

Source to Pay- Standard Account Supplier FAQ

Frequently Asked Questions

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SECTION 1 – ABOUT Ariba AND THE Ariba NETWORK

1. What is the Standard Account Capability of the Ariba Network?

The Ariba Network Standard Account is a free way to link Purchase Orders to Invoices and automatically schedule payment, the benefit of this is on time payment & reduced errors. There is no need to upgrade to an Ariba Enterprise Account, unless you are ready for advanced capabilities such as support for catalogues, backend integration or to manage larger document volumes through online access. Please note that you may be subject to fees if you upgrade from a Standard Account to an Enterprise Account.

For more information click here: [Standard account introduction](#)

2. What is the difference between Ariba Network Standard Account and Ariba Network Enterprise Account?

Standard Accounts are free, easy-to-use accounts that allow suppliers to exchange an unlimited number of basic documents such as purchase orders, order confirmations, invoices, and view status of their orders. Enterprise Accounts offers suppliers greater functionality and support but are subject to fees depending on transaction volume. Some of the benefits on offer to a supplier that upgrades to an Enterprise Account include:

- Ability to process Purchase Orders and other documents directly in the inbox rather than by e-mail
- Complete visibility of all previous purchase orders you received and access all documents you have created (a Standard Account only provides visibility of the last 200 documents).
- Reporting on order history, document statuses and customer transactions
- Potential Integration of your order fulfilment and invoicing systems to the Ariba Network
- Ability to upload and maintain catalogues and pricing specific to each buyer/client
- 24/7 online support whereas Standard Account has self-service training material and limited support.

For further information on upgrading to an Enterprise Account, we recommend discussing options with SAP Ariba support or referring to the SAP Ariba web page <https://support.ariba.com/item/view/169827>.

3. How do I register for a Standard Account?

You will be able to register and access your Standard Account from the Interactive Email containing the original order from CCEP.

4. What if I lost the interactive e-mail Order?

If you are already registered for Standard Account and misplace the interactive email containing the link to your order, you can resend it by logging in to your Ariba Network Standard Account. In the *Orders, Invoices and Payments* search box on the home dashboard of your account, in the Action column next to the Purchase Order, click *Select > Send me a copy*

5. What if I have already signed up for an Ariba Enterprise Account, can I downgrade it to a Standard Account?

If you are already using Ariba Enterprise Account, there is no direct way to change an Ariba Enterprise Account subscription to Ariba Standard Account. You would need to abandon your current account relationship, then request CCEP to re-enable you using Ariba Standard Account.

Any existing relationship information you have with CCEP would not be carried over to the new Ariba Standard Account and you would start over again with an entirely new relationship and settle any outstanding fees for your Enterprise Account. If you are using catalogues, integrations or value the inbox/outbox functionality provided by the Ariba Network, you should carefully compare functionality before abandoning your existing account.

6. Can I have a Standard Account for one customer and an Enterprise Account for another?

It is possible to have multiple accounts for different customers as it allows you to have different Account Administrators for each customer or groups of customers but you may find it more efficient to manage all customer relationships through the same Ariba Network Account. You will only have a single administrator but that administrator can set up additional profiles on the account and there are different permissions that can be assigned from the ability to generate invoices from POs or just the ability to view order and invoice history. Please also bear in mind that for every Standard Accounts you upgrade to an Enterprise Accounts you will pay a subscription fee, whereas you would only pay a single subscription fee for multiple customer accounts using the same Ariba Network Account.

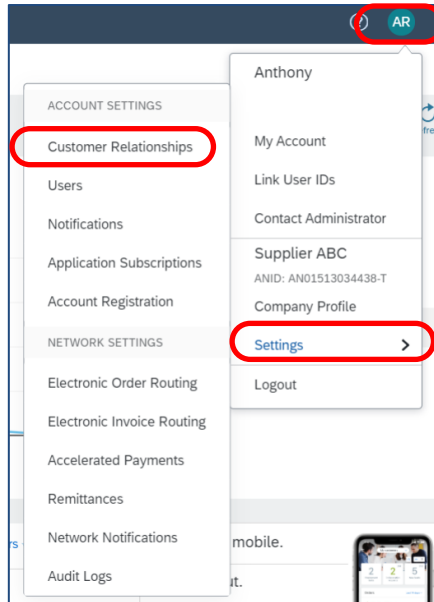
7. If I have an existing Standard Account with other customers, can I use it to transact with CCEP?

Yes. When you receive the first purchase order via interactive email from a new buyer, you can login using your existing Ariba Supplier Network credentials. This will automatically establish a trading relationship with your existing Ariba Supplier Network account and the new buyer.

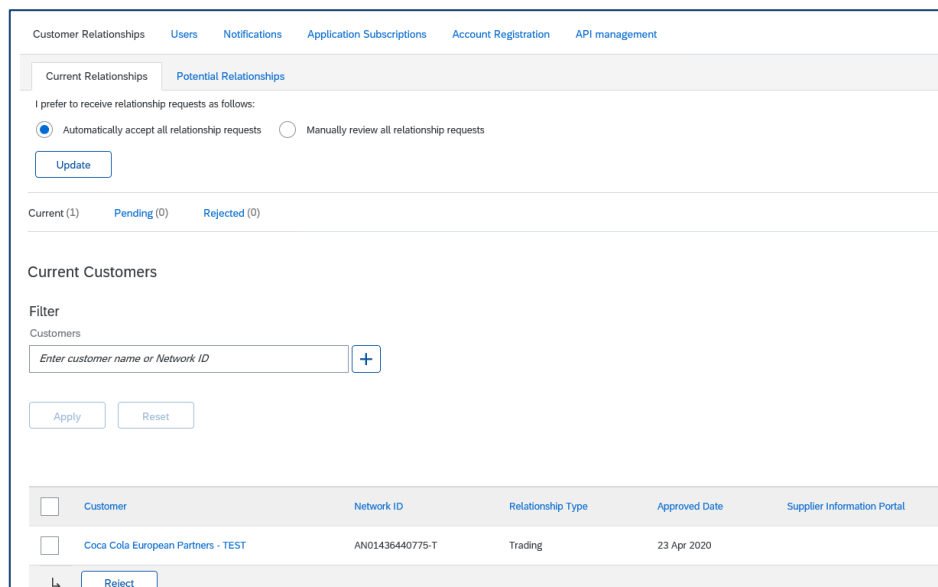
8. How can I find a Purchase Order?

First, make sure that you have an active trading relationship with CCEP.

A trading relationship is a link between your Ariba Network Standard Account and CCEP's Buyer Account on the Ariba Network. It allows for the transfer of documents such as purchase orders and invoices between you and CCEP. To check your trading relationships, click on **Account Settings** at the top right-hand corner of your Standard Account homepage and select **Settings/Customer Relationships**:



Select the **Current Relationships** tab. You will be able to see all Pending, Current and Rejected trading relationships you have with customers. Please ensure that CCEP is *Current*. To move a relationship from Pending to Current, select the checkbox next to the supplier and click *Approve*.



If you do not have a trading relationship with CCEP, you will not be able to invoice or complete any related actions.

To search for the purchase order:

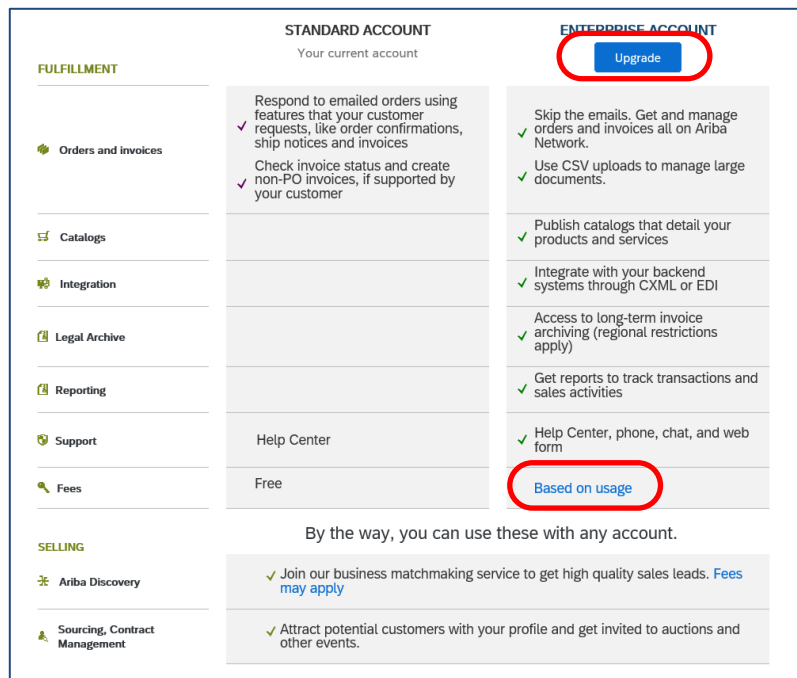
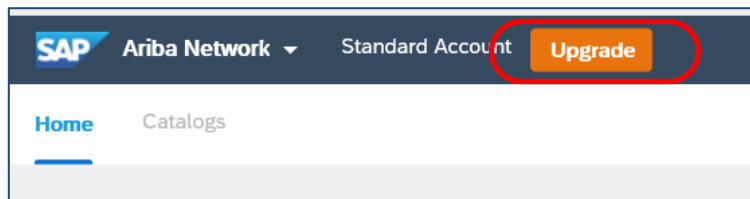
- Log in to your Standard Account
- Scroll down to the *Orders, Invoices and Payments* search box and use the two drop down menus in the top right-hand corner to filter POs based on customers, date PO was sent (e.g. last 31 days) or by recent documents (e.g. last 200 documents).
- Confirm with your CCEP representative that the Purchase Order has been sent through Ariba.
- Confirm that the Purchase Order has been sent to the correct account, as it is possible that your company has multiple Ariba accounts and the order was sent to one of them. If you

received the Order through email, look for an Ariba Network ID (ANID) in the email notification. The Ariba Network ID contains the letters 'AN' and is followed by 11 numbers. Make sure this ANID matches the ANID of the current account.

- e) If the ANID is different, please contact the administrator of that account to access the Order. CCEP can also check in their Buyer Account to find out the ANID for the account.
- f) Check with the account administrator to make sure you have the appropriate role and customer assignment to view the order. Go to *Company Settings > Accounts Settings > Users* to manage access with your Standard Account.

9. How do I find out about upgrading to an Enterprise Account?

At the top of your Standard Account homepage there is text that reads: *Upgrade* - click this button to find out more details on an Enterprise Account as well as further instructions on how to upgrade. Please note that transaction fees may be chargeable by SAP Ariba under an Enterprise Account, depending on the number and total amount of invoices you send us – details of this are available via the *Based on usage* link below.



For further information on upgrading to an Enterprise Account, we recommend discussing options with SAP Ariba support.

10. How do I know when my invoice will be paid?

Scroll down to the Orders, Invoices and Payments search box and click on **More** to reveal an increased selection of tiles. The scheduled payment date for an Invoice is visible under the 'Invoice Pending Payment' section and is calculated by applying the agreed payment terms.

11. Do I need to include tax when creating an invoice?

Yes, if the goods and/or services are taxable then tax must be applied to each invoice line.

12. How do I add tax to the invoice?

Scroll down to *Line Items*

- Click in **Tax Category**
- Click in the **Tax Category field** to display the drop-down box
- Select the applicable tax category (VAT)
- Click on **Add to Included Line**

The screenshot shows the 'Line Items' interface with the following details:

- Header: 1 Line Items, 1 Included, 0 Previously Fully Invoiced
- Form Fields: 'Tax Category' (checked), 'Standard Tax Selections' (checked), 'Special Handling' (unchecked), 'Discount' (unchecked), and 'Add to Included Lines' (highlighted).
- Table:

No.	Include	Type	Part #	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	CC11	Plush Keychain	15	EA	7.95 EUR	119.25 EUR

Buttons: Line Item Actions, Delete, Update, Save, Exit, Next.

13. Who do I contact if I've been locked out of my Account?

If your account becomes locked from entering the wrong username and password combination several times in a row, reset your password to unlock your account immediately.

Otherwise, your account will be unlocked automatically after a few hours. You can try your username and password combination again at this point.

Follow this procedure to unlock your account immediately:

Click *Forgot Username* or *Password* on the login page of <http://supplier.ariba.com> and follow the prompts to reset your details and access your account.

SAP Ariba

Supplier Login

User Name

Password

Login

Forgot Username or Password

New to Ariba?
[Register Now](#) or [Learn More](#)

14. Where can I go for additional support?

Click on the '?' icon in the top right-hand corner of the Ariba Supplier log-in page which is the link to the *Help Centre*.