

# Guided Buying for SAP® Ariba® Solutions



To help procurement teams scale and meet the needs of decentralized functional users with high expectations, we have compiled a set of their frequently asked questions and clear, brief answers.

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## ENGAGE YOUR PROCUREMENT TEAMS AND USERS WITH GUIDED BUYING

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**What is guided buying and why are we offering it?**

We have embarked on a bold mission to create a simple, smart, and elegant buying experience that increases user engagement across all spend areas. Currently, there are few global procurement trends across all industry verticals, which is making it difficult for procurement teams to scale and meet needs of decentralized functional users with high expectations. Buyers do not just expect a good user experience; they demand applications that are smarter and able to guide the user. These trends are instrumental in the germination of guided buying. Our unique position enables us to face these challenges head on and create the biggest impact with this innovative approach.

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**Is this another step toward making business-to-business (B2B) commerce as simple and smart as business-to-consumer (B2C) commerce? If so, how?**

We believe guided buying is not just another step in the procurement process – rather, it's a bold new leap to redefine B2B commerce. We are going above and beyond the user interface by providing built-in intelligence.

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**Will guided buying become available as an additional product for sale?**

Guided buying is not a product that we sell. Guided buying will be available to all customers managing procure-to-pay and procure-to-order processes.



**How does adding another step in B2B commerce make the process as simple and smart as B2C commerce?**

Buyers need one place to shop for goods and services, and most enterprises have several systems and processes that allow purchasing across different categories of spend. In the short-to-medium term, it is not practical to replace these systems and processes. Because it provides a seamless connection to these systems and processes, guided buying serves as the one place where all buyers can shop across all goods and services.

Other advantages include:

- **Compliance made simple:** Most procurement policies are codified in lengthy policy documents, and buyers are expected to be aware of every detail. The simplicity and intelligence of guided buying are not only geared toward the buying experience, but they carry over to all aspects of the solution, such as defining policies and reporting. Guided buying enables procurement and individual line-of-business (LoB) owners to specify these policies and inform and guide users whenever there are policy conflicts during the shopping experience.
- **Collaboration made simple:** Buyers must collaborate with suppliers, procurement administrators, and other procurement users. Buyers currently collaborate offline through e-mail or phone with suppliers – which is proven to be inefficient. Guided buying enables purchasers to collaborate directly with suppliers and other procurement users in the context of the procurement need, making procurement efficient.
- **Supplier management made simple:** Buyers generally know which supplier they want, but they have a tough time finding and onboarding these suppliers. Guided buying enables the procurement users to include suppliers within the buying experience.

## FEATURES

**Will we integrate guided buying with the spot buy capability in SAP® Ariba® solutions?**

Yes, catalog items from it will appear along with internal catalog items, forms, and suppliers.

**Does guided buying feature a central search box?  
What will the search results include?**

Yes, search functionality is included. It includes suppliers, landing pages, forms, and catalog items through the spot buy capability and internal sources.



**How does guided buying help purchasers shop across all items and services?**

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Guided buying follows the single search paradigm that has been widely accepted in the B2C world: A single search box to search across catalog items, including partial items, forms, and suppliers. All spend contracted through supplier-provided catalogs and punch-out catalogs is available for the user to search. The experience is equal to that of a B2C solution that can filter items by attributes, such as price and manufacturer.

Guided buying allows the procurement organization to define forms for configurable items and services. These forms can be easily delineated with permission and behavior at the field and workflow level. This functionality lets marketing users see only the fields they should complete, while the rest of the form is filled in by the LoB owner or procurement representative. Form creation and customization are simplified through the ability to drag and drop fields without writing a single line of code, choosing from a variety of templates, and repurposing earlier forms. Keywords can be associated with a form to make sure search results generate relevant forms. The system also learns from user behavior over time, so it can efficiently guide users to the right items.

Guiding buying can be used during the spend experience in a system other than an SAP Ariba solution. The landing page features tiles that can be customized for every category. The procurement organization can customize the system's behavior after a user clicks on a particular tile or category. If a certain category goes through a different system, the user is automatically taken to the other system. For example, suppose a buyer uses an SAP Fieldglass® solution for contingent labor. The tile can be configured for contingent labor and take the user to an SAP Fieldglass solution. While this functionality does not eliminate the need for other procurement systems, it does give users a central location, where they are guided to all other systems. This is a simple yet powerful way in which guided buying enables buyers to purchase all goods and services and removes complexity from the procurement experience.

**Are the tiles on the landing page customizable?**

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Yes, the landing page features tiles that can be customized for every category. The procurement organization can customize the system's behavior after a user clicks on a particular tile or category. If a certain category goes through a different system, the user is automatically taken to the other system.



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<b>Is guided buying accessible on mobile devices?</b>	Yes, users can enjoy the guided buying experience on a mobile device – requisitions created from guided buying can be viewed and approved through mobile apps.
<b>Which browsers are compatible with guided buying?</b>	Guided buying is accessible through Internet Explorer 11 and above, as well as the latest versions of Chrome, Firefox, and Safari.
<b>Are there any plans to make guided buying compatible with Internet Explorer versions below 11?</b>	No, currently we do not plan to make guided buying compatible with Internet Explorer versions below 11.
<b>How are the forms defined?</b>	Guided buying leverages self-service custom forms, which is a new innovation delivered by our platform team and announced during the SAP Ariba Live event in 2016.
<b>How does guided buying help buyers remain compliant?</b>	The main reason for noncompliance is unawareness of procurement policies. Guided buying notifies all purchasers when a policy is violated at the point a decision is made – not after the transaction has been concluded. Users can choose whether they would like to proceed with the exception or make an alternate decision that does not violate the policy. With this approach, a policy is no longer a binary decision that allows or denies a transaction, but it becomes a warning system that gives users the option to enter an exception.
<b>Can buyers access punch-out catalogs with guided buying?</b>	Yes.
<b>Does guided buying work with the BMECat catalog format?</b>	Yes, BMECat format catalogs are supported. The first general release of guided buying also supports CIF and CXML formats.

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**Is it possible to integrate guided buying with the SAP Ariba Procurement mobile app?**

Yes, it is possible to integrate guided buying with mobile access to purchase **SAP Ariba solutions**. Requisitions created through guided buying can be approved with the mobile app, and buyers can review their requests.

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**Is it possible to integrate guided buying with the SAP Ariba Supplier mobile app?**

Yes, suppliers can access and confirm purchase orders and review requests for quotes from their mobile devices.

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**What requirements must SAP Ariba solutions meet in order to take advantage of dependencies guided buying?**

To use guided buying, SAP Ariba solutions must have P2x, configurable items for forms, and support for N bid and buy for sourcing. For supplier management, the solutions require preferred supplier for forms and ad hoc requests. For collaboration, they require the user community capability.

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**Can a user add a new supplier that he knows by reference?**

Yes. A new supplier can be added and submitted for approval.

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**Which users will find guided buying preferable to procure-to-pay solutions?**

Guided buying is targeted for casual and functional buyers who reside outside the procurement organization and purchase from suppliers as part of their function. Guided buying provides a smart, simple, and elegant shopping experience for these users. Power users from the procurement organizations are still expected to log on to procure-to-pay solutions to process core functions.

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**How will plans for the SAP Ariba Catalog solution and procure-to-pay interface change?**

Guided buying will not support SAP Ariba Catalog and will only support P2x customers. The solution will continue to be a core product in our solution portfolio. Guided buying primarily addresses the shopping experiences of users and functional buyers of P2x customers.

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**Is guided buying compatible with the content management feature of SAP Ariba Procurement solutions?**

Yes, the content management functionality is available for catalog managers who are administrators of core procure-to-pay functions. They can set up validation, cleansing, and content rules. Users of guided buying can review catalogs that are processed based on internal content management rules.

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## PRICING AND AVAILABILITY

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**When will the rollout begin for guided buying?**

We have been actively working during the development phase with a selection of design partners who belong to key industry verticals. We released a limited availability version to a select list of customers in August of this year. The general availability version of guided buying is scheduled for release December 2016.

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**Are any beta customers using guided buying now?**

Our design partners are currently testing the limited availability version of guided buying within their testing environments. Some of our design partners plan to go live with guided buying immediately after the release of the general availability version.

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**Will search results provide punch-out catalog items as well as internal catalog items?**

No, cross-catalog search is not supported in guided buying. Users are expected to use the punch-out catalog and shop for items by using the supplier Web site.

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**Does guided buying include any new functionality for supplier ratings?**

Yes, users may provide suppliers with feedback. This is part of the guided buying product road map.

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**Will ready-to-use templates for forms be provided?**

Ready-to-use templates for forms will be delivered as part of the first release. We will provide documentation to help users use the feature.

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**Will ready-to-use templates for landing page tiles be provided?**

Ready-to-use templates for tiles will be delivered as part of the first release. We will provide documentation to help users use the feature.

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## PACKAGING AND PRICING

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**How will guided buying be rolled out to large organizations? Are there any global requirements or recommendations?**

As with any large feature, we recommend a phased approach when implementing guided buying. Large organizations should begin with a pilot customer base. The lessons learned with the pilot group can be applied to additional implementations, leading to a smoother and more efficient rollout.

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**What training materials are available for customers?**

We will provide training guides for users, administrators, and consultants, as well as an FAQ document. The first version of the administrator guide is currently available. A user guide will be available when the general availability version is released.

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**How extensive is customer configuration? Are customers required to use a service when adopting guided buying, change management, or implementation?**

The degree of effort required for configuration and implementation depends on any lessons learned during the pilot phase. A set of templates has been created to help capture specific requirements for guided buying to ease the process.

Guided buying is a small part of the overall procurement implementation effort. As with any feature, the effort depends on the amount of customization required by the customer. Specific services are not required for configuration, adoption, or change management. Should services be wanted, a partner certified for guided buying can perform them.

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## ADDITIONAL DETAILED QUESTIONS

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**Is supplier lifecycle management software from SAP a prerequisite for guided buying? If so, what issues must we address with customers using guided buying?**

Specific functionality is required to associate preferred suppliers in supplier lifecycle management software with a category in order to use guided buying – especially for ad hoc and tactical sourcing flows. The basic version of supplier management functionality, which includes the preferred supplier functionality, will be available at no additional cost to guided buying customers.



## SELF-SERVICE SOURCING

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**Can self-service sourcing be restricted by category?**

Yes, one category enables an activity that others do not.

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**Is preferred supplier restriction built by category?**

Yes. The preferred suppliers can be restricted by category and location. It is possible to allow only one category to support self-service sourcing from preferred suppliers, while a different category includes suppliers when needed.

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**Can approval flows for guided buying use the existing procurement configuration?**

Yes. Existing approval flows can be reused in guided buying.

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**Are real-time budget checks supported in guided buying?**

Real-time budget checks will be supported in the general availability version.

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**Are e-mail notifications customizable?  
Are there different layout configuration options?**

No, guided buying reuses the e-mail notifications from the customer's procure-to-pay solution.

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**Are branding elements customizable?**

Guided buying does not reuse branding from procure-to-pay solutions. However, the logo, search banner, and footer are completely customizable in guided buying.

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**What additional documents are available for organizations interested in using guided buying?**

We have a series of materials available to customers:

- Feature description document
- Guided buying administrator guide
- Guided buying user guide, scheduled to be available for the general availability release



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