

SAP Ariba SUPPLIER INFORMATION PORTAL

Introduction and Overview

Dear Vendors/Suppliers,

Welcome to the City of Tacoma Supplier Information Portal. This portal provides information for all vendors/suppliers that are conducting business with the City of Tacoma via the SAP Ariba Network. The City has selected SAP Ariba as their procurement electronic transaction provider and will use the SAP Ariba Network to exchange business documents with suppliers, including purchase orders, invoices, and credit and debit memos.

As part of the City's efforts to continuously improve efficiency and service quality to customers and vendors/suppliers alike, we are currently implementing the next stage of our overall electronic strategy to move away from paper-based financial transaction processing. The changes we are implementing will affect how we send Purchase Orders and receive Order Confirmations and Invoices.

Your active participation is requested so we can continue (or begin) to transact with you. Be sure to complete the tasks listed in the 'Next Steps' section below to ensure we can continue our business relationship on the SAP Ariba Network.

What information are you looking for?

What is SAP Ariba and what is needed from me?

Do I need to pay anything?

Next Steps

Where can I find training materials?

I need to upload a catalog

I want to integrate my ERP system to SAP Ariba

I need to contact someone from SAP Ariba

I want to find new business partners

Helpful Tools to access information

Other Useful Links

What is SAP Ariba and what is needed from me?

The City of Tacoma is changing the way we do business with our vendors/suppliers. As a continuation of the City's plan to digitize our procure to pay process using the SAP Ariba online platform, we will begin transacting POs and invoices electronically through the SAP Ariba Network starting 4/24/17. The goal is to make the process, by which your company receives purchase orders and/or payments, as efficient as possible.

The City is asking vendors/suppliers to join and establish a relationship with us on the SAP Ariba Network. This will allow your organization to transact electronically with the City of Tacoma, in addition to potentially establishing new business relationships on the SAP Ariba Network.

Pricing/Fees - Supplier Membership Program

From now until December 31st, 2020, your organization will not be charged for your relationship and/or any transactions with the City of Tacoma on the SAP Ariba Network, as the City of Tacoma will pay supplier fees for doing business with the City.

If you transact with other (non-City of Tacoma) buyers through SAP Ariba, standard SAP Ariba subscription fees may apply. You may review the SAP Ariba Supplier Membership Program website for more details.

Next Steps

- Accept the Trading Relationship Request Log in or Register on the SAP Ariba Network by following the instructions provided to you in the Trading Relationship Request letter that was emailed to you. If you need a copy of the letter, please contact supplier.enablement@cityoftacoma.org.
- 2) Configure your SAP Ariba Network Account, following the steps in the Supplier Education Guide. Configuration will ensure that your organization can receive purchase orders and send invoices in the manner that can be supported by the City of Tacoma.
- 3) Complete your company's remittance profile on the SAP Ariba Network. If you have not done so in step 2 above, please be sure to include your remittance address under the "settlement section" of your SAP Ariba Network account.
- 4) Review education materials. Located below in the "Training and Supplier Education" section, you will find training material and resources related to registration and transacting on the SAP Ariba Network.
- 5) Log into the <u>Supplier Information Management module</u> (SIM) to register and be eligible to bid on future sourcing events. Utilize the SAP Ariba Network account that you accepted the trading relationship request under.

Account Access (You may want to save this as a favorite website)
Login to the SAP Ariba Network: http://supplier.ariba.com

Training and Supplier Education

City of Tacoma Specific Training Documents

The following manuals contain compulsory instructions, as well as tips regarding the management of your SAP Ariba Network account when transacting with the City of Tacoma:

City of Tacoma Seller Summit
PO/Invoice Functional Training
City of Tacoma Supplier Education Guide

Additional SAP Ariba Training (Optional)

Live Demonstrations by SAP Ariba - Learn about the value of the network and how to transact with your customers faster: Register Here

On-Demand SAP Ariba Training Videos - Introduction to the Seller Collaboration Console

Online General Supplier Education

Provides general help and FAQs for suppliers looking to setup/manage your SAP Ariba account. To access SAP Ariba's Help and Documentation, go to http://supplier.ariba.com, click the **Help** menu and select **Help Center**.

Catalogs

Catalogs are text or Excel files stored on the SAP Ariba Network (CIF catalogs) or on your own company's or third party's website (Punch Out catalogs) that describe the products and services your organization offers and the corresponding prices you charge. The City of Tacoma will coordinate with suppliers as needed regarding catalog requests.

Your organization can create catalogs for any product or service, regardless of how it is measured, priced, or delivered. Your customers access your catalogs through their procurement applications to see product and service offerings and buy from you. Catalogs are the main communication channel between your organization and your customers.

Access Catalog Guides for Suppliers from the Help section of your SAP Ariba Network account. You may also download these documents for your catalog type:

Catalog Testing

All suppliers transacting through the SAP Ariba Network using catalogs will be required to test catalog functionality with City of Tacoma prior to publishing. Find out more about test account creation in Advanced Supplier Education Guide.

ERP Integration

The SAP Ariba Network offers the possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. For more information please review below guides.

Technical Specifications, documentation and examples:

cXML Specifications
EDI Specifications

City of Tacoma Integrated Seller Transaction Guideline

Integration Testing:

All suppliers transacting through the SAP Ariba Network using one of the following integration methods will be required to test the integration with the City of Tacoma prior to going live: cXML Transactions

EDI Transactions

Find out more about test account creation in the Advanced Supplier Education Guide <u>City of Tacoma</u> Supplier Education Guide.

Supplier Support during enablement

SAP Ariba Network Registration or Configuration Support

Please contact SAP Ariba's Supplier Support Team at cityoftacomaenablement@ariba.com for any questions regarding registration, configuration, Supplier Membership Program fees, or general SAP Ariba Network questions.

City of Tacoma Business Process Support

Please contact the City of Tacoma's Supplier Enablement team at supplier.enablement@cityoftacoma.org for business relationship questions.

SAP Ariba Network - Frequently Asked Questions

Provides general help and FAQs for suppliers looking to setup/manage your SAP Ariba account. To access SAP Ariba's Help and Documentation, log into your SAP Ariba account and click the *Help* menu and select *Documentation*.

Supplier Support post Go-Live

By web form:

- o Go to http://supplier.ariba.com
- o Click the Help link in top right corner and then Help Center.
- o Go to section Support and search for any topic you would like to know more about.
- o If none of the articles answers your query, click on Create Online Service Request button.
- o Completely fill out the web form and submit.

Other

Username & Password recovery

Go to http://supplier.ariba.com and click on the Forgot Username or Forgot Password link in login section. SAP Ariba will forward an email to the email address on record on the SAP Ariba Network after Username/Password recovery request was submitted for the protection of your company information.

OR:

If you need assistance with your username or password, contact SAP Ariba's Help Desk. Your user information and security questions will need to be validated before passwords can be reset. Click on the

Support at the bottom right hand side of your account. You can choose to contact Support via Chat, Email. or Phone.

EDI/cXML Support Contact

If you are transacting POs to the City of Tacoma via EDI or cXML, you can get direct assistance from SAP Ariba. Send an email to SAP Ariba's **technical team** at AskAribaTech@ariba.com. SAP Ariba will respond to your email directly. Please ensure that the Subject field of the email references the City of Tacoma.

Tools

- Adobe Acrobat Reader: To view many of the documents on this site, you will need Adobe Acrobat Reader from Adobe. If you do not have it already, it is available here as a free download.
- **WinZip:** To view many of the documents on this site, you will also need WinZip_from WinZip Computing, SL. If you do not have it already, it is available here as a free download.

Other Useful Links

SAP Ariba Network Terms of Use

Data Policy

Security Disclosure

Legal Notices

The Supplier Membership Program