



Feature at a Glance

Support for SAP Companion standard and custom content for supplier 360° profile

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Target GA: August 2022

PUBLIC

Feature at a Glance

Ease of implementation  High-touch
Geographic relevance  Global

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Customer challenge

Within the Supplier Management solution, there is a lack of in-app help, which adds additional effort and consumes time for the end-users in understanding the functionality and access to the product documentation.

Solution area

SAP Ariba Supplier Information and Performance Management

SAP Ariba Supplier Lifecycle and Performance

SAP Strategic Sourcing Suite

Meet that challenge with SAP Ariba

This feature introduces standard and custom content for SAP Companion, powered by SAP Enable Now for supplier 360° profile, offering the user the ability to:

1. Access in-app help for the supplier 360° profile page that provides a descriptive explanation of the user interface elements
2. Access the product documentation
3. Customize the layout and presentation of the standard help content provided
4. Access the available tutorials through the SAP Learning Center

Implementation information

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

For customers who wish to edit standard content or create their own guidance, some customer configuration is required.

Experience key benefits

With this feature, customers can access context-specific help, guided tours, product documentation, and available tutorials through the SAP Learning Center.

It also offers ability to customize the layout and presentation of the standard help content provided, if the customer has a valid SAP Enable Now license.

Prerequisites and Restrictions

For SAP Ariba Supplier Information and Performance Management, this feature requires the “new architecture.”

You must have a valid license for SAP Enable Now to access the custom content. To edit the content in the SAP Companion, you must be a member of the **SAP Enable Now User** group and have the author role with write permissions assigned to you in the Enable Now Manager.

The parameter **Web Assistant in-context help for supplier management** must be enabled in your site. It's enabled by default.

The parameter **Specify the SAP Companion JavaScript template URL for supplier management** must be enabled in your site to access custom content. This parameter can be enabled only if you have a valid license for SAP Enable Now.

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Launching SAP Companion

- A. To launch SAP Companion, click the ? Icon on the right side of the screen

The screenshot displays the SAP Supplier Management interface for a supplier named 'ABC Supplier ABC'. The interface is divided into several sections:

- Navigation Menu (Left):** Includes Summary, Contacts, ERP data, Certificates, Activity log, Risk, Supplier request, Registration, Qualifications, Questionnaires, and Processes.
- About Section:** Displays registration status (Invited), preferred status (Not Preferred), and ERP integration status (Not Integrated). It also shows qualification status (Qualified With Exception), onboarding time (Not Available), and creation date (Oct 26, 2021).
- Supplier IDs Section:** Lists SM Vendor ID (S35874798), ERP ID (VDR2337053), and AN ID (Not Available).
- Overall supplier risk Section:** Shows a 'Low Risk' status and a table of risk categories.
- Risk Table:**

Risk Category	Level	Exposure
Regulatory and legal	Unknown	0/100
Environment and social	Low	1/100
Financial	Unknown	0/100
Operational	Low	1/100
- Address Section:** Displays the supplier's address: 345 South Street, Philadelphia, test 10001, US, Pennsylvania.
- Right Sidebar:** Contains contact information for 'Jim Smith', including email (testing@test.com), phone (Not Available), and mobile (Not Available). A yellow circle with a question mark icon is highlighted on the right side of the sidebar.

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Launching SAP Companion

- B. The help panel will appear containing the tiles associated with hot spots on page
- C. Clicking on the hot spot or the corresponding tile launches a dialog box
- D. The tiles shown are context specific and will change from page to page to be relevant to the screen elements displayed
- E. All help information initially shown is standard and covers the most frequently used pages in the application. It is available to all end users at no cost.
- F. Additional standard content will be added for additional pages in future releases.

The screenshot displays the SAP Supplier Management interface for a supplier profile. The main content area shows the following information:

- About:** Registration Status: Invited; Preferred Status: Not Preferred; ERP Integration Status: Not Integrated; Qualification Status: Qualified With Exception; Onboarding time: Not Available; Created On: Oct 26, 2021.
- Supplier IDs:** SM Vendor ID: S35874798; ERP ID: VDR2337053; AN ID: Not Available; ACM ID: ACM_161430522.
- Overall supplier risk:** Low Risk.
- Risk Category Table:**

Risk Category	Level	Exposure
Regulatory and legal	Unknown	0/100
Environment and social	Low	1/100
Financial	Unknown	0/100
Operational	Low	1/100

The interface also features a left sidebar with navigation options (Summary, Contacts, ERP data, Certificates, Activity log, Risk, Supplier request, Registration, Qualifications, Questionnaires, Processes) and a top navigation bar (HOME, SOURCING, SUPPLIER MANAGEMENT, MORE...). A help panel is overlaid on the right side, containing search and documentation options. A dialog box titled 'About the Summary area' is open, providing context-specific help for the current page.

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Search help topics

- A. Type in a search term in the search field below Help Topics
- B. Note that the list of tiles is reduced to only items containing your search term
- C. The search term appears in the dialog box corresponding to the selected tile

The screenshot displays the SAP Supplier Management interface. The top navigation bar includes 'HOME', 'SOURCING', 'SUPPLIER MANAGEMENT', and 'MORE...'. The main content area is titled 'Back to search results' and shows a supplier profile for 'ABC Supplier ABC' (SM Vendor ID: S35874798). The profile includes sections for 'About', 'Supplier IDs', 'Overall supplier risk', and a risk table. A 'Help Topics' panel is open on the right, with a search field containing 'div'. The search results show a single tile for 'What is Diversity?'. A dialog box titled 'What is Diversity?' is open, displaying text about diversity information and a link to 'About Summary area in the supplier 360° profile'. The search term 'div' is visible in the dialog box.

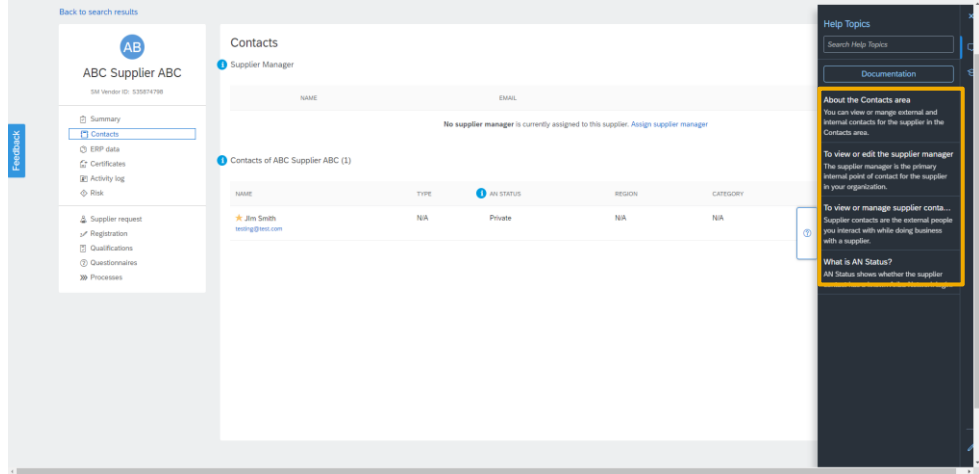
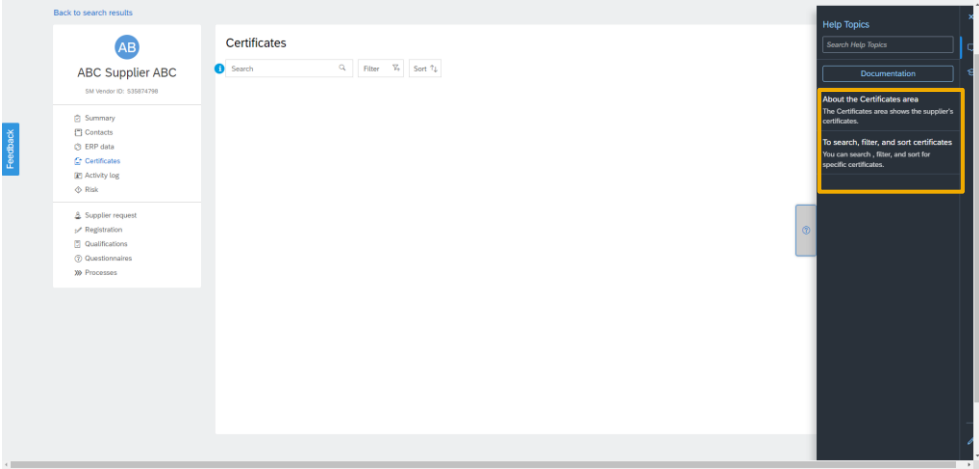
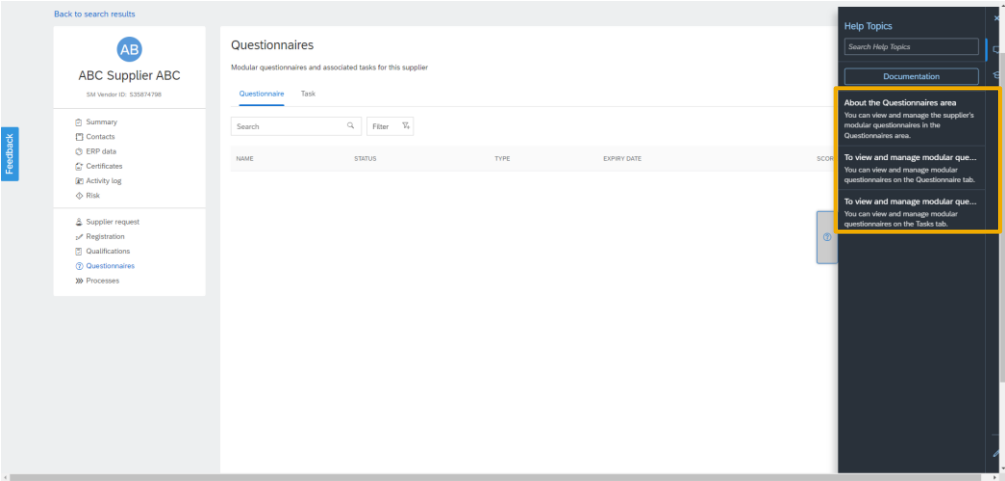
Risk Category	Level	Exposure
Regulatory and legal	Unknown	0/100
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Context-specific guidance

As users move from page to page, the guidance changes to reflect information relevant to that page.

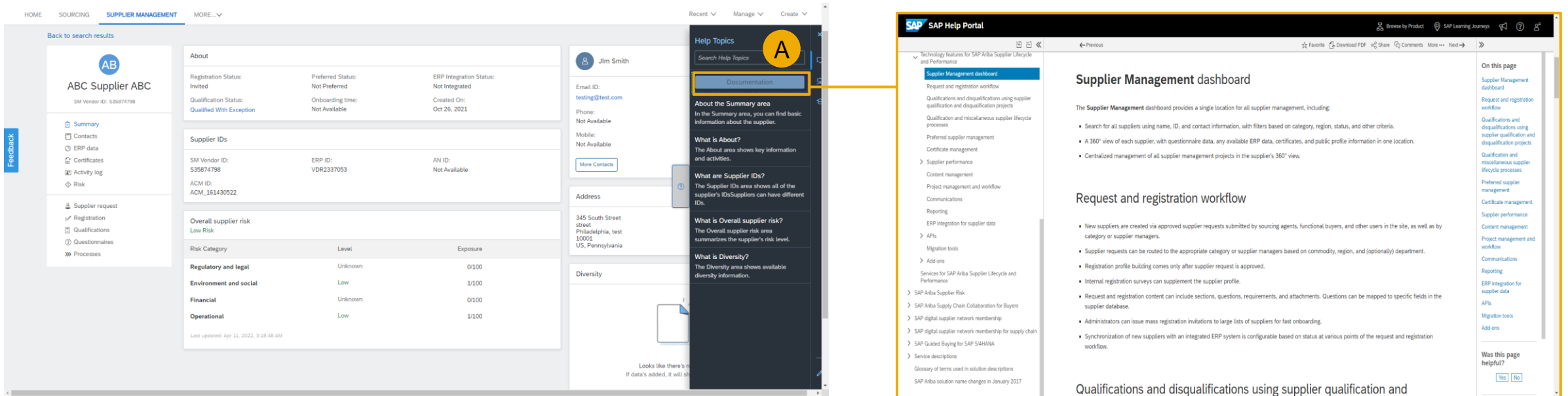


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Product documentation

A. Choosing the Documentation button launches a new browser window containing relevant information from SAP Help Portal

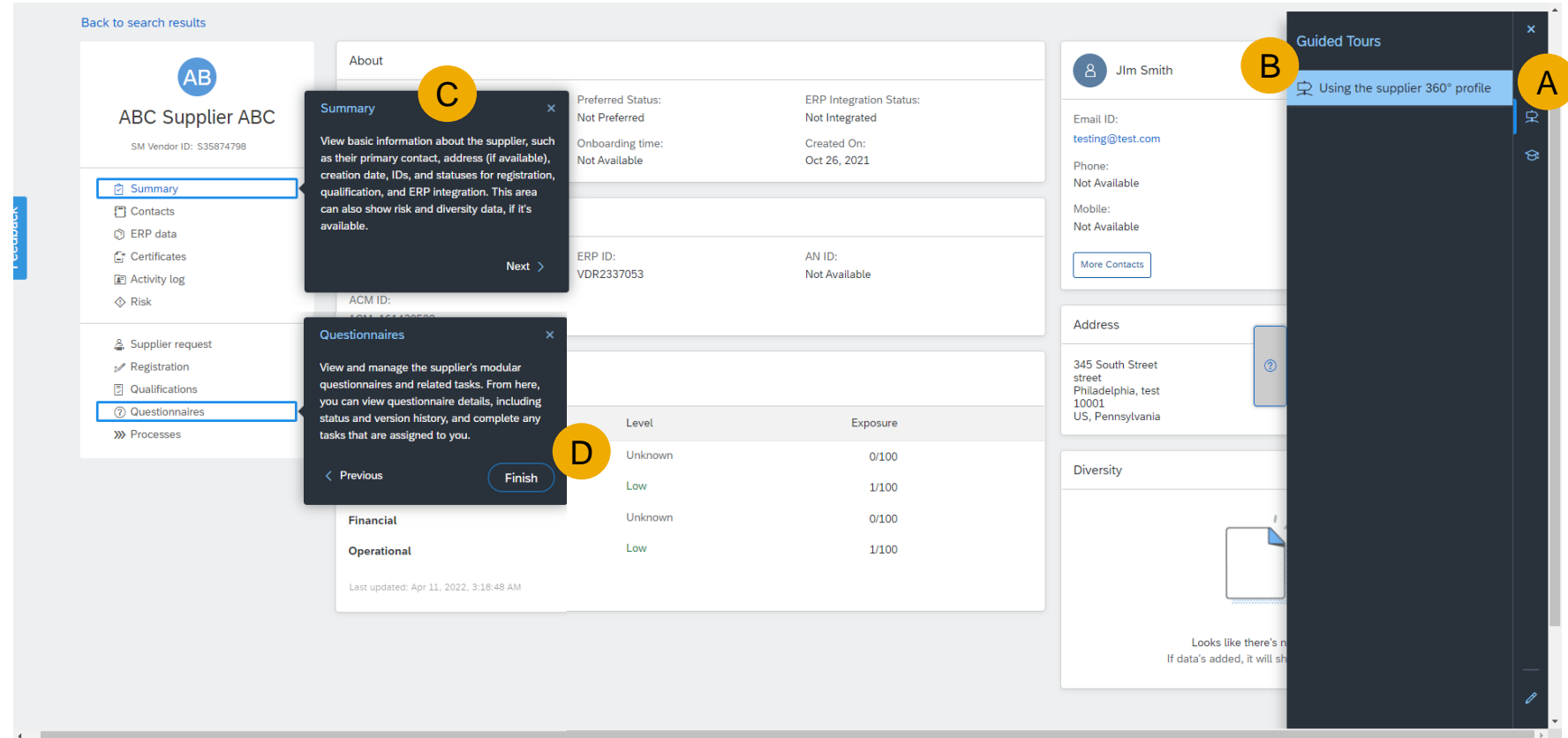


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Guided Tours

- A. Choose the Tour icon to see a list of available guided tours for the page
- B. Select the tour you wish to take
- C. Review the dialog box for first step of tour and click next when done
- D. Continue the tour by choosing the Next button in bottom right of the dialog box until complete

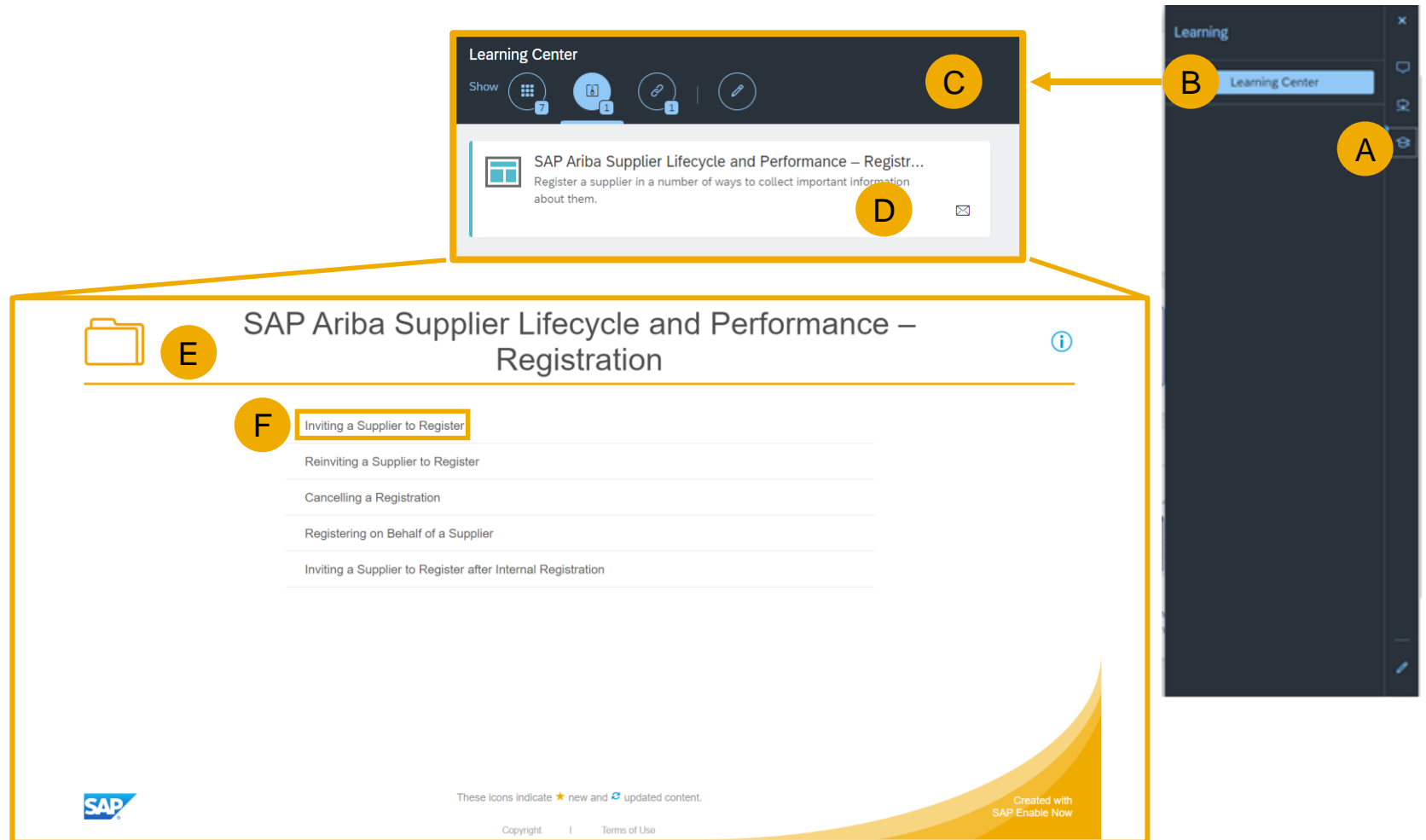


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SAP Learning Center

- A. To learn about key process via training simulations, choose the learning icon
- B. Then select Learning Center
- C. The SAP Learning Center site launches in a new browser window
- D. Choose the learning tile titled **SAP Ariba Supplier Lifecycle and Performance Registration**
- E. This launches the training library in a new browser window
- F. Select the learning topic of your choice



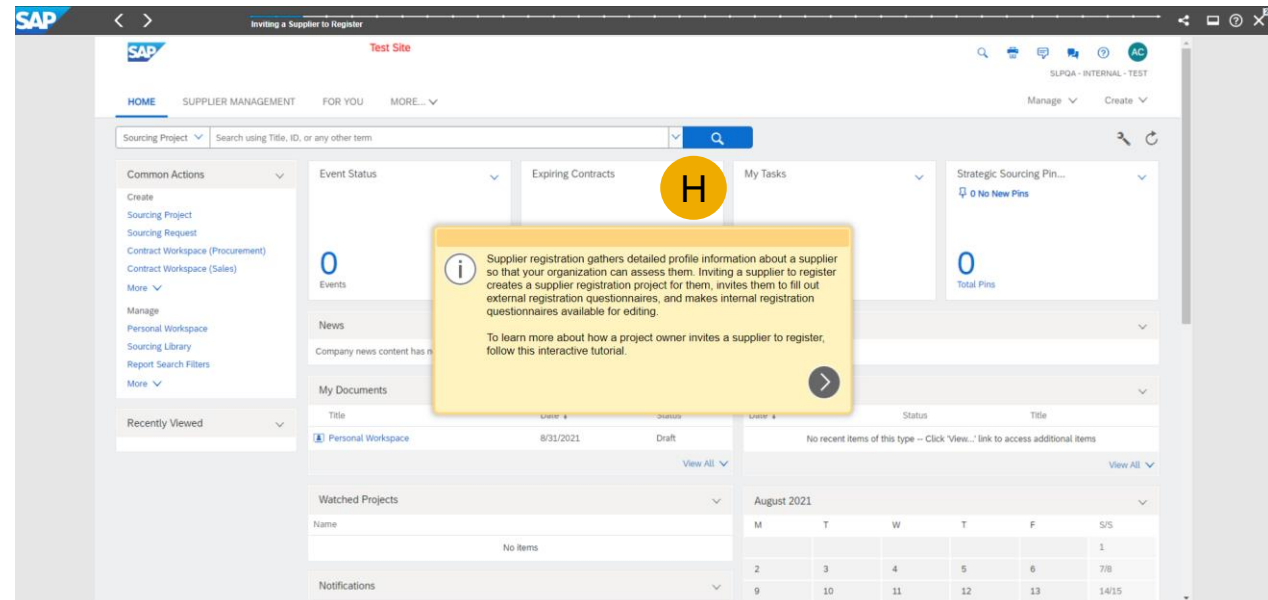
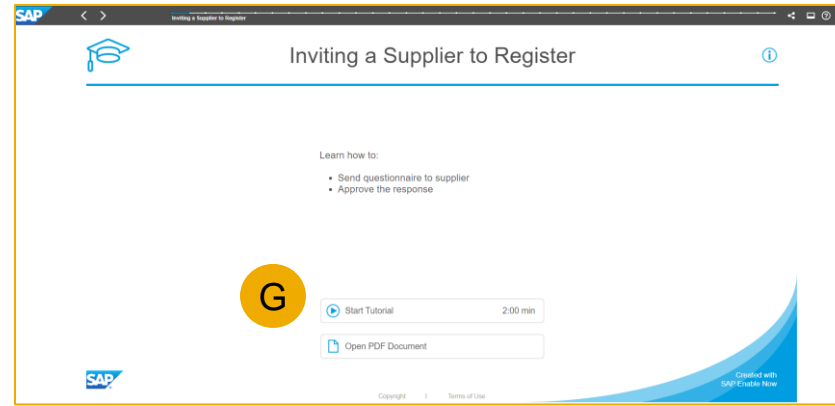
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SAP Learning Center

G. Choose Start Tutorial

H. Follow the instructions displayed



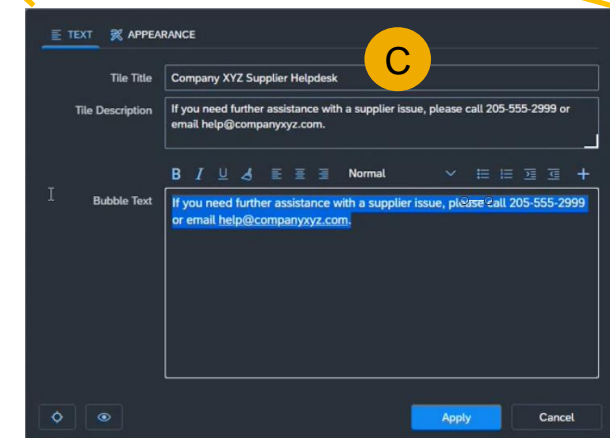
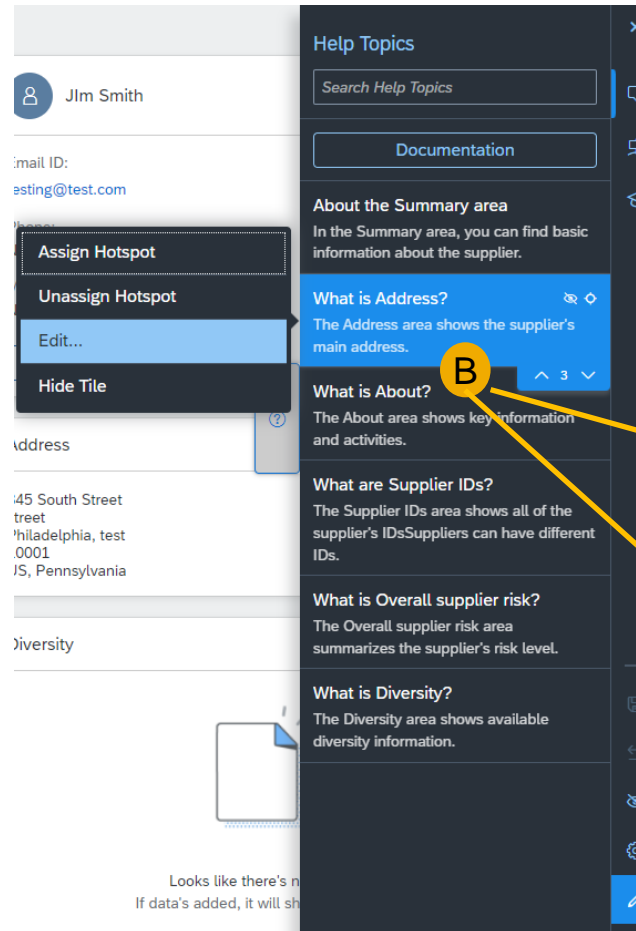
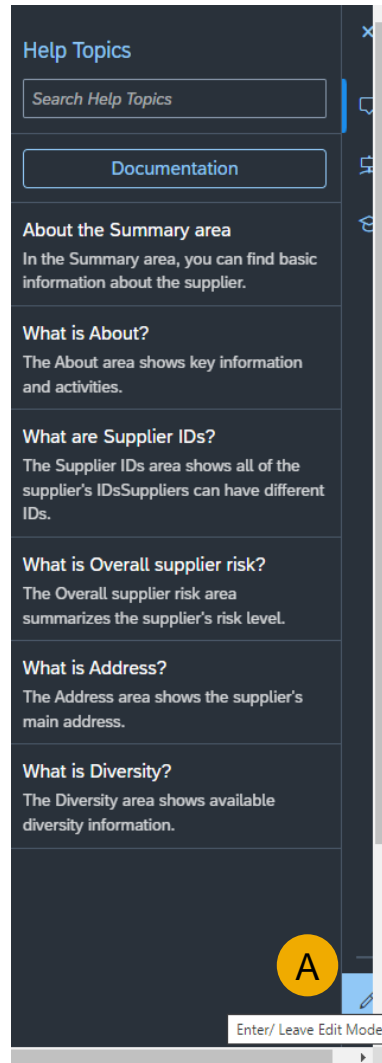
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Customizing Content

To make changes to the standard content with an SAP Enable Now license:

- A. Click on the pencil icon at the bottom of the help panel to begin the editing process
- B. Select the tile you wish to modify and select Edit
- C. A dialog box appears where you can modify the Tile Title, Tile Description, and Bubble Text, as well as modify the appearance of the guidance. Make changes and hit apply



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Customizing Content

To add new custom content with an SAP Enable Now license, organizations may also add their own information and documentation:

- To add a new tile, guided tour, or what's new item to the help panel, click the pencil icon to edit and then the + icon.
- Select Add What's New, Add Tour, Add Help Tile, or Add Link Tile
- Using Add Help Tile as the example, enter Tile Title, Tile Description, and Bubble Text in the dialog box that appears.
- Click Apply and then the pencil icon to save.
- The new tile appears on the help panel with the information entered.

