

General Questions

What is SAP Ariba?

SAP Ariba is a cloud-based procurement platform that integrates sourcing, purchasing, contract management, and invoicing into one streamlined system. It offers a user-friendly interface and robust tools to improve efficiency, visibility, and compliance with procurement policies.

Why is the university transitioning to SAP Ariba?

The university is transitioning to SAP Ariba following a comprehensive competitive bidding process and strong feedback supporting this transition from the Drexel purchasing community. SAP Ariba's robust platform is designed to modernize procurement processes, provide a more intuitive user experience, and improve integration across purchasing, invoicing, and supplier management. SAP Ariba also enables better reporting and tracking of procurement activities, helping to reduce inefficiencies and ensure compliance.

When will SAP Ariba go live?

SAP Ariba officially launched on **January 27, 2025**. After this date, all procurement activities will take place in the new system.

Smart Source Transition

What will happen to Smart Source (Jaggaer)?

Smart Source transitioned to read-only mode on **January 18, 2025**, and will no longer be accessible after **January 29, 2025**. During this period, users can download any necessary documents, such as attachments, purchase orders, or invoices, before the system is decommissioned.

Will all catalog suppliers from Smart Source be available in SAP Ariba?

All active catalog suppliers, except for Apple, will be available. Apple products will be available through the CDWG catalog.

What should I do with incomplete purchase orders in Smart Source?

Any purchase orders that are open and not fully invoiced in Smart Source will be transitioned to SAP Ariba after Go-Live. These transitioned POs will be considered "converted purchase orders," and additional guidance will be provided.

What happens to invoices that were not approved by January 22, 2025?

Invoices will be approved by Accounts Payable and put on hold in Banner/Web Finance. A comment will be sent from the Smart Source system to the owner of the invoice. These invoices will be held in Banner and visible in Web Finance. Send a comment in the Smart Source system to Accounts Payable to release the hold by January 29, 2025. Invoices not approved for release by January 29, 2025, should be emailed to Accounts Payable with an explanation of why the invoice cannot be paid.

Will invoices submitted during the blackout period automatically transition to SAP Ariba, or will they need to be resubmitted?

Invoices were no longer accepted at the digital mail room as of **January 20, 2025**. Invoices not resolved and processed in Smart Source will need to be submitted in SAP Ariba once the system goes live.

What happens to invoices that were pending with unresolved issues?

Comments have been sent to the owner of the invoice in the Smart Source system. Your department will be responsible for downloading the invoice and supporting documents by **January 29, 2025**, and submitting them to SAP Ariba.

How do I find out if an invoice was paid after Smart Source is decommissioned?

The university's financial system (Banner/Web Finance) will remain the system of record for invoice payment statuses. Users without access to Web Finance can consult their department's financial administrator.

Will I have access to my Smart Source documents after January 29, 2025?

Basic details of purchase orders, invoices, and requisitions will remain available in the university's financial system (Banner/Web Finance), except for attachments uploaded to Smart Source. We are working with Jaggaer to retrieve and archive these attachments and will develop a storage solution for future retrieval. Users are strongly advised to download any necessary attachments before **January 29, 2025**.

What will replace the Drexel_University@edmamericas.com email for invoice submission?

This email address is no longer valid. Invoices will be submitted by suppliers through the SAP Ariba Business Network. If a supplier cannot submit invoices directly, departments can submit them on behalf of suppliers in SAP Ariba. Invoices initially submitted to Drexel_University@edmamericas.com and not processed will need to be resubmitted in SAP Ariba.

When will suppliers be trained on using SAP Ariba?

Suppliers have already been provided with resources and training to assist them with the transition to SAP Ariba.

System Access and Roles

Will my roles from Smart Source transfer to SAP Ariba?

Requester, Requester Plus, and Approver roles will be automatically transferred. However, the new Catalog Requester Plus role must be requested to be granted.

How can I view my role in SAP Ariba?

Navigate to your profile settings and select "Change Your Profile" to see your assigned roles. Roles will be listed under the Groups header and unlike Smart Source, you may have multiple shopping roles. For example, if you are a Requestor, you will have both the shopper and Requester roles; if you are a Requester Plus, you will have the shopper, requester, and requester plus roles.

Will all employees, including students, have access to SAP Ariba?

Yes, all employees will have access through DrexelOne using their single sign-on credentials. Students will continue to have access if they are employed as a work-study or student worker.

What is the difference between Requester Plus and Catalog Requester Plus roles?

- **Requester Plus:** Requisitions under \$10,000 do not require financial approval.
- **Catalog Requester Plus:** Specific to catalog purchases under \$10,000, which will not require financial approval. Non-catalog-related requests still require financial approval.

Will Ariba be an open-access system like Smart Source?

Yes, SAP Ariba is an open-access system similar to Smart Source, allowing users to view requisitions, invoices, and related documents within the scope of their roles.

How do I search for requisitions entered by other departments?

You can search for requisitions using filters such as the requisition number or department. Detailed instructions on this feature will be covered in training guides.

Requisitions and Purchase Orders**What is a requisition?**

A requisition is a formal request created by a user to procure goods or services. It includes details about the items or services required and must be submitted and approved before a purchase order is issued to the supplier.

What is a purchase order?

A purchase order (PO) is a legally binding document issued to a supplier, detailing the items or services to be provided, along with quantities, agreed-upon prices, and delivery terms. It is generated after a requisition is approved.

What is a receipt?

A receipt is a document that confirms the delivery of goods or services. In SAP Ariba, users create a receipt to acknowledge that the supplier has fulfilled the purchase order, which is necessary for the invoice to be paid. This step replaces the invoice approval process.

How do I track the status of my requisition?

Use the '**Your Requests**' tab in Guided Buying to view real-time updates on the progress of your requisition, including approvals and processing.

Will we still receive email notifications for approved requisitions, or do we have to check manually?

Yes, users will still receive email notifications when requisitions are approved. Notifications can be adjusted in your profile.

What happens if my requisition is denied?

If a requisition is denied, withdraw it, review the rejection comments, make the necessary corrections, and resubmit it. Ensure all required fields are completed to avoid further delays.

What does the “Need by Date” field represent?

The “Need by Date” indicates when you would like the item to be delivered. This date is for informational purposes only and does not guarantee delivery by the specified date. The system does not support expedited orders.

How do I split the cost of a purchase across multiple cost centers?

The splitting functionality in SAP Ariba works the same as in Smart Source. You can divide costs by percentage, amount, or quantity.

Do we need to attach quotes to non-catalog requisitions?

Yes, quotes or bids are required attachments for non-catalog requisitions. Quotes are required for every order while orders above our bidding threshold of \$10,000 require additional bids.

Will requisitions with contracts that need signing be covered in training?

Yes, contract requisitions will be covered in separate contract-specific training sessions.

Will we be able to tag colleagues in comments for notifications?

SAP Ariba has a comment function; however, it does not allow for individual tagging.

What is the procedure for handling orders for restricted items like radioactive materials?

There is now a workflow in SAP Ariba that will route these purchases to be reviewed by Health and Safety for approval.

How do we create a change order in SAP Ariba?

A change order can be submitted from the purchase order. It will create a new version of the purchase requisition and route through approvals before the purchase order will be updated.

How do we handle blanket orders with overlapping fiscal years?

In collaboration with the Budget Office, the university will no longer utilize multi-year POs funded by the operating budget. Blanket POs will need to be assessed and created on a fiscal year basis.

Team Requisitioning**What is Team Requisitioning in SAP Ariba?**

Team Requisitioning is a collaborative feature in SAP Ariba that enables Shoppers to create requisitions while relying on designated team Requesters or Requester Plus members to review, complete, and submit the requisitions for approval. This process ensures that requisitions are compliant with procurement policies and properly coded before being submitted.

How does Team Requisitioning work?

- Shoppers start the requisition process by selecting items or services and adding basic details.
- The requisition is saved as a draft and assigned to a Requester or Requester Plus within the team.
- The assigned Requester reviews and finalizes the requisition, ensuring all details are accurate and complete.
- Once finalized, the Requester submits the requisition for approval.

Why is Team Requisitioning important?

This feature allows departments to share the workload of requisition creation while ensuring that final submissions are handled by trained individuals with the appropriate permissions. It reduces errors, ensures compliance, and simplifies the purchasing workflow.

Can you assign shopping carts to others or is this replaced by Team Requisitioning?

The Assign Cart function is no longer available in SAP Ariba. It has been replaced by the Team Requisitioning feature, which allows multiple users to collaborate on requisitions.

Do we need to create individual teams for collaboration?

Yes, you will need to create teams in SAP Ariba to process requisitions collaboratively. There is currently no limit to the number of teams you can create.

If I create a team in SAP Ariba, will all members automatically see it in their team list?

Yes, once a team is created, its members will see it available for collaboration.

Do team members have equal access to manage purchasing processes?

Yes, any member of a team can perform purchasing tasks, including managing receipts. Anyone on the team with a shopping role will not be able to submit a requisition.

Suppliers

What happens if a supplier is not registered or their address has changed?

- **Unregistered suppliers:** Procurement will review and invite them as part of the workflow.
- **Address changes:** Updates can be made through Supplier Onboarding.

What is the difference between "supplier name" and "supplier contact" when requesting a new supplier?

- **Supplier Name:** The name of the company (e.g., Acme Industries).
- **Supplier Contact:** The individual responsible for completing the supplier registration (e.g., Jane Doe).

Will supplier invitations be sent automatically once the Supplier Onboarding team is notified?

Supplier onboarding has faced some challenges due to limited staffing, but the process is being streamlined. Invitations are sent after review by the Supplier Onboarding team; however, we are piloting a process with a few requesters that allows end users to send invitations to their new suppliers. More to come.

How do I know if a supplier has completed registration?

You can contact Supplier Onboarding for an update or check with the supplier directly.

Can departments invite suppliers directly?

Our supplier registration platform, PaymentWorks, provides functionality that allows us to give end users this ability. We have rolled out an initial phase to a small number of departments for testing and intend to continue adding to this group.

Where can we track the status of supplier registrations?

Supplier registration statuses cannot be tracked in SAP Ariba as the registration process is managed in PaymentWorks. You can submit supplier registration inquiries to supplieronboarding@drexel.edu.

How can I check if a supplier has registered in PaymentWorks?

Suppliers listed in SAP Ariba are either already registered in PaymentWorks or have had activity in Smart Source within the last 24 months. You can contact Supplier Onboarding for specific inquiries about supplier registration status.

Can we access PaymentWorks to see supplier registration status?

Currently, only a small group of departments have access to PaymentWorks for testing invitation initiation; however, PaymentWorks does not have a mechanism for those users to view registration status. For updates, please reach out to SupplierOnboarding@drexel.edu.

Are there any changes for suppliers submitting invoices?

Yes, suppliers must submit invoices through the SAP Ariba Business Network. This process replaces previous email submission methods.

Will suppliers have multiple addresses in SAP Ariba?

Yes, suppliers can have multiple addresses, and users will be able to select the appropriate address when placing orders.

Sourcing and Contracts**Will the Sourcing and Contracts modules go live on January 27, 2025?**

The Sourcing and Contracts modules will go live for all users on January 27. Training for Sourcing and Contracts will be provided in early February; however, the Sourcing and Contract module functionality primarily applies to the Sourcing team and a small subsection of end users. Most requestors will only have access to a request form in either module, and there are training guides on the AP & Procurement website.

What is a Sourcing Event?

A Sourcing Event is a competitive bidding process in SAP Ariba, such as a Request for Proposal (RFP) or auction, that allows the university to evaluate supplier proposals and select the most suitable supplier for goods or services.

What is an RFP (Request for Proposal)?

An RFP is a formal document sent to suppliers, inviting them to submit proposals for specific goods or services. It outlines requirements, evaluation criteria, and deadlines for submission.

How do I manage bids in a sourcing event?

SAP Ariba allows users to review and compare supplier bids side-by-side, evaluate them against set criteria, and select the best option based on cost, quality, and other factors.

What is a Contract Workspace?

The Contract Workspace is a centralized location in SAP Ariba for managing contracts. It facilitates the creation, review, and approval of contracts while tracking key milestones and ensuring compliance with agreed terms.

How do I track contract milestones?

Milestone Tracking in the Contract Workspace helps monitor key dates, deliverables, and obligations to ensure contract compliance. Notifications are sent as deadlines approach to keep stakeholders informed.

Can SAP Ariba help enforce contract compliance?

Yes, SAP Ariba ensures compliance by automatically checking purchase orders and invoices against agreed contract terms, preventing unauthorized spending and overcharges.

What is the difference between sourcing and contracting in SAP Ariba?

- **Sourcing:** Focuses on identifying and selecting suppliers through competitive events like RFPs.
- **Contracting:** Manages the creation, negotiation, and lifecycle of agreements with suppliers after they are selected.

Receiving

Is receiving required for every order in SAP Ariba?

Yes, receiving replaces the invoice approval process, including those placed through punchout catalogs. You can receive individual items or use the "Receive All" option for bulk receiving. Users must confirm receipt of goods or services in SAP Ariba to initiate the invoice payment process. This process simply replaces the past process of approving an invoice for payment.

Will receiving be required for both goods and services?

Receiving is required for goods and services.

Will we receive notifications if receiving is not completed?

Yes, the system will send reminders for receiving. An invoice cannot be paid without the associated receiving document. Completing the receipt replaces the invoice approval process.

Invoicing**What is an invoice?**

An invoice is a bill submitted by the supplier requesting payment for delivered goods or services. In SAP Ariba, invoices are matched against purchase orders and receipts (via the three-way match process) to ensure accuracy before payment is made.

What is the Invoice Reconciliation (IR) document?

The IR document is used to identify and resolve discrepancies between purchase orders, receipts, and invoices. It ensures all details match before a payment is processed, reducing errors and payment delays.

How do we submit invoices that already have a PO?

Suppliers will submit invoices through the SAP Ariba network. For exceptions, departments can create invoices against the PO directly in Ariba.

How will we know if a supplier has received their payment?

Payment statuses will be visible in SAP Ariba. Suppliers can also view this information through their SAP Ariba supplier portal.

Can I reverse an invoice approval if it was done in error?

Invoices that are pending in the system with other approvers can be returned to the owner of the invoice. Invoices approved and posted to Banner/Web Finance (sent to ERP) cannot be reversed in SAP Ariba. A request will need to be sent to Accounts Payable to cancel the document.

What is the difference between PO-based and contract-based invoicing?

- **PO-Based:** Invoices are submitted against a purchase order.
 - **Contract-Based:** Invoices are submitted against an existing contract.
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Support and Training

Who do I contact for assistance during Go-Live?

During Go-Live week (January 27–31, 2025):

- **General inquiries:** ariba@drexel.edu (This email will sunset after Go-Live week.)
- **Specific inquiries:**
 - **SupplierOnboarding@drexel.edu:** Supplier-related inquiries (e.g., registration, updates).
 - **Sourcing@drexel.edu:** Requisitions, purchase orders, contracts, and encumbrances.
 - **TandE@drexel.edu:** Travel, P-Cards, and Concur support.
 - **Acctpay@drexel.edu:** Invoice and payment status.
 - **ProcureSystems@drexel.edu:** Technical support as well as training and role requests for SAP Ariba Marketplace and Concur.

Is training available for SAP Ariba?

Yes, training sessions include:

Live Virtual Training: Beginning January 22, 2025. These sessions provide hands-on guidance to help users navigate the system efficiently. Users can register for training via the university's **Career Pathway platform**.

- **On-Demand Resources:** Includes Quick Start Guides, video tutorials, and other self-paced materials.

What resources are available to help me navigate SAP Ariba?

All resources will be accessible on the Procurement website. Available materials include:

- [Quick Resource Guides](#): Step-by-step instructions for key processes.
- [FAQs](#): Comprehensive answers to common questions.
- [Glossary of Terms](#): A detailed list of key SAP Ariba terms and definitions to help users understand system terminology.
- **Live Virtual Training:** Interactive sessions for hands-on learning.