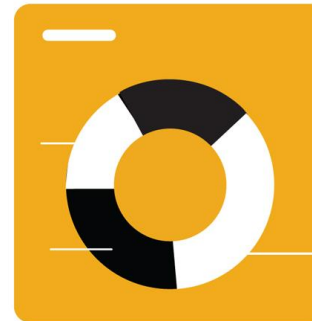
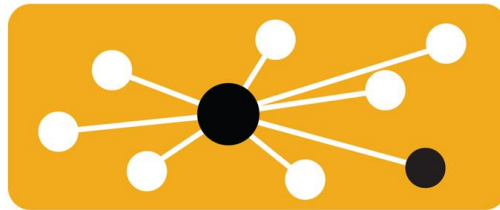
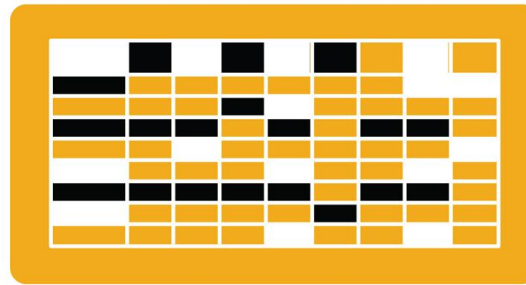


# Ariba® Network Supplier Guide



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

This button will take you back to the previous page

This button will take you to the next step



This button will return you to the beginning of the section, or skip back between sections

The HOME button will return you to the Guide Contents page

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.



# HOME – Table of Contents

---

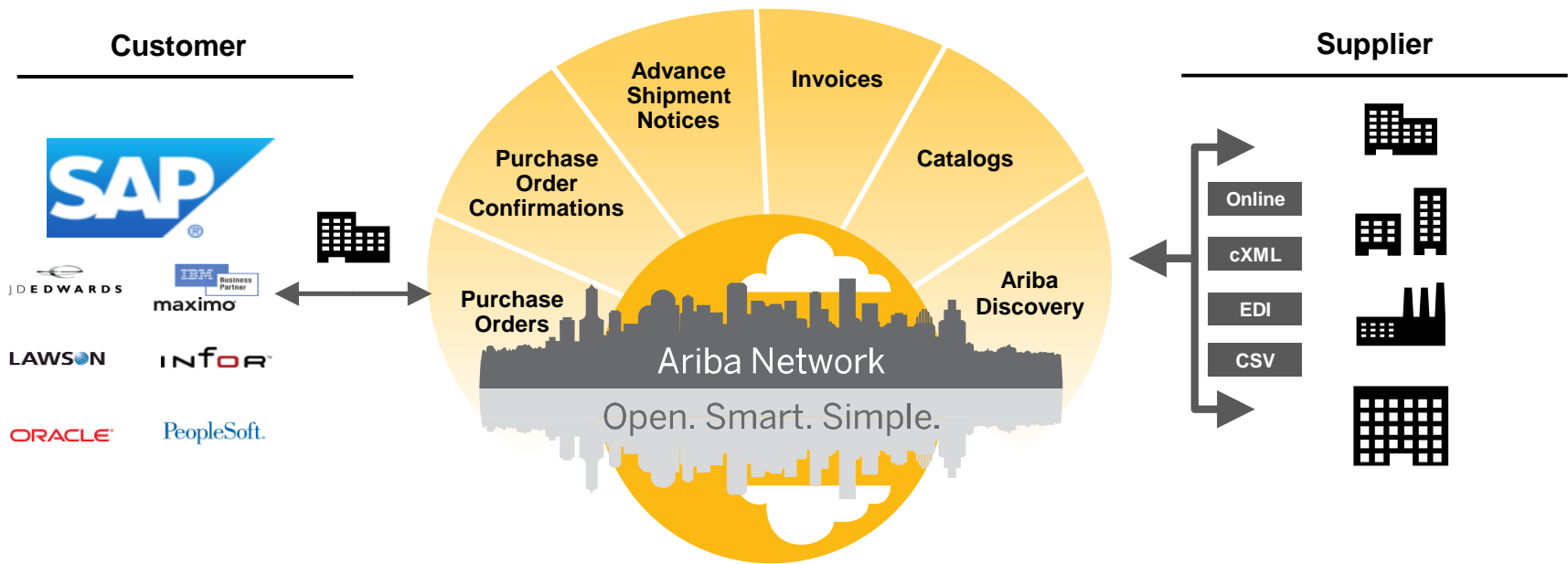


# SECTION 1: Ariba Network Overview



# What is Ariba Network?

Shell has selected Ariba Network as their electronic transaction provider. As a preferred supplier, you have been invited by your customer to join Ariba Network and start transacting electronically with them.



**2+ million**

Trading Partners

**\$850B**

In Annual Commerce

**>60%**

Global 2000 use the Network

**65+ million**

Annual Invoices

**190**

Countries

**60+ million**

Annual Purchase Orders

# Shell Message

---

Shell's goal is to be the best company in the Oil and Gas industry and to achieve this one of our aims is to develop 'best in class' supply chains. We are on a journey to radically simplify, automate & digitize our purchase to pay cycle but we cannot achieve this without the support of our suppliers.

Our aim is to achieve 100% touchless and paperless transactions. This will make procurement easier, faster, more efficient and more accurate, not only for us in Shell but also for you as a supplier.

After careful consideration we have chosen the SAP Ariba platform to make this happen.

Transacting electronically on the Ariba Network will be a standard part of doing business with Shell.

# Review Shell Specifications

## Supported Documents

### Shell project specifics:

- **Tax data** is accepted at the header/summary level or at the line item level of the invoice.
  - *Note – Tax data at summary level is only accepted in some countries*
- **Shipping data** is accepted at the header/summary level or at the line item level. If Collaborative Supply Chain is enabled, Shipping details are added at the header/summary level of the invoice.

### Supported

- **Purchase Order Confirmations**  
Apply against a whole PO or line items
- **Advance Shipment Notices**  
Apply against PO when items are shipped
- **Service Entry Sheets**  
Apply against a single purchase order referencing a line item
- **Detail Invoices**  
Apply against a single purchase order referencing a line item
- **Partial Invoices**  
Apply against specific line items from a single purchase order
- **Service Invoices**  
Invoices that require service line item details
- **Header Level Credit Memos**  
The Header Level Credit Memo feature is supported by Shell per invoices
- **Credit Invoices/Credit Memos**  
Item level credits; price/quantity adjustments

# Review Shell Specifications

## Not Supported Documents

### NOT Supported:

- **Summary or Consolidated Invoices**

Apply against multiple purchase orders; not accepted by Shell

- **Contract Invoices**

Apply against contracts

- **BPO Invoices**

Invoices against a blanket purchase order

- **Invoicing for Purchasing Cards (P-Cards)**

An invoice for an order placed using a purchasing card; not accepted by Shell

- **Duplicate Invoices**

A new and unique invoice number must be provided for each invoice; Shell will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed

status on Ariba Network

- **Paper Invoices**

Shell requires invoices to be submitted electronically through Ariba Network; Shell will no longer accept paper invoices via post, email or fax, unless electronic invoicing is not supported in the particular country we transact in.



# SAP Ariba Can Help You...



## **Collaborate immediately with all trading partners?**

- Immediate access to online invoice creation tool
- Automation and catalog posting for your buyers in <8 weeks



## **Turn paper into efficient electronic transactions?**

- 75% faster deal closure
- 75% order processing productivity gains via cXML
- 80% increase in order accuracy through PunchOut



## **Catch errors and correct them – before they even happen?**

- 64% reduction in manual intervention



## **Track invoice and payment status online in real time and accelerate receivables?**

- 62% decrease in late payments
- 68% improvement in reconciling payments



## **See opportunities you're missing and have the ability to trade globally?**

- 15% increase in customer retention
- 30% growth in existing accounts
- 35% growth in new business

# Supplier Fee Schedule

---

**Please select your currency:**

\$USD

£GBP

€EUR

CHF

# Supplier Fee Schedule



## Transaction fees (billed quarterly)

Less than <b>5 documents</b> * OR less than <b>USD 50,000</b>	<b>FREE</b> usage
More than <b>5 documents</b> * AND more than <b>USD 50,000</b>	<b>0.155%</b> of transacted volume for relationships without Service Entry Sheets
	<b>0.35%</b> of transacted volume for relationships with Service Entry Sheets
	Capped at <b>USD 20,000</b> per customer relationship
*only POs, invoices, service entry sheets, and service entry sheet responses	



## Subscription fees (billed annually)

<b>Annual Document Count</b> across <u>all</u> customer relationships	<b>Subscription level</b>	<b>Annual Fee</b>
Up to 4 documents	Premium	USD 0
5 to 24 documents or < USD 250,000	Bronze	USD 50
25 to 99 documents and > USD 250,000	Silver	USD 750
100 to 499 documents and > USD 250,000	Gold	USD 2,250
500 and more documents and > USD 250,000	Platinum	USD 5,500

# Supplier Fee Schedule



## Transaction fees (billed quarterly)

Less than <b>5 documents</b> * OR less than <b>GBP 38,750</b>	<b>FREE</b> usage
More than <b>5 documents</b> * AND more than <b>GBP 38,750</b>	<b>0.155%</b> of transacted volume for relationships without Service Entry Sheets
	<b>0.35%</b> of transacted volume for relationships with Service Entry Sheets
	Capped at <b>GBP 15,500</b> per customer relationship
*only POs, invoices, service entry sheets, and service entry sheet responses	



## Subscription fees (billed annually)

<b>Annual Document Count</b> across <u>all</u> customer relationships	<b>Subscription level</b>	<b>Annual Fee</b>
Up to 4 documents	Premium	GBP 0
5 to 24 documents or < GBP 193,750	Bronze	GBP 35
25 to 99 documents and > GBP 193,750	Silver	GBP 500
100 to 499 documents and > GBP 193,750	Gold	GBP 2,000
500 and more documents and > GBP 193,750	Platinum	GBP 3,770

# Supplier Fee Schedule



## Transaction fees (billed quarterly)

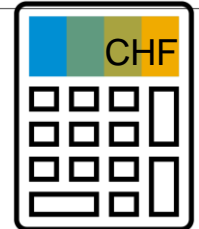
Less than <b>5 documents</b> * OR less than <b>43 250 EUR</b>	<b>FREE</b> usage
More than <b>5 documents</b> * AND more than <b>43 250 EUR</b>	<b>0,155%</b> of transacted volume for relationships without Service Entry Sheets
	<b>0,35%</b> of transacted volume for relationships with Service Entry Sheets
	Capped at <b>17 300 EUR</b> per customer relationship
*only POs, invoices, service entry sheets, and service entry sheet responses	



## Subscription fees (billed annually)

<b>Annual Document Count</b> across <u>all</u> customer relationships	<b>Subscription level</b>	<b>Annual Fee</b>
Up to 4 documents	Premium	€0
5 to 24 documents or < € 216 250	Bronze	€45
25 to 99 documents and > € 216 250	Silver	€670
100 to 499 documents and > € 216 250	Gold	€2 000
500 and more documents and > € 216 250	Platinum	€4 900

# Supplier Fee Schedule



## Transaction fees (billed quarterly)

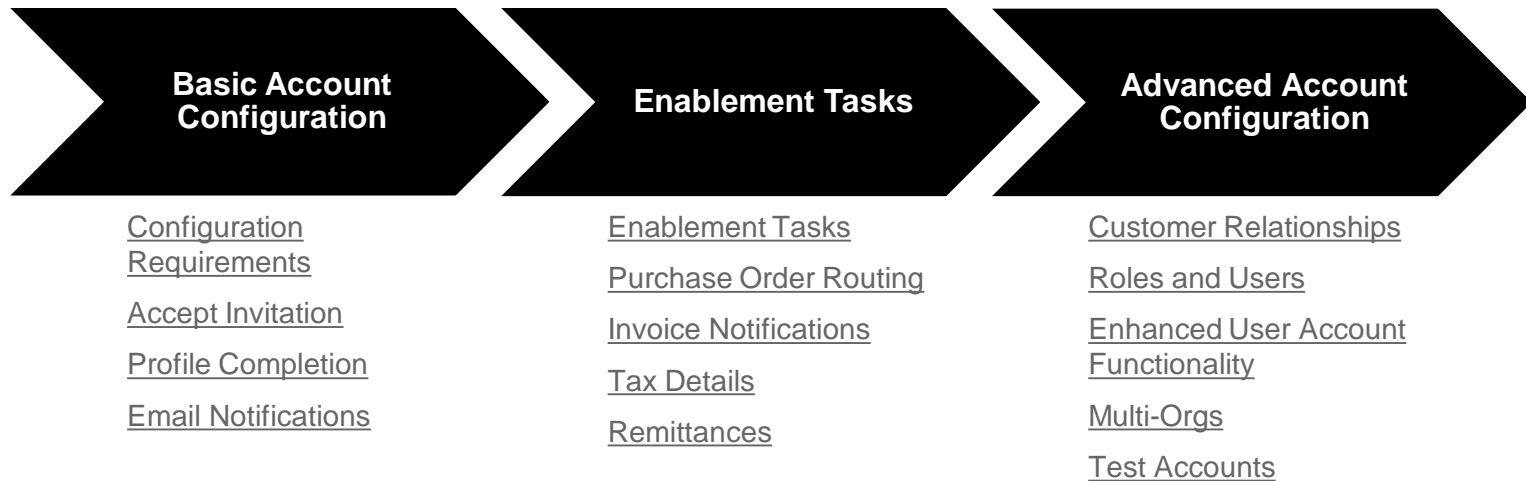
Less than <b>5 documents</b> * OR less than <b>CHF 49 500</b>	<b>FREE</b> usage
More than <b>5 documents</b> * AND more than <b>GBP 49 500</b>	<b>0,155%</b> of transacted volume for relationships without Service Entry Sheets
	<b>0,35%</b> of transacted volume for relationships with Service Entry Sheets
	Capped at <b>CHF 19 800</b> per customer relationship
*only POs, invoices, service entry sheets, and service entry sheet responses	



## Subscription fees (billed annually)

<b>Annual Document Count</b> across <u>all</u> customer relationships	<b>Subscription level</b>	<b>Annual Fee</b>
Up to 4 documents	Premium	CHF 0
5 to 24 documents or < CHF 247 500	Bronze	CHF 50
25 to 99 documents and > CHF 247 500	Silver	CHF 740
100 to 499 documents and > CHF 247 500	Gold	CHF 2 200
500 and more documents and > CHF 247 500	Platinum	CHF 5 450

# SECTION 2: Set Up Your Account



# Shell Specific Account Configuration

- **VAT ID / TAX ID** – select Company Settings in the top right corner, go to Company Profile and select tab Business. In the section Tax information enter your Vat ID / Tax ID. (for suppliers located in USA and Canada fill your Tax ID in the field for VAT in order for your tax ID to populate automatically on the invoice)
- **Comercial identifier** – select Company Settings in the top right corner and go to Company Profile and select tab Business. In the section Financial information enter the commercial identifier for your company (the commercial identifier is a registration number with your country's Commercial Registry.)
- **Legal form** – In the Financial information section under the Business tab also enter the Legal form of your company from the drop down menu.
- **Remittance Address** – select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk.
- **Payment Methods** – select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create/Edit. In the Payment methods section choose one of the following options: **ACH (USA only), Check, Credit card, Credit transfer, Direct Deposit or Wire**. Complete the details. **It is recommended that you maintain only one bank account per currency to ensure payment to the correct account.**
- **Test Account Creation (testing is required for integrated and catalog suppliers)** – To create a test account, select your name in top right corner and choose “Switch to Test ID.”
- **Currency** – The currency that Ariba Network uses in the service subscription area of your account is controlled by your organization's location, which you specify in User Account Navigator > My Account > Preferences.



# Accept Your Invitation

The invitation is also referred to as the **Trading Relationship Request**, or TRR. This e-mail contains information about transacting electronically with your customer.

➔ **Click** the link in the emailed letter to proceed to the landing page.

See <http://www.ariba.com/supplier/suppliernetwork/> for more information about the Ariba Network capabilities.

WHAT DO I DO IF I HAVE QUESTIONS

For general and frequently asked questions about the Ariba Network, [click here](#).

View additional information about ANQA testing account, Inc. in the [Supplier Information Portal](#) After you have established the trading relationship, you can continue to access ANQA testing account, Inc.'s supplier information portal from your Ariba Network account.

For specific questions related to your Ariba Network trading relationship with ANQA testing account, Inc., [click here](#) to submit your questions directly to them.

ACTION REQUIRED

If you are the account administrator or if you want to register a new account on the Ariba Network, proceed to click the following link. Registering and/or setting up the trading relationship with ANQA testing account, Inc. takes only a few minutes. There is no charge to register, and basic membership is free. Potential fees may apply based on transaction volumes.

➔ [Click here to proceed](#)  
(This will inform us that you have started the activation process)

NOTES:

- This invitation link allows you to create a new Ariba Network account or use an existing

# Select One...

First Time User

Existing User

## Ariba Network

Help Center >>

Welcome to Ariba® Network

SMO Buyer has invited you to join Ariba Network.

### New User

Are you new to the Ariba Network? If you do not have an account and would like to participate, click **Register Now**. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.

[Register Now](#)

[I have further questions for my requesting customer](#)

### Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password:

[Forgot Password?](#)

[Confirm](#)

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

# Register as New User

1. Click **Register Now**.
2. Enter Company Information fields marked required with an asterisk (\*) including:
  - **Company Name**
  - **Country**
  - **Address**
3. Enter User Account information marked required with an asterisk (\*) including:
  - **Name**
  - **Email Address**
  - **Username (if not the same as email address)**
  - **Password**
4. Accept the **Terms of Use** by checking the box.
5. Click **Register** to proceed to your home screen.

1 [Register Now](#)

**New User**

Are you new to the Ariba Network? If you do not have an account and would like to participate, click **Register Now**. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.

Register
Cancel

---

Company information

Company Name\*

Country\* United States [USA] If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address\*  Line 1  
 Line 2  
 Line 3

City\*

State\* Alabama

Zip\*

User account information

Name\*  First Name  Last Name [Ariba Privacy Statement](#)

Email\*   Use my email as my username Must be in email format (e.g. john@newco.com)

Username\*  Must contain a minimum 8 characters including letters and numbers.

Password\*  Enter Password  
 Repeat Password

Language: English The language used when Ariba sends you configurable notifications. This is different than your web b...

Enter more information for potential customers >

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.  
By clicking the Register button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.  
You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian Federation.

4
 I have read and agree to the Terms of Use and the Ariba Privacy Statement
 5

Register
Cancel

# Accept Relationship as Existing User

- ➔ **Log in** using your current Ariba username and password in order to accept the relationship with your customer.

## Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password:  [Forgot Password?](#)

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

[Trouble Logging In?](#)

[More Than One Account?](#)

# Complete Your Profile

1. **Select** Company Profile from the Company Settings dropdown menu.
2. **Complete** all suggested fields within the tabs to best represent your company.
3. **Fill** in the Public Company Profile Completeness meter to 100% by filling in the information listed below it.
4. To be able to proceed to the **Business tab** where **Vat/ Tax ID and the commercial identifier** is filled, at least one product and one service location must be filled in the Basic tab.

**Company Settings** ▼ John Doe ▼

- SMO Supplier 1  
ANID: AN010  
Standard Package
- Company Profile
- Service Subscriptions**

**Ariba Network** Company Settings ▼ John Doe Help Center >> Log

**Company Profile** Save Close

Basic (3) Business (2) Marketing (3) Contacts Certifications (1) Additional Documents

\* Indicates a required field

**Overview**

Company Name: \* SMO Supplier 1

Other names, if any:

NetworkId: AN010 ⓘ

Short Description: ⓘ Characters left: 100

Website:

**Public Profile Completeness**  
35%

Short Description  
Website  
Annual Revenue  
Certifications  
D-U-N-S Number  
Business Type  
Industries  
Company Description  
Company Logo

Share Your Public Profile  
Click here to get your Ariba badge.  
Find us on Ariba Network

View Public Profile  
Profile Visibility Settings

**Product and Service Categories, Ship-to or Service Locations, and Industries**

**Product and Service Categories\***

Enter the products and services your company provides. Postings made by buyers will be matched to you based on the product and service categories you enter.

Enter Product and Service Categories Add -or- Browse

Industrial Process Machinery & Equipment x Industrial Food & Beverage Equipment x Metal Forming Machinery & Accessories x Metal Forming Machinery & Accessories x

Machine Made Parts x Machined Raw Stock x Fabricated Structural Assemblies x Fabricated Sheet Assemblies

**Ship-to or Service Locations\***

Enter the locations that your company ships to or serves. If you serve limited locations, enter the locations your company serves below.

Enter Ship-to or Service Location Add -or- Browse

Netherlands x Belgium x

**Note:** The more complete a profile is, the higher the likelihood of increasing business with existing and prospective customers.

# Set Up Supplier Legal Profile

Required for Suppliers Based in **Singapore 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).

1. The **Company Profile** page is displayed. Click the **Basic** tab.
2. Scroll down to **Additional Company Addresses** section and click **Create**.

SAP Ariba Network Enterprise Account

Company Profile Save Close

Basic (4) **1** Business (2) Marketing (3) Contacts Certifications (1) Additional Documents

\* Indicates a required field

Overview

Company Name: \*

Other names, if any:

Public Profile Completeness: 15%

Commodities  
Short Description  
Website

Additional Company Addresses

Address Name ↑	Address ID	VAT ID	Tax ID	Address	Country	Legal Profile Status**
No items						

Create **2**

# Set Up Supplier Legal Profile

Required for Suppliers Based in **Singapore Only**

3. The **Configure Supplier Addresses Served by This Account** page is displayed. Enter **Address Name** and **Address 1**.
4. Select the **Set Up Legal Profile** checkbox. This will be visible only for Singaporean suppliers.

Configure Supplier Addresses Served by This Account

\* Indicates a required field

Address Name

Address Name: \*

Address ID:

VAT ID:

Tax ID:

Address

Address 1: \*

Address 2:

Address 3:

Address 4:

City: \* Singapore

Postal Code: \* 15212

State:

Country: \* Singapore [SGP]

Set Up Legal Profile

# Set Up Supplier Legal Profile

Required for Suppliers Based in **Singapore Only**

5. When you select **Set Up Legal Profile** check box, the **Financial Information** section is displayed. If you are **GST Registered**, select **Yes**.
6. Enter the **GST ID**. This **GST ID** will auto populate on the invoices you submit through Ariba.
7. Click the **Save** button.

**Set Up Legal Profile**

5

Check this box to provide additional corporate entity and taxation information for each qualified address. Ariba Network may send the information you provide here to an accredited service provider. Check the 'Status' on the Company Profile page for updates to your registration status.

**Financial Information**

Are You GST Registered?\*  Yes  No

GST ID:

6

7

Save

Close



# Configure Your Email Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.
4. If you are a supplier using **Service Entry Sheets (SES)** do not forget to set up the notifications specifically for SES.

The screenshot displays the 'Account Settings' page in SAP Ariba. The 'Notifications' section is active, and the 'Network' tab is selected. A dropdown menu is open, showing the 'Notifications' option highlighted. The 'Electronic Order Routing' section is visible, with checkboxes for various notification types. The 'To email addresses' field is populated with 'junk@phoenix.ariba.com'.

Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable or rejected.
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when a new collaboration request is created.
Time Sheet	<input type="checkbox"/> Send a notification when purchase order inquiries are created.
Pending Queue	<input type="checkbox"/> Send a notification when purchase order inquiries are created.
Pending Queue	<input type="checkbox"/> Send a notification when time sheets are undeliverable or rejected.
Pending Queue	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.

Type	Send notifications when...
Service Sheet Failure	<input checked="" type="checkbox"/> Send a notification when service sheets are undeliverable or rejected.
Service Sheet Status Change	<input checked="" type="checkbox"/> Send a notification when service sheets are undeliverable or rejected to the user who created it.
Service Sheet Status Change	<input checked="" type="checkbox"/> Send a notification when service sheet statuses change.
Service Sheet Status Change	<input checked="" type="checkbox"/> Send a notification when service sheet statuses change to the user who created it.

# Configure Your Enablement Tasks

1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.
4. **Choose** one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:  
**Online, cXML, EDI, Email, Fax or cXML** pending queue (available for Order routing only) and configure e-mail notifications.

**Tasks**

1 Enablement Tasks are pending

Update Profile Information 85%

**Enablement Tasks**

View details of all pending tasks and complete them. Click the associated link to complete a task.

Activity Name	Date Due	Total Tasks	My Pending Tasks
▶ Account	26 Feb 2016	4	0
▶ Purchase Order	1 Apr 2016	2	0

**Note:** There may be times you see a pending task for your customer. This will not go away until your customer completes it.

**Network Settings**

Electronic Order Routing | **Electronic Invoice Routing** | Accelerated Payments | Settlement

General | Tax Invoicing and Archiving

Capabilities & Preferences

Sending Method

Document Type	Routing Method	Options
Invoices	Online	Return to this site to create invoices
Customer Invoices	cXML	Save in my online inbox
	EDI	

Notifications

# Select Electronic Order Routing Method

1. **Click** on the Tasks link to configure your account.
2. **Choose** one of the following routing methods:
  - **Online**
  - **cXML**
  - **EDI**
  - **Email (Recommended).**

**Gives the possibility to set up 5 email addresses to receive notification when PO is received. If include document in email message is chosen a copy of the PO will be sent with notification as an attachment.**
  - **Fax**
  - **cXML pending queue**  
(available for Order routing only)
3. **Configure** e-mail notifications.

Network Settings Save Close

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement

\* Indicates a required field

Capabilities Preferences

External System Integration

Configure cXML (native) integration

Non-Catalog Orders with Part Numbers

Process non-catalog orders as catalog orders if part numbers are entered manually

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: <input type="text"/> <input type="checkbox"/> Attach cXML document in the email message <input checked="" type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".

# Route Your Purchase Orders

## Method Details

---

- **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
- **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.
- **Fax:** Notifications of new orders are sent via Facsimile, and can include a copy of the PO as well as a cover sheet.
- **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please contact your *Supplier Onboarding Agent* or reach out to your regional [\*Ariba Network Registration or Configuration support\*](#) to be connected with a Seller Integrator who will provide more information on configuration.

**Tip:** When configuring the address for e-mail notifications, **select an email address that does not send out automatic replies.** If auto-reply is received by Ariba Network, your customer will be notified that the order may not have been received and you may see that your order has a failed status on your Ariba account (Inbox).

# Select Electronic Order Routing Method Notifications

- Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
- Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).
- If you are a supplier using **Service Entry Sheets (SES)** do not forget to set up the notifications specifically for SES under Company settings > Notifications > Service entry.

Change/Cancel Orders	
Document Type	Routing Method
Catalog Orders without Attachments	Same as new catalog orders without attachments
Catalog Orders with Attachments	Same as new catalog orders without attachments
Non-Catalog Orders without Attachments	Same as new catalog orders without attachments
Non-Catalog Orders with Attachments	Same as new catalog orders without attachments
Other Document Types	
Document Type	Routing Method
Blanket Purchase Orders	Same as new catalog orders without attachments
Time Sheets	Online
Order Status Request	Online
Order Response Documents	Online
Notifications	
Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable. <input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received. <input type="checkbox"/> Send a notification when purchase order inquiries are received. <input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable. <input type="checkbox"/> Send a notification when time sheets are undeliverable.

Service Sheet	
Type	Send notifications when...
Service Sheet Failure	<input checked="" type="checkbox"/> Send a notification when service sheets are undeliverable or rejected. <input checked="" type="checkbox"/> Send a notification when service sheets are undeliverable or rejected to the user who created it.
Service Sheet Status Change	<input checked="" type="checkbox"/> Send a notification when service sheet statuses change. <input checked="" type="checkbox"/> Send a notification when service sheet statuses change to the user who created it.

# Select Electronic Invoice Routing Method

## Methods and Tax Details

1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.

**Tip:** If based in EU, please fill in the VAT ID – it is a requirement to submit an invoice to Shell. If you are not VAT registered, enter Tax ID.

# 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.

1 Company Settings ▾ SHELL UAT -

SHELL\_UAT\_LAMP\_ENVIRONMEN  
ANID: AN01056417425-T

Company Profile

Account Settings

Customer Relationships

Users

Notifications

### Company Profile

Basic (3) Business (2) Marketing (3) Contact

\* Indicates a required field

#### Business Information

#### Tax Information

Tax Classification: (no value) ▾

Taxation Type: (no value) ▾

Tax ID:  ⓘ Do not enter dashes

State Tax Id:  Do not enter dashes

Regional Tax Id:  Do not enter dashes

Vat Id:

VAT Registered

VAT Registration Document: <No document>  
[Upload](#)

Tax Clearance

Tax Clearance Number:

Tax Clearance Document: <No document>  
[Upload](#)

#### Financial Information

Supplier Legal Form:  ▾

Penalty Information:

Discount Information:

Commercial Identifier:

Commercial Credentials:

# Configure Your Remittance Information

1. From the **Company Settings** dropdown menu, select click on **Remittances**.
2. **Click** Create to create new company remittance information, or Edit, if you need to change or add to existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. If needed, assign **Remittance IDs** for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs.

The screenshot displays the SAP Ariba interface for configuring remittance information. It is divided into three main sections:

- Network Settings:** Located at the top, it has tabs for "Electronic Order Routing", "Electronic Invoice Routing", "Accelerated Payments", and "Settlement". The "Settlement" tab is active. Below the tabs, there is a section for "EFT/Check Remittances" with a table containing columns for "Address", "City", and "State". At the bottom of this section are buttons for "Edit", "Delete", and "Create". A yellow circle with the number "2" highlights the "Create" button.
- Create Remittance Address / Payment Info:** This section contains instructions and a form. It starts with the text "Add a remittance address. Indicate your preferred payment method for the new address. Then, enter information it to send you payments." Below this is a note: "Do not enter personal bank account information. Enter only corporate bank details." A form titled "Remittance Address" includes fields for "Address 1-4", "City", "State", "Postal Code", "Country" (pre-filled with "United Kingdom [GBR]"), and "Contact" (a dropdown menu). A checkbox labeled "Make this address default" is at the bottom. A yellow circle with the number "3" highlights the "City" field, and a yellow circle with the number "4" highlights the "Make this address default" checkbox.
- Company Settings:** A vertical sidebar on the right shows a dropdown menu for "Company Settings". The selected company is "jUnitOrg - LV8b8ft... ANID: AN02003380348 Standard Package". The sidebar lists various settings categories: "Company Profile", "Service Subscriptions", "Account Settings", "Customer Relationships", "Users", "Notifications", "Account Hierarchy", "View All", "Network Settings", "Electronic Order Routing", "Electronic Invoice Routing", "Accelerated Payments", "Remittances" (highlighted with a yellow circle and the number "1"), "Network Notifications", and another "View All" option.



# Configure Your Remittance Information

## Payment Methods

- Select Preferred Payment Method** from a drop-down box: ACH (USA only) Check, Credit card, Credit transfer, Direct Deposit or Wire.
- Complete** the details for ACH or Wire transfers. (If ACH is chosen, fill the ACH fields. If any of the other choices are made fill the Wire transfer fields below) **Important:** Do not use spaces and special characters in the bank account numbers
- Select** if you do or do not accept credit cards and click OK when finished.

**Note:** Shell requires payment details therefore ACH or Wire transfer details must be filled in, providing bank account information to which Shell will make payments. **Please check the box to include bank account information on invoices.**

Include Bank Account Information in invoices.

Payment Methods

Preferred Payment Method:

Payment Methods

Preferred Payment Method:  ①

ACH ②

Account Name:

Account #:

Confirm Account #:

Account Type:

ABA:

Confirm ABA:

Bank Name:

WIRE TRANSFER

Beneficiary Bank ②

Account Name:

Account #:

Confirm Account #:

Account Type:

Select bank id:

Confirm Bank id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State:

Zip:

Country:

Bank Phone:

Corresponding Bank

Account Name:

Account #:

Confirm Account #:

Account Type:

Select bank id:

Confirm Bank id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State:

Zip:

Country:

Bank Phone:

Credit Card

Accept credit card:  Yes  No

### ACH (US Only)

**Account Name** = Name in which the account is held i.e. your Company registered name.

**Account #** = Bank Account Number. Numbers only no special characters or spaces.

**ABA** = Banks Routing Number. A nine-digit code. Numbers only no special characters or spaces.

### WIRE

**Account Name** = Name in which the account is held i.e. your Company registered name.

**Account #** = Bank Account Number. Numbers only no special characters or spaces.

**Bank ID:** Select ABA or Swift code

**ABA** = Banks Routing Number. A nine-digit code. Numbers only no special characters or spaces.

**Swift Code** = SWIFT codes are made up of Bank, Country, Location & optional Branch codes. Optional Branch Code can be omitted or set to "XXX".



# Configure Your Remittance Information

## Important Information

1. Ensure you **do not include any special characters and spaces** in the Bank Account Number, SWIFT and IBAN codes – e.g. spaces or „/“
2. Fill-in the **IBAN code only when available for bank accounts in your country**, leave the field empty when no IBAN is used (applicable only when identification by SWIFT code is selected).
  1. Typically required in Europe
  2. Not used in Canada

### WIRE TRANSFER

#### Beneficiary Bank

Account Name:

Account #:

Confirm Account #:

Account Type:

SWIFT Code  :

Confirm SWIFT Code:

IBAN:

IBAN is made up of the Country, Check Digit, Bank Code, Sort Code and or Account number



# Review Your Relationships

## Current and Potential

1. **Click** on the Customer Relationships link in the **Company Settings** menu.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** Potential customers in Potential Relationships tab.

The screenshot shows the 'Account Settings' page in SAP Ariba. The 'Company Settings' sidebar on the right contains a menu with 'Customer Relationships' highlighted and circled with a yellow '1'. The main content area has tabs for 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. Under 'Customer Relationships', there are sub-tabs for 'Current Relationships' and 'Potential Relationships', with 'Potential Relationships' circled with a yellow '4'. Below the sub-tabs, there is a radio button selection for 'I prefer to receive relationship requests as follows:' with 'Automatically accept all relationship requests' selected and circled with a yellow '2'. An 'Update' button is also circled with a yellow '2'. The 'Pending' section shows a table with columns 'Customer' and 'Requested Date', and buttons for 'Approve' and 'Reject' circled with a yellow '3'. The 'Current' section shows a table with columns 'Customer' and 'Approved Date', and a 'Reject' button. The 'Rejected' section shows a table with columns 'Customer' and 'Rejected Date'.

# Understand Roles for Users

---

## Administrator

- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems
- Creates roles for the account

## User

- Can have different roles, which correspond to the user's actual job responsibilities
- Responsible for updating personal user information

# Create Roles and Users

1. Click on the Users tab on the **Company Settings** menu. The Users page will load.
2. Click on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. Add Permissions to the Role that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.
4. To Create a User Click on Create User button and add all relevant information about the user including name and contact info.
5. Select a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account.

The screenshot displays the SAP Ariba Company Settings interface. The main content area is divided into two sections: 'Manage Users' and 'Manage User Roles'. The 'Manage Users' section contains a table with columns for Username, Email Address, First Name, Last Name, and Ariba Discovery Company. A user entry for 'rebecca.novotny@sap.com' is shown with a 'Create User' button circled in yellow and labeled '4'. The 'Manage User Roles' section contains a table with columns for Name and Actions. Two roles are listed: 'Administrator' and 'All Access', both with a 'Details' link circled in yellow and labeled '3'. A 'Create Role' button is circled in yellow and labeled '2'. The sidebar on the right shows the 'Company Settings' menu with 'Users' selected and circled in yellow and labeled '1'. Other menu items include Company Profile, Service Subscriptions, Account Settings, Customer Relationships, Notifications, Account Hierarchy, View All, Network Settings, Electronic Order Routing, Electronic Invoice Routing, Accelerated Payments, Remittances, Network Notifications, and View All.

# Modifying Users

1. **Click** on the Users tab.
2. **Click** on Edit for the selected user.
3. **Click** on the Reset Password Button to reset the password of the user.
4. **Other options:**
  - Delete User
  - Add to Contact List
  - Remove from Contact List
  - Make Administrator

Account Settings

Customer Relationships **Users** Notifications Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Users

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No	All Access

Edit User

View user information, revise role assignments, or reset user passwords. Ariba recommends only using the reset password functionality. Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends .

Selected User Information

Username: rebecca.novotny@sap.com  
 Email Address: rebecca.novotny@sap.com  
 First Name: Rebecca  
 Last Name: Novotny  
 Office Phone:

This user is the Ariba Discovery Contact

# Enhanced User Account Functionality

1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
  - Quickly access your personal user account information and settings
  - Link your multiple user accounts
  - Switch to your test account

**Note:** After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.

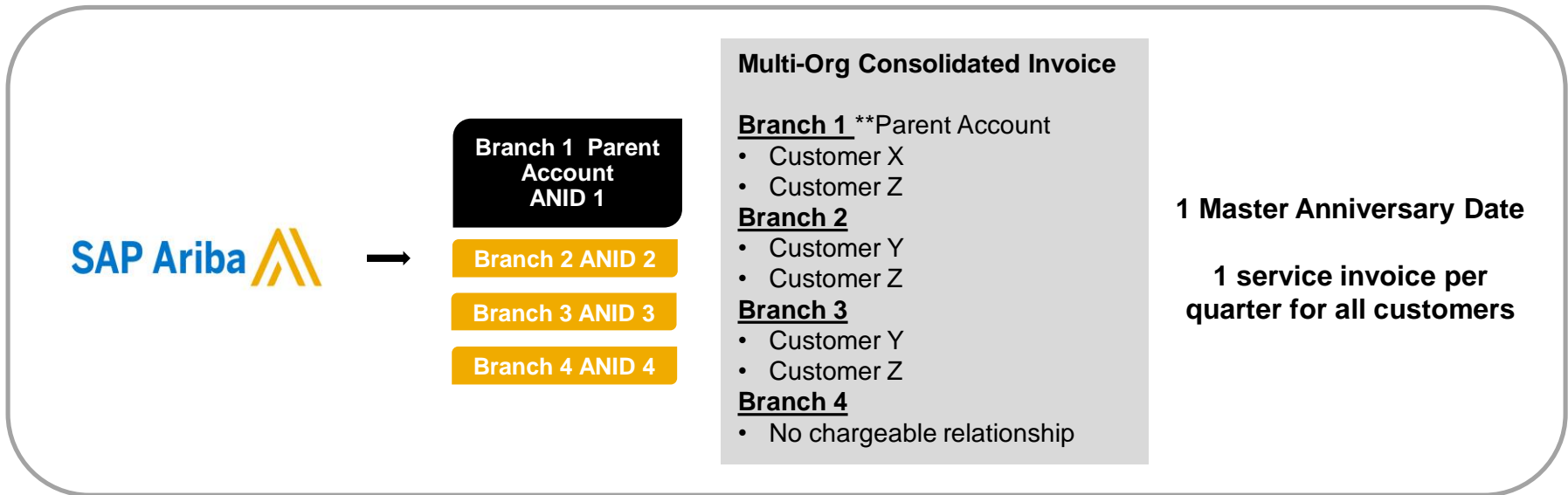
2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk.

**Note:** If you change username or password, remember to use it at your next login.

4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.

The screenshot illustrates the user account management interface. At the top right, a dropdown menu (1) is open, showing options like 'Logout', 'My Account' (2), 'My Community Profile', and 'Switch To'. Below this, the 'My Account' section is visible, with 'Account Settings' selected. The main form contains several fields: 'Username' (Aribasup@s.c), 'Email Address' (junk@phoenix.ariba.com), 'First Name' (jU-LV8b8ft565589df1009590921), 'Middle Name', 'Last Name' (lastName), and 'Business Role' (Business Owner). A 'Change Password' link (3) is also present. The 'Security' section includes 'Secret Question' (What is the last name of your first boss?) and 'Secret Answer' fields (4).

# Consolidate Your Bills Through a Multi-Org



## Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.



# Participate in a Multi-Org Guidelines

---

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID's to be included on the invoice.
- A Multi-Org is NOT:
  - A way to merge accounts.
  - A way to get a discount on Transaction Fees.

# Structure Your Multi-Org

---

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.

# Link Accounts Via an Account Hierarchy

---

## Linkage between individual accounts for account management purposes

The administrator of the Parent account can log into the child account and take the following actions:

- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

The administrator of the Parent account cannot take following actions:

- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

# Create an Account Hierarchy

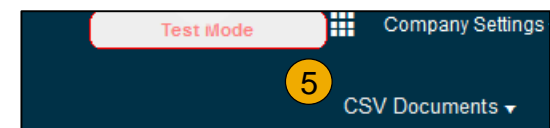
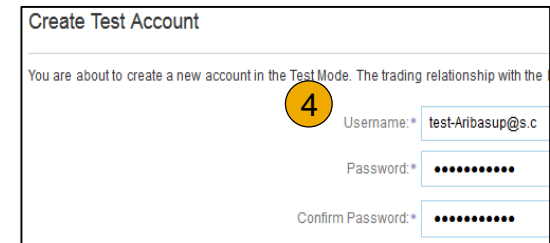
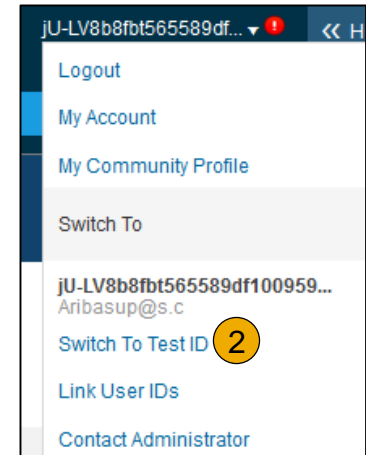
1. From the **Company Settings** menu, click Account Hierarchy.
2. To add child accounts click on Link Accounts.
3. The **Network** will detect if there is an existing account with corresponding information.
4. On the next page either log in as an Administrator or send a request through an online form as a Not Administrator.
5. Once the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.

The screenshot displays the 'Account Settings' interface. The main content area shows the 'Account Hierarchy' tab selected, with a message indicating 'Account Status: No Linked Accounts' and a 'Link Accounts' button. A yellow circle with the number '2' highlights the 'Link Accounts' button. The right-hand sidebar shows the 'Company Settings' menu, with 'Account Hierarchy' highlighted and a yellow circle with the number '1' next to it.

# Set Up a Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.
  - Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.

**Note:** Test account transactions are free of charge.
5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).



## SECTION 3: Ariba Network Help Resources

---

**Customer Support**

**Supplier Information  
Portal**

**Useful Links**

[Ariba.com Links](#)

[Troubleshoot Your Invoices](#)

# 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](#)



**Shell Enablement Business Process Support**

[https://apchatbot.shell.com/  
APVENDORHELPDESK@shell.com](https://apchatbot.shell.com/APVENDORHELPDESK@shell.com)



**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.](#)

### Questions related to:

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

### Questions related to:

- Business Related Questions
- Missing POs on AN

### 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.

**Account Settings**

Customer Relationships | Users | Notifications | Account Hierarchy

Current Relationships | Potential Relationships

I prefer to receive relationship requests as follows:

Automatically accept all relationship requests  Manually review all relationship requests

[Update](#)

Pending

Customer	Supplier Information Portal	Supplier Information Portal
<input type="checkbox"/> Ariba Inc.	<input type="checkbox"/>	<input checked="" type="checkbox"/> <a href="#">Supplier Information Portal</a>
<input type="checkbox"/> Pouliot Industries	<input type="checkbox"/>	<input type="checkbox"/>

[Approve](#) [Reject](#)

**Company Settings**

- jUnitOrg - LV8b8ft...
- ANID: AN02003380348
- Standard Package
- Company Profile
- Service Subscriptions
- Account Settings
- Customer Relationships**
- Users
- Notifications
- Account Hierarchy
- View All
- Network Settings
- Electronic Order Routing
- Electronic Invoice Routing
- Accelerated Payments
- Remittances
- Network Notifications



# 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

# 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?

Follow us



[www.sap.com/contactsap](http://www.sap.com/contactsap)

© 2019 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See [www.sap.com/copyright](http://www.sap.com/copyright) for additional trademark information and notices.