



SAP Ariba 

Feature at a glance

Supplier Lifecycle and Performance – Supplier Invitation Improvements

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April, 2018

CONFIDENTIAL

 Run Simple

Feature at a Glance

Introducing: **Supplier Lifecycle and Performance – Supplier Invitation Improvements**

Customer challenge

Buyers may experience challenges with onboarding of new suppliers because the email invite and subsequent notification create confusion with suppliers. This leads to increased SAP Ariba support calls and/or onboarding drop-off.



Meet that challenge with **SAP Ariba**

This release introduces several improvements to the supplier invitation communication, including branding of the invitation email, inclusion of the registration project deadline, inclusion of the buyer's notes in a request for additional information, and inclusion of the buyers contact information in a denial notification. And the notifications are now generally more mobile friendly.



Experience key benefits

Reduces supplier confusion regarding the roll of SAP Ariba in relation to the onboarding process for the buying organization.
Less unnecessary SAP Ariba Support and Buyer Helpdesk intervention and assistance to suppliers.
Increases number of registered suppliers.

Solution area

Supplier Lifecycle and Performance,
and
Supplier Information and Performance Management
new architecture


Enablement information

This feature/improvement is "on" by default. No action required to enable the feature.

Value measure

 medium

Ease of implementation

 some complexity

Region availability

 global

Feature at a Glance

Introducing: **Supplier Lifecycle and Performance – Supplier Invitation Improvements**

Detailed feature information

This release introduces several improvements to the supplier invitation communication:

- SLP invitations are buyer-branded.
 - SLP invitations sent to named supplier contact.
 - SLP invitation includes the buyer's deadline.
 - Supplier sees reason request for additional information in email
 - Denial email includes buyer's contact information
 - Notifications are mobile friendly
-
- Prerequisites
 - None
 - Limitations
 - Submitted, Request for Information, Approval, and Denial email notifications are not customizable.
 - The new invitation email templates will only appear if your realm was created after April 24, 2018.
 - If your realm was create prior to April 24, 2018; then you may not include the new fields/tokens new "supplier contact name", "dead line", and "URL" fields in your template at this time. Allowing customers to upgrade their template is a feature under consideration.

SLP Registration: Supplier Invitation Process

The screenshot shows the SAP Ariba user interface. At the top, the 'Create' dropdown menu is open, listing various actions. The 'Supplier Request' option is highlighted with a red rectangle. A yellow callout box points to this option with the text 'Create a request for a new supplier.' The main dashboard includes sections for 'Event Status' (a donut chart showing 1 Open and 1 Completed), 'Expiring Contracts' (0), and 'Completed Tasks' (1). The 'My Documents' table lists several documents, including 'Supplier Registration for Amazon' (Invited) and 'Supplier Request for Amazon from Big Buyer submitted on 12/03/2017 05:49 PM' (Approved). The 'To Do' section shows a task 'Approval for supplier request (Supplier Req for Amazon from Big Buyer submitted on 12/03/2017 05:49 PM)' with a status of 'Approved'.

Create a request for a new supplier.

SLP Registration: Supplier Invitation Process

SAP Ariba
AW Options... **Full Page Refresh**

< Back

SM Vendor ID: S1048001

NT NY Tech

Contact: Nancy Yan
Email: nancy.yan@sap.com
Supplier Manager: Assign supplier manager

Registration Status: **Not Invited**
Qualification Status: **Not Qualified**

Overview | **Registration**

Created: 12/3/2017 | Not Invited

NY Tech is ready for registration

Invite

Activity

December 3rd 2017
Document Task End Date changed from (no value) to Sun, 3 Dec, 2017

Invite the supplier. You may invite many contacts from depending on complexity and spend coverage of supplier.

SAP Ariba
AW Options... **Full Page Refresh**

< Back

Invite to register

1 Confirm questionnaires to send

Questionnaire Id	Questionnaire Name	
<input checked="" type="checkbox"/> Doc13143	Supplier registration questionnaire	Preview

2 Choose recipient

Name	Email Address
<input checked="" type="radio"/> Tina Fey	nancy.yan@sap.com

[Add User](#)

[Cancel](#) [Send Invite](#)

SLP Registration: Supplier Invitation Process - Invite

The image shows an email invitation from Avante Sciences Inc. to register as a supplier. The email content includes a subject line with a deadline, a sender's name and email, a personalized greeting, a request to register by a specific date, a list of steps for registration, a 'Get started' button, and a signature. Three callout boxes highlight key elements: 'Supplier Registration Contact' points to the sender's name and email; 'Supplier Registration URL' points to the 'Get started' button; and 'Registration Deadline in subject and body' points to the date 'March 18, 2018' in both the subject and the main text. A 'Buyer Logo' callout points to the Avante Sciences Inc. logo.

Invitation: Register to do business with Avante Sciences Inc. by **March 18, 2018**

S sellerapp <s4system-dev+s4All-9.Doc710933@ansmtp.lab1.ariba.com>
Cheung, Edward
Friday, February 16, 2018 at 10:12 AM
[Show Details](#)

Avante Sciences Inc.

Hello John Smith,

Please register as a supplier with Avante Sciences Inc. **by March 18, 2018.** Registration is free, and it's required before you can do business with Avante Sciences Inc..

Avante Sciences Inc. uses SAP Ariba to do business with suppliers like you.

1. Click Get started to create a supplier account.
2. Answer some questions about your business required by Avante Sciences Inc..

If you already have an SAP Ariba supplier account, you can get started by logging in using that account.

Get started


Sincerely,
Avante Sciences Inc.


Avante Sciences Inc. sourcing site, Event Doc710933: Supplier registration questionnaire, Realm: s4All-9, Message Id: MSG6807

Powered by **SAP Ariba** | [Offices](#) | [Data Policy](#) | [Contact Us](#) | [Customer Support](#)

SLP Registration: Supplier Invitation Process - Submitted

Confirmation: Registration submitted for approval

 **Ariba Administrator** <nobody@ansmtp.lab1.ariba.com>
Cheung, Edward
Friday, February 16, 2018 at 10:15 AM
[Show Details](#)

 Avante Sciences Inc. **Buyer Logo**

Supplier Registration Contact

Hello John Smith,

Avante Sciences Inc. has received your registration information and will review it for approval.

To check your registration status, log in to the Avante Sciences Inc. supplier portal.

[Log in to supplier portal](#)

Supplier Registration URL

Sincerely,
Avante Sciences Inc.

SLP Registration: Supplier Invitation Process – Buyer workflow

Upon successful submission of the registration questionnaire by supplier, the buyer may either:

- Request additional info
- Deny
- Approve

SAP Ariba

< Back [Go to New Task Page]

Approval for supplier registration

Supplier **sup16** Start January 18th 2018

Supplier contact Super User
Email devnull@devmail.ariba.com

Registration owner wc buyer

Request additional info Deny Approve

Comment

Enter reason for approval (optional)

Cancel Confirm Approval

Invited In registration Approval for supplier registration [Project Ov]

Supplier registration questionnaire

SLP Registration: Supplier Invitation Process – Request Additional Info

The screenshot shows an email notification from the Ariba Administrator. The subject is "Action needed: Provide additional registration information to Avante Sciences Inc." The sender is "Ariba Administrator <nobody@ansmtp.lab1.ariba.com>" with the name "Cheung, Edward" and the date "Friday, February 16, 2018 at 10:24 AM". The recipient is "Supplier Registration Contact". The email content includes the Avante Sciences Inc. logo, a greeting "Hello John Smith," and a message stating that the buyer has reviewed the registration and needs additional information. A comment from the buyer says "We need more info please." Below this, there is a blue button labeled "Update answers" and a link to the registration questionnaire. The email is signed "Sincerely, Avante Sciences Inc." and includes a footer with "Powered by SAP Ariba" and links for "Offices | Data Policy | Contact Us | Customer Support".

Supplier Registration Contact

Supplier Registration URL


Buyer Logo


If the buyer "requests additional information", then the supplier contact receives this notification.

Information requested by buyer via comments

SLP Registration: Supplier Invitation Process - Approve

Approved: Supplier registration with Avante Sciences Inc.

 **Ariba Administrator** <nobody@ansmtp.lab1.ariba.com>
Cheung, Edward
Friday, February 16, 2018 at 10:15 AM
[Show Details](#)

 Avante Sciences Inc.



Hello John Smith,

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 Avante Sciences Inc..

[Log in to supplier portal](#)

Sincerely,
Avante Sciences Inc.

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Supplier Registration Contact


Supplier Registration URL


Buyer Logo

If the buyer “approves”, then the supplier contact receives this notification.

SLP Registration: Supplier Invitation Process - Deny

Declined: Supplier registration with Avante Sciences Inc.

 **Ariba Administrator** <nobody@ansmtp.lab1.ariba.com>
Cheung, Edward
Friday, February 16, 2018 at 10:25 AM
[Show Details](#)

 Avante Sciences Inc.

Supplier Registration Contact

Buyer Logo

If the buyer “denies”, then the supplier contact receives this notification.


Hello John Smith,

After reviewing your information, your registration was declined.

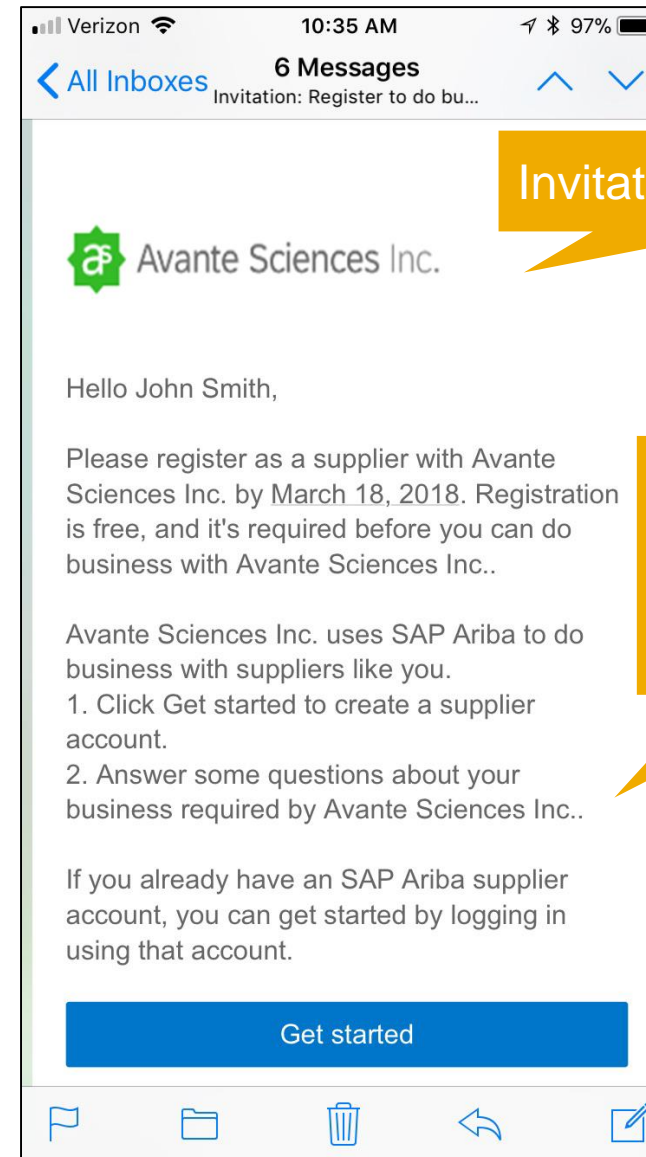
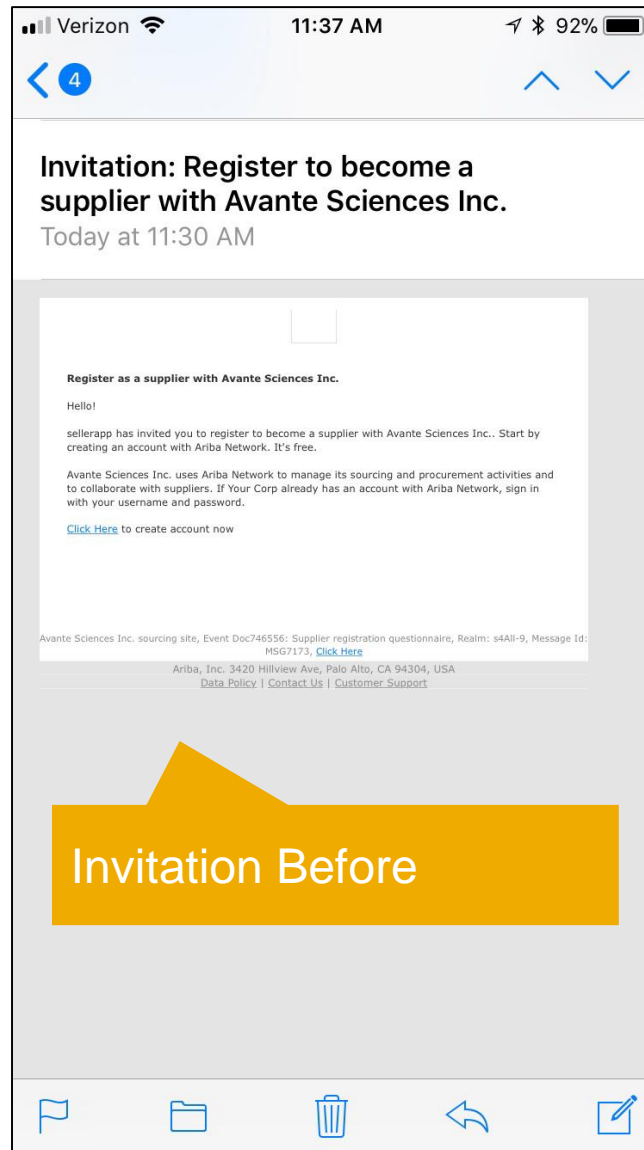
This may have an impact on your ability to do future business with Avante Sciences Inc.. [Contact sellerapp](#) for more information or if you have questions.

Sincerely,
Avante Sciences Inc.

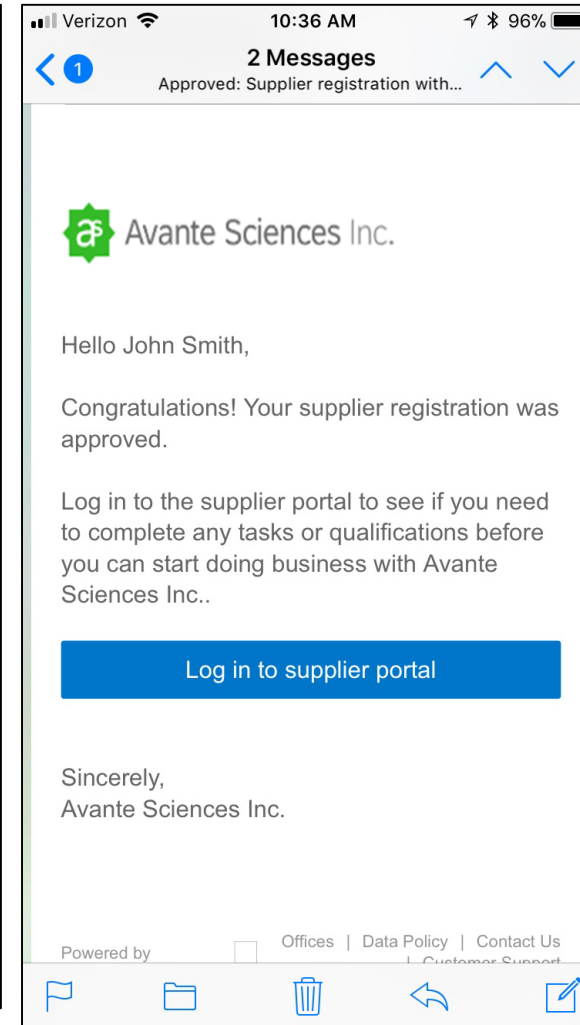
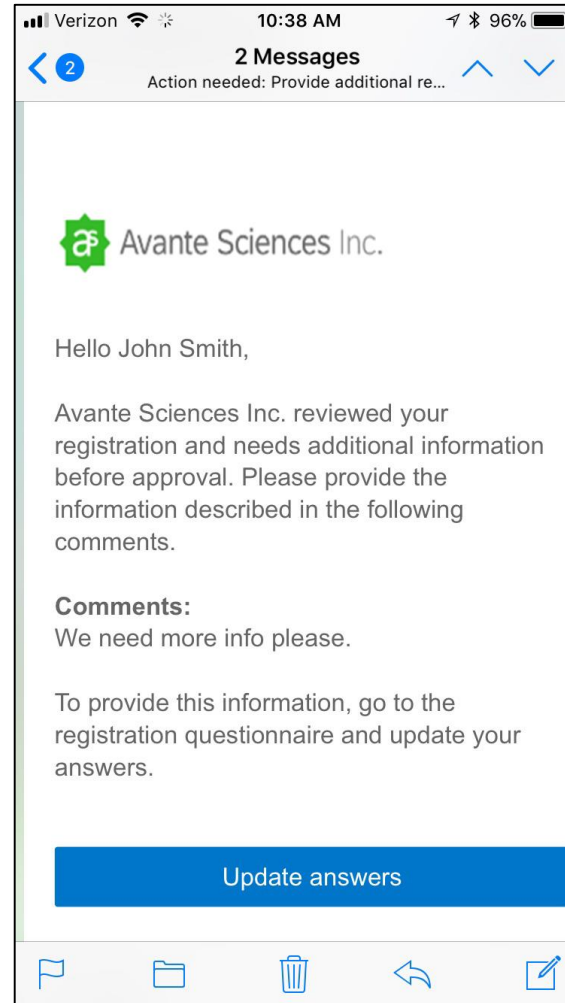
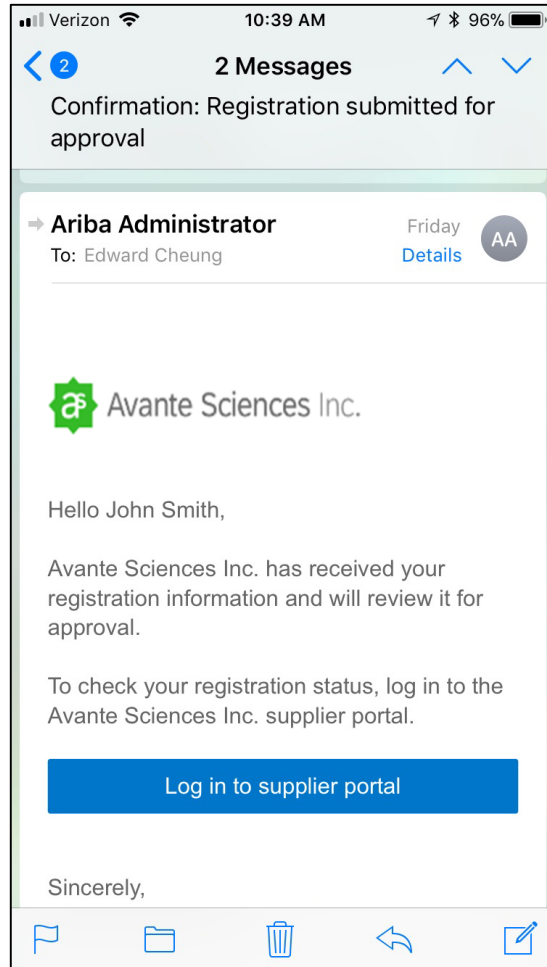
Automatically associated with the email of the user who denied the registration

Powered by  SAP Ariba

Mobile Friendly Notifications



Mobile Friendly Notifications



Sourcing Project: Supplier Invitation Process

Create a sourcing project.

1

2

Create Sourcing Project

To create a Sourcing Project, specify the fields below. Templates used for constructing your Sourcing Project appear in the section at the bottom of the page, and available Templates may change depending on the project [More](#)

Name: [Translations](#) ⓘ

Description: [Translations](#) ⓘ

Copy from Project:

Project: Full Project Quick Project ⓘ

Event Type: ⓘ

Test Project: Yes No ⓘ

Base Language:

Regions:

Departments:

Predecessor Project: ⓘ

Owner: ⓘ

Currency:

Commodity:

Create

Select a template

Select the template you want to use, and answer any questions related to it to create your project. How you set the fields in the section above might affect which templates are available.

Request for Information

Use an RFI to send questions to suppliers, gather supplier feedback, and qualify suppliers based on their responses. Buyers can weigh and grade supplier responses, and create an overall score for each supplier. Supplier responses are not revealed to other suppliers.

Sourcing Project: Supplier Invitation Process

The image displays two screenshots of the SAP Sourcing Project interface for an event titled "Doc13614 - Office_Supply_Sourcing".

The top screenshot shows the "Timing Rules" configuration page. A red circle labeled "1" highlights the "Next" button in the top right corner. The page includes a sidebar with navigation options: Rules (selected), Team, Suppliers, Content, and Summary. The main content area has sections for "Timing Rules" (with options for response start date, duration, and due date) and "Bidding Rules" (with options for scoring and grading).

The bottom screenshot shows the "Invited Participants" page. A red circle labeled "2" highlights the "Next" button in the top right corner. The page includes a sidebar with navigation options: Rules, Team, and Suppliers (selected). The main content area shows a table for "Invited Participants" with columns for Organization Name, Contact Name, Incumbent, Response Team, and Qualified. Below the table are buttons for "Invite Participants" and "Excel Import".

A yellow callout box with the text "Invite the suppliers" is positioned over the bottom screenshot.

Sourcing Project: Supplier Invitation Process

Participant Search OK Cancel

Search for participants to invite to this event. Enter values (including partial words) in multiple fields to narrow your search, or reset values and then search to retrieve the complete list of participants. You can select additional [More](#)

Search and Filter Search Options

Search by: Organization and Contact Information

Contact Name:

Qualification Status: Not Invited Invited Registered

Qualification not started

Qualification Started

Qualified

Regions: (select a value) [select](#)

Commodity Categories: (select a value) [select](#)

Create New Supplier Create New Participant Search Reset

Search Results 0 result(s) found

Organization Name Contact Name Business Email

1

Create New Supplier

Supplier request form

1 *Supplier Name

2 *Contact First Name

3 *Contact Last Name

4 *Contact EMail

5 Contact Phone

6 Comments

7 Commodity

[Search](#) [Browse](#)

2

Create New Supplier

Sourcing Project: Supplier Invitation Process

< Back

SM Vendor ID: S1052000

OC Office Depot

Contact Amy Smith
Email nancy.yan@sap.com
Supplier Manager Assign supplier manager

Registration Status **Not Invited**
Qualification Status **Not Qualified**

Overview
Created 12/11/2017

Registration
Not Invited

Office Depot is ready for registration

Invite

Activity

- December 11th 2017
Supplier Request Project
Supplier changed from null to Office Depot
- December 11th 2017
Document Task End Date

< Back

Invite to register

1 Confirm questionnaires to send

Questionnaire Id	Questionnaire Name	
<input checked="" type="checkbox"/> Doc13143	Supplier registration questionnaire	Preview

2 Choose recipient

Name	Email Address
<input checked="" type="radio"/> Amy Smith	nancy.yan@sap.com

Add User

Cancel Send Invite

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Invitation: Register to do business with Avante Sciences Inc. by **March 18, 2018**

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[Get started](#)

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Avante Sciences Inc. sourcing site, Event Doc710933: Supplier registration questionnaire, Realm: s4All-9, Message Id: MSG6807

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Invitation Setup

SAP Ariba

AW Options... Go To Dashboard

Preferences Help Super User

Ariba Service Simple | Advanced

Site Manager

- Data Import/Export
- Scheduled Tasks
- Log Settings
- Audit Log
- User Sessions
- System Metrics
- RealTime Thread Details
- Schema Monitor
- Customer Sites

Integration Manager

Integration Manager (New)

Supplier and Customer Manager

User Manager

Customization Manager (1)

- Feature Manager
- Feature Availability Status**
- Feature Report
- Feature Audit Log
- Feature Usage

Feature Availability Status

Manage feature availability status. Enable a feature or make it available for sites.

Search Filters:

ID: SA-01

External Feature Name:

Available: Yes No Either

Search List All

Features

Category	ID ↑	External Feature Name	Phase	Available	
Seller App	SA-01	Seller App Invitation Email	Development	Yes	Edit (2)

Product Support must activate SA-01 feature toggle for existing SLP customers. Product Support will activated SA-02 will direct the supplier to supplier portal to complete the registration process.

Invitation Setup

SAP Ariba

AW Options...
Go To Dashboard

Return to Service Manager Acting as: Customer Support Admin Customize

HOME CONTRACTS SUPPLIERS **ADMINISTRATION** MORE...

Simple | Advanced Recent Manage Create

SELLERAPP-DEV8

- Site Manager
 - Data Import/Export
 - Scheduled Tasks
 - Front Door Migration
 - Audit Log
 - User Sessions
- Integration Manager
- Master Data Manager
- Supplier and Customer Manager
- User Manager
- Customization Manager
 - Parameters
 - Branding Settings**
 - Rule Editor
 - Approval Rule Files
 - Enumerations
 - Default User Preferences
- Reporting Manager
- Project Manager
- Event Manager
- Dashboard Manager
- Commodity Code Manager
- SM Manager

Branding Settings

Customize user interface text. View, create, publish, edit, and delete brands.


Customize Text **Customize Email**

Upload Custom Logo

Filename: Browse... **Upload Logo**

Upload a custom logo for emails. Logos must be .gif files. Files with a width of 600 pixels and height of 50 pixels are recommended.

Preview Custom Logo



Customize Email Text

Name	Text
Logo Text Title	NESTLE LOGO HEADER
Footer Title	NESTLE FOOTER TITLE test

This custom text will be displayed when you hover over the logo or if the logo image cannot be displayed.

This custom footer will be used in emails.

Invitation Setup

The screenshot displays the SAP Ariba Administration interface. The top navigation bar includes 'HOME', 'SUPPLIER MANAGEMENT', 'ADMINISTRATION', and 'MORE...'. The left sidebar contains a navigation menu with categories like 'Site Manager', 'Integration Manager', 'Master Data Manager', 'Supplier and Customer Manager', 'User Manager', 'Customization Manager', 'Reporting Manager', 'Project Manager', and 'Event Manager'. The 'Event Manager' category is expanded, and 'Messaging Templates' is highlighted with a red box and a circled '1'. The main content area shows the 'Administrator' page with various management options. An inset window shows the 'Email Templates' configuration page, which includes a table of templates. The table has columns for 'Notification' and 'Subject'. The first row is 'Project Type: All Applicable Types (35)'. The second row is 'Project Type: Supplier Qualification Project (2)', which is expanded to show two templates. The first template in this row is 'Invitation for participants who have not used Ariba before' with the subject 'Invitation: Register to become a supplier with [SPONSOR_CORPORATE_NAME]'. This row is highlighted with a red box and a circled '2'. The second template in this row is 'Publish Event; Invitation for participants' with the subject 'Invitation: Register to become a supplier with [SPONSOR_CORPORATE_NAME]'. The bottom of the inset window shows 'Edit' and 'Delete' buttons.

SAP Ariba

AW Options... FULL PAGE REFRESH

HOME SUPPLIER MANAGEMENT ADMINISTRATION MORE...

Site Manager
Data Import/Export
Scheduled Tasks
Front Door Migration
Audit Log
User Sessions

Integration Manager

Master Data Manager

Supplier and Customer Manager

User Manager

Customization Manager

Reporting Manager

Project Manager

Event Manager

Messaging Templates

Exchange Rates

Administrator

Choose the type of administrative task you would like to perform.

Site Manager
Depending upon your configuration: Import and export data. Run scheduled tasks. View the audit log. Manage user sessions.

Integration Manager
Depending upon your configuration: Import and export data. Configure events. Configure external system connection information. Configure the integration shared secret.

Master Data Manager
Configure External Systems. Search & administer master data. Manage master data load requests.

Supplier and Customer Manager
Manage suppliers, customers, and their users. Supplier and customer users are members of external organizations who log in to the Ariba system with restricted access.

SAP Ariba

AW Options... FULL PAGE REFRESH

Email Templates

Select an Email Template to edit, change the subject and content of the Email Template (if desired). You can also edit and save an Email Template for a specific Project Type only or Delete such [More](#)

Notification	Subject
▶ Project Type: All Applicable Types (35)	
▼ Project Type: Supplier Qualification Project (2)	
<input type="radio"/> Invitation for participants who have not used Ariba before	Action needed: Fill out qualification questionnaire to become a qualified supplier with [SPONSOR_CORPORATE_NAME]
<input type="radio"/> Publish Event; Invitation for participants	Action needed: Fill out qualification questionnaire to become a qualified supplier with [SPONSOR_CORPORATE_NAME]
▼ Project Type: Supplier Registration Project (2)	
<input checked="" type="radio"/> Invitation for participants who have not used Ariba before	Invitation: Register to become a supplier with [SPONSOR_CORPORATE_NAME]
<input type="radio"/> Publish Event; Invitation for participants	Invitation: Register to become a supplier with [SPONSOR_CORPORATE_NAME]

Edit Delete

Invitation Setup

SAP Ariba AW Options... NEW PAGE REFRESH Help ▾ sellerappbuyer

Edit Message Save Cancel


Change the subject and content of the Email Template (if desired). Click Save to save the changes or Cancel out of the page without saving the changes. [More](#)

Notification: Invitation for participants who have not used Ariba before

Project Type: *

Subject: * Add Email Template Token

Translations

Content: 

Hello [RECIPIENT_NAME],

Please register as a supplier with [SPONSOR_CORPORATE_NAME] by [SUPPLIER_REG_DEADLINE]. Registration is free, and it's required before you can do business with [SPONSOR_CORPORATE_NAME].

[SPONSOR_CORPORATE_NAME] uses SAP Ariba to do business with suppliers like you.

1. Click Get started to create a supplier account.
2. Answer some questions about your business required by [SPONSOR_CORPORATE_NAME].

If you already have an SAP Ariba supplier account, you can get started by logging in using that account.

[PASSWORD_URL]

Sincerely,
[SPONSOR_CORPORATE_NAME]

Add Email Template Token

Translations

New token to add deadline to invitation

Invitation Setup

The screenshot shows the 'Edit Message' interface in SAP Ariba. The 'Subject' field is populated with 'Invitation: Register to do business with [SPON...'. Below the subject field, there is a 'Translations' section with a rich text editor containing the email content. To the right, a 'Subject' panel lists available email template tokens. The tokens include: Recipient Email Address, Recipient Name, Sender Name, Sender Organization Name, Site Url, Sponsor Buyer Name, Sponsor Corporate Name, Sponsor Email, Sponsor Phone, Supplier Registration Deadline, System Corporate Name, Time, Commodity, Departments, ID, Name, Description, End Date, FilteringAttributes, and Finance Approval Level. Each token has a 'Select' button next to it. A 'Done' button is located at the bottom right of the token list.

Applicable fields:

- **NEW:** Supplier Registration Deadline (buyer setting defaulted to 30 days)
- Password Url (link for supplier log on)
- Recipient Name (name of supplier)
- Sponsor Corporate Name (name of buying organization)

Note: only SAP Ariba can create or modify token through a software release.

Invitation Setup

The screenshot shows the SAP Ariba Administration interface. The top navigation bar includes 'SAP Ariba', 'AW Options...', 'Go To Dashboard', 'Return to Service Manager', 'Acting as: Customer Support Admin', 'Customize', search, print, chat, 'Help', and 'Super User'. The main navigation bar has 'HOME', 'SUPPLIER MANAGEMENT', 'ADMINISTRATION' (selected), and 'MORE...'. The right side of the navigation bar shows 'Simple | Advanced', 'Manage', and 'Create' buttons.

The 'Parameters' section is active, with 'Save' and 'Cancel' buttons. A search instruction states: 'The search field is case-insensitive and you can enter all or part of a parameter name or value.'

Search Filters:

Parameter Name or Value:

Parameter	Value	Default Value	Reset	Details
Application.Password.NewPasswordTokenLifeSpan	<input type="text" value="720"/>	720	<input type="button" value="Reset"/>	<input type="button" value="Details"/>

At the bottom of the parameter table, there are 'Save' and 'Cancel' buttons.

A yellow callout box points to the 'Value' field for 'Application.Password.NewPasswordTokenLifeSpan' with the following text:

- Number of hours until dead line. 720 hours = 30 days
- After this deadline, the link is invalid.