

DIALOG

**Digital Supplier Platform
Overview
(SAP Ariba)**



Digital Supplier Platform Overview

Part 1: Introduction to SAP Ariba

- What is SAP Ariba? Why has DIALOG adopted SAP Ariba?
- Interactions with DIALOG moving forward

Part 2: SAP Ariba Onboarding: Registration into DIALOG SAP Ariba Realm

- Accessing emails from DIALOG
- Registering on the SAP Ariba network
- Submitting registration response via questionnaires

Part 3: SAP Ariba Onboarding: Responding to Sourcing Event (RFI, RFP, RFQ & Auction)

- Accessing sourcing events
- Selecting items to quote/bid
- Submitting and finalising quotes/bids

Part 4: SAP Ariba Onboarding: Online Collaboration

- Responding to Purchase Order (PO)
- Submitting invoice and credit note

Part 5: Support

- DIALOG Supplier Subpage
- SAP Help Center

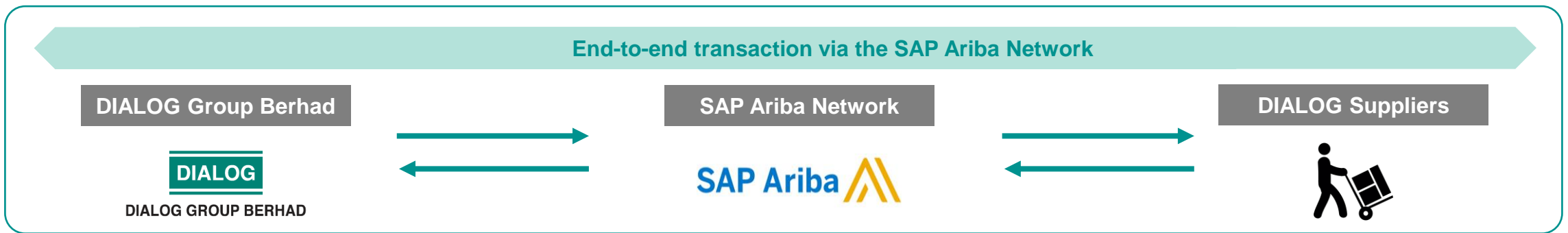


1. Introduction to SAP Ariba

What is SAP Ariba, what is in it for you as a DIALOG supplier and why has DIALOG adopted SAP Ariba?

1. What is SAP Ariba?

SAP Ariba is a **cloud-based platform** that allows DIALOG to collaborate with its suppliers for **registration, tendering** and other transactions such as **purchase order acknowledgements** and **invoice submissions**.



2. Why has DIALOG adopted SAP Ariba?

- A **digital platform** for our network of suppliers
- More **effective collaboration** with our suppliers
- Improved **communication** and **processing turnaround time**
- **Reduced risks** associated with sourcing and supplier management

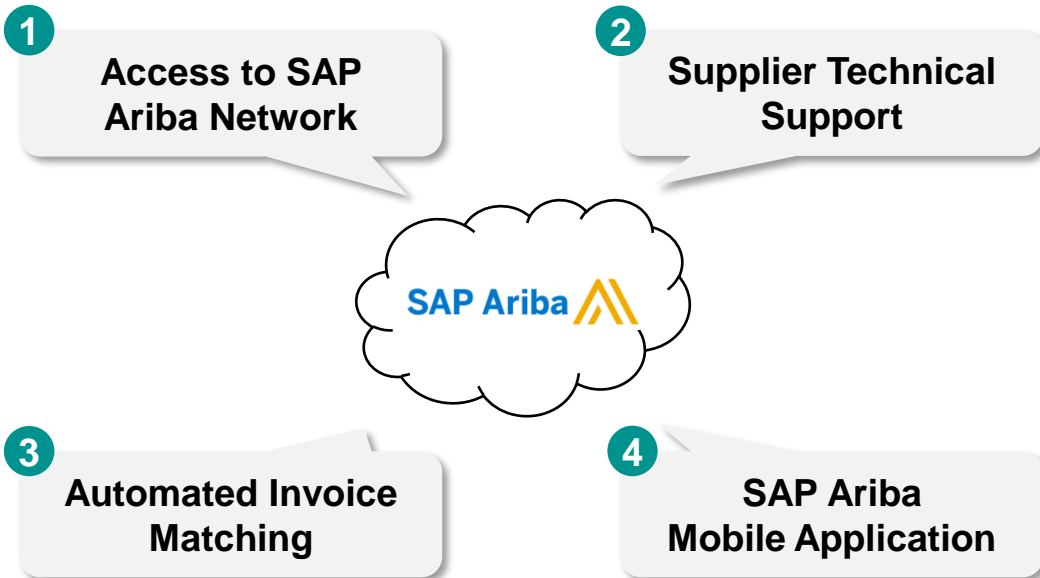
3. What is in it for you as a DIALOG supplier?

- **Self-Service** – Update/maintain your information directly on the platform
- **Online Sourcing** – Receive RFI, RFP, RFQ and Auction from DIALOG and submit tender proposals via the platform
- **Online Collaboration** – Acknowledge POs, submit invoices, share documents and communicate with DIALOG on the platform
- **Real-Time Visibility** – View live status of tenders, POs and invoices on the platform



SAP Ariba offers a wide range of functions to complete transactions that are beneficial to both suppliers and buyers



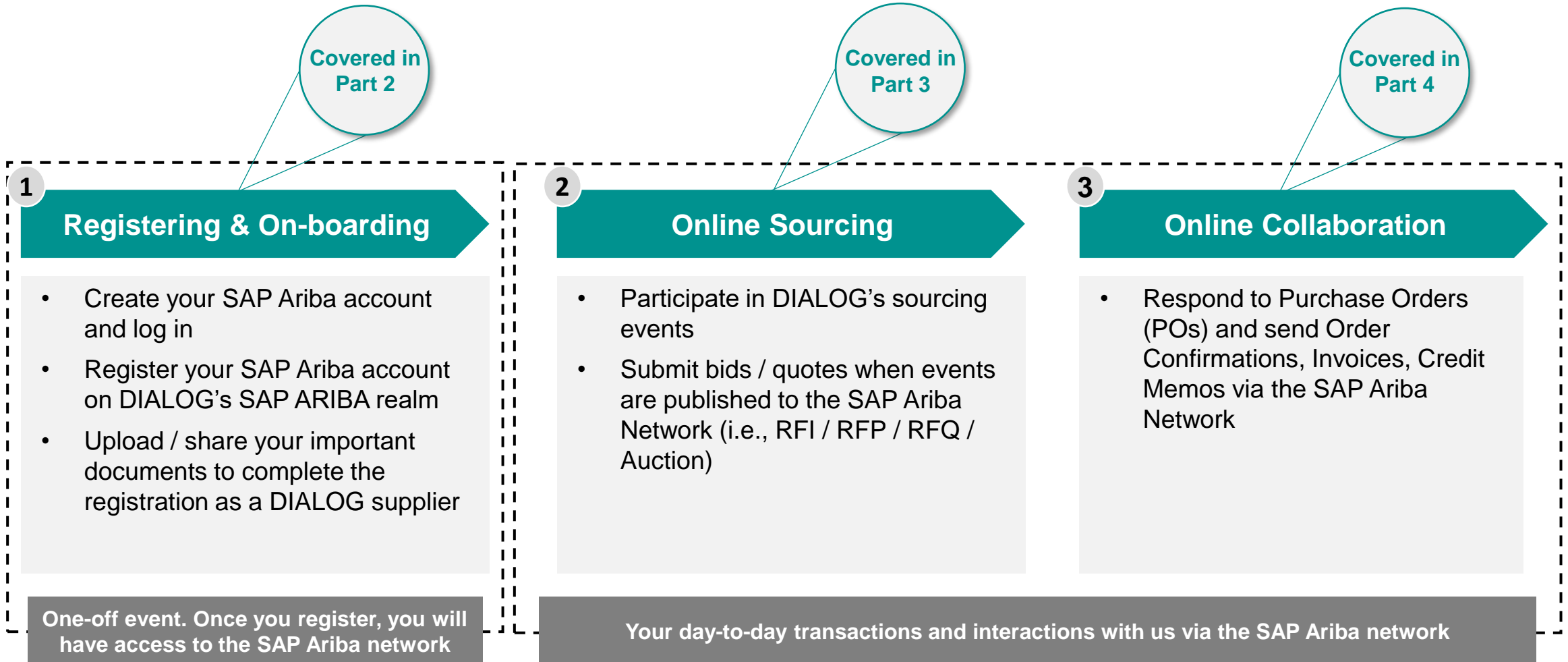
The range of functions include:



The benefits to suppliers include:

-  **Lower cost:** Less time consuming and minimises paper usage
-  **Increased revenue:** Utilise the SAP Ariba Network worldwide to establish yourself as a recognisable client
-  **Improved collaboration:** Centralised manner to store POs and Invoices
-  **Improved communications:** Simplify the communication process

Introducing the end-to-end value chain of SAP Ariba...



2. SAP Ariba Onboarding: Registration into DIALOG SAP Ariba Realm

SAP Ariba: Registering & On-boarding

This section covers how a DIALOG supplier will be able to sign in/sign up & register with DIALOG via the SAP Ariba network

1

Supplier Sign Up

- How to sign up and create your SAP Ariba account

2

Supplier Sign In

- How to sign in to the SAP Ariba network via your SAP Ariba account

3

Supplier Registration Form

- How to register your SAP Ariba account and submit your company details onto the digital supplier platform

4

Update Registration Form

- How to update your company details onto SAP Ariba

3. SAP Ariba Onboarding: Responding to Sourcing

SAP Ariba On-boarding: Sourcing/Bidding & Award

This section covers how you can participate in DIALOG's sourcing events via the SAP Ariba network

1

Participate in an event

- How to participate in DIALOG's Sourcing events (i.e. RFI/RFP/RFQ or Auction) via SAP Ariba

2

Status information on events

- How to track and monitor the status of events that you are participating in via SAP Ariba

3

Revise responses

- How to revise your bid response based on the event that you are participating in via SAP Ariba

4. SAP Ariba Onboarding: Online Collaboration

SAP Ariba On-boarding: Online Collaboration

This section covers the transactional activities that you are responsible for via the SAP Ariba network

1

Order Confirmation

- How to access Order Confirmations via SAP Ariba once the Purchase Order (PO) has been sent to your SAP Ariba account

2

Ship Notice

- How to access Ship Notice via SAP Ariba once the Purchase Order (PO) has been accepted and confirmed

3

Invoice

- How to create an Invoice via SAP Ariba and forward it to DIALOG through your SAP Ariba account

4

Credit Note

- How to create a Credit Note via SAP Ariba and forward it to DIALOG through your SAP Ariba account

5. Support

How to get support during your SAP Ariba journey as a DIALOG supplier?

Primary
method



Support from SAP

You are strongly encouraged to utilise the SAP Ariba Help Centre for queries pertaining to:

- Password reset
- Unable to access the SAP Ariba network account
- SAP Ariba network portal learning document
- Any relevant technical queries

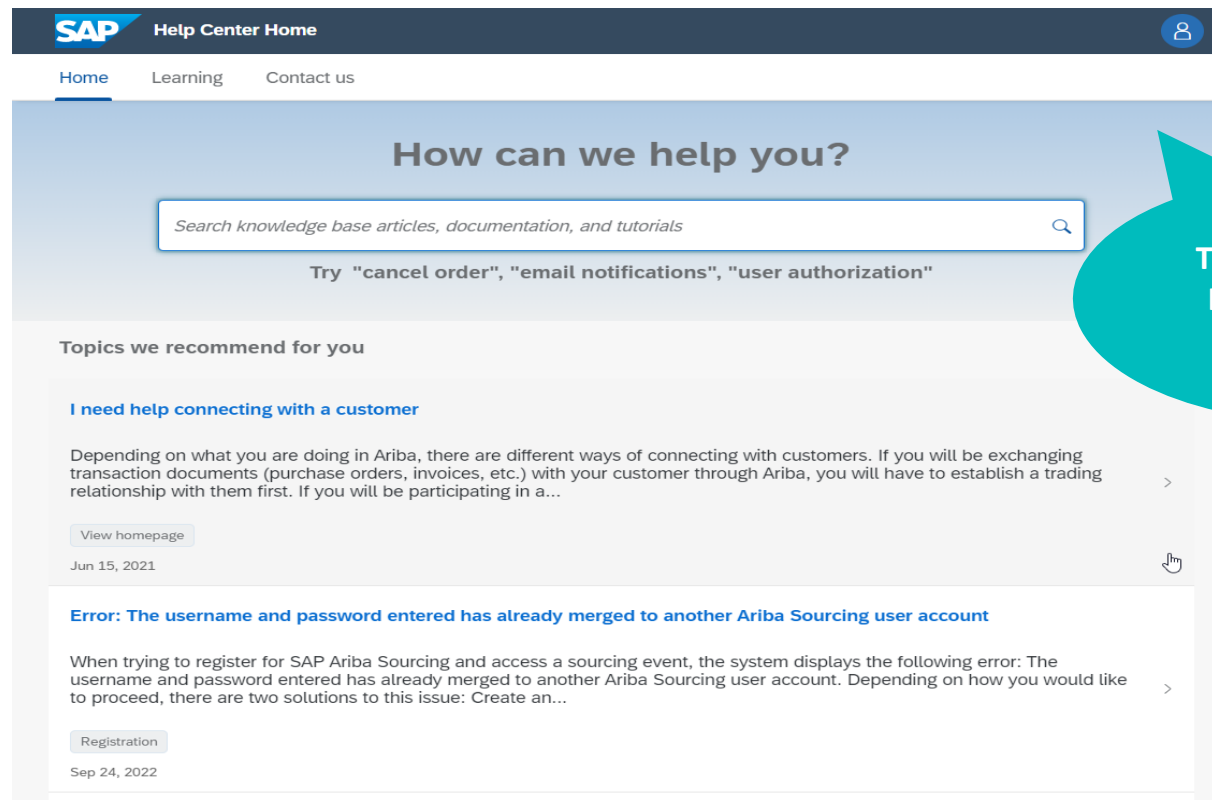
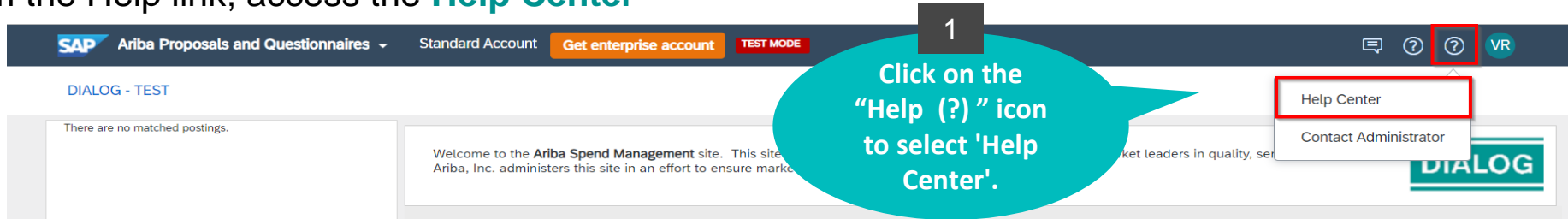


Support from the DIALOG Team (supplier_support@dialogasia.com)

- Queries related to registration questionnaires
- Queries related to RFP (Request for Proposal / Quotation / ITB)
- Queries related to Purchase Orders (PO)
- Queries related to DIALOG's training materials
- Any relevant non-technical queries

Request for assistance from SAP by accessing the SAP Ariba Exchange Network Community (1/6)

- From the Help link, access the [Help Center](#)



The "Help Center Homepage" will appear.



Request for assistance from SAP by accessing the SAP Ariba Exchange Network Community (2/6)

2

At the Help Center Home tab, type in your issue.
Example: How to contact SAP Ariba

The screenshot shows the SAP Help Center search interface. The search bar at the top contains the text "HOW TO CONTACT SAP ARIBA" and is highlighted with a red border. Below the search bar, the results show 2179 results for the search term. The first result is titled "Error: The username and password entered has already merged to another Ariba Sourcing user account" and is labeled as a "Support Note" dated Sep 24, 2022. The second result is titled "How do I register on SAP Ariba Sourcing?" and is labeled as an "FAQ" dated Apr 3, 2022. The third result is titled "How do I access and change the former administrator's account?".

Request for assistance from SAP by accessing the SAP Ariba Exchange Network Community (3/6)

3

Under the Learning section and the SAP Ariba Network Supplier tab, you can view guided documentation related to different topics of concern

SAP Help Center Learning Center

Home **Learning** Contact us

Documentation & Learning
This section offers product documentation, release updates, tutorials, and other resources.

Ariba Network Supplier Tutorials

- > Administration
- > Catalog Examples
- > Catalog Standards
- > Catalogs
- > Development
- > General Tasks
- > Getting Started
- > Integration
- > Messaging and Test Accounts
- > Payments and Discounting
- > Product Sourcing and Contracts
- > Related Products
- > Related Sites

Request for assistance from SAP by accessing the SAP Ariba Exchange Network Community (4/6)

4

Under the Learning section and the Tutorials tab, you can watch on-demand videos, and get information about Supplier Readiness Release

SAP Help Center Learning Center

Home **Learning** Contact us

Documentation & Learning

This section offers product documentation, release updates, tutorials, and other resources.

Ariba Network Supplier **Tutorials**

> SAP Ariba Strategic Sourcing tutorials for suppliers

On-demand quick tips and longer webcasts
[Watch now](#)

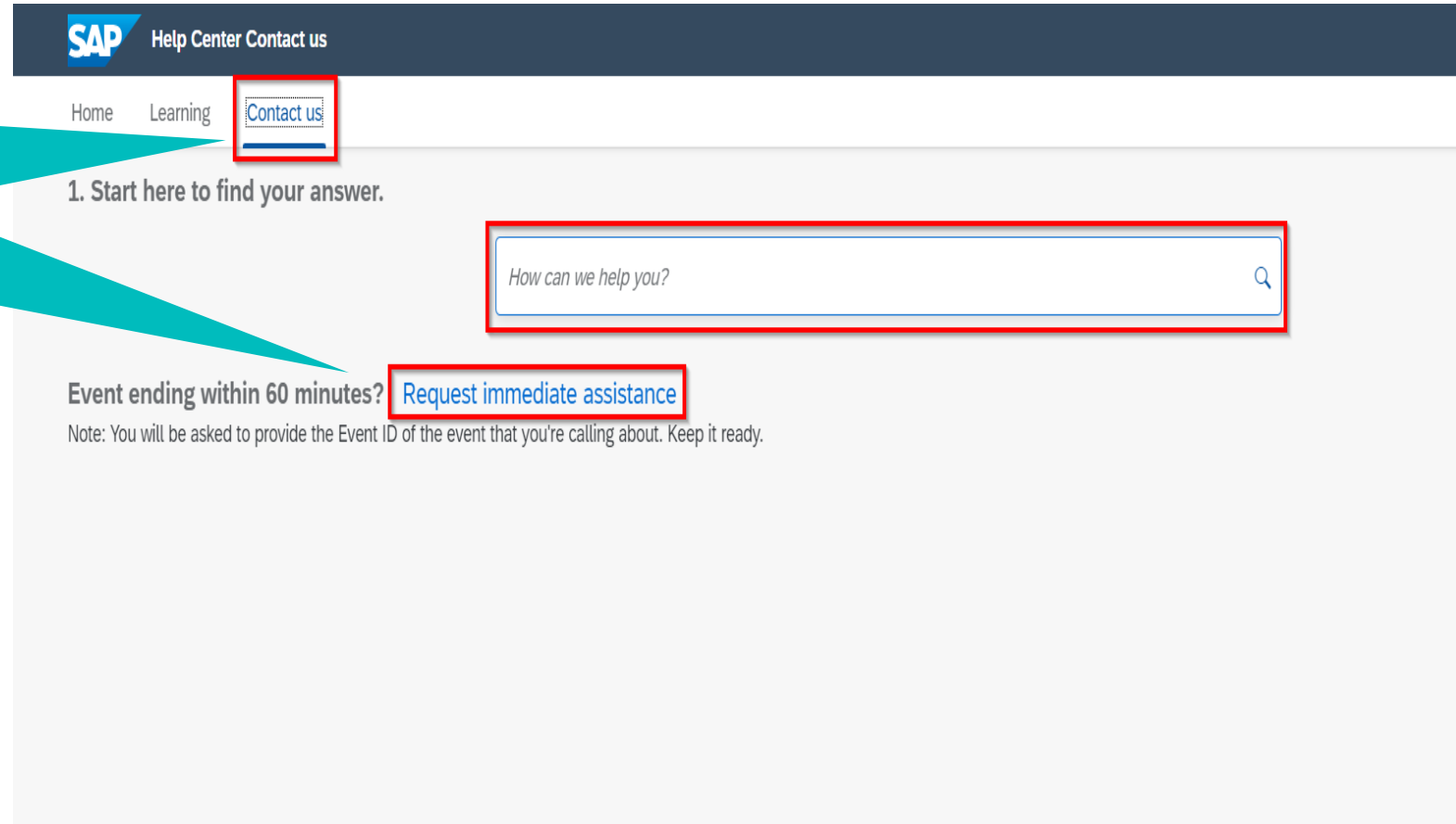
Supplier Release Readiness
[Learn more](#)

Certificate Update Portal
[Learn more](#)

Request for assistance from SAP by accessing the SAP Ariba Exchange Network Community (5/6)

5

Alternatively, navigate to the 'Contact Us' tab where you will be prompted to type in your queries or 'Request Immediate Assistance' for on-demand support if required.



SAP Help Center Contact us

Home Learning **Contact us**

1. Start here to find your answer.

How can we help you?

Event ending within 60 minutes? [Request immediate assistance](#)

Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

Request for assistance from SAP by accessing the SAP Ariba Exchange Network Community (6/6)

6

Upon clicking on 'Request Immediate Assistance' you will be able to raise a Support Case. After filling up the relevant information, click on submit and the SAP team will be in touch with you.

SAP Help Center Contact us

Home Learning Contact us

Requested language of support: English [Change?](#)

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject:* password reset

Document or Event Number:

Company that invited you:

Time remaining in event:*

2. Please review your contact information for correctness:

First name:*

Last name:*

Username:

Company:*

Email:* vishag.ramakrishnan@pwc.com

Phone:*

Extension:

Confirm phone:*

My phone number is correct.

Recommendations*

Search

- Where is my password reset email?
- How do I reset my password as a supplier?
- How do I reset my SAP Business Network password?
- Why is my account locked and how do I unlock it?
- How do I change the administrator user in my SAP Business Network supplier account?
- What link can I use to login to SAP Ariba Proposals & Questionnaires?
- How do I access and change the former administrator's account?
- Can administrator reset a user's password?
- Why did the link in the password reset email expire?
- How can a supplier reset a worker password?

Submit Cancel

Thank You