



County of Santa Clara's SUPPLIER INFORMATION PORTAL

Introduction and Overview

Dear Suppliers,

Welcome to the County of Santa Clara's Supplier Information Portal. This portal provides information for all suppliers that are conducting business with the County of Santa Clara (SCC) via the Ariba Network (AN). Your customer selected Ariba as their electronic transaction provider and will use the Ariba Network to exchange business documents with suppliers, including purchase orders, invoices, and credit and debit memos.

The County's transition to the Ariba Network began in the fall of 2015. Additional information regarding this project is included in the Trading Relationship Request (TRR) letter from the County of Santa Clara, as well as on this portal. As part of the County of Santa Clara's ongoing policy to continuously improve efficiency and service quality to customers and suppliers alike, we are currently implementing the next stage of our overall electronic strategy to move away from paper-based financial transaction processing. The changes we are implementing will affect how we send Purchase Orders and receive Order Confirmations and Invoices.

Your active participation is requested so we can continue (or begin) to transact with you. Be sure to complete the tasks listed in the 'Next Steps' section below to ensure we can continue our business relationship on the Ariba Network.

What information are you looking for?



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What is Ariba and what is needed from me?

As of 2015, the County of Santa Clara contracted with the Ariba Network to automate Purchase Order and Invoice transactions and transition from a paper-based system to electronic transactions across the Ariba Network. The Ariba Network has over one million trading partners in 190 countries transacting more than 450 billion dollars (USD) annually.

The County of Santa Clara is asking their Suppliers (non-community-based organizations) to join and establish a relationship with them on the Ariba Network. This will allow you to transact electronically with the County of Santa Clara, in addition to potentially establishing new business relationships on the Ariba Network.

Pricing/Fees - Supplier Membership Program

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You will not be charged for your relationship and/or any transactions with the County of Santa Clara on the Ariba Network.

If you transact with other (non-County of Santa Clara) buyers through Ariba, standard Ariba subscription fees may apply. You may review the [Ariba Supplier Membership Program](#) website for more details but keep in mind that Ariba's typical fees do not apply to your transactions with the County of Santa Clara.

Next Steps

- 1) **Accept the Trading Relationship Request** – Log in or Register on the Ariba Network by following the instructions provided to you in the E-Commerce **Trading Relationship Request letter** that was emailed to you. If you need a copy of the letter please contact SCCP2PSupplierEnablementTeam@prc.sccgov.org
- 2) **Register and Configure your Ariba Network Account.**
 - a. **Follow the steps in the [Registration Guide](#)** to configure important settings on your account for the County of Santa Clara to ensure that your account is configured to receive purchase orders and send invoices in the manner that can be supported by your organization.
 - b. **Activate your Test account.** Creating a test account will allow you to become familiar with the County of Santa Clara processes in a test environment prior to moving into the live (production) environment.
- 3) **Log into the Supplier Information Management module (SIM) to complete your registration** and be eligible to participate in future sourcing events <http://sccgov.supplier.ariba.com/register>
- 4) **Catalog Requirements.** If you have a term agreement with the County of Santa Clara, send an email to <mailto:SCCP2PSupplierEnablementTeam@prc.sccgov.org> and request a call to discuss cataloging the contract to increase visibility of your contract items to their internal departments.
- 5) **Review training materials.** Located below in the "[Training and Supplier Education](#)" section, you will find training material and resources related to registration and transacting on the Ariba Network.
- 6) **Complete your company's remittance profile on the AN.** The County of Santa Clara will email your remittance ID to your Ariba account administrator within a few days of completing your AN registration and account configuration tasks. Upon receipt of the remittance email, you can follow the instructions to populate your unique remittance ID into your Ariba profile to prepare for electronic invoicing.

Account Access (You may want to save this as a favorite website)

Login to the Ariba Network: <http://supplier.ariba.com>

Training and Supplier Education

SCC-Specific Training Documents

The following manuals contain compulsory instructions, as well as tips regarding the management of your Ariba Network account when transacting with the County of Santa Clara:

- [Registration Guide](#)
- [PO Management Guide](#)
- [Invoice Guide](#)
- [Invoice \(PO Flip\) Training Video](#)
- [Catalog Creation Guide](#)
- [Remittance ID Sample Letter with Instructions](#)
- [Advanced Account Configuration Guide](#)

Additional Ariba Training (Optional)

Live Demonstrations by Ariba – Learn about the value of the network and how to transact with your customers faster:

- **Introduction to the Ariba Network for Sellers:** Wednesdays at 11AM EDT
- **Ariba Network Functional Training:** Wednesdays at 11AM or 2PM EDT
- [Register here](#) for one or both of these live, interactive demo sessions held multiple times per month.

On-Demand Ariba Training Videos

- [Introduction to the Ariba Network](#)
- [Getting Started on the Ariba Network](#)
- [Introduction to the Seller Collaboration Console](#)
- [Creating and Publishing Catalogs](#)
- [Adding a Remittance ID to your Ariba Network profile](#)

Online General Supplier Education

- Provides general help and FAQs for suppliers looking to setup/manage your Ariba account.
- To access Ariba's Help and Documentation, go to <http://supplier.ariba.com>, click the **Help** menu and select **Help Center**.

Catalogs

Catalogs are text or Excel files stored on the Ariba Network (CIF catalogs) or on your own company's or third party's website (Punch Out catalogs) that describe the products and services your organization offers and the corresponding prices you charge. Buyer will indicate which suppliers are required to have a catalog.

You can create catalogs for any product or service, regardless of how it is measured, priced, or delivered. Your customers access your catalogs through their procurement applications to see product and service offerings and buy from you. Catalogs are the main communication channel between you and your customers. Access Catalog Guides for Suppliers from the Help section of your Ariba Network account. You may also download these documents for your catalog type:

- [Catalog Creation Guide](#) – Step by step instructions on how to create/upload a catalog file
- [CIF Template](#)
- [UNSPSC Codes used by SCC](#)

Catalog Testing

All suppliers transacting through the Ariba Network using catalogs will be required to test with County of the Santa Clara. Find out more about test account creation in [Advanced Account Configuration Guide](#).

Ariba Discovery

Ariba Discovery is the business matchmaking service that helps you find leads among thousands of large companies on the Ariba Network. Every day, thousands of buyers from the world's leading companies use this buyer-seller matching service while sourcing goods and services. After your registration, you're automatically notified whenever a buyer is looking for the kind of products or services you offer.

Ariba Discovery can help you increase sales by:

- Matching you with buyers that want what you offer
- Automatically sending you high quality leads
- Making your bidding process more efficient
- Helping you comply with companies' purchasing processes
- Boosting awareness among your target customers

Go to <http://www.ariba.com/solutions/sell/discovery-for-sellers> to discover new business opportunities.

ERP Integration

The Ariba Network offers the possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. For more information please review below guides.

Technical Specifications, documentation and examples:

- [cXML Specifications](#)
- [EDI Specifications](#)

Integration Testing

All suppliers transacting through the Ariba Network using one of the following integration methods will be required to test with the County of Santa Clara:

- cXML Transactions
- EDI Transactions

Find out more about test account creation in the [Advanced Account Configuration Guide](#).

Supplier Support

Supplier Support during enablement

- **Ariba Network Registration or Configuration Support**
Please contact Ariba's Supplier Support Team at SCCEnablement@Ariba.com for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions.
- **County of Santa Clara's Business Process Support**
Please contact the County of Santa Clara's Supplier Enablement team at SCCP2PSupplierEnablementTeam@prc.sccgov.org for business-

relationship questions.

Supplier Support post Go-Live

- **By web form:**
 - Go to <http://supplier.ariba.com>
 - Click the Help link in top right corner and then Help Center.
 - Go to section Support and search for any topic you would like to know more about.
 - If none of the articles answers your query, click on Create Online Service Request button.
 - Completely fill out the web form and submit.

- **By telephone:**
 - USA/Canada: 1-866-218-2155 (toll free)

Other

- **Username & Password recovery**

Go to <http://supplier.ariba.com> and click on the Forgot Username or Forgot Password link in login section. Ariba will forward an email to the email address on record on the Ariba Network after Username/Password recovery request was submitted for the protection of your company information.
- **EDI/cXML Support Contact**

If you are transacting POs to the County of Santa Clara via EDI or cXML, you can get direct assistance from Ariba. Send an email to Ariba's **technical team** at AskAribaTech@ariba.com. Ariba will respond to your email directly. Please ensure that the Subject field of the email references the County of Santa Clara.

Other Useful Links

- [Ariba Network Terms of Use](#)
- [Data Policy](#)
- [Security Disclosure](#)
- [Legal notices](#)