

What is the SAP® Ariba® Discovery service?

SAP® Ariba® Discovery is the premier service for matching business buyers and suppliers globally, where US\$5 billion in annual business postings meet over 1 million suppliers on the world's largest and most trusted business commerce network. Fully integrated with the SAP Ariba Sourcing solution and the advanced edition of the SAP Ariba Buying solution, the cloud-based service allows buyers to work with the industry's highest-quality supply base, reducing the time and cost of supplier qualification by up to 90% and overall project spend by an average of 15%. SAP Ariba Discovery helps suppliers build relationships with real decision makers in leading buying organizations and delivers valid sales opportunities faster than other marketing methods.

GENERAL QUESTIONS

What is the cost for using the SAP Ariba Discovery service?

SAP Ariba Discovery is free of charge to buyers. Suppliers can sign up for a free account with Standard services, including à la carte prices for responding to postings based on deal size, or purchase an Advantage or Advantage Plus premium membership package that offers enhanced sales and marketing capabilities (see <https://service.ariba.com/Discovery.aw/ad/upgradeProfile> for more details).

How does SAP Ariba Discovery supplier pricing align with value?

SAP Ariba Discovery packages offer enhanced marketing and sales opportunities to suppliers with a pricing structure commensurate with similar offerings in this category. The cost is comparable to what suppliers typically spend on business lunches, customer lists, or trade show attendance. Given the buyer quality and transaction volume of Ariba Network, which constitutes a majority of the SAP Ariba Discovery pool, most suppliers more than make up their investment through increased visibility and access to valuable market data, which leads to new relationships and, in many cases, new business.

Why does a spot quote look different than a normal SAP Ariba Discovery response?

Buyers use SAP Ariba Sourcing to create a spot quote event and purchase order in their ERP back-end system. When a supplier gets a spot quote RFQ from SAP Ariba Discovery, their response goes back to the buyer through SAP Ariba Sourcing, not SAP Ariba Discovery, which is why the user interface looks different than a normal SAP Ariba Discovery response.

BUYER QUESTIONS

How can a buyer access a supplier's D&B credit score?

All suppliers have the ability to include their D-U-N-S number on their profile to provide access to their D&B credit score, which is automatically viewable to a buyer when the supplier responds to their postings.

What is included in a buyer's public profile?

A buyer's public profile includes their company information and a summary of their transaction history on SAP Ariba Discovery, including the number of postings, awards, and short-lists.

What if no suppliers respond to a buyer's RFI/RFQ postings?

SAP Ariba Discovery does its best to ensure that every buyer receives responses to every RFI/RFQ posting. In our one-on-one interviews with suppliers, we have found that they are more likely to respond to larger postings, as well as RFI/RFQ postings that contain detailed product or service specifications. Buyers might consider consolidating postings for multiple goods and services or territories to increase the posting value. See the SAP Ariba Discovery Buyer Posting Tips data sheet at <http://exchange.ariba.com/docs/DOC-2366> for additional posting tips and best practices.

Will a buyer's posting appear right away to suppliers?

Each posting goes through a quarantine process to ensure that it contains enough information for suppliers to respond effectively. Turnaround time for posting publication is approximately 12 hours. If any changes are required, an SAP Ariba Discovery representative will send an e-mail to the buyer.

What should buyers do if they don't know how to determine the product and service category for their posting?

The SAP Ariba Discovery buyer adoption team is available to help with product and service categorization or to answer any other questions. Buyers can reach out to the team via e-mail at aribadiscoveryadoption@ariba.com or phone at +1 866 309 9010.

About SAP® Ariba® Solutions

SAP® Ariba® solutions support the marketplace for modern business, creating frictionless exchanges between millions of buyers and suppliers across the entire source-to-pay process. Our market-leading solutions enable companies to simplify collaboration with their trading partners, make smarter business decisions, and extend their collaborative business processes with an open technology platform. More than 2 million companies use SAP Ariba solutions to connect and collaborate around nearly US\$1 trillion in commerce on an annual basis. To learn more about SAP Ariba solutions and the transformation they are driving, visit www.ariba.com.

SUPPLIERS QUESTIONS

How many buyers do suppliers get access to?

Suppliers have access to the entire SAP Ariba Discovery buyer community, representing more than 3,000 global procurement and functional buyers, through the search postings functionality. While all suppliers can review any buyer RFI/RFQ posting from the home page, it is recommended that they only reply to those they are most qualified to fulfill, since buyers have the opportunity to rate the quality of suppliers RFI/RFQ posting responses.

How many business opportunity leads are delivered each month?

SAP Ariba Discovery sends around 17 million leads to suppliers for new business opportunities annually, translating to roughly 1.1 million leads and US\$460 million in potential business monthly. Suppliers can also be invited by buyers to participate in spot quote RFQs via SAP Ariba Discovery.

How can suppliers add third-party credit scores to be included with a response?

SAP Ariba Discovery has partnered with D&B so that suppliers can add their D-U-N-S number to their profile to provide access to their credit score at no cost. This information will be shown as part of their posting response.

What supplier information does a buyer see?

Buyers can preview the full profile of any supplier that responds to one of their postings. Suppliers should add functional contacts in their profile to make it easy for buyers to reach them.

How can a supplier tell if a buyer has viewed their profile information?

SAP Ariba Discovery Advantage and Advantage Plus program members can go into the "My Discovery" tab to view their overall SAP Ariba Discovery activity. They will be able to see the number of companies that have viewed their profile for buyers that have opted to share their information.

What feedback do suppliers get from buyers about their profile or responses?

Buyers can rate suppliers based on the experience they have working with them either through posting responses or contract awards. SAP Ariba solutions use a five-star rating system to evaluate suppliers on metrics such as communication, credibility, reliability, quality, and overall performance, and they also post the number of transacting relationships each supplier has on Ariba Network. Buyers can also contact suppliers directly, though this method may not be captured by the SAP Ariba Discovery system.

How does direct messaging between buyers and suppliers work?

Supplier profiles contain a contact button that only buyers can see so they can communicate with suppliers outside of the formal RFI/RFQ posting process. This functionality is separate from RFI/RFQ posting responses.

Why do suppliers sometimes get a message that they do not meet the buyer criteria when responding to an RFI/RFQ posting that was matched to their business?

SAP Ariba Discovery allows buyers to specify additional "supplier preferences" in their selection criteria, such as company size, number of employees, credit score, and certifications, to help provide suppliers with added selection information prior to responding to an RFI/RFQ posting. Suppliers should include as much information as possible in their profile to accurately reflect their eligibility to meet buyer posting requirements, including their D-U-N-S number, details about specific products or service categories, service locations, or certifications (ISO, woman-owned, veteran-owned, minority-owned, or green initiatives).

Do suppliers have to enter their credit card information each time they respond to a posting?

No. Suppliers may securely add credit card information to their account profile, making it easier to respond quickly to postings. This information will be automatically populated when the supplier submits a bid, similar to any type of online transaction system used today.

Do suppliers have to pay even if they do not win the business?

Yes. As with most marketing and sales activities, there is a cost associated with seeking new business through SAP Ariba Discovery. Most suppliers find they quickly make up their investment through increased awareness, market data, and learning, which leads to new relationships and, in many cases, new business.

If a supplier no longer wishes to receive business opportunity leads, how can they remove their name from the SAP Ariba Discovery service?

Suppliers can click on the feedback link on the upper right-hand navigation bar from the SAP Ariba Discovery home page, fill out the requested information, and include "please remove my name from SAP Ariba Discovery" in their feedback message.

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