Messaging with SAP® Ariba® Solutions

Benefits
The messaging capability for SAP® Ariba® solutions allows buyers and suppliers to collaborate on orders and invoices through Ariba Network, SAP Ariba solutions in the cloud, or e-mail. Now you can:

• Connect instantly with appropriate stakeholders within a buying organization or with designated supplier contacts to process orders and invoices faster
• Capture an audit trail of all interactions within the system so auditors can understand why certain decisions were made
• Speed accounts payable (AP) cycles to enable better cash flow management and improve supplier relationships

PREVENT PROCESSING DELAYS WITH COLLABORATIVE MESSAGING

When buyers and suppliers must resolve an issue with a purchase order or invoice, it’s typically conducted by phone or e-mail outside the system. This can present problems. It’s often unclear who to contact for resolution in the buyer or seller organization. Furthermore, when communications aren’t linked to a transactional document, it’s not easy for buyers and suppliers to reference, access, and share the right information.

Buyers and sellers want a simple way to find and connect with key stakeholders to resolve issues and expedite processing. In addition, they want to facilitate handoffs and share communications with others in their organization during vacations or when somebody leaves the company.

The messaging capability for SAP® Ariba® solutions provides key capabilities for real-time collaboration to clarify or resolve issues relating to purchase orders and invoices. Conversations by instant messaging or e-mails between buyers and suppliers can occur through Ariba Network, SAP Ariba solutions in the cloud, or e-mail applications (see the figure).

Figure: Real-Time Collaboration to Accelerate Transaction Processing and AP Cycles

Interact directly within a buying organization or with a buyer or supplier

Link conversations and messages to specific documents for an audit trail
About SAP® Ariba® Solutions

With SAP® Ariba® solutions, companies connect to get business done. On Ariba Network, buyers and suppliers from millions of companies and 190 countries discover new opportunities, collaborate on transactions, and grow their relationships. Buyers can manage the entire purchasing process while controlling spending, finding new sources of savings, and building a healthy supply chain. And suppliers can connect with profitable customers and efficiently scale existing relationships – simplifying sales cycles and improving cash control along the way. The result is a dynamic, digital marketplace, where more than US$2 trillion in commerce gets done every year. To learn more about SAP Ariba solutions and the transformation they are driving, visit www.ariba.com.

Discover how you can improve collaboration and expedite order and invoice processing with our innovative messaging capability:

- Buyers can initiate and respond to conversations relating to POs and invoices through SAP Ariba Buying and SAP Ariba Invoice Management solutions.
- Buyers and suppliers can collaborate through context-free messages as well as messages relating to POs and invoices over Ariba Network.
- Messaging can occur at both the header and line level and can include attachments.
- Buyers can collaborate with suppliers in the request-for-quotation process as part of the guided buying capability of SAP Ariba Procurement solutions.
- Buyers can broadcast a message to multiple suppliers over Ariba Network and initiate conversations between internal users or groups.
- You can extend communications from Ariba Network to external systems using API-based message integration.
- You can enable country-specific message configuration.

This messaging capability builds on our robust, collaborative capabilities for managing global business commerce over Ariba Network. With it, you can increase your straight-through processing capabilities and free up staff time in procurement and payables for more strategic activities.

To learn how you can further streamline your procure-to-pay or invoice processing operations, call your representative or visit www.ariba.com.