



SAP Ariba Solutions

Enablement Escalation for SAP® Ariba® Solutions

Overview of Status Codes

SUMMARY

Great supplier enablement requires taking the right actions with the right suppliers at the right time. The supplier enablement service for SAP® Ariba® solutions supports your program with a system of reporting that delivers the most relevant and recent information you need.

OBJECTIVE

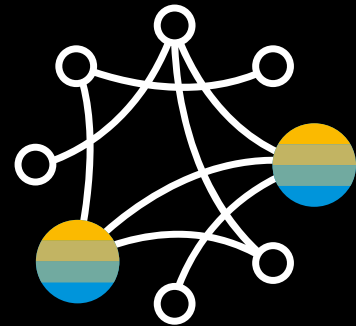
As a buyer of SAP Ariba solutions, the supplier enablement service gives you an intuitive, at-a-glance overview of your enablement program. As a subscriber to the service, you can discover the benefits of reporting that the supplier enablement service delivers.

SOLUTION

Simple, state-of-the-art, proprietary reporting from the team of the supplier enablement service helps you manage your enablement program effectively. The reporting lets you monitor your enablement program at a stakeholder level and drill down to the tactical details.

Benefits of the status report of the supplier enablement service include:

- Single source for a simple program overview that includes operational metrics and goal achievement as well as historical trend tracking and monitoring
- Control and visibility through interactive dashboards, with reporting on catalog and integrated suppliers when they are in scope
- Drill-down functionality showing you exactly what is happening with individual suppliers and what actions you can take to accelerate their enablement
- Access to the latest real-time data from Ariba Network, with the *Supplier Enablement Dashboard* to get an extended overview of Ariba Network, enabling you to make more qualified decisions



Great supplier enablement means taking the right actions with the right suppliers at the right time. Reporting from the supplier enablement service for SAP Ariba solutions supports your program with the most relevant and recent information available.

Escalation Codes for Stalled Supplier Enablement in Ariba Network

During the process of becoming enabled to transact business over Ariba Network, a supplier may stall. If this happens, Ariba Network assigns the supplier an escalation code and sends it to associated buyers. The code informs buyers of the reason for the delay and what action the buyer must take to move the process along. The following table provides an overview of these codes.

Escalation Code Overview		
Code	Explanation	Action Required by Buyer
Invalid phone or e-mail	Supplier's telephone number or e-mail address is wrong.	Provide information
Invalid contact person	The contact person at the supplier is not the correct person to deal or assist with enablement.	
Supplier needs unique customer identifier	Supplier needs information to identify the buyer within the supplier's internal system, including possibly company code, sales account number, and customer reference number.	
No current or future business	Supplier indicates it currently has no business with the buyer and is not expecting any business soon.	Confirm business
Contact not reached	The supplier contact was confirmed as the correct enablement contact, but multiple attempts to reach the contact failed.	Call supplier
Contact reached but has taken no action	Supplier was contacted, but failed to act on the enablement request.	
Direct buyer contact requested	Supplier needs more information from the buyer and is only willing to speak to the buyer directly. The supplier may need a specific form or resolution of buyer-supplier issues.	
Declined: Due to extra effort	Due to extra manual work, the supplier is too busy with other projects at present.	
Declined: Using competitor's solution	Supplier is using a competitive provider.	
Declined: Supplier's process is incompatible	Buyer-supplier transaction process does not match project scope.	
Declined: Participation not mandatory	Supplier will not join until participation is mandatory.	

Code	Explanation	Action Required by Buyer
Declined: Buyer instructed the seller not to join	The buyer representative instructed the supplier to decline the relationship.	Call supplier
Declined: Refuses to pay fees	Supplier sees no benefit in paying to use Ariba® Network and refuses to pay.	
Declined: Costs outweigh benefits	Supplier feels the cost of transacting per document outweighs the benefits of joining. Supplier perceives low value relative to the high per-document fee.	
Declined: No reason stated	Supplier could not supply a reason for not joining.	
Payment capability: Banking partner escalation	The banking partner for the payment capability has placed the supplier on hold. The typical reason is the supplier is not responsive or declines to participate.	
Integration/catalog: Wants to drop project	Supplier no longer wants to integrate or implement catalog (for this project only).	
Integration/catalog: Technical resource unavailable	The supplier's technical resources cannot move the project forward due to lack of capacity or unavailability.	
Integration/catalog: Supplier action overdue	Supplier missed a critical due date.	Load master data
Catalog: Master data not loaded	This action includes loading supplier records, units of measurement, and commodity codes as a prerequisite before catalog enablement and seller integration can begin.	

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