

# SATS Supplier FAQ

INTERNAL



# Supplier FAQ – page 1

Q

Why SATS Ltd. change to SAP Ariba?

A

**SATS Ltd and its group of Companies (“SATS”)** converted to SAP Ariba to allow us to manage our entire strategic procurement process from strategic sourcing through to contract management and supplier lifecycle and performance management via a single platform.

Q

How will it change things for me?

A

As a Supplier, you will need to submit your bids for our future sourcing events (quotations and tenders) through the SAP Ariba system. To do this you will need to register for a free account with SAP Ariba, or link your existing account to **SATS**. **SATS** will assist you through this simple process of registering your company in our SAP Ariba system.

Q

Why do we need to join?

A

**SATS** is implementing new procurement standards and processes, and the implementation of SAP Ariba modules is to improve the way we interact with our Suppliers. The benefits of this include eliminating manual ways of work and duplication of effort for both parties. It will also ensure that our Supplier details are current and accurate.

Q

Can't I just submit tenders using old processes?

A

The old sourcing process (RFQ/Tender) will no longer be used. **SATS** will assist you through the process of registering for an account so we can continue to engage in our business relationship. The new system is easy to use and provides you with an improved Supplier experience.

## Supplier FAQ – page 2

Q

How do we carry out Ariba registration?

A

Quick reference guides and other resources will be forwarded to you via email.

Q

What are the benefits registering for SAP Ariba?

A

You will be able to update your company information quickly & efficiently. You will also be able to discover new business relationships through the SAP Ariba self-service portal, strengthen your existing business relationships & increase your engagement with customers.

Q

Supplier tries to delegate access to another user within their organisation but this does not work?

A

Supplier to check User and Roles, including permissions assigned to those roles. Note that only one Supplier contact can be an Account Administrator; this role can be changed but not delegated.

Q

If we are already trading with **SATS** as Supplier, do we need to Register and Qualify again?

A

Yes, you will have to re-Register and re-Qualify using our new SAP Ariba Supplier Lifecycle and Performance (SLP) module.

# Supplier FAQ – page 3

Q

What if I did not receive the link to register?

A

The issue could be related to your mail agent setting – make sure *ariba.com* is **whitelisted**. Before requesting to resend the invitation, check the following:

- search your mailbox for an email with the following email subject: Invitation to Register
- search for the invitation across all your folders, such as your Inbox, Junk or Spam Folders
- confirm if one of your colleagues received the invitation instead of you.

Q

What if I cannot see the Registration Questionnaire?

A

- If you are logged into your AN account, toggle to the “Proposals and Questionnaires” module in the left upper corner to see upstream forms and data.
- You might have stopped the process before getting to the **SATS** Registration Questionnaire. Please contact the Buyer in **SATS** to send the link to you again and then log in with your existing credentials.

Q

What happens once I have completed the Registration Questionnaire?

A

Once you have completed and submitted the Questionnaire, wait for the approval confirmation. Upon approval, you will be eligible to be invited to our Sourcing events. Depending on the project scope, you might also need to complete the Qualification process.

Q

What happens once I have completed the Qualification Questionnaire?

A

Once you have completed and submitted the Questionnaire, wait for the approval confirmation. Upon approval, you will be considered Qualified to trade and conduct business with **SATS**

## Supplier FAQ – page 4

Q

I received the system generated invitation to register but I need to send it to another person. Can I send it to the new email address?

A

Please do not simply forward it on to another person. Contact the Buyer in **SATS** to send the email with the link to the relevant contact.

Q

I received more than one system generated invitation to Register? Are these duplicates?

A

If you have more than one entity that is actively trading with us, you will receive one system generated invitation to register per organization or legal entity. You will need to re-register and re-qualify each one separately.

**IMPORTANT!** When re-registering and even re-qualifying multiple companies, please do so **one at a time**. Please do not have any other SAP Ariba related invitations to register open in different tabs of your browser. Doing so may result in the details for one company accidentally being saved or linked to another company's questionnaire.

Q

What happens if an existing Supplier does not complete the new onboarding process?

A

Completing our process via the SAP Ariba SLP Module is mandatory. Not completing it on time, could result in non-compliance and impact our existing trade relationship.

# Supplier FAQ – page 5

Q

If I already have an existing SAP Ariba Network Account, why am I being asked to create a new one?

A

If you have an existing SAP Ariba account, you can choose to use it to:

- re-Register and re-Qualify,
- respond to future sourcing events and/or
- potentially manage contracts.

However, some of our suppliers may want to create an additional Ariba Network account to manage these three processes and modules, and clients separately.

Q

What will it cost me to use these SAP Ariba Modules? Is there a cost associated with using the SAP Ariba SLP?

A

In order for you as a Supplier to use the 3 new SAP Ariba Modules, you will need the following:

- a device that can access the internet via a browser (Desktop, Laptop, Tablet or Smart Phone)
- access to the Internet and data

**The costs associated with the above will be the responsibility of the Supplier.**

However, it is free of charge for Suppliers to:

- create their supplier profile
- create and conduct business with us using a new **SAP Ariba Network Standard Account**
- participate in any sourcing event (including Registration and Qualification Questionnaires)

**Note: Costs associated with obtaining certain official business governance documents will be borne by the Supplier.**

# Supplier FAQ – page 6

Q

I'm struggling to login with my existing Ariba Network account credentials. What do I do?

A

If you are experiencing this problem, it could be one of the **scenarios** below:

1. **You have already logged** into your existing account **and then also clicked on the link** in the email for the first time.  
IMPORTANT: The system will view this as an attempt to log in twice at the same time. You must either click on the link and log in from there or log into your existing account and navigate to the Ariba Sourcing screen. You can not to do both.
2. If you have **another SAP Ariba site open** in another browser tab, please close that other tab and try to login again.
3. If you received a **certificate error** in your browser when trying to access the Ariba Network login page at **https://supplier.ariba.com**, please clear your browser cache, cookies and search history. Close the browser and then try open the page again.

Q

Will all of my current information be migrated to the SAP Ariba SLP module?

A

Only the minimum of information will be migrated to SAP Ariba SLP, providing our suppliers with the opportunity to provide us with their most current and accurate details and documentation.

Q

How can I update my email settings and notification preferences?

A

To configure your email address and notification preferences, please refer to below articles:

- [How do I update the email address on my account?](#) and
- [How do I update my email notification preferences?](#)

## Supplier FAQ – page 7

Q

Is it possible to change the language on the website?

A

During the creation of your supplier account, you select the preferred language in which notifications from Ariba Commerce Cloud would be received. The language of the browser from which you log into Ariba supplier account controls the language of User Interface. Please note the language in the forms is defined by **SATS**.



**Supplier FAQs**

**SLP Supplier Summit**

# Supplier FAQ – page 1

Q

How many users can a Supplier register for SATS Ltd?

A

The Ariba Network allows an Account Administrator to set up sub users and the roles of the sub users are to be managed by the Account Administrator. A Supplier can create over 100 sub users however it is not recommended to create multiple sub users.

Q

When will we receive the email registration link to become SATS Ltd. supplier?

A

The email registration link will be released from April 5, 2021 onwards.

Q

If we link SATS Ariba Network Account to our existing Enterprise account, will there be a Ariba fee involved?

A

If the supplier link SATS Ariba Network Account with their existing Enterprise account, the suppliers will never be asked to pay to:

- create their supplier profile
- create and conduct business with SATS Ltd.
- participate in any sourcing event (including Registration and Qualification Questionnaires)

**Please Note: All the SLP and Sourcing transactions is free, For PO transaction, you have an option to choose Standard Account (which is free) or opt for Enterprise (which is also free until you cross a threshold and this will be explained when we do PO Transaction enablement in April 2021)**

Q

I have existing Ariba account with other client, can I use the same email address to register an account for SATS?

A

Yes, existing email address with other client can be used to register for SATS.

## Supplier FAQ – page 2

Q

When will SATS Ltd use Ariba Network to start sending Purchase Order and receive Invoice?

A

SATS Ltd will start to use Ariba Network to send Purchase Orders and receive Invoices in August 2021.

Q

Please advise on where to access the sourcing webinar link?

A

Sourcing Webinar can be accessed through this URL <<https://gateway.on24.com/wcc/eh/1391535/SAP+Ariba+Success+Sessions>>

Q

Will Supplier be provided with Supplier Guides on how to navigate Ariba Network?

A

There will be an online training session. Please keep a lookout for the email from SATS/Ariba. You can refer to the guides available at the SATS Supplier Information Portal. Do click [here](#) or it can be accessed through this URL <<https://support.ariba.com/Item/view/187482>>

Q

If we are using the same Ariba Network account with our other clients. What's the advantage? Will it be confusing for me to differentiate my clients?

A

The supplier will be able to manage their account using one log in credentials. The Ariba Network will clearly display the events from the different clients.

## Supplier FAQ – page 3

Q

Once we receive a Purchase order through Ariba Network do we still have to accept the PO like we did through Sesami?

A

Yes, PO will have to be accepted.

Q

How do we remove our account / registration from Sesami after SAT Ltd migrated to SAP Ariba?

A

You will have to write or call in to Sesami to terminate your account.

Q

Is this Ariba registration for SATS Food Services and SATS Catering as well?

A

Yes, the Ariba Network registration is for SATS Food Services and SATS Catering.

## Supplier FAQ – page 4

Q

Whom should I approach if I don't receive SLP registration email?

A

You may approach the buyer from SATS or email to SATS Supplier Enablement Team at [satsariba@sats.com.sg](mailto:satsariba@sats.com.sg)

Q

Will SATS Ltd allow their suppliers to link their 2 existing accounts, Standard Account for PO transactions and Enterprise Account for RFQ?

A

SATS Supplier should keep one Ariba Network account only.

# Reference

# Supported Browsers

SAP Ariba cloud solutions are certified for use with the following browsers.

Apple Safari (64-bit)

Google Chrome (64-bit)

Microsoft Edge (32-bit)

Mozilla Firefox (64-bit)

Microsoft Internet Explorer (32-bit)

Browser limitation on mobile devices

Browsers on mobile devices don't support the latest visual design of SAP Ariba solutions.

Browser Support and ActiveX

ActiveX is required for Desktop File Sync (DFS), for exporting reports to Microsoft Excel, and for some functionality in SAP Ariba Contracts. The only browser that supports ActiveX is Microsoft Internet Explorer (versions 9, 10, and 11). Most browsers, including Microsoft Edge, do not support ActiveX. If you use a browser that doesn't support ActiveX, functionality that relies on DFS or ActiveX might not be available.

Users of SAP Ariba Sourcing, SAP Ariba Contracts, Ariba Supplier Information Management, or SAP Ariba Supplier Information and Performance Management running Windows 7 must run Microsoft Internet Explorer in administrative mode in order to enable DFS.

# Supplier Account Types

Read more about subscription levels, calculate your fees & check out other currencies on our website <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>

## FULFILLMENT

### Process Impact

### Orders and Invoices

### Transacting Methods

### Legal Archive

### Reporting

### Support

### Cost

## SELLING

### Ariba Discovery

### Sourcing, Contract Management

A STANDARD ACCOUNT
✓ Manual Process
✓ Respond to emailed orders using order confirmations and invoices.
<ul style="list-style-type: none"> <li>✓ Interactive Email</li> <li>✓ Mobile App</li> </ul>
✓ Help Center
Free

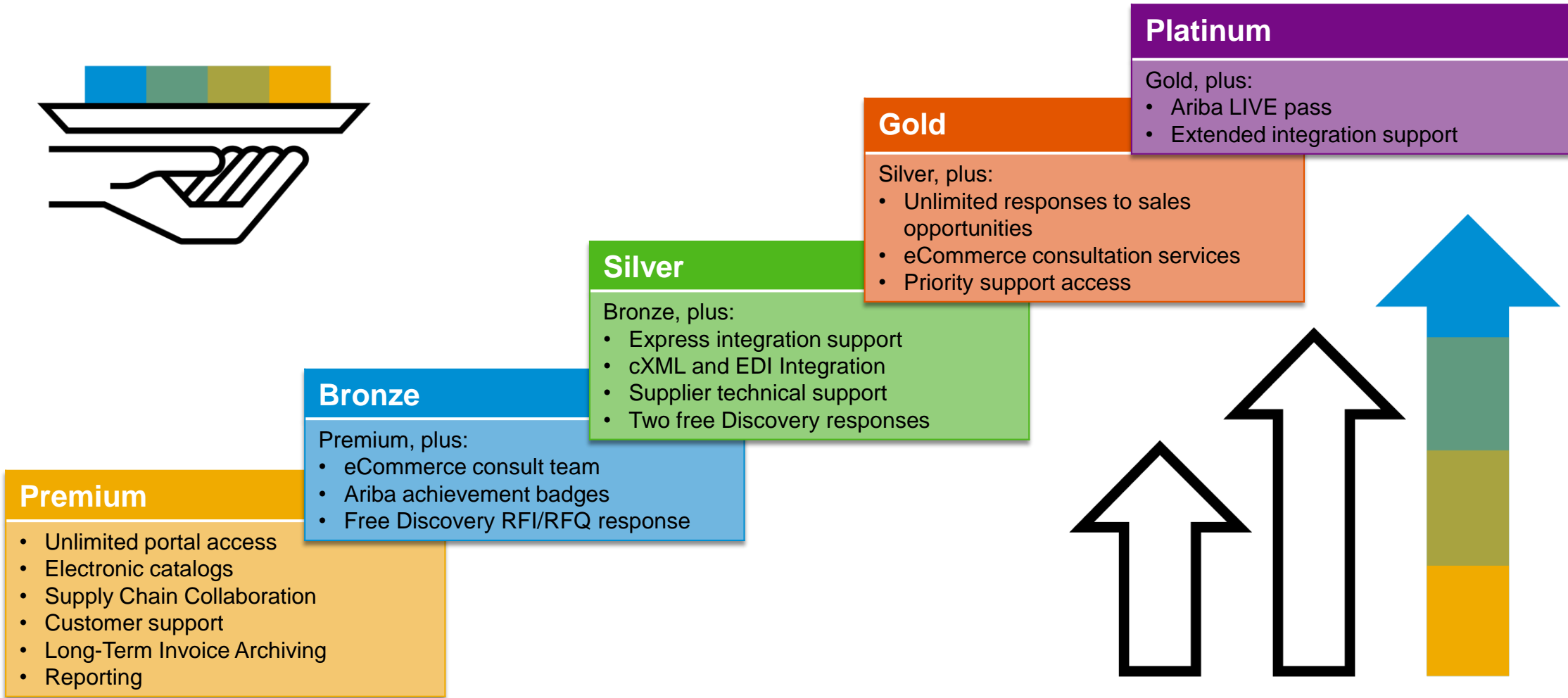
B ENTERPRISE PORTAL USERS
✓ Manual Process
✓ Skip the emails. Get and manage orders and invoices all on Ariba Network.
<ul style="list-style-type: none"> <li>✓ PO Flip or Creation of Invoice from PO</li> <li>✓ Mobile App</li> <li>✓ Catalog Enablement</li> </ul>
✓ Long-term invoice archiving for global compliance
✓ Get reports to track transactions and sales activities
✓ Help Center, phone, chat, and webform
Transaction/ Subscription Fees based on usage

ENTERPRISE FOR INTEGRATION
✓ Semi-Automated to Fully-Automated Process
✓ Seamless and touchless customer orders and invoices.
<ul style="list-style-type: none"> <li>✓ CSV Upload</li> <li>✓ SAP Ariba Cloud Integration Gateway</li> </ul>
✓ Long-term invoice archiving for global compliance
✓ Get reports to track transactions and sales activities
✓ Help Center, phone, chat, and webform
Transaction/ Subscription Fees based on usage + internal resources

- ✓ Join our business matchmaking service to get high quality sales leads. Fees may apply.
- ✓ Get invited to RFx, Auctions and other events.



# Subscription Levels



Read more about subscription levels, calculate your fees & check out other currencies on our website  
<https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>

# Supplier Fee Schedule

## Transaction Fees

Billed every quarter

Per-relationship fee cap: \$20,000/year

### Without Service Entry Sheets

0.155% of transaction volume

### With Service Entry Sheets

0.35% of transaction volume



## Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
Up to 4 documents	Premium	<b>Free</b>
5 to 24 documents	*Bronze	\$50
25 to 99 documents <b>or</b> EDI/cXML usage	Silver	\$750
100 to 499 documents	Gold	\$2,250
500 and more documents	Platinum	\$5,500

\*Chargeable suppliers transacting less than \$250,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count

### Fee Threshold

**\$50,000 and 5 Documents**

Suppliers who do not cross the Fee Threshold will not be charged fees

# Calculating Supplier Fees

## Transaction Fees

(0.155% or 0.00155 of Sales Volume)

$$\text{\$59k} \times 0.155\% = \text{\$91.45}$$

~~\\$91.45~~  
\\$0

+

## Subscription Fees

(Annual Chargeable Doc Count)

4 documents  
Premium Level | \\$0

=

## Annual Fees

\\$0

$$\text{\$400k} \times 0.155\% = \text{\$620}$$

+

499 documents  
Gold Level | \\$2,250

=

\\$2,870

$$\text{\$200k} \times 0.155\% = \text{\$310}$$

+

700 documents  
\*Bronze Level | \\$50

=

\\$360

# Thank you.

