

[Home](#)[Learning](#)[Contact us](#)

## KB0396584 - How do I accept a customer's trading relationship request / invitation?

[Email](#)[FAQ](#)[APPLIES TO](#)[ATTRIBUTES](#)[LANGUAGES \(25\)](#)[FEEDBACK](#)

### Symptom

How do I accept a customer's trading relationship request / invitation?

### Resolution

A trading relationship invitation begins with an email sent by a buyer and directed to either the SAP Business Network Identification (ANID) number of an existing account or a link to set up a new account. This email is an invitation to connect with a buyer enabling you to start receiving orders and / or submitting invoices on the SAP Business Network.

To accept the trading relationship request:

1. Click the link in the email that says **Get started**.
2. The invitation link then prompts you to either **Use existing account** or **Create new account**. Select the option which best reflects your situation.
  - If you see a message about existing accounts, you can click **Review accounts** to check on any accounts your company may already have enabled and find contact information for the account owners.
  - If you register a new account, be sure to click the activation link in the email sent to you to verify your email address.
3. Once logged in, in the upper-right corner of the application, click **[user initials] > Settings** and select **Customer Relationships**.
4. Click the **Pending Requests** tab.
5. Check the box to the left of the customer and click **Accept**.

If you would like current or future trading relationships to be **Automatically accepted**, please ensure that this preference is turned on at the top of the page.

### See Also

If this process was unsuccessful:

- Determine if the email link is outdated or still valid.