SAP Ariba ⋀⋀

Feature at a Glance

Improved Supplier Onboarding Experience for Trading Relationship Request Invitations

Richard Vermeij, SAP Ariba Network Solution Management
Target GA: May, 2021

THE BEST RUN **SAP**

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Buyer Summary
1.1 Feature at a Glance

Feature at a Glance

Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

Customer challenge

The supplier onboarding process on Ariba Network may still create confusion for suppliers that are invited via a Trading Relationship Request (TRR) letter:

- User doesn't know who "Ariba" is, doesn't recognize Trading Relationship Request email as important from their customer to take action.
- User is not clear about using an existing account versus creating a new account.
- User is unable to find correct link to accept relationship due to email with multiple links.
- User cannot directly contact a buyer's onboarding team to answer buyer program specific questions.

This results in longer enablement cycles, lower percentage of registration, and increased supplier enablement effort and cost.

Solution area

Ariba Network, Buyers and Suppliers

Meet that challenge with

SAP Ariba

The Improved Supplier Onboarding process provides the following key capabilities:

1. A new buyer-branded Trading Relationship Request letter, with customizable company and contact information,
2. A new smart onboarding landing page, automatically listing matched user accounts and/or matched existing vendor accounts
3. A new streamlined account creation page, with intelligent validation and enrichment
4. Name change of this new onboarding service from Ariba Network to SAP Business Network

Implementation information

This feature is automatically on for all customers with the applicable solutions but requires customer configuration. See details under Mandatory Changes and Guidance.

Configuration requires administrator role or a role with "Supplier Enablement Program " permissions. Detailed information in section "Buyer Account Configuration".

Experience key benefits

- Increase in number of completed registrations (e.g. within a three-week onboarding outreach window)
- Reduction of average registration cycle time
- Reduction of the overall onboarding effort (e.g. number of touches needed, number of supplier support tickets, number of escalations)

Prerequisites and Restrictions

- Applies to Ariba Network TRR-invitations only; not to Sourcing, SLP, or Quick Enablement (Standard Account) invitations.
- Feature cannot be fully tested in the buyer's test account; only in the production account.
- Supplier Invitation API (NS-6978) does not support Address ID to configure "From" organization name/address on TRR at this time: part of backlog.

Feature at a Glance

Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

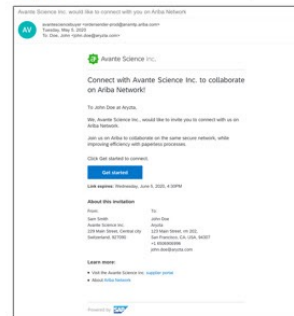## Detailed feature information – Feature Scope

This feature introduces an Improved Supplier Onboarding experience for suppliers invitation via the Treading Relationship Request letter. This new experience covers three pages: **1. A new buyer-branded Trading Relationship Request letter template** with customizable contact and company information per TRR letter, **2. A new smart onboarding landing page**, automatically listing matched user accounts and/or matched existing vendor accounts, and **3. A new streamlined account creation page**, pre-populated with the buyer's vendor information, and supported with numerous data entry validations. In addition, the supplier users will also see gradual introduction of **SAP Business Network** as solution name instead of Ariba Network, representing SAP's strategy of building a unified network.
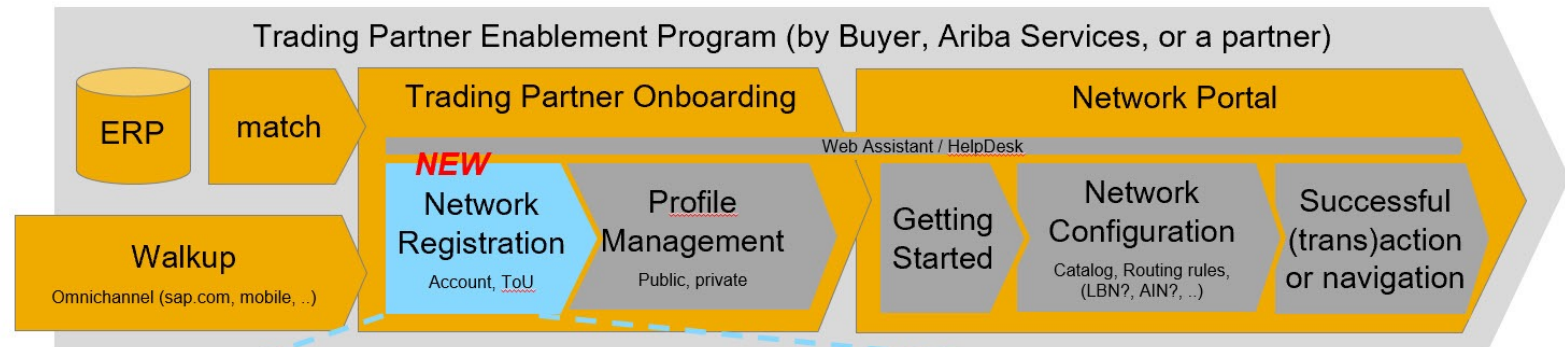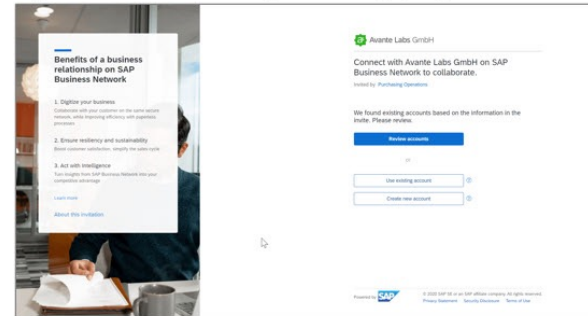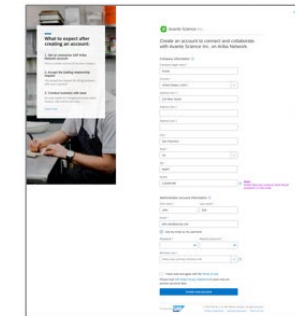
Feature at a Glance

Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

Detailed feature information – Supporting Regional Onboarding Programs

With the new buyer-branded Trading Relationship Request letter template, buyers can implement regional onboarding programs instead of "one size fits all" supplier communication. Buyers can customize a "company on invitation" (which is the SoldTo party for the supplier) with logo, and a "contact on invitation" including phone number and email address for each region. Buyers can then send customized TRR invitations from the regional trading partner that the supplier normally trades with.

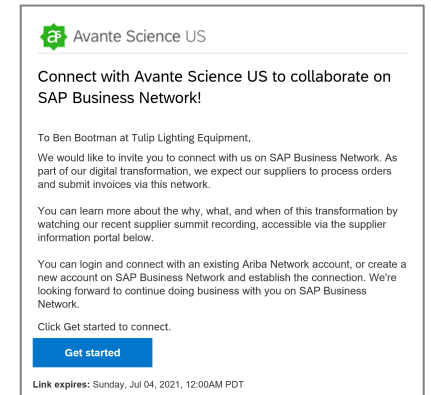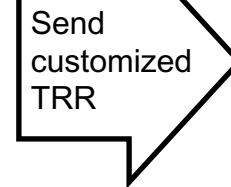Create regional onboarding programs
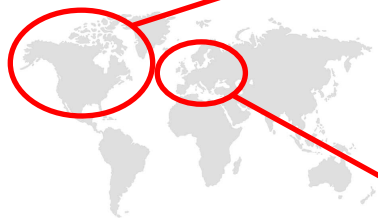
Customization for North America

Company on invitation:
Avante Science US
Pittsburg, Pennsylvania USA

Logo: Avante Science US

Contact on invitation:
North America Procurement Office
US-eConnect@AvanteScience.com

Network Company Profile

Avante Science Inc.*
1000 Ariba Way, Suite 100
Sunnyvale, CA 94085 USA

Logo: Avante Science Inc.

Info@AvanteScience.com

*Avante Science Inc. and its logo are for illustrative purposes
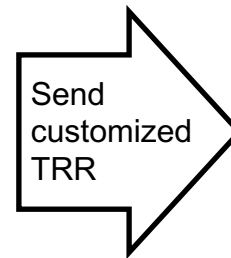only; it is not an actual company or SAP customer.

Customization for Europe

Company on invitation:
Avante Labs GmbH
Berlin, Germany

Logo: Avante Labs GmbH

Contact on invitation:
Avante Europe Group Procurement
EU-eConnect@AvanteLabs.de

Wave 1 VUF: North America

Vendor 1, USA

Vendor 2, Canada

Vendor 3, USA

…

Send customized TRR

Avante Science US

Connect with Avante Science US to collaborate on SAP Business Network!

To Ben Bootman at Tulip Lighting Equipment,

We would like to invite you to connect with us on SAP Business Network. As part of our digital transformation, we expect our suppliers to process orders and submit invoices via this network.

You can learn more about the why, what, and when of this transformation by watching our recent supplier summit recording, accessible via the supplier information portal below.

You can login and connect with an existing Ariba Network account, or create a new account on SAP Business Network and establish the connection. We're looking forward to continue doing business with you on SAP Business Network.

Click Get started to connect.

Get started

Link expires: Sunday, Jul 04, 2021, 12:00AM PDT

Wave 2 VUF: Europe

Vendor 9, Germany

Vendor 10, Spain

Vendor 11, France

…

Send customized TRR

Avante Labs GmbH

Setzen Sie sich mit Avante Labs GmbH in Verbindung, um im SAP-Transaktionsnetzwerk zusammenzuarbeiten.

An Ben Bootman bei Tulip Lighting Equipment,

Wir möchten Sie einladen, sich mit uns im SAP Business Network zu verbinden. Im Rahmen unserer digitalen Transformation erwarten wir von unseren Lieferanten, dass sie Bestellungen bearbeiten und Rechnungen über dieses Netzwerk einreichen.Sie können mehr über das Warum, Was und Wann dieserTransformation erfahren, indem Sie sich unsere jüngste Aufzeichnung des Lieferantengipfels ansehen, die über das unten stehende Lieferanteninformationsportal zugänglich ist.Sie können sich anmelden und eine Verbindung mit einem vorhandenen Ariba Network-Konto herstellen oder ein neues Konto im SAP Business Network erstellen und die Verbindung

Feature at a Glance

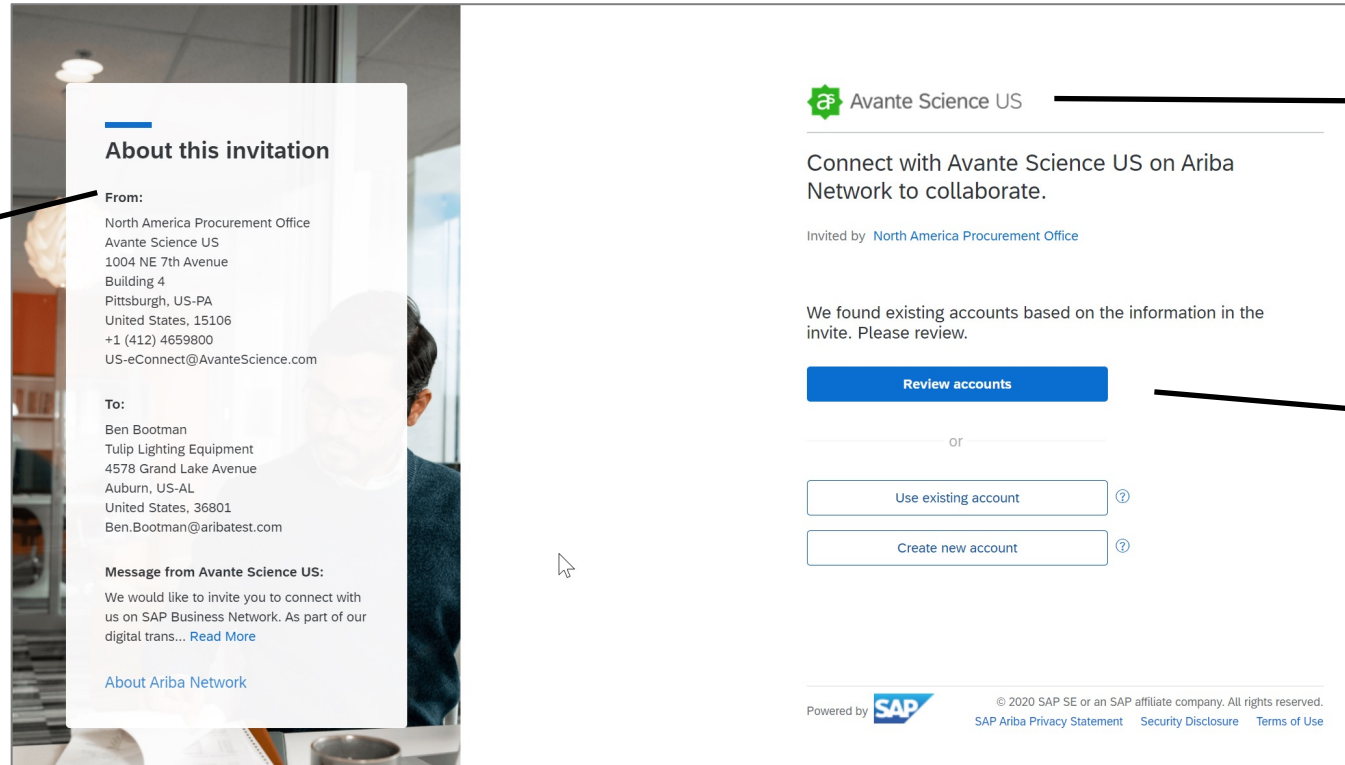Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

Detailed feature information – New Customizable TRR Letter

A new Trading Relationship Request (TRR) letter template supports customization of the buyer's header logo, the invitation body text, the Company on the invitation, and the Contact on the invitation.

TRR custom content
Buyer configured TRR body text, multi-language supported

Get started
Clear call to action, button, including expiration window

Contact on invitation
Contact Name + Phone + Email; assigned from Contact list

Defaults to Company Profile contact phone + email if unassigned
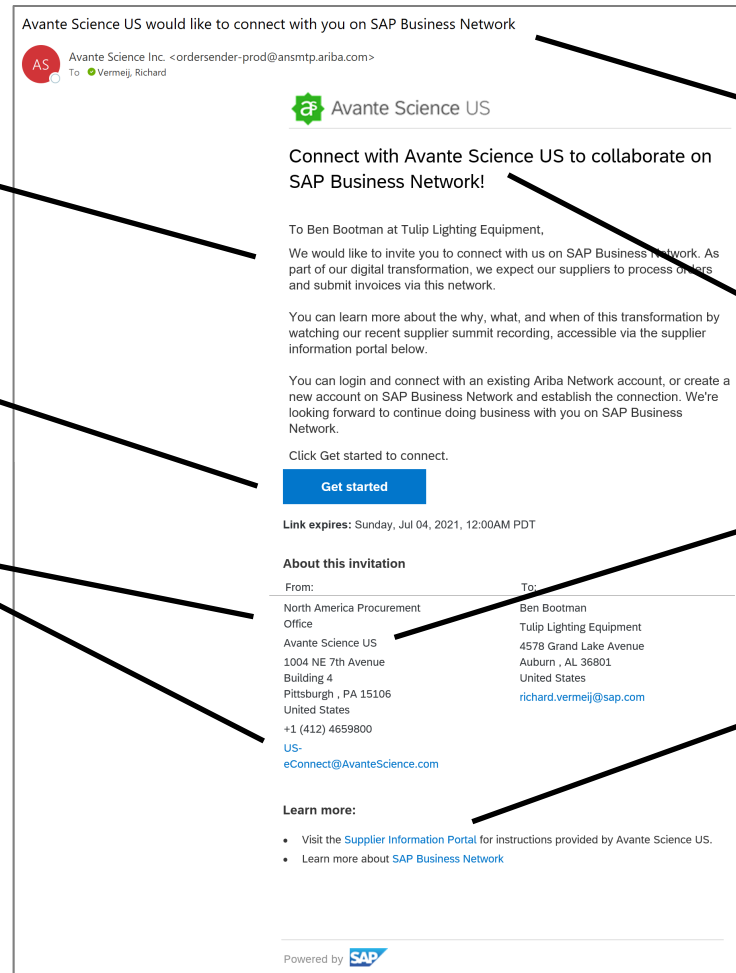
New **SAP Business Network** branding
SAP has launched SAP Business Network, which unifies Ariba Network with several other SAP networks, and provides a central onboarding service. Going forward, all trading partners register, connect, and collaborate on SAP Business Network.

Company on invitation
Company name + address + logo; assigned from SoldTo address list

Defaults to Company Profile name and address if unassigned

Visit the **Supplier Information Portal**
Clear positioning of Supplier Information Portal for introductions provided by the buyer, like a recording of the Supplier Summit.

Avante Science US would like to connect with you on SAP Business Network

AS Avante Science Inc. <ordersender-prod@ansmtp.ariba.com>
To ● Vermeij, Richard

Avante Science US

Connect with Avante Science US to collaborate on SAP Business Network!

To Ben Bootman at Tulip Lighting Equipment,

We would like to invite you to connect with us on SAP Business Network. As part of our digital transformation, we expect our suppliers to process orders and submit invoices via this network.

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Click Get started to connect.

[**Get started**]

Link expires: Sunday, Jul 04, 2021, 12:00AM PDT

About this invitation

From:	To:
North America Procurement Office	Ben Bootman
Avante Science US	Tulip Lighting Equipment
1004 NE 7th Avenue	4578 Grand Lake Avenue
Building 4	Auburn , AL 36801
Pittsburgh , PA 15106	United States
United States	
+1 (412) 4659800	richard.vermeij@sap.com
US-eConnect@AvanteScience.com	

Learn more:

- Visit the Supplier Information Portal for instructions provided by Avante Science US.
- Learn more about SAP Business Network

Powered by SAP
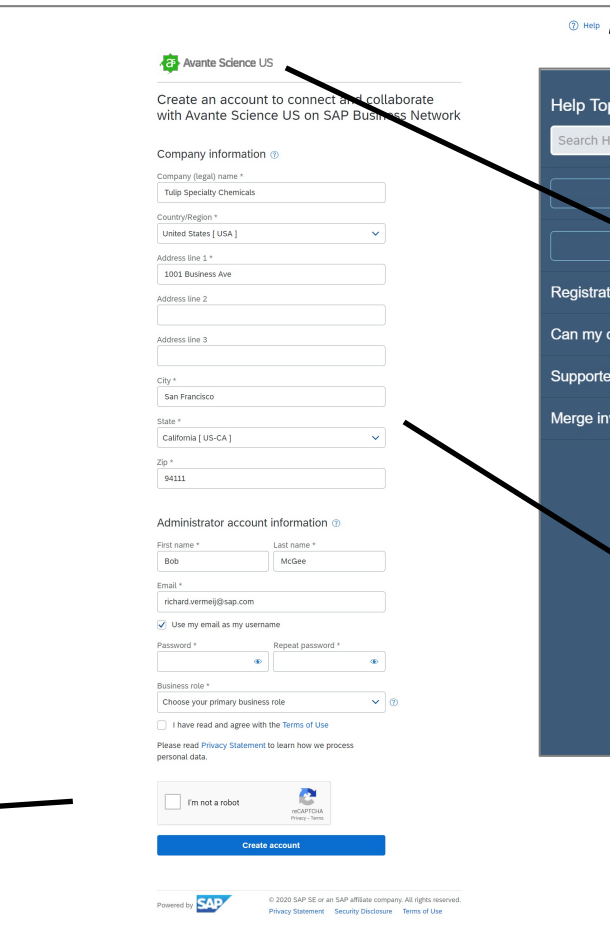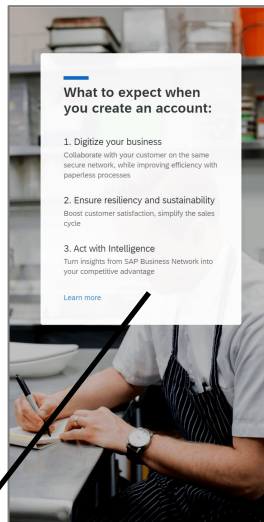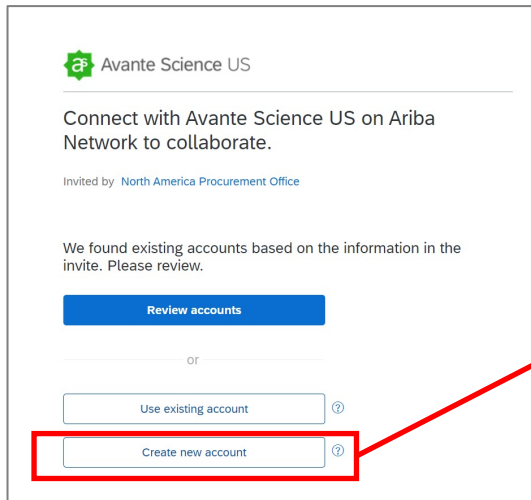
Feature at a Glance

Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

Detailed feature information – New Smart Registration Landing Page (1/2)

Clicking "Get started" brings the supplier to a new smart buyer-branded onboarding landing page, which automatically identifies whether the user already has an account, whether the company already has an existing account, or allows the user to create a new supplier account.

Invitation card
Repeat display of the specific buyer team that is requesting the supplier to connect on SAP Business Network.

Buyer-branded registration landing page, maintaining consistency of the buying organization that is requesting the supplier to connect on SAP Business Network.

Account matching guides user to review existing user and/or supplier accounts to avoid unnecessary creation of duplicates.

Feature at a Glance

Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

Detailed feature information – New Smart Registration Landing Page (2/2)

The matching algorithm identifies and ranks user account (dark blue) and company accounts (white) to use to connect to the buyer, avoiding creating a new (duplicate) account.

Contact Administrator
Indicates a matched supplier account for which the user does not have a user account, but can contact the account administrator to request a sub-user account.

Edit Search Criteria
Allows the user to modify select matching parameters to search for more specific supplier account(s)

Use this account
Lists supplier accounts the user has a valid user account in.

Feature at a Glance

Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

Detailed feature information – New Network Account Creation Page

A user has the ability to initiate creation of a new account via the account creation page, which guides the user with data entry validation checks and Web Assistant.

Embedded Web Assistant to help user through account creation with FAQ, guided tours, and other registration tips.

Buyer branded account creation page, maintaining consistency of the buying organization that the supplier will establish a trading relationship with by creating the network account.
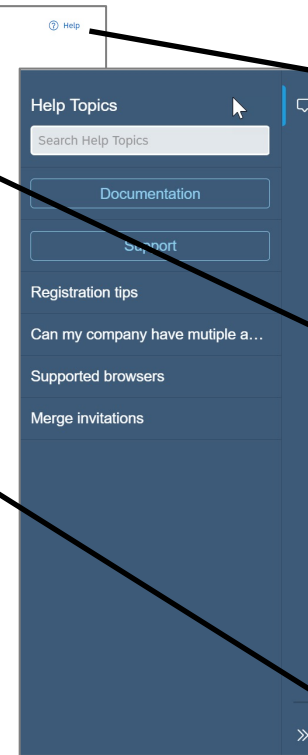
Account creation card
Explains what to expect when creating a network account, so the user can anticipate additional steps to take after account creation

Captcha check
To improve security against bot attacks.

Auto-populated account creation form, leveraging all available (buyer provided) information from the TRR invitation.

Feature at a Glance

Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

Detailed feature information – New Network Account Creation Page: Data Entry Validation

The Network automatically applies data entry validation rules on the account creation page for company legal name, postal (or zip) code, user name, and password. Account creation form automatically detects non-Latin character entry, and expands the account creation form with additional fields to complete an international address version. Entered address data is automatically validated, and if available a cleansed address is recommended.

Buyer Summary
1.2 Name Change to SAP Business Network

Feature in Detail

Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

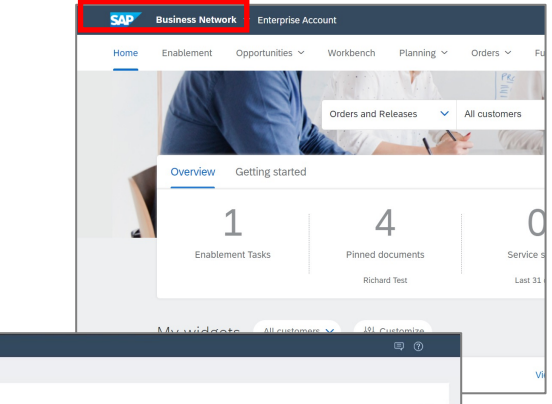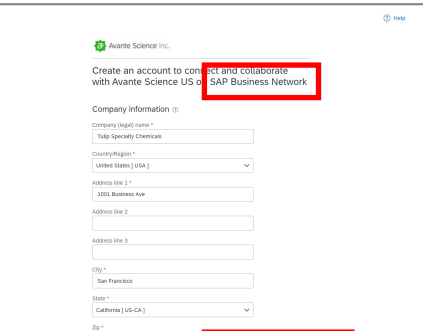## Detailed feature information – Ariba Network is part of SAP Business Network as of May 21st 2021

SAP's network strategy is to unify SAP-owned networks (Ariba Network, Logistics Business Network, Asset Intelligence Network, Fieldglass, ..) by providing common trading partner onboarding, directory, login page, and portal services, collaboration flows and analytics across all SAP networks under the **SAP Business Network** solution name. The 2105 release introduces the improved SAP Business Network onboarding service for TRR invitations for Ariba Network buyers to their suppliers.
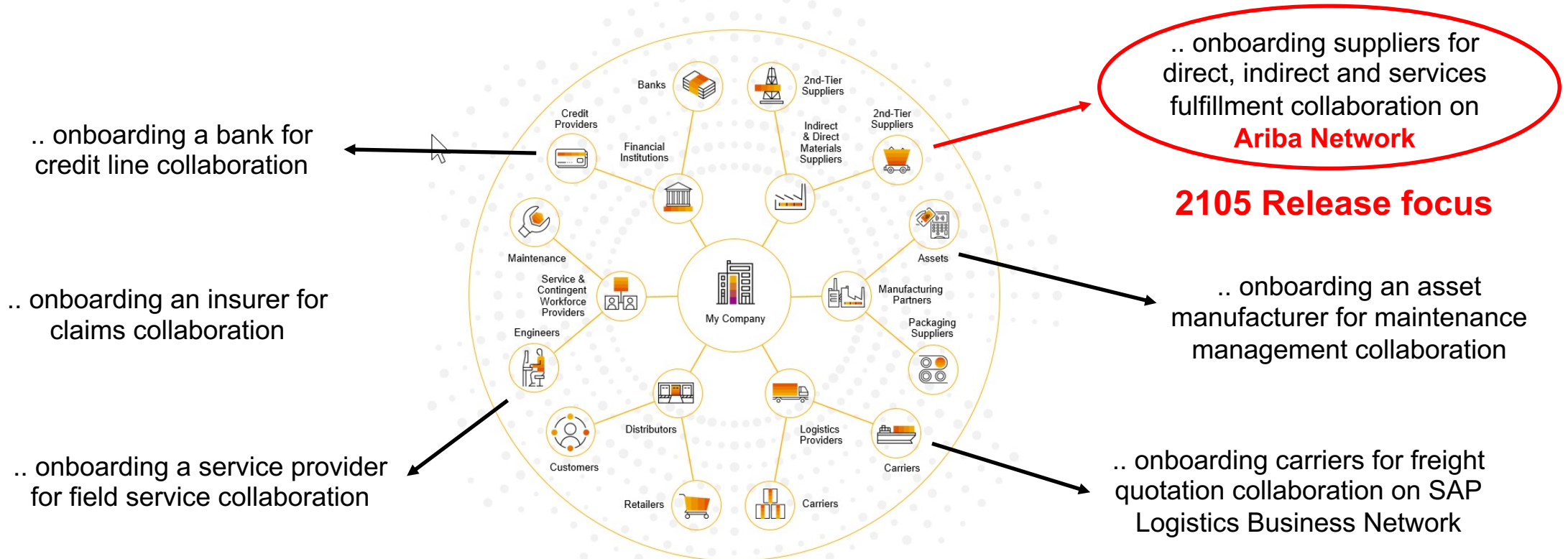
.. onboarding a bank for credit line collaboration

.. onboarding an insurer for claims collaboration

.. onboarding a service provider for field service collaboration

.. onboarding suppliers for direct, indirect and services fulfillment collaboration on **Ariba Network**

2105 Release focus

.. onboarding an asset manufacturer for maintenance management collaboration

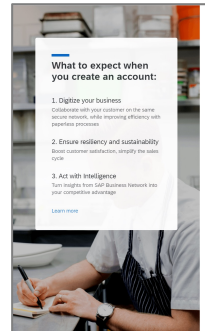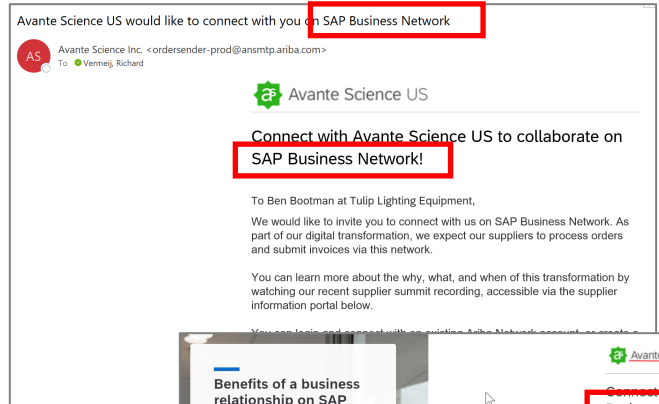.. onboarding carriers for freight quotation collaboration on SAP Logistics Business Network

Feature in Detail
Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

Detailed feature information – Current Branding of TRR Onboarding

The current branding of supplier registration for a TRR is SAP Ariba / Ariba Network, from TRR invitation, to landing page, account creation page and supplier login page.

Trading Partner Onboarding

Login

Portal

Order, Invoice, ...

Feature in Detail
Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

Detailed feature information – Brand Changes to Onboarding Experience, Login and Portal

The 2105 release changes the solution brand name for the end-to-end supplier onboarding experience from "SAP Ariba Network" to "**SAP Business Network**".
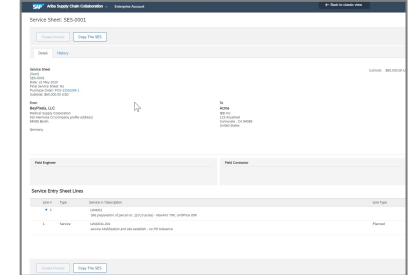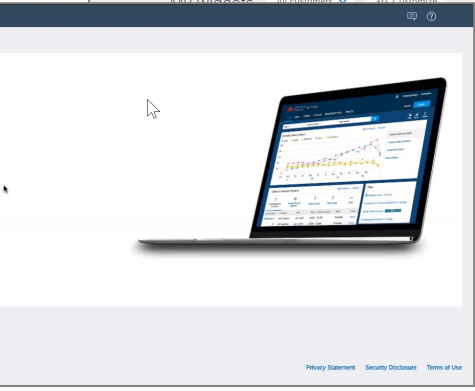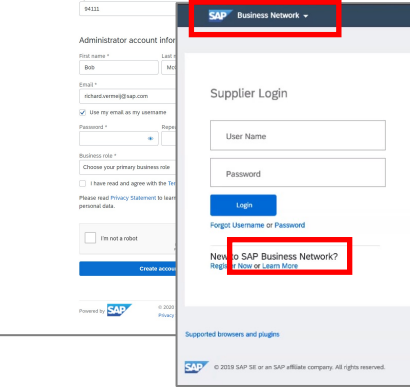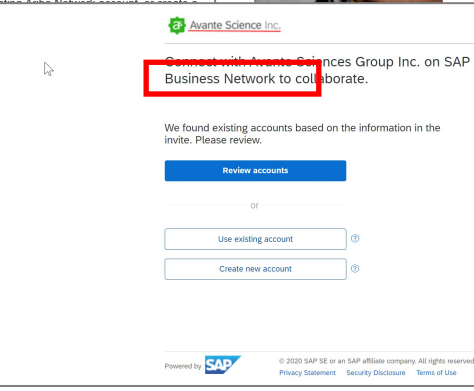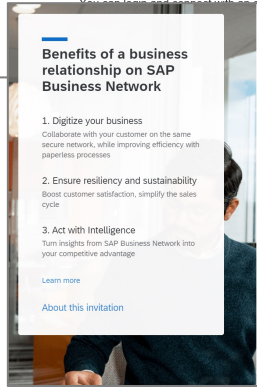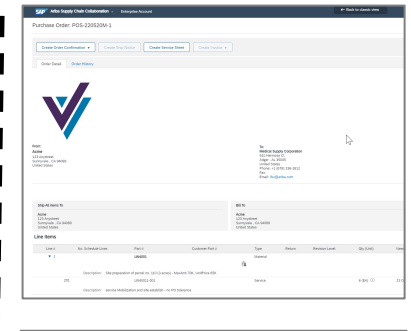
Trading Partner Onboarding   Login   Portal   Order, Invoice, ...

Feature in Detail

Introducing: **Improved Supplier Onboarding Experience for Trading Relationship Request Invitations**

Detailed feature information – FAQ

What is SAP Business Network?
SAP Business Network is a cloud-based collaboration offering that can help you transform disconnected supply chains into unified, collaborative, and intelligent networks that remove barriers and centralize data.
With a unified network, you can connect to all trading partners through a single directory, collaborate using shared data and workflows, and apply network-wide intelligence to guide decisions to adapt and improve your business.
https://www.sap.com/products/business-network.html

Is SAP Business Network a new or different network? Is it owned/run by a different team than Ariba?
No; SAP Business Network is the new solution name for the trading partner portal all Ariba Network suppliers are being transitioned to as part of SAP's unified network vision. The transaction network behind the portal remains branded with Ariba, and remains operated by Ariba Inc. (a wholly owner subsidiary of SAP SE based out of Germany).

What exactly is renamed to SAP Business Network and what stays Ariba Network?
Two supplier experiences are renamed as SAP Business Network: the TRR invitation-based onboarding for an enterprise account, and the supplier portal home page and workbench for all enterprise and standard accounts. All other network experiences remain branded with Ariba Network or Ariba Supply Chain Collaboration with the 2Q21 release.

Will the supplier login page change?
No, not in terms of how login to the network functions. Only the brand name on the login page changes from Ariba to SAP.

Do my network login credentials change?
No, all supplier users can continue to use their Ariba Network user credentials, or use "forgot password" to reset.

Will my ANID change?
No, the name change with the 2105 release will not change the supplier's network account ANID.

Do I need to sign a different/new ToU?
No, the new trading partner portal for SAP Business Network is released as a feature enhancement of Ariba Network, and therefore the existing Terms of Use (ToU) remains in force, and covers all usage of the new trading partner portal services.

Do my Data Privacy Policy rights change?
No, the new trading partner portal for SAP Business Network is released as a feature enhancement of Ariba Network, and therefore the existing DPP remains in force, and covers data processing and usage of the new trading partner portal services.

Does my Ariba Network supplier subscription change?
No, there is no change to the existing standard and enterprise (premium/bronze/silver/gold/platinum) packages. All fee schedules remain as before.

Updated 3/23/2021. For current version of the FAQ, please visit https://go.ariba.com/faq-name-change

SAP Ariba

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