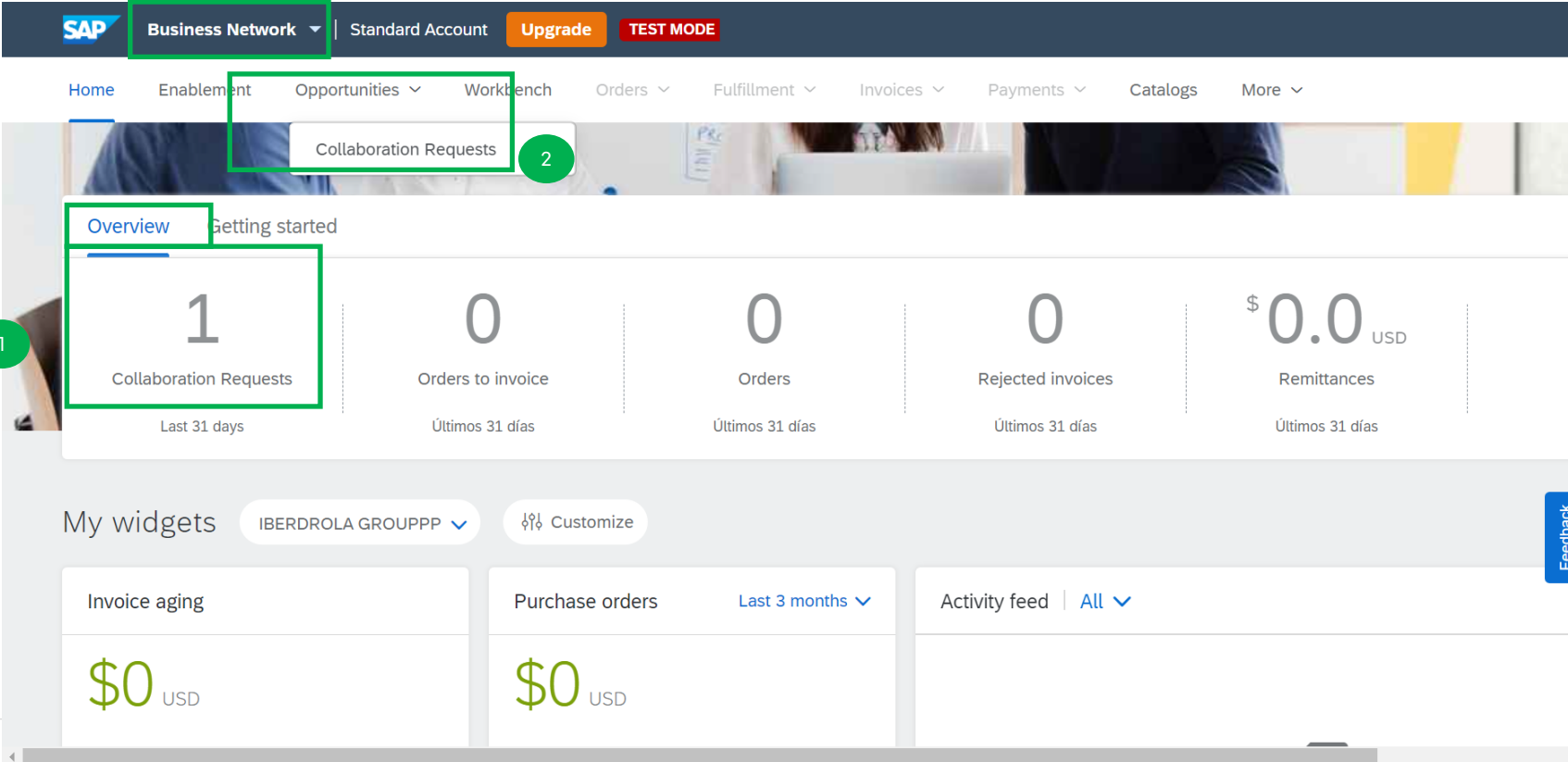
Supplier account overview

Business Network

The 'Business Network' tab is used to manage the offer request for smaller amounts. There are 2 ways to access them although both will take us to the same screen:

1- From the section 'Overview' - 'Collaboration requests'.

2- From 'Opportunities' - 'Collaboration Requests'.



The screenshot displays the SAP Business Network interface. At the top, the 'Business Network' tab is highlighted with a green box and a '1' in a green circle. Below it, the 'Opportunities' menu is open, and the 'Collaboration Requests' option is highlighted with a green box and a '2' in a green circle. The main dashboard shows a 'Collaboration Requests' widget with a value of '1' and a '1' in a green circle next to it. Other widgets show 'Orders to invoice', 'Orders', 'Rejected invoices', and 'Remittances', all with values of '0'. The 'My widgets' section includes 'Invoice aging' (showing '\$0 USD'), 'Purchase orders' (showing '\$0 USD'), and 'Activity feed'. A 'Feedback' button is visible on the right side.

Supplier account overview



Business Network

By clicking on any of the two links above, we can see the collaboration requests we have received from the Iberdrola group with their corresponding information: request number, title, customer, date, amount (if the proposal has been sent) and their current status.

To answer the request, click on the number of the request and we will access it.

The screenshot shows the SAP Business Network interface. At the top, there is a navigation bar with 'SAP Business Network', 'Standard Account', 'Upgrade', 'TEST MODE', and a 'Back to classic view' link. Below this is a menu with 'Home', 'Enablement', 'Opportunities', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'More'. A 'Create' button is also visible. The main content area is titled 'Collaboration Requests' and includes a 'Search Filters' section. Below that is a table of Collaboration Requests with columns: Request #, Title, Customer, Received Date, Purchase Order, Amount, Status, and Assigned To. The table contains 15 rows of data, with the second row (PR8393-R1076) highlighted by a green box.

<input type="checkbox"/>	Request #	Title	Customer	Received Date	Purchase Order	Amount	Status	Assigned To
<input type="checkbox"/>	PR8872-R1009	SN-U344400-	IBERDROLA GROUPPP	24 Feb 2022 2:16:30 PM		10,000.00 EUR	Awaiting Response from Buyer	
<input type="checkbox"/>	PR8393-R1076	SN-U344400-Prueba modificaciones ARIBA	IBERDROLA GROUPPP	21 Feb 2022 2:22:48 PM		98.31 EUR	Request Cancelled by Buyer	
<input type="checkbox"/>	PR8878-R1084	SN-U344400-Confirmar Compra Centralizada/Transaccional y no subir a Sourcing	IBERDROLA GROUPPP	14 Feb 2022 6:01:48 PM		170.00 EUR	Proposal Accepted and Request Closed	
<input type="checkbox"/>	PR8877-R1083	SN-U344400-Confirmar Compra Centralizada/Transaccional y no subir a Sourcing	IBERDROLA GROUPPP	14 Feb 2022 3:47:12 PM		180.00 EUR	Proposal Accepted and Request Closed	
<input type="checkbox"/>	PR8870-R1082	SN-U344400-	IBERDROLA GROUPPP	11 Feb 2022 1:49:46 PM		100.00 EUR	Proposal Accepted and Request Closed	
<input type="checkbox"/>	PR8869-R1081	SN-U344400-	IBERDROLA GROUPPP	11 Feb 2022 1:40:46 PM		16,000.00 EUR	Proposal Accepted and Request Closed	
<input type="checkbox"/>	PR8391-R1066	SN-U344400-Prueba modificaciones ARIBA	IBERDROLA GROUPPP	7 Jan 2022 10:01:48 AM		98.31 EUR	Awaiting Response from Buyer	
<input type="checkbox"/>	PR8390-R1065	SN-U344400-Prueba modificaciones ARIBA	IBERDROLA GROUPPP	28 Dec 2021 10:50:01 AM		196.63 EUR	Awaiting Response from Buyer	
<input type="checkbox"/>	PR8388-R1064	SN-U344400-Prueba modificaciones ARIBA	IBERDROLA GROUPPP	28 Dec 2021 10:27:45 AM		196.63 EUR	Awaiting Response from Buyer	
<input type="checkbox"/>	PR8368-R1063	SN-U344400-Prueba modificaciones ARIBA	IBERDROLA GROUPPP	23 Dec 2021 2:11:56 PM		178.75 EUR	Proposal Accepted by Buyer	
<input type="checkbox"/>	PR8278-R1055	SN-U344400-Prueba modificaciones ARIBA	IBERDROLA GROUPPP	15 Dec 2021 12:59:32 PM		2,681.32 EUR	Proposal Accepted and Request Closed	
<input type="checkbox"/>	PR8280-R1053	SN-U344400-Prueba modificaciones ARIBA	IBERDROLA GROUPPP	15 Dec 2021 10:53:06 AM		759.71 EUR	Proposal Accepted and Request Closed	

Supplier account overview

My account

From this section (icon with our initials) we can see information such as our company name and our ANID or Ariba Network ID.

We also have access to the 'My account' section.

The screenshot shows the SAP Business Network interface for a supplier account. The top navigation bar includes 'SAP Business Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. A user profile icon with initials 'JP' is highlighted with a green box and a green circle labeled '1°'. Below the navigation bar, a 'My Account' menu is open, with 'My Account' highlighted by a green box and a green circle labeled '2°'. The main dashboard displays five key metrics for the last 31 days: Collaboration Requests (1), Orders to invoice (0), Orders (0), Rejected invoices (0), and Remittances (\$0.0 USD). A green callout box labeled 'Ariba Network ID' points to the 'ANID: AN01951232810-T Standard account' in the 'Formación Proveedores Iberdrola' section of the user profile menu. The 'My widgets' section shows 'Invoice aging' and 'Purchase orders' charts, both displaying \$0 USD, and an 'Activity feed' which is empty.

My account

From the 'My Account' section we can change our contact information (user name, email address, first name, last name...).

Account Settings

* Indicates a required field

Account Information

Username:* ⓘ

[Change Password](#)

Email Address:*

First Name:*

Middle Name:

Last Name:*

[Personal Information Change Log](#)

Business Role: ▾

Preferences

Preferred Language: ▾ ⓘ

Preferred Timezone:* ▾ ⓘ

Default Currency:* ⓘ

Allow Me to Save Filter Preferences in the Inbox/Outbox

Contact Information

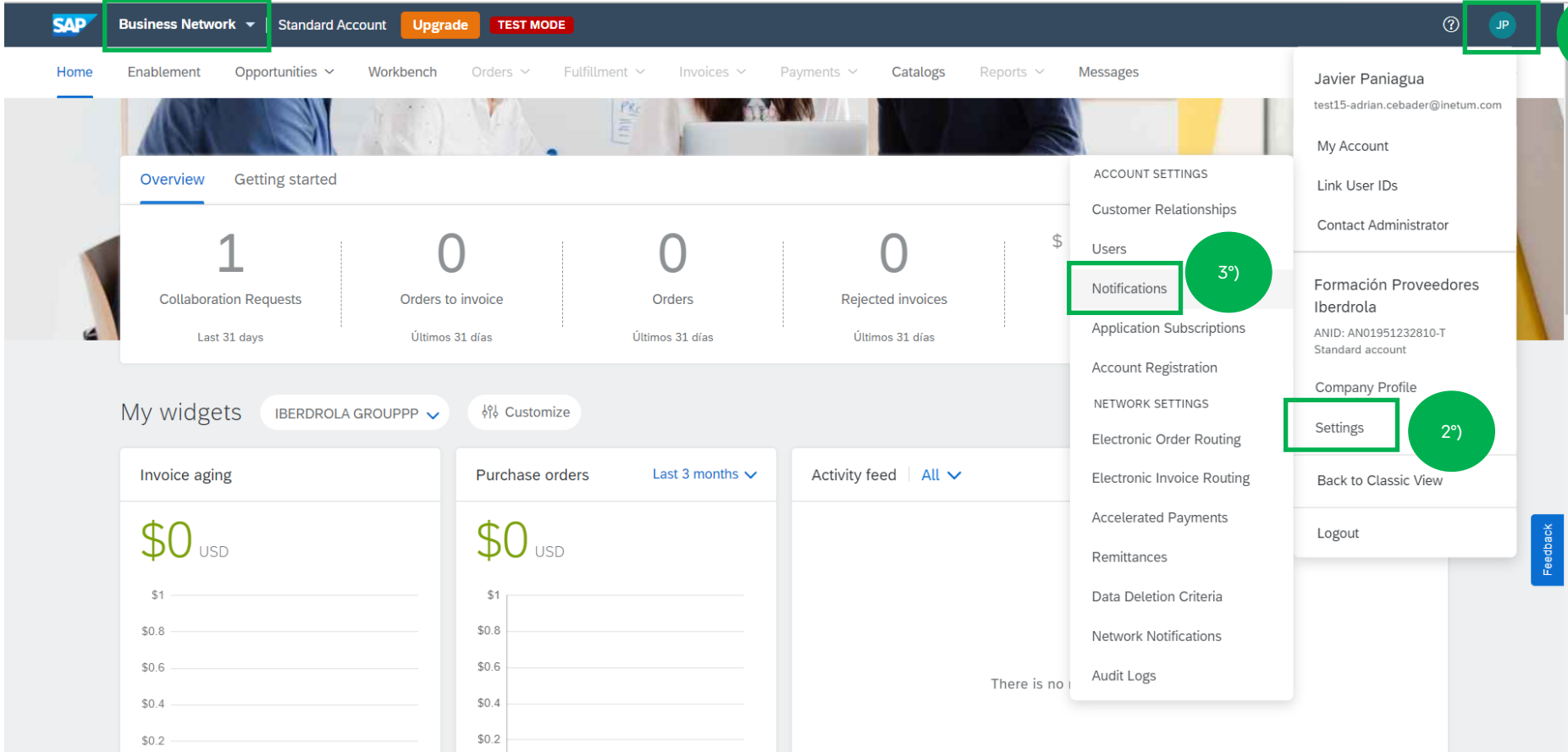
Phone:*

Country	Area	Number	Extension
<input type="text" value="ESP 34"/> ▾	<input type="text"/>	<input type="text" value="000000"/>	<input type="text"/>

Supplier account overview

Notifications

In the 'Notifications' section we can change the e-mail address for receiving collaboration requests (Business Network).

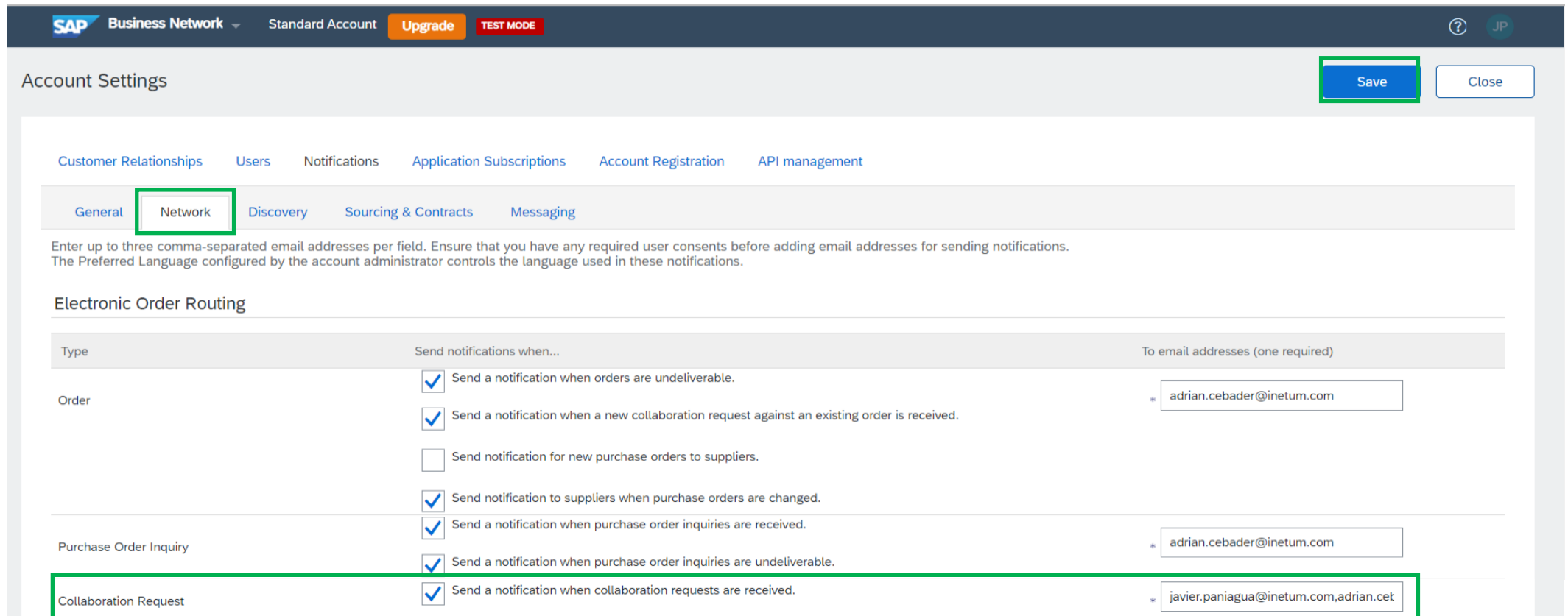


The screenshot displays the SAP Business Network interface. At the top, the navigation bar includes 'SAP Business Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. The user profile 'Javier Paniagua' is visible in the top right corner, with a '1°' indicator. The main dashboard shows four key metrics: 'Collaboration Requests' (1), 'Orders to invoice' (0), 'Orders' (0), and 'Rejected invoices' (0), all for the last 31 days. Below this, the 'My widgets' section includes 'Invoice aging' and 'Purchase orders' charts. A user profile dropdown menu is open, showing 'Notifications' (3°) and 'Settings' (2°) highlighted with green boxes and circles. The 'Settings' option is further highlighted with a green box. A 'Feedback' button is located in the bottom right corner.

Supplier account overview

Notifications

In this screen we select the 'Network' tab. From here we can choose which notifications we want to receive and to which e-mails they will be sent, for the Business Network part. From the 'Collaboration Request' section we can choose if we want to receive the offer requests and the e-mail address where they will be sent. To finish we click on "Save".



The screenshot shows the SAP Business Network interface. At the top, there's a navigation bar with 'SAP Business Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. Below this is the 'Account Settings' section with a 'Save' button highlighted in green. The 'Network' tab is selected in the sub-navigation. The main content area is titled 'Electronic Order Routing' and contains a table with columns for 'Type', 'Send notifications when...', and 'To email addresses (one required)'. The 'Collaboration Request' row is highlighted with a green border.

Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.	* adrian.cebader@inetum.com
	<input checked="" 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 checked="" type="checkbox"/> Send notification to suppliers when purchase orders are changed.	
Purchase Order Inquiry	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received.	* adrian.cebader@inetum.com
	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	
Collaboration Request	<input checked="" type="checkbox"/> Send a notification when collaboration requests are received.	* javier.paniagua@inetum.com,adrian.cet

Supplier account overview

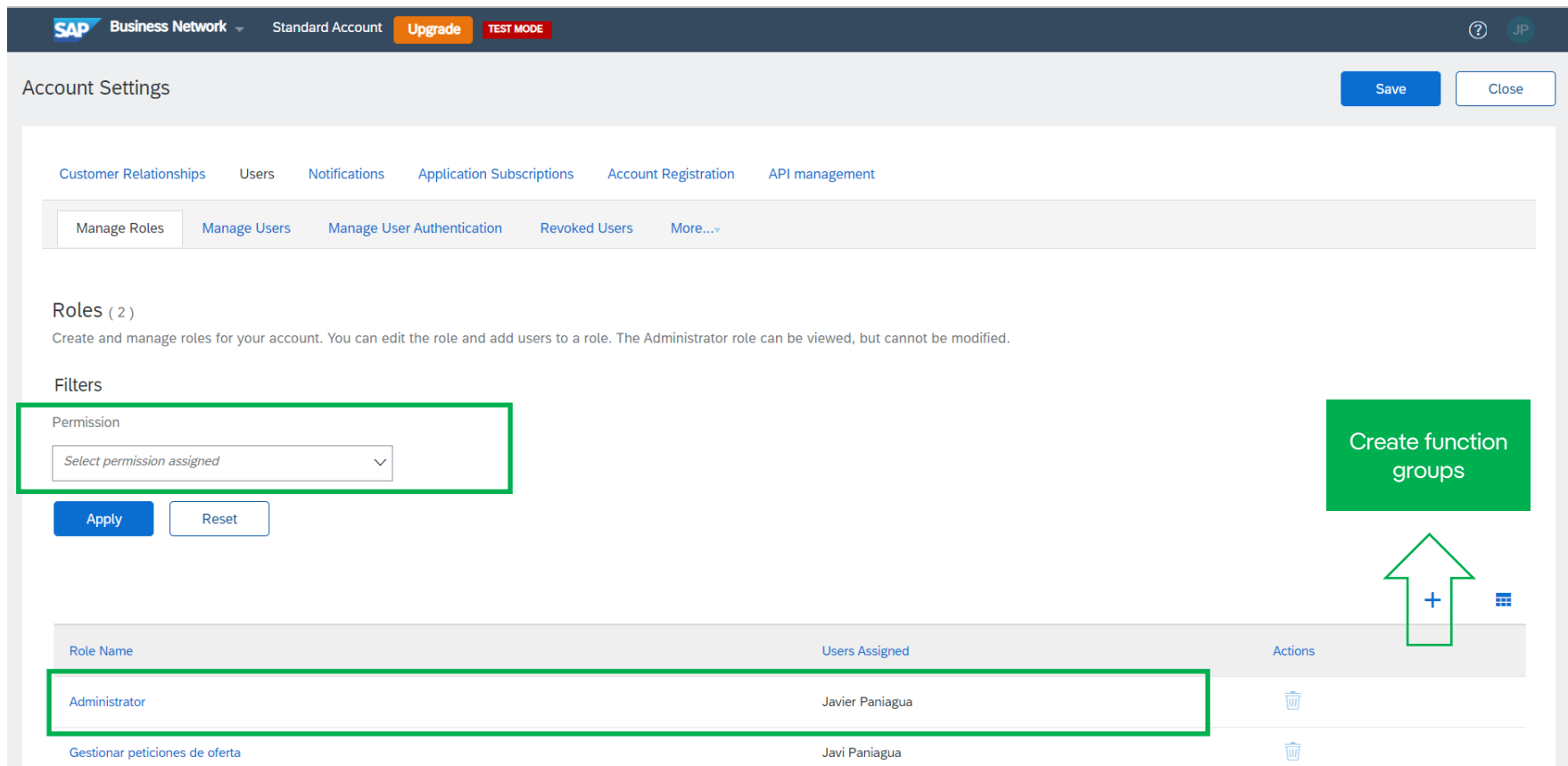
Manage users

In the "Users" section we can see the users of our organization and their functions, as well as which user is the administrator and if we have this role.



The screenshot displays the SAP Business Network interface for a Standard Account. The top navigation bar includes the SAP logo, account type, and a 'TEST MODE' indicator. A user profile icon labeled 'JP' is highlighted with a green box and a green circle labeled '1°)'. A dropdown menu is open, showing various settings and account management options. The 'Users' option is highlighted with a green box and a green circle labeled '3°)'. The 'Settings' option is also highlighted with a green box and a green circle labeled '2°)'. The main content area shows a dashboard with several key metrics: Collaboration Requests (1), Orders to invoice (0), Orders (0), Rejected invoices (0), and Remittances (\$0.00). Below the dashboard, there are sections for 'My widgets' (Invoice aging, Purchase orders) and an 'Activity feed'.

Manage users

The administrator role will always exist and will always be associated with a user. Only the administrator can create users and assign functions through the roles. These roles can be assigned from the 'Permission' section if they have been previously assigned or from the '+' icon if they have to be created manually (next slide).



The screenshot shows the 'Manage Roles' section of the SAP Business Network interface. The page title is 'Account Settings' with 'Save' and 'Close' buttons. The breadcrumb trail includes 'Customer Relationships', 'Users', 'Notifications', 'Application Subscriptions', 'Account Registration', and 'API management'. The 'Manage Roles' sub-section is active, showing two roles. A green box highlights the 'Permission' dropdown menu, which is currently set to 'Select permission assigned'. Below it are 'Apply' and 'Reset' buttons. Another green box highlights the 'Administrator' role row in the table, which is associated with the user 'Javier Paniagua'. A third green box highlights a '+ Create function groups' button with an upward arrow icon.

Role Name	Users Assigned	Actions
Administrator	Javier Paniagua	
Gestionar peticiones de oferta	Javi Paniagua	

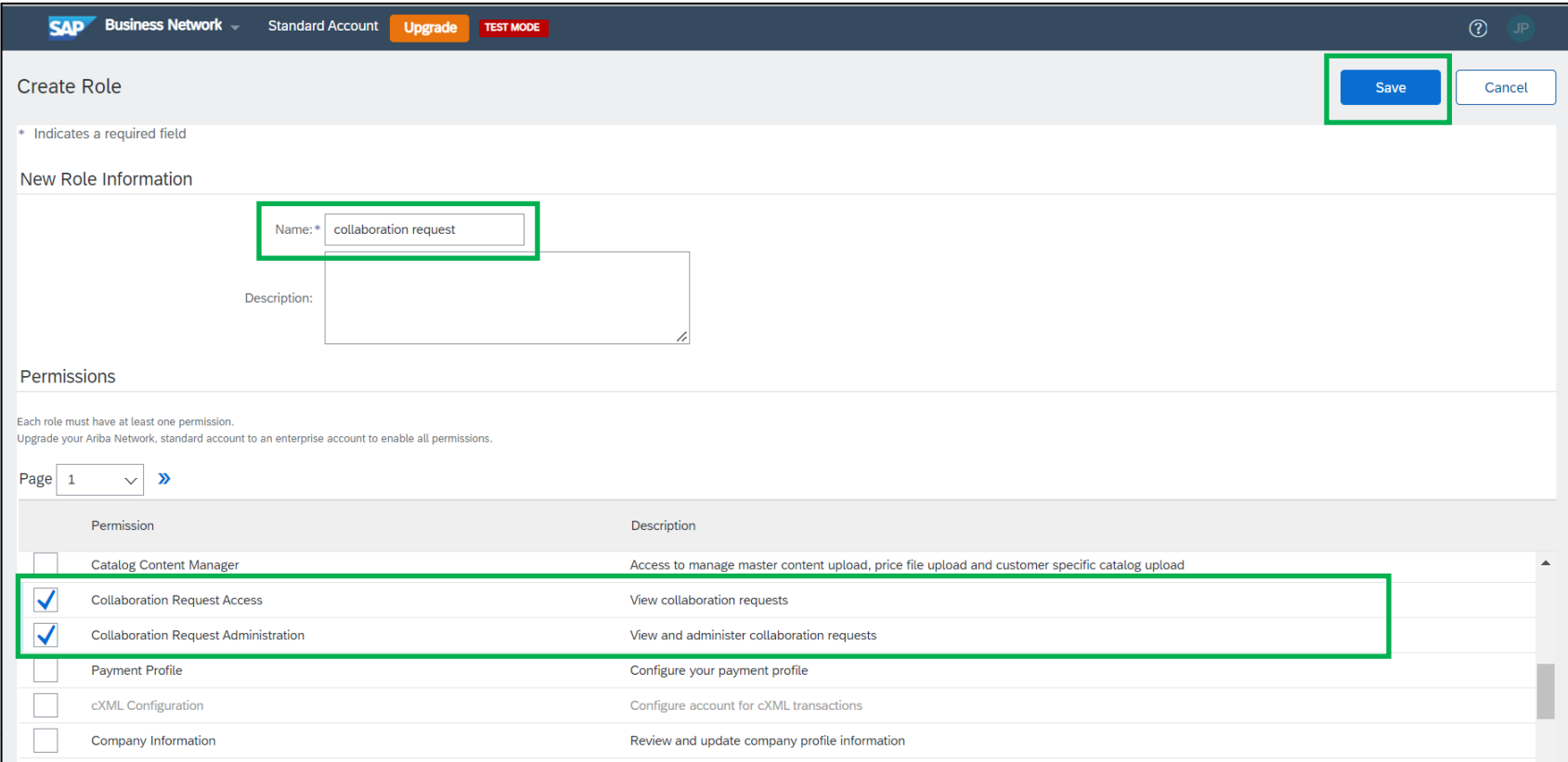
Supplier account overview

Create functions

Users must have permissions to view and manage offer requests. It is important to remember that only the administrator can create users and roles.

To create this group of functions, fill in the 'Name' field and select the permissions "Collaboration request access" and "Collaboration request administration".

Once done, click on "Save".



The screenshot shows the 'Create Role' interface in SAP Business Network. The 'Name' field is filled with 'collaboration request'. The 'Permissions' table below has two rows selected: 'Collaboration Request Access' and 'Collaboration Request Administration'. The 'Save' button is highlighted with a green box.

Permission	Description
<input type="checkbox"/> Catalog Content Manager	Access to manage master content upload, price file upload and customer specific catalog upload
<input checked="" type="checkbox"/> Collaboration Request Access	View collaboration requests
<input checked="" type="checkbox"/> Collaboration Request Administration	View and administer collaboration requests
<input type="checkbox"/> Payment Profile	Configure your payment profile
<input type="checkbox"/> cXML Configuration	Configure account for cXML transactions
<input type="checkbox"/> Company Information	Review and update company profile information

Supplier account overview

Create users

To create users we follow the following path: icon with our initials, 'Settings', 'Users'.

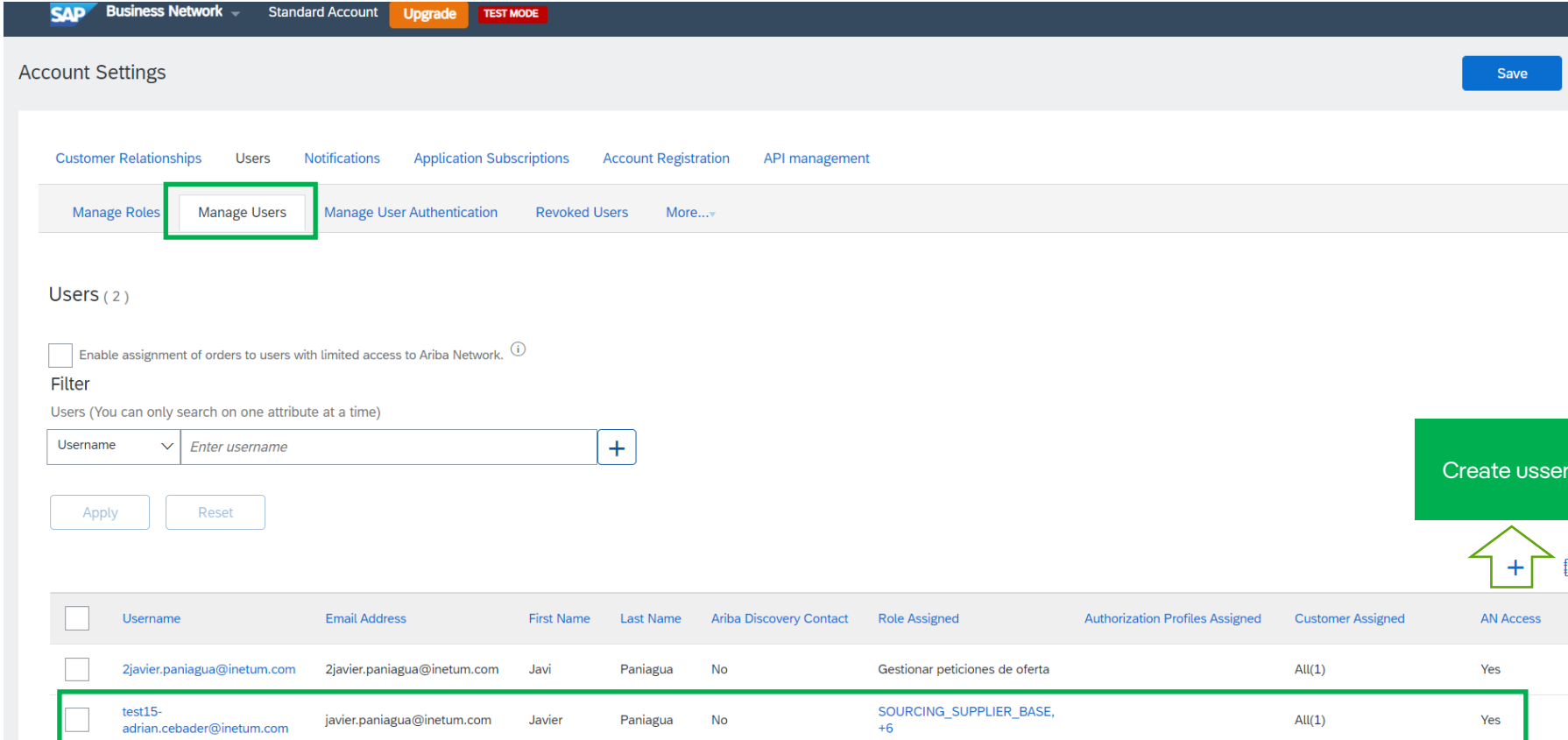
The screenshot displays the SAP Business Network interface for a Standard Account. The top navigation bar includes 'SAP Business Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. A user profile icon with initials 'JP' is highlighted with a green box and labeled '1°'. A dropdown menu is open, showing 'Settings' highlighted with a green box and labeled '2°'. A secondary dropdown menu is open from 'Settings', with 'Users' highlighted with a green box and labeled '3°'. The main dashboard shows various metrics: 'Collaboration Requests' (1), 'Orders to invoice' (0), 'Orders' (0), 'Rejected invoices' (0), and 'Remittances' (0). Below these are 'My widgets' for 'Invoice aging' and 'Purchase orders'. A 'Feedback' button is visible in the bottom right corner.

Supplier account overview

Create users

From the 'Manage Users' tab we can see all the users created and assigned to our company's Ariba Network account.

To create users, scroll to the right and click on the "+" button.



The screenshot shows the SAP Business Network interface for account settings. The 'Manage Users' tab is selected and highlighted with a green box. Below the navigation tabs, there is a 'Users (2)' section with a checkbox for 'Enable assignment of orders to users with limited access to Ariba Network.' A search filter is present with a dropdown for 'Username' and a text input field containing 'Enter username', followed by a '+' button. Below the search field are 'Apply' and 'Reset' buttons. A table lists the existing users, with the last row highlighted by a green box. A green callout box with the text 'Create users' and a green arrow points to the '+' button in the table's header row.

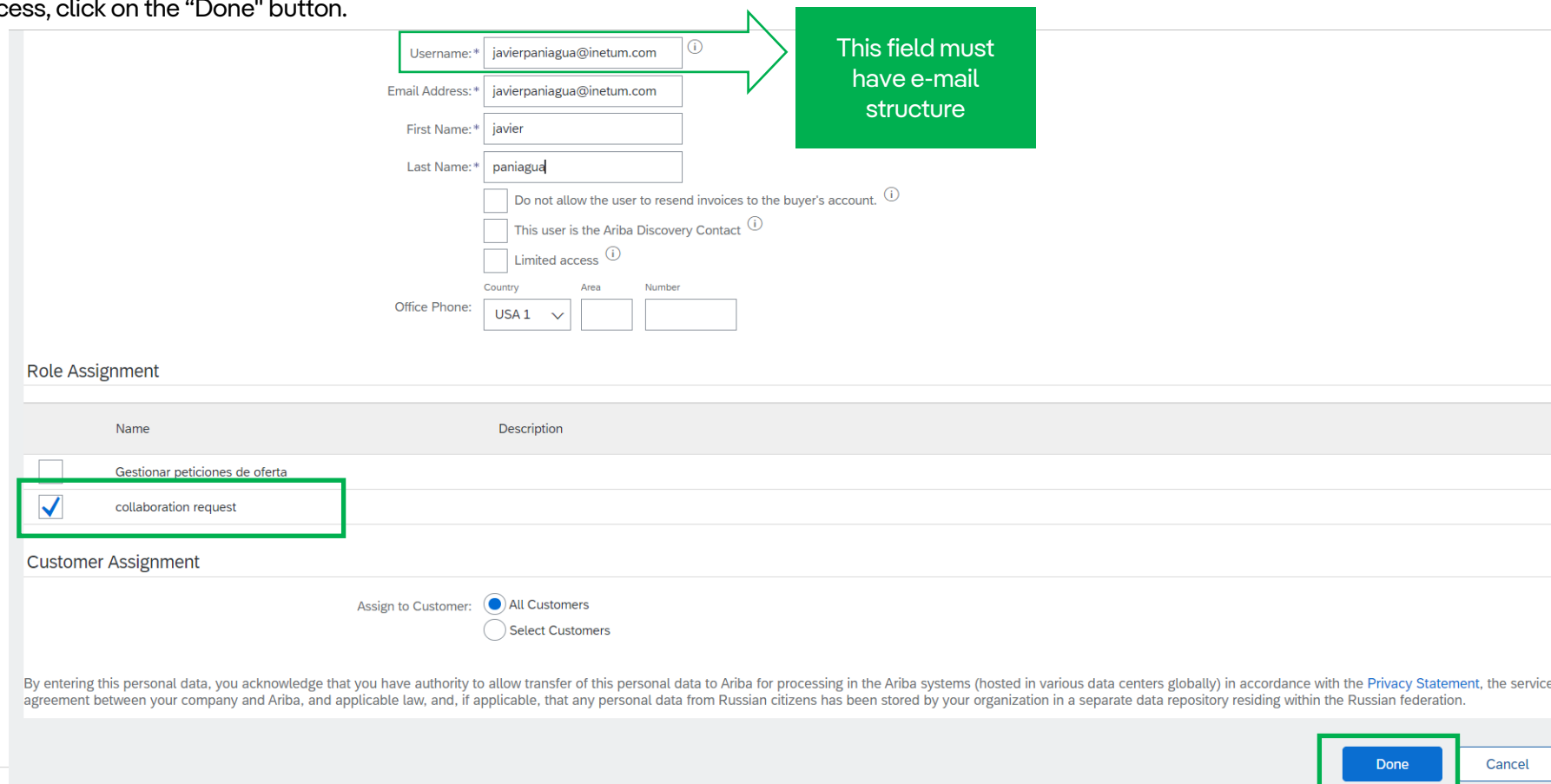
<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	A
<input type="checkbox"/>	2javier.paniagua@inetum.com	2javier.paniagua@inetum.com	Javi	Paniagua	No	Gestionar peticiones de oferta		All(1)	Yes	A
<input type="checkbox"/>	test15-adrian.cebader@inetum.com	javier.paniagua@inetum.com	Javier	Paniagua	No	SOURCING_SUPPLIER_BASE,+6		All(1)	Yes	

Supplier account overview

Create users

To create a new user we must fill in the following data and in the 'Role Assignment' section select the group of roles we want to assign to the user.

To finish the process, click on the "Done" button.



Username: * ⓘ

Email Address: *

First Name: *

Last Name: *

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: Area: Number:

Role Assignment

Name	Description
<input type="checkbox"/>	Gestionar peticiones de oferta
<input checked="" type="checkbox"/>	collaboration request

Customer Assignment

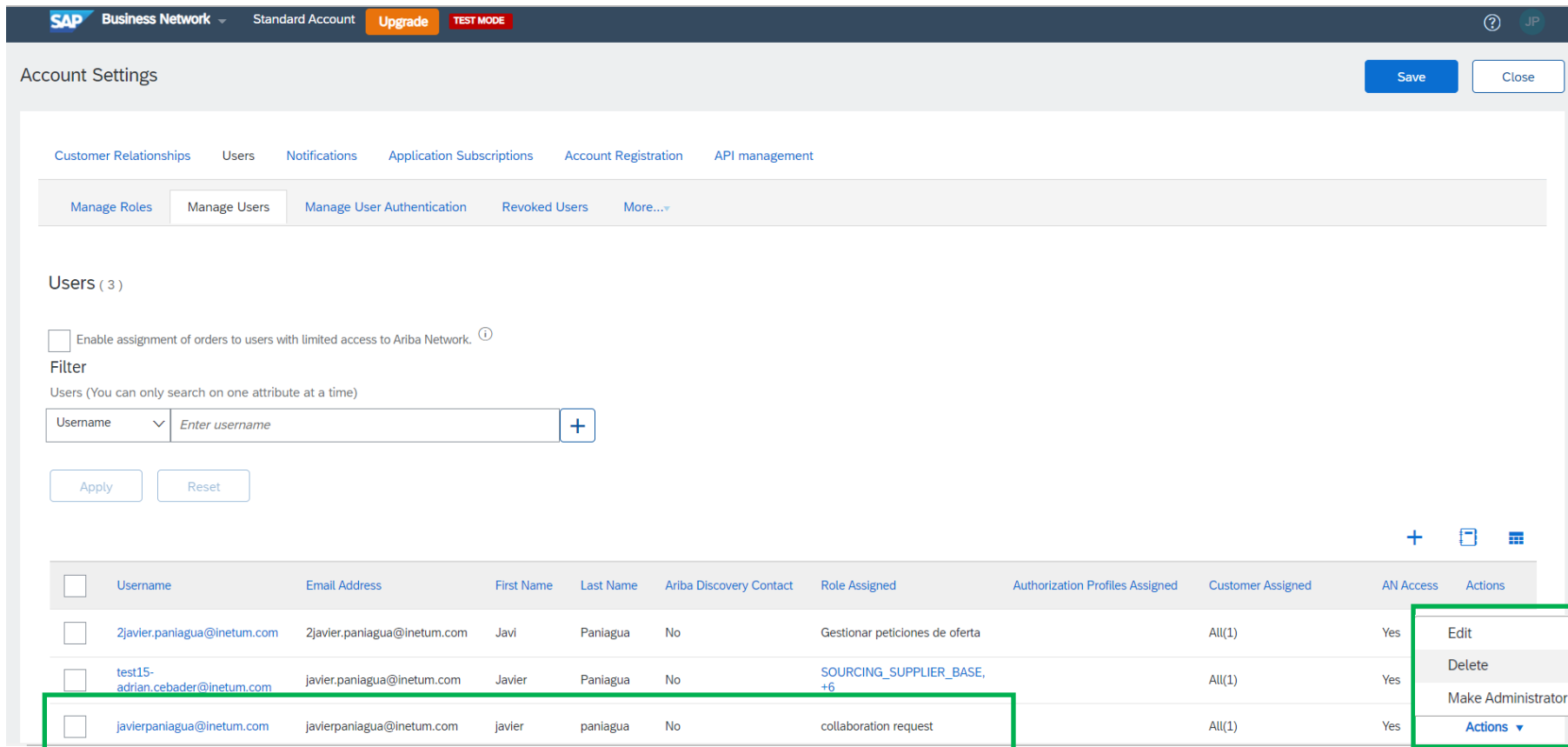
Assign to Customer: All Customers Select Customers

By entering this personal data, you acknowledge that you have authority to allow transfer of this personal data to Ariba for processing in the Ariba systems (hosted in various data centers globally) in accordance with the [Privacy Statement](#), the service agreement between your company and Ariba, and applicable law, and, if applicable, that any personal data from Russian citizens has been stored by your organization in a separate data repository residing within the Russian federation.

Supplier account overview

Create users

Once the process is finished, the system will return us to the previous screen where we will be able to see the new user created with its group of functions. If we scroll to the right, from the 'Actions' section we have the possibility to edit the information, delete the user or make him/her an administrator.



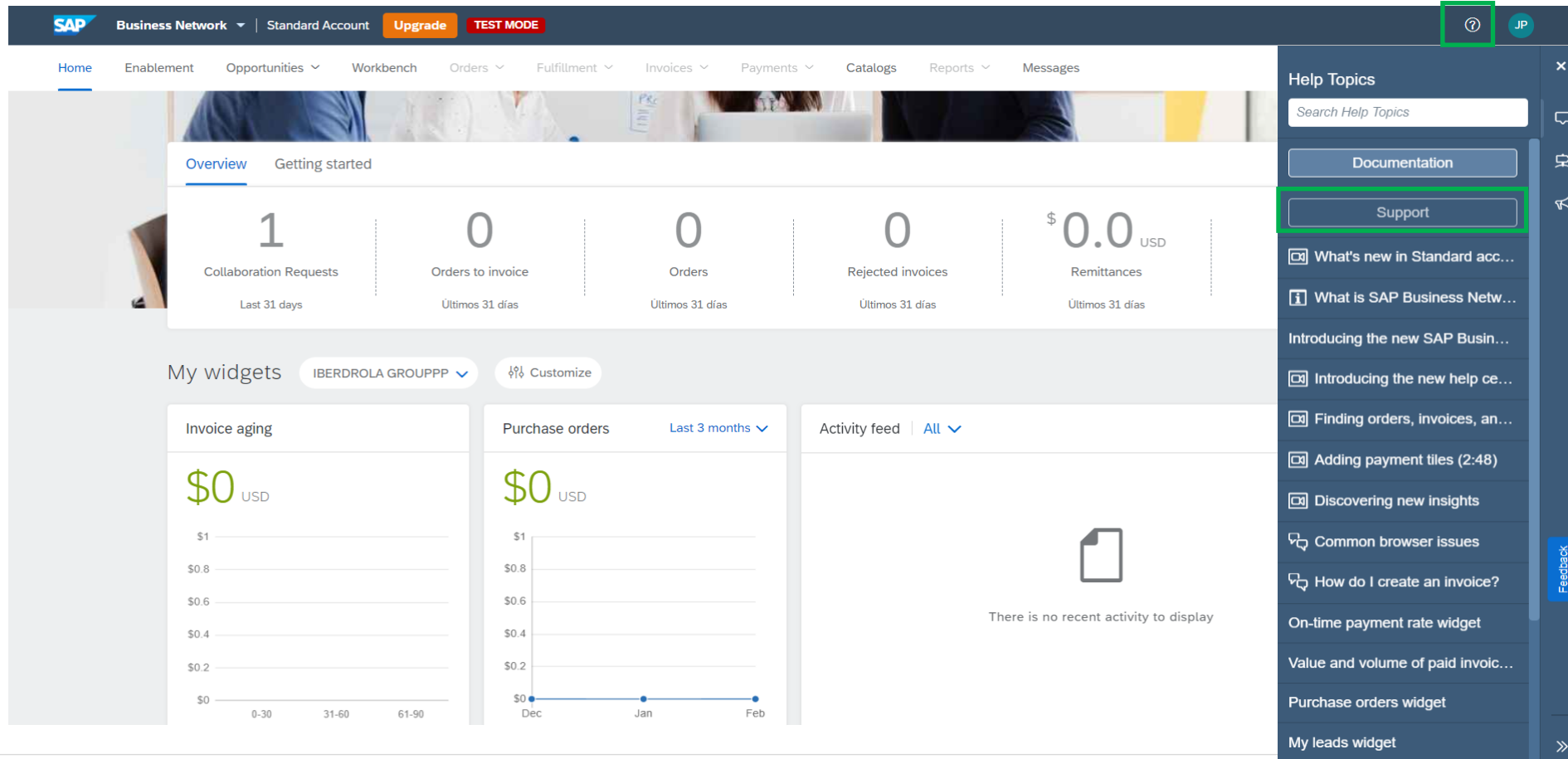
The screenshot shows the SAP Business Network interface for account settings. The top navigation bar includes 'SAP Business Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. The main content area is titled 'Account Settings' and contains a breadcrumb trail: 'Customer Relationships > Users > Notifications > Application Subscriptions > Account Registration > API management'. Below this, there are tabs for 'Manage Roles', 'Manage Users', 'Manage User Authentication', 'Revoked Users', and 'More...'. The 'Users (3)' section includes a checkbox for 'Enable assignment of orders to users with limited access to Ariba Network.' and a filter section with a search box for 'Username' and buttons for 'Apply' and 'Reset'. A table lists three users, with the last one highlighted in green. An 'Actions' dropdown menu is open for the highlighted user, showing options: 'Edit', 'Delete', 'Make Administrator', and 'Actions'.

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>	2javier.paniagua@inetum.com	2javier.paniagua@inetum.com	Javi	Paniagua	No	Gestionar peticiones de oferta		All(1)	Yes	
<input type="checkbox"/>	test15-adrian.cebader@inetum.com	javier.paniagua@inetum.com	Javier	Paniagua	No	SOURCING_SUPPLIER_BASE, +6		All(1)	Yes	
<input type="checkbox"/>	javierpaniagua@inetum.com	javierpaniagua@inetum.com	javier	paniagua	No	collaboration request		All(1)	Yes	<ul style="list-style-type: none">EditDeleteMake AdministratorActions ▾

Supplier account overview

Help center (requests)

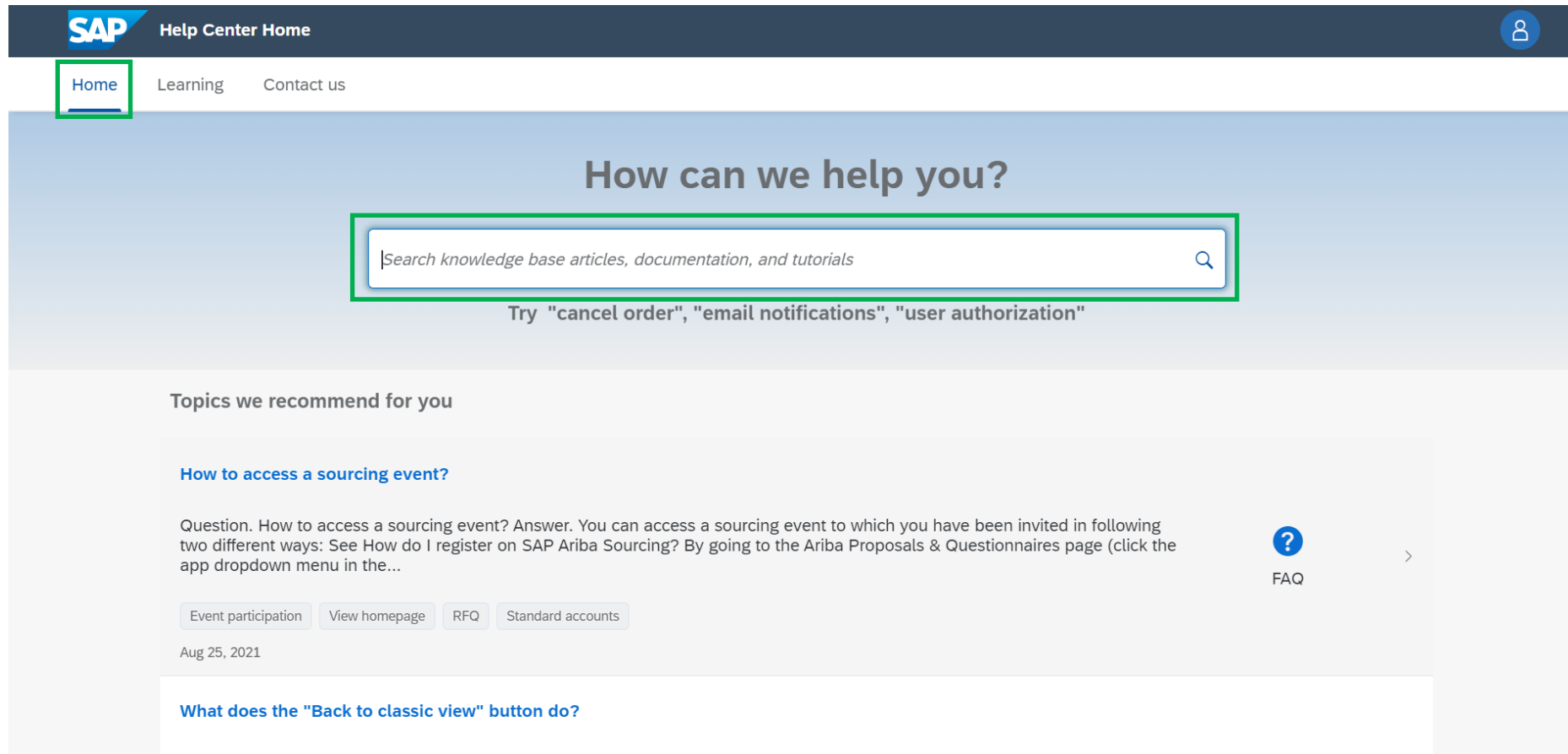
From the main screen, at the top right, select the question mark icon (Help Center). A drop-down menu with different options appears and we select 'Support'.



The screenshot shows the SAP Business Network Supplier Account Overview page. The top navigation bar includes 'SAP Business Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. A question mark icon in the top right corner is highlighted with a green box. A dropdown menu is open, showing 'Help Topics' with a search bar and a list of options: 'Documentation', 'Support', 'What's new in Standard acc...', 'What is SAP Business Netw...', 'Introducing the new SAP Busin...', 'Introducing the new help ce...', 'Finding orders, invoices, an...', 'Adding payment tiles (2:48)', 'Discovering new insights', 'Common browser issues', 'How do I create an invoice?', 'On-time payment rate widget', 'Value and volume of paid invoic...', 'Purchase orders widget', and 'My leads widget'. The 'Support' option is highlighted with a green box. The main content area shows a dashboard with 'Overview' and 'Getting started' tabs. The dashboard includes five cards: 'Collaboration Requests' (1), 'Orders to invoice' (0), 'Orders' (0), 'Rejected invoices' (0), and 'Remittances' (\$0.0 USD). Below the dashboard are three widgets: 'Invoice aging' (showing \$0 USD), 'Purchase orders' (showing \$0 USD), and 'Activity feed' (showing 'There is no recent activity to display').

Help center (requests)

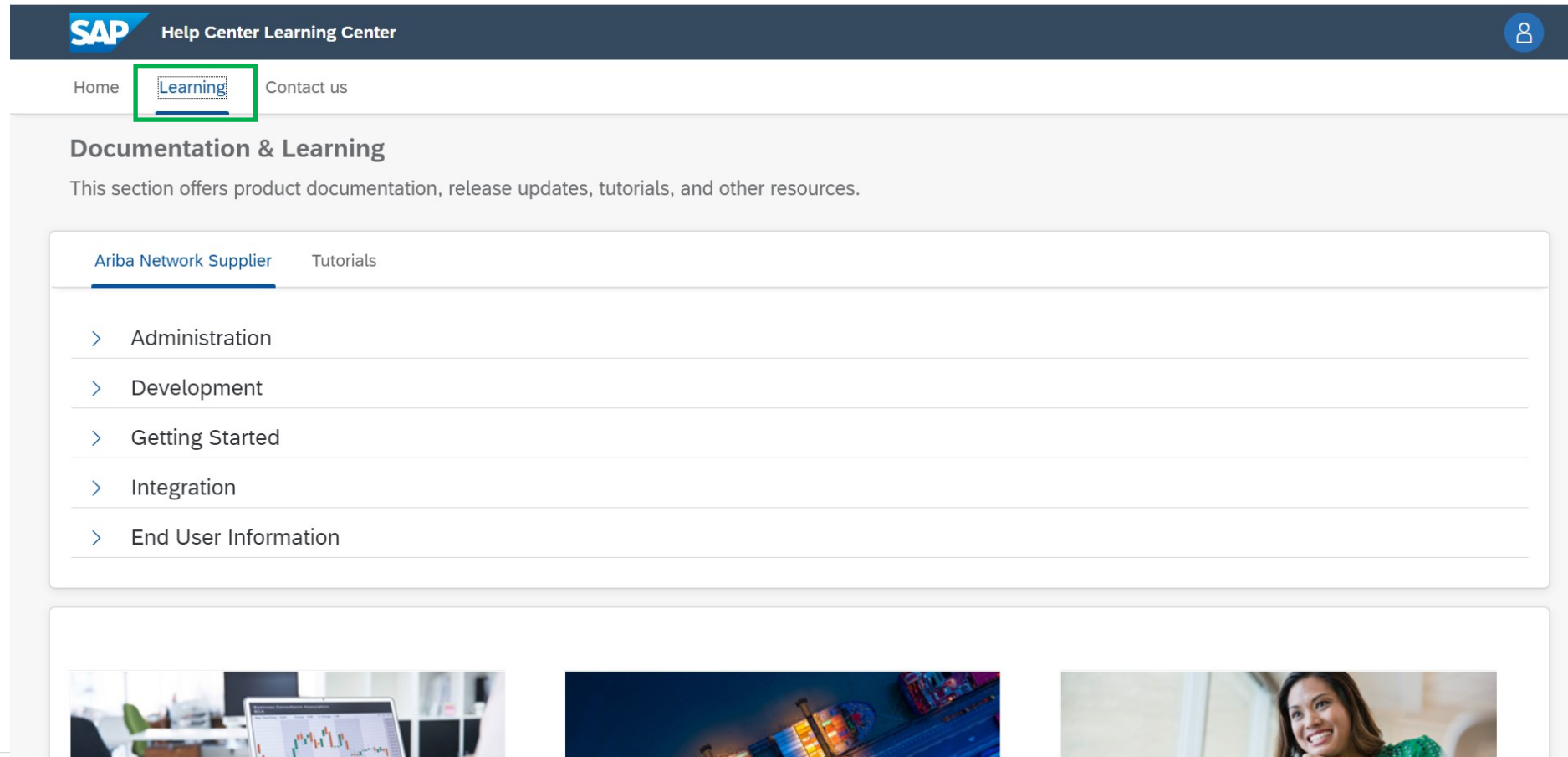
The Ariba support window opens automatically. From the 'Home' tab we can search for articles and documentation related to our issue.



The screenshot shows the SAP Help Center Home page. At the top, there is a dark blue header with the SAP logo and the text "Help Center Home". Below the header, there is a navigation bar with "Home", "Learning", and "Contact us" tabs. The "Home" tab is highlighted with a green box. The main content area has a light blue background with the heading "How can we help you?". Below this heading is a search bar with the placeholder text "Search knowledge base articles, documentation, and tutorials" and a magnifying glass icon. The search bar is highlighted with a green box. Below the search bar, there is a suggestion: "Try 'cancel order', 'email notifications', 'user authorization'". Underneath, there is a section titled "Topics we recommend for you". The first topic is "How to access a sourcing event?". It includes a question and answer, a date "Aug 25, 2021", and several tags: "Event participation", "View homepage", "RFQ", and "Standard accounts". To the right of the article is a "FAQ" button with a question mark icon and a right arrow. The second topic, "What does the 'Back to classic view' button do?", is partially visible at the bottom.

Help center (requests)

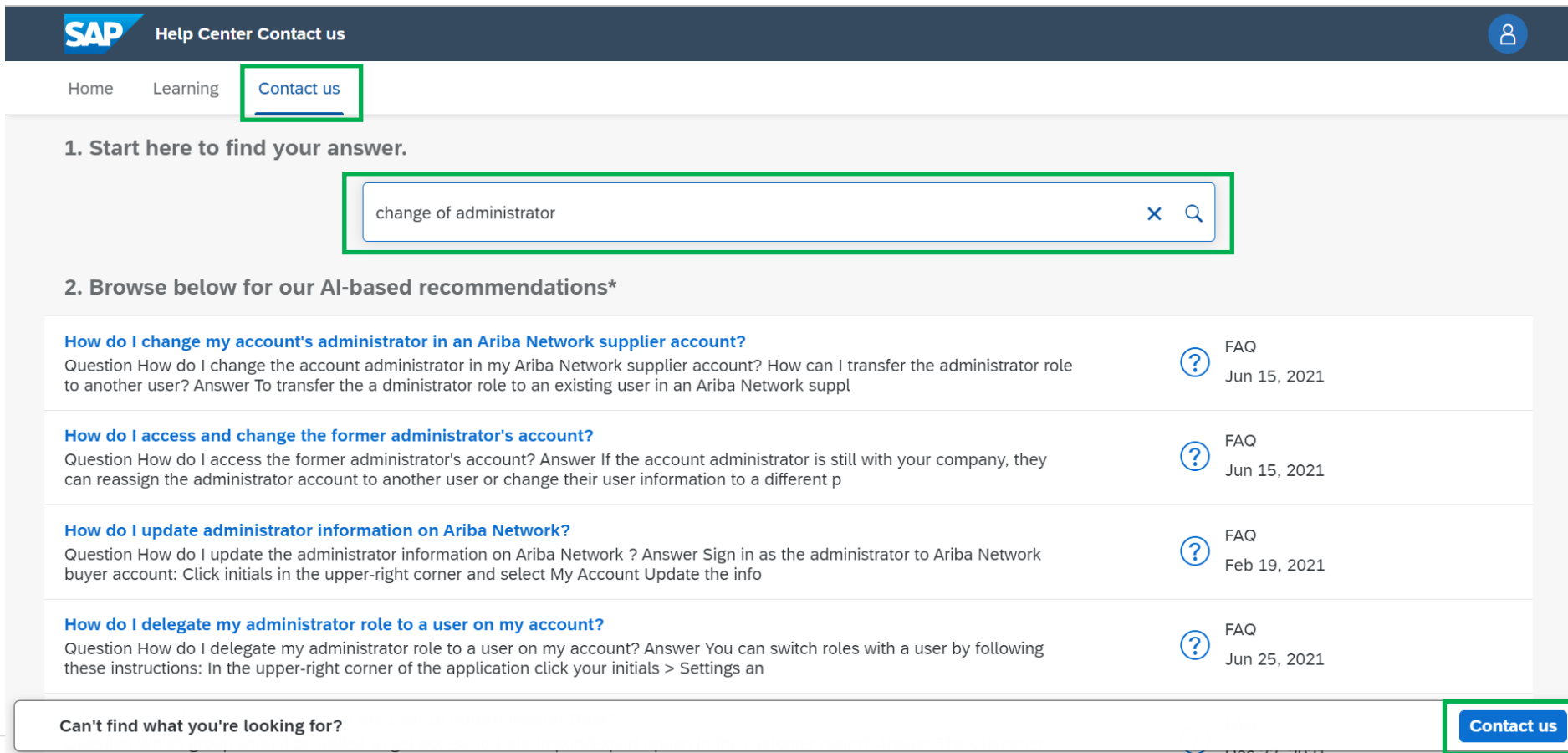
In the 'Learning' section we can see different tutorials that can help us to manage our Ariba Network account. We can also access to more material from the Iberdrola group website.



The screenshot shows the SAP Help Center Learning Center interface. At the top, there is a dark blue header with the SAP logo on the left, the text "Help Center Learning Center" in the middle, and a user profile icon on the right. Below the header is a navigation bar with three items: "Home", "Learning" (which is highlighted with a green box), and "Contact us". The main content area is titled "Documentation & Learning" and includes a sub-header "Ariba Network Supplier" and "Tutorials". Under "Ariba Network Supplier", there is a list of categories: Administration, Development, Getting Started, Integration, and End User Information. At the bottom of the page, there are three small images: a person working at a computer, a large industrial facility at night, and a smiling woman.

Help center (requests)

For a more specific problem, select the "Contact us" tab, type in the search engine our issue and press Enter. Several documents related to our issue will appear that can help us. If none of the proposed solutions help us, click on the "Contact us" button.



The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue header with the SAP logo, 'Help Center Contact us', and a user profile icon. Below the header, there are navigation tabs: 'Home', 'Learning', and 'Contact us' (which is highlighted with a green box). The main content area is divided into two sections:

- 1. Start here to find your answer.** This section contains a search bar with the text 'change of administrator' and a magnifying glass icon. The search bar is highlighted with a green box.
- 2. Browse below for our AI-based recommendations*** This section displays a list of four FAQ items, each with a question, a brief answer, a question mark icon, and a date:
 - How do I change my account's administrator in an Ariba Network supplier account?**
Question How do I change the account administrator in my Ariba Network supplier account? How can I transfer the administrator role to another user? Answer To transfer the a dministrator role to an existing user in an Ariba Network suppl Jun 15, 2021
 - How do I access and change the former administrator's account?**
Question How do I access the former administrator's account? Answer If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different p Jun 15, 2021
 - How do I update administrator information on Ariba Network?**
Question How do I update the administrator information on Ariba Network ? Answer Sign in as the administrator to Ariba Network buyer account: Click initials in the upper-right corner and select My Account Update the info Feb 19, 2021
 - How do I delegate my administrator role to a user on my account?**
Question How do I delegate my administrator role to a user on my account? Answer You can switch roles with a user by following these instructions: In the upper-right corner of the application click your initials > Settings an Jun 25, 2021

At the bottom of the page, there is a footer with the text 'Can't find what you're looking for?' and a 'Contact us' button (highlighted with a green box). The date 'Dec 22, 2021' is visible in the bottom right corner.

Supplier account overview



Help center (requests)

If none of the proposed solutions works, click on the 'Create a case' button. It will appear once we have selected all the steps in point 4.

2. New issue? Start here to find your answer.

3. Browse below for our AI-based recommendations*

How do I change the administrator user in my SAP Business Network supplier account? How do I change the administrator user in my SAP Business Network supplier account? Depending on what access you have, use any of the following procedures to change your account's administrator: You're the current administrator user	FAQ Feb 23, 2024
How do I access and change the former administrator's account? How do I access the former administrator's account? If the account administrator is still with your company, contact them by clicking [user initials] in the upper-right corner of the application and selecting Contact Administrator .	FAQ Mar 30, 2023
How do I request supplier administrator access when there is no current administrator? No existing supplier admin is an active user No access to Supplier Account Administrator no longer with company For security reasons, when the administrator has left the company, a member of the supplier company's legal or executive tea	FAQ Apr 1, 2024
How to change supplier company contact person Our supplier company contact person has changed and I need to update in SAP Fieldglass A Supplier Administrator can change the company contact person Sign in to your SAP Fieldglass account Click Admin Configuration (gear icon) Under Com	FAQ Apr 1, 2024
How do I update administrator information on SAP Business Network? How do I update administrator information on SAP Business Network ? Sign in as the administrator to SAP Business Network supplier account: Click [User Initials] in the upper-right corner and select My Account . Update the information.	FAQ Feb 26, 2024

*Powered by SAP Incident Solution Matching

4. Choose from the options below to continue.

Do you need to reassign the account administrator?

Is your current administrator still with your company?

Do you have access to retrieve emails sent to the listed administrator's email?

Contact support to have the administrator information changed. You will be required to provide the following:

- Company Name:
- ANID:
- Current administrator name:
- Current administrator email address:
- First and last name of caller:
- New administrator name:
- New administrator email:
- Phone number:

You can copy the above template and paste it directly into the **Full description** field of the Case and fill out your responses there.

Account security is important to SAP. Please be patient while our teams take the necessary steps to respond responsibly to your request.

Supplier account overview

Help center (requests)

In this screen we fill in the fields with the requested information, both of the problem that we have and the personal data and we click on the button "One last step".

SAP Help Center Contact us

Home Learning Contact us

1. Tell us what you need help with.

Subject:*

Full description:*

Attachment:

Issue type:*

Issue area:*

PO/Invoice Number:

Top Recommendations:

- [? How do I change my account's administrator in an Ariba Network supplier account?](#)
- [? How do I access and change the former administrator's account?](#)

SAP Help Center Contact us

Home Learning Contact us

2. How does this impact your normal business processes?

Business Impact:*

3. Please review your contact information for correctness:

First name:*

Last name:*

Username:

Company:*

Email:*

Phone:*

Extension:

Confirm phone:*

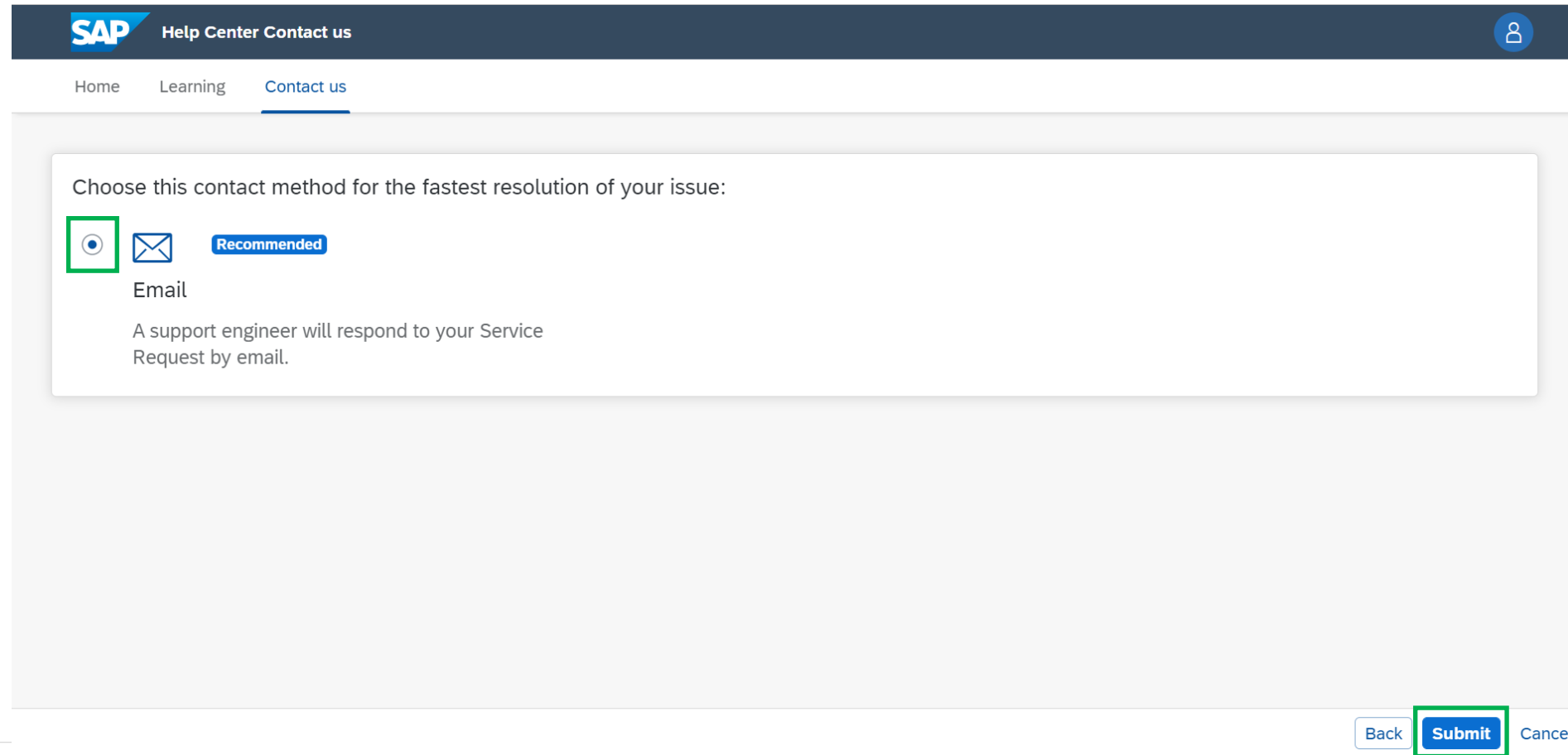
My phone number is correct.

Ariba Network ID:*

One last step

Help center (requests)

To finish the process we select the contact method through which we want Ariba to contact us and click on "Submit". In this way our request with Ariba will have been created.




The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue header with the SAP logo, the text 'Help Center Contact us', and a user profile icon. Below the header is a navigation bar with links for 'Home', 'Learning', and 'Contact us'. The main content area is a light gray box with the heading 'Choose this contact method for the fastest resolution of your issue:'. There are two radio button options: 'Email' and 'Phone'. The 'Email' option is selected and highlighted with a green border. It includes an envelope icon, a 'Recommended' badge, and the text 'Email' and 'A support engineer will respond to your Service Request by email.'. At the bottom right of the page, there are three buttons: 'Back', 'Submit', and 'Cancel'. The 'Submit' button is highlighted with a green border.

Help center (requests)


Obtaining the incidence number (SR)

After clicking on the "Submit" button we access a summary screen of the request we have just sent. From here we can see the number of our request.

1. Following up on something?

 Case 8632870/2024	Number of our SR	Created on	Status
cambio de administrador		Oct 22, 2024, 9:57 AM	Open

2. New issue? Start here to find your answer.

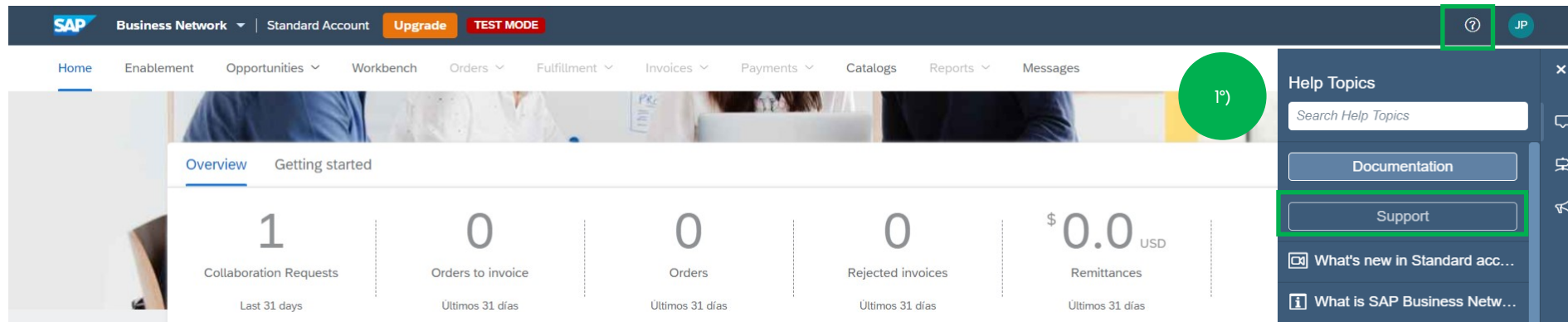
 

Supplier account overview

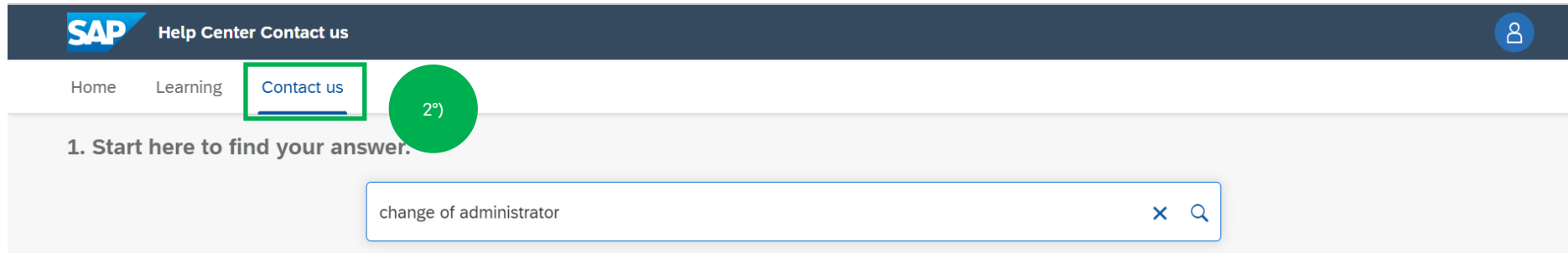
Help center (requests)

Request follow up (SR)

To see if Ariba has responded to our request, from the home page of our account we follow the following path: select the question mark icon (Help Center) and select 'Support'; check the "Contact us" tab.



The screenshot shows the SAP Business Network account overview page. The top navigation bar includes 'SAP Business Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. A question mark icon in the top right corner is highlighted with a green box and labeled '1°'. Below the navigation bar, a 'Help Topics' dropdown menu is open, showing options for 'Documentation' and 'Support', with 'Support' highlighted by a green box. The main content area displays a dashboard with various metrics: '1 Collaboration Requests' (Last 31 days), '0 Orders to invoice' (Últimos 31 días), '0 Orders' (Últimos 31 días), '0 Rejected invoices' (Últimos 31 días), and '\$ 0.0 USD Remittances' (Últimos 31 días).



The screenshot shows the SAP Help Center 'Contact us' page. The top navigation bar includes 'SAP Help Center Contact us' and a user profile icon. The 'Contact us' tab is highlighted with a green box and labeled '2°'. Below the navigation bar, the page displays the heading '1. Start here to find your answer.' and a search bar containing the text 'change of administrator'.

Help center (requests)

Request follow up (SR)

Finally we click on our request. From this screen in the section 'Follow-ups' we will be able to see if our request has been attended by Ariba.

1. Following up on something?

Case 8632870/2024	Created on	Status
cambio de administrador	Oct 22, 2024, 9:57 AM	Open

3°)

Case 8632870/2024

cambio de administrador

[Follow up by webform](#)

Ariba Network ID: AN11214563552-T
Email: p8311109@gmail.com
Created on: Oct 22, 2024, 9:57 AM



[Details](#) [Follow Ups](#)

Quiero cambiar el administrador de mi cuenta

Follow Ups



Thank you for your attention

Ariba Network and IBuy