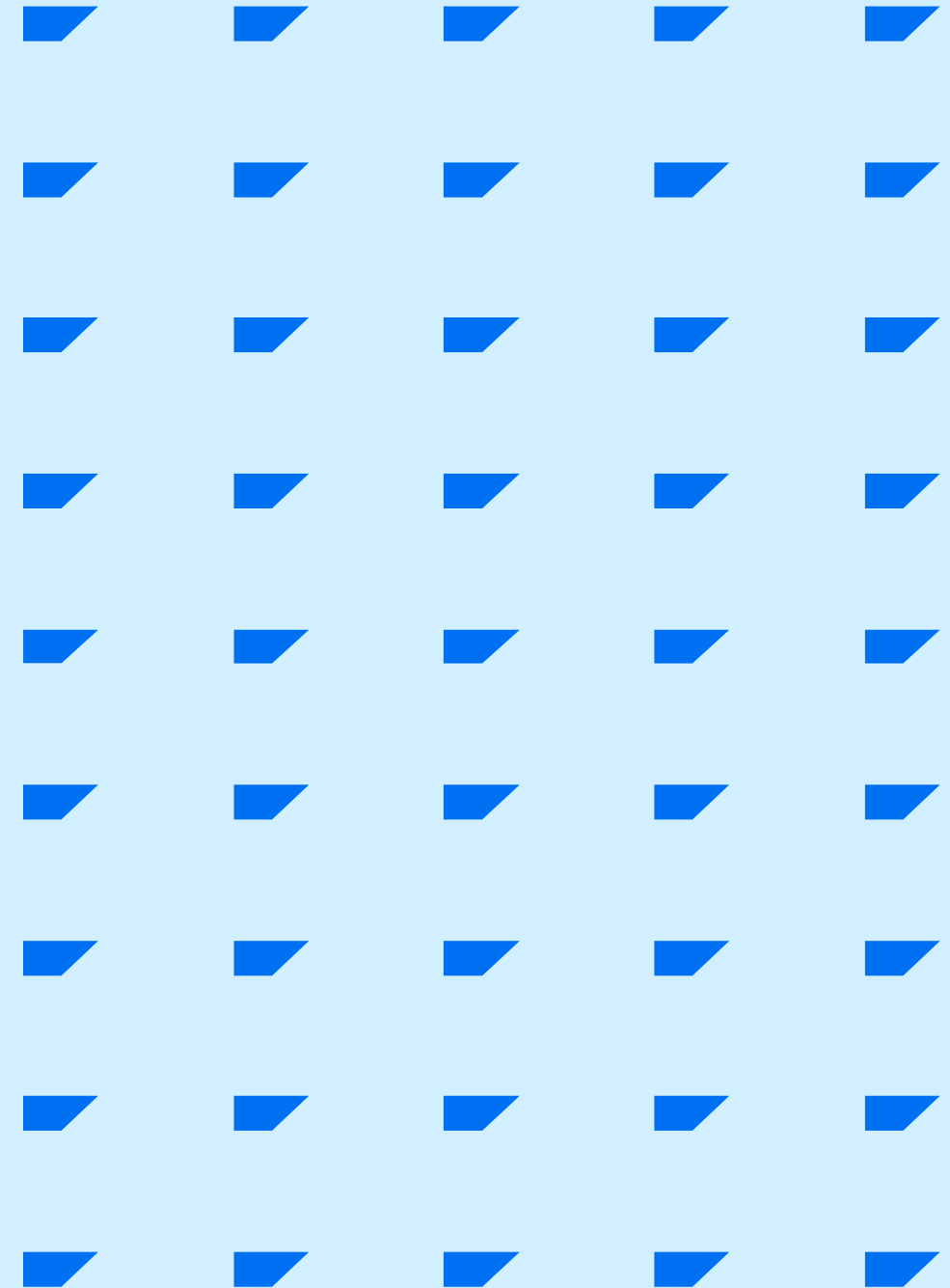


Supplier Enablement Communication Toolkit

INTERNAL – SAP and Customers Only



Agenda

- Introduction
- Communication
- Best Practices



Introduction






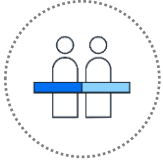




Toolkit Purpose

- Supplier enablement communications are an integral part of your SAP Business Network adoption strategy.
- This toolkit provides sample templates for many of the communications that you may send to your suppliers.
- These templates, in combination with the expertise of your SAP Business Network contact, will be sure to set your program up for success.


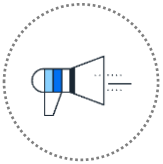





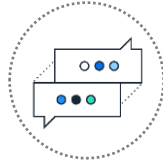


Introduction: Supplier Communications Templates

Enterprise onboarding

Data validation	Project Notification Letter	Supplier Summit	Trading Relationship Request	Supplier Testing Notification	Functional Training Invitation	Go-live Notification	Invoice Rejection Notification
							

Additional communications templates

Remittance Notification	Re-engagement Notification	Standard Account Custom Content	Catalog	Supplier Integration	Supplier Contracts	FAQ	Communication Plan
							

Communication

Communication – Data Validation

Purpose

- The purpose of the Data Validation email is to validate the supplier’s contact information before you send the Project Notification Letter (PNL). Good contact information is a key factor to ensure messages are received and the onboarding process will be efficient. You will need to work with your SAP Business Network contact to get the appropriate survey link that is to be included in this template.

Timing

- The data validation email is sent several weeks prior to the enablement start date – it validates the contact information that is required to launch the Project Notification Letter (PNL).

Templates

Scope	Description	Sender	Link to Template
Generic	Data Validation	Buyer	https://support.ariba.com/item/view/182441
Migration (Non-Search for Suppliers)	Data Validation	Buyer	https://support.ariba.com/item/view/190324
Migration (Search for Suppliers)	Data Validation	Buyer	https://support.ariba.com/item/view/190327
Supply Chain Collaboration (SCC)	Data Validation	Buyer	https://support.ariba.com/item/view/183171

Communication – Project Notification Letter Templates

Purpose

- The Project Notification Letter (PNL) is an email that is sent out to your suppliers. The purpose of this communication is to:
 - Notify your suppliers of the new initiative and process changes.
 - Inform them of the timing and applicable next steps based on this new initiative.
 - Provide registration links for them to register for the supplier summit.

Timing

- The PNL is sent 1-2 weeks prior to enablement start date.

Scope	Description	Sender	Link to Template
Buyer Funded Enterprise Account	Buyer Funded PNL - with Summit Registration	Buyer	https://support.ariba.com/item/view/182458
Enterprise Account	Enterprise Account PNL – with Summit Registration	Buyer	https://support.ariba.com/item/view/182448
Enterprise Account Migration (Non-SFS)	Enterprise Account Migration (Non-Search for Suppliers) PNL – with Summit Registration	Buyer	https://support.ariba.com/item/view/190443
Enterprise Account Migration (SFS)	Enterprise Account Migration (Search for Suppliers) PNL – with Summit Registration	Buyer	https://support.ariba.com/item/view/190465
Standard Account	Standard Account PNL	Buyer	https://support.ariba.com/item/view/182456
Standard Account via TRR	Standard Account PNL via TRR	Buyer	https://support.ariba.com/item/view/207207
Standard Account Migration	Standard Account Migration PNL	Buyer	https://support.ariba.com/item/view/190473
Standard Account Migration	Standard Account (One-Time Password) Migration PNL	Buyer	https://support.ariba.com/item/view/182457
Supply Chain Collaboration (SCC)	Supply Chain Collaboration PNL – with Summit Registration	Buyer	https://support.ariba.com/item/view/183176
Supply Chain Collaboration (SCC) B2B	Supply Chain Collaboration B2B PNL – with Summit Registration	Buyer	https://support.ariba.com/item/view/190663
Financial Supply	Financial Supply Chain PNL – with Summit Registration	Buyer	https://support.ariba.com/item/view/182467
Taulia Enterprise Account	PNL – with Summit Registration	Buyer	https://support.ariba.com/item/view/206641
Taulia Standard Account	PNL – with Summit Registration	Buyer	https://support.ariba.com/item/view/206642

Communication – Project Notification Letter Templates (continued)

Scope	Description	Sender	Link to Template
Standard Account	Direct Connection PNL	Buyer	https://support.ariba.com/item/view/211838
Enterprise Account	Direct Connection PNL	Buyer	https://support.ariba.com/item/view/211839
Standard & Enterprise	Direct Connection – Follow-Up Supplier Notification	Buyer	https://support.ariba.com/Item/view/212251
Catalog & Integration	Supplier Project Notification Letter for Catalog and/or Integration projects	Buyer	https://support.ariba.com/item/view/213042

Communication – Trading Relationship Request

Purpose

- The Trading Relationship Request (TRR) is an email that is sent out to your suppliers directly from SAP Business Network. The intent of this communication is to:
 - Invite your suppliers to accept this new relationship over SAP Business Network.
 - Include details about the project.
 - Information related to SAP Business Network fees (if applicable).
 - While the majority of the content within this template is standard, there is an option to add custom content.

Timing

- The TRR is activated by SAP on the agreed upon supplier enablement start date, which is typically 1-2 weeks after the PNL is sent.

Templates

Scope	Description	Sender	Link to Template
Standard Account	Trading Relationship Request – Custom Content	SAP Business Network	https://support.ariba.com/item/view/205509
Enterprise Account	Trading Relationship Request – Custom Content	SAP Business Network	https://support.ariba.com/item/view/182451
Enterprise Account Buyer Funded	Trading Relationship Request – Custom Content	SAP Business Network	https://support.ariba.com/item/view/182459
Enterprise Account Migration	Trading Relationship Request – Migration Custom Content	SAP Business Network	https://support.ariba.com/item/view/190571
Enterprise Account Follow-up	Trading Relationship Request – Follow-up	SAP Business Network	https://support.ariba.com/item/view/182452
Supply Chain Collaboration (SCC)	Trading Relationship Request – Custom Content	SAP Business Network	https://support.ariba.com/item/view/183180
Financial Supply	Trading Relationship Request – Custom Content	SAP Business Network	https://support.ariba.com/item/view/182479
Taulia Enterprise Account	Trading Relationship Request – Custom Content	SAP Business Network	https://support.ariba.com/item/view/206640
Taulia Standard Account	Trading Relationship Request – Custom Content	SAP Business Network	https://support.ariba.com/item/view/206639

Communication – Supplier Escalation Letters

Purpose

- The supplier escalation letters are emails that a buyer can send to suppliers based on escalation reason. The purpose of this communication is to:
 - Notify your suppliers that participation in the new initiative is required.
 - Work with them to determine what needs to happen to get them to participate based on the situations described below.

Timing

- The letter is sent by the buyer after the SAP outreach specialist tried three contact attempts with no success and escalated the supplier.

Templates

Scope	Description	Sender	Link to Template
Supplier is no longer doing business with BUYER.	Supplier told SAP they will not participate because they are no longer doing business with the buyer.	Buyer	https://support.ariba.com/item/view/193204
Supplier declined to participate due to SAP Business Network Fees.	Supplier told SAP they will not participate because they will not pay SAP Business Network Fees.	Buyer	https://support.ariba.com/item/view/193205
Supplier advised by BUYER Contact to not participate on SAP Business Network.	Supplier told SAP they will not participate because someone from the buyer told them it is not mandatory.	Buyer	https://support.ariba.com/item/view/193208
Supplier is unresponsive and not moving forward.	Despite multiple attempts by the SAP Outreach Specialist, the supplier is unresponsive and SAP cannot get them to participate.	Buyer	https://support.ariba.com/item/view/193209
Supplier does not have sufficient network Infrastructure.	When the SAP Outreach Specialist contacted the supplier, he/she discovered the supplier does not have sufficient network Infrastructure to proceed.	Buyer	https://support.ariba.com/item/view/193210
Supplier needs information from BUYER to proceed.	Supplier told SAP they are unable to progress with SAP until they receive more information from the buyer.	Buyer	https://support.ariba.com/item/view/193212
Supplier does not do enough business with BUYER to justify costs.	Supplier told SAP they will not participate because they do not do enough business with the buyer.	Buyer	https://support.ariba.com/item/view/193213
Supplier wants to transact with BUYER outside the network.	Supplier told SAP they will not participate because they want to transact with the buyer outside the network.	Buyer	https://support.ariba.com/item/view/193214
Supplier is changing their billing system and wants to wait to join the network.	Supplier told SAP they want to put participation on hold until they change their billing system.	Buyer	https://support.ariba.com/item/view/193216

Communication – Supplier Testing Notification

Purpose

- The supplier testing notification is an email that is sent out to your suppliers. The purpose of this communication is to:
 - Include details on what testing entails.
 - Provide information related to dates.
 - Clarify testing expectations.

Timing

- This communication is sent prior to the project's scheduled User Acceptance Testing cycle, typically 3-4 weeks before the scheduled go live date.

Templates

Scope	Description	Sender	Link to Template
Generic	Supplier Testing Notification	Buyer	https://support.riba.com/item/view/182447
Financial Supply	Supplier Testing Notification	Buyer	https://support.riba.com/item/view/182464
Supply Chain Collaboration (SCC)	Supplier Testing Notification	Buyer	https://support.riba.com/item/view/183175
Catalog & Integration	Project Notification Letter for Catalog and/or Integration projects	Buyer	https://support.riba.com/item/view/213042

Communication – Functional Training Invitation

Purpose

- The functional training Invitation is an email that is sent out to your suppliers. The intent of this communication is to invite suppliers to register and attend an upcoming functional training on SAP Business Network, facilitated by SAP. Please work with your SAP Business Network Lead to coordinate these activities and registration links.

Timing

- This communication is sent 1-2 weeks before scheduled training. The training typically takes place after business go-live once supplier receives first PO.

Templates

Scope	Description	Sender	Link to Template
Generic	Functional Training Invitation	Buyer	https://support.ariba.com/item/view/182443
Financial Supply	Functional Training Invitation	Buyer	https://support.ariba.com/item/view/182460
Supply Chain Collaboration (SCC)	Functional Training Invitation	Buyer	https://support.ariba.com/item/view/183173

Communication – Go-live Notification

Purpose

- The go-live notification is a formal communication sent to suppliers to announce the confirmed start date of SAP Business Network transactions. The purpose of this communication is to ensure suppliers are aware and prepared to begin receiving purchase orders and submitting invoices (if applicable) via the network.

Timing

- This communication is sent out 1-2 weeks before the confirmed go live date.

Templates

Scope	Description	Sender	Link to Template
Generic Enterprise Account	Go Live Notification	Buyer	https://support.ariba.com/item/view/182444
Enterprise Account Migration	Enterprise Account Migration Go Live Notification	Buyer	https://support.ariba.com/item/view/190572
Supply Chain Collaboration (SCC)	Go Live Notification	Buyer	https://support.ariba.com/item/view/183174
Supply Chain Collaboration (SCC)	Go Live CHANGE Notification	Buyer	https://support.ariba.com/Item/view/190666
Financial Supply	Go Live Notification	Buyer	https://support.ariba.com/item/view/182461
Taulia	Go Live Notification	Buyer	https://support.ariba.com/item/view/206638

Communication – Invoice Rejection Notification

Purpose

- The invoice rejection notification is an email that is sent out to suppliers submitting paper invoices or invoices outside of SAP Business Network. The intent of this communication is to reinforce your compliance policy after go live and inform suppliers that they should be submitting invoices via the network.

Timing

- Regular monitoring is required.

Best Practices

- Recommended that the accounts payable team is responsible for sending this communication to suppliers.

Templates

Scope	Description	Sender	Link to Template
Generic	Invoice Rejection Notification	Buyer	https://support.ariba.com/item/view/182446
Supply Chain Collaboration (SCC)	Invoice Rejection Notification	Buyer	https://support.ariba.com/item/view/183178
Generic	Invoice Reminder Notification	Buyer	https://support.ariba.com/item/view/209976

Communication – Remittance Notification

Purpose

- The remittance notification is an email that is sent out to suppliers by the customer. The intent of this communication is to:
 - Notify suppliers of your remittance requirements (e.g. address, banking information, and/or remit to ID).
 - Confirm remittance details.
 - Provide instructions on how to add remittance details in SAP Business Network.

Timing

- Prior to supplier's go live to ensure supplier's account is properly configured.

Template

Scope	Description	Sender	Link to Template
Generic	Remittance Notification	Buyer	https://support.ariba.com/item/view/182449
Supply Chain Collaboration (SCC)	Remittance Notification	Buyer	https://support.ariba.com/item/view/183177

Communication – Re-engagement Notification

Purpose

- The re-engagement Notification is an email that is sent out to your suppliers. The intent of this communication is to remind suppliers of any open action items and recommunicate initiative and compliance messaging.

Timing

- To be used as needed in support of the supplier non-compliance escalation process.

Templates

Scope	Description	Sender	Link to Template
Generic	Re-engagement Notification	Buyer	https://support.ariba.com/item/view/182450
Supply Chain Collaboration (SCC)	Re-engagement Notification	Buyer	https://support.ariba.com/item/view/183172

Communication – Standard Account: Custom Content

Purpose

- These templates provide guidance on adding custom text on the emails that are generated to standard account suppliers. The purpose of the custom content is to provide further instructions to the supplier to continue following the process.

Timing

- The custom content is included on the interactive email. Therefore, it is included when a PO is generated for standard onboarding.

Templates

Scope	Description / Purpose	Sender	Link to Template
Standard Account	Registered Order – Custom Content: This template provides guidance to add custom text to the interactive email to instruct registered suppliers on how to proceed when they receive an order via interactive email.	SAP Business Network	https://support.ariba.com/item/view/182453
Standard Account	Unregistered Order – Custom Content: This template provides guidance to add custom text to the interactive email to instruct unregistered suppliers on how to proceed when they receive an order via interactive email.	SAP Business Network	https://support.ariba.com/item/view/182455
Standard Account	Unregistered Invoice Carbon Copy – Custom Content: This template provides guidance to add custom text to the interactive email to instruct unregistered suppliers on how to proceed when they receive an Invoice CC.	SAP Business Network	https://support.ariba.com/item/view/182445

Communication – Catalog

Purpose

- These are the initial communications sent out to a supplier regarding the Catalog process. This communication sets expectations and clarifies next steps for suppliers. They may differ per region. Consult with regional SAP experts to determine what works best in your particular region.

Timing

- Prior to Supplier Catalog Kick Off call and throughout supplier onboarding.

Templates

Scope	Description	Sender	Link to Template
Catalog	Supplier Enablement Catalog and Integration Supplier Outreach Email Templates	SAP	https://support.ariba.com/item/view/192801

Communication – Supplier Integration

Purpose

- These are the initial communications sent out to a supplier regarding the Integration process. This communication sets expectations and clarifies next steps for suppliers.

Timing

- Prior to Supplier Integration Kick Off call.

Templates

Scope	Description	Sender	Link to Template
Supplier Integration	Introduction to Seller Integration – cXML	SAP	(Coming Soon)
Supplier Integration	Introduction to Seller Integration – EDI	SAP	(Coming Soon)
Supplier Integration	Introduction to Seller Integration – Integration Ready	SAP	(Coming Soon)
Supply Chain Collaboration (SCC)	SCC B2B Questionnaire Collection	SAP	https://support.ariba.com/Item/view/190664

Communication – Supplier Contracts

Purpose

- Provide sample language used in supplier terms and conditions.

Timing

- To be used as needed.

Templates

Scope	Description	Sender	Link to Template
Supplier Contract	Compliance Language - Terms for eCommerce Platform	Buyer	https://support.ariba.com/item/view/182553
Buyer-Funded	Buyer-Funded Reversal Template	Buyer	https://support.ariba.com/item/view/209977

Communication – FAQs

Purpose

- The purpose of the FAQs is to provide clarifications on frequently asked questions or concerns.

Timing

- To be used as needed.

Templates

Scope	Description	Sender	Link to Template
Generic	FAQ	Buyer	https://support.ariba.com/item/view/190723

Communication – Plan

Purpose

- The communication plan is an excel template to keep record of the customized communications that are being sent out.

Templates

Scope	Link to Communication Index
Communication Plan	https://support.ariba.com/item/view/182562

Best Practices

Best Practices – Project Notification Letter

Add desired project specifics into the section designated for [optional custom buyer content] or delete placeholder if you choose not to add to this section.

Ensure that your messaging is complete – see guidelines to the right.

Where applicable, summit registration links will need to be updated with correct URL.

Use ‘Save As’ to transfer to PDF format (do not print to PDF):

- Send PDF as an attachment in an email to the designated suppliers.
- NOTE: If the buyer prefers, content can be sent directly in email body (eliminating the need for PDF attachment); appropriate buyer branding should be added to email body if PDF is not used.

Send FROM your (customer) supplier enablement email address.

Send TO your (customer) supplier enablement email box.

BCC all suppliers (to protect privacy/business confidentiality).

BCC your Network Deployment/Enablement Lead (NDL/NEL).

E | **EXPECTATION**
Inform suppliers of the project and what you want them to do.

D | **DEADLINE**
Set a deadline date for enablement

I | **INCENTIVE**
Provide an incentive for participation.

C | **CONSEQUENCES**
Establish realistic and executable consequences for non-compliance

T | **TOGETHERNESS**
Assure your suppliers that these changes are mutually beneficial.
You are in this together.

Best Practices – Supplier Summit

Purpose

- The supplier summit is a pre-registration information session for targeted suppliers. The supplier summit is an information-sharing session that is co-hosted by the customer and SAP procurement services. You have the opportunity to share important messaging with your supply base about this important initiative and answer any questions they may have. There is a direct correlation between supplier success and those who attend the seller summit.

Timing

- The Supplier Summit should occur between the Project Notification Letter (PNL) going out and the Trading Relationship Request (TRR) going out

Requesting Summits

- Ten business day lead time is required for all summit requests.
- Expect a 48-hour turnaround time from request to completion of summit scheduling.
- The final version of the deck is due back from the buyer at least two business days prior to the first summit presentation date.
- No content changes (edits to the final summit PowerPoint) can be applied within 24 hours prior to the start time of the summit.

Best Practices for Conducting a Summit

- All platinum/account managed suppliers should be excluded from the summit Invitations (unless being invited to a specific summit, like integration).
- Invitations should be sent to the suppliers at least one week prior to the first summit date.
- Invitations are to be sent to the suppliers by the buyer as part of the Project Notification Letter (PNL).
- If pre-recording, the supplier summit deck is due 48 hours prior to the recording for upload into the system.
- The Summit should occur between the Project Notification Letter (PNL) going out and the Trading Relationship Request (TRR) going out.
- A buyer representative is required to attend the summit session(s) to speak to the Buyer initiative and to answer all customer specific questions during the Q&A.

Best Practices – Go Live Notification



Send FROM your (customer) supplier enablement email address.

Send TO your (customer) buyer landing page.

BCC all suppliers (to protect privacy/business confidentiality).

BCC your Network Deployment/Enablement Lead (NDL/NEL).

Use 'Save As' to transfer to PDF format (do not print to PDF):

- Send PDF as an attachment in an email to the designated suppliers.
- NOTE: If the buyer prefers, content can be sent directly in email body (eliminating the need for PDF attachment); appropriate buyer branding should be added to email body if PDF is not used

Thank you.

