

# SUPPLIER PERFORMANCE MANAGEMENT (SPM) SAP Ariba Training Guide for Suppliers

#### **Table of Contents**

The City of Edmonton SPM program	1
SAP Ariba and SPM Performance Evaluations	1
Registering SAP Ariba usernames for SPM	1
Accepting the SAP Ariba Spend Management Invitation	1
Review and acknowledge SPM scorecards from email notifications	1
Accessing the Scorecard Review Task	1
Opening the Scorecard in Ariba	2
Completing Scorecard Review in Ariba	2
Monitoring SPM scorecards and tasks from the SAP Business Network Dashboard	3
Definitions and Roles	4

#### Video Tutorials

Accepting an Ariba invitation Registering for SAP Ariba Spend Management (Ariba Contracts)

Review and confirm Scorecard Review and acknowledge a scorecard from email notification

Navigating Ariba Contracts and SPM workspaces View Scorecards and Tasks from SAP Business

Network

Adding additional users and roles to your existing ANID



# The City of Edmonton SPM program

The Supplier Performance Management (SPM) program evaluates the performance of suppliers, contractors or consultants who have a contract with the City. For more information about the SPM program visit: <a href="mailto:edmonton.ca">edmonton.ca</a>

## **SAP Ariba and SPM Performance Evaluations**

SPM evaluations and scorecards are completed in the SAP Ariba Contracts application. These instructions are for supplier-related tasks completed in SAP Ariba Contracts where:

- Scorecards can be shared directly on your SAP Business Network dashboard
- Tasks can be assigned to send documents and/or obtain your acknowledgment

# **Registering SAP Ariba usernames for SPM**

If you are an intended SPM project team member, the City may contact you to approve an SAP Ariba username.

\*You may already have a username and Ariba Network ID (ANID) for <u>SAP Business Network Discovery</u>. It is recommended that suppliers register a username from an existing account that is already connected with the City for SPM activities.

#### **Accepting the SAP Ariba Spend Management Invitation**

- Ariba Administrator invitations will be emailed to the contact of the project's supplier team members. To
  accept the invitation you must <u>log in with your existing credentials</u> or create a new account.
- If your SAP Ariba username is already registered with the City through SAP Business Network Discovery, you may skip the Ariba Spend Management invitation and advise your SAP Ariba username.

# Review and acknowledge SPM scorecards from email notifications

Once an SPM scorecard is published in SAP Ariba, a review task notification email is sent to supplier team members with task details and a link to access the system

#### **Review and Confirm Scorecard Video**

#### **Accessing the Scorecard Review Task**

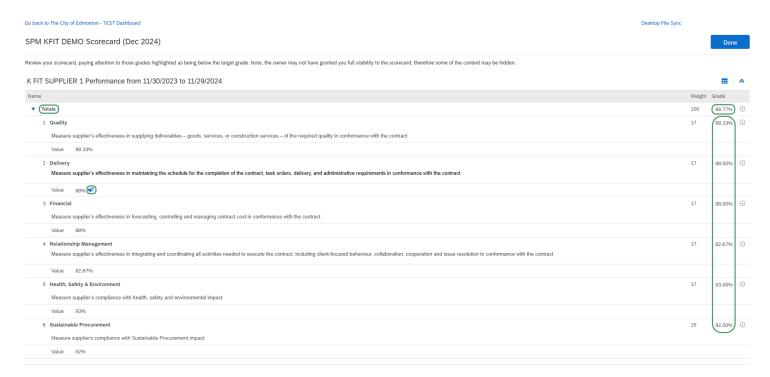
- Open the task notification email labeled 'Supplier to review and Confirm Scorecard'
- At the bottom of the notification email "Click Here to access the system" You will be directed to the SAP
   Ariba login page
- Log in with the existing SAP Ariba username communicated to the City

\*If you encounter issues with this step, please email <u>suppliersupport@edmonton.ca</u> detailing your error.



#### **Opening the Scorecard in Ariba**

- After Logging in you will be directed to the Review Task menu in your SAP Ariba Contracts dashboard.
- Select the dropdown next to the scorecard. Click open to review scorecard results including:
  - scorecard total value
  - KPI total values and comments (blue comment icon)



#### **Completing Scorecard Review in Ariba**

- After reviewing the scorecard, Click < Go back to the City of Edmonton to return to the Review Task,</li>
  - Click **Complete Review** to acknowledge the scorecard. This will finalize the published scorecard.
  - o If you disagree with your score, schedule a meeting with the project owner.
    - \*Adjustments can be made to published scorecards and comments through successful appeal.

# The document below has been submitted for review. To view documents, click the document link to open or download them. If you are a reviewer, you can complete this task by clicking the Complete Review button. If you Supplier Training Guide / Monitor - Annually (Apr 2024) / Supplier to Review and Confirm Scorecard TSK4478692610 Supplier to Review and Confirm Scorecard Please review this scorecard and concur that you agree with the scorecard findings for this period Mike Pearman Supplier Test Scorecard One or more documents have been submitted for your review. • View the documents on the left.

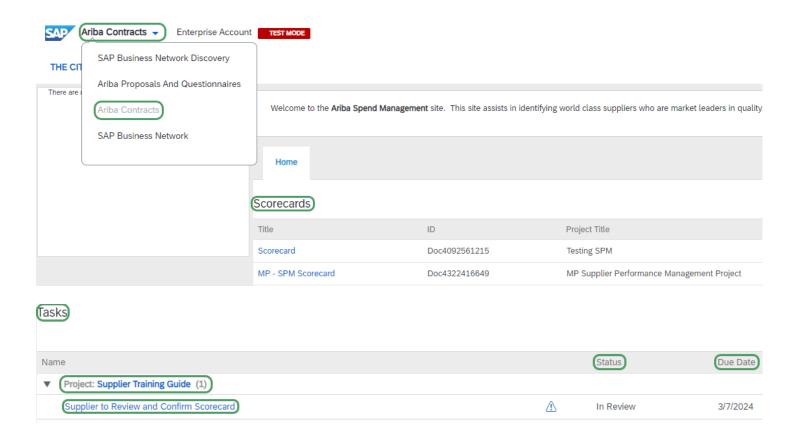


# Monitoring SPM scorecards and tasks from the SAP Business Network Dashboard

Log in to your SAP Business Network dashboard to access SPM scorecards and tasks.

#### **Navigating the SPM workspace and Tasks Video**

- Select the **Ariba Contracts** module in the top left drop-down of your SAP Business Network homepage to:
  - view past scorecards
  - o complete review tasks
  - manage statuses and due dates



*Hint:* Blue text in the Ariba dashboard indicates the user can click to expand for more detailed information.

#### Scorecards

- To view evaluation scores, click the title of your scorecard.
- Identify your project with the scorecard title, document ID and project title.

#### Tasks

- Click the Project Name for an overview of project details such as the Project ID or WS number, owner, description and dates.
- Click the Task name to review and confirm a scorecard.



## **Definitions and Roles**

**SAP Business Network** - The SAP application that automates multiple business processes, from trading partner discovery to transaction management to financial settlement.

**SAP Business Network Discovery** - The SAP application for City of Edmonton postings and sourcing events.

**SAP Ariba Contracts** - The SAP Ariba application for contract management, including contract requests, authoring, workflows and negotiation, approval, execution, and supplier performance management.

**Ariba Network ID (ANID)** - A unique identifier for a buyer or supplier. The term is also referred to as Network ID in some cases and was formerly called Ariba Supplier Network (SN) ID. Suppliers and buyers both have ANIDs.

**Account Administrator** - Ariba account administrators can perform administrative functions, such as tasks relevant to user management and user access to SAP Business Network.

**SAP Ariba Username** - A user who has a login to a supplier's SAP Business Network account.

**Supplier User** - Supplier users are external users who have limited access to specific activities in the City of Edmonton's site, such as sourcing events, questionnaires, and supplier performance management project tasks and documents, only when invited or assigned to those activities and typically through their SAP Business Network account. If a supplier is public, users in their SAP Business Network account can be synchronized to the buyer site as supplier users.

**SPM Supplier Team Member** - External supplier users that can be added to the supplier performance management project, enabling scorecard review and acknowledgement in SAP Business Network.