



Ariba[®] Network Supplier Guide Add-On

Your companion guide for transacting with Dulux Group

Welcome!

Congratulations on joining Ariba[®] Network as a supplier. You're now part of a global network of 4 million companies. Leading businesses like yours have leveraged their Ariba Network Enterprise Accounts to grow their business, improve operational efficiencies, and deliver a better experience to their customers.

Your supplier account has been designed to make transacting with your customers as easy as possible. To get started and trained on how to use your Ariba[®] Network account with Dulux Group, please follow the steps below:

1

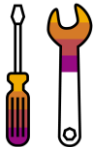


Visit our [Supplier Training page](#)

Learn how to set up and operate your supplier account on our detailed Supplier Training Page. If the above hyperlink doesn't work, copy-paste the following link in your browser instead:

https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/

2



Review the specifics of transacting with Dulux Group

Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer. This document will help you navigate through the detailed content of our Supplier Training Page.

We wish you a lot of success using Ariba[®] Network!

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<< (Optional) If the customer wants to add a strategic introduction section or additional information, these can be pasted here. A link to an introductory video is a top practice. >>

SCOPE OF DULUX GROUP'S PROJECT

This section specifies which documents will be transacted through Ariba Network. Some of them will be mandatory, others will simply be available if relevant.

Supported Documents On this Ariba Network relationship	Not Supported Documents On this Ariba Network relationship
<ul style="list-style-type: none"> • Purchase Orders POs from Dulux Group will be sent through Ariba Network • Purchase Order Confirmations Apply against a whole PO or line items • Ship Notices Apply against PO when items are shipped • Invoices Apply against a whole PO or line items <ul style="list-style-type: none"> ○ Partial Invoices ○ Non-PO Invoices Against a PO not received through AN ○ BPO Invoices Invoices against a blanket purchase order ○ Contract Invoices Against contracts • Credit Invoices/Credit Memos Item level credits; price/quantity adjustments 	<ul style="list-style-type: none"> • Summary or Consolidated Invoices Apply against multiple POs • Invoicing for Purchasing Cards (P-Cards) An invoice for an order placed using a purchasing card • Duplicate Invoices A new and unique invoice number must be provided for each invoice; duplicate invoices will be rejected unless resubmitting a corrected invoice that previously had a failed/rejected status on AN • Paper Invoices Dulux Group will no longer accept paper invoices and requires invoices to be submitted electronically through Ariba Network • Service Sheets Apply against a PO referencing a service line item <ul style="list-style-type: none"> ○ Service Invoices Invoices that require service line item details • Header Level Credit Memos The Header Level Credit Memo feature is not supported by Dulux Group

SETTING UP YOUR ACCOUNT

This section covers what needs to be set up in the Ariba Network account as minimum requirements in order to successfully transact with Dulux Group.

Please make sure you complete at least the following chapters of the *Account Administration* section on the [Supplier Training Page](#).

- Complete your profile
- Configure your email notifications
- Configure your enablement tasks
- Configure Electronic Order Routing method and notifications
- Configure Electronic Invoice Routing method and Tax Details
- Configure your Remittance Information and payment methods
- Set up a test account

TRANSACTIONING ON ARIBA NETWORK

This section mentions the specifics of transacting with Dulux Group on Ariba Network once your account has been set up. You'll find detailed instructions in the Transacting section of the [Supplier Training Page](#).

Specifics for PURCHASE ORDERS

This section mentions any specificities regarding Purchase Orders sent by Dulux Group through Ariba Network. The Purchase Order (PO) is the source document for the order and all subsequent documents are created from the PO – **You cannot Manipulate or change the PO yourself.**

Multiple Invoices can be created against the same PO line up to the quantity/value available on that PO line.

Ensure you use the Unit of Measure (UOM) that appears on the Purchase Order Line Items. If the UOM is incorrect contact Dulux, a changed purchase order is required.

Reviewing a Purchase Order

Each Purchase Order that comes into the system should be reviewed to:

- Identify the items requested
- Determine whether the items are in stock
- Validate the information contained within the PO
- Review the shipping address
- Ensure that the details of items in the order are correct
- Check fields required by the business and any Comments

i When reviewing a Purchase Order use Show Item Details to identify any comments or further information from National Australia Bank

- To see all Line Items details click on [Show Item Details](#)
- To hide all line item details click on [Hide Item Details](#)
- To see specific line item details click on [Details](#)
- To hide specific line item details click on [Summary](#)

Changed Purchase Orders:

A change order is triggered, when a Supplier has provided proposed changes on the Order Confirmation or contacted the requester. – **Please see Specifics for ORDER CONFIRMATION**

Only the Buyer can change a purchase order. The Buyer will contact suppliers where the proposed changes are not accepted based on trading agreements.

Invoicing for an amount different to that shown on the Purchase Order will result in the invoice being rejected and this may delay the process.

Invoicing is not available on obsoleted purchase orders, locate and invoice on the latest version.

- A changed purchase order may be sent when:
 - A price change has been accepted
 - The order was rejected because the wrong information was sent
 - The purchase order had too many errors for the Supplier to effectively correct

To Identify a Changed Order, refer the below images:

Purchase Order: 7400017621

Purchase Order
(+ Changed)
7400017621
 Amount: \$210.00 AUD
 Amount: \$110.00 AUD
 Version: 3 (Previous Version)

Line #	Change	Part #	Description	Type	Qty (UOM)	Need By	Unit Price	Subtotal
1	Edited	28818914	Material	110 (EA)	14 Nov 2019	\$1.00 AUD	\$110.00 AUD	
2	New		Material	100 (EA)	14 Nov 2019	\$1.00 AUD	\$100.00 AUD	

Specifics for PO CONFIRMATIONS

When a new order is received into Ariba, some Buyers require an Order Confirmation, however for Dulux Group this is an **optional process**

- There are 3 types of Order Confirmation; a Confirmation can be created to either confirm, update or reject the order:
 - 1) Confirm Entire Order: used to confirm all line item details of the order
 - 2) Update Line Item: used to advise Dulux there is incorrect information on the Purchase Order, for back orders and to reject one line item from the purchase order
 - 3) Reject Entire Order: used to reject the order if it cannot be fulfilled
- Note that Dulux will not respond to Order Confirmations
- For more information to complete an Order Confirmation, refer to the Material Purchase Order Guide shown in the Supply Chain Collaboration tile on the Ariba Network Supplier Education Materials Portal

Specifics for SHIP NOTICES

This section mentions any specific transaction rule that should be observed by suppliers regarding ship notices.

- The Ship Notice is the delivery information sent to Dulux Group to advise them of the ship date for the materials.
- The Ship Notice is an optional document for transacting with Dulux Group

Specifics for INVOICES

This section mentions any specific transaction rule that should be observed by suppliers regarding invoices.

- For any price variances contact the requestor at Dulux Group. Do not invoice where there are price variances as this will cause the invoice to be rejected
- Once you have submitted an electronic invoice please do not send a paper/hard copy invoice

There are 5 Invoice Statuses:

- **Sent** – you have sent the invoice to Dulux Group
- **Approved** – DuluxGroup has reviewed the Invoice and it has been approved for payment
- **Paid** – The invoice has been paid
- **Rejected** – The invoice has been rejected, open the invoice and review rejection reason
- **Canceled** – The invoice has been cancelled by Dulux Group
- Multiple Invoices can be created for a Purchase Order meaning **Partial Invoices** are available. Note: Purchase Orders that are not fully shipped and invoiced will remain in the Ariba Network as "Partially Invoiced"
- Once an Invoice has been submitted it cannot be recalled or edited, however while in a **Sent Status** can be cancelled and re-submitted. Where the status has passed Sent, contact the requester to Reject the Invoice
- Invoices that are rejected by Dulux Group will display as **Rejected**. Invoices can be rejected due to: Missing information, Incorrect information, Added information to invoice. If you need to **Edit/Resubmit** the rejected invoice. Open Review the Invoice in the Outbox: 1. Read the reason for the Rejection 2. Click on **Edit & Resubmit**.

Specifics for LINE ITEM CREDIT MEMOS:

Credit Memos can be sent to Dulux Group via the Ariba Network and do not need to be sent in the mail.

- Please also note the following when creating Credit Memos:
 - Credits are supported against specific line items from a previously submitted invoice
 - Credits can be for full or partial amounts for material orders
- Line Item Credit Memos are accessed via the OUTBOX

Specifics for REMITTANCE & RECEIPTS:

- The Remittance informs of when and how payment for an invoice is made. The Remittance is an informational document only and does not require any action. New Remittances can be viewed from the Inbox area under Remittances.

- The Receipts tab listed all goods or services received by Dulux Group. Invoicing cannot be performed from this selection, use Inbox and search for Received items for invoicing

HELP & SUPPORT

If you need assistance using Ariba Network, please consult our documentation or contact our Support Team directly from the Help Center. You can also contact our Enablement Team through this [Contact Form](#).