

SAP Business Network

Getting started and FAQs

Nothing in this document is intended to override the corporate separateness of entities affiliated with Exxon Mobil Corporation. Exxon Mobil Corporation has numerous affiliates, including many with names that include "ExxonMobil." For convenience and simplicity in this document, "ExxonMobil" is sometimes used as an abbreviated reference to specific affiliates or affiliate groups.

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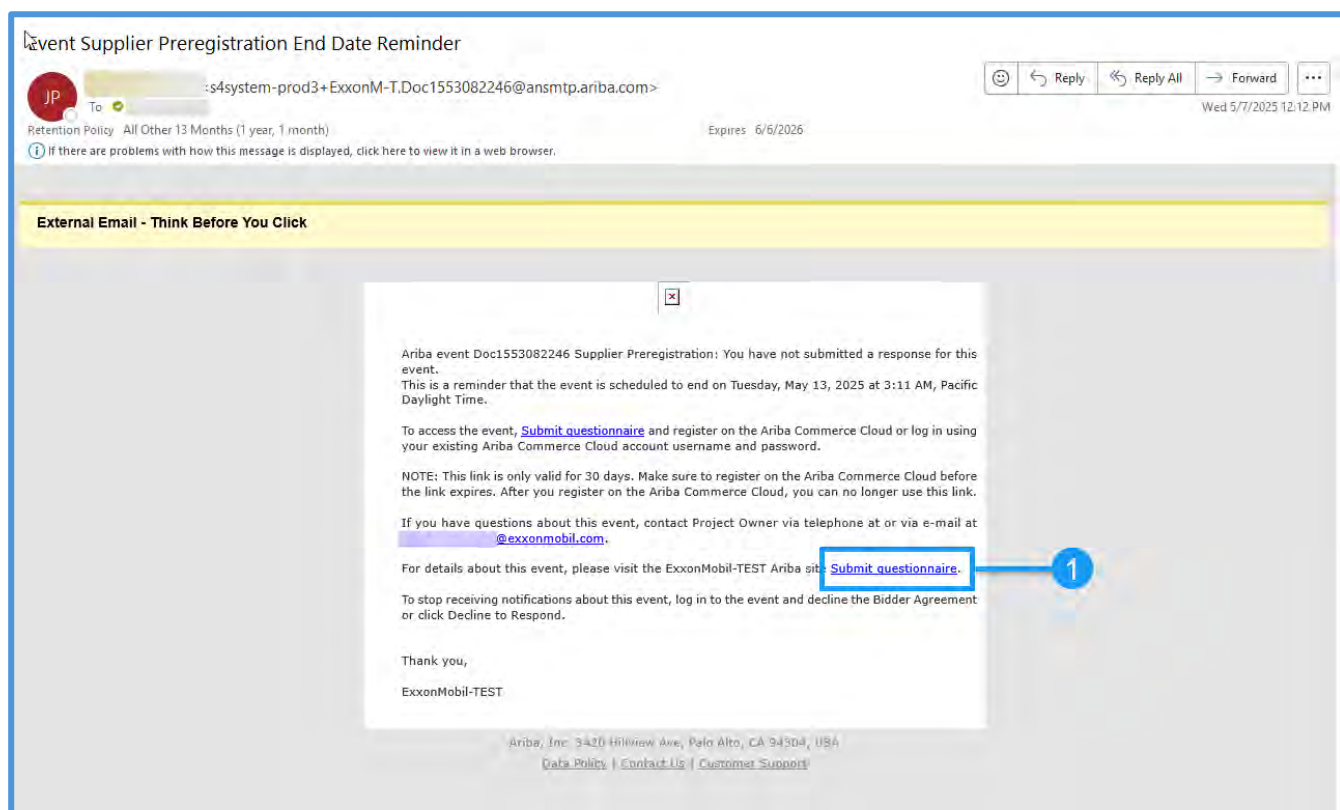
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What is SAP Business Network?

SAP Business Network is a cloud-based platform designed to enhance collaboration between businesses and their suppliers. It facilitates efficient procurement and supply chain processes by enabling digital transactions and information sharing.

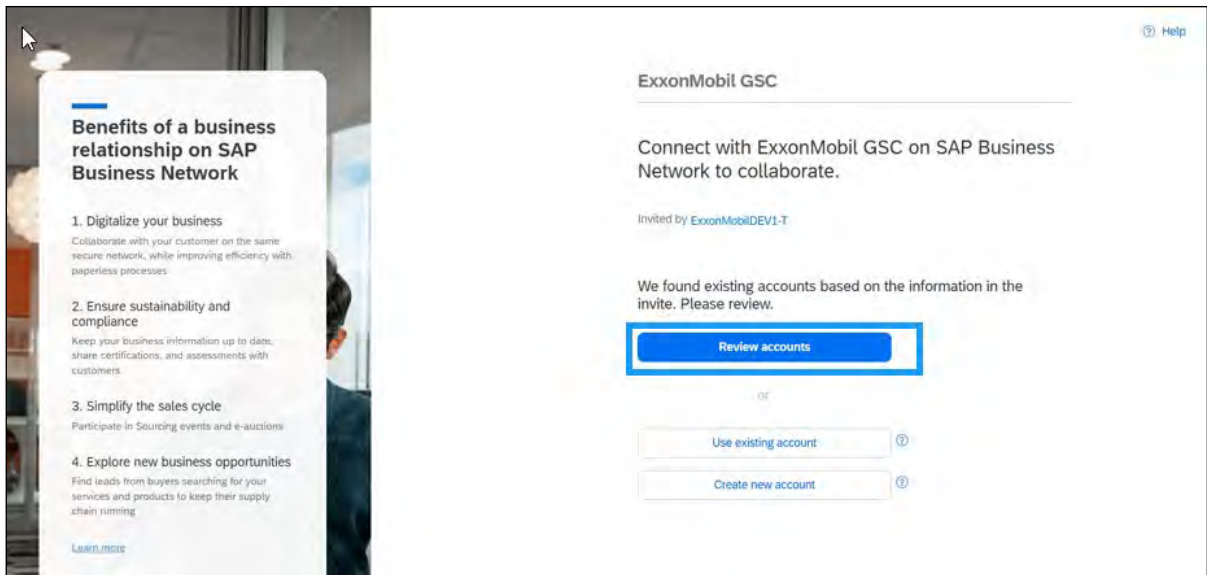
How do I collaborate with ExxonMobil through SAP Business Network

1. An ExxonMobil representative will send you an invitation via Ariba. You will receive an email containing a link and instructions for registering with SAP Business Network.

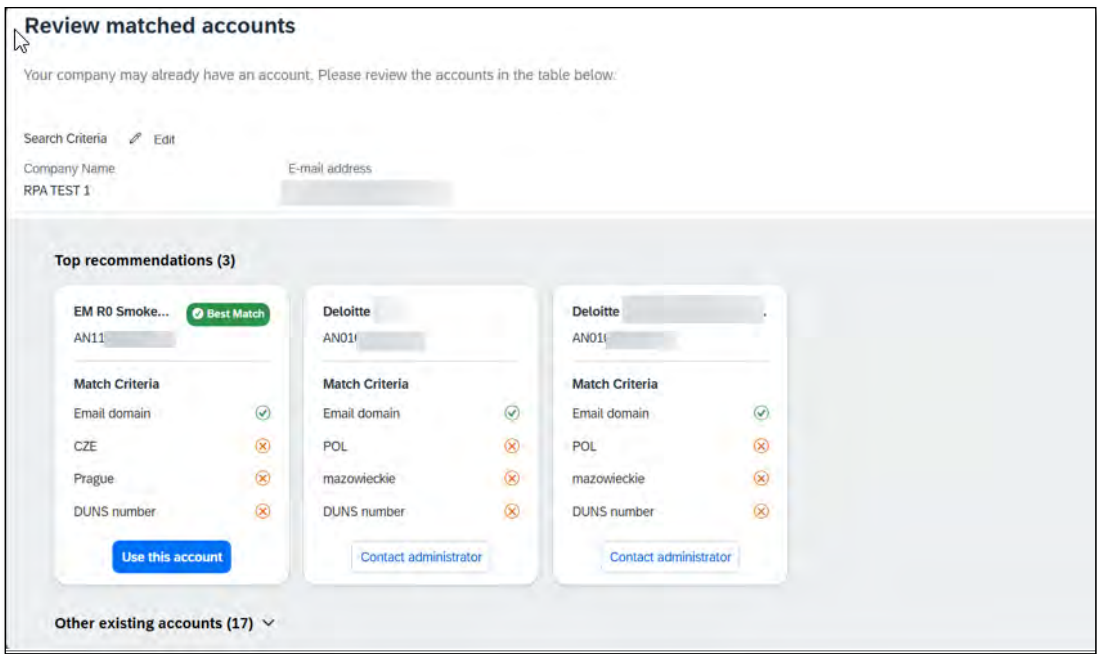


Email example (content of the email may vary from what you see on the screen):

2. If you **already have an existing SAP Business Network account**, click on “Use existing account.”
 - a. Before creating a new account, be sure to review any existing accounts in SAP Business network.

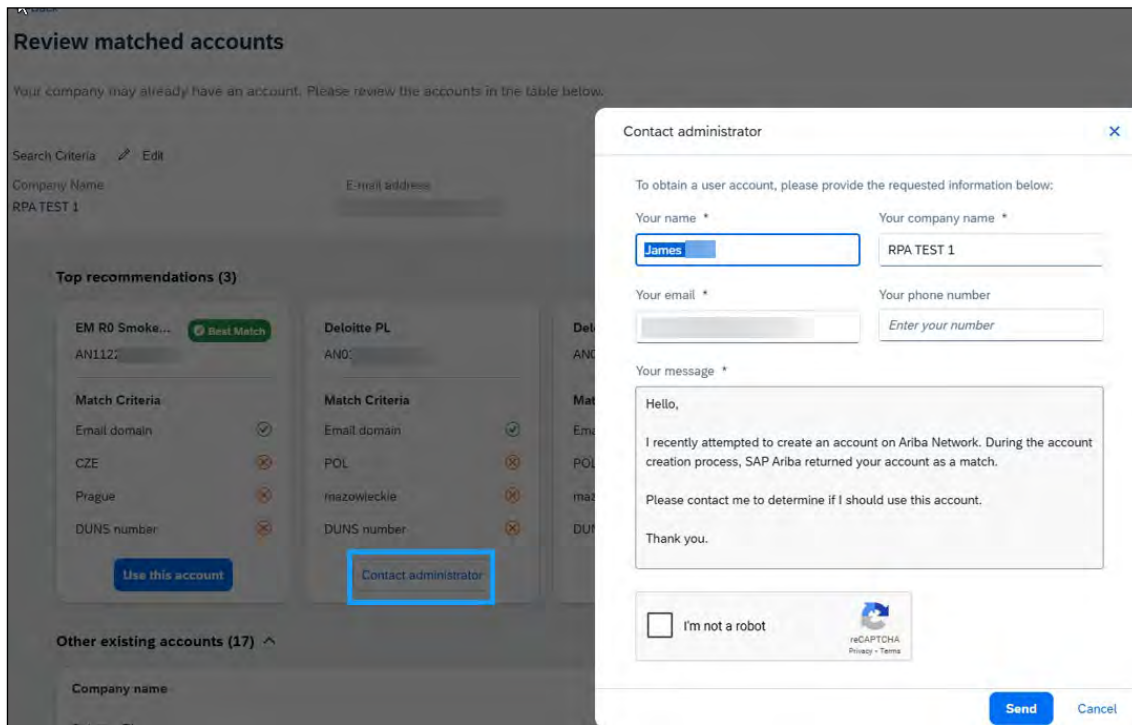


- b. One or more accounts could be displayed depending on your organization’s presence on SAP Business Network. Evaluate whether any existing accounts could belong to the same legal entity (using name and address information).



- i. If any of the existing accounts belong to your organization, contact your company’s SAP Business Network administrator to add you to the business network account of your organization via email or IM.

- ii. If you do not know who your administrator is, use the “Contact administrator” button and complete the required fields as shown below.



The screenshot shows the 'Review matched accounts' interface. In the background, there are search criteria and a table of recommendations. The 'Contact administrator' modal is open, requiring the following information:

- Your name ***: James
- Your company name ***: RPA TEST 1
- Your email ***: [Empty field]
- Your phone number**: Enter your number
- Your message ***:

Hello,

I recently attempted to create an account on Ariba Network. During the account creation process, SAP Ariba returned your account as a match.

Please contact me to determine if I should use this account.

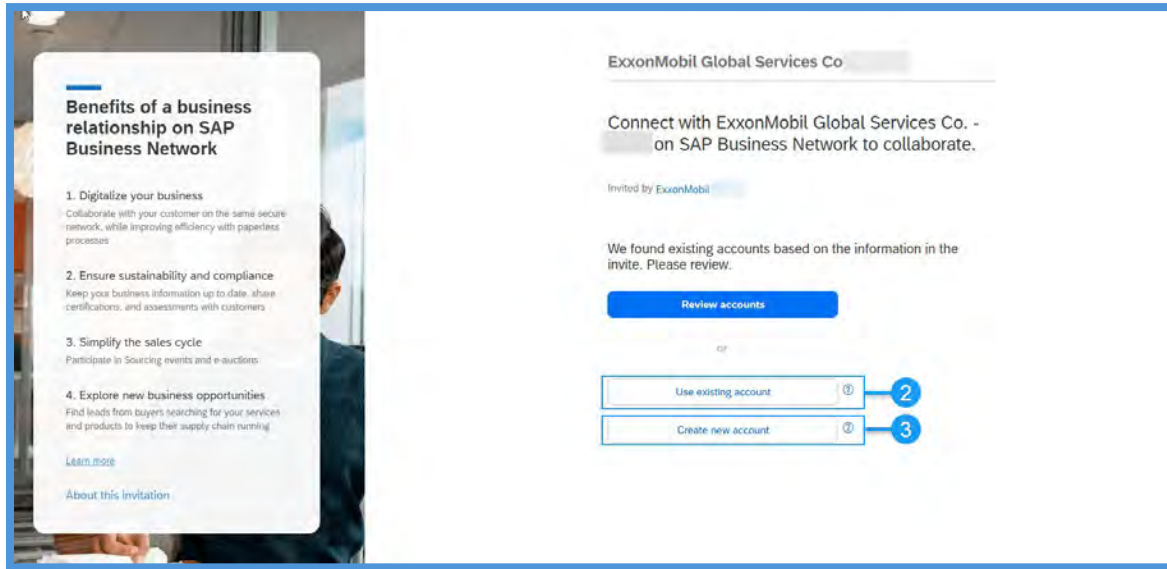
Thank you.
- I'm not a robot**: [Checkbox] (with reCAPTCHA logo)

Buttons: **Send** and **Cancel**.

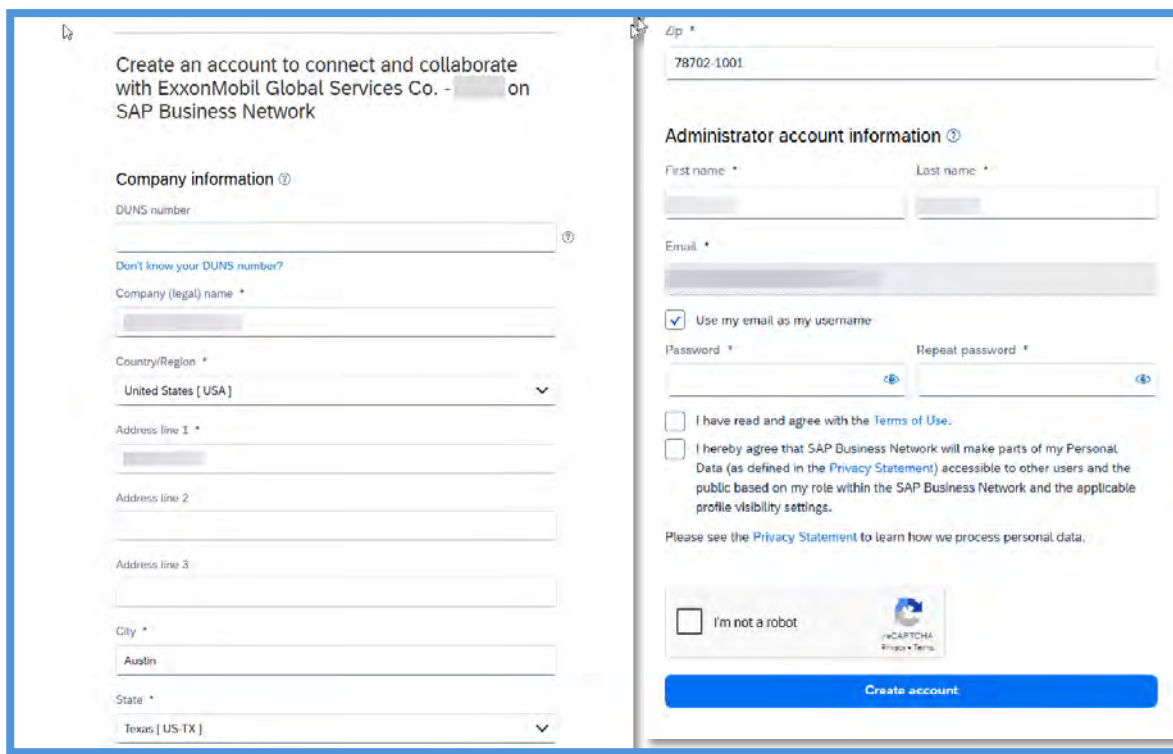
- iii. If you contacted your company’s administrator but did not receive a response, contact SAP and provide the following details:
- First name
 - Last name
 - Email address
 - Date that the email invitation was received
 - Description of the issue, e.g., I contacted the SAP Business Network admin of my company, and did not get a response.

3. If you **do not have an existing Business Network** account, click "Create new Account."

N.B. If your company **does have an existing Business Network Account** and you cannot log in, click [here](#) for additional steps.



4. Fill in the information requested in the account creation form and click "Create account." The pre-populated information can be updated if necessary.



Create an account to connect and collaborate with ExxonMobil Global Services Co. - on SAP Business Network

Company information

DUNS number

[Don't know your DUNS number?](#)

Company (legal) name *

Country/Region *

United States [USA]

Address line 1 *

Address line 2

Address line 3

City *

Austin

State *

Texas [US-TX]

Zip *

78702-1001

Administrator account information

First name *

Last name *

Email *

☒ Use my email as my username

Password *


Repeat password *

☐ I have read and agree with the [Terms of Use](#).

☐ I hereby agree that SAP Business Network will make parts of my Personal Data (as defined in the [Privacy Statement](#)) accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings.

Please see the [Privacy Statement](#) to learn how we process personal data.

☐ I'm not a robot

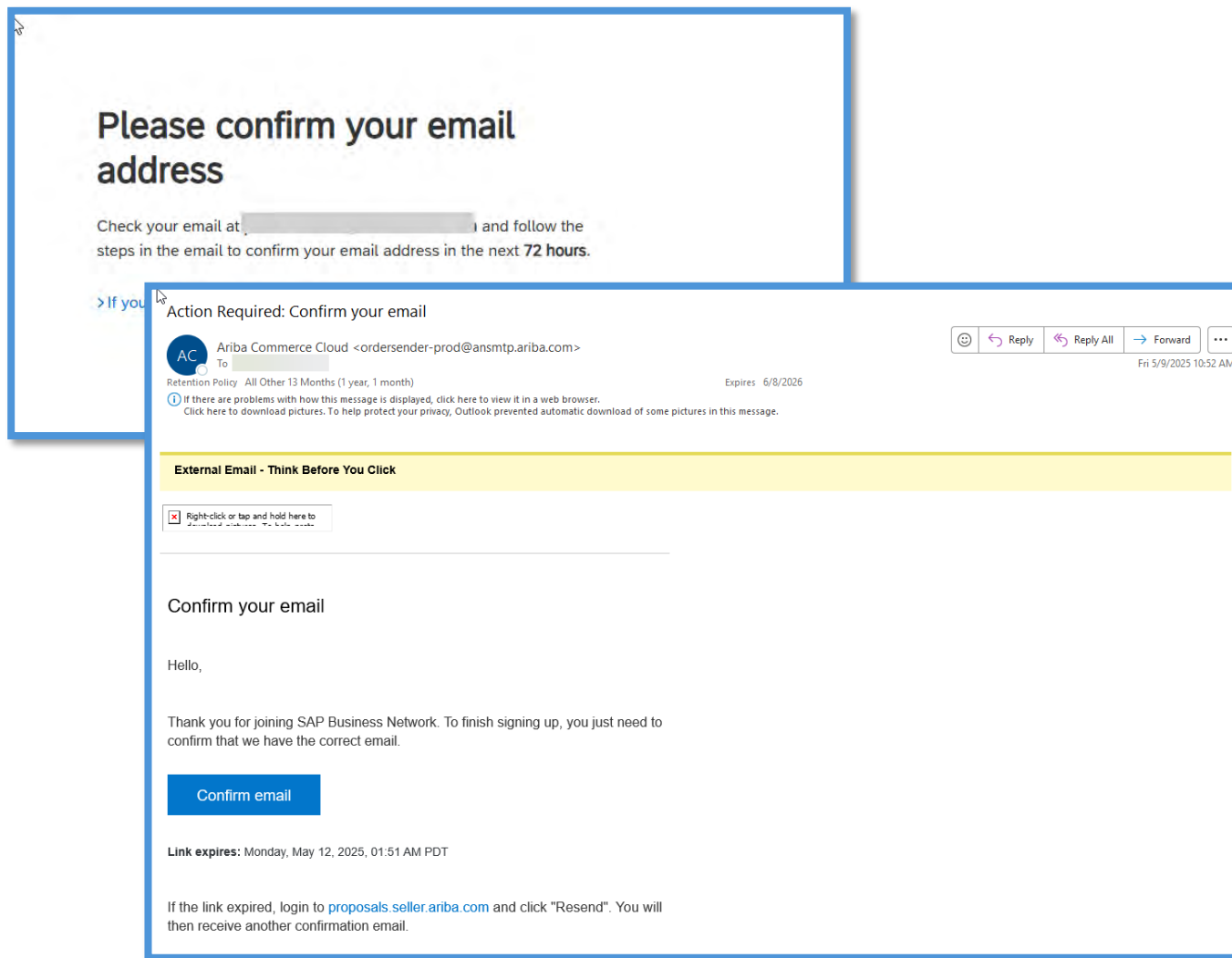
 reCAPTCHA

[Privacy Statement](#)

[Create account](#)

5. After submitting the form, an email will be generated to confirm the email address associated with the account.

6. Click "Confirm email."



7. Select the Product and Service Categories and the Ship-to or Service Locations and Submit, OR
8. Click "Remind me later" to skip. If you skip the step, SAP Business Network will request the information the next time you log in.

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Almost done! We just need a little bit more information.

Please provide the information below and you will be discovered by more customers looking for companies like yours.

Product and Service Categories

Enter Product and Service Categories

Add

or Browse

Ship-to or Service Locations

Enter Ship-to or Service Location

Add


or Browse

Submit

Remind me later

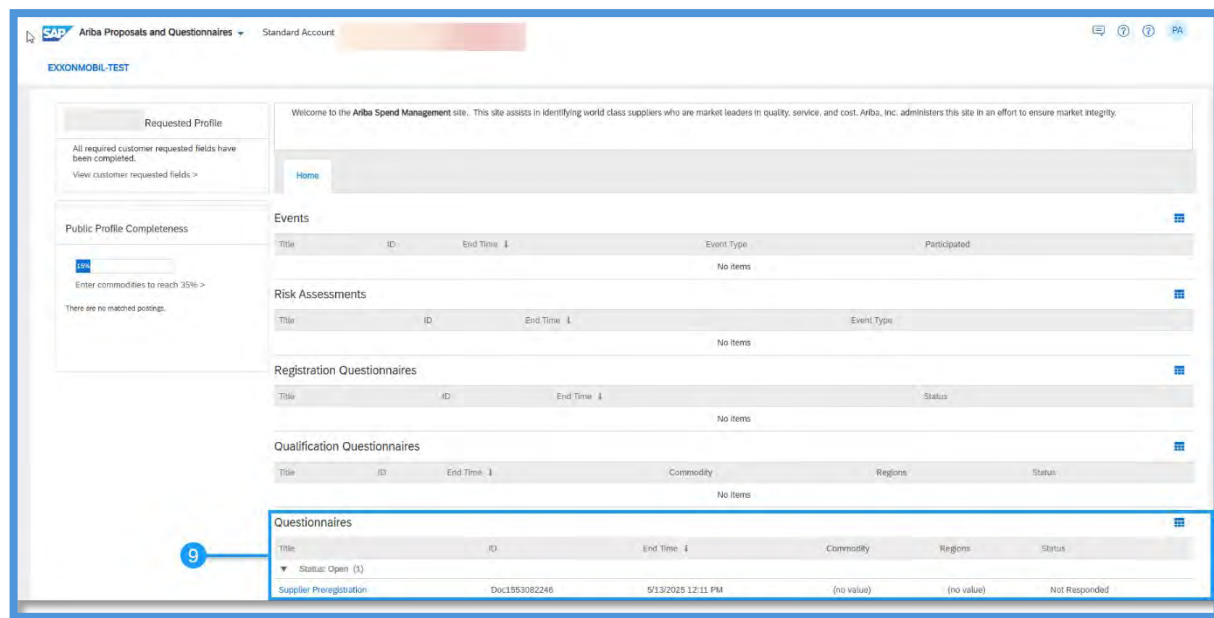
Don't show this to me again

8

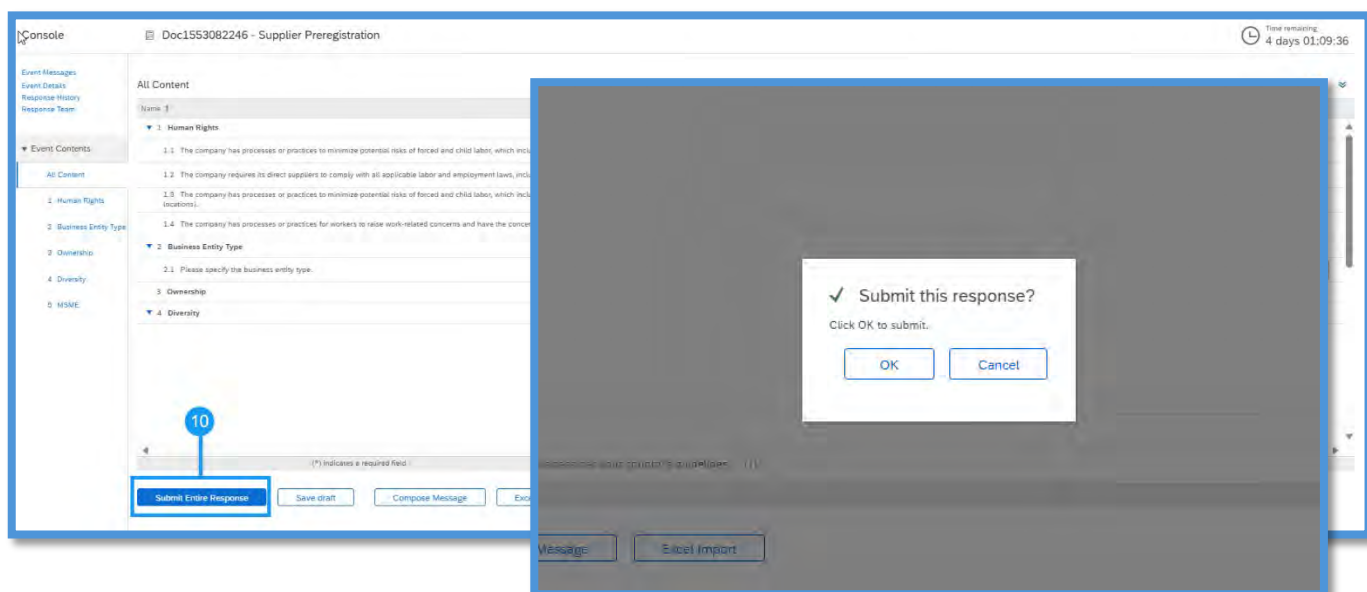


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9. Find Questionnaire section and select "Supplier Preregistration."



10. Complete the form, click "Submit Entire Response" and confirm by clicking "OK" to the pop-up message. The information will be sent back to ExxonMobil



Frequently Asked Questions (FAQs)

I have been invited to establish a business relationship with ExxonMobil on SAP Business Network; do I need to register?

Yes. You will be invited to join the SAP Business Network as soon as the initial contact between your company and ExxonMobil is established.

Can I register or request to collaborate with ExxonMobil in SAP Business Network?

No, ExxonMobil does not allow suppliers to initiate registration or send requests to collaborate through SAP Business Network. Suppliers will instead be invited by an ExxonMobil representative.

I think that my AN ID might be incorrect for the Business Network account that I'm trying to log into. How should I proceed?

If you suspect that the AN ID you're using might be incorrect, follow these steps to ensure you're accessing the correct entity:

1. **Identifying the Correct AN ID**

If you're shown a screen with multiple entities, each displaying a unique AN ID, and you already have access to the SAP Business Network, log in directly at supplier.ariba.com using your regular credentials (not via the ExxonMobil invite email).

2. **Verify Your AN ID**

Once logged in, locate the AN ID associated with your account. Then return to the ExxonMobil invite login screen and select the entity whose AN ID matches the one from your Business Network profile. This ensures you're connecting to the correct corporate entity.

3. Username Reminder

- Your **username is not your email address**. It should be a unique identifier specific to your SAP Business Network account.
- If you're unsure of your username or password, use the **"Forgot Username/Password"** option to securely reset your credentials.

Following these steps will help ensure a smooth login experience and proper access to your organization's account.

What if I don't want to register with SAP Business Network?

If you decide not to register with SAP Business Network, this decision may limit your potential business opportunities with ExxonMobil.

I have not received an invitation by email. How can I ensure that invitations and information are sent to my inbox?

Invitations are sent to the email addresses that are on file in your SAP Business Network account. Be sure to check your spam folder, and ensure the domains below are added to your safe senders list:

@ansmtp.ariba.com

@eusmtp.ariba.com

How do I access my SAP Business Network account?

Go to <http://supplier.ariba.com> and sign in using your SAP Ariba account credentials.

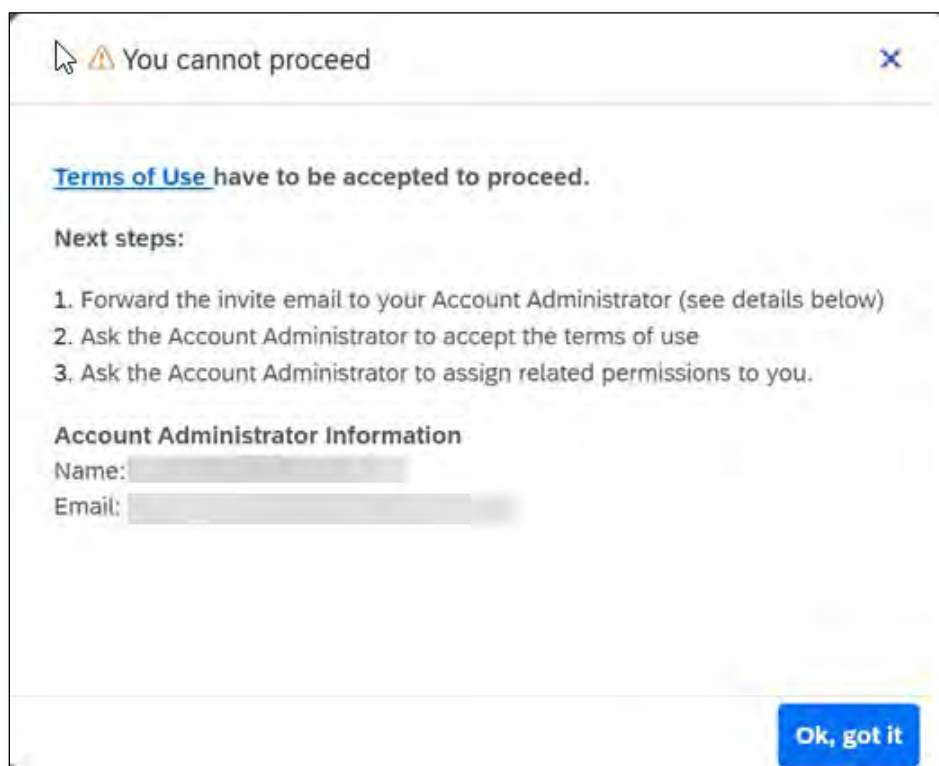
How do I retrieve the user credentials for my Ariba account?

Go to the login page and click Forgot username/password to retrieve your details.

I have login credentials, but I am not able to log in due to the Terms of Use error message. How do I proceed?

Ask **your company's account administrator** to take the following steps (as shown):

1. Log in at <http://supplier.ariba.com>.
2. Accept the terms of use
3. Assign related permissions to you

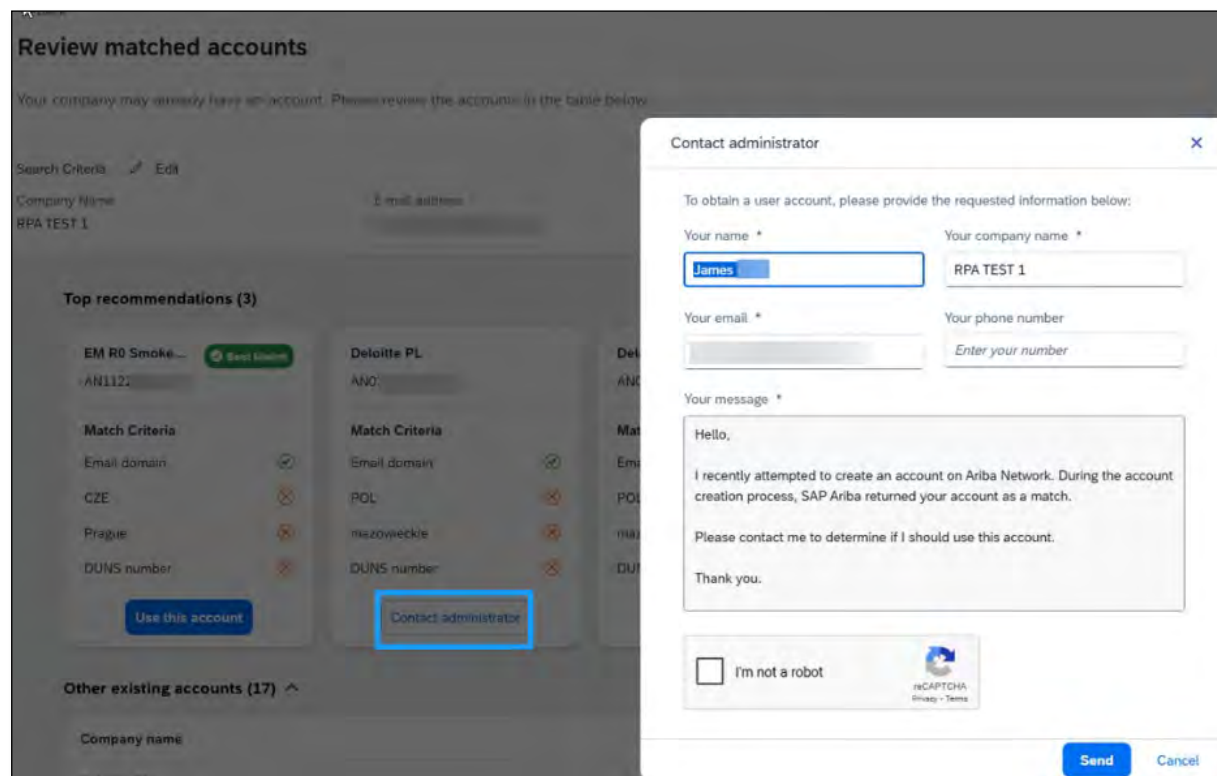


My Company has an SAP Business Network account, however I don't have login credentials. How do I proceed?


If you know who your company's account administrator is, contact the administrator to add you as a user.

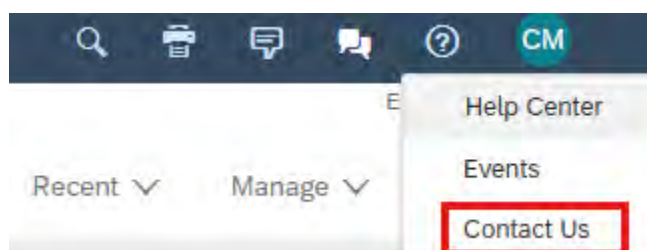
If you do not know who your account administrator is, follow the steps below.

If you don't know who the administrator is, use the "Contact administrator" button, fill in the questionnaire after clicking on "creating new account", "review account" and use the "Contact administrator."



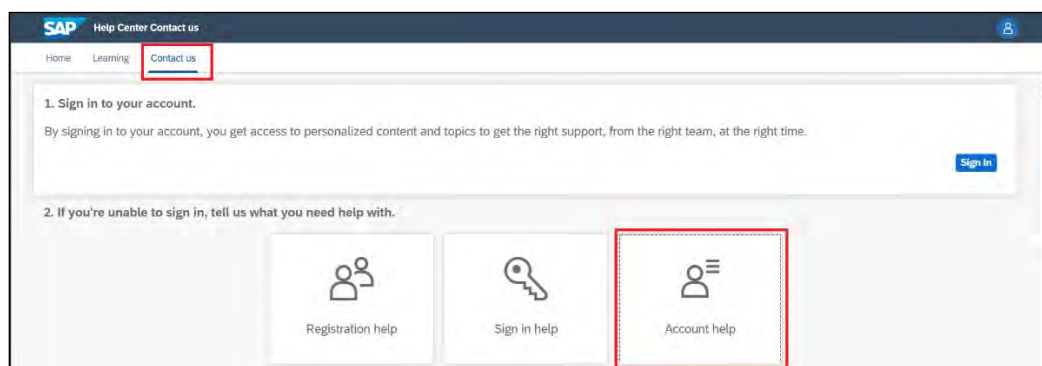
Is help available at SAP Ariba Network?

Yes! You can access SAP help guides and ask questions using the interactive help functionality. Click on  on the top-right corner of the page. This will display the help topic and allows you to contact SAP Ariba support if necessary. You do not need to be logged in to be able to do this.

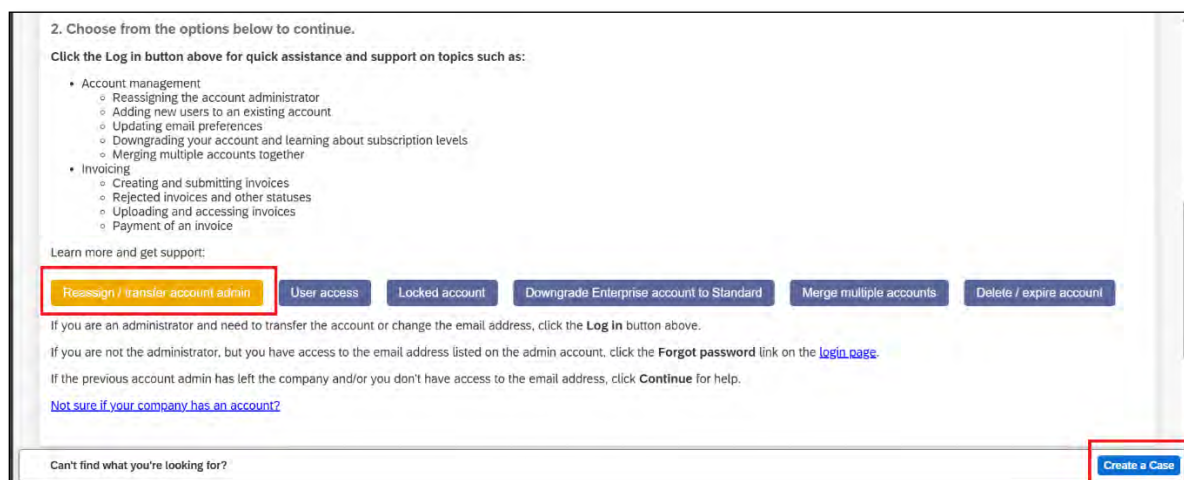


My company's SAP Business Network account administrator has left the company. How do we change it to the new administrator?

1. Open the following link: <https://helpcenter.ariba.com/index.html?sap-language=en> (if the link does not work, please refer to the screenshot in the above step on how to begin).
2. Click Contact us on the top menu bar
3. Select Account help



4. Scroll down, click on reassign/transfer account admin
5. Click Create a Case in the lower right



This will take you to a request form. Complete all the fields. In the description, state that you need to assign a new account administrator because the previous administrator left the company. Include the following information in the description:

- **ANID number of the account** –find it by logging into your SAP Business Network account, click on the initials in the top-right corner. The ANID will be visible as per the screenshot below.
- **Name of the new administrator**
- **New administrator's email address**

