

# Ariba Network Invoice Guide

SAP Ariba 



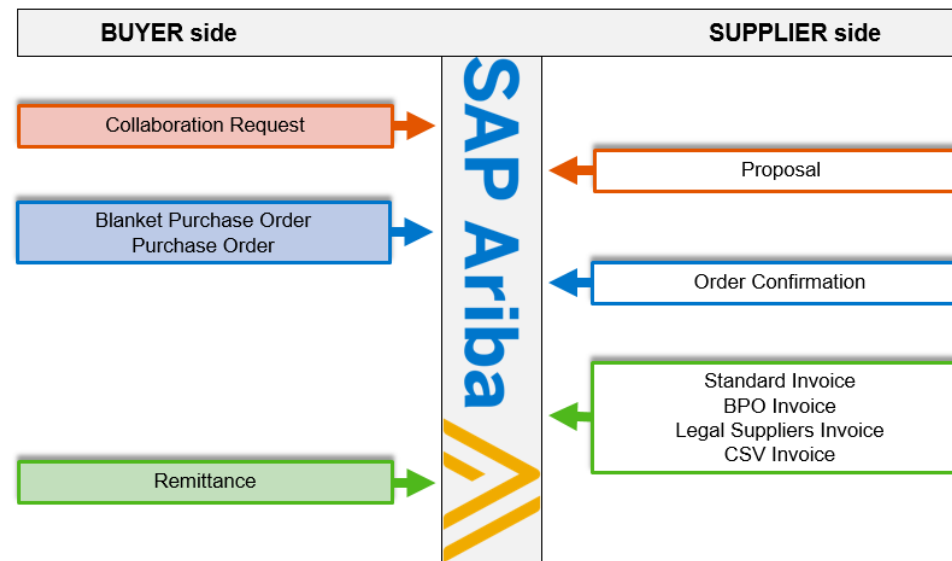


# Introduction

The purpose of this document is to provide the information suppliers need to effectively transact with ANZ via the Ariba Network. This document provides step by step instructions, procedures and hints to facilitate a smooth flow of procurement between ANZ and supplier.

## ANZ Workflow:

Colour	Meaning
Red	Collaboration
Blue	Order Management
Orange	Logistics
Green	Payment





# Table of Contents

Select by clicking on the links:

- [Invoices](#)
  - [Begin the Invoice](#)
  - [Invoice Header](#)
- [Standard Invoice Line Level](#)
- [BPO Invoice Live Level](#)
- [Legal Suppliers Invoice Line Level](#)
- [CSV Invoice](#)
- [Invoice Status](#)
- [Remittance](#)
- [Support](#)

# Invoicing - General Information

The **Orders and Releases** page displays a summary of all purchase orders.

The Order Number displayed is generated by the Buyers system.

Users can sort various columns in alphabetical or numerical order by clicking on the header title, for example clicking on “Order Status” will sort in alphabetical order from A to Z, and by clicking once more, it will sort from Z to A.

**Note (N):** The Actions drop down list is located at the far right of the screen allows users to Create Invoice documents without opening the order.

Orders and Releases

Orders and Releases (14)


Type	Order Number	Ver	Ship To Address	Amount	Date ↓	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	PO12351	1	Some Department of My Company , sydney, NSW , Australia	\$70,470.00 AUD	15 Aug 2016	New	Invoice	\$0.00 AUD	Original	Actions ▾
Order	PO96743	1	Some Department of My Company Sydney, NSW Australia	\$8,000.00 AUD	4 Apr 2016	New	Invoice	\$0.00 AUD	Original	Actions ▾

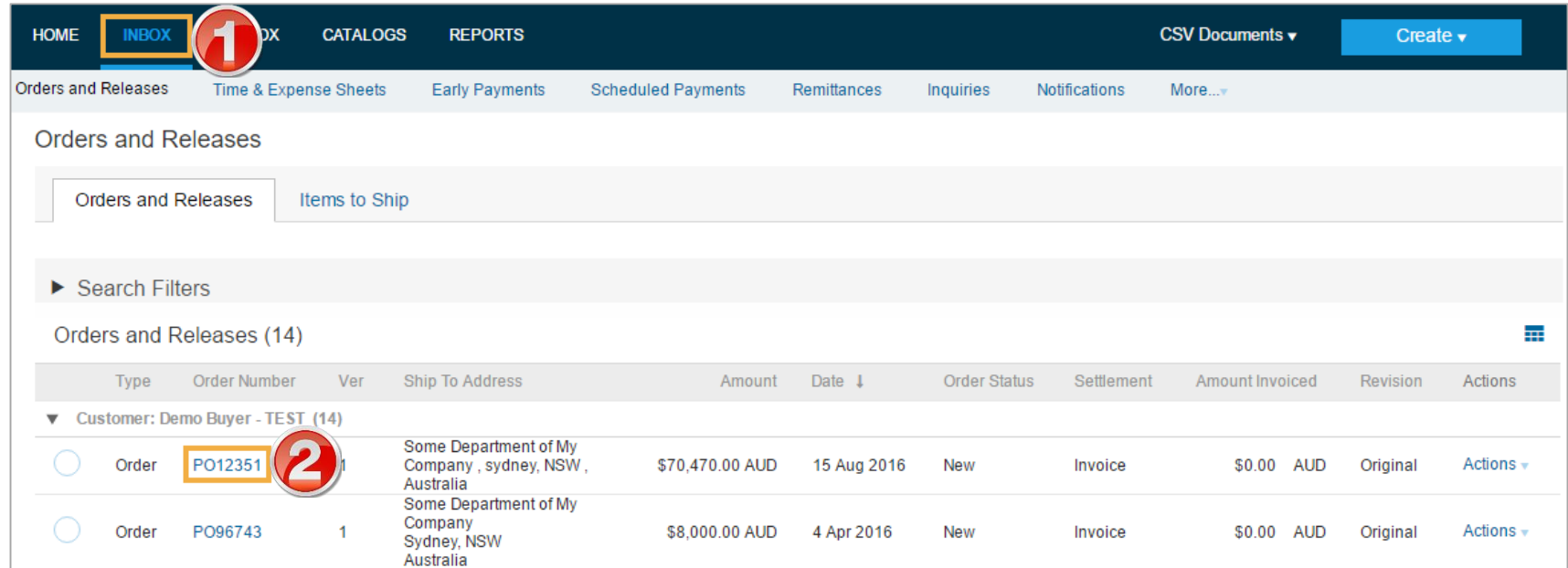


# Invoices

- All orders received via the Ariba Network require an invoice to be created in the Ariba Network
- The Invoice# refers to your internal invoice number
- Taxes can only be added at line level
- Additional lines can be added if the option is available on the Invoice
- Partial invoicing is allowed
- Attachments can be added
- Shipping Cost added at Line level will not cause GST to be calculated for shipping. If the order has multiple lines the shipping cost can be added to one line or split over the all lines. (The Cost does NOT need to be split up over the lines)

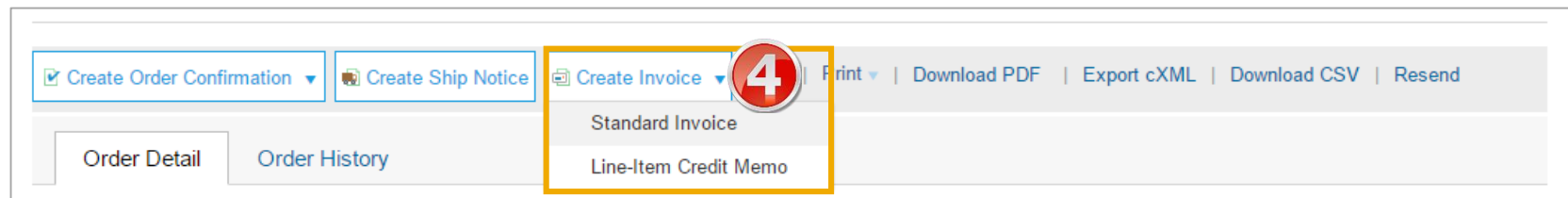
# Begin the Invoice

1. Click **Inbox** tab on the Dashboard.
  - Screen displays: Orders and Releases
2. Click the **Order Number** to open the order.
  - Screen displays: Purchase Order
3. View the Purchase Order. 
4. Click **Create Invoice – Standard Invoice**.
  - Screen displays: Create Invoice



The screenshot shows the SAP Ariba dashboard with the 'INBOX' tab selected. A red circle with the number '1' highlights the 'INBOX' tab. Below the navigation bar, there are tabs for 'Orders and Releases', 'Time & Expense Sheets', 'Early Payments', 'Scheduled Payments', 'Remittances', 'Inquiries', 'Notifications', and 'More...'. The 'Orders and Releases' section is active, showing a sub-tab for 'Items to Ship'. Below this, there is a 'Search Filters' section and a table titled 'Orders and Releases (14)'. The table has columns for Type, Order Number, Ver, Ship To Address, Amount, Date, Order Status, Settlement, Amount Invoiced, Revision, and Actions. Two orders are listed under the customer 'Demo Buyer - TEST (14)'. The first order has Order Number 'PO12351' and is highlighted with a red circle and the number '2'. The second order has Order Number 'PO96743'.

Type	Order Number	Ver	Ship To Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	PO12351	1	Some Department of My Company , sydney, NSW , Australia	\$70,470.00 AUD	15 Aug 2016	New	Invoice	\$0.00 AUD	Original	Actions
Order	PO96743	1	Some Department of My Company Sydney, NSW Australia	\$8,000.00 AUD	4 Apr 2016	New	Invoice	\$0.00 AUD	Original	Actions



The screenshot shows the 'Create Invoice' dropdown menu. The 'Create Invoice' button is highlighted with a red circle and the number '4'. The dropdown menu is open, showing two options: 'Standard Invoice' and 'Line-Item Credit Memo'. The 'Standard Invoice' option is selected. Other buttons visible include 'Create Order Confirmation', 'Create Ship Notice', 'Print', 'Download PDF', 'Export cXML', 'Download CSV', and 'Resend'.



# Invoice – Header Level – Invoice #, Supplier Tax ID & Tax

## Summary:

5. Fill in the **Invoice Number**. All other fields should be auto-populated.
6. **Supplier Tax ID** is your **ABN/VAT** Number (Auto-populated from Company Profile).
7. Tax at **Line Level**. (Select Line Level Tax and refer to 'Standard Invoice – Line Level' for orders with multiple lined & with multiple tax types)

Create Invoice Update Save Exit Next

▼ Invoice Header \* Indicates required field Add to Header ▼

**Summary**

**5** Purchase Order: BPO40701-R26  
Invoice #: \* 56456874

Invoice Date: \* 28 Apr 2016

**6** Supplier Tax ID: 620000000000

Remit To: IBM >DOM  
Melbourne VIC  
Australia  
Bill To: ANZ Banking Group  
West Footscray VIC  
Australia

Subtotal: \$135.00 AUD  
Total Tax: \$0.00 AUD  
Total Gross Amount: \$135.00 AUD  
Total Net Amount: \$135.00 AUD  
Amount Due: \$135.00 AUD

[View/Edit Addresses](#)

**Tax**

**7**  Header level tax ⓘ  Line level tax ⓘ

**Shipping**

Header level shipping ⓘ  Line level shipping ⓘ

Ship From: IBM >DOM  
Melbourne VIC  
Australia

Ship To: Bangalore VIC  
Australia  
Deliver To: Tonini Steve

[View/Edit Addresses](#)

# Invoice – Header Level – Shipping Cost

8. Do you need to include Shipping Cost?
- Yes – Go to next step
  - No – Go to slide 9

- **Header Level – Shipping**
    - 1) Click **Add to Header**.
    - 2) Select **Shipping Cost**.
    - 3) Enter **Shipping Amount**.
    - 4) Enter **Shipping Date**.
  - Header level shipping cost will attract GST
- or
- **Shipping Cost at Line Level**
    - Select **Line Level Tax** and refer to 'Standard Invoice – Line Level'
  - Line level shipping cost will not attract GST

Create Invoice

Update
Save
Exit
Next

---

**Shipping**

8

Header level shipping ⓘ
  Line level shipping ⓘ

Ship From: IBM >DOM  
Auckland  
New Zealand

Ship To: UpperGround 833 Collins Street  
Docklands VIC  
Australia

Deliver To: Lakshmikanthan Dharani  
UpperGround 833 Collins Street

\* Indicates required field

★ 1 **Add to Header** ▼

★ 2 **Shipping Cost**

- Shipping Documents
- Special Handling
- Discount
- Additional Reference Documents and Dates
- Comment
- Attachment

---

**Shipping Cost**

★ 3

Shipping Amount:

★ 4

Shipping Date:

📅

Remove

**Shipping**

Header level shipping ⓘ
  Line level shipping ⓘ



# Invoice – Header Level – Adding Attachment

9. Do you want to include an Attachment? 9

- **Yes** – Go to next step
- **No** – Go to slide 10

10. Click on **Add to Header** to display the drop down box.

11. Select **Attachment**.

- The Attachments section is displayed;

- 1) Click on **Choose File**.
- 2) **Browse** your computer files.
- 3) Select and click on **Open**.
- 4) Click on **Add Attachment**.

- Multiple files can be attached
- Max **10mb** in total

Note: Do NOT attach a duplicate copy of the invoice.

Add to Header ▾ 10

- Tax
- Shipping Cost
- Shipping Tax
- Shipping Documents
- Special Handling
- Special Handling Tax
- Discount
- Additional Reference Documents and Dates
- Comment
- Attachment



**Attachments**

The total size of all attachments cannot exceed 10MB Remove

Choose File No file chosen Add Attachment 4

**Attachments**

The total size of all attachments cannot exceed 10MB Remove

Choose File No file chosen Add Attachment

Name	Size (bytes)	Content Type
<input type="checkbox"/> test.pptx	2775322	application/vnd.openxmlformats-officedocument.presentationml.presentation

Delete



# **Standard Invoice Line Level**

# Standard Invoice – Line Level

12. If Line Level Tax at the Header;

12

- 1) Select the **line**.
- 2) Click **Line Item Actions**.
- 3) Select **Tax** (Tax will default to 10%GST).

13. Update **Unit Price** (if required).

14. Click on **Update**.

15. If **Line Level Shipping** was selected at the Header, enter the **Shipping Cost**.

15

16. Click on **Next**.

➤ Screen displays: Create Invoice Summary

1 Line Items, 1 Included, 0 Previously Invoiced

**Line Items**

**Insert Line Item Options**

Tax Category: GST  Shipping Documents  Special Handling  Discount Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	2	<input checked="" type="checkbox"/>	MATERIAL	Not Available	non-cat test		1		\$60.00 AUD	

**Line Item Actions** Delete

- Edit
- Add
- Tax**
- Shipping Documents
- Special Handling
- Discount
- Comments
- Attachment

Update
Save
Exit
Next

SAI  
Kylie



# **BPO Invoice Line Level**

# BPO Invoice – Line Level

At Line Level

11. Select the line.

12. Click **Create**.

13. Select **Goods** or **Service**.

➤ Screen displays: Blanket PO Item

14. Update **Quantity** or **Price** as required.

15. To add Tax;

- 1) Click **Line Item Actions**.
- 2) Select **Tax**.
- 3) Ensure the tax details are correct.

16. Click **Create**.

➤ Screen returns – Blanket PO Invoice

Note: for multiple lined orders repeat the line level process with each line

Blanket PO Items

Line	Quantity	UOM	Price
<input checked="" type="checkbox"/> 11	1	EA	\$90,000.00 AUD

12 Create Edit Delete

13 Goods Service

Create Invoice 16 Create Cancel

Blanket PO Item

Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
1	1	EA	\$90,000.00 AUD	RECALL_BPO_2	unspsc_v13.5 78131804 Document storage services Recall Test BPO 2	\$90,000.00 AUD	

14

Quantity: \* 1  
Unit: EA  
Unit Price: \* \$90,000.00 AUD  
Subtotal: \$90,000.00 AUD

Part #: RECALL\_BPO\_2

1 Line Item Actions

2 Tax

Discount  
Shipping Documents  
Special Handling  
Comments  
Attachment

Description: unspsc\_v13.5 78131804 Document storage services Recall Test BPO 2

Inspection Date: Reference Date:

Tax Category: \* Sales Tax Taxable Amount: \$90,000.00 AUD Remove  
Location: Rate(%):  
Description: Tax Amount:  
Regime:

Accounting Reference Reference ID: Description:

Create Cancel



# Legal Suppliers Invoice Line Level

- Legal Disbursements – Without GST - must remain without GST(even 0% GST is still GST). Do not select this line in above process
- DO NOT use the Goods section at line level for Legal Invoices

# Legal Suppliers Invoice – Line Level

## 12. If Line Level Tax at the Header;

- 1) Select the line/s to add tax to
- 2) Select **Line Item Actions - Tax**
- 3) Change the **Tax Category** to **GST**, use the drop down box and select GST
- 4) Enter tax **Rate %** as 10 for GST

## 13. Update **Unit Price** (if required).

## 14. Click on **Update**.

## 15. Click on **Next**.

- Screen displays: Create Invoice Summary

Line Items 3 Line Items, 3 Included, 0 Previously Fully Invoiced

Insert Line Items 2  Tax Category: GST 3 4 Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE	SC40071-100007	Customer Lending & Security Document Preparation / Discharges - Securities Team Use ONLY		1		<span style="border: 1px solid orange; padding: 2px;">\$5,000.00 AUD</span>	
Service Period		Service Start Date:		Service End Date:					
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE	SC40071-100013	Legal Disbursements - Without GST		1		<span style="border: 1px solid orange; padding: 2px;">\$500.00 AUD</span>	
Service Period		Service Start Date:		Service End Date:					
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE	SC40071-100036	(WLO1) Legal Disbursements - With GST. WLO Team USE ONLY. Defaults to No ITC 21. For Customer Lending & Security Document Preparation / Discharges - Securities Team Use ONLY KIT.		1		<span style="border: 1px solid orange; padding: 2px;">\$50.00 AUD</span>	
Service Period		Service Start Date:		Service End Date:					

Line Item Actions Delete

Update Save Exit Next

Note: **DO NOT** delete any lines from the invoice. If a line is not required, please enter a **\$0 value** into the **Unit Price** field and a **0 value** into the **Quantity** field.



# Invoice – Review

## 17. Review Invoice.



## 18. Click **Submit** to send the Invoice.

- Screen displays: system message – ‘Print’ to print a copy of the Invoice or ‘Exit’ to exit Invoice creation
- Screen returns to the Purchase Order the Order Status has changed to Partially/Invoiced

Create Invoice
Previous

18

Submit
Exit

Confirm and submit this document. It will not be electronically signed according to the compliance map and your customer's invoice rules. The document's originating country is: India. The document's destination country is: Australia.

Standard Invoice

Invoice #: 5454874

Invoice Date: Wednesday 5 Oct 2016 4:09 PM GMT+10:00

Original Purchase Order: PO55839

Subtotal: \$1,500,000.00 AUD

Total Tax: \$150,000.00 AUD

Total Shipping: 20.00 INR

Total Gross Amount: \$1,650,000.40 AUD

Total Net Amount: \$1,650,000.40 AUD

Amount Due: \$1,650,000.40 AUD

REMIT TO:	BILL TO:	SUPPLIER:
IBM >DOM  Postal Address: 1/833 Collins Street Auckland 3000 New Zealand  Tax ID of Supplier: 12345654441	ANZ Banking Group  Postal Address (default): PO Box 6403 West Footscray VIC 3012 Australia Address ID: ANZAU.AU000579  Phone (work): +61 (1800) 770373	IBM >DOM  Postal Address: ABCD wrajfdjfhj 560000 India

BILL FROM:	CUSTOMER:
IBM >DOM  Postal Address: ABCD wrajfdjfhj 560000 India	ANZ Banking Group Limited  Postal Address: 1/833 Collins Street Melbourne VIC 3000 Australia

SHIPPING INFORMATION:

SHIP FROM:	SHIP TO:
IBM >DOM  Postal Address: 1/833 Collins Street Auckland 3000 New Zealand	UpperGround 833 Collins Street  Postal Address (default): Lakshmikanth Dharani UpperGround 833 Collins Street UpperGround 833 Collins Street Docklands VIC 3008 Australia Address ID: ANZAU.30080UG Email: TEST@anz.com

Shipping Date: Wednesday 5 Oct 2016 12:00 AM GMT+10:00

PAYMENT TERMS:  
Net Term: 0 Days

Original Purchase Order: PO55839

Line #	Line Ref #	Type	Part # / Description	Qty / Unit	Unit Price	Sub Total
1	1	MATERIAL	Not Available HP PPS Blanket Purchase Orders	1 EA	\$1,500,000.00 AUD	\$1,500,000.00 AUD

DETAILS

Auxiliary Part ID:  
Manufacturer Part #:  
Manufacturer Name:  
Country of Origin:  
Product Serial #:  
Product Serial #:

Accounting Reference ID: GLOBL:8646166  
Accounting Description: ID  
Accounting Reference ID: GLOBL:30260313  
Accounting Description: ID  
Accounting Reference ID: 100  
Accounting Description: Percentage

Additional Information:  
no

Tax Details:

Tax Category	Tax Rate	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Ex
Sales Tax	10%	\$1,500,000.00 AUD	\$150,000.00 AUD				

Subtotal: \$1,500,000.00 AUD  
Tax: \$150,000.00 AUD  
Gross Amount: \$1,650,000.00 AUD  
Net Amount: \$1,650,000.00 AUD

Tax Summary

Tax Details:

Tax Category	Tax Rate	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
Sales Tax	10%	\$1,500,000.00 AUD	\$150,000.00 AUD				

Invoice Summary

Subtotal:	\$1,500,000.00 AUD
Total Tax:	\$150,000.00 AUD
Total Shipping:	20.00 INR
Total Gross Amount:	\$1,650,000.40 AUD
Total Net Amount:	\$1,650,000.40 AUD
Amount Due:	\$1,650,000.40 AUD

Previous
Save
Submit
Exit

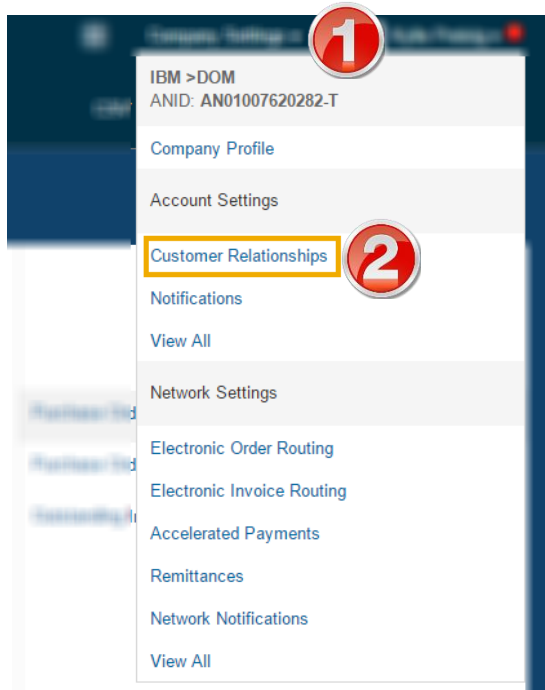


# CSV Invoice

- The ability to upload (and therefore create) multiple invoices from a CSV file
- The CSV template needs to be downloaded from within your Ariba account
- CSV Invoicing needs to be enabled by ANZ

# Download CSV Template

1. From the **Dashboard** click **Company Settings**
2. Select **Customer Relationships**
  - Screen displays Account Settings
3. Select your customer – **ANZ**
  - Screen displays Customer Profile/Buyer Rules/CSV Invoice Fields
4. Scroll to the bottom of the screen and click **Download CSV Invoice Template**
5. **SAVE** the template



## CSV Invoice Fields

This is the list of supported fields in CSV invoice.

### CSV Invoice Fields

Page 1 ▾ »

Name	Description
invoiceID	Unique identifier for the invoice (Required)
invoiceDate	Date of the invoice (Required) INPUT FORMAT: mm/dd/yyyy
orderID	Reference to the order being invoiced (Required for PO Invoice)
orderDate	Date of order being invoiced INPUT FORMAT: mm/dd/yyyy
contractID	Contract ID (Required for Invoice Against Contract)
purpose	Should be "standard" (Required)
billToSoldToAddressID	bill To/sold To Address ID of the customer. (Required)
billToSoldToName	bill To/sold To Name of the customer. (Required)
billToSoldToStreet	bill To/sold To Street information of the customer. (Required)

↳ [Download CSV Invoice Template](#)

Current

Customer	Approved Date ↓	Routing Type	
<input type="checkbox"/> ANZ Banking Group Limited	21 Jul 2011	Default	<a href="#">Actions ▾</a>
↳ <a href="#">Reject</a>			



# Complete and Upload CSV Invoice

6. **Complete** the CSV spreadsheet (please use the technical CSV guide for assistance with this step)

6



7. **Save** completed file, ('Save as' so you can use the template again)

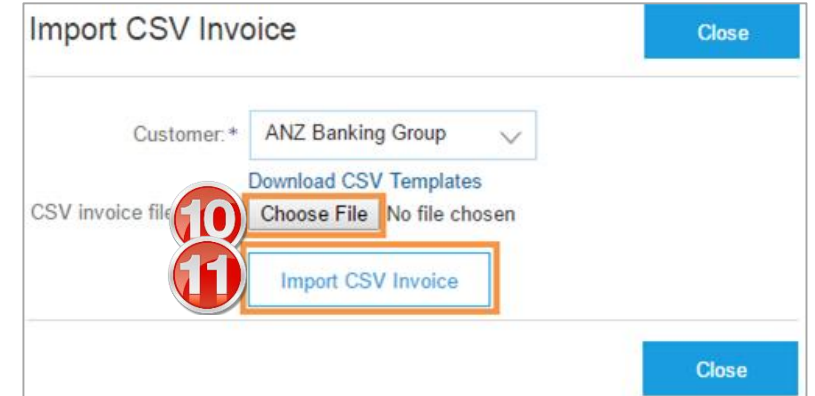
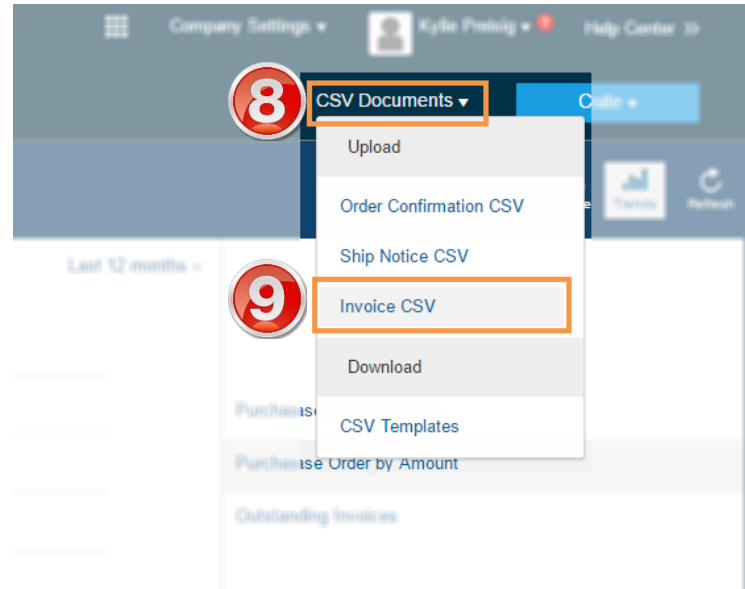
8. On the Dashboard; Click **CSV Documents**

9. Select **Invoice CSV**

➤ Screen displays import CSV Invoice

10. Upload the completed file by clicking on **Choose File**, locate your saved CSV file within your documents

11. Click **Import CSV Invoice**





# Invoice Status

- The status of the Invoice will change as it progresses through ANZ's approval process
- There are 4 Invoice Statuses:
  - **Sent** – you have sent the invoice to ANZ
  - **Approved** – ANZ 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

# Locating the Invoice Status

1. Click the **Outbox** tab on the Dashboard.

➤ Screen displays: Invoices

2. On the far right hand side of the page there is the **Invoice Status** column.

The **Invoice Statuses** are:

- **Sent**
- **Approved**
- **Paid**
- **Rejected** – (Highlighted **Red** to indicate action is required)

Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Contractor	Start Date	End Date	Date ↑	Amount	Routing S	Invoice Status
QLIKTEST	ANZ Banking Group Limited	BPO40697-R8	Paper Invoice	Supplier	Order				2 Mar 2016	\$11,000.00 AUD	Acknowledged	Sent
PMF_JAN16b	ANZ Banking Group Limited	Multiple POs	Online	Supplier					4 Mar 2016	\$22,306.28 AUD	Failed	Rejected
PMF_JAN16c	ANZ Banking Group Limited	Multiple POs	CSV Upload	Supplier	Blanket PO				4 Mar 2016	\$22,306.28 AUD	Acknowledged	Approved
PMF_JAN16d	ANZ Banking Group Limited	BPO40701-R76	Online	Supplier	Blanket PO				4 Mar 2016	\$126,569.06 AUD	Acknowledged	Paid



# Remittance

- 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



# Remittance

1. From the **Inbox**.
2. Select **Remittances**.
  - Screen displays: Remittances
3. Click on the **Transaction #**.
4. From the Remittance Advice page you can:
  - **Print** a copy
  - **Export to cXML**
  - **Download CSV** (see CSV Invoicing Guide for further instructions)
5. Click **To Search Results** to return to the Inbox.

The screenshot shows the SAP Ariba Remittance interface. At the top, the navigation bar includes 'HOME', 'INBOX' (highlighted with a red circle '1'), 'CATALOGS', and 'REPORTS'. Below this, a secondary navigation bar contains 'Orders and Releases', 'Collaboration Requests', 'Time & Expense Sheets', 'Early Payments', 'Scheduled Payments', and 'Remittances' (highlighted with a red circle '2').

The main content area is titled 'Remittances' and includes a 'Search Filters' section. Below this is a table of remittances:

Transaction #	Customer	Payment Date	Method	Reference Number	Gross
<b>PMT40725</b> (highlighted with a red circle '3')	Banking Group Limited	4 Sep 2015	Wire	730522	\$550.00
PMT719	ANZ Banking Group Limited	19 Dec 2011	Wire	581589	\$6,527.18

To the right of the table is a detailed view for 'Remittance Advice: PMT40725 (Paid)' (highlighted with a red circle '5'). This view includes:
 

- Buttons: 'Print', 'Export cXML', 'Download CSV' (highlighted with a red circle '4').
- Tabs: 'Detail' (selected), 'History'.
- From: ANZ Banking Group Limited (PAYER: ANZ)
- To: IBM > DOM (PAYEE: MAIN)
- REMITTANCE ADVICE** summary: PMT40725 (Paid), Gross Amount: \$550.00 AUD, Discount Applied: (\$0.00 AUD), Adjustment: (\$0.00 AUD), Amount Paid: \$500.00 AUD, Settlement on 4 Sep 2015.
- Payment Detail**: Payment Method: Wire (EFT), Reference Number: 730522, Routing Status: Sent, Transaction Date: 7 May 2015.
- ADDITIONAL INFORMATION**: Related Payment: ANZ01:AUD2:0000042778:730522, Identified Differences: 1 Line item(s): \$50.00 AUD.
- Line Items (1)** table:
 

Line #	Payable Reference	Gross Amount	Discount	Adjustment	Net Amount Paid	Scheduled Payment
1	Invoice: 425454 (Show Summary)	\$550.00 AUD	\$0.00 AUD	\$0.00 AUD	\$500.00 AUD	PAY425454-52950
- Summary: MATCHING INVOICE, Original Invoice Date: 6 Feb 2015, Invoice Subtotal: \$500.00 AUD, Total Tax: \$50.00 AUD, Invoice Total: \$550.00 AUD, Difference: \$50.00 AUD.
- Received by Ariba Network on: Thursday 7 May 2015 4:15 PM GMT+10:00. For more information about Ariba and Ariba Network, visit <http://www.ariba.com>.
- Bottom summary: Gross Amount: \$550.00 AUD, Discount Applied: (\$0.00 AUD), Adjustment: (\$0.00 AUD), Amount Paid: \$500.00 AUD.
- Buttons: 'Print', 'Export cXML', 'Download CSV'.
- 'To Search Results' button (highlighted with a red circle '5').



# SAP Ariba Training Survey

Please take a moment to complete our quick survey as we value your opinion and honest feedback.

The survey will take approximately five minutes and is anonymous.

[\*\*Click Here to Take Survey\*\*](#)



# Support

Support Type	Contact
If you have any Questions or to fill in the Support Request Webform (e.g. Help logging on to your account)	<ol style="list-style-type: none"><li>1. Go to <a href="http://supplier.ariba.com">http://supplier.ariba.com</a></li><li>2. Click on the <b>Help – Help Centre – Support</b></li><li>3. Enter your question/query and click <b>Start</b></li></ol>
Ariba Technical Helpdesk	E: Click Support from within the Help Centre panel T: 1800 766 694
Supplier Information Portal (Location of Training Guide/s and Video/s)	<ol style="list-style-type: none"><li>1. On the <b>Home</b> screen</li><li>2. Click on <b>Company Settings</b></li><li>3. Click on <b>Customer Relationships</b></li><li>4. Click on <b>Supplier Information Portal</b></li></ol>
Ariba Network Training Request	E: <a href="mailto:an.sellertraining.aus@sap.com">an.sellertraining.aus@sap.com</a>