



SAP Ariba 

# Vitro - Introduction to Supplier Integration

Rocio Sierra, SAP  
Aug, 2019

PUBLIC



THE BEST RUN 

# Agenda

## Supplier Integration Introduction

- Details

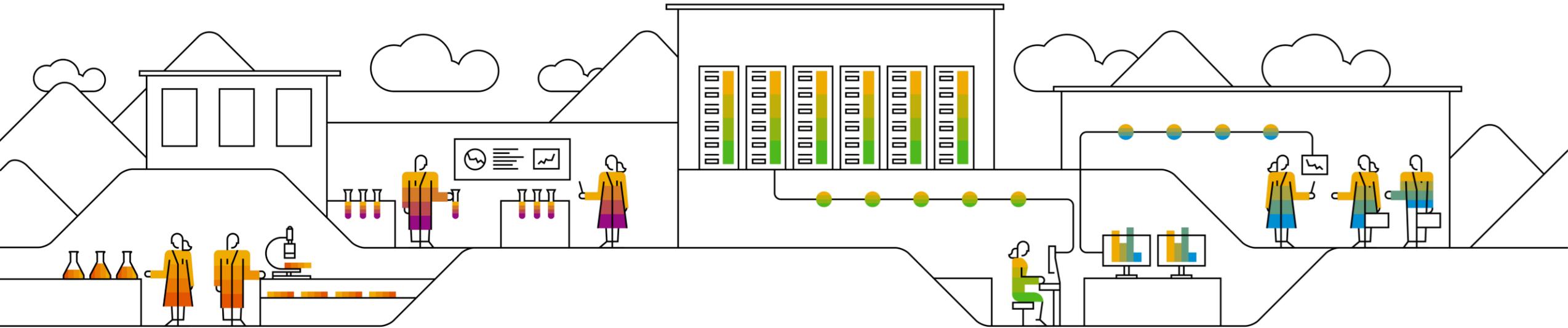
## Supplier Integration Process

- Details

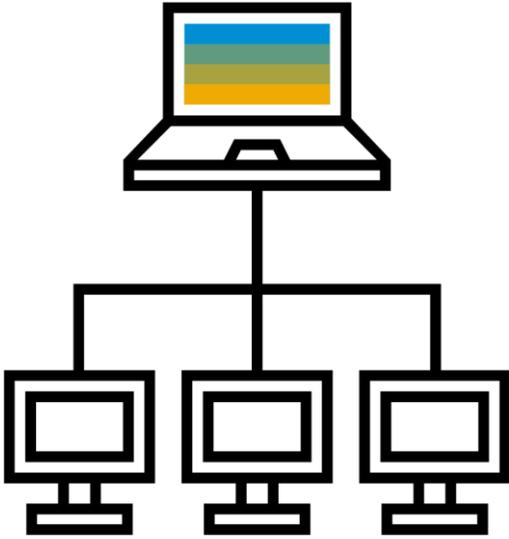
## Project Reporting and Governance

- Details

# Supplier Integration Intro

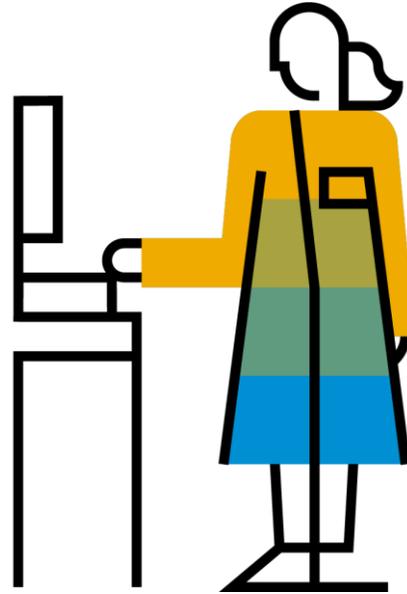


# What Is Supplier Integration?



## 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 / POFIip?

Portal Entry or POFIip 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.

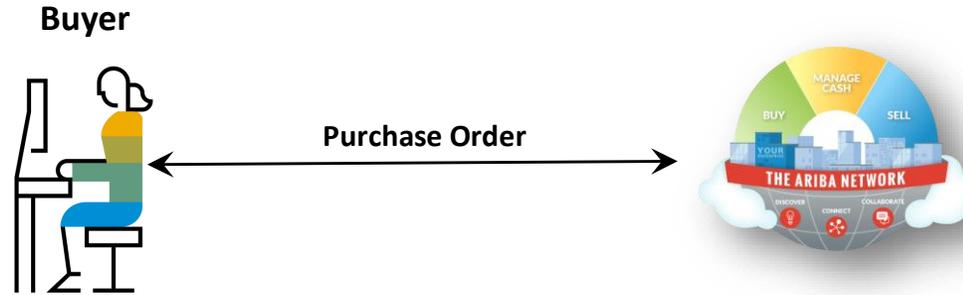


## Who integrates?

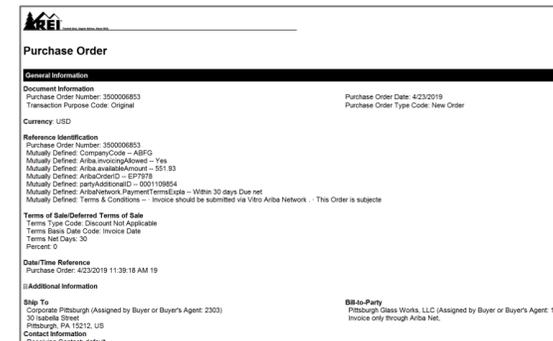
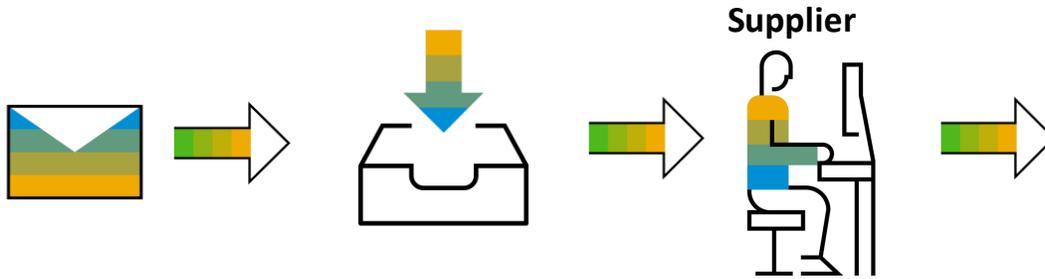
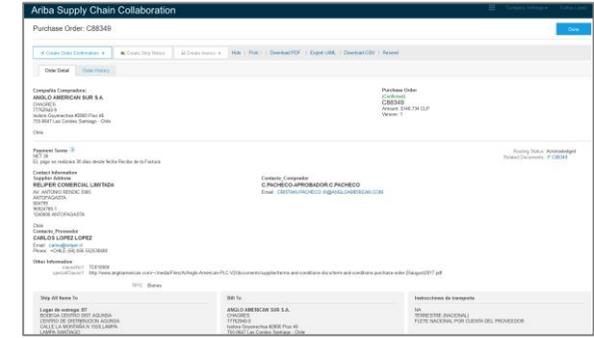
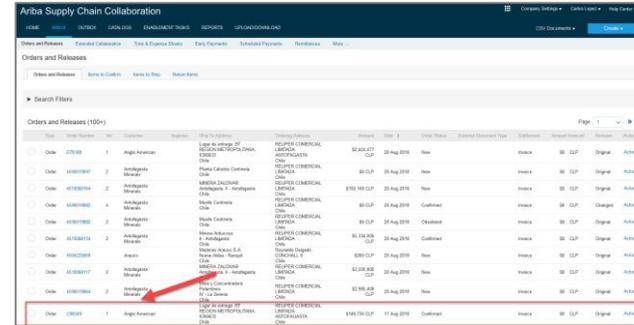
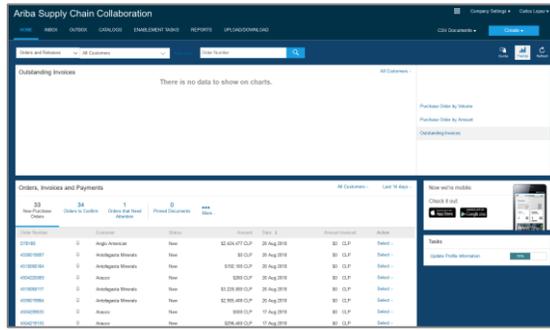
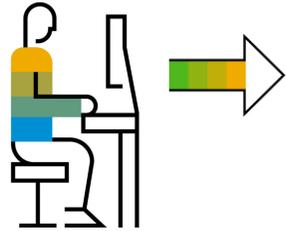
Suppliers with:

- 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



Supplier



# Order Response [Order Confirmation] – PO Flip

**Purchase Order**

**General Information**

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

Currency: USD

Reference Identification  
 Purchase Order Number: 300009853  
 Mutually Defined: Company Code – ASFG  
 Mutually Defined: Arba Invoicing Allowed – Yes  
 Mutually Defined: Arba Availability Amount – 511.93  
 Mutually Defined: Arba Order ID – EP7978  
 Mutually Defined: partAdditionalID – 0001109954  
 Mutually Defined: Arba Network Payment Terms Update – Within 30 days Due net  
 Mutually Defined: Terms & Conditions – Invoice should be submitted via Ariba Network – This Order is subject

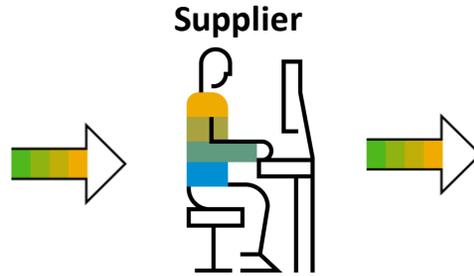
Terms of Sale/Deferred Terms of Sale  
 Terms Type Code: Discount Not Applicable  
 Terms Basis Date Code: Invoice Date  
 Terms Net Days: 30  
 Percent: 0

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  
 Accounting 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 Companies

history

Purchase Or

Confirming PO

Order Confirmation Header

Confirmation #: C88349  
 Associated Purchase Order #: 28094  
 Supplier Reference: [ ]  
 Additional Information  
 idNumber: [ ]  
 internalCompany: [ ]

SHIPPING AND TAX INFORMATION

Est. Shipping Date: [ ] Est. Shipping Cost: [ ]  
 Est. Delivery Date: [ ] Est. Tax Code: [ ]  
 Comments: [ ]

Line Items

Line #	Part #	Customer Part #	Revision Level	Qty (UOM)	Need By	Unit Price	Subtotal
1	1451-F02-418	38002047	1	1.00 (EA)	28 Aug 2019	\$94.00	\$94.00

Description: PERNO 1451 F02 418 A SODEN PERNO CARENH HEANDONAL 12 X 2 1/2" SQDIO 1 HOLE LANC IN TUBERIA

Current Order Status  
 1,361.00 Confirmed As to Contract Delivery Date: 28 Aug 2019. This is included from Requested Delivery Date in the order.

**REJECT ENTIRE ORDER**

Order Confirmation Number:  
 Confirmation #: C88349

Comments: [ ]

Reject Order | Cancel

Order Confirmation Header

Confirmation #: C88349  
 Associated Purchase Order #: 28094  
 Supplier Reference: [ ]

Additional Information  
 idNumber: [ ]  
 internalCompany: [ ]

SHIPPING AND TAX INFORMATION

Est. Shipping Date: [ ] Est. Shipping Cost: [ ]  
 Est. Delivery Date: [ ] Est. Tax Code: [ ]  
 Comments: [ ]

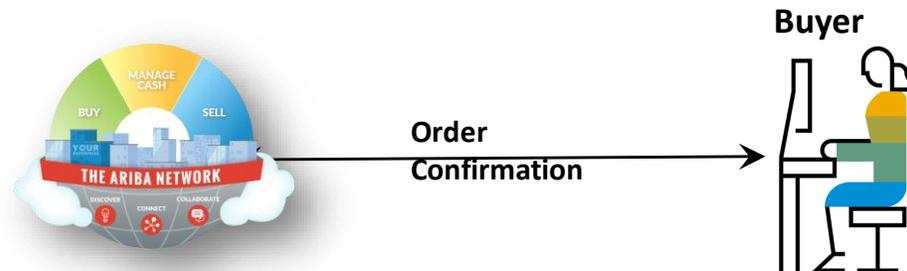
Line Items

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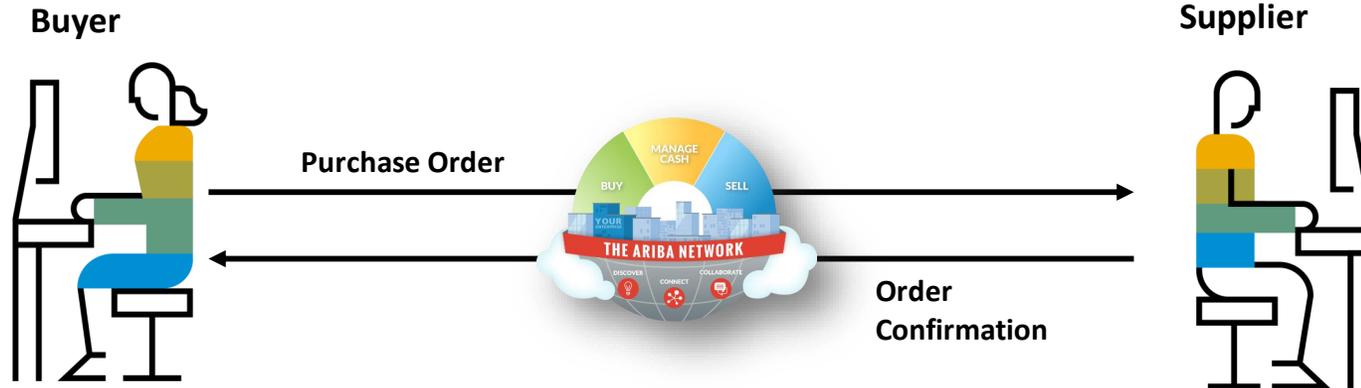
Description: PERNO 1451 F02 418 A SODEN PERNO CARENH HEANDONAL 12 X 2 1/2" SQDIO 1 HOLE LANC IN TUBERIA

Current Order Status  
 1,361.00 Confirmed As to

Confirm | Backorder | [ ] | [ ] | [ ]



# 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...	Itm	A	I	Material	Short Text	PO Quantity	OUn	C	Deliv. Date	Net Price	Curr...
		10			2912	AMD FG		100EA	D	23.10.2017		700,00EUR

Item [ 10 ] 2912, AMD FG

Material D...	Quantities/Weights	Delivery Schedule	Delivery	Invoice	Conditions	Texts	Delivery Address	Confirmations	Condition
Overdeliv. Tol.	0,0 %	<input type="checkbox"/> Unlimited	1st Rem./Exped.	3	<input checked="" type="checkbox"/> Goods Receipt				
Underdel. Tol.	0,0 %	<input type="checkbox"/> Origin Accept.	2nd Rem./Exped.	5	<input type="checkbox"/> GR non-valuated				
Shipping Instr.			3rd Rem./Exped.	7	<input type="checkbox"/> Deliv. Compl.				
Stock Type	Unrestricted use		No. Exped.	0					
Rem. Shelf Life	0 D		Pl. Deliv. Time	10					
QA Control Key			GR Proc. Time	0			Latest GR Date		
			Incoterms						

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

**PREI**

**Purchase Order**

**General Information**

Document Information  
 Purchase Order Number: 3500006853 Purchase Order Date: 4/23/2019  
 Transaction Purpose Code: Original 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 Expla -- Within 30 days Due net  
 Mutually Defined: Terms & Conditions -- Invoice should be submitted via Vtro Arriba Network. This Order is subjecte

**Terms of Sale/Deferred Terms of Sale**  
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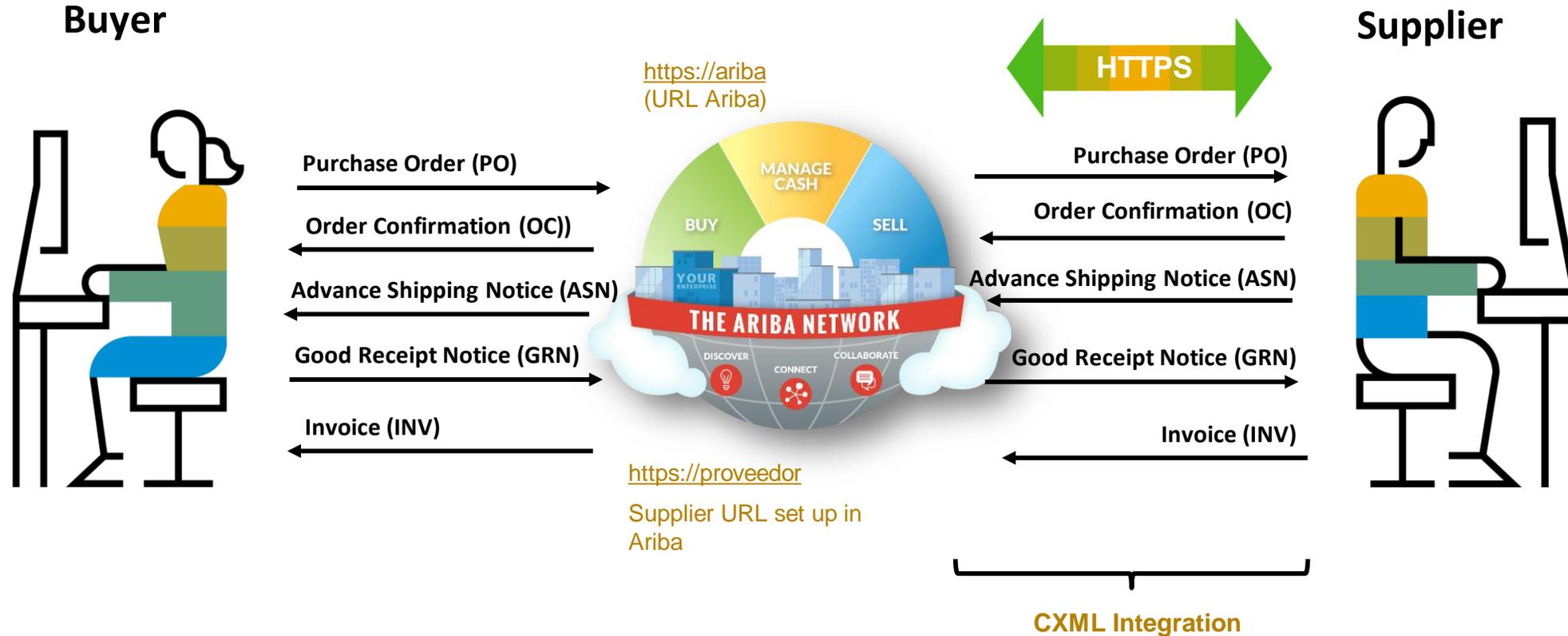
**Additional Information**

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

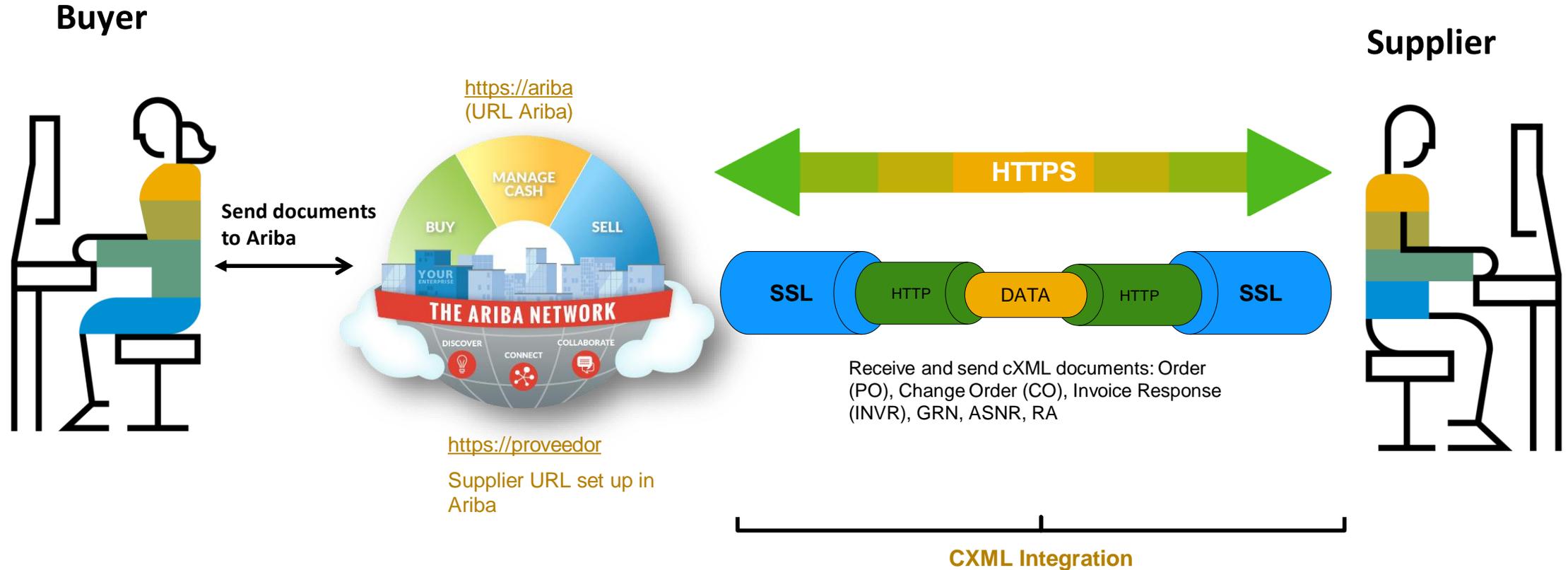
**Bill-to-Party**  
 Pittsburgh Glass Works, LLC (Assigned by Buyer or Buyer's Agent: 180)  
 Invoice only through Arriba Net.

**Contact Information**  
 Receiving Contact: default

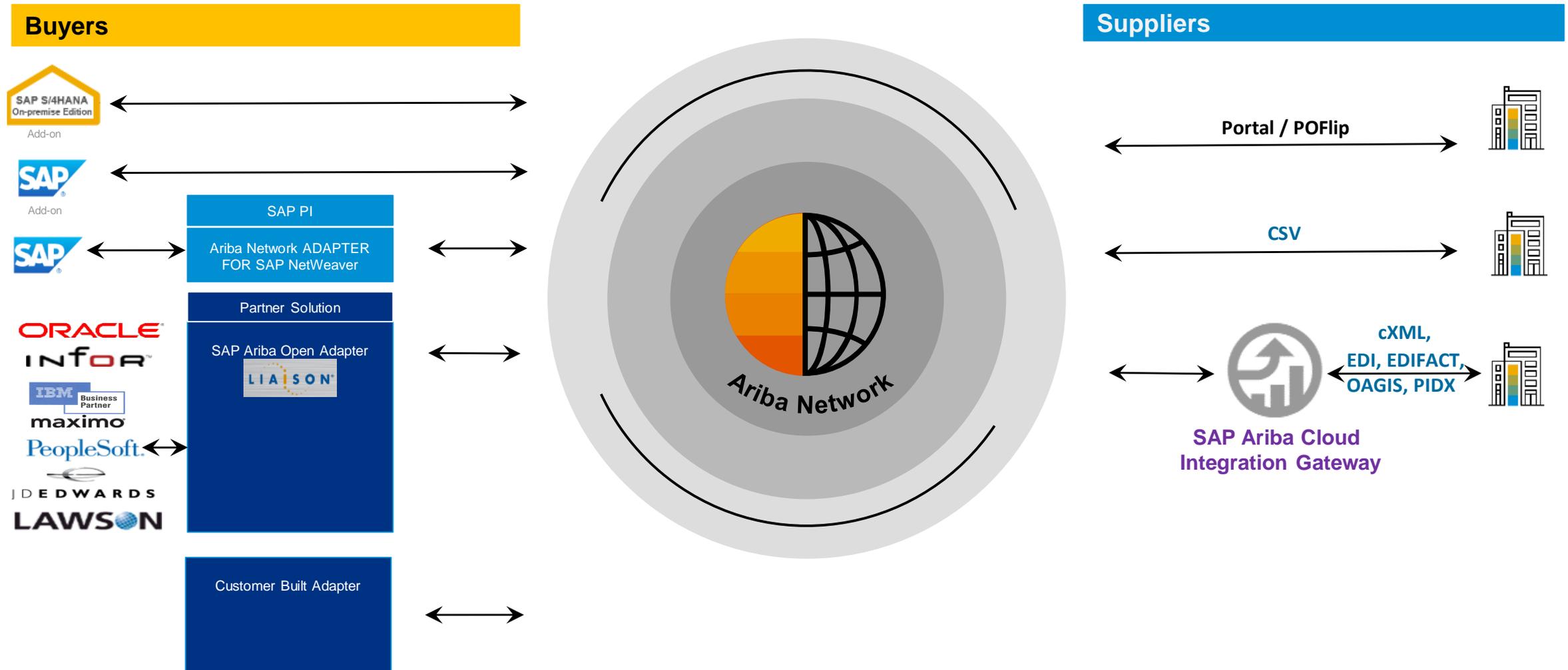
# General Ariba Network Integration Vision



# 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 POFip at high volumes

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

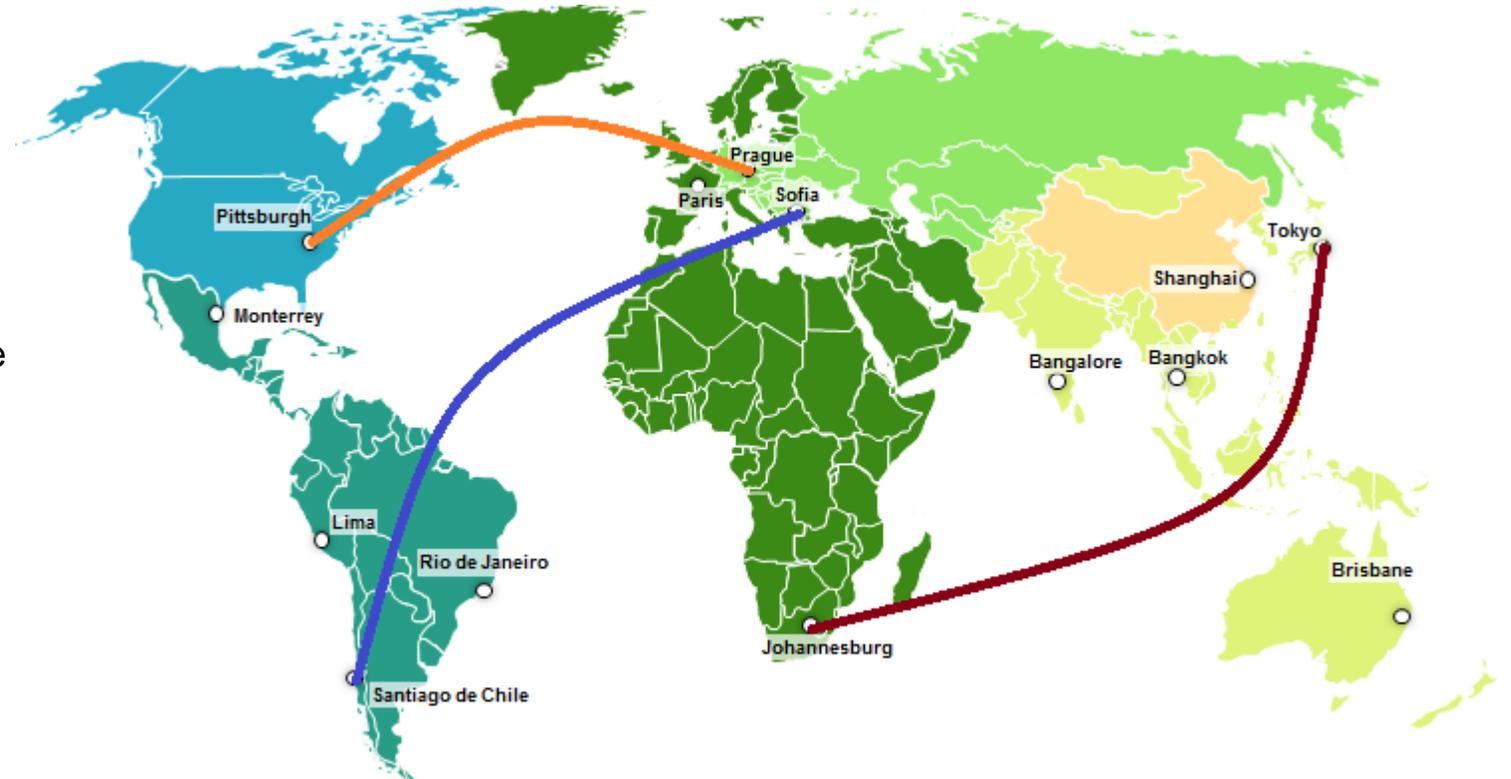
## Increased transaction accuracy



No human entry errors results in reduction of disputes

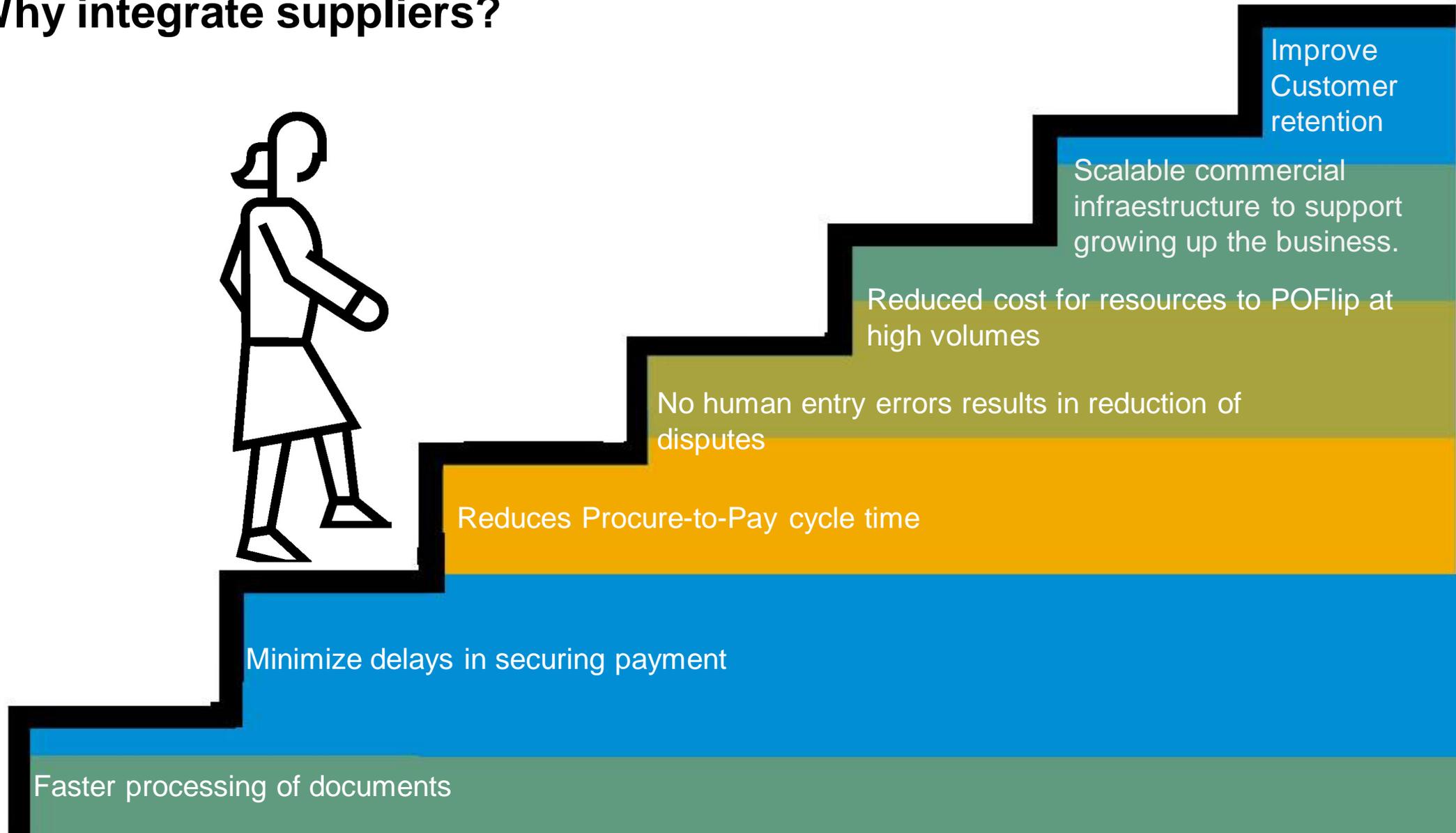
- Increased accuracy by 45-60%

## Improve customer retention, integration is “stickier”

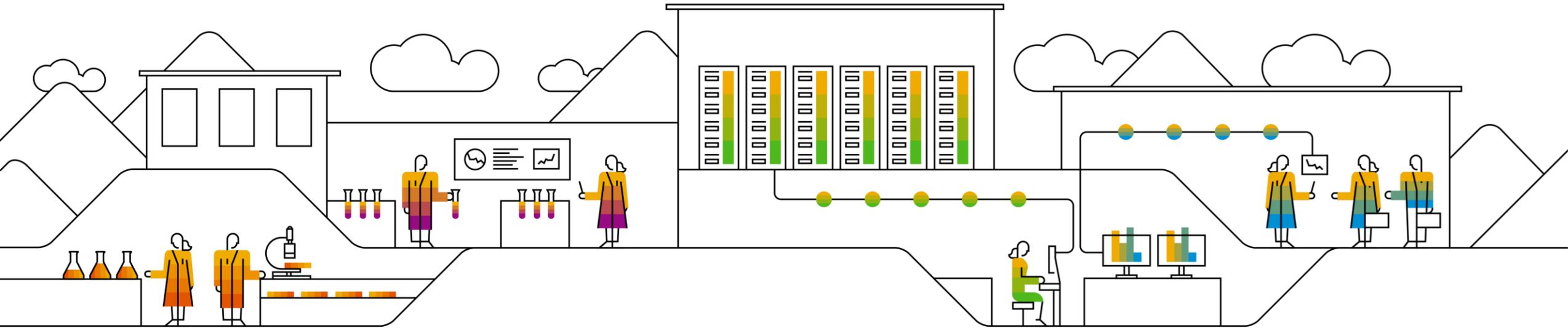


North America Latin America & Caribbean EMEA MEE APJ Greater China

# Why integrate suppliers?

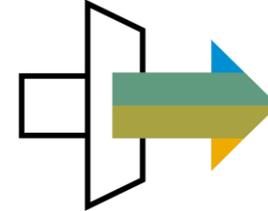
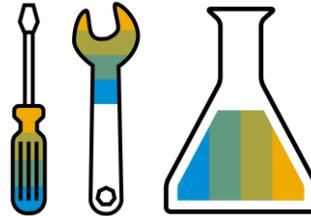


# Supplier Integration Process



# 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

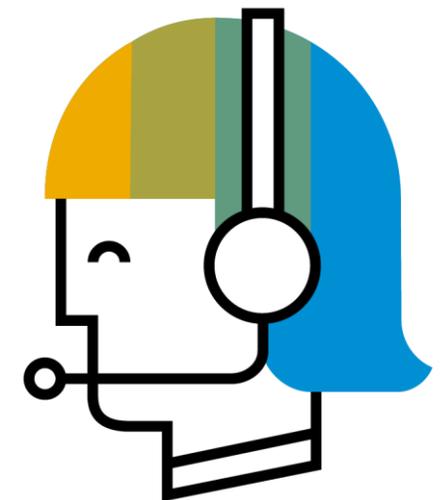
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# Supplier Integration: SSI Role

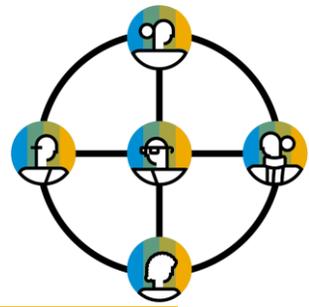
The role of Senior Supplier Integrator is to support pilot suppliers individually through the development, build and test of suppliers' integration to Ariba Network.

## 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

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<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>
<b>Technical Lead</b>	<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>
<b>Testing Lead (Acquisition and Procurement )</b>	<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>

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

# Supplier: Roles & Responsibilities

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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>

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*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
<b>Business 'Project' Lead</b>	0 hr	5 hrs	3 hrs	11 hrs	0 hr	0 hr	19 hrs
<b>Technical Contact</b>	0 hrs	0 hr	0 hr	6 hrs	0 hr		6 hrs
<b>Testing Lead</b>	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
<b>Business 'Project' Lead</b>	2 hrs		1 - 2 hrs	2 hrs	½ - 1 hr	½ - 1 hr	6 - 8 hrs
<b>Technical Contact</b>	2 hrs	½ - 1 hr	½ - 1 hr	3 hrs	½ hr		6 - 7 hrs
<b>Testing Lead</b>	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

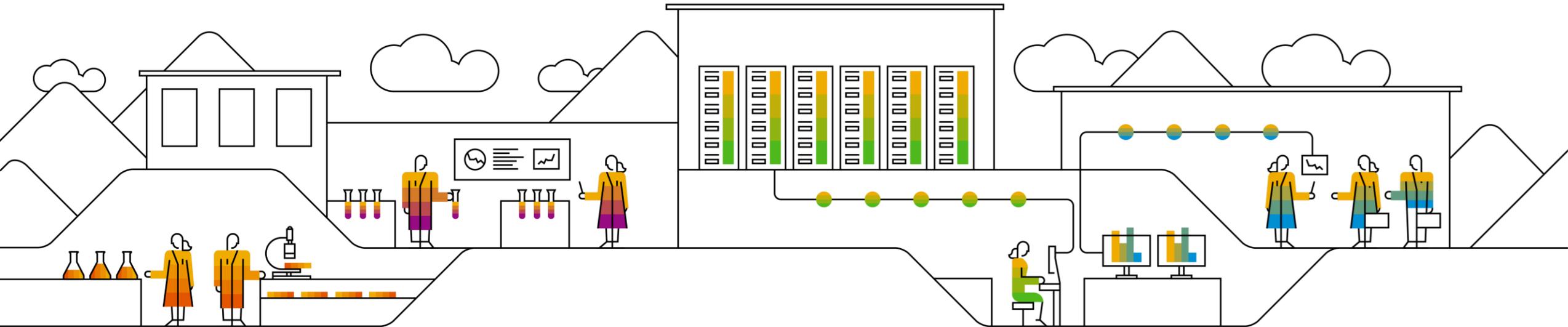
## Buyer

- 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)

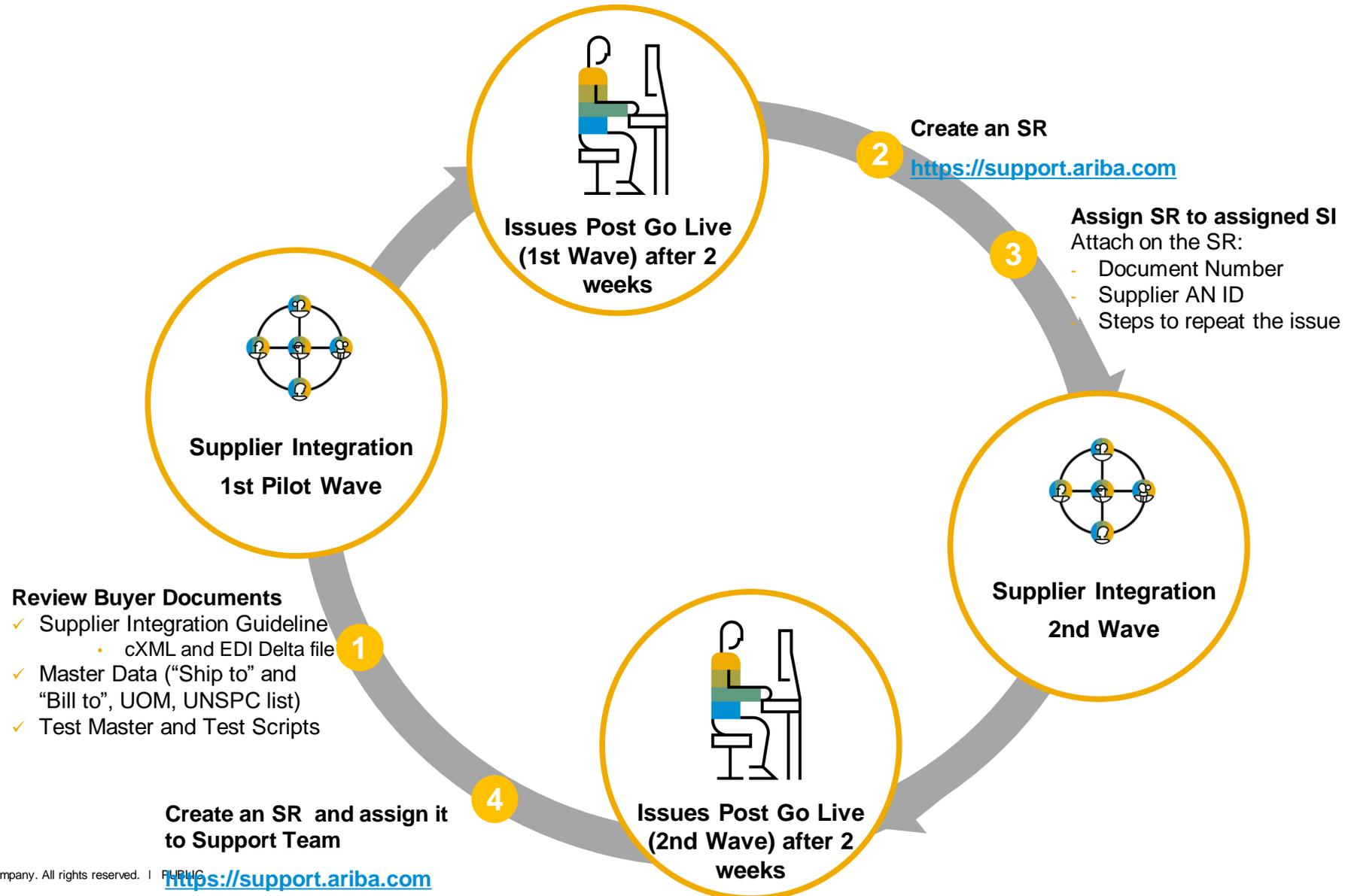
# Project Governance and Reporting



# 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

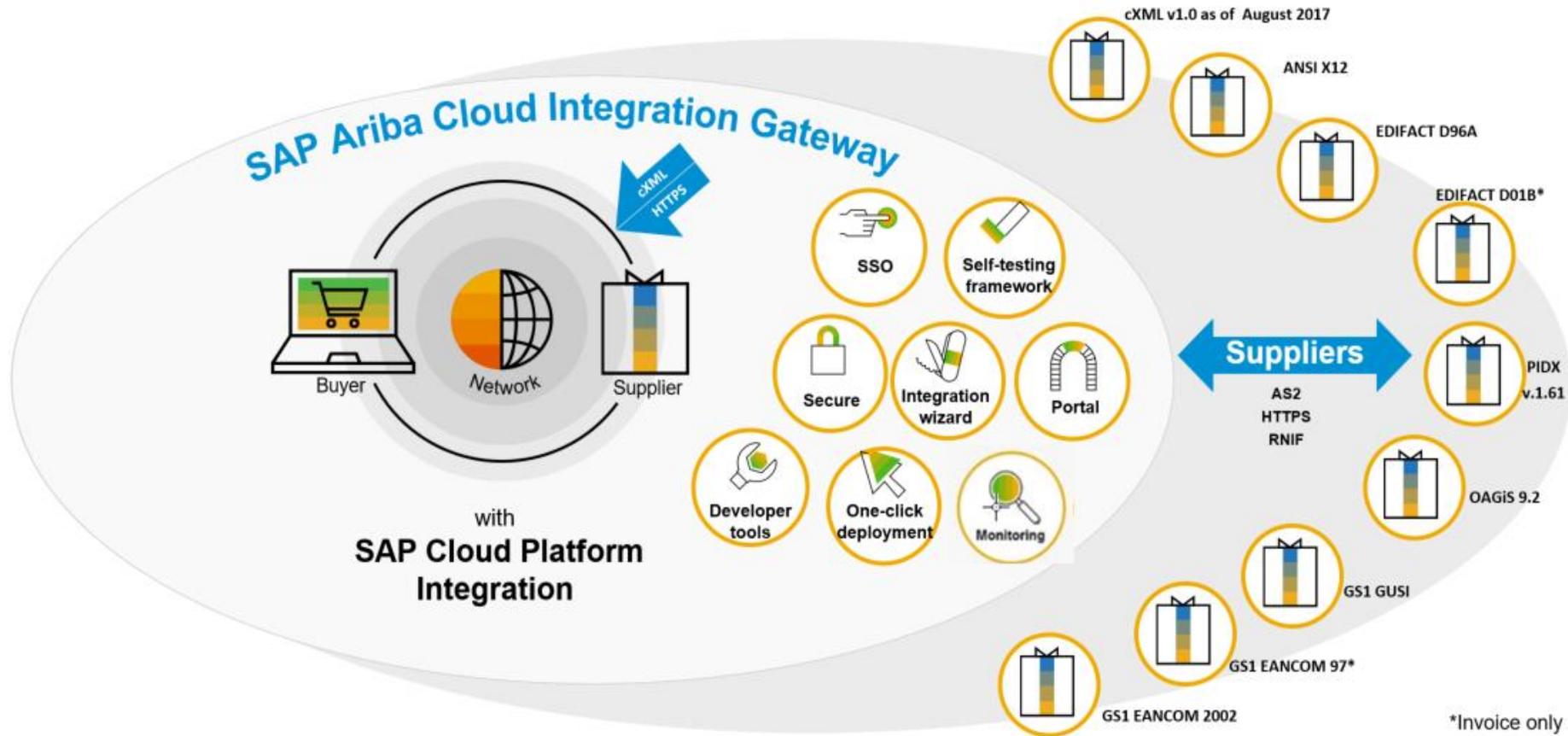
- **Attendees:** Buyer project lead, Ariba SE Lead & SI
- **Media:** SSI one pager + SE Report - Integration tab + RAID Smartsheet Tracker
- **Aim:** Review project status and sellers in integration where action is required

## 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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