ARIBA TIPS & TRICKS

Find goods and services 🔍

BUYING AND INVOICING

Since Ariba Buying and Invoicing (B&I) was introduced, some supplier errors are being seen consistently.

We want to ensure that suppliers minimize and or eliminate these invoice errors and resulting invoice payment failures and achieve on time payment and minimal additional invoice transaction efforts.
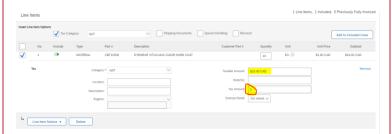
5 MOST COMMON SUPPLIER ERRORS AND SOLUTIONS

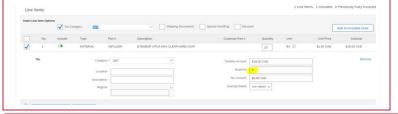### ERROR 1: Unit of Measure (UoM) not selected

Solution: Select a valid UoM from drop down menu, do not type in as free text. Do not leave the UoM field empty. Blank is not a valid UoM for CP supplier submitted invoices.

ERROR 2: Incorrect tax amount being calculated outside of Ariba and then inserted into the tax amount field

Solution: Insert applicable tax % value first and then the correct tax amount will be calculated accurately and independently within Ariba

ERROR 3: Zero line items being posted. Zero line items do not need to be "posted" after all. Supplier to skip them entirely

Solution: Remove these line items from the invoice document being submitted.

ERROR 4: Duplicate invoice: Same invoice was submitted to 2 POs Invoice INV45671 was submitted for POs 7000000011 and 7000000650. Invoice needed to be removed from PO ending in "011".

Solution: Flip the invoice from PO

Error 5: When updating and resubmitting the invoice, suppliers are advised to create a new invoice with a slightly different number. The supplier should not update the original existing invoice that was already rejected.

Solution: Use a different invoice number, for example- 4418A

If you identify other common invoice submission challenges or knowledge gaps please bring these forward to the Ariba Enablement Team by emailing **Aribasupplier@CPR.ca**

MORE REFERENCE GUIDES CAN BE FOUND ON THE CP SUPPLIER PORTAL: https://support.ariba.com/CPR

Canadian Pacific Supplier Guide   **How to Invoice for Services via Limit PO**