

Account details revision

Content

This is a support material which aims review of some important configurations that must occur on a recurring basis after its adoption so that there are no problems in receiving and acting on orders and invoices.

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Administrator user - Roles and Responsibilities

SAP Business Network uses the predefined settings in the portal to send notifications of orders and other documents to which your customer has subscribed in a contract with SAP.

Therefore, it is extremely important that the account administrator user (each account is allowed only 1 administrator user) regularly review the registered data, especially regarding the emails that receive notifications of purchase orders and invoices.

In addition to the above-mentioned role, it is the administrator user's responsibility to support other users in account registration, maintenance and periodic review of other users and their access permissions. As well as the acceptance of new relationships and other settings relevant to the portal.

Keep in Mind!

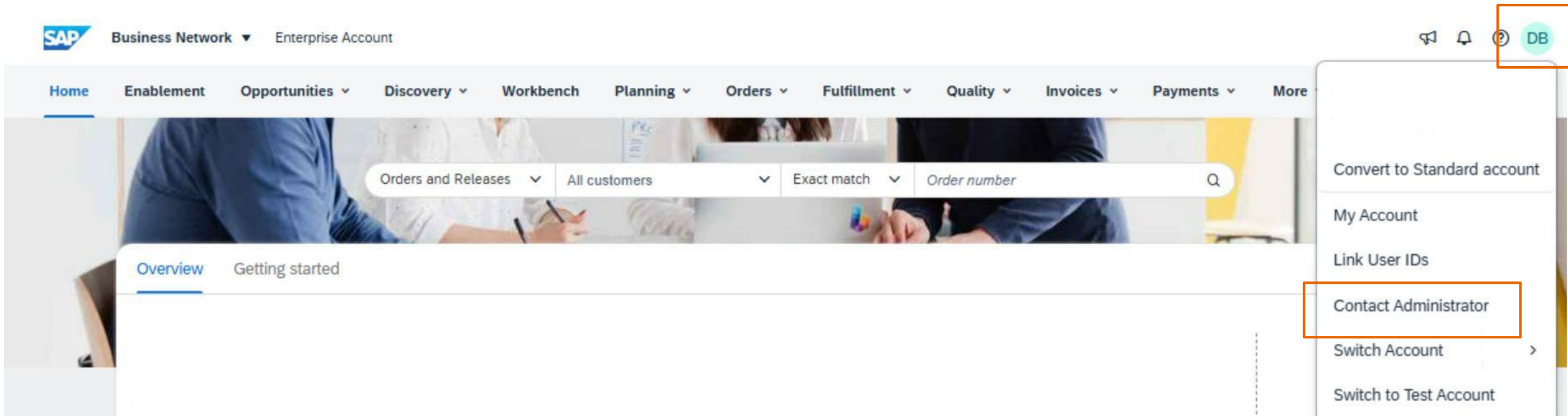
Do not create settings to redirect notification emails for these users, nor use systems that read the links sent in order notifications.

Changes to this process may cause errors in receiving orders. Therefore, reviewing the data entered in the portal is extremely important.

How to find the administrator user on the account?

As said before, administrator user is who has important permissions which only they can perform. Below we show you how to find your account administrator.

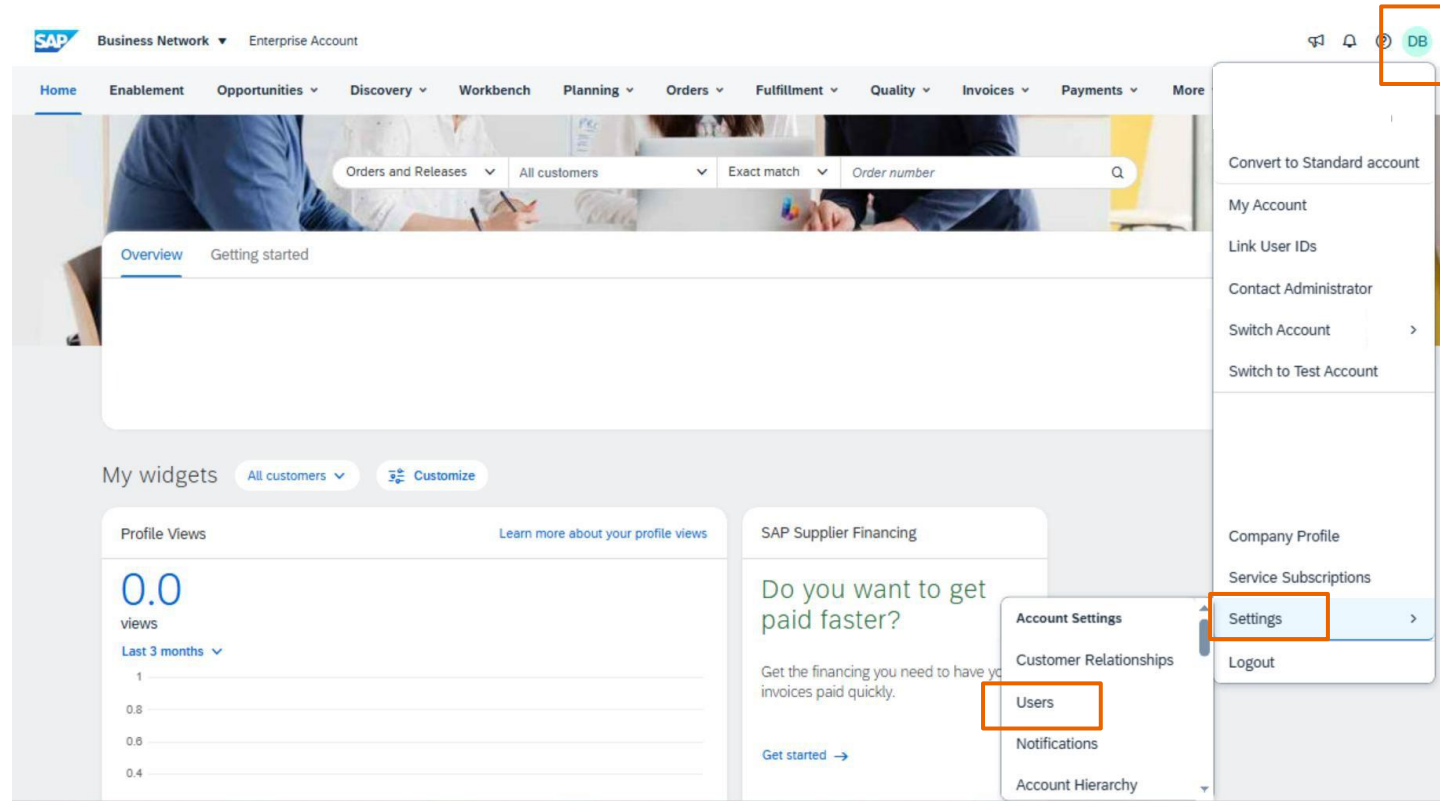
Click on the initials at the top right of the page > Contact your administrator



How to change the administrator user from the account?

1. If the administrator user is still with the company:

Click on the initials at the top right of the page > Settings > Users > Manage Users > chose for the user who will take the responsibility, at the “...” click on “Make administrator”



Customer Relationships
Users
Notifications
Account Hierarchy
Application Subscriptions
Account Registration
API management
Account Type Change Log
Generative AI

Manage Roles
Manage Users
Manage User Authentication
Revoked Users
More...

Users (52)

☒ Enable assignment of orders to users with limited access to SAP Business Network.

Filter

☐ View users across all linked child accounts

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

Username
Enter username
+

Apply
Reset

+
Page 1
»

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>						Finance Administrator		All(8)	Yes	Actions
<input type="checkbox"/>						Proposals and Contracts Access		All(8)	Yes	Edit
<input type="checkbox"/>						Proposals and Contracts Access		All(8)	Yes	Delete
										Make Administrator

How to change the administrator user from the account?

2. If this user is no longer with the company, it is necessary to open a call with the SAP support team requesting the change.

- > Click on: [SAP Ariba Help Center](#) > *SAP Business Network* > *Contact us* > *Account help* > scroll down and click on *Reassign / transfer account admin* > at the bottom of the page click on *Create a Case*
- > *Please detail your request on Full description, inform the ANID you would like to change, the reason, the user who needs to be removed (name and e-mail) and the new user (name and e-mail).*
- > *Scroll down and fill all the information with an “*”*

Note: Don't forget to add account ANID number on your request!

- > *After agree with the terms and conditions please click at the bottom of the page on One Last Step*
- > *Chose your contact method and Submit.*

How to configure Routing Notifications (PO and Invoices)?

Please click on the links below

[Configure routing notifications purchase orders](#)

[Configure routing notifications invoices](#)

Additional support

Please click on the links below

[Manage users](#)

[Forgot username and password](#)

[Configure Remittance Address](#)

Thank you.

Contact information:

Name

Email