

Sterling Supplier Portal



# Getting Started Guide for Partners

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**Note**

Before using this information and the product it supports, read the information in "Notices" on page 25.

This edition applies to the 11 November 2012 release of IBM Sterling Supplier Portal and to all subsequent releases and modifications until otherwise indicated in new editions.

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## Chapter 1. Introduction to the IBM Sterling Supplier Portal

IBM® Sterling Supplier Portal enables Partners (Suppliers) to become part of a Supplier trading community.

Partners can perform such tasks as viewing details of Purchase Orders (POs), shipments, and invoices and creating acknowledgements, Advance Shipment Notifications (ASNs), and invoices for POs. Partners can also modify the public profile of their organization, view their agreement with Sponsors (Buyers), and configure the Dashboard to display various panels. These tasks can be broadly classified as follows:

- View and Configure the Dashboard

The Dashboard comprises panels that enable a Partner to view concise data. The Dashboard can be configured to display the Overview of tasks, Next Tasks, Overdue Tasks, and Open Orders.

- Create Documents

When Sponsors configure their community as a Supplier community, they select a sequence of Electronic Data Interchange (EDI) documents to set the rules for their community. If they send or receive Drop Ship documents, they can select XML format, as well. This sequence of EDI and XML documents is termed as the choreography for that community. Partners follow this choreography when working with the Sponsor.

- View Documents

- Review and Process Orders

**Related tasks:**

Chapter 8, “Accessing Sterling Supplier Portal,” on page 15

You can access Sterling Supplier Portal after you have registered and onboarded.

Chapter 4, “Partner Registration Overview,” on page 7

The following table shows the general sequence of tasks for registering for a Sterling Supplier Portal community. The three columns on the right indicate who performs the corresponding task—a designated person from IBM, the Sponsor, or the administrator for your company.



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## Chapter 2. Getting Registered in Sterling Supplier Portal

Sterling Supplier Portal Sponsors create a Supplier community and send an invitation to you, as their Partner.

You can respond to the invitation and become a member of the Supplier community by registering. An overview of the registration process, followed by a detailed registration procedure, is provided in this section.





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## Chapter 3. System Requirements

Sterling Supplier Portal supports the following web browsers:

- Internet Explorer versions 7.0 and 8.0
- Mozilla Firefox version 3.6 and above

Other web browsers, such as Google Chrome, are not supported by Sterling Supplier Portal.

**Note:** The IBM Sterling Customer Center login screen also supports Google Chrome 5. However, after logging in you might not be able to work with Sterling Supplier Portal.

**Related tasks:**

Chapter 8, “Accessing Sterling Supplier Portal,” on page 15

You can access Sterling Supplier Portal after you have registered and onboarded.

Chapter 4, “Partner Registration Overview,” on page 7

The following table shows the general sequence of tasks for registering for a Sterling Supplier Portal community. The three columns on the right indicate who performs the corresponding task—a designated person from IBM, the Sponsor, or the administrator for your company.



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## Chapter 4. Partner Registration Overview

The following table shows the general sequence of tasks for registering for a Sterling Supplier Portal community. The three columns on the right indicate who performs the corresponding task—a designated person from IBM, the Sponsor, or the administrator for your company.

### About this task

Step	Task	IBM	Sponsor	Your Company Administrator
1	The Sponsor company sends an invitation letter to Partner organizations.		X	
2	The Partner Company Administrator registers the Partner company through the IBM Sterling Customer Center. <b>Note:</b> The person who performs this task automatically becomes the Partner company Administrator.			X
3	The Partner Company Administrator completes Onboarding with Sterling Supplier Portal.			X
4	The Partner Company Administrator registers other users on Sterling Customer Center and grants them access for the Sterling Supplier Portal application service.			X

### Related concepts:

Chapter 3, “System Requirements,” on page 5

Chapter 1, “Introduction to the IBM Sterling Supplier Portal,” on page 1

IBM Sterling Supplier Portal enables Partners (Suppliers) to become part of a Supplier trading community.

Chapter 7, “Registering Company Users in Sterling Customer Center,” on page 13  
When an invitation is sent to a Supplier, it is sent to only one email address. If you receive and accept this invitation, you are the Admin user for your company. As the Admin user, you are responsible for creating other users in your company, as needed.



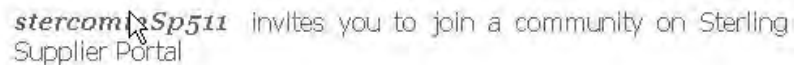
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## Chapter 5. Registering in Sterling Customer Center

To join Sterling Supplier Portal community, you need an email invitation. You need to first register in Sterling Customer Center.

### About this task

You have been invited to join a Sterling Supplier Portal community. You received an email invitation that looks similar to the following:



stercom13sp511 invites you to join a community on Sterling Supplier Portal

Enter your notification text here

### New to Sterling Supplier Portal?

[Register Now](#)

### Already registered?

[Login Now](#)

**Note:** By setting up a login in Sterling Customer Center, you become your company's Administrator for Supplier Portal. If you do not want this role, someone else in your organization should set up the login and complete the registration process.

Complete the following steps to register for Sterling Customer Center.

### Procedure

1. Click **Register Now** in the email to begin registration. Your Web browser opens and displays the Registration - User Agreement screen.
2. Read the agreement, check the box, and click **Next**. The Company Information screen is displayed.

**Note:** Using an invitation to join Sterling Supplier Portal community, you can register only one account. You cannot register multiple accounts using the same invitation.

3. Complete the fields (required fields are marked with asterisks) and click **Next**. A confirmation screen is displayed.
4. Verify the information and click **Next**. The User Information screen is displayed.

5. Complete the fields (required fields are marked with asterisks) and click **Next**. A confirmation screen is displayed.
6. Verify the information and click **Finish**. The Registration Complete screen is displayed.
7. Click the link to login to Sterling Customer Center.
8. Use your email address and the password you set up in step 5 and click **Sign In**. Your Sterling Supplier Portal dashboard is displayed.

**Note:** Buttons for English and localized languages are displayed above the login panel. If you select one of these localized languages, your Display Language will be set to that language and any screens and services that have been localized will be displayed in your Display Language. The default is English. If you select another language, you can return to English by either clicking the **English** button on the login screen or, within Sterling Customer Center, edit the Display Settings from the My Account page. More information is available in the Sterling Customer Center online help.

**Related concepts:**

Chapter 7, “Registering Company Users in Sterling Customer Center,” on page 13  
When an invitation is sent to a Supplier, it is sent to only one email address. If you receive and accept this invitation, you are the Admin user for your company. As the Admin user, you are responsible for creating other users in your company, as needed.

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## Chapter 6. Onboarding to Sterling Supplier Portal

The Onboarding process can only be performed after you register your company on Sterling Customer Center. The Onboarding request is part of the Sterling Supplier Portal service. Once you accept the Onboarding request, you have completed the setup to receive orders from your Sponsor company.

### About this task

When you are ready to begin the Onboarding process, complete the following steps:

### Procedure

1. In the **Alert Summary** panel (on the right), click the number in the **Total Alerts** column for the “Onboarding Request” alert type. If you see an Alert Summary with multiple Total Alerts for the Onboarding Request, it is possible that the same invitation was sent multiple times.
2. Select the most recent OnBoarding Request for this community to display the Alert Detail screen.
3. In the Detail attribute, next to Received, you should see an invitation from your Sponsor. Click on this invitation to display your response.
4. On the Respond to Invitation page, click **Next** to continue.
5. This page defines the different thresholds created for documents traded with your Sponsor. Click **Next** to continue.
6. Click **Step Completed** to continue.
7. Click **Yes** to accept the Terms and Conditions, and then click **Step Completed** to continue.

**Note:** For Sterling XML-type communities, when you check **Yes**, you will be prompted to enter the Vendor ID.

8. The page refreshes and shows the current date as the date on which you joined your Sponsor's Sterling Supplier Portal community. Click **Finalize** to complete Onboarding and display the Agreement Details.
9. Registration is complete and you are now a Sterling Supplier Portal trading partner with your Sponsor. To print the Sterling Supplier Portal agreement, click the link provided next to the Supplier Community field under Sponsor Answer Block(s).

You have now completed the Onboarding process. If you are set up as an ANSI X12 or EDIFACT-type of community, an email alert will be generated and sent to your Sponsor with your EDI ID. Allow sufficient time for this setup to take place. In your next and subsequent logins, you will access the Sterling Customer Center front page. You may see, instead, the as-a-Service Home page. To access Sterling Supplier Portal, select Sterling Supplier Portal under **as-a-Service Solutions**.

**Note:** Buttons for English and localized languages are displayed above the Sterling Customer Center login panel. If you select one of these localized languages, your Display Language will be set to that language and any screens and services that have been localized will be displayed in your Display Language. The default is English. If you select another language, you can

return to English by either clicking the English button on the login screen or, within Sterling Customer Center, edit the Display Settings from the My Account page. More information is available in the Sterling Customer Center online help.

**Related concepts:**

Chapter 7, “Registering Company Users in Sterling Customer Center,” on page 13  
When an invitation is sent to a Supplier, it is sent to only one email address. If you receive and accept this invitation, you are the Admin user for your company. As the Admin user, you are responsible for creating other users in your company, as needed.



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## Chapter 7. Registering Company Users in Sterling Customer Center

When an invitation is sent to a Supplier, it is sent to only one email address. If you receive and accept this invitation, you are the Admin user for your company. As the Admin user, you are responsible for creating other users in your company, as needed.

### About this task

**Note:** Only the user with the Company Administrator role can perform this procedure.

Complete the following steps to register a new user for your Company.

### Procedure

1. Log on to Sterling Customer Center using the email address and password you created when you registered for Sterling Customer Center.
2. Click **Edit Company** near the top, right of the screen.
3. To create a new user, click **add user** at the bottom of the Company Details page to display the Add User page.

**Note:** Only one user is initially enrolled, as shown in the **Users** field on the Company Details page.

4. Enter information for the user, and click **Save** to create the account in Sterling Customer Center.

You can now define the application access for this user. Users only have access to applications to which the company is subscribed. If an application is not listed in your company information, you cannot add the access to any user accounts. **Note:** Only the user with a Company Administrator role can perform this procedure.

5. Select the **Application Access** tab at the top of the User Details page.
6. Click **Add Application**.
7. From the Application drop-down list, select Sterling Supplier Portal and click **Next**.
8. From the Status field, select **Active**.
9. From the Application drop-down list, select **as-a-Service Solutions** and click **Next**.
10. After you have finished, select **Save** to update the user's account information. A confirmation message is displayed.

This completes the registration of a new user. Repeat the steps in Registering Company Users in Sterling Customer Center to register additional users.

**Related tasks:**

Chapter 4, “Partner Registration Overview,” on page 7

The following table shows the general sequence of tasks for registering for a Sterling Supplier Portal community. The three columns on the right indicate who performs the corresponding task—a designated person from IBM, the Sponsor, or the administrator for your company.

Chapter 6, “Onboarding to Sterling Supplier Portal,” on page 11

The Onboarding process can only be performed after you register your company on Sterling Customer Center. The Onboarding request is part of the Sterling Supplier Portal service. Once you accept the Onboarding request, you have completed the setup to receive orders from your Sponsor company.

Chapter 5, “Registering in Sterling Customer Center,” on page 9

To join Sterling Supplier Portal community, you need an email invitation. You need to first register in Sterling Customer Center.

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## Chapter 8. Accessing Sterling Supplier Portal

You can access Sterling Supplier Portal after you have registered and onboarded.

### About this task

After you have registered for Sterling Supplier Portal and have been onboarded, access the service as follows.

### Procedure

1. Access the Sterling Customer Center login screen at <http://customer.sterlingcommerce.com>.
2. Using your login credentials, log in to Sterling Customer Center. You will be directed to either the Sterling Customer Center or as-a-Service Solutions home page.
3. From the home page, you now have access to any other services to which you have subscribed, the online documentation libraries, and Support Center, without having to log in again.

### Related concepts:

Chapter 3, "System Requirements," on page 5

Chapter 1, "Introduction to the IBM Sterling Supplier Portal," on page 1

IBM Sterling Supplier Portal enables Partners (Suppliers) to become part of a Supplier trading community.



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## Chapter 9. Partner Training

Training is available for Sterling Supplier Portal.

To access this training, open the Sterling Supplier Portal Welcome help topic or search for "Supplier Portal training" at the documentation web site.

IBM offers the following training resources:

- Brief help videos that show you how to work with ship from locations and process orders.
- Partner Fundamentals Training: You can download and view this course in your web browser.



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## Chapter 10. Related Documentation

For more information about the Sterling Supplier Portal components, refer to the following manuals in the Sterling Supplier Portal documentation set:

- IBM Sterling Supplier Portal Overview Guide
- IBM Sterling Supplier Portal Partner User Guide
- IBM Sterling Supplier Portal Sponsor User Guide
- IBM Sterling Supplier Portal Getting Started Guide for Sponsors
- IBM Sterling Supplier Portal Release Notes

You can find these documents in the following IBM Information Center:

Sterling as-a-Service Applications Information Center

### Online Help

The online help for the Sterling Supplier Portal service is available from the **Help** link in the upper right corner of the User Interface screen.





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## Chapter 11. Getting Support for Sterling Supplier Portal

IBM fosters long-term business partnerships with its customers.

Committed to customer satisfaction and quality support, IBM Customer Support has a world-wide staff, providing support 24 hours a day, 365 days a year. For assistance with usage, configuration, or enhancement information, refer to the Customer Support Reference Guide. Our Support Reference outlines our support hours, contact information, and key information that will streamline your support experience with us. Reference this site at: [Customer Support](#).

Additionally, you have access to Sterling Customer Center, which provides a wealth of online resources to enrich your business experience with us. By using Sterling Customer Center, you can access many Self-Support Tools, including a Knowledge-Base, Documentation, and Education. Reference this site at: [Sterling Customer Center](#).



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## Chapter 12. Service Level Offering Policy

Service levels are defined based on two categories: Service Level Objectives and Service Level Agreements.

### Definitions

For a service level to be included, it must meet the criteria of measurable, trackable, monitorable, and defensible, as determined by the B2B Services PLM and Cloud Services Operations group.

#### Service Level Objectives (SLO)

Service levels that are defined as part of the overall support plan of IBM B2B Services that govern the processes, support levels, and service levels that IBM strives to achieve with their client.

#### Threshold Metrics

The specific measures, by service level, that define the levels of performance by which IBM will hold itself accountable based on the definitions of Service Level Objectives and Service Level Agreements.

#### Metric Formula

The specific calculation equation created to effectively measure the threshold metric.

## Service Level Objectives Categories and Metric

This section provides the definitions of the Service Levels for Up Time.

*Table 1. Service Level Objectives Categories and Metric*

Metric	Metric Category	Definition	Threshold Metric	Metric Formula
Production Availability	Up Time	<p>Up Time is the period of time during which the production system processing for the service is available for all users of the service for which they have appropriate permissions.</p> <p>Up Time does not include the period of time when the Service is not available as a result of: planned system downtime, force Majeure, problems with Customer or third party applications, equipment or data, customer or third party acts or omissions, failure to adhere to required system configurations and supported platforms, service interruptions, or disruptions caused by other services performed on behalf of the client based on an SOW</p>	Up Time = % of Attainment of Goal	Minutes Service is Available During Month/Minutes in Month less Up Time exclusions

## SLO Requirement for Uptime

*Table 2. SLO Requirement for Uptime*

Metric Category	SLO Threshold Metric
Up Time	Avg. 99.9% per month

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