



SAP Ariba 

# Vitro - Introduction to Supplier Integration

Rocio Sierra, SAP  
Aug, 2019

PUBLIC



# Agenda

## Supplier Integration Introduction

- Details

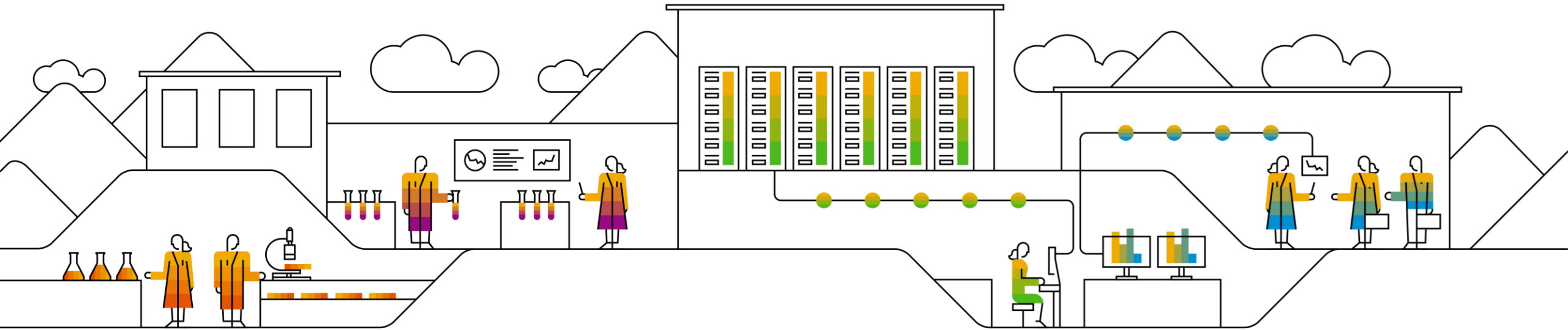
## Supplier Integration Process

- Details

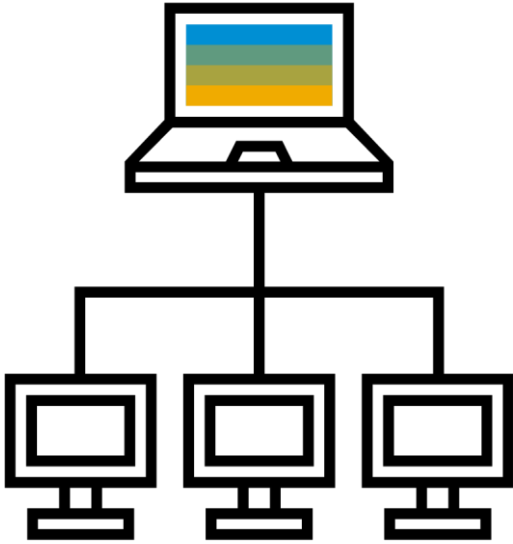
## Project Reporting and Governance

- Details

# Supplier Integration Intro

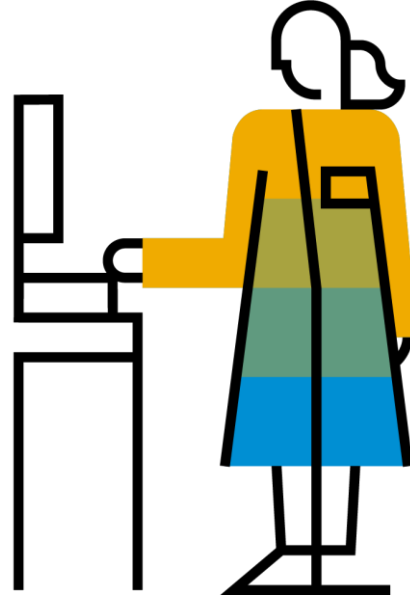


# What Is Supplier Integration?



## What is Supplier Integration?

Connecting a supplier's ERP to the Ariba Network via an electronic method (cXML, EDI, CSV, PIDX, etc.) to transact PO, Invoice, Order Confirmation, Ship Notice via a touchless process.



## How is it different from the SAP Ariba Portal / POFlip?

Portal Entry or POFlip is a manual option in the Ariba User Interface. Whereas integrated sellers see and enter all their Buyer's Ariba Network transactions from their ERP. They seldom go to SAP Ariba portal.



## Who integrates?

Suppliers with:

- High Transaction Volume: Ariba recommends integration for suppliers with greater than 500 PO and Invoice documents per year per relationship
- Integration capabilities and infrastructure
- eCommerce or IT Team

# Purchase Order – PO Flip

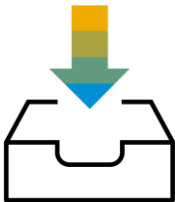
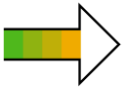
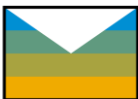
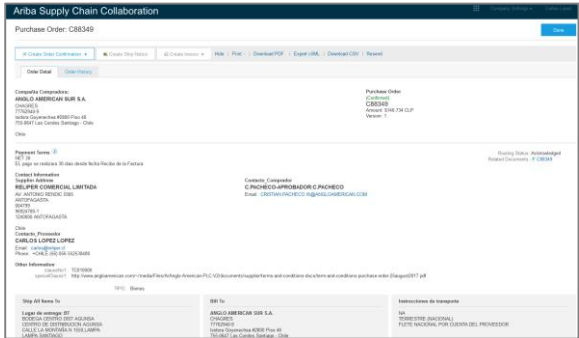
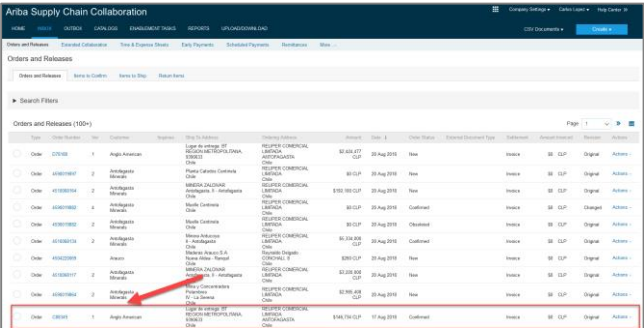
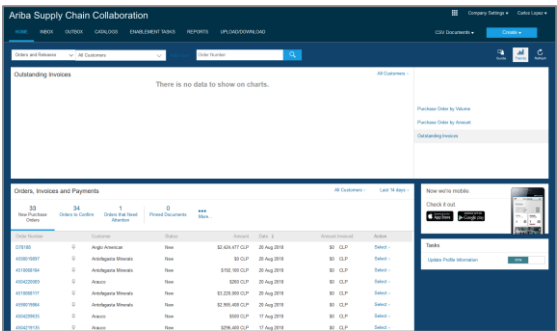
Buyer



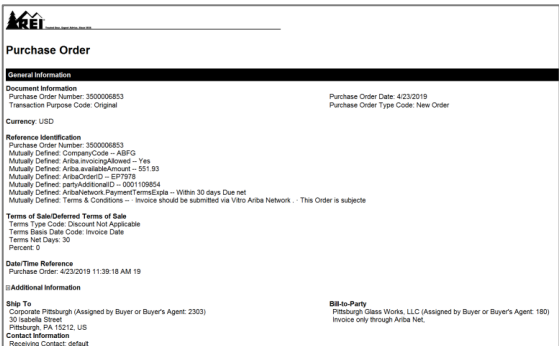
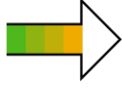
Purchase Order



Supplier



Supplier



# Order Response [Order Confirmation] – PO Flip

**Purchase Order**

**General Information**

Document Information  
Purchase Order Number: 300009853  
Transaction Purpose Code: Original  
Purchase Order Date: 4/23/2019  
Purchase Order Type Code: New Order  
Currency: USD

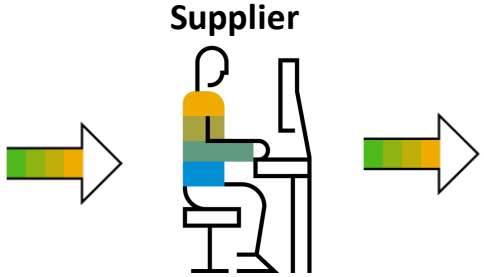
Reference Identification  
Purchase Order Number: 300009853  
Mutually Defined: CompanyCode – ARFG  
Mutually Defined: Ariba Invoicing Allowed – Yes  
Mutually Defined: Ariba Available Amount – 551.93  
Mutually Defined: Ariba Order ID – EP7978  
Mutually Defined: Ariba Additional ID – 0001109854  
Mutually Defined: Ariba Network Payment Terms Update – Within 30 days Due net  
Mutually Defined: Terms & Conditions – Invoice should be submitted via Veto Ariba Network – This Order is subject

Terms of Sale/Deferred Terms of Sale  
Terms Type Code: Discount Not Applicable  
Terms Billing Date Code: Invoice Date  
Terms Net Days: 30  
Percent: 0

Date/Time Reference  
Purchase Order: 4/23/2019 11:39:18 AM 19

Additional Information  
Ship To  
Corporate Pittsburgh (Assigned by Buyer or Buyer's Agent: 2303)  
30 Isabella Street  
Pittsburgh, PA 15212, US  
Contact Information  
Receiving Contact: default

Buyer-Party  
Pittsburgh Glass Works, LLC (Assigned by Buyer or Buyer's Agent: 180)  
Invoice only through Ariba Net.



**Ariba Supply Chain Collaboration**

Purchase Order: C88349

Create Order Confirmation Create Ship Notice Create Invoice Hide Print Download PDF Export cXML Download CSV Resend

Confirm Entire Order Update Line Items Reject Entire Order Compare Components

Purchase Order

**Confirming PO**

Order Confirmation Header

Confirmation # C88349  
Associated Purchase Order # C88349  
Customer Ariba America  
Supplier Reference

Additional Information  
Identification  
Accounting Company

Shipping and Tax Information  
Enter Shipping Date Enter Shipping Cost  
Enter Delivery Date Enter Tax Cost  
Comments

Line Items

Line #	Part #	Customer Part #	Revision Level	Qty (UOM)	Need By	Unit Price	Subtotal
1	1401-000-0000	00000000		1.00000000	28 Aug 2019	\$99.0000	\$99.0000

Current Order Status  
1:08:10 Confirmed As Is

**REJECT ENTIRE ORDER**

Order Confirmation Number:  
Confirmation #: C88349

Comments:

Reject Order Cancel

**Order Confirmation Header**

Confirmation # C88349  
Associated Purchase Order # C88349  
Customer Ariba America  
Supplier Reference

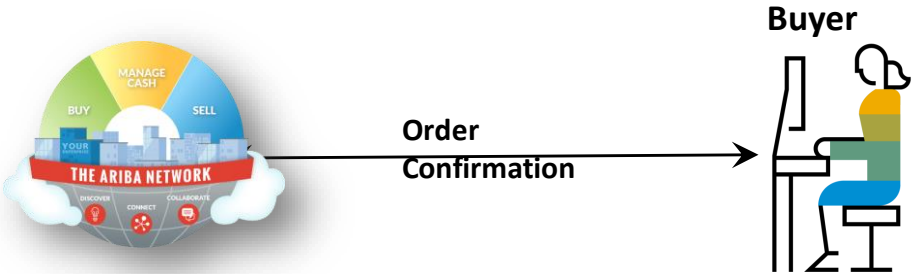
Additional Information  
Identification  
Accounting Company

Shipping and Tax Information  
Enter shipping and tax information at the line item level  
Enter Shipping Date Enter Shipping Cost  
Enter Delivery Date Enter Tax Cost  
Comments

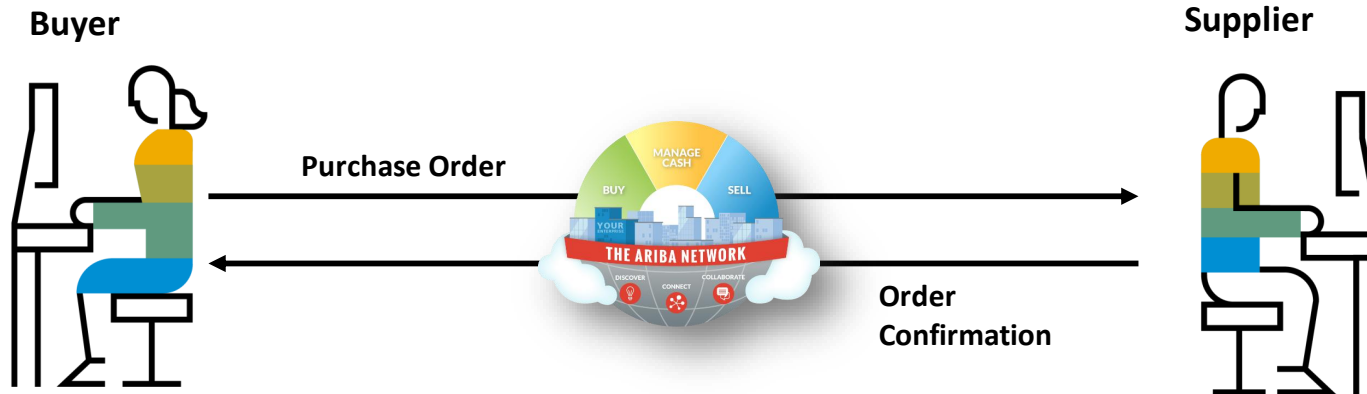
Line Items

Line #	Part #	Customer Part #	Revision Level	Qty (UOM)	Need By	Unit Price	Subtotal
1	1401-000-0000	00000000		1.00000000	28 Aug 2019	\$99.0000	\$99.0000

Current Order Status  
1:08:10 Confirmed As Is



# Integrated Purchase Order and Order Confirmation



**Standard PO 4500050891 Created by Anamaria Deac**

Document Overview On | Print Preview | Messages | Personal Setting | Save As Template

Standard PO: 4500050891 | Vendor: AMD2200 IDES AMD FR | Doc. date: 11.10.2017

Fr. S...	Item	A	I	Material	Short Text	PO Quantity	OU n C	Deliv. Date	Net Price	Curr...
	10			2912	AMD FG		100EA	D 23.10.2017	700,00	EUR

Item: [ 10 ] 2912, AMD FG

Material D... | Quantities/Weights | Delivery Schedule | Delivery | Invoice | Conditions | Texts | Delivery Address | Confirmations | Condition C

Overdeliv. Tol. 0,0 % ☐ Unlimited  
Underdel. Tol. 0,0 % ☐ Origin Accept.

Shipping Instr. 1st Rem./Exped. 3 2nd Rem./Exped. 5 3rd Rem./Exped. 7

Stock Type Unrestricted use  
Rem. Shelf Life 0 D  
QA Control Key

1st Rem./Exped. 3 2nd Rem./Exped. 5 3rd Rem./Exped. 7  
No. Exped. 0  
Pl. Deliv. Time 1.0  
GR Proc. Time 0  
Incoterms

☒ Goods Receipt  
☐ GR non-valuated  
☐ Deliv. Compl.

Latest GR Date

Integration means transparency, no human-entry errors results, faster processing of documents, real-time system-to-system.

**AREI**

**Purchase Order**

**General Information**

Document Information  
Purchase Order Number: 3500006853  
Transaction Purpose Code: Original  
Purchase Order Date: 4/23/2019  
Purchase Order Type Code: New Order

Currency: USD

Reference Identification  
Purchase Order Number: 3500006853  
Mutually Defined: CompanyCode -- ABFG  
Mutually Defined: Arriba Invoicing Allowed -- Yes  
Mutually Defined: Arriba Available Amount -- 551.93  
Mutually Defined: Arriba Order ID -- EP7978  
Mutually Defined: partyAdditionalID -- 0001109854  
Mutually Defined: Arriba Network Payment Terms Explicit -- Within 30 days Due net  
Mutually Defined: Terms & Conditions -- Invoice should be submitted via V/tro Arriba Network - This Order is subjecte

Terms of Sale/Deferred Terms of Sale  
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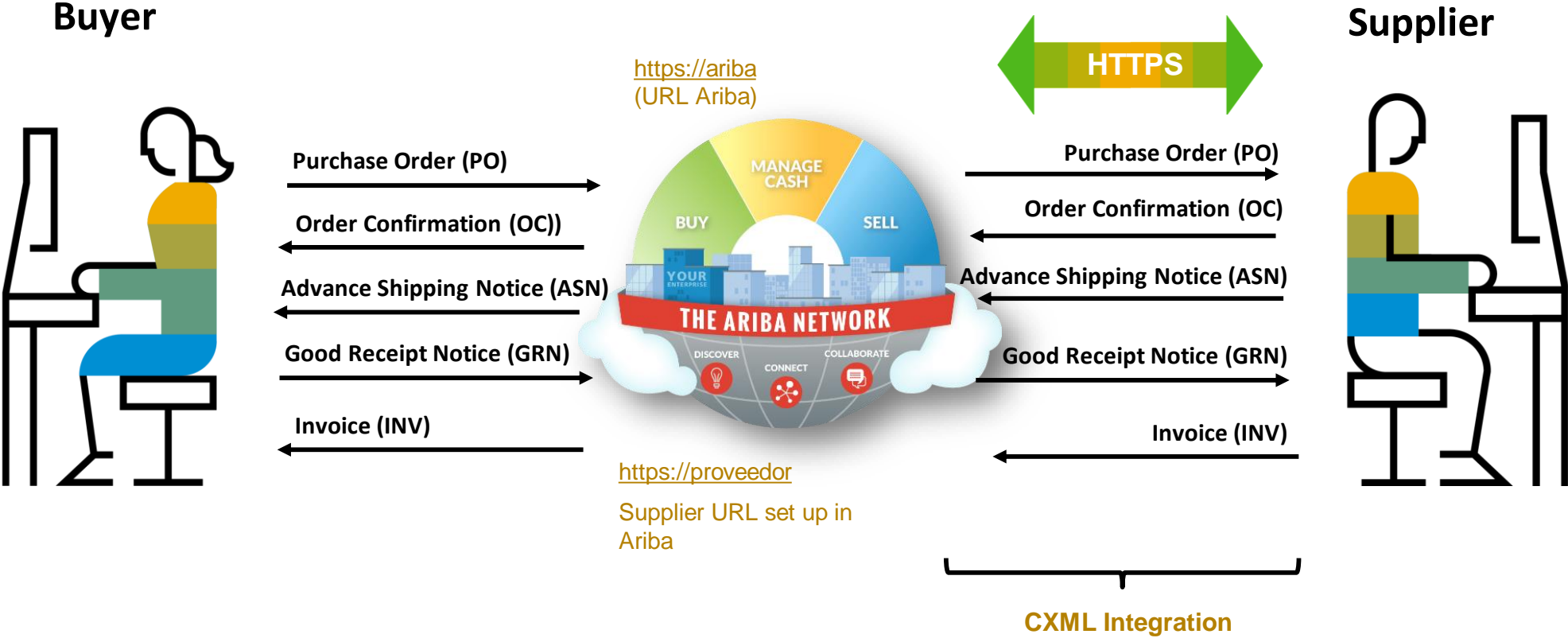
Additional Information

Ship To  
Corporate Pittsburgh (Assigned by Buyer or Buyer's Agent: 2303)  
30 Isabella Street  
Pittsburgh, PA 15212, US

Bill-to-Party  
Pittsburgh Glass Works, LLC (Assigned by Buyer or Buyer's Agent: 180)  
Invoice only through Arriba Net.

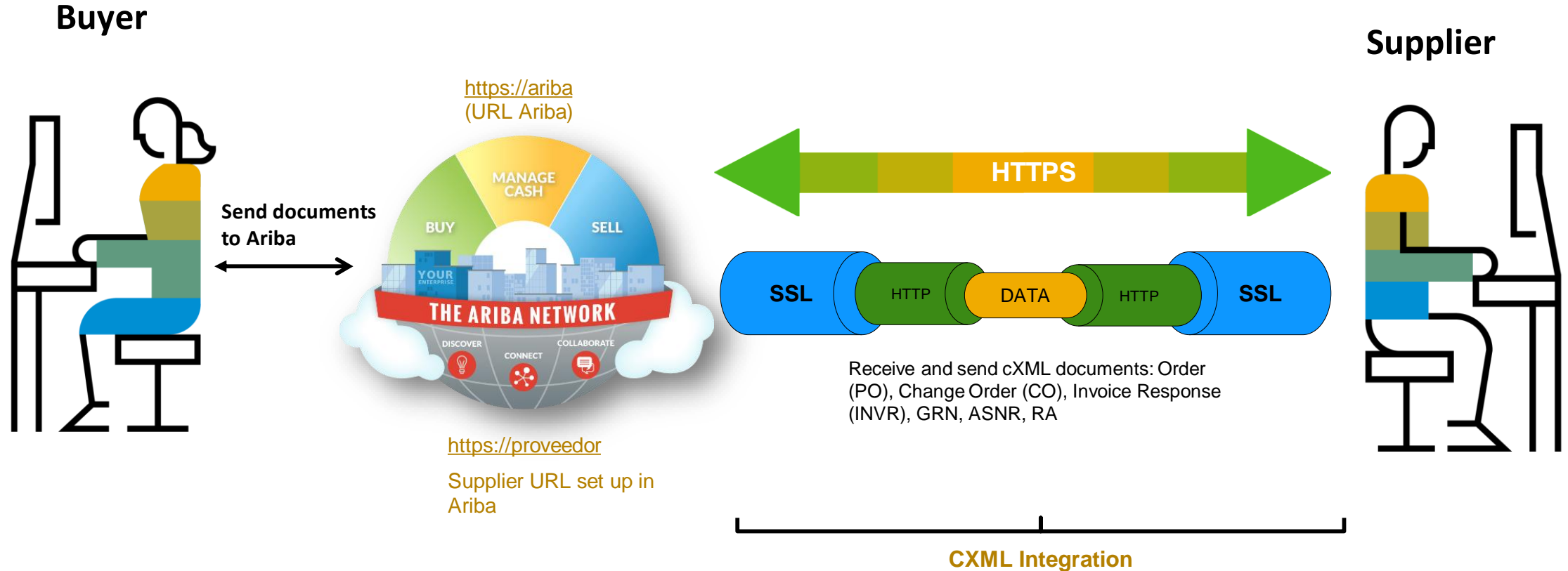
Contact Information  
Receiving Contact: default

# General Ariba Network Integration Vision

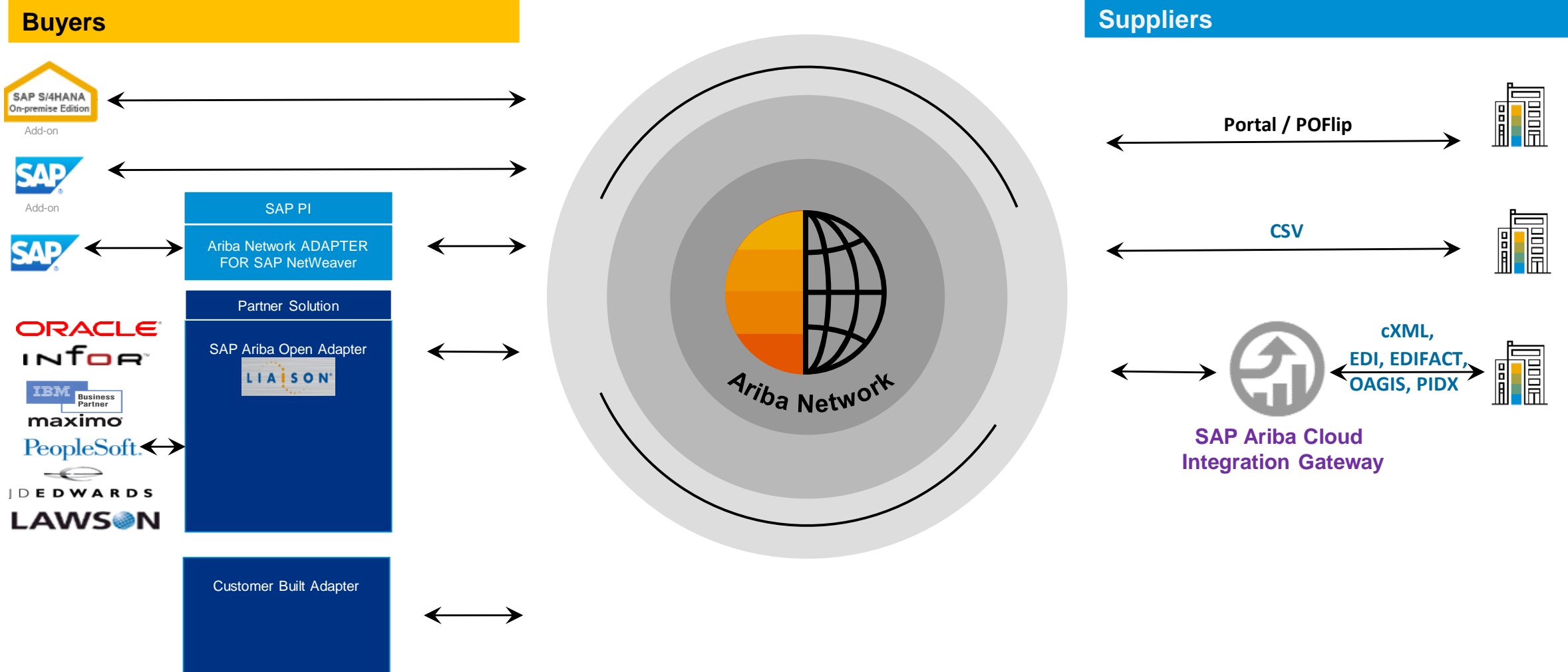




# General Ariba Network Integration Vision



# How Can Suppliers Connect to the Ariba Network?



# Supplier Integration – Value and Benefits

## Reduces Procure-to-Pay cycle time



Faster processing of documents, real-time system-to-system

- 75% order processing productivity gains via integration
- Minimize delays in securing payment

## Efficient management of business transactions



Reduced cost for resources to POFlip at high volumes

Reduced invoice inquiry buy exchanging real-time Invoice status via Ariba Network

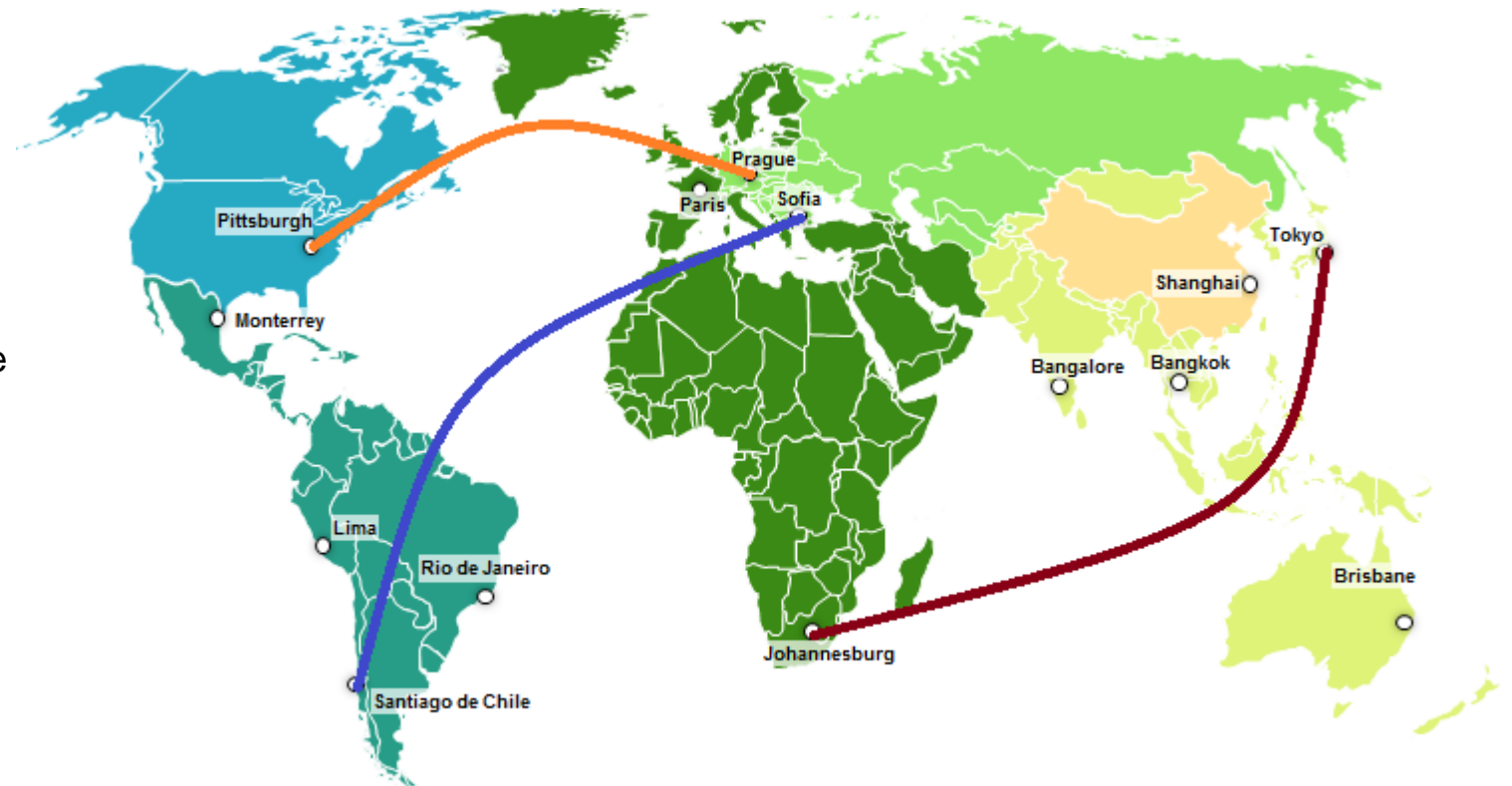
## Increased transaction accuracy



No human entry errors results in reduction of disputes

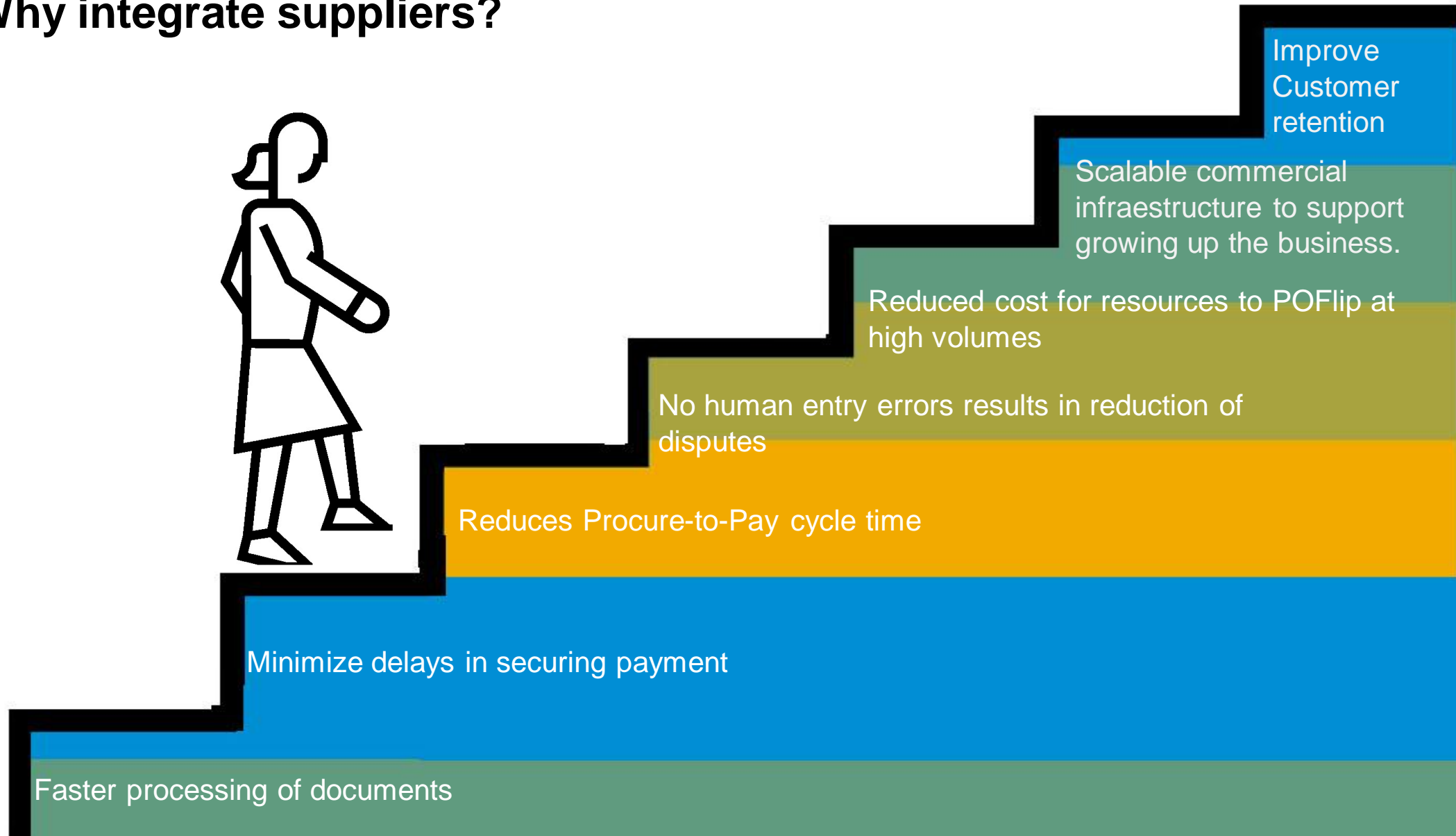
- Increased accuracy by 45-60%

## Improve customer retention, integration is “stickier”

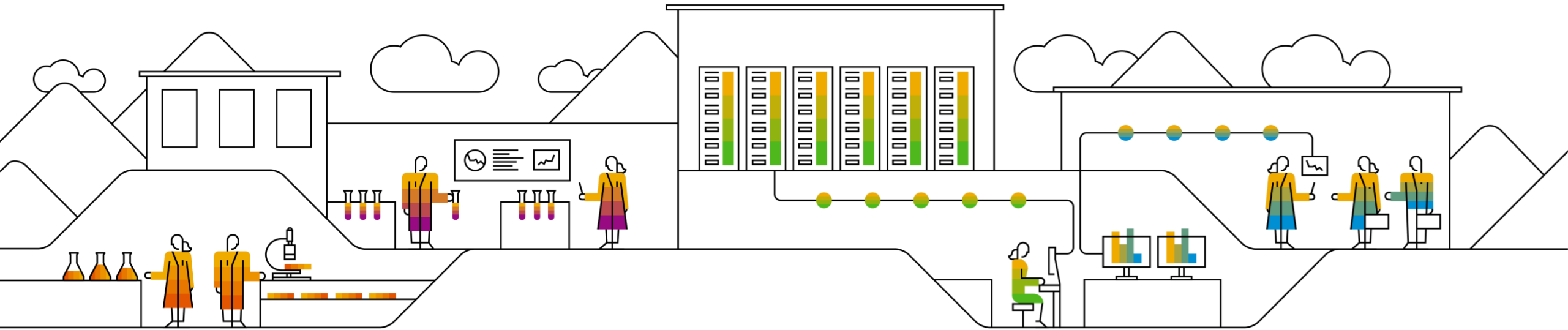


North America Latin America & Caribbean EMEA MEE APJ Greater China

# Why integrate suppliers?

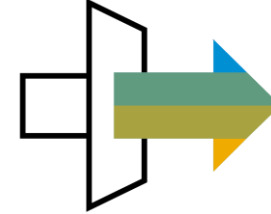
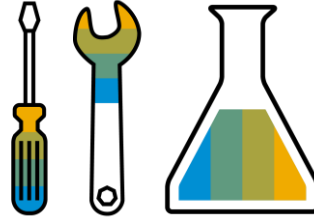


# Supplier Integration Process



# Supplier Integration: Business as Usual

Supplier Integration 8 to 10 weeks



PREPARE

EXPLORE

REALIZE

DEPLOY

RUN

- Supplier Identified
- Initiate Contact
- Supplier AN Account Established + Test Account Created
- Supplier Integration Guides Provided
- *If a supplier catalog is in scope, the catalog project needs to start 2 weeks before the integration so the catalog can be available for testing*

- Buyer has aligned with supplier on scope, business process, and timeline
- Connectivity Test
- Supplier System Development Work Underway
- Load catalog in test (if applicable)

- Troubleshooting
- Validation and testing of the Transactions
- End to End testing

- Supplier load catalog into PRD (if applicable)
- Supplier promote integration to PRD

- Supplier maintains connection to Ariba
- Any new additional changes to AN requirements, is considered a change in scope therefore Implementation Team members may need to be re-engaged

# Supplier Integration – Meet the SAP Ariba Team



## Customer Engagement Executive (CEE)

- Works with buyer to develop overall enablement strategy and flight plan
- Provide pre-kickoff guidance to ensure readiness to execute on Day 1
- Track progress against customer-defined goals



## Network Enablement Lead (NEL)

- Works with buyer and Seller Integrator to develop integration strategy and Ariba Network configuration
- Supports Seller Integrator on Ariba Network integration requirements
- Reports on supplier enablement project status and results with Seller Integrator



## Senior Seller Integrator

- Works with buyer to develop integration strategy, requirements, specifications, and test plan
- Works individually with pilot suppliers to communicate requirements and support their integration build and testing



## Catalog Knowledge Expert

- Works with buyer to develop catalog strategy and educates buyer on catalog functionality
- Works with suppliers to support their catalog build and testing
- Works with Seller Integrator when suppliers provide catalog and elect to set up integration

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### Our team:

<b>Customer Engagement Executive (CEE)</b>	• Alejandra Saldivar
Network Enablement Lead (NDL)	• Alberto Arroyo
Senior Seller Integrator (SSI)	• Rocio Sierra
<b>Catalog Advisor (CA)</b>	• Celia Castro

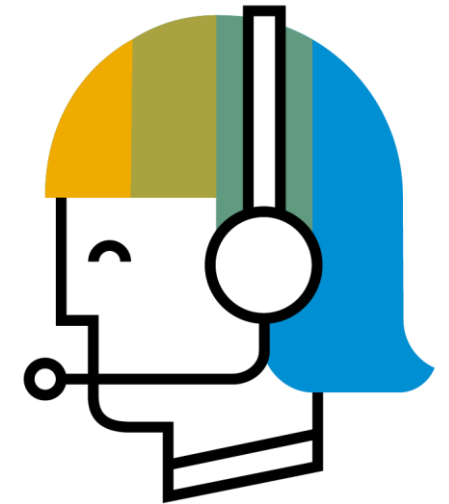
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# Supplier Integration: SSI Role

The role of Senior Supplier Integrator is to support pilot suppliers individually through the development, build and test of suppliers' integration to Ariba Network.

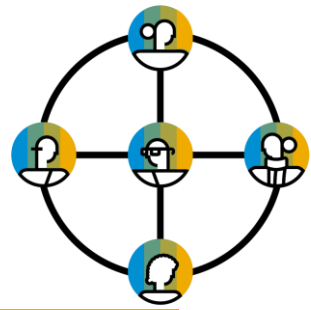
## Ariba Supplier Integration Team Responsibilities

- Ariba Network Expert for Supplier Integration (cXML, EDI, PIDX, etc.), Participates in Fit-to-Standard Workshops
- Build Supplier Integration Documentation Packages (Specifications, Test Plan, etc.)
- Troubleshoot failed and rejected test documents on the Ariba Network
- Proactively manage supplier integration throughout the supplier project lifecycle
- Ensure timely completion of project milestones, feeds into status reporting on progress & milestones
- Escalate issues to according to defined Escalation Path, as needed
- Shared Services
- Knowledge transfer to GDS (global digital services) team, for post pilot suppliers





# Supplier Integration: Buyer Role



1 role does not fulfill the function of supporting a Supplier Integration

Task	Description of Task (including but not limited to)	Suggested Role(s) for Buyer Resource(s)
Perform as <b>Business Lead</b>	<ul style="list-style-type: none"> <li>• Supplier scoping: documents, business process</li> <li>• Able to address questions related to the business processes</li> <li>• Attend Kick Off call (involve technical contacts)</li> <li>• Attend scheduled supplier calls (typically weekly)</li> <li>• Coordinate feedback on test plan and provide sign off on test scenarios</li> </ul>	<ul style="list-style-type: none"> <li>• Category managers may need to be involved related to supplier scoping</li> <li>• Procurement &amp; Operations Lead</li> <li>• Supplier Enablement Lead</li> </ul>
Perform Duties Associated with <b>Master Data</b> / Ariba Network Account Administration	<ul style="list-style-type: none"> <li>• Set up vendor master record and enable supplier in test account (i.e., cutover activities in TEST environment, and then later PRODUCTION)</li> <li>• Create any links between Buyer and the Ariba Network for successful order routing</li> <li>• Place suppliers in supplier groups (if applicable)</li> <li>• Provide notification that supplier is ready for testing</li> <li>• Create Support Request tickets (if applicable)</li> <li>• Involve Buyer technical resources as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Supplier Enablement Lead</li> <li>• IT Lead</li> </ul>
Create <b>Test Orders</b>	<ul style="list-style-type: none"> <li>• Create New, Change, Cancel POs of all types as requested by Seller Integrator (for connectivity testing) and then as outlined by test plan (agreed upon by Buyer and supplier)</li> <li>• Populate test plan with PO numbers</li> <li>• Involve Buyer technical resources as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Procurement &amp; Operations Lead</li> </ul>
<b>Verify</b> Return Documents	<ul style="list-style-type: none"> <li>• Verify return documents, such as Order Confirmation, Ship Notice, Invoice, and Credit, have been successfully imported from the Ariba Network and processed within the ERP</li> <li>• Update test plan with status of returned documents</li> <li>• Involve Buyer technical resources as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Procurement &amp; Operations Lead</li> <li>• Accounts Payables</li> </ul>
Complete <b>Testing Sign Off</b>	<ul style="list-style-type: none"> <li>• Review completed test plan and verify that testing is completed, both orally within a status call, and then written in a reply to email from Seller Integrator upon request</li> </ul>	<ul style="list-style-type: none"> <li>• Procurement &amp; Operations Lead</li> <li>• Supplier Enablement Lead</li> </ul>

# Buyer: Roles & Responsibilities

Business Lead	<ul style="list-style-type: none"><li>• Supplier scoping: documents, business process</li><li>• Able to address questions related to the business processes</li><li>• Attend Kick Off call (involve technical contacts)</li><li>• Attend scheduled supplier calls (typically weekly)</li><li>• Coordinate feedback on test plan and provide sign off on test scenarios</li></ul>
Technical Lead	<ul style="list-style-type: none"><li>• Set up vendor master record and enable supplier in test account (i.e., cutover activities in TEST environment, and then later PRODUCTION)</li><li>• Create any links between Buyer and the Ariba Network for successful order routing</li></ul>
Testing Lead (Acquisition and Procurement )	<ul style="list-style-type: none"><li>• Verify return documents, such as Order Confirmation, Ship Notice, Invoice, and Credit, have been successfully imported from the Ariba Network and processed within the ERP</li><li>• Update test plan with status of returned documents</li><li>• Involve Buyer technical resources as needed</li></ul>

*Note: Level of effort will vary per supplier according to supplier technical experience and system sophistication and flexibility.*

# Supplier: Roles & Responsibilities

Project Lead	<ul style="list-style-type: none"><li>• Main contact for project coordination</li><li>• Provide commitment to project timeline</li><li>• Understand buyer's transaction validation rules</li><li>• Participate in status meetings</li></ul>
Connectivity Expert	<ul style="list-style-type: none"><li>• In charge of setting up connectivity between SAP Ariba and supplier backend</li></ul>
Document mapping Expert	<ul style="list-style-type: none"><li>• Provide technical details for integration to back-end systems</li><li>• Perform data mapping</li><li>• Assist in troubleshooting document failure</li></ul>
Testing Contact	<ul style="list-style-type: none"><li>• Review and confirm test plan</li><li>• Download &amp; validate applicable test transactions; load &amp; process through ERP</li><li>• Assist in other testing activities, coordinate go-live</li></ul>

*Note: Level of effort will vary per supplier according to supplier technical experience and system sophistication and flexibility.*

# Supplier Integration: Buyer Effort for Pre-Pilot Implementation:

	Explore	Explore: Design	Explore: Build	Realize	Deploy	Run	
	Week 1 - 2	Week 2	Week 2 – 4	Week 5 – 7	Week 7 - 8	Week 8	Total Estimated Time
Business 'Project' Lead	0 hr	5 hrs	3 hrs	11 hrs	0 hr	0 hr	19 hrs
Technical Contact	0 hrs	0 hr	0 hr	6 hrs	0 hr		6 hrs
Testing Lead	0 hr	0 hr		17 hrs			17 hrs

## Workload covers

- Scoping key suppliers prior to supplier engagement & alignment on scope, business process, timeline, etc
- Supplier integration 'standard' guide sign off
- Develop Supplier Test Scripts
- Load Master Data (uom, etc.)
- System Development Work
- SIT- Round Trip Testing without suppliers
- Sign off final Supplier Integration Guides- post development/pre-SIT
- Design Supplier cutover plan

## Workload does NOT cover

- Catalog 'standard' guide sign off

- Timeline subject to project implementation timeline
- Effort subject to change based on document scope, workflow complexities, customizations (may be halved for Purchase order only projects)

# Supplier Integration: Buyer Effort per ONE supplier

	Explore	Explore: Delta Design	Explore: Sprint Planning	Realize	Deploy	Run	
	Week 1 - 2	Week 2	Week 2 - 4	Week 5 - 7	Week 7 - 8	Week 8	Total Estimated Time
Business 'Project' Lead	2 hrs		1 - 2 hrs	2 hrs	½ - 1 hr	½ - 1 hr	6 - 8 hrs
Technical Contact	2 hrs	½ - 1 hr	½ - 1 hr	3 hrs	½ hr		6 - 7 hrs
Testing Lead	1 hr	½ - 1 hr		4 hrs			6 - 7 hrs

## Workload covers

- Key Integrated Suppliers Identified
- Supplier engagement & alignment on scope, business process, timeline, etc
- SIT- Round Trip Testing with Suppliers
- UAT- End to End Testing with Suppliers & Sign Off
- System Cut-Over to PRD: Setup supplier to PRD (contract, catalog, master data, routing of documents)

## Workload does NOT cover

- Procurement content setup (Catalog, Contracts)

- Timeline subject to project implementation timeline
- Effort subject to change based on document scope, workflow complexities, customizations, supplier maturity/experience/availability (may be halved for Purchase order only projects)

# Supplier Integration: Prerequisites

## Prepare

Staff **resources** to support seller integration

## Explore

Identify and select up to **5 pilot suppliers**  
Identify Test Plan Master with suppliers

## Realize

**Provide** the below:

- Test POs of all types in scope
- List of Unit of Measure
- List of ship to, bill to ID
- List of incoterms (in case they are in scope)
- List of system limitations ( e.g. numeric, attachment size)
- List of Extrinsic field (custom data) on all messages where exists (PO, INV, etc.)
- Confirmation on currency and unit price conditions in use (e.g. decimals, rounding)
- Test plan for integrated sellers

# Supplier Integration: Best Practice



During implementation, the goal is to enable a sampling of integrated supplier per Buy Channel, Business Process, Transmission Method (CIG, VAN) and Transaction Type(cXML, EDI, EDIFACT).

- Integrated Suppliers typically represent the bulk of your PO & Invoice transaction volumes. They are key to unlocking your supplier adoption goals to attain business objectives
- Integrated Suppliers require additional lead time to plan and staff their resources to support integration in time for your Go Live
- Have understanding on current business processes with the supplier
- Early business level discussions and engagement are needed as early as possible to provide the integrated supplier with visibility into:
  - Future state business process,
  - Alignment on scope of spend category,
  - Document choreography & Ariba Network requirements,
  - Procurement Content (catalogs, contacts)
  - Timing, Partnership, Expectations and Alignment

In the Run Phase, post Go Live, larger waves of Supplier Integrations can be managed at once- given lead time is provided to suppliers.

# Supplier Integration: Common Challenges

## Buyer

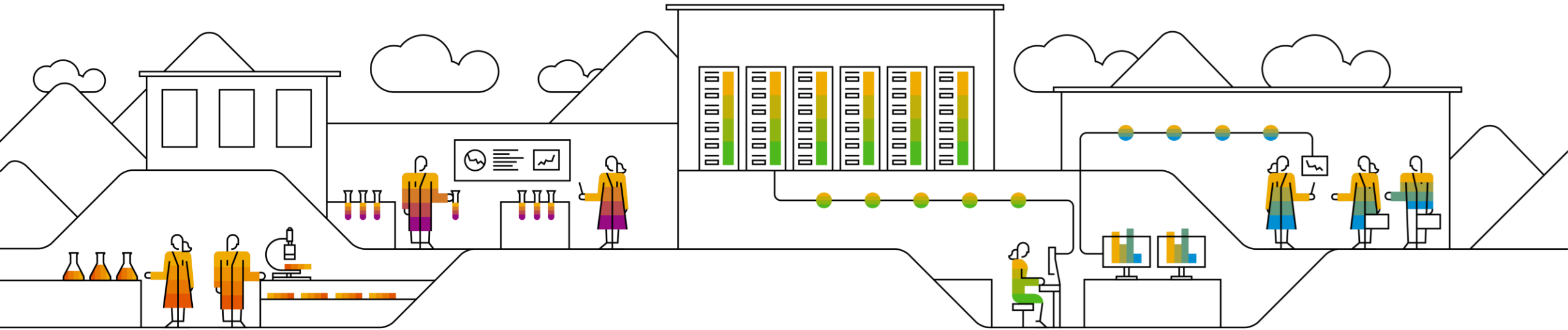
- Resourcing: inadequate staffing, requires dedicated resources (includes 3<sup>rd</sup> party consulting teams)
- Resourcing: the right individuals to support, technical and business level
- Competing priorities within the Project Implementation
- Reliant on supplier's ability to meet timelines and Go Live readiness
- Not considering Suppliers as a stakeholder when designing solution (business process, workflows, AN requirements, catalog requirements, etc.)
- Continuous changes to design/requirements during the Realize Phase (development)
- Inadequate preparation of Supplier Test Scripts

## Supplier

- Requires lead time to make development changes
- Small, lean teams- makes difficult to cover when there is an OOO
- Dependent upon supplier's system upgrades, changes, freezes
- Suppliers may be reliant on their 3<sup>rd</sup> party provider (OpenText, Liaison, VAN etc.) to coordinate development work or support troubleshooting for error notifications
- Not fully aware or knowledgeable of business process with Buyer
- System Limitations- system not sophisticated enough to meet Customer requirements or workflows (especially if customizations on Ariba Network)



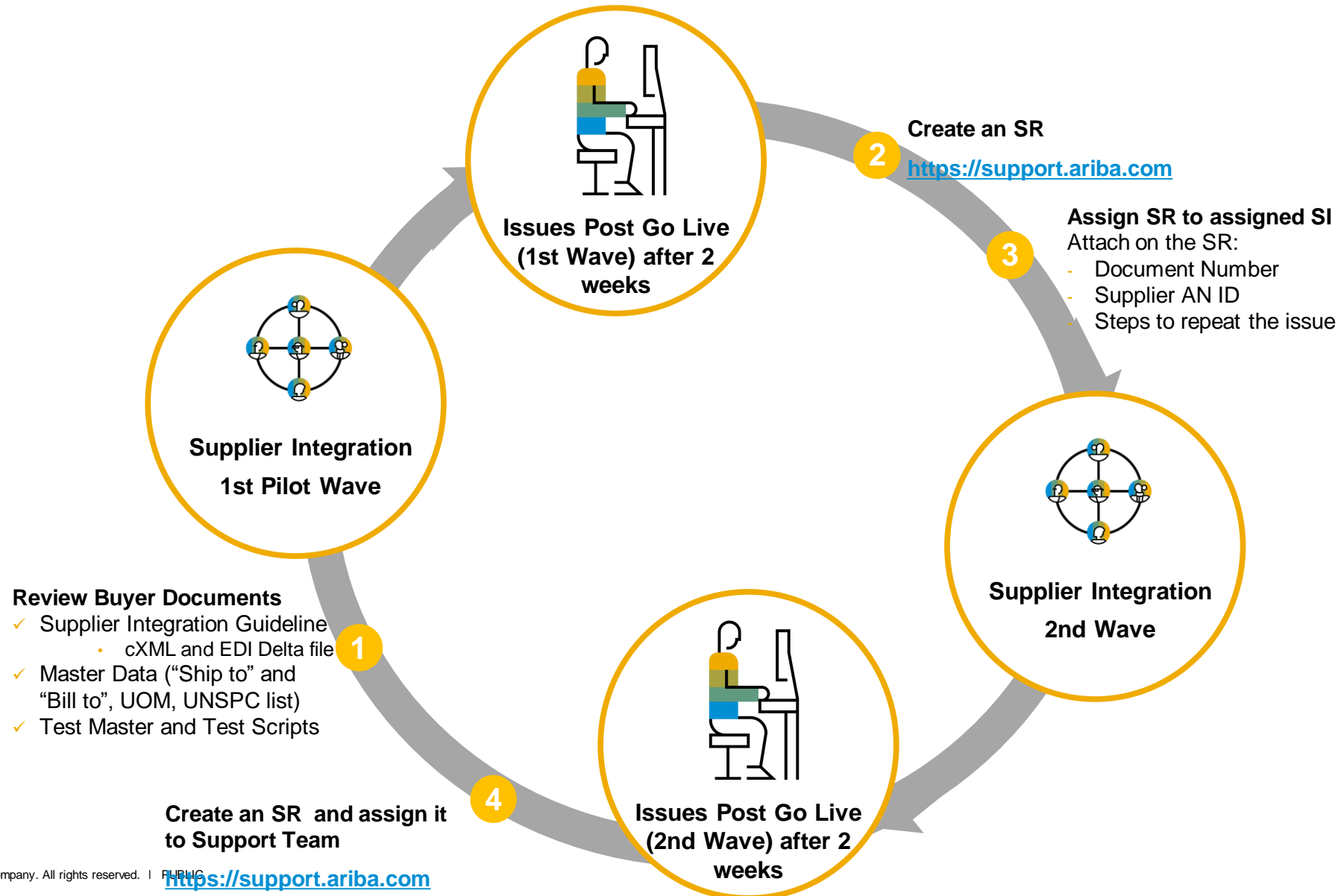
# Project Governance and Reporting



# Key Suppliers and Reporting

	Wave	Spend Category	Business Process	Spend Category	Documents Volumes	Catalog Type
Applied US Applied Canada	1					
Motion	1					
Grainger US Grainger Canada	1					
Graybar	1					
New Pig US	1					
SHI US	1					
Fastenal US Fastenal Canada	1					
Lewis Goetz	1					
Guy Brown	1					
Staples	1					
Diversified Supply	1					
Fairmont	1					

# Supplier Integration : Project Support after Go Live Pilots



# Supplier Integration **Project Governance before Go Live**

## Weekly overall Project follow up

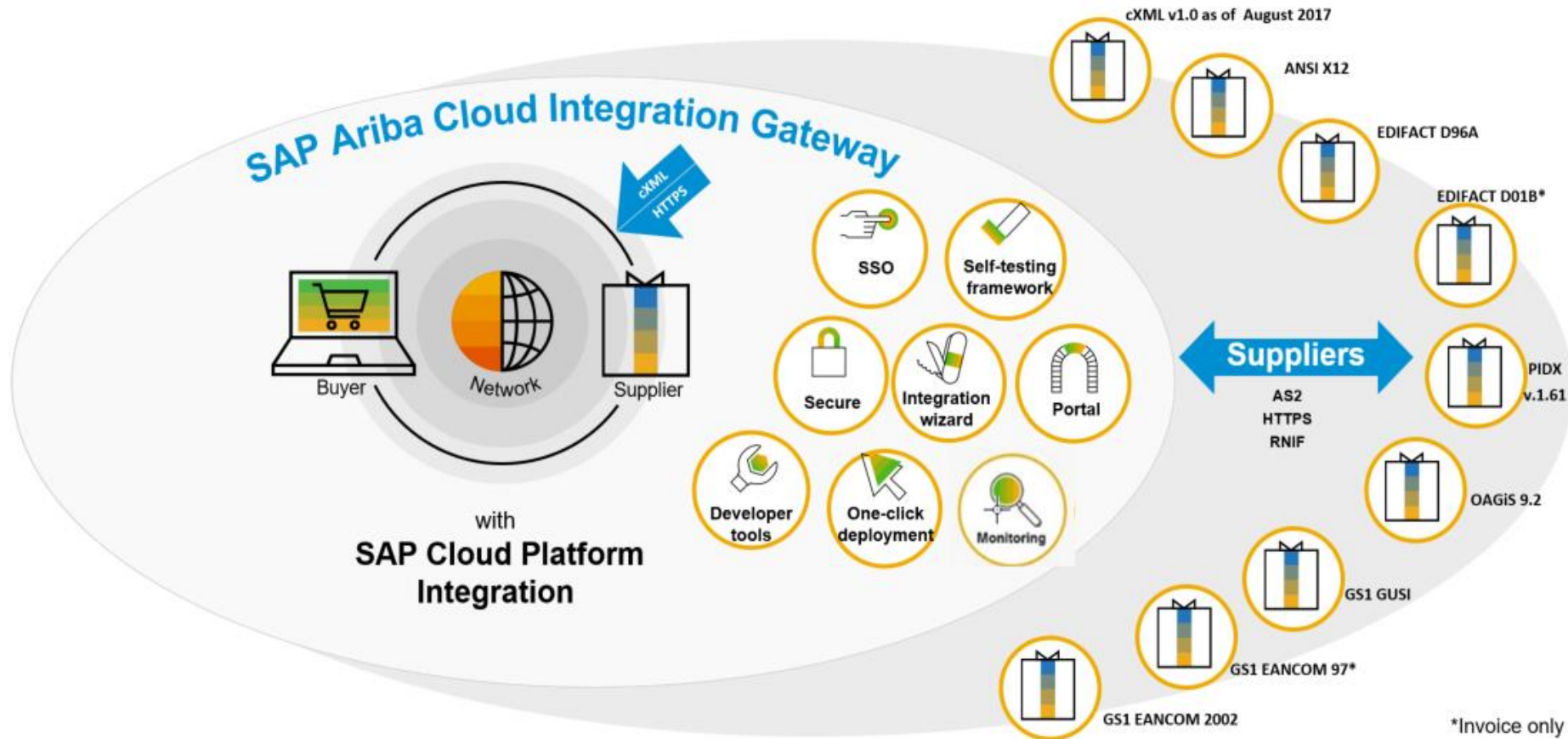
- **Attendees:** Buyer project lead, Ariba SE Lead & SI
- **Media:** SSI one pager + SE Report - Integration tab + RAID Smartsheet Tracker
- **Aim:** Review project status and sellers in integration where action is required

## Per seller follow up

- **Mandatory meetings:** seller kick off, post seller kick off to validate timelines, upon SI request call to mitigate specific functional questions
- **Attendees:** Buyer project lead, Seller project lead & SI
- **Aim:** Review seller progress with regards to integration

# Appendix

# What's the Cloud Integration Gateway?



## Supported Features

- Single sign on with Ariba Network
- Wizard driven configuration
- Standard(s) Mapping repository
- Transaction Tracker
- 1-click Deployment
- Mapping Extension framework
- Self and Auto Testing framework
- Governance and Reporting

## Key Benefits

- Support for multiple standards and document types
- Connect once to Ariba Network to integrate with many customers
- Shorten deployment time for integrations
- Automated self-testing
- Easy monitoring for projects in various phases in Test and Production environment
- Reusability of connectivity details
- Developer tools (Schema validation / Test Transformation)

# Thank you.

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