

October 2018 Release Customer Q&A

GENERAL QUESTIONS

Q: When will the planned features in this release take effect?

A: The features planned in the October release will be available in production following the code release scheduled for 12 October 2018.

Q: Where can we find the documentation related to the features you are covering today?

A: Visit support.ariba.com and register/login. Click the 'Release Readiness' tile on the resulting screen. On the left side of the resulting page you will see documentation for feature updates provided in this release and on the right side of the screen part way down you will see the Release Guides for this release. The Release Guides contain information on each feature in the release by solution area.

Q: How can we gain access to the recording of this Q&A session?

A: The full recording file will be made available on Release Readiness tile on support.ariba.com. Once on the Release Readiness page, look on the right side of the page for the Feature Question & Answer Webinar. The recording will appear there.

Q: Did you involve users in testing of these features prior to the release?

A: SAP Ariba completes internal testing of all features prior to the release. Many features are also developed with a design (or co-innovation) partner or partners who are early adopters of the feature. As such, those customers gain access to a limited availability version of these features for testing.

GENERAL FEATURES

MESSAGING IN ARIBA NETWORK AND SAP ARIBA BUYING AND INVOICING

Q: Is the messaging feature available in SAP Ariba Sourcing or Contract Management?

A: Messaging is currently not available as part of SAP Ariba Sourcing or Contract Management.

Q: Is the messaging feature available for both Full and Light Account suppliers?

A: Yes, messaging is available for both supplier account types.

Q: Will the messaging window show if a user is available similar to Skype? If not how can the buyer know if the supplier is available for messaging?

A: No, the messaging feature does not have an "available" indicator like Skype. The intent with the messaging feature is to capture the conversation that takes place so all messages are stored for view by the sending and receiving party at a later date and may be responded to when the party has time available.

Q: If the order comes from SAP to Ariba Network, will messaging from the supplier also go to the SAP ECC requester?

A: No, messages will not be delivered to the SAP ECC requester. Collaboration via messages is limited at this point to Ariba Network Buyer and Supplier personas only.

Q: Does the buyer have to be the one to initiate a message exchange or can the supplier initiate a message exchange?

A: Buyers and/or suppliers may initiate message threads.

Q: Is the messaging feature available in the APJ region?

A: Yes, messaging may be utilized in the APJ region.

Q: Is the messaging feature available for non-English speaking users?

A: Yes, the messaging feature is available in all standard languages currently supported in SAP Ariba solutions. The system will not automatically translate message content from one language to another, but the user interface is available in all supported languages.

Q: When messaging is disabled in the Ariba Buying application, can suppliers still send messages via the Ariba Network to buyers?

A: Yes, suppliers may send messages to buyers via the Ariba Network in this scenario.

Q: Is it possible to limit the messaging functionality by role? For example enable the feature only for the procurement team instead of all end users?

A: Yes, it is possible via Ariba Buying and Invoicing to limit this feature to only procurement team members.

Q: Are messages sent via the messaging feature capable of being included in a report?

A: No, at this time there is no method for including messages in reports.

Q: Is it possible for a requester using SAP Ariba Buying and Invoicing to reach out to a supplier contact via the messaging feature. Or is this feature limited only to internal buying organization members?

A: The requester in SAP Ariba Buying and Invoicing may reach out to a supplier using the messaging feature. In addition, the requester may also message resources internal to their own organization regarding an order or invoice.

Q: Can the messaging feature be setup only for internal buyer use and not for interaction with suppliers?

A: The message initiator in SAP Ariba Buying and Invoicing can decide who receives their specific message (internal resource or supplier resource), but today there is no way to remove suppliers from the possible list of recipients.

Q: Is this messaging feature also available for requisitions or only for purchase orders?

A: Currently the messaging feature is available for purchase orders and invoices, not for purchase requisitions.

Q: If the purchase order view via search is restricted based on purchasing unit, will the same logic be applied to messages?

A: Messages are associated with a transaction document, so a user that may view the transaction document will be able to see the messages.

Q: Will all messages be stored for audit access at a later date?

A: Yes, messages are stored as part of an overall conversation and may be accessed at a later date for audit or review purposes.

Q: Does a buyer need a login to SAP Ariba applications or Ariba Network in order to view or respond to messages?

A: Buyers may access and reply to messages via email. Buyers may also utilize the messaging panel available in SAP Ariba Buying and Invoicing or Ariba Network, where a login to those solutions would be required.

Q: Is the list of topics available for messages editable/configurable?

A: The list of topics is configurable based on the business needs of the buying organization.

Q: Is the messaging feature currently available in P2P for testing?

A: Once required configurations are completed by your administrative team the feature should be available.

Q: Is there a limitation on the size or number of attachments available via Messaging?

A: Each message can have up to 5 attachments with each attachment not exceeding 10 MB in size.

Q: In SAP Ariba Buying and Invoicing, can certain topics be configured to be visible for certain groups and not others?

A: Conversation topics and roles for messages are defined based on the document (PO or Invoice) today.

STRATEGIC PROCUREMENT FEATURES

SUPPLIER RISK – ENHANCED ENGAGEMENT RISK WITH CONTROLS FRAMEWORK

Q: Does the risk assessment include BCP for supply management in the case of natural disasters?

A: Risk assessments are configured by the customer. Customers may add a BCP assessment that can be triggered in cases of natural disaster

Q: Is the engagement request available for Light Account suppliers?

A: In order to respond to a risk assessment, a supplier must have a full account.

SOURCING AND CONTRACTS – REPORT EXPORTS WITHOUT NEED FOR ACTIVEX CONTROLS

Q: Is this new feature supporting reports based on an Excel template? We have experienced an error message after enabling CUP-17662 and want to know if this resolves that error.

A: The following 2 features must be enabled for your error message to go away, CUP-17662 as well as CUP-21666.

Q: Does this feature have any noticeable impact on end-users?

A: There is no visible difference to end users in how this feature functions with the removal of ActiveX controls.

Q: Will users be able to export reports via CSV and Excel without issue?

A: Yes, the export of reports via CSV and Excel will continue to function as expected.

OPERATIONAL PROCUREMENT FEATURES

BUYING AND INVOICING – DUPLICATING A SERVICE ENTRY SHEET LINE ITEM

Q: When duplicating a partial catalog line item within a single purchase request, may the price and description be modified for each copy of the line item?

A: Yes, the information associated with the original line item from which the copy is initiated is carried over to the new line item, but that information may be edited by the users.

BUYING AND INVOICING – ENHANCEMENTS TO CHANGE ORDER PROCESS USING SIMULTANEOUS AMENDMENTS

Q: If an item is received can you still place a change order amendment for that line item?

A: You may only amend items that have not been fully received. You should be able to amend partially received line items.

Q: What is the exact benefit of the change order using amendments? Can you provide an example.

A: If a user creates a change order, all lines are included to be re-approved. If a user creates an amendment, only the items selected to change are included in the re-approval. In addition, if you amend line 1 on amendment 1 and in parallel amend line 2 on amendment 2, both would be treated independently.

BUYING AND INVOICING – ITALIAN INVOICE MANDATE (BUYER)

Q: How is SAP Ariba handling the legal requirement of government pre-approved SAP Ariba Invoice for Italy? This requirement will be in effect in January 2019.

A: SAP Ariba supports submitting of invoices from Ariba Network suppliers to be signed by the Italian Government today. We also support retrieving all invoices posted against the government for our buyers, even invoices outside of the Ariba Network. This is available ahead of the January 2019 mandate.

BUYING AND INVOICING – PREVENT RE-DEFAULTING OF ACCOUNTING FIELDS ON CHANGE OF ITEM PRICE OR QUANTITY

Q: What is included in the accounting fields that remain the same? G/L accounts for example need to change based on price.

A: All accounting fields remain untouched. Cost Center, G/L Account, etc. If you enable this feature, the re-defaulting does not happen. If you have a business requirement to default a different G/L account due to change in price, it is not suggested you initially enable this feature (it is controlled by a parameter).

**CATALOG AND SPOT BUY – ABILITY TO
DOWNLOAD LOOK-UP DATA IN CMS**

Q: Do you have a guide for CMS? If so, where might I find it?

A: Details are available as part of the Buyer Catalog Admin Guide located at

https://support.ariba.com/Connect/Documentation/DITA/SSP?item_id=en_6a56b93bc1da101482e2e3a7fa4ef013_DITASSP

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