Ariba® Network Supplier Guide

SAP Ariba

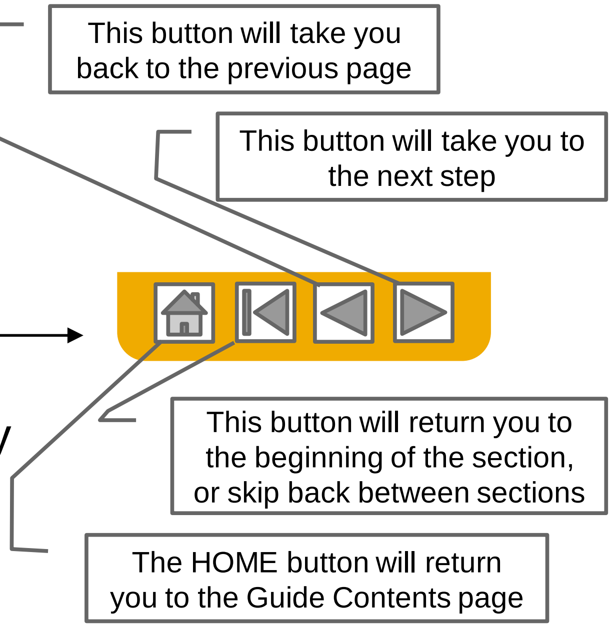
Get Started

Using This Guide

The purpose of this guide is to help suppliers understand the business processes required by Shell.

You may navigate this guide by:

- Clicking the buttons in the toolbar
- Clicking the hyperlinks on the pages – Hyperlinks may be words or shapes within the graphics
- Using the bookmark panel to the left



If you need additional help, you will find a help button at the bottom of each page that will assist you in finding the appropriate support contact.

Tabs in the lower left corner link out to our Community Support pages. Look for these to answer your most common questions.

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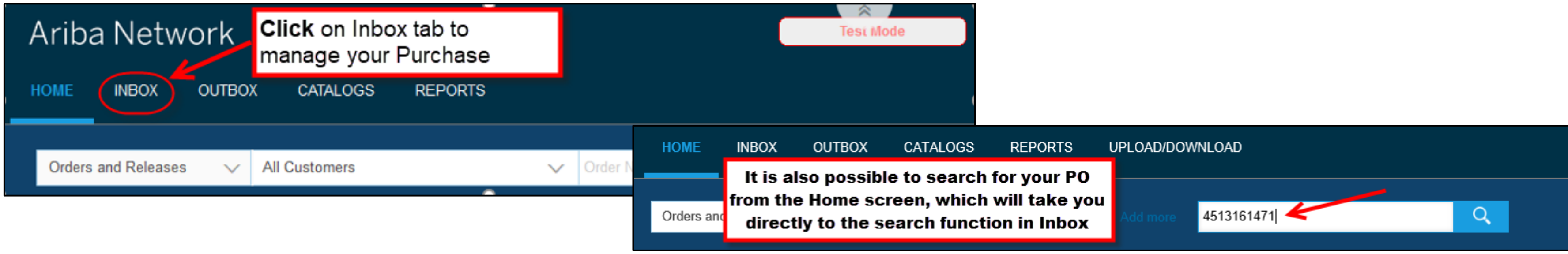
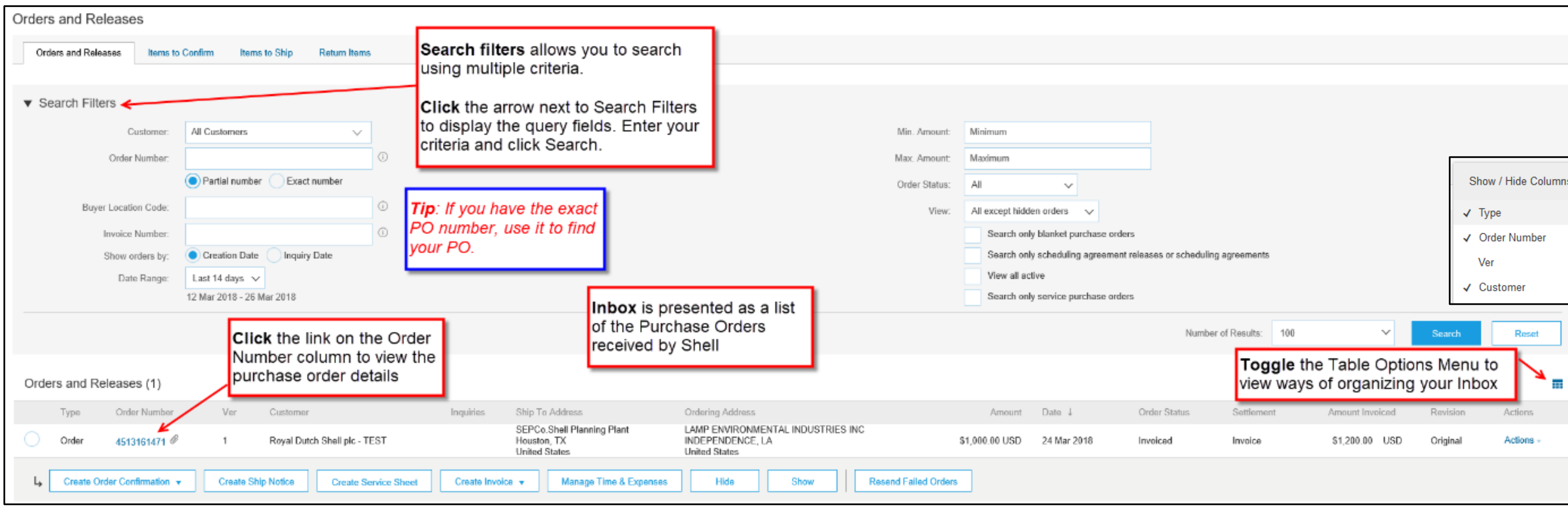
SECTION 1 – PO Management

- View and Search Purchase Order
- Purchase Order Detail
- Types of Purchase orders from Shell
- Create PDF of PO

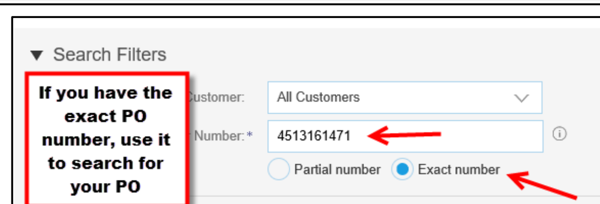
Manage POs

View and Search Purchase Orders



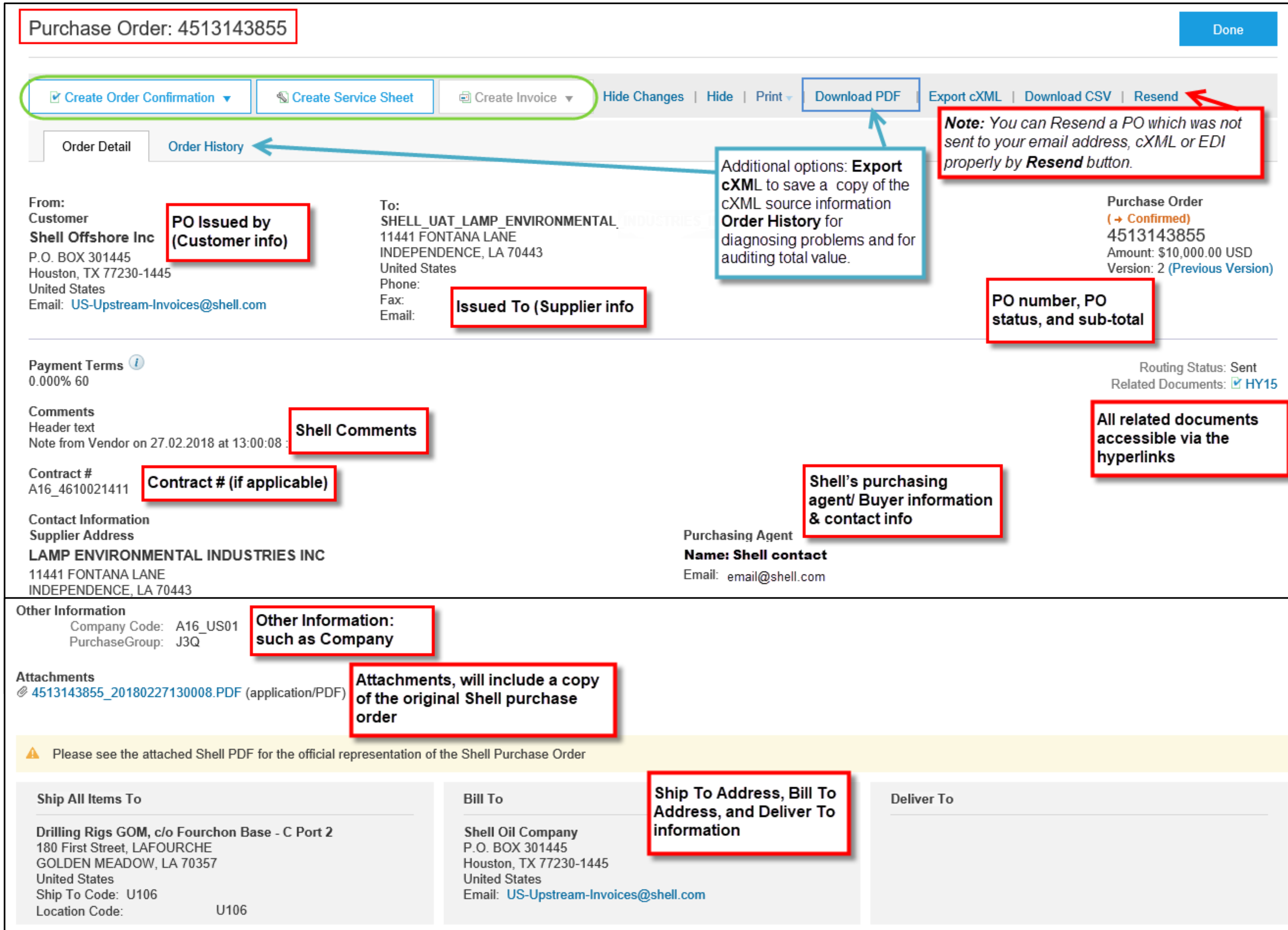


Can't Find Your PO?



Manage POs

Purchase Order Detail



Shell Purchase Orders

Type of POs - Definition

Material POs:

Line Items — Show Item Details

Line #	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Price	Subtotal	
10	Not Available	1000624077	Material			6.0 (EA) ⓘ	2018-09-13T12:00:00+02:00	34.66 EUR	207.96 EUR	Details

Description: **Material description**

Planned Service PO:

POs will have a sub line including the service master — Show Item Details

Line #	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Price	Subtotal	
▼ 100	**Not Available**		Service				2018-02-28T12:00:00+01:00		17,268.04 EUR	Details
Description:										
100.10		5096265	Service			17,268.04 (ACT) ⓘ		1.00 EUR	17,268.04 EUR	Details
Description:										

POs will have a sub line including the service master ex. 100.10

Type = Service

Unplanned Service PO:

Line Items — Show Item Details

Line #	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Price	Subtotal	
100	Not Available		Service			1.0 (ACT) ⓘ	2018-03-07T12:00:00+01:00	4,920.82 EUR	4,920.82 EUR	Details
Description:										
200	Not Available		Service			1.0 (ACT) ⓘ	2018-03-15T12:00:00+01:00	36.60 EUR	36.60 EUR	Details
Description:										

PO will only have one line, NO sub line.

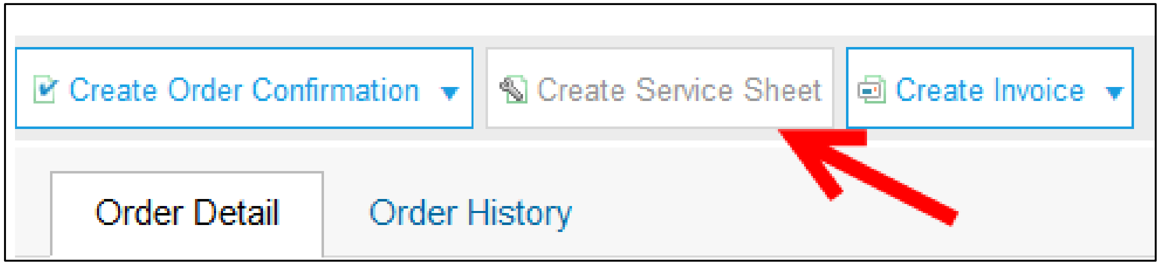
Type = Service

Shell Purchase Orders

Determine if Service Entry Sheet or Not

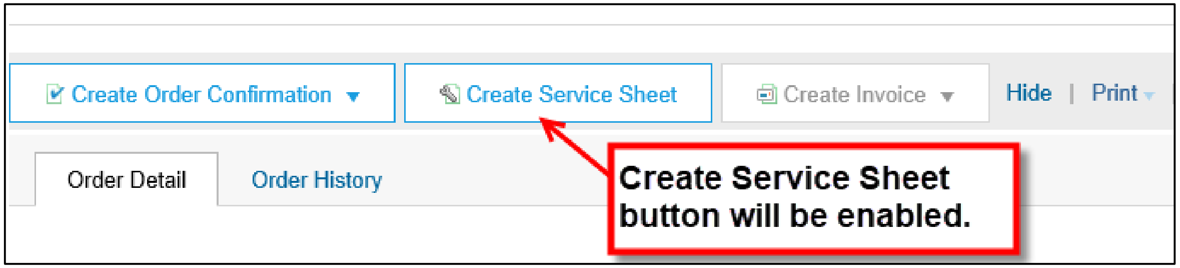
No Service Entry:

- **The Create Service Sheet button will be disabled and only the Create Invoice button will be available on the top and bottom of your PO.**



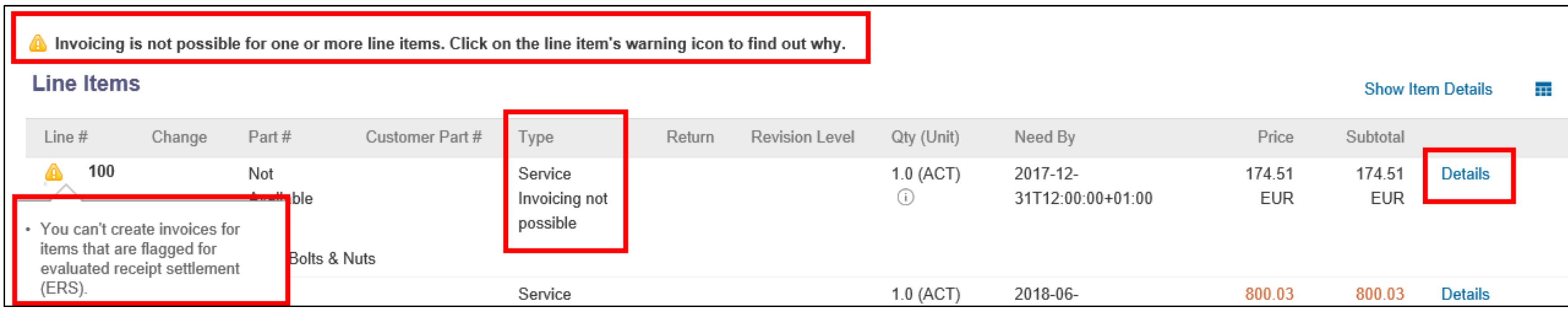
Service Entry Sheet creation needed:

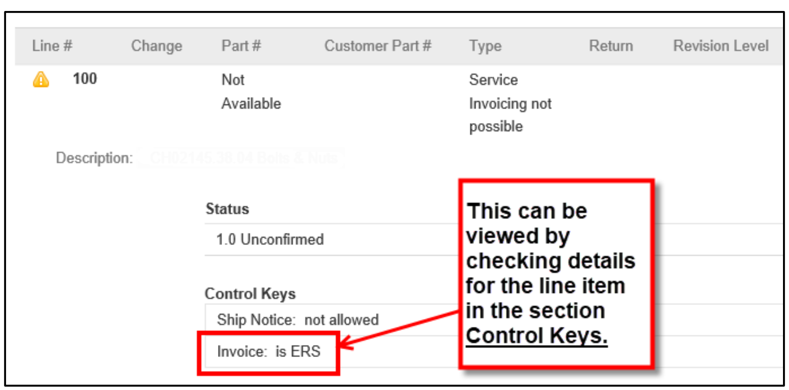
- **The Create Service Sheet button will be enabled and the Create Invoice button will be disabled.**

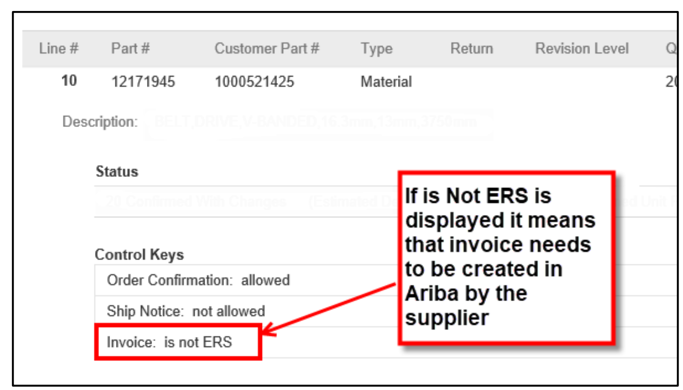


ERS (Evaluated Receipt Settlement):

- **Suppliers will not be required to submit an invoice via Ariba. The warning above the Line item on the PO means that this PO is self billed by Shell based on Service Entry created in Ariba by the supplier.**

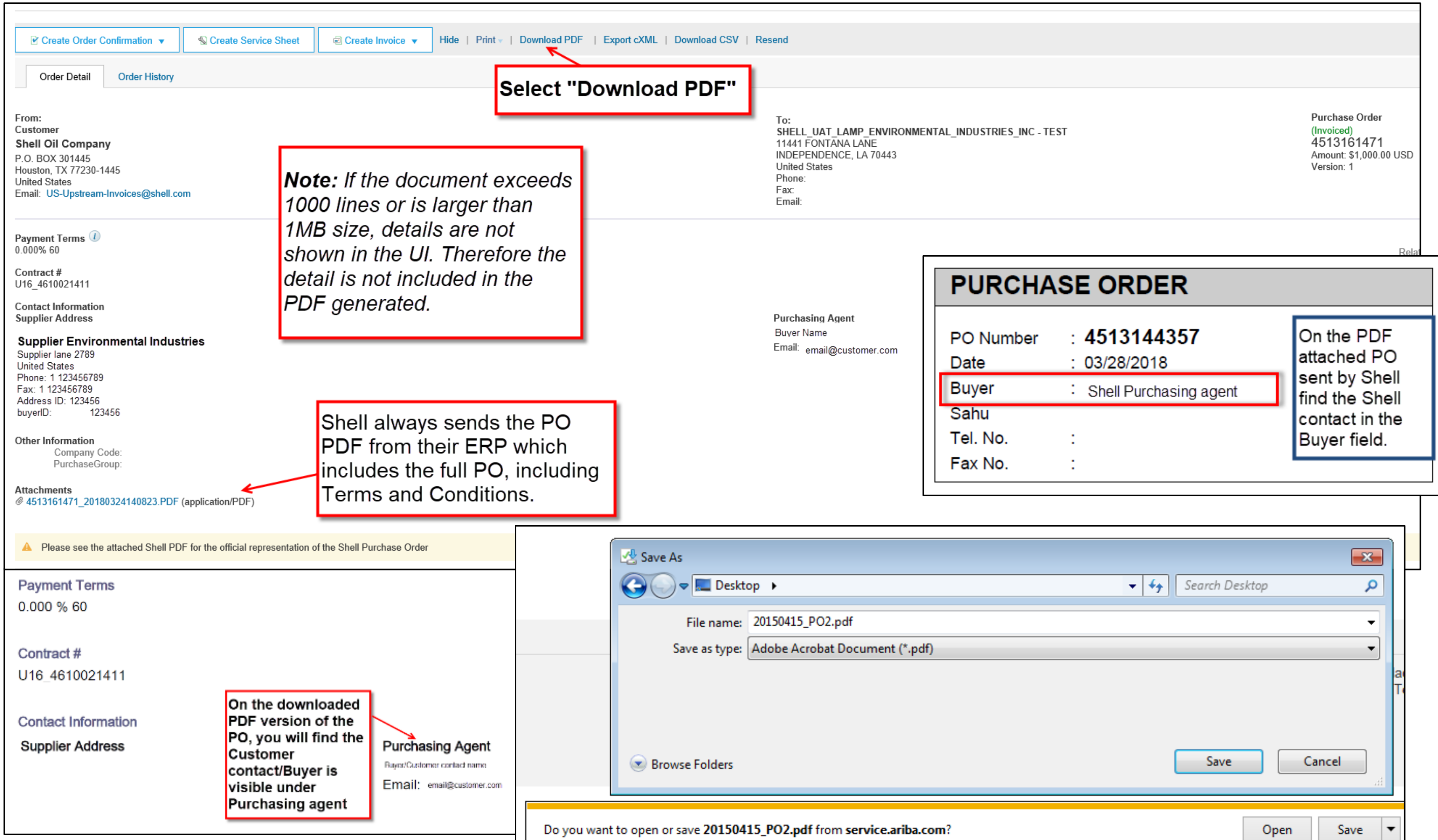






Manage POs

Create PDF of PO



SECTION 2 – Order Confirmation

General information

Confirm Entire Order
- NO price, delivery date or quantity change required

Update Line Items
- when price, delivery date and quantity change is required

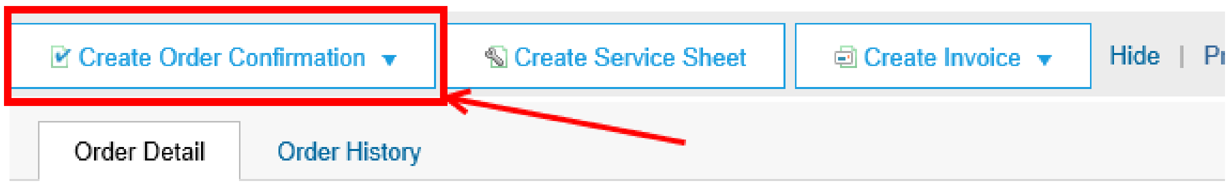
Reject Entire Order

Order confirmation is required before suppliers can create an ASN or Invoice.

Order Confirmations (Order Responses)
General Information

Requirements:

- Shell's Purchase Orders are subject to an Order Confirmation requirement.



To respond to an order, select one of the following options:

Accept the order
(Accept the order entirely as-is, no discrepancies)

Accept and Propose changes to the Order
Quantity, Price, Delivery Date

Reject at the line item level on the order

Reject the entire Order

Any proposed changes must be agreed upon by Shell. Shell will update the PO and a revised PO will be sent to you as a Change Order.

Important: An Order Confirmation is mandatory for every New PO and for every Change PO as well!

Order Confirmations (Order Responses)

General Information

Not Supported:

The below requirements are NOT enforceable by the Ariba Network. Due diligence is required to ensure you are conforming to Shell's Order Confirmation requirements:

- No unconfirmed quantities at the line. All quantities at the line must be confirmed or rejected.
- No mixed Statuses on the same line item level. **Line item must be fully accepted or rejected.**
- Quantity confirmed cannot be less than originally ordered Shell. Quantity can be increased. **If quantity needs to be reduced, contact your Shell Purchasing Agent.**

Legacy Purchase Order: (POs that were issued before Go Live in Ariba that have been transferred to Supplier Ariba account)

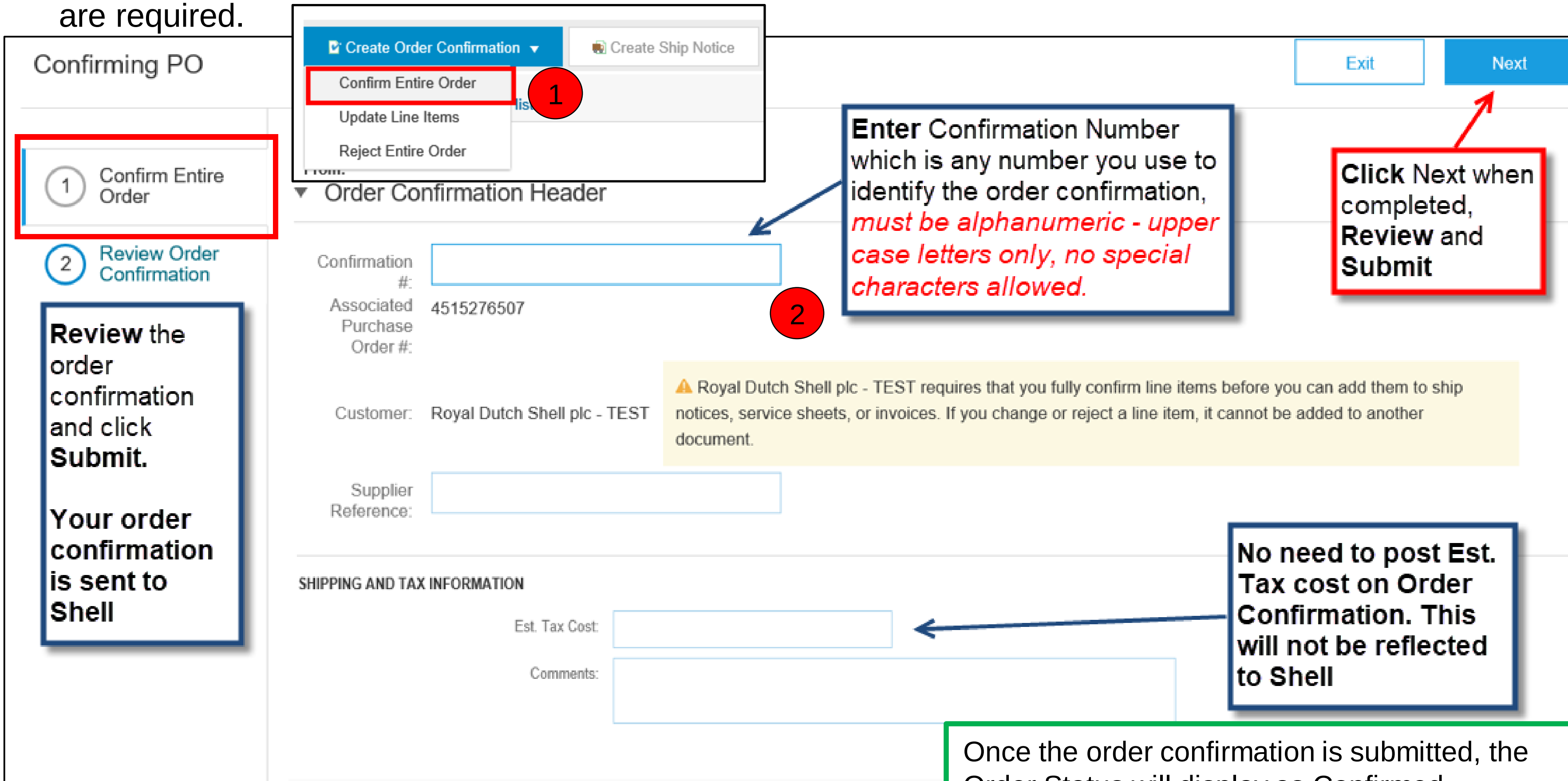
- **Material POs are to be confirmed**
- **Service POs do not need to be confirmed**

Note: Quantity confirmed cannot be less than originally ordered by Shell. Quantity can be increased.

Create Order Confirmation

Confirm Entire Order- NO price, delivery date or quantity change required

- To be completed once you agree to all the information contained in the PO and no proposed changes are required.



Enter Confirmation Number which is any number you use to identify the order confirmation, *must be alphanumeric - upper case letters only, no special characters allowed.*

Click Next when completed, **Review** and **Submit**

Review the order confirmation and click **Submit.**

Your order confirmation is sent to Shell

No need to post Est. Tax cost on Order Confirmation. This will not be reflected to Shell

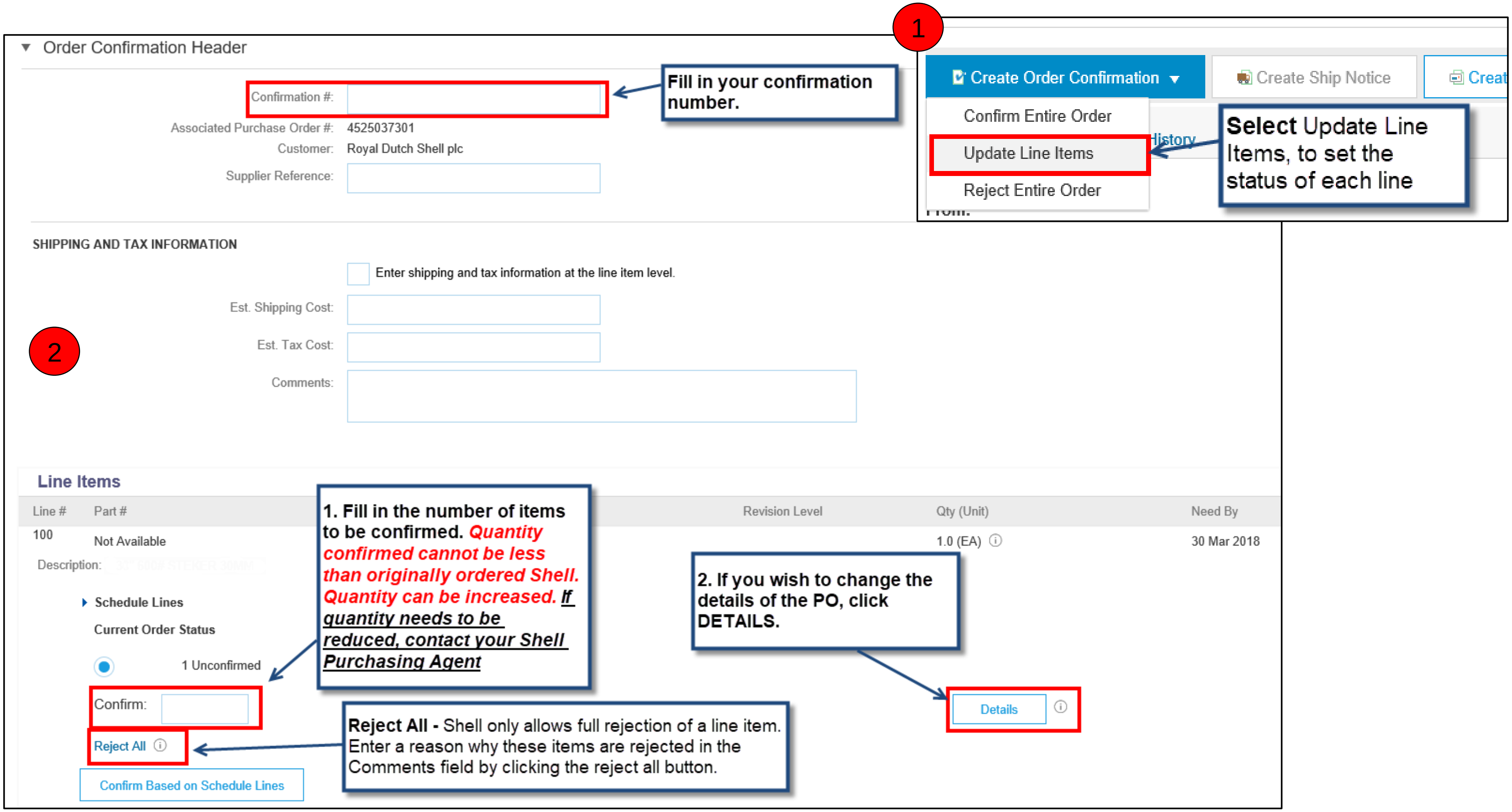
Trouble With Your OC?

Note: *Order confirmations are required before suppliers can create an ASN or Invoice.*

Once the order confirmation is submitted, the Order Status will display as Confirmed.
When viewing documents online, links to all related documents are displayed.
Click Done to return to the Inbox.

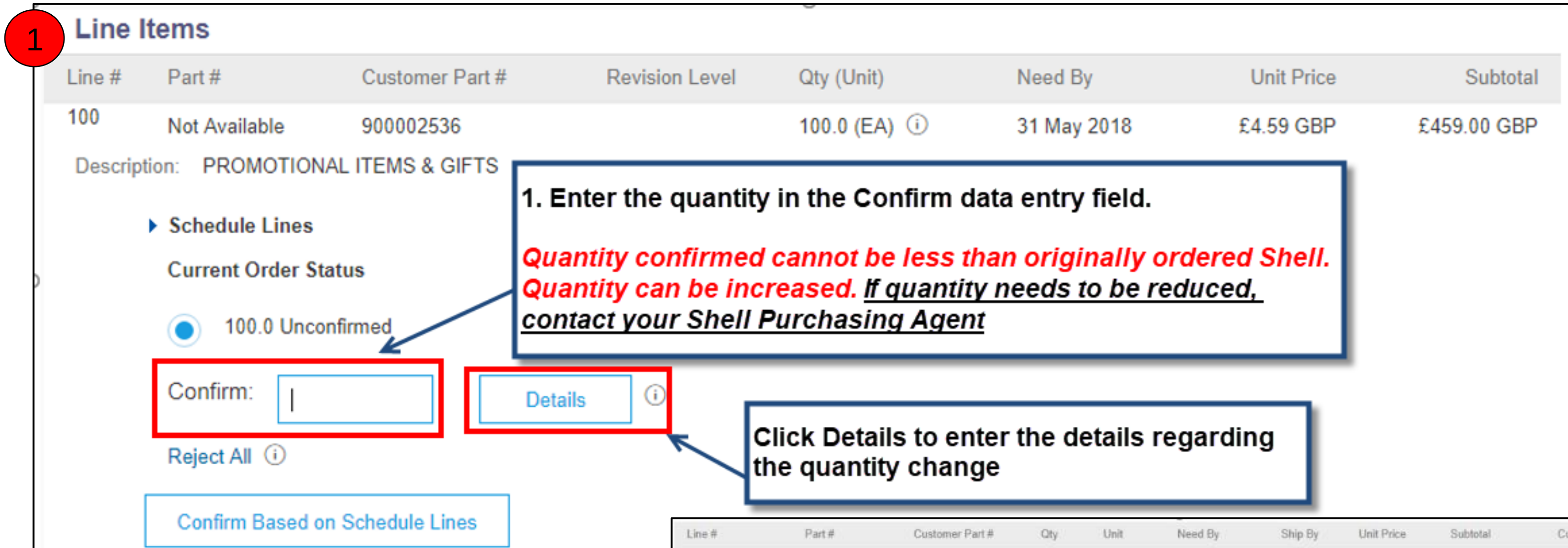
Create Order Confirmation

Update Line Items – when price, delivery date and quantity is required



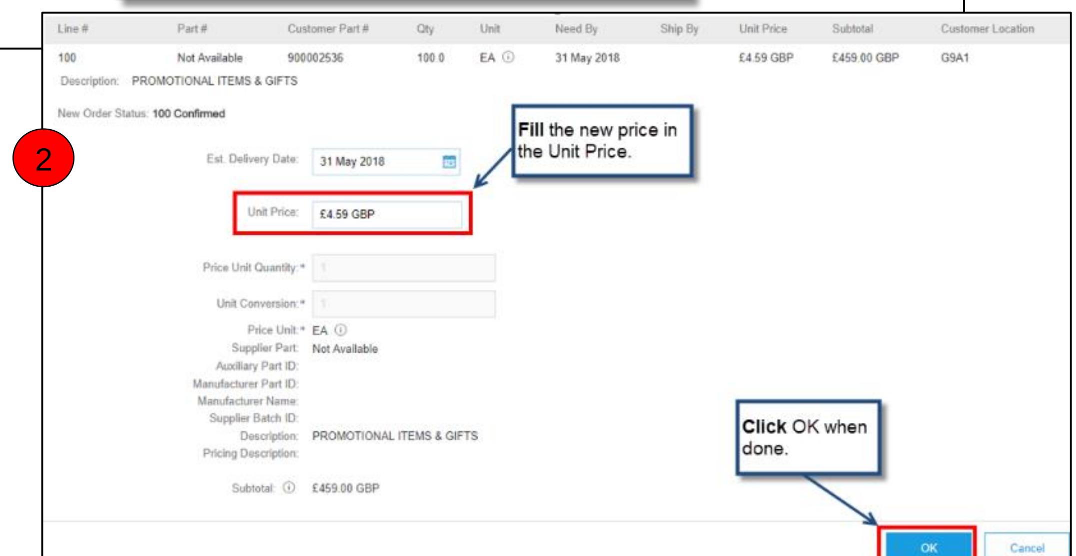
Note: Orders should be rejected ONLY when completely incorrect, adjustments in price or increase in quantity should be done via order confirmation.

Update Line Items – Price Change



!!If quantity reduction is required contact your Shell buyer, find contact details on PO!!

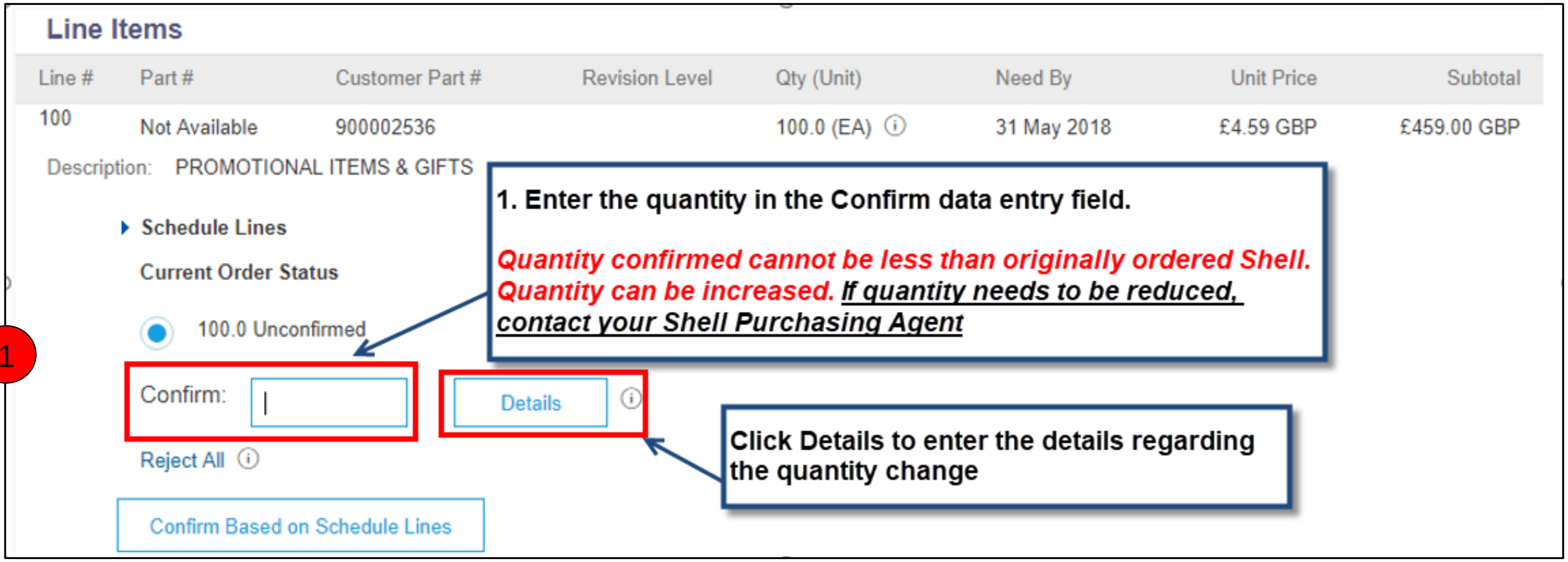
Note: *Quantity confirmed cannot be less than originally ordered by the customer. Quantity can be increased.*



Confirm Order

Update Line Items – Quantity Change

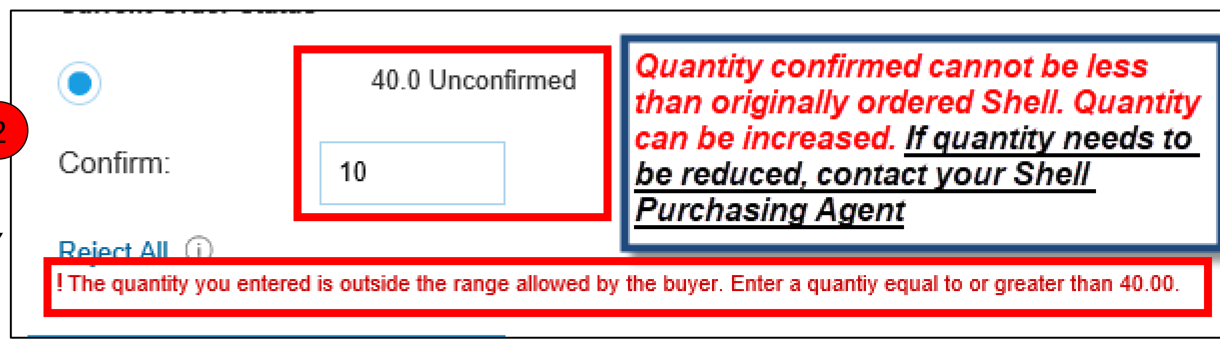
1



!!If quantity reduction is required contact your Shell buyer, find contact details on PO!!

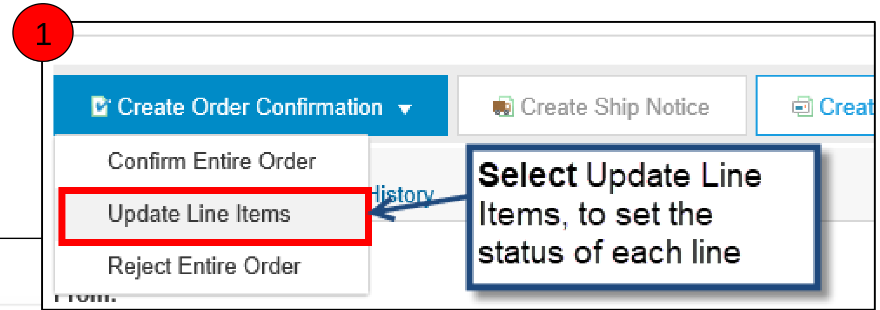
Note: *Quantity confirmed cannot be less than originally ordered by the customer. Quantity can be increased.*

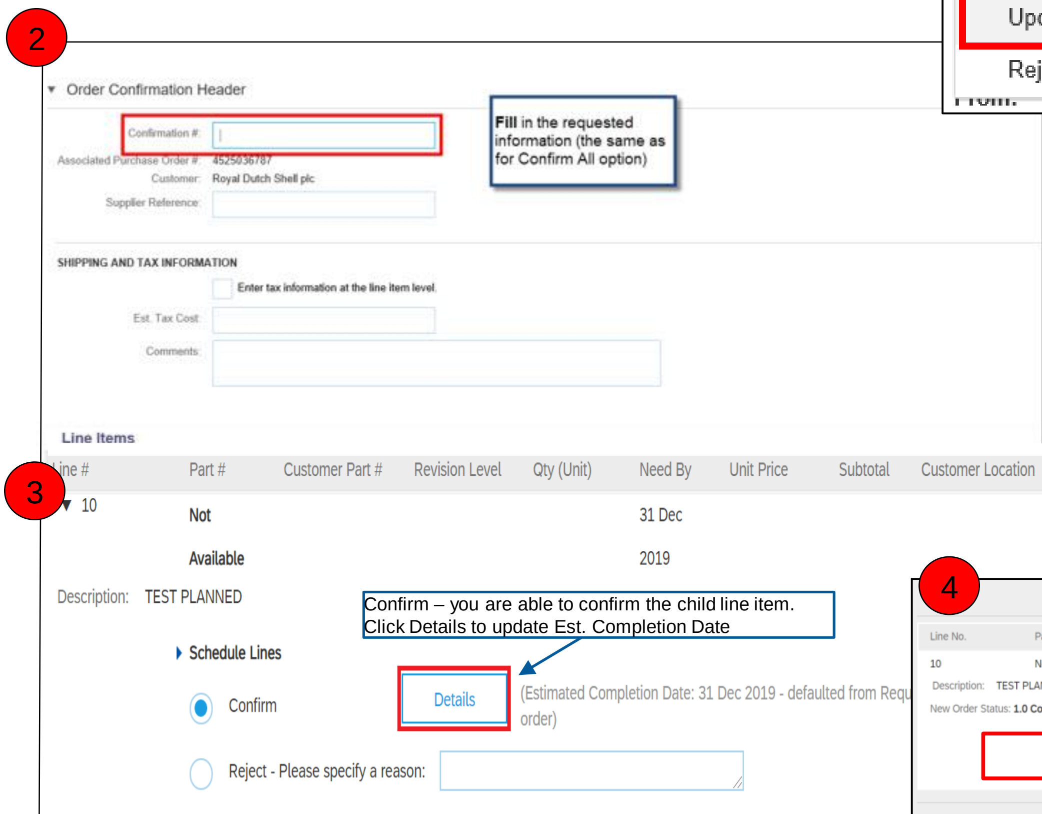
2

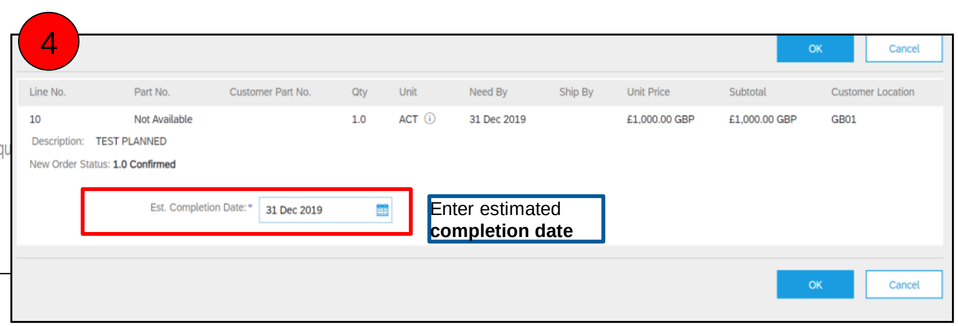


Create Order Confirmation

Update Line Items – **Planned Service**

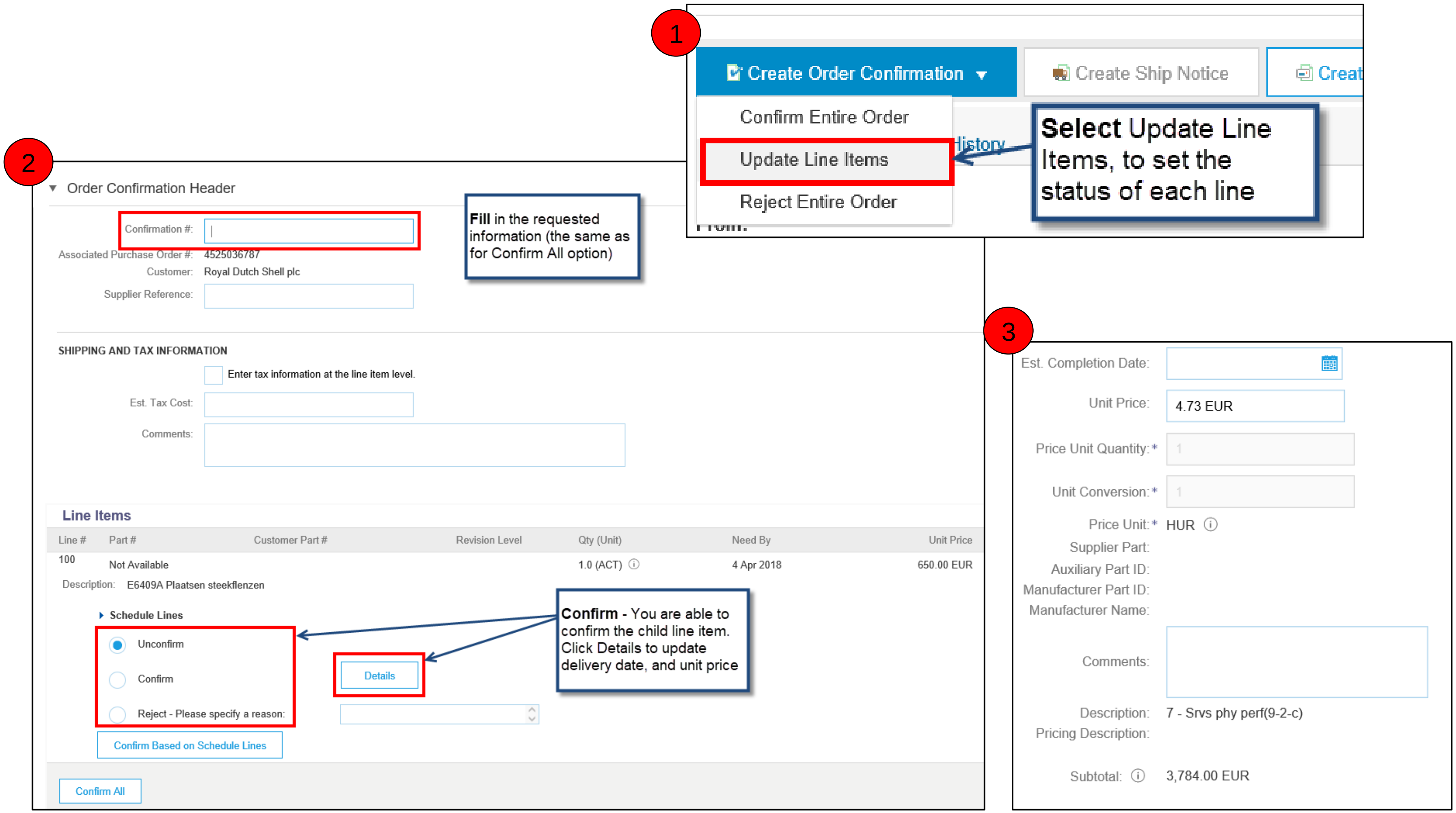






Create Order Confirmation

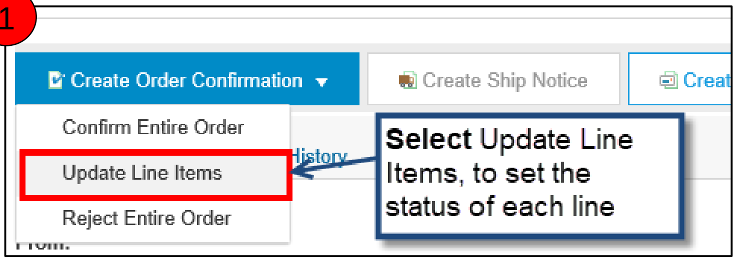
Update Line Items – **Unplanned Service**



Confirm Order

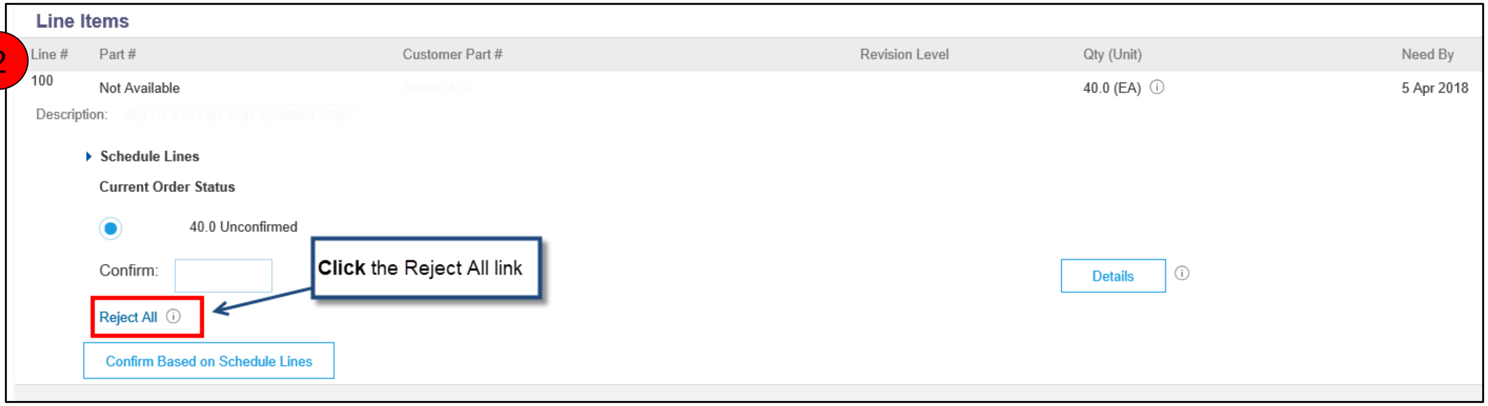
Update Line Items – Reject line item

1



!!If quantity reduction is required contact your Shell buyer, find contact details on PO!!

2



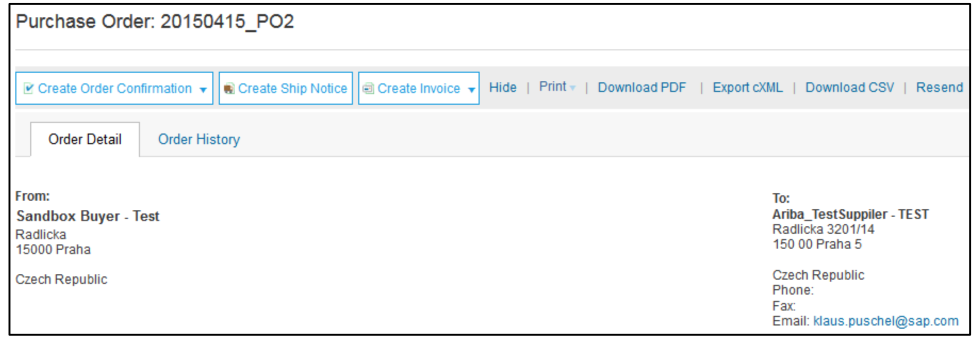
3

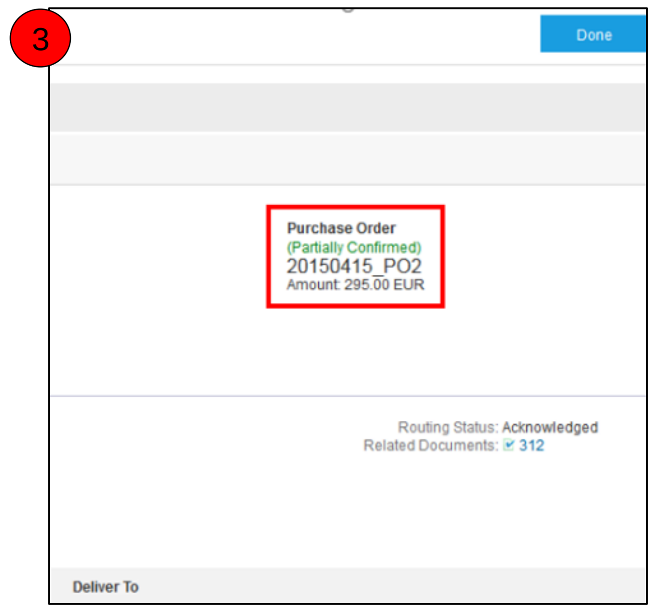
***Note:** Shell does not allow for partial quantity rejection. Only full rejection of a line item.*

Confirm Order

Update Line Items

1. **Continue** to update the status for each line item on the purchase order. Once finished, click Next to proceed to the review page.
2. **Review** the order confirmation and click Submit. Your order confirmation is sent to Shell.
3. **The Order Status will display** as Partially Confirmed if items were backordered or not fully confirmed.
4. **Generate** another order confirmation to set them to confirmed if needed.
5. **Click** Done to return to the Inbox.

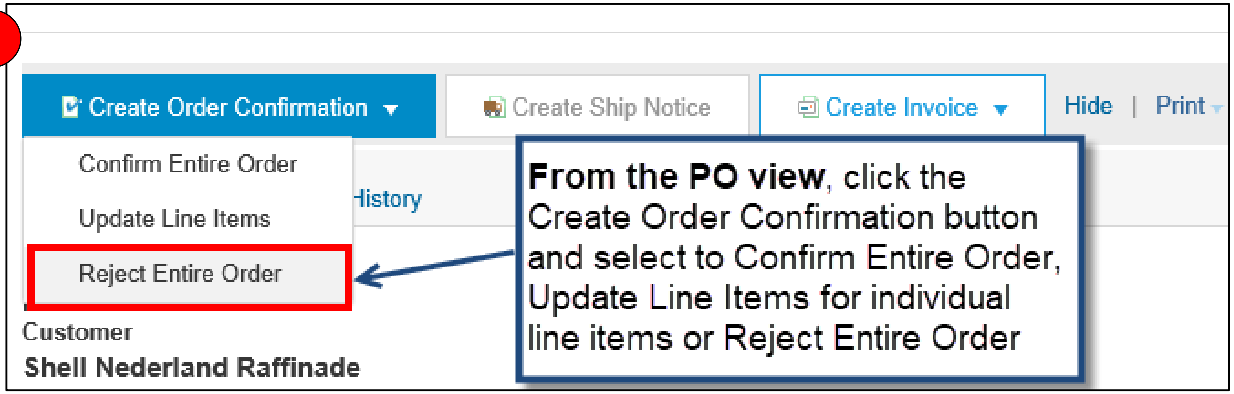




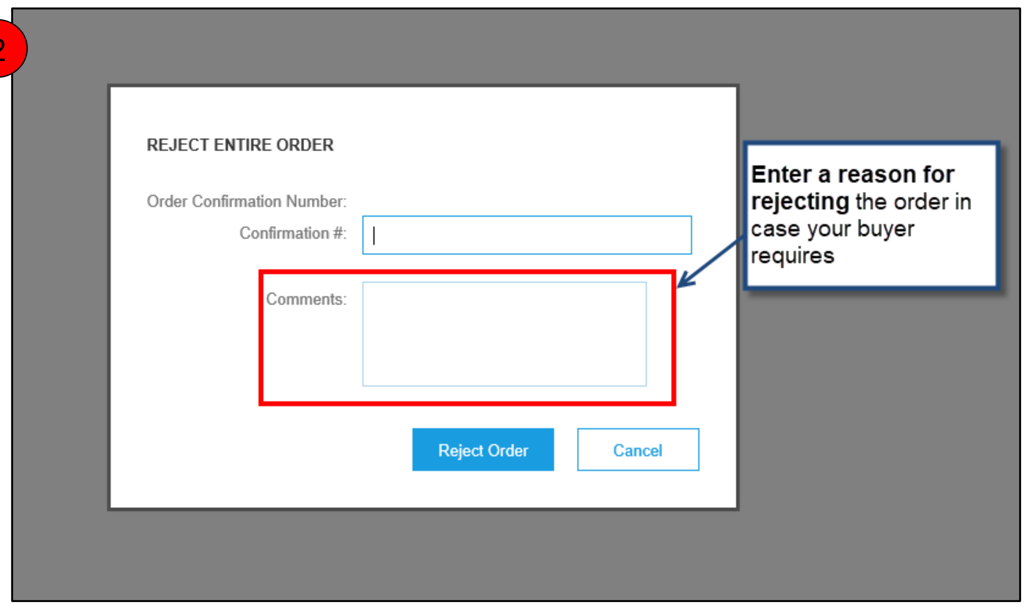
Create Order Confirmation

Reject Entire Order

1



2



***Note:** Orders should be rejected **ONLY** when completely incorrect, adjustments in price or quantity should be done via order confirmation.*

!!Contact your buyer to further discuss, contact details visible on the PO!!

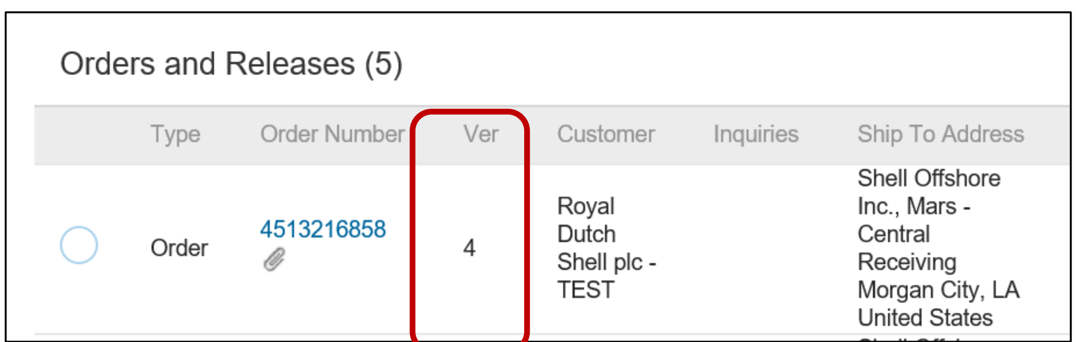
SECTION 3 – Advance Ship Notice

Note: If notified by Shell, a vendor is expected to create an ASN for all material purchases.

Before you Start Creating Ship Notice

Vendors can create ship notices to keep Shell informed about when they can expect to receive the items they ordered from your company.

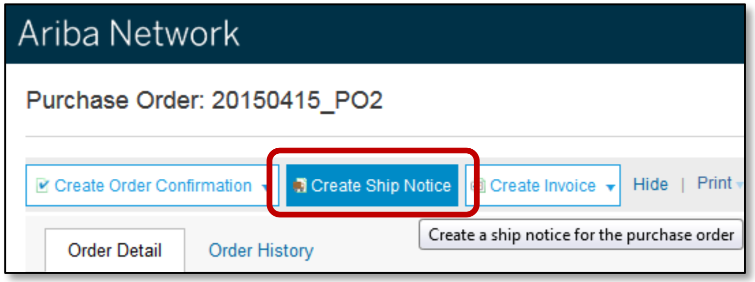
- Create Ship Notices when:
    - Shipment is scheduled;
    - Item is shipped (if different from the scheduled delivery).
- Multiple Ship notices per PO item might be sent.
- Ensure you know the PO number/item related to the shipment.
- Select the most recent version of the purchase order.



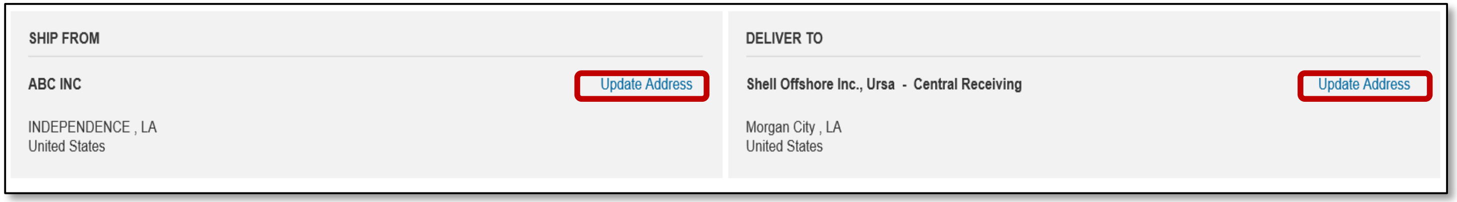
A. Creating Ship Notices from PO

A. Create Ship Notice - Header

1. From the home screen navigate to the “Inbox” and expand the “search filters” section to search for the Purchase Order.
2. Enter Purchase “Order number” and select “exact number” radio button. Click “Search”
3. Select the latest version of the PO.



4. Select “Create Ship Notice”.
5. Check if “Ship From” information is correct. If changes are needed, edit this section by clicking on “Update Address”. Any field with an asterisk is required.
6. Check if “Deliver to” address information is correct.

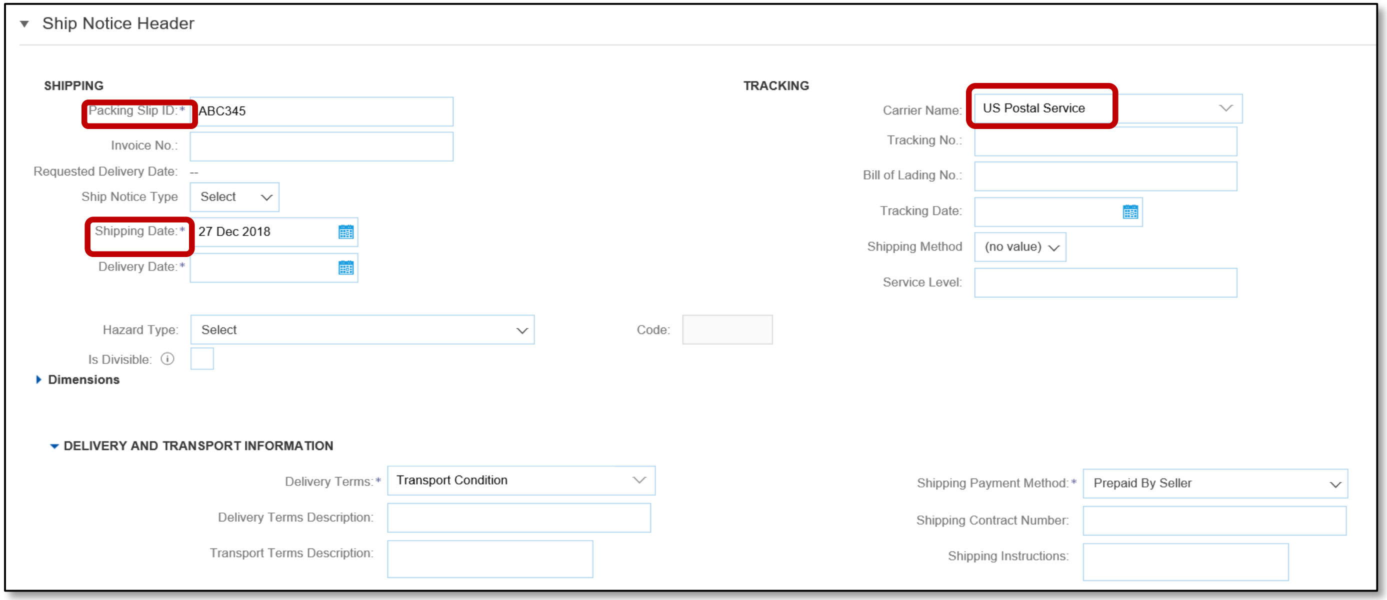


A. Create Ship Notice - Header

7. Fill out the requested information on the “Ship Notice Header” section. The “Packing Slip ID” is any number, preferably a unique one, you use to identify the Advanced Ship Notice (ASN).

8. Please complete both “Shipping date” and “Delivery date” either for Estimated or Actual shipments.

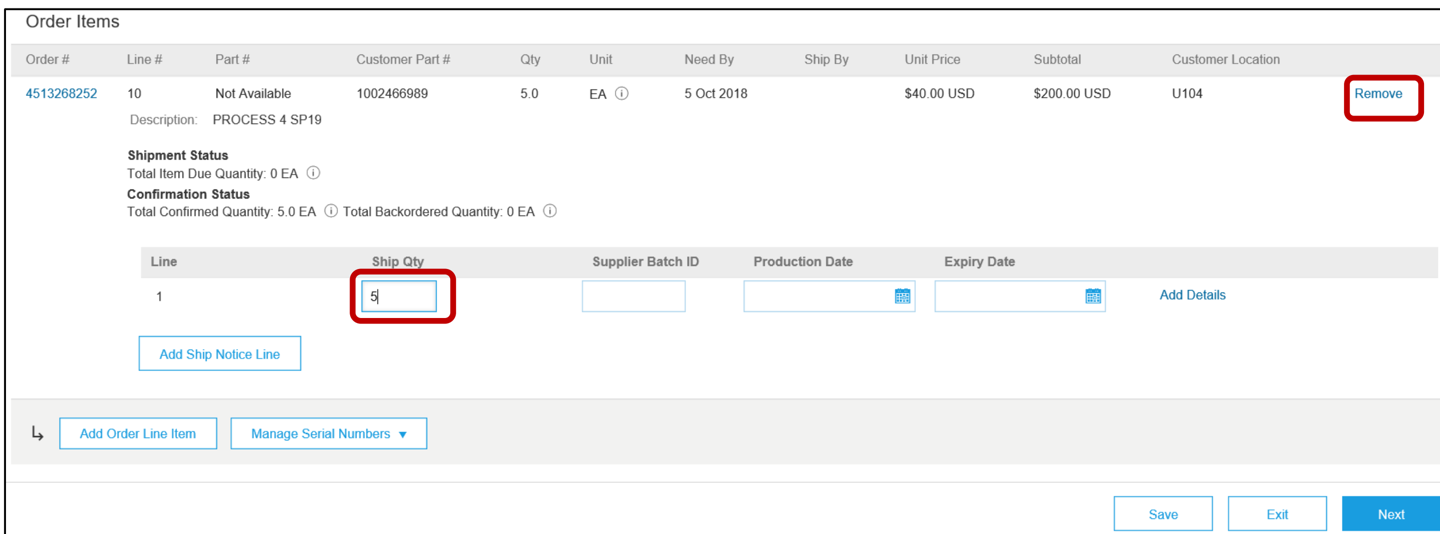
9. Choose Carrier Name and then Tracking # and Shipping Method will appear. Gross Volume and Gross Weight are optional fields. Shipping Instructions can be used to communicate information to Shell (or the Carrier if they are integrated).



A. Create Ship Notice – Order Items

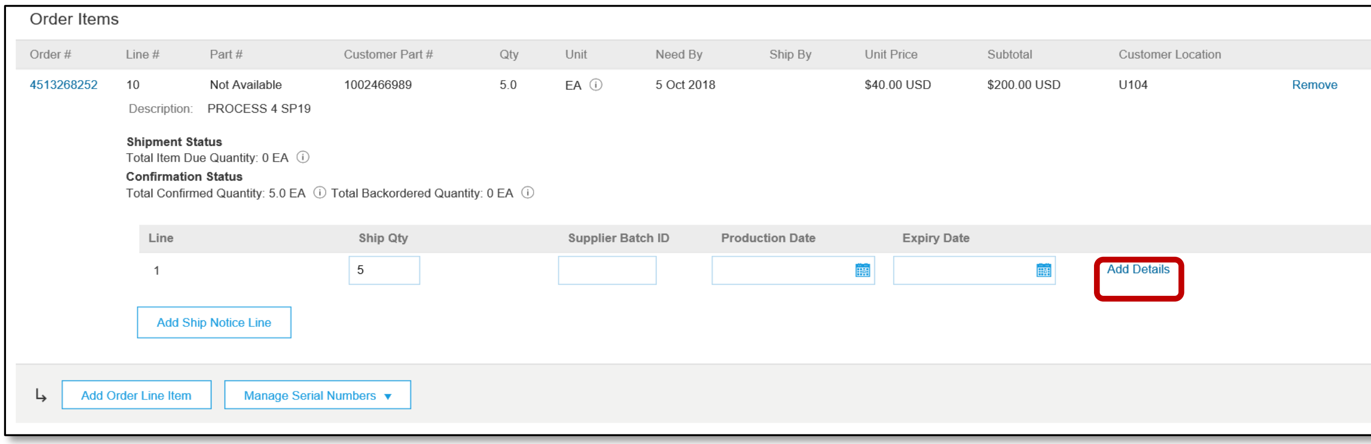
1. Scroll down to view line item information and update the quantity shipped for each line item.

2. To exclude a PO line item from the Ship Notice, click the “Remove” link to the right of that line item. This removes the item from the current ship notice but not from the Purchase Order. The item will remain available for future ship notices

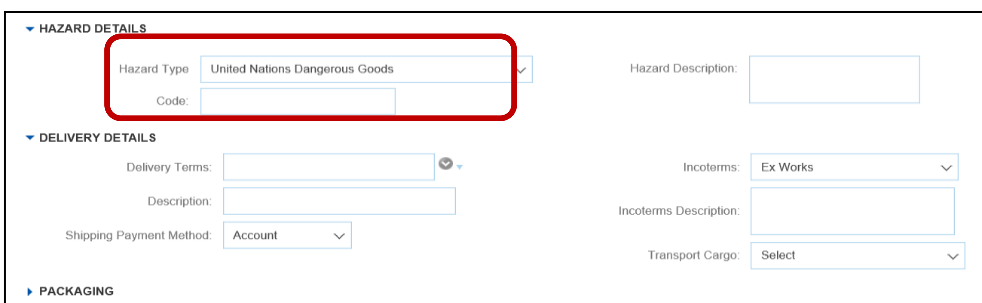


A. Create Ship Notice – Order Items

3. If you need to add shipping information on line item level, click “Add Details” to the right of the line item to expand the ship notice line details section

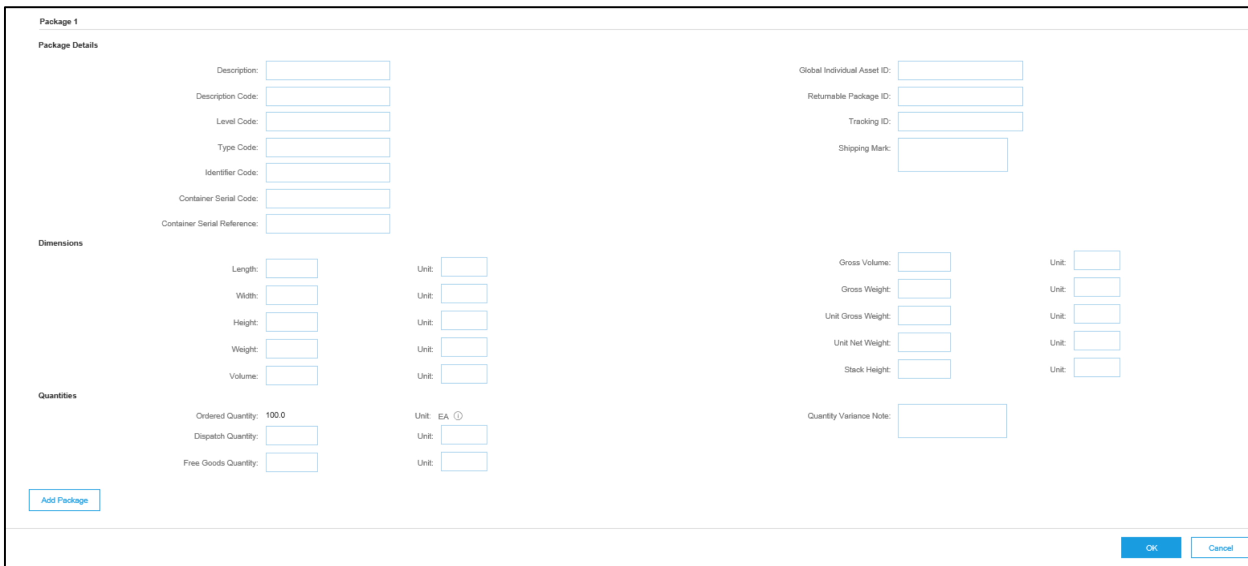


4. Within the details section, if applicable, enter Hazard Details by selecting a hazardous materials type from the dropdown menu, and enter the HAZMAT code if known.



A. Create Ship Notice – Order Items

5. Also, within the section please provide the shipping package details. This is used by Shell with scheduling and identifying the freight when it arrives at the warehouse. Provide Type Code to designate packaging/handling unit type (e.g. pallet, container), enter Package Tracking ID (ex. PALLET43784) for a unique identifier for the package. Dimensions, and Unit Gross Weight (weight of the packaged goods) can also be entered if available.



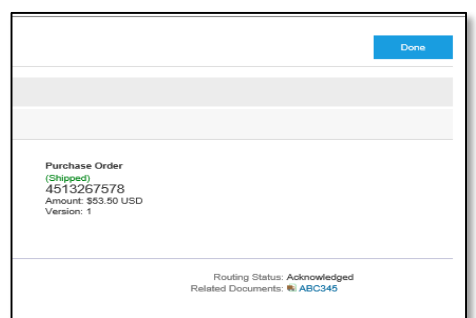
6. Click “Ok” to close the details section and “Next” to proceed to review your Ship Notice.

A. Submit Ship Notice

1. After reviewing your Ship Notice, click Submit to send Ship Notice to Shell. Ship Notices provide improved communications to help avoid unnecessary calls for material status and tracking.

2. After submitting your Ship Notice, the Order Status will be updated to “Shipped”. Submitted Ship Notices can be viewed from Outbox tab or by clicking the link under the Related Documents from the PO View.

3. Click Done to return to the Home page



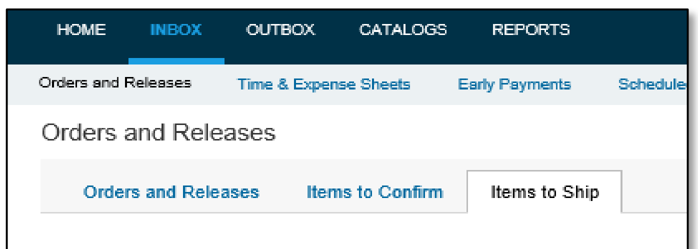
B. Creating Ship Notices against multiple POs

B. Selecting the information to create the Ship Notice

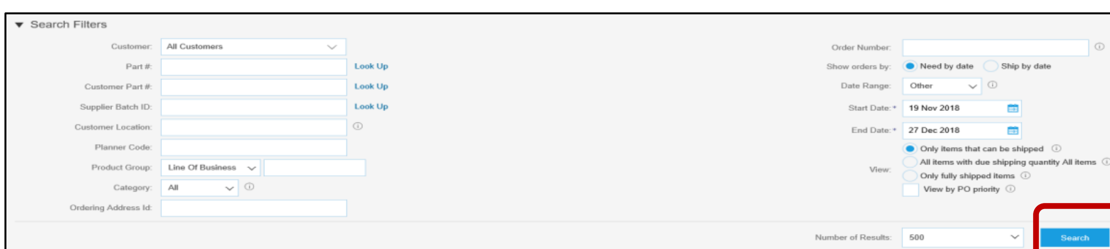
Suppliers often need to create shipments of items their buyers want by specific dates, sometimes grouping items into the same shipment that were ordered through different purchase orders. Suppliers can create shipments based on dates due, and can create ship notices from multiple purchase orders.

Selecting the information to create the Ship Notice:

1. Click on “Items to Ship” tab from the “Inbox” menu.



2. In Search Filters, enter the criteria for the items desired. Then click “search”. Items meeting your search criteria appear in the Items to Ship list.



B. Selecting the information to create the Ship Notice

3. Choose every item you want to include in the ship notice, and then click Create Ship Notice.

Items to Ship (5)

Need By ↑	Part #	Customer Part #	Description	Revision Level	Order Number	Item	Schedule Line #
▼ Ship To: Shell Offshore Inc., Ursa - Central Receiving 1750 Youngs Road, St Mary , Morgan City , LA , 70380-2947 , United States (1)							
1 Dec 2018	Not Available	1002490293	SC 1A		4513319667	10	1
▼ Ship To: Shell Offshore Inc., Ursa - Central Receiving 1750 Youngs Road, St Mary , Morgan City , LA , 70380 , United States (4)							
25 Nov 2018	Not Available	1002467039	ITC_MAC5		4513267989	10	1
25 Nov 2018	Not Available	1002467039	ITC_MAC5		4513268023	10	1
29 Nov 2018	Not Available	1002467038	ITC_MAC4		4513267989	20	1
29 Nov 2018	Not Available	1002467038	ITC_MAC4		4513268023	20	1

Create Ship Notice

4. Follow the same steps detailed in section A of this document and submit.

Potential Errors

1. If the order contains advanced pricing details, Ariba Network shows the pricing details for the line items when you create ship notices.

2. If the customer flagged an item as completed on the order, the following warning appears for the item: **The buyer has marked this as Completed.** This warning does not prevent you from submitting the ship notice.

3. Generate and submit the shipping notice before submitting any invoices.

4. Ensure the receiving of the goods receipt copy on the Ariba portal before initiating invoice creation to avoid pricing discrepancies.

5. In case, a shipping notice has been previously generated and the purchase order is updated, create a new order confirmation for the updated version of the purchase order, followed by generating another shipping notice.

SECTION 4: Invoice Methods

General Information

- Shell's invoice Requirements
- Enter TAX/VAT
- Remittance information
- Adding additional charges

Determine PO Type

- How do I know which type of PO I have?

Invoice Methods

- Material PO
- Service PO (without SES)
- Service PO (with SES)

Invoice Management

- Search for Invoice
- Check Invoice Status
- Invoice History
- Modifying Invoices
- Invoice Reports
- Invoice Archival

Shell Invoice Requirements

1. Supplier is required to submit **order confirmation before** submitting an invoice for material orders. Goods Receipt is not required before submitting an invoice.

Note: This does not apply for legacy POs (POs sent before go-live in Ariba Network).

2. Suppliers are **not allowed to issue one invoice for both material and service**, nor put multiple POs on one invoice.
3. Suppliers are **not allowed to issue new invoice under the same invoice number.**
4. Suppliers are **not allowed to put both debit and credit line items** on the same invoice.
5. There is **no restriction on the number of invoices** that can be linked to a particular PO.
6. PO invoices and Non-PO invoices can contain a maximum equivalent to the **lesser of: 3,000 line items** or a file size of 4 MB. Attachments to a single PO and/or Invoice cannot exceed 10 MB.
7. Only in case the data sent by supplier is **digitally signed by Trustweaver** it is considered an invoice. In case the invoice failed at supplier site, it is the responsibility of the supplier to follow up.
9. The supplier is expected to include a **bank account number** in the invoice.
10. Supplier **cannot add lines to an invoice** that do not map to a line on the PO.
11. ERS Suppliers only are required to submit **service entry sheet**. Supportive documents (e.g. Timesheets) need to be attached.

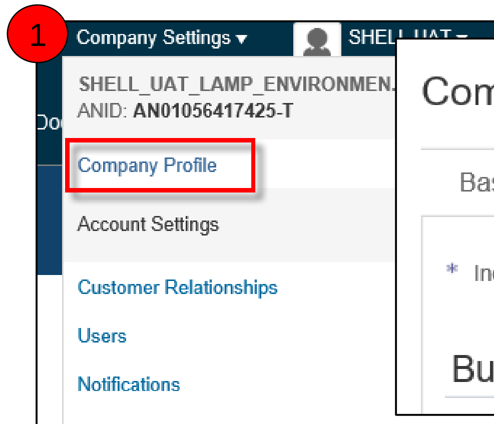
General Invoicing Information

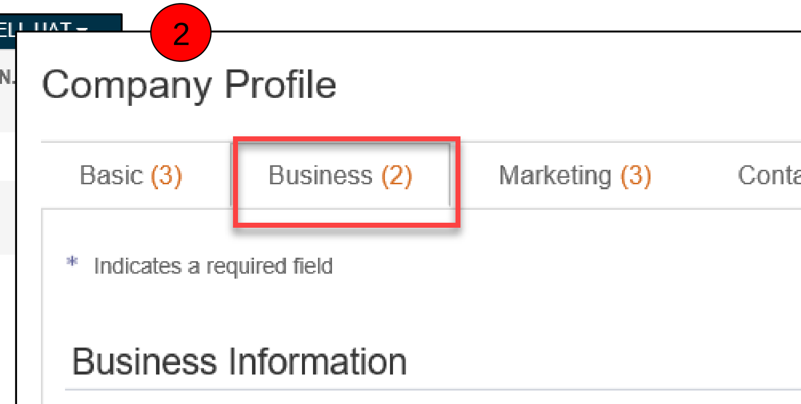
TAX/VAT and Commercial Identifier

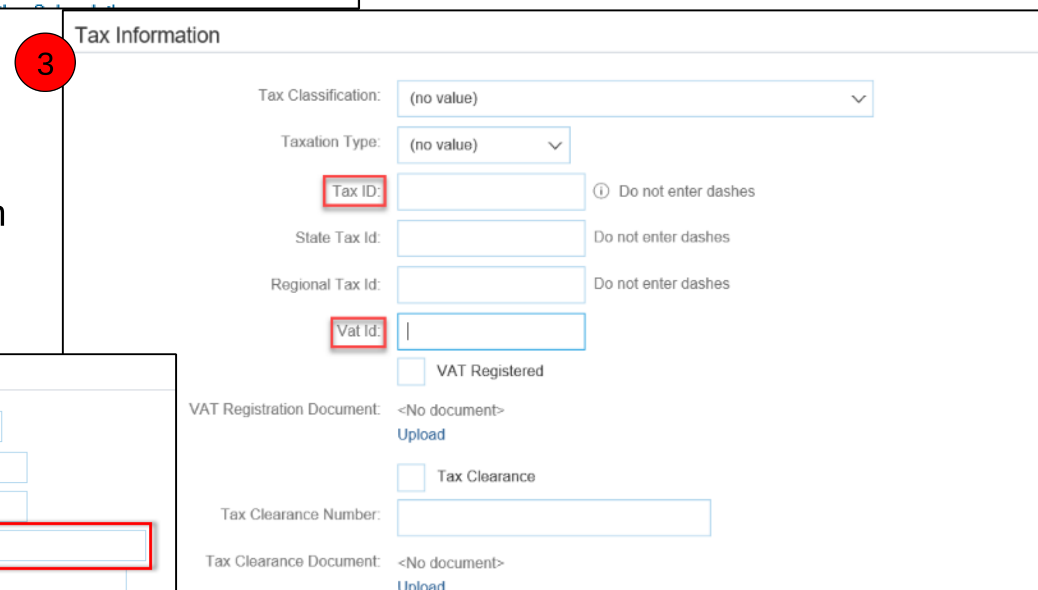
Enter **TAX/VAT ID** and **Commercial Identifier** (*corporate identity number, company registration number, registration number with your country's Commercial Registry*) information in company profile to ensure this is automatically populated on the invoice screen.

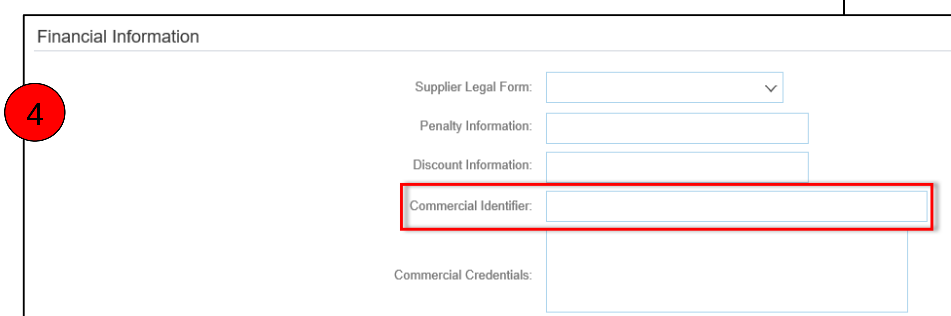
Click on the Company Settings drop down>Company Profile>Business Tab

VAT/Tax ID – VAT registration is mandatory in EU and Canada only, if no VAT registration Tax ID (PIT or CIT) must be provided.







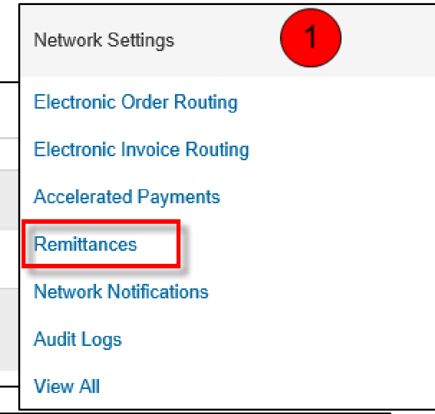


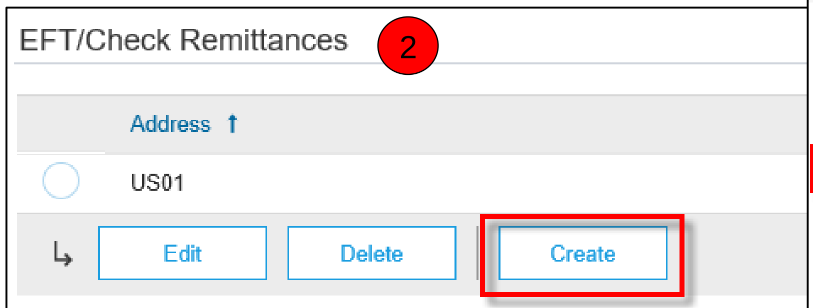
General Invoicing Information

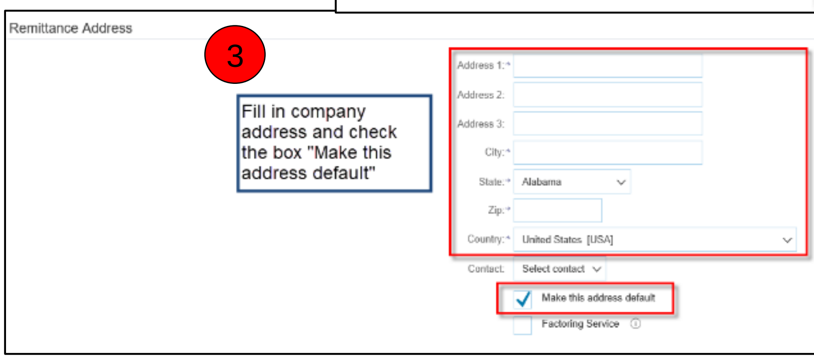
Remittance Information

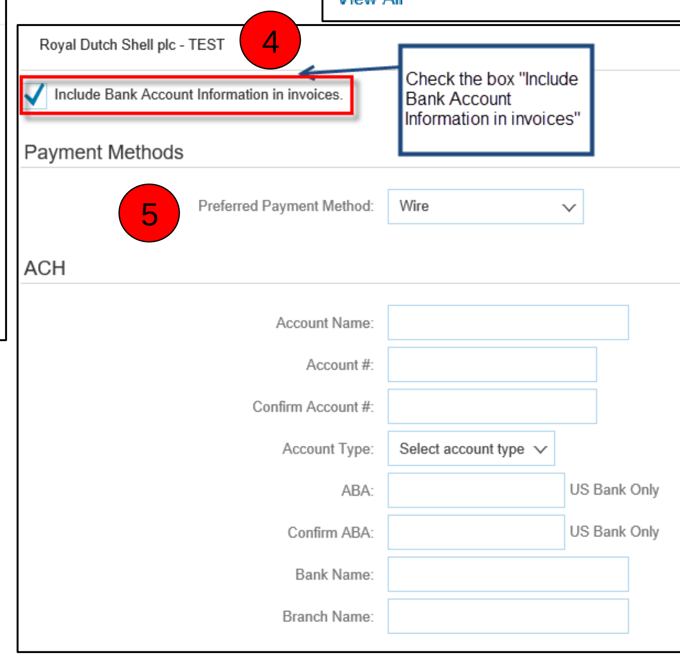
Enter Remittance information on your account.

Click on the Company Settings drop down>Remittances> EFT/Check Remittances> Create









5

Select Preferred Payment Method from a drop-down box: ACH (USA only), Check, Credit card, Credit transfer, Direct Deposit or Wire. (If ACH is chosen, fill the ACH fields. If any of the other choices are made fill the Wire transfer fields below)

Complete the details for ACH or Wire transfers. (*do not use spaces and special characters in the bank account numbers*)

General Invoicing Information

Adding additional charges

Suppliers are allowed to **add (taxable) shipping costs at header level** of the invoice and can in this field add any additional costs to the invoice even though the cost may not be related to delivery. ***Note:*** *tax needs to be added at header level when using shipping costs in case this extra cost is taxable.*

<u>Freight-only invoice</u> must be provided in paper/pdf. If no PO limit available, supplier must contact the Buyer/Shell contact.

General Invoicing Information
UK Specific

Payment terms (UK suppliers only)

- Suppliers based in the UK will find below field is required when invoicing

- The supplier shall fill the fields with 0 to be able to proceed with invoicing.

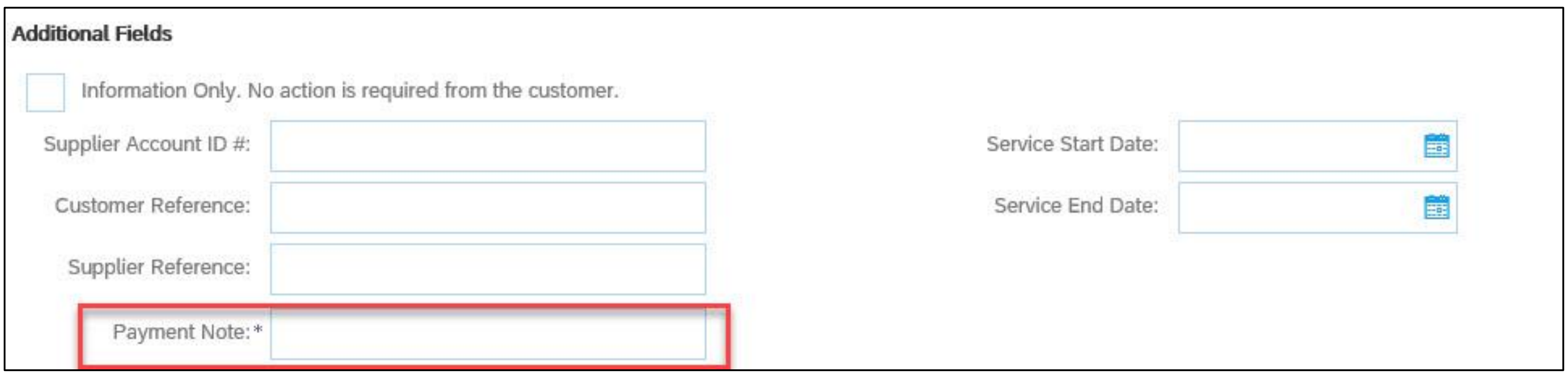
General Invoicing Information

Norway Specific

KID Reference Number (Norwegian suppliers only)

- Suppliers based in Norway will find Payment Note field is required when invoicing. Payment Note field is designed for KID Reference Number that is applicable to Suppliers using Giro Payment Method.

- Suppliers should populate their KID Reference number in the below field:



General Invoicing Information

Singapore Specific

Additional Singapore Specific Fields (Singaporean suppliers only)

Suppliers based in Singapore are required to declare their GST ID in their Ariba Network profile if they are registered for Goods and Services Tax (GST). Field labels on invoices are different depending on whether or not a supplier is registered for GST

- Go to Company Profile > Basic tab > Additional Company Adressess > Click Create > Configure Supplier Addresses Served by this Account and tick Set Up Legal Profile (see Registration guide p. 22 for step by step instructions)
- Suppliers will be also **required** to populate the below Additional Singapore Specific Fields when creating an invoice.
    - **Supplier GST ID:** the Singapore GST registration number of the supplier. This is in the Company Profile and appears by default in the invoice creation pages and on the invoice PDF.
    - **Supplier Commercial Identifier**: Unique Entity Number (UEN)
- **Not mandatory fields:**
    - **Type of Supply**: Indicate the mode of transaction between buyer and supplier for an invoice. For example, Cash Sale, Credit Sale, Hire Purchase, Loan etc.
    - **Tax Invoice Number:** This label is added at the top of the invoice creation summary page and on the invoice PDF.

Shell Purchase Orders

Type of POs - Definition

Material POs:

Line Items — Show Item Details

Line #	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Price	Subtotal	
10	Not Available	1000624077	Material			6.0 (EA) ⓘ	2018-09-13T12:00:00+02:00	34.66 EUR	207.96 EUR	Details

Description: **Material description**

Planned Service PO:

POs will have a sub line including the service master — Show Item Details

Line #	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Price	Subtotal	
▼ 100	**Not Available**		Service				2018-02-28T12:00:00+01:00		17,268.04 EUR	Details
Description:										
100.10		5096265	Service			17,268.04 (ACT) ⓘ		1.00 EUR	17,268.04 EUR	Details
Description:										

POs will have a sub line including the service master ex. 100.10

Type = Service

Unplanned Service PO:

Line Items — Show Item Details

Line #	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Price	Subtotal	
100	Not Available		Service			1.0 (ACT) ⓘ	2018-03-07T12:00:00+01:00	4,920.82 EUR	4,920.82 EUR	Details
Description:										
200	Not Available		Service			1.0 (ACT) ⓘ	2018-03-15T12:00:00+01:00	36.60 EUR	36.60 EUR	Details
Description:										

PO will only have one line, NO sub line.

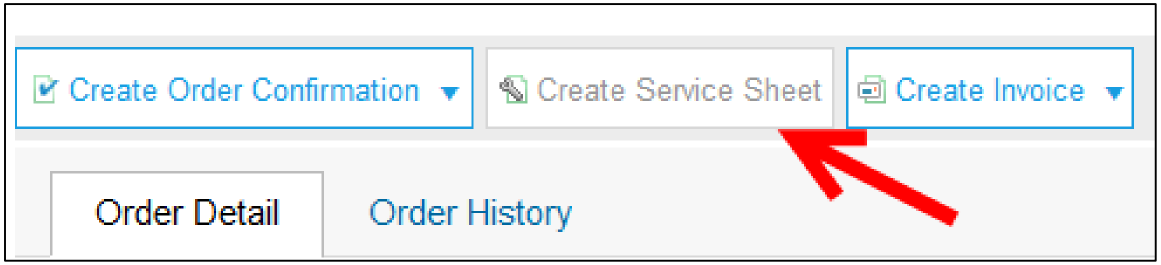
Type = Service

Shell Purchase Orders

Determine if Service Entry Sheet or Not

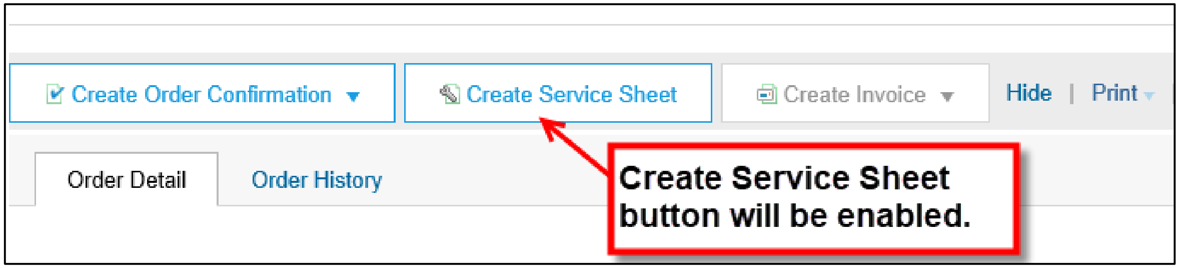
No Service Entry:

- **The Create Service Sheet button will be disabled and only the Create Invoice button will be available on the top and bottom of your PO.**



Service Entry Sheet creation needed:

- **The Create Service Sheet button will be enabled and the Create Invoice button will be disabled.**

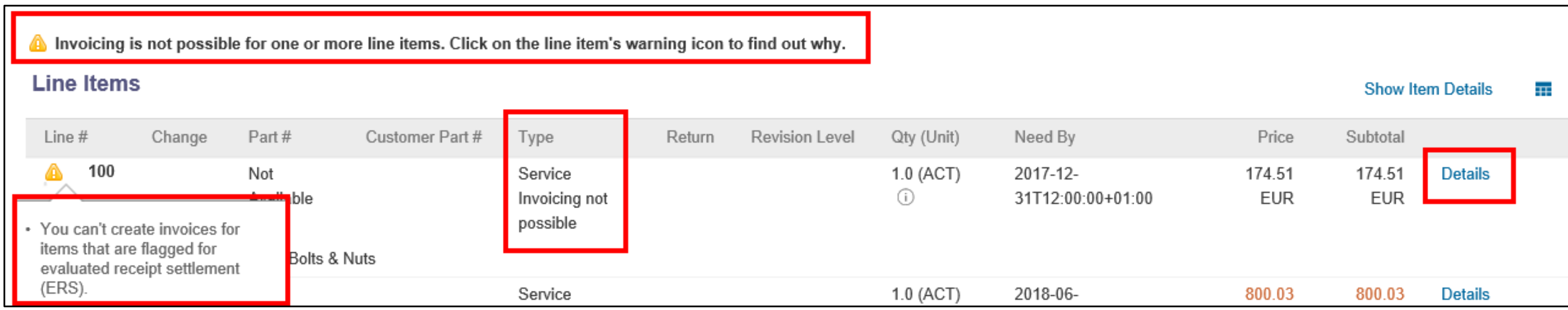


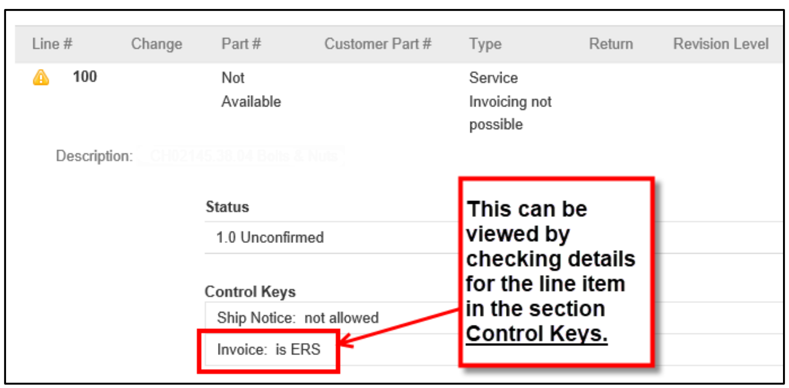
Shell Purchase Orders

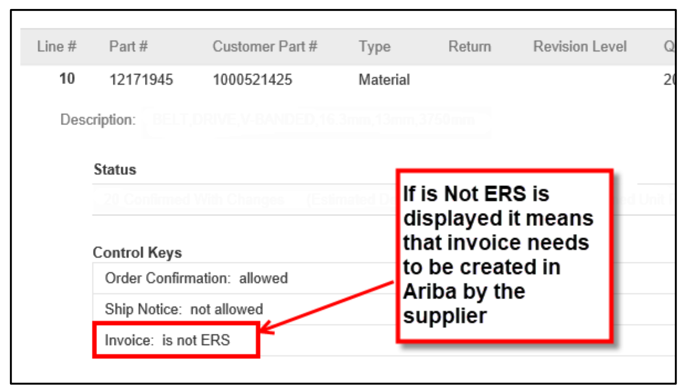
ERS (Evaluated Receipt Settlement)

<u>ERS (Evaluated Receipt Settlement):</u>

- **Suppliers will not be required to submit an invoice via Ariba. The warning above the Line item on the PO means that this PO is self billed by Shell based on Service Entry created in Ariba by the supplier.**







Invoicing Step by Step

Material PO	→	Invoice Material PO
Service PO (without SES)	→	Invoice Service PO
Planned Service PO (with SES)	→	SES (Planned) Invoice from SES
Unplanned Service PO (with SES)	→	SES (Unplanned) Invoice from SES

SECTION 4.1: Material PO Invoicing

[Create Order confirmation]

[Create PO Flip Invoice]

[Review, Save or Submit]

Order confirmations are required before suppliers can create an ASN or Invoice.

Invoice via PO Flip

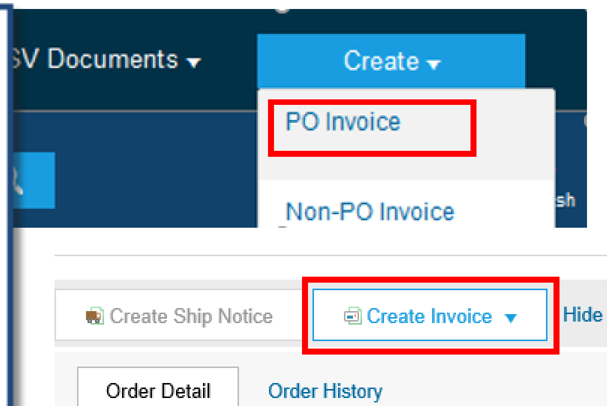
To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

1

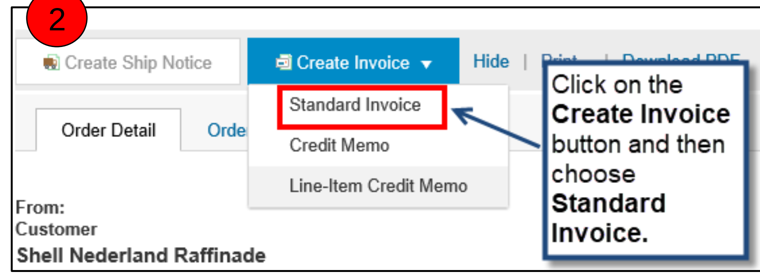
From the home screen within your Ariba Network account, select the **Create** dropdown menu and select **PO Invoice-** For PO Invoice select a **PO number**

OR

Find your PO in your Inbox and enter the PO and select Create Invoice at the top or bottom of the PO.

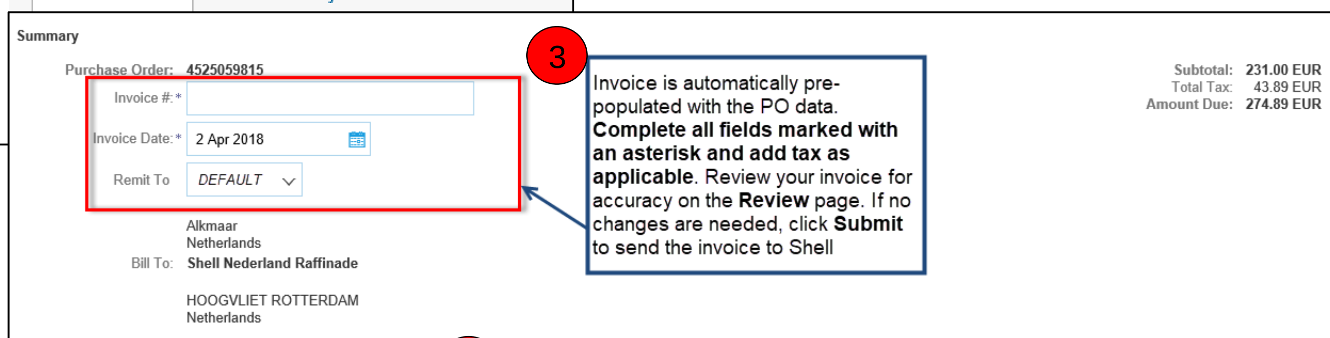


2



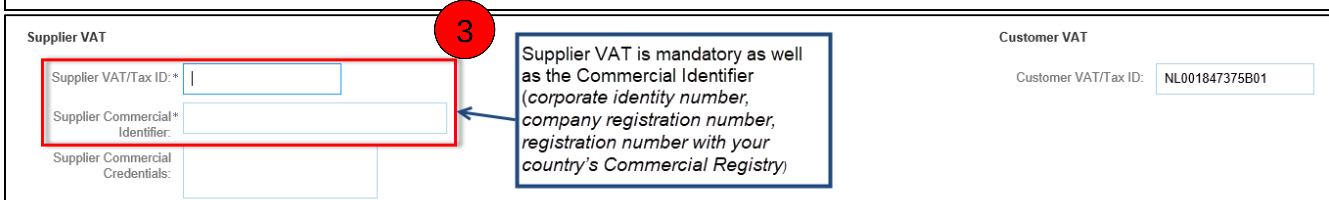
Click on the **Create Invoice** button and then choose **Standard Invoice.**

3



Invoice is automatically pre-populated with the PO data. **Complete all fields marked with an asterisk and add tax as applicable**. Review your invoice for accuracy on the **Review** page. If no changes are needed, click **Submit** to send the invoice to Shell

3



Supplier VAT is mandatory as well as the Commercial Identifier (*corporate identity number, company registration number, registration number with your country's Commercial Registry*)

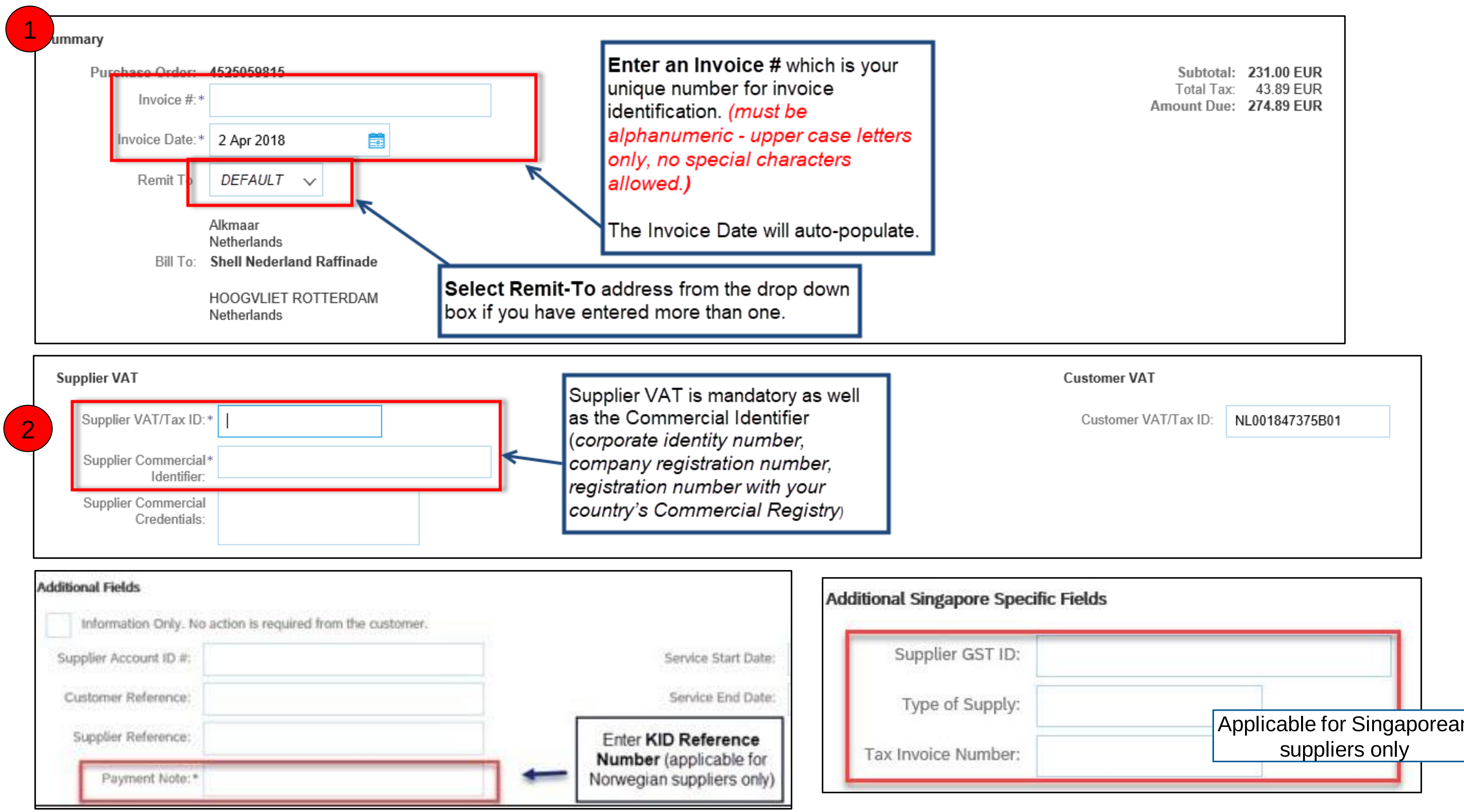
The Ariba Network invoice should be a reflection of the invoice created in your ERP.

Can't Find Your PO?

Invoice via PO Flip

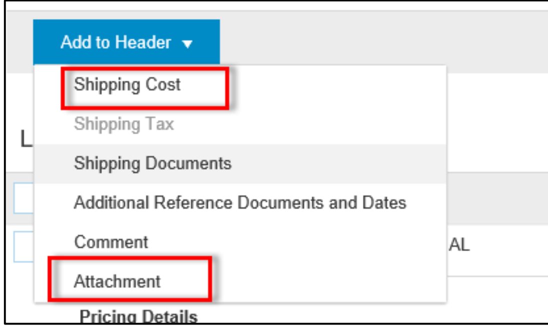
Header

Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk.



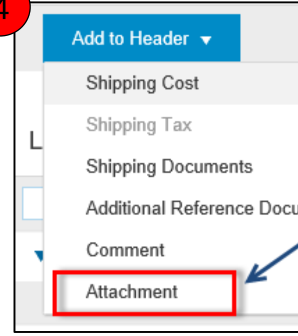
Invoice via PO Flip

Header



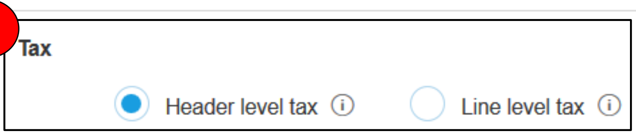
You can also add some additional information to the Header of the invoice such as: Special Handling, Payment Term, Comment, **Attachment (Max 10MB)**, Shipping Documents and **Shipping Cost**.

4



Continue to include any supporting documents (as attachments) containing key information like person requesting the service/material, cost center, work order /network order reference, department, etc. As an alternative, if no supporting document is provided, insert additional information into the Comments field of the Ariba e-invoice for such details to reflect in the e-invoice. Provide as much information as possible to guarantee on time invoice processing.

5



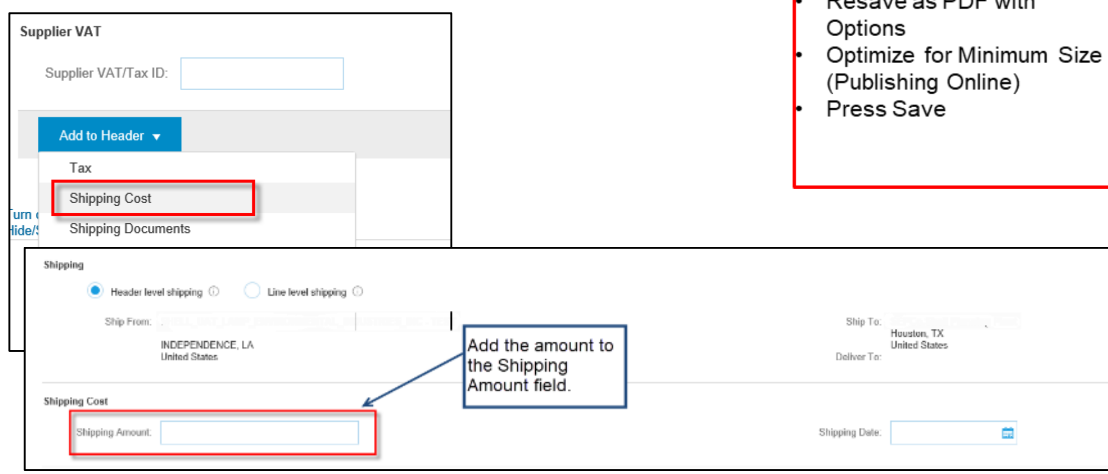
Tax can be entered at either the Header or Line level by selecting the appropriate radio button.

Note: To minimize the size of PDF follow below steps:

- Open original PDF in Microsoft Word
- Resave as PDF with Options
- Optimize for Minimum Size (Publishing Online)
- Press Save

Suppliers are allowed to **add (taxable) shipping costs at header level** of the invoice and can in this field add any additional costs to the invoice even though the cost may not be related to delivery. ***Note:*** *tax needs to be added at header level when using shipping costs in case this extra cost is taxable.*

6

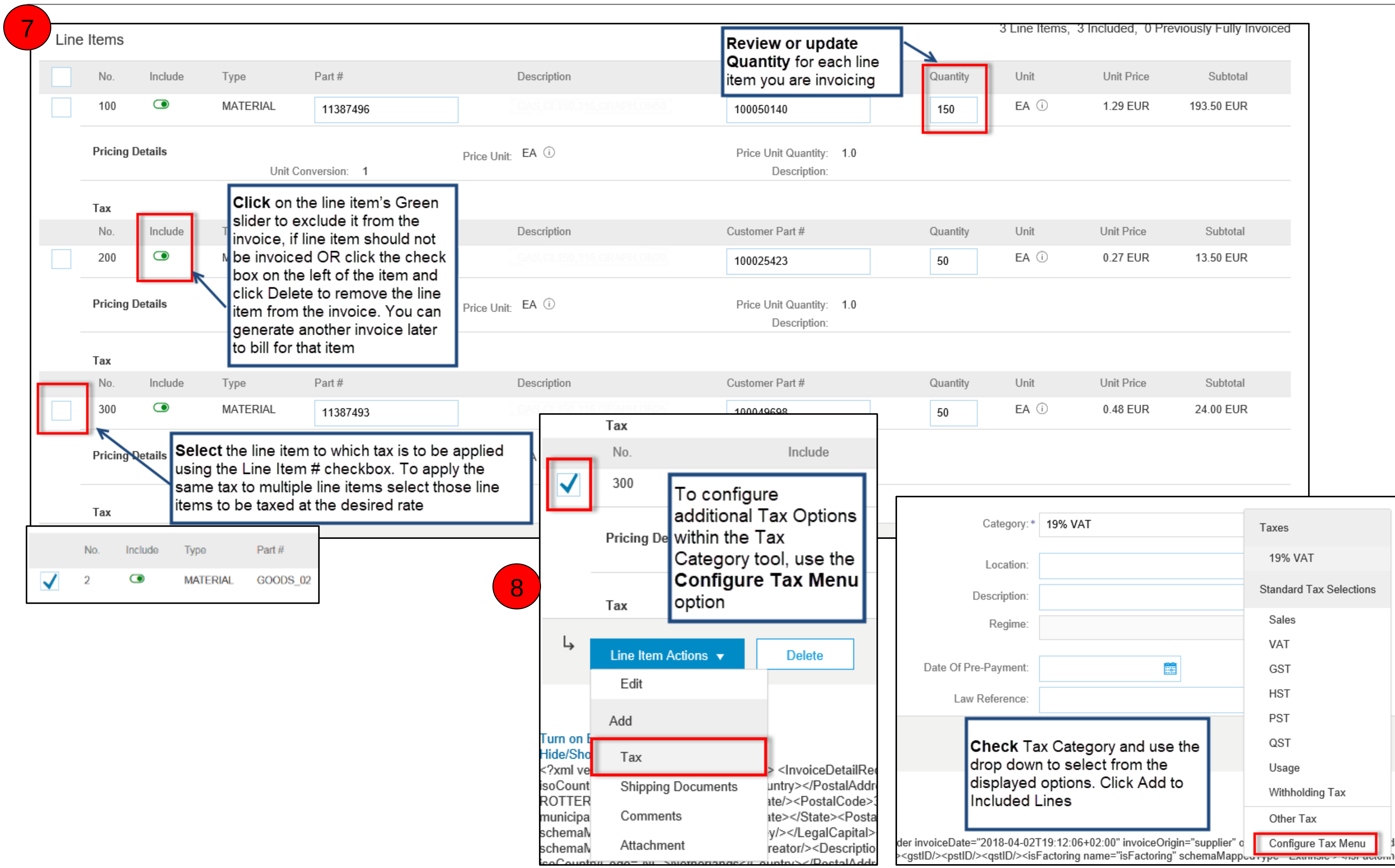


Adding additional cost click here

Note: *Attachments on an invoice cannot exceed 10MB.*

Invoice Materials via PO Flip

Line Items

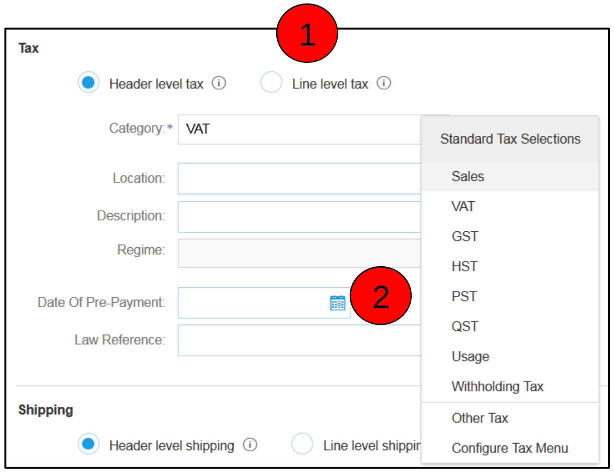


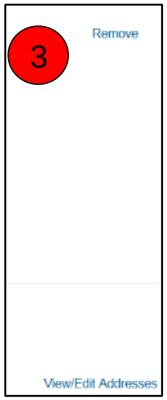
Invoice via PO Flip

Additional Tax Options

To configure additional tax options click Configure Tax Menu under the Tax Category drop down. Create new tax categories and as needed.

1. **Select** the **Line Item** to apply different tax rates to each line item.
2. **Click Line Item Actions > Add > Tax**. Upon **refresh**, the Tax fields will display for each selected line item.
3. **Click** Remove to remove a tax line item, if not necessary.
4. **Select** Category within each line item, then either populate the rate (%) or tax amount and click update.

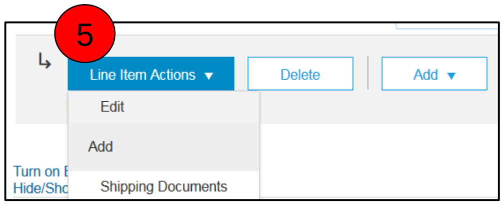


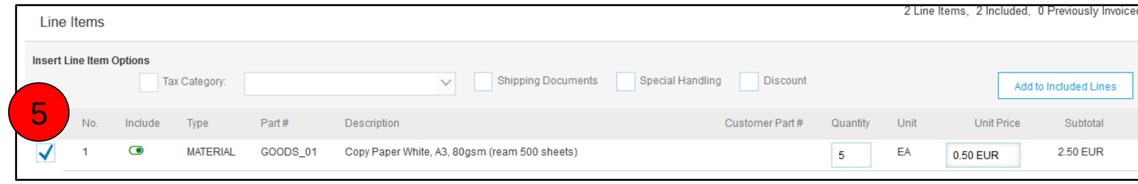


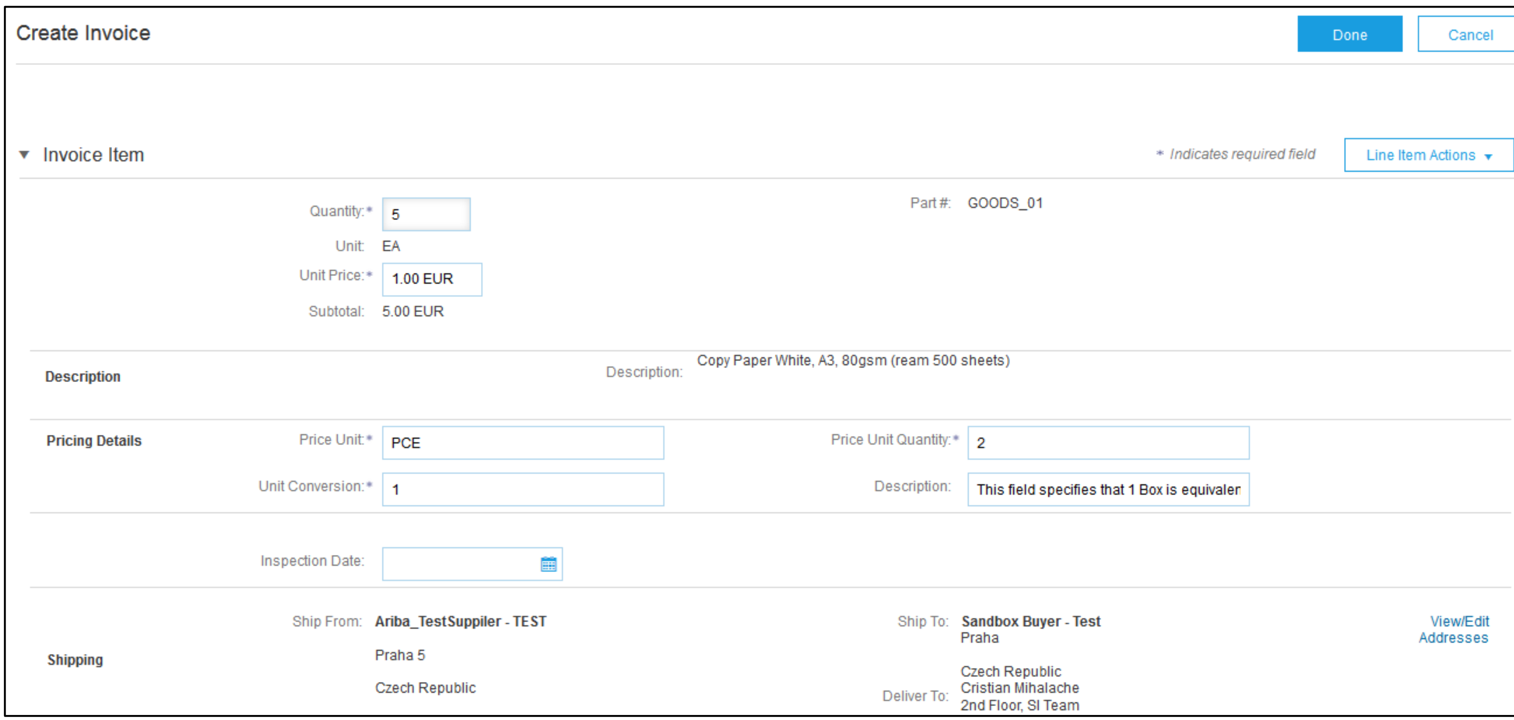
Invoice via PO Flip

Detail Line Items

5. **Additional information** can be viewed at the Line Item Level by editing a Line Item.

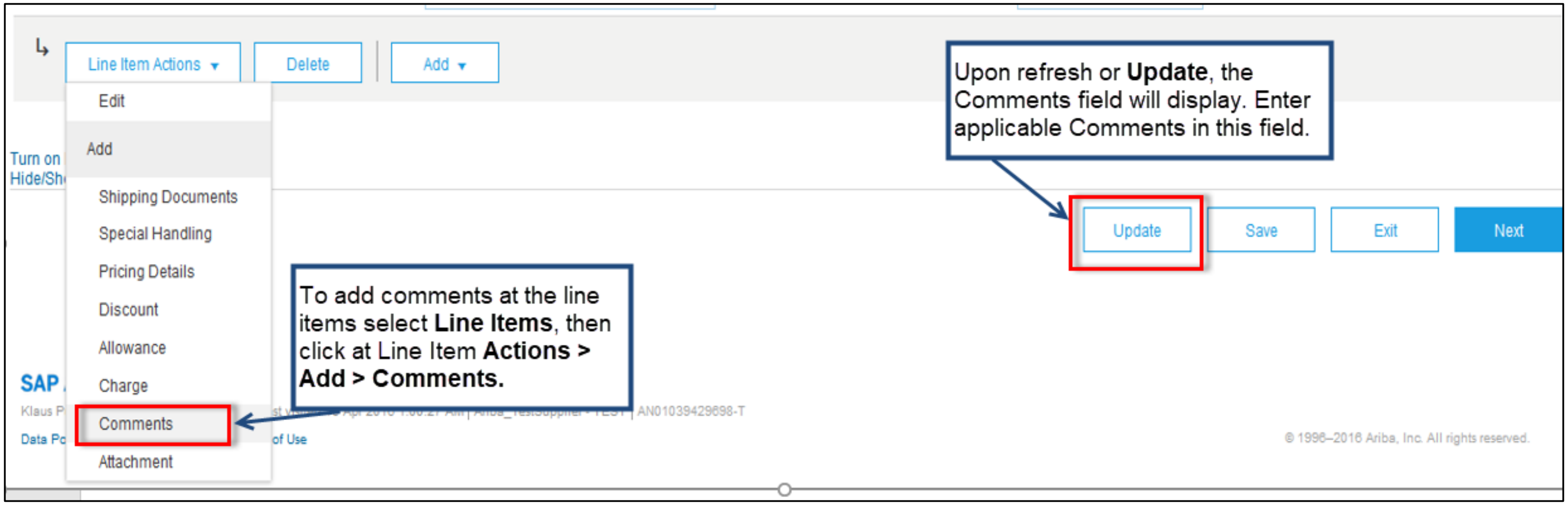






Invoice via PO Flip

Line Item Comments



Having Problems?

Review, Save, or Submit Invoice

PO-Flip Invoice

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.

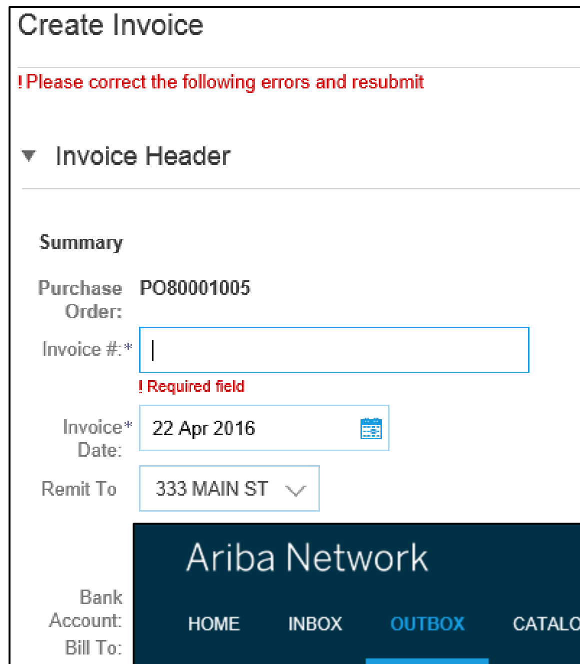
2. If no changes are needed, click **Submit** to send the invoice to Shell.

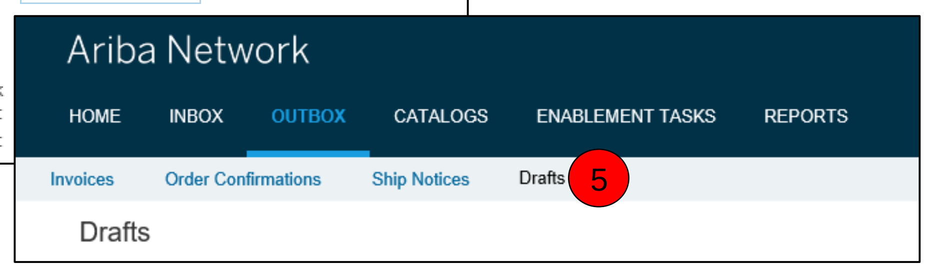
3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.

4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.

5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.

6. You can keep draft invoices for up to 7 days.





***Note:** In the event of errors or missing information, you will be prompted and the errors or missing information will be indicated in red.*

SECTION 4.2: Service Invoicing via PO Flip

The following slides are specific to Service POs only. Please refer back to Section 4.1. Material PO Invoicing for further information on how to PO flip.

Order Confirmation is required prior creating Invoice – please refer back to Section 2 for guidance.

Invoice Services via PO Flip

Determine Planned or Unplanned Service

Determine if your PO is a Planned Service or an Unplanned Service

- Planned service PO will have a sub line including the service master

Line Items — Show Item Details

Line #	Part # / Description	Customer Part #	Type	Qty (Unit)	Need By	Price	Subtotal	
▼ 100	**Not Available**		Service		2018-05-03T12:00:00+02:00		900.00 EUR	Details
100.10		5099838	Service	900.0 (ACT) ⓘ		1.00 EUR	900.00 EUR	Details

- Unplanned service PO will only have one line

Line Items — Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
100	Not Available	Service	1.0 (ACT) ⓘ	2018-04-10T12:00:00+02:00	3,300.00 EUR	3,300.00 EUR	Details

Click here to see

PO Definition

Invoice Services via PO Flip

Invoice Planned or Unplanned PO

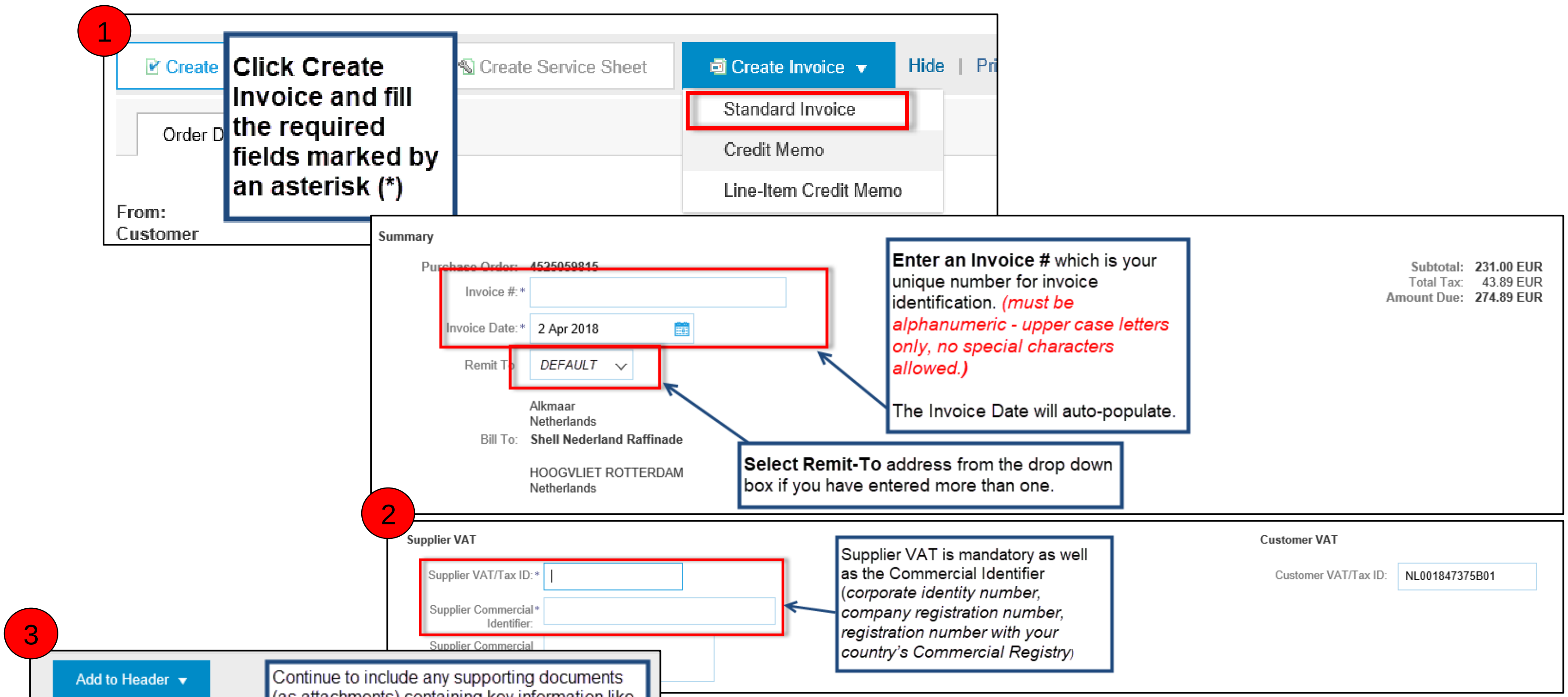
Determine which type of PO and follow the link to create Invoice:

Invoice Planned PO

Invoice Unplanned PO

Invoice Planned Services via PO Flip

Header



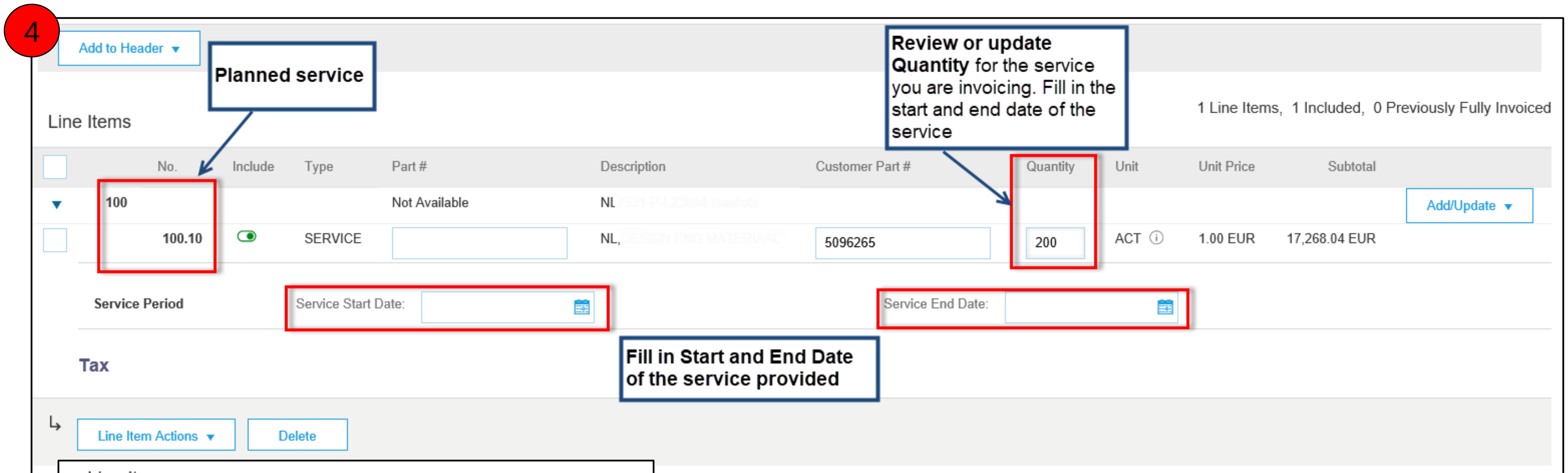
Additional Required Invoice Fields – Country Specific:

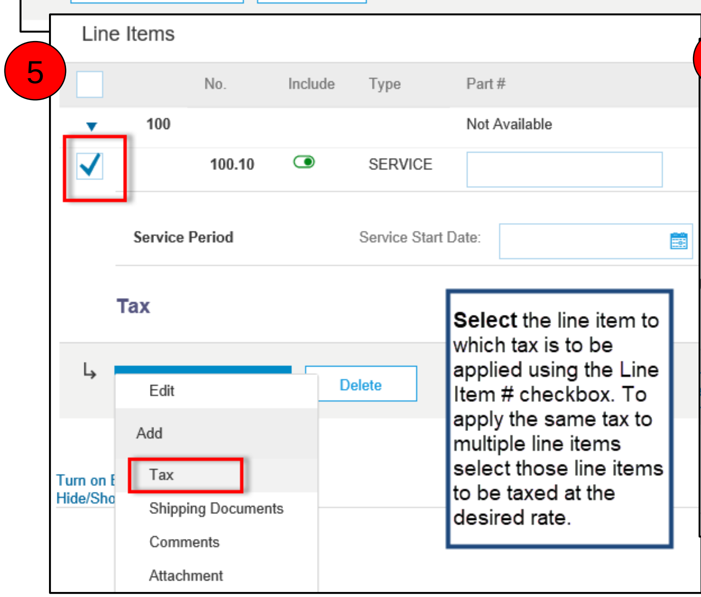
Norwegian suppliers: KID Reference Number (Payment Note), see p. 42 of this guide

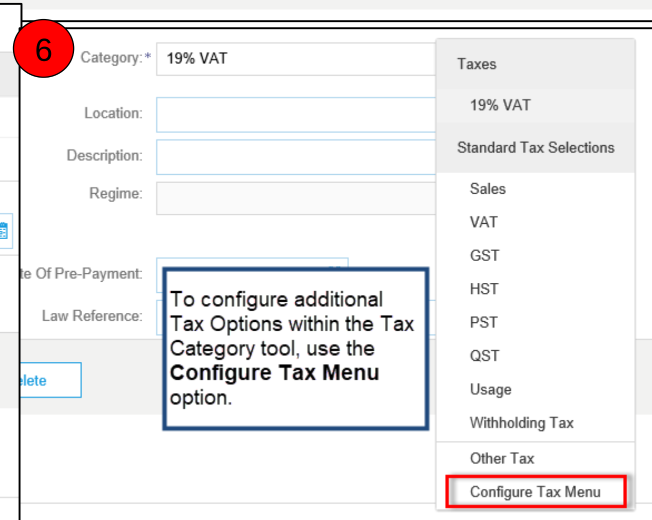
Singaporean suppliers: GST ID, see p. 43 of this guide

Invoice Planned Services via PO Flip

Line Items







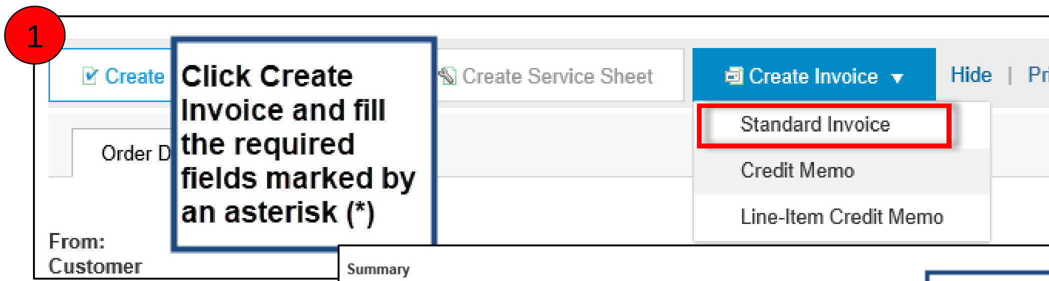
After configuring tax

Check Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines.

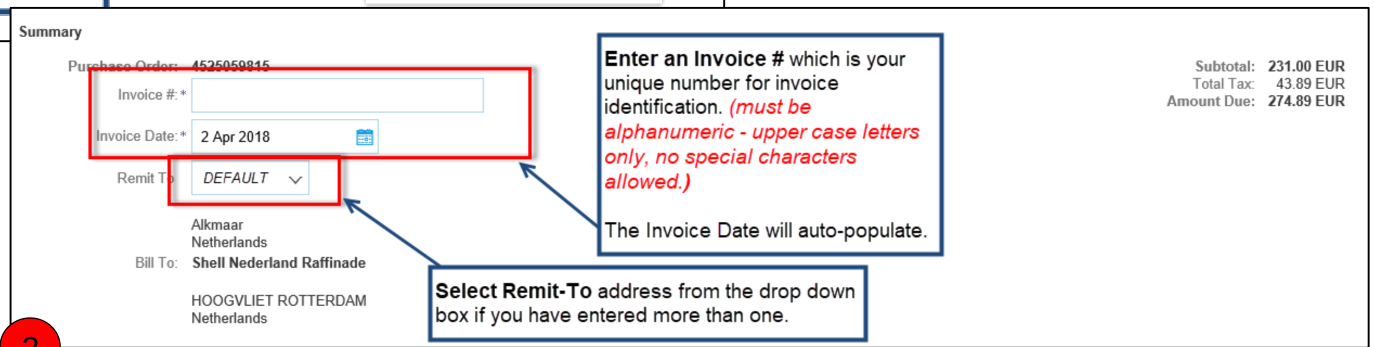
Proceed with invoicing by clicking Next to review invoice.

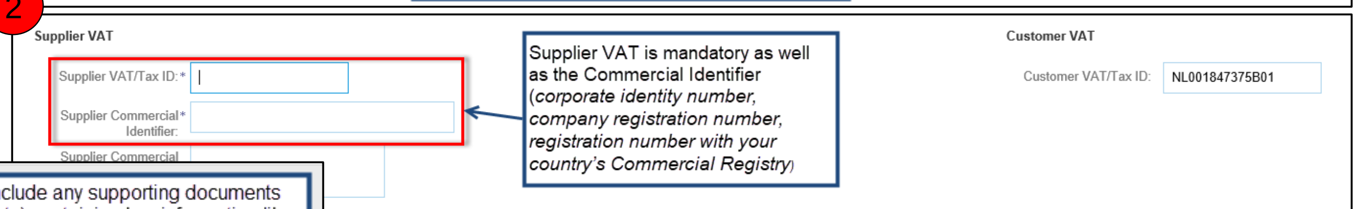
Invoice Unplanned Services via PO Flip

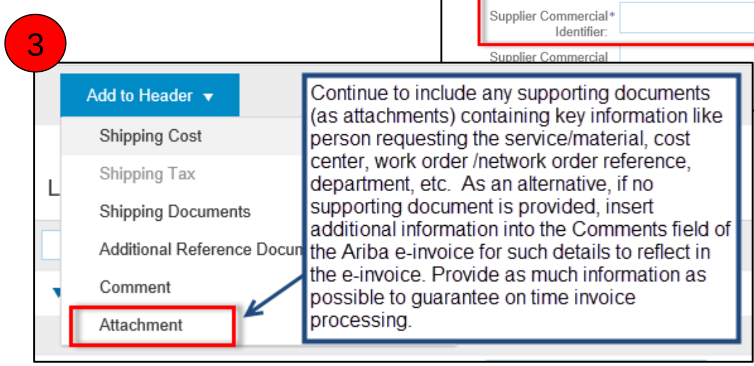
Header



Note: *You can recognize service POs by type „Service". Always use the option „**Add General Service**" for unplanned POs, selecting anything else will lead to invoice rejection by Shell. Add attachment*







Additional Required Invoice Fields – Country Specific:

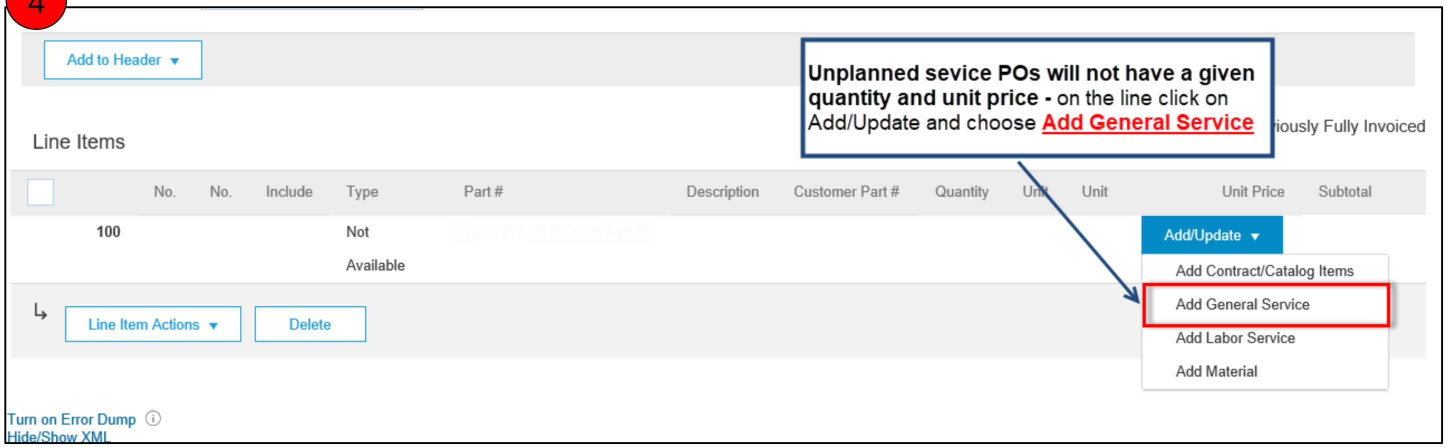
Norwegian suppliers: KID Reference Number (Payment Note), see p. 42 of this guide

Singaporean suppliers: GST ID, see p. 43 of this guide

Invoice Unplanned Services via PO Flip

Line Items

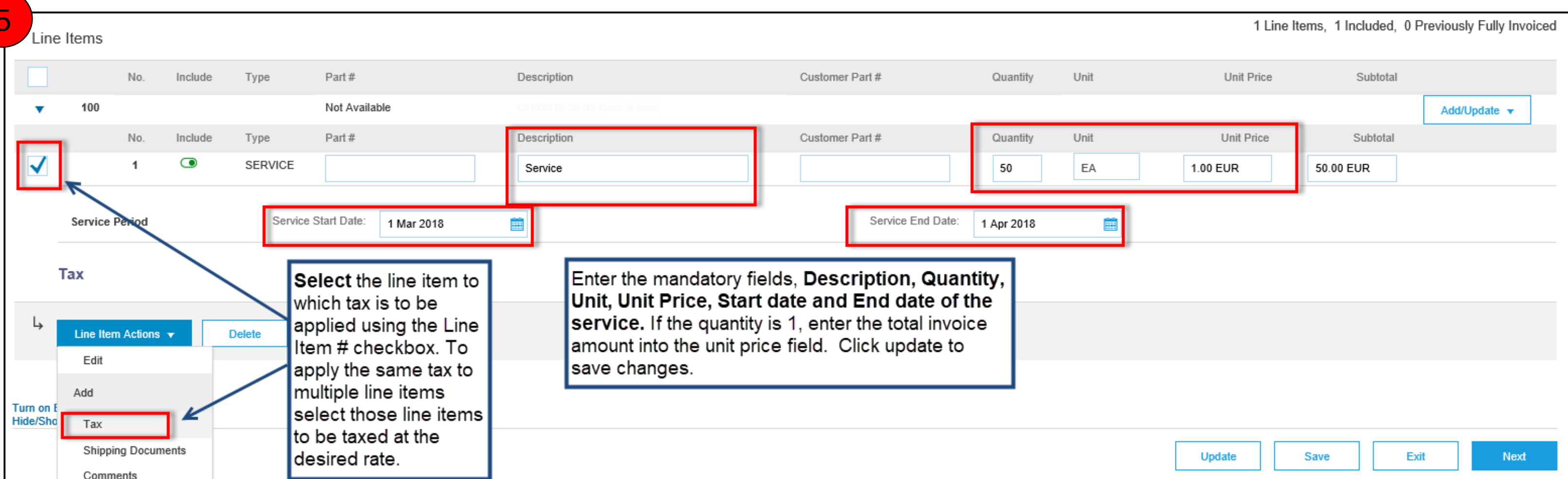
4



After configuring tax Check Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines.

Proceed with invoicing by clicking Next to review invoice.

5



Invoice Services via PO Flip

Review, Save and Submit

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.

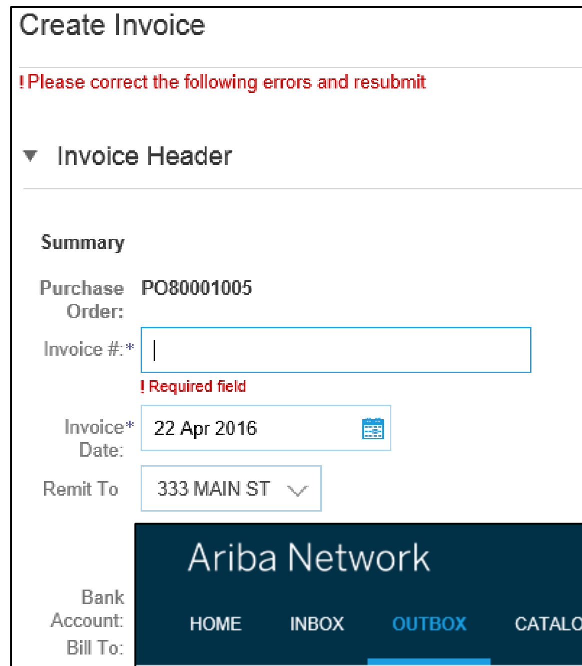
2. If no changes are needed, click **Submit** to send the invoice to Shell.

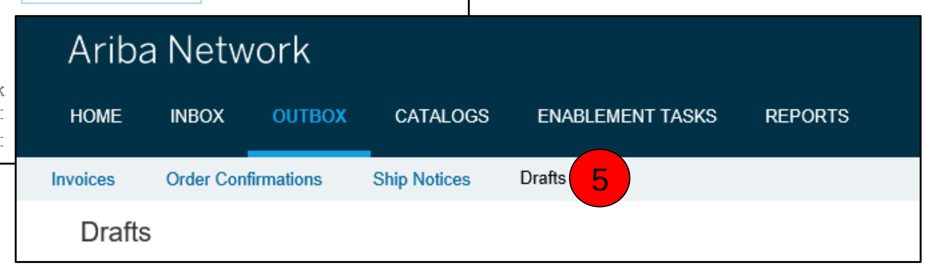
3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.

4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.

5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.

6. You can keep draft invoices for up to 7 days.





Note: *In the event of errors or missing information, you will be prompted and the errors or missing information will be indicated in red.*

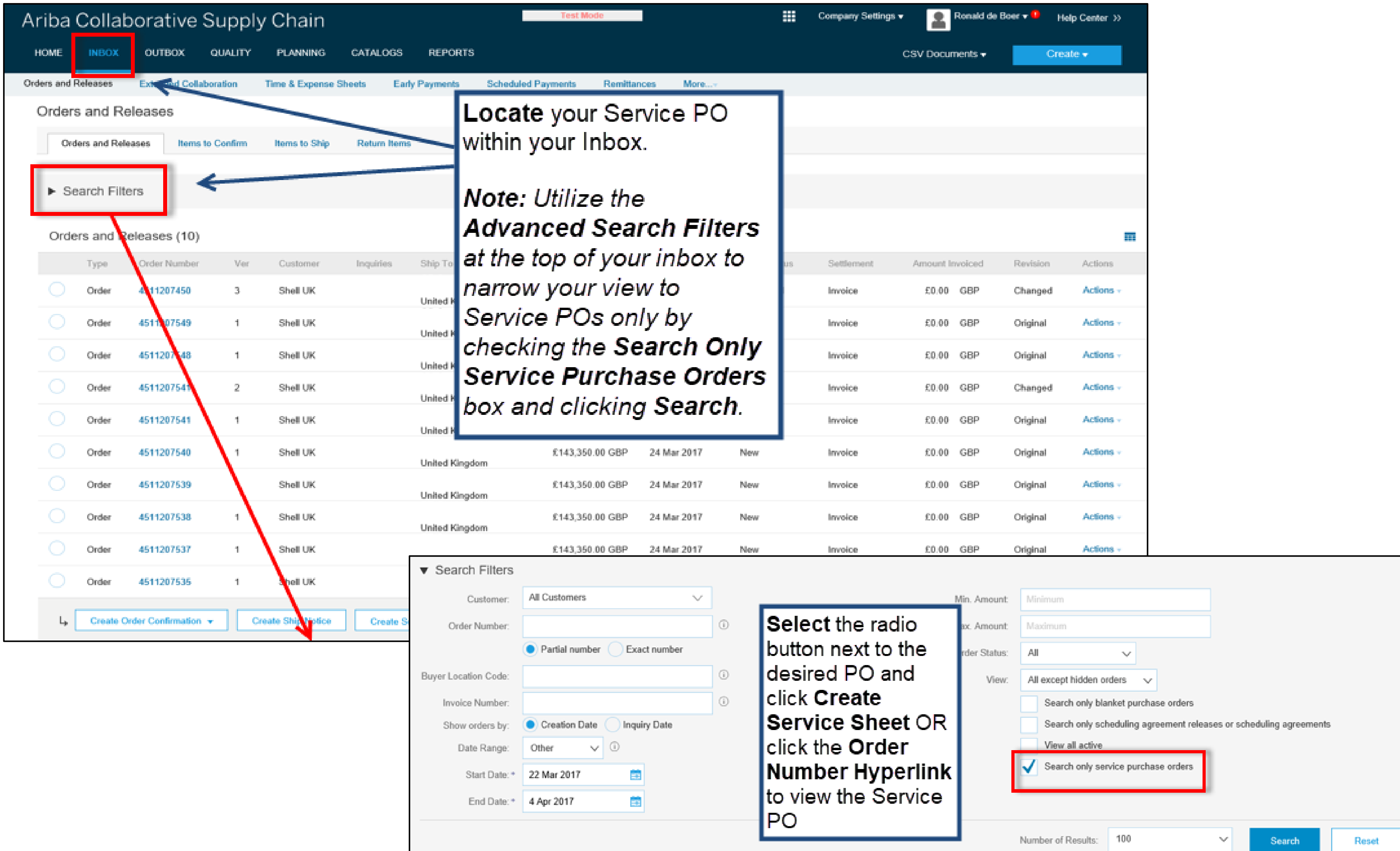
SECTION 4.3: Services with Service Entry Sheet creation

The following slides are specific to Service POs only. Please refer back to Section 4.1. Material PO Invoicing for further information on how to PO flip.

Order Confirmation is required prior creating Invoice – please refer back to Section 2 for guidance.

Create a Service Entry Sheet

Locate a Service PO



Locate your Service PO within your Inbox.

Note: *Utilize the* ***Advanced Search Filters*** *at the top of your inbox to narrow your view to Service POs only by checking the* ***Search Only Service Purchase Orders*** *box and clicking* ***Search****.*

Select the radio button next to the desired PO and click **Create Service Sheet** OR click the **Order Number Hyperlink** to view the Service PO

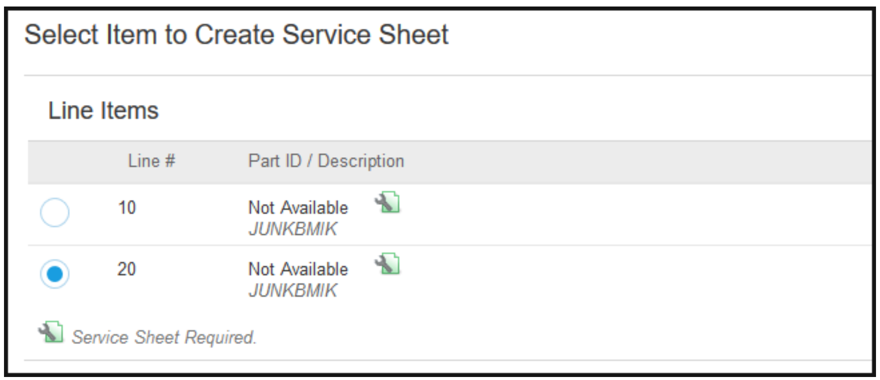
Create a Service Entry Sheet

Service sheet with multiple line items

The Service PO may have more than one line.

A separate Service Entry Sheet needs to be created for each line item.

When selecting Create Service sheet a list of line items will be displayed. Select the line item that you wish to create the Service sheet for and proceed.



Note: Continue to include any supporting documents (as attachments) containing key information like person requesting the service/material, cost center, work order /network order reference, department, etc. As an alternative, if no supporting document is provided, insert additional information into the Comments field of the Ariba e-invoice for such details to reflect in the e-invoice. Provide as much information as possible to guarantee on time invoice processing.

Create a Service Entry Sheet

Planned or Unplanned Service

Determine if your PO is a Planned Service or an Unplanned Service

- Planned service PO will have a sub line including the service master

Line Items (Show Item Details)

Line #	Part # / Description	Customer Part #	Type	Qty (Unit)	Need By	Price	Subtotal	
▼ 100	**Not Available**		Service		2018-05-03T12:00:00+02:00		900.00 EUR	Details
100.10		5099838	Service	900.0 (ACT) ⓘ		1.00 EUR	900.00 EUR	Details

- Unplanned service PO will only have one line

Line Items (Show Item Details)

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
100	Not Available	Service	1.0 (ACT) ⓘ	2018-04-10T12:00:00+02:00	3,300.00 EUR	3,300.00 EUR	Details

Click here to see

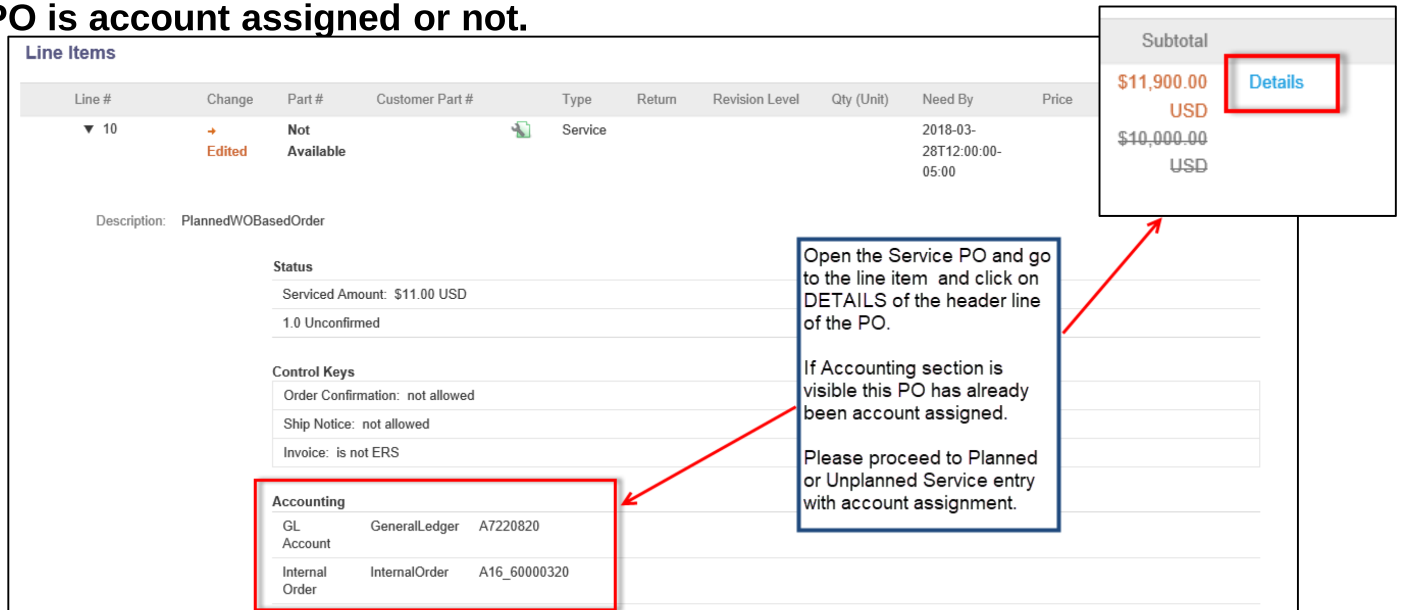
PO Definition

Create a Service Entry Sheet

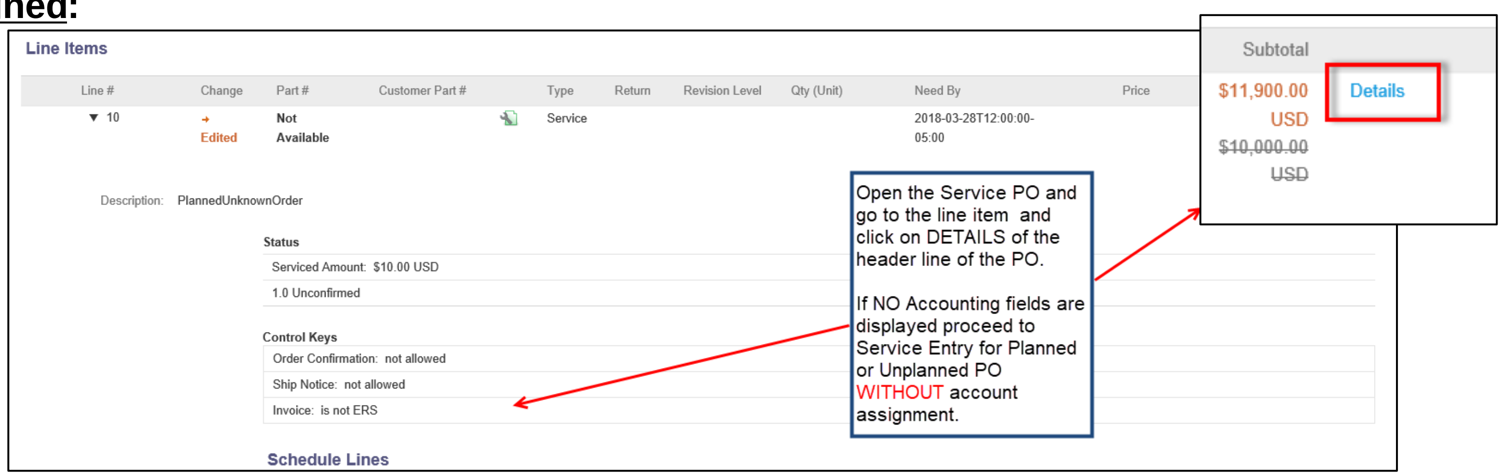
Review Service PO – Check if account assigned

Determine if your PO is account assigned or not.

<u>Account assigned</u>:

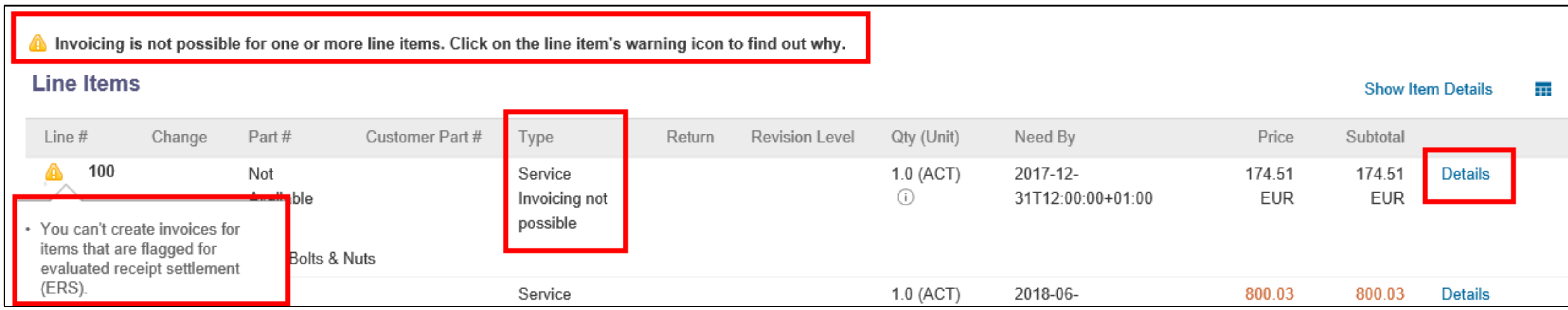


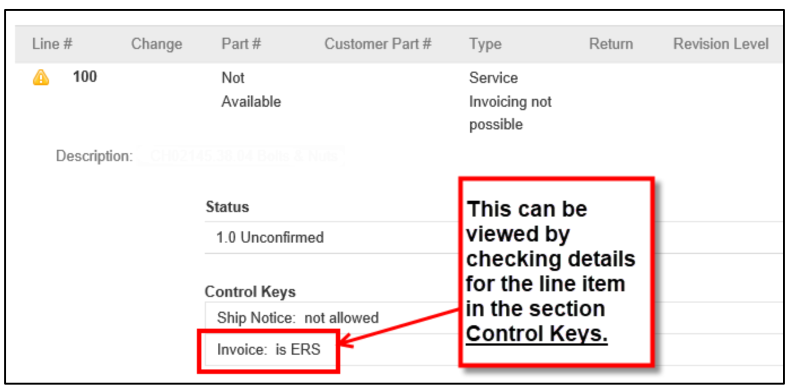
<u>NOT account assigned</u>:

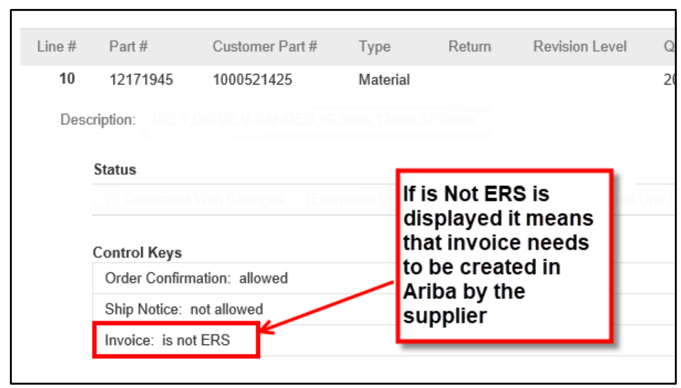


ERS (Evaluated Receipt Settlement):

- **Suppliers will not be required to submit an invoice via Ariba. The warning above the Line item on the PO means that this PO is self billed by Shell based on Service Entry created in Ariba by the supplier.**







Create a Service Entry Sheet

Review Service PO – 4 possible scenarios

Determine which type of PO that you have and follow the link to create Service Entry:

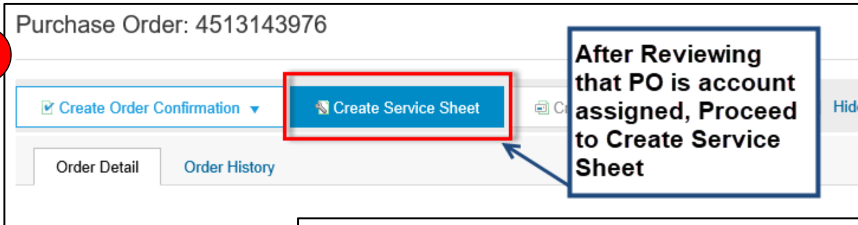
- *Planned PO that IS Account Assigned*
- *Planned PO is NOT Account Assigned*
- *Unplanned PO that IS Account Assigned*
- *Unplanned PO is NOT account assigned*

Create a Service Entry Sheet

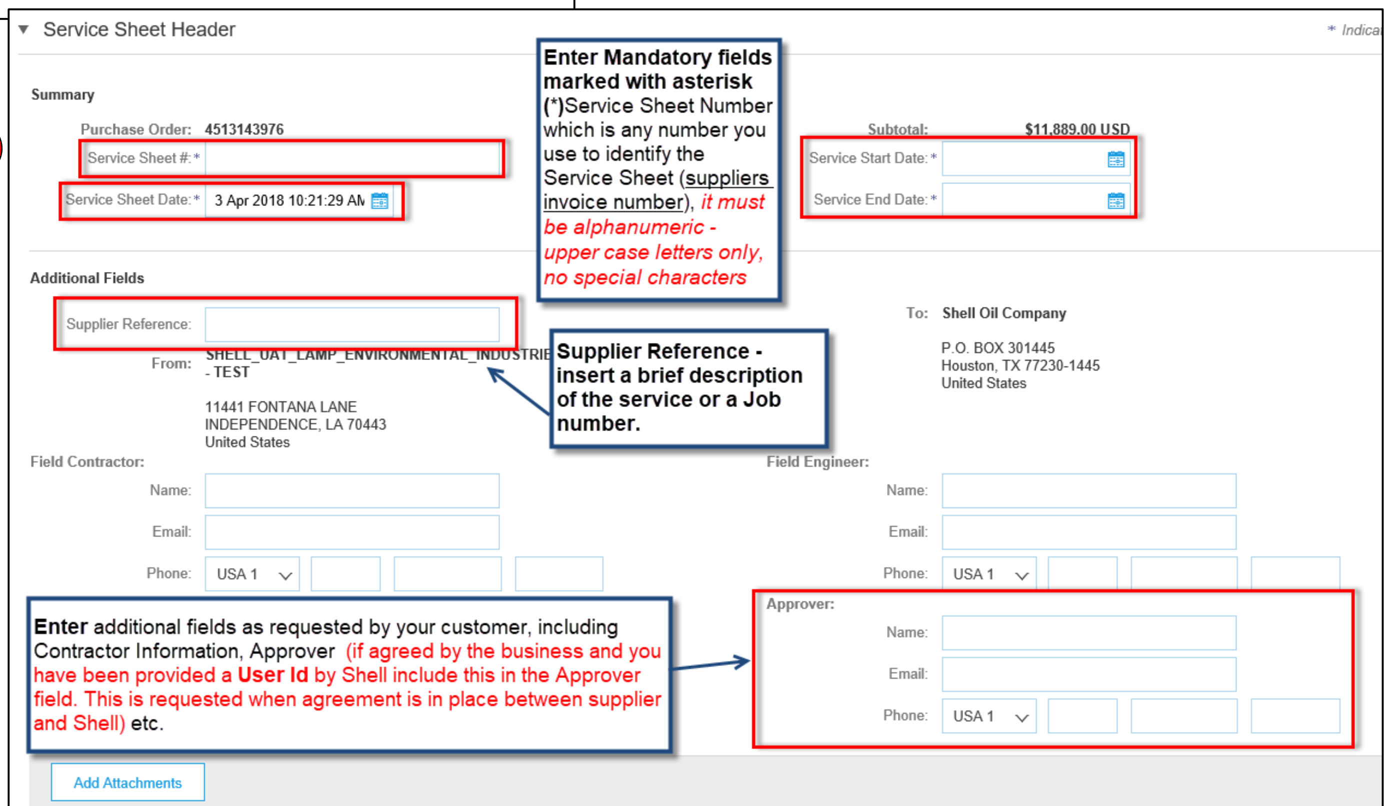
Create Service Sheet – Planned PO that IS Account Assigned

If PO is account assigned:

1



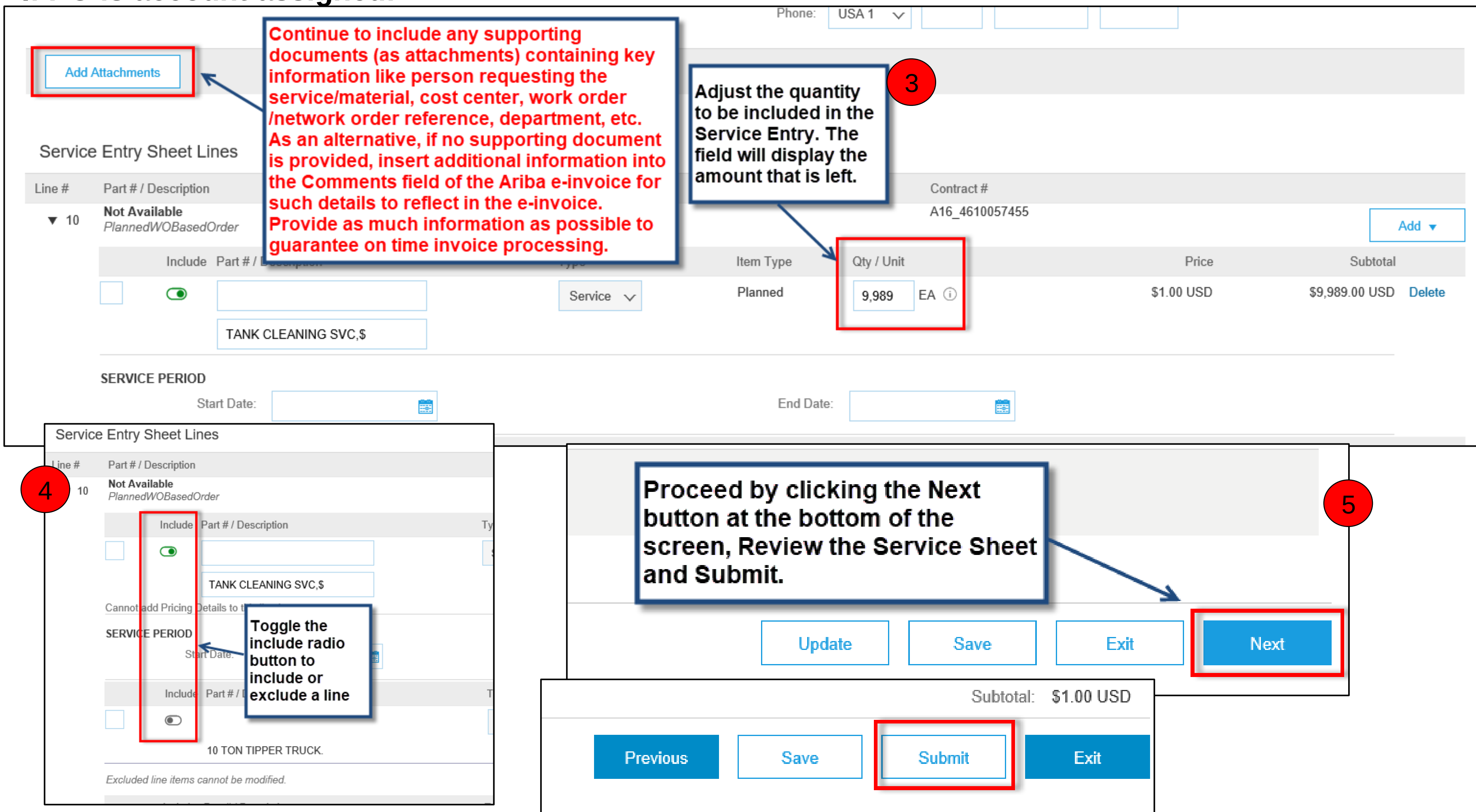
2



Create a Service Entry Sheet

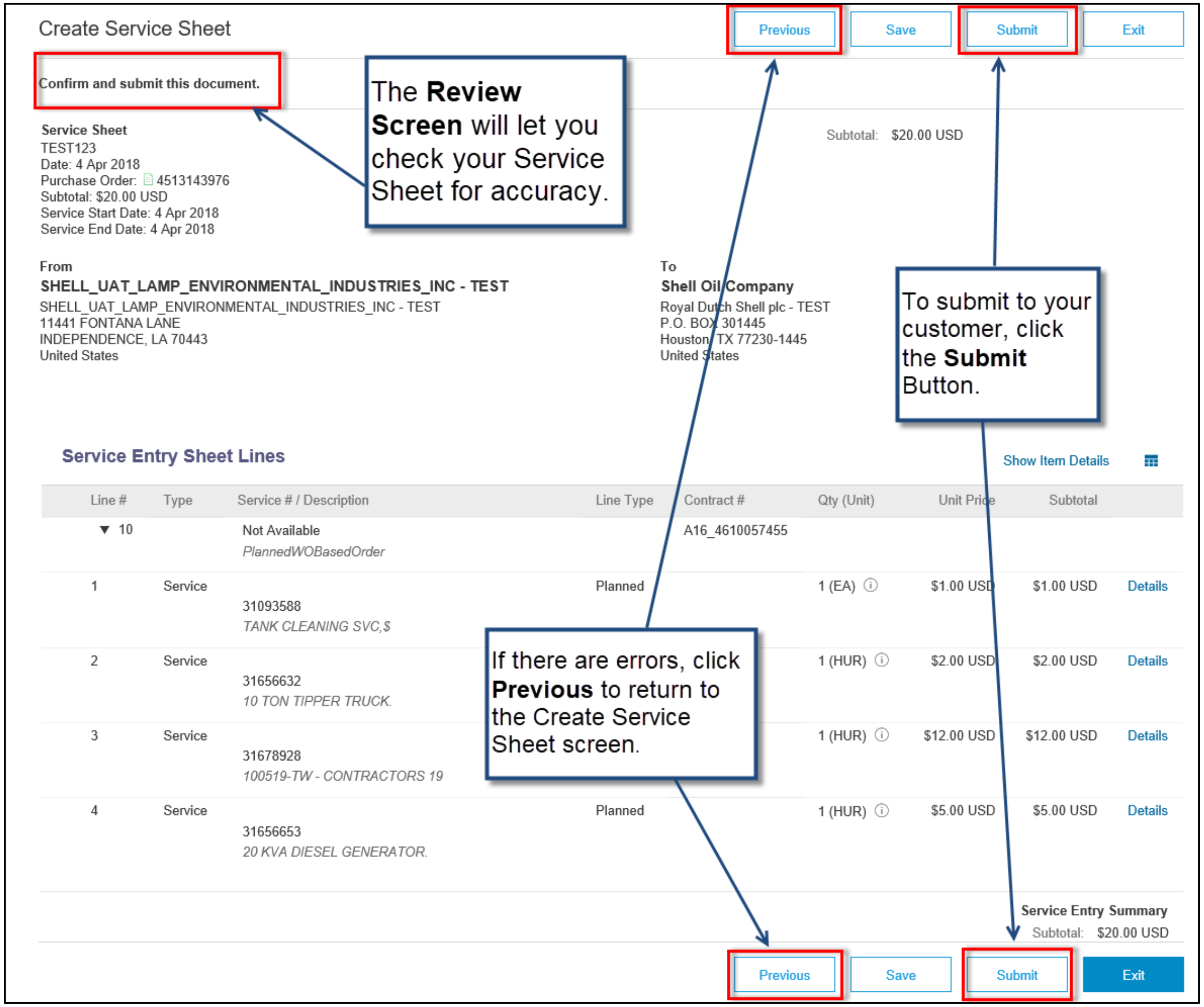
Create Service Sheet – Planned PO that IS Account Assigned

If PO is account assigned:



Create a Service Entry Sheet

Review and Submit Service Entry Sheet



Create Service Sheet

Previous | Save | Submit | Exit

Confirm and submit this document.

The **Review Screen** will let you check your Service Sheet for accuracy.

Service Sheet
TEST123
Date: 4 Apr 2018
Purchase Order: 4513143976
Subtotal: $20.00 USD
Service Start Date: 4 Apr 2018
Service End Date: 4 Apr 2018

Subtotal: $20.00 USD

From
SHELL_UAT_LAMP_ENVIRONMENTAL_INDUSTRIES_INC - TEST
SHELL_UAT_LAMP_ENVIRONMENTAL_INDUSTRIES_INC - TEST
11441 FONTANA LANE
INDEPENDENCE, LA 70443
United States

To
Shell Oil Company
Royal Dutch Shell plc - TEST
P.O. BOX 301445
Houston, TX 77230-1445
United States

To submit to your customer, click the **Submit** Button.

Service Entry Sheet Lines

Show Item Details

Line #	Type	Service # / Description	Line Type	Contract #	Qty (Unit)	Unit Price	Subtotal	
▼ 10		Not Available *PlannedWOBasedOrder*		A16_4610057455				
1	Service	31093588 *TANK CLEANING SVC,$*	Planned		1 (EA)	$1.00 USD	$1.00 USD	Details
2	Service	31656632 *10 TON TIPPER TRUCK.*			1 (HUR)	$2.00 USD	$2.00 USD	Details
3	Service	31678928 *100519-TW - CONTRACTORS 19*			1 (HUR)	$12.00 USD	$12.00 USD	Details
4	Service	31656653 *20 KVA DIESEL GENERATOR.*	Planned		1 (HUR)	$5.00 USD	$5.00 USD	Details

If there are errors, click **Previous** to return to the Create Service Sheet screen.

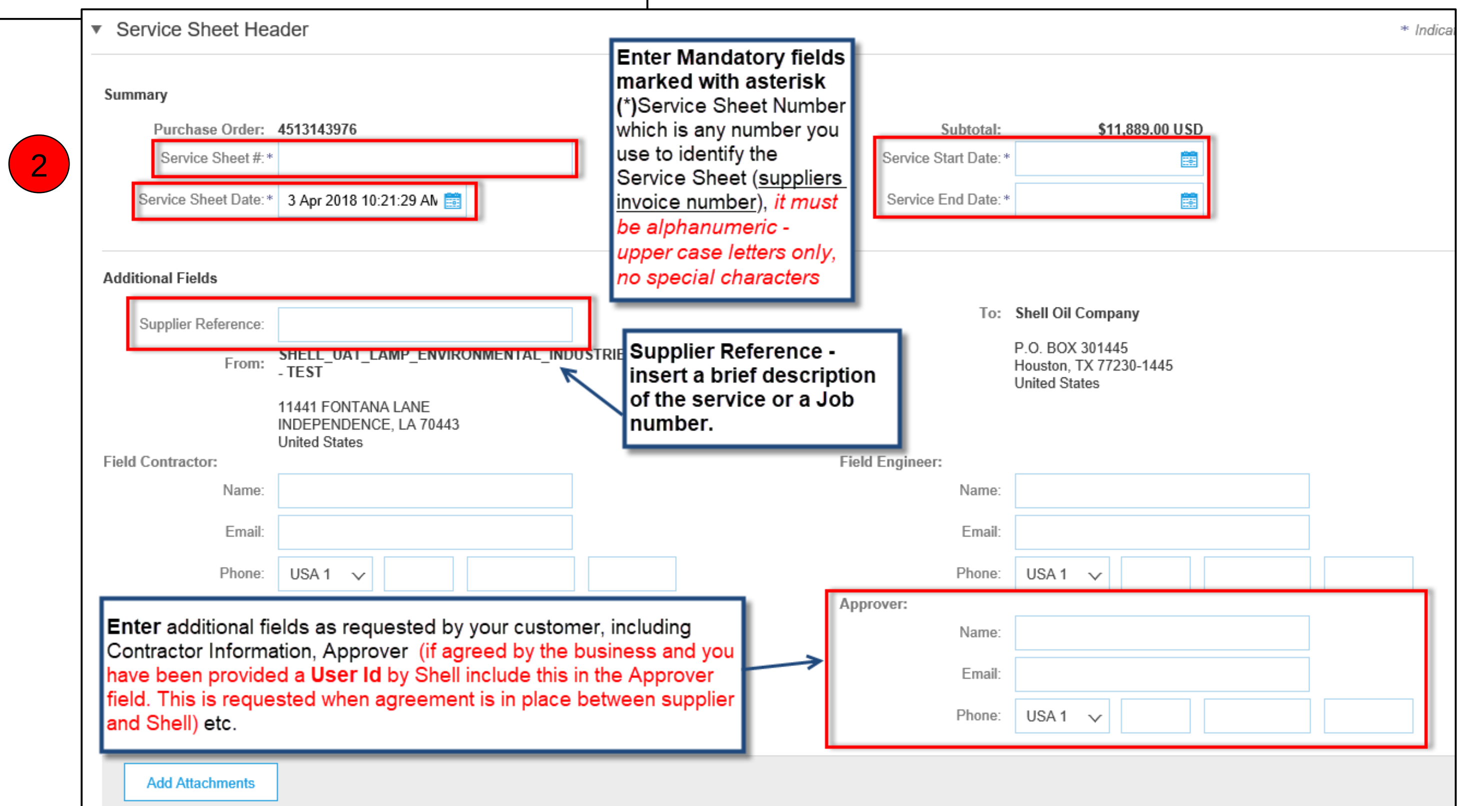
Service Entry Summary
Subtotal: $20.00 USD

Previous | Save | Submit | Exit

Create a Service Entry Sheet

Create Service Sheet – Planned PO is NOT Account Assigned

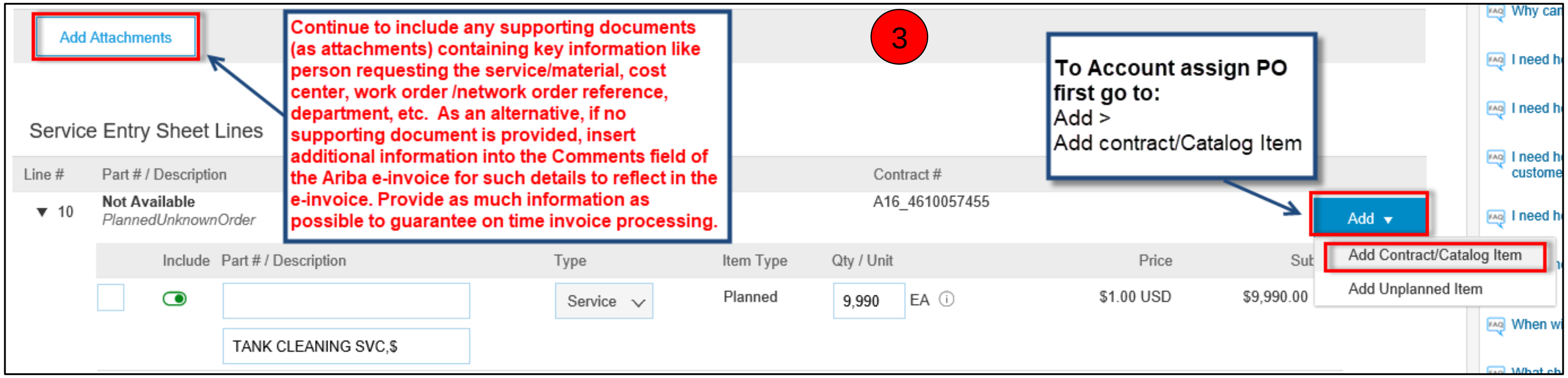
If PO is NOT account assigned:

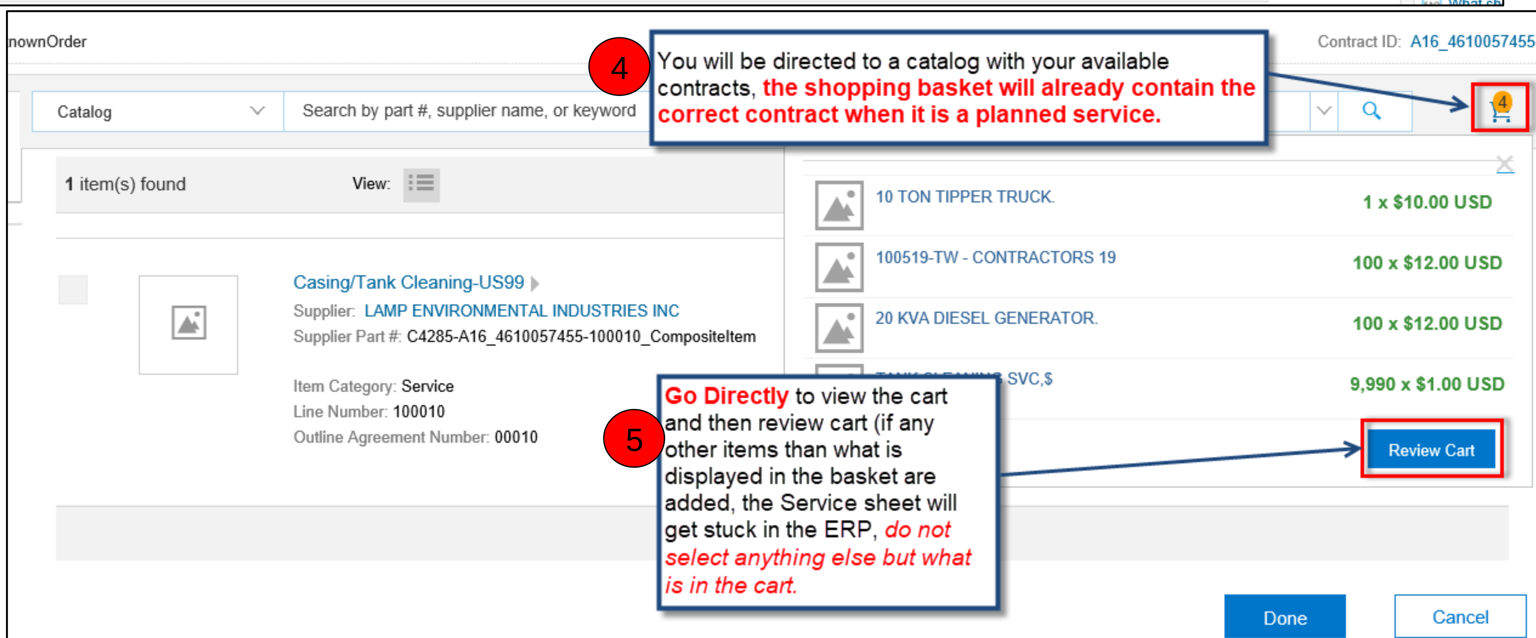


Create a Service Entry Sheet

Create Service Sheet – Planned PO is NOT Account assigned

If PO is NOT account assigned:



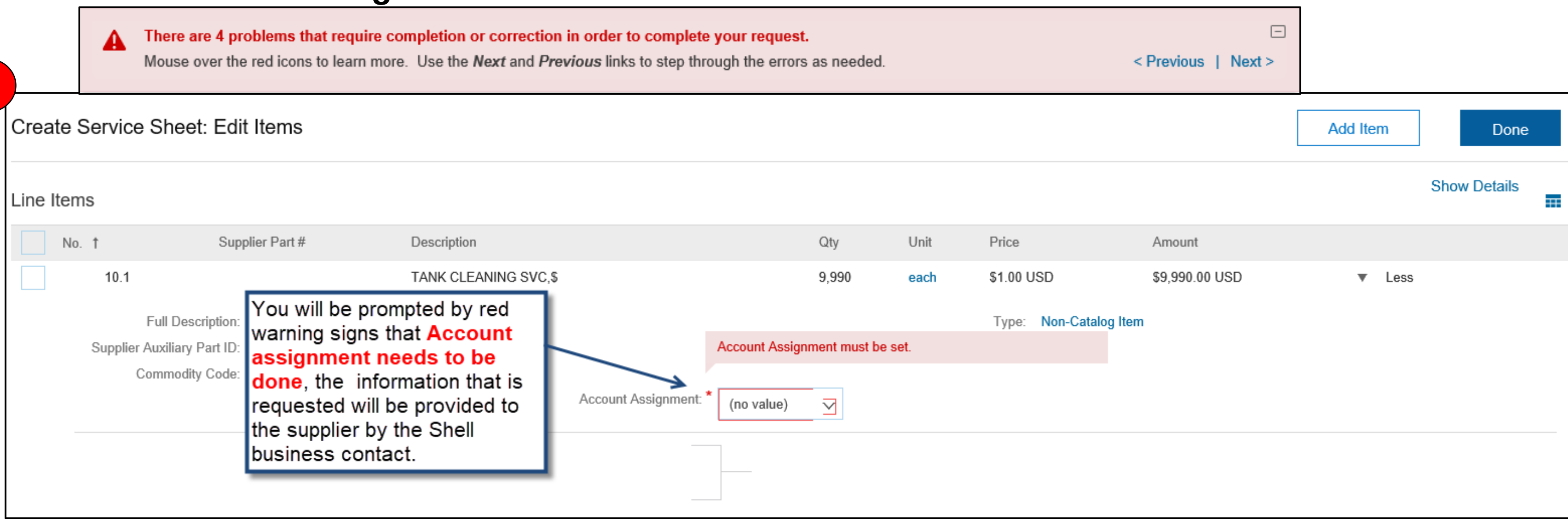


Create a Service Entry Sheet

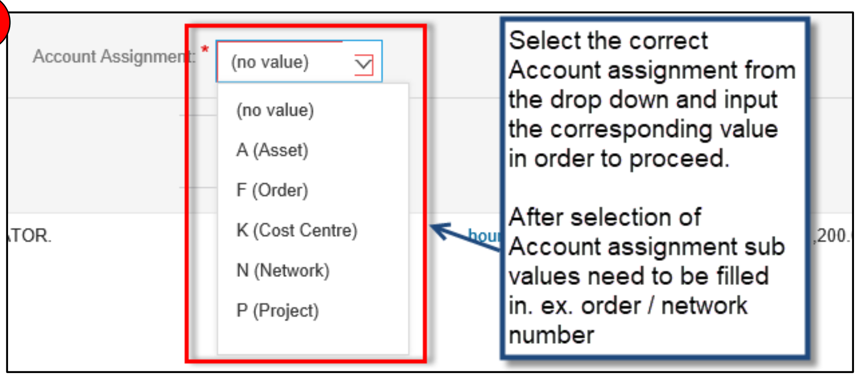
Create Service Sheet – Planned PO is NOT Account Assigned

If PO is NOT account assigned:

6



7



F - Work Order

K - Cost Centre

N - Network Order

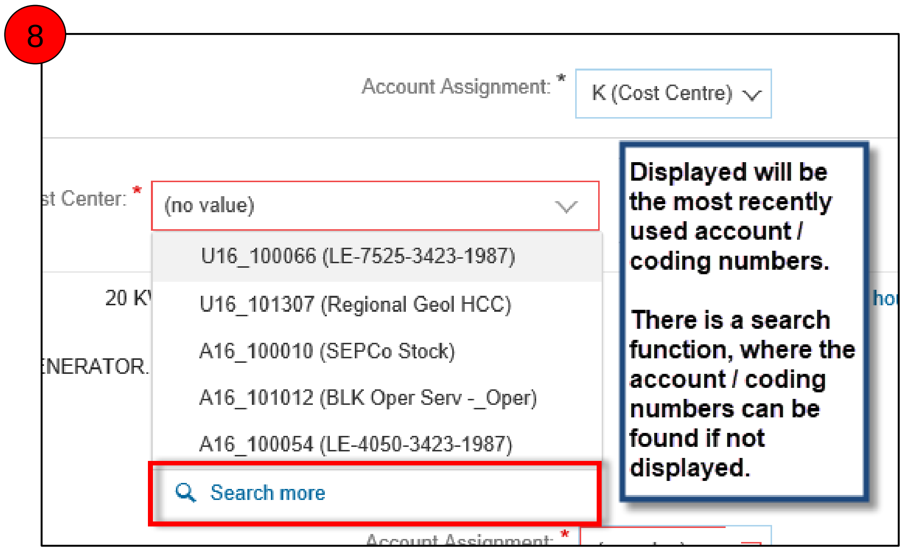
P – WBS Element

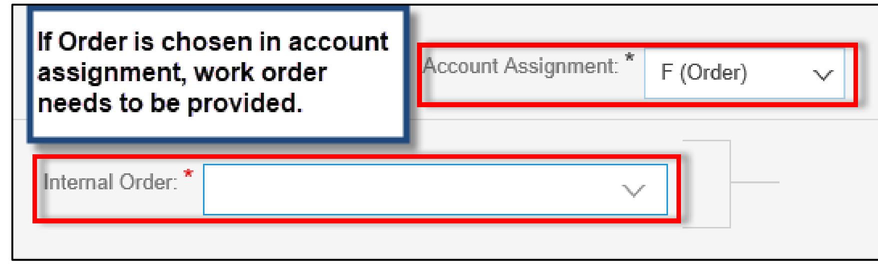
Create a Service Entry Sheet

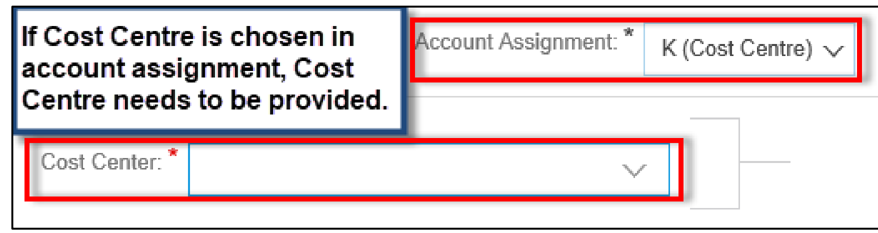
Create Service Sheet – Planned PO is NOT Account Assigned

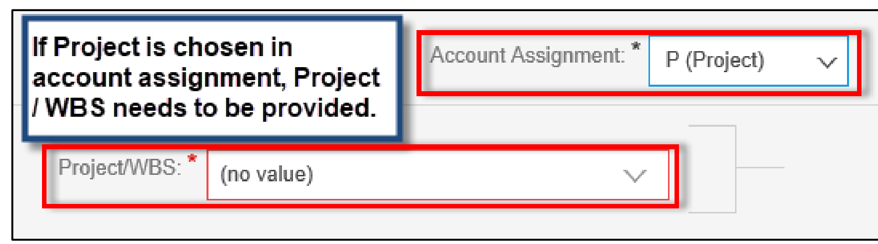
If PO is NOT account assigned:

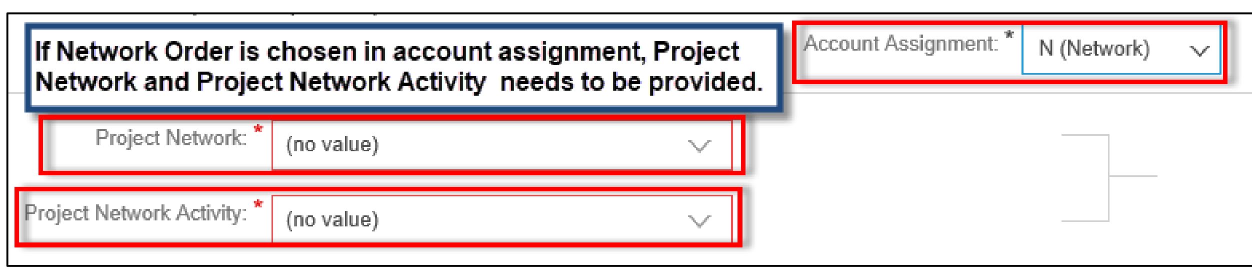
8











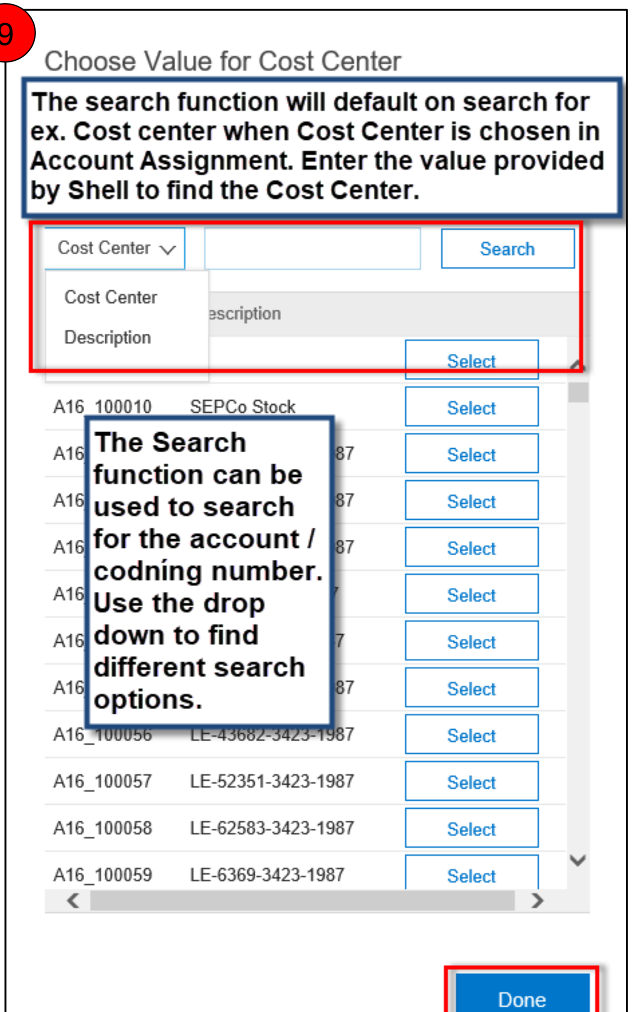
Click Here to see Serach functionality

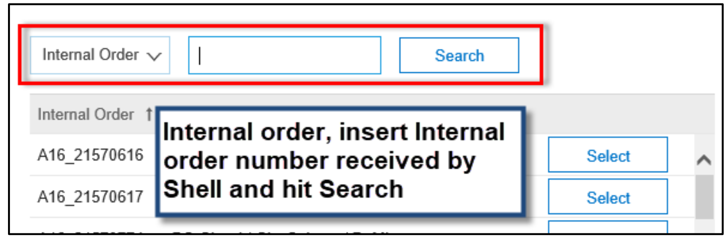
Create a Service Entry Sheet

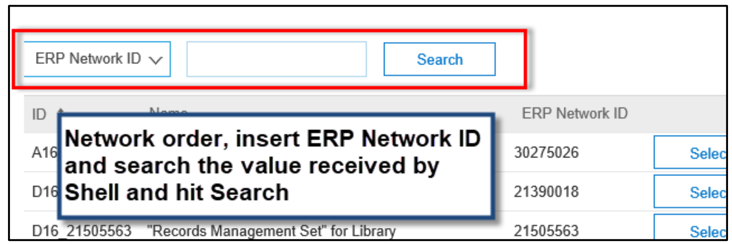
Create Service Sheet – Planned PO is NOT Account Assigned

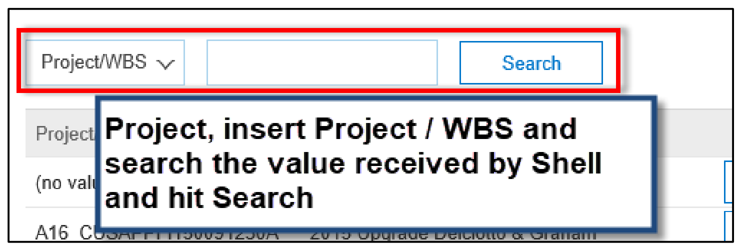
If PO is NOT account assigned:

9









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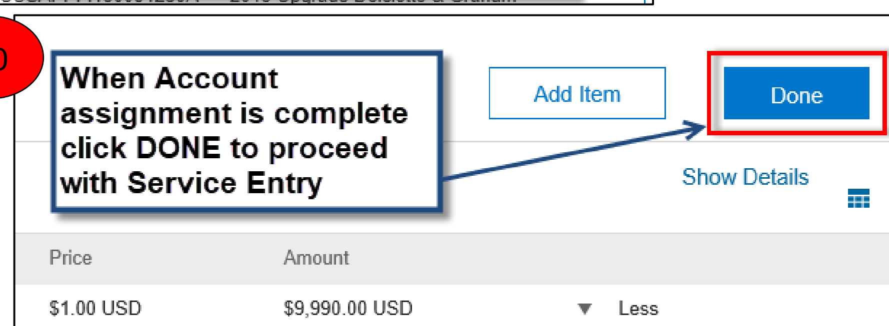
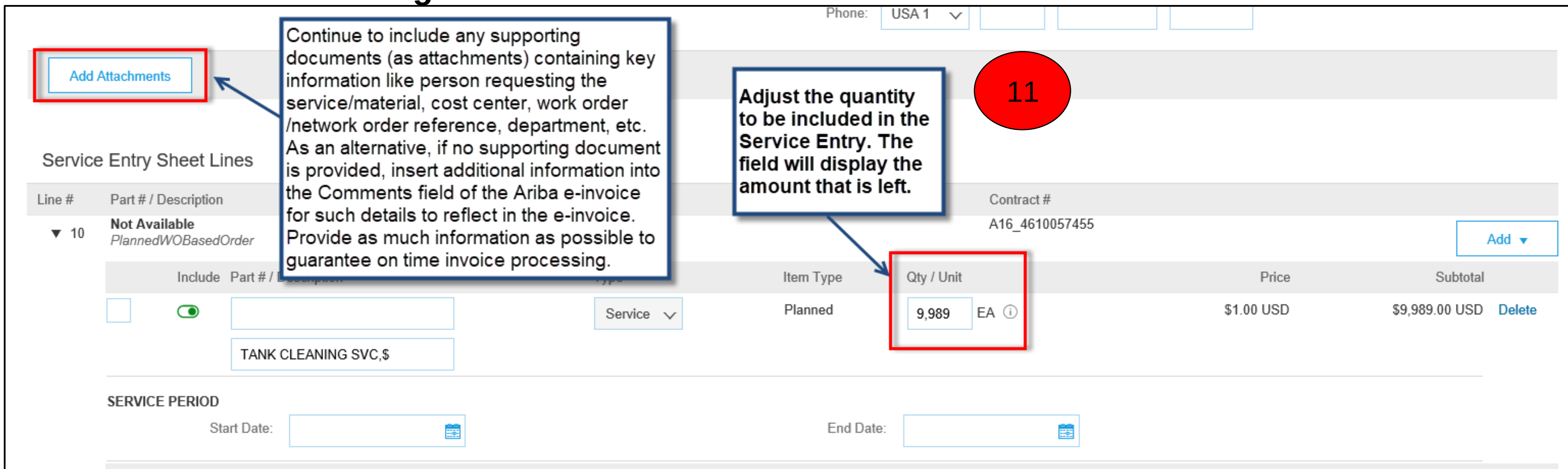
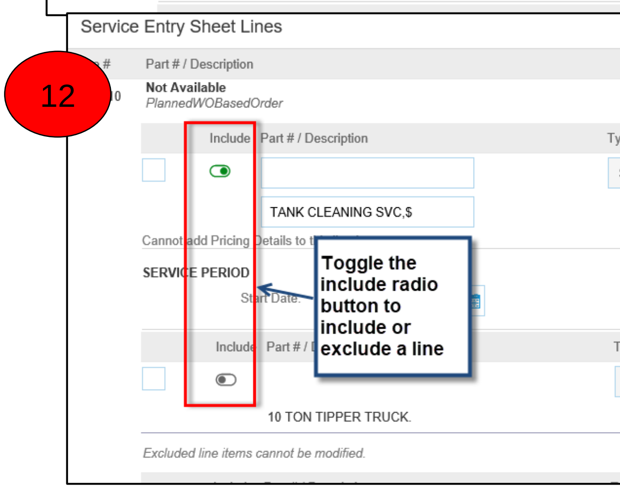


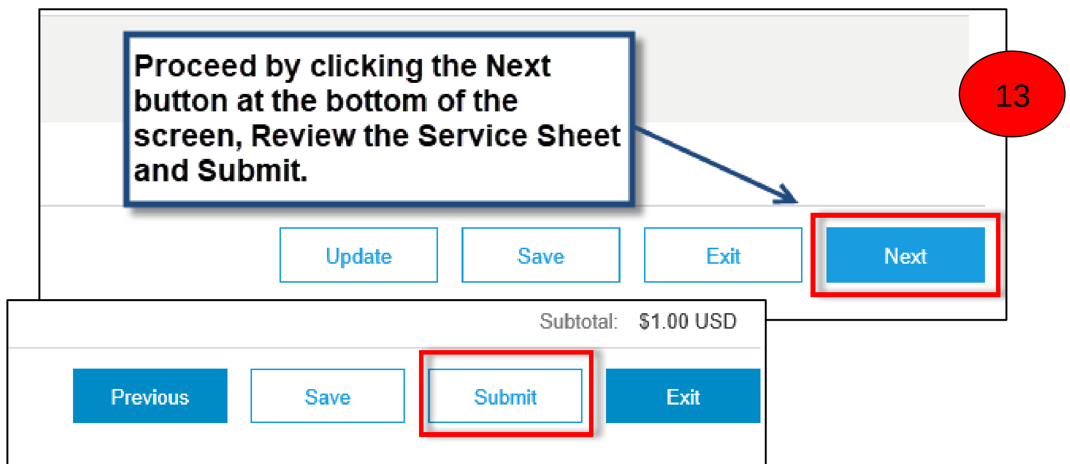
Create a Service Entry Sheet

Create Service Sheet – Planned PO is NOT Account Assigned

If PO is NOT account assigned:

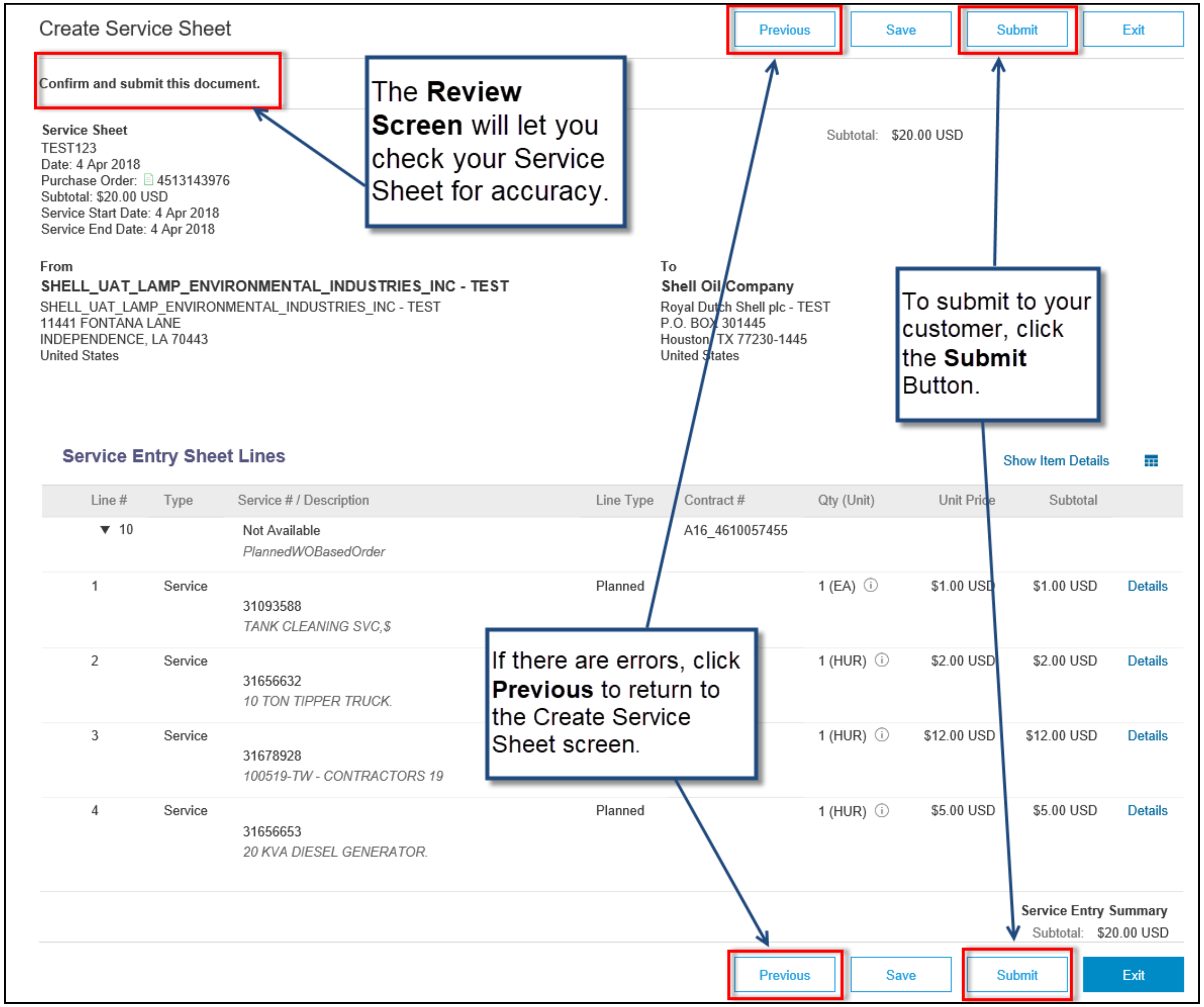






Create a Service Entry Sheet

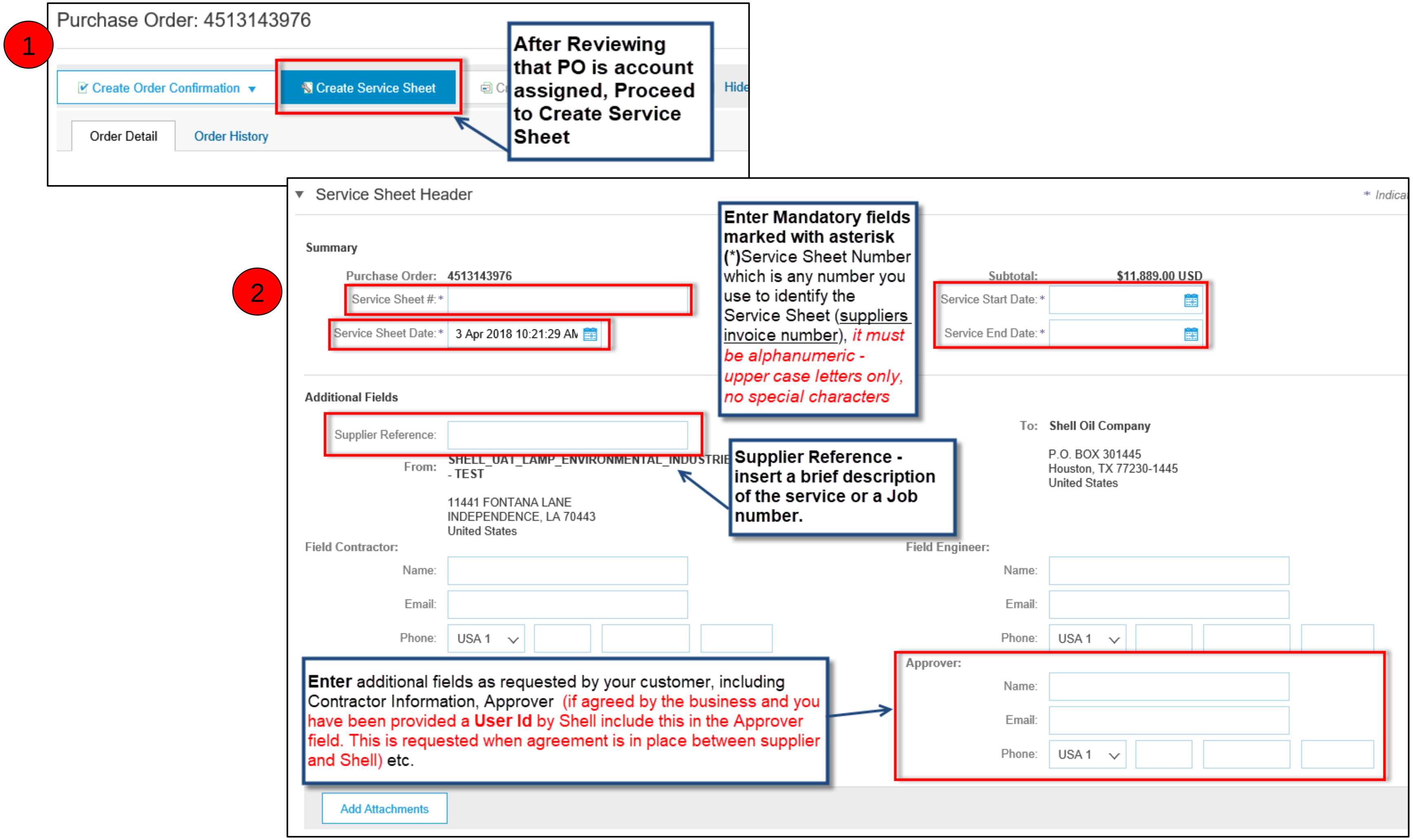
Review and Submit Service Entry Sheet



Create a Service Entry Sheet

Create Service Sheet– Unplanned PO that IS Account Assigned

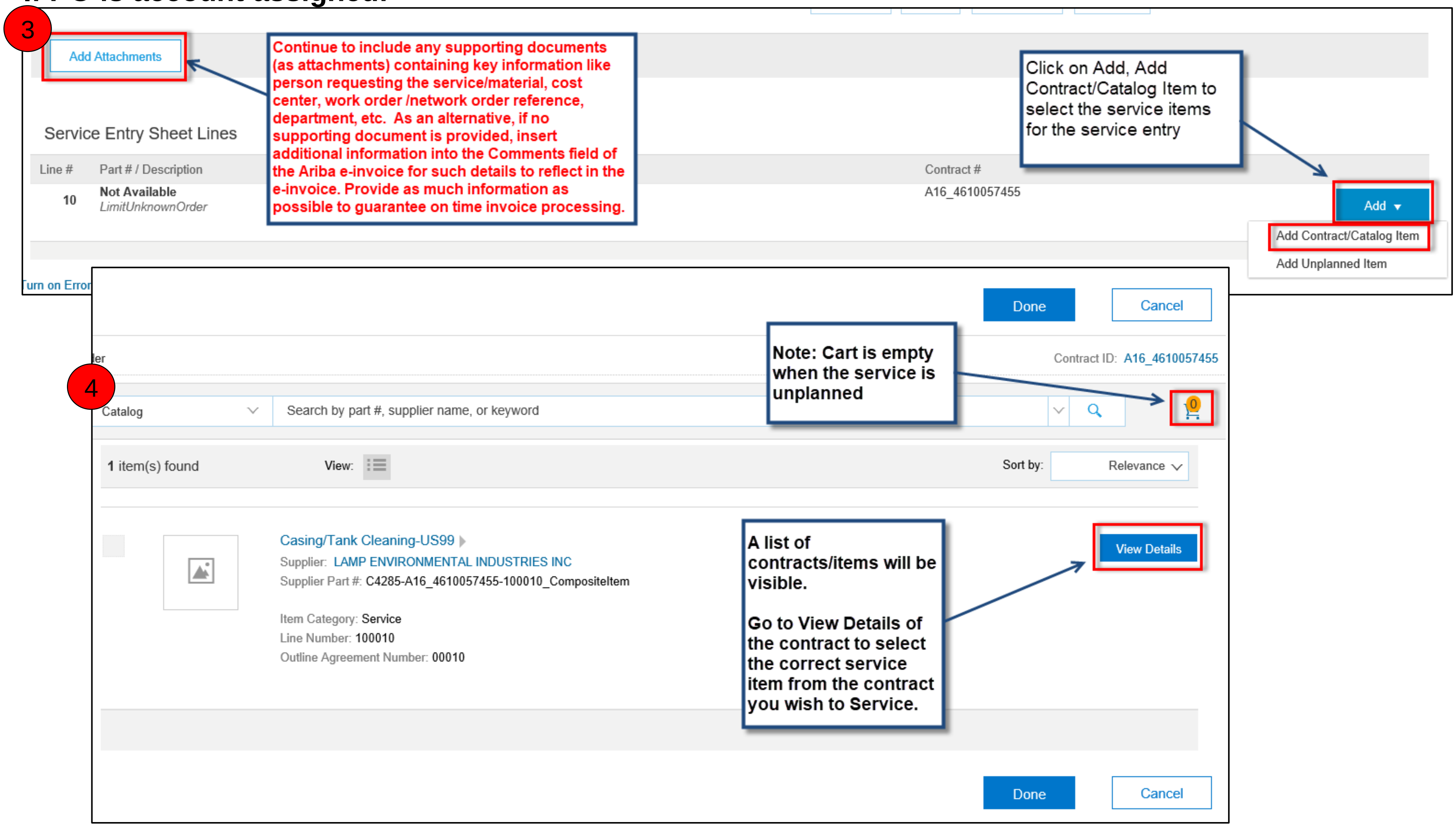
If PO is account assigned:



Create a Service Entry Sheet

Create Service Sheet– Unplanned PO that IS Account Assigned

If PO is account assigned:

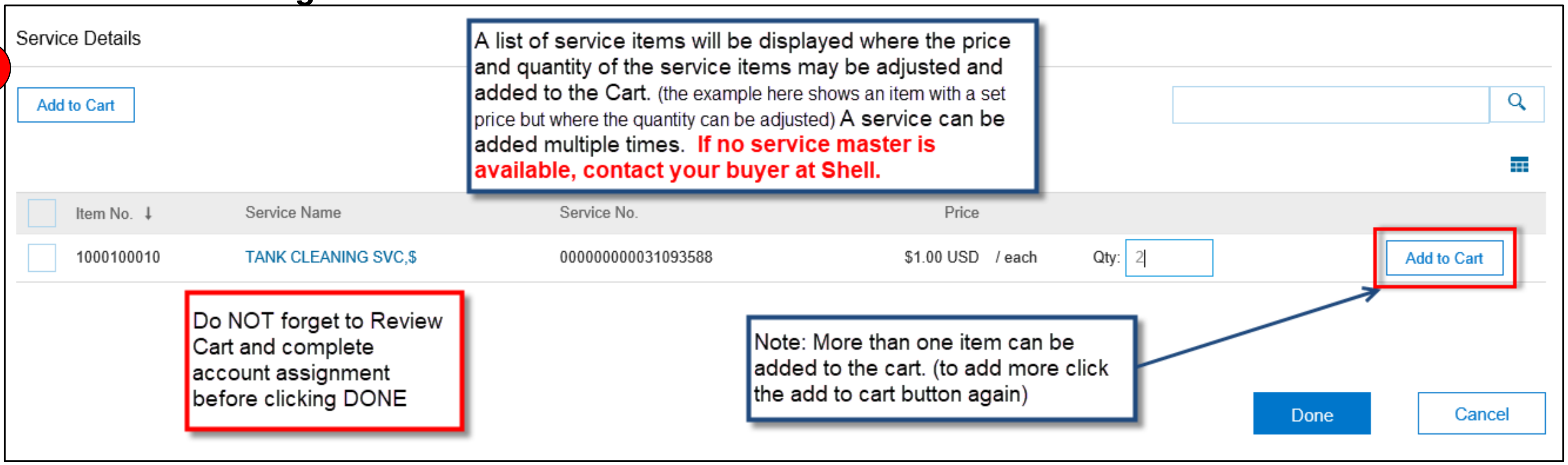


Create a Service Entry Sheet

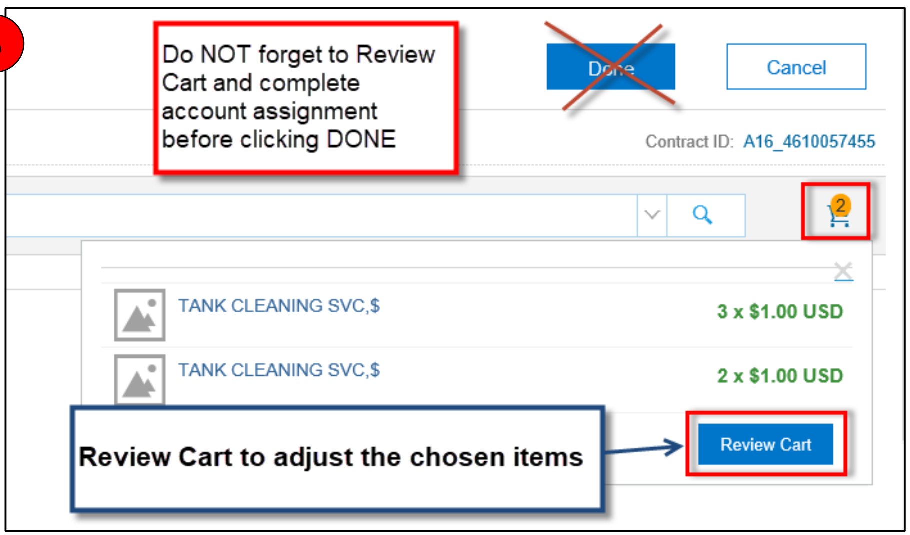
Create Service Sheet– Unplanned PO that IS Account Assigned

If PO is account assigned:

5

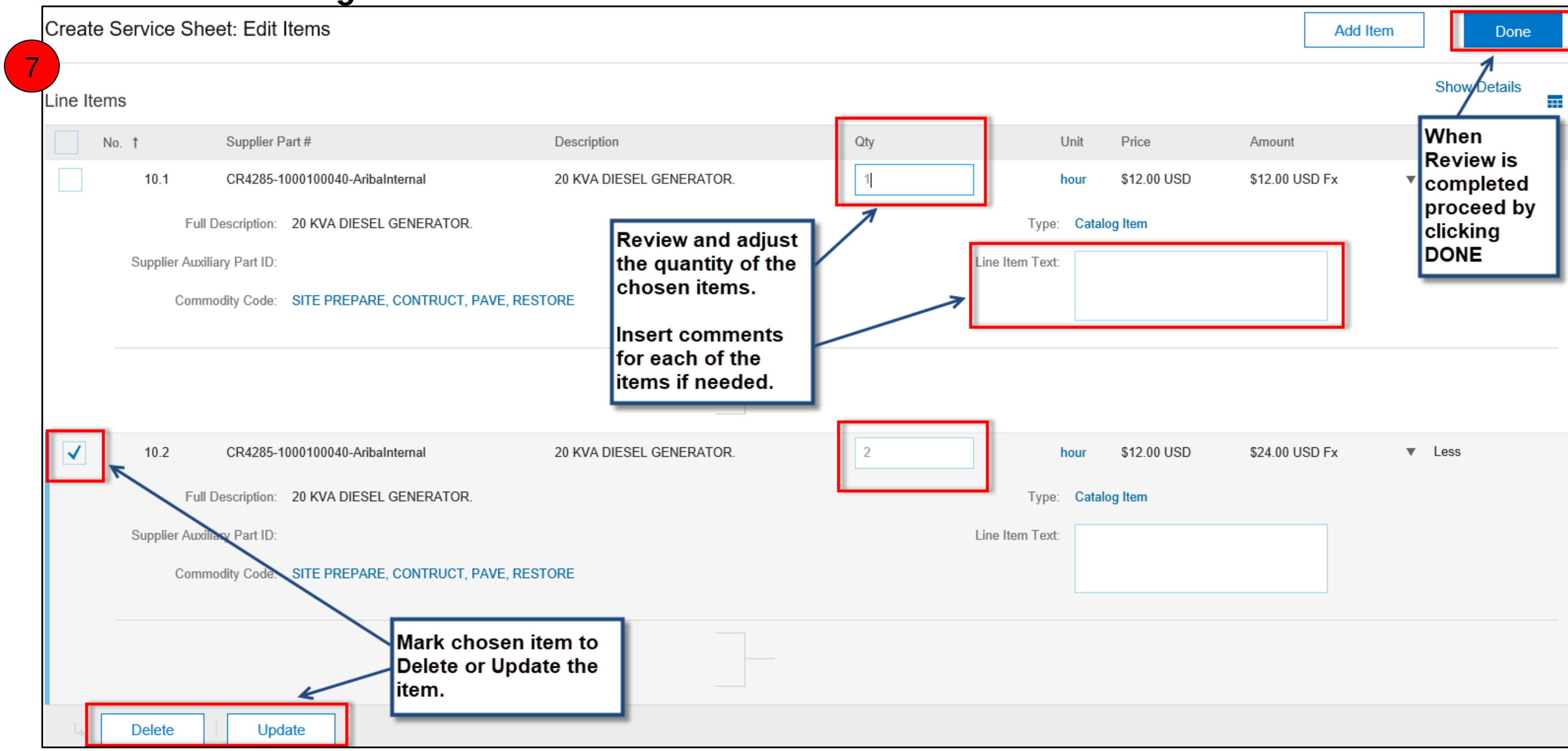


6



Create Service Sheet– Unplanned PO that IS Account Assigned

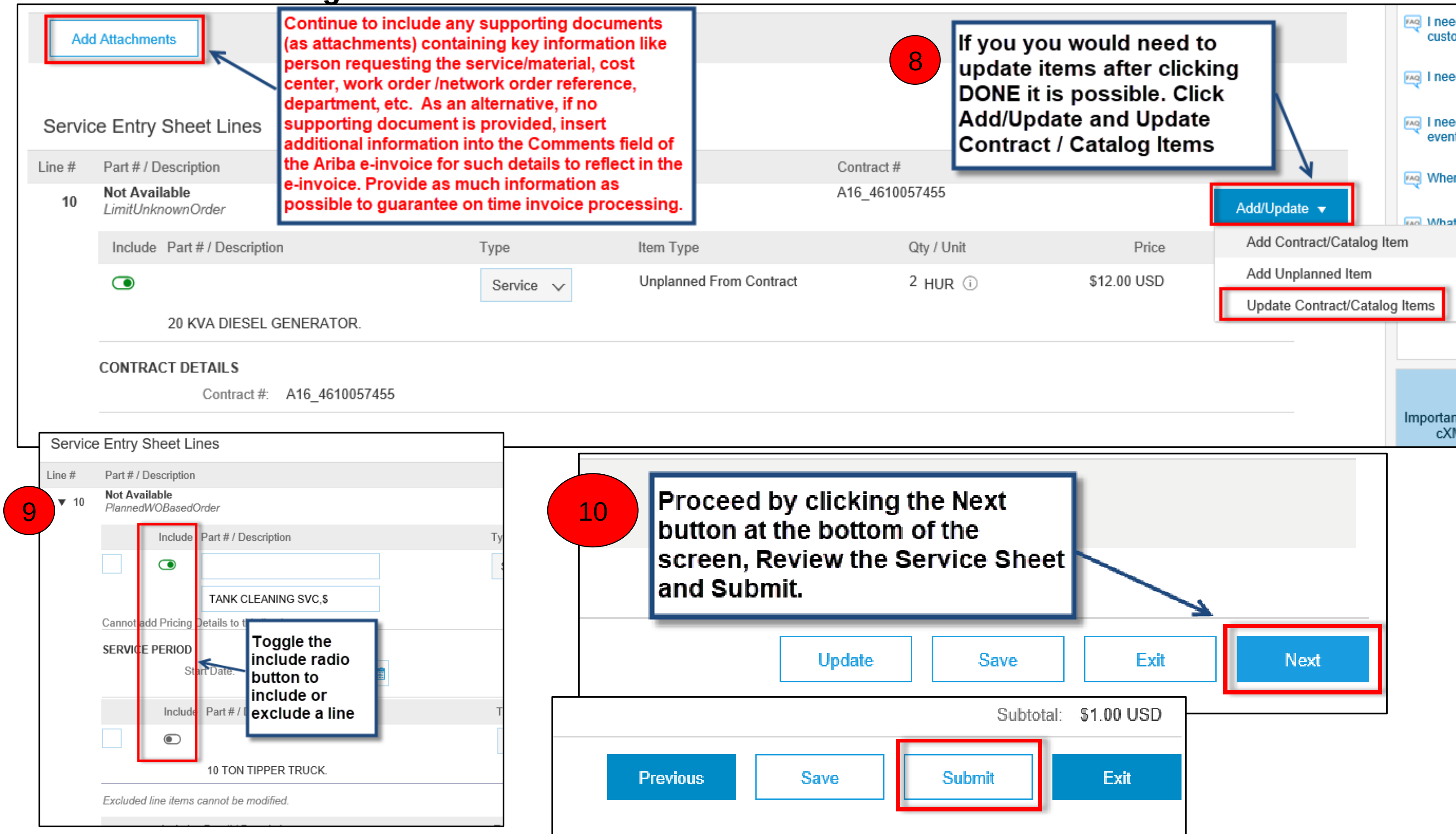
If PO is account assigned:



Create a Service Entry Sheet

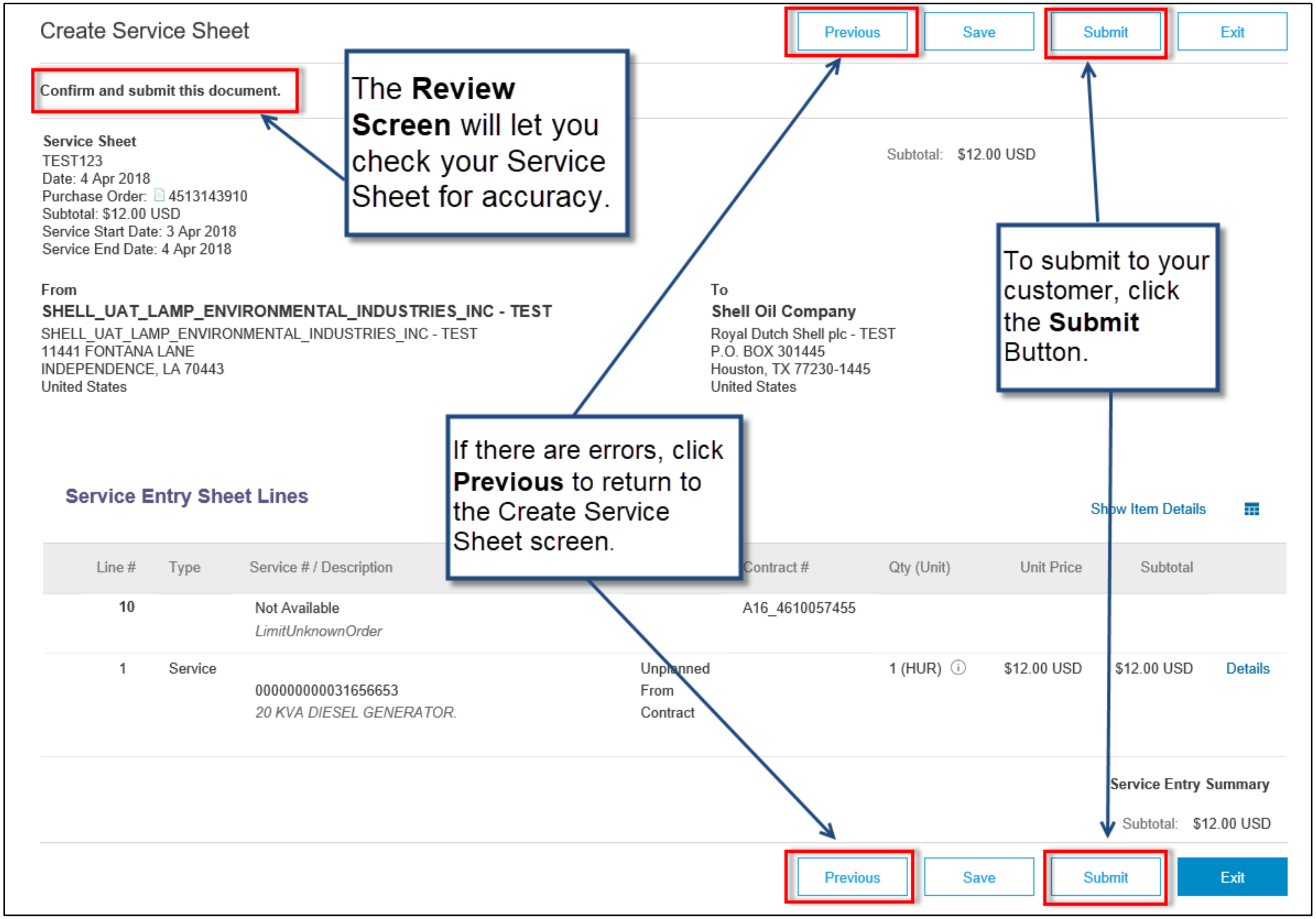
Create Service Sheet – Unplanned PO that IS Account Assigned

If PO is account assigned:



Create a Service Entry Sheet

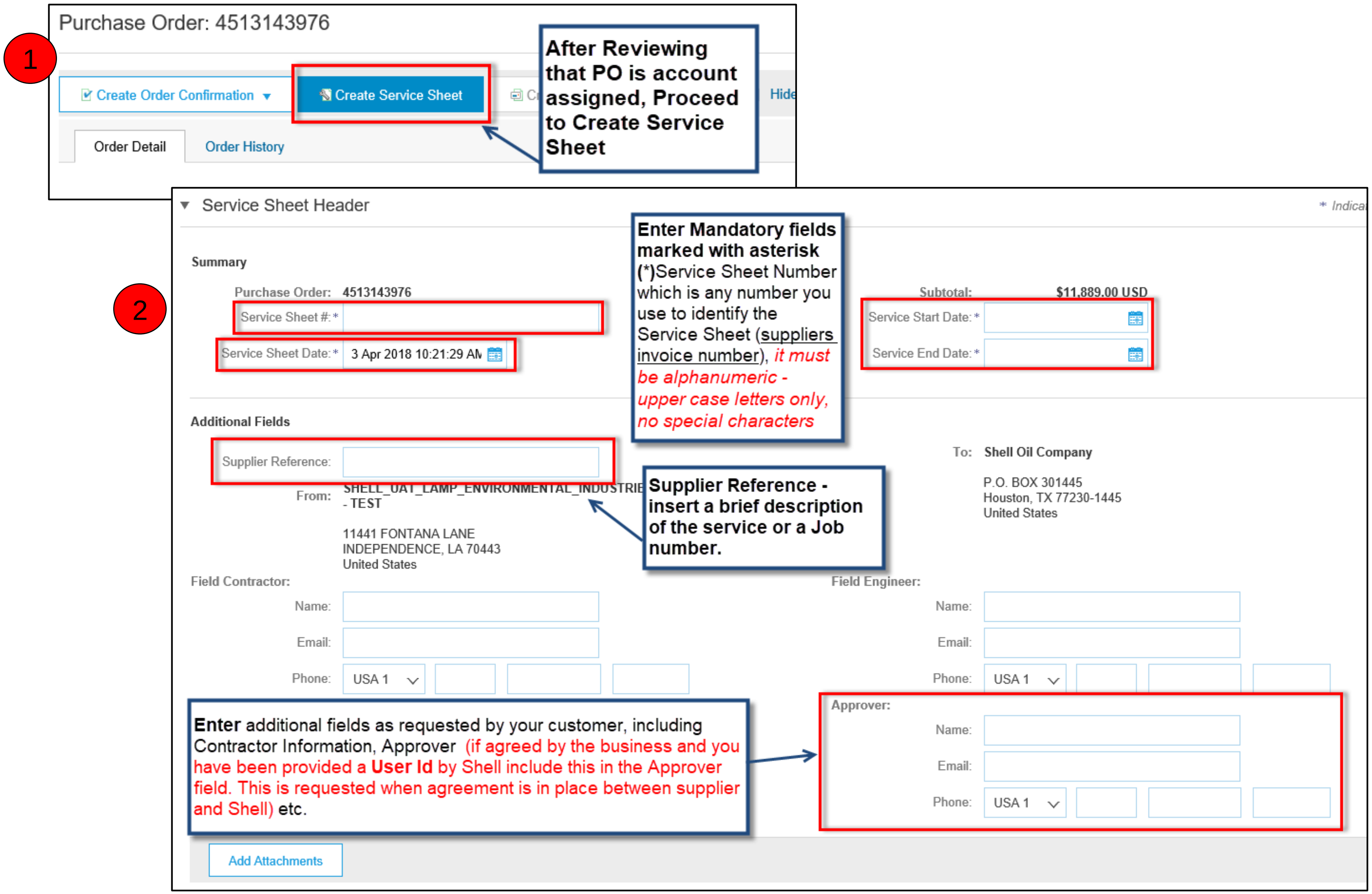
Review and Submit Service Entry Sheet



Create a Service Entry Sheet

Create Service Sheet– Unplanned PO is NOT Account Assigned

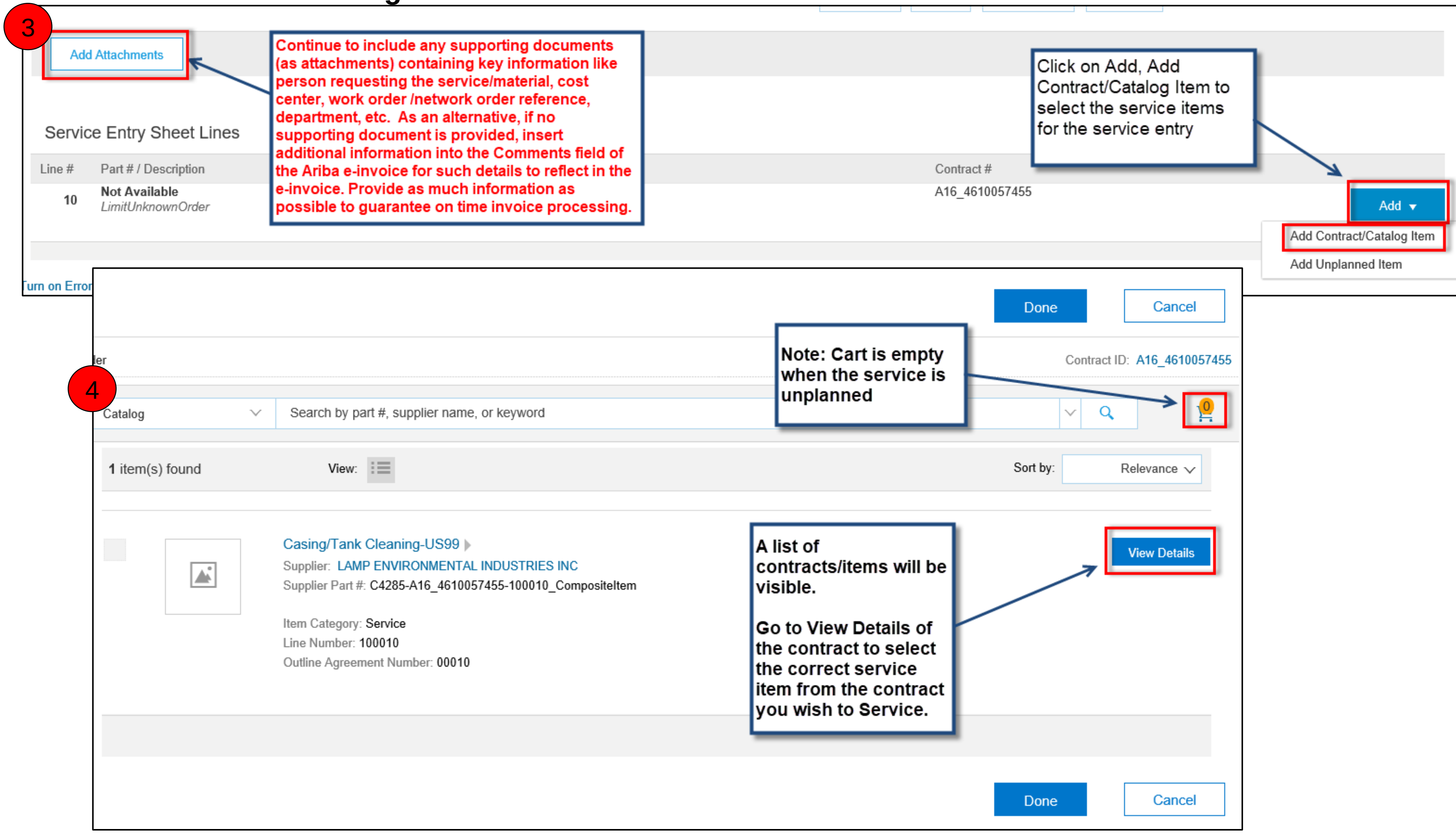
If PO is NOT account assigned:



Create a Service Entry Sheet

Create Service Sheet– Unplanned PO is NOT Account Assigned

If PO is NOT account assigned:

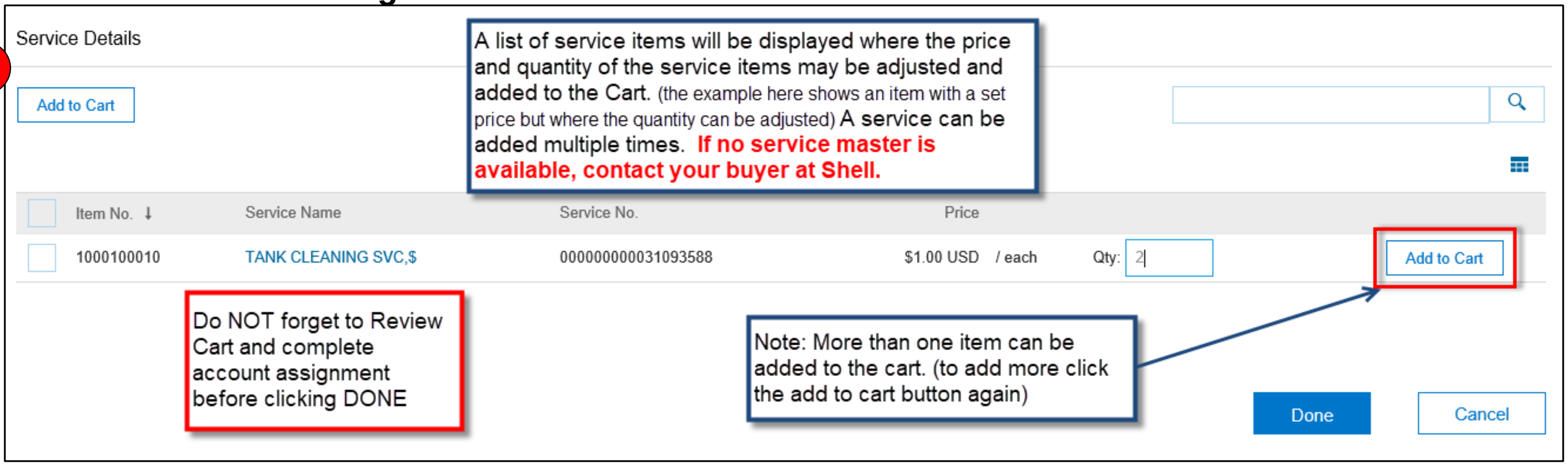


Create a Service Entry Sheet

Create Service Sheet– Unplanned PO is NOT Account Assigned

If PO is NOT account assigned:

5



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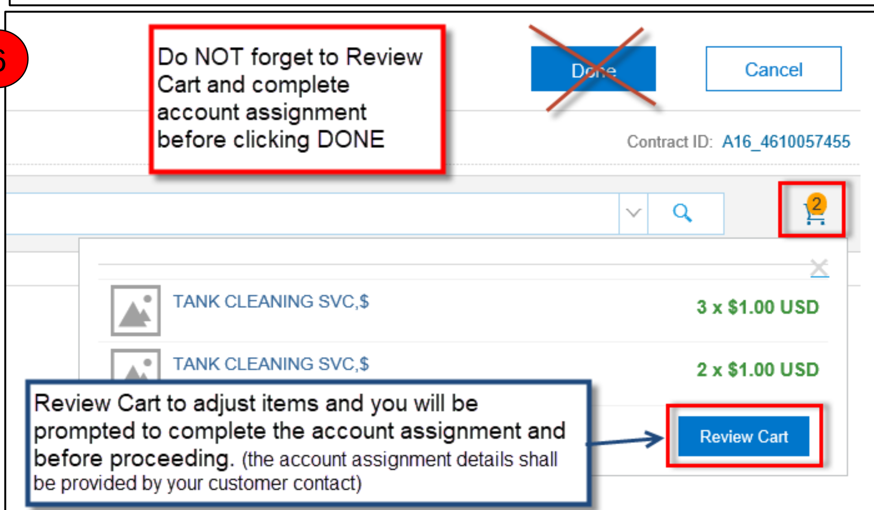
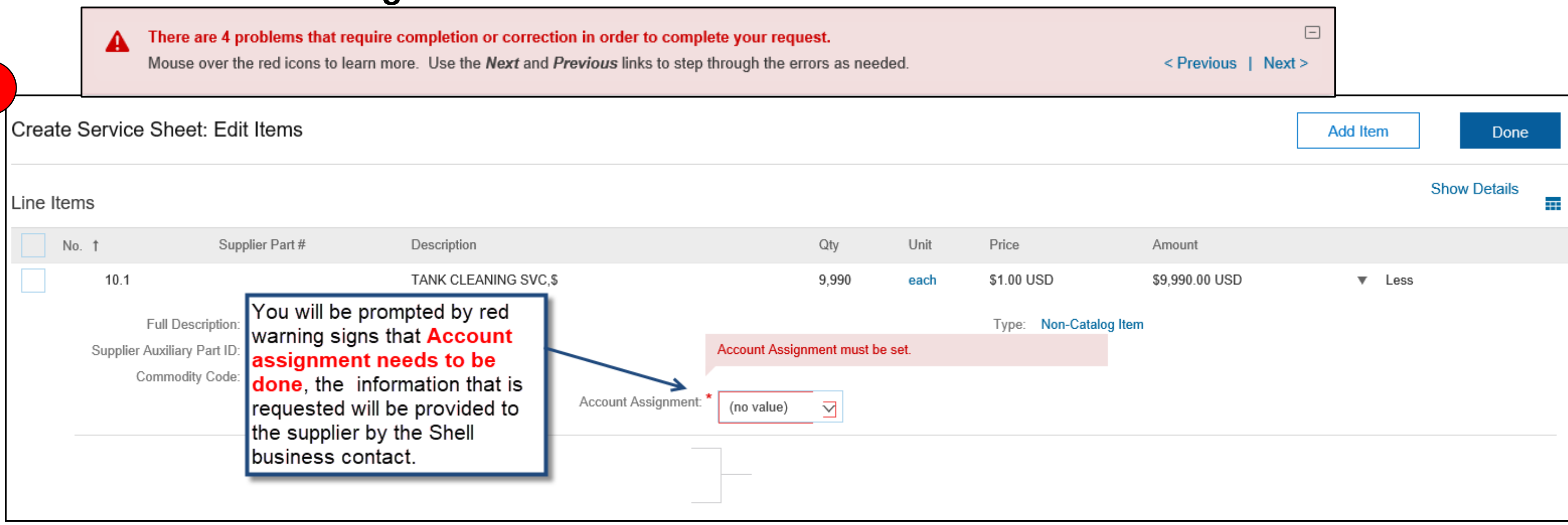


Create a Service Entry Sheet

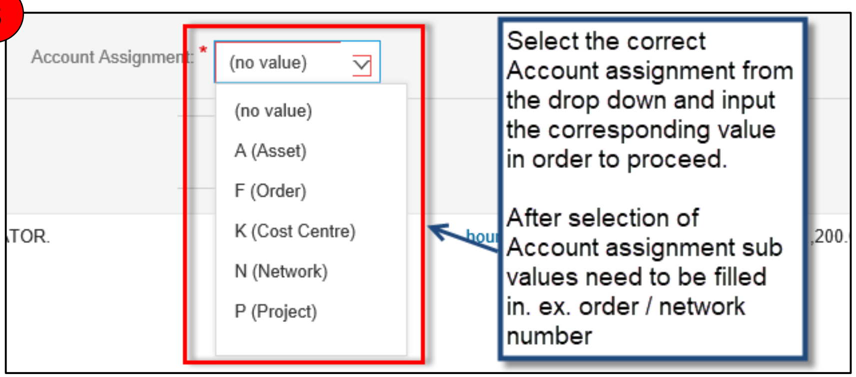
Create Service Sheet – Unplanned PO is NOT Account Assigned

If PO is NOT account assigned:

7



8



F - Work Order

K - Cost Centre

N - Network Order

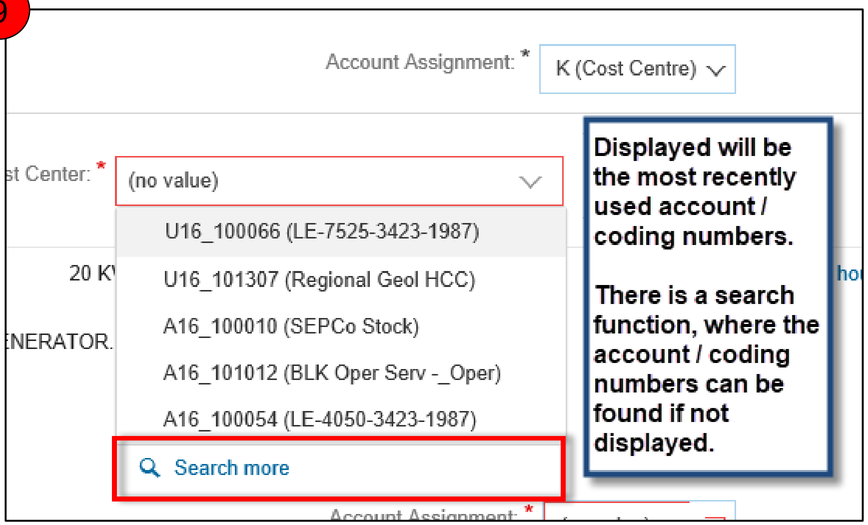
P – WBS Element

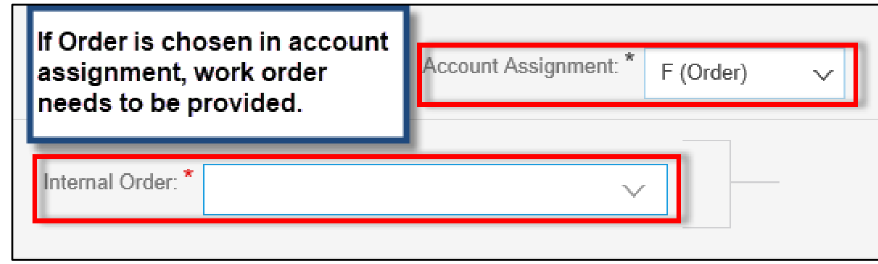
Create a Service Entry Sheet

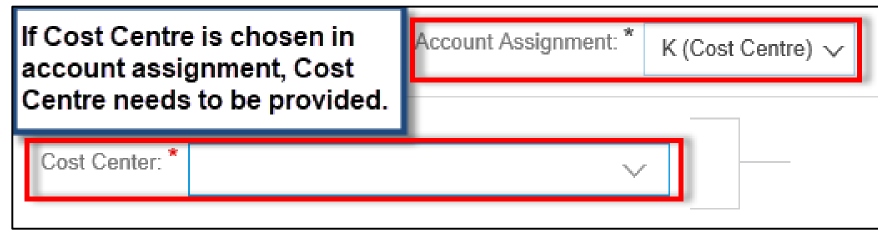
Create Service Sheet – Unplanned PO is NOT Account Assigned

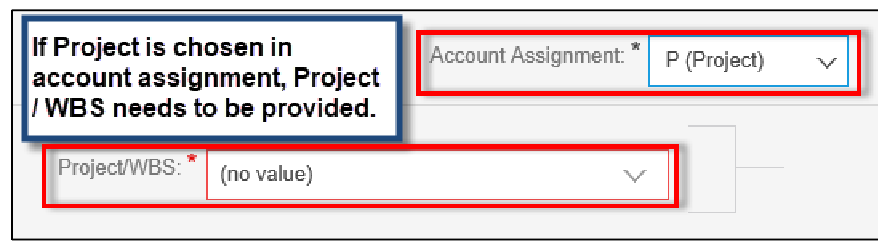
If PO is NOT account assigned:

9

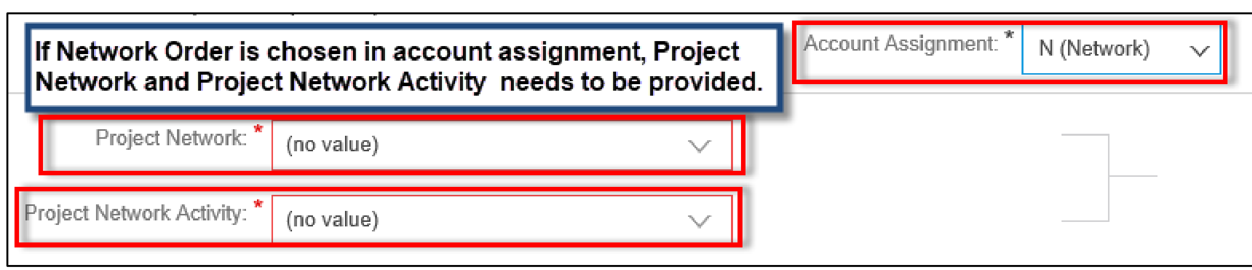








Click Here to see Search functionality

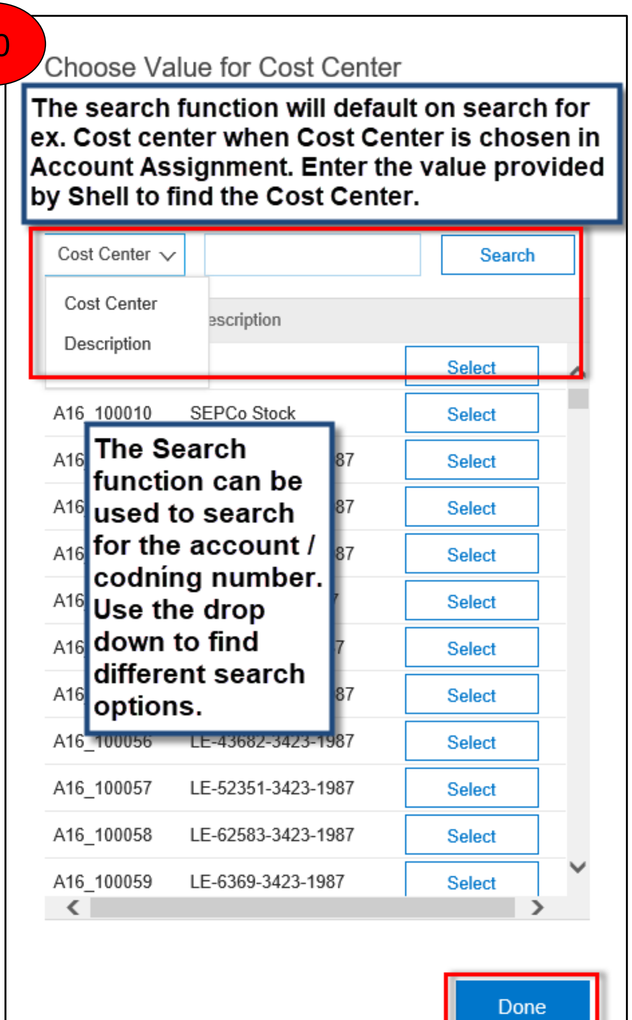


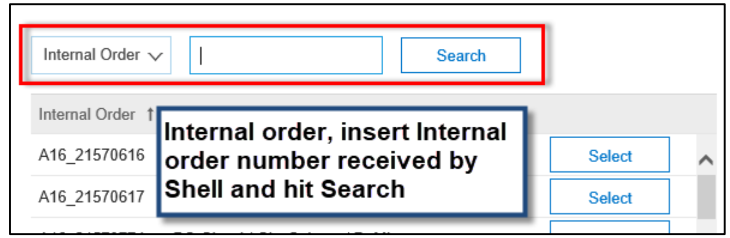
Create a Service Entry Sheet

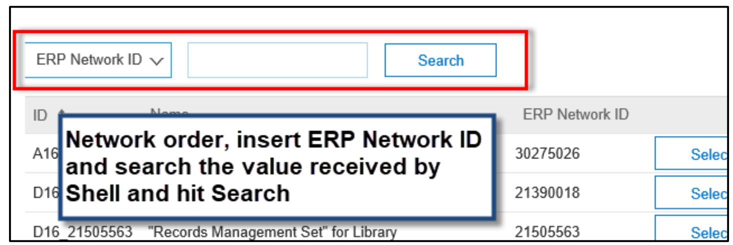
Create Service Sheet – Unplanned PO is NOT Account Assigned

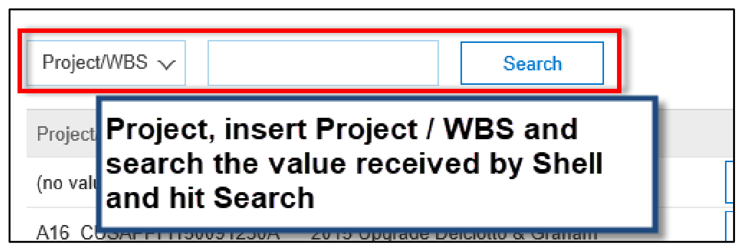
If PO is NOT account assigned:

10

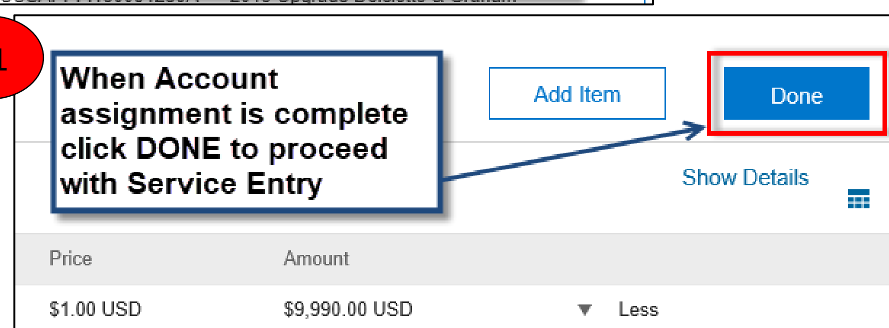








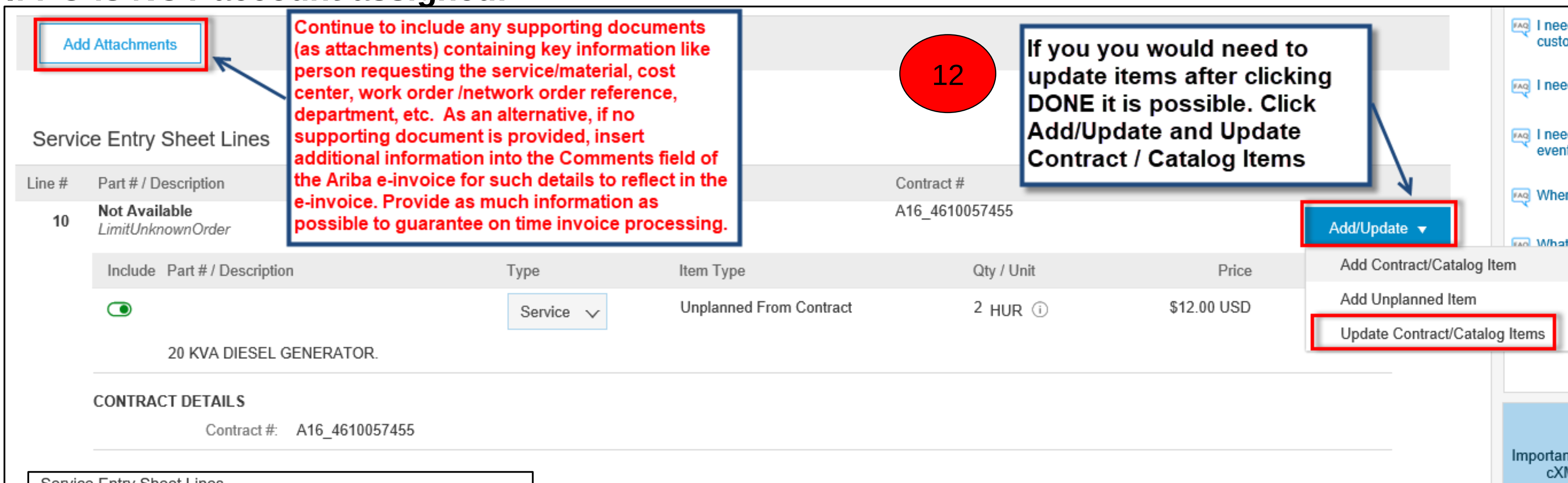
11

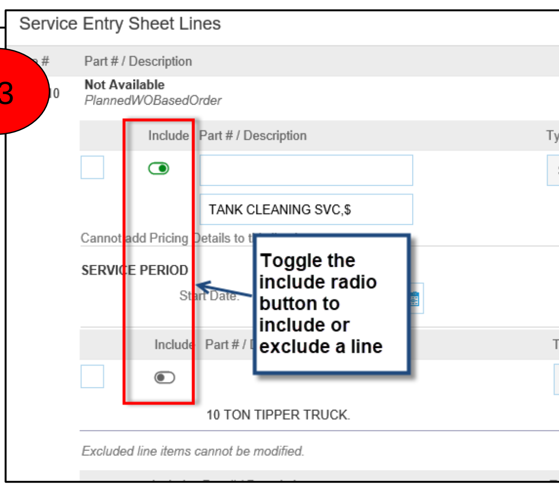


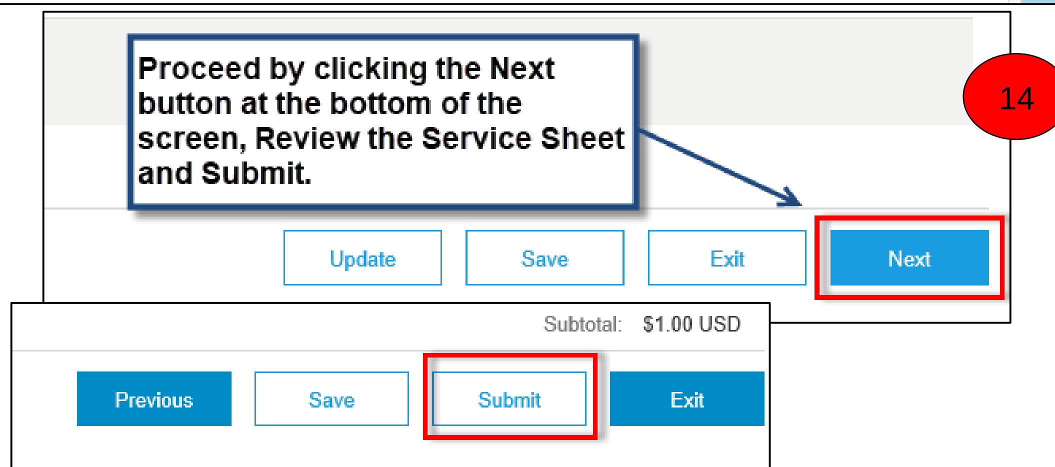
Create a Service Entry Sheet

Create Service Sheet – Unplanned PO is NOT Account Assigned

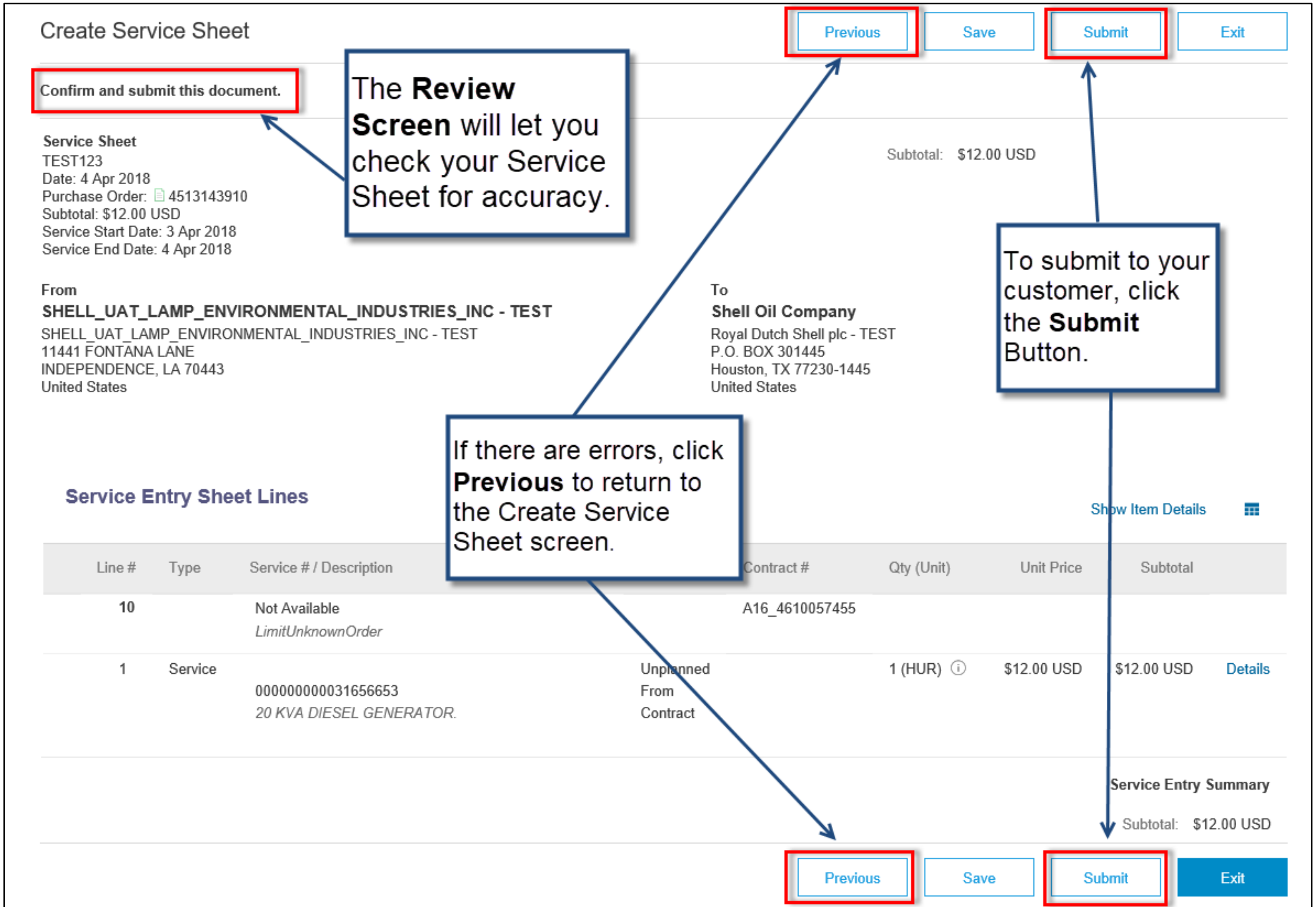
If PO is NOT account assigned:





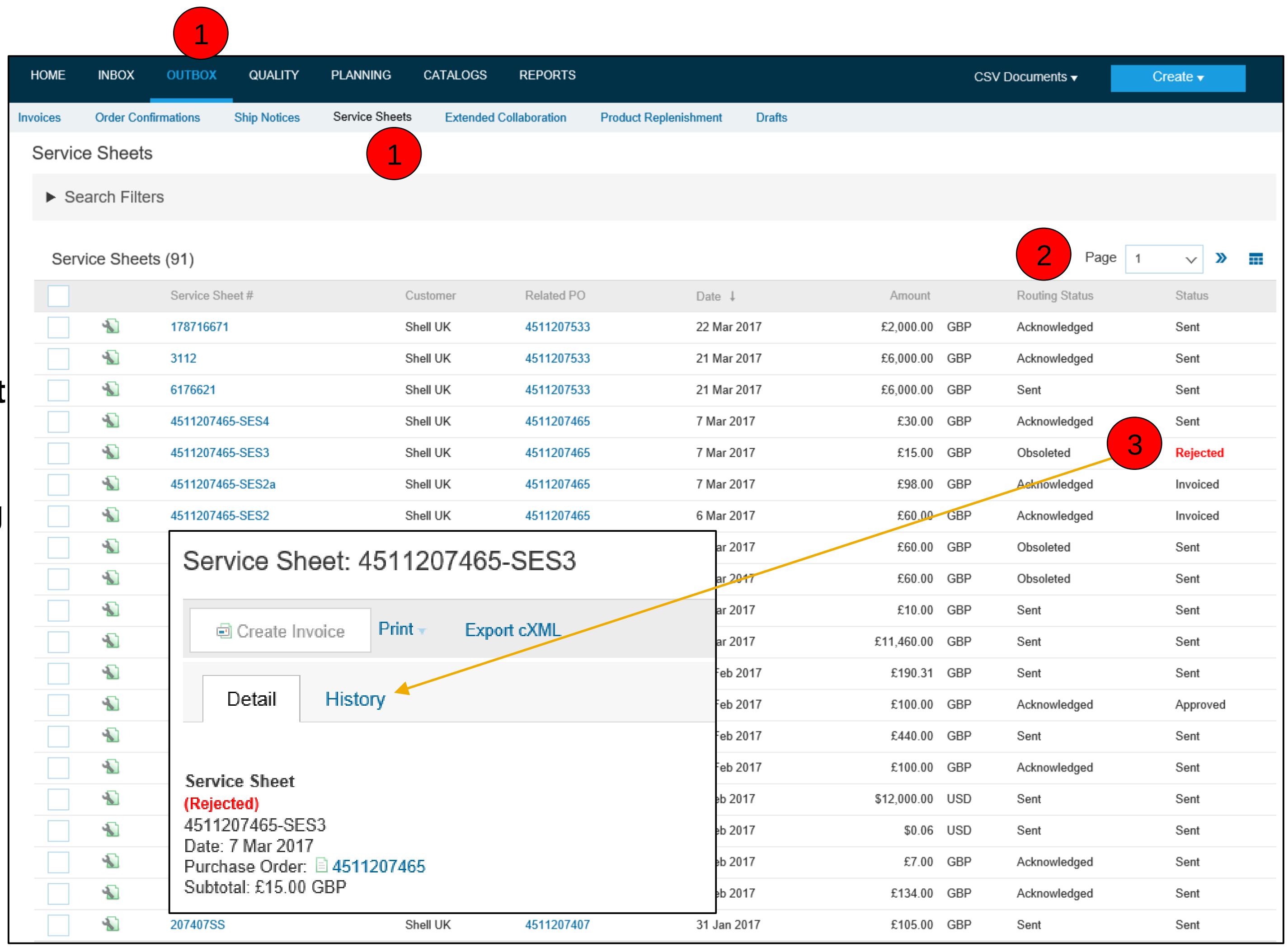


Create a Service Entry Sheet
Review and Submit Service Entry Sheet



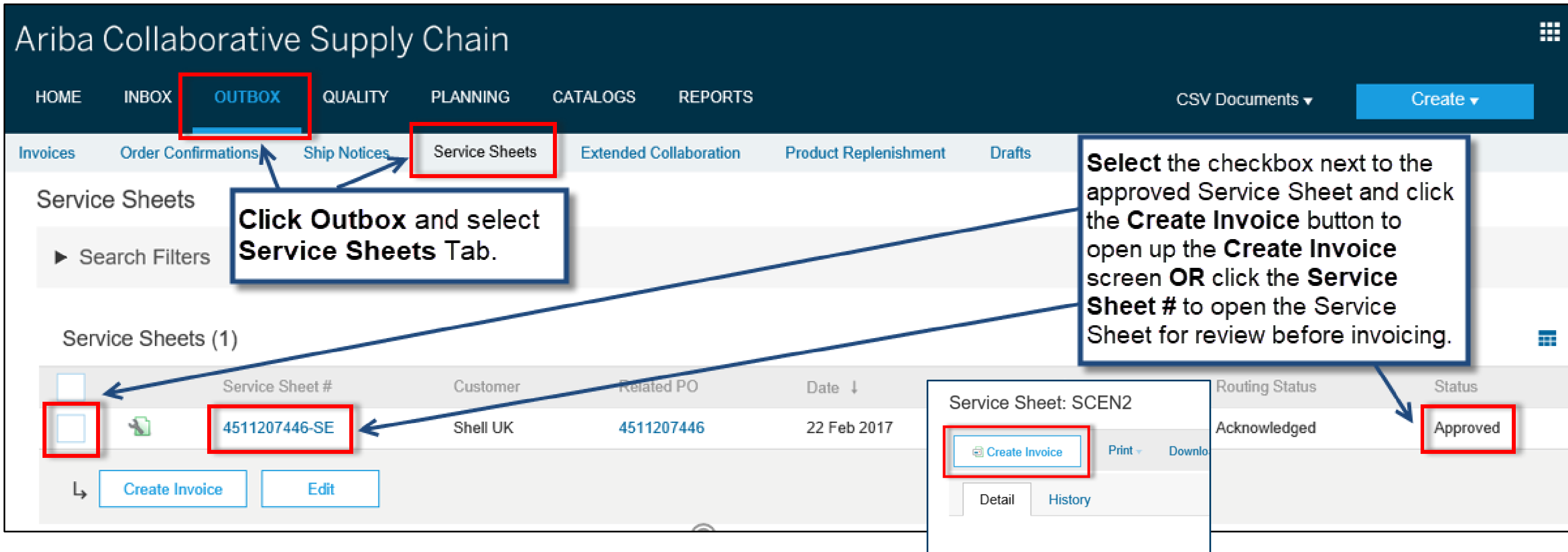
Check Service Sheet Status

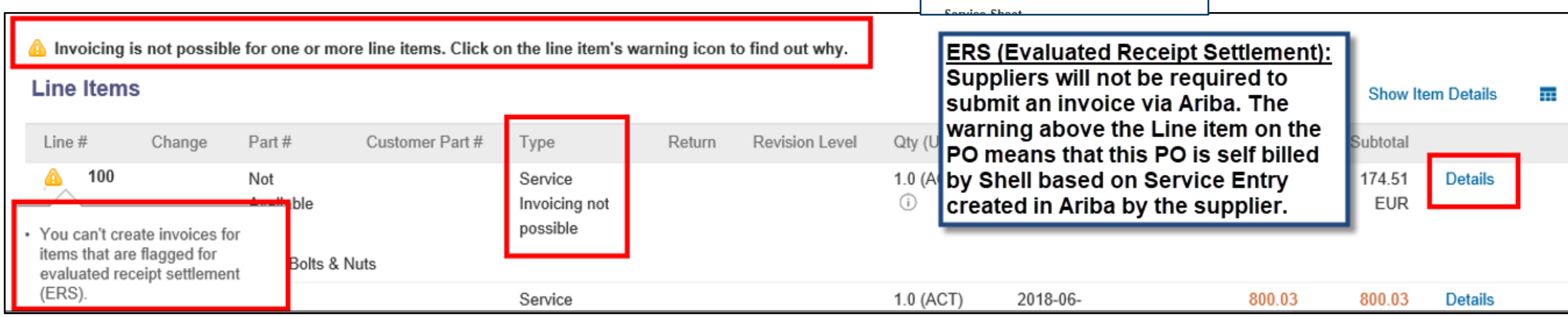
1. **Click Outbox** and select **Service Sheets** Tab.
2. **Routing** and **Approval Status** will be visible on each line.
3. **If a Service Sheet is rejected or failed**, view the reason by opening the Service Sheet and clicking the **History** Tab.



Invoice Service Entry Sheet

Locate Approved Service Sheet



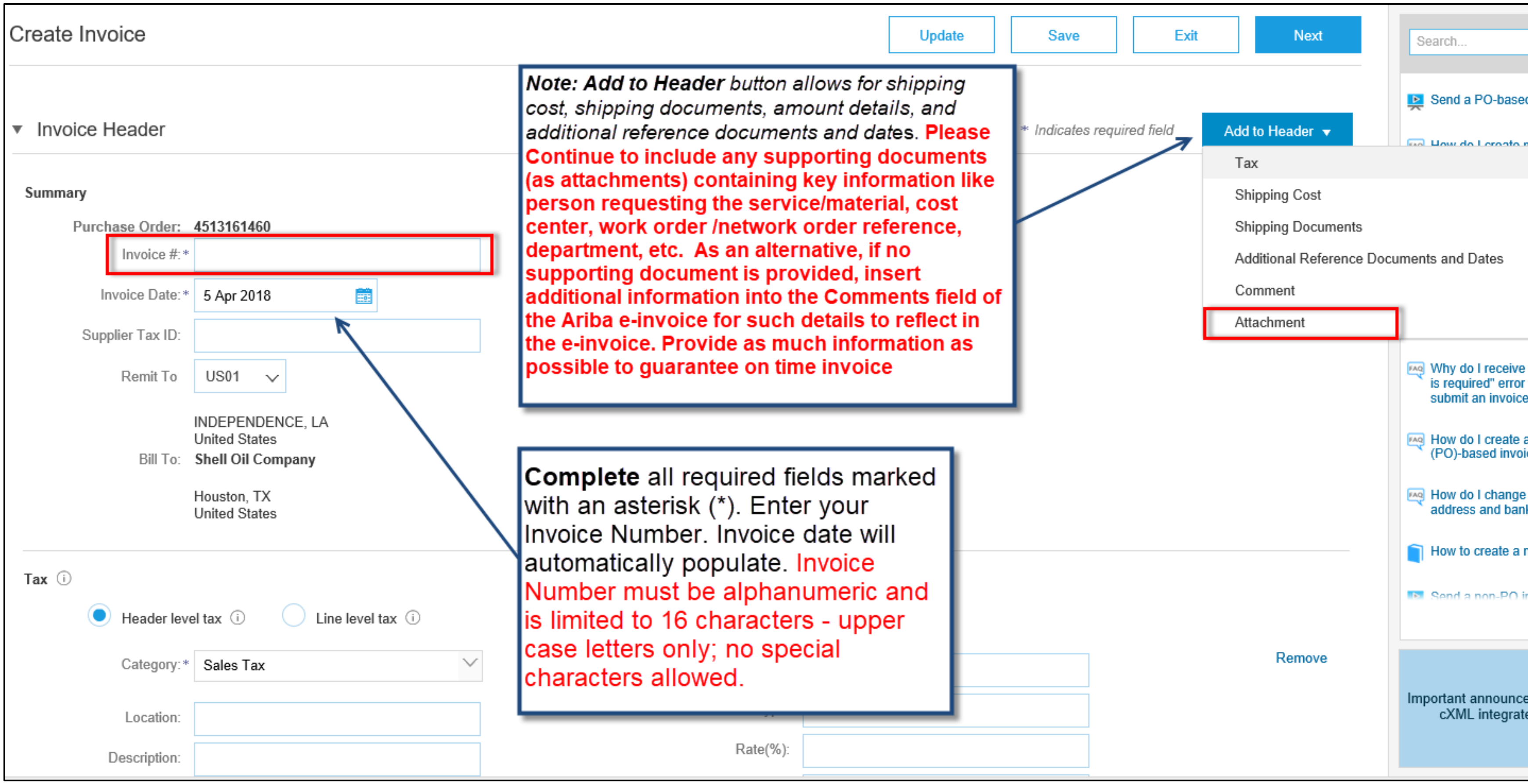


Note: *You will ONLY be able to create an invoice against an Approved Service Sheet.*

Invoice Service Entry Sheet

Invoice Header Information

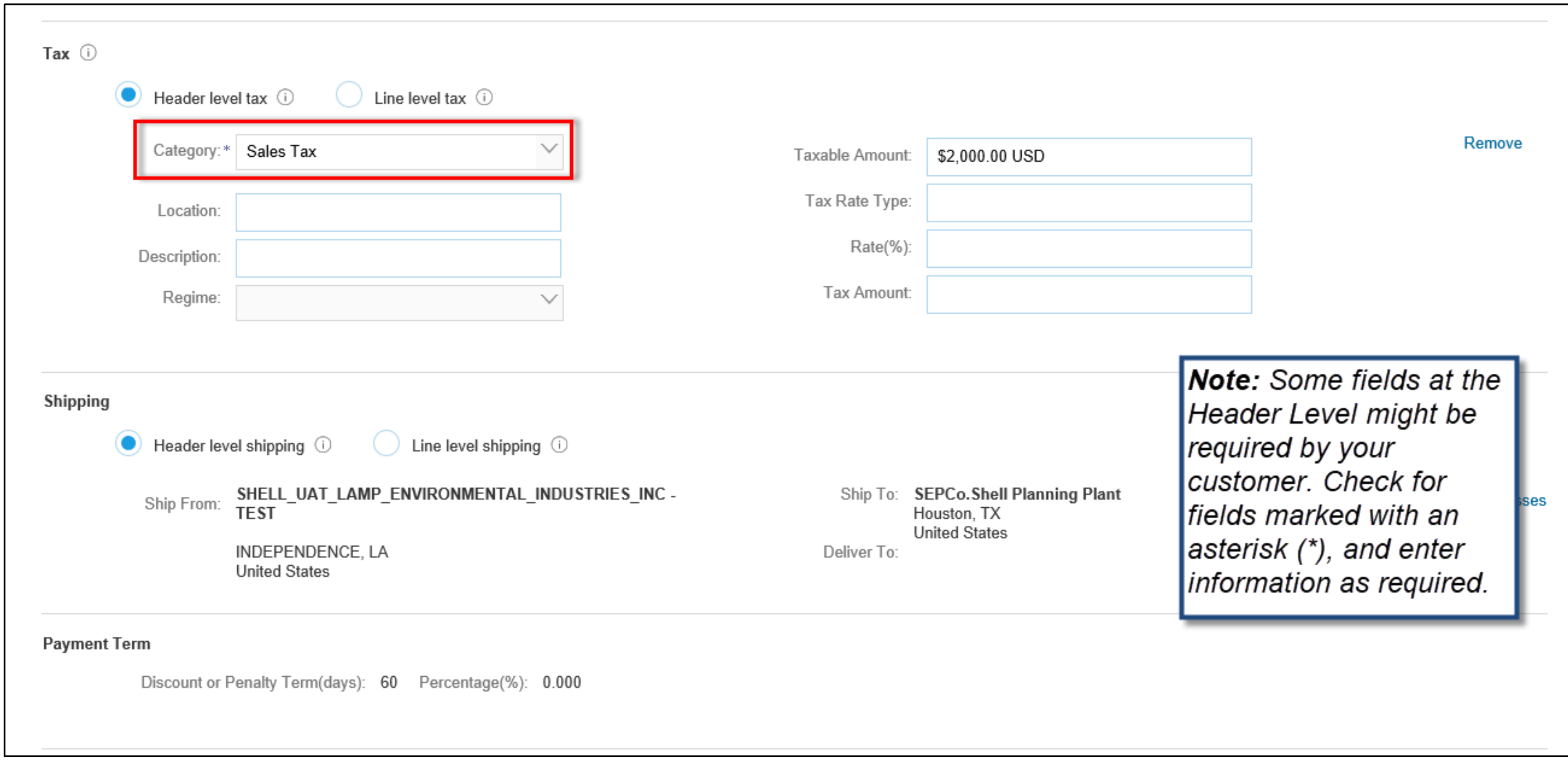
Invoice information will automatically pre-populated from the Service Sheet.



Invoice from a Service Sheet

Header Level Detail

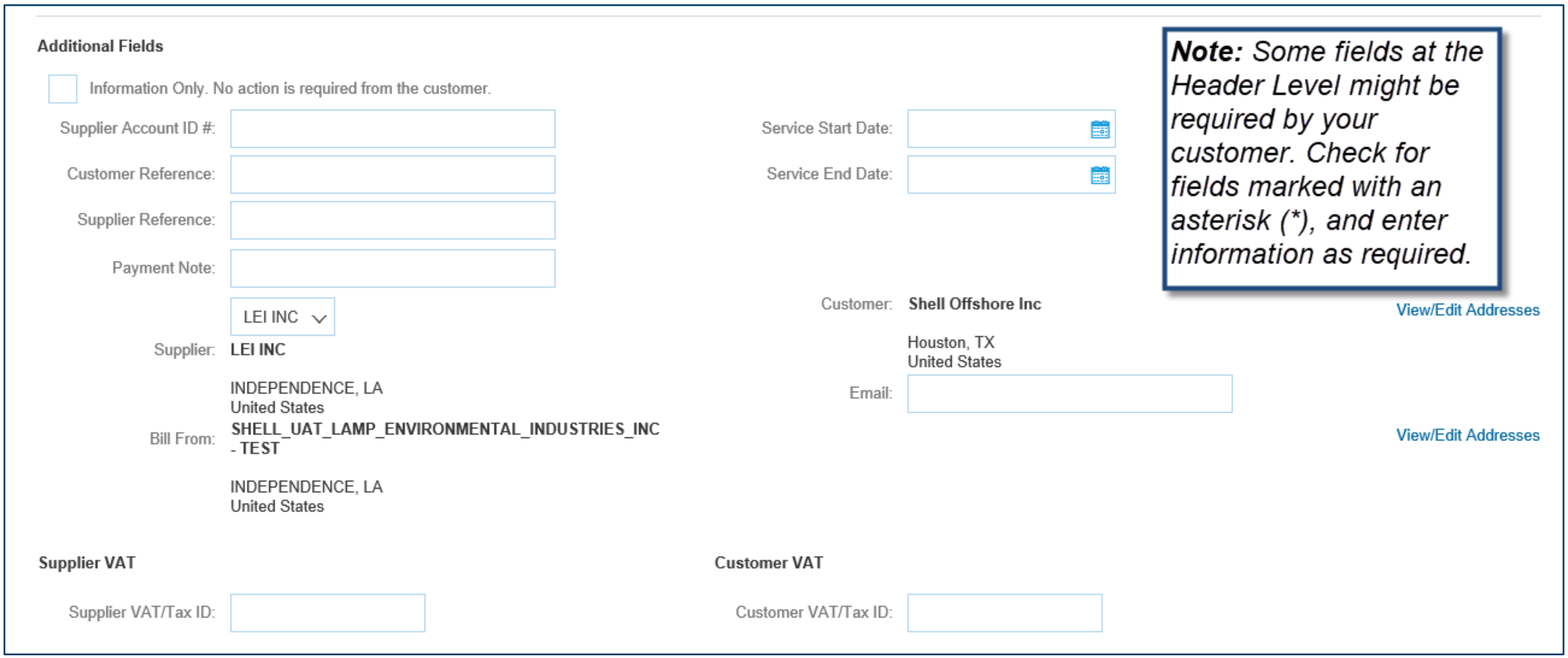
Header Level information can be entered after the screen refreshes. Complete each section as needed before proceeding to the Line Section.



Invoice from a Service Sheet

Additional Fields Section

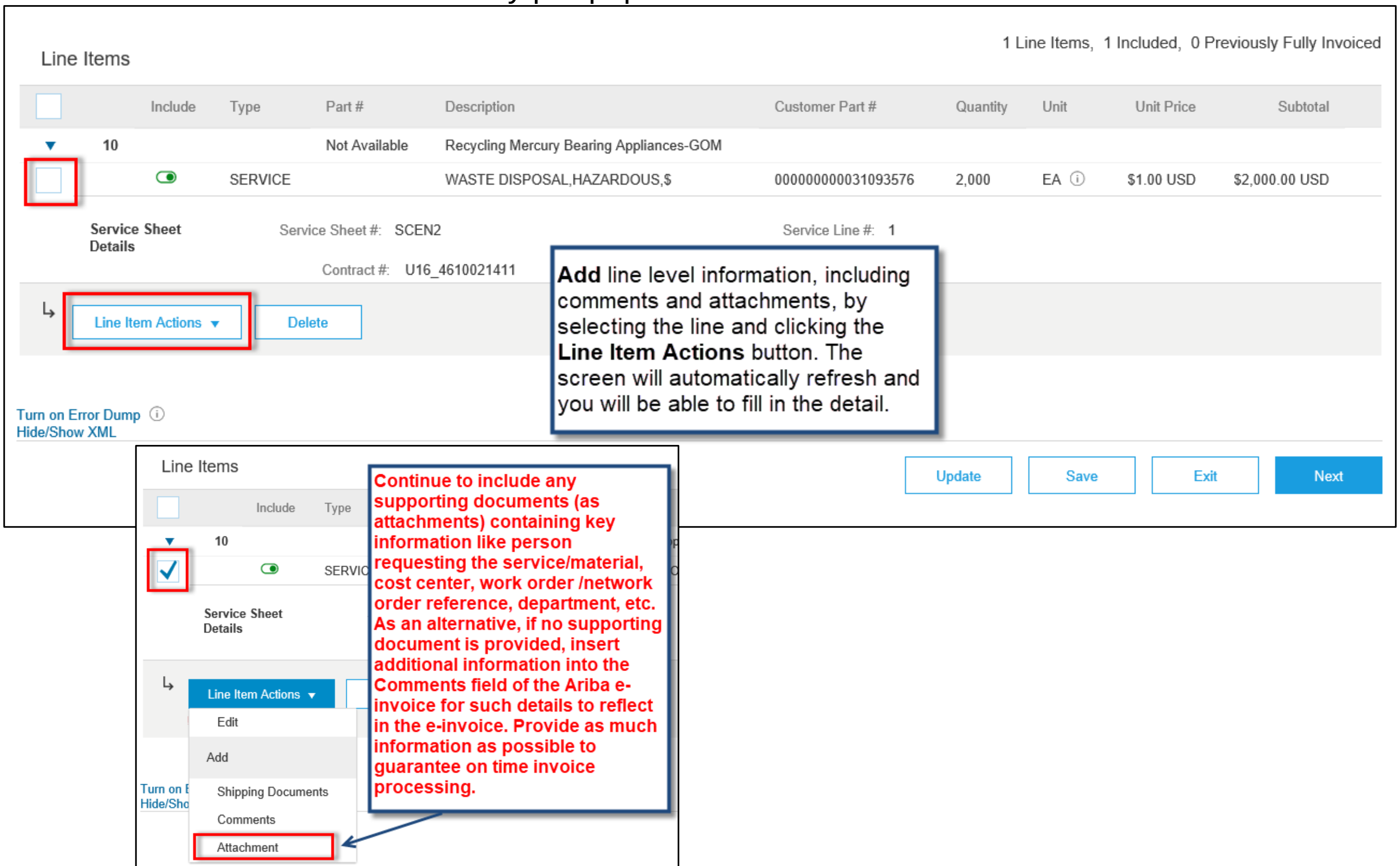
The Additional Fields section includes optional fields such as reference numbers, service period dates, and Approver Email.



Invoice from a Service Sheet

Line Item Details

Invoice information will automatically pre-populate from the Service Sheet.



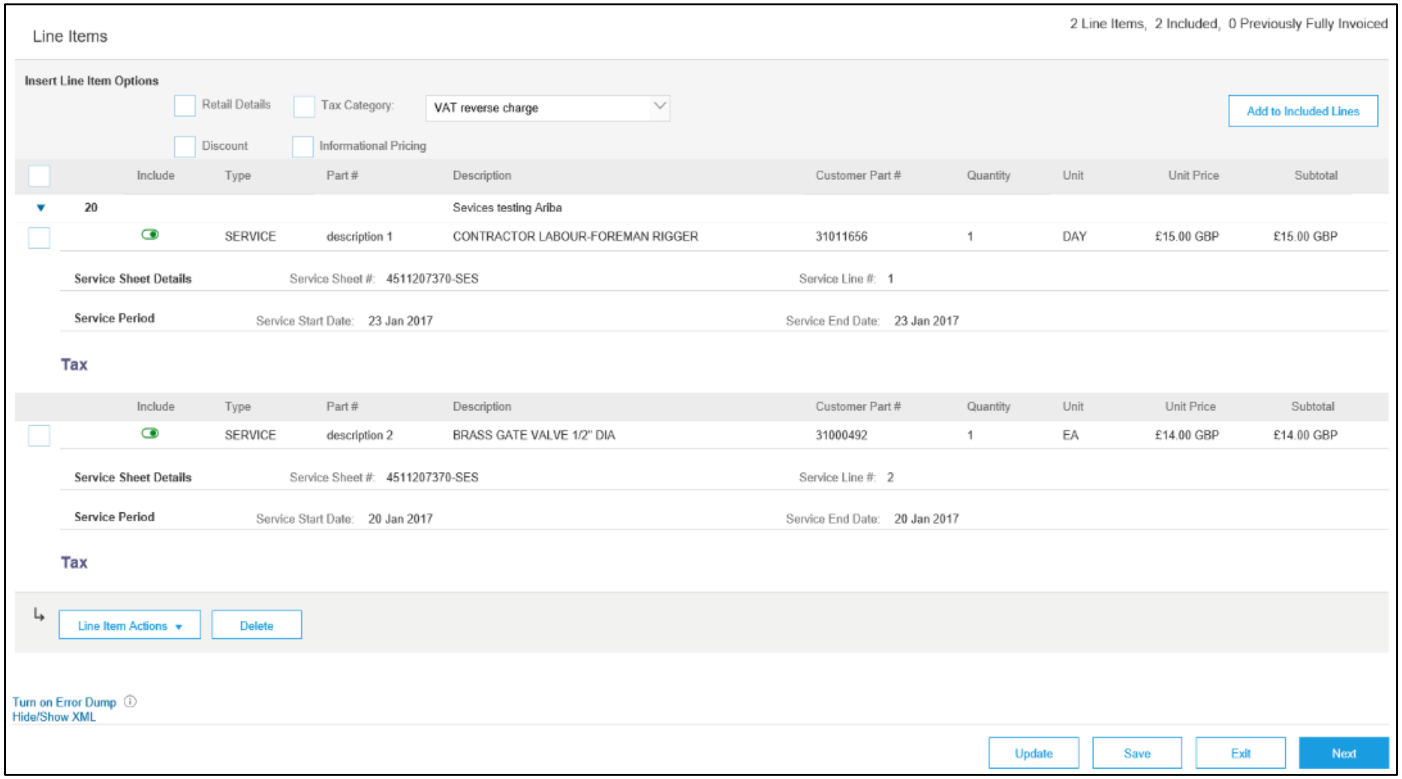
Add line level information, including comments and attachments, by selecting the line and clicking the **Line Item Actions** button. The screen will automatically refresh and you will be able to fill in the detail.

Continue to include any supporting documents (as attachments) containing key information like person requesting the service/material, cost center, work order /network order reference, department, etc. As an alternative, if no supporting document is provided, insert additional information into the Comments field of the Ariba e-invoice for such details to reflect in the e-invoice. Provide as much information as possible to guarantee on time invoice processing.

Invoice from a Service Sheet

Review, Save, Submit

1. **Update** each line item as needed until all items are complete.
2. **Click** Next to proceed to review screen.
3. **From** the Review Screen, check your Invoice for accuracy. If there are errors, click **Previous** to return to the Create Invoice screen and make corrections. To submit to your customer after corrected, click the **Submit** Button.



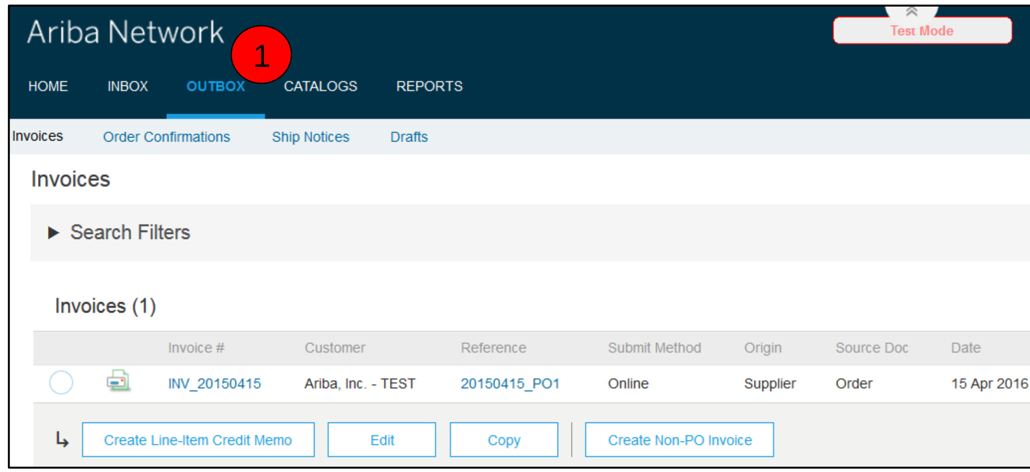
SECTION 4.4: Credit Memos and Invoice Management

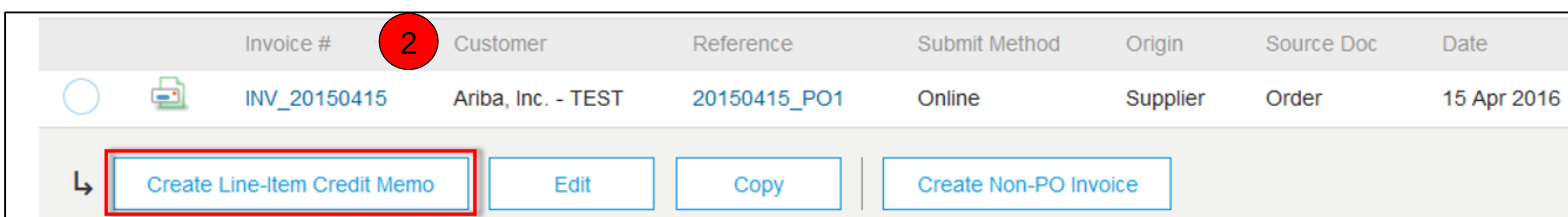
Credit Invoices/Credit Memos

Credit Invoices/Credit Memo

To create a credit memo against an Invoice,

1. **Select** the **OUTBOX** tab.
2. **Select** your previously created invoice.
3. **Click** the button on the Invoice screen for **Create Line-Item Credit Memo**.
4. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks are filled in. **Note:** Only <u>quantity</u> can be changed for the line item.
5. **Click Next**.
6. **Review** Credit Memo.
7. **Click Submit**.





SECTION 5: Invoice Management Quick Links

Click the box to find more information:

- Search for an Invoice (Quick and Refined)
- Check Invoice Status
- Check Invoice History
- Edit, and Resubmit Invoice
- Invoice Reports
- Invoice Archival
- How to Copy an Invoice

SECTION 6: Ariba Network Help Resources

Customer Support

Supplier Information Portal

Useful Links

Customer Support

Supplier Support During Deployment

Ariba Network Registration, Configuration support and
Help with first invoice creation

North America
Europe, Middle East, Africa
Asia, Pacific, Australia or N. Zealand
Latin America

Questions related to:

- Registration
- Account Configuration
- Supplier Fees
- General Ariba Questions

Shell Enablement Business Process Support

SIPC-Supplier-Enablement@shell.com
APVENDORHELPDESK@shell.com

Questions related to:

- Business Related Questions
- Missing POs on AN

Shell Supplier Information Portal

How to Find the Supplier Information Portal

Supplier Support Post Go-Live

Global Customer Support

Click here to find the appropriate support line.

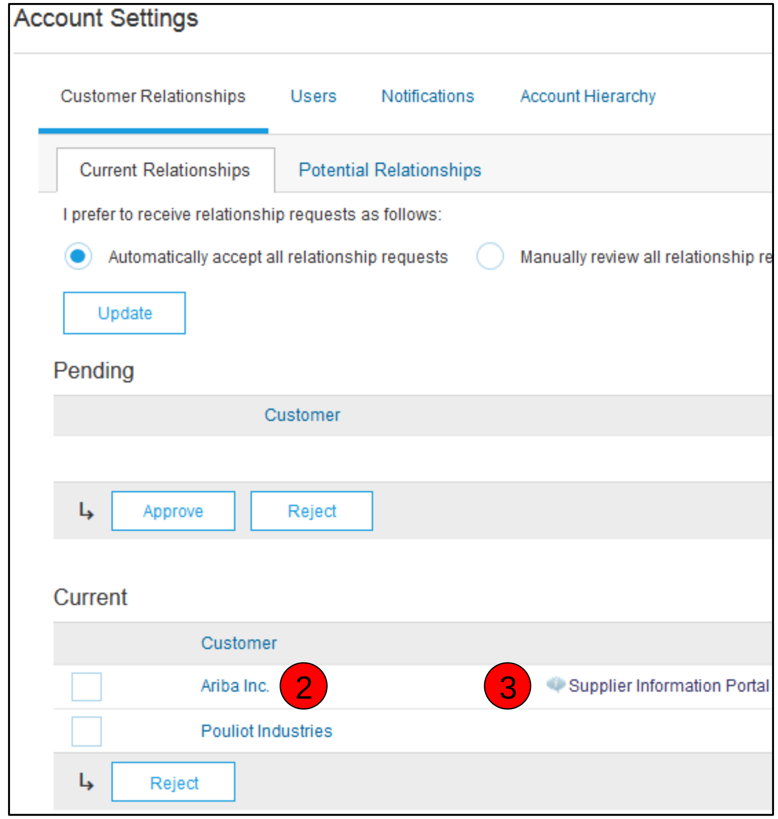
Other Help

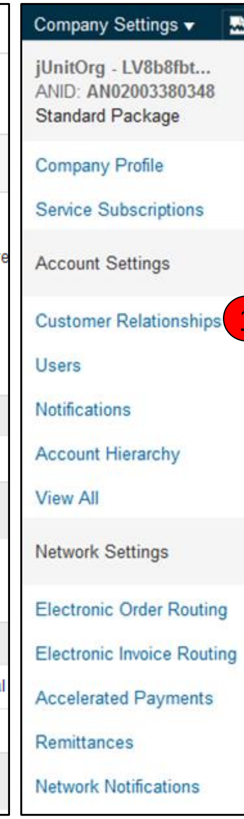
- Standard Documentation
- Help Center
- Ariba Exchange User Community

Training & Resources

Shell Supplier Information Portal

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name to view transactional rules:
   The Customer Invoice Rules determine what you can enter when you create invoices.
3. **Select** Supplier Information Portal to view documents provided by your buyer.





Useful Links

Useful Links

- **Ariba Supplier Pricing page** - http://www.ariba.com/suppliers/ariba-network-fulfillment/pricing
- **Ariba Network Hot Issues and FAQs** - https://connect.ariba.com/anfaq.htm
- **Ariba Cloud Statistics** – http://trust.ariba.com
  - Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- **Ariba Discovery** - http://www.ariba.com/solutions/discovery-for-suppliers.cfm
- **Ariba Network Notifications** - http://netstat.ariba.com
  - Information about downtime, new releases and new features

SECTION 7: Troubleshoot Your Invoice Issues

Click the hyperlinks to find more information:

I cannot change/confirm my order.

Solution:
Check Control Keys in Line Item: Details

I cannot invoice.

Solution:
Check if SES is required
Check Control Keys
Check if you use a new invoice number for resubmitted invoice

My invoices are being rejected due to incorrect bank details

Solution
Correct your bank details

My invoices are being rejected with no reason.

Solution:
E-mail APVENDORHELPDESK@shell.com with your company name, ANID, and a list of rejected invoice

I need to add Tax ID to each invoice

Solution:
Enter Tax ID to your company profile to automatically populate Tax ID in your invoices.

How do I add apply different rates to each line item?

Solution:
Configure additional tax options

Troubleshoot Your Invoice Issues

What does this error message mean?

I've submitted an invoice. Now what?

How do I edit and resubmit an invoice that I've sent?

What should I do if my invoice has been rejected?

Can I resend a failed or rejected invoice with the same invoice number?

How do I tell when my invoice will be paid?

Thank you for joining the Ariba Network!

SAP Ariba

APPENDIX: General invoicing Rules and Features

Invoice Rules

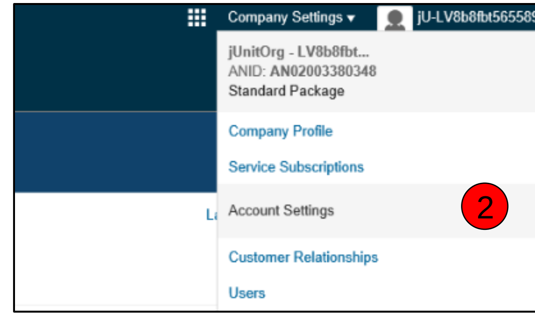
Shell Invoice Requirements

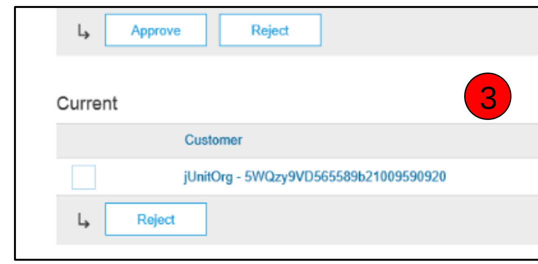
Invoice Management

Review Shell Invoice Rules

These rules determine what you can enter when you create invoices.

1. Login to your Ariba Network account via **supplier.ariba.com**
2. Select the **Company Settings dropdown menu** and under Account Settings, click **Customer Relationships**.
3. A list of your Customers is displayed. Click the name of your customer **(Shell).**
4. Scroll down to the **Invoice Setup** section and view the **General Invoice Rules**.
5. If **Shell** enabled Country-Based Invoice Rules then you will be able to choose your Country in Originating Country of Invoice from the drop down menu.
6. Click **Done** when finished.





Shell Invoice Requirements

1. Supplier is required to submit **order confirmation before** submitting an invoice for material orders. Goods Receipt is not required before submitting an invoice.

Note: This does not apply for legacy POs (POs sent before go-live in Ariba Network).

2. Suppliers are **not allowed to issue one invoice for both material and service**, nor put multiple POs on one invoice.
3. Suppliers are **not allowed to issue new invoice under the same invoice number.**
4. Suppliers are **not allowed to put both debit and credit line items** on the same invoice.
5. There is **no restriction on the number of invoices** that can be linked to a particular PO.
6. PO invoices and Non-PO invoices can contain a maximum equivalent to the **lesser of: 3,000 line items** or a file size of 4 MB. Attachments to a single PO and/or Invoice cannot exceed 10 MB.
7. Only in case the data sent by supplier is **digitally signed by Trustweaver** it is considered an invoice. In case the invoice failed at supplier site, it is the responsibility of the supplier to follow up.
9. The supplier is expected to include a **bank account number** in the invoice.
10. Supplier **cannot add lines to an invoice** that do not map to a line on the PO.
11. ERS Suppliers only are required to submit **service entry sheet**. Supportive documents (e.g. Timesheets) need to be attached.

Copy an Invoice

Copy Invoice Feature:

- Suppliers can copy an existing invoice to use as a basis for a new invoice. The copy includes all fields except the invoice date, invoice number, exchange rate, and attachments. The supplier can edit and submit the new invoice without having to reenter a lot of information. This feature applies to standard invoices and contract-based invoices. Invoices can be copied regardless of status.

Common uses for this feature include:

- Submitting invoices for a balance due.
- Submitting corrected invoices in cases where the first attempt was rejected.

Enabling This Feature

- This is an out-of-the-box feature available to all customers. It requires no action to configure it.

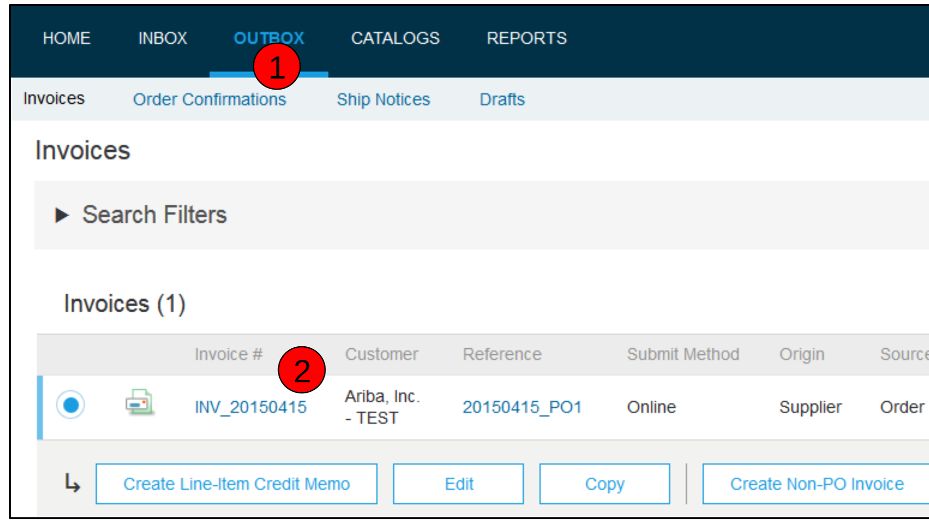
Limitations

- You cannot copy the following:
  - Credit memos and line-level credit memos
  - Invoices with 1000 or more invoice lines

How to Copy this Invoice

To copy an existing invoice in order to create a new invoice:

1. **Select** the **OUTBOX** Tab.
2. **Either Select** the radio button for the invoice you want to copy, and click Copy. OR Open the invoice you want to copy.
3. **On** the **Detail** tab, click **Copy This Invoice**.
4. **Enter** a new invoice number.
5. **For VAT lines,** make sure the date of supply at the line level is correct.
6. **Edit** the other fields as necessary.
7. **Click** Next, review the invoice, and save or submit it.



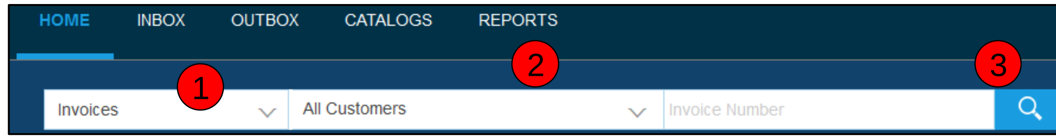
Search for Invoice (Quick & Refined)

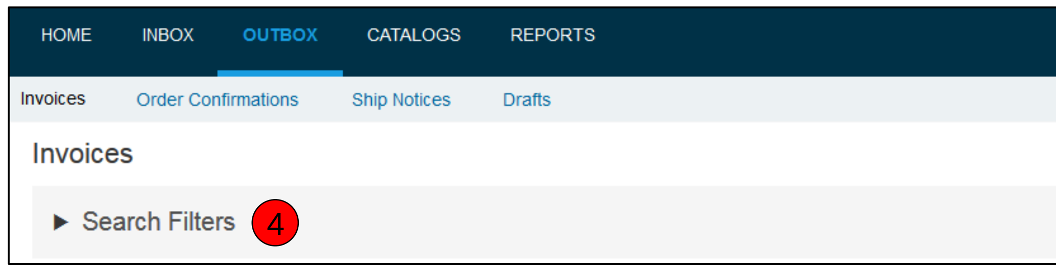
Quick Search:

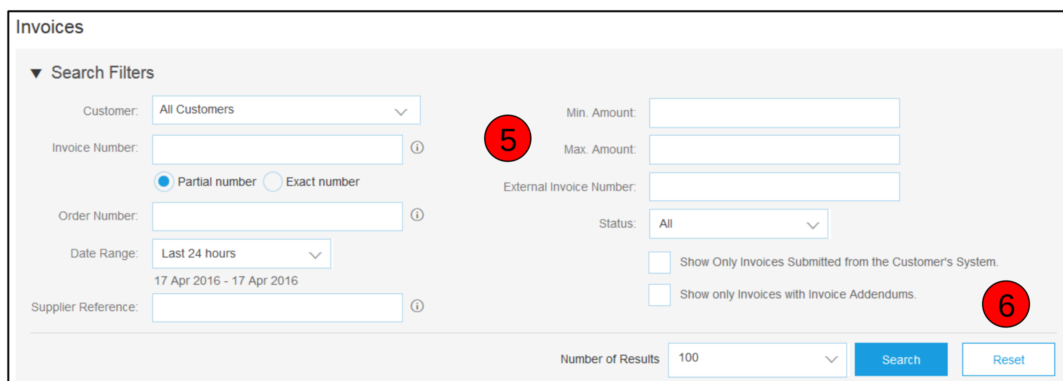
1. **From the Home Tab,** Select Invoices in the Document type to search.
2. **Select** Shell from Customer Drop down menu**.**
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

Refined Search: Allows a refined search of Invoices within up to 90 last days.

4. **Search** Filters from Outbox (Invoices).
5. **Enter** the criteria to build the desired search filter.
6. **Click** Search.







Check Invoice Status

Check Status:

If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status.

You can also check invoice status from the **Outbox** by selecting the invoice link.

Routing Status

Reflects the status of the transmission of the invoice to Shell via the Ariba Network.

- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed Shell invoicing rules. Shell will not receive this invoice
- **Queued** – Ariba Network received the invoice but has not processed it
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the Shell
- **Acknowledged** – Shell invoicing application has acknowledged the receipt of the invoice

Click here to troubleshoot your invoice

Check Invoice Status

Invoice Status

Reflects the status of Shell's action on the Invoice.

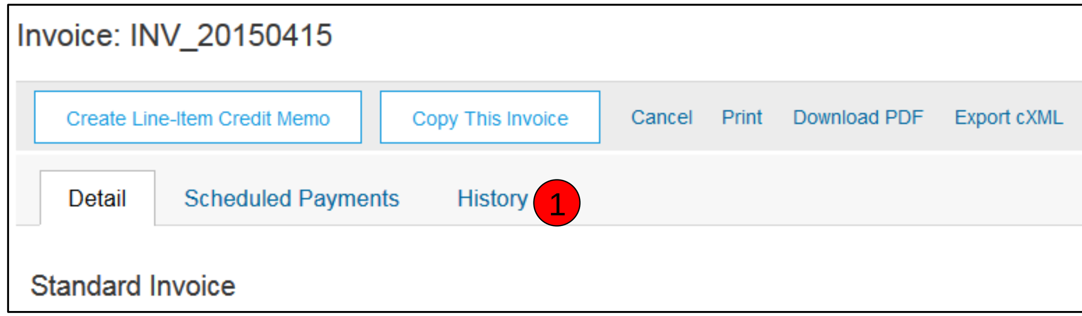
- **Sent** – The invoice is sent to the Shell but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Shell approved the invoice cancellation
- **Paid** – Shell paid the invoice / in the process of issuing payment. Only if Shell uses invoices to trigger payment.
- **Approved** – Shell has verified the invoice against the purchase orders or contracts and receipts and approved if for payment
- **Rejected** – Shell has rejected the invoice or the invoice failed validation by Ariba Network. If Shell accepts invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
- **Failed** – Ariba Network experienced a problem routing the invoice

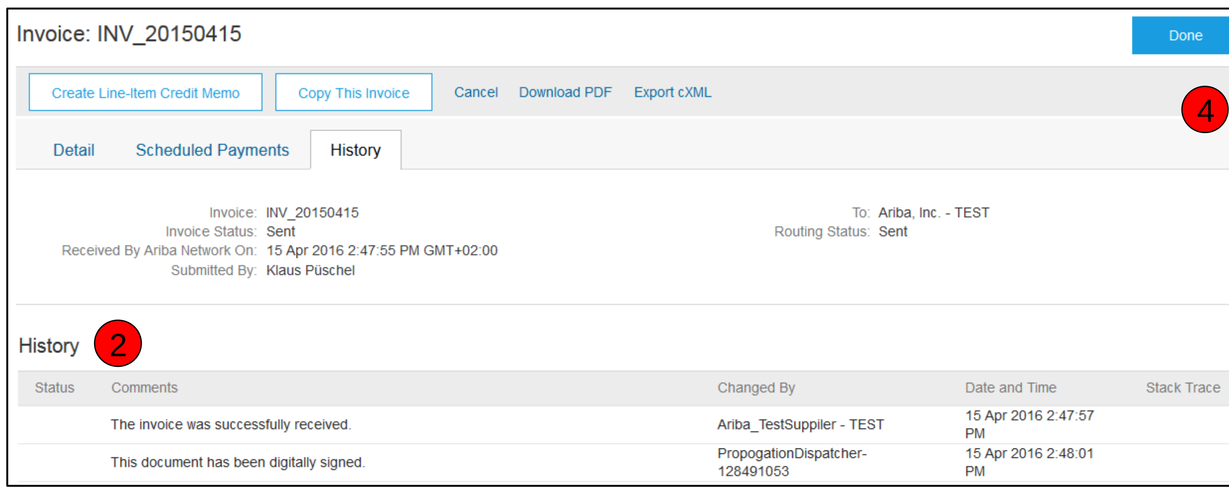
Click here to troubleshoot your invoice

Check Invoice History

Access any invoice:

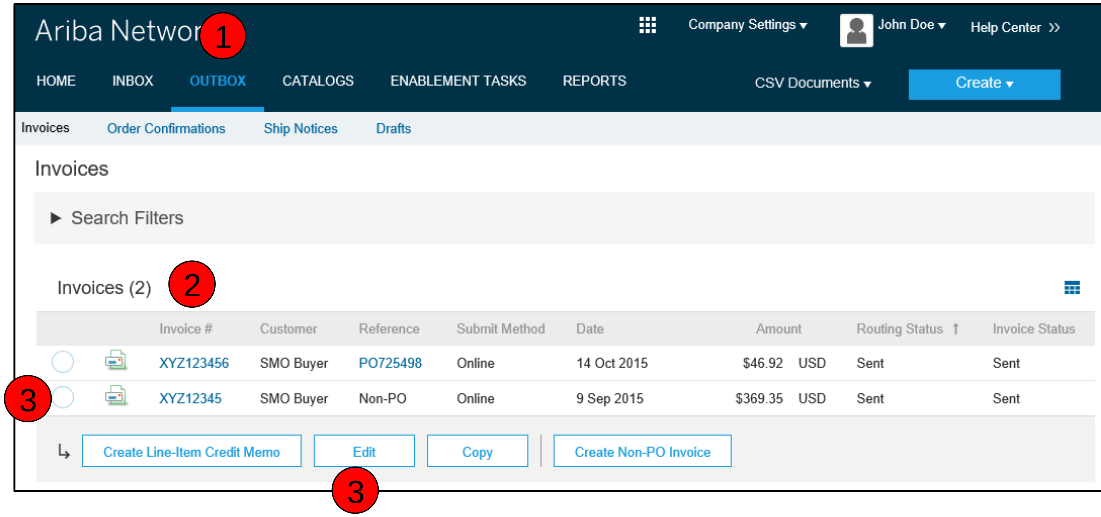
1. **Click** on the History tab to view status details and invoice history.
2. **History and status comments** for the invoice are displayed.
3. **Transaction history** can be used in problem determination for failed or rejected transactions.
4. **When you are done** reviewing the history, click Done.





Edit, and Resubmit Invoice

1. **Click** the **Outbox tab.**
2. In the **Invoice #** column, click a link to view details of the invoice.
3. **Click** the **Invoice #** for the failed, canceled, or rejected invoice that you want to resubmit and click **Edit**. This will open the Create Invoice screen.
4. **Complete** edits as necessary to the invoice, and click **Next** to proceed to the review screen.
5. **Click Submit** on the Review page to send the invoice**.**

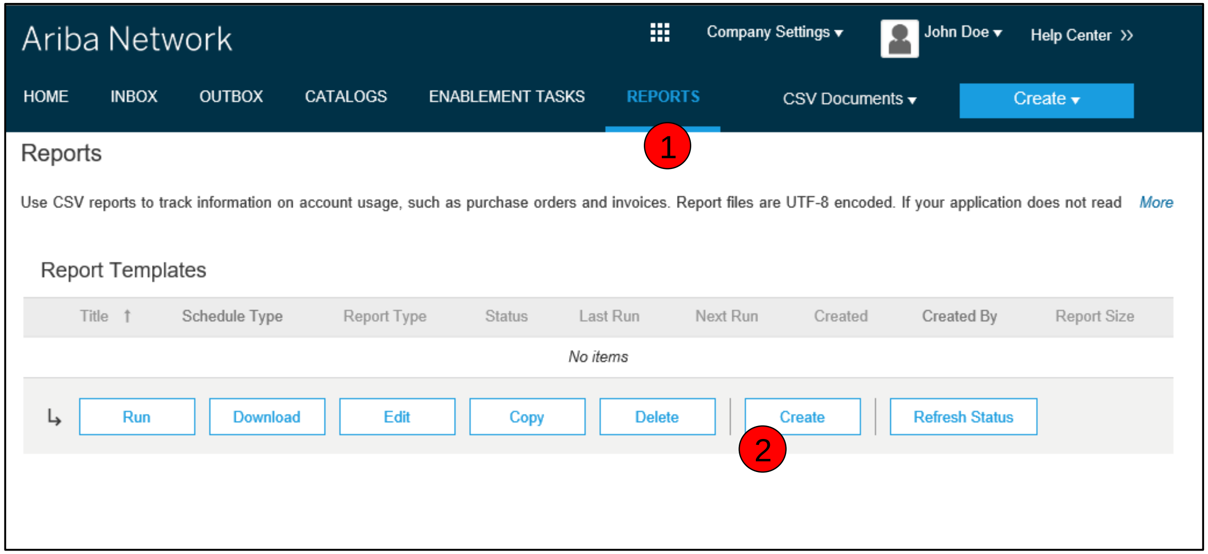


Note: *You have to update the invoice number – the same number cannot be used again.*

Invoice Reports

Reports help provide additional information and details on transactions on the Network in a comprehensive format.

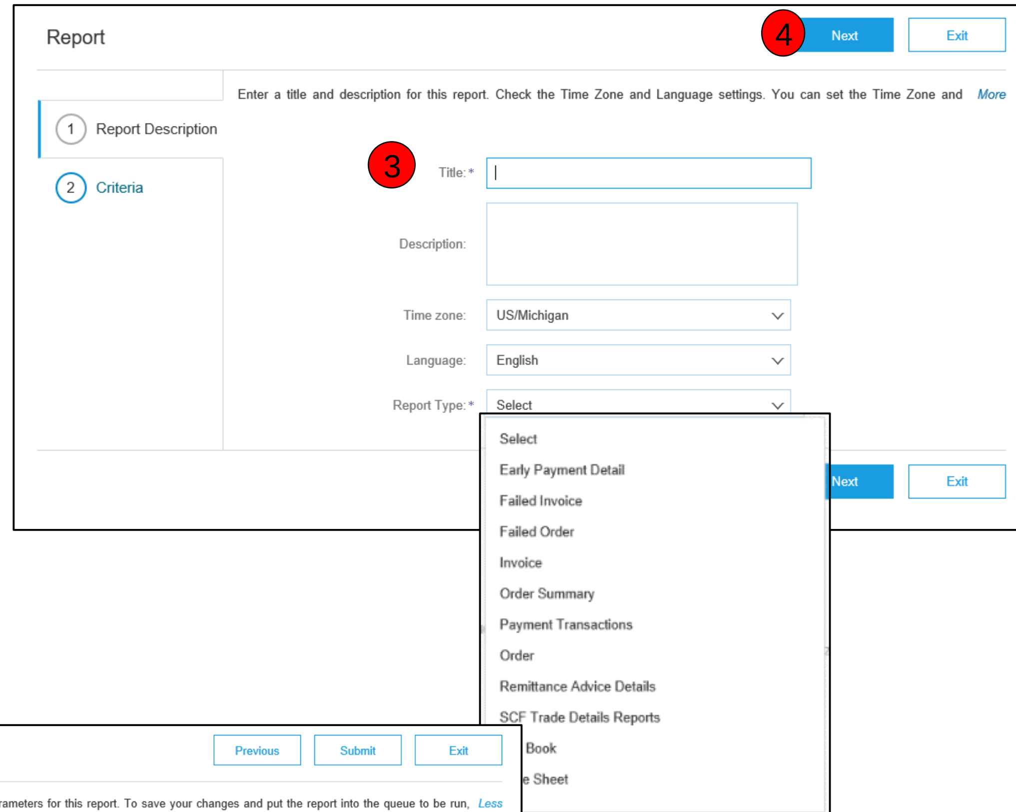
1. **Click** the **Reports** tab from the menu at the top of the page.
2. **Click Create**.



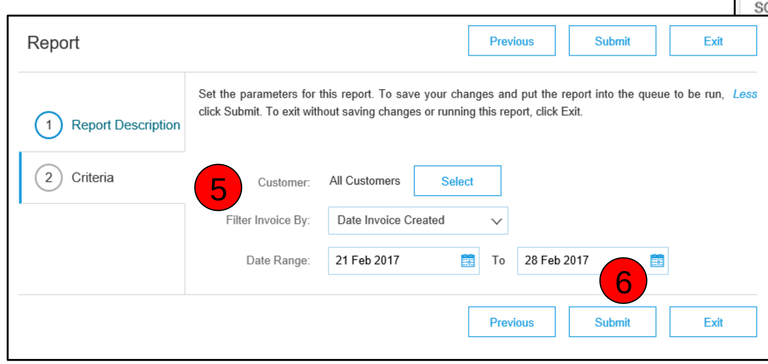
- **Invoice reports** provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.
- **Failed Invoice reports** provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.
- Reports can be created by Administrator or User with appropriate permissions.
- **Bronze** (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

Invoice Reports

3. **Enter** required information. Select an Invoice report type — **Failed Invoice** or **Invoice**.
4. **Click Next**.
5. **Specify Customer** and **Created Date** in Criteria.
6. **Click Submit**.
7. You can view and download the report in CSV format when its status is **Processed**.



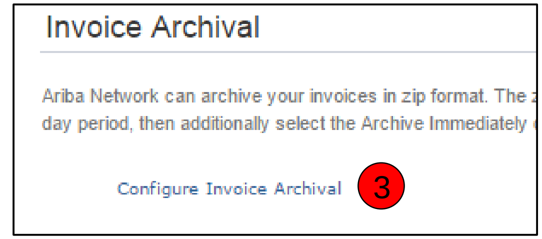
For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.

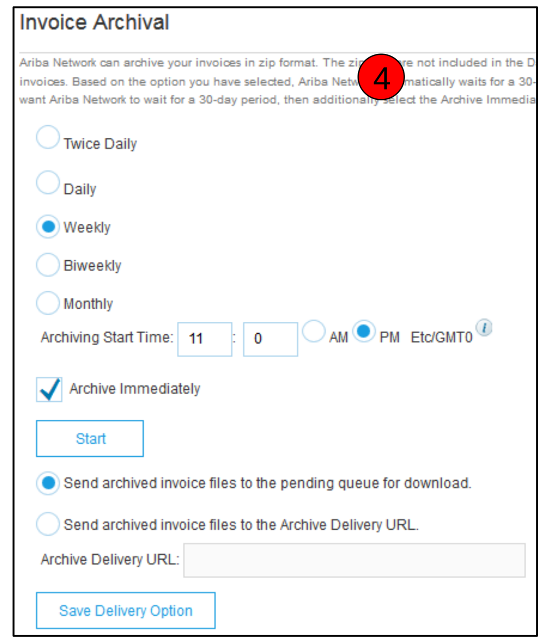


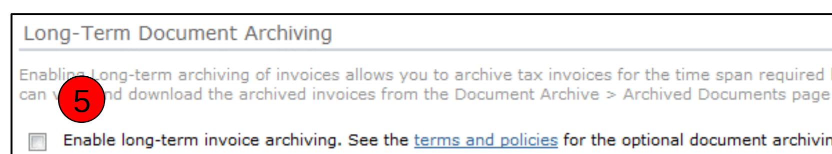
Invoice Archival

Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

1. From the **Company Settings** dropdown menu, select **Electronic Invoice Routing.**
2. Select the tab **Tax Invoicing and Archiving.**
3. Scroll down to **Invoice Archival** and select the link for **Configure Invoice Archival.**
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), choose Archive Immediately to archive without waiting 30 days, and click **Start**.
   - If you want Ariba to deliver automatically archived zip files to you, also enter an Archive Delivery URL (otherwise you can download invoices from your Outbox, section Archived Invoices).
   - ***Note:*** *After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.*
5. You may navigate back to the **Tax Invoicing and Archiving** screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the Terms and Policies link.)







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