



ADDING AND REMOVING ROLES

—
Work Zone

13 May 2026



Suppliers will engage in two systems to maintain roles

Suppliers will interact with two SAP systems depending on the activity being performed. While both systems support the overall supplier experience, each system has a distinct purpose and set of responsibilities. Understanding when to use Work Zone versus the Business Network will help you complete activities more efficiently and navigate the new process with confidence.

SAP Work Zone

Used for day-to-day supplier transactions

Use Work Zone for:

- Receiving purchase orders (POs)
- Service Entry Sheet (SES) submissions
- Credit Memo submissions
- Retention releases
- Managing permissions and user access in Work Zone

SAP Business Network/SAP Ariba

Used for supplier and company administration

Use the SAP Business Network for:

- Updating company information
 - Banking information
 - Address updates
 - Corporate information
- [Supplier registration](#) updates
- [Participating in Ariba Sourcing Events](#) (bids)

For additional SAP support, visit

[Service Supplier Resources](#) on [UP.com](#).

Common Permissions in the SAP Business Network

Your Account Administrator can assign a variety of permissions in the SAP Business Network (sometimes called SAP Ariba). A full list of permissions can be found on SAP's [website](#). Commonly used permissions you may want to setup are listed below.

Permission Name	Description
Access Proposals and Contracts	View your company's SAP Ariba Sourcing events and SAP Ariba Contracts contracts, documents, and tasks.
Company Information	Review and update company profile information, including the company address, company description, classifications, website URLs, and the profile visibility option. Gives access to the Company Profile page
Contact Administration	Set up and maintain company-wide and customer-specific contact assignments. Gives access to the Account Settings Company Profile Contacts page.

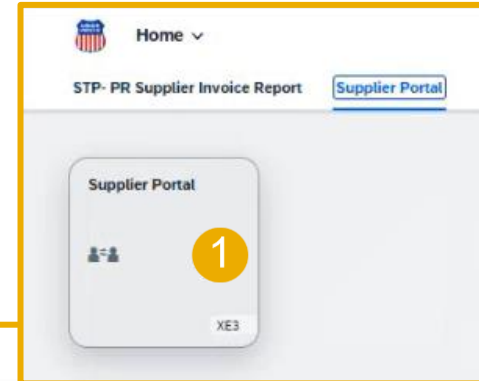
Available Roles in Work Zone

The following roles are available for supplier users in Work Zone. Assign roles based on the user's responsibilities and the level of access required. Users may be assigned multiple roles, if needed.

Role Name	Description
Supplier – Profile Manager	Ability to create SES entries and retention release requests, search purchase orders (POs), SES records, and contracts. Responsible for managing user access/roles.
Supplier – Service Invoice Processor	Create SES entries and retention release requests. Ability to search purchase orders (POs), SES records, and contracts.
Supplier – Service PO Reviewer	Search, review and accept purchase orders (POs).
Supplier – Read Only	View and search SES records and contracts.

Accessing User Management in Work Zone

1. Open the **Supplier Portal** tile.
2. Navigate to the **Contacts** section.

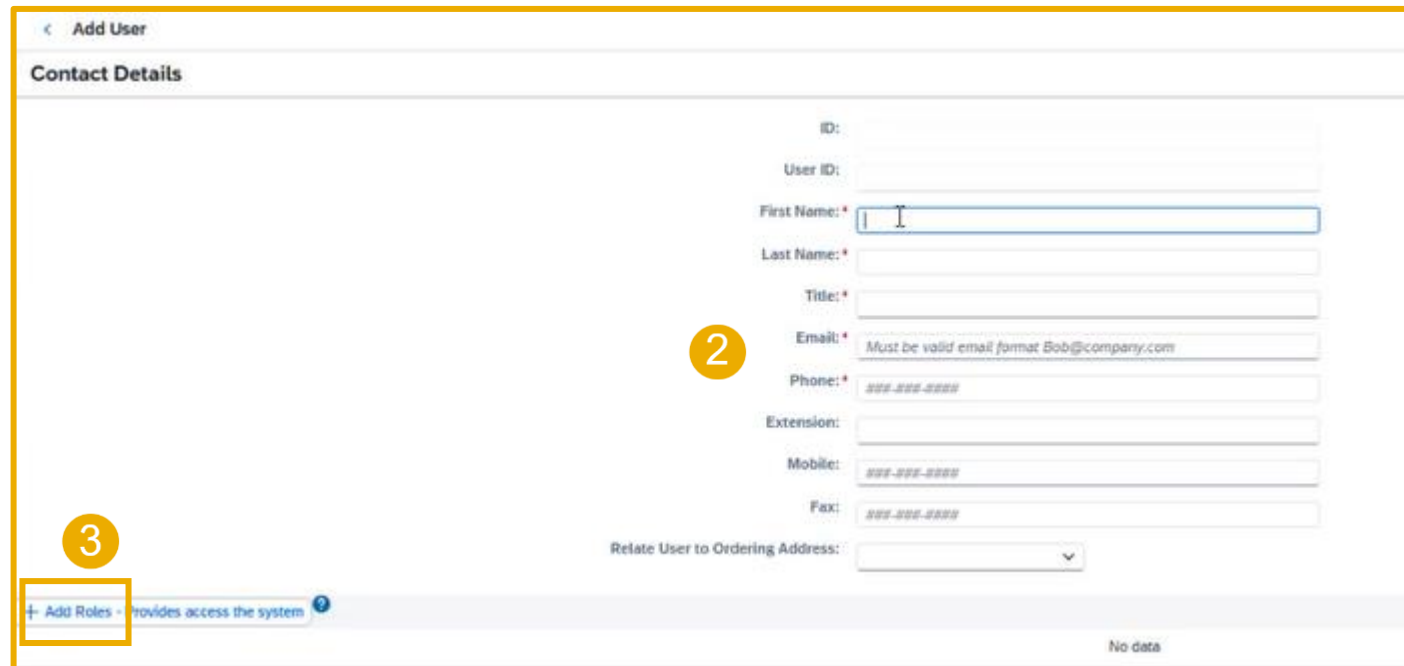
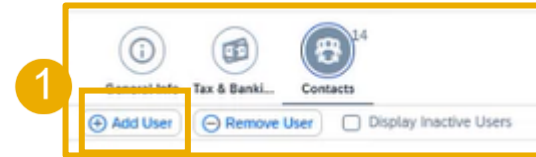


This screenshot shows the 'Contacts' section of the Supplier Portal. A yellow box highlights the 'Contacts' tab and the 'Add User' button. Below is a table of 14 contacts.

Name	Title	Email	Phone	Contact/Role	User ID	Create Dt	Vend/MM...
Wagner, Roger	Billing Specialist	rwagner@rockymountain.com	970-441-8888	SERVICE INVOICE PROCESSOR, SERVICE PO REVIEWER, BID MANAGER, MOBILE SES USER	61288442	08/08/2024	
Wagner, Roger	Rocky Mountain SU Director	rwagner@rockymountain.com	970-441-8888	MATERIAL SRMT ACCESS, SERVICE INVOICE PROCESSOR, SERVICE PO REVIEWER, BID MANAGER, MOBILE SES USER	61288442	08/16/2024	
Wagner, Douglas	CA Assistant Manager	dawagner@rockymountain.com	970-441-8888	SERVICE PO REVIEWER, BID MANAGER, MOBILE SES USER	61288442	07/10/2025	
Wagner, Robert	LA Manager	robwagner@rockymountain.com	970-441-8888	BID MANAGER	61288442	10/05/2023	
Wagner, Robert	Billing Specialist	robwagner@rockymountain.com	970-441-8888	SERVICE INVOICE PROCESSOR, SERVICE PO REVIEWER, MOBILE SES USER	61288442	02/12/2026	
Wagner, Dan	Estimator	dawagner@rockymountain.com	970-441-8888	BID MANAGER	61288442	12/29/2025	
Wagner, Robert	Superintendent	robwagner@rockymountain.com	970-441-8888	SERVICE PO REVIEWER, BID MANAGER	61288442	07/01/2022	
Wagner, Robert	Bridge Construction Manager	robwagner@rockymountain.com	970-441-8888	BID MANAGER	61288442	11/06/2023	
Wagner, Robert	Bridge Mice Manager	robwagner@rockymountain.com	970-441-8888	BID MANAGER, SERVICE PO REVIEWER	61288442	04/23/2021	
Wagner, Robert	Manager	robwagner@rockymountain.com	970-441-8888	MATERIAL SRMT ACCESS, SERVICE INVOICE PROCESSOR, SERVICE PO REVIEWER, BID MANAGER, AUTHORIZED CONTRACT SIGNER, MOBILE SES USER, SECONDARY CONTACT	61288442	06/04/2019	
Wagner, Robert	CA Invoice Manager	robwagner@rockymountain.com	970-441-8888	SERVICE INVOICE PROCESSOR, SERVICE PO REVIEWER, BID MANAGER, MOBILE SES USER	61288442	06/17/2024	
Wagner, Robert	PROFILE MANAGER	robwagner@rockymountain.com	970-441-8888	MATERIAL SRMT ACCESS, PROFILE MANAGER, SERVICE INVOICE PROCESSOR, SERVICE PO REVIEWER, BID MANAGER, AUTHORIZED CONTRACT SIGNER, PRIMARY CONTACT, MATERIAL CUSTOMER SERVICE, MATERIAL PO NOTIFICATION, OWNER / PRESIDENT / CEO	61288442	02/13/2018	
Wagner, Robert	system	robwagner@rockymountain.com	970-441-8888	EXECUTIVE, SERVICE INVOICE PROCESSOR, OWNER / PRESIDENT / CEO, SERVICE PO REVIEWER, BID MANAGER, MATERIAL SRMT ACCESS	61288442	05/04/2026	

Adding a New User in Work Zone

1. Select **Add User**.
2. Enter the user's information.
3. Select **+ Add Roles** to open the role selection window.



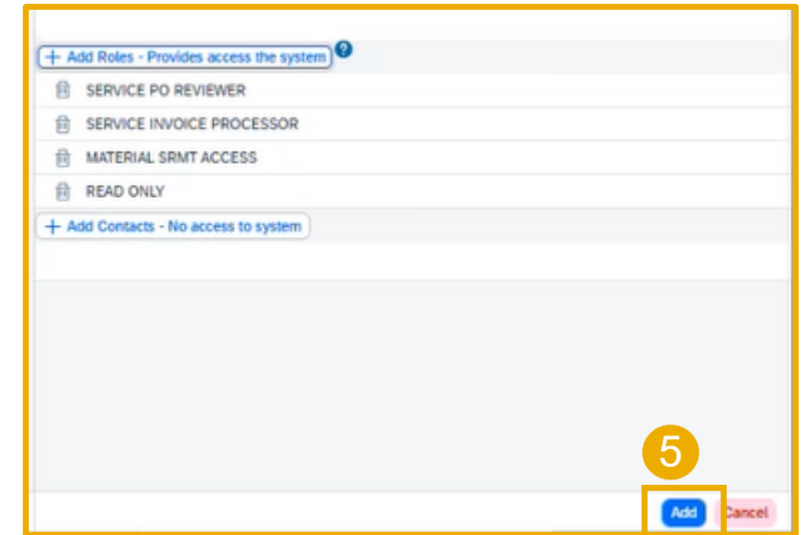
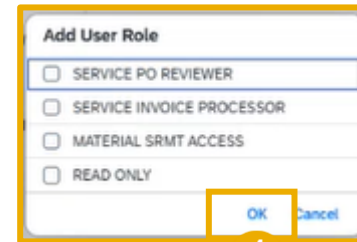
A screenshot of the 'Add User' form. The form is titled 'Add User' and has a sub-section 'Contact Details'. The fields are: ID: (empty), User ID: (empty), First Name: * (empty), Last Name: * (empty), Title: * (empty), Email: * (empty, with a note 'Must be valid email format Bob@company.com'), Phone: * (empty, with a note '###-###-####'), Extension: (empty), Mobile: (empty, with a note '###-###-####'), Fax: (empty, with a note '###-###-####'). At the bottom, there is a dropdown menu labeled 'Relate User to Ordering Address:'. A yellow box highlights the '+ Add Roles' button at the bottom left, and a yellow circle with the number '3' is next to it. A yellow circle with the number '2' is next to the 'Email' field.

Adding a New User in Work Zone

4. Select the appropriate roles and then select **OK** to save the role assignments.
5. Select **Add** in the bottom right corner to provision the new user account.

The user will receive an email containing their User ID and password reset instructions. After completing the password reset, the user will be able to access the system.

New user accounts may take up to four hours to become active.



Removing User Access in Work Zone

1. Select the user you wish to remove and check the box next to their name
2. Select **Remove User**
3. Confirm removal.
4. Verify the user no longer appears in the active user list.

The screenshot displays the 'Contacts' section of the Work Zone interface. At the top, there are three tabs: 'General Info', 'Tax & Bank', and 'Contacts'. Below the tabs, there are three buttons: 'Add User', 'Remove User', and 'Display Inactive Users'. The 'Remove User' button is highlighted with a yellow box and a circled '2'. Below the buttons, there is a table with 14 contacts. The first row of the table is highlighted with a yellow box and a circled '1'. The table has the following columns: Name, Title, Email, Phone, Contact/Role, User ID, and Create Dt.

<input type="checkbox"/>	Name	Title	Email	Phone	Contact/Role	User ID	Create Dt
<input type="checkbox"/>	[Name]	[Title]	[Email]	[Phone]	[Contact/Role]	[User ID]	[Create Dt]
<input type="checkbox"/>	[Name]	Billing Specialist	[Email]	[Phone]	SERVICE INVOICE PROCESSOR,SERVICE PO REVIEWER,BID MANAGER,MOBILE SES USER	[User ID]	08/08/2024
<input type="checkbox"/>	[Name]	Rocky Mountain SU Director	[Email]	[Phone]	MATERIAL SRMT ACCESS,SERVICE INVOICE PROCESSOR,SERVICE PO REVIEWER,BID MANAGER,MOBILE SES USER	[User ID]	08/16/2024
<input type="checkbox"/>	[Name]	CA Assistant Manager	[Email]	[Phone]	SERVICE PO REVIEWER,BID MANAGER,MOBILE SES USER	[User ID]	07/10/2025
<input type="checkbox"/>	[Name]	LA Manager	[Email]	[Phone]	BID MANAGER	[User ID]	10/05/2023
<input type="checkbox"/>	[Name]	Billing Specialist	[Email]	[Phone]	SERVICE INVOICE PROCESSOR,SERVICE PO REVIEWER,MOBILE SES USER	[User ID]	02/12/2026

Troubleshooting / FAQs

Why can't the user log into Work Zone?

User synchronization may still be processing.

Why can't the user see supplier tiles?

The assigned role may not provide the required access.

Why didn't the user receive a password reset email?

Verify the user's email address and check spam folders.