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Preface

This preface introduces the Ariba SN Quick Start Guide. You will find information on the intended audience and any required prerequisites, a breakdown of the guide’s contents, and information on learning and getting help with the product.

Ariba SN does not require installation. To become an Ariba Network Supplier, you must create an account for your organization by completing registration on the Internet. If you have not yet registered for an Ariba SN account, go to https://supplier.ariba.com. For help with registration, click Help at the top right of any Ariba SN page.

Intended Audience and Prerequisites

This document is intended for the following audiences:

• Anyone who wants to understand how Ariba SN works and the benefits it provides.
• The individual in a supplier organization who is responsible for configuring your Ariba SN account after registration. This person is typically the Ariba SN Administrator or a user who has permissions to perform administrator tasks.

Anyone who can browse the World Wide Web can perform basic configuration tasks.

About this Guide

The Quick Start guide describes how to get started using Ariba SN as a supplier of products or services. It includes these chapters:

• Chapter 1, “Introduction” explains what Ariba SN is, who uses it, and what it does. This chapter also introduces the Ariba SN user interface and explains how to navigate the workspace.
Chapter 2, “Getting Started” provides instructions for logging in after you’ve registered and getting started with basic account configuration. This chapter covers the three account modes, includes a quick tour of the user interface, and explains how to complete your company profile and set basic document routing options.

Ariba SN Documentation Roadmap

Ariba SN provides a comprehensive set of online manuals to address the needs of different types of users in a supplier organization. In addition to the documents listed below, Ariba SN includes an online help system, which you can access by clicking Help at the top right of any page.

To access any of the manuals listed below, click Resources > Documentation on the left navigation bar in Ariba SN.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>See this manual...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read about Ariba SN benefits and perform basic, post-registration setup</td>
<td>Ariba SN Quick Start Guide</td>
</tr>
<tr>
<td></td>
<td>Get up and running with Ariba SN. If you intend to use fax or email to receive orders from customers, this is the only manual you will need to get started.</td>
</tr>
<tr>
<td>Publish catalogs to customers</td>
<td>Ariba SN Catalog Management Guide</td>
</tr>
<tr>
<td></td>
<td>Learn how to upload catalogs to Ariba SN, validate them, and publish them to customers. This manual also covers basic and advanced testing for catalogs, order routing, and PunchOut websites.</td>
</tr>
<tr>
<td>Manage your organization’s Ariba SN account</td>
<td>Ariba SN Account Management Guide</td>
</tr>
<tr>
<td></td>
<td>Read about how to set advanced configuration options, create users and roles, and set up customer relationships and contacts. This guide also provides instructions for subscribing to and managing services and finding business opportunities.</td>
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<tr>
<td>If you want to...</td>
<td>See this manual...</td>
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<tr>
<td>Use your online Inbox to view and process orders and your Outbox to view invoices</td>
<td><em>Ariba SN Transactions Guide</em></td>
</tr>
<tr>
<td></td>
<td>Learn to create order confirmations, ship notices, and invoices, read about electronic payment options and procedures, check document status, and troubleshoot order routing.</td>
</tr>
<tr>
<td>(For buying organizations) <em>Ariba SN Buyer’s Guide</em></td>
<td>Connect to suppliers so you can buy from them</td>
</tr>
<tr>
<td></td>
<td>Learn to configure a buyer account on Ariba SN, create users and roles, manage supplier relationships, and manage catalogs. This guide also describes how to read online purchase orders and invoices.</td>
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<tr>
<td>Create CIF or cXML catalogs</td>
<td><em>Ariba Catalog Format Reference</em></td>
</tr>
<tr>
<td></td>
<td>Learn how to create catalogs using the CIF (Catalog Interchange Format) 3.0 and cXML (commerce eXtensible Markup Language) catalog formats. This guide also describes how to use catalog features to reflect your business model and to differentiate your product and service content.</td>
</tr>
<tr>
<td>Integrate your application with Ariba SN</td>
<td><em>Ariba cXML Solutions Guide</em></td>
</tr>
<tr>
<td></td>
<td>Learn how to use cXML to connect procurement applications, Ariba SN, and cXML-enabled PunchOut sites and order-fulfillment systems. This document describes the cXML-processing behavior of Ariba applications and provides recommendations and examples for generating and interpreting cXML documents.</td>
</tr>
<tr>
<td>Implement a PunchOut site, send and receive cXML documents</td>
<td><em>cXML User’s Guide</em></td>
</tr>
<tr>
<td></td>
<td>Use this definitive source on the cXML language to learn how to send and receive cXML documents, such as purchase orders, PunchOut documents, and invoices.</td>
</tr>
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</table>
About Ariba Supplier Programs

Ariba works with suppliers to assist them in achieving optimum success in online e-commerce. Ariba Supplier Programs provide suppliers services to help develop, create, and build content and integration for Ariba SN:

- **Ariba Supplier Advantage** establishes a formal relationship between suppliers and Ariba to serve mutual customers. The program helps suppliers develop, deploy, and expand integration to their customers through Ariba Supplier Network. For more information on Ariba Supplier Advantage, go to http://www.ariba.com/suppliers/supplier_resources.cfm.

- **Ariba Supplier Consulting (ASC)** puts suppliers in touch with Ariba Supplier Technologies Consultants for one-off consulting help. Unlike the comprehensive Supplier Advantage consulting program, the ASC program provides suppliers a cost-effective way to leverage Ariba trained consultants by contracting their services as needed. For more information on Ariba Supplier Consulting, go to http://www.ariba.com/suppliers/supplier_resources.cfm.

- **Ariba Supplier Enablement** solutions comprise a broad range of products and services, enabling suppliers in all industries to join Ariba SN so that they can manage business transactions and content simply through a web browser or by using XML. These easy-to-use solutions address the needs of small suppliers and also offer sophisticated, XML-based solutions for suppliers that want to build on their existing e-commerce infrastructure. For more information on Ariba Supplier Enablement, see http://www.ariba.com/suppliers/content_solutions.cfm.

---

**If you want to...** | **See this manual...**
---|---
Transact with customers using EDI documents | *Getting Started with Ariba EDI*

Learn how to configure your Ariba SN account and your EDI (Electronic Data Interchange) application to route ANSI X12 and EDIFACT business documents, such as purchase orders and invoices.

Add support for specific EDI documents | EDI implementation guides

Read about the mapping Ariba SN uses to translate data between cXML and EDI documents. These guides and *Getting Started with Ariba EDI* are required reading for implementers using EDI document routing.
Getting Help

Ariba SN provides various levels of technical support depending on whether your organization has subscribed to the Supplier Premium Support (SPS) service. See the Ariba SN Account Management Guide for information on subscribing.

Some Ariba support services request your ANID (Ariba Network ID) for identification purposes. To view your ANID, click Home at the top right of the screen. The ID number appears at the top of the Home page. When prompted, enter the last nine digits (shown in bold below):

ANxx-xxx-xxx-xxx

For up-to-the-minute information on Ariba SN’s operational status, including notifications about upcoming releases and current or planned service downtimes, go to the Ariba SN Event Website at http://netstat.ariba.com. The website is available 24 hours a day, seven days a week. For easy access to this site at any time, click Network Status on the left navigation bar of your account.

Supplier Premium Support (SPS)

The SPS program offers an enhanced level of technical support that a standard account does not include, such as the ability to view online case status, extended support hours, guaranteed response times, and an escalation path.

If your organization has subscribed to Supplier Premium Support, you can contact Ariba Technical Support by telephone or through an online webform and receive the following benefits:

- Get telephone or online assistance with any Ariba SN issue. Without an SPS subscription, you can only receive online assistance with basic account problems.
- Access 24 x 7 support for priority 1 issues and 24 x 5 support for other issues, with a one-hour response time.
- Escalate issues to Ariba SN Technical Support management.
- View case status online by clicking Support on the left navigation bar and then searching the Ariba Supplier Network Knowledgebase.
- Use any of the support features listed in the “Standard Support” section.
To contact Ariba Technical Support, do one of the following:

- Click **Support** on the left navigation bar after logging in to submit your question using an online web form.
- Call the telephone number that is listed on the Contacting Technical Support page: https://connect.ariba.com/techsupport_contacting.htm?Network

**Standard Support**

Whether or not your organization is subscribed to Supplier Premium Support (SPS), you can:

- Contact Network Accounts Services for help with account configuration and other basic account issues, such as registration and username/password problems. To submit your question to Network Accounts Services by email, click **Account Problems?** on http://supplier.ariba.com before logging in to your Ariba SN account.
- Search the Ariba Supplier Network Knowledgebase for troubleshooting tips. Click **Support** on the left navigation bar.
- Read the Ariba SN Business FAQ, which provides answers to questions like “What is Ariba SN?” and “What services does Ariba SN provide?” Click **Resources > Documentation** on the left navigation bar and then click **FAQs, Etc.**
- See **Hot Issues and Technical FAQ** for links to currently open Ariba SN issues and frequently asked questions about account configuration, registration, catalogs, and other technical product areas. The URL for this site is: https://connect.ariba.com/anfaq.htm.
- Access catalog creation tools, sample catalogs, and links to standards web sites. Click **Resources > Documentation** on the left navigation bar and then click **Catalogs**.
- Visit **AribaLive for Suppliers**, an online knowledge bank that helps you ramp up on Ariba SN quickly. This site provides roadmaps for getting started with the product and developing a content strategy, links to tools and code samples, and much more. The URL for this site is: http://alive.ariba.com/supplier.
- Go to **Ariba Education** for information on instructor-led and web-based training and education consulting services. The URL for this site is: http://onlinelearning.ariba.com/campus/Supplier/default.aspx.
Chapter 1 Introduction

Welcome to Ariba Supplier Network (Ariba SN). The following topics introduce the service:

- “Product Overview” on page 13
- “About Suppliers and Their Customers” on page 14
- “Benefits at a Glance” on page 17
- “About Basic and Premier Membership” on page 20
- “Related Products” on page 22
- “Searching the Online Help” on page 23
- “Technical Requirements” on page 24

To register with Ariba SN as a supplier, go to http://supplier.ariba.com and click Register as New Supplier.

Product Overview

Ariba SN is a hosted service that enables your organization to form relationships with buying organizations and conduct transactions over the Internet. Buying organizations (companies that own Ariba Buyer) use Ariba SN to find suppliers from which they want to purchase products or services and invite those suppliers to form buyer-seller relationships. After you accept an invitation, the buying organization can see your catalogs and place orders. You then receive the orders and return invoices.

As the supplier, you will find all of the tools you need on Ariba SN to configure your account to attract buying organizations to your products or services and to transact with them in the way that best suits your organization. When you set up your Ariba SN account, you specify extensive information about your company—from your address to your business policies. You can set also options that determine how Ariba SN routes transaction documents (such as purchase orders and invoices) to and from your customers. You can route documents by fax machine, electronic mail, your Ariba SN Inbox/Outbox, or using more sophisticated document routing formats, such as EDI or cXML.
To communicate your product and service offerings to buying organizations, you can store catalogs on the Ariba SN website using one of several different formats. Or, you can specify a link that enables customers to punch out from Ariba SN to your own proprietary website and shop for products and services there.

To register with Ariba SN as a supplier, go to http://supplier.ariba.com and click **Register as New Supplier**.

## About Suppliers and Their Customers

A supplier is an organization that sells any type of product or service. As a supplier, you use Ariba SN to:

- Register for the service and access a network of high-volume buying organizations.
- Connect with specific buying organization that are interested in your products or services.
- Publish catalogs containing information and pricing that is customized for specific customers.
- Categorize products and services so that customers can find them when searching by category.
- Select a routing method that best fits the way you do business—you can conduct transactions through email, fax, online (using your Ariba SN Inbox and Outbox), cXML, or EDI.
- Conduct transactions electronically, sending purchase order confirmations, invoices, and other documents. Ariba SN provides fast transmission, tracking, and processing of orders.

A buying organization is a company that accesses Ariba SN through an Ariba procurement application, such as Ariba Buyer. Each buying organization has access to a buyer account on https://buyer.ariba.com. Buying organizations can do the following in their Ariba SN accounts:

- Search for suppliers with products and services they need
- Invite suppliers to form a trading partnership
- Send purchase orders and receive invoices
- Receive order confirmations and ship notices
- Run reports on their suppliers
For more information on buyer accounts and how to use them, buying organizations should consult the Ariba SN Buyer’s Guide in the Resources > Documentation area of their account.

Ariba SN enables you to automate certain aspects of your business, providing improved business practices and reducing business costs. For example, by automating the process of sending and receiving purchase orders, Ariba SN eliminates manual processing of routine transactions, speeds order execution, and increases accuracy. The purchase orders you receive are more accurate and timely.

**How Suppliers Connect with Customers**

To create an account and connect with buying organizations, you must register on Ariba SN. Registration takes only a few minutes—you enter basic company information such as company name, D-U-N-S number, address, and business contact, as well as company profile data such as your industry, company size, geographic areas served, commodities provided, and annual revenues.

Any supplier can register with Ariba SN; however, you cannot obtain a fully transactional account until at least one buying organization (a “sponsor”) approves a relationship with your organization. The sections below describe how the registration and account activation process works depending on whether or not your organization already has a sponsor.

Registration grants you immediate access to a preview account, which means you do not yet have a relationship with a buying organization and cannot conduct transactions. After you form a relationship with a sponsor, the buying organization converts your preview account to a production account. You can then configure settings for business policies and technical settings, publish catalogs, conduct transactions with customers.
Registering with a Sponsor

Typically, your organization is already in contact with a buying organization that owns an Ariba procurement application before you register with Ariba SN. In this case, you can register in one of two ways:

• **Register through an email invitation.** The buying organization logs into Ariba SN and invites your organization to join the service. Ariba SN sends an email message to your Ariba SN account administrator that contains a link for starting the registration process. The administrator uses the link to register and Ariba SN grants immediate access to a preview account. The buying organization reviews your registration and enables your production account. Ariba SN notifies you through email when the account is active.

• **Register on Ariba SN.** You go to http://supplier.ariba.com and register to create a preview account. The buying organization then requests a relationship with your organization, you accept, and the buying organization enables your production account.

Registering without a Sponsor

If you are not already in contact with an Ariba-enabled buying organization, you can perform a walk-up registration and get access to a preview account. You can use this account to learn how to conduct e-commerce through Ariba SN, create a company profile, and create and publish public CIF or cXML catalogs.

Completing a company profile enables buying organizations to locate your company when searching by commodity, industry, territory, or other criteria. After reviewing basic company information, a buying organization can then request a relationship with your organization. After you accept, the buying organization enables your production account.

To register with Ariba SN as a supplier, go to http://supplier.ariba.com and click **Register as New Supplier.**
Ariba SN provides access to a network of high-volume buying organizations that can download your product and service catalogs and decide which products to purchase. You can use Ariba SN no matter what you sell.

Ariba SN offers the following benefits:

- Publish electronic catalogs to your customers that describe the products and services you offer. See “Publish and Control Access to Electronic Catalogs” on page 17.

- Automate certain aspects of your business, providing improved business practices and reducing business costs. See “Automate Business Processes” on page 18.

- Conduct secure transactions. “Conduct Business in a Secure and Reliable Environment” on page 19.

For additional information on Ariba SN benefits, log in and click Resources > Documentation on the left navigation bar.

**Publish and Control Access to Electronic Catalogs**

Catalogs describe the products and services you offer. Buying organizations search by company type, industry type, and product type to find catalogs that offer the product or service they need.

- **Control access to catalogs you publish.** You control which customers have access to each of your catalogs. You can leverage your catalogs by making them available to a large pool of buying organizations or specify which customers have access to a given catalog. This enables you to use catalogs that contain special items or contract prices for specific customers.

- **Describe any type of product or service.** Catalogs support commodities, services, and complex or simple products.

- **Produce catalogs in a standard format.** Because Ariba SN supports a standardized catalog format, they are universally accessible. You can produce catalogs in-house or contract out to third-party content providers.

- **Offer catalogs with additional content.** You can also create PunchOut catalogs, which reside on your website and interact with the procurement application to provide rich descriptive data and configurability.
Benefits at a Glance

Chapter 1  Introduction

- **Create and publish catalogs with ease.** Any company, regardless of its technical sophistication, can create catalogs. An electronic catalog file contains a comma-separated list of values.

- **Ensure published catalogs are error-free.** Ariba SN automatically validates the format and syntax of your catalog files when you upload them. If it detects errors, it tells you where they are so you can fix them. Error-free catalogs make it easier for customers to purchase from you.

For complete information on catalogs, see the *Ariba SN Catalog Management Guide* or click **Catalogs** in the online help table of contents.

Buying organizations download catalogs and import them into the procurement application. Users can then search these catalogs for products and services.

**Automate Business Processes**

Ariba SN enables you to automate certain aspects of your business, providing improved business practices and reducing business costs:

- **Track order status.** Ariba SN enables you and your customers to track the status of purchase orders in real time. Real-time tracking increases customer confidence.

- **Generate electronic invoices.** You can generate invoices electronically and send them to your customers.

- **Eliminate manual processing.** By automating the process of sending and receiving purchase orders, Ariba SN eliminates unnecessary steps and manual processing of routine transactions, speeds order execution, and increases accuracy. The purchase orders you receive are more accurate and timely.

- **Route orders using your preferred protocol.** Ariba SN automatically routes purchase orders to you through cXML (Commerce eXtensible Markup Language), email, fax, or EDI (Electronic Data Interchange). It can send purchase orders directly to your automated order receiving system, or it can store them for online viewing. You specify how you want to receive orders, and Ariba SN takes care of format, protocol, and delivery details.

For information about order routing methods, see the *Ariba SN Account Management Guide* or click **Advanced Configuration** in the online help table of contents.
XML (eXtensible Markup Language) is a standard for passing data between Internet applications. XML documents contain data in the form of tag/value pairs. XML has a structure similar to HTML (hypertext markup language), but Internet applications can extract and use data from XML documents more easily than from HTML ones.

**Conduct Business in a Secure and Reliable Environment**

Ariba SN is a secure e-commerce service and offers these security and reliability features:

- **Catalog security.** Because your catalogs contain sensitive data, you want to keep them secure, permitting only certain buying organizations to see them. Ariba SN allows you to specify which buying organizations can see a given catalog. Other suppliers cannot see your catalogs.

- **Order security.** You and your customers want to be sure no one else can see purchase orders. Procurement applications and Ariba SN have features that ensure purchase orders are secure. Ariba procurement applications encrypt purchase orders before transmitting them to Ariba SN. Purchase orders on Ariba SN can be viewed only by you and the corresponding buying organization.

- **Transaction reliability** prevents lost or delayed orders, which your customers would perceive as poor service. Ariba SN has built-in reliability and error-detection features to ensure that all your orders are available to you the instant that they are sent from customers. In addition, Ariba SN can create test purchase orders and send them to you. For added reliability, both you and your customers can view order status on Ariba SN.

Ariba SN if you choose to have Ariba SN automatically send purchase orders to you, they can be sent encrypted.
About Basic and Premier Membership

Ariba SN supports two membership levels to promote continued growth and high standards of service. The following sections describe Basic and Premier Membership.

Basic Membership

Basic Membership provides a free, entry-level service for small volume suppliers and suppliers that require only basic functionality from their Ariba SN accounts. If you are a registered Ariba SN supplier, you automatically have a Basic Membership and can establish customer relationships and conduct minimal transactions at no cost. You can also search and view all online sourcing opportunities (RFQs, RFIs, and RFPs) and participate in public sector opportunities.

If you haven’t yet registered, go to https://supplier.ariba.com and click Register as New Supplier. For help with registration, click Help at the top of any page.

Premier Membership

Premier Membership offers a paid, premium-level service for higher volume suppliers and suppliers that desire additional functionality from their Ariba SN accounts. As a Premier Member, you can conduct an unlimited number of transactions with any number of customers and take advantage of other benefits that are not available to Basic Members.

Basic members with a transaction volume that exceeds a specified threshold are required to upgrade to a Premier Membership. Basic Members with transaction volumes that fall below the threshold have the option to upgrade their account to the Premier Membership level to take advantage of additional transaction volume capacity and other features.

For detailed information about Premier Membership, click Ariba SN Services in the online help table of contents or see the Ariba SN Account Management Guide in the Resources > Documentation area of your account.
About the Purchase Order Life Cycle

During the life cycle of a purchase order, you communicate with your customer as follows:

1. You create catalog files that describe products and services.
2. You upload catalog files to Ariba SN for validation.
3. You publish catalogs to specific customers.
4. Ariba SN notifies the buying organization by email that new catalogs are available.
5. Customers download and approve catalogs for use with Ariba Buyer.
6. Procurement application users browse catalogs for products and services and initiate purchase requisitions, which are routed through their organizations for approval.
7. Upon approval, the procurement application automatically sends purchase orders (in cXML format) to Ariba SN.
8. Ariba SN stores purchase orders so that you can view them in your online Inbox.
All suppliers receive purchase orders in their online Inbox; however, you can also receive purchase orders through a document routing method.

**Related Products**

Ariba provides products that buying organizations use to transact with suppliers. As a supplier, you do not interact directly with these Ariba products, so you do not need to know details about them. Instead, Ariba SN handles all supplier interaction with them.

<table>
<thead>
<tr>
<th>Product</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Ariba Buyer</td>
<td>Ariba Buyer is a software application that is used by organizations to manage the procurement of products and services. It is an enterprise-wide automated approval, routing, and tracking system that speeds the generation and authorization of purchase orders. It can significantly reduce administrative costs for purchasing products and services by providing more control over purchases. Company employees use Ariba Buyer over their corporate intranet through Web browsers on desktop computers. It allows employees to generate purchase requisitions easily by selecting products and services from pre-approved catalogs. It routes purchase requisitions to the appropriate managers for approval, converts approved purchase requisitions into purchase orders, and sends them to suppliers through Ariba SN. Ariba Buyer works in conjunction with enterprise resource planning (ERP) systems, and is usually customized for each organization’s specific business practices.</td>
</tr>
</tbody>
</table>
Chapter 1 Introduction

Searching the Online Help

Ariba SN provides a complete online help system that includes conceptual and procedural topics. To access the online help, click Help at the top right of any Ariba SN screen.

To search the online help:

1. Enter one or more search terms in the search field and click Search.

A search term can be a word, multiple words, or a phrase, which is multiple words surrounded with quotation marks ("’). Searches are not case sensitive.

2. In the list of search results, click a help topic title to display that topic.

For effective searches:

- Add a plus sign (+) before a search term to require it in any search results. For example: +purchase order ensures purchase will be in the results, but order is optional.

<table>
<thead>
<tr>
<th>Product</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ariba Sourcing</td>
<td>Ariba Sourcing automates the process of sourcing materials, products, and services. It manages all sourcing steps, from aggregation of spending requirements to supplier management, negotiation, and establishment of optimal contracts with suppliers. It is an enterprise-wide solution and it enables buying organizations and suppliers to capture purchasing trade-offs and optimize sourcing activities with flexible bidding options and decision support tools. Organizations that use Ariba Sourcing can search for suppliers on Ariba SN and post public requests (such as requests for bids or requests for proposals). For sample screens that show how Ariba Buyer displays catalog items, see the Ariba Catalog Format Reference. To access this manual, log in to Ariba SN and click Resources &gt; Documentation on the left navigation bar.</td>
</tr>
</tbody>
</table>
• Add a minus sign (-) before a search term to exclude it from the search results. For example: -purchase order returns help topics that contain order but not purchase.

• Use an asterisk (*) to match zero or more characters in addition to the search term. For example: order* finds order, orders, and ordering.

Ariba SN lists search results from highest to lowest relevance.

<table>
<thead>
<tr>
<th>Enter...</th>
<th>To find...</th>
</tr>
</thead>
<tbody>
<tr>
<td>role</td>
<td>Topics that contain: “role,” “Role,” “ROLE”</td>
</tr>
<tr>
<td>username password</td>
<td>Topics that contain: “username,” “password,” “Enter your username and password”</td>
</tr>
</tbody>
</table>

The help search results include all help topics that contain the search term you entered. If you entered multiple terms, topics that contain any one of the terms is listed. Topics that contain all (or most) of the search terms are considered more relevant, and are listed first.

**Technical Requirements**

Ariba recommends using one of the following web browsers when accessing Ariba SN:

- Netscape Navigator 6.2
- Netscape Navigator 7.0
- Netscape Navigator 7.1
- Microsoft Internet Explorer 5.5 (SP2)
- Microsoft Internet Explorer 6.0 (SP1 and patch 2600.0000)
Ariba tests Ariba SN with these browsers on the following operating systems:

- Windows NT 4.0
- Windows 2000 (SP2 and SP3)
- Windows XP

Your Web browser must be Java Script enabled. Ariba SN connects in secure mode and tells your Web browser to encrypt all communication.

Ariba SN automatically compresses responses, which ensures that it displays pages as rapidly as possible.

For more information about Ariba SN’s infrastructure, click **Technical Infrastructure** in the online help table of contents.
Chapter 2 Getting Started

After you have registered with Ariba SN, you are ready to get started using your account. Whether your account is in preview or production mode, you must complete the basic account configuration that you started during registration to ensure that buying organizations can locate you in searches and that your company profile information is up-to-date. Review this information from time to time, to ensure it is up to date.

The following topics provide background information that you need before beginning basic configuration:

- “Getting Started: A Process Overview” on page 28
- “About Account Modes” on page 30
- “About Roles and Users” on page 31
- “Logging In” on page 31
- “Overview of the User Interface” on page 33
- “Supplier Resources” on page 69

See these topics to get started with basic configuration:

- “Basic Configuration” on page 34
- “About Routing Methods” on page 52

Initially, your account is in preview mode—you cannot conduct transactions until a buying organization has activated your account and converted it to production mode. Ariba SN sends you an email when a buying organization has enabled your production account.
Getting Started: A Process Overview

After you register, you have immediate access to a preview account. Until your organization has a relationship with at least one buying organization, you cannot conduct transactions. While your account is in preview mode, you can do the following:

- **Log in to your account.** See “Logging In” on page 31.

- **Set basic configuration options.** By completing your company profile and setting other basic configuration options, you make your organization more visible to buying organizations searching on Ariba SN for suppliers. Basic configuration includes entering your own personal information (such as username, password, and email address), completing your company profile, entering system notification email addresses, specifying routing methods for incoming documents, and setting other options. See “Basic Configuration” on page 34 for more information.

- **Create catalogs.** You can store electronic catalogs that detail your products and services on Ariba SN so that your customers can access and download them. While your account is in preview mode, you cannot upload catalogs, but you can begin creating them so they are ready when your account switches to production mode. You can create catalogs in several different formats. For information on creating catalogs, see the Ariba Catalog Format Reference in the Resources > Documentation area of your Ariba SN account.

- **Search for business opportunities.** Ariba SN provides an area where you can search for business leads for your organization. In this area, organizations that are looking for products and services post requests for proposals, information, and bids. You can browse for opportunities, create watch lists for the categories that are of most interest, and respond to requests. To look for business opportunities, click **Look for business** in the Business Opportunities box on the right side of your Ariba SN home page.

After a buying organization has enabled your production account, Ariba SN sends you an email notification. You can then do any of the above-mentioned tasks, as well as the following:

- **Set advanced configuration options.** Ariba SN makes additional, advanced configuration options available in your production account that are not visible in preview accounts. These options let you specify policies to inform your customers about the way you conduct business, set technical options for advanced routing...
methods (cXML and EDI), select routing methods for outgoing documents, and other settings. For complete information on advanced configuration, see the Ariba SN Account Management Guide in the Resources > Documentation area of your account.

- **Manage users and roles, customer contacts, and customer relationships.** As the administrator for your Ariba SN account, you create roles to control access to various parts of your Ariba SN account, add usernames and passwords for users of the account, and assign users to roles. You manage business contacts, entering the names and contact information for individuals at your company who are responsible for responding to various types of customer inquiries. The administrator also accepts and rejects customer relationship invitations and manages customer relationships. For complete information, see the Ariba SN Account Management Guide in the Resources > Documentation area of your account.

- **Manage services.** Ariba SN offers a number of value-added services that provide additional benefits and features beyond what is available with a standard production account. For a minimal fee, you can subscribe to these services, which enable you to access premium technical support, retain your organization’s transactions documents, digitally sign invoices, and obtain other benefits. For complete information, see the Ariba SN Account Management Guide in the Resources > Documentation area of your account.

- **Publish catalogs.** In a production account, you can upload, validate, test, and publish catalogs. For instructions on uploading, verifying, and publishing catalogs, click Catalogs in the online help table of contents or see the Ariba SN Catalog Management Guide in the Resources > Documentation area of your account.

- **Transact with customers.** In a production account, you can accept purchase orders, send invoices, and exchange other documents with your customers. For complete information on managing your Inbox and Outbox, see the Ariba SN Transactions Guide in the Resources > Documentation area of your account.

For access to any of the online manuals mentioned here, as well as others in Ariba SN’s comprehensive documentation set, log into your Ariba SN account and click Resources > Documentation on the left navigation bar.
About Account Modes

Your Ariba SN account can have three modes:

- **Preview.** After you register and before a buying organization has activated your account, your account is in preview mode, which means that you are not yet connected with a buying organization and cannot conduct transactions. While waiting for your sponsor to convert your account to production mode, you can enter general company information and start creating catalogs.

- **Production.** After a buying organization activates your production account, Ariba SN sends you an email notification. You can then configure settings for business policies and technical settings, publish catalogs, use the online Inbox, and perform any other Ariba SN task.

- **Test.** You can switch your account mode from production to test if you want to test online catalogs, routing, or PunchOut. For instructions on test accounts and switching to your test account, click **Test Accounts** in the online help table of contents.

To identify the current account mode, look in the white box at the top of the left navigation bar.

While waiting for your sponsor to convert your account to production mode, you can enter general company information and start creating catalogs.
About Roles and Users

A role defines the tasks that a user assigned to the role is permitted to perform in Ariba SN. The Ariba SN administrator (which is also a role) creates the roles that are appropriate for your organization and selects the associated permissions. For example, the Administrator might create an Invoice Generator role for individuals who are responsible for monitoring your online Inbox for incoming purchase orders and generating electronic invoices for them.

A user is a username/password that a single individual at your organization enters when logging into Ariba SN. Each user is assigned to a particular role. An Ariba SN user’s role typically corresponds to his or her functional role in your organization. For example, the Administrator might create a user account for the person who is responsible for generating paper invoices from purchase orders in your organization and assign that user to the Invoice Generator role.

After you complete registration, Ariba SN creates a single default role named Administrator. The Administrator role is automatically linked to the username and login that you entered during registration.

The Administrator role should be used by the individual at your organization who is responsible for setting basic and advanced configuration options, managing customer relationships, subscribing to optional services, and maintaining the account over time.

Logging In

You must enter your username and password each time you want to access your organization’s Ariba SN account.

▼ To log in:

1. If you are not logging in through an email invitation, open a Web browser and go to the following Internet address:

   https://supplier.ariba.com

   Ariba SN displays the login page.
2 Enter your username and password (these values are case sensitive).

3 Click Login.

If your account is in preview mode, Ariba SN displays a welcome page that includes information about your account. If you have a production account, Ariba SN displays a page titled Important Message to Account Users.

To change your password, see “Updating Personal Information” on page 35.

If you forget your Ariba SN password, click Forgot Your Password? on the login page. After you enter your username, Ariba SN sends an email containing instructions for resetting your password. Ariba SN sends these instructions to the email address you specified on the Account Admin/Personal Information tab under Configuration. See “Updating Personal Information” on page 35.
Overview of the User Interface

The Ariba SN application is divided into these areas:

- The gray navigation bar on the left side includes links to all areas of your account. The links that appear on the navigation bar vary depending on how your account administrator has set permissions and configured the account.

- The bar at the top includes three buttons. Click **Home** to access your home page from anywhere in the application. Click **Help** to display the online help table of contents or help for the current page. Click **Logout** to exit Ariba SN when you are done with your session.

- The main window is the area where you view and enter information. The contents of the main window differ when you first log in depending on whether your account is in preview or production mode.

You can hide the navigation bar by clicking the small arrow tab that appears halfway down the right side of the bar.

You can access PDF versions of the supplier guides by clicking **Resources > Documentation** on the left navigation bar.
Home Page

You can access your Ariba SN home page from anywhere in the application by clicking **Home** at the top right of the screen. The home page provides quick access to important information:

- **Company ANID** (Ariba Network ID) is a number that uniquely identifies your company on Ariba SN. You might need this number to contact some support services.
- **Alerts** contains notifications about account issues that require your immediate attention. For example, you receive an alert when a customer has requested additional company profile information. Keeping your account up-to-date is crucial for attracting high-quality trading partners and transacting business efficiently.
- **Important Messages from Ariba** contains information about recent changes to Ariba SN policies, features, and functionality.
- **Starting Points** provides quick access to highly used areas of your account.

Be sure to respond to notifications in the **Alerts** area promptly. Failure to respond might result in service interruptions.

Basic Configuration

While your account is in preview mode, you can set basic configuration options to make your organization visible to buying organizations looking for products and services and to prepare for conducting transactions with your future customers.

You can set and update basic configuration options whether your account is in preview or production mode; however, if your account is in production mode, you will see additional, advanced configuration settings. For information on configuring these settings, click **Advanced Configuration** in the online help table of contents or see the *Ariba SN Account Management Guide* in the **Resources > Documentation** area of your account.

You set basic configuration options in three main areas:

- “**Updating Personal Information**” on page 35
- “**Completing a Company Profile**” on page 37
- “**Setting Technical Options**” on page 48
The above-referenced topics indicate whether a configuration area is available in preview mode or in both preview and production modes.

To access the configuration areas, click links under Configuration on the left navigation bar.

## Updating Personal Information

During registration, Ariba SN requires you to enter basic contact information for yourself, such as your username, email address, password, and other values. Use the procedure below to update it when required, such as when a different individual at your company becomes the administrator.

▼ To update personal information:

1. Click Personal Information under Configuration on the left navigation bar.
2. Click Account Information.
3. Update values on the Account Information page as necessary, noting the following constraints and guidelines:

   - **Username** is a value you enter when you log into Ariba SN. A username must be in the format of an email address (name@domain.com); however, Ariba SN does not send messages to the address. Usernames are case-sensitive, can contain any English character, and cannot contain any punctuation except the ampersand and period required by the name@domain.com format.

   - **Email Address** is where Ariba SN sends account notifications. By default, Ariba SN sends all notifications to the account administrator. Users with notifications privileges can change notification email addresses.

   In addition, your email address is part of your account profile, which is visible to your customers or to all buying organizations, depending on your account setting.

   - **Password** is a case-sensitive value you enter when you log in to Ariba SN. Passwords must be at least eight characters long and can include only English characters and punctuation marks. We recommend that you include at least one numeral between the first and last characters and at least one letter. To change your password, you must enter your old password as well as the new one.
Note: The number of asterisks that appears onscreen after you have typed in your password might differ from the number of characters in your password. This does not indicate a typing error. The difference results from password encryption and occurs randomly.

- **Secret Question and Answer** are values that Ariba SN uses to verify your identity if you forget your password. The minimum length for a secret question is one character. The minimum length for the answer to a secret question is five characters, including spaces and punctuation.

- **Preferred Language** is the language of notifications that Ariba SN sends you. This is different than your Web browser’s language setting, which controls the user interface and actions you initiate there.

To save your changes, click **OK**.

For more detailed guidelines and rules related to passwords, secret questions and answers, usernames, and email addresses, click **Getting Started** in the online help table of contents and then click one of the following:

**Passwords**  
**Secret Questions**  
**Usernames**  
**Email Addresses**

Buying organizations can see only the Administrator’s name and email address in your company profile; all other information is hidden.
Completing a Company Profile

The **Company Profile** area under **Configuration** includes sections that specify information that interests buying organizations. Buying organizations often search on company profile information to find appropriate suppliers.

You can click **Company Profile Wizard** to let Ariba SN guide you through each step, or click individual areas under **General Company Info**. The Company Profile area includes the areas described below.

The **Customize Online Workspace** enables you to specify your company’s support for advanced document routing methods (cXML or EDI) if you did not select advanced routing methods during registration. You must indicate your routing methods before the cXML or EDI configuration options appear in the **Configuration** area of your production account. For information on configuring document routing, see “About Routing Methods” on page 52.

The **Business Opportunities** section provides access to an area where you can search for, view, and participate in online sourcing opportunities (RFQs, RFPs, and RFIs). For more information on Ariba SN Business Opportunities, click **Business Opportunities** in the online help table of contents.
General Company Info

The General Company Information section specifies basic business information about your organization. You can update this information whether your account is in preview or production mode. This section includes the following areas:

- **Company Description** allows you to enter basic information about your business, including company address, email address, URL, phone numbers, and tax ID number. For information, see “Updating Your Company Description” on page 39.

- **Small and Disadvantaged Businesses** enables you to designate your business as small and disadvantaged, women-owned, minority-owned, or veteran-owned. Buying organizations can search for suppliers based on this information. For information, see “Entering Small and Disadvantaged Business Information” on page 40.

- **Classifications** lets you categorize your company and its offerings so that buying organizations searching by commodity, industry, and territory can locate your business. For information, see “Classifying Your Company by Commodity” on page 42, “Classifying Your Company by Industry” on page 44, and “Classifying Your Company by Territory” on page 45.

- **Website Information** allows you to enter your company URLs to help buying organizations obtain more information about your products and services. For information, see “Specifying Website Information” on page 46.

- **Business and Profile Visibility** includes options that let you control buying organizations’ access to your company’s extended profile and whether an Ariba SN registrant can contact your administrator to request an account login. For information, see “Setting Business and Profile Visibility” on page 47.

Business Policies Info (Production Accounts Only)

The Business Policies Information area enables you to specify information to inform your customers about how you conduct business. Your account must be in production mode before you can see this section of the company profile. See the Ariba SN Account Management Guide for instructions on updating business policies.

Catalog Information (Production Accounts Only)

The Catalog Information area lets you specify information to inform your customers about your catalog capabilities. Your account must be in production mode before you can see this section of the company profile. See the Ariba SN Account Management Guide for instructions on updating catalog information.
Chapter 2  Getting Started  Completing a Company Profile

To maximize your company's visibility to buying organizations, you should ensure that your company profile is filled in completely and accurately.

Updating Your Company Description

The Company Description area enables you to specify essential information about your organization, including your D-U-N-S number, company name, aliases, address, description, and other data.

The country that you specify for your organization affects values that Ariba SN displays in the Services area of your account. Ariba SN uses the country to:

- Determine which currency to use when calculating service payment plan costs, non-credit card payment surcharges, and total transaction amounts for customer relationships during a Premier Membership upgrade.
- Determines which remittance address Ariba SN displays on Ariba service invoices.

For more information on services, click Ariba SN Services in the online help table of contents.

▼ To update your company description:

1. Click Company Profile under Configuration on the left navigation bar.
2. Click Company Description.
3. Modify values in the Company Identification section as necessary.
4. Enter or revise values in the Company Description section. The description can contain a maximum of 500 characters. Optionally, you can update these values:
   - Year Founded. Enter years in yyyy format.
   - Number of Employees. The approximate number of people who work for your organization.
   - Annual Revenue. Select a currency range. If you prefer not to state your annual revenue, scroll to the bottom of the list and select Contact Company for Information. If you select this value, potential customers searching by Annual Revenue will not see your company.
   - State of Incorporation (United States suppliers only).
5 (Optional, for United States suppliers only) Select options in the **Business Ownership/Ethnicity** section that describe the ownership or ethnicity of your company if you anticipate buying organizations will require this information to do business with you.

6 Click **OK** to save your changes.

Buying organizations can view information you specify in the **Company Address** area when they locate your company in a search. To maximize your company’s visibility to potential customers, provide accurate and detailed information.

**Entering Small and Disadvantaged Business Information**

You can set options in your company profile to indicate that your business is:

- Small and disadvantaged
- Women-owned
- Minority-owned
- Veteran-owned
- Disabled veteran-owned
- Vietnam veteran-owned

Buying organizations can view these designations in your company profile and search on this information when looking for new suppliers. If your business is certified as small and disadvantaged, women-owned, or minority-owned, you must enter a certification number issued by a valid certifying organization and an expiration date. This information is subject to verification by Ariba.

If you are certified as small and disadvantaged, women-owned, or minority-owned, you are exempt from Premier Membership fees. You can enter certification information while you are upgrading to Premier Membership and use the procedure below to keep your certification information up-to-date. For information on Premier Membership, see “About Basic and Premier Membership” on page 20.

**To enter small and disadvantaged business information:**

1 Click **Company Profile** under **Configuration** on the left navigation bar.

2 Click **Small and Disadvantaged Businesses**.

3 Select one or more business types.
4 If you selected A Small Disadvantaged Business, A Woman-Owned Enterprise, or A Minority-Owned Enterprise in step 3, do the following:

a Select the certifying organization or Other if the organization is not listed. Ariba SN displays fields for entering certification information.

b Enter a valid certification number.

c Enter a valid expiration date.

5 Click OK to save your changes.

To obtain detailed information about Premier Membership or to upgrade your account, click Services > Membership on the left navigation bar in your account.
Classifying Your Company by Commodity

Ariba SN uses UNSPSC codes to standardize commodity classification. A UNSPC code includes four levels: Segment, Family, Class, and Commodity. If you supply essentially all the commodities under a given segment, designate the segment alone. Buying organizations searching on family, class, or commodity criteria within that segment will find your organization. If you supply only select commodities within a given segment, family, or class, designate the highest level that accurately reflects your offerings.

Buying organizations use commodities information when searching for suppliers of certain products.

▼ To classify the products or services your company provides:

1 Click Company Profile under Configuration on the left navigation bar.
2 Click Classifications.
3 Click Choose Commodities. Ariba SN displays the Commodity Selection page. If you have previously selected commodities, a Selected Commodities section appears at the bottom of the page listing the existing commodities.
4 Select a value in the Segment list. Ariba SN updates the page and displays the Family list.
5 To classify your products more granularly than by segment, select a value in the Family list. Ariba SN updates the page and displays the Class list.
6 To classify your products more granularly than by segment and family, select a value in the Class list. Ariba SN updates the page and displays the Commodity list.
To classify your products more granularly than by segment, family, and class, select a value in the **Commodity** list.

**Commodity Selection**

Select the commodities your firm supplies. This information helps buying organizations identify appropriate trading partners. Be as specific as possible. The UNSPSC Code has four levels: Segment, Family, Class, and Commodity. When you select one level, the next level is displayed. You can stop at any level.

### Add Commodity

<table>
<thead>
<tr>
<th>Description</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mineral, Textile, Inedible Plant, Animal Materials</td>
<td></td>
</tr>
<tr>
<td>Non-edible animal products</td>
<td></td>
</tr>
<tr>
<td>Other animal products</td>
<td></td>
</tr>
</tbody>
</table>

**Selected Commodities**

<table>
<thead>
<tr>
<th>Description</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gaseous fuels [151115]</td>
<td>Delete</td>
</tr>
<tr>
<td>Live Plant, Animal Material, Accessories, Supplies</td>
<td>Delete</td>
</tr>
</tbody>
</table>

8 Click **Add Commodity** to add the commodity to your Selected Commodities list.

9 If necessary, repeat steps 4-7 to add more commodity classifications.

10 To delete a selected commodity, click **Delete** in its Actions list.

11 Click **OK** to save your changes and return to the Classifications page.

If you supply all of the items at a given commodity level, select the name of the higher-level commodity category instead of adding all of the lower-level commodities.

For example, a furniture manufacturer that produces all of the categories of furniture listed under the category “Furniture, Furnishings,” should select only that category, not the thousands of individual products it sells.

If you do not provide Classifications information, buying organizations will not see your profile when they search for supplier profiles by classification. Suppliers that do not want to attract new customers might consider leaving the Classifications information blank.
Classifying Your Company by Industry

To specify the industries your company serves:

1. Click **Company Profile** under **Configuration** on the left navigation bar.
2. Click **Classifications**.
3. Click **Choose Industries**. Ariba SN displays the Industry Selection page.

4. Select the industries your company serves.
5. Click **OK** to save your changes.

Classifying your organization by industry increases its visibility to buying organizations that are searching for products and services within specific business areas, such as aerospace, automotive, or chemicals.

If you do not provide Classifications information, buying organizations will not see your profile when they search for supplier profiles by classification. Suppliers that do not want to attract new customers might consider leaving the Classifications information blank.
Classifying Your Company by Territory

▼ To classify the territories your company serves:

1. Click **Company Profile** under **Configuration** on the left navigation bar.
2. Click **Classifications**.
3. Click **Choose Territories**. The Selected Territories section at the bottom of the page lists any previously selected territories.

4. Select a value in the **Country** list. If the country you select includes regional divisions, Ariba SN updates the page and displays a **Region** list.

5. If you don’t serve all areas within the selected country, select a value in the **Region** list. You can be as general (all-inclusive) or specific as you like. If you serve all states in a country, select only the country, not all of its states.

6. Click **Add Territory** to add the territory to your list.

7. To delete a selected territory, click **Delete** in its **Actions** list.

8. Click **OK** on the Territory Selection page.

9. Click **OK** on the Company Info—Classifications page. Ariba SN returns you to the Company Profile area.

Ariba SN categorizes territory information according to the ISO 3166 Code. The ISO 3166 standard is supported by most computerized systems that store and process information related to countries and country names.

If you do not provide Classifications information, buying organizations cannot see
your profile when they search for supplier profiles by classification. Suppliers that do not want to attract new customers might consider leaving the Classifications information blank.

**Specifying Website Information**

Provide information about sites you host that might be of interest to buying organizations.

▼ To update website information:

1. Click **Company Profile** under **Configuration** on the left navigation bar.
2. Click **Website Information**.

<table>
<thead>
<tr>
<th>Description</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td><a href="http://www.mycompany.com">http://www.mycompany.com</a></td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td><a href="http://www.accountsrec@mycompany.com">http://www.accountsrec@mycompany.com</a></td>
</tr>
<tr>
<td>Shipping</td>
<td><a href="http://www.shipping@mycompany.com">http://www.shipping@mycompany.com</a></td>
</tr>
</tbody>
</table>

3. Enter or modify descriptions and URLs for up to three company websites.
4. Click **OK** to save your changes.

Examples of websites to which you want to provide access include customer service sites or sites in various regions or countries.
Chapter 2  Getting Started  Completing a Company Profile

Setting Business and Profile Visibility

Ariba SN’s visibility options let you:

- Choose whether your extended profile is available to all buying organizations on Ariba SN or only to those that have sent you a relationship request.
- Control whether an Ariba SN registrant can contact your administrator to request an account login. During registration, Ariba SN automatically searches its database of registered suppliers based on the registrant’s company name, aliases, D-U-N-S number, and tax ID to determine if the registrant’s organization is already registered. If Ariba SN finds your organization as a match and you select the Allow other suppliers to contact your account administrator check box (see the procedure below), the registrant can send an email message to your account administrator requesting a username and password to your Ariba SN account.

▶ To set business and profile visibility:

1. Click Company Profile under Configuration on the left navigation bar.
2. Click Profile Visibility.

3. Select an option in the Profile Visibility section to control whether your extended profile is available to all buying organizations or only to those that have sent you a relationship request.
4 To allow Ariba SN registrants to request a username and password from your account administrator, select the **Allow other suppliers...** check box.

5 Click **OK** to save your changes.

All buying organizations on Ariba SN can view your organization’s basic profile. To attract valuable customers and enable your existing customers to plan effectively, ensure that your profile information is complete and accurate.

### Setting Technical Options

The **Technical Settings** area under **Configuration** lets you set options for your account’s default currency, timezone, eXML settings, and email addresses for system notifications. You can also specify routing methods for incoming documents and specify a remittance address.

#### Technical Settings Wizard

Configure your network settings in a series of steps - > [Technical Settings Wizard]

The Technical Profile area includes the following sections.
Chapter 2  Getting Started  Setting Technical Options

**Account Preferences**

The **Account Preferences** section lets you set miscellaneous account options:

- **Locale Settings.** This area lets you set the timezone that Ariba SN uses for displaying dates and times and the default currency used to display monetary amounts. See “Setting Locale Options” on page 50.

- **cXML Setup.** This area only appears if you selected cXML as a routing method during registration and contains advanced configuration settings. See the *Ariba SN Account Management Guide* for instructions on setting cXML options.

- **Customer Relationships.** This area only appears if your account is in production mode. See the *Ariba SN Account Management Guide* for instructions on managing customer relationships.

- **System Notifications.** This area enables you to specify email addresses that Ariba SN uses for sending types of notifications. “Entering Email Addresses for System Notifications” on page 51.

**Incoming Documents**

The **Incoming Documents** section lets you select a routing method and associated options for:

- **New Orders.** See “Routing for New Orders” on page 55.

- **Orders with Attachments.** See “Routing for Orders with Attachments” on page 57.

- **Change/Cancel Orders.** See “Routing for Change/Cancel Orders” on page 59.

- **Non-Catalog Orders.** See “Routing for Non-Catalog Orders” on page 61.

- **Time Sheets.** See “Routing for Time Sheets” on page 63.

- **Payment Remittances.** “Routing for Payment Remittances” on page 64.

**Outgoing Documents**

The **Outgoing Documents** section lets you select the routing method and associated options for outgoing order response documents and invoices. This area only appears if you selected cXML or EDI as routing methods during registration.

For instructions on selecting routing methods for outgoing documents, see the *Ariba SN Account Management Guide*. 
Payment

This section enables you to specify your company’s remittance addresses and associated payment options. See “Specifying Remittance Addresses and Payment Profiles” on page 66 for instructions.

If your account is in production mode, this section also displays an area named Ariba Processing Plus. See the Ariba SN Account Management Guide for configuration information and the Ariba SN Transactions Guide for procedural information.

If you did not select cXML or EDI as routing methods during registration and want to display configuration options for those routing methods, click Company Profile under Configuration on the left navigation bar. Then click Customize at the bottom of the page.

Setting Locale Options

The Locale Settings area enables you to set options that control how Ariba SN displays date/time stamps and currency to all account users:

- **Preferred Timezone** controls how Ariba SN displays date and time on purchase orders routed by fax or email. Date and time stamps are displayed as GMT (Greenwich Mean Time) +/- . For more information, see http://www.timezoneconverter.com.

  Ariba SN uses this setting for documents sent by your administrator and user accounts, such as invoices. In addition, Ariba SN uses the timezone for dates and times entered by users.

- **Default Currency** is the currency that Ariba SN uses for entered and displayed monetary amounts in all areas of your account except Services.

  **Note:** The currency that Ariba SN uses in the Services area of your account is controlled by your organization’s location, which you specify in Configuration > Company Profile > Company Description.

▼ To update locale settings:

1. Click Technical Settings under Configuration on the left navigation bar.
2. Click Locale Settings.
3. Select a timezone from the Preferred Timezone list.
4  Select a currency from the **Default Currency** list.

5  Click **OK** to save your changes.

Changes take effect for users at the next login.

Click **Technical Settings Wizard** to launch a wizard that guides you through all areas. If you decide to exit the wizard without going through all the steps, your changes are not saved.

### Entering Email Addresses for System Notifications

Ariba SN can send automatic notifications when certain events affect your account. You can use these notifications to monitoring catalog access activity and debug problems with your account. The table below lists the notification types and how Ariba SN notifies you.

<table>
<thead>
<tr>
<th>Notification</th>
<th>Event that Triggers Notification</th>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Opportunity</td>
<td>A business opportunity launches within your organization’s selected commodities.</td>
<td>Email only</td>
</tr>
<tr>
<td>Catalog Service</td>
<td>A customer subscribes to a publicly published catalog.</td>
<td>Inbox and email</td>
</tr>
<tr>
<td>Collaboration Request</td>
<td>A collaboration request is received.</td>
<td>Inbox and email</td>
</tr>
<tr>
<td>Order</td>
<td>An order is undeliverable.</td>
<td>Inbox and email</td>
</tr>
<tr>
<td>Invoice</td>
<td>An invoice is undeliverable or its status has been changed.</td>
<td>Inbox and email</td>
</tr>
<tr>
<td>Payment Remittance</td>
<td>One of the following:</td>
<td>Inbox and email</td>
</tr>
<tr>
<td></td>
<td>• Payment remittance is undeliverable or its status has been changed.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• A payment remittance or payment plan has been received.</td>
<td></td>
</tr>
<tr>
<td>Time Sheet</td>
<td>A time sheet is undeliverable.</td>
<td>Inbox and email</td>
</tr>
<tr>
<td>Customer</td>
<td>A customer sends you a relationship request or confirms your registration on Ariba SN.</td>
<td>Email only</td>
</tr>
</tbody>
</table>
To set up notifications:

1. Click Technical Settings under Configuration on the left navigation bar.
2. Click System Notifications.
3. Enter up to three email addresses, separated by commas, for each notification type you want to activate. For example:
   
   johnc@abccompany, natalies@abccompany, nelss@abccompany

4. Select the check box for each notification type you want to activate.

If you want Ariba SN to stop sending a certain notification type, deselect the check box. Ariba SN retains your email addresses for your convenience, but does not send notifications.

For more information about business opportunities, see the Ariba SN Account Management Guide or click Business Opportunities in the online help table of contents.

To send one notification type to more than three email addresses, create an alias in your email system and enter the name of that alias in the appropriate field on the Notifications page.

### About Routing Methods

Ariba SN offers several order-routing methods. The easiest order-routing methods are fax and email, because you probably already have a fax machine or an email account. The most automated method is cXML, but some work is required at your site to set up...
support for cXML. Regardless of the routing method you select, Ariba SN stores all transactions (including purchase orders) in your online Inbox, where you can view them by logging on to your account.

The table below briefly describes the document routing methods that Ariba SN supports:

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>cXML</td>
<td>cXML (Commerce eXtensible Markup Language) is an open standard for communicating commerce-related data across the Internet. To use the cXML order-routing method, you must implement a website that can accept XML posts. For information on setting up this website, see the cXML User’s Guide in the Resources &gt; Documentation area of your account. When you select cXML as an order routing method, Ariba SN sends purchase orders as cXML posts to your website. Ariba SN connects in secure mode so all communication is encrypted. For information about cXML security and reliability and instructions on setting cXML options, see the Ariba SN Account Management Guide.</td>
</tr>
<tr>
<td>Fax</td>
<td>Ariba SN can send purchase orders to your fax machine. The fax is similar to the purchase order sent to your online Inbox.</td>
</tr>
<tr>
<td>Email</td>
<td>Ariba SN can send purchase orders as email messages. The message is similar to the purchase order sent to your online Inbox.</td>
</tr>
<tr>
<td>EDI</td>
<td>Ariba SN can send purchase orders as ANSI X12 or EDIFACT EDI (Electronic Data Interchange) documents. Until Ariba activates EDI order routing for your account, you receive orders in your online Inbox. For more information about setting EDI order-routing configuration options, see Ariba SN Account Management Guide.</td>
</tr>
<tr>
<td>Online Inbox</td>
<td>(Default) To view orders that you have received, log in to Ariba SN and view them online. For more information, click Inbox in the online help table of contents.</td>
</tr>
</tbody>
</table>
For instructions on testing your order routing method to ensure both ends of the communication operate correctly, see the *Ariba SN Catalog Management Guide*.

For instructions on overriding your default routing method for specific customers or customer groups, see the *Ariba SN Account Management Guide*.

Buying organizations can see the order routing method that you select and request notification if you change your order routing method.

**About Purchase Order Types**

Ariba SN allows you to specify a different routing method for each type of incoming order:

- **New Orders**—regular purchase orders.
- **Orders with Attachments**—purchase orders that have attached external files, such as Word or Excel documents.
- **Change/Cancel Orders**—modifications or cancellations of previously sent purchase orders.
- **Non-Catalog Orders**—purchase orders for items that are not described in your catalogs.

If an order has multiple types, such as a new order with an attachment, Ariba SN uses the routing method specified in the following table:

<table>
<thead>
<tr>
<th>Order Type</th>
<th>Routing Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>New catalog order</td>
<td>New Orders</td>
</tr>
<tr>
<td>New non-catalog order</td>
<td>Non-Catalog Orders</td>
</tr>
<tr>
<td>New catalog order with attachment</td>
<td>Orders with Attachments</td>
</tr>
<tr>
<td>New non-catalog order with attachment</td>
<td>Orders with Attachments</td>
</tr>
<tr>
<td>Change order for catalog order</td>
<td>Change/Cancel Orders</td>
</tr>
<tr>
<td>Change order for non-catalog order</td>
<td>Change/Cancel Orders</td>
</tr>
<tr>
<td>Change order for catalog order with attachment</td>
<td>Change/Cancel Orders</td>
</tr>
<tr>
<td>Change order for non-catalog order with attachment</td>
<td>Change/Cancel Orders</td>
</tr>
</tbody>
</table>
You can specify the routing method for incoming documents when your account is in preview mode; however, to specify the routing method for outgoing documents, such as invoices, your account must be in production mode.

## Routing for New Orders

Use this procedure to select a routing method for new orders (regular purchase orders). You can only select one method; however, if you select fax or email, Ariba SN automatically sends new orders to your online Inbox.

**To select a routing method for new orders:**

1. Click **Technical Settings** under **Configuration** on the left navigation bar.
2. Click **New Orders** under **Incoming Documents**.

![New Orders](image)

- **cXML** (more information about cXML at [http://www.cxml.org](http://www.cxml.org))
  - URL to send your orders:

- **Fax**
  - Country
  - Area
  - Number
  - Send a cover page with each fax
  - Include the full PO in the fax

- **Email**
  - Address to send orders: orders@workchairs.com
  - Attach cXML document in the email message
  - Include document in the email message

- **EDI**
  - EDI routing configuration: [Click here for Configuration](#)
  - Until your selection is activated by the provider, you will receive orders in your online inbox.

- **Online Inbox** (Save POs in my online inbox, but do not send them to me)
3 Do one of the following:

- To receive orders in Commerce eXtensible Markup Language, click cXML and enter the https URL of your website. Ariba SN does not display this URL to customers or other suppliers.

  **Note:** For information on using the Profile transaction, a better, more automated way to specify your URL, click **Advanced Configuration > cXML Options** in the online help table of contents.

- To receive orders by fax machine, click Fax. Then, enter your fax number, which is called from the United States.

  (Optional) Select **Send cover page with each fax** to receive a cover page on each fax. If the fax machine is dedicated to your order-receiving department, you probably do not need cover pages.

  (Optional) Select **Include the full PO in the fax** to receive a full purchase order. If this option is deselected, you receive only a brief notification. Users must log in to see the full purchase order.

- To receive orders through email, click Email, then enter the email address of your Internet mailbox. To route orders to multiple addresses, enter the address of an email alias. You might want to use this method to ensure that orders are executed if the primary order receiver is absent.

  (Optional) Select **Attach cXML document in the email message** to receive cXML OrderRequest documents as attachments to email purchase orders. This feature provides an easy way to receive cXML orders without having to set up a cXML-enabled website. When you receive the attached cXML OrderRequest documents, you can parse and process them as if they were sent through HTTP POST.

  (Optional) Select **Include document in the email message** to receive a full purchase order. If this option is deselected, Ariba SN sends only a brief notification containing a hyperlink to the order (this prevents the transmission of unencrypted order contents in email). Users must log in to see the full purchase order.

- To receive orders through ANSI X12 or EDIFACT, click **EDI**, then click the **Click here**... link to set configuration options. For help on these fields, click **Advanced Configuration > EDI Routing** in the online help table of contents.

- To receive orders in your online Ariba SN Inbox, click **Online Inbox**.
4 Click OK to save your changes.

If the routing method you want is not listed in the New Orders page, go back to the Company Profile page and click Customize to make it visible.

Routing for Orders with Attachments

Customers can attach external files to purchase orders to give more explanation or supporting information for the order. These attachments can be in any format, such as Word documents, AutoCAD drawings, or Excel spreadsheets.

You can receive attachments by logging on to Ariba SN and viewing them online. Attachments expire 30 days after Ariba SN receives them. After 30 days, they are no longer available online. For more information, see the Ariba SN Transactions Guide.

▼ To select a routing method for orders with attachments:

1 Click Technical Settings under Configuration on the left navigation bar.
2 Click Orders with Attachments under Incoming Documents.
3 Select a routing method (if the routing method you want is not listed, go back to the Company Profile page and click Customize to make it visible):

- To use the same method you specified for new orders, click Same routing as new orders, but leave attachments online. (This option is only visible if you selected cXML, fax, or EDI for new orders). Attachments remain in your online inbox. For cXML, Ariba SN inserts an Extrinsic named AttachmentOnline to indicate that a purchase order has an attachment.

- To receive new orders with attachments through cXML, click cXML. Then enter the https URL of your website. Ariba SN does not display this URL to other customers or suppliers.

  Note: For information on using the Profile transaction, a better, more automated way to specify your URL, click Advanced Configuration > cXML Options in the online help table of contents.

- To receive new orders with attachments through email, click Email and then enter the email address of your Internet mailbox. To route orders to multiple addresses, enter the address of an email alias. You might want to use this method to ensure that orders are executed if the primary order receiver is absent.

  (Optional) Select Attach cXML document in the email message to receive cXML OrderRequest documents as attachments to email purchase orders. This feature provides an easy way to receive cXML orders without having to set up a cXML-enabled website. When you receive the attached cXML OrderRequest documents, you can parse and process them as if they were sent through HTTP POST.

  (Optional) Select Include document in the email message to receive a full purchase order. If this option is deselected, Ariba SN sends only a brief notification containing a hyperlink to the order (this prevents the transmission of unencrypted order contents in email).

4 To receive new orders with attachments in your Ariba SN Inbox, click Online Inbox.

5 Click OK to save your changes.

Ariba SN always stores attachments online. Routed purchase orders indicate that attachments can be viewed online.
Routing for Change/Cancel Orders

Your customers might send change orders to modify purchase orders previously sent. Or, they might send cancel orders to tell you to ignore purchase orders previously sent. You might want to specify a separate routing method for change and cancel orders.

▼ To select a routing method for change/cancel orders:

1. Click **Technical Settings** under **Configuration** on the left navigation bar.

2. Click **Change/Cancel Orders** under **Incoming Documents**.

![Change/Cancel Orders](image-url)
3 Select a routing method:

- To use the same method you selected for new orders, click **Same routing method as new orders**.

- To receive change/cancel orders through cXML, click **cXML**. Then enter the https URL of your website. Ariba SN does not display this URL to other customers or suppliers.

  **Note:** For information on using the Profile transaction, a better, more automated way to specify your URL, click **Advanced Configuration > cXML Options** in the online help table of contents.

- To receive change/cancel orders through your fax machine, click **Fax**, and then enter your fax number, which is called from the United States.

  (Optional) Select **Send a cover page with each fax** to receive a cover page on each fax. If the fax machine is dedicated to your order-receiving department, you probably do not need cover pages.

  (Optional) Select **Include the full PO in the fax** to receive a full purchase order. If this option is deselected, you receive only a brief notification.

- To receive change/cancel orders through email, click **Email**, and then enter the address of your Internet mailbox. To route orders to multiple addresses, enter the address of an email alias. You might want to use this method to ensure that orders are executed if the primary order receiver is absent.

  (Optional) Select **Attach cXML document in the email message** to receive cXML OrderRequest documents as attachments to email change/cancel orders. This feature provides an easy way to receive cXML orders without having to set up a cXML-enabled website. When you receive the attached cXML OrderRequest documents, you can parse and process them as if they were sent through HTTP POST.

  (Optional) Select **Include document in the email message** to receive a full change/cancel order. If this option is deselected, Ariba SN sends only a brief notification containing a hyperlink to the order (this prevents the transmission of unencrypted order contents in email).

- To receive change/cancel orders through ANSI X12 or EDIFACT, click **EDI**, then click the **Click here...** link to set configuration options. For help on these fields, click **Advanced Configuration > EDI Routing** in the online help table of contents.

- To receive change/cancel orders in your Ariba SN Inbox, click **Online Inbox**.
4 Click **OK** to save your changes.

For instructions on specifying your business policies for cancel orders, see the *Ariba SN Account Management Guide*.

If the routing method you want is not listed, go back to the Company Profile page and click **Customize** to make it visible.

### Routing for Non-Catalog Orders

Non-catalog (ad hoc) purchase orders contain items entered manually by requisitioners, not items selected from your catalogs. Often, these items do not have part numbers. Non-catalog orders usually require special validation and processing, so not all suppliers accept them.

To detect non-catalog items, Ariba SN examines incoming orders and looks for either:

- The `isAdHoc` flag (used by Ariba Buyer 8.0 and later).
- Supplier Part IDs that are blank or set to “not available.”

▼ To select a routing method for non-catalog orders:

1. **Click Technical Settings** under **Configuration** on the left navigation bar.
2. **Click Non-Catalog Orders** under **Incoming Documents**.

![Non-Catalog Orders](image)

3. Set an option to specify your policy for accepting purchase orders containing non-catalog (ad hoc) items:

   - **Yes**, You accept them.
   - **No, but allow them to route anyway**, Your stated policy is not to accept them, but if a customer sends them, your account accepts them.
   - **No, do not allow them to route**, If a customer sends them, your account rejects them.
4 Select a routing method (if the routing method you want is not listed, go back to the Company Profile page and click Customize to make it visible):

- To use the same method that you selected for new orders, click Same routing as new orders.

- To receive non-catalog orders through cXML, click cXML, and then enter the https URL of your website. Ariba SN does not display this URL to other customers or suppliers.

**Note:** For information on using the Profile transaction, a better, more automated way to specify your URL, click Advanced Configuration > cXML Options in the online help table of contents.

- To receive non-catalog orders through your fax machine, click Fax, and then enter your fax number, which is called from the United States.

  (Optional) Select **Send a cover page** to receive a cover page on each fax. If the fax machine is dedicated to your order receiving department, you probably do not need cover pages.

  (Optional) Select **Include the full PO in the fax** to receive a full purchase order. If this option is deselected, you receive only a brief notification.

- To receive non-catalog orders through email, click Email, and then enter the address of your Internet mailbox. To route orders to multiple addresses, enter the address of an email alias. You might want to use this method to ensure that orders are executed if the primary order receiver is absent.

  (Optional) Select **Attach cXML document in the email message** to receive cXML OrderRequest documents as attachments to email purchase orders. This feature provides an easy way to receive cXML orders without having to set up a cXML-enabled website. When you receive the attached cXML OrderRequest documents, you can parse and process them as if they were sent through HTTP POST.

  (Optional) Select **Include document in the email message** to receive a full purchase order. If this option is deselected, Ariba SN sends only a brief notification containing a hyperlink to the order (this prevents the transmission of unencrypted order contents in email).
• To receive non-catalog orders through ANSI X12 or EDIFACT, click EDI, then click the Click here... link to set configuration options. For help on these fields, click Advanced Configuration > EDI Routing in the online help table of contents.

• To receive non-catalog orders in your Ariba SN Inbox, click Online Inbox.

5 Specify your routing preference for items that have manually entered part IDs. These items have both the isAdHoc flag and Supplier Part IDs and you might be able to process them as if they were regular orders.

6 Click OK to save your changes.

If the routing method you want is not listed, go back to the Company Profile page and click Customize to make it visible.

Routing for Time Sheets

If you are a supplier of services and intend to receive time sheets from your customers for work completed, select your preferred routing method for time sheets.

Note: Time sheets are only supported by Ariba Buyer 8.2.

▼ To select a routing method for time sheets:

1 Click Technical Settings under Configuration on the left navigation bar.

2 Click Time Sheets under Incoming Documents.
3 Select a routing method (if the routing method you want is not listed, go back to the Company Profile page and click Customize to make it visible):

- To receive time sheets through cXML, click cXML, and then enter the https URL of your website. Ariba SN does not display this URL to other customers or suppliers.

- To receive time sheets through email, click Email, and then enter a single email address only—the address of your Internet mailbox. To route time sheets to multiple addresses, enter the address of an email alias. You might want to use this method to ensure that time sheets are executed if the primary order receiver is absent.

(Optional) Select Attach cXML document in the email message to receive cXML TimeCardInfoRequest documents as attachments to email time sheets. This feature provides an easy way to receive cXML time sheets without having to set up a cXML-enabled website. When you receive the attached cXML TimeCardInfoRequest documents, you can parse and process them as if they were sent through HTTP POST.

(Optional) Select Include full time sheet in the email message to receive a full time sheet. If this option is deselected, Ariba SN sends only a brief notification containing a hyperlink to the time sheet (this prevents the transmission of unencrypted order contents in email).

- To receive time sheets in your Ariba SN Inbox, click Online.

4 Click OK to save your changes.

For additional information on collaborating with customers on service requests, see the Ariba SN Transactions Guide.

Routing for Payment Remittances

When customers send you payment remittances, Ariba SN routes them according to the setting you select during account configuration. Choose the routing method that complements your work flow.
To select a routing method for payment remittances:

1. Click Technical Settings under Configuration on the left navigation bar.
2. Click Payment Remittances under Incoming Documents.

3. Do one of the following:
   - To receive payment remittances through cXML, click cXML, and then enter the https URL of your website. Ariba SN does not display this URL to customers or other suppliers.
     
     Note: For information on using the Profile transaction, a better, more automated way to specify your URL, click Advanced Configuration > cXML Options in the online help table of contents.
   - To receive payment remittances through email, click Email, and then enter a single email address only—the address of your Internet mailbox. To route payment remittances to multiple addresses, enter the address of an email alias. You might want to use this method to ensure that someone in your company has access to payment remittances if the primary order receiver is absent.
     
     (Optional) Select Attach cXML document in the email message to receive cXML PaymentRemittanceRequest documents as attachments to email messages. This feature provides an easy way to receive cXML payment remittances without
having to set up a cXML-enabled website. When you receive the attached cXML PaymentRemittanceRequest documents, you can parse and process them as if they were sent through HTTP POST.

(Optional) Select Include document in the email message to receive a full payment remittance document. If this option is deselected, Ariba SN sends only a brief notification containing a hyperlink to the remittance document (this prevents the transmission of unencrypted order contents in email).

- To receive payment remittances in your online Ariba SN Inbox, click Online.
- To receive payment remittances through EDI, click EDI, then click the Click here… link to set configuration options. For help on these fields, click Advanced Configuration > EDI Routing in the online help table of contents.

4 Click OK to save your changes.

If the routing method you want is not listed, go back to the Company Profile page and click Customize to make it visible.

**Specifying Remittance Addresses and Payment Profiles**

Your customers use your remittance addresses to send payment electronically and by mail. You can specify multiple remittance addresses and preferred payment preferences. Ariba SN displays your remittance address information under “Remit To” on generated invoices and in your company profile, which is visible to customers.

▼ To add a remittance address:

1 Click Technical Settings under Configuration on the left navigation bar.
2 Click EFT/Check Remittances under Settlement Options.
3 Click **Create**.

4 In the **Remittance Address** section, enter a complete mailing address.

5 To designate this address as the default, click **Yes** for **Default**.

6 In the **Payment Method** section, do the following:
   
   a Select an entry from the **Preferred Payment Method** list.
   
   b Enter information for each payment method you support. Your customers use this information when they set up electronic payments. For more information about payment methods, see the *Ariba SN Transactions Guide*.

   A beneficiary bank is your primary bank. A corresponding bank is an intermediate bank that facilitates international transactions.
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At the bottom of the page, indicate whether you accept credit card payments.

7 Click Create a remittance entry for each type of payment you accept. A remittance address is required for each entry.

8 Click **OK** to return to the Technical Settings page.

When you select a country, Ariba SN updates the page to include address fields that are appropriate for the selected country.
Supplier Resources

Ariba SN provides a number of online resources that suppliers can use to learn the product, look up concepts and procedures, and troubleshoot problems:

- **Online help.** Click **Help** at the top right of any Ariba SN page for instructions on how to interact with the page or to browse or search for information.

- **Online documentation.** The **Resources > Documentation** area of your account provides user guides in PDF format, cXML and EDI documents, catalog templates, FAQs, and other online documents.

- **Knowledge Threads (Premier Members only).** Join a supplier online discussion forum to communicate and collaborate with other Ariba SN suppliers on a variety of topics. Knowledge Threads enable you to post and reply to messages to share ideas, learn about product tips and tricks, and troubleshoot problems. Premier Members can click **Resources > Community** on the left navigation bar.

- **Support.** All suppliers can use an online webform to contact Ariba SN Technical Support using the **Support** link on the left navigation bar. If your organization subscribes to the Supplier Premium Support service, you can get telephone support and take advantage of other support resources. For detailed information on Technical Support offerings, click **Getting Started > Getting Help** in the online help table of contents.

For information on subscribing to Supplier Premium Support, see the **Ariba SN Account Management Guide** or click **Ariba SN Services** in the online help table of contents.

Where to Go Next

You are now finished with basic configuration. You can do the following:

- If your account is in production mode, you can set advanced configuration options, create roles and users, manage customer relationships, and set up internal contact information. See the **Ariba SN Account Management Guide**.

- Upload, validate, and publish catalogs. See the **Ariba SN Catalog Management Guide**.

- Receive purchase orders and send invoices. See the **Ariba SN Transactions Guide**.
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