SAP Solution Brief
SAP Supplier Relationship Management

SAP Supplier Self-Service

Want Fast Order Processing Without Paperwork? Let Your Suppliers Help Themselves

Quick Facts

Summary

Supplier collaboration is the linchpin for order accuracy, process efficiencies, and reduced invoice exceptions. Businesses that can share information and automate processes with their suppliers not only speed PO execution but also shrink processing time and cost. With the SAP® Supplier Self-Service application, you can collaborate with your suppliers by sharing an intuitive Web-enabled solution that enables everything from bid solicitations to order fulfillment and invoice processing.

Business Challenges

- Take the delays and errors out of order processing and supplier management
- Stay in control of procurement processes from bid to invoice
- Shift procurement's focus from daily order processing to strategic innovation

Key Features

- **Order collaboration** – Shrink order times with streamlined supplier collaboration throughout the order management cycle
- **Bid invitations** – Leverage the power of the SAP Supplier Relationship Management application and SAP Supplier Self-Service to solicit bids, collaborate with suppliers, and deliver bid accuracy
- **Report sharing** – Provide suppliers with the reporting they need to measure, improve, and gain insight into their order history
- **Supplier enablement** – Let suppliers register and maintain their own data

Business Benefits

- **Reduce overhead and paperwork** with streamlined supplier collaboration
- **Empower your supply base** with self-service capabilities
- **Focus on strategic procurement activities** by freeing up critical staff time

For More Information

Call your SAP representative, or visit us online at www.sap.com/lines-of-business/procurement/srm/index.epx.

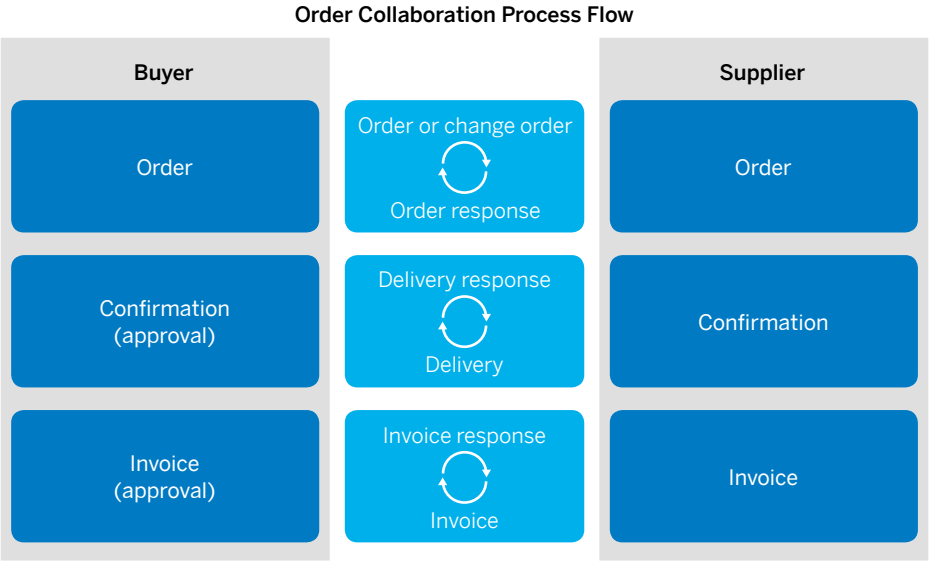
Whether you are a global manufacturer or a small IT services provider, streamlining your procurement order processes can result in a significant competitive edge. The SAP® Supplier Self-Service application can give you that edge. Because it integrates with and enhances your deployed SAP ERP or Supplier Relationship Management (SAP SRM) applications, you can collaborate with your suppliers to speed and automate order processing and reduce supplier management costs.

STOP FOCUSING ON ORDERS AND START FOCUSING ON STRATEGY

Whether it's a trickle or tsunami, the volume of your supplier paperwork is only going up. Your procurement staff is probably spending a lot of time negotiating product and services orders, managing supplier contact data, and resolving invoice inconsistencies. This all adds up to too much time on the part of your critical staff spent managing supplier operations, leaving very little time to focus on strategic procurement activities.

SAP Supplier Self-Service can automate much of the daily interactions between your procurement organization and your myriad product and service suppliers. Whether your supplier network is private sector, regulated, or both, the application provides your suppliers with self-service access to your latest procurement needs. They can securely log in to provide and submit bids, confirm orders, and invoice much faster than before. The software simplifies order delivery and acknowledgements and helps ensure that all associated paperwork and reporting is retained and controlled.

Figure: Supplier Collaboration with SAP® Supplier Self-Service



OPEN BIDS, COLLABORATE WITH SUPPLIERS, AND STRIKE THE BEST DEAL

SAP Supplier Self-Service and SAP SRM work together to enable a streamlined and highly collaborative bid management experience. Leveraging the bidding engine in SAP SRM gives you the ability to build and launch requests for proposals, requests for quotations, and auction events. SAP Supplier Self-Service complements the SAP SRM bid functionality with an easy-to-use environment that supports bid collaboration, live chat, and versioning throughout the bidding process. For complex orders such as service purchases, this integrated workflow not only streamlines your bidding process, but it enables more accurate supplier bids that meet your needs.

Once notified of an open bid, suppliers can log in to the application, review the bid, and create their bid response along with supporting documentation. Your procurement staff can review each returned bid and collaborate with that supplier on specifications and improve bids. Once all bids are reviewed, SAP SRM allows you to award the bid and create a PO from the winning bid.

COLLABORATIVE REQUISITIONING FOR SERVICES

Acquiring services is one of the more collaborative processes with suppliers. It is often necessary to engage the suppliers' expertise early to define the scope, availability, and pricing that match a dynamic set of requirements. For instance, suppliers have the knowledge to determine pricing based on parameters such as skill sets, job codes, and available resources. In the absence of collaboration, requirements go through approval without complete information, which leads to problems downstream including unplanned costs, change order processes, and compliance issues. Using SAP Supplier Self-Service, suppliers can submit bids for service requests to help define the service specification by contributing information such as pricing, a named resource, or availability. Furthermore, buyers can solicit multiple bids using SAP Supplier Self-Service to determine the best match for the particular requirement.

As work is performed and more information is known about the service, suppliers can update the order and service-entry information using SAP Supplier Self-Service. Service agents who enter the services performed have access to material and service information in the catalog to make sure of the correct pricing for invoice accuracy.

STAY CONNECTED WITH YOUR SUPPLIERS AT EVERY STAGE

It's not enough to complete your orders quickly. It's just as important to complete your orders accurately to avoid headaches downstream with delivery of the wrong goods or services, or time-consuming invoice discrepancies that require resolution. With SAP Supplier Self-Service, you and your suppliers can collaborate at every step, from quantity and date changes in open POs to invoice adjustments (see the figure). This way, all changes are clearly communicated so that there are no surprises later on.

SHRINK ORDER CYCLES AND ENCOURAGE EARLY-PAYMENT DISCOUNTS

SAP Supplier Self-Service not only removes the uncertainty from your order processing, but it also removes the paperwork. That's because the application employs functionality that creates the order confirmation from the order information that has been finalized between the buyer and supplier, and the invoice from the preceding delivery documents. Delivery and invoice document accuracy is assured as information from the preceding document is carried forward: orders are agreed upon with suppliers, delivery documents then reflect the confirmed order information, and invoices match the confirmed delivery. Of course, if any additional documentation is required, you can attach it during the process. Because the software takes the delays out of your processing, you can avoid late-payment penalties and, better yet, take advantage of early-payment discounts.

LET YOUR SUPPLIERS REGISTER AND MAINTAIN THEIR OWN DATA

Keeping supplier master data accurate and up-to-date is a constant effort. That's why SAP Supplier Self-Service shifts the burden to those in the best position to constantly maintain the information: your suppliers. They not only use the application to register themselves with your procurement organization, but they can continue to rely on the software to provide critical profile content such as updated financial and banking information.

SAP Supplier Self-Service can automate the daily interactions between your procurement organization and your myriad product and service suppliers.

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Once successfully registered, suppliers can create separate user accounts for their own business users, who can then interact daily with your procurement organization through the application. The supplier keeps these user accounts up-to-date, adding and removing new users as needed. Registered suppliers can also update the products and services they offer. Most important, all information changes made by your suppliers in the application can be verified by your procurement staff before allowing updates.

HELP YOUR SUPPLIERS IMPROVE WITH SHARED REPORTING

SAP Supplier Self-Service keeps track of the entire transaction history between you and your suppliers. Suppliers can log in to the software and view all their orders, invoices, and transaction items – all available in ready-to-run reports. They can track their own aggregated spending information and delivery performance and find new ways to improve. While your suppliers can view only their own history, you can view the procurement history of all of your suppliers to identify potential problems and proactively manage your supply base.

MANAGE RISKS AND REAP REWARDS

Whether your suppliers provide products, services, or a mix of both, SAP Supplier Self-Service keeps you in control. You get the feedback and alerts you need from suppliers to stay apprised of price changes or delivery delays before committing additional resources and money. You can also:

- **Reduce overhead** and paperwork with streamlined supplier collaboration
- **Empower your supply base** with self-service capabilities
- **Focus on strategic procurement activities** by freeing up critical staff time

FOR MORE INFORMATION

To learn more about SAP Supplier Self-Service, contact your SAP representative today or visit www.sap.com/lines-of-business/procurement/srm/index.epx.