Frequently Asked Questions (FAQ Document)
Created by the Supplier Enablement Team

www.sap.com/contactsap

THE BEST RUN

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Frequently Asked Questions on Ariba Network

What infrastructure do I need to use the Ariba Network?
A regular Internet connection and a web browser are the only requirements.

What browser versions are certified for SAP Ariba cloud solutions?
If you are a supplier user, go to https://supplier.ariba.com and click Supported browsers and plugins at the bottom right of the page to access a list of currently supported browsers click **Supported Browsers**.

Can my company have multiple Ariba accounts?

Your company can have multiple Ariba accounts, depending on your business needs. For example, if your company has several locations around the world, you might want a separate account for each region.

"Each suppliers entity can have separate Ariba accounts" to transact with your customer.

Additional Information

Consider the below item when deciding whether to have more than one account:

Administrators: For each account, you can have only one account administrator, but the account administrator can provide access to multiple users. All users from your company have their own **Username** and **Password** to access the account.

How do I accept your customer trading relationship request / invitation?

A trading relationship invitation begins with an email sent by your customer and directed to either the ANID number of an existing account or a link to set up a new account. This email is an invitation to connect with your customer enabling you to start receiving orders and / or submitting invoices on the Ariba Network. Only the account administrator can click to use an existing account when establishing a trading relationship.

To accept the trading relationship request:

1. Click the link in the email that says **Click here to proceed.**
2. The invitation link then prompts you to **Create New Account** or **Use Existing Account**. Select the option which best reflects your situation.
3. Once logged in, click **Account Settings icon** > **Settings** > **Customer Relationships > See your customer under your Current Relationship**

4. If necessary, select any **Pending** trading relationships and click **Approve**.

Additional Information

If this process was unsuccessful:

- Determine if the email link is outdated or still valid.
- Check to make sure all customer requested surveys and tasks are completed.
- Contact Ariba Support if your buyer claims that orders have already been sent or for any additional help.

Error: "User already exists. Please enter a different username."

You are receiving this message because the username you are entering is already associated with an Ariba Network, Ariba Discovery, or Ariba Sourcing supplier account. You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.

SAP Ariba requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username of example@ariba.com was not accepted, you can try using example1@ariba.com.

Additional Information

If you would like to access the account that already exists, please use the following site to request a password reset for the registered username:

https://supplier.ariba.com (Ariba Network, Ariba Sourcing, or Ariba Contracts)

To reset your password, click **Having trouble logging in?** on the login page.

How do I pick the best Product and Service Categories for my company?

Picking the best **Product and Service Categories** helps customers find you by commodity. Consider the following when picking the best fit for your company:

- Be general. Search as non-specifically as possible. For example, search "stands" instead of "Wrought iron plant stands with dolphin designs" to help you efficiently pick a commodity.

- Use layman's terms. Your industry-specific knowledge and vocabulary helps you describe an individual product or service but can hinder how searchable you are by potential buyers or suppliers. Use terms that someone without specialized knowledge will be able to identify.

- Utilize other spaces. **Product and Service Categories** aren't the end-all be-all of describing your needs or abilities. If you are creating a posting, use the posting body to outline the details of the products or services you are requesting.

Additional Information

Ariba uses United Nations Standard Products and Services Codes (UNSPSC) to standardize category classification. The **Product and Service Categories** classification system includes four levels:

- Segment
- Family
- Class
- Commodity

Segments are the highest level, so if you supply all the products or services in a segment, select only the segment. Your customer will still be able to find you if they search for any of the sub-categories under that segment. If you cannot find the exact code, select the code one level higher. For example, if a product is not in the list, select the class to which the product most likely belongs.

You can look up codes for specific items on the UNSPSC website. If there is no UNSPSC code for one of your products or services, you can contact the UNSPSC organization to request one. The managing organization either creates a new code or recommends an existing code.

How do I access and change the former administrator's account?

If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.

If the account administrator is no longer with your company, but you have access to the registered email:

1. Use the **Having trouble logging in?** link on the login page to request a Password Reset.
2. After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself.

If the account administrator is no longer with your company and there is no access to the email address on file, contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address.

Additional Information

Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

How do I reassign my account to a co-worker?

The process of transferring the administrator role can be done in a couple of different ways depending in how the account and its sub users are currently set up.

To transfer the a**dministrator** role to an existing user:

1. In the upper right corner, click **Account Settings icon > Settings** > **Users.**
2. Select the user who needs who will be the new administrator.
3. Click **Make Administrator**.
4. Select a new role for your own user account and click **Assign**.
5. Click **OK** to transfer the account administrator role.

To update your account information:

1. In the upper right corner, click **Account Settings icon** > **My Account**.
2. Update this page with the new administrator information in the **User Account Information** section. Remember to change the following:
o Username
o User's full name
o User email
o Contact information
3. Click **Save**.

After either of these options are completed, you will also want to confirm that all email notification settings are updated as well, which includes those related to where purchase orders are sent if you use the account for orders and invoicing.

Where do I find my Ariba Network ID (ANID) number?

Your account's ANID number appears under **Account Settings icon** in the top right. It is also visible at the bottom of every page, to the right of your company's name.
Additional Information

If you are unable to access your account (unknown Username and / or Password) and the registered email address is accessible, please reset the password. The email you receive will reveal the Username and allow you to reset the password.

If you are unable to access your account (unknown Username and / or Password) and the registered email address is no longer valid or accessible, please contact your customer; they have your ANID on record and can share it with you on request.

Your ANID number acts as your company's account number in the Ariba system. It is used for a variety of tasks, including:

• Helping Ariba Customer Support locate your account.

- Establishing trading relationships with buyers.
- Merging/logging into private accounts.
- Linking accounts.

How do I see Ariba applications in a different language?

The language you see on your Ariba account is based on your language settings in your Internet browser.

Using Internet Explorer:

1. Click **Tools > Internet Options > Languages**.
2. In the **Language Preference** window, click **Add** to add the desired language.
3. Select the language to add and click **OK**.
4. This language will need to be placed at the top of the list using the **Move up** button.
5. Click **OK** and click **OK** again from the **Internet Options** window.

Using Mozilla Firefox:

1. Click **Tools > Options> Content> Languages> Choose**.
2. Select the language you want and click **Add**.
3. This language will need to be placed at the top of the list using the **Move up** button.
4. Click **OK** and click **OK** again from the **Options** window.

Using Google Chrome:

1. Click the options menu in the upper right corner and choose **Settings**.
2. Click **Show advanced settings**.
3. In the **Languages** section, click **Language and input settings**.
4. Click **Add**.
5. Choose the language you want and click **OK**.
6. Drag this language to the top of the list and click **Done**.
7. Close the options tab.

Next, close your browser and reopen it for the changes to take effect. If the language you select is not supported by Ariba, it defaults to English.
Additional Information

Your browser languages does not change the language you specify for email notifications.

Ariba solutions support the following languages:

English (en), French (fr), Italian (it), German (de), Spanish (es), Japanese (jp), Simplified Chinese (zh-cn), Traditional Chinese (zh-tw), Brazilian Portuguese (pt-br), Korean (ko), Russian (ru), Polish

(pl), Hungarian (hu), Turkish (tr), Dutch (nl), Swedish (sv), Greek (el), Romanian (ro), Norwegian (no), Danish (da), Finnish (fi), Czech (cs), Croatian (hr).

Can my account have more than one administrator?

Only one user can be named the administrator of your account. Sub-users can be granted all permissions to give them access to everything on the account with the exception of the Users page. Only the account administrator can manage users and roles.

Additional Information

If you are the current administrator, you can reassign the administrator role to another user in your company's account. If you need to become the administrator, contact your account administrator to reassign the role.

How to transfer the account administration role

If you're leaving your company or moving to a new position, you need to transfer ownership of the SAP Ariba account by choosing a new administrator. This ensures that your company doesn't experience interruptions in access to the account or in transactions with your customers.

Prerequisites

The current administrator needs to transfer the **Administrator** role to an existing user.
Restriction You can have only one administrator for your SAP Ariba account.

Context

The person who registered an account for your company on SAP Ariba is automatically assigned the **Administrator** role. We recommend assigning the **Administrator** role to the individual who is responsible for configuring your account, maintaining customer relationships, managing users, and subscribing to services.

Note If you aren't sure who the administrator of an account is, contact SAP Ariba Customer Support.

As the account administrator, you control who can log in to your company's SAP Ariba account and which activities users can perform. The administrator also serves as the primary point of contact for other users in your company's SAP Ariba account who have questions or problems. Users contact the administrator to reset their password, to update their roles and permissions, or to give them access to the test account.

Procedure

1. At the top of the home dashboard, choose **Account Settings** icon **> Settings > Users**.
2. Choose the check box for the user who needs to be the new administrator.
3. Click **Make Administrator**.

   Ariba displays the **Assign a Role** page.

4. Choose a new role for your account and click **Assign**.

   Ariba displays a warning message that indicates the name of the new account administrator.

5. Click **OK** to transfer the account administrator role.

   Results

   Ariba logs you out of your account and sends an email notification to the new account administrator, alerting them that they now have the **Administrator** role.

How do multiple people receive email notifications for new purchase orders?

You can list up to five separate email addresses in your **Electronic Order Routing** preferences. Separate email addresses with a comma and no space.

Additional Information

If more than five contacts in your company need to receive new purchase order notifications, you'll need to set up an internal distribution list at your company and configure the distribution list as one of the five email addresses.

How do I update my email notification preferences?

Only an account administrator has the authorization to edit order routing settings, notification settings, and user roles for both themselves and for all sub-users with an Ariba Account.

To change the notifications you receive, and edit the associated email address(es):

1. Click **Account Settings icon > Settings** in the upper right corner of the **Home** page.
2. Click **Notifications**
3. Click one or all of the tabs depending on desired notification types (**General**, **Network**, **Discovery**, **Sourcing & Contracts**, and **Messaging** tabs)
o You can update the email address(es) for each individual notification type by changing the address(es) in the **To email addresses (one required)** column. Enter up to three email addresses per notification type, separated by commas.
o You can remove a particular notification by unchecking the box next to the specific notification you want to change.
4. Click **Save** when you are finished.

Additional Information

The aforementioned instructions only control the settings for notification emails. You can also control your settings by configuring your Electronic Order Routing method settings.

What action do I need to take for an enablement task?

You might receive an email notification about pending enablement tasks that require your action. This means that your customer has assigned certain tasks to you to make sure your account is fully configured and ready to transact. It's important to complete the task before the due date to ensure that it doesn't escalate to your customer.

To view a pending enablement task:

1. Access the **Enablement Tasks** tab. tab lists the actions you need to complete before transacting with your customer.
2. Click **Complete Task** next to a pending task and follow the instructions on the page.

   Note: Some tasks require you to configure your account or to send a particular type of document, while others act as a simple confirmation that you're ready to transact.

How do I change or update my email address or username?

To update the email address, username, contact information, preferred language, timezone, or currency on your account:

1. Click **Account Settings icon** > **My Account** in the top right.
2. Edit any fields as needed.
3. Click **Save.**

If you update your email address, be sure to click the link in the confirmation email sent to the new email address.

Additional Information

Usernames are unique and cannot be used multiple times. They also need to be formatted like an email, but do not need to be a valid address. For example, if your username of test@ariba.com was not accepted, try test1@ariba.com.

You may also consider checking your account notification settings to be sure that the correct email is being used.

How do I view my trading relationships?

To view your trading relationships, follow these instructions:

1. Click **Account Settings** icon **> Settings > Customer Relationships**
2. View your **Pending**, **Current**, and **Rejected** relationships under each corresponding heading

Additional Information

If you don't see **Customer Relationships** under **Account Settings** icon **> Settings**, it may be related to one of the following causes:

- Your account is not yet linked to a customer. If you don't have access to certain tabs like **Inbox** or **Outbox**, this might be the case. To establish a relationship, provide your Ariba Network (ANID) number to your customer.
- You are a sub user on your company's Ariba account. If this is the case, then the account administrator will have to give you the Customer Administration permission. This will give you the permission to view customer relationships.

If you can only see specific customer relationships, the account administrator will have to provide you with permission to view all customer relationships.

Do I contact Ariba or your customer when I have a question or issue?

Not sure who to contact with a question or issue? We can clear that up.

Ariba Customer Support can help you understand how to use your account, but your customers are best qualified to explain what they need according to their own internal business processes.

The following information can help you determine when to contact Ariba and when to contact your customer.

Contact your customer if you have questions about the following areas:

- **Invoice payments**
  o After you submit an invoice, your customer receives the invoice and begins to process it. Your customer updates the invoice status and can let you know when to expect payment.
  o Your payment does not go through Ariba, unless your customer uses AribaPay.

- **Invoice rejections**
  o your customer rejects an invoice when it doesn't meet their requirements.
  o your customer can then tell you how to correct your invoice.

- **Missing purchase orders or purchase order details**
  o If you can't find a purchase order, your customer can confirm that it was sent to the correct account.
  o If the information on your purchase order is incorrect, your customer needs to issue a replacement order.

- **Sourcing event content**
  o Your customers use Ariba Sourcing to build an event based on the information they want from you.
  o For clarification on specific questions in the event, it is best to contact the event owner directly.

Contact your account administrator if you have questions about the following areas:

- **Your account settings**
  o If you are an administrator, you control the settings for yourself and all other users on your company's account.
  o If you are not an administrator, contact your account administrator for assistance with requesting additional permissions, resetting your password, and configuring other user settings. To find out who your administrator is and how to contact that person, click your name in the upper right corner of your account and select **Contact Administrator**.
  o If you are not sure who to contact at your customer's organization, you can find the appropriate contact information in your account.

If you have questions about anything not covered in the areas listed above, you can browse or search the Help Center to find information related to navigating, using, or understanding your Ariba account.

As you navigate through Ariba, the content displayed in the Help Center will change automatically based on what you're doing on each page.

What if I don't want to participate?

Your buyer is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered strategic for ongoing business and are thus expected to comply with this process change as a requirement for continuing the relationship.

How secure is the Ariba Network?

The Ariba Network uses Secure Hypertex Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers, and the Ariba Network. HTTPS is the standard for secure Internet communication and uses Secure Socket Layer (SSL) with RSA Labs encryption. Additionally, accounts on the Ariba Network are password protected.

How do I create an order confirmation? How do I confirm an order?

If an order contains line items or services that are temporarily unavailable or no longer offered, you can confirm the parts of the order than you can fulfill, back-order other line items, or reject line items.

To submit an order confirmation:

1. Click **Inbox** > **Orders and Releases** from the upper-left of the home page.

2. Click on the PO number hyperlink to open the order.
3. Click **Create Order Confirmation** > **Update Line Items**.
4. In the **Order Confirmation Header** section, enter a confirmation number. You can also add estimated shipping cost, estimated tax, and comments.
5. Choose **Enter the shipping and tax information at the line item level** if you want to enter the estimated shipping date, delivery date shipping cost, delivery cost or comments for each line item that you confirm.

The next part of the order confirmation is confirming or rejecting these items to inform your customer if their order is possible or will need to be put on backorder.

1. Do one of the following:
   a. For material items, enter numeric values in one or more of the **Confirm, Backorder, and Reject fields**
   b. For service items, choose **Confirm** or **Reject**.

2. Click **Details** within a line item and do any of the following:
   a. Edit shipping and delivery dates, shipping and tax cost information, advanced pricing information, and comments.
   b. For rejected quantities, choose a **Rejection Reason**. If you select **Other** for the **Rejection Reason** field, you need to enter a value in the **Comments** field.
3. Click **OK** when you have finished updating the line-item details.
4. Click **Next**.
5. Click **Submit** to send the order confirmation to your customer and return to the purchase order details page.

Additional Information

- You can confirm partial orders or update advanced pricing details only if your customers have configured their accounts to allow you to confirm orders or update advanced pricing details at the line level.
- You can confirm partial service orders only if your customers have configured their accounts to allow you to confirm orders at the line level and to enter service details on order confirmations.
- You can partially or fully reject line items only if your customers allow it.

How do I create Ship Notice?

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

Procedure

1. Go to ▍**Inbox** ❯ **Orders and Releases** ◣, and then click the order number you plan to ship.
2. Click **Create Ship Notice** at the top of the purchase order.
3. In the **Ship Notice Header** section, enter the information for this shipment.
   o At minimum, you need to provide a **Packing Slip ID**, **Tracking No.**, and the address where you are shipping from.
   o If you are providing transport terms and the transaction rule **Require all items in a ship notice to have the same transport terms value** is enabled, all line items of a ship notice must use the same transport term.
4. (Optional) To help you identify and search for documents you send out, you can add an internal reference code in the **Supplier Reference** field. This can take any form. For example, it might be a number or the name of a person who is dealing with that order.
5. In the **Item** section, do one of the following:
   o For each line item, in the **Ship Qty** field, enter the number of that item that is included in this shipment.

   1. To indicate that none of a

o particular item is included in this shipment, click the **Remove** link to the right of that line item. This removes the item from the current ship notice but not from the source purchase order. The item remains available for future ship notices.

Note

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

2. (Optional) Enter the ID number for the batch in which each item was made into the **Batch ID** field.
3. If you need to add shipping information on line item level, click **Details** for a line item to show the **Create Ship Notice Shipping Details** page.
4. To enter hazardous materials instructions, enter a description of the hazardous materials to be shipped, select a hazardous materials code system from the **Code Type** menu, and enter the code.
5. To change the terms of delivery, enter the necessary information in the **Delivery Information** section.
6. To enter serial numbers or asset information, enter the item's serial number or asset tag and click **Add**. Repeat as necessary to add more serial numbers or asset tags.
7. Click **Next**. Confirm the information on the review page. To make changes, click **Previous**.

   Any serial number and asset information you entered appears on this page.

8. Click **Submit**.

   Ariba Network sends the ship notice to your customer and returns you to your **Inbox.**

Next Steps

After you create a ship notice, you can:

- Review copies of ship notices you have sent in your **Outbox**.
- Review order status information in your **Inbox**. You can see updated status information for orders in the **Order Status** column.
- Create invoices against the order.

Related Information
How to create a ship notice from a scheduling agreement release
How to create a ship notice from several orders and releases

How do I create a Partial Ship Notice?

To create a partial ship notice:

1. Click **Inbox> Orders and Releases** from the upper-left of the home page.
2. Click on the PO number hyperlink.
3. Click **Create Ship Notice** at the bottom of the order details page.
4. Fill out all mandatory fields in the header.
5. **Remove** each item you are not shipping.
6. Edit the shipping quantities on the items you plan to ship.
7. Click **Next> Submit**.

Additional Information

Not all fields in the ship notice are required. An asterisk (*) next to the field indicates that a field is required.

Removing a line item from a ship notice will not remove it from your purchase order.

A ship notice can't be created for a purchase order that includes one or more service lines. Create a service sheet for service orders instead.

How do I cancel or edit a ship notice?

You can cancel a ship notice by using the **Cancel / Edit** button at the top of the ship notice details page.

Additional Information

You can cancel or edit a ship notice that has a status of **Sent** only if your customer's invoicing rules allow it.

Ship notices can only be canceled at the header level. Individual line items cannot be canceled.

How do I create a Service Sheet?

To create a service sheet:

A service sheet (sometimes called a "service entry sheet") describes one or more line items you fulfilled in response to a service order. People in your company who fulfill services at a work site create and send service sheets to customers to describe the services they performed. Service sheets can include contact informaiton for the field contractor, field engineer, and approver.

Procedure

1. Do one of the following:

- o Tap the menu icon, then tap ▶**Create documents** ❯ **Service entry sheet**◢, select the order for which you want to create a service sheet, then tap the **Create service entry sheet** button.
- o Tap the menu icon, tap **Orders**, select the order for which you want to create a service sheet, then tap the more button and choose **Create service entry sheet**.
2. On the **Select Item to Create Service Sheet** page, choose an item to add to the service sheet.

   Note: You can only see the **Select Item to Create Service Sheet** page if your customer allows it.

1. In the **Service Sheet Header** area, perform the following actions:
   - o Enter information such as the service sheet number, service dates, and contact information for the field contractor, engineer, and approver.
   - o To add a comment, tap **Add Comment** and enter comment text.
   - o To add one or more attachments, tap **Add Attachment**, browse to the attachment file, and tap **Add Attachment**. You can only add attachments to service sheets at the header level; customers can set a business rule to require you to add at least one attachment per service sheet.
2. (Optional) To help you identify and search for documents that you send to customers, you can add an internal reference code in the **Supplier Reference** field. For example, it might be a number or the name of a person who is dealing with that order.
3. In the **Service Sheet Line Items** area, choose any purchase order lines you don't want to include in the service sheet, and then tap **Delete**.

   Note

   A service sheet needs to include at least one service line.

4. Enter details of the services you performed for the included lines, such as quantities, unit prices, and service period start and end dates.

   By default, service lines use the service period start and end dates specified on the purchase order.

5. If your customer's business rules allow you to add ad hoc items to service sheets, choose a purchase order item group and add the item under it, and then perform the following steps:
   a. Choose the type of line you want to add: **Service** for a service line or **Material** for a material goods line.
   b. Enter a part number and description for the item.
   c. Enter the **Quantity**, **Unit**, **Unit Price**, and **Subtotal** for the item. **Unit** and **Subtotal** are required for service lines.
   d. (Optional) Add or edit the service period start and end dates.

      By default, the individual ad hoc lines you add to a service sheet use the service period from the service sheet's header if it has them; otherwise, they are bank. Ad hoc lines you add as grouped items under an item group use the item group's

service period dates if it has them by default; otherwise they use the header dates. You can edit any default service dates for ad hoc lines.

    e. (Optional) Tap **Comments** and enter comment text for the line.

6. If your customer allows you to punch in to their Ariba procurement site to add contract or catalog items to service sheets, choose a purchase order item group and tap **Add Contract/Catalog Item** to add the item under it, and then perform the following steps:

    . The **Add Item** page opens to display items configured for invoicing on the related contract. Depending on the type of contract and the way your customer has configured the catalog, the **Add Item** page either displays the catalog main view or the item list view. For example, an item-level contract displays all available items for invoicing directly in item list view mode, while a supplier-level contract displays the catalog main view for browsing and searching. On the catalog main page, browse by category, follow the category links, or search by keyword or part number to narrow the list of items.

    a. On the catalog item's listing page, tap **Add Item** to add the item tot he shopping cart. Note that the price you see on this page reflects the price before contract pricing terms are applied. Contract pricing terms are applied when you add the item to the service sheet.

    b. If your customer allows you to add non-catalog items to service sheets during punch in, tap **Add Non-Catalog Item** and enter information for the item.

    c. Tap the shopping cart icon in the upper right corner of the screen at any time to edit your shopping cart contents.

    d. Tap **Done**.

Note

You can save service sheets as drafts to work on them at different times before you submit them. Ariba Network stores draft service sheets for 14 days after the last time you edited them. To save a service sheet, tap **Save** at the top of the service sheet page. To open a saved draft service sheet, in your **Outbox**, tap **Drafts**, then tap the **Service Sheets** tab.

7. Tap **Next**.
8. Review the information you entered and tap **Submit**. You can't cancel a service sheet once it is submitted.

Results

Ariba Network sends the service sheet to your customer. You can see it in the related documents for the purchase order and on the **Service Sheets** tab in your **Outbox**.

The status of a service line in a purchase order is set to **Serviced** once you create service sheets against it up to the subtotal amount. If the line is unplanned and has a hidden maximum amount larger than the subtotal, you can continue to create service sheets against it up to that maximum amount.

How do I cancel or edit a service sheet?

If your customer's transaction rules allow it, you can cancel the SES by clicking **Cancel** on the SES. If there is no **Cancel** button, you will have to contact your customer and request that they manually reject the service sheet. Once the service sheet is in **Rejected** status, you have the option of editing and resubmitting it.

How to edit and resubmit a failed or rejected service sheet?

Describes how suppliers can respond to orders by creating order confirmations, ship notices, and service sheets on the Ariba Network supplier portal.

You can correct any errors on a failed or rejected service sheet and resubmit it to your customer.

Context

A service sheet can fail when service sheet line items don't match the information from the purchase order. Your customer provides a reason when rejecting a service sheet.

Procedure

1. In the **Outbox**, choose the failed or rejected service sheet and click **Edit**.
2. If the service sheet was rejected, enter a new service sheet number.
3. Edit the service sheet to correct any errors.
4. Review the information you entered, and then click **Submit**.

Results

Ariba Network sends the updated service sheet to your customer. The rejected service sheet is still available in your **Outbox** and in the purchase order's related documents with a status of **Rejected** and a routing status of **Obsoleted**.

More FAQs

For more FAQs you can click the link below

http://www.ariba.com/help/ariba-answers/suppliers