



## Ariba Project Notification Letter



Dear Valued SATS Supplier,

We are pleased to announce that SATS and its Group of Companies (“SATS”) will be moving to a new e-procurement platform as part of our Supply Chain Digital Transformation Program. SATS is partnering with **SAP Ariba**® to fulfill our vision of digitizing our procurement processes to improve how we transact with our valued partners.

### ➤ **What does this mean for you?**

Conducting procurement with SATS will be largely via the Ariba platform. This includes:

- All sourcing activities (RFQ/Tender/RFIs/E-Auctions)
- Use of the Ariba Network to suppliers to
  - Receive and acknowledge POs
  - Confirm that Services are complete and goods have been delivered
  - Submit and track the progress of your E-invoices

The Ariba Network has many additional benefits including finding potential new business opportunities on the Ariba Network. You may wish to learn more through the SAP Ariba team.

### ➤ **How much will this cost you?**

Transacting with SATS through the Ariba Network is at NO COST when using the **Standard Account**. However, if you choose to upgrade into the **Enterprise Account**, there will be additional costs involved. Any potential fees may be offset by the many benefits of the Ariba Network mentioned prior.

We strongly encourage our suppliers to be familiar with these options by visiting [SAP Ariba Subscriptions and Pricing](#). If in doubt, please reach out to SAP Ariba for more information.

### ➤ **When will this take effect?**

In the coming weeks, Ariba will send you important communications and instructions for your Registration. This includes Ariba on-boarding and establishing a trading relationship with SATS on the Ariba Network and properly configuring your Ariba Network account. We appreciate your prompt action on all communications and requests regarding this initiative (not to exceed five business days).

For sourcing, SATS will commence from Apr 21 as a “soft launch” with selected RFQs and Tenders. The main go live and cutover will be in August 21.

Importantly, SATS will cease using the Sesami platform when we Go Live in August 21. All POs and transactions going forward, will be on the Ariba platform. Any Legacy POs before August 21 on the Sesami platform are considered valid and will be expected to be fulfilled as they are closed off.

➤ **Where can you get help and understand more?**

A key success factor is to ensure that the right people attend the right briefings and are registered in the system. This is divided into your staff that will handle and respond to sourcing events, and staff that will receive POs, tell us electronically when you have finished a service (service entry) and submit invoices. The following may be helpful:

**1.Enablement to register as a vendor and to participate in upcoming sourcing events**

Soon you will receive an email from Ariba with the subject **"Invitation: Register to become a supplier with SATS Procurement"** The email domain is ansmtpr.ariba.com. Please note this is not spam. It has come from SATS just via Ariba.

You may refer to the registration guide below for the step by step process on registration:

- [Link to registration guide, please click here](#)

To participate in sourcing events conducted by SATS, you may refer to the following guide:

- [Link to sourcing event guide, please click here](#)

- [Link to FAQs, please click here](#)

**2.Enablement to transact in the Ariba Network to receive POs/submitted Service Entry Sheets and Submit invoices.**

From our analysis, we note that many of you are already transacting on the Ariba platform. For newcomers and in order to ensure that your journey is smooth, we have the following resources:

- A dedicated online website for SATS vendors, with videos, training guides and best practice guides – Click link to Supplier Information Portal [here](#)
- Dedicated hotline or emails for
  - Technical Issues
    - Supplier can chat with Ariba support in <https://supplier.ariba.com>
    - [Case Management Portal](#) where SATS supplier can fill their question in our form and this will route to responsible person to contact SATS supplier
  - General help desk: [satsariba@sats.com.sg](mailto:satsariba@sats.com.sg)

We believe this shift will strengthen our business relationship and allow for more robust collaboration and purchasing capabilities. If you are not the correct recipient or have questions, please contact the buyer and SATS Supplier Enablement Team at [satsariba@sats.com.sg](mailto:satsariba@sats.com.sg)

Kind Regards,  
SATS Enablement Team