Ariba® Network

2014 April Release Guide for Ariba Discovery™

Document Version: 2

Last Updated: April 2014

ARIBA®

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Revision History

The following table provides a brief history of the updates to this guide. Ariba updates the technical documentation for its On-Demand solutions if

- software changes delivered in service packs or hot fixes require a documentation update to correctly reflect the new or changed functionality;
- the existing content is incorrect or user feedback indicated that important content is missing.

Ariba reserves the right to update its technical documentation without prior notification. Most documentation updates will be made available in the same week as the software service packs are released, but critical documentation updates may be released at any time.

Version	Month/Year of Update	Updated Chapter/Section	Short Description of Change
1	February 2014	All	New Guide - Pre-release Draft
2	April 2014	Daily Digest Replaces Business Opportunity Notifications	New section added General Availability version

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2014 April Ariba Discovery Features

About These Features

These features are available in:

- Ariba Discovery

The following features have been added to Ariba Discovery:

- "Improved Commodity and Territory Selection" on page 5
- "Improved Ratings and References" on page 6
- "Enhanced Posting Matching" on page 7
- "Request a Demo from Ariba Discovery" on page 8
- "Post Now Button Enabled for Non Logged-in Users" on page 8
- "Attachment Support After Posting Close" on page 8
- "Email-Based Buyer Notifications and Messaging" on page 9
- "Enhanced Seller Response Export" on page 10
- "Simplified Seller Navigation" on page 11
- "Country-Specific Company Profile Fields" on page 13
- "D&B Risk Scores Enabled for all Sellers" on page 13
- "Daily Digest Notification Replaces Business Opportunity Notifications" on page 14
- "Easy Email Opt-Out" on page 14

Features for Buyers and Sellers

Improved Commodity and Territory Selection

"Commodities" and "territories" have been renamed "product and service categories" and "ship-to or service locations" respectively, for all Ariba Commerce Cloud suppliers and Ariba Discovery buyers. Clearer error messages have been added to the selection tools to provide suggested next steps when no product and service category or ship-to or service location is found. Buyers and sellers can now propose custom product and service categories when they do not exist in the Ariba Discovery product and service category tree.

Custom Product and Service Categories

Custom product and service categories must be reviewed and approved before they can be used in postings and company profiles. While a custom product and service category is under review, Ariba Discovery sends you an email notification with recommended next steps, including suggested product and service categories to use in the interim.

Postings cannot be published when they use custom product and service categories that are under review. In order to publish a posting that uses custom product and service categories, you must remove the custom product and service category and add the product and service categories recommended in the notification.

Company profiles do not use custom product and service categories that are under review for matching to buyer postings. In order to continue receiving the most relevant leads, you must remove the custom product and service category from your company profile and add the product and service categories recommended in the notification.

Note: Even if your proposed product and service category is later approved, you will have to remove your suggested product and service category from your posting or company profile and then re-add the new, functioning product and service category.

Ariba Discovery notifies you when your custom product and service category has been reviewed. This notification informs you if your custom product and service category has been approved, added as a synonym, or rejected.

Approved product and service categories now exist in the Ariba Discovery product and service category tree and can be used in postings and company profiles.

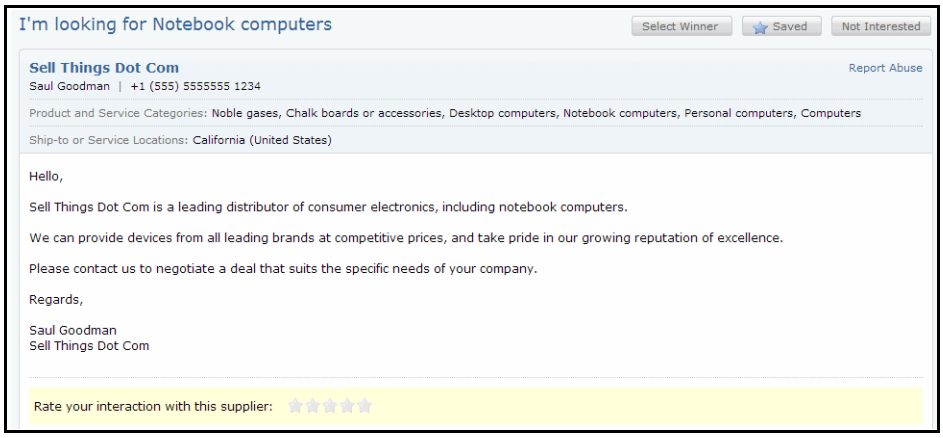
Users that search for a product and service category that has been added as a synonym are suggested a preferred product and service category, helping to keep the terms used by buyers and sellers consistent.

Rejected custom product and service categories have been deemed unsuitable for use in Ariba Discovery or are similar to product and service categories that already exist. Rejected product and service categories must be removed from postings and company profiles.

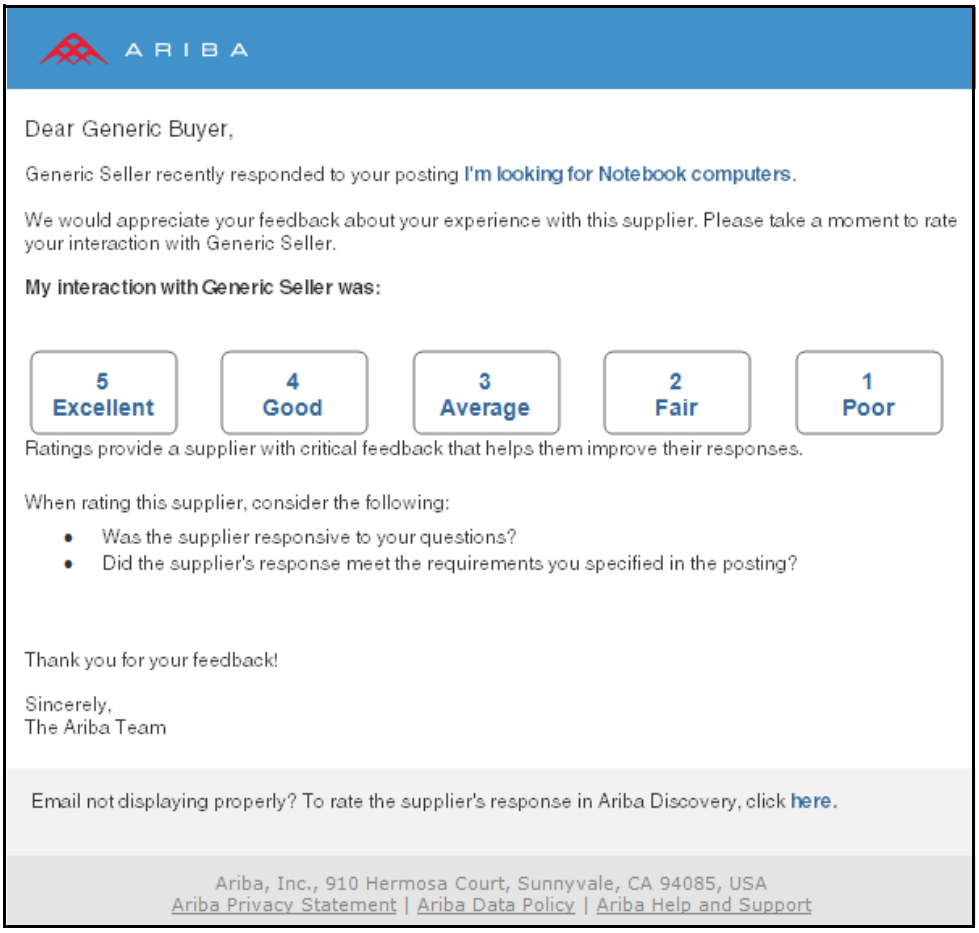
For more information about proposing a custom product and service category, see "How to propose a custom product and service category" on page 17.

Improved Ratings and References

Ratings and references have been improved, and buyer can now rate sellers for each interaction they have. Previously, buyers could rate sellers in five categories: Overall, Communication, Credibility, Reliability, and Quality. Buyers now submit a single rating of the overall interaction with the seller. Buyers can rate sellers in the context of Ariba Discovery postings or Ariba Sourcing events, and can do so directly within the posting or event. When a buyer gives a seller a rating of four or five stars, they are prompted to provide a reference for the seller.



Buyers can also now rate suppliers from an email notification. Once a posting reaches its end date or is closed early, an email notification is sent to the buyer, urging them to rate each supplier that responded to their posting. Buyers are not required to log in to Ariba Discovery to rate suppliers from an email notification, making the process quick and easy.



The rating notification will not be sent to the buyer if they rated their interaction with the supplier for the posting previously.

Enhanced Posting Matching

The following enhancements have been made to posting matching, ensuring that sellers are matched to and can quickly find the most relevant buyer postings:

- New labels indicate when a posting is “New,” or “Closing Soon.”
- Sellers can add postings to their Watchlist or indicate that they are not interested in a posting directly from the **Posting Details** page.
- Buyers and sellers can enter metro areas for ship-to or service locations.
- Updated Daily Digest email notification, summarizing all relevant postings, replaces individual notifications for matched leads and provides sellers a concise and actionable list of postings.

Request a Demo from Ariba Discovery

Buyers and sellers can now request an online demonstration of Ariba Discovery functionality.

Buyers can request and online demonstration directly from the **I'm Buying** tab. The Ariba Discovery for Buyers demonstration focuses on how to tap into Ariba Discovery's supplier database to increase seller participation in sourcing projects or fulfill hard-to-fill spot buys.

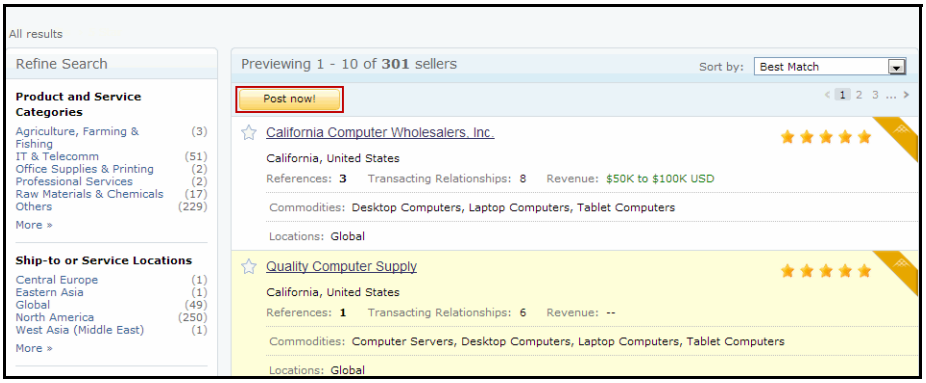
Sellers can request an online demonstration on the **About** page. The Ariba Discovery for Sellers demonstration focuses on how to use Ariba Discovery to receive leads and connect with buyers in an active purchasing cycle so sellers can grow their business.

For more information about requesting a demo from Ariba Discovery, see "How to request an online demonstration for Ariba Discovery buyers" on page 15, or "How to request an online demonstration for Ariba Discovery sellers" on page 16.

Features for Buyers

Post Now Button Enabled for Non Logged-in Users

The **Post Now** button on the seller search results page now appears for users who are not logged-in.



For more information about creating a posting without logging in, see "How to create a posting before logging in" on page 16.

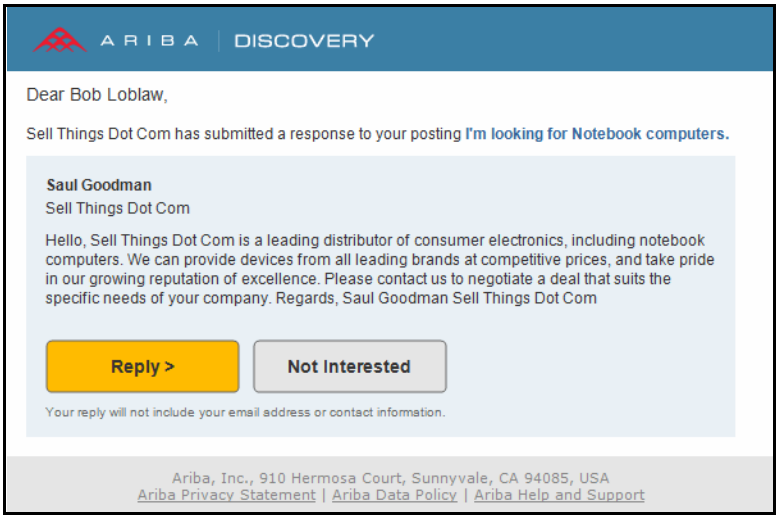
Attachment Support After Posting Close

Buyers can now add attachments to postings after the response deadline has passed and the posting is closed to responses. This enables buyers to provide additional information to participating sellers after a posting has closed, such as contract information.

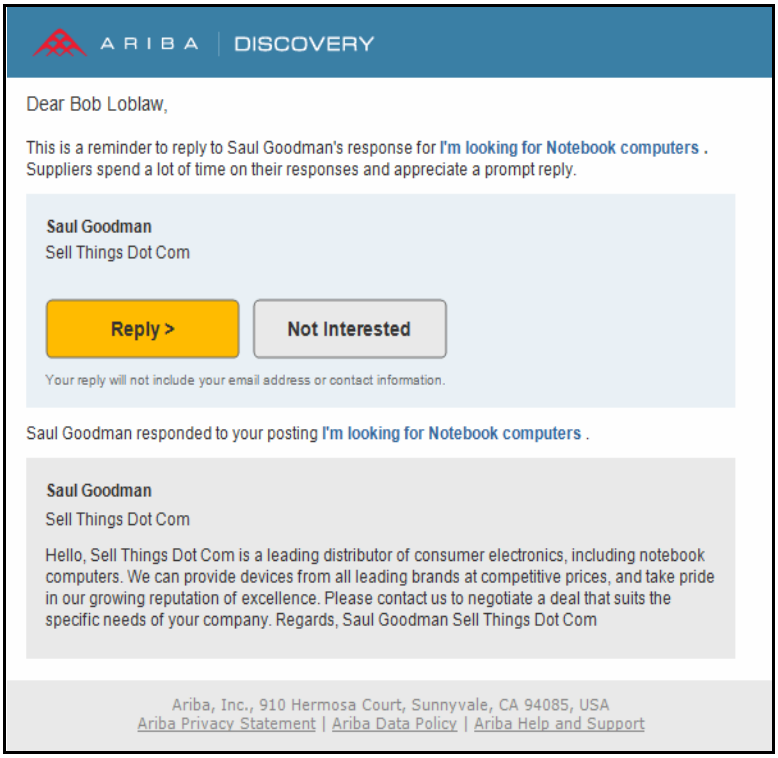
For more information about adding attachments, see "How to add an attachment to a posting" on page 16.

Email-Based Buyer Notifications and Messaging

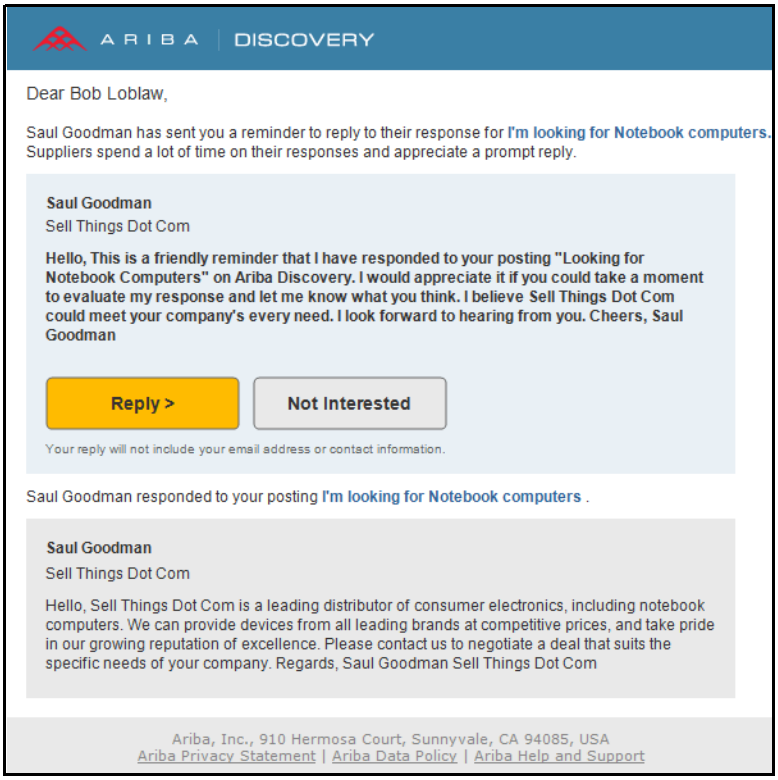
Buyers can now view and reply to seller responses directly from their email client without logging into Ariba Discovery, expediting buyer and seller interactions. Buyer notifications have also been enhanced and now provide buyers with more detailed information, especially concerning suggested next steps or required actions.



If you have not replied to a seller's response after three days, Ariba Discovery sends you a reminder notification:



In addition, sellers can now follow up with buyers and request a status update and feedback on their responses.



Sellers can only use this follow-up feature once per response.

For more information about following up with a buyer, see "How to remind a buyer to reply" on page 18.

Enhanced Seller Response Export

Previously, buyers could only export seller responses after a posting was awarded. Buyers can now export seller responses any time after a posting is published.

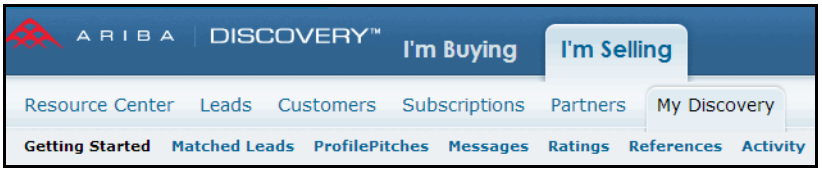
For more information about exporting seller responses, see "How to export response details" on page 18.

Features for Sellers

Simplified Seller Navigation

The Ariba Discovery user interface for sellers has been improved. The three-tier navigation has been replaced with a more simple two-tier navigation, a new dashboard presents sellers with relevant leads immediately after logging in, and a new notification center makes relevant events more visible and accessible in real time.

The old, three-tier navigation:

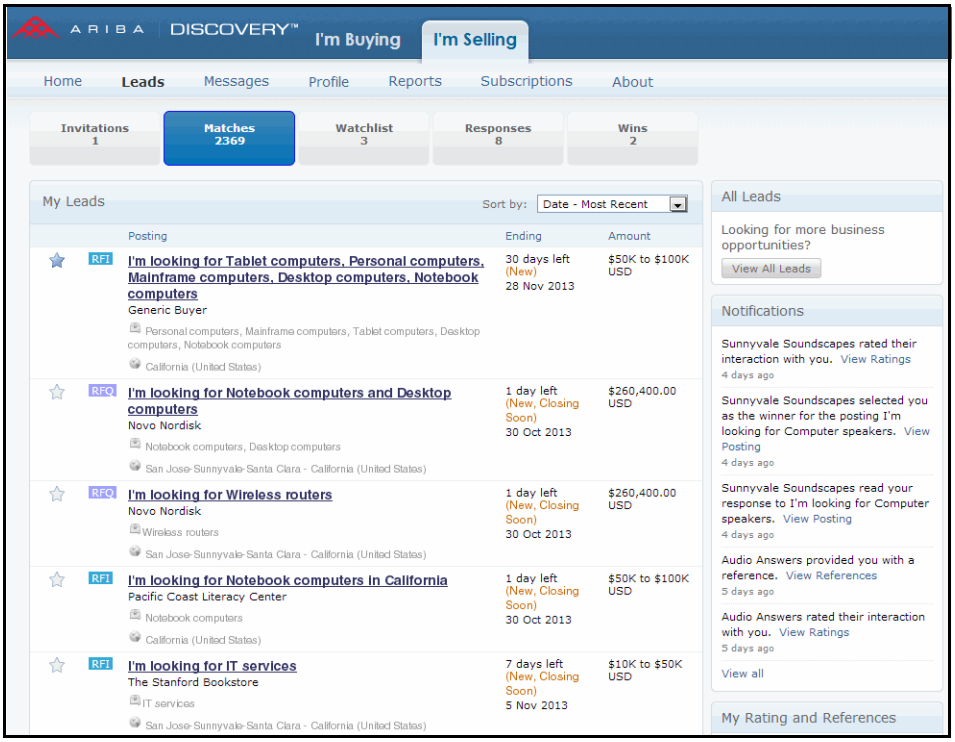


The new, two-tier navigation:

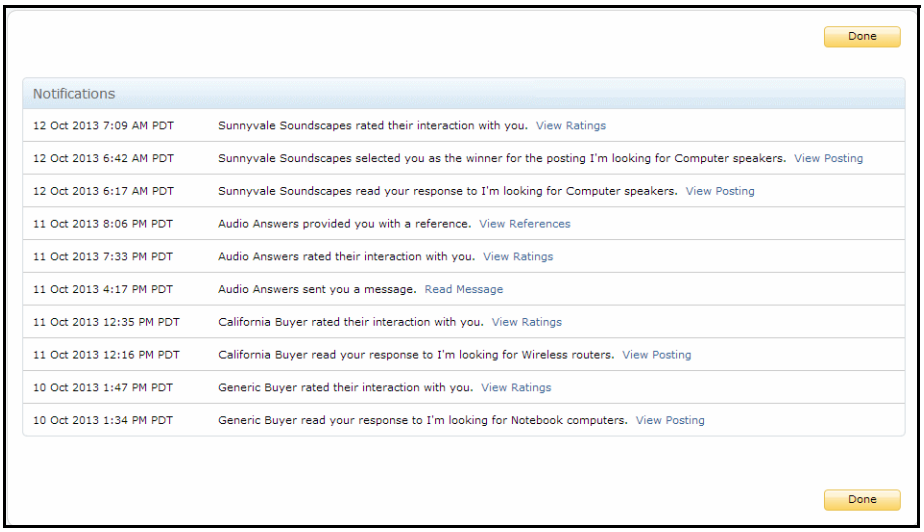
The new two-tier model allows for easier access to key actions. A new **About** tab offers Ariba Discovery sellers the resources that were previously found on the **Customers** and **Seller** tabs. The new **Profile** menu is comprised of the old **Edit Profile**, **View Profile**, **Ratings**, **References**, and **ProfilePitches** sections. The new **Reports** tab replaces the old **Activity** section. The **Subscriptions** tab is unchanged.

For easy reference, see the Ariba Discovery Seller Navigation Changes table in "Changes to Existing User Interface" on page 22

The new leads dashboard presents sellers with relevant leads immediately after logging in:



The Notifications Feed makes relevant events more visible and accessible in real time:



Country-Specific Company Profile Fields

Seller company profiles now have country-specific fields. When a seller selects a country for the main address in the company profile, certain country-specific fields and attachment types may become available to the supplier, and some may be required.

Country-specific fields have been added to the company profile for sellers on the **Basic**, **Business**, and **Certifications** tabs. On the **Business** tab, new sections have been added for shareholder, executive board, and bank information.

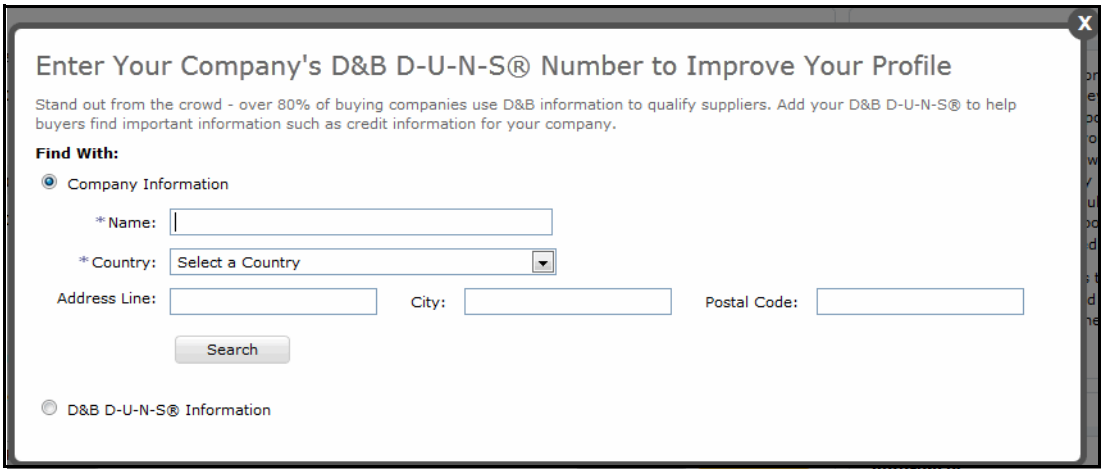
Data entered into country-specific fields appears in the read-only company profiles seen by buyers.

A new tab, **Additional Documents**, has been also been added to the company profile. Files attached to the company profile on this tab will maintain a version history and can be updated without deleting previous versions.

D&B Risk Scores Enabled for all Sellers

All sellers can now include their Dun & Bradstreet (D&B) D-U-N-S number on their company profile, allowing buyers to access seller risk scores information when reviewing responses to postings. Sellers benefit from providing this key qualifying information by making it easier for buyers to qualify sellers' financial status.

Ariba Discovery displays an enhanced confirmation dialog to seller's that do not have D&B information in their company profile when they respond to a posting. This dialog suggests that the seller enter their company's D&B D-U-N-S Number to improve their profile:



Additionally, sellers without D&B information in their company profile are sent an email notification after responding to a posting, encouraging them to increase their "profile completeness" by adding D&B information.

Daily Digest Notification Replaces Business Opportunity Notifications

The Daily Digest email notification replaces individual notifications for each posting that matches your company profile. The Daily Digest aggregates buyer postings, presents them in a simple, easy-to-read notification, and highlights postings that are new, closing soon, or urgent requests.

To view a sample Daily Digest notification, see "Daily Digest Notification" on page 19

Easy Email Opt-Out

You can now unsubscribe from the Daily Digest email notification without logging in to your Ariba Discovery account by clicking a link in the notification. Unsubscribing from the Daily Digest notification in this way unsubscribes only your user account and does not require intervention from your account administrator.

Note: When a user is created with an email address that corresponds to a group alias, members of that group alias can unsubscribe the entire group from the Daily Digest notification by unsubscribing the created user.

Administrators can unsubscribe other members of their organization from Ariba Discovery notifications in the **Notifications > Discovery** section of the **Account Settings** page. Daily Digest and other business opportunity notifications are sent to email addresses entered in the field in the **Business Opportunity** section.

For more information about using Easy Email Opt-Out, see "How to unsubscribe from the Daily Digest by email" on page 17.

Enabling These Features

These are out of the box features available to all customers. They require no action to configure.

Requirements

Buyers must belong to the "Create and manage postings on Ariba Discovery" permission group to add attachments to postings.

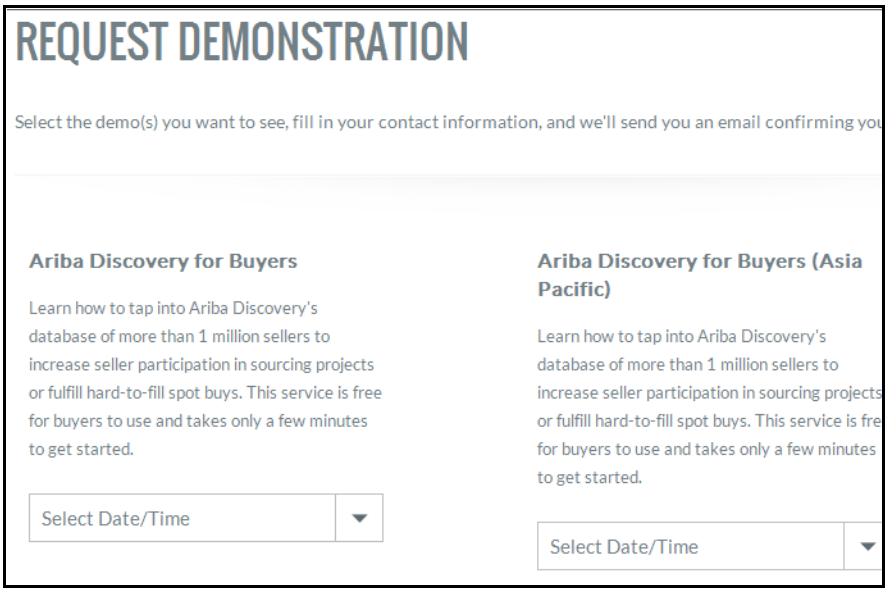
Sellers must belong to the "Respond to postings on Ariba Discovery" permission group to respond to postings on Ariba Discovery.

Procedures

▼ How to request an online demonstration for Ariba Discovery buyers

1 Click **Request a Demo** on the **I'm Buying** tab.

The **Request Demonstration** page opens in a new window:



2 Select the date and time of the online demonstration you want to view.

3 Scroll to the bottom of the page and enter your contact details.

4 Click **Submit**.

Ariba sends you an email notification confirming your registration.

How to request an online demonstration for Ariba Discovery sellers

1. Click **About > Learn More** on the **I'm Selling** tab.
2. Click **Request a Demo**.

   The **Request Demonstration** page opens in a new window.
3. Select the date and time of the online demonstration you want to view.
4. Scroll to the bottom of the page and enter your contact details.
5. Click **Submit**.

   Ariba sends you an email notification confirming your registration.

How to create a posting before logging in

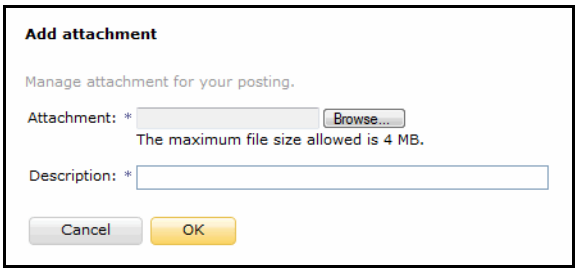
1. Click **Sellers**.
2. Click **Post Now**.
3. Enter product and service categories and ship-to or service locations then click **Next: Add Details**.
4. Enter a title and description, select a project amount and response deadline, then click **Next: Preview**.
5. Review your posting. Click **Edit** to edit or posting, otherwise click **Log In and Submit**.
6. Register as a new user or click **Returning User? Log In** to log in with your existing account.

How to add an attachment to a posting

1. Click **Postings**.
2. Click the title of the posting for which you want to add an attachment.

   Ariba Discovery displays the posting details.
3. Click **Add Attachment**.

   The Add Attachment dialog box appears:

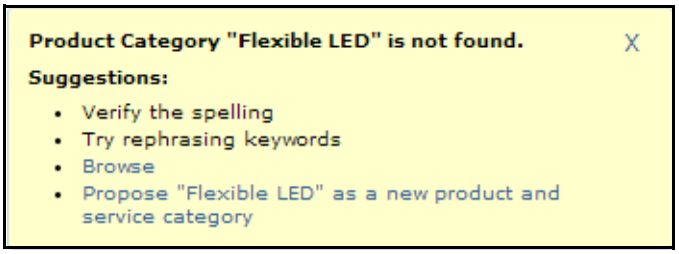


4. Click **Browse** to locate the file you want to attach.
5. Enter a brief description of the file you are attaching to the posting.
6. Click **OK**.

How to propose a custom product and service category

1 Enter the product and service category you want to select in the **Product and Service Categories** field.

If the product and service category does not exist, Ariba Discovery displays the Product Category not found screen:



2 Click **Propose as a new product and service category**.

3 Enter a description of your proposed product and service category in the **Description** field, then click **Submit**.

4 Click **Done**.

5 Do one of the following:

- Finish updating your company profile and click **Save**.
- Finish creating your posting and click **Submit**.
- Finish the supplier registration process and click **Continue**.

Your custom product and service category is sent to the Ariba Discovery Team for review. Ariba Discovery notifies you if there are additional actions for you to take and when your custom product and service category has been reviewed.

How to unsubscribe from the Daily Digest by email

1 In the Daily Digest email, click **Unsubscribe**.

Ariba Discovery shows the **Ariba Discovery Notification Settings** page.

2 Click **Unsubscribe**.

If you choose not to receive a Daily Digest notification you will instead receive individual notifications for each posting created on Ariba Discovery that matches the capabilities of your company.

How to unsubscribe from the Daily Digest in Ariba Discovery

1 Click the Administrator Navigator in the top right corner of any page.

2 Click Notifications.

3 Click Discovery.

4 Click the **Receive a daily digest with posting notifications that match your capabilities and territories, or you can choose to receive individual notifications** checkbox to select or deselect this setting.

If you choose not to receive a Daily Digest notification you will instead receive individual notifications for each posting created on Ariba Discovery that matches the capabilities of your company.

How to export response details

1 Click **Postings**.

2 Click the title of the posting for which you want to export responses.

Ariba Discovery displays the posting details:

3 Select the seller responses you want to export.

4 Click **Export Response Details**.

A ZIP file containing the response details is downloaded to your default download folder.

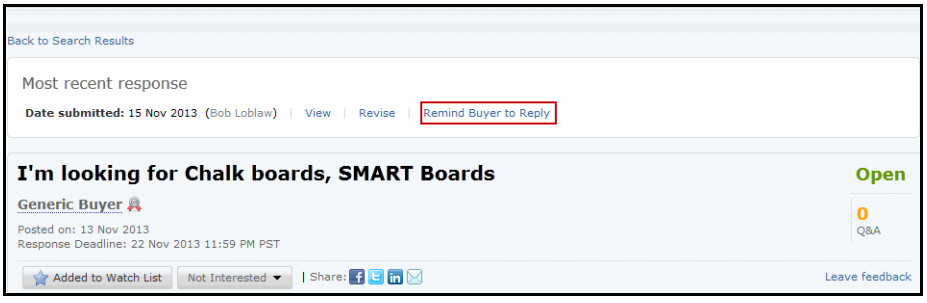
Note: The file is UTF-8 encoded. If your application does not read UTF-8, it might not display all the Asian and accented characters in the file correctly.

How to remind a buyer to reply

1 On the **Matched Leads** page, click **Responses**.

2 Click the title of the posting for which you want to remind the buyer to reply.

3 Click **Remind Buyer to Reply**.



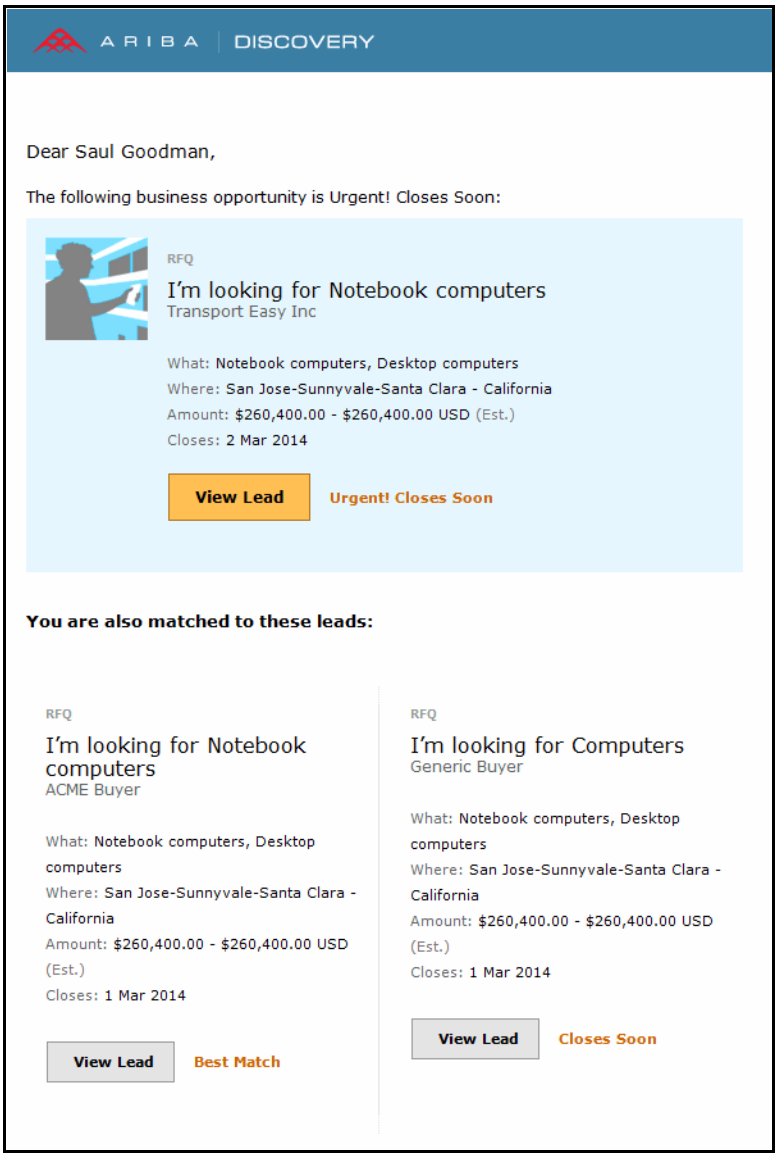
4 Enter a message to the buyer in the field provided.

Ariba Discovery sends the buyer an email notification, reminding them to reply to your response, that includes the message you entered.

Email Notifications

Daily Digest Notification

Ariba Discovery sends the Daily Digest notification, aggregating postings that match the capabilities of your company.



For more information about unsubscribing from the Daily Digest notification, see "How to unsubscribe from the Daily Digest by email" on page 17 or "How to unsubscribe from the Daily Digest in Ariba Discovery" on page 17.

Custom Product and Service Category Notifications

Buyers and sellers receive a notification when they propose a custom product and service category and the Ariba Discovery team requires additional actions while it is under review. You may be required to remove your custom product and service category while it is under review, and similar product and service categories will be suggested for your use in the interim.

Buyers should take the required actions to expedite the publishing of their posting, while sellers should take the required actions to ensure that they continue receiving the highest-quality leads while the custom product and service category is under review.

Buyers and sellers receive another notification when the review process is complete. This notification may contain further required actions.You may be required to remove your suggested product and service category if you did not do so while it was under review, even if the product and service category you suggested was approved. You may also be required to add your approved product and service category, or to add a preferred term if your custom product and service category was approved as a synonym. Postings are not be published if there are pending required actions.

Demonstration Confirmation Notification

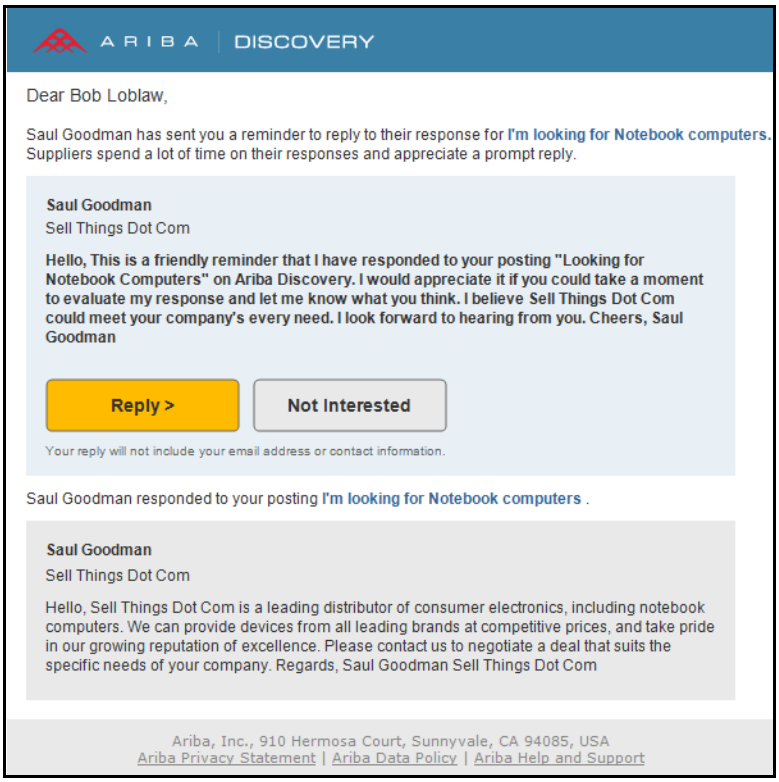
Ariba sends you an email notification confirming your registration when you request a demonstration.

Export Response Notification

When you export seller response details, Ariba Discovery sends notifications to the sellers informing them that you have read their responses. Ariba Discovery also changes the status of new sellers' responses from "New" to "Action Required" when you export their response details.

Reminder to Reply to Seller Notification

When a seller clicks **Remind Buyer to Reply** on the **Response Details** page, Ariba Discovery sends the Buyer an email notification reminding them to reply to the seller's response. The buyer can reply to the response or indicate that they are not interested in the response directly from their email client.



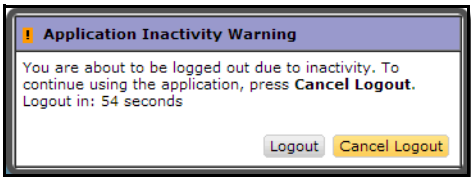
Changes to Existing Functionality

Ratings and References

Buyers now give sellers a single overall rating based on their interaction in the contexts of an Ariba Discovery posting or Ariba Sourcing event. This single rating replaces the previous five-category rating system. When a buyer gives a seller a rating of four or five they are prompted to provide the seller a reference.

Application Inactivity Warning

Ariba Discovery now displays a warning dialog 60 seconds before the application logs you out due to inactivity.



Click **Cancel Logout** to cancel this automatic logout, or click **Logout** to expedite it.

Changes to Existing User Interface

Ariba Discovery Seller Navigation Changes

New Tab	New Sub-tabs	Old Path
Home	n/a	**I'm Selling**
Leads	**Matched Leads**	**My Discovery > Matched Leads**
	All Leads	**Leads**
Messages	n/a	**My Discovery > Messages**
Profile	**Edit Profile**	**My Discovery > Getting Started > Manage Profile**
	View Profile	**Administrator Navigator > Company Profile > View Public Profile**
	Ratings	**My Discovery > Ratings**
	References	**My Discovery > References**
	ProfilePitches	**My Discovery > ProfilePitches**
Reports	n/a	**My Discovery > Activity**
Subscriptions	n/a	**Subscriptions**
About	**Customers**	**Customers**
	Learn More	**Resource Center**