



Feature at a Glance

Better visibility of RFQs and sourcing requests

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Target GA: May 2020

CONFIDENTIAL

Feature at a Glance

Ease of implementation  Low touch / simple
Geographic relevance  Global

Introducing: Better visibility of RFQs and sourcing requests

Customer challenge

One of the powerful functionality that Guided Buying (GB) offers is tactical sourcing where users can request quotes from suppliers via the *RFQ process* launched in GB. This RFQ process is pre-configured to be executed as *Self-service, Low-touch* or *High-touch*, depending on how much procurement involvement was deemed necessary.

However, after the quote form is sent by the users from GB, they do not have visibility into the different statuses of their quote requests, and do not understand how their requests are being processed. This is particularly true for low and high-touch processes where procurement is involved. The users end up contacting the sourcing desk agents to inquire about the current status, which occupy the agents' capacity to perform other activities.

Solution area

- SAP Ariba Buying with guided buying capability
- SAP Ariba Buying and Invoicing with guided buying capability

Meet that challenge with

SAP Ariba

A graphical process diagram will be displayed at the top of the quote form in Guided Buying (GB) to show the progression and current status in the RFQ process. Users can view the RFQ form again to check the status information.

The next page shows a list of the different statuses available to inform the users of the progress of their quote requests through the planned RFQ process flow. The statuses displayed are dependent on the pre-configured *Supplier & Touch Policy in GB* – Self-service, Low-touch or High-touch based on commodity and tier.

Implementation information

This feature is **automatically** on for all customers with the applicable solutions and is ready for immediate use

Experience key benefits

The visibility of the quote request in Guided Buying (GB) offers two benefits:

1. Improvement in self-service capabilities ensures GB continues to provide a simple and smart buying experience, which helps customers increase efficiency
2. Reduction in time spent by sourcing desk agents checking the quote statuses, freeing up capacity for other value-adding activities

Prerequisites and Restrictions

None

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Detailed feature information

Sourcing Scenario	Quote Request Status
Self-service	Request sent
	Receive quotes
	Award
	Requisition completed
Low-touch	Request sent
	Receive quotes
	Award
	Requisition completed

Sourcing Scenario	Quote Request Status
High-touch	Request sent
	Receive quotes
	Awarding
	Confirm award
High-touch sourcing request	Requisition completed
	Request sent
	Request for quote created
	Receive quotes
High-touch sourcing request	Awarding
	Confirm award
	Requisition completed