



Best Buy SAP Ariba & Supplier Lifecycle Management FAQs For Supplier Use

- [Supplier SAP Business Network and SLM](#)
- [Supplier PO and Invoice and Payment](#)

Supplier: SAP Business Network & Supplier Lifecycle Management (SLM)

1. What is the difference between SAP Business Network and Supplier Lifecycle Management (SLM)?

The **SAP Business Network** is a portfolio of solutions to enable your organization to collaborate with Best Buy on transactions, strengthen relationships, and discover new business opportunities.

Upon invitation to register as a current or potential supplier with Best Buy and completion of your setup within SAP Ariba, your organization will be required to accept the Trading Relationship Request (TRR) with Best Buy on the SAP Business Network. Once this is completed you will be able to receive purchase orders, transact invoices, confirmations, advanced ship notices and receive payment information.

Below are the high-level capabilities of Supplier Enablement:

- Review and accept the trading relationship from Best Buy
- Review your enablement activities and tasks on the Supplier portal
- Information regarding Best Buy business processes
- Ability to set up reminder notifications for your organization
- Selection of transaction method:
 - Standard (PO Flipper) – Receive POs via email, fax, or pickup on the SAP Network
 - Enterprise (Fully Integrated) – Transactional method that is fully automated between your ERP system and Best Buys ERP system.

The **Supplier Life Cycle Management (SLM)** module allows current or potential suppliers to self-register to do business with Best Buy. SAP Supplier Lifecycle and Performance provides comprehensive tools to better manage your company information. This reduces the turnaround time on updating company information within Best Buy's ERP system.

High Level Capabilities of SLM module:

- Access to self-managed portal to update company information
- A single, up-to-date supplier record
- Ease of maintaining company information such as:
 - Diversity Classification
 - Address of Business Contacts
 - Remit to Address
 - Name Changes
 - Email & Phone Numbers



2. What if I forgot my username or password for SAP Business Network?

Click Forgot Username or Password link, this will take you to a page to submit your email address. You will receive an email with your username or instructions on how to reset your password. If you need further log in assistance, please contact SAP Ariba help center <https://helpcenter.ariba.com/>.

3. What if the registration invitation was sent to the incorrect person, what should I do?

Email bbyslm@bestbuy.com and a new invitation will be sent out to the correct person.

4. What happens if a supplier contact leaves the company in the middle of the Registration?

- If you are part of a bigger Business Network account, your admin can add a new contact to complete the registration.
- If they were the contact for SLM you can email bbyslm@bestbuy.com with the new contact information and we will resend the invitation.

5. Can I save my Registration in SLM and come back to finish later?

Yes. Log into <https://service.ariba.com/Sourcing.aw> click on Business Network drop down and select Ariba Proposals and Questionnaires from there you will be able to access your Registration form and any questionnaires that are available to you.

6. Can suppliers have more than one account login?

In **SAP Business Network** the admin will create the account and can add users as needed. Please refer to the [SAP Help Guide](#) on how to add users.

Helpful Resource: [SAP Help Guide](#)

7. Where can I access more help?

Here is the link to SAP Help <https://helpcenter.ariba.com/>. You can also get help without logging in, by clicking on the Question Mark icon in the upper right-hand corner of the screen or after logging in you can click on 'help' in the upper right-hand corner of the screen. Search for and select the relevant topic you need.

8. What if I am unable to find a resolution in the help center?

You will need to submit a case for further assistance. While creating the case you will be able to choose how you would like SAP to contact you, which can be by chat, phone, or email.

Helpful Resource: <https://support.ariba.com/item/view/KB0397352>

9. What is Section 889?

Section 889 of the 2019 National Defense Authorization Act (NDAA) prohibits US federal government agencies, contractors, and grant and loan recipients from procuring or using certain covered telecommunications equipment and services as described in the statute.



10. What if my remittance address changes after I have already registered?

You should submit any address change request in SLM. Helpful Resource: [Modifying Supplier Information](#)

11. What if I want to change or add email address for who receives a copy of the purchase orders?

You should make email address changes in your **SAP Business Network** account

<https://service.ariba.com/Supplier.aw>

12. How can I get set up as a supplier with Best Buy?

Contact your stakeholder with Best Buy.

13. I am qualified and setup on SLM with Best Buy, what else do I need to do to be able to transact through SAP Ariba?

It is required that you have accepted the Trading Relationship Request (TRR). The *Trading Relationship* is a connection between the supplier account and the customer's account on the SAP Business Network. This allows the transfer of documents such as purchase orders and invoices.

Send an email to BBYProcurement@bestbuy.com and provide:

- Your company's SAP administrator name
- Your company's Ariba Network ID Number (ANID)

In return, Best Buy Procurement will send an email with a link to Register as a Trading Partner.

Help Resources: See [Introduction to the SAP Business Network](#).

Supplier: Purchase Order, Invoice, Payment

1. How do I receive Purchase Orders (POs) from Best Buy?

Once your Supplier Lifecycle Management (SLM) registration is qualified, and your Trading Relationship Request (TRR) has been completed, you will receive POs from Best Buy through the SAP Business Network.

Help Resources: See [Best Buy Training Specifics](#)

2. I received a Purchase Order (PO) from Best Buy through SAP Ariba, do I need to complete a Confirmation?

Yes. Once you have received the Purchase Order through the SAP Business Network, you should review it for accuracy, then select "Order Confirmation". This step ensures that details are correct and that you are committed to accepting the terms outlined in the PO.

Help Resources: See [Best Buy Training Specifics](#)



3. How can I check the status of an invoice I submitted?

- Please use the APVisibility Portal to check the payment status of an invoice and to connect with our Accounts Payable (AP) department. Log onto [APVisibility](#) and search for your invoice to check its status. If you do not see the invoice in question review the Q & A section of the Message Board tab.

If you still have questions, submit a ticket through the Message Board on APVisibility. Once you have submitted your ticket it will be routed to the applicable AP team to review and respond to the ticket.

If you have not registered your account for APVisibility, please email to AccountsPayable@bestbuy.com to ask for steps to register your account.

If you have registered for AP Visibility and are not able to log on, please email tradegateway@opentext.com for assistance.

- You can also log into SAP Business Network and search for your invoice and PO information.

4. How long from the time I submit an invoice, do I get paid?

Invoices successfully submitted into AP Ariba are scheduled to be paid based on invoice submission date + payment terms. Payments are released by Best Buy on the due date, and funds arrive in the supplier's account after the designated number of float days.

5. I am an existing supplier with Best Buy, how do I get setup to receive payment?

Once you are setup to do business with Best Buy, AP Supplier Setup will send information on how to get setup for EFT and other payment methods. If you have questions, contact SupplierSetupAPExpense@bestbuy.com.

6. Who can I contact with questions about the payment process?

Please log onto AP Visibility https://www.enabletrading.com/scripts100B/tg_prod.wsp/logon.htm to review your invoices, deductions, payment information and to submit any inquiries or disputes. If you need further information, please review the Q & A and Who To Contact tab sections of the Message Board tab.

If you have not registered your account for AP Visibility, please email AccountsPayable@bestbuy.com to ask for steps on how to register your account.

If after reviewing the Q & A section of the Message Board tab you still have questions about your invoice, you must **submit a ticket through the Message Board on AP Visibility**. Once you have submitted your ticket, it will be routed to the applicable team to review and respond.