City of Calgary

SAP Ariba Supplier Guide

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Changes to Bidding on City Contracts

The City of Calgary (The City) is transitioning to SAP Ariba Sourcing to help modernize its sourcing processes. The tool is used for procuring goods, services, and construction, and allows suppliers to download and respond to procurement opportunities free of charge through the SAP Ariba portal.

Additionally, the City has implemented SAP Ariba Supplier Lifecycle Performance (SLP) which is used to onboard, manage, and segment suppliers. It is integrated with the SAP Ariba Sourcing module, supporting a seamless transition for supplier registration and maintenance.

How to Register

Step 1: Registration Invitation

If you are currently an active supplier with the City or are a new supplier that is currently going through negotiations, you will receive an email inviting you to register. Click the **Click Here** hyperlink within the email.

Calgary

Register on the Ariba Network as a Supplier with The City of Calgary

Hello!

You have been invited to register as a Supplier with The City of Calgary on the Ariba Network. The City of Calgary uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers.

Your company will need to have a single Ariba Network account to do business with The City of Calgary.

If your organization already has an account with Ariba Network, sign in with your username and password.
Attention: If your company already has an Ariba account to transact with other customers, you must register with the City of Calgary using that account.

If you do not have an Ariba account, start by creating an account with Ariba Network, it's free. Please create one following the link below.

Click Here to sign in or create account.

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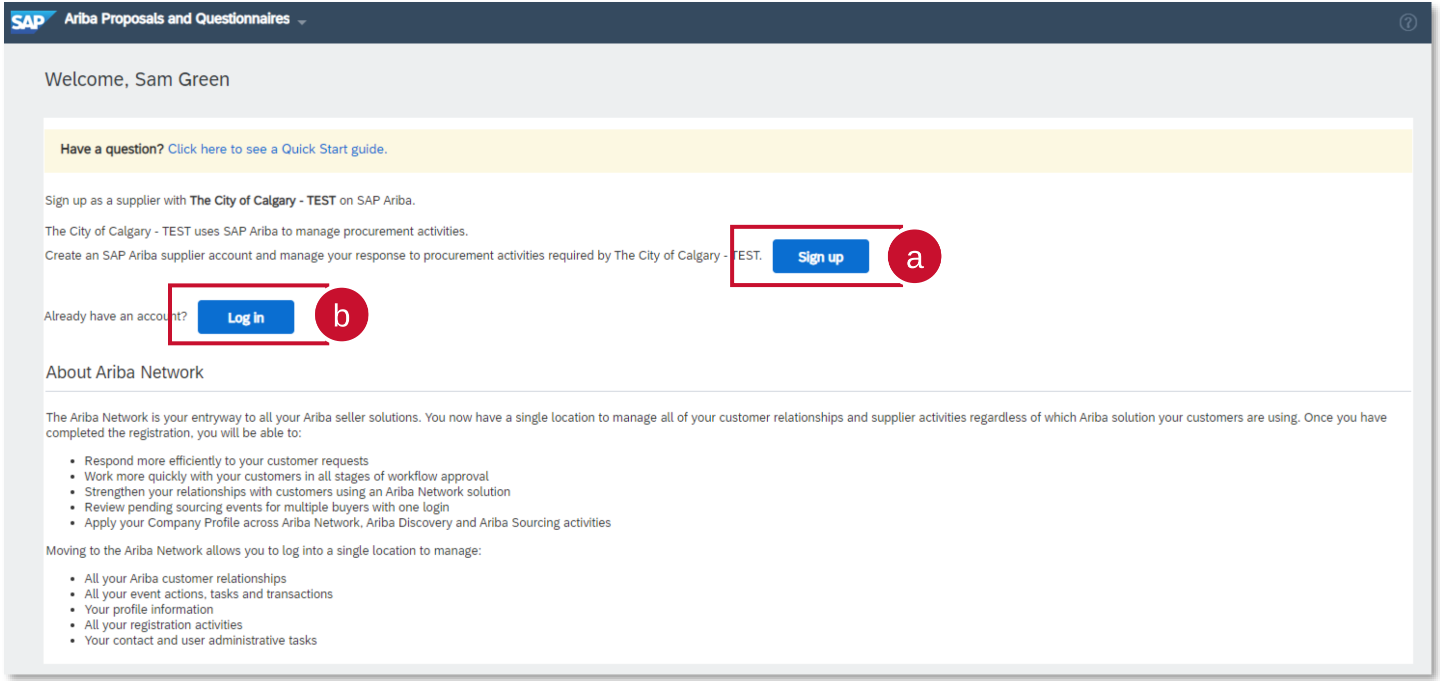
Step 2: Sign up or Log In

a. If you are new to Ariba, click **Sign up** to create an account. Proceed to Step 3: Creating an Account

b. If you have an existing account (not previously linked with the City of Calgary), click **Log In** and sign in with your credentials. Skip to Step 4: Supplier Registration Questionnaire



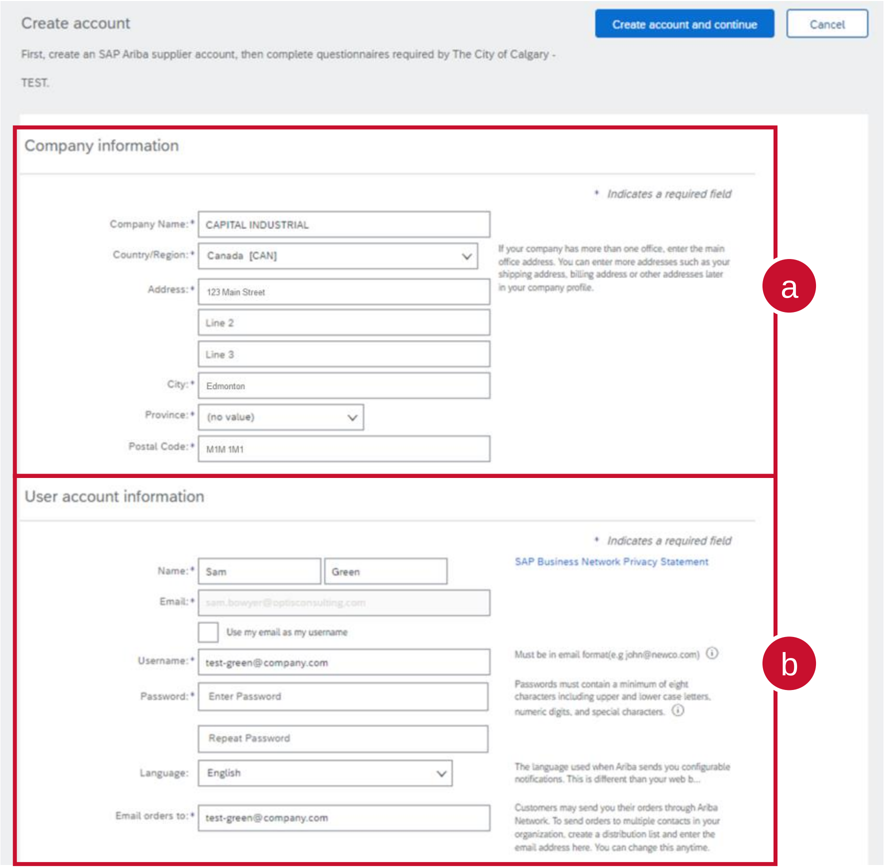
Step 3: Creating an Account

After selecting the *Sign up* link, you will be taken to the **Create account** page:

a. Complete the *Company information* section

b. Complete the *User account information* section

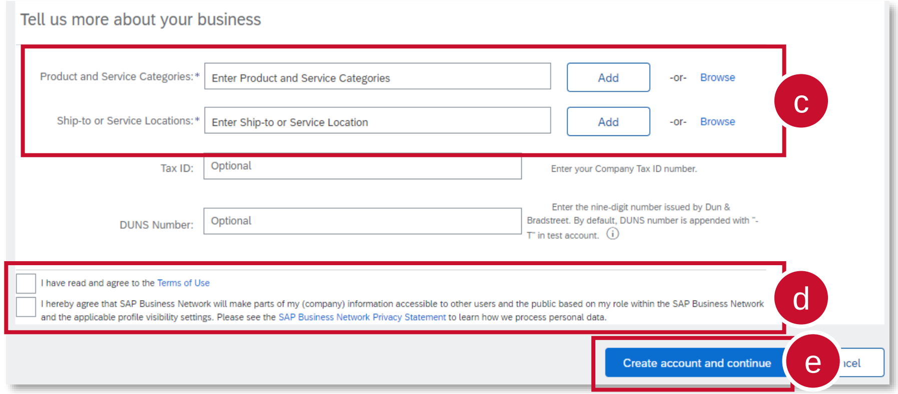
NOTE: The unique username and password are required to access your SAP Business Network account, which includes SAP Ariba Discovery.



Step 3: Creating an Account (cont'd)

c. Complete the *Tell us more about your business* section

- **Product and Service Categories**
  - SAP Ariba Discovery postings are matched to the product and service categories selected.
  - **Choose categories** rather than the exact products or services by name to ensure you gain exposure to broader opportunities.
  - If your products or services can be classified in multiple ways, select all possible categories to ensure better matches.
- **Ship-to or Service Locations**
  - The Ship-to and service locations field lets Buyers view all geographic areas your company serves.



d. Select the "*I have read and agree…*" and "*I hereby agree that SAP…*" check boxes

e. Click **Create account and continue**

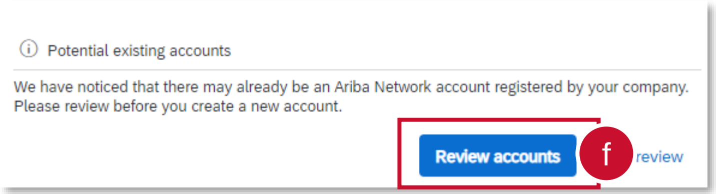
Step 3: Creating an Account (cont'd)

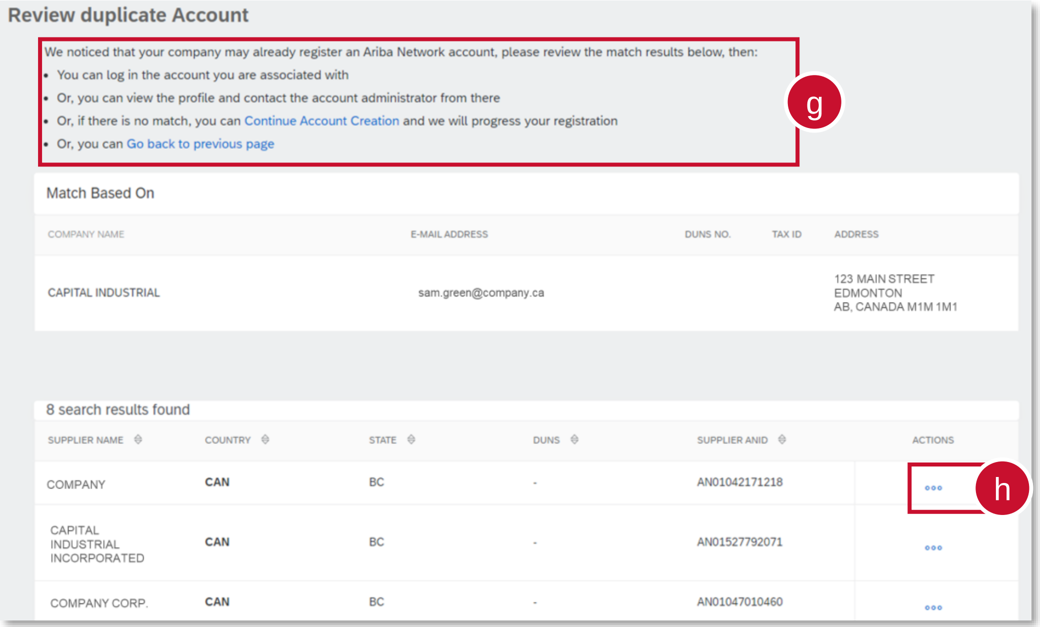
SAP Ariba will perform a duplicate check on the information entered to check if your company already has an existing account. If a potential match is found, a *Potential existing accounts pop-up* will appear.

f. Click **Review accounts**

g. Review the options provided by SAP

h. To view the profile and contact, click the **ellipsis icon** under *ACTIONS*



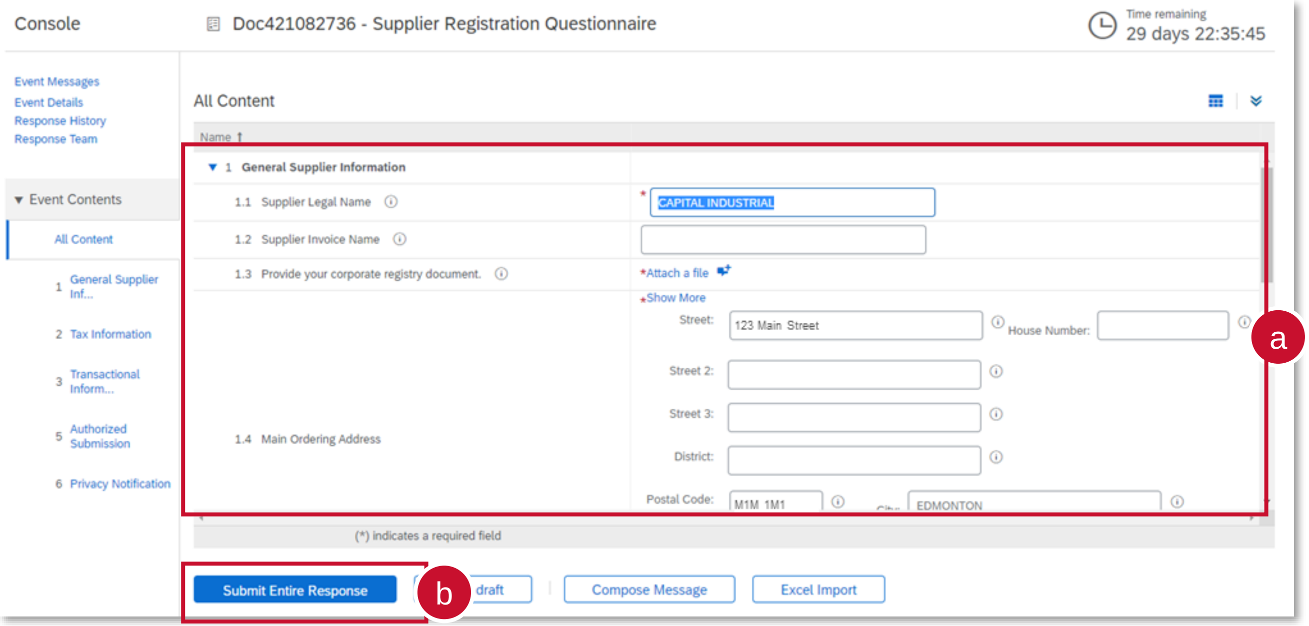


Step 4: Supplier Registration Questionnaire

After signing in or creating an account, you will be taken directly to the Supplier Registration Questionnaire.

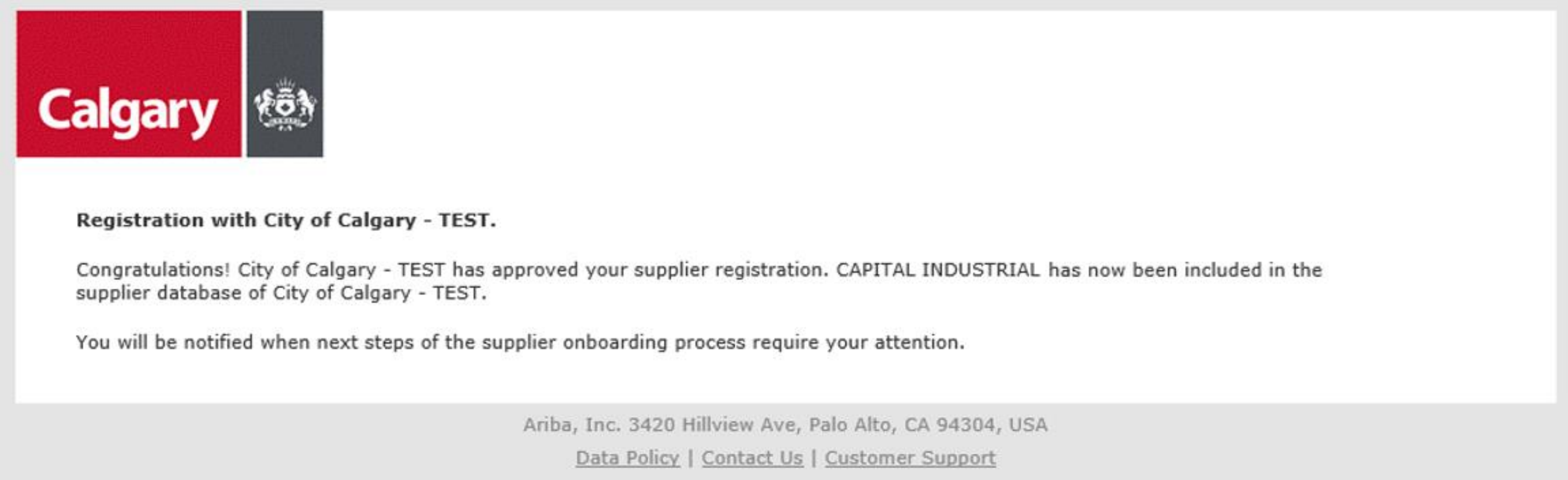
a. Populate all mandatory and optional fields as applicable. Note that mandatory fields are marked with a red asterisk (*)

b. Click **Submit Entire Response**



Step 5: Await Approval

Once submitted, the City will review your registration and contact you if further information/documentation is required. Once your registration is approved, you will receive an email confirming your approval:


Calgary

Registration with City of Calgary - TEST.

Congratulations! City of Calgary - TEST has approved your supplier registration. CAPITAL INDUSTRIAL has now been included in the supplier database of City of Calgary - TEST.

You will be notified when next steps of the supplier onboarding process require your attention.

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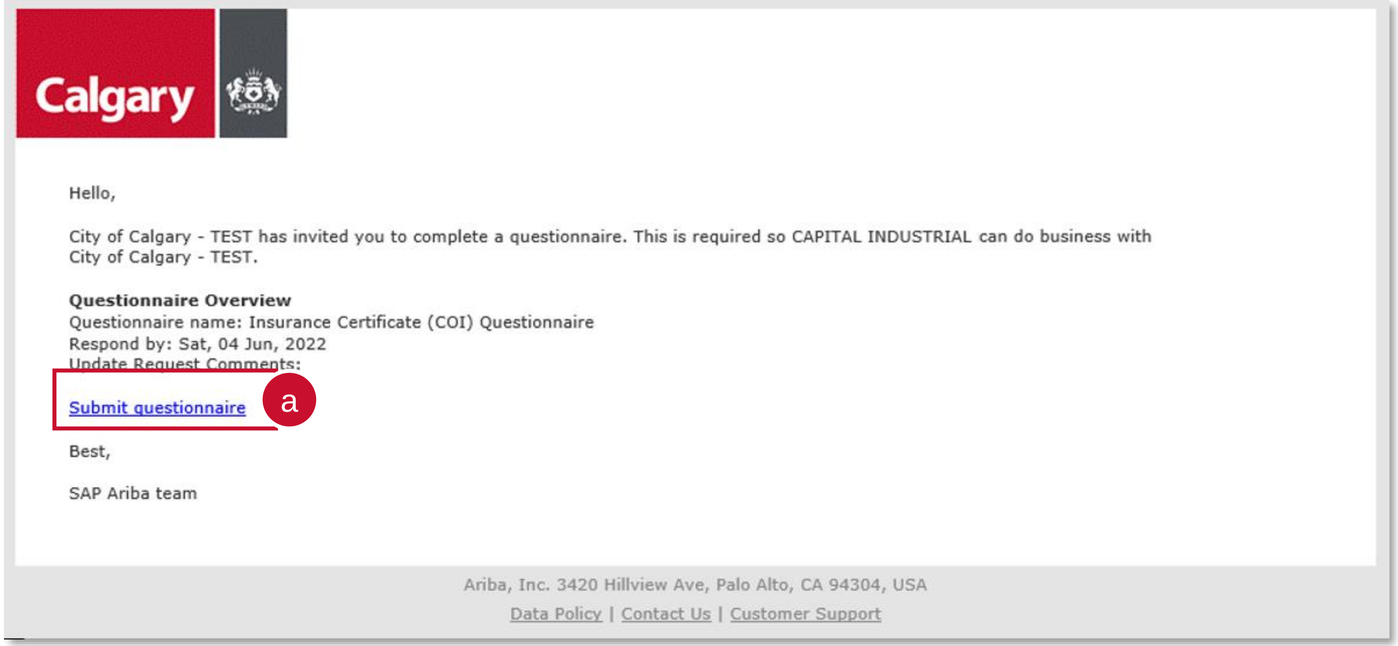
Certificate Questionnaires

Step1: Access Questionnaires

If the City requires any certificates from you, you will be contacted by the City to complete additional Questionnaire(s):

a. Click **Submit questionnaire** and login with your credentials


Hello,

City of Calgary - TEST has invited you to complete a questionnaire. This is required so CAPITAL INDUSTRIAL can do business with City of Calgary - TEST.

Questionnaire Overview
Questionnaire name: Insurance Certificate (COI) Questionnaire
Respond by: Sat, 04 Jun, 2022
Update Request Comments:

Submit questionnaire

a

Best,

SAP Ariba team

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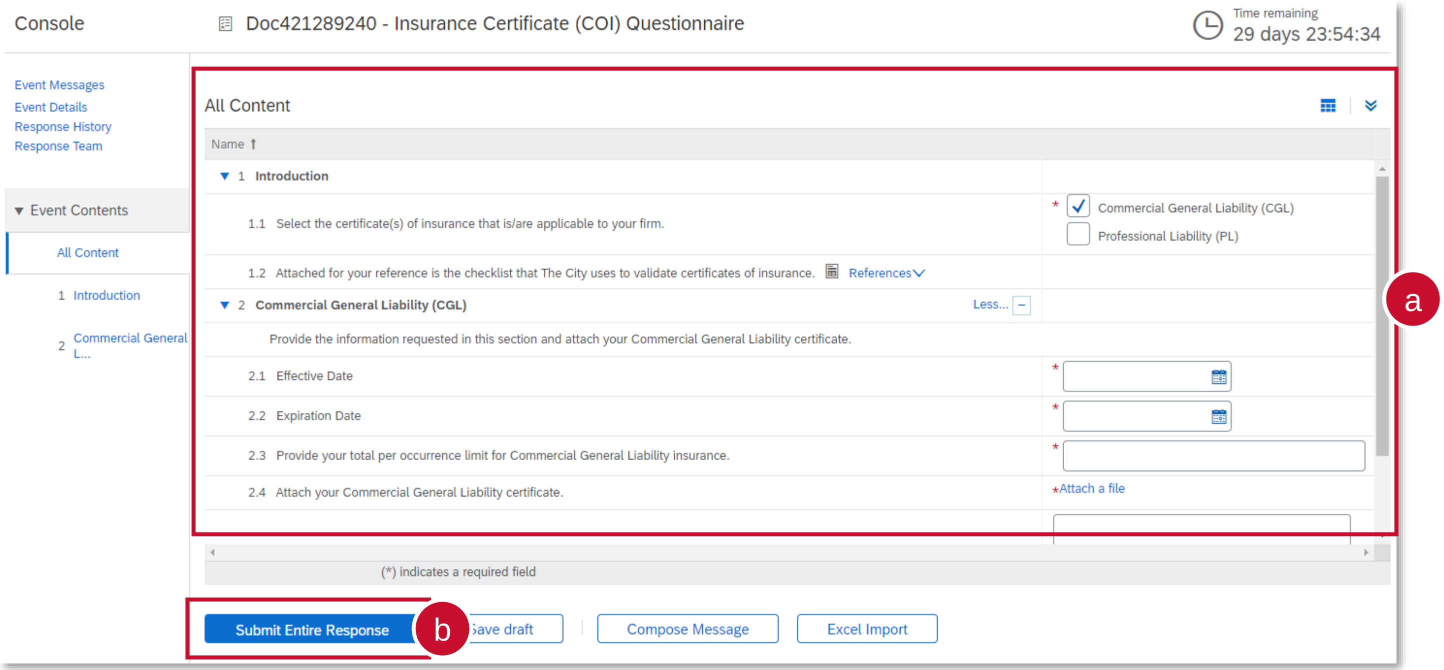
Step 2: Complete the Questionnaire

Once you have logged in, you will be taken to the Questionnaire

a. Answer all applicable questions

b. Click **Submit Entire Response**



Step 3: Await Approval

Once submitted, the City will review your certificate and contact you if further information/documentation is required. Once your certificate is approved, you will receive an email confirming your approval:

Hello Sam Green,

City of Calgary - TEST has approved the questionnaire that you completed.

Questionnaire Overview
Questionnaire name: Insurance Certificate (COI) Questionnaire

You'll be notified if any other tasks require your attention.

Best,

SAP Ariba team

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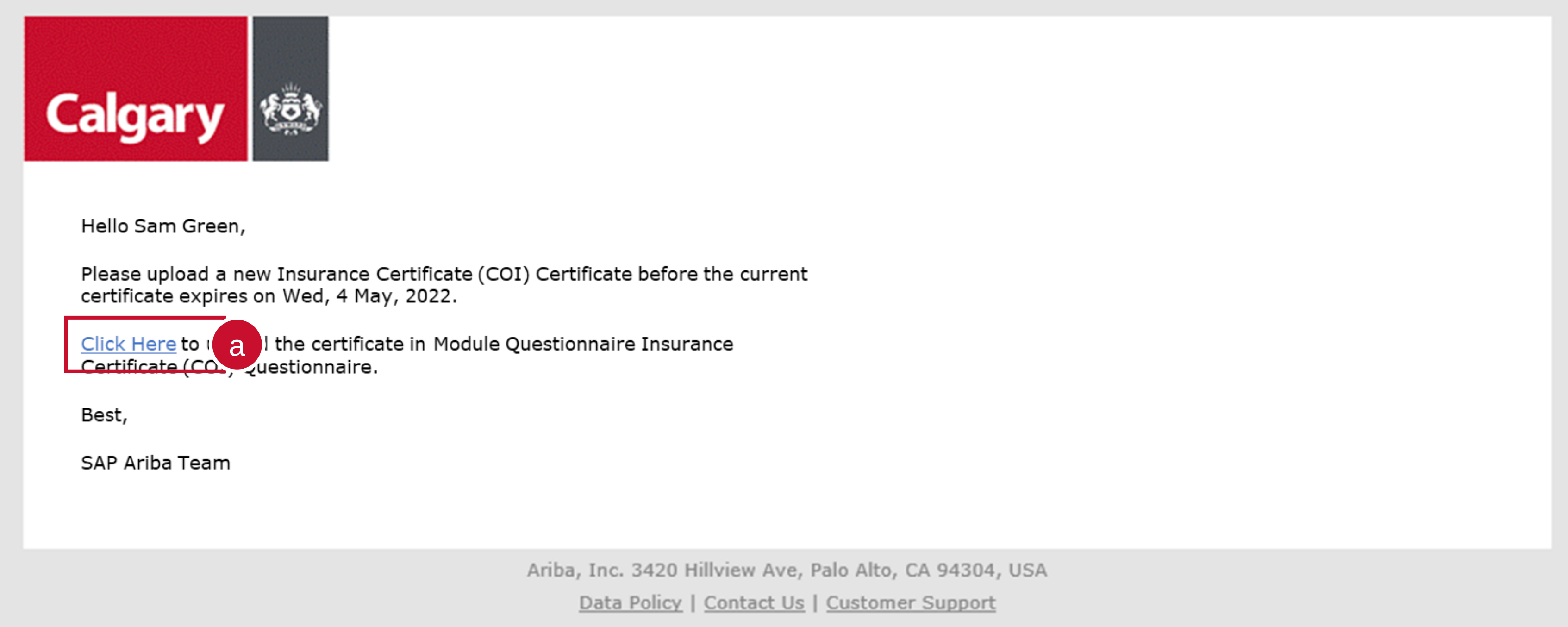
Step 4: Update Certificate prior to Expiry

You will receive an email when it is time to update your certificate.

a. Click on the **Click Here** hyperlink within the email and log in with your credentials



Hello Sam Green,

Please upload a new Insurance Certificate (COI) Certificate before the current certificate expires on Wed, 4 May, 2022.

Click Here to u[illegible]l the certificate in Module Questionnaire Insurance Certificate (CO[illegible]) Questionnaire.

Best,

SAP Ariba Team

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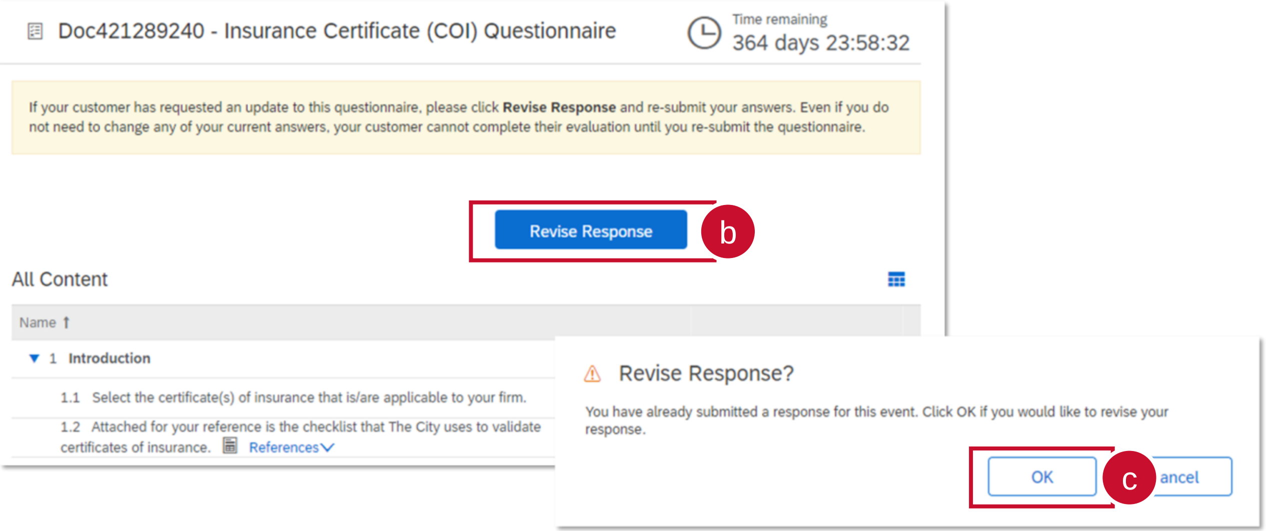
Step 4: Update Certificate prior to Expiry (cont'd)

You will be taken to the certificate questionnaire screen

b. Click **Revise Response**

c. Click **OK**.

d. Update the fields as necessary and click **Submit Entire Response**. The updated certificate will be submitted to the City for review and approval.



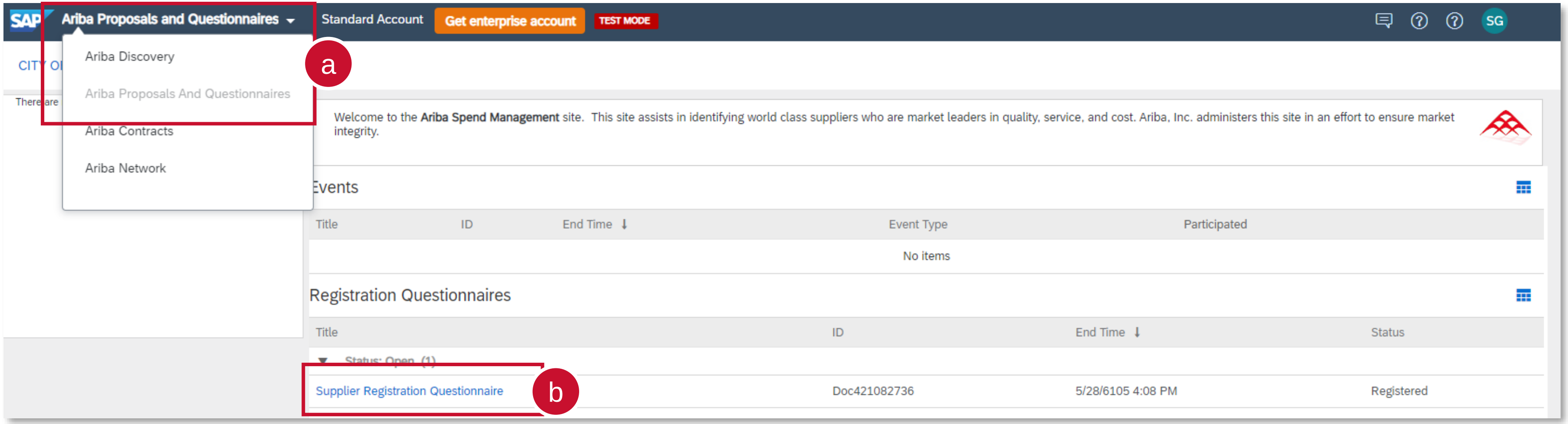
Updating Your Information

Step 1: Sign In and Open Registration Questionnaire

To update your information at any time, sign-in to the SAP Business Network

a. Go to *Ariba Proposals and Questionnaires*

b. Click **Supplier Registration Questionnaire** under the *Registration Questionnaires* section



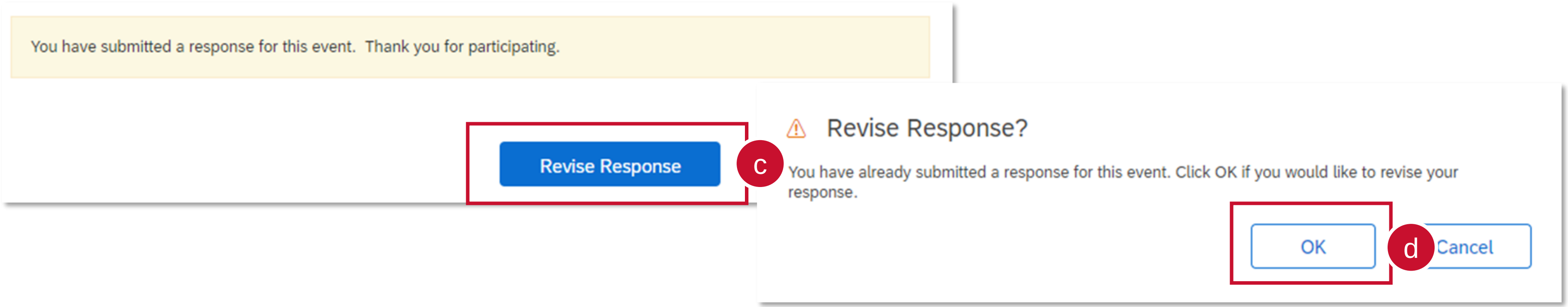
Step 2: Revise Registration Questionnaire

You will be taken to the Supplier Registration Questionnaire screen

c. Click **Revise Response**

d. Click **OK**.

e. Update the fields as necessary and click **Submit Entire Response**. The updated Registration Questionnaire will be submitted to the City for review and approval.

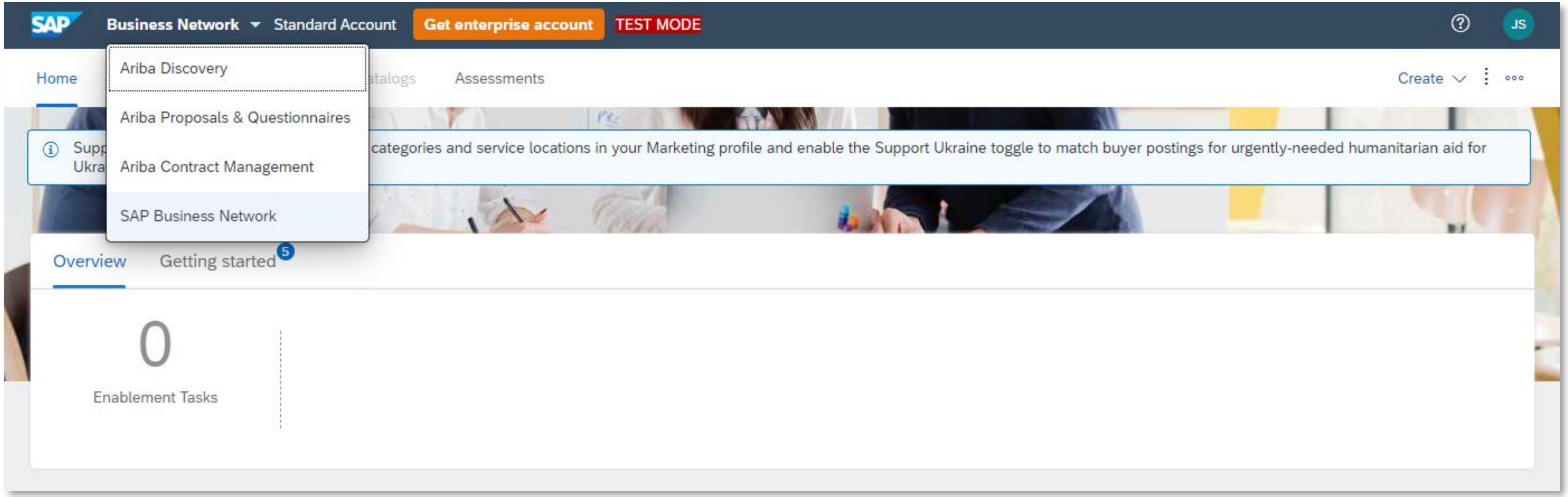


SAP Business Network Navigation

SAP Ariba – Navigation Options

From the SAP Business Network, you can navigate the four options as seen below:

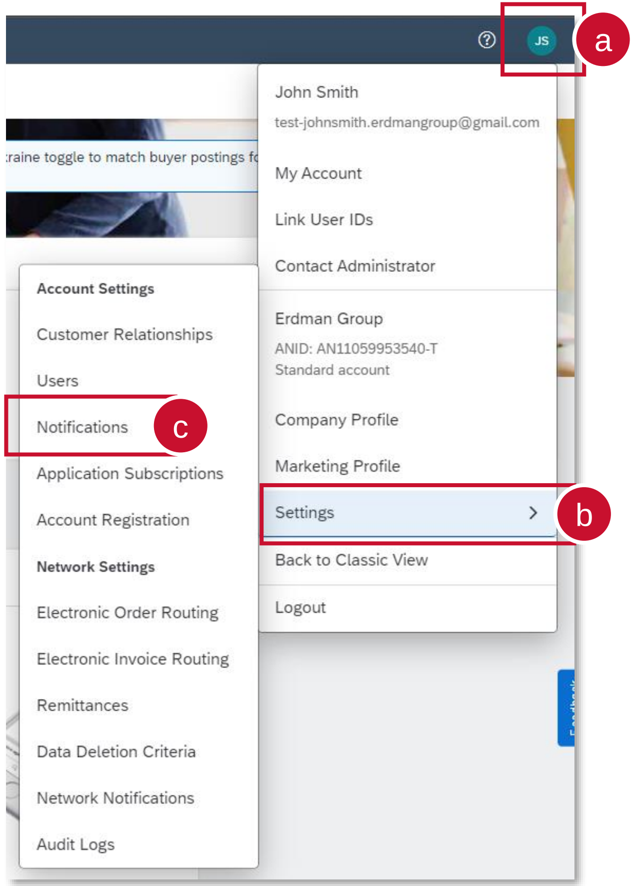
- **Ariba Discovery** – ability to explore available leads
- **Ariba Proposals & Questionnaires** – an overview of all of your leads previously registered to your ID
- **Ariba Contract Management** – view tasks related to contracts such as negotiation and signature tasks
- **SAP Business Network** – home page for navigating your tasks



Step 1: Subscription Notifications of Opportunity

For your company to receive proactive notifications of new opportunities, we strongly recommend that you adjust your company profile to be notified by updating your notification settings. To review and adjust your notifications settings:

a. Click the **Account Settings** icon
b. Select **Settings**
c. Select **Notifications**



Step 1: Subscription Notifications of Opportunity (cont'd)

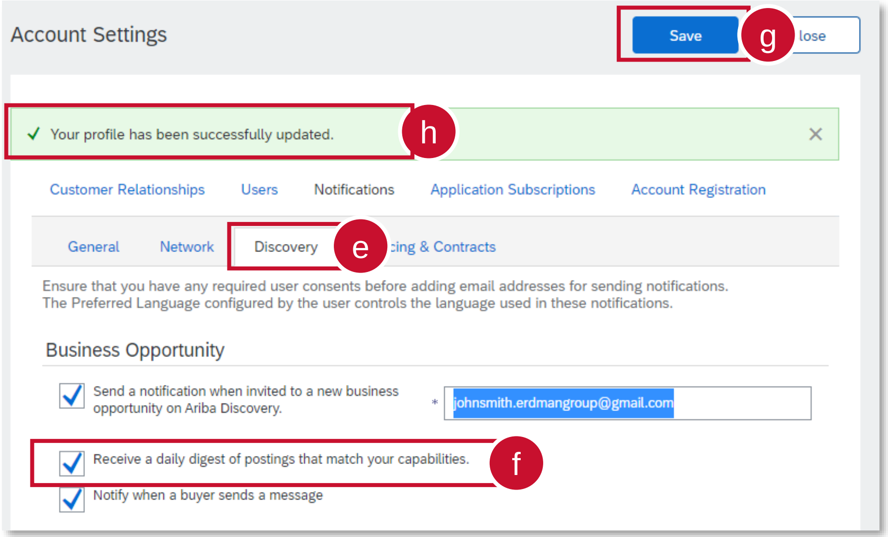
You will be taken to the Account Settings Notification screen

e. Click the **Discovery** tab

f. Under *Business Opportunity*, select **Receive a daily digest of postings that match your capabilities**

g. Click **Save**

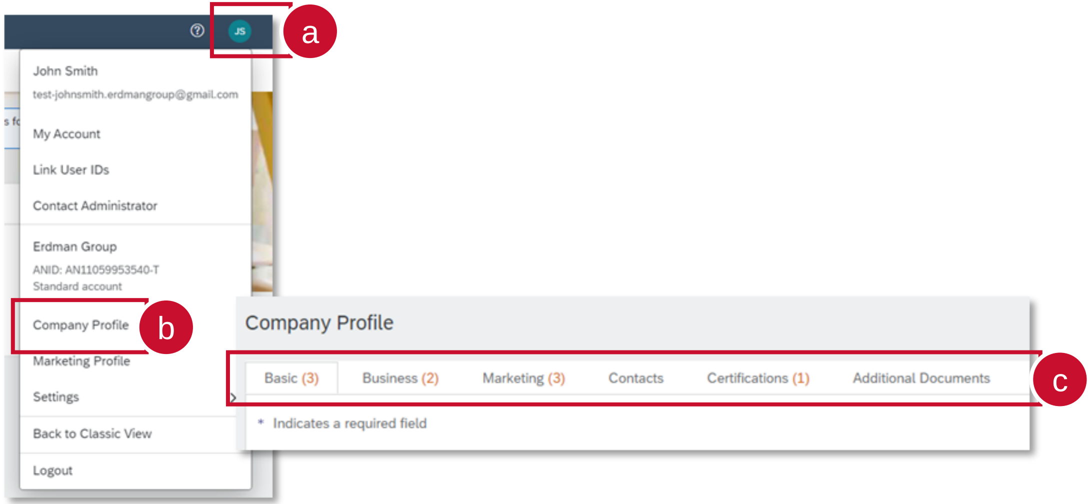
h. A confirmation will appear that your profile has been successfully updated



Step 2: Managing Your Account

You can enhance your profile with business, marketing, and certification related information. To manage your account, click on the Account Settings icon and you will be able to quickly access and update your company profile, users, notifications, account hierarchy, and settings in SAP Ariba Discovery.

a. Click the Account Settings icon
b. Select Company Profile
c. Select the applicable tab and complete relevant information in the fields shown

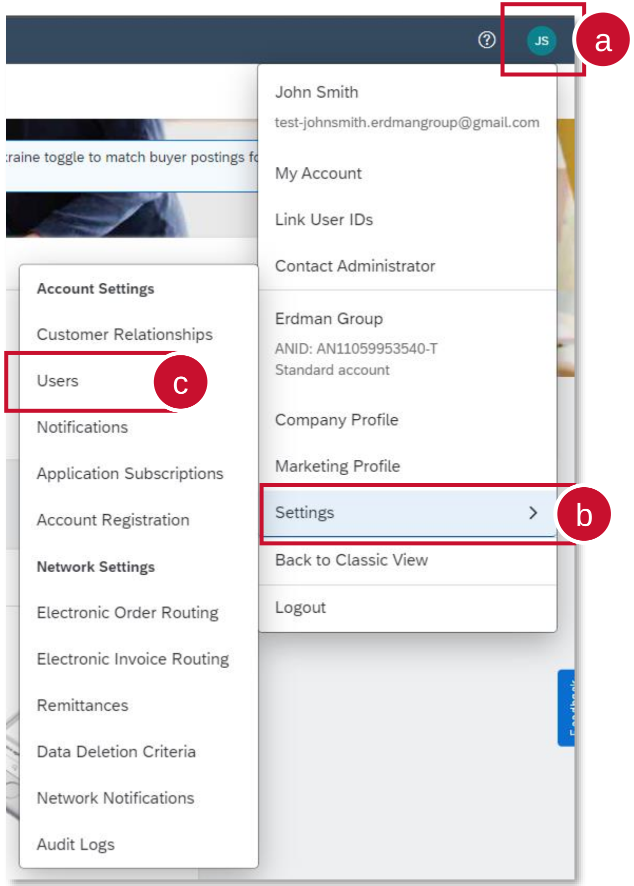


Step 3: Create a New Role

If you are the Administrator of your Supplier profile, you may need to maintain additional Ariba Users to help manage your company's activities. Suppliers must create and maintain one primary Company Profile with additional Users linked to the primary Company Profile. Duplicate profiles will block a bidder from submitting a bid.

In order to setup additional users, you need to first set up a role:

a. Click the **Account Settings** icon
b. Select **Settings**
c. Select **Users**

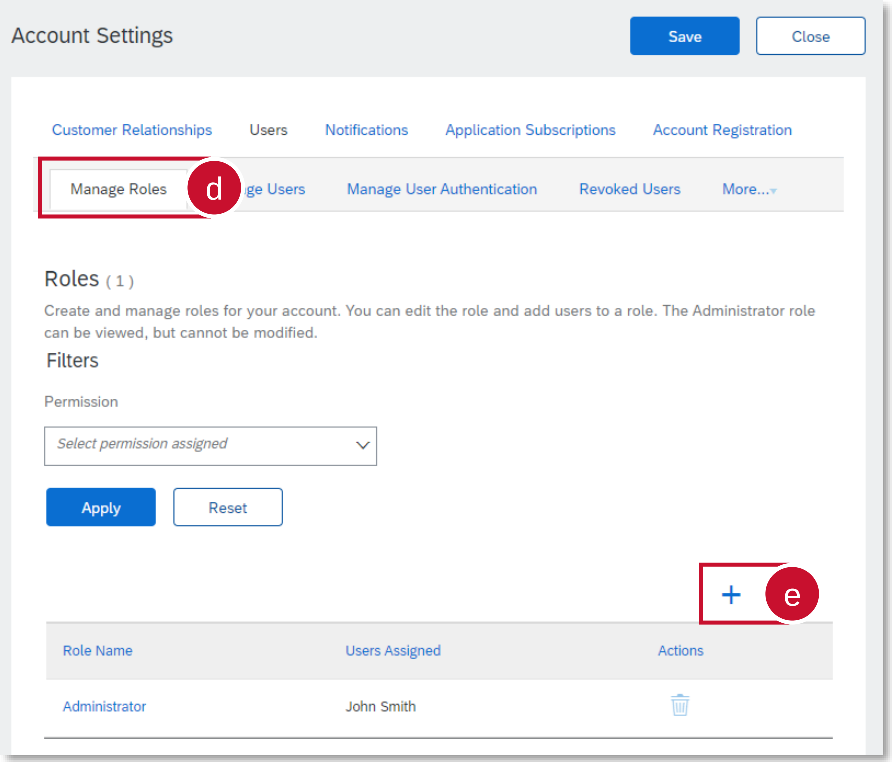


Step 3: Create a New Role (cont'd)

You will be taken to Account Settings. You can create roles for your required Users.

d. Click the **Manage Roles** tab

e. Click the **+** icon



Step 3: Create a New Role (cont'd)

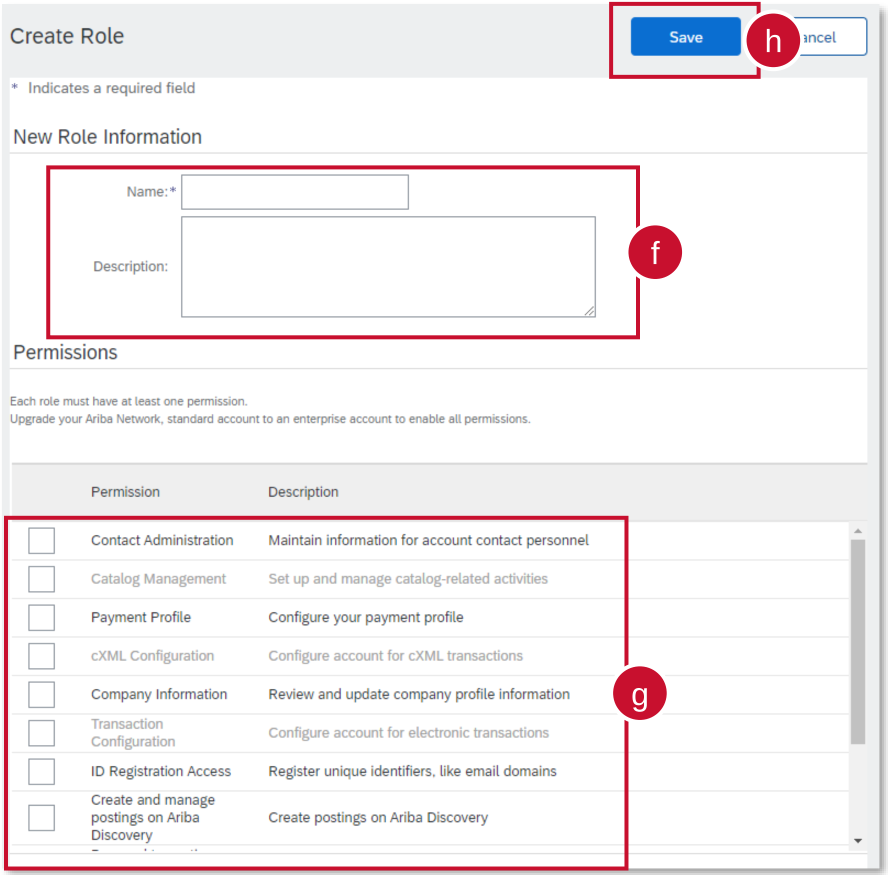
You will be taken to Create Role page. Here you can create roles to assign to your required Users.

f. Enter the role **Name** and add an optional Description

g. Select the appropriate Permissions (it is recommended that you select the three permissions below if your intent is to allow for Users to perform tasks associated with solicitation and solicitation management. These permissions include the following:

- *Create and manage postings on Ariba Discovery*
- *Respond to postings on Ariba Discovery*
- *Access Proposals and Contracts)*

h. Click **Save** and you will have created a new role within your company profile



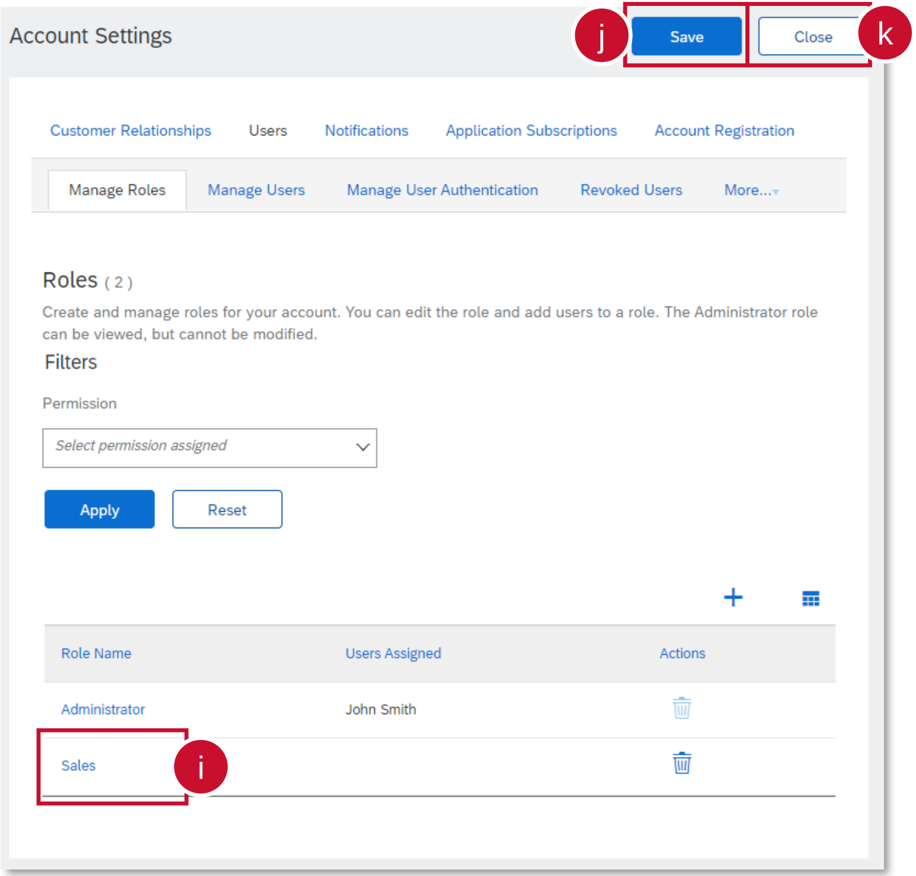
Step 3: Create a New Role (cont'd)

You will be taken back to the Account Settings Page.

i. You will see the new Role you have created

j. Click **Save**

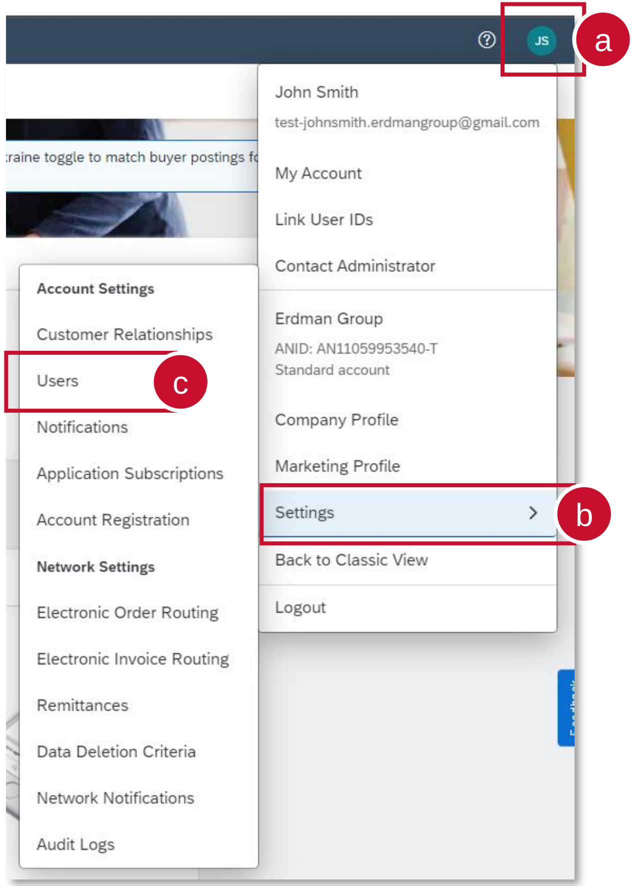
k. Click **Close** to return to the home screen



Step 4: Create a New User

With the appropriate role created, you can now create new users and assign them to the role:

a. Click the **Account Settings** icon
b. Select **Settings**
c. Select **Users**

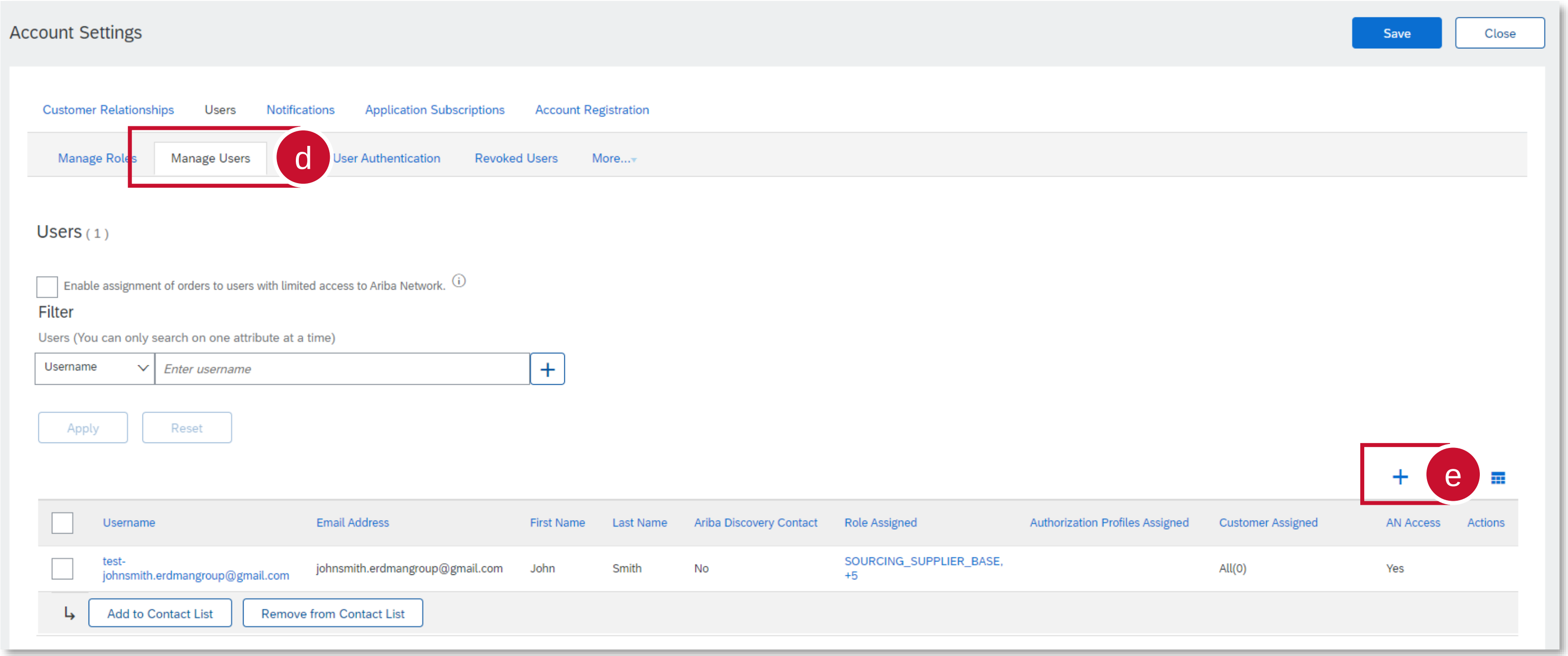


Step 4: Create a New User (cont'd)

You will be taken to Account Settings:

d. Click the **Manage Users** tab

e. Click the **+** icon



Step 4: Create a New User (cont'd)

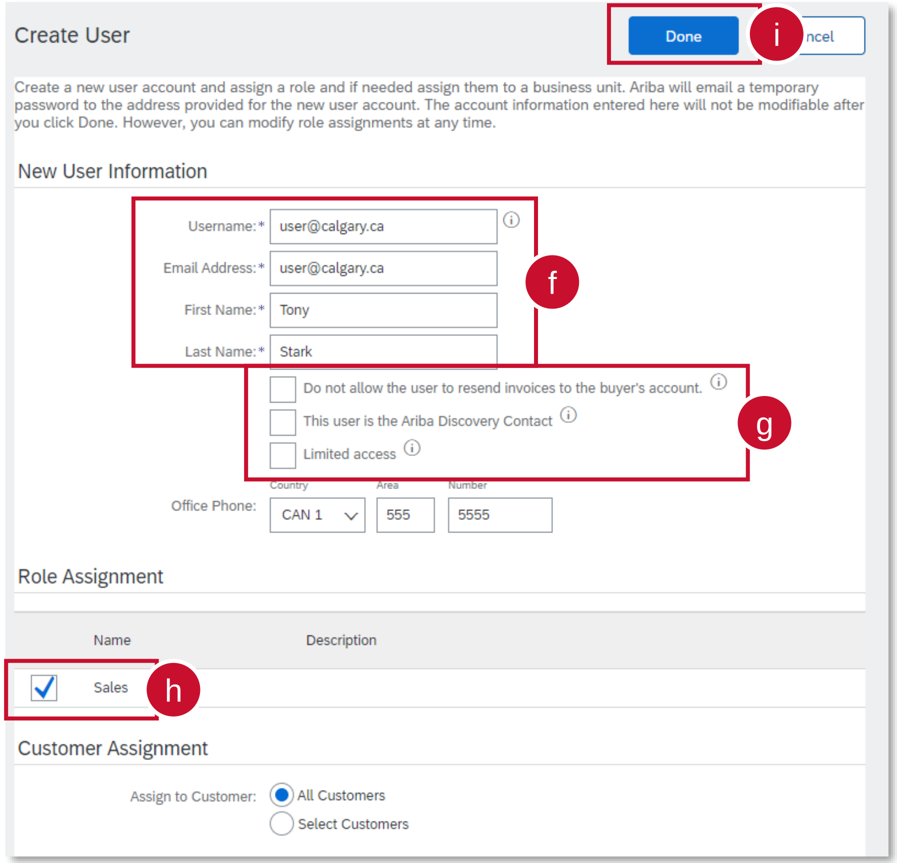
You will be taken to the Create User Page:

f. In the *New User Profile Information* section, populate the mandatory fields as prompted by the asterisks.
NOTE: the *Username* must equal the associated *Email Address* for the User

g. Leave the selection boxes as not selected

h. Select the *Role Assignment* for which the User will be assigned

i. Click **Done**



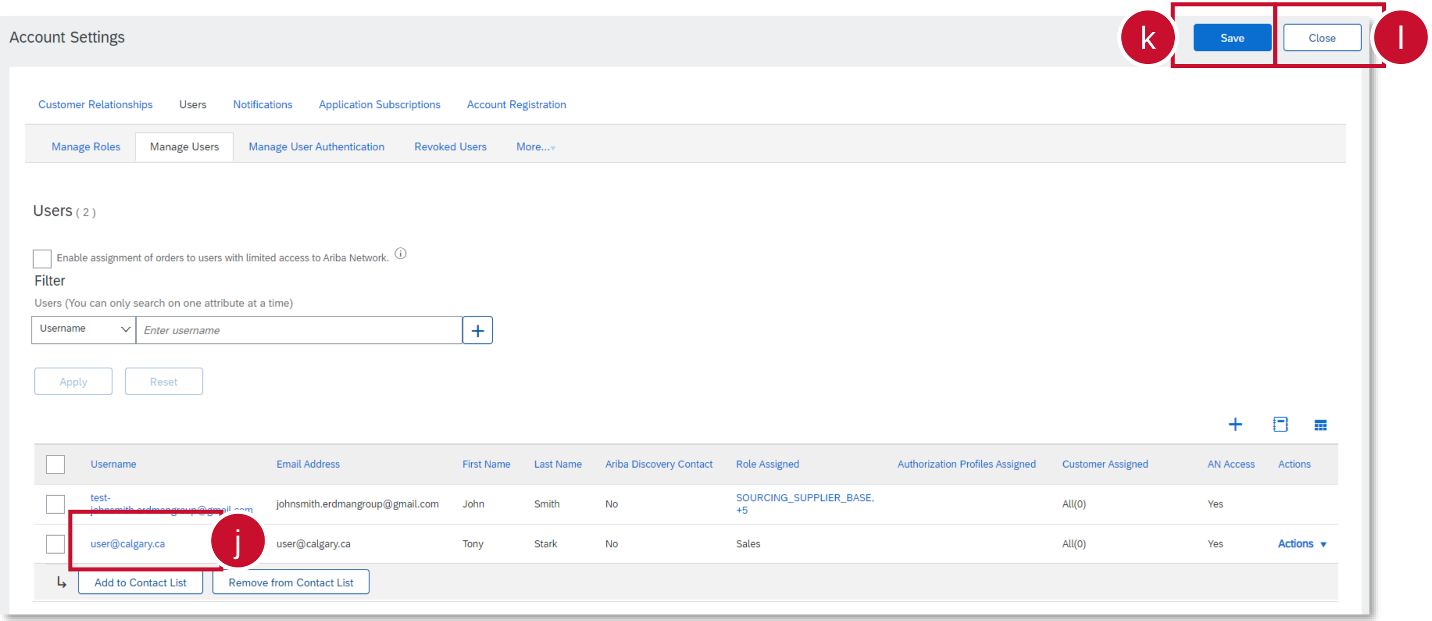
Step 4: Create a New User (cont’d)

You will be taken to the Account Settings Page:

j. You will see the new User you have created

k. Click **Save**

l. Click **Close** to return to the home screen

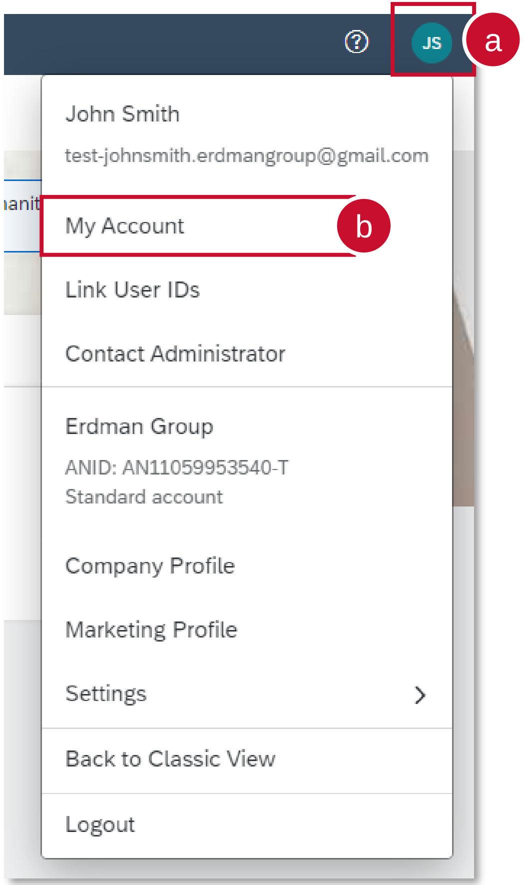


Step 5: Updating Time Zone and Currency

As a Supplier for City of Calgary the preferred time zone is Canadian/Mountain time and currency is Canadian Dollar (CAD):

a. Click the **Account Settings** icon

b. Select **My Account**



Step 5: Updating Time Zone and Currency (cont'd)

You will be taken to the My Account page:

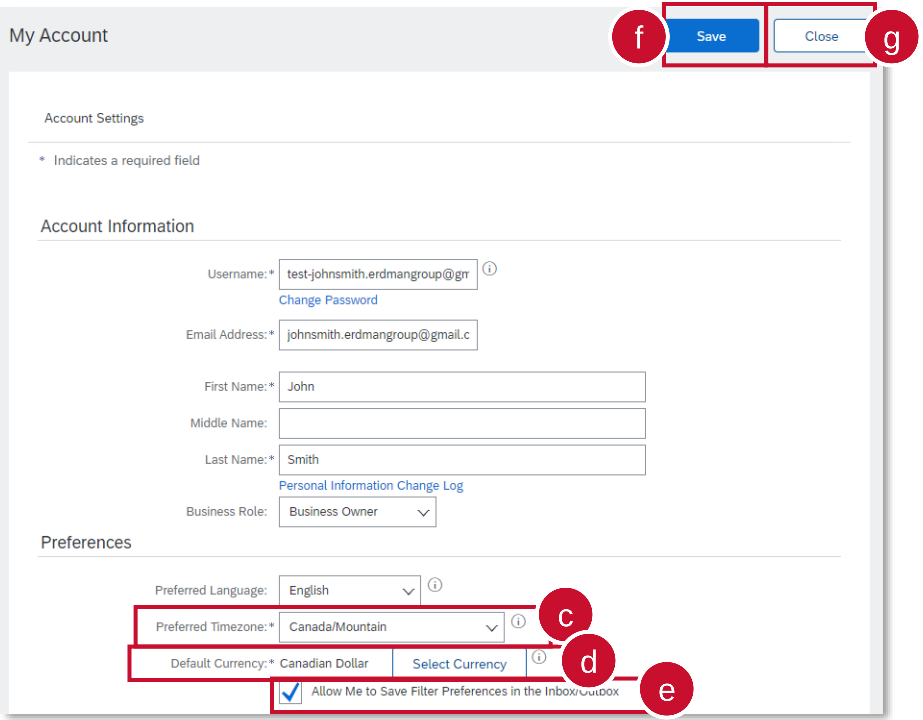
c. In the *Preferences* section, select your **Preferred Timezone** from the drop down

d. Click **Select Currency** and select your preferred currency

e. Select **Allow Me to Save Filter Preferences in the Inbox/Outbox**

f. Click **Save**

g. Click **Close**

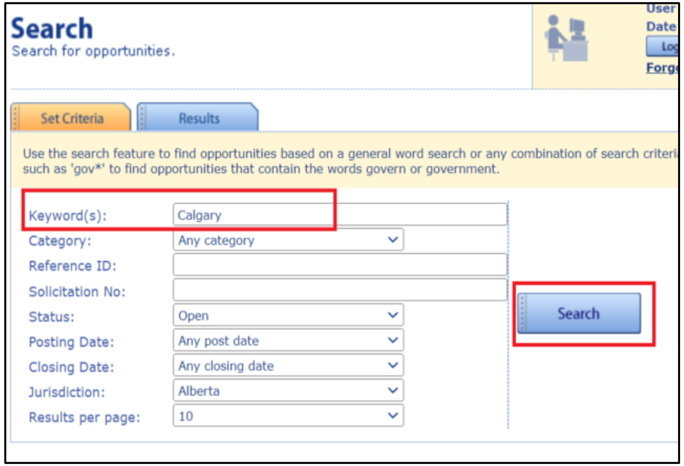


Locating Opportunities

Locating Opportunities on APC

All competitive City of Calgary procurement opportunities will continue to be advertised on Alberta Purchasing Connection (APC) in addition to Ariba Discovery.

To access, visit www.purchasingconnection.ca, select “I Am a Vendor” and then click the Search Opportunities button. Enter the word “Calgary” in the Keyword(s) search field and click Search. Scroll through the results to identify active City of Calgary competitive procurements. Click on the Title / Description to view more information.



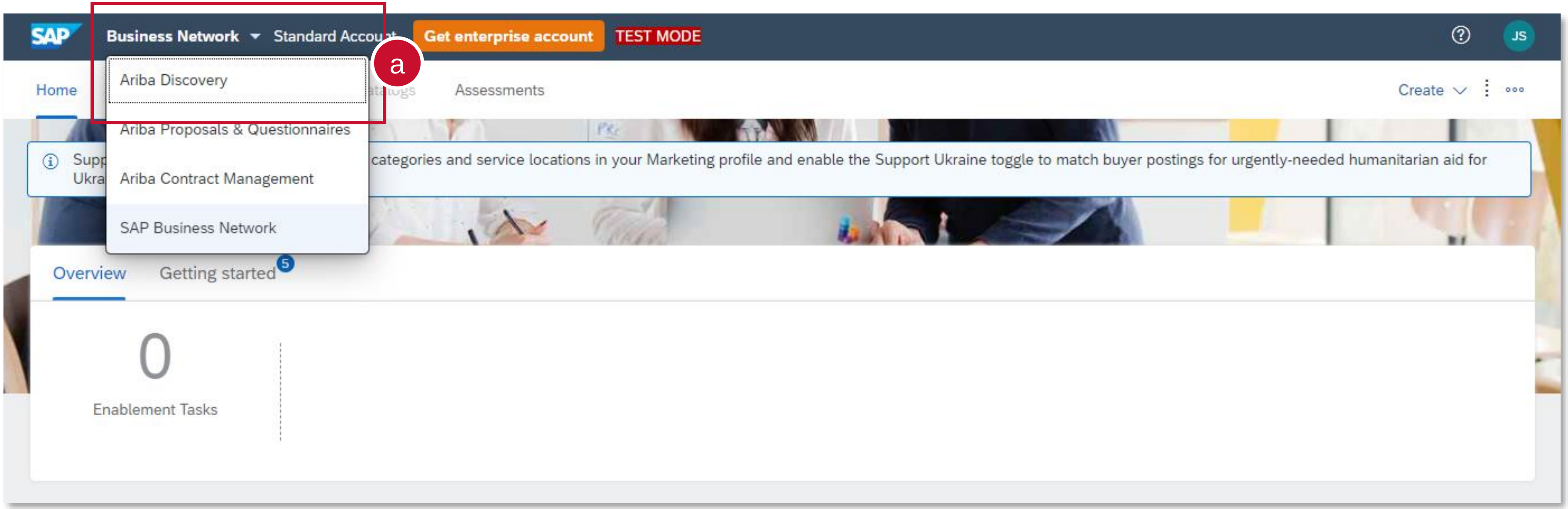
	Status	Title / Description	Jurisdiction	Closing Date (MM/dd/yyyy)	Posting Date (MM/dd/yyyy)
8	Open	AB-2022-03698: GENERAL SECURITY GUARD DEPLOYMENT FOR FIXED POSTS (20-1715) The City Of Calgary	Alberta	07/06/2022 04:00:59 PM Alberta Time	06/08/2022 10:04:24 AM Alberta Time
9	Open	AB-2022-03575: PI Development Services The City Of Calgary	Alberta	07/06/2022 04:00:59 PM Alberta Time	06/01/2022 06:32:05 PM Alberta Time
10	Open	AB-2022-03688: Supply Of D10 Cat(S) At Spy Hill Crusher The City Of Calgary	Alberta	07/06/2022 04:00:59 PM Alberta Time	06/07/2022 03:01:25 PM Alberta Time

Pages: 1 2 3 4 5 6 7 8 Next

Locating Opportunities on Ariba Discovery

To search for opportunities on Ariba Discovery access the SAP Business Network:

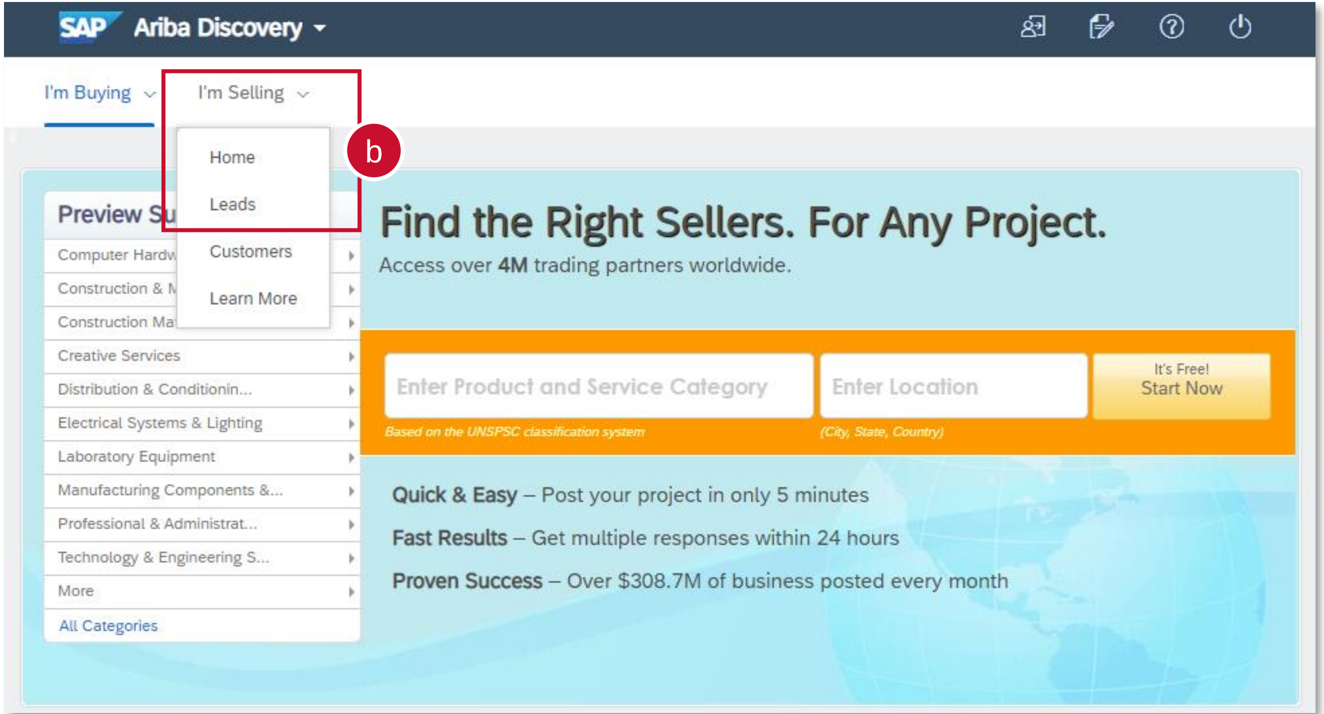
a. Click **Business Network** and select **Ariba Discovery**



Locating Opportunities on Ariba Discovery (Cont'd)

You will be directed to Ariba Discovery

b. Click **I'm Selling** and select **Leads**



Locating Opportunities on Ariba Discovery (Cont'd)

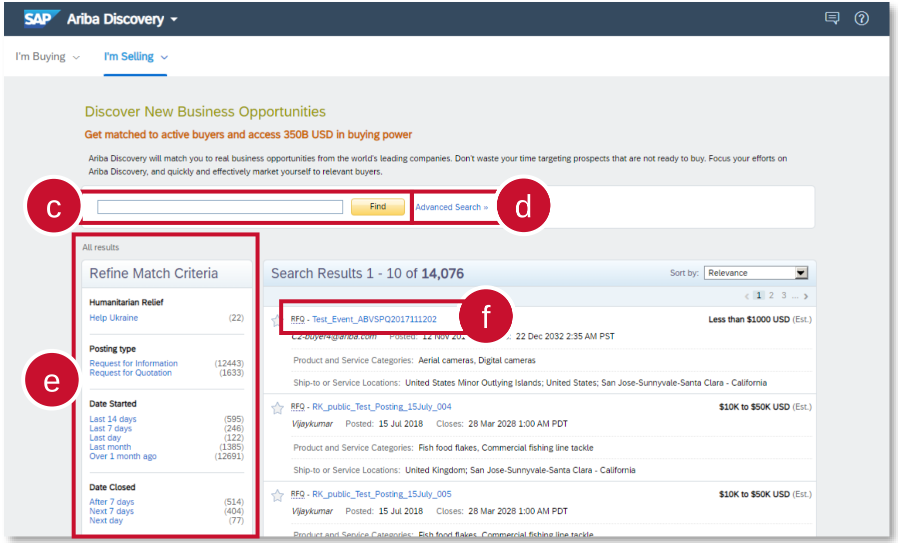
You will be directed to the *Discover New Business Opportunities* page

c. Search by using *key words* and clicking **Find**

d. Alternatively, click **Advanced Search** to enter more search filters

e. Further filter by using the *Refine Match Criteria* menu

f. Click the *event name* to view more details



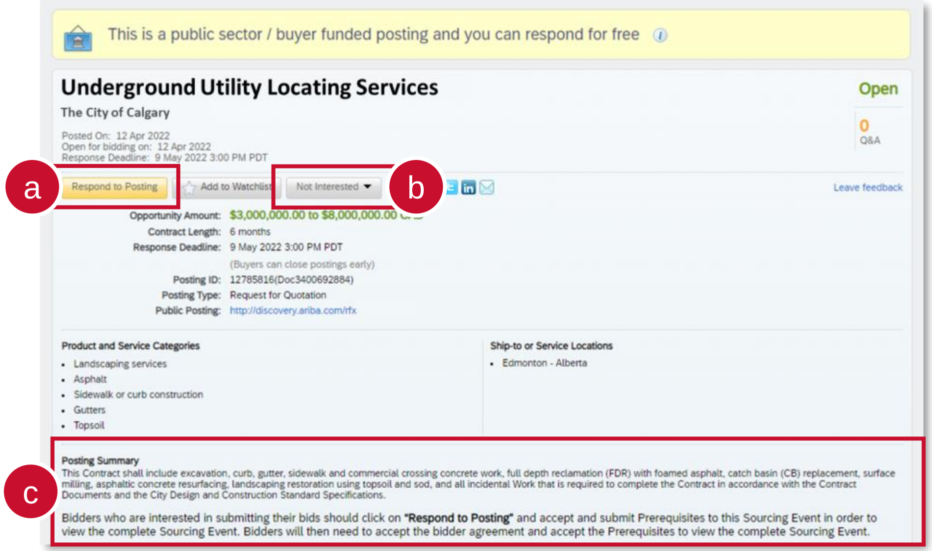
Supplier Research Posting

a. The hyperlink takes you to the SAP Supplier Research posting. If interested, click **Respond to Posting**

b. If you are no longer interested, you can choose "Not Interested" and provide feedback.

NOTE: The Response Deadline shown in the posting will not reflect the actual time of the submission deadline. This is due to a system limitation that only allows the date but not the time to be set in the supplier research posting.

a. Please read the posting summary as it will describe important information including the closing date and time, however the most accurate submission deadline is shown in the countdown clock once you have entered the event.

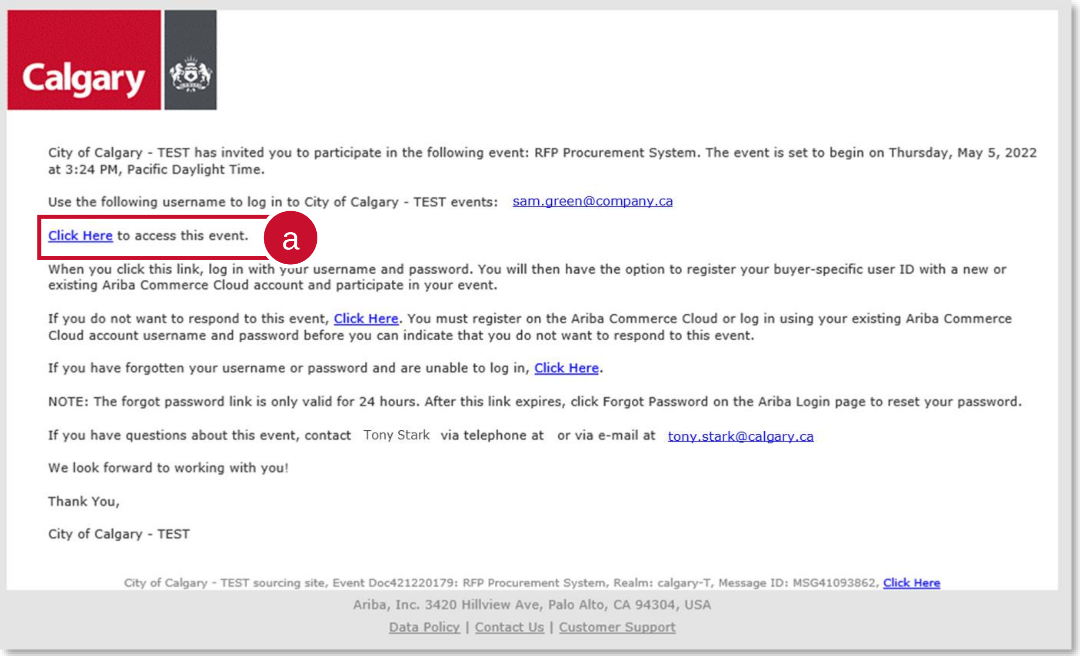


Responding to Sourcing Events (RFx)

Responding to a Sourcing Event Invite

If you have been invited to participate in an RFx due to being pre-qualified in a specific category, you will receive an email from the City of Calgary requesting you to participate.

a. Click **Click Here** *to access this event*


City of Calgary - TEST has invited you to participate in the following event: RFP Procurement System. The event is set to begin on Thursday, May 5, 2022 at 3:24 PM, Pacific Daylight Time.

Use the following username to log in to City of Calgary - TEST events: sam.green@company.ca

Click Here to access this event.

When you click this link, log in with your username and password. You will then have the option to register your buyer-specific user ID with a new or existing Ariba Commerce Cloud account and participate in your event.

If you do not want to respond to this event, Click Here. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

If you have forgotten your username or password and are unable to log in, Click Here.

NOTE: The forgot password link is only valid for 24 hours. After this link expires, click Forgot Password on the Ariba Login page to reset your password.

If you have questions about this event, contact Tony Stark via telephone at or via e-mail at tony.stark@calgary.ca

We look forward to working with you!

Thank You,

City of Calgary - TEST

City of Calgary - TEST sourcing site, Event Doc421220179: RFP Procurement System, Realm: calgary-T, Message ID: MSG41093862, Click Here

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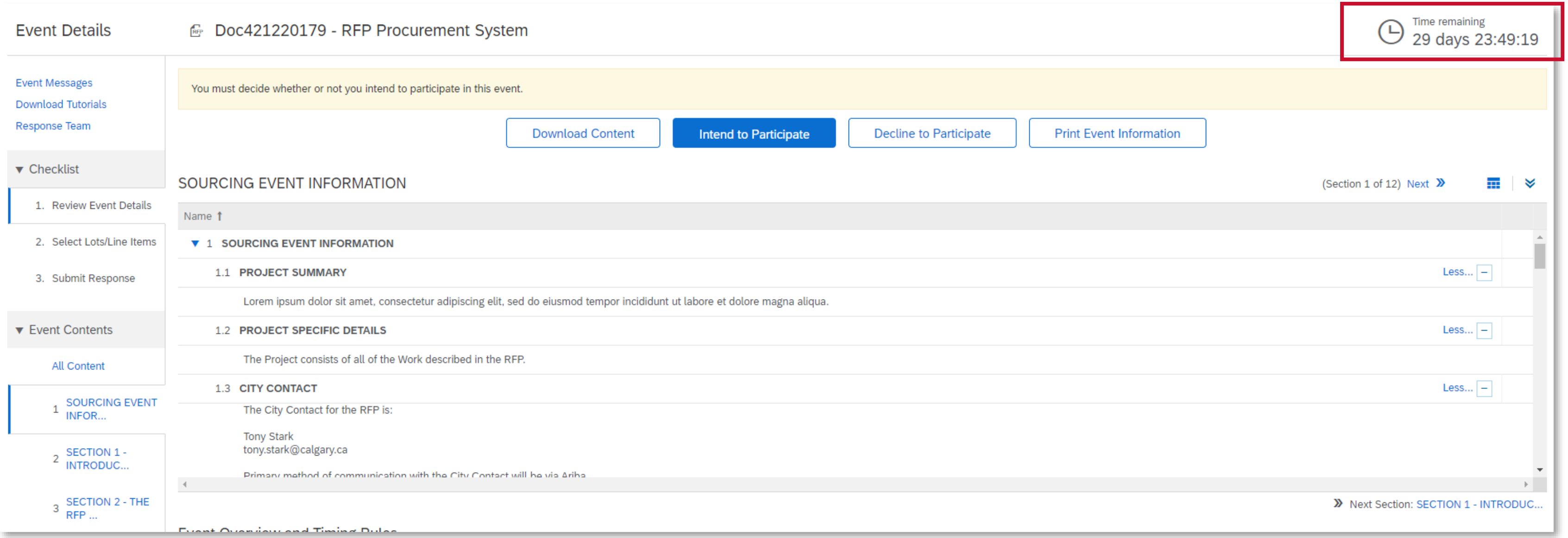
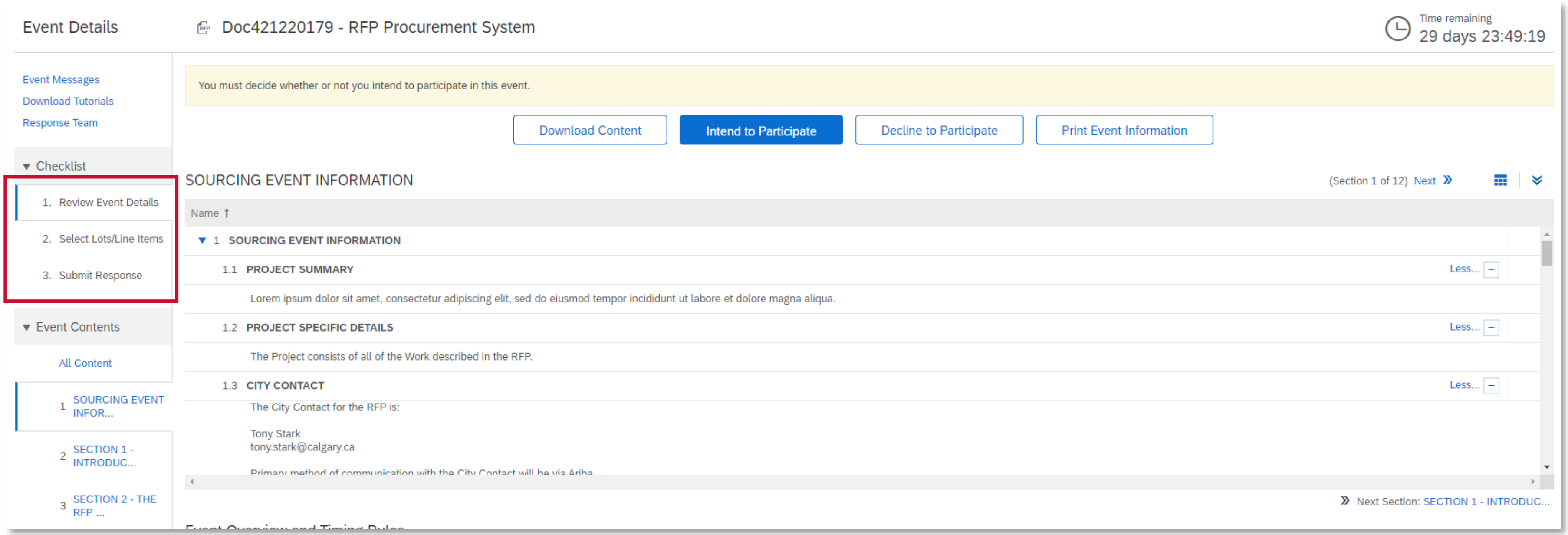
Event Details Page -Timing

- Take note of the *Time remaining* to the closing of the event. You must submit your response prior to event closing. The *Time remaining* is found in the top right corner of the screen.
- In the event of an inconsistency with the submission deadline displayed here and any other location including the *Supplier Research Posting*, the deadline as displayed in this countdown clock will take precedence.



Event Details Page –The Console

On the main console there is a check list of all the steps you must complete. You can go back to each item and review it. All the check list items need to be completed to be able to submit your response.



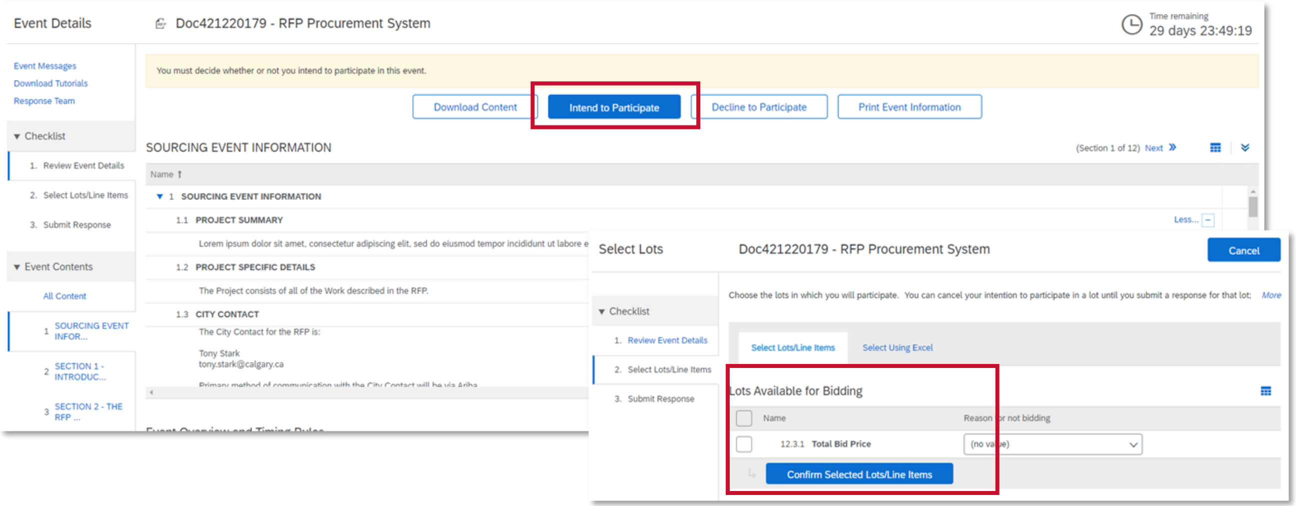
Intending to Participate and Selecting Lots

If you were invited to the event, you must Intend to Participate

a. Click Intend to Participate

b. Go to the *Select Lots/Line Items* tab, select the lots you want to bid on and click **Confirm Selected Lots/Line Items**

NOTE: if all Lots/Line items have been made required by the City you will not have the option to select which lots you want to participate in.



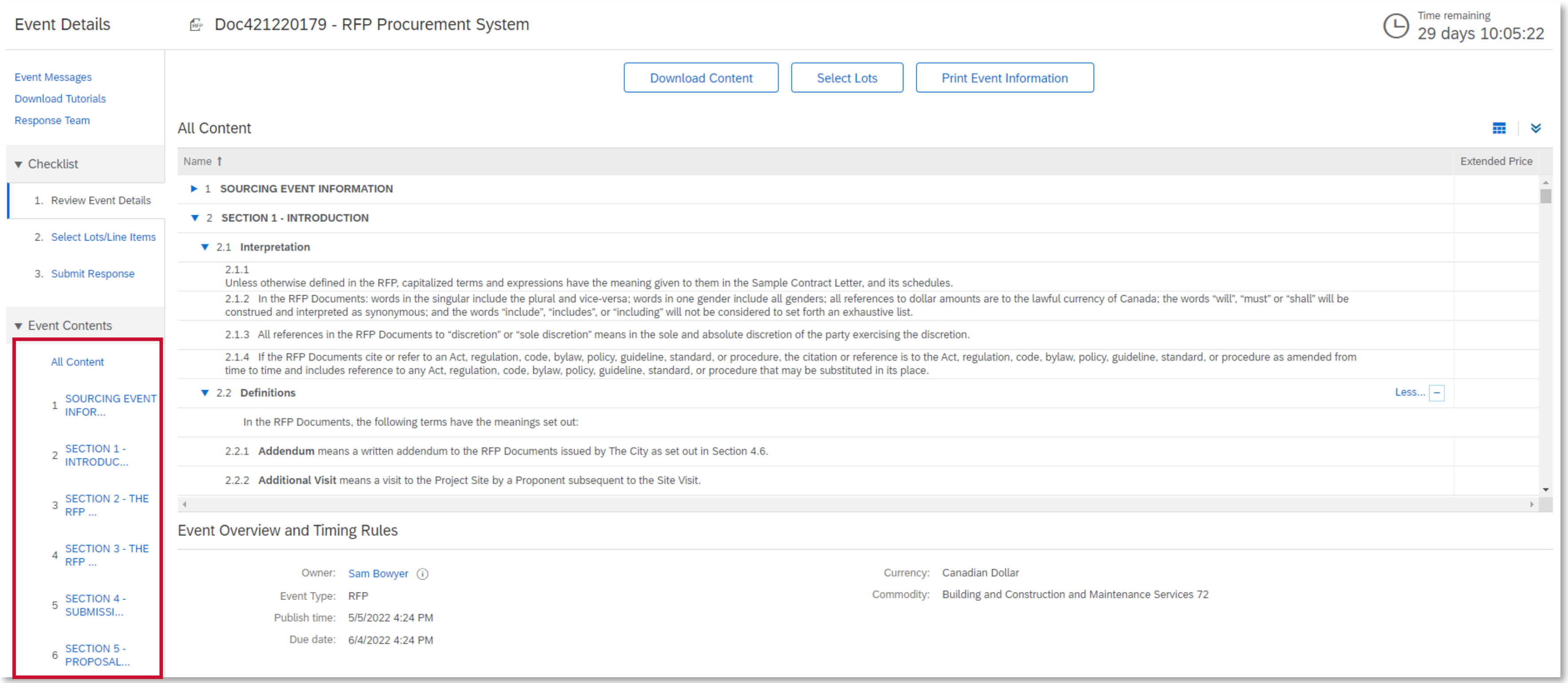
Responding to Sourcing Events

The links below will help you navigate through this section:

Responding through the user interface (UI)	49
View Section Weights for Evaluation	52
Responding using Excel	53
Revising a Response	59
Missing Mandatory Items	60
Communicating with the City	61
Addendums	64
Viewing the Ariba Proposals and Questionnaires	65

Step 1: Event Contents Review Responding Through the UI

You can review the Event Contents within SAP Ariba by clicking through the different section headers:

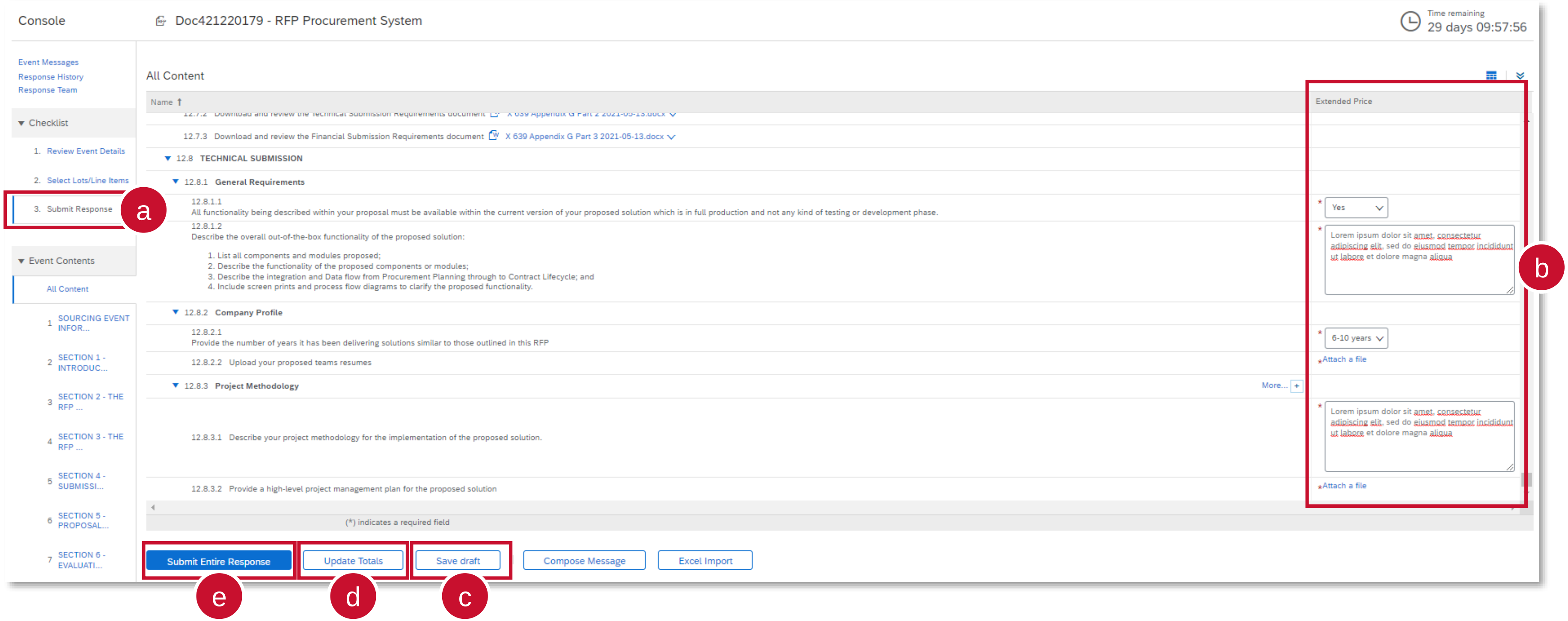


Step 2: Compose and Submit Response Responding Through the UI

Once you have accepted prerequisites and selected lots, you can compose and submit your bid.

a. Ensure you are in the *Submit Response* section of the *Checklist*
b. Read and respond to the questions throughout the Sourcing Event
    - Answers marked with an asterisk are mandatory. You will not be able to submit your bid if you do not complete these answers.
    - Answer types can vary; Yes/No, text, attachment, Money, etc.
c. Click **Save draft** to save your answers; you can return prior to the event closing to edit saved answers.
d. Click **Update Totals** to calculate and validate extended prices.
e. Click **Submit Entire Response** when you are ready to submit your bid.

Step 2: Compose and Submit Response (cont'd)



View Section Weights Responding Through the UI

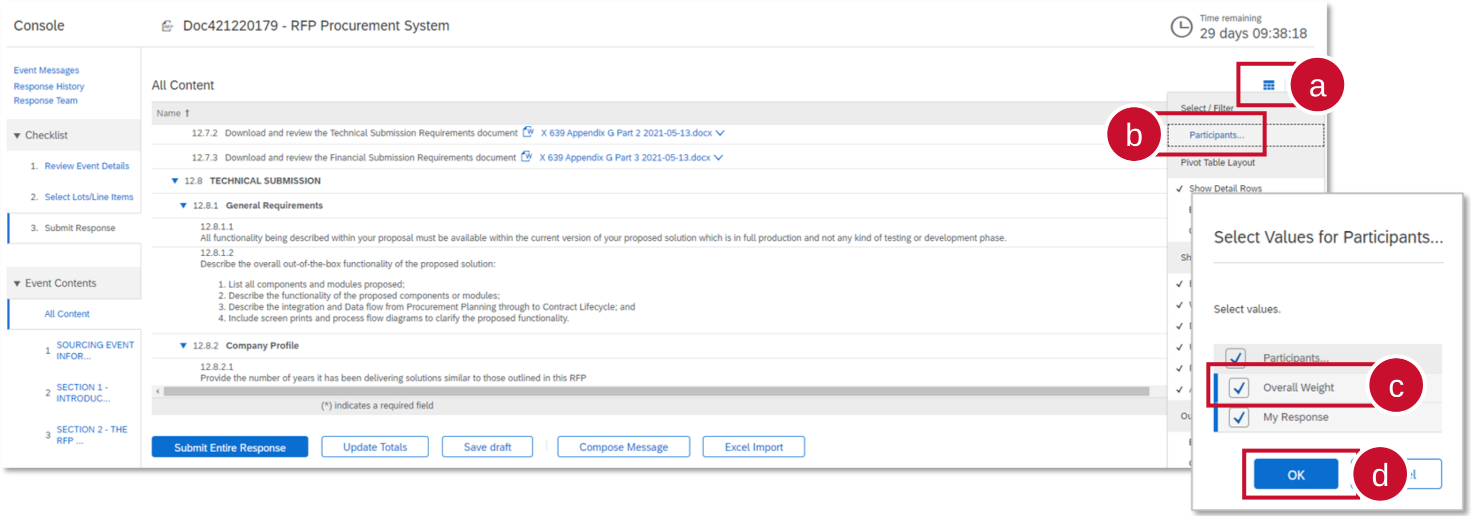
To see the section weights for evaluation:

a. Click the **Table Options Menu** icon

b. Select **Participants…**

c. Select **Overall Weight**

d. Click OK



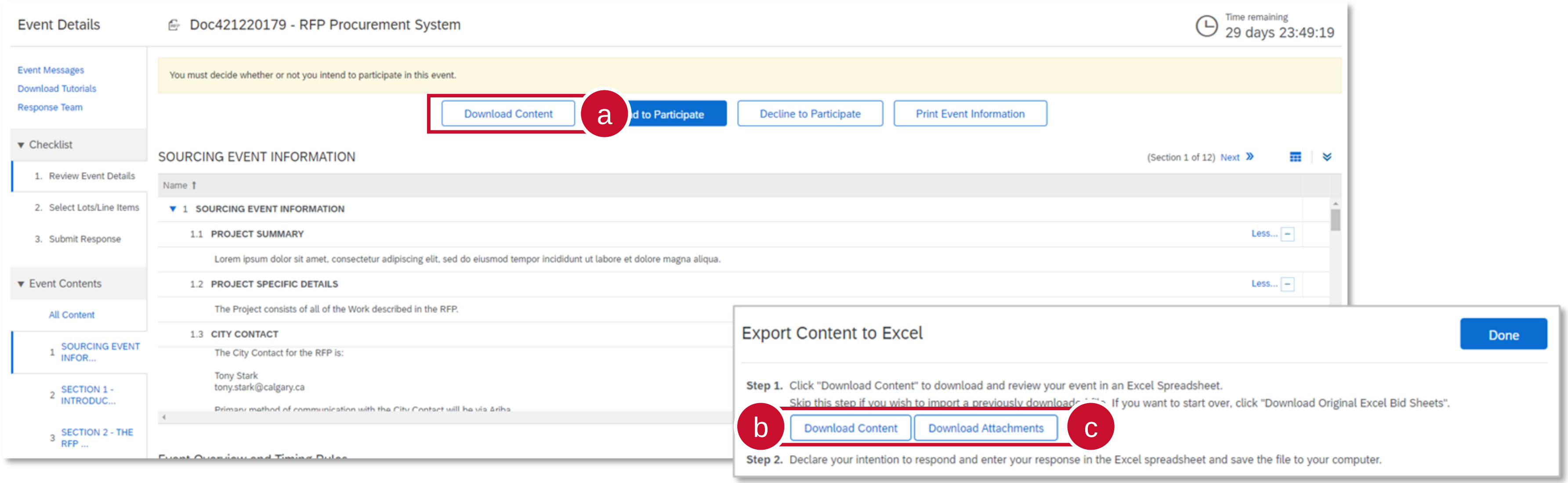
Step 1: Download the event content Responding Using Excel

To download the event into Excel

a. Click **Download Content**

b. Click **Download Content** in the Export Content to Excel screen

c. Click **Download Attachments**



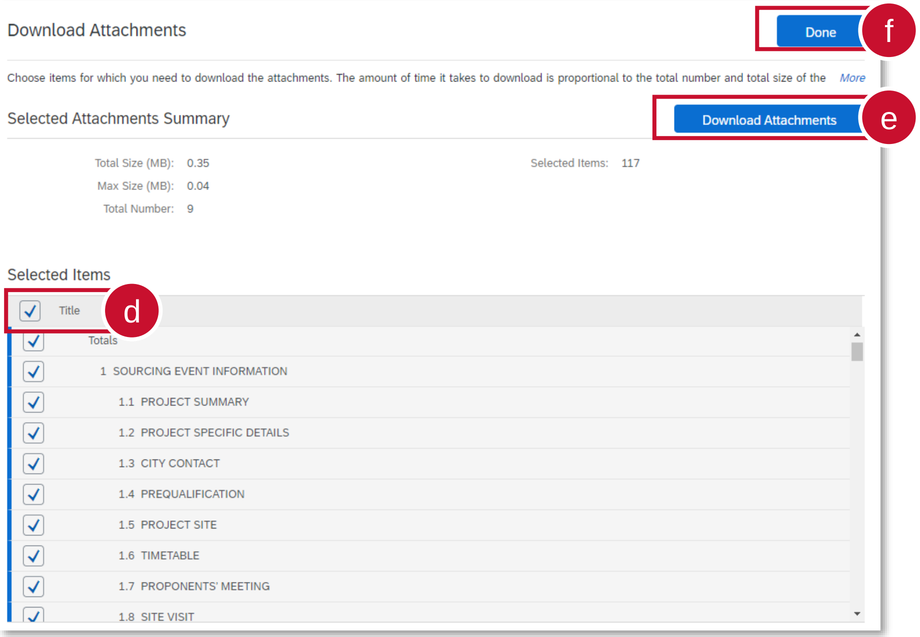
Step 1: Download the event content (cont’d) Responding Using Excel

d. Select the *Title* box to confirm selection of all documents within the Sourcing Event

e. Click **Download Attachments**

f. Click **Done** (and **Done** again to return to the Event Details screen)

NOTE: Downloading attachments can take several minutes

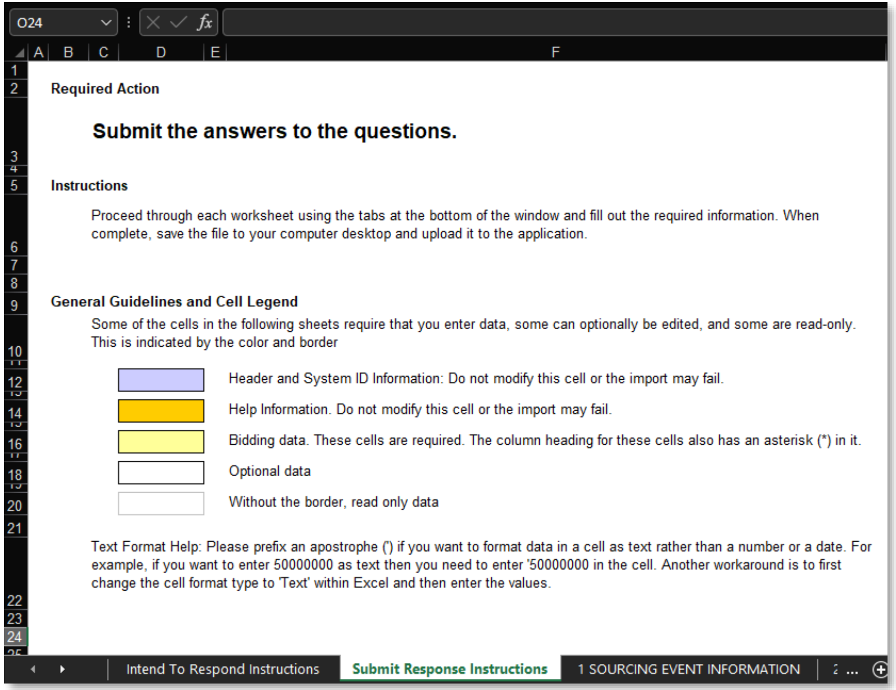


Step 2: Compose Response in Excel Responding Using Excel

a. Open the downloaded Excel document

b. Review the submit instructions

- Populate the questions throughout the tabs. Most, if not all, questions should be within the appendices tab.
- Only edit file with your responses and do not embed any other file in the document, delete any content or make any format changes.
- You do not have to complete all parts of the RFx to upload the file
- **Questions that require an attachment upload will need to be completed in the UI.**

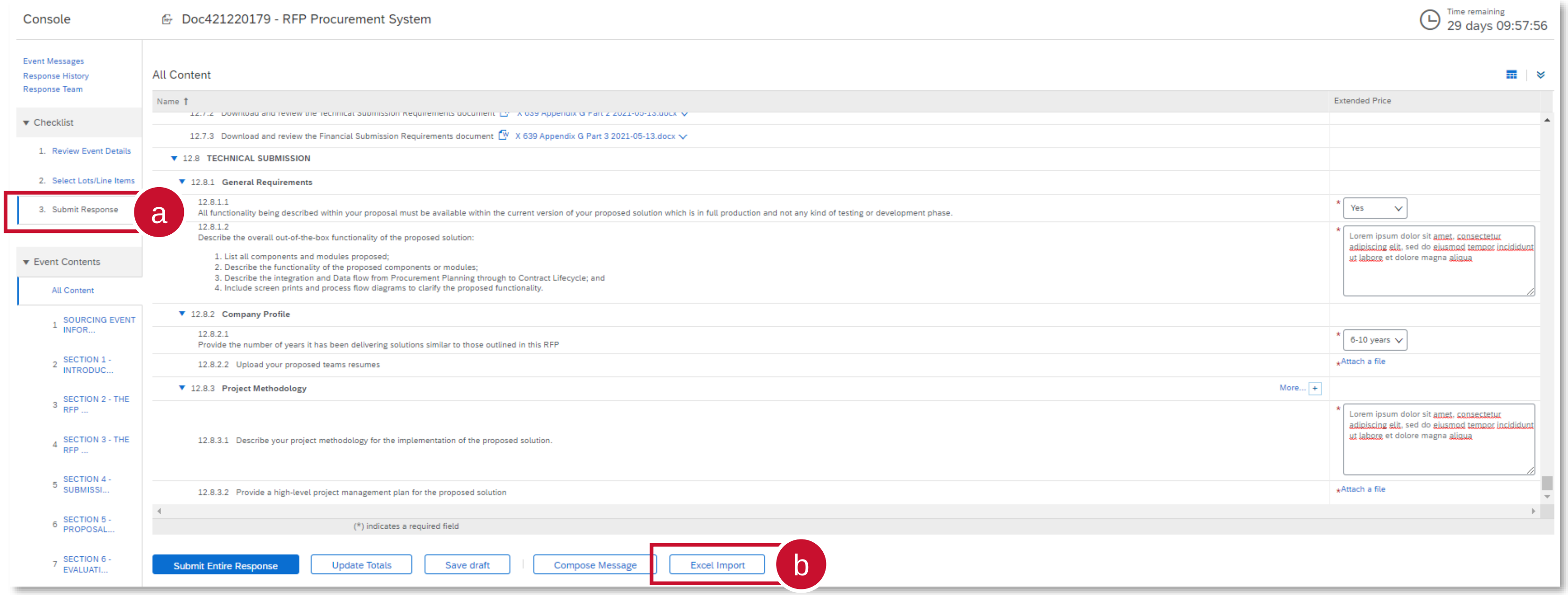


Step 3: Upload Response from Excel Responding Using Excel

To submit your Excel response:

a. Ensure you are in the *Submit Response* section of the *Checklist*

b. Click **Excel Import**



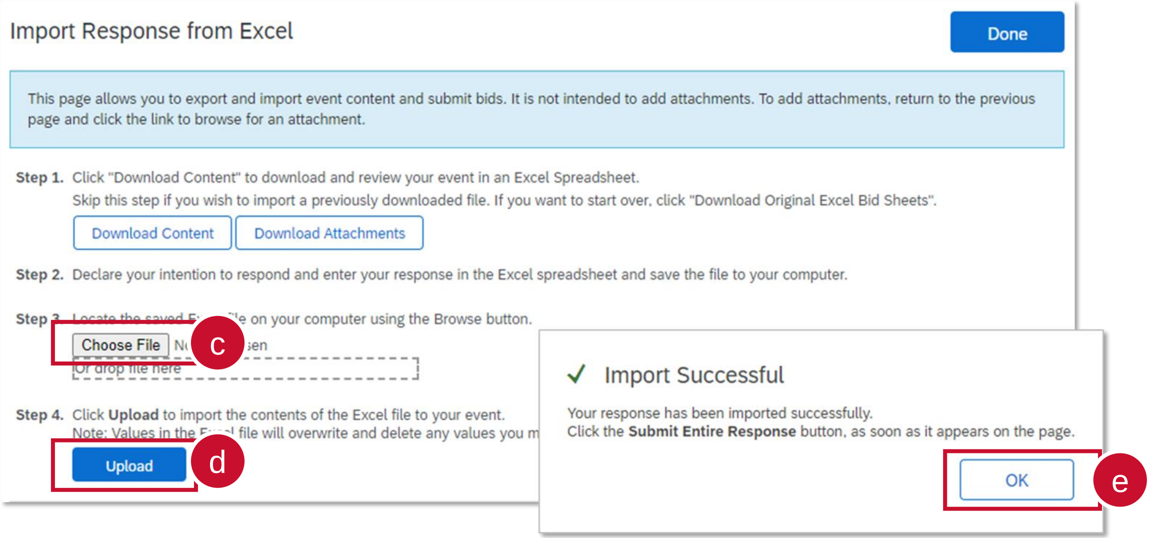
Step 3: Upload Response from Excel (cont'd) Responding Using Excel

c. Click Choose File to locate your file

d. Click **Upload** to upload your file. Your responses will now be entered into the Event Contents

e. SAP Ariba will notify you that the file upload was successful. Click **OK**.

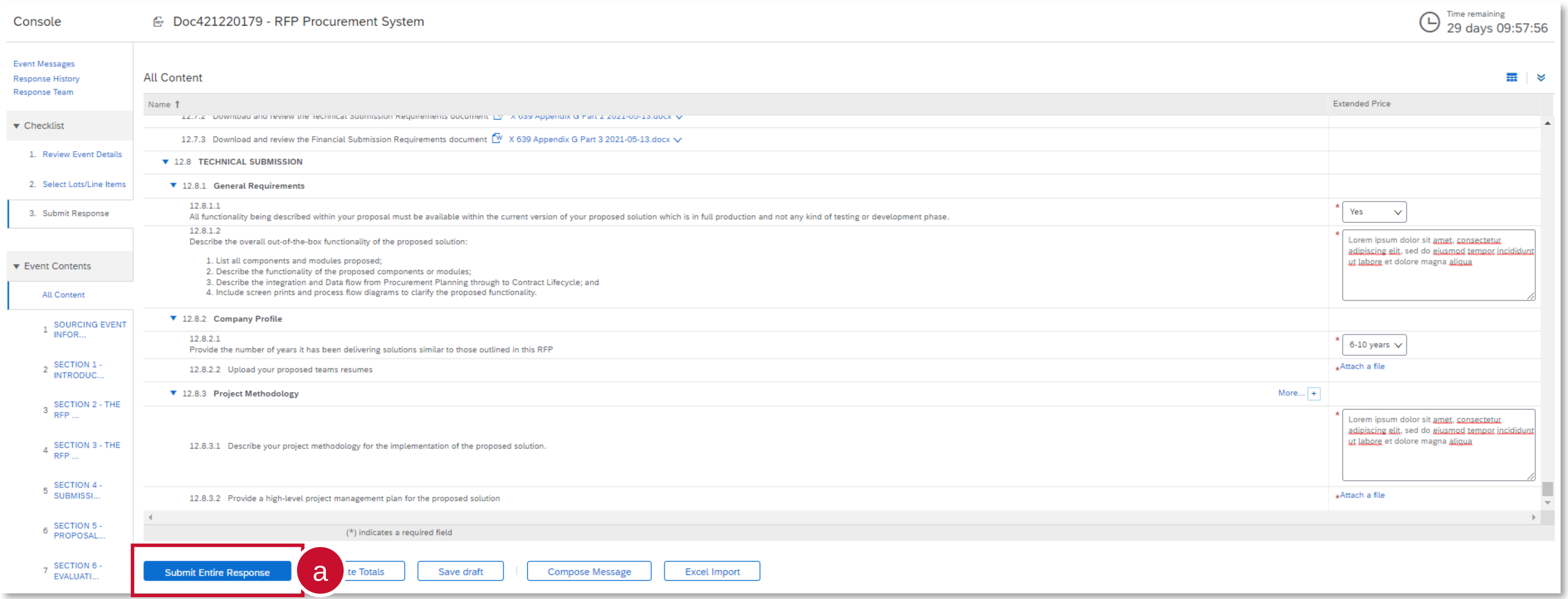
Note: If you choose to upload your responses through Excel, this will overwrite any values you may have entered the event directly.



Step 4: Submit Response Responding Using Excel

When all questions have been answered:

a. Click **Submit Entire Response**



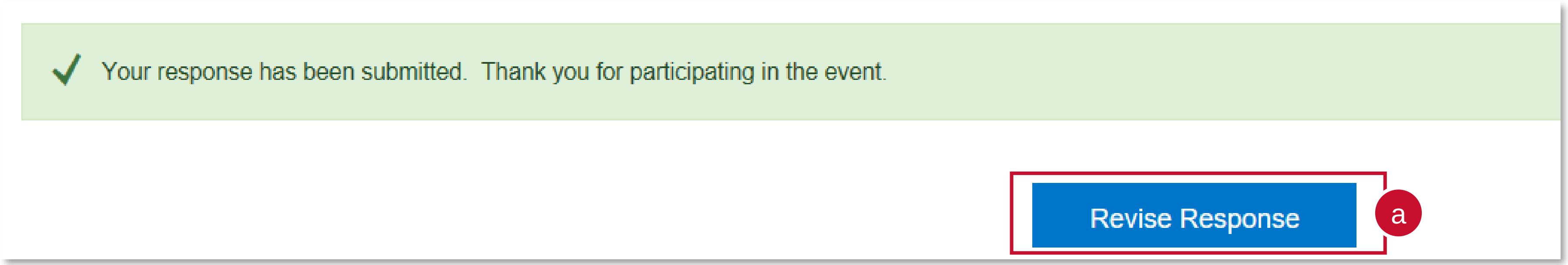
Revising a Response

You can revise a submitted response prior to the event closing. The City Buyer will only see the last response that you have submitted.

a. Click **Revise Response** and follow the prompts

The answers will be auto-filled with your previously submitted response. Select answers and revise as necessary, then click **Submit Entire Response** to submit your revised response.

If the event closes before a revised response has been submitted, the last submitted response will be submitted for evaluation.



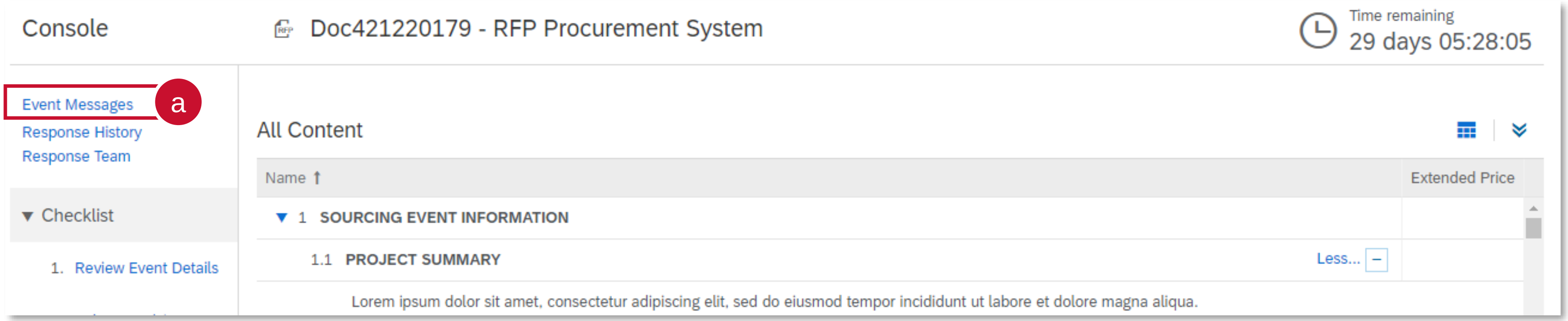
Missing Mandatory Items - Error Message

- If you miss a mandatory question or it is incomplete, you will trigger a red error message at the top of the screen.
- Read the message it will describe the exact question or line item number and the name of the question or line item.

Communicating with the City

All communication regarding the Sourcing Event must be submitted through SAP Ariba. To view messages and submit a question:

a. Click **Event Messages**

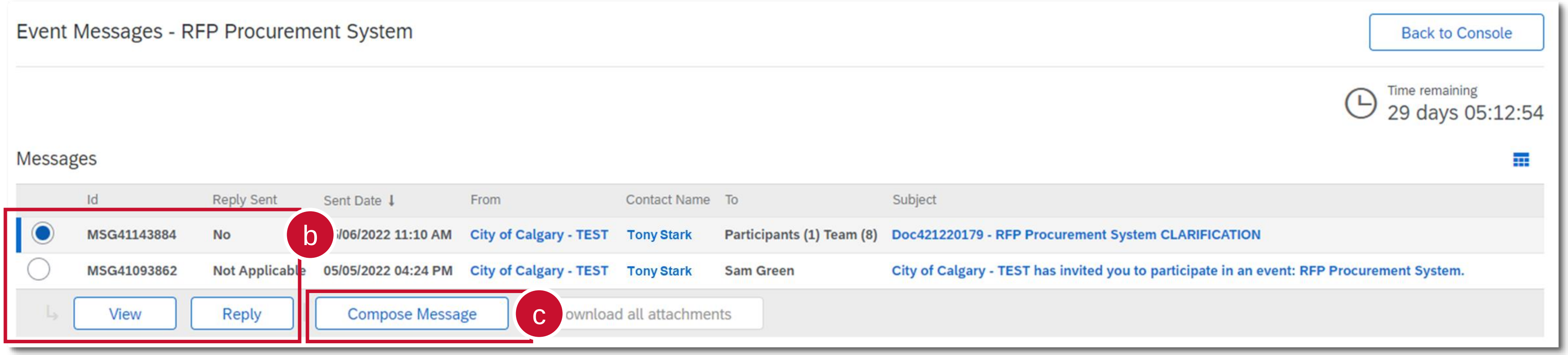


Communicating with the City (cont'd)

On Event Messages, you can:

b. Review and reply to messages from the City Buyer by selecting the message and clicking **Reply** (alternatively, you can open the message by selecting the message, clicking **View** and replying within the message)

c. Submit your own message by clicking **Compose Message**



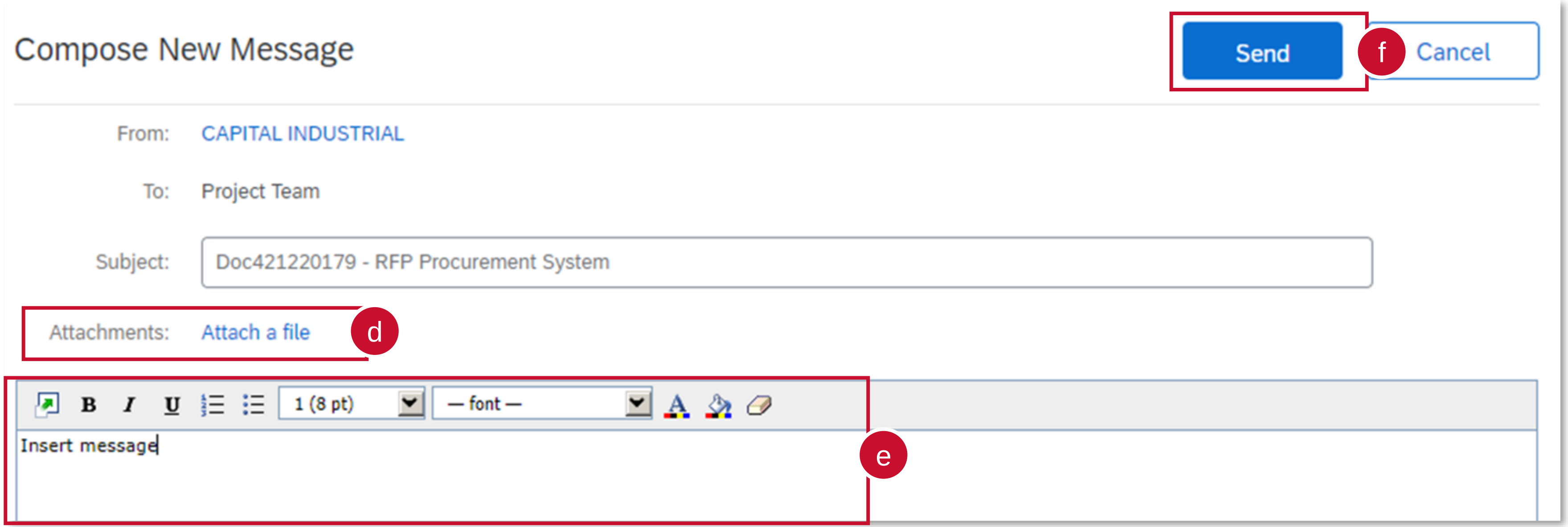
Communicating with the City (cont'd)

On the Compose New Message screen

d. Add an optional attachment

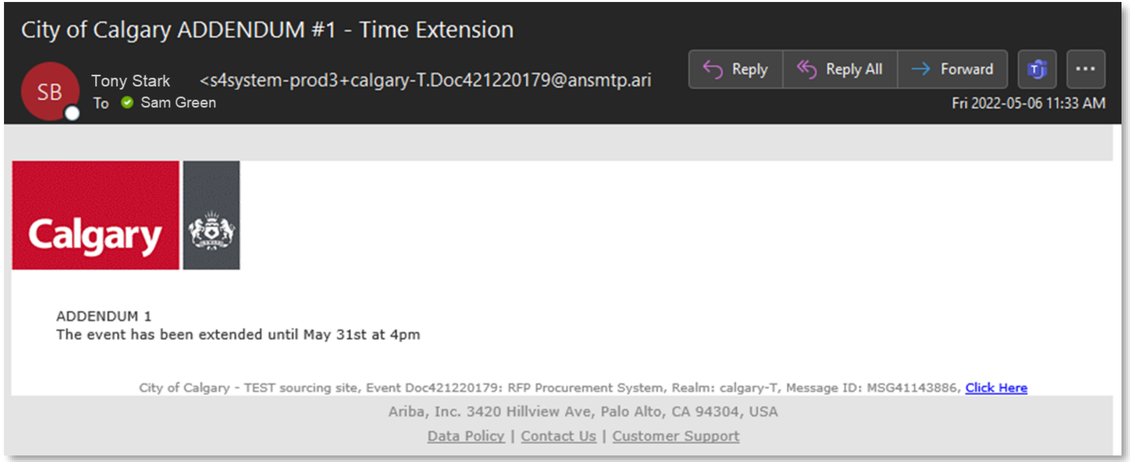
e. Insert your message

f. Click **Send**



Addendum

- Bidders will receive an email update when an Addendum has been issued to an event they have responded to.
- Any addenda will automatically be updated within the events contents. The list of addenda will appear in the Event Messages.
- It is the Bidder's responsibility to review all addenda issued by the City prior to the Event Closing. If any addenda are issued after the Bidder has submitted a response, the Bidder must review addenda and determine if a revised response must be submitted.



Viewing the Ariba Proposals and Questionnaires

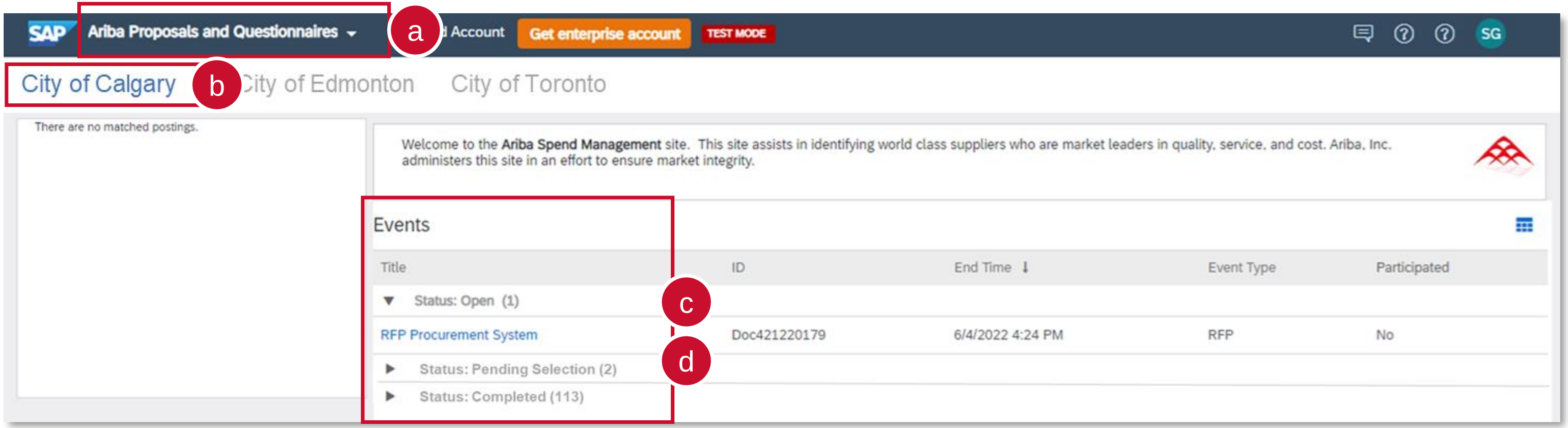
The *Ariba Proposals and Questionnaires* section provides a list of previously accessed Sourcing Events. To access this section:

a. Ensure you are on the *Ariba Proposals and Questionnaires section*

b. Ensure you the selected customer is *City of Calgary*

c. A list of events that you have previously accessed are organized by status in the *Events* section (Open, Pending Selection, Completed)

d. Expand the sections to see Sourcing Events by status and *select* the event for more information



Receive Contract Notification

Step 1: Receive Contract Notification

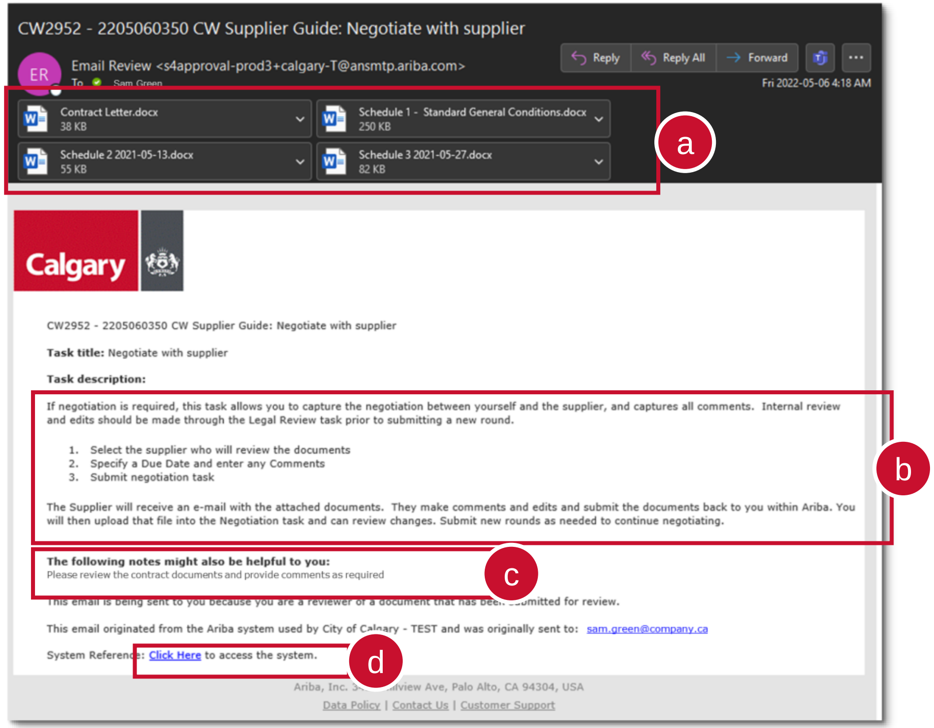
SAP Ariba facilitates communication between your organization and the City of Calgary during the contract negotiation phase. When a City Buyer is ready to begin contract negotiation, you will receive an email:

a. Save the draft contract documents from the email attachment for your review.

b. The task description section is automatically included in your email notification. **Note that these instructions are included on the negotiation task for our City Buyers. You may disregard this section.**

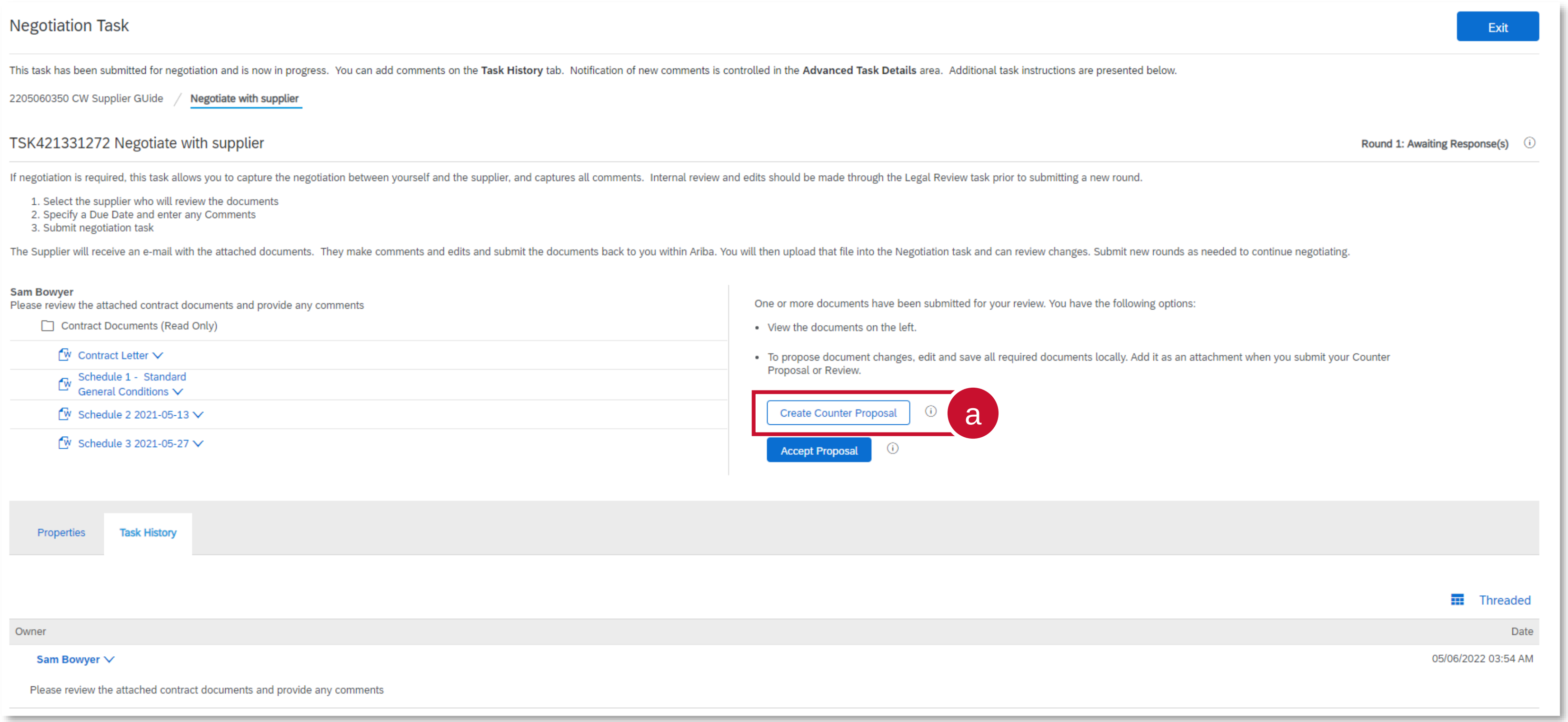
c. *The following notes might also be helpful to you:* displays comments from the City Buyer.

d. Use the **Click Here** link to log in to your SAP Business Network account and go directly to the contract negotiation task.



Step 2: Create Counter Proposal

a. If you would like any portion of the draft contract to be revised, select Create Counter Proposal.

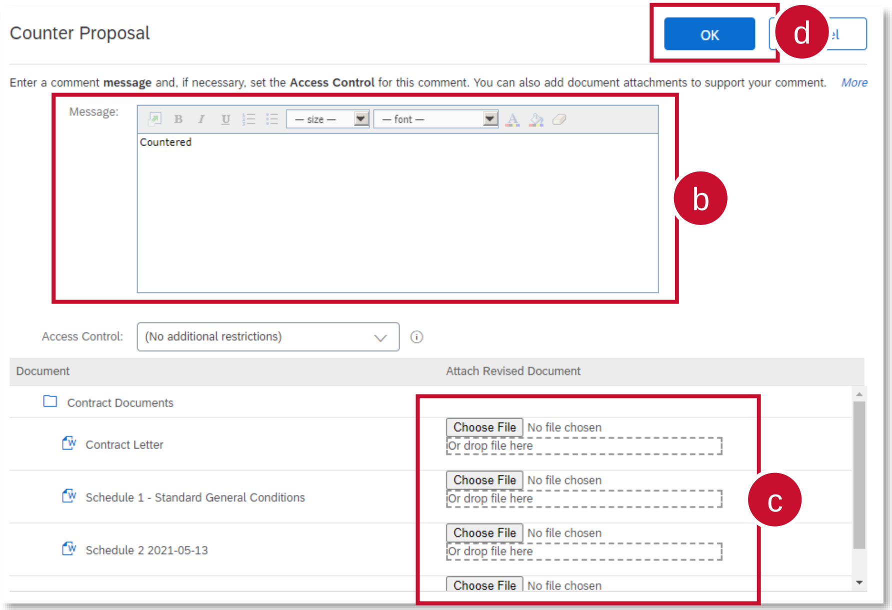


Step 2: Create Counter Proposal (cont'd)

b. Provide a *Message* to the Buyer in the large textbox at the top of the screen

c. Click **Choose File** to attach your counter proposal for the applicable document(s)

d. Click **OK**



Step 3: Receive Counter Proposal

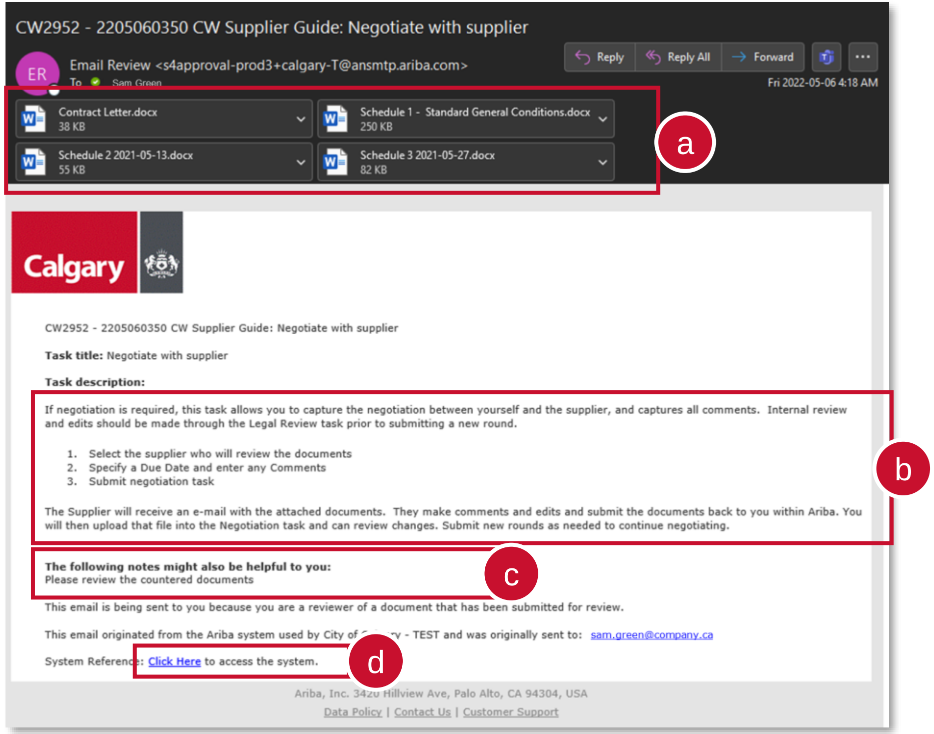
If the City Buyer responds with another counter proposal, you will receive an email asking you to act.

a. Save the draft contract documents from the email attachment for your review.

b. The task description section is automatically included in your email notification. **Note that these instructions are included on the negotiation task for our City Buyers. You may disregard this section.**

c. *The following notes might also be helpful to you:* displays comments from the City Buyer.

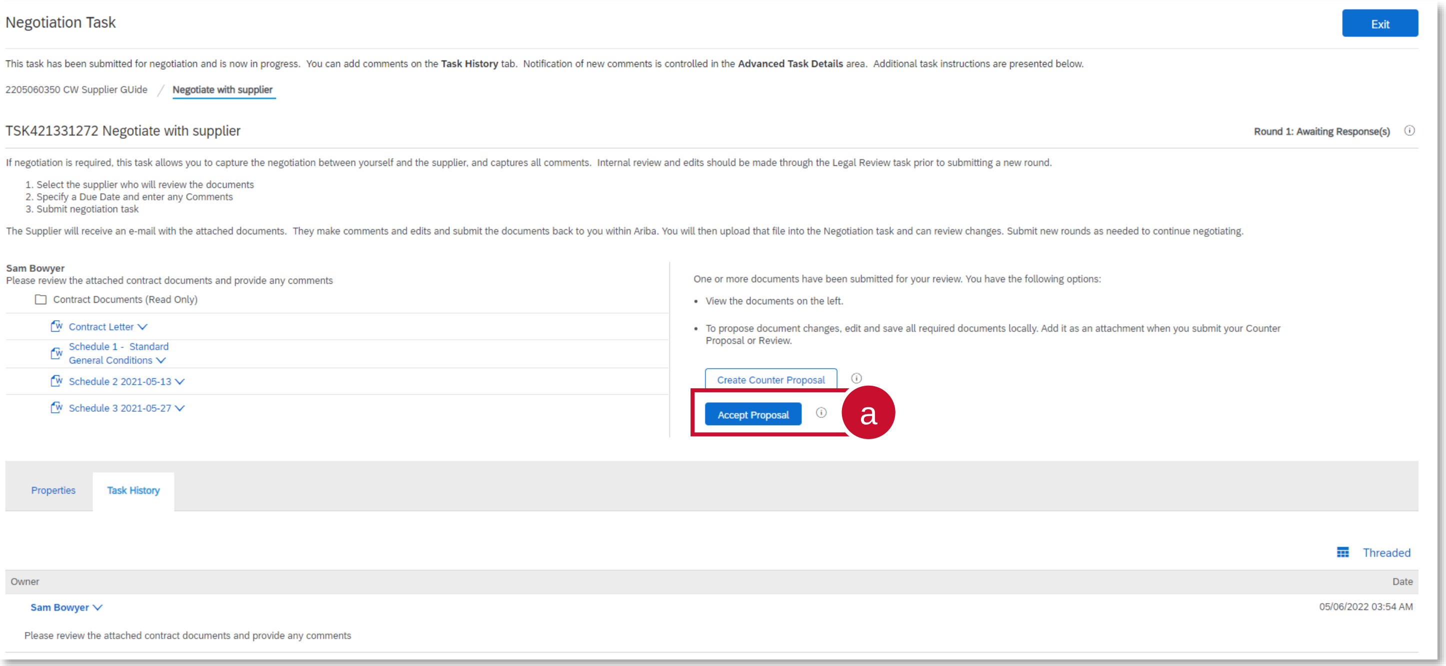
d. Use the **Click Here** link to log in to your SAP Business Network account and go directly to the contract negotiation task.



Step 4: Accept Contract Proposal

You and the City Buyer may continue creating counter proposals until the negotiation is complete. When you are ready to accept the City Buyer's latest proposal:

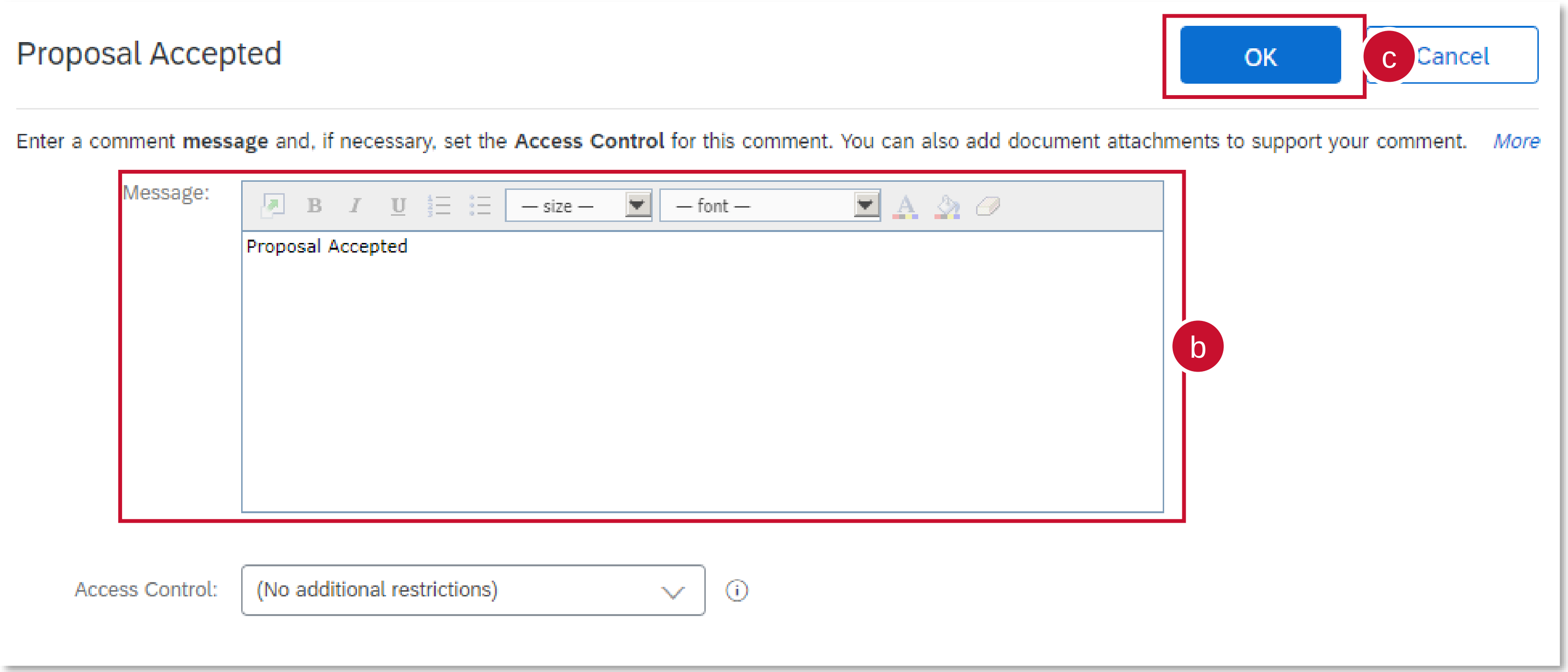
a. Click **Accept Proposal**



Step 4: Accept Contract Proposal (cont'd)

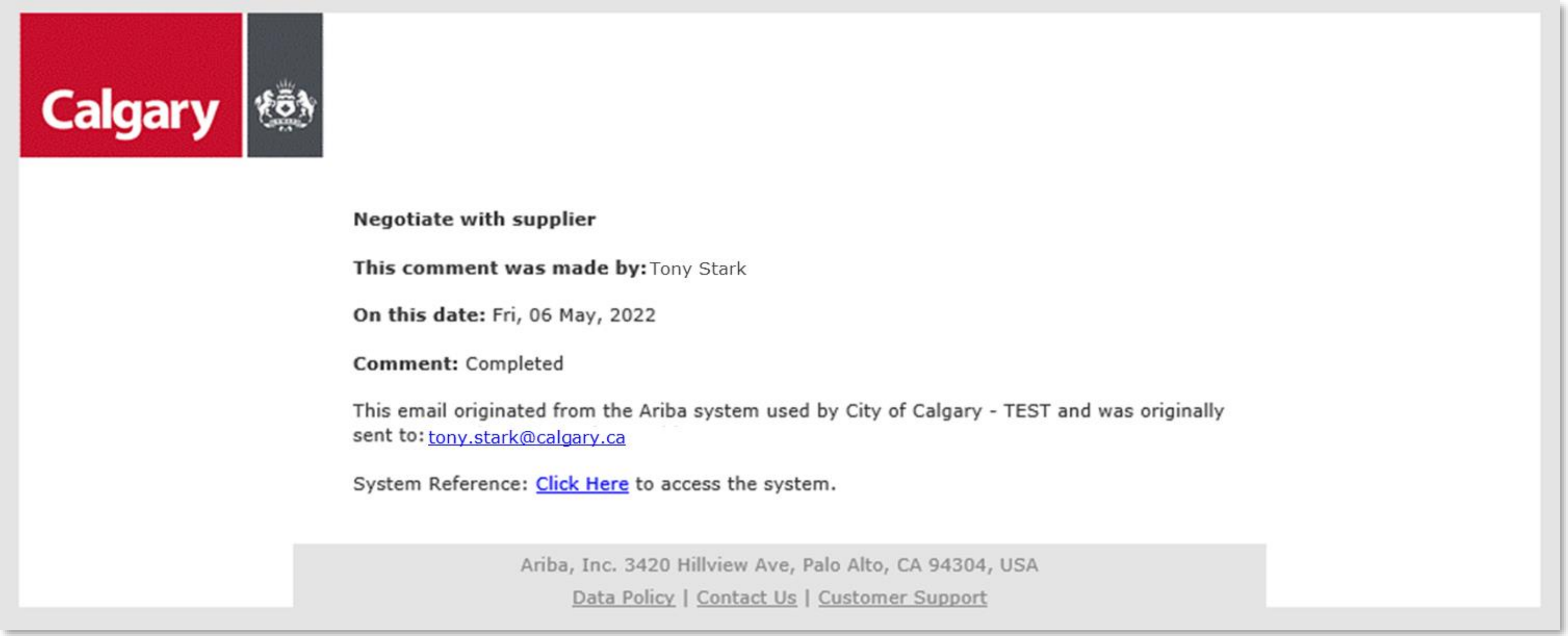
b. Type a *Message* to the City Buyer in the text box

c. Click **OK**



Step 5: City Acceptance

If the City Buyer accepts one of your counter proposals, you will receive an email notification like the one shown below. The comment “Completed” will show by default, but the Buyer can edit this message as needed.


Negotiate with supplier

This comment was made by: Tony Stark

On this date: Fri, 06 May, 2022

Comment: Completed

This email originated from the Ariba system used by City of Calgary - TEST and was originally sent to: tony.stark@calgary.ca

System Reference: Click Here to access the system.

Ariba, Inc. 3420 Hillview Ave, Palo Alto, CA 94304, USA

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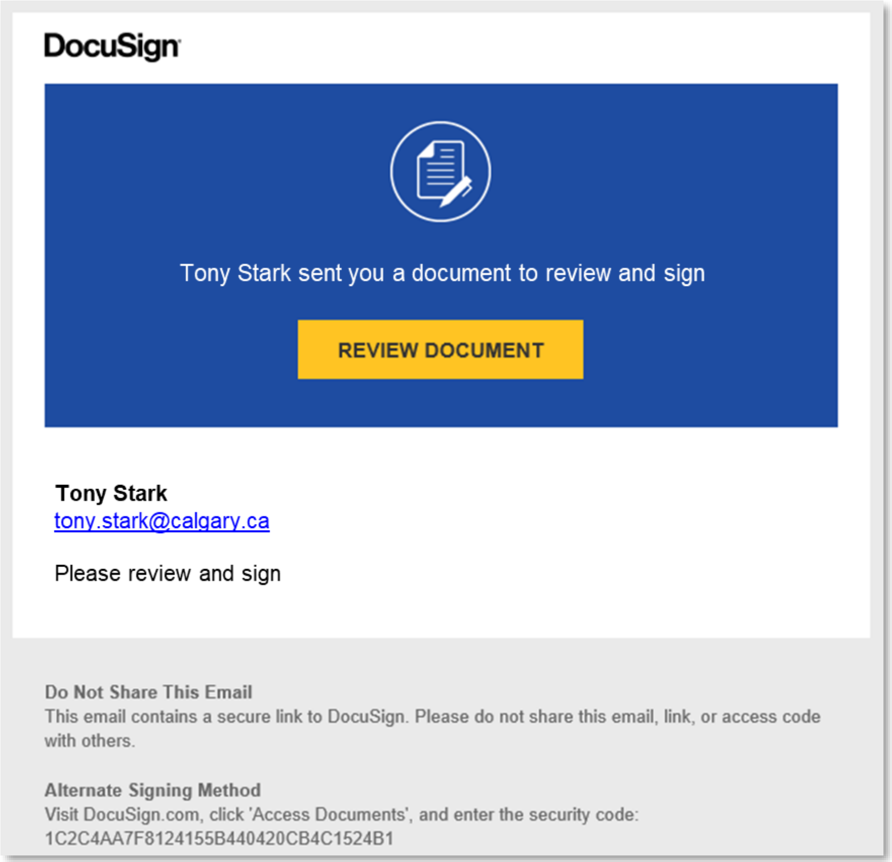
DocuSign

DocuSign

SAP Ariba works together with DocuSign to facilitate the collection of signatures on contract documents. When a City Buyer needs you to sign a document, you will receive an email. Use the link in the email to access, review, and sign the document.

If you are new to DocuSign, you can review their instructions on How to Sign a DocuSign Document.



DocuSign

Tony Stark sent you a document to review and sign

REVIEW DOCUMENT

Tony Stark
tony.stark@calgary.ca

Please review and sign

Do Not Share This Email
This email contains a secure link to DocuSign. Please do not share this email, link, or access code with others.

Alternate Signing Method
Visit DocuSign.com, click 'Access Documents', and enter the security code:
1C2C4AA7F8124155B440420CB4C1524B1

Supplier Performance Management Scorecards

Step 1: Receive Scorecard Review

If you are selected to participate in Ariba Supplier Performance Management, scorecards that show your score on each of the goals your company has established with the City will be published periodically to your account. You will receive an email to acknowledge your review of the scorecard for the period.

a. Click **Click Here** *to access the system* and login to your SAP Business Network account

WS421661702 - 2205060437 SPM Supplier Guide: Supplier to review and acknowledge the scorecard for the period

Task title: Supplier to review and acknowledge the scorecard for the period

Task description: Supplier to review the scorecard for the period. Comments can be provided as necessary as part of the review.

Action: Complete Review - Click Here

This email is being sent to you because you are a reviewer of a document that has been submitted for review.

This email originated from the Ariba system used by City of Calgary - TEST and was originally sent to: sam.green@company.ca

System Reference: Click Here to access the system. a

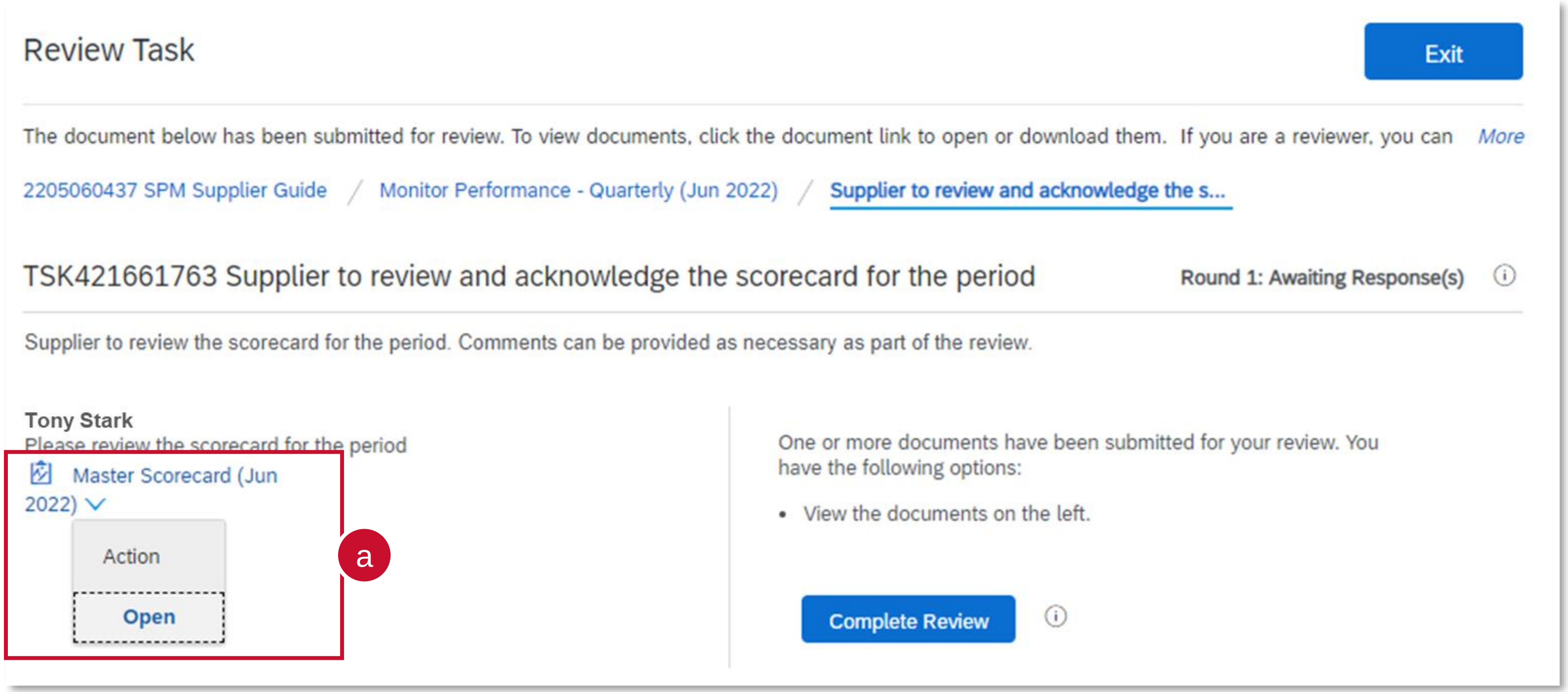
Ariba, Inc. 3420 Hillview Ave, Palo Alto, CA 94304, USA

Data Policy | Contact Us | Customer Support

Step 2: Review Scorecard

You will be directed to the Review Task screen

a. Click the *Master Scorecard for the period* and select **Open**



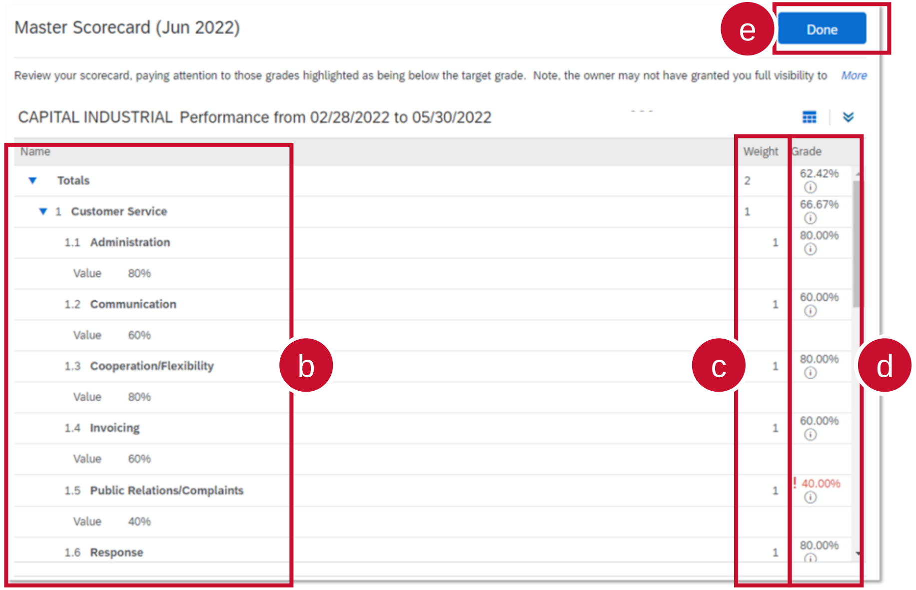
Step 2: Review Scorecard (cont'd)

b. The name of each Key Performance Indicator (KPI) is listed in bold.

c. The weight column describes how the score for each KPI is weighted relative to the others is your overall grade. In this example, the weight of each KPI is equal, so no KPI's grade has a greater effect on your overall grade than others do.

d. Your current score for each KPI is listed in the Grade column. Grades in red font are below the target grade set for that KPI.

e. Click **Done**



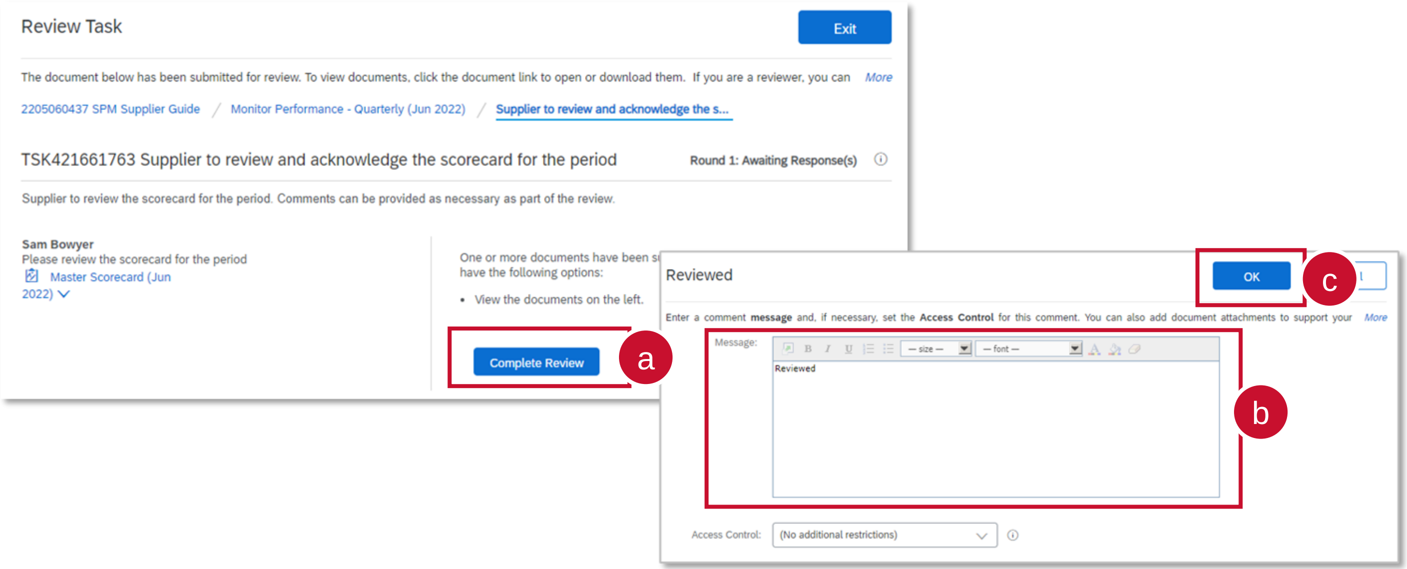
Step 3: Acknowledge Review

Once you have reviewed your scorecard, acknowledge the review:

a. Click **Complete Review**

b. Add an optional *Message*

c. Click **OK**

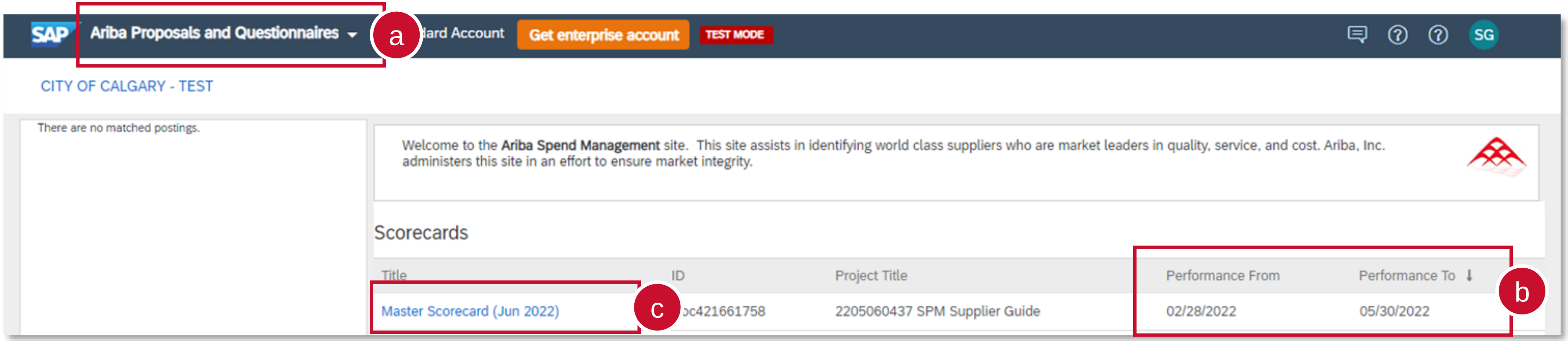


Viewing Scorecards in the SAP Business Network

a. To view past scorecards, log in to your SAP Business Network account and ensure that you are in the Proposals and Questionnaires section.

b. You can review the *Performance From* and *Performance To* dates to understand the time period to which the scorecard applies.

c. Each Scorecard will have a title, which typically includes the contract ID and the month and year when that scorecard was published. Click on a *scorecard's title* to open it.



Additional Resources

Ariba Resources for Suppliers

SAP Ariba has numerous resources available to assist with your questions. Here are a few to get you started.

- SAP Ariba Supplier Support

- How to Use the Ariba Help Center

- Ariba Network for Suppliers

Contact Us

Visit www.calgary.ca and search “SAP Ariba” to access to more information on the City of Calgary Supply Management’s implementation of SAP Ariba.

You can also contact the City of Calgary Supply Management SAP Ariba support team at supplier.ariba@calgary.ca.