Sterling Supplier Portal

Getting Started Guide for Sponsors

Documentation Date: 16 August 2013

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Chapter 1. Introduction to the IBM Sterling Supplier Portal

IBM® Sterling Supplier Portal enables Sponsors (Buyers) to create and manage Supplier communities. As a Sponsor, you can perform various tasks, such as create communities, view reports, and manage Electronic Data Interchange identifiers (EDI IDs) and Suppliers (Partners). Sponsors can also import system-defined programs, edit basic information pertaining to Partners, view the responses provided by Partners, and configure the Dashboard to display various panels.

These tasks are broadly classified as follows:

- Create Supplier Community and Invite Partners

  A Supplier community is a logical grouping of Partners based on the business rules configured by a Sponsor. These business rules are enforced when a Partner responds to a Sponsor's orders. For example, Partners must send Purchase Order (PO) commitments, Advance Shipment Notices (ASNs), and invoices if these documents are mandated by the business rules configured for the community through which a Sponsor placed the order.

- Generate and View Reports

  Sponsors can generate and view the following reports:

  – Form Activity Summary Report
  – Aged Unread Report
  – Mail Box Summary Report
  – View Interface Summary
  – Find Interface Error

- View and Configure Dashboard

  A Dashboard comprises different panels that enable a Sponsor to view concise data. By default, a Dashboard provides the Alert Summary and Community List panels. A Sponsor can, however, configure the Dashboard to display additional panels.

Chapter 2. Before You Begin

To use Sterling Supplier Portal, you must first request access. Refer to the welcome letter that you have received in an email from IBM. This letter contains the Internet address from which you can access the IBM Sterling Customer Center.

Chapter 3. System Requirements

Sterling Supplier Portal is certified for use with specific web browsers.

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.

Chapter 4. Getting Started with Sterling Supplier Portal

About this task

A designated person from IBM will assist you in getting started with the Sterling Supplier Portal application service. The following table lists the general sequence of tasks. The last two columns indicate the person who performs the corresponding task, a designated person from IBM, or the administrator for your company.

Step	Task	IBM	Your Company Administrator
1	E-mail welcome letter and questionnaire to the company administrator.		
2	Return the completed questionnaire to IBM.		X
3	Set up customer on IBM Sterling B2B Collaboration Network.	X	
4	Customers registers through Sterling Customer Center.		X
5	Grant permission to use Sterling Supplier Portal.	X	

Procedure

1. IBM sends you a welcome letter and questionnaire.
2. You return the completed questionnaire containing the information that is necessary to set up your company account to IBM.
3. IBM sets up the account for your company and sends you the corresponding company ID and unique registration code.
4. You register through the Sterling Customer Center as follows:

   a. Use the URL that was provided in your Welcome Letter to access the Sterling Customer Center login screen.

   b. Using the login credentials provided in your e-mail from the IBM Onboarding team, log in to Sterling Customer Center. The first time you log in, you will access either the Sterling Customer Center or as-a-Service Solutions home page. You can access either home page by clicking the link in the upper right corner of the screen.

   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.

   c. From the Sterling Customer Center front page, select **Edit Profile** from the upper right corner of the screen.

d. From the **View User Details** screen, click Help from the upper right corner to access information to help you register for the Sterling Supplier Portal application service.

5. You request access to Sterling Supplier Portal service, using the online help for assistance. You may also need access to IBM Sterling InFlight Data Management, IBM Sterling Document Tracking, and as-a-Service Solutions. IBM grants you access to Sterling Supplier Portal and any other services you will need.

Chapter 5. Accessing Sterling Supplier Portal

About this task

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

Procedure

1. Use the URL that was provided in your Welcome Letter to access the Sterling Customer Center login screen. You can add this to your Favorites list in your web browser.
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, and Support Center, without having to log in again.

Chapter 6. Sponsor 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:

- A brief help video that shows you how to work with ship from locations.
- Sponsor Fundamentals Training: You can download and view this course in your web browser.
- Partner Fundamentals Training: Your partners can download and view this course in their web browser.

Chapter 7. Sterling Supplier Portal Documentation

For more information about the Sterling Supplier Portal, refer to the following documentation:

- *IBM Sterling Supplier Portal Overview Guide*
- *IBM Sterling Supplier Portal Getting Started Guide for Partners*
- *IBM Sterling Supplier Portal Partner User Guide*
- *IBM Sterling Supplier Portal Sponsor User Guide*
- *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 application service is available from the Help link in the upper right corner of the User Interface screen.

Chapter 8. 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:

http://www.sterlingcommerce.com/apps/collaterallibrary/external/ DownloadFile.asp?fil=101797.

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: http://customer.sterlingcommerce.com.

Chapter 9. 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 defendable, 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	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. 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	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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Product Number: 5725-E38

Printed in USA