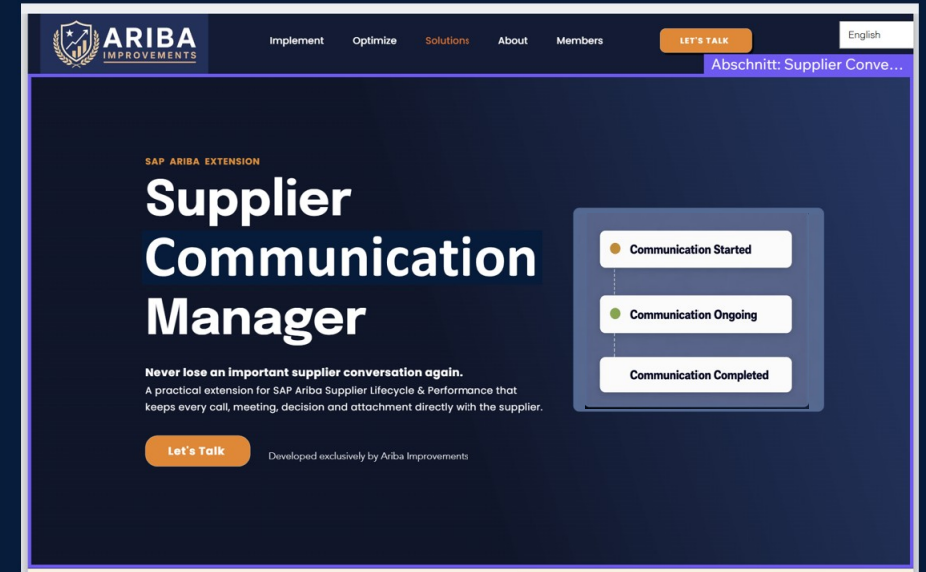


Supplier Communication Manager

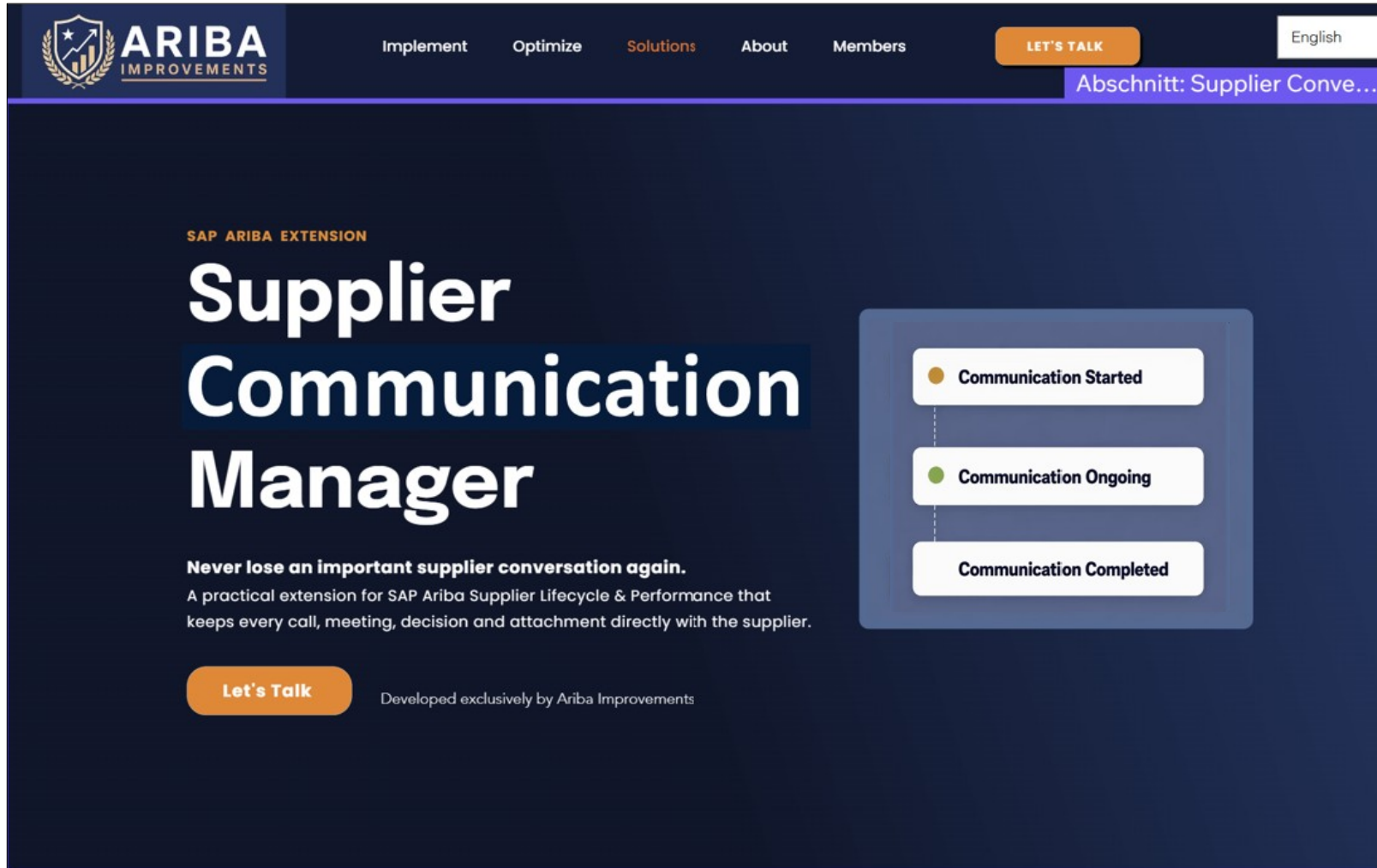
Every supplier conversation. One permanent history.

One complete supplier
communication history



Supplier Communication Manager

Every supplier conversation. One permanent history.



The screenshot shows the ARIBA Supplier Communication Manager web interface. The header features the ARIBA IMPROVEMENTS logo on the left, navigation links (Implement, Optimize, Solutions, About, Members) in the center, a 'LET'S TALK' button on the right, and a language selector set to 'English'. Below the header, the main content area has a dark blue background. On the left, it says 'SAP ARIBA EXTENSION' in small orange text, followed by 'Supplier Communication Manager' in large white text. Below this, a sub-headline reads 'Never lose an important supplier conversation again.' and a paragraph states 'A practical extension for SAP Ariba Supplier Lifecycle & Performance that keeps every call, meeting, decision and attachment directly with the supplier.' At the bottom left is a 'Let's Talk' button, and at the bottom right is the text 'Developed exclusively by Ariba Improvements'. On the right side of the main content area, there is a vertical timeline diagram with three stages: 'Communication Started' (marked with an orange dot), 'Communication Ongoing' (marked with a green dot), and 'Communication Completed'.

Keep track of all
your conversations,
meetings and calls
with your supplier

The Challenge

Why standard SAP Ariba is missing a persistent communication history.

THE CHALLENGE

Standard SAP Ariba does not provide a persistent supplier communication history.

Comments in standard SAP Ariba are tied to individual transactions and workflow decisions. The broader history of calls, meetings, negotiations and follow-ups is often scattered across email, Teams, notebooks and personal files.

Knowledge remains with individuals

Previous discussions are hard to reconstruct

Supplier handovers lose context

Audits require manual searching

- Email and meeting notes
- Structured Conversation Notes
- Stored inside the supplier profile
- Available whenever the team needs them

Go beyond Ariba standard with Communication Manager

The Solution

A complete supplier communication history.

THE SOLUTION

A complete supplier communication history—inside SAP Ariba.

Supplier Conversation Manager creates a structured conversation chain for each supplier. Notes are stored under the **Questionnaires** tab in the supplier profile, where authorized users can retrieve them at any time.



Complete Visibility

Every important supplier interaction remains available to the procurement team.



One Central Location

Notes and attachments stay directly with the supplier profile.



Structured Lifecycle

Track each conversation from Started to Ongoing to Completed.



Reporting & Export

Monitor status across suppliers and export the full chain to Excel.

Built entirely
on SAP Ariba
standard processes.

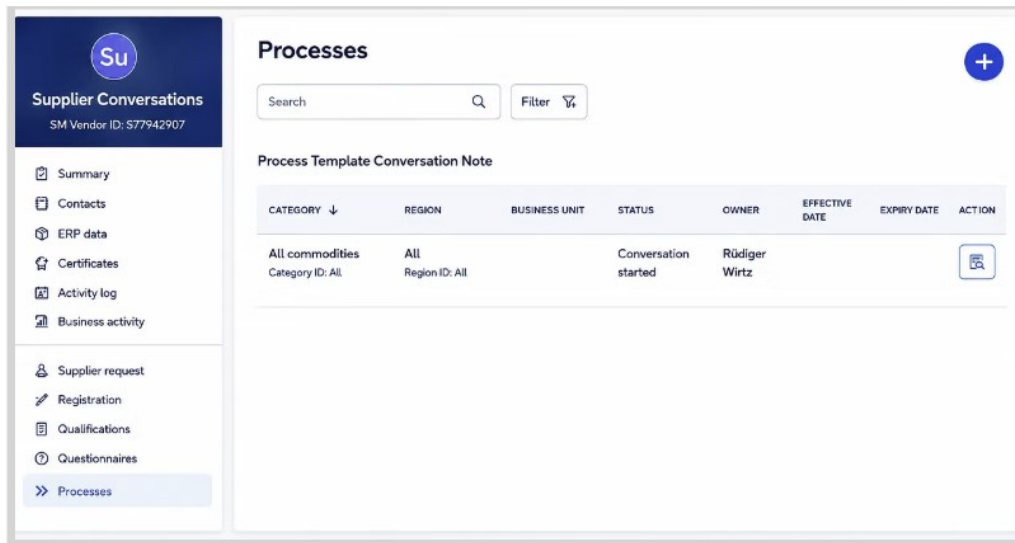
Document Every Interaction

Capture every supplier call, meeting and email in one structured history.

HOW IT WORKS

A simple process your buyers can use immediately.

Each step remains visible, structured and attached to the supplier.



01

Start a Conversation

The buyer manually sets the status to **Conversation Started**. This opens a new conversation chain for the supplier.

Every conversation begins with a clearly defined starting point.

Every interaction becomes part of the supplier's permanent communication history.

Complete Conversation History

All conversation notes remain available in chronological order.

02

Capture Every Interaction

For every call, meeting or important email, the user records the conversation date and the relevant content. Supporting documents can be attached where required.

- Conversation date
- Notes
- Attachments

Every interaction becomes part of the supplier's communication history.

Minutes Of Latest Conversation With Supplier (0)

Date of Conversation	Content of Conversation
Add new	

1.1.1.1 Date of Conversation: *

3/3/2025

1.1.1.2 Content of Conversation: *

We have started our discussion with the supplier on how Quality of deliveries can be improved.

Submit

Cancel

Conversation Ongoing

Mark active supplier discussions that still require follow-up.

[< Back](#)

Minutes Of Latest Conversation With Supplier (3)

Date of Conversation	Content of Conversation
 03/03/2025	We have started our discussion with the supplier on how Quality of deliveries...
 04/02/2025	We have made good process on the Quality discussion. Next steps defined...
 05/30/2025	The Quality has noticeably improved! Therefore, we close our conversation...

[Add new](#)

03

Keep the Complete History

All Conversation Notes are listed in chronological order. Authorized users can reopen the supplier profile and immediately understand what

No more searching through inboxes, local files or personal notebooks.

Everyone immediately sees which conversations are still active.

Conversation Completed

Close the communication cycle with a transparent status.

04

Mark the Conversation as Ongoing

As communication continues, the status is manually changed to **Conversation Ongoing**. This provides a clear indication that follow-up is still required.

Know which supplier conversations are currently active.

Su

Supplier Conversations

SM Vendor ID: S77942907

Summary

Contacts

ERP data

Certificates

Activity log

Business activity

Supplier request

Registration

Qualifications

Questionnaires

Processes

Processes

Search

Filter

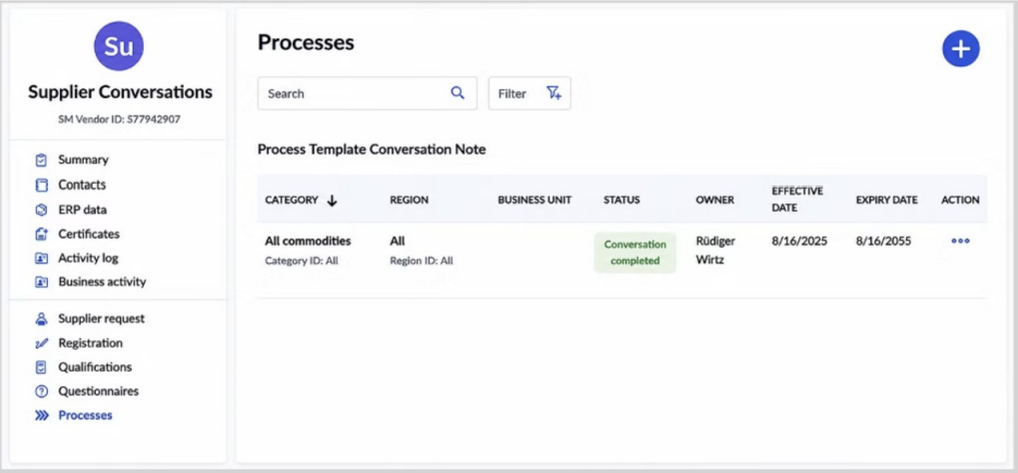
Process Template Conversation Note

CATEGORY	REGION	BUSINESS UNIT	STATUS	OWNER	EFFECTIVE DATE	EXPIRY DATE	ACTION
All commodities Category ID: All	All Region ID: All		Conversation ongoing	Rüdiger Wirtz	8/16/2025	8/16/2055	...

A complete audit trail remains available after completion.

Export the Conversation

Export the full conversation chain to Excel for reviews and audits.



05

Complete the Conversation

Once the communication with the supplier is finished, the buyer manually sets the status to **Conversation Completed**.

A clearly closed process with a transparent communication record.

Share or archive the complete history whenever required.

Built-in Reporting

Gain complete visibility across all supplier conversations.

	A	B
1		
2		Rüdiger Wirtz
3	Name ▾	▾
4	Minutes of Latest Conversation with Supplier #1	
5	Date of Conversation:	03.03.2025 11:55
6	Content of Conversation:	We have started our discussion with the supplier on how Quality of deliveries can be improved.
7	Minutes of Latest Conversation with Supplier #2	
8	Date of Conversation:	04.02.2025 12:55
9	Content of Conversation:	We have made good process on the Quality discussion. Next steps: final check end of May!
10	Minutes of Latest Conversation with Supplier #3	
11	Date of Conversation:	30.05.2025 12:55
12	Content of Conversation:	The Quality has noticeably improved! Therefore, we close our conversation cycle as of today!
13		
14		

Open
conversations

Completed
conversations

Management
transparency

Instantly see which supplier conversations require attention.

Easy to Administer

Built entirely on standard SAP Ariba processes.

SMProcessExport.csv *												
	vend...	type	categoryIds	regionIds	departmentIds	materialIds	status	action	erpVendorId	sourceSystem	expiryDate	discontinue
1	57	Conversation	All	All			MEMO_Conversation ongoing		VDR26	SM	2055-08-16	

SMProcessExport.csv *												
	vendorId	type	categoryIds ▲	regionIds	departmentIds	materialIds	status	action	erpVendorId	sourceSystem	expiryDate	discontinue
1	57	Conversation	All	All			MEMO_Conversation_Completed		VDR26	SM	2055-08-16	

No coding required

No additional software

Standard Ariba
configuration

Easy maintenance

Built on SAP Ariba standard — easy to maintain.

Customer Benefits

Why buyers adopt Communication Manager immediately.

Never lose supplier knowledge

Better supplier collaboration

Complete audit trail

Fast user adoption

Ready to extend SAP Ariba?

Give your buyers one central place for every supplier conversation.

Schedule a Call Now

contact@ariba-improvements.com

Built on standard SAP Ariba. Fast user adoption. Used immediately.