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 Ariba network
- Submitting registration response via questionnaires

Part 3: SAP Ariba Onboarding: Online Collaboration

- Responding to Purchase Order (PO)
- Submit Service Sheet (SES)
- Submitting invoice and credit note

Part 4: 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?

Ariba is **a cloud-based platform** that allows DIALOG to collaborate with its suppliers for **registration** and **order processing** such as **purchase order acknowledgements, ship notice submission, service sheet submission,** and **invoice submissions**.

End-to-end transaction via the SAP Ariba Network

DIALOG Group Berhad	SAP Ariba Network	DIALOG Suppliers
DIALOG DIALOG GROUP BERHAD	SAP Ariba	

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**

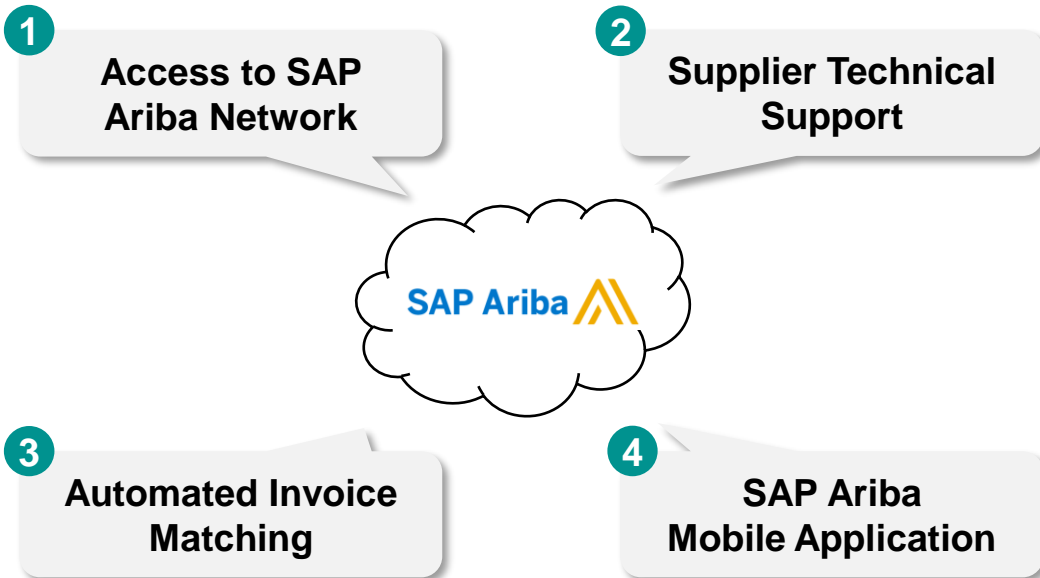- **Reduced risks** associated with sourcing and supplier management

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

- **Self-Service** – Update/maintain your information directly on the platform

- **Online 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

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

The range of functions include:
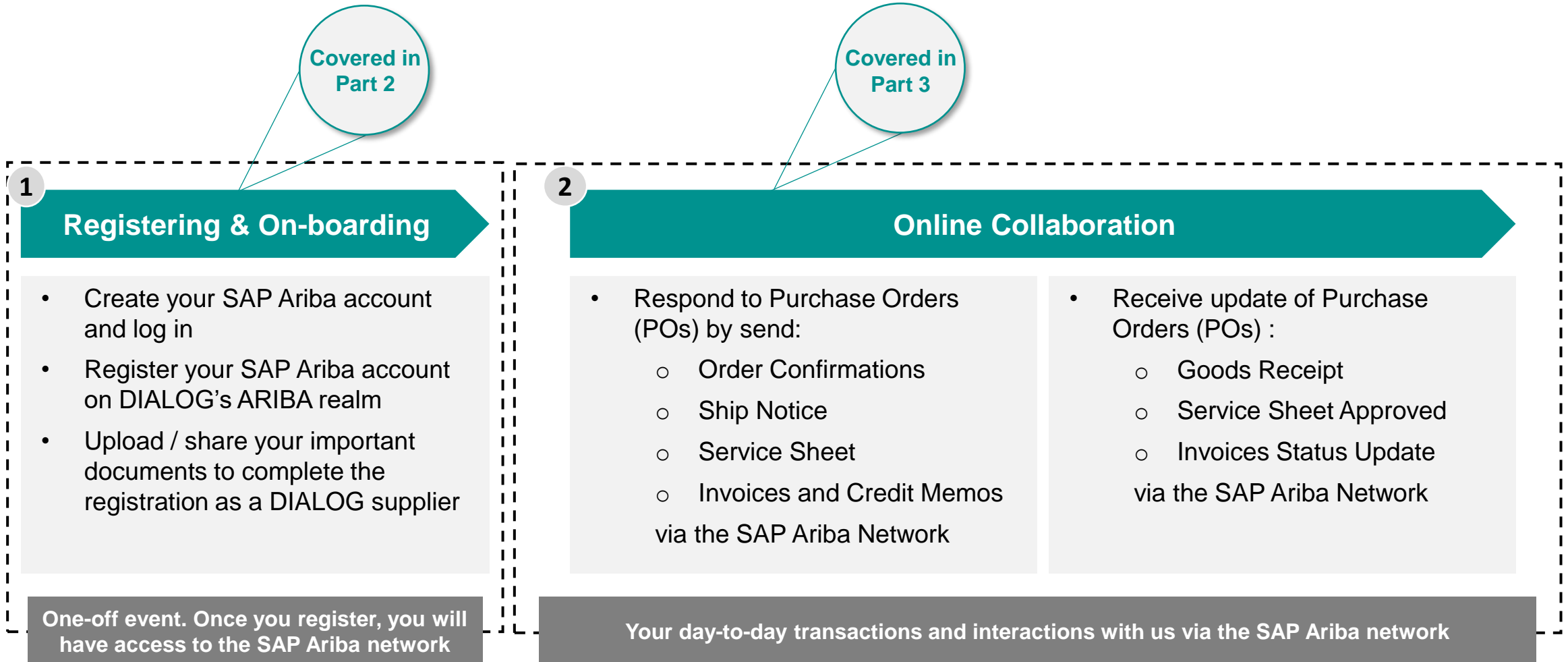
1 Access to SAP Ariba Network

2 Supplier Technical Support

SAP Ariba

3 Automated Invoice Matching

4 SAP Ariba Mobile Application

The benefits to suppliers include:

Lower cost: Less time consuming and minimises paper usage

Increased revenue: Utilise the AN worldwide to establish yourself as a recognisable client

Improved collaboration: Centralised manner to store POs and Invoices

Improved communications: Simplify the communication process

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

Covered in Part 2

Covered in Part 3

1

Registering & On-boarding

- Create your SAP Ariba account and log in
- Register your SAP Ariba account on DIALOG's ARIBA realm
- Upload / share your important documents to complete the registration as a DIALOG supplier

One-off event. Once you register, you will have access to the SAP Ariba network

2

Online Collaboration

- Respond to Purchase Orders (POs) by send:
  - Order Confirmations
  - Ship Notice
  - Service Sheet
  - Invoices and Credit Memos

  via the SAP Ariba Network

- Receive update of Purchase Orders (POs) :
  - Goods Receipt
  - Service Sheet Approved
  - Invoices Status Update

  via the SAP Ariba Network

Your day-to-day transactions and interactions with us via the SAP Ariba network

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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

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

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3. SAP Ariba Onboarding: Online Collaboration

SAP Ariba On-boarding: Online Collaboration

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

1

Order Confirmation

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

2

Ship Notice

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

3

Service Sheet

- How to create a Service Sheet via SAP Ariba and forward it to DIALOG through your Ariba account

4

Invoice

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

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SAP Ariba On-boarding: Online Collaboration

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

5

Credit Memo

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

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4. Support

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

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

- Queries related to registration questionnaires
- Queries related to Purchase Orders (PO)
- Queries related to DIALOG's training materials
- Any relevant non-technical queries

Support from SAP

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

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Introducing our DIALOG Supplier Subpage

Supplier Subpage

- The Supplier Subpage contains:

  1. Downloadable User Guides (Overview, Registration and Collaboration)

  2. FAQs

  3. T&Cs

  4. Contact information

- Access the Supplier Subpage by visiting https://www.dialogasia.com/suppliers

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

- From the Help link, access the **Help Center**

1

Click on the "Help (?)" icon to select 'Help Center'.

The "Help Center Homepage" will appear.

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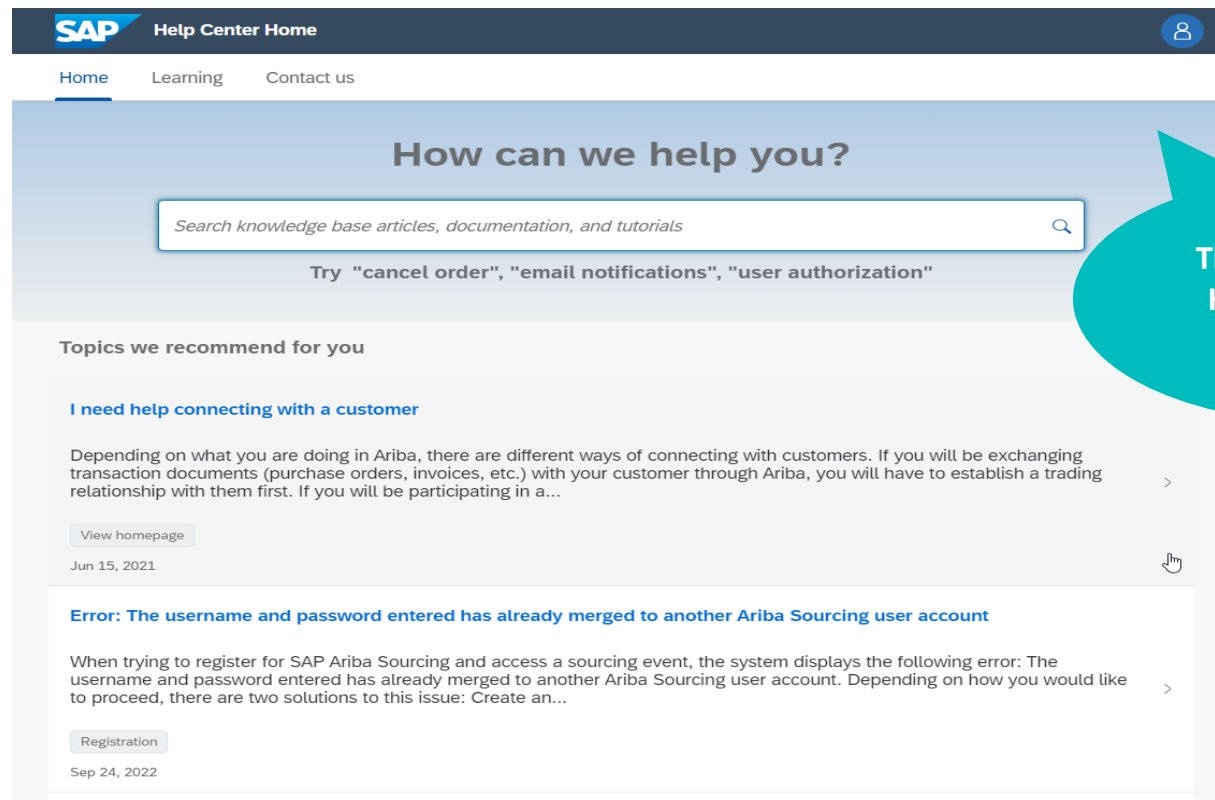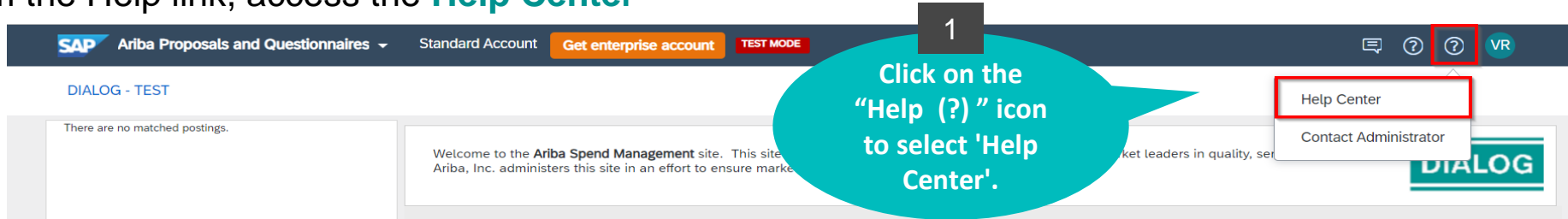
Request for assistance from SAP by accessing the Ariba Exchange Network Community (2/6)

2

At the Help Center Home tab, type in your issue.
Example: HOW TO CONTACT SAP ARIBA

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

3

Under the Learning section and the 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

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Request for assistance from SAP by accessing the 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
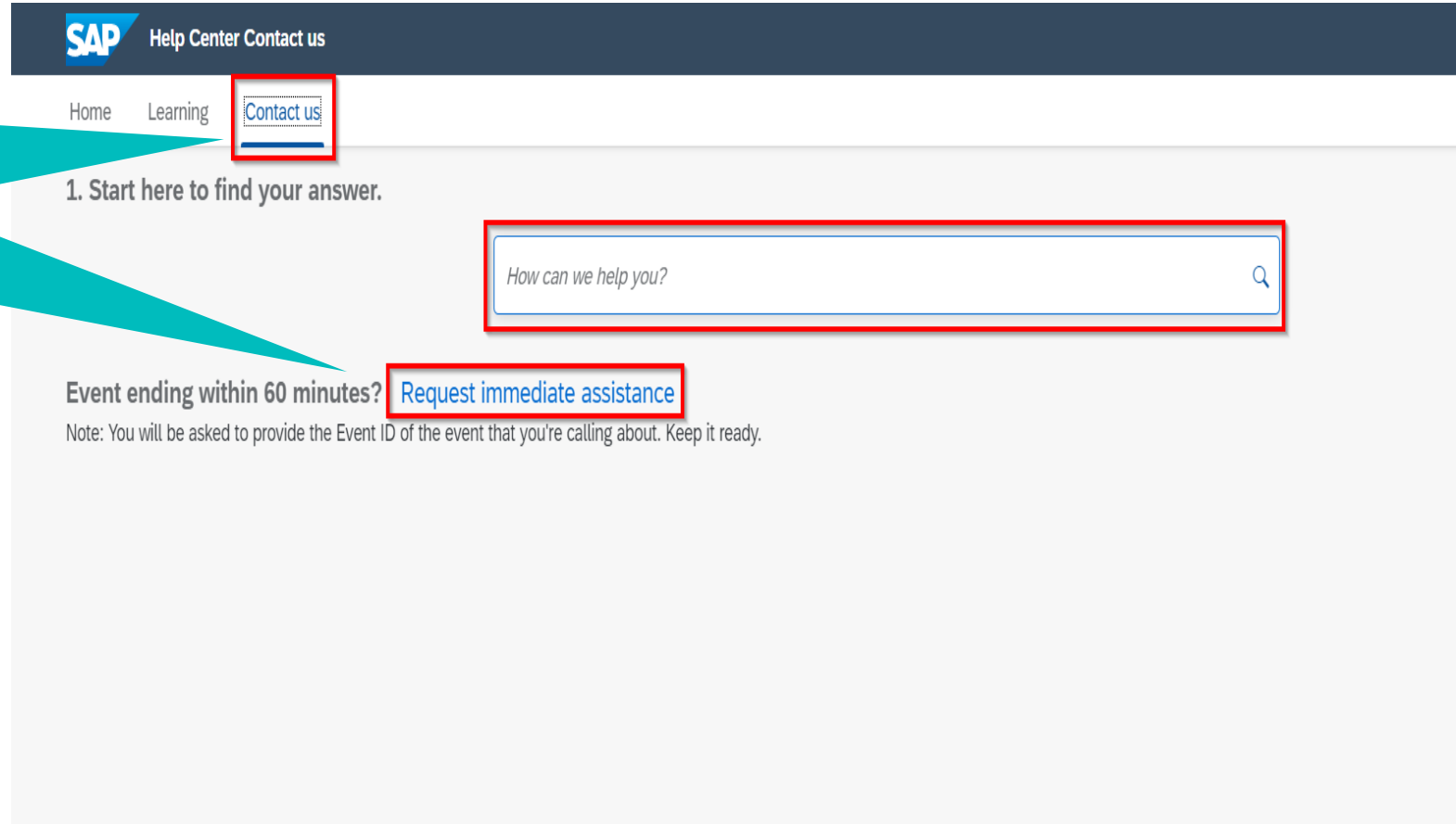
On-demand quick tips and longer webcasts

Watch now

Supplier Release Readiness

Learn more

Certificate Update Portal

Learn more

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Request for assistance from SAP by accessing the 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.

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Request for assistance from SAP by accessing the 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

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