

SAP Ariba Frequently Asked Questions

For the latest FAQs, please visit the [Ariba Exchange User Community site](#).

How do I create documents against purchase orders from my customer?

To process a purchase order, you need to click the **Process order** button in the purchase order email notification.

After you [register](#) or log in to your Ariba Network light account, you are taken to the purchase order details page, where you can create documents like order confirmations, ship notices, and invoices against the purchase order.

If you misplace the original email notification for a particular purchase order, you can [send a new copy of the email](#) from the home dashboard of your light account.

Tip: If you download and sign in to the [SAP Ariba Supplier mobile app](#), you can view your full list of purchase orders and create order confirmations without needing to tap **Process order** in the purchase order email notification. For more details on installing and using the SAP Ariba Supplier mobile app, see the [SAP Ariba Supplier mobile app user guide](#).

How to register and send an order confirmation (Video)

Shows how to register for a light account and send an order confirmation after receiving a purchase order. Discusses how to confirm or reject individual line items, including backordering.

Link: <https://uex.ariba.com/auc/node/71089>

How do I register a free, light account?

When you receive your first document from your customer, you are prompted to register a light account on Ariba Network. To register your light account, take one of the following actions:

In a purchase order notification, click **Process order**.

In an invoice notification, click **View invoice**.

Do one of the following:

If you have an existing Ariba Network account with another customer, click **Log in** to [add the new order to your existing account](#).

If you don't have an account, click **Sign up** to start the registration process.

Review the basic information about your business, such as your company name and address.

An asterisk (*) indicates a required field.

Enter the following information:

Your name

Your email address

Your desired username (needs to have an email address format)

Your desired password

Your preferred language

One email address or email distribution list who needs to be notified of new purchase orders (Optional) Click the arrow next to **Tell us more about your business** if you want to provide additional information to your customer and any potential customers.

Choose the check box at the bottom of the page to agree to the terms of use.

Click **Register**.

Result: You are taken either to the purchase order page or invoice details page and can begin to process the purchase order as needed.

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For future purchase orders email notifications, when you click **Process order**, you'll be prompted to log in to your account to create new order confirmations, ship notices, or invoices.

Additional Information

With light accounts, you have access to receive documents from your customers, and you can send invoices, order confirmations, ship notices, and service entry sheets to customers.

Optionally, you can [upgrade to a full-use account](#) to take advantage of [additional benefits](#) on Ariba Network.

Important: If you choose to upgrade to a full-use account and you reach a certain level of transaction volume with your customer, you might need to pay a subscription fee to continue transacting with your customer through Ariba Network. For more information on the Ariba Network fee structure, visit the [subscriptions and pricing page](#), and choose your region from the **Global Pricing** area on the right side of the page.

Do I need to pay to use this service?

Regardless of how much volume you transact with your customer, you don't need to pay to receive documents or to create order confirmations, ship notices, or invoices.

If you choose to [upgrade your account](#), you might become chargeable based on your level of transaction.

For more information about potential subscription fees for an upgraded account on Ariba Network:

Visit the [Ariba Network subscriptions and pricing page](#).

Choose your region from the **Subscription/Fee Datasheets** area along the right side of the page.

Download the **Subscriptions Overview** and **Fee Schedule** documents for your region.

Additional Information

If you choose to participate in SAP Ariba Discovery leads or to offer discounts to your customer through the supply chain finance capability, you are subject to the fees involved with using these services.

What are the benefits of upgrading to a full-use account?

Upgrading to a full-use account on Ariba Network offers the following benefits:

View all previous purchase orders you received, and access all the documents you created.

Gain access to 24 x 7 online support with multi-lingual customer service representatives, rich help content, and collaboration with SAP Ariba's global user community.

Run reports to gain insight into your order history, document statuses, and customer transactions.

Manage all your customer accounts and documents on a single dashboard, and view all active and pending tasks.

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Collaborate on advanced business processes with your customers through contract invoicing, services invoicing, and inventory forecasting.

Integrate your order fulfillment and invoicing systems to reduce cost and increase customer retention.

Load your product catalogs to better market your products and increase sales efficiency and customer loyalty.

Archive tax invoices (selected countries).

How do I add purchase orders to my existing Ariba Network account?

If you've previously registered a light account or full-use account on Ariba Network to transact with a different customer, you have the option to add the transactions with your new customer to your existing account.

To add your new purchase orders to your existing account:

In the purchase order email notification, click **Process order** and then click **Log in** on the light account landing page.

Log in with the administrator username and password for the existing account.

If you merged the new customer relationship with a full-use account, the documents from your new relationship are added to your **Inbox**. If you merged the new customer relationship with a light account, you'll see the documents from your new relationship on the home dashboard.

You'll also receive an email notification from SAP Ariba when the customer relationship and documents are fully transferred to your existing account. If you don't see the documents immediately, you might have to log out and log back in to your existing account for the changes to take effect.

What is Ariba Network?

[Ariba Network](#) is a secure, global platform for exchanging business transactions such as purchase orders, invoices, catalogs, and payments.

When you register a light account on Ariba Network, you can continue receiving documents from your customer free of charge. If you've received several documents and want to get more value from Ariba Network, you can upgrade your account to take advantage of all the [benefits](#) that Ariba Network has to offer.

Contact the SAP Ariba enablement help desk with any questions related to the upgrade process:

Region	Phone number
North America (toll free)	1-800-974-4899
United Kingdom, Germany, France, and Netherlands (toll-free)	00 800 0001 0205
Other locations	+44 20 7750 6812

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Why am I receiving emails from SAP Ariba?

You are receiving emails because your customer has chosen to transact with you through SAP Ariba. If your customer is sending purchase orders to you through SAP Ariba, each purchase order notification contains a section where customers can include details about why they have chosen to use SAP Ariba to send transactional documents. Contact your customer if you have additional questions or want more details.

If you're not the right person in your company to handle new purchase orders, let your customer know the correct contact for future orders. You can also add more users to your Ariba Network light account so the right people know about new purchase orders.

Additional Information

To unsubscribe from SAP Ariba emails:

At the bottom of any purchase order notification, locate the **About this email** section.

Click the **stop receiving emails** link.

After you click this link, use the **Reasons For Declining** field to let your customer know why you want to stop receiving purchase orders through SAP Ariba.

Click **Confirm**.