



Feature at a Glance

Supplier Management updates to reminder emails and email sender name

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CONFIDENTIAL

Feature at a Glance

Ease of implementation



Low touch / simple

Geographic relevance



Global

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Customer challenge

One of our guiding principles in Supplier Management is to constantly improve the supplier onboarding capability – our goals include reducing friction or obstacles for the supplier experience while also providing better configuration tools to your administrative users.

Meet that challenge with **SAP Ariba**

This bundle of enhancements brings pointed assistance related to email notifications to suppliers, including email improvements for registration, email reminders to update supplier profiles periodically, and the ability to configure the “from” name as either an alias or the requester name. It also provides a more intuitive status for suppliers to track their documents.

Experience key benefits

Improves supplier response rates because they will now recognize the sender name and take action.

Increases speed of response rates by periodically reminding suppliers to submit questionnaires.

Provides a better onboarding experience for suppliers.

Solution area

- SAP Ariba Supplier Lifecycle and Performance (SLP)
- SAP Ariba Supplier Information and Performance Management (SIPM) new architecture
- SAP Ariba Strategic Sourcing Suite

Implementation information

See “Implementation Information” on next slide.

Prerequisites and Restrictions

See Documentation for Prerequisites and Restrictions

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This file covers a portfolio of enhancements to both the “sender name” of emails (to improve response rate) and reminder emails (to improve both response rate and periodic updates).

| Feature ID | Description | Implementation Information |
|------------|---|--|
| SM-16802 | Remind suppliers to update questionnaires periodically | This feature is automatically on for all customers with the applicable solutions but requires customer configuration . |
| SM-18117 | Configure sender name as <i>generic alias</i> for mass emails | This feature is ready for immediate use for all customers with the applicable solutions but requires customer enablement steps. |
| SM-18305 | Remind suppliers to submit registration questionnaire | This feature is automatically on for all customers with the applicable solutions but requires customer configuration . |
| SM-18459 | New status for suppliers – “Pending Approval” after registration submission | This feature is automatically on for all customers with the applicable solutions and is ready for immediate use. |
| SM-20904 | Configure sender name as <i>requester</i> in registration emails | Please have your Designated Support Contact (DSC) submit a Service Request (SR) . |

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When choosing a questionnaire recipient, you now have the option to specify that the email comes from the Requester. (SM-20904)

The screenshot shows the 'Invite to register' interface. It includes a 'Confirm questionnaires to send' section with a table of questionnaires. Below this is the 'Choose recipient' section. The 'Choose requester' section is highlighted with a red box, showing a selection for 'Chad Noll' with a 'Change requester' button. To the right, an email preview shows the 'From' field as 'Chad Noll' (highlighted with a red box) and the subject as 'Action needed: Submit a registration questionnaire'.

| QUESTIONNAIRE ID |
|--|
| <input checked="" type="checkbox"/> Doc9619229 |
| <input checked="" type="checkbox"/> Doc9619232 |

Choose recipient

NAME

sh ch
aribasupplier2014@gmail.com
sh ch

Choose requester

Chad Noll

Change requester

From: Chad Noll

Subject: Action needed: Submit a registration questionnaire

<https://svcdev8ss.ariba.com/s4/ariba/resource/en_US/images/html/email/image_email_he>

For mass email invitations, you may configure an “Other Sender Name” to alias your invitation emails. (SM-18117)

The screenshot shows the 'Message Board' interface. It includes a 'Sender name used for the 'From' and 'Reply To' fields in emails to participants' section. The 'Other sender name' dropdown is highlighted with a red box, showing 'SAP Ariba Vendor Management Office'. Below this, an email preview shows the 'From' field as 'SAP Ariba Vendor Management Office' (highlighted with a red box) and the subject as 'Invitation: Register to become a supplier'.

Message Board

Sender name used for the 'From' and 'Reply To' fields in emails to participants

Other sender name

SAP Ariba Vendor Management Office

From: SAP Ariba Vendor Management Office

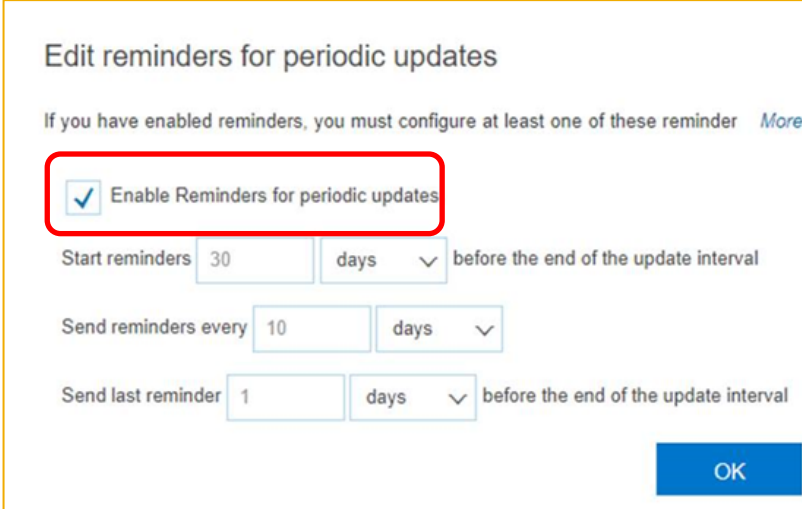
Subject: Invitation: Register to become a supplier

<https://svcdev8ss.ariba.com/s4/ariba/resource/en_US/images/html/email/image_email_he>

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Suppliers may now be reminded to update questionnaires periodically. A variety of frequency settings are available. (SM-16802)



The screenshot shows a configuration page titled "Edit reminders for periodic updates". Below the title is a note: "If you have enabled reminders, you must configure at least one of these reminder [More](#)". The main configuration area includes three rows of settings, each with a checkbox and input fields. The first row, "Enable Reminders for periodic updates", is highlighted with a red rectangle and has its checkbox checked. The second row, "Start reminders", has a value of 30 and a dropdown set to "days", followed by the text "before the end of the update interval". The third row, "Send reminders every", has a value of 10 and a dropdown set to "days". The fourth row, "Send last reminder", has a value of 1 and a dropdown set to "days", followed by the text "before the end of the update interval". An "OK" button is located at the bottom right.

Edit reminders for periodic updates

If you have enabled reminders, you must configure at least one of these reminder [More](#)

☒ Enable Reminders for periodic updates

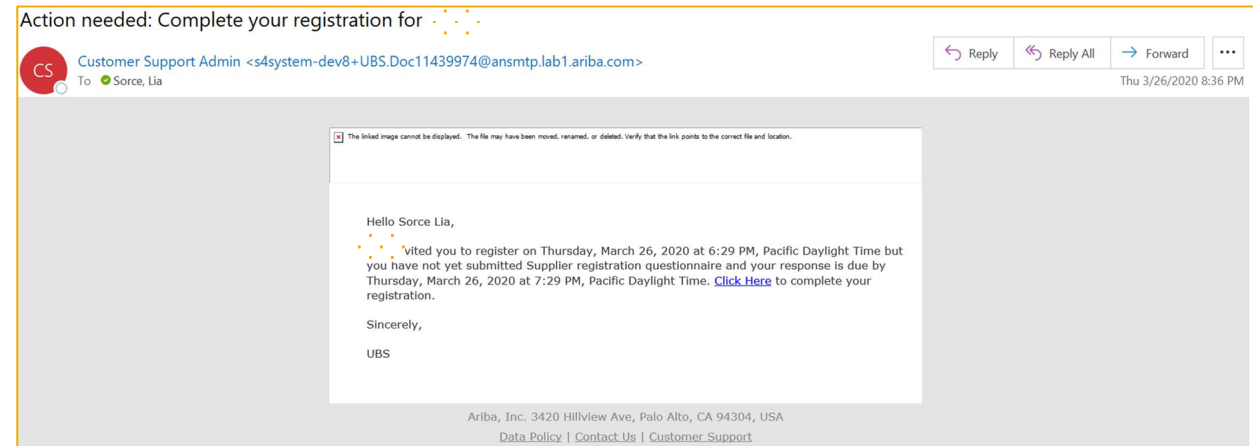
Start reminders 30 days before the end of the update interval

Send reminders every 10 days

Send last reminder 1 days before the end of the update interval

OK

Suppliers receive reminder emails to complete registration questionnaires with action link in the email. (SM-18305)



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Previously, when a supplier viewed a submitted questionnaire, the status showed as **Open** or **Closed**. Now, when a supplier views a submitted questionnaire, the status shows as **Pending Approval**, **Registration Denied**, or **Registered**. This helps suppliers more easily track the progress of a project's lifecycle. (SM-18459)

The screenshot displays the SAP Ariba user interface. At the top, the header bar includes the SAP Ariba logo, navigation links like 'Go To Dashboard', and user information 'Acting as: Lia Sorce(Stop)'. The main content area is titled 'Doc11439244 - Supplier registration questionnaire'. A red box highlights the status 'Pending Approval' in the top right corner. Below this, a yellow message box states 'You have submitted a response to the questionnaire.' The 'All Content' section shows a table with the following data:

| Name ↑ | |
|-----------------|-----------------------------------|
| 1 Supplier name | China2 |
| 2 New Question | |
| 3 SM-17796 | View SM-17796 (0) |
| 5 Category | Cleaning Equipment and Supplies |
| 6 Region | USA |
| 7 Department | 300 |

A 'Compose Message' button is located at the bottom left of the content area.