



# Supplier Communication

## October 2020 - Changes

INTERNAL

# Change over from Regional Mailboxes to Webform

## What?

- Change over from Regional Mailboxes to Webform

## Why?

- More accurate and complete data collection - Increased efficiency – the web portal submission form prompts suppliers to provide key information with their inquiries. Name, Company, and Category are all valuable data points that historically have taken multiple outreach attempts to gather – and that's even before getting to the supplier's core question. This guidance improves the quality of inbound data, reduces significant wasted time spent in trying suss out the supplier's actual needs, and also improves our internal triage capabilities to get the inquiries directly to the best resource to resolve it.
  - GDPR Compliant
- Easier internal management

## What is expect to be needed on Customer end?

- Review and update all current materials to replace the Regional Mailboxes and communicate the change internally (Go-Live emails, SIP, internal materials etc.)
- Communicate date for switch-off (latest October 15<sup>th</sup>) -> inbound emails to Regional Mailboxes will begin receiving generic away messages

## When?

**Migration End Date:** October 15<sup>th</sup>

[Sample Portal Link](#)

| Inbound Data Enrichment  | Case Management Reporting   | Portal Language Support   | Efficiency Gains in Resolution Time  |
|--|---|---|--|
| <ul style="list-style-type: none"> <li>• Webforms allow Ariba to prompt users to provide more information upfront regarding their inquiries or issues</li> <li>• Includes GDPR Consent checkbox</li> </ul> | <ul style="list-style-type: none"> <li>• More data up front allows for enhanced Case Management reporting to determine issue trends, regional needs, and overall Case engagement</li> </ul> | <ul style="list-style-type: none"> <li>• Portal is available natively in the standard Ariba languages: French, German, Spanish, Brazilian Portuguese, Chinese, Japanese and Thai.</li> <li>• If supplier's local browser settings are outside of this language set, Portal will show in English.</li> </ul> | <ul style="list-style-type: none"> <li>• Ariba can better triage new cases based on increased data insight from the webform itself.</li> <li>• More information upfront, plus faster internal processing, leads to efficient resolution and improved client satisfaction.</li> </ul> |

# FAQs

- What will happen if a supplier emails the DL Address after the **15 Oct 2020** deadline?
  - Suppliers will receive an automated message advising that the inbox is closed and that they should reach out to the buyer for the new contact method. This cannot be personalized to any specific Buyer.
- Can buys opt out, keeping their DL and not switching to the portal approach?
  - No. This change is a required move and part of a general switch for Ariba Enablement to a new process.
- How will suppliers receive responses to their questions?
  - Same as current process. The Ariba SLA has not changed, and suppliers will receive phone calls and emails to resolve their needs based on the request type and Ariba availability.
- Can the Buyer Portal link be more customized?
  - No. The Buyer Portal link is built with security to ensure client privacy, and cannot be changed.
- Can the Buyer Portal be customized in any way?
  - Yes, but only within existing limits. Buyer can add specific FAQ links and Portal Links, as well as their personalized logo. Additional customization options are not available.