

SourcePoint Training Guide :

Official Supplier Guidebook

Introduction

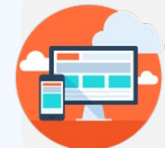
This document is your comprehensive guide for understanding SourcePoint from the Supplier perspective. If you have any questions that can't be answered here, please visit our [SourcePoint Supplier Portal](#), [Ariba Support](#) or reach out directly to our [Supplier Support Team](#).

SourcePoint 101

SAP Ariba, which we are calling **SourcePoint**, is a cloud-based Procurement solution, that helps PASSHE and Suppliers to meet on a single network. The Ariba Partner program enables you with tools, resources, and benefits to help build, run, and grow your business. There are several key advantages:



Simplifies the procurement and sourcing process, creating an enhanced user experience for Suppliers and PASSHE



Cloud-based solution that can be accessed from any location and any device



Seamless transfer of transactional data, including invoice details, goods receipts, and PO details



Easy setup of key procurement processes

Terminology



Supplier/Vendor: Interchangeable terms that we will use to describe YOU, our PASSHE business partner.



Ariba Network: [Ariba Network](#) is a hosted service that enables PASSHE and Suppliers to form relationships and conduct transactions via SourcePoint.



Ariba Discovery: This platform is SAP's business-to-business (B2B) e-commerce solution designed for Buyers to post immediate supply needs. Any Supplier can respond about their ability to meet those needs, with no fees. [Ariba Discovery](#) will replace Procureware Sourcing functionality beginning in April.



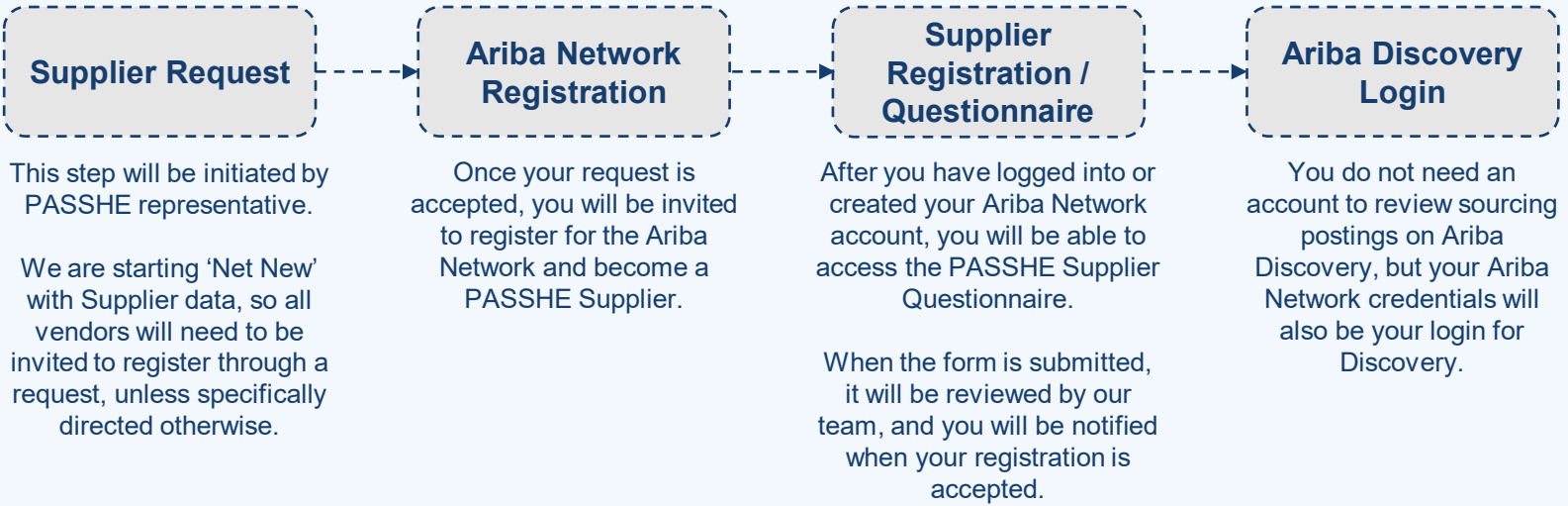
Standard: The Ariba Network account that provides basic functionality and is completely free for suppliers



Enterprise: The Ariba Network account that provides everything the Standard account offers, plus additional benefits for a fee. For more information on fees, click [here](#).

Supplier Registration

Your Supplier Registration process will differ slightly based on the volume and frequency of business you do with PASSHE today. However, it will always follow this general workflow.



1) If you are interested in doing business with PASSHE please follow steps in the "initiated by supplier" section below.

2) If you already received a notification inviting you to register, you may skip the Supplier Request.

Supplier Request

Internal PASSHE Request

PASSHE employees can submit a request on a Supplier's behalf which will be validated by the Purchasing Team and then an email will be sent to the vendor to register. In order to complete the request, the requestor will require the following information:

- Name (First & Last)
- Address
- Email
- Phone #

There is some optional information you may be asked for including:

- Category
- Region
- Comments

The requestor will be your main POC for status updates, but you can also contact the [Supplier Support Team](#).



Initiated by Supplier

If not currently working with a particular university representative or procurement office, supplier can contact supplierhelp@passhe.edu to request to be invited.

Within email please provide:

- Company Name
- Contact Information
 - Name
 - Email
 - Telephone number
- Tell us why you'd like to do business with PASSHE, provide detail of products or services that you provide.
- Do you currently do business with PASSHE?
 - If yes, what universities?

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Ariba Network Registration

After the Supplier Request has been reviewed and accepted (if applicable), you will receive an email inviting you to register for the Ariba Network and to become a Supplier for PASSHE.

From: Ariba Administrator <no-reply@ansmtp.ariba.com>
Sent: Thursday, May 28, 2020 12:33 PM
To: Glass, George <George.glass@az_consulting.com>
Subject: Invitation: Register to become a supplier with XYZ Enterprises

XYZ Enterprises

Register as a supplier with XYZ Enterprises

Hello!

George Glass has invited you to register to become a supplier with XYZ Enterprises. Start by creating an account with Ariba Network. It's free.

XYZ Enterprises uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If A-Z Consulting already has an account with Ariba Network, sign in with your username and password.

[Click Here](#) to create account now

You are receiving this email because your customer, XYZ Enterprises, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact XYZ Enterprises.

[Offices](#) | [Data Policy](#) | [Contact Us](#) | [Customer Support](#)

If you have an existing Ariba Network account from another customer, you can log in with that information.

Click the link to navigate to the Ariba Network and create your account.

From here, you will be directed to the Ariba Network Welcome page where you will be able to sign into an existing account or create a new one.

From the **Welcome (Ariba Proposals & Questionnaires)** page, you will have two ways to proceed:

The screenshot shows the SAP Ariba Proposals and Questionnaire page. The page title is "SAP Ariba Proposals and Questionnaire". The main content area is titled "Welcome, Tim Jones" and contains a "Have a question? Click here to see a Quick Start guide." link. Below this, there are two main options: "Sign up as a supplier with Consulting Realm for Demo - TEST on SAP Ariba." and "Already have an account?". The "Sign up" button is highlighted with a blue callout labeled 'A' that says "Click Sign up, if you don't have an Ariba Network account". The "Log In" button is highlighted with a blue callout labeled 'B' that says "Click Log In, if you already have an account". Below the "Log In" button, there is a section titled "About Ariba Network" with a list of benefits and a "Hot Tip" callout that says "Quick Start Guide, FAQs, and other Help information are available to you directly in the portal." The right sidebar contains a search bar and a list of help topics, including "Supplier Basics (4:33)", "How do I register a new account?", "How do I merge a new invitation account with an existing account?", and "Can I merge two separate accounts with different AN IDs?".

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If you do not have an account, after you click the **Sign up** button, you will be directed to the Ariba Network registration page. From here, you should complete all required (*) fields.

The categories of information requested include:

- **Company Information:** Basic contact information for your organization
- **User Account Information:** Information needed to create your user account (username, email, password, etc.)
- **Additional Business Information:** General information about services your organization provides.

Note: You will have the opportunity to share additional details in the PASSHE Registration Questionnaire.

The Ariba Network might detect that your company already has an account on the Ariba Network. If potential duplicates are flagged, they should be reviewed. Many suppliers choose to manage all their Ariba activities with their customers under one Ariba Network account. Some suppliers choose to manage in a more decentralized way.

After reviewing the potential duplicate accounts, you can choose to:

The screenshot shows the 'Review duplicate Account' page in SAP Ariba. The header includes the SAP logo and 'Ariba Proposals and Questionnaire'. The main heading is 'Review duplicate Account'. Below it, a message states: 'We noticed that your company may already register an Ariba Network account, please review the match results below, then:'. A list of options follows: 'You can log in the account you are associated with', 'Or, you can view the profile and contact the account administrator from there', 'Or, if there is no match, you can **Continue Account Creation** and we will progress your registration', and 'Or, you can **Go back to previous page**'. Callout A points to the 'Continue Account Creation' link with the text 'Click Continue Account Creation to proceed'. Callout B points to the 'Go back to previous page' link with the text 'Go back to the previous page to choose to Login with your existing credentials for an existing account'. Below the text is a table titled 'Match Based On' with columns for 'COMPANY NAME', 'E-MAIL ADDRESS', 'TAX ID', and 'NO.'.

If you think one of the flagged accounts looks like it does belong to your company, but you do not have login credentials for this account, contact your **Ariba Account Administrator** and ask them to set you up with access to “*Proposals & Questionnaires*”.

A You will receive the below auto-email confirming a new account was created for your organization.

The screenshot shows an auto-email from SAP Ariba. The header says 'SAP Ariba' and 'Welcome to the Ariba Commerce Cloud'. The main text reads: 'Your registration process on the Ariba Commerce Cloud for ARIBA SUPPLIER TRAINING is now complete.' Below this, a box contains: 'Your organization's account ID: AN01494972553-T' and 'Your username: test-karina.nikolaeva12345@sap.com'. Further text includes: 'As the account administrator for this account, make sure to keep your username and password in a secure place. Do not share this information.', 'If you registered after receiving an invitation from an Ariba On Demand Sourcing buyer, you can now access and participate in the buyer's sourcing events. The Seller Collaboration Console provides a centralized location for you to manage all your Ariba On Demand Sourcing events and buyer relationships.', 'Ariba On Demand Sourcing buyers might request that you complete additional profile information as part of their Supplier Profile Questionnaire. When you access customer requested fields for a specific buyer, you will see a pop-up page with that buyer's name; that page contains the buyer's customer requested fields.', and 'You can immediately perform administrative and configuration tasks such as creating users and completing your company profile. If account administration is not part of your job responsibility, you can transfer the administrator role at any time to another person in your organization whose responsibilities are more in line with account administration.'



This confirmation does not indicate completion or approval of your Supplier Registration Questionnaire for PASSHE.

B If you have an account, simply log in with your existing credentials.

The screenshot shows the 'Supplier Login' page in SAP Ariba. The header includes the SAP Ariba logo. The main heading is 'Supplier Login'. Below it are two input fields: 'User Name' and 'Password'. A blue 'Login' button is positioned below the password field. Below the button, there is a link: 'Having trouble logging in?'. At the bottom, there is a section for 'New to Ariba?' with links for 'Register Now or Learn More' and 'Is your company registered? Search'.

Supplier Registration Questionnaire

After you have successfully registered for the Ariba Network, you will begin the process to provide PASSHE with your detailed vendor information and become an official Supplier.

The PASSHE Supplier Registration Questionnaire will open automatically.

The screenshot shows a web-based form titled "Doc101244325 - Registration Questionnaire". On the left is a "Console" panel with "Event Contents" expanded to show sections: 1. General Information, 2. Diversity Indicators, and 3. Financial Information. The main form area is titled "All Content" and contains several sections. Section 1.1 "Supplier Full Legal Name" has a text input field with a red asterisk and a callout: "You must complete all required fields marked with an asterisk (*). However, the more detail you can provide, the faster we will be able to process your registration." Below it are sections 1.2, 1.3, and 1.4, each with a text input field. Section 1.5 "Supplier Address" includes fields for Street, Street 2, Street 3, District, Postal Code, City, and Country. A "Time remaining" box in the top right corner shows "29 days 23:56:48". At the bottom of the form, there are buttons for "Submit Entire Response" (highlighted with a yellow box), "Save draft" (highlighted with a yellow box), "Compose Message", and "Excel Import". A note at the bottom of the form states "(*) Indicates a required field".

The **Event Contents** panel will guide you through the process.

After completing the form, click the **Submit Entire Response** button.

You do not need to complete the information in one sitting and may save your progress. However, your session will timeout after **30 days**.

You will be asked to confirm after you submit.

A confirmation dialog box with a green checkmark icon and the text "Submit this response?". Below it, it says "Click OK to submit." There are two buttons: "OK" (highlighted with a yellow box) and "Cancel".

Things to Consider

Please review below for some guidance for when you are completing your Supplier Questionnaire. As always, if you have any questions or concerns, please reach out to the [Supplier Help Team](#).



Tax ID: This is the unique nine-digit number assigned by the Internal Revenue Service to business entities. Providing a Tax ID # is optional. We will collect your [Employer Identification Number \(EIN\)](#), also known as the Federal Employer Identification Number or the Federal Tax Identification Number.



DUNS Number: This information is optional. PASSHE does not collect DUNS data.



Other Operating Names: The name you enter in the registration process must match what is on your W9. You may enter other names you are operating under or are also known as.

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Small Diverse Business: You can indicate if you are a Small or Small Diverse Business. If so, you will receive an email requesting that you complete a questionnaire to collect your certificate and/or information about your business. More Small Diverse Business Information can be found [here](#).



ACH: We strongly recommend signing up for ACH payments for easy, quick, invoice remittance. No more waiting for paper checks!

While You Wait

It shouldn't take us long to process your registration (1-3 business days), but while we are reviewing your *Supplier Questionnaire*, feel free to check out these resources to help you learn more about the Ariba Network.

Now that you've created your account and completed your company profile, check out this [video](#) to learn the basics of how to utilize Ariba Network as a supplier.



Looking for a deeper dive? Please review this comprehensive Ariba Network [Standard Account Functionality Guide](#).



After your response to the *Supplier Questionnaire* has been submitted, the status in your profile will change to **Pending Approval** while the form is being reviewed and routed for approvals.

Doc2464785608 - Supplier Registration Questionnaire Pending Approval

You have submitted a response to the questionnaire.

All Content

Name	Response	
and Invoices, electronically via the Ariba Network?	Yes	
1.10 Are you willing and able to provide electronic catalog content via the Ariba Network?	No	
1.11 Are you open to transacting with us using Recipient Created Tax Invoices?	No	
1.12 Transaction Information		
1.12.1 E-mail address for purchase orders	test@po.com	
1.12.2 E-mail address for accounts receivable	test@ar.com	
2 Bank Information View Bank Information (1)		
3 Tax Information		
Country:	United States (US)	
Tax Name	TaxType	Tax Number
USA:	Social Security Number	Organization

[Compose Message](#)

At this stage, you no longer can amend your response or revisit the draft, however you can send a message to PASSHE via **Compose Message**. After the form is approved, the registration will open again, to allow for updates.

Additional Information Requests

You may receive additional outreach via email or phone to provide supplemental information based on your registration questionnaire.



Small & Small Diverse Business

If you indicate you are a small business or small diverse business, you will receive an email with a link to complete an additional questionnaire. The form will collect important certification information. Your registration will not be approved until you submit this information.

Upon response submission, you will receive an automatic email informing you that the request has been sent to PASSHE for approval.

Hello George Glass,

XYZ Enterprises has received your registration information and will review it for approval.

To check your registration status, log in to the XYZ Enterprises supplier portal.

[Click Here](#)

The Purchasing Team will review your registration information and will reach out with any questions or to collect additional information (Certificates, clarifications, etc.)

Once your registration is approved, you will receive a confirmation of approval. This confirmation indicates completion and submission of your *Supplier Registration Questionnaire* for PASSHE. The approval email indicates that PASSHE has validated the information provided.



Subject: Approved: Supplier registration with XYZ Enterprises

XYZ Enterprises

Hello George Glass,

Congratulations! Your supplier registration was approved.

Log in to the supplier portal to see if you need to complete any tasks or qualifications before you can start doing business with XYZ Enterprises

[Click Here](#)

Sincerely,
XYZ Enterprises



Congratulations!

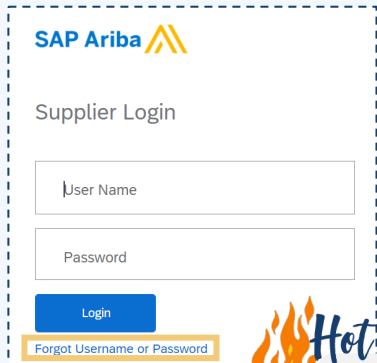
This concludes the **Ariba Network** and **SourcePoint** registration process. You are now ready to transact with PASSHE. Although you do not need to register for **Ariba Discovery**, your credentials will allow you to login to search for and bid on opportunities with PASSHE. Please review the Ariba Discovery section of this guide (page #10) to learn more!

Supplier Maintenance

One of the mutual benefits to using SourcePoint/Ariba Network for Supplier Management is that it allows vendors to self-maintain their data, quickly and securely.

Logging Back into Your Account

Once you've successfully registered through the invitation email, the invitation link can be reused to redirect you to the Ariba Network login screen.



If you cannot remember your credentials/login details, use the **Forgot Username or Password** link to recover them.

If for some reason that does not work, you can contact [Ariba Support](#) to retrieve your account. Please have ready the ANID delivered to you in the auto-email confirming a new account created on the Ariba Commerce Cloud for your supplier organization. This will help the support agent identify your account to reset your password.

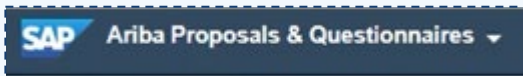


We recommend bookmarking to navigate directly to the [Ariba Network](#).

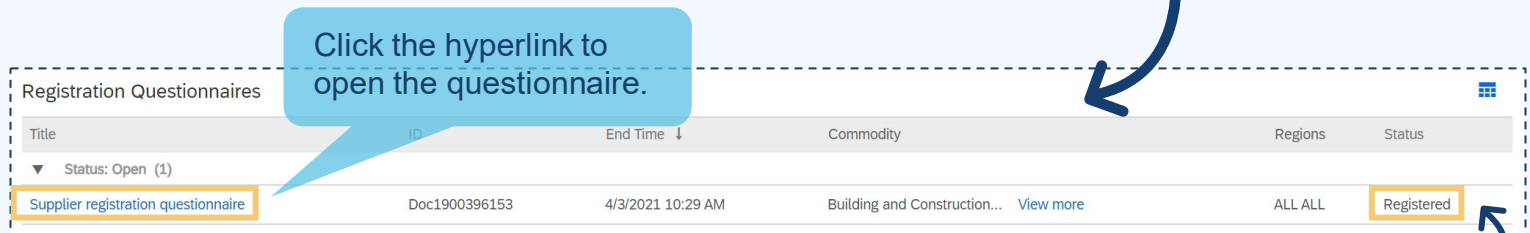
Updating the Registration Questionnaire

Once logged into your Ariba Network account, navigate to the **Questionnaires & Proposals** tab to update your information.

From the *Questionnaires & Proposals* tab, select **PASSHE**. If you manage multiple customers through Ariba Network, you will need to ensure you are on the correct customer tab.




From here, navigate to the **Registration Questionnaires** section to review Supplier information.

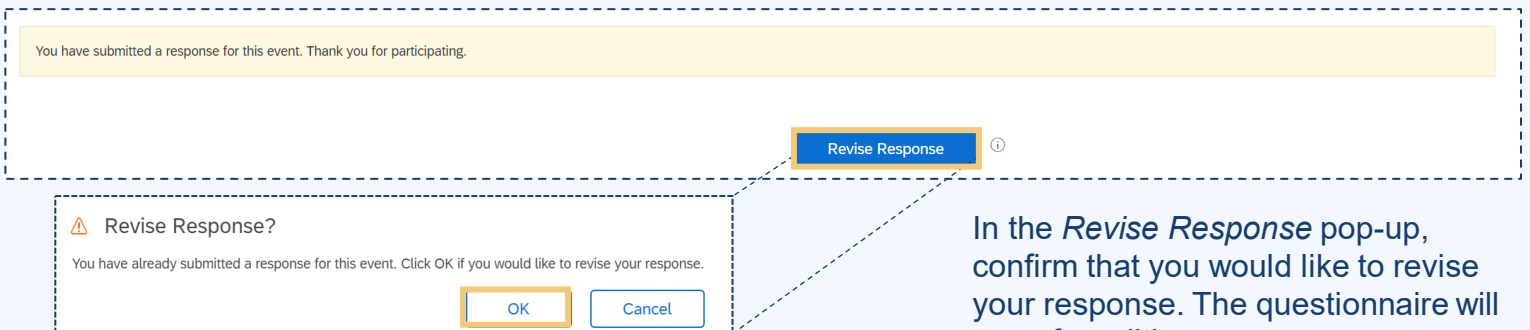


Click the hyperlink to open the questionnaire.

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Open (1)					
Supplier registration questionnaire	Doc1900396153	4/3/2021 10:29 AM	Building and Construction... View more	ALL ALL	Registered

 Review the status of the questionnaire. If it is in **Registered** status, you will be able to update it. If not, you will not be able to make any changes. Click on the questionnaire to open it.

Once you open the questionnaire, you will see that you've already submitted a response, but you have an opportunity to **Revise Response**.



You have submitted a response for this event. Thank you for participating.

[Revise Response](#)

Revise Response?
You have already submitted a response for this event. Click OK if you would like to revise your response.

[OK](#) [Cancel](#)

In the *Revise Response* pop-up, confirm that you would like to revise your response. The questionnaire will open for editing.

After you've made the necessary updates, click the **Submit Entire Response** button. The updates will route to PASSHE for approval.

[Submit Entire Response](#)

Ariba Discovery

[Ariba Discovery](#), will allow PASSHE to easily post our immediate sourcing needs. Any interested supplier can respond. We are excited about this tool because it is free to post, free to respond, and open to everyone. Check out our official [PASSHE Buyer Profile](#)!



Create

PASSHE will create a posting describing what we are looking for. Discovery will match us with potential vendors, and you will be able to search for and review opportunities.



Review

You will be able to securely respond to the posting or ask questions via Discovery.



Select

We will be able to review the responses from qualified vendors and create a shortlist or award business.

Does Discovery sound like a matchmaker? It is! You will have access to not only PASSHE opportunities, but also to the entire SAP Ariba Discovery buyer community, representing more than 3,000 global procurement and functional buyers. You will be automatically notified of new leads based on UNSPSC codes selected during registration

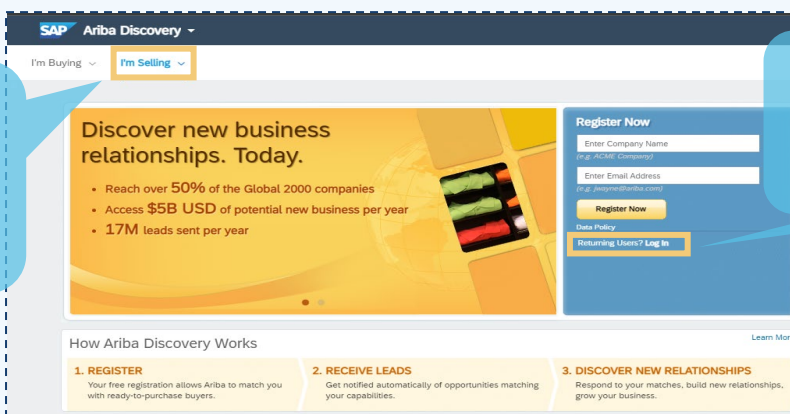


Check out this video to learn more!

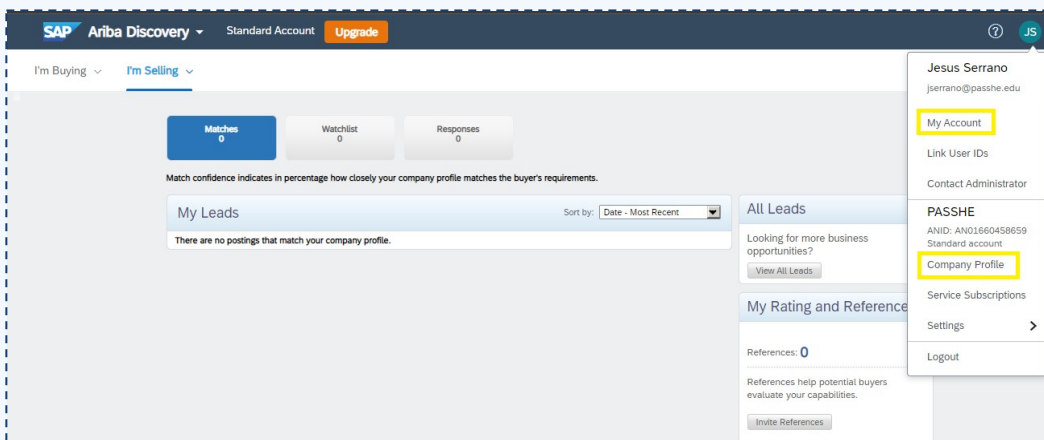
Ariba Discovery Login

You do not need a login to view opportunities on Ariba Discovery, for PASSHE or otherwise. However, we recommend logging in with your Ariba Network credentials for the best user experience.

If you do not have an account and don't want to register (it's free!), simply click **I'm Selling** to view current leads.



If you already have an Ariba Network account, you can use those credentials to log in.



After you log in you will have access to your **Company Homepage** where you can see matching leads, view account information, and view your company profile.

For more information about Ariba Discovery, please click [here](#).

Supplier Support

There are many ways for Suppliers to get support and help with questions, including the [Ariba Network Help Center](#), Live Chat/Email/Phone Support, the [SourcePoint Supplier Portal](#) or by contacting the [PASSHE Supplier Support Team](#).

Ariba Network Help Center

You can access the **Help Center** directly from your account after logging into the Ariba Network.

The **Help Center (?)** icon is displayed in the upper right corner of the screen.



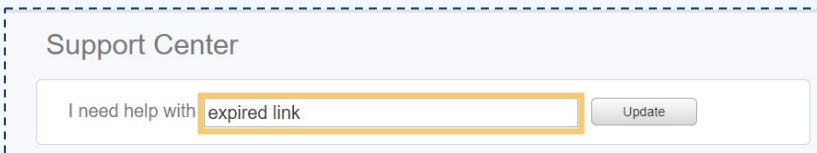
Selecting the icon will open a panel with popular topics to review. You can also use the **Search** feature to narrow your results.

Live Support

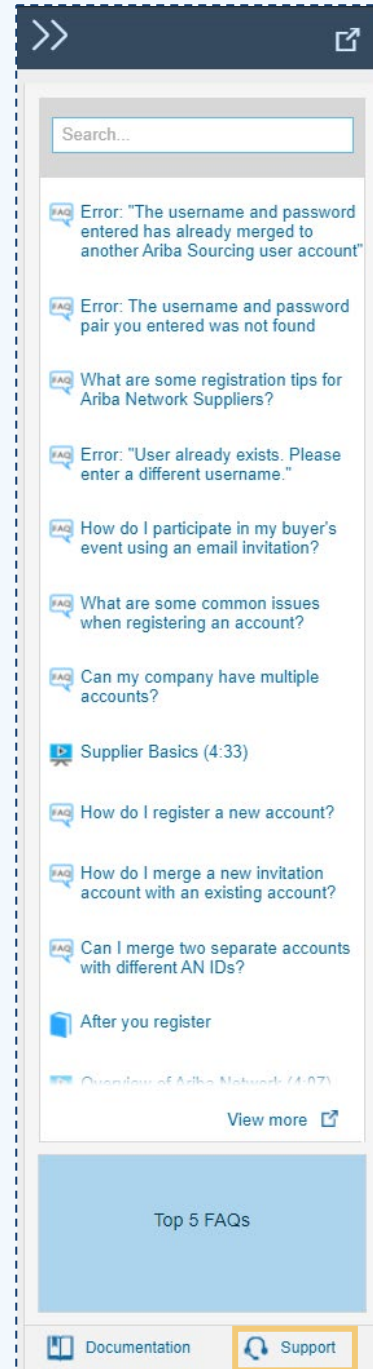
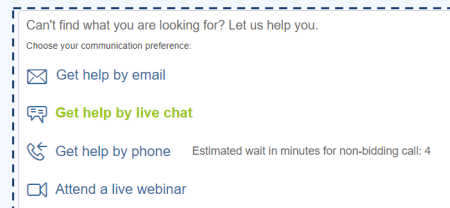
You can access the **Live Support** (Chat/Email/Phone) directly from the Help panel at the bottom right corner of the screen.

When you click the button, the **Support Center** will open in a new window.

Use the **I need help with** search tool to enter your topic.



If you can't find what you are looking for, use the other communication methods.



Fun Fact!

In 2019, approximately **88%** of SAP Customer Support Service Requests were self-served with the user finding the answer to their query quickly, easily, and at a time that is suitable to them.

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Ariba Network Training

We know you may have many questions about how to use all the new tools available to you. To help you get up to speed on all things SourcePoint (SAP Ariba), we encourage you to check out the self-paced [Ariba Network Supplier Training modules](#). These resources will help you learn about the features and functionality on your own schedule. If you still have questions, please use any of the above resources, or reach out to our team!

PASSHE Resources

You can access PASSHE specific resources via the [SourcePoint Supplier Portal](#) or by contacting the [Supplier Support Team](#).

Our dedicated support team is excited to help you navigate this transition to SourcePoint. We will answer your inquiry as quickly as possible. We encourage you to use the available resources while you wait. You can also reach out to your university contact for assistance.

FAQs

Please read below for some Frequently Asked Questions (FAQs). For additional questions and concerns, please review the Ariba Network Help Center, [SourcePoint Supplier Portal](#), or contact the [Supplier Support Team](#).

Q Why did PASSHE choose the Ariba Network?

A The Ariba Network is the world's largest trading partner community, home to more than 1.2 million companies, including more than half of the Fortune 500. Ariba provides fast and efficient transmission, tracking, and processing of orders and invoices.

Q What will it cost to use the Ariba Network?

A There is no cost associated with creating a Standard Ariba Network account. Suppliers can use a Standard account to:


- Respond to questionnaires
- Participate in sourcing events
- Manage contracts
- PO/Invoicing via email/standard account

At any time, Suppliers can upgrade from their Standard account to an Enterprise account. Costs may be incurred when upgrading to an Enterprise account to transact with buyers.


Q Does a supplier have to register in the Ariba platform to continue to do business with PASSHE?

A Yes. Suppliers will be asked to register on the Ariba Network to transact with PASSHE, as well as register on SourcePoint, PASSHE's procurement platform.


 **Am I required to register on Ariba Network to use a Standard Account?**

 Yes. This free account is not the same as an Enterprise Ariba Network account. You only need to upgrade to an Enterprise account on Ariba Network if you determine that you desire the additional functionality.


 **What if I don't want to participate?**


 PASSHE is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered strategic to the ongoing business of PASSHE and are thus asked to comply with this process change as a requirement for continuing the relationship.


 **How will I know that I have been successfully set up in SourcePoint?**

 You will receive a confirmation email upon a successful completion of the registration process.


 **I only work with one university. Am I required to use this tool?**

 Yes. Pennsylvania's State System of Higher Education (PASSHE) is a system consisting of [14 universities and the Office of the Chancellor](#). All of PASSHE will be using SourcePoint and the Ariba Network for Procurement. This system will give you access to opportunities across PASSHE.


 **I already use the Ariba Network with other customers. I'm excited to begin transacting with PASSHE this way. What do I need to do?**


 That's great! Please complete the Supplier Request form or reach out to the [Supplier Support Team](#), if you have not already been invited. Once invited, you will simply be able to log into your existing account to complete our registration.

 **Is it better to receive payment via check or sign up for ACH?**

 We highly recommend signing up for ACH payments to streamline the process and enable PASSHE to optimize SourcePoint and the Ariba Network to the fullest. Thank you for helping us work toward a paperless future!

 **What if I still have questions?**

 For assistance with Ariba Network setup, functionality, PO delivery, or the invoice submission process, please complete this [form](#) to contact the Ariba Supplier Enablement Team. For other inquiries, please review the self-help resources or contact the [Supplier Support Team](#).

 For questions, comments, or concerns please reach out to the **Supplier Support Team** (SupplierHelp@passhe.edu).