General Functionality

Supplier Guide

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Table of Contents

Introduction

- The General Functionality is a ***generic guide*** that provides information about the SAP Business Network and the Ariba Network including how to navigate, setup, edit and access the information that you require
- All screenshots and ***examples*** contained within Ariba process guides are taken from various Buyers test Ariba Network accounts. All documents and the content within the documents are fabrications and in no way reflect any past, current or future documents and any similarities are pure coincidence.
- Your Business System Administrator can assist with permissions and login on details
- Permissions allow access to specific sections of the Ariba Network, if there is a section that you require contact you system Administrator, refer to Identifying and Contacting your System Administrator
- The Supplier Information Portal can be accessed via the Help Centre, a direct link or via Customer Relationships, refer to Accessing the Supplier Information Portal
- The transaction workbench lets you create pre-set views based on how you work, and the customers you manage.
- Get to the documents you need faster than by sorting through individual orders or invoices.

Logging into the SAP Business Network

After logging in, the blue ribbon at the top of the screen will display **SAP Business Network**

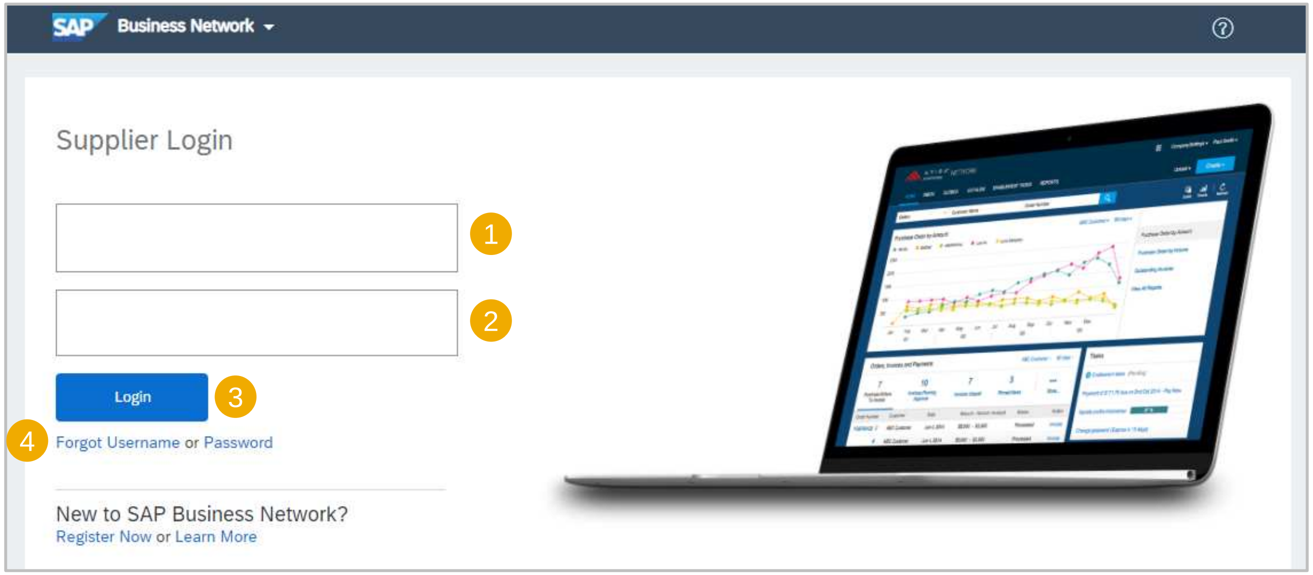
➢ Go to https://supplier.ariba.com

To Login:

1. Enter **Username**
2. Enter your **Password**
3. Click on **Login**
4. If you have forgotten your User name or password, click on **Forgot Username or Password**

Forgot Username or Password

1) Enter your **email OR username**
2) Click **Submit**
3) An email from Ariba Commerce Cloud will be sent to the registered email address



Contact the System Administrator

The System Administrator creates users, applies permissions and should be contacted when there is questions, updates or changes to your log in profile

Contact the Business System Administrator when:

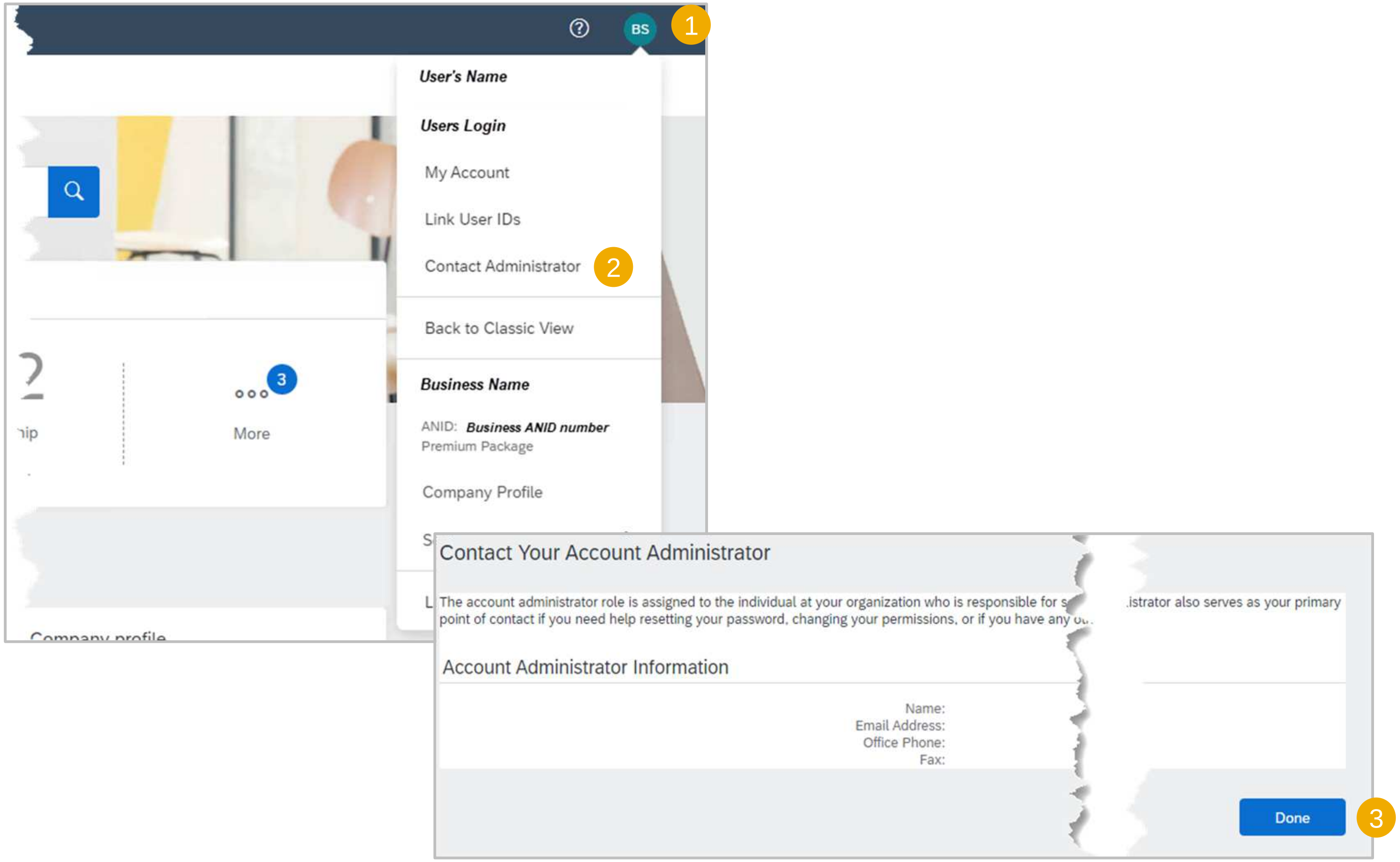
- You need permissions to access a tab required for your role
- You need to have you password reset

1. Click on your user **Initials**

2. Select **Contact Administrator** from the drop down list

- There are different options to contact the System Administrator, use the option wanted

3. Click on **Done** to Return to the page you accessed the drop down list from



Accessing “My Account”

- Accessing “My Account” allows users to make updates to their SAP Business Network Account

Note: Only change information that requires updates

Changes in My Account should only be completed when required, for example:

- A name Change
- Business Role Change
- Changing your Password

Note: All changes will trigger and email to confirm that you have requested the changes

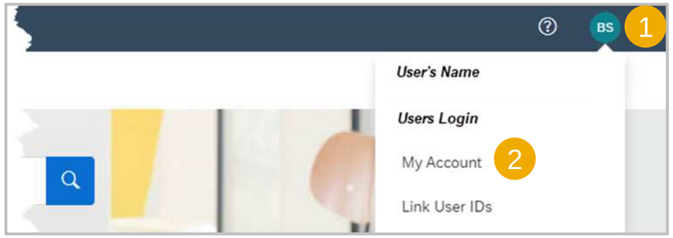
1. Click on your user **Initials**
2. Click on **My Account**

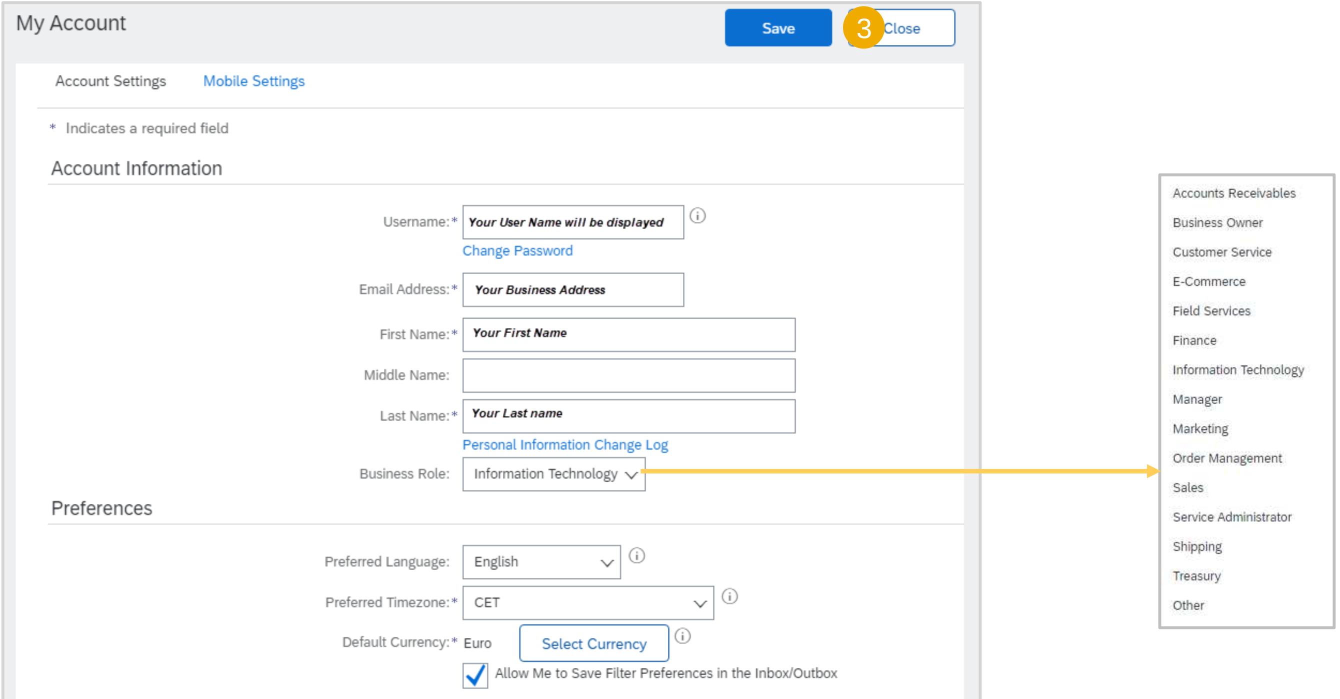
➢ The **My Account** screen is displayed

Note: that your System Administrator has entered the information while creating your account

- Update the required fields

3. Click on **Save**, a green ribbon indicates the changes have been saved successfully a red ribbon indicates that information is missing or incorrect





Seller Dashboard/Home page

Screen Overview

1) **Access to Help**

2) **User Name Initials** – a drop down provides applicable accesses

3) **… (More) –** a drop down provides access to track, CSV upload and CSV download options- can also be accessed from other screens

4) **Create** – a drop down that provides short cuts to processes, can be accessed from other screen

5) **Accessible Tabs** – the tabs that you have permissions to access

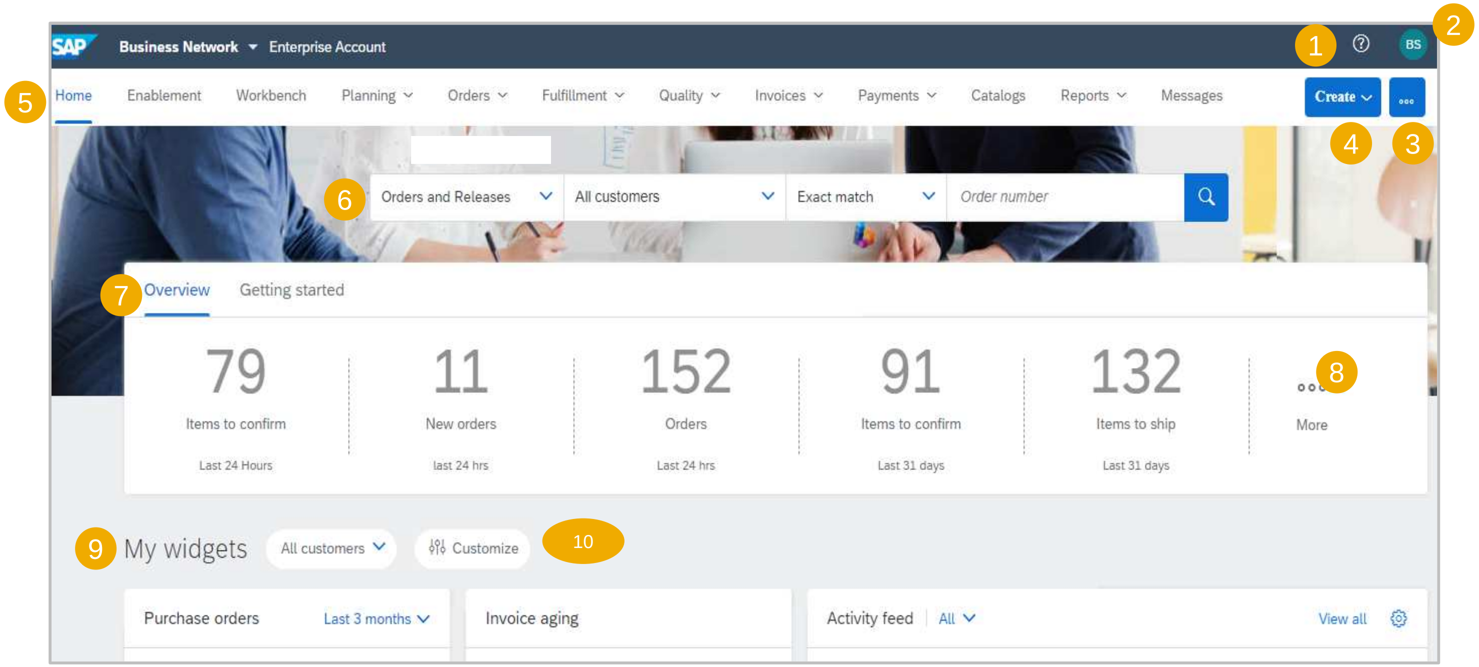
6) **Quick search options –** Allows searching for selected parameters from the Seller Dashboard /Home page

7) **Overview Bar** – helps to focus on important tasks related to orders and Invoices

8) **More** – indicates there are more tiles

9) **My Widgets** – Allows users to change the identify what widget they want to see on the Seller Dashboard /Home page

10) **Customize** – Shows the available options for My Widgets



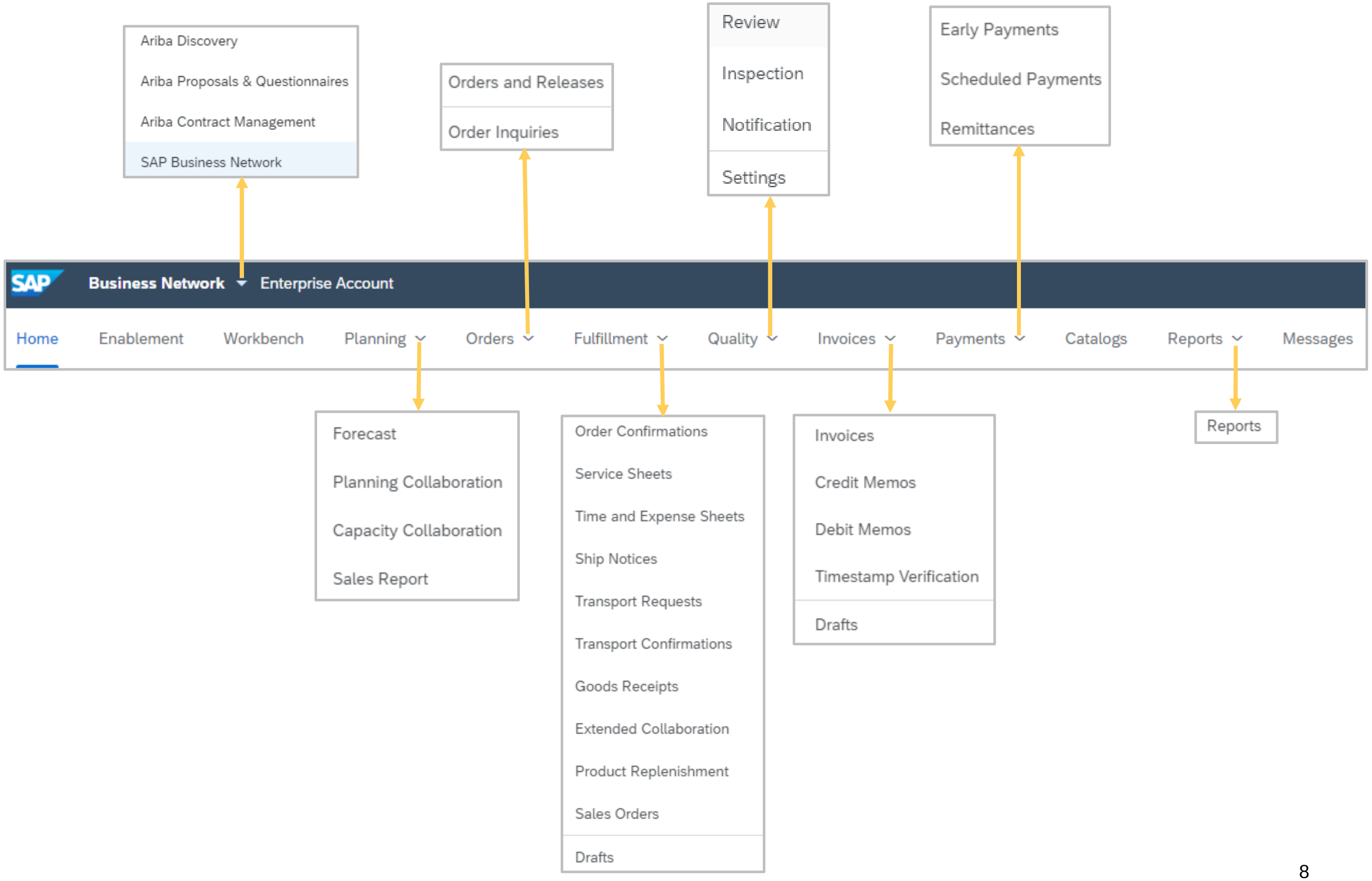
Seller Dashboard/Home page

Screen Tabs

- Only the tabs that your Businesses System Administrator has assigned to you will appear, contact your System Administrator if you require other tabs to access required processes

When working with tabs, remember:

- The Tabs that each User can see is based on the permissions assigned by your Businesses System Administrator and the required processes determined from the Buyer
- Not all tabs have drop down lists
- Not all shown down list selections may be available
- Some functions can only be performed by the System Administrator
- The order of the tabs cannot be changed
- Refer to the Supplier Information Portal for your Buyer for more information about the processes required

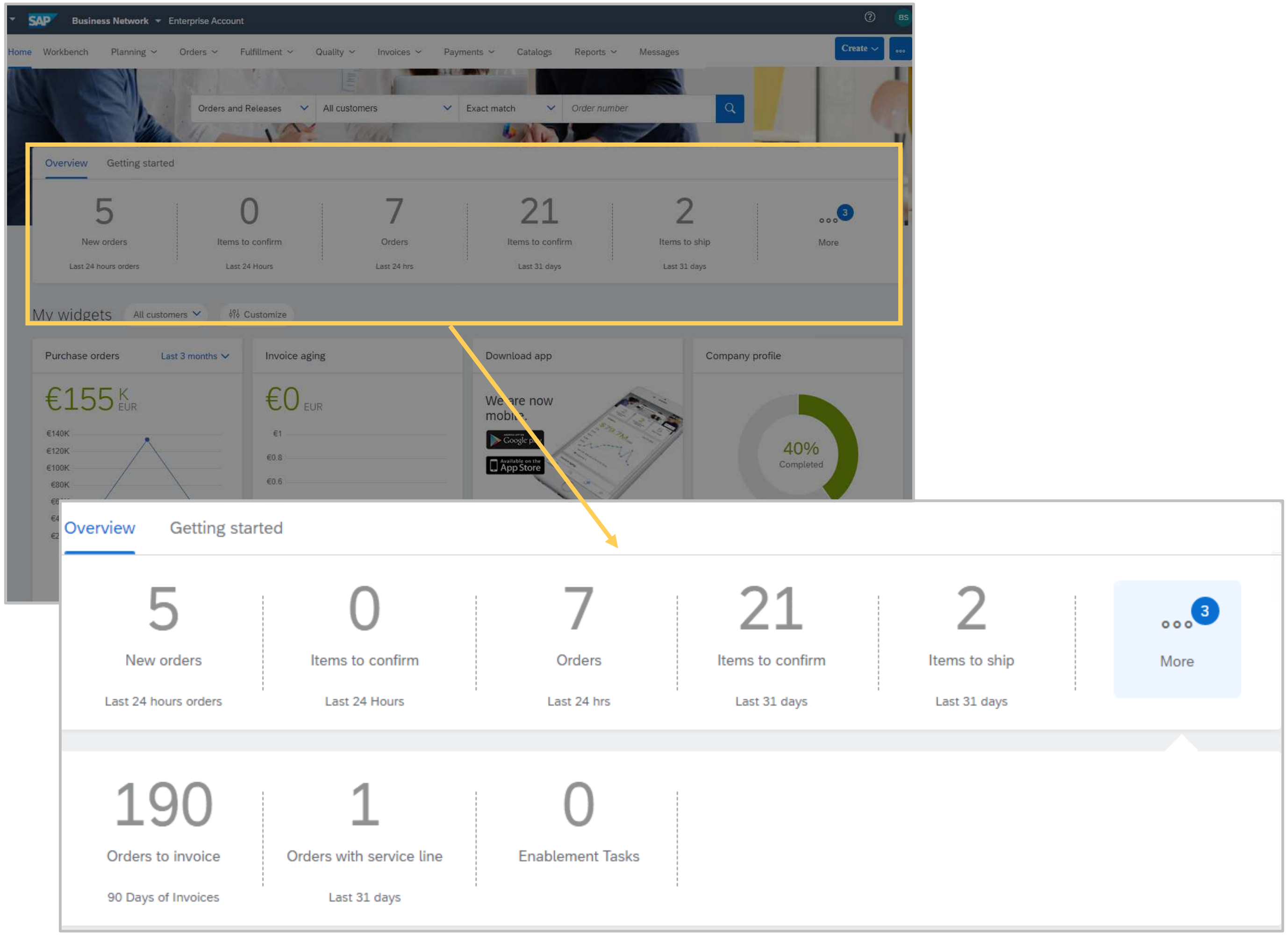


Seller Dashboard/Home page

Tile Bar Overview

The overview bar help suppliers focus on specific tasks related to orders and invoices, tiles can be customized, each tile takes the user to the Workbench

- The Overview tile bar can be personalized so that a user can keep track of order and/or invoices as part of their job
- Where there is a number in the indicates that there are more tiles to display in Overview
- A number indicates that there are more tiles to view, click on More and the tiles will be displayed
- The time frames (hours & days) shown on the tiles can be changed based on the user's requirements
- You can access each tile by clicking on it
- The name of each tile can be adjusted to reflect the needs to the user
- Tiles can be added or removed
- Personalisation enables suppliers to prioritise and keep track or order and invoices



Seller Dashboard/Home page

My Widgets

Widgets that show insights such as invoice aging, leads, purchase order volume and more can be selected, use widgets to gain insights into your Buyer

The My widgets section can be customized by:

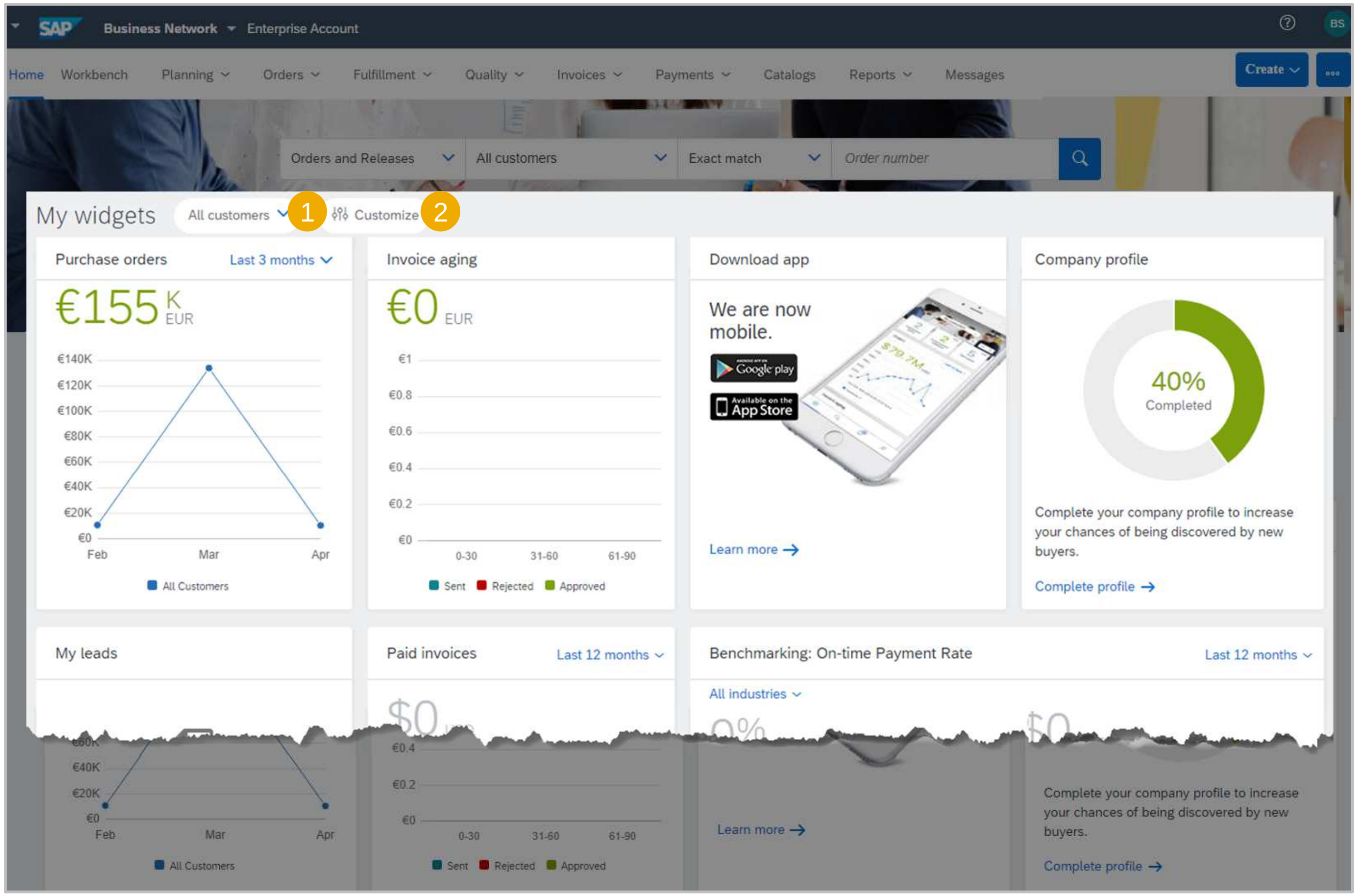
- Buyer
- Tile Type

All Items in Blue can be clicked on to:

- Provide more information
- Change time frame of the information
- Update parts of the Ariba Network

- To Display Customers that you work with:
  1) Click on **All Customers** drop down and make your selection
- To Customize:
  2) Click on **Customise** and make your selection, refer to **Customising My Widgets**
- My Widgets provides users the options to display information relevant to their function

Note: Not all widgets are the same size, some are larger, also some widgets provide bar graphs, pie graphs, line graphs or information only



Seller Dashboard/Home page
Customize My Widgets – How to Add or Remove Tiles

Widgets can be customized to provide information on the Seller Dashboard/Home page

1. Click On **Customize**

The Customize my widgets screen is displayed:

- Hover over the **Available widgets** name to display a Preview of the widget and what data it shows

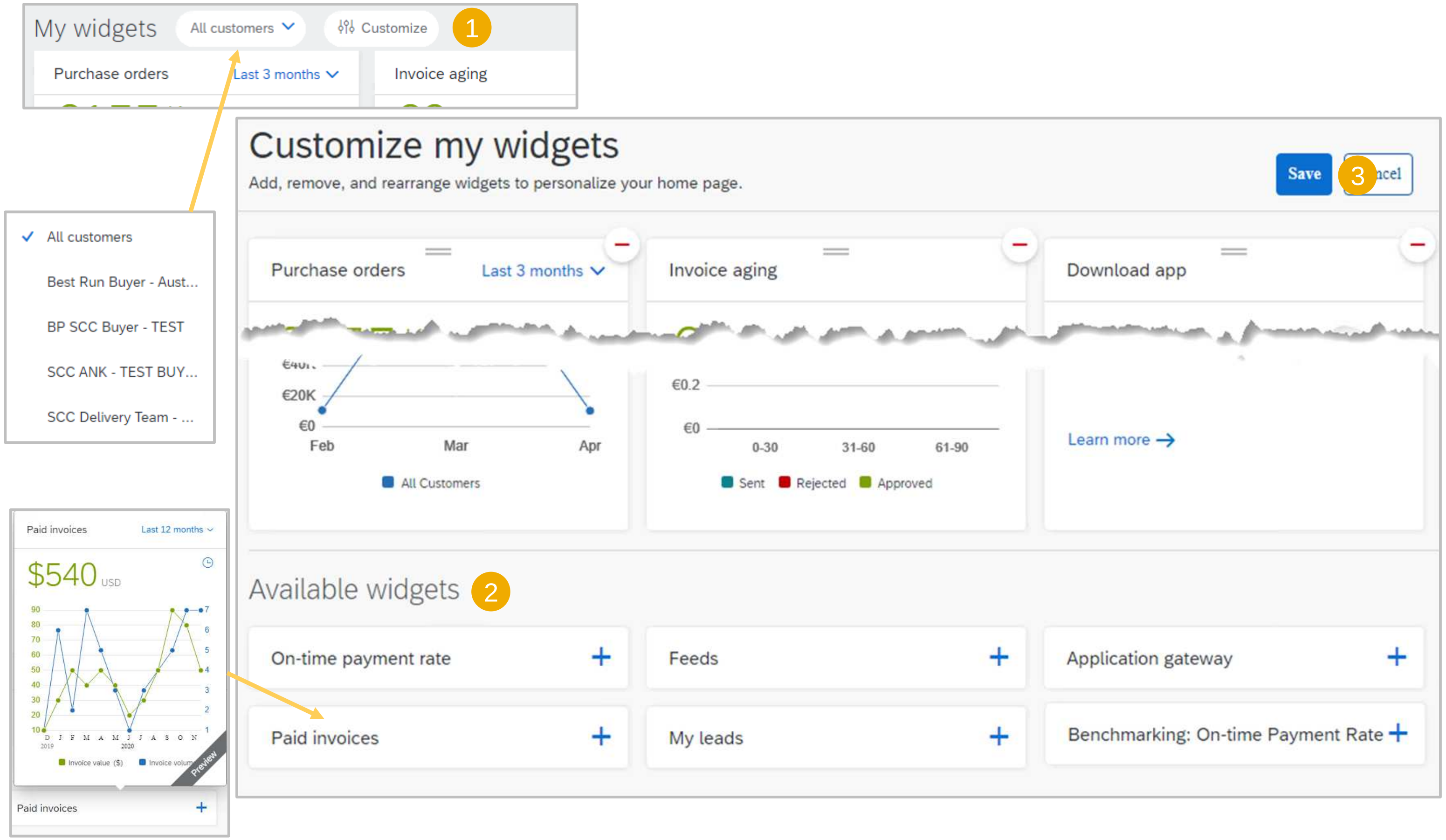
2. Select the widget/s required from **Available widgets**

3. Click on **Save**

- The widget is now added to the Seller Dashboard/ Home Page

Note: Clicking on All Customers and selecting a customer from the drop down list the information on the widget is displayed.

- Widgets cannot be customised by customer



Seller Dashboard/Home page

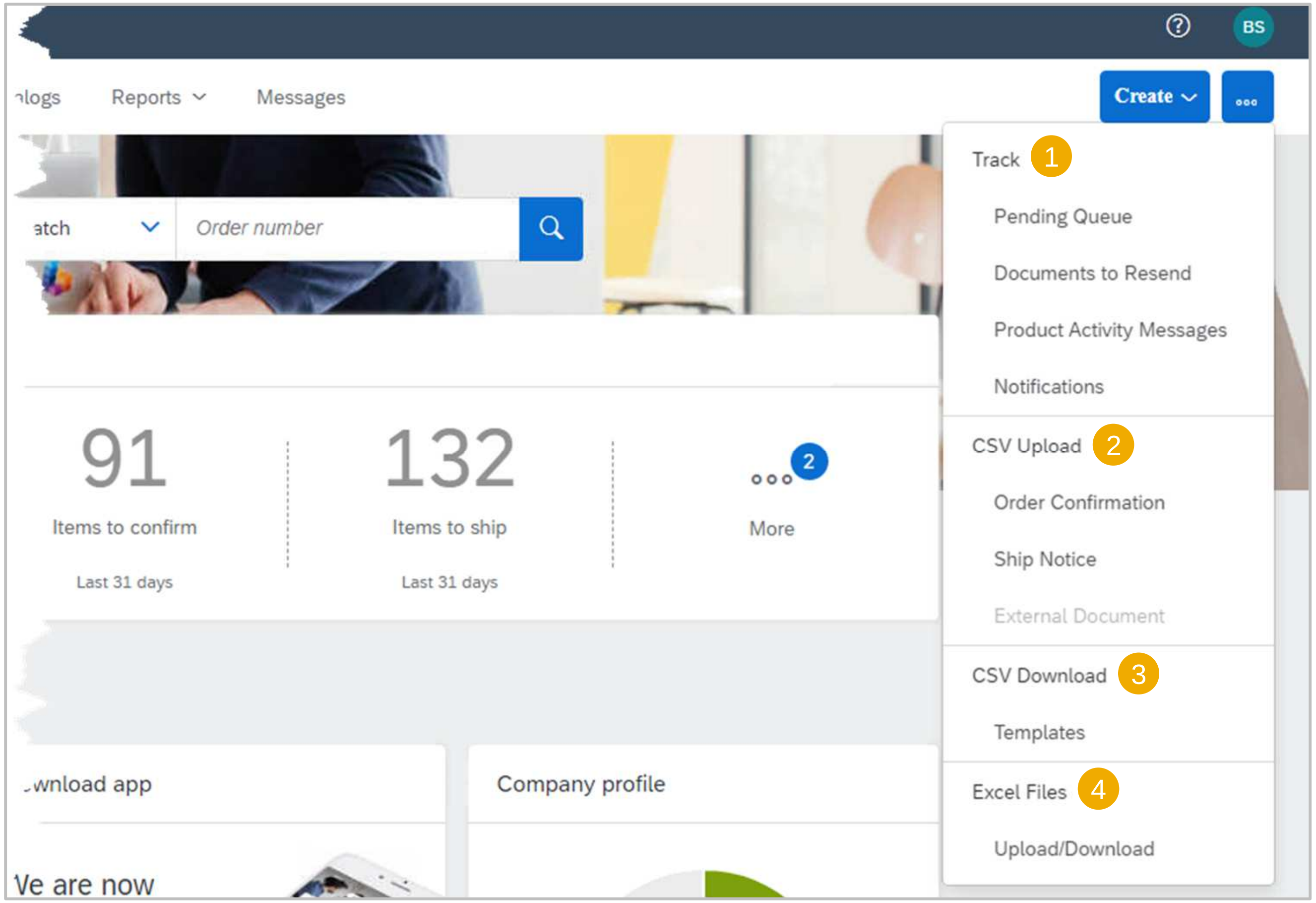
… (More) Selection Overview

The **… (More)** selection provides a list of actions, be aware that not all actions are accepted by your Buyer

There are 4 separate options, they are:

1. **Track** – allows users to view documents that are in different statuses and opportunities to create, open and review documents displayed
2. **CSV Upload** – users upload CSV files they have created using the templates that the Buyer has uploaded for specific documents
3. **CSV Download** – provides the available templates for specific documents and the format they must be in
4. **Excel Files** – the upload download can be used to transact with Buyers using excel file format

   - **Note:** Any items that are greyed out are not available for selection and not all Buyers accept CSV files, confirm with your Buyer prior to using this process



Seller Dashboard/Home page

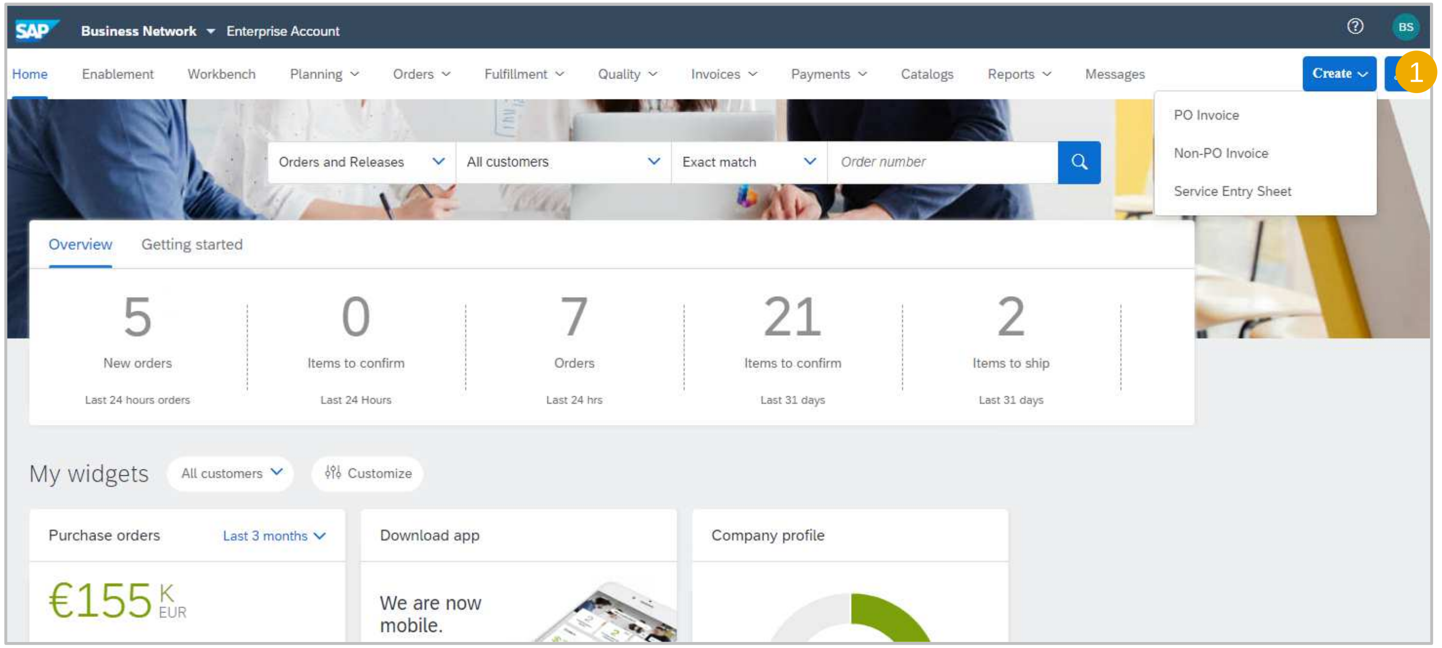
Create Selection - Overview

The **Create** enables suppliers to create the available options from the Dashboard/Home page

- The options available are based on the documents that are transacted with your Buyer, however, using this selection is general rather than specific to a document

- To create documents such as Order Confirmations, Ship Notices and Invoices refer to the applicable training documents on the relevant business Supplier Information Portal (SIP)

1. Click on **Create** to display the drop down list



Seller Dashboard/Home page

Switching from Transaction Accounts to Sourcing Accounts

Users can switch between the SAP Business Network transaction account and sourcing accounts such as Ariba Discovery and Ariba Contract Management

Some selections have a pop-up message, select the appropriate response

Ariba Discovery – Used for Request for Quote (RFQ) processes, access to global purchase ready buyers

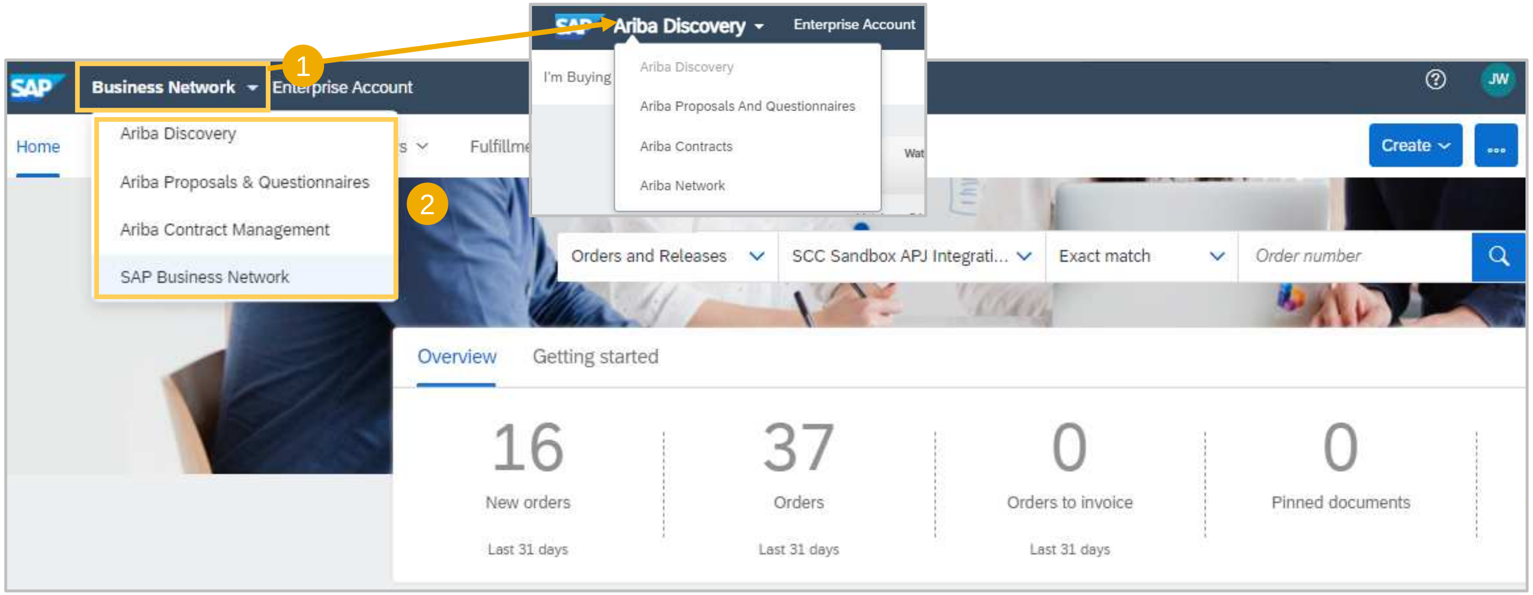
Ariba Proposals & Questionnaires – Used for Sourcing, including responding to prospects

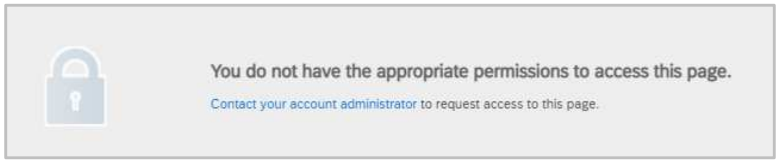
Ariba Contract Management –

SAP Business Network -

1. Click on the down arrow next to the name of the account you are in
2. Select the required account

   Note: An error message appears when users do not have the required permissions. If you require access, contact you Business Ariba Network System Administrator. Refer to [Contact the System Administrator](#)





Help Options

There are a number of help options available to Suppliers, there are two types of help:

- **Generic Help** – that is general in nature about SAP Ariba
- **Buyer Specific** – that provides information specific to transacting with the Buyer

The options are:

- Active Onscreen Help – provides users with information on the screen, only available on the Seller Dashboard/Home page and Workbench
- Help Topics Pane – provides users with access to different types of help, the help provided in the pane is general in nature and can be a document, and FAQ or a video clip
- Help Centre Home Page – provides users with a query entry field to provide self help options and is the first tab
- Guided Help – takes users through possible options relating to their query
- Documentation & Learning – options and access to documentation and video clips
- Contact Us – users completing the Contact Us form will be directed to the help that best suits their query and the type of account they have
- Supplier Information Portal (SIP) – provides users with information that is specific for transacting with a Buyer using the Ariba Network

Help Options

Active Onscreen Help

Onscreen help allows users to identify the areas they require help with while not leaving the Seller Dashboard/Home page

To activate onscreen help:

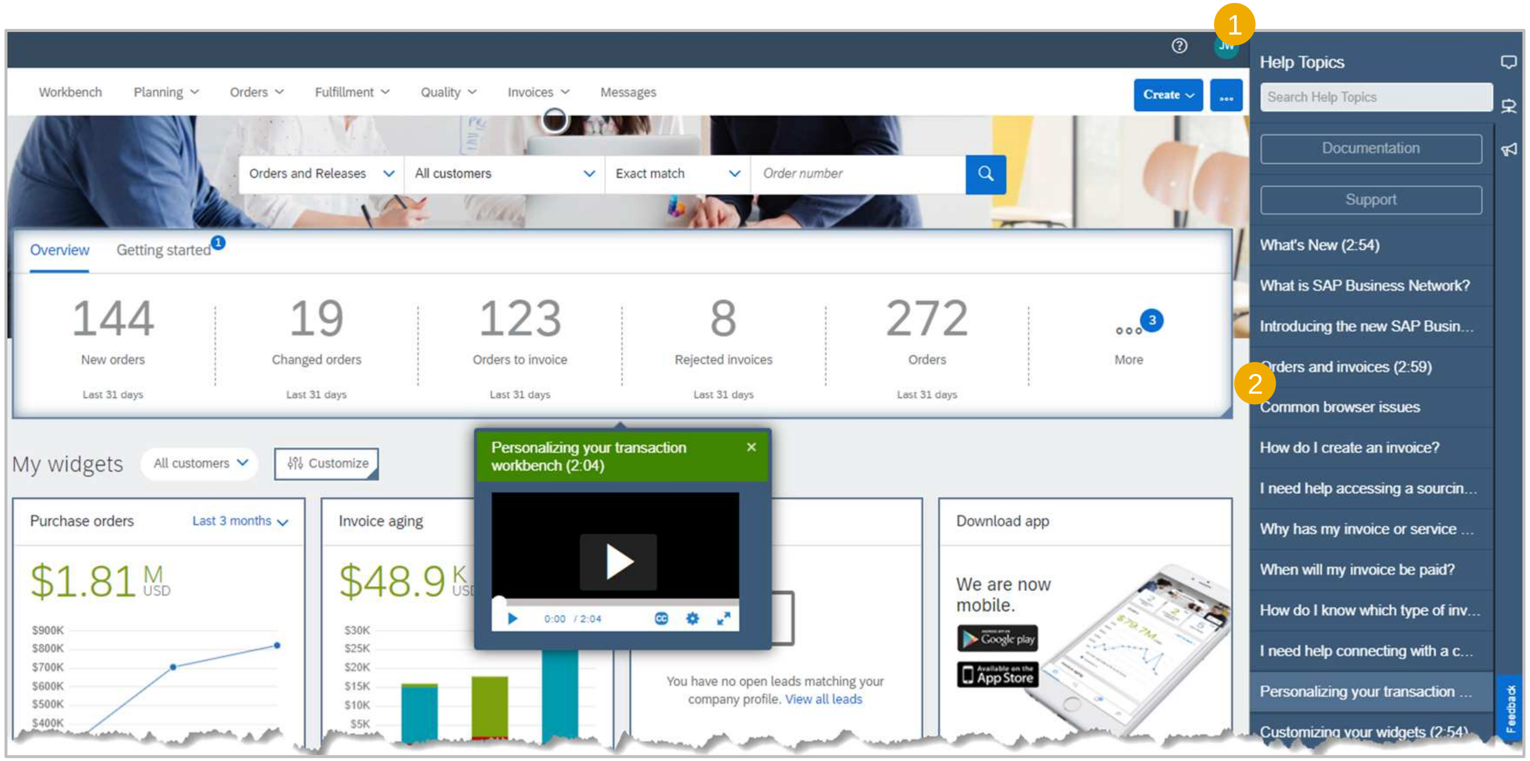
1. Click on the

- Blue boxes will appear around each section

2. Click on the ? on the corner of the field further help is required with, only sections with the provides help information

- The example shows a training clip that a user can watch there are some fields that will contain steps others with information only

- **Note:** the available help is displayed in the Help Topics Pane



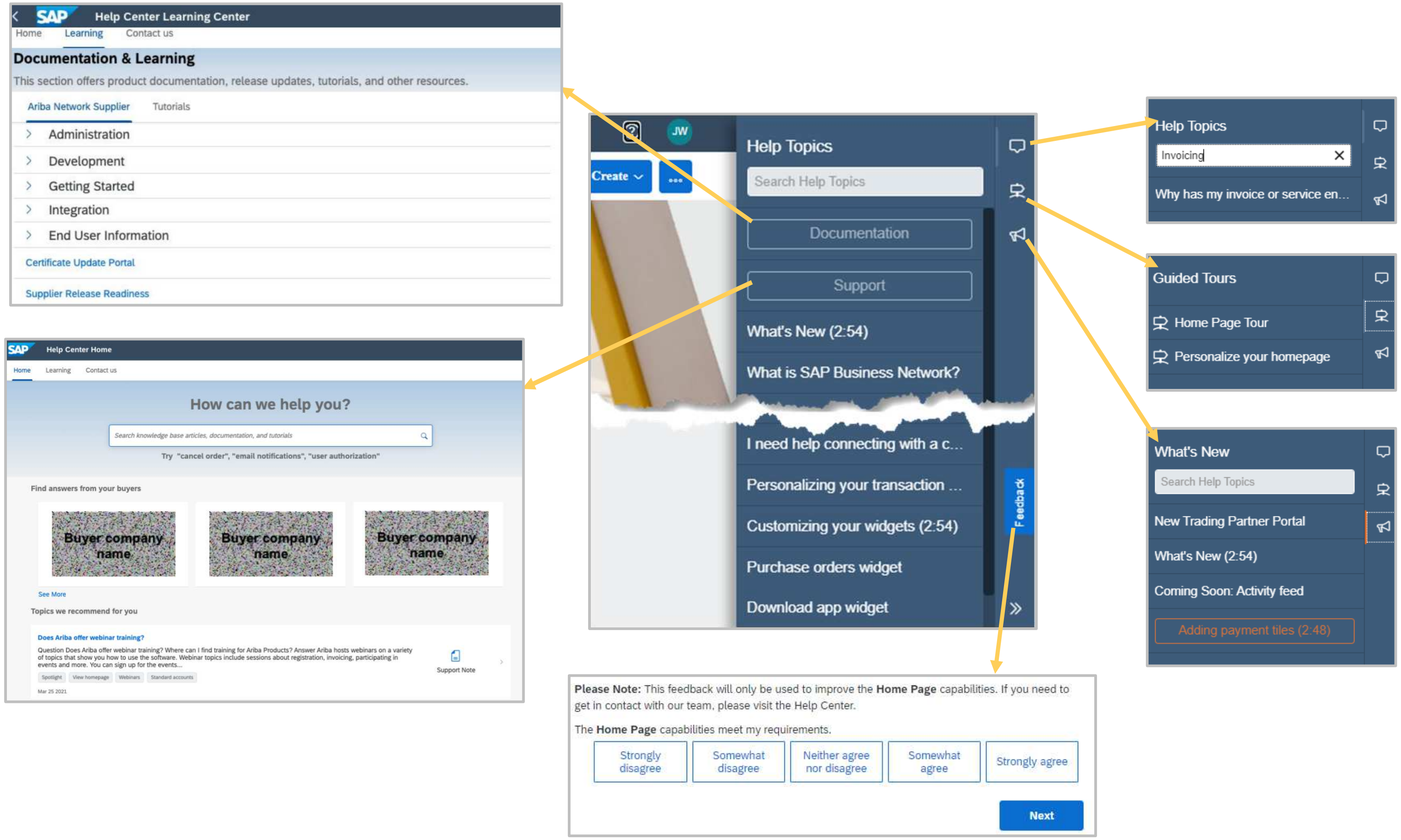
Help Options
Help Topic Pane

- **Note:** All information contained within the Help Topics Pane is generic, to access Buyer specific requirements for transacting using the Ariba Network, refer to Accessing the Supplier Information Portal

The options available on the Seller Dashboard/home page:

1) Enter a search topic into the **Search Help Topics field**
2) Access **Guided Tours** on the Seller Dashboard/Home page
3) See What's New
4) Click on **Documentation** to locate generic documents to complete items in the Ariba Network
5) Click on **Support** to receive Hep Centre assistance

- **>>** Closes the Help Topics pane
- Feedback can be provided on the Homepage



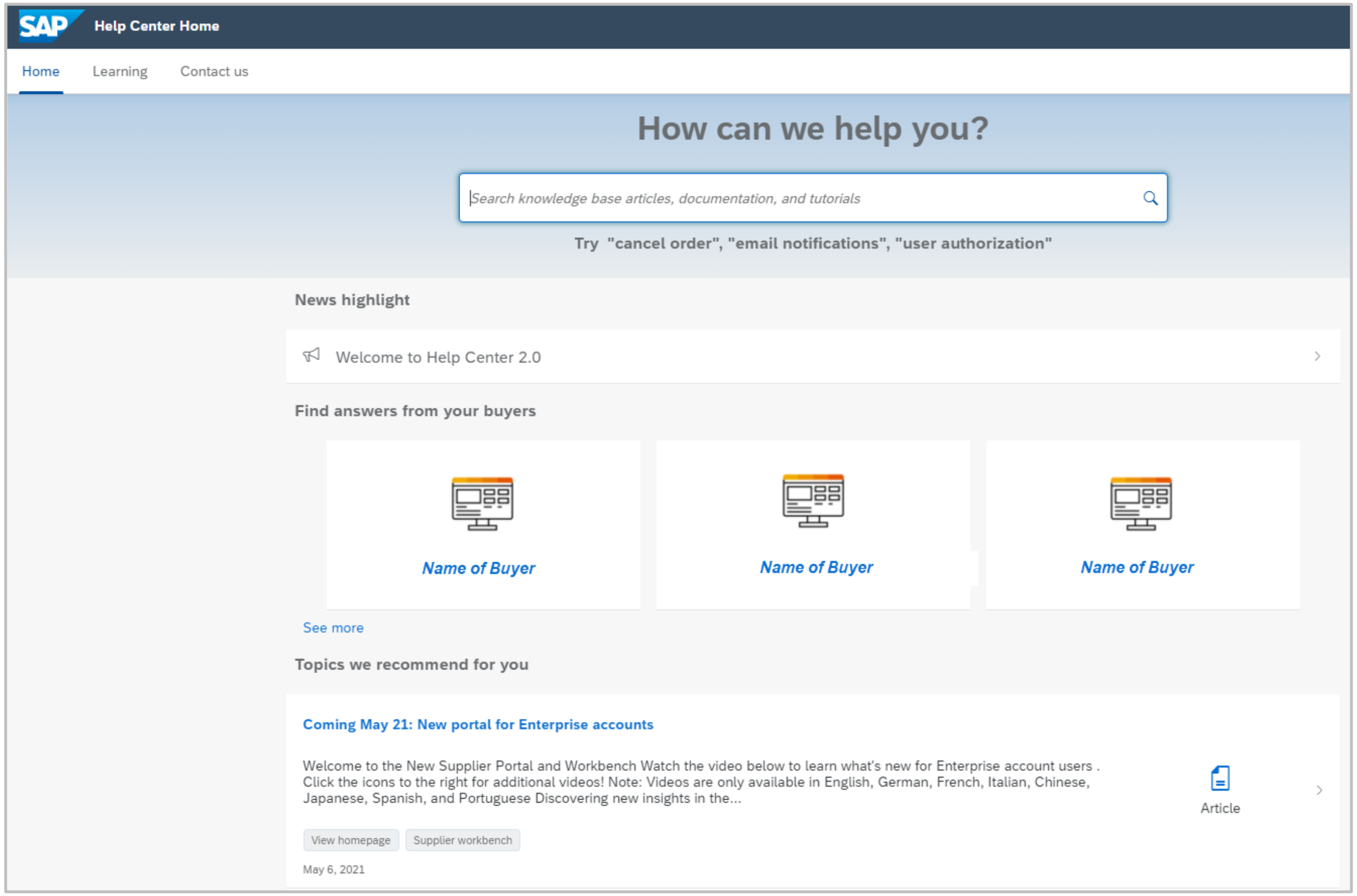
Help Options
Help Centre Home Page

The **Help Centre Home** page gives suppliers access to further information, documentation and options for help

There are 3 tabs available:

- **Home** – Provides access to Buyer Supplier Information Portals
- **Learning** – provides access to generic Ariba Network documentation and videos
- **Contact Us** – complete the form to gain access to other options for assistance such as:
  - Email
  - Return Phone call
  - Chat

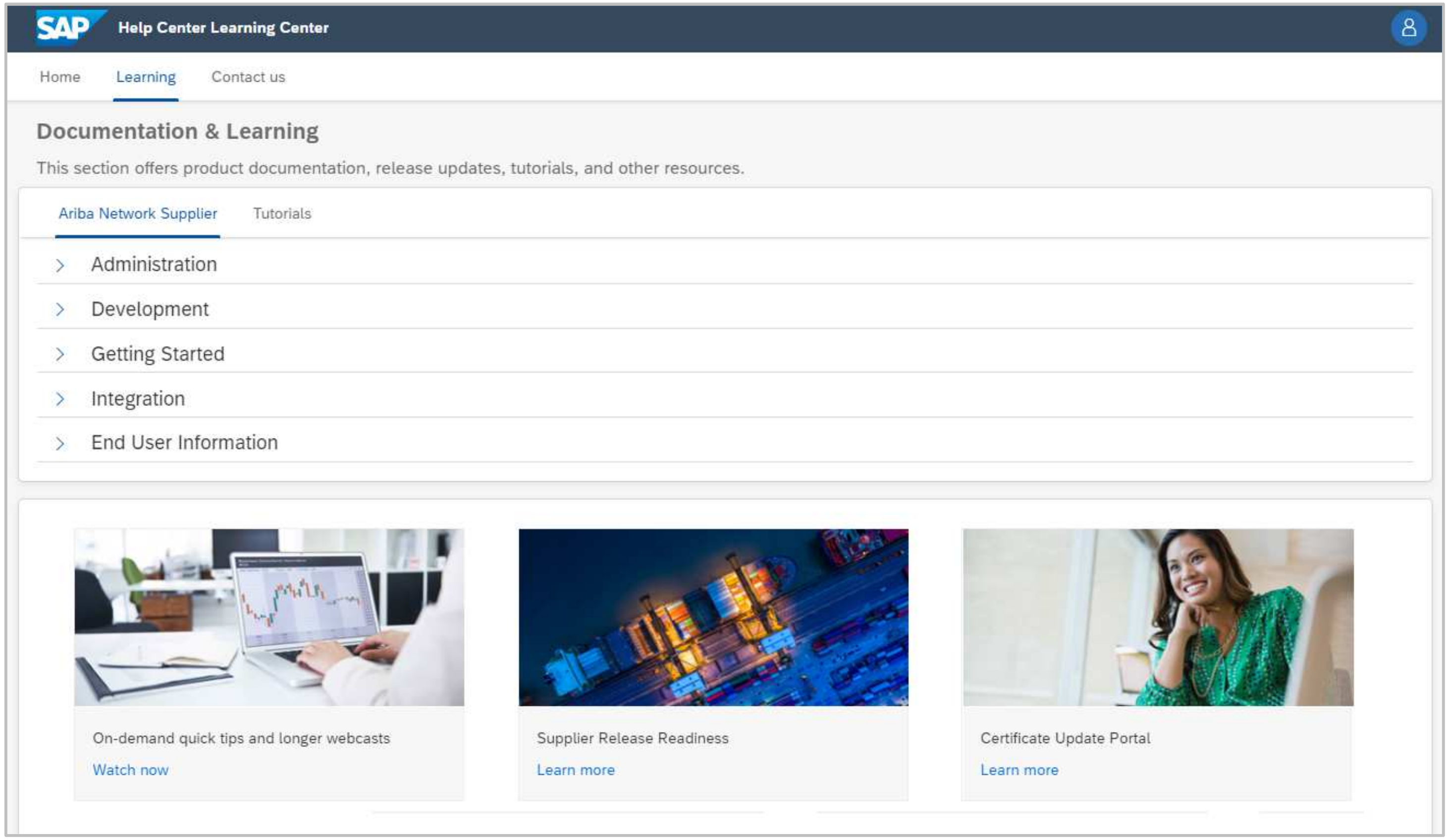
- **"How can we help you?"** is displayed, enter your query into the field, to activate the search click on the magnifying glass ( ) or press Enter on your keyboard



Help Options
Documentation & Learning

On the **Documentation & Learning** tab is browsable Product documentation from help.sap.com

- Provides quick access to certificate updates and information about past changes
- Access to updates for “Release Readiness” which contains content for Suppliers on a quarterly basis, providing information about changes, enhancements and functionality
- Suppliers can also access On-Demand success sessions that provide further information on features and functionality of the network
- Click on the required folder where any subcategories will be displayed, select the required information
- Success Sessions are on-demand sessions that suppliers can watch at a time that suits

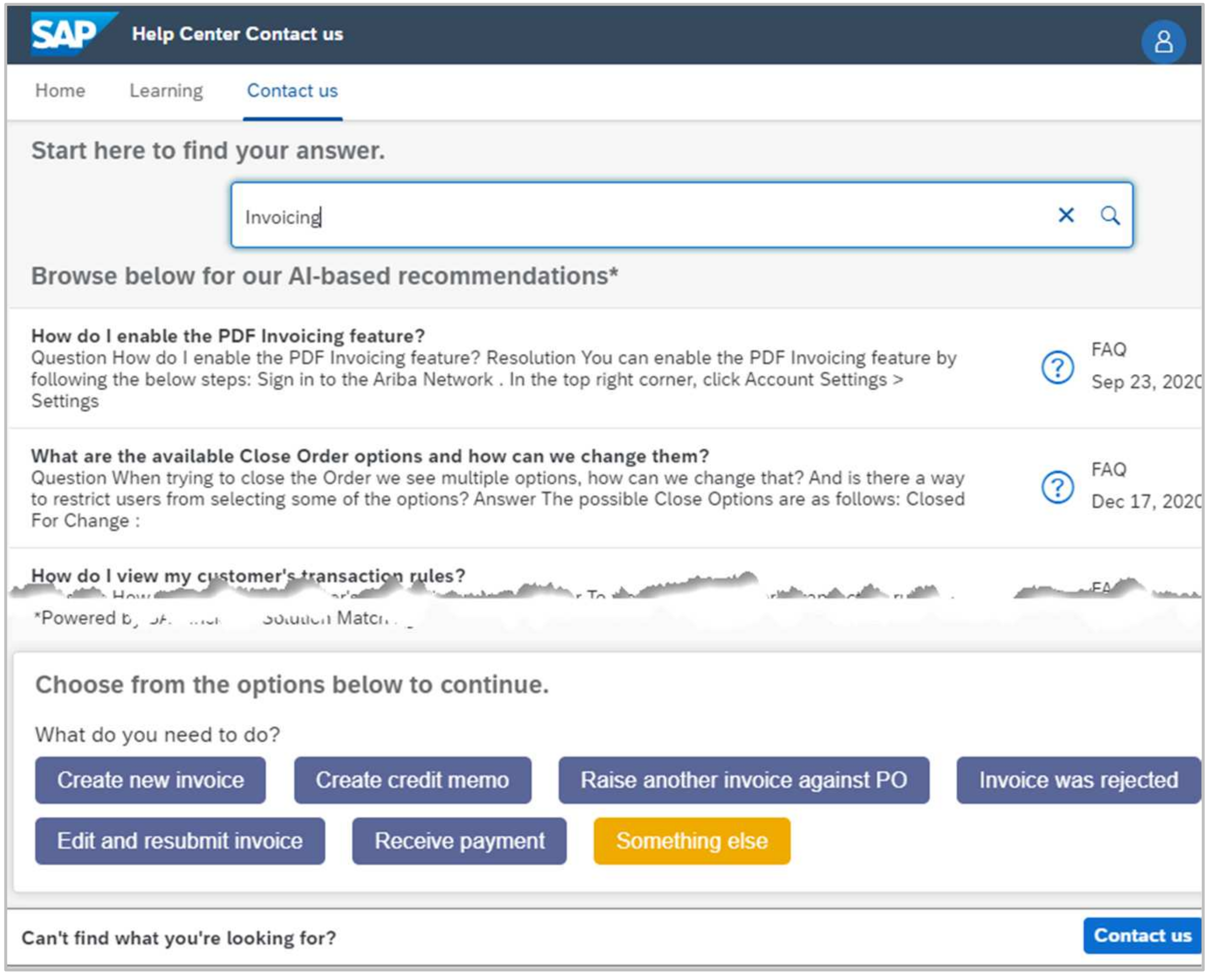


Help Options
Guided Help

The **Contact Us** tab provides access to Guided Help (Assistance) which provides Suppliers with options to their query based on the information entered into the "How can we help" field

It also starts the Service Request (help) process that identifies the recommended help options based on algorithms, account type and best help option

- The recommendation are matched to the words entered in your search based on previous Frequently Asked Questions (FAQ's)
- The blue bubbles provide access to further information on how to correct or perform processes associated with the query you have entered
- Anything in blue can be selected to provide further information
- Continue to next step opens a form with a series of questions to identify the support that is required



Help Options

Contact Us – Accessing Further Help

After clicking on the **Contact us** you can access other help options

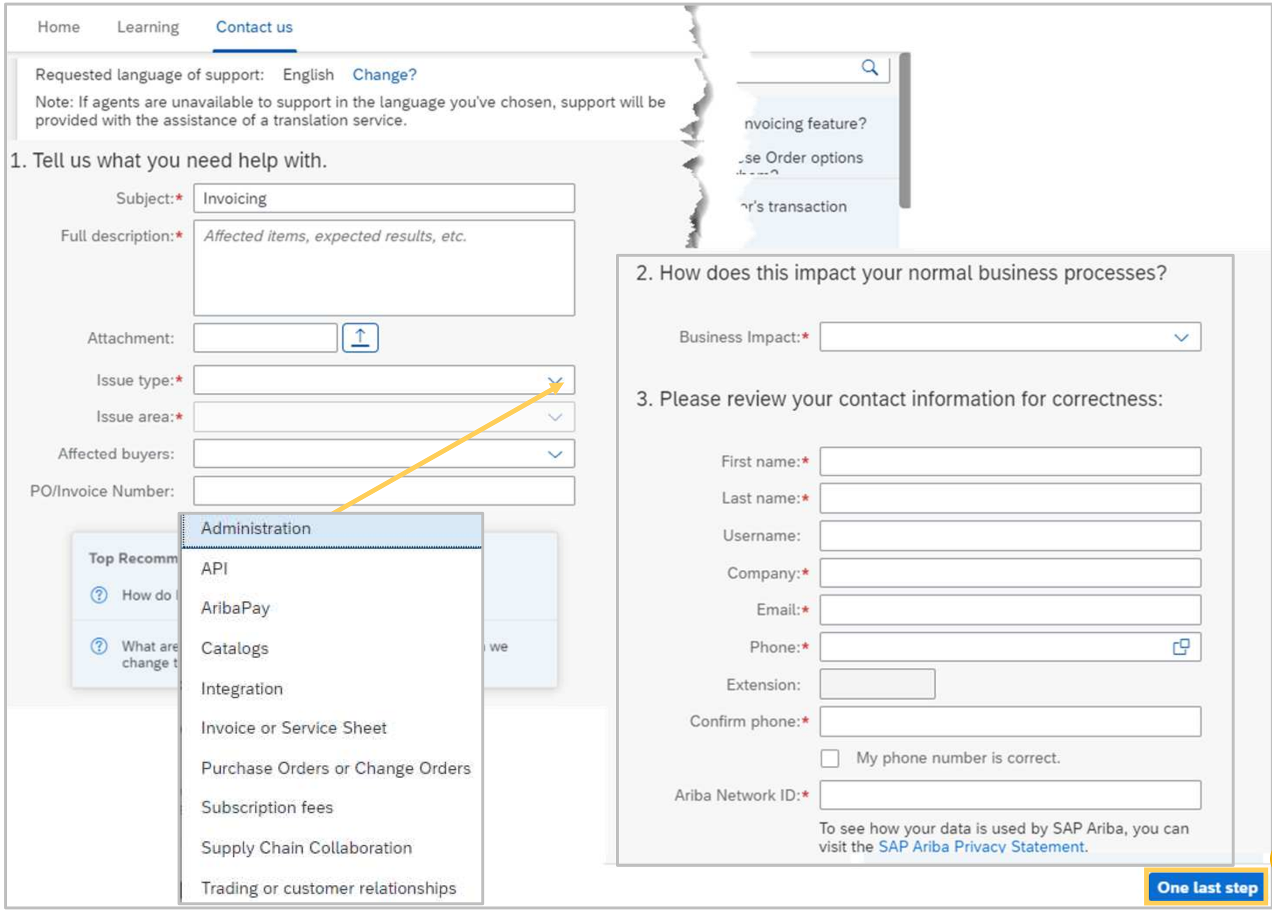
1. Click on the **Contact us** button on the bottom of the Contact Us tab screen

- The Contact Us form is open on the screen, many fields will be pre-populated based on the information previously captured, however review the information on the form and enter information into all fields that have an asterisks
- All fields with an asterisks must be completed you cannot move onto the next step in a process without all fields with an asterisks having information provided
- A Recommendations Pane is displayed, this provides information based on the query entered

Note: For Supply Chain Collaboration Suppliers (Direct Suppliers) ensure you select SCC from the drop down menu

2. Click on **One last step**

1



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Help Options

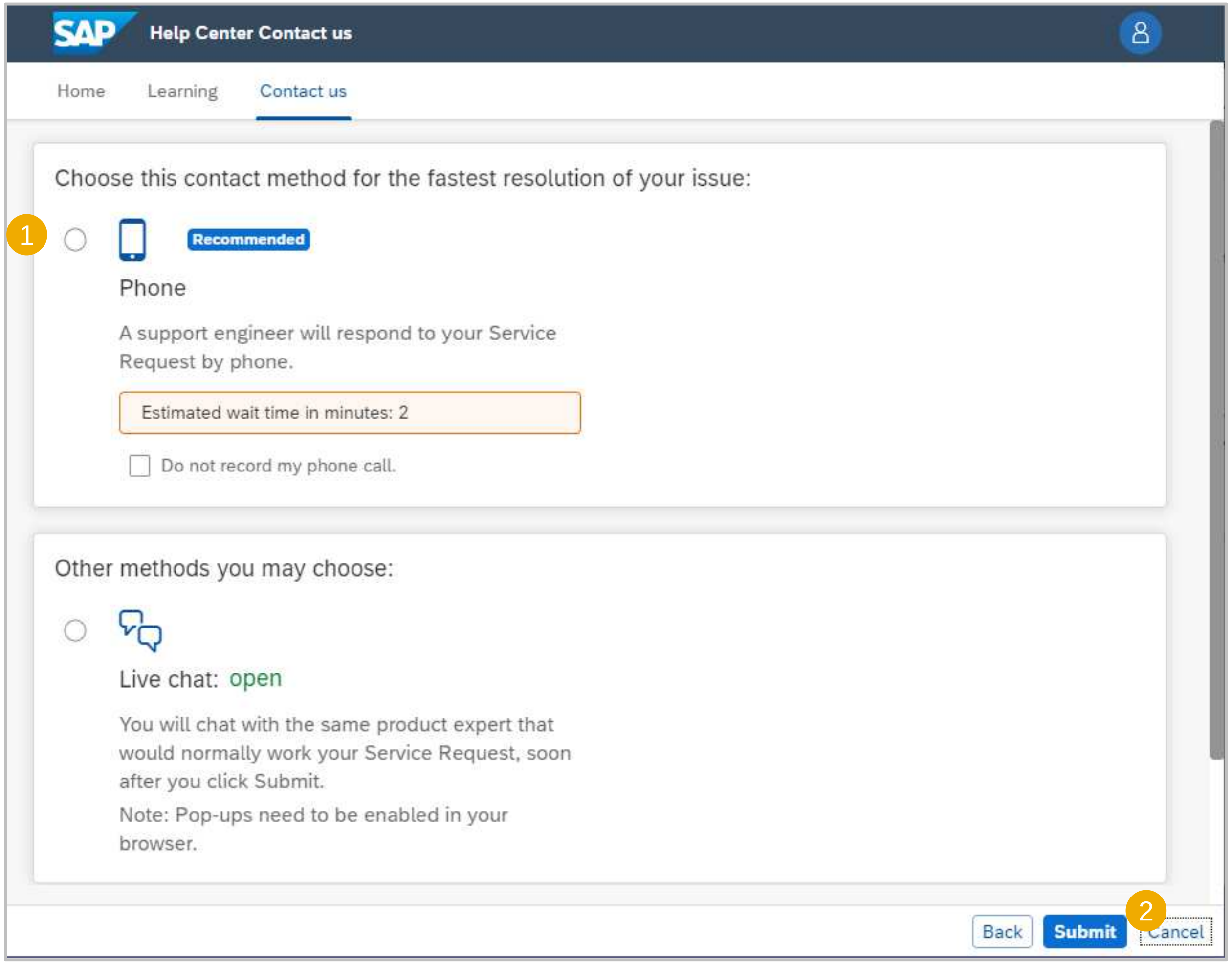
Contact Us – Recommended Help

Based on the information provided, Suppliers will be shown a list of customised options indicating the channel that can provide assistance

- The Recommendations are based on the issues type, Supplier type (direct supply source suppliers) and Support Availability

1. Select the method you wish to use by clicking on the radio button
2. Click on **Submit**

- Once you have clicked on Submit, information to access the Help is provided
- Ensure any attachments required have been provided, use back to add an attachment to the Contact Us form
- If the issue has been resolved or the information has been found to assist click on Cancel



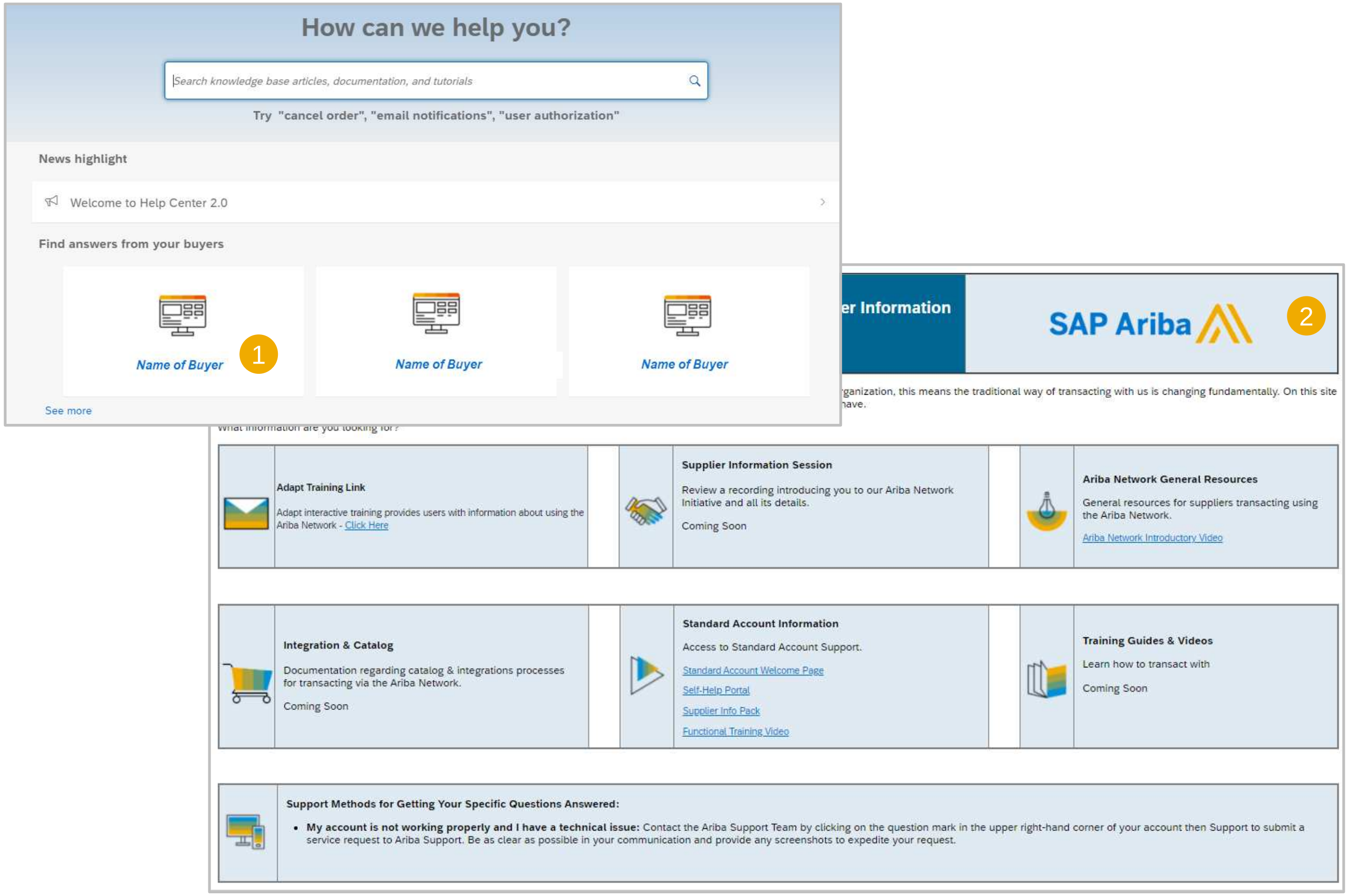
Help Options
Supplier Information Portal

Each Buyer that a Supplier transacts with will have the Supplier Information Portal (SIP) displayed

- The SIP contains information that is specific to transacting with a Buyer

1. Select the SIP required
2. Locate and select the information required

- The SIP provides information that is both generic and specific for transacting with each Buyer
- Each Buyer may have different process requirements
- Links are blue
- ADAPT is a online training for generic processes as may not be displayed
- Summit and Training Sessions can be accessed from the SIP, suppliers can watch sessions using an On-Demand process. A supplier registers to access the content and can watch at a time the suits

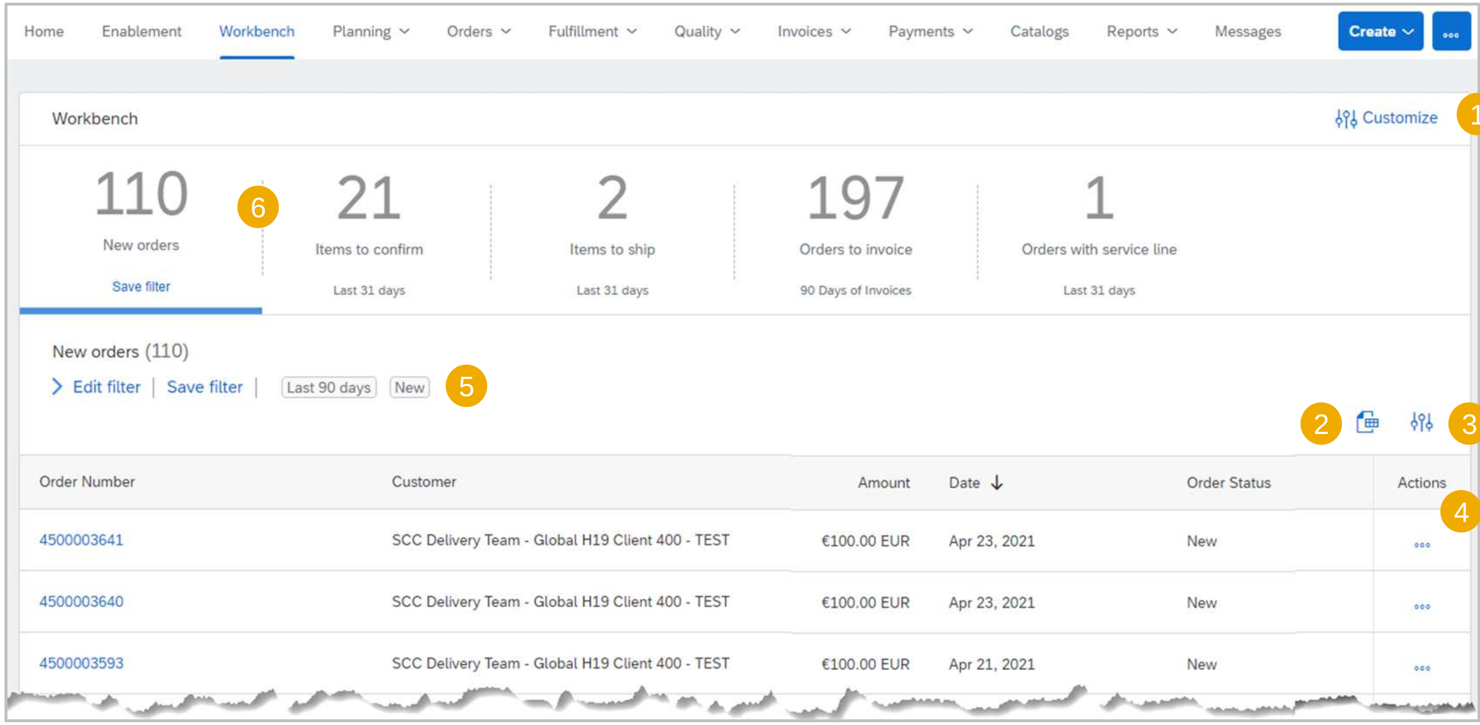


Transactional Workbench
Workbench Information

The Transaction Workbench provides one location for users to find documents that relate to their role

- Tiles provide filtered views of information and are customizable, tiles can be created and saved with the ability to name the tile and determine the numbers of days of information to be displayed
- To access the Workbench click on the Workbench tab

1. **Customize** – allows users display the tiles based on their requirements
2. **Export** – allows users to export a specific tiles information to an Excel spreadsheet
3. **Settings** – users can change the settings based on their requirements
4. **Actions** – allows users to perform actions without opening the document first
5. **Active Filters** – indicate the active filters for the tile displayed and the filters attached
6. **Tiles** – allows users to display the information required



Transactional Workbench

Customize Workbench Tiles

The transaction Workbench allows users to display the information they require for faster access and it can be customized by:

- Customer
- Type of Document or process
- Time frame

- Tiles provide a filtered view, from the Workbench Screen:

1. Click on Customize

2. To add a Tile, click on +

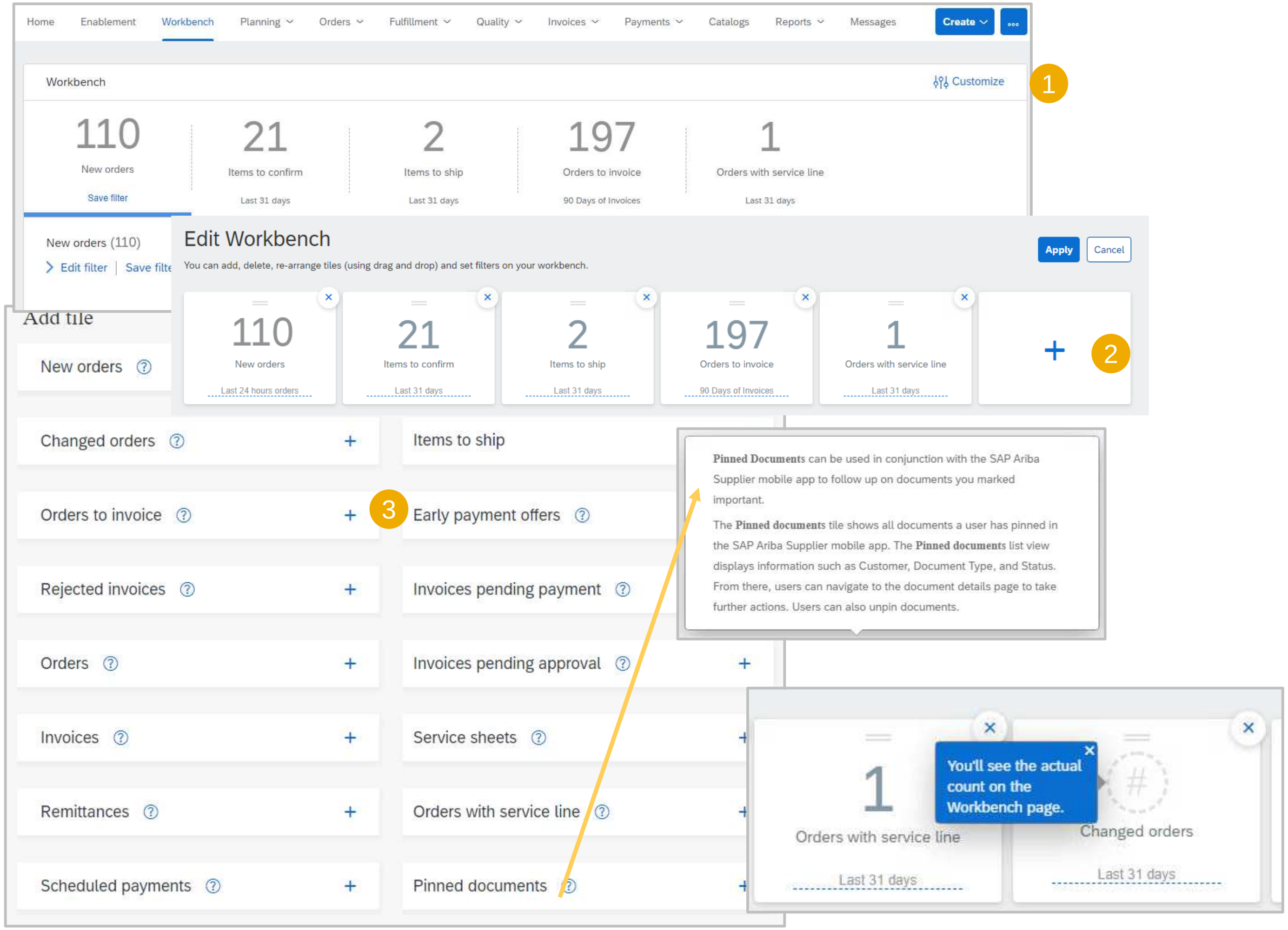
A list of all the available tiles appear,

Note: Multiple Tiles with the same name, for example, New orders and have them for different customers or time periods

The ? provides further information about the tile

3. Click on the + at the end of the tile you wish to add

The Tile is added



Transactional Workbench

Edit Workbench - Tiles

When a Tile is added to the Workbench it appears at the end of the list

- Tiles can be moved, hover over the when a hand appears holds down the mouse button and move to the desired tile position

- The information above the dotted line can be changed from the default to reflect something else, for example “Jane’s View”

Note: The pop up box indicates that the number of Changed Orders does not appear in the Customize view

Further Tiles can be added by clicking on the +

To remove tiles, Click on the X

1. Once you have added and removed the required Tiles, click on Apply

- Drag and drop any of the workbench tiles to re-arrange the order in which they appear and the tile order will appear in the overview bar of the homepage

Transactional Workbench

Export Data from the Workbench

The information contained within each tile can be exported into an excel format document

1. Click on the Tile to display the information

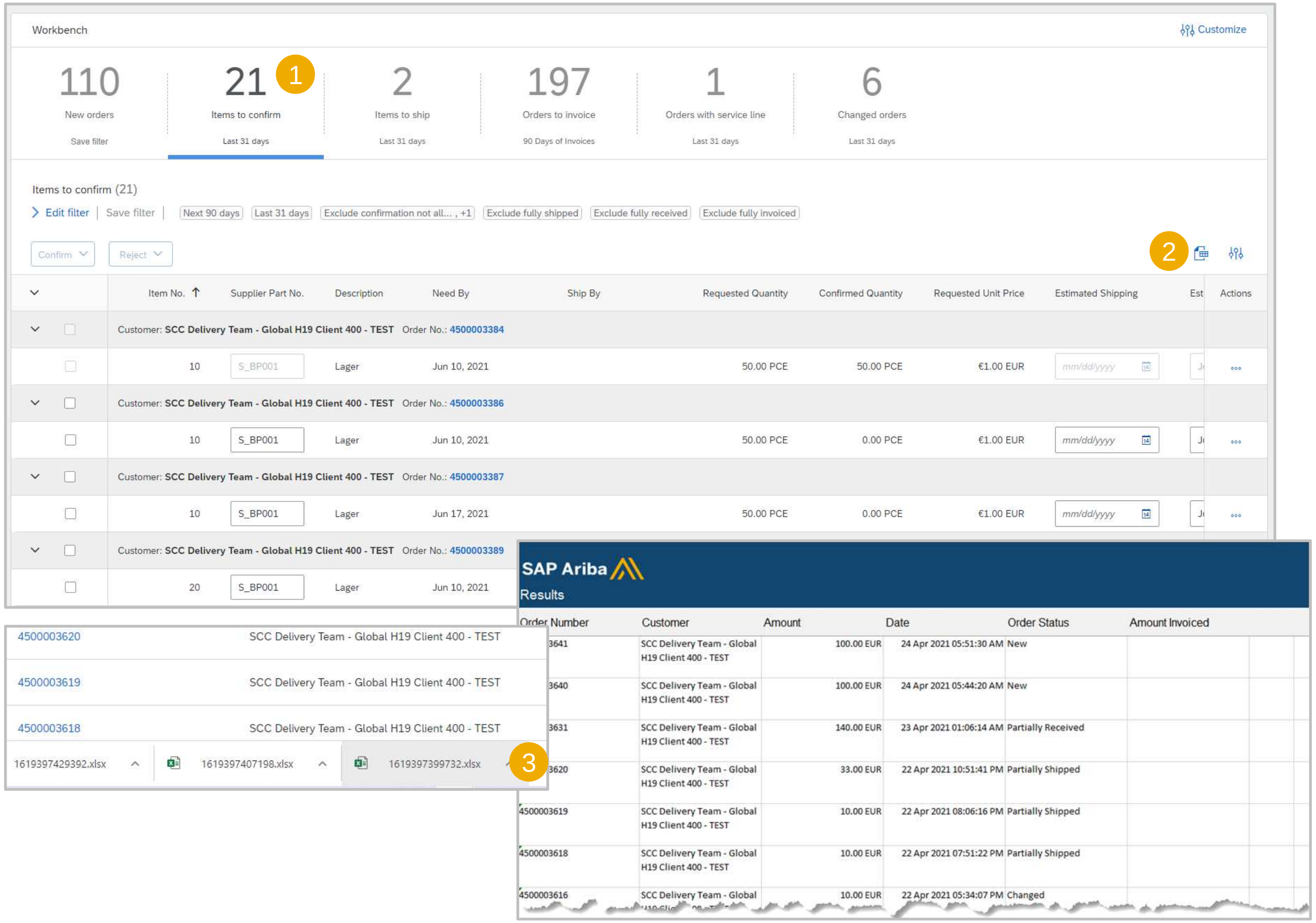
2. Click on the icon

The Spreadsheet is shown as an icon at the bottom of the screen

3. Click to open, the spreadsheet is displayed

Spreadsheets can be used to perform matching to your ordering system or ERP (for non-integrated suppliers)

- **Note:** Only one tile at a time can be exported



Transactional Workbench

Workbench Table Settings

The Workbench table Settings allow suppliers to identify the table headings displayed

The headings provide information without opening the document

- Some table headings can be sorted by clicking on the heading in the heading ribbon

To change the **Table column** headings:

1. Click on the icon

Screen opens the Table Settings menu

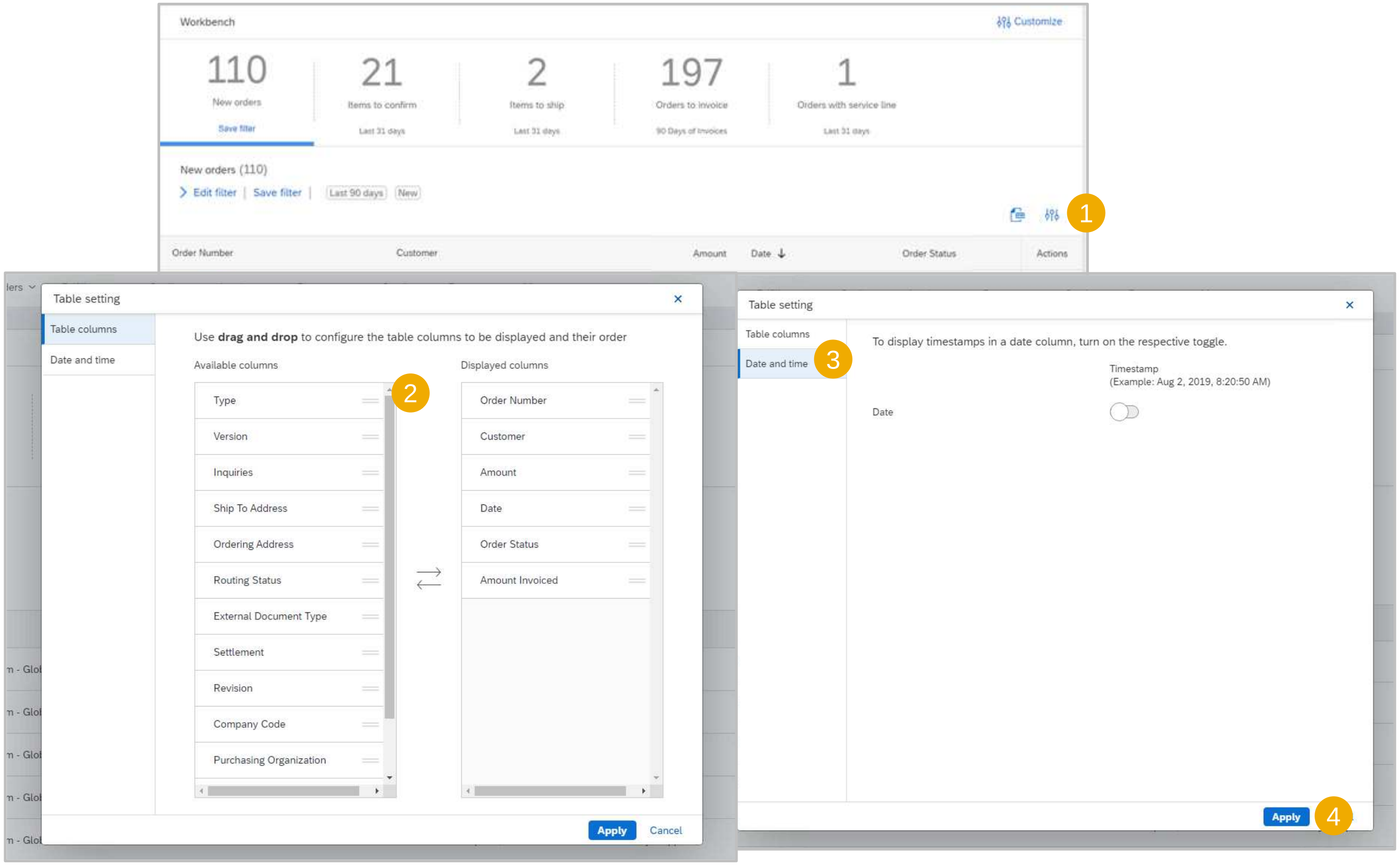
2. Hover over the = until it turns into a hand, drag and drop from one column to the other

To change the table settings Date and Time information

3. Click on **Date and Time** in the side menu

Once all updates have been made

4. Click on **Apply**



Transactional Workbench

Edit Filter

The Edit Filter allows users to filter tiles by parameters such as:

- Customer
- Date
- Status
- Customer Locations
- Order Type
- Routing

- Each Tile has its own set of filters, review the filters and select the ones that are required based on the Tile and the parameters associated with it.

The process remains the same irrespective of the tile used:

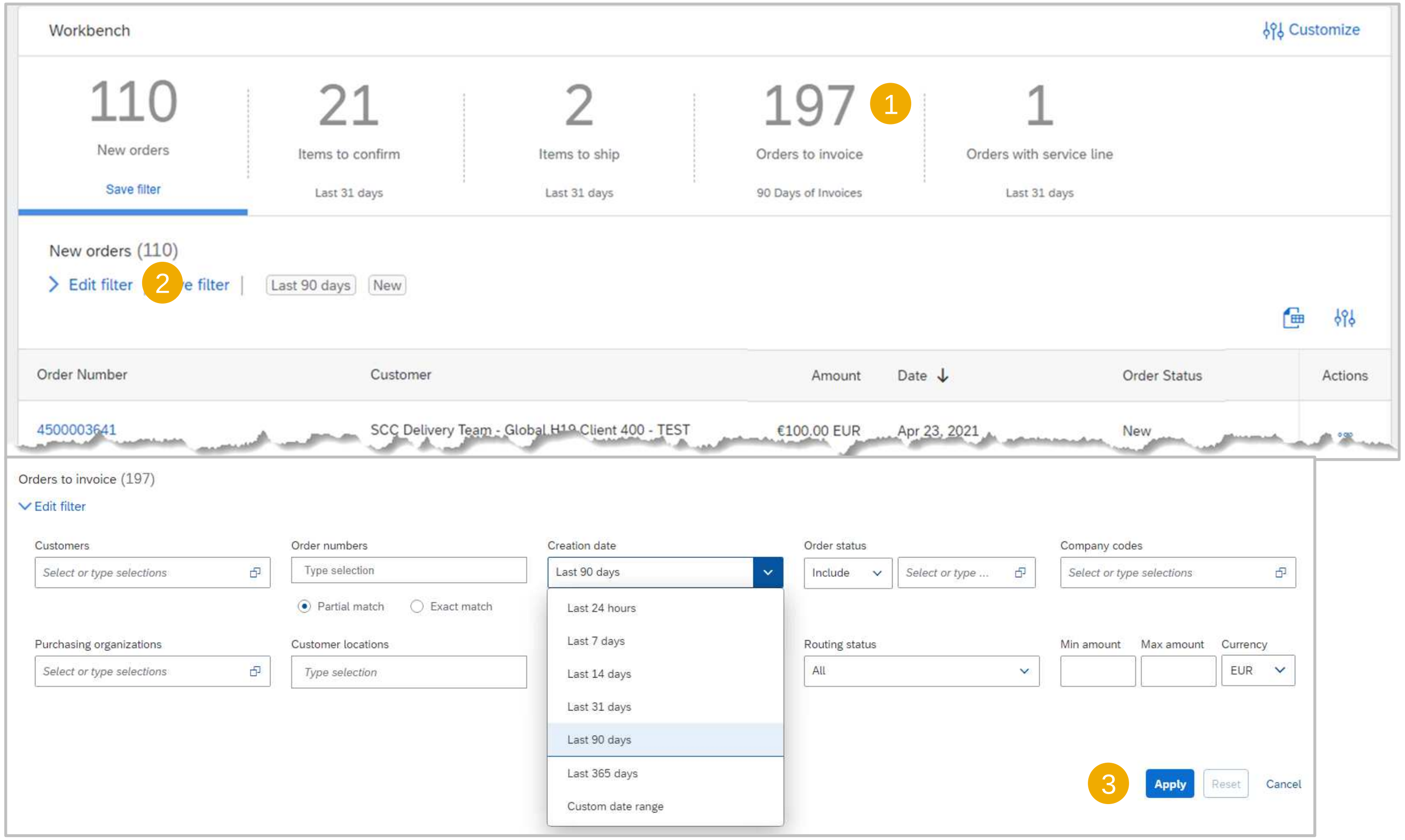
1. Click on the Tile you want to customize

2. Click on **Edit filter**

Note: The available parameters are displayed, some selections will have a Checkbox while others a drop down list

Choose the options from the available filters, once all parameters have been selected

3. Click on **Apply**, the filters appear next the Edit Filter selection



Transactional Workbench

Save Filter

Save Filter allows users to save the parameters for a tile, edit filter only edits the view at the moment a user makes filter changes but is not saved until Save Filter is performed

Once all parameters have been set

1. Click on **Save Filter**

   Confirm the description, this can be changed to reflect a specific customer or other description

2. Click on **Save**