



SUPPLIER PERFORMANCE MANAGEMENT (SPM)

SAP Ariba Training Guide for Suppliers

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 **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: edmonton.ca

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 [SAP Business Network Discovery](#). 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 [log in with your existing credentials](#) 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 suppliersupport@edmonton.ca detailing your error.*

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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)

[Go back to The City of Edmonton - TEST Dashboard](#)

[Desktop File Sync](#)

SPM KFIT DEMO Scorecard (Dec 2024)

Done

Review your scorecard, paying attention to those grades highlighted as being below the target grade. Note, the owner may not have granted you full visibility to the scorecard, therefore some of the content may be hidden.

K FIT SUPPLIER 1 Performance from 11/30/2023 to 11/29/2024

Name	Weight	Grade
Totals	100	88.77% ⓘ
1 Quality	17	89.33% ⓘ
Measure supplier's effectiveness in supplying deliverables – goods, services, or construction services – of the required quality in conformance with the contract		
Value	89.33%	
2 Delivery	17	88.00% ⓘ
Measure supplier's effectiveness in maintaining the schedule for the completion of the contract, task orders, delivery, and administrative requirements in conformance with the contract		
Value	88%	ⓘ
3 Financial	17	88.00% ⓘ
Measure supplier's effectiveness in forecasting, controlling and managing contract cost in conformance with the contract		
Value	88%	
4 Relationship Management	17	82.67% ⓘ
Measure supplier's effectiveness in integrating and coordinating all activities needed to execute the contract, including client-focused behaviour, collaboration, cooperation and issue resolution in conformance with the contract		
Value	82.67%	
5 Health, Safety & Environment	17	93.00% ⓘ
Measure supplier's compliance with health, safety and environmental impact		
Value	93%	
6 Sustainable Procurement	15	92.00% ⓘ
Measure supplier's compliance with Sustainable Procurement impact		
Value	92%	

Completing Scorecard Review in Ariba

- After reviewing the scorecard, Click < [Go back to the City of Edmonton](#) to return to the Review Task,
 - Click **Complete Review** to acknowledge the scorecard. This will finalize the published scorecard.
 - 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.

Review Task

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](#)
Plan (Apr 2024) (v1/2) ⓘ

Action

Open

One or more documents have been submitted for your review.

- View the documents on the left.

Complete Review ⓘ

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
 - complete review tasks
 - manage statuses and due dates

The screenshot shows the SAP Business Network dashboard. The 'Ariba Contracts' module is selected in the top left navigation menu. The dashboard displays a welcome message and a list of scorecards. Below the scorecards, there is a 'Tasks' section with a task to review a scorecard.

Title	ID	Project Title
Scorecard	Doc4092561215	Testing SPM
MP - SPM Scorecard	Doc4322416649	MP Supplier Performance Management Project

Name	Status	Due Date
Project: Supplier Training Guide (1)		
Supplier to Review and Confirm Scorecard	In Review	3/7/2024

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.