Best Buy SAP Ariba Supplier Lifecycle Management FAQs

What is the difference between SAP Business Network and Supplier Lifecycle Management (SLM)?

The **SAP Business Network** is a portfolio of solutions to enable your organization to collaborate with Best Buy on transactions, strengthen relationships, and discover new business opportunities.

Your organization will be required to accept the trading relationship request with Best Buy on the SAP Business Network, after you accept you will be able to receive purchase orders, transact invoices, confirmations, advanced ship notices and receive payment information.

Below are the high-level capabilities of Supplier Enablement:
- Review and accept the trading relationship from Best Buy
- Review your enablement activities and tasks on the Supplier portal
- Information regarding Best Buy business processes
- Ability to set up reminder notifications for your organization
- Selection of transaction method:
  - Standard (PO Flipper) – Receive POs via email, fax, or pickup on the SAP Network
  - Enterprise (Fully Integrated) – Transactional method that is fully automated between your ERP system and Best Buys ERP system.

The **Supplier Life Cycle Management (SLM)** module allows suppliers to self-register to do business with Best Buy. SAP Supplier Lifecycle and Performance provides comprehensive tools to better manage your company information. This reduces the turnaround time on updating company information within Best Buy's ERP system.

High Level Capabilities of SLM module:
- Access to self-managed portal to update company information
- A single, up-to-date supplier record
- Ease of maintaining company information such as:
  - Diversity Classification
  - Address of Business Contacts
  - Remit to Address
  - Name Changes
  - Email & Phone Numbers

What if the registration invite was sent to the incorrect person, what should I do?

Email bbyslm@bestbuy.com and a new invite will be sent out to the correct person.

What happens if a supplier contact leaves the company in the middle of the Registration?

- If you are part of a bigger Business Network account, your admin can add a new contact to complete the registration
- If they were the contact for SLM you can email bbyslm@bestbuy.com with the new contact information and we will resend the invitation

Can I save my registration or questionnaire in SLM and come back to finish later?

Yes. Log into https://service.ariba.com/Sourcing.aw click on Business Network drop down and select Ariba Proposals and Questionnaires from there you will be able to access your registration form and any questionnaires that are available to you.

Can suppliers have more than one account login?

In **SAP Business Network** the admin will create the account and can add users as needed. Please refer to the SAP help guide on how to add users https://help.sap.com/docs/business-network-for-procurement/business-network-supply-chain-integration-configuration/creating-user?q=add%20users

What if I forgot my username or password?

Click forgot username or password link, this will take you to a page to submit your email address. You will receive an email with your username or instructions on how to reset your password. If you need further log in assistance, please contact SAP Ariba help center https://helpcenter.ariba.com/

Where can I access more help?

Here is the link to SAP Help https://helpcenter.ariba.com/. You can also get help without logging in, by clicking on the question mark in the upper right-hand corner of the screen or after logging in you can click on 'help' in the upper right-hand corner of the screen

What if I am unable to find a resolution in the help center?

You will need to submit a case for further assistance, while creating the case you will be able to choose how you would like SAP to contact you, which can be by chat, phone, or email

What is Section 889?

Section 889 of the 2019 National Defense Authorization Act (NDAA) prohibits US federal government agencies, contractors, and grant and loan recipients from procuring or using certain covered telecommunications equipment and services as described in the statute.

What if we provide multiple L2/L3 commodities – which one do we choose?

Use your primary commodity

What if my remittance address changes after I have already registered?

You should submit any address change request in SLM

What if I want to change or add email address for who receives a copy of the purchase orders?

You should make email address changes in your **SAP Business Network** account https://service.ariba.com/Supplier.aw