Ariba Network
Standard Account Guide

SAP Ariba

V1.0

Introduction

- The purpose of this document is to provide generic information for suppliers to setup and manage their Standard Account.
- This document is specific to Standard Account suppliers only.
- Standard Account is an email based method of responding to your Buyer's Purchase Orders.
- The available selections are based on the transaction rules set by your Buyer, where a button or selection is greyed out or does not appear as described indicates that your Buyer has chosen that this process is not available, for example Invoicing cannot occur unless an Order Confirmation has been completed.

Guide Key

1	• This indicates an Instructional steps
1	• An additional step is indicated by
N	• Note: Functionality specific notes
i	• Information: other useful information

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General Information

- All actions must begin with the Email containing the purchase order, including invoicing
- Contract Invoicing can be performed using Standard Account, the Buyer maintains the catalog and pricing
- Ensure all set up processes have been completed and that the email address Purchase Orders are being sent is current
- When the invitation email is sent from your Buyer ensure that an account is not created by someone other than your businesses System Administrator
- Once an Invoice has been sent it cannot be recalled, where there is an error contact the Buyer Requester and ask for the Invoice to be rejected in the Buyer Ordering system or ERP, then follow the Edit and Resubmit invoice process

Unit of Measure

The Units of Measure (UOM) provide suppliers with the information about the required materials or Services requested by your Buyer. When entering or selecting a UOM, it must be Upper Case, for example, hours must be HRS not hrs.

Code	Name
1I	Fixed Rate
A9	Rate
DAY	Day
EA	Each
IE	Person
LH	Labour Hour
MIN	Minute
MON	Month
OT	Overtime hour
RH	Running or operating hour

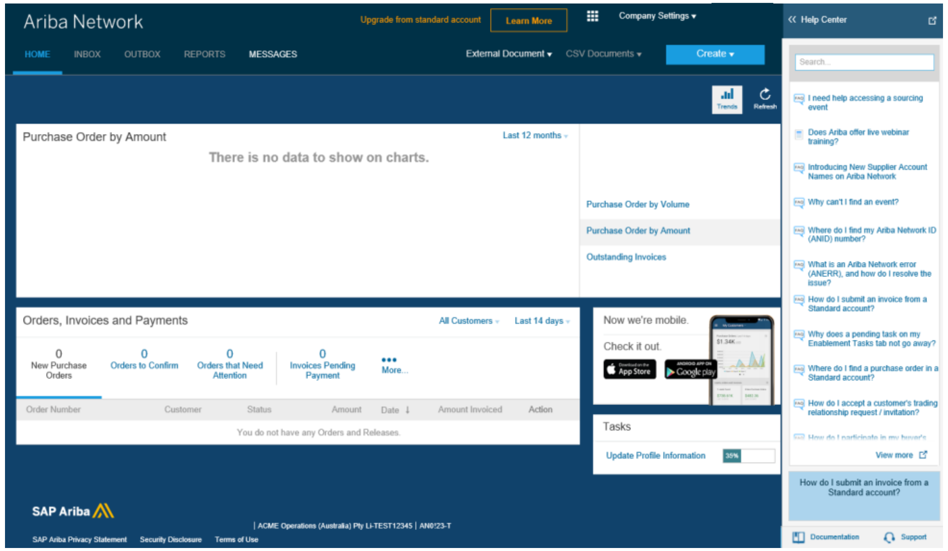
Standard Account Dashboard

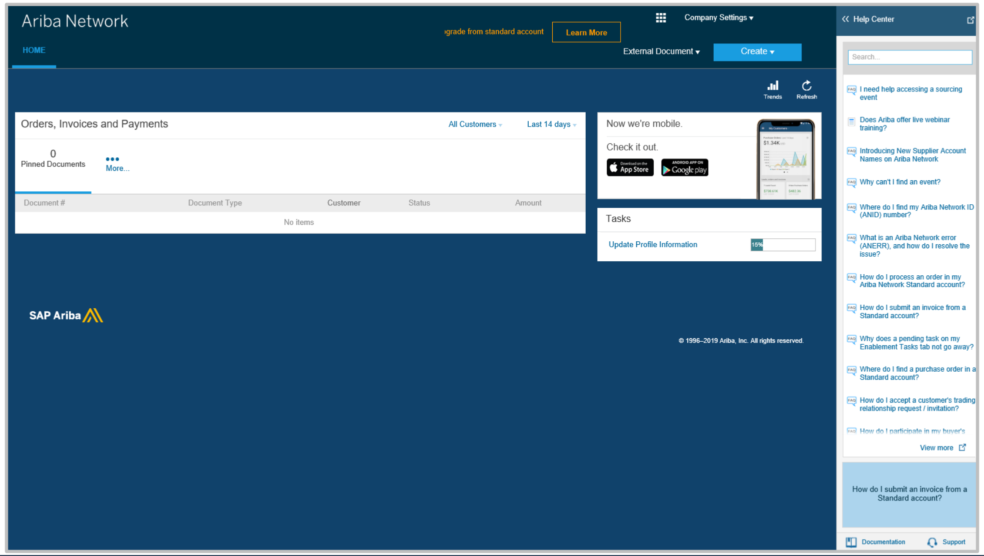
- The Dashboard /Homepage for Standard Accounts users is limited
- Greyed out tabs, sections or selections cannot be accessed
- Use the Dashboard to resend the Purchase Order Email, set up your Ariba Network, create users, assign permissions and maintain routing information
- Real time invoice status notifications
- Email notification and online download provide access to invoices for local archiving

Standard Account Dashboard – General Information

- The Dashboard shows information about Purchase Orders from you Buyer.
- A Buyer sets up a Standard Account and the amount of information shown on a Standard Account Dashboard is determined by the set up from the Buyers Ordering System or ERP
- Support accessed using a Standard Account can only access the Help Centre via Email
- The Dashboard/Homepage is restricted for Standard Account users, some may see the Inbox, Outbox, Catalogs and Reports tabs but these will be greyed out. Standard Account users can use the Dashboard to resend a Standard Account email, set up routing information, accessing Company Profile information and the Supplier Information Portal.

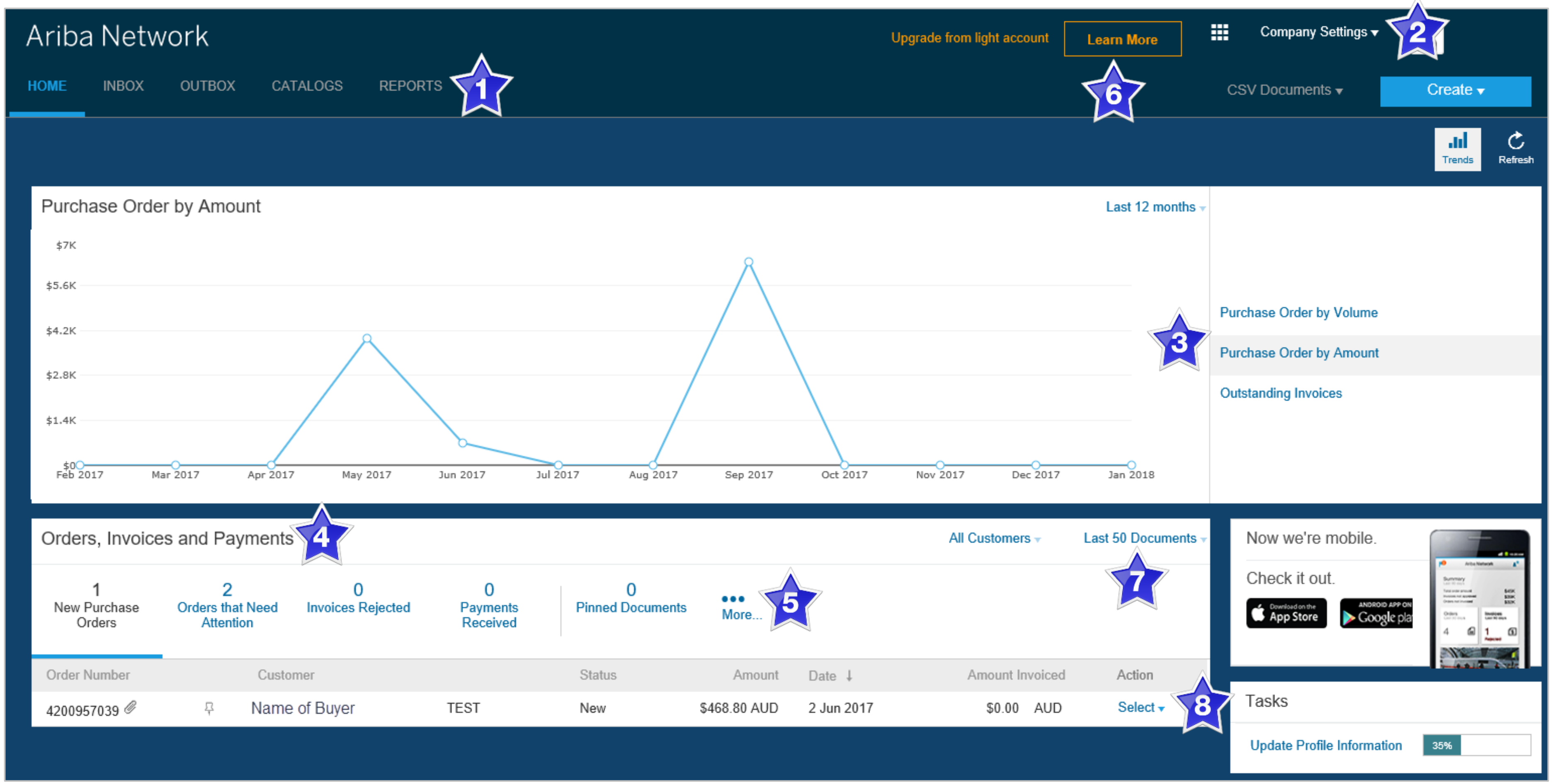
Examples of Standard Account Dashboards





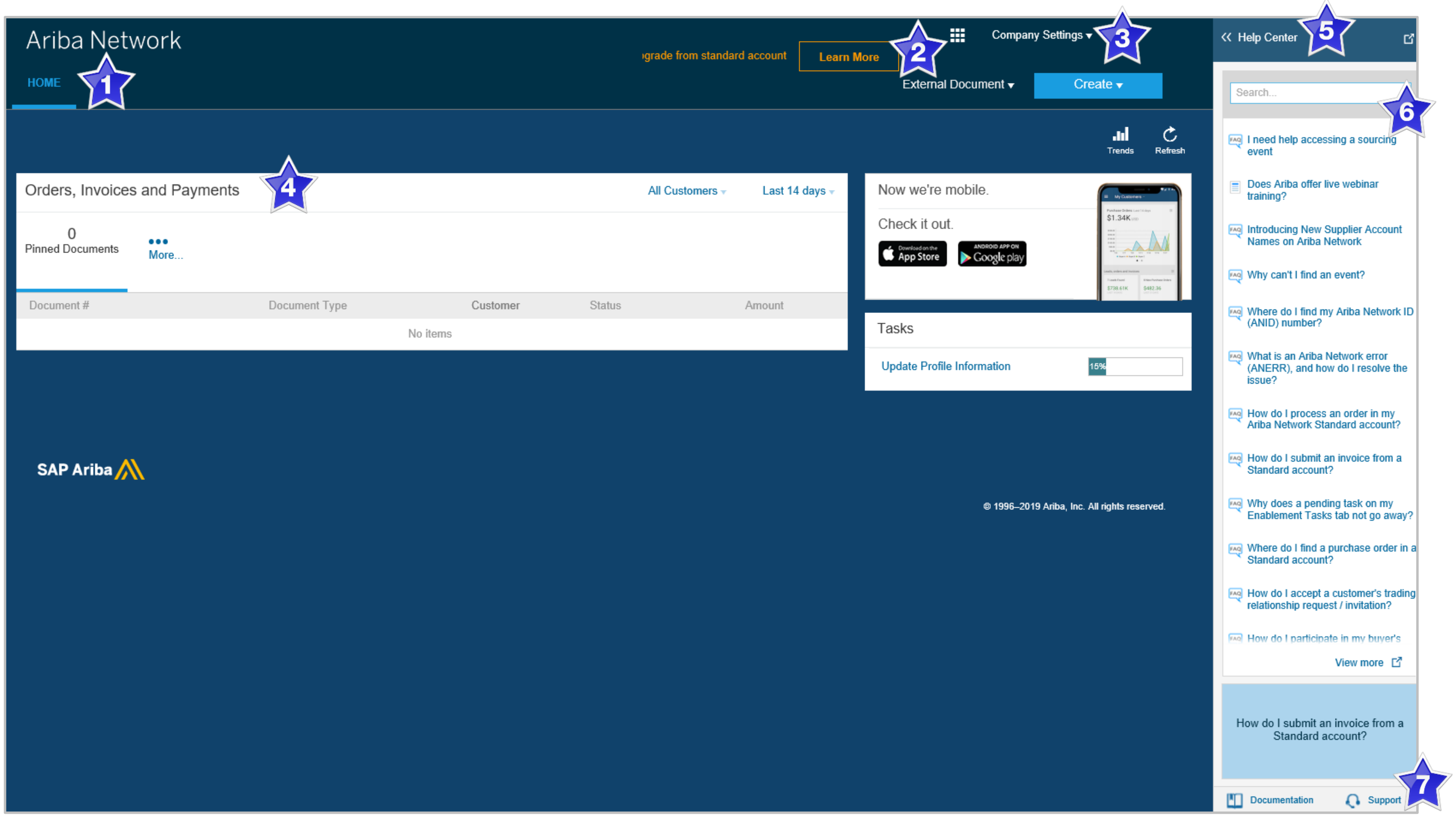
Sections of the Dashboard – Example 1

1) Tabs
2) Company Settings
3) Trends displays –
    - Purchase Order by Volume
    - Purchase Order by Amount
    - Outstanding Invoice
4) Orders Invoices and Payments
5) More….for display selection
6) Upgrade from Light account Option
7) Number of Documents to display section
8) Select Button to resend emails



Sections of the Dashboard – Example 2

1) Home Tab
2) Upgrade from Standard Account Option
3) Company Settings
4) Orders Invoices and Payments
5) Help Centre
6) Search and Help Pane
7) Access Standard Account level Support Options



Setting the Orders, Invoices and Payments Display (if available)

Note: There is a maximum of four tiles that can be displayed.

From the Dashboard

1. Click on **More….**

➢ Screen displays the **Tiles** available box

2. Click on **Manage Default Tiles**

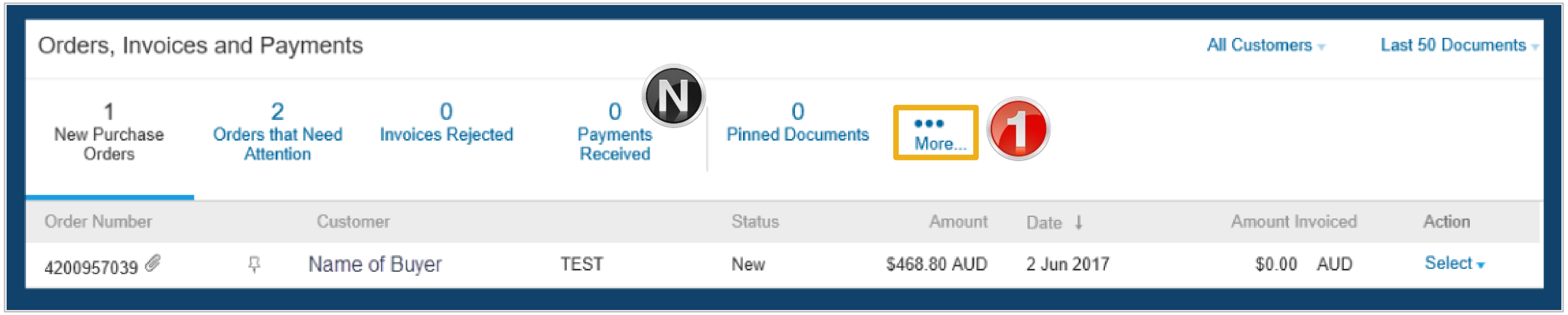
➢ Screen displays **Manage Action Tiles on the Home Dashboard**

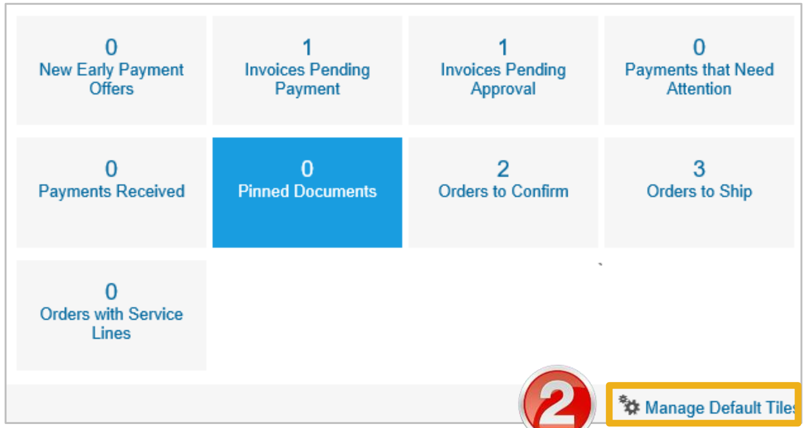
3. Click on **Remove** to allow space for new tiles

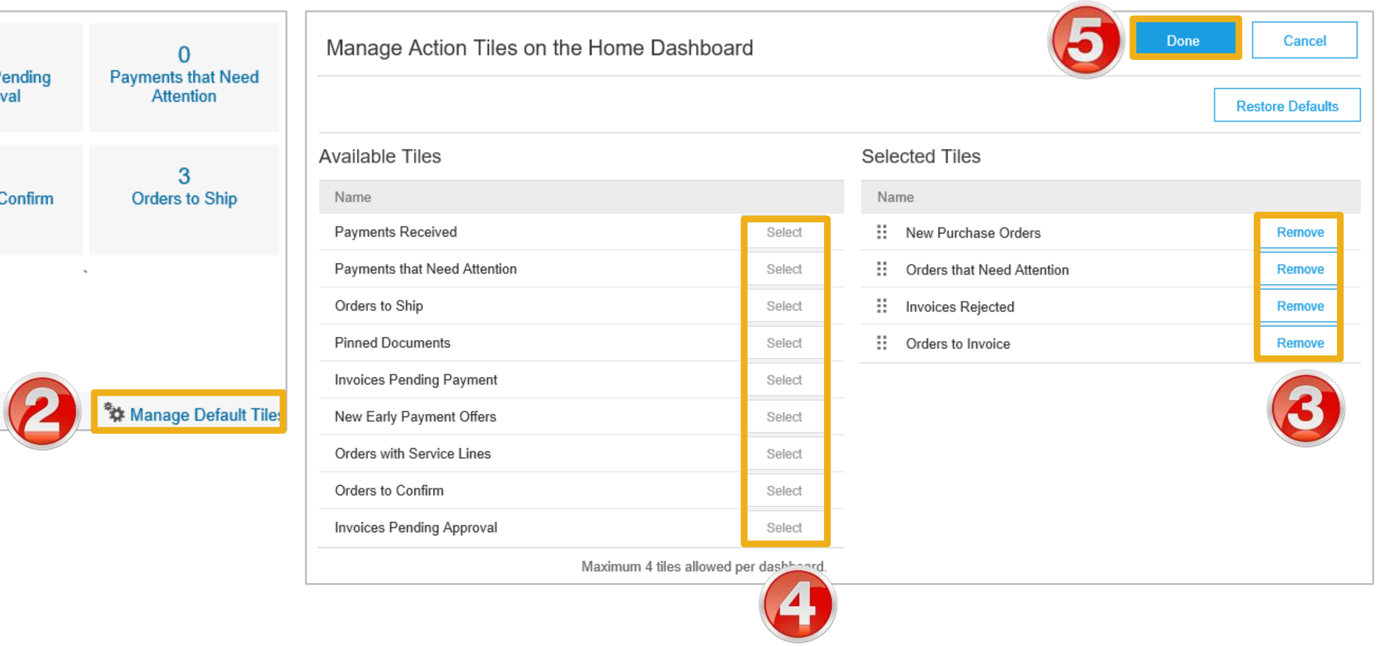
4. Click on **Select** of the tile that you

➢ Select the required tiles

5. Click on **Done**



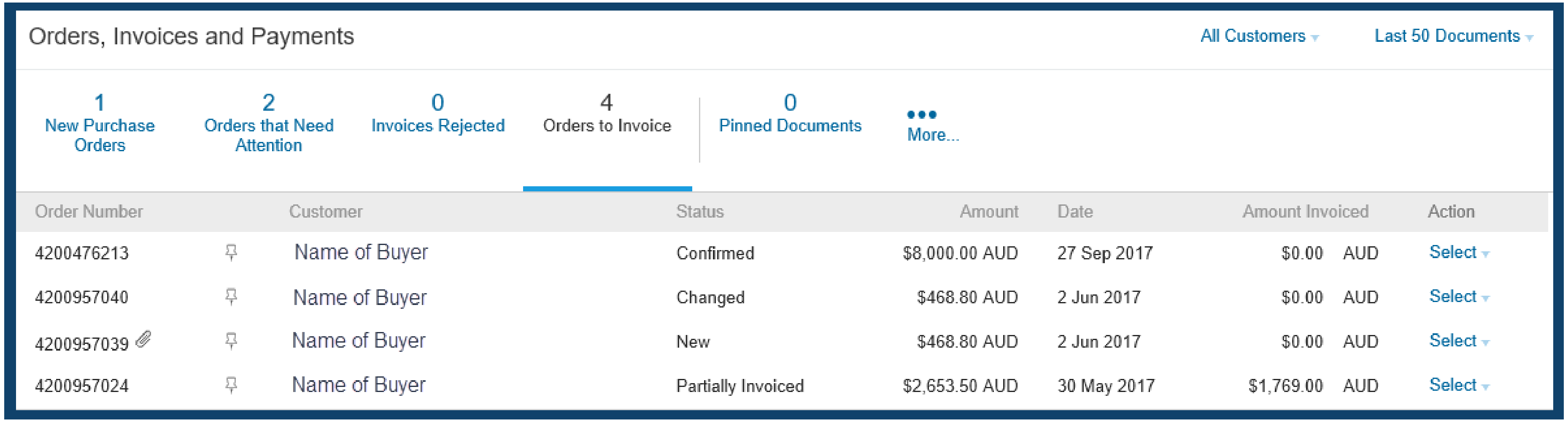


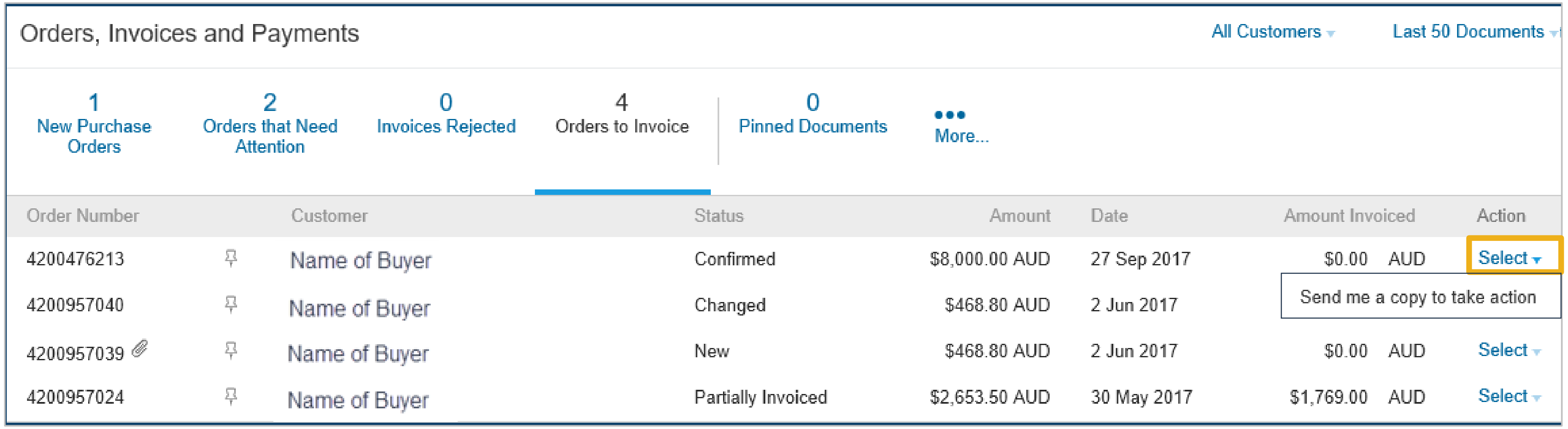


Orders, Invoices and Payments – Resend Purchase Order Email

- Screen returns to the Dashboard
- The tiles selected are now display

Clicking on Select within the tiles will display the **Send me a copy to take action**



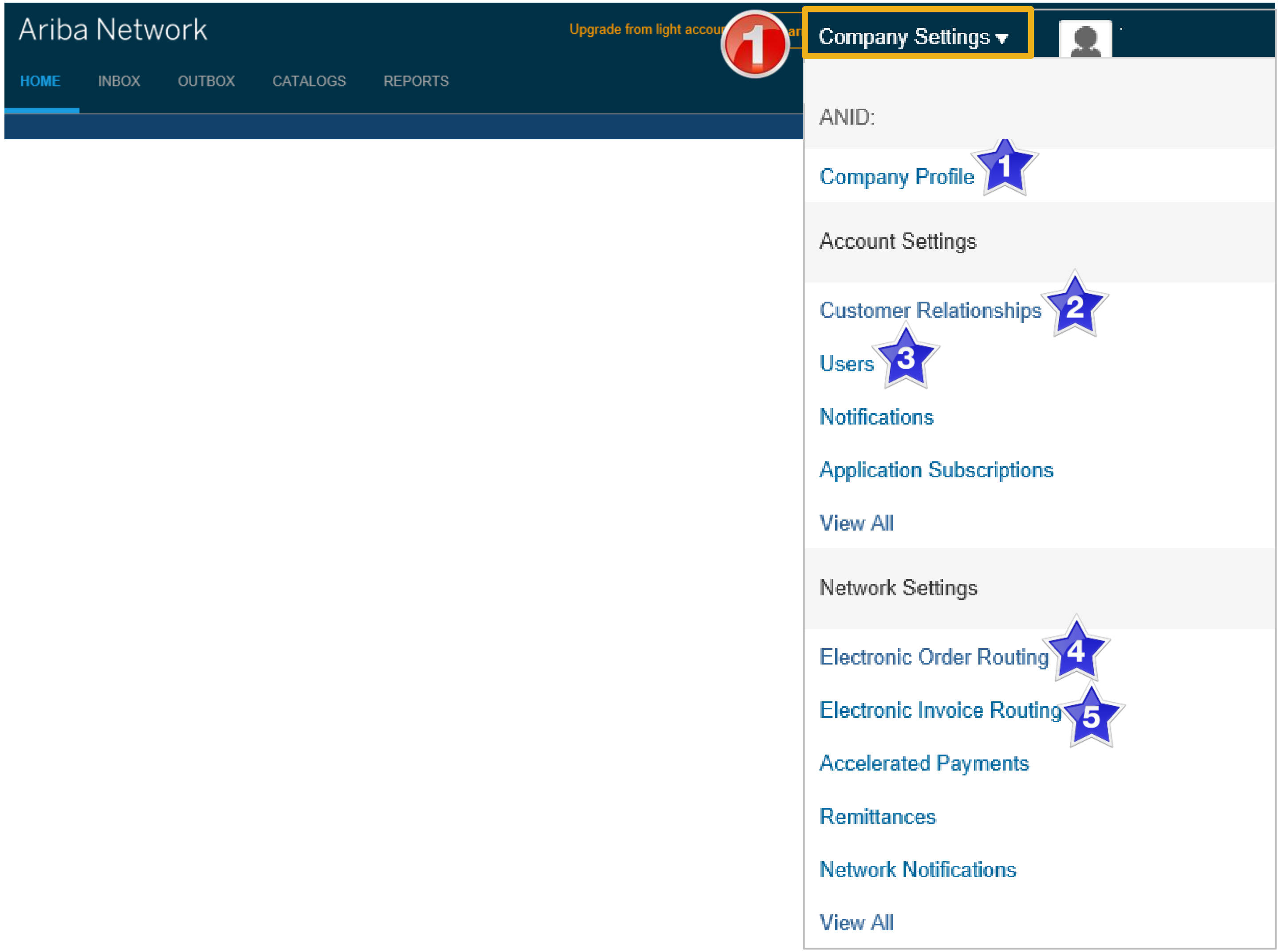


Drop Down Box – Company Settings

1. Click on Company Settings

➢ The drop down box is displayed, the main selections user within Standard Account are:

1) Company Profile
2) Customer Relationships
3) Users
4) Electronic Order Routing
5) Electronic Invoice Routing

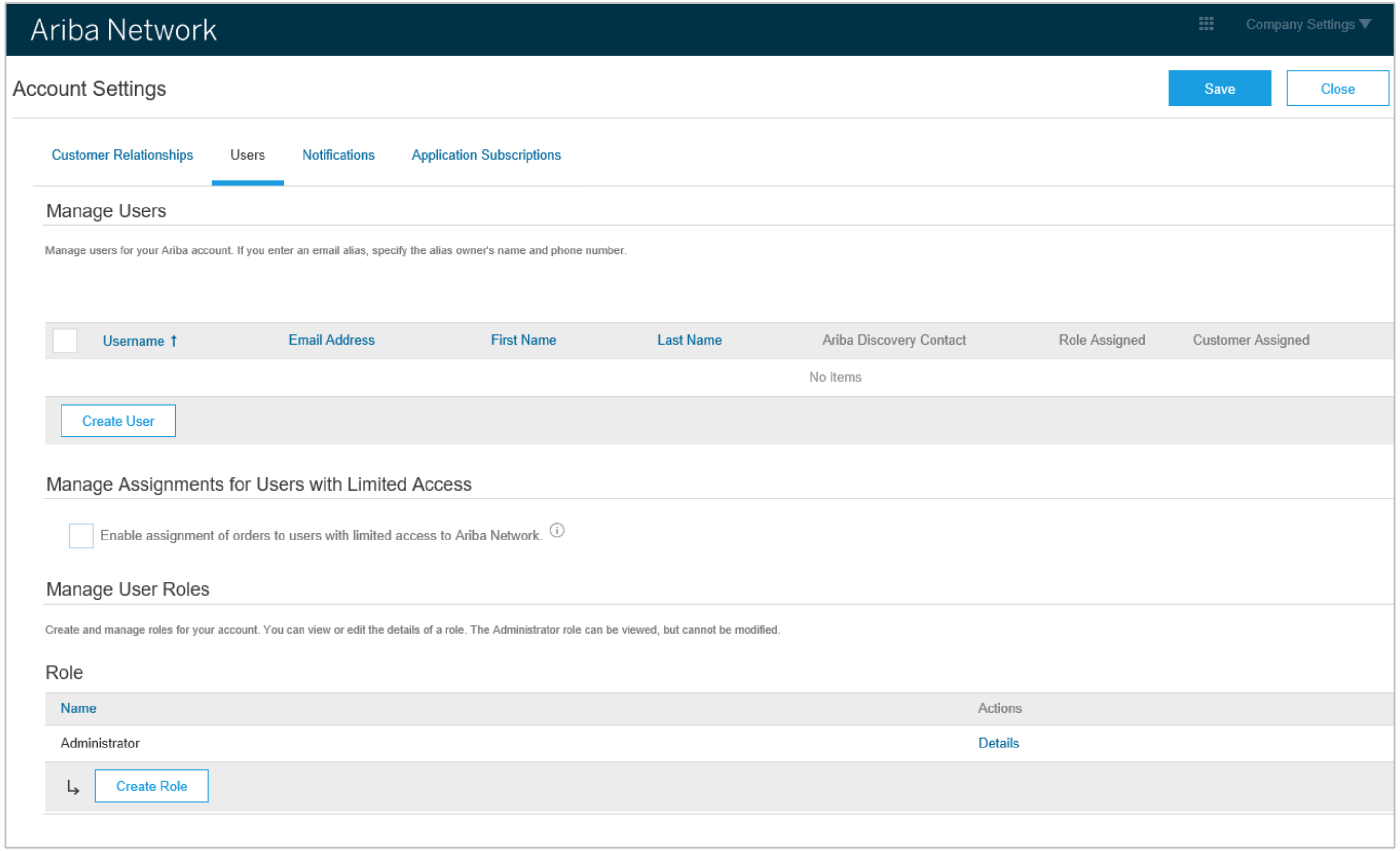


Setting Up, Maintaining & Creating Standard Account Users

- Greyed out tabs, sections or selections indicate that you are no able to access
- Use the Dashboard to resend the Purchase Order Email
- Real time invoice status notifications

Users– General Information

There is a limited range of Account Settings that a supplier can use within the User's selection. Supplier can Enable assignment of orders to users with limited access to the Ariba Network. However, in order to perform this assignment of tasks Roles must be created first, then Users created. Only your organisation Ariba Network System Administrator will have the Users selection in the drop down box and can create roles and users.



Creating and Assigning Roles

- From the Account Settings page accessed via Company Settings, then Users

1. Click on **Create Role**

- Screen displays the **Create Role**

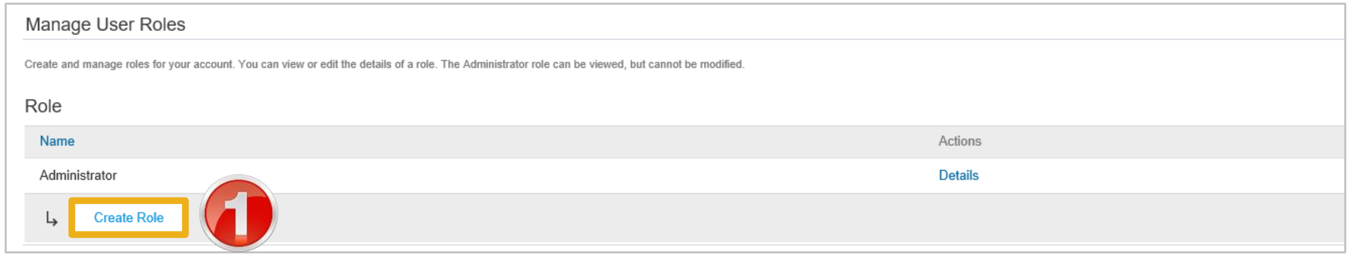
2. Enter the **Name** of the role you are creating

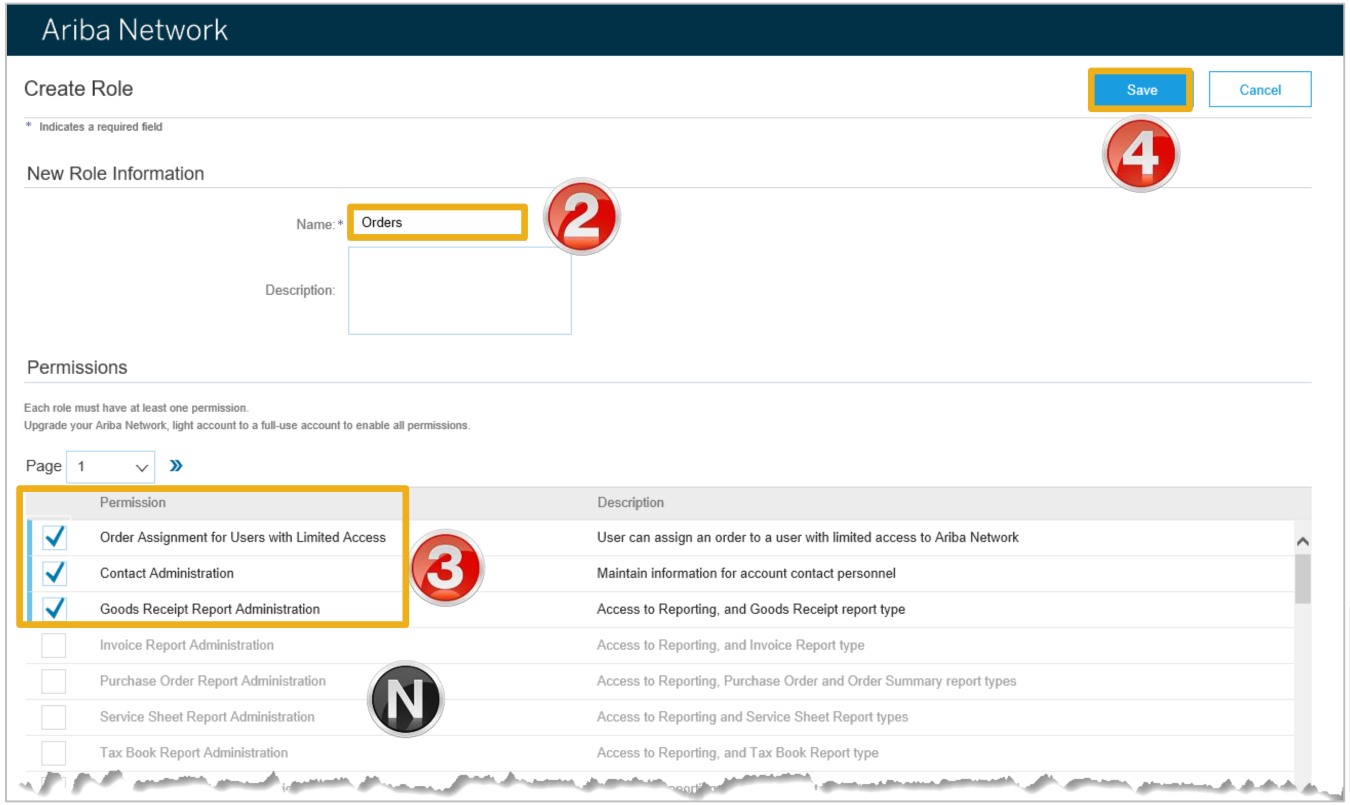
3. Select all the relevant **Permissions** for the role

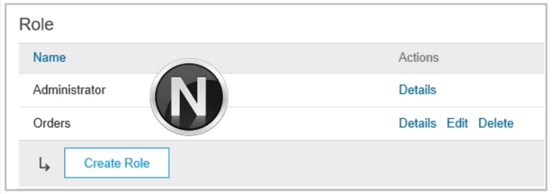
Note: As you are working within a Standard Account there will be a number of permissions that cannot be selected and are greyed out

4. Click **Save**

Note: Screen adds the role to the list, repeat for other roles if required







Creating Users

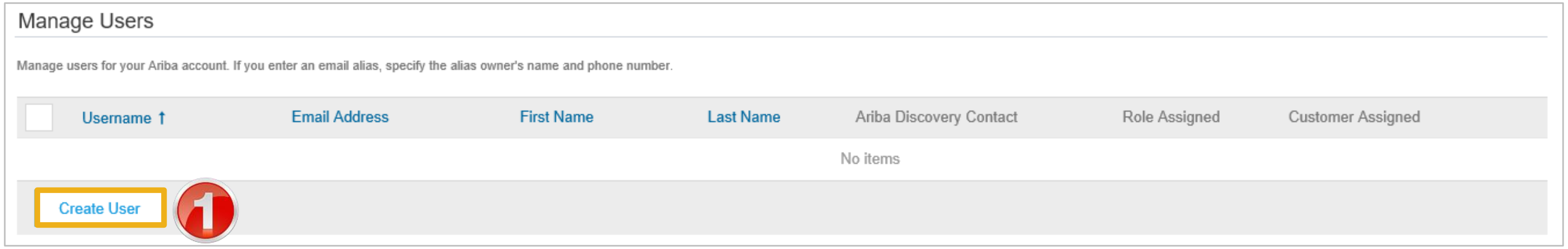
- From the Account Settings page accessed via Company Settings, then Users

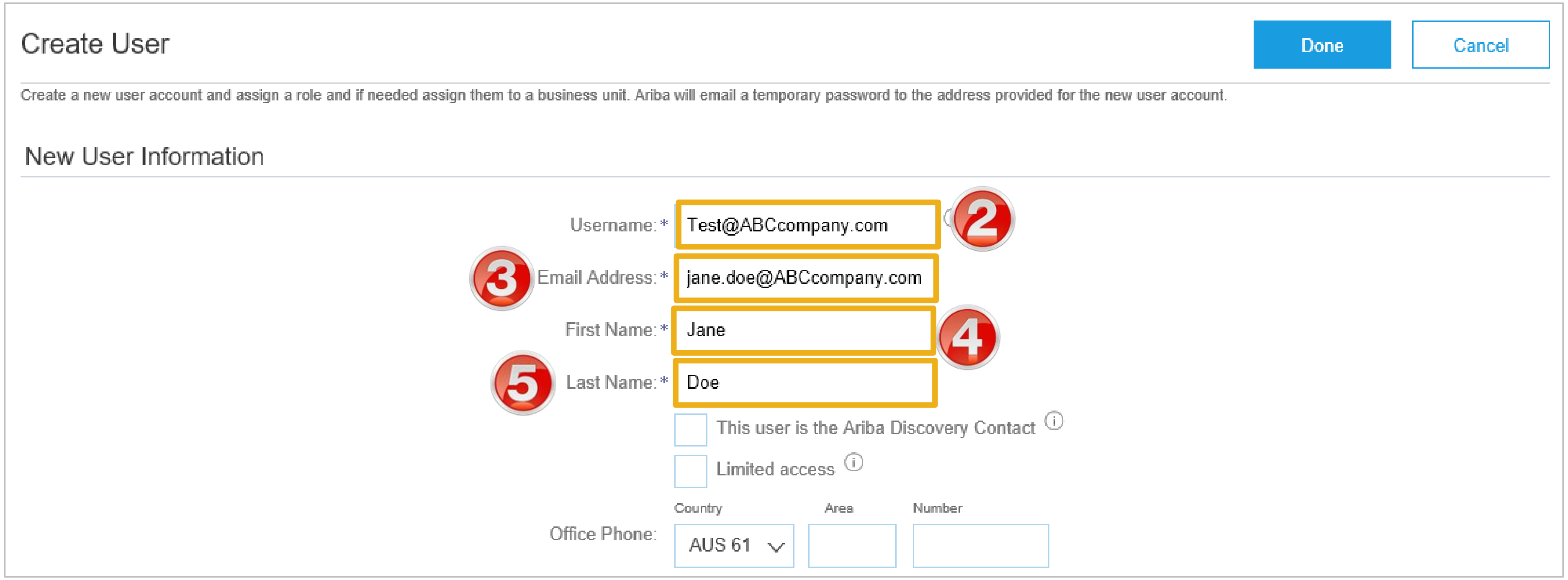
1. Click on **Create User**

- Screen displays the **Create User**

2. Enter a **Username** for the user
3. Enter the **Email Address** of the user
4. Enter their **First Name**
5. Enter their **Last Name**

- Scroll down to **Role Assignment**





Creating Users cont.

6. Select the Role for the User

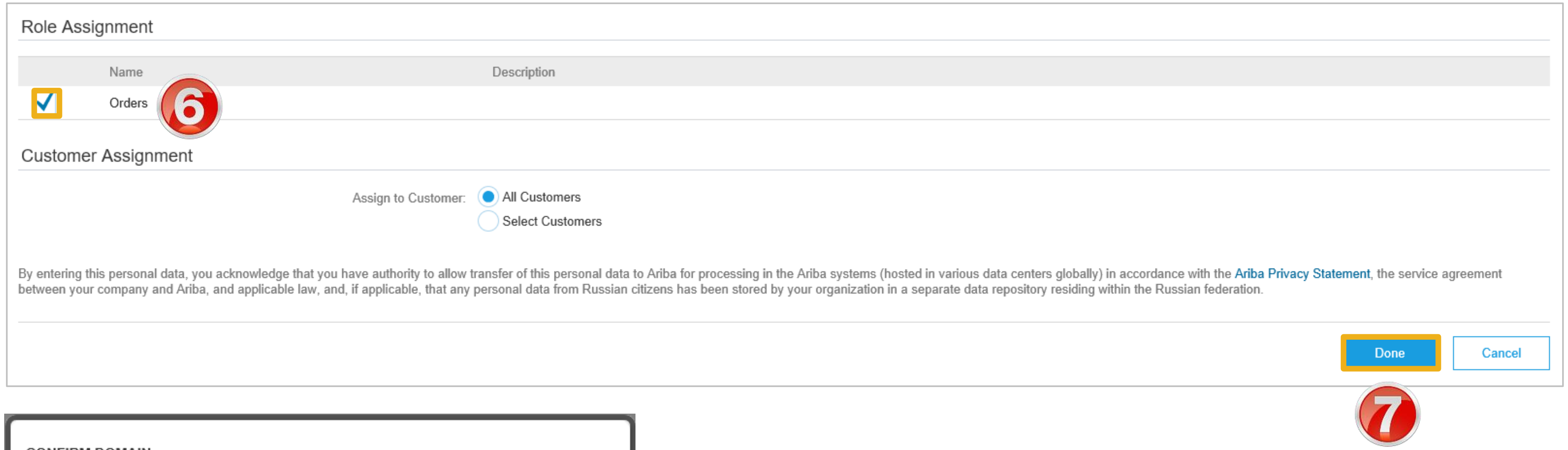
Note: The roles that you have created will be displayed, only can only be one System Administrator so the selection will not appear

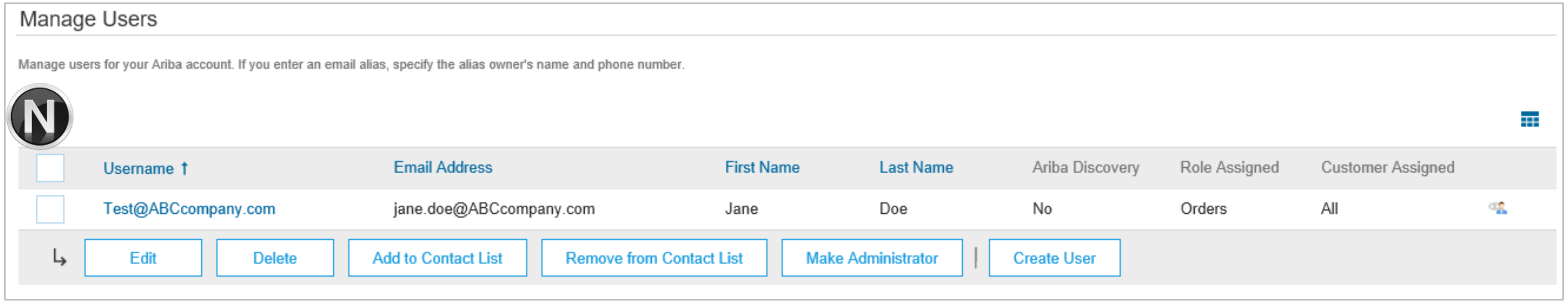
7. Click on **Done**

Note: Remembering that a User name has to be in an email format but not necessarily the actual email, you may get the Confirm Domain message:

   1) Click on **Yes**

➢ Screen displays the **User** in the list





Enable Assignment of Order of Users

➢ From the Account Settings page accessed via Company Settings, then Users

1. Click on **Enable assignment of orders to users with limited access to Ariba Network**

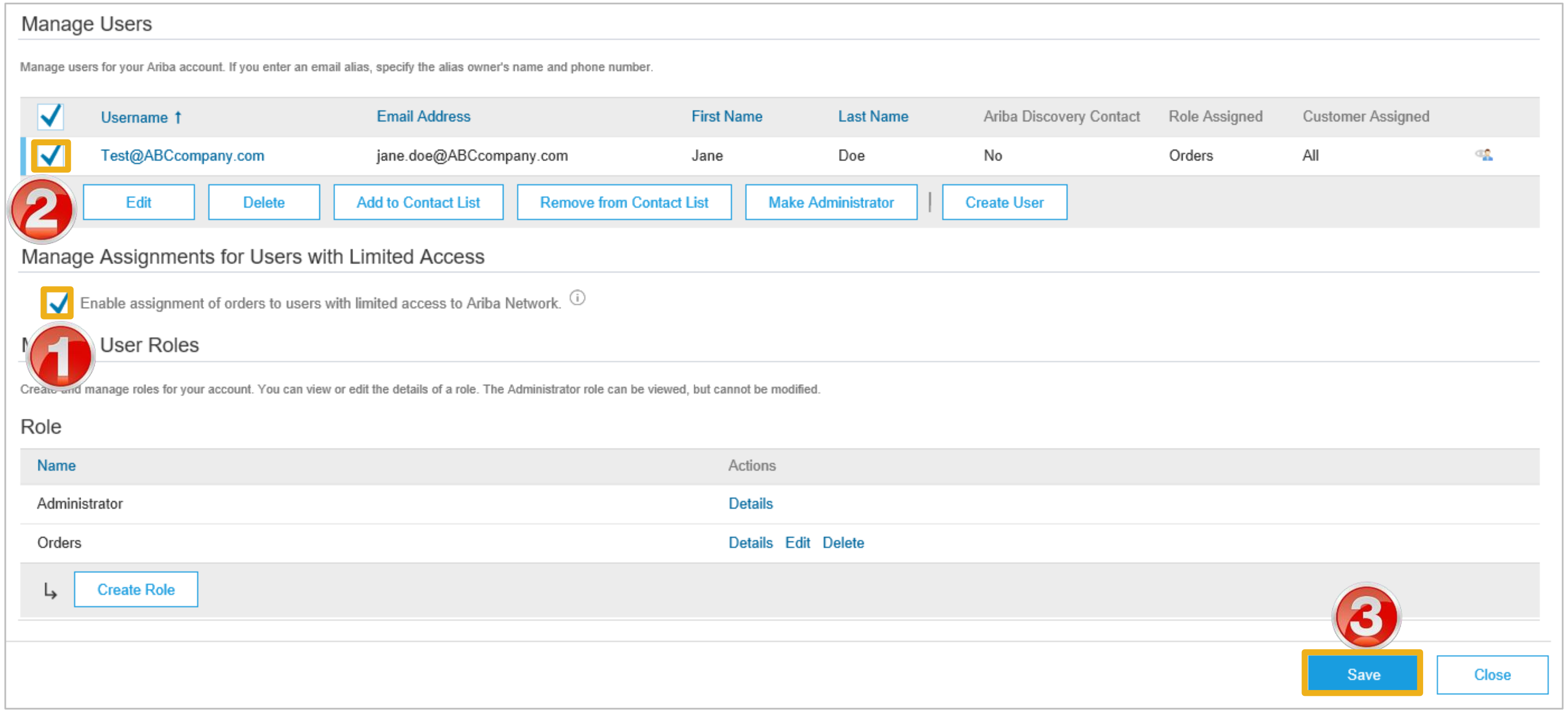
2. Click on the relevant user

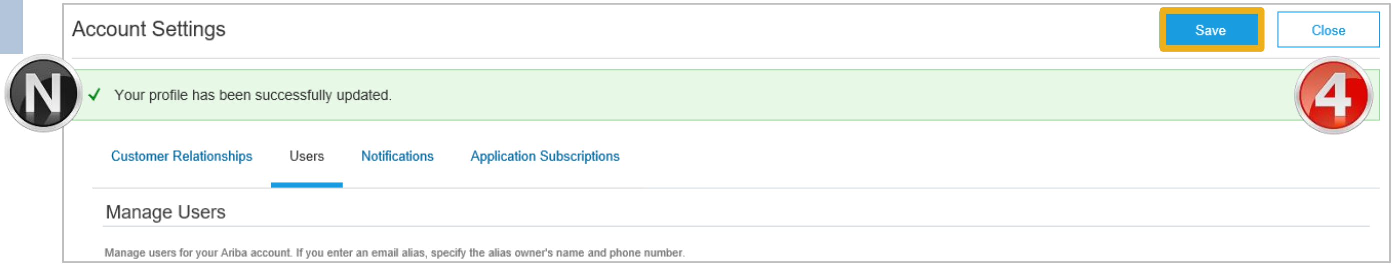
3. Click on **Save**

Note: A green ribbon indicates that the information or changes entered have been successful.

4. Click on **Close**

➢ Screen displays the **Dashboard**

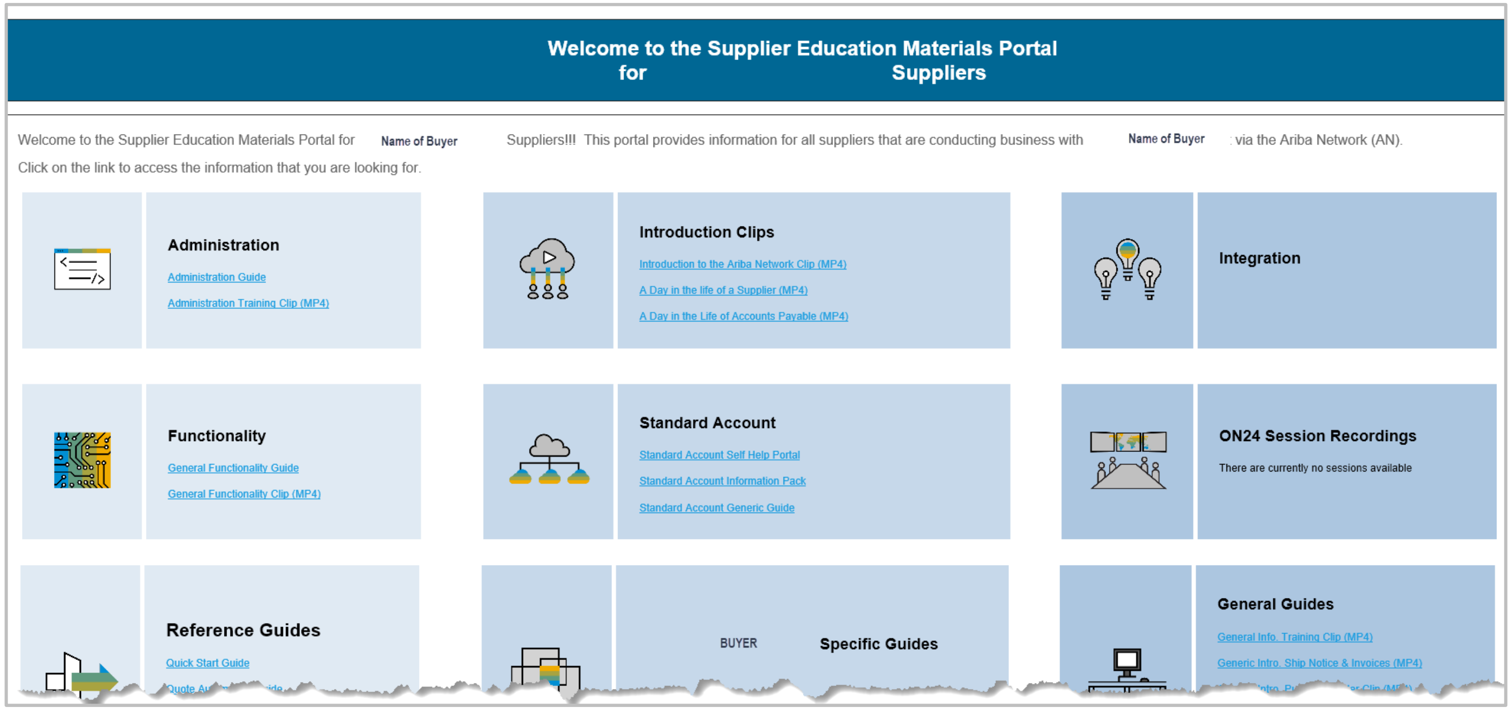




Customer Relationships – Supplier Information Portal to Access the Supplier Education Materials for your Buyer

Customer relationships is the selection that allows Suppliers to access the Buyers Supplier Education Materials Portal. The Supplier Information Portal is accessed to locate the Supplier Education Materials Portal and contain Reference Documents from your buyer and the Transaction Rules assigned by you Buyer for transacting using the Ariba Network.

Be aware that unless otherwise specified the documents contained within the portal are for Full Use Accounts. Although the process once you have opened you emailed Purchase Order is similar you do not have the ability to access other processes or tabs, these will all be greyed out



Accessing the Supplier Information Portal

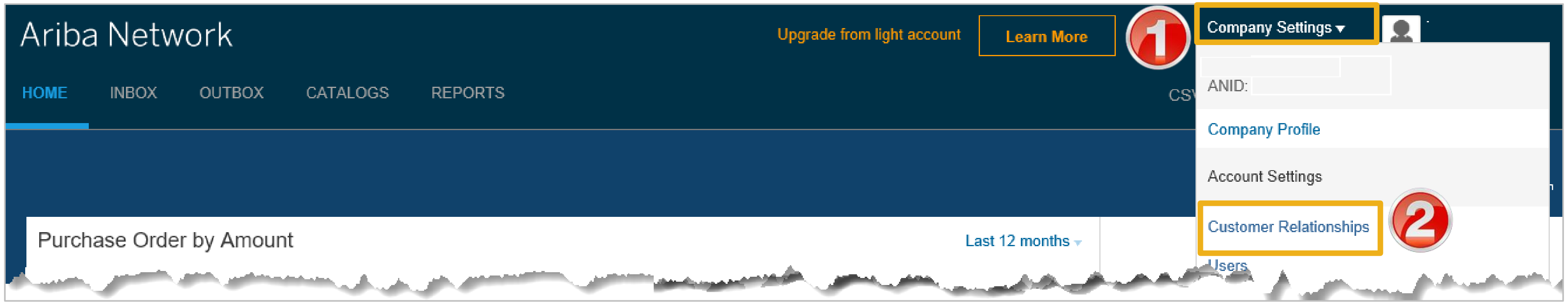
- From the Dashboard

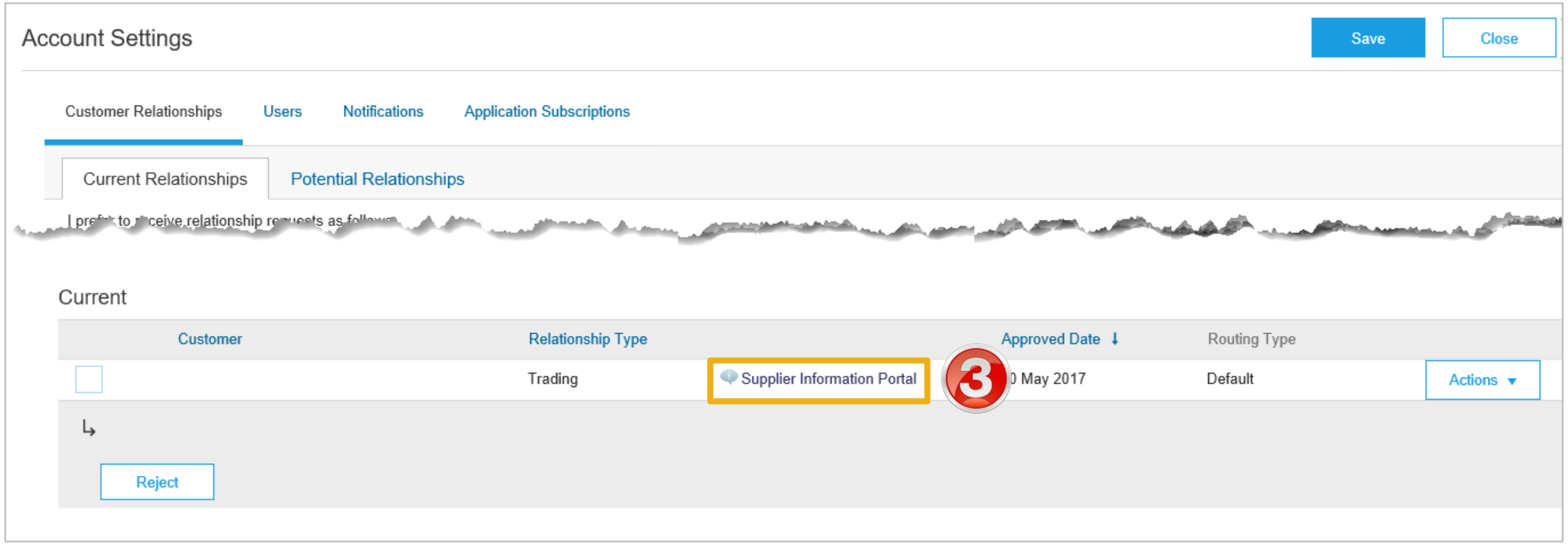
1. Click on **Company Settings**
2. Select **Customer Relationships**

- Screen displays **Account Settings**

3. Click on **Supplier Information Portal**

- System message is displayed





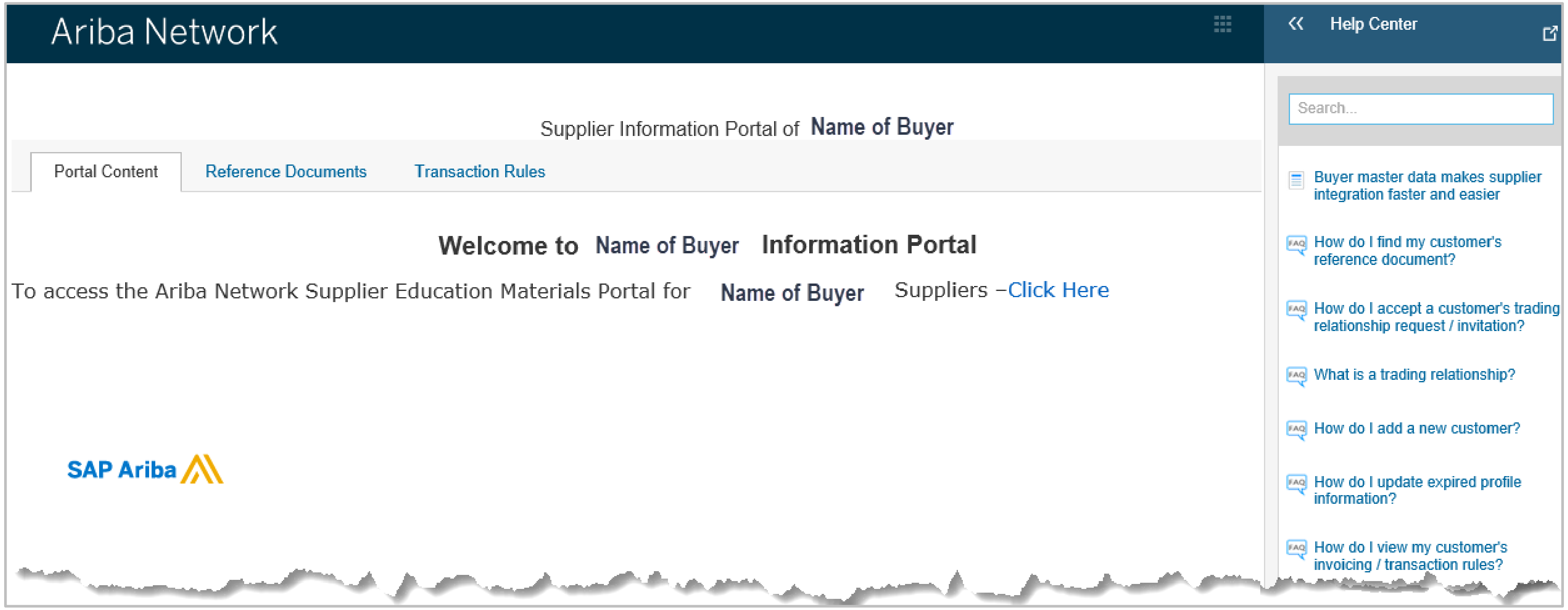
Accessing the Supplier Information Portal cont.

- The Supplier Information Portal is displayed

1) **Portal Content** – Displays the link to access the Supplier Education Materials Portal and other information required from your Buyer

2) **Reference Documents** – Information specific to transacting with your Buyer, documents are uploaded by your Buyer

3) **Transaction Rules** – Lists the parameters for how processes should work and based on what the Buyer has set up in the Ariba Network



Accessing the Supplier Education Materials Portal

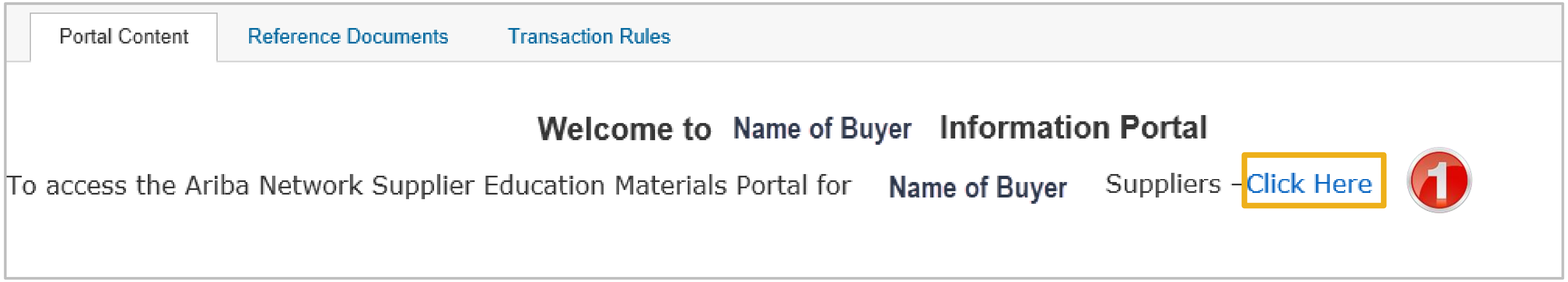
- The Supplier Information Portal is displayed

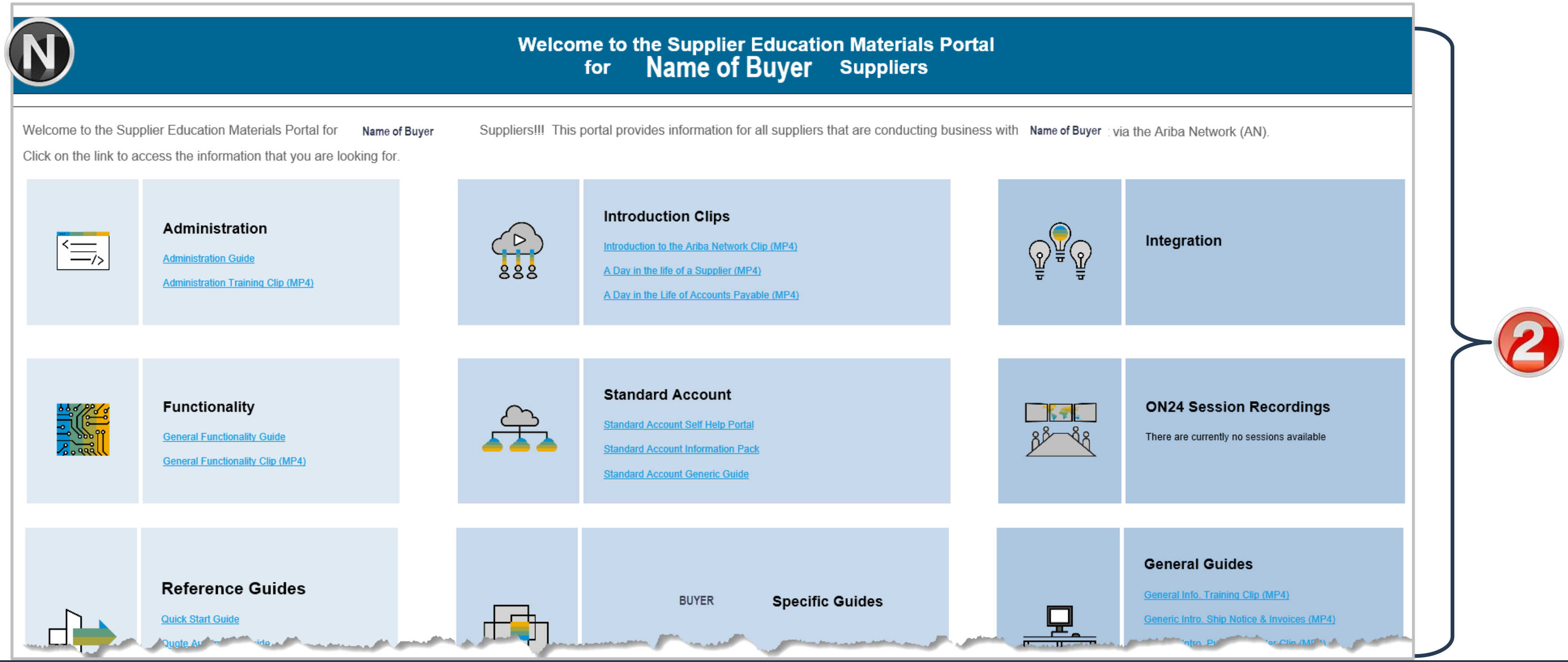
1. Click on **Click Here**

- The Supplier Education Materials Portal is displayed

2. Click on the link of the information you require

Note: You Supplier Education Materials Portal may not look as the one shown





Reference Documents Tab

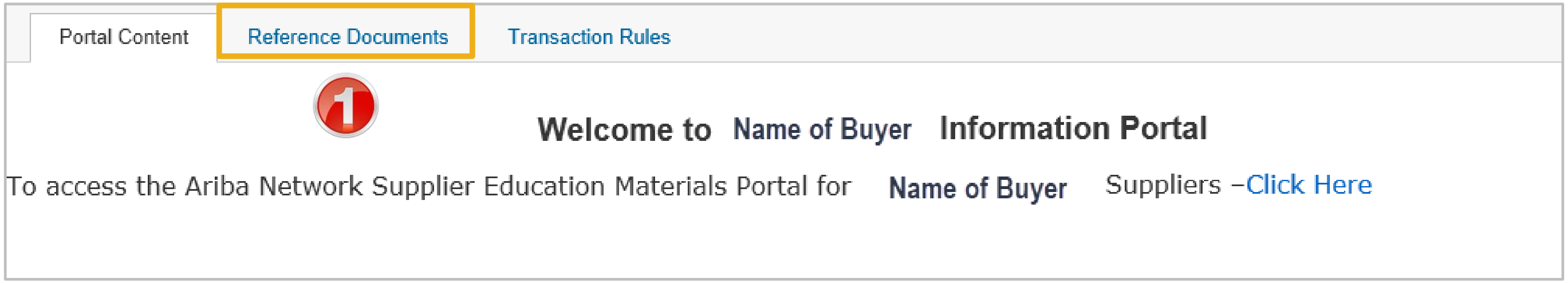
- The Supplier Information Portal is displayed

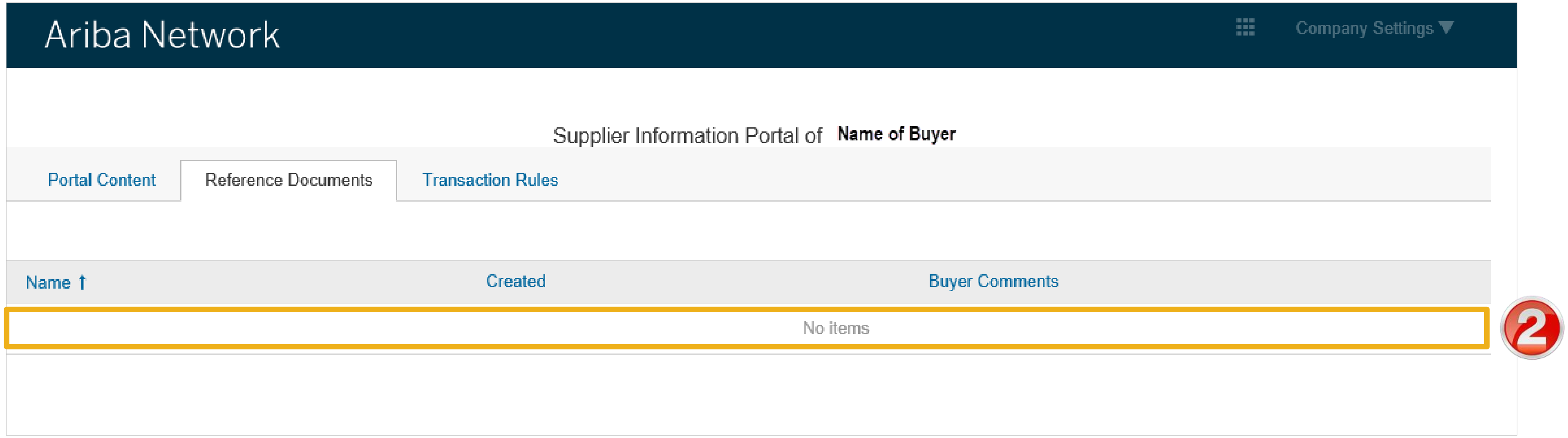
1. Click on the **Reference Documents** tab

- Screen displays Reference Documents

2. Documents are displayed when you Buyer adds documents

Note: Suppliers may receive an email indicating that a document has been uploaded when the Buyer selects the applicable option





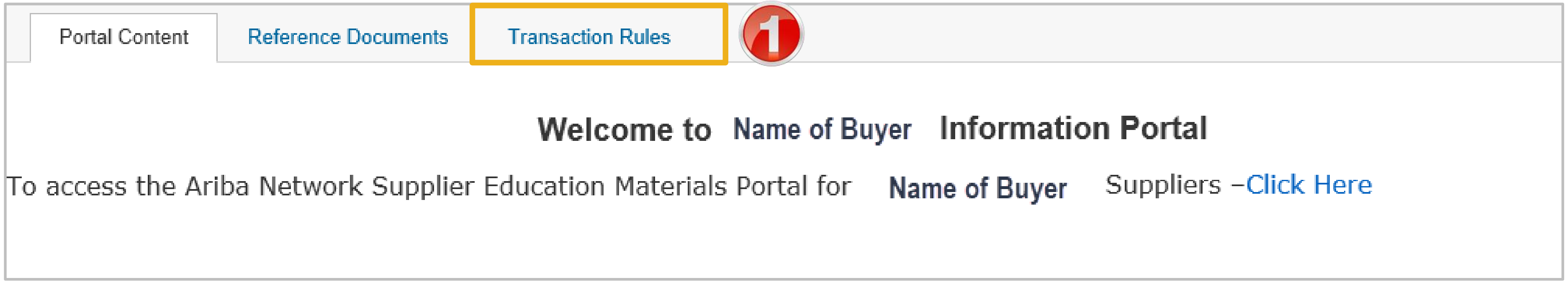
Transaction Rules Tab

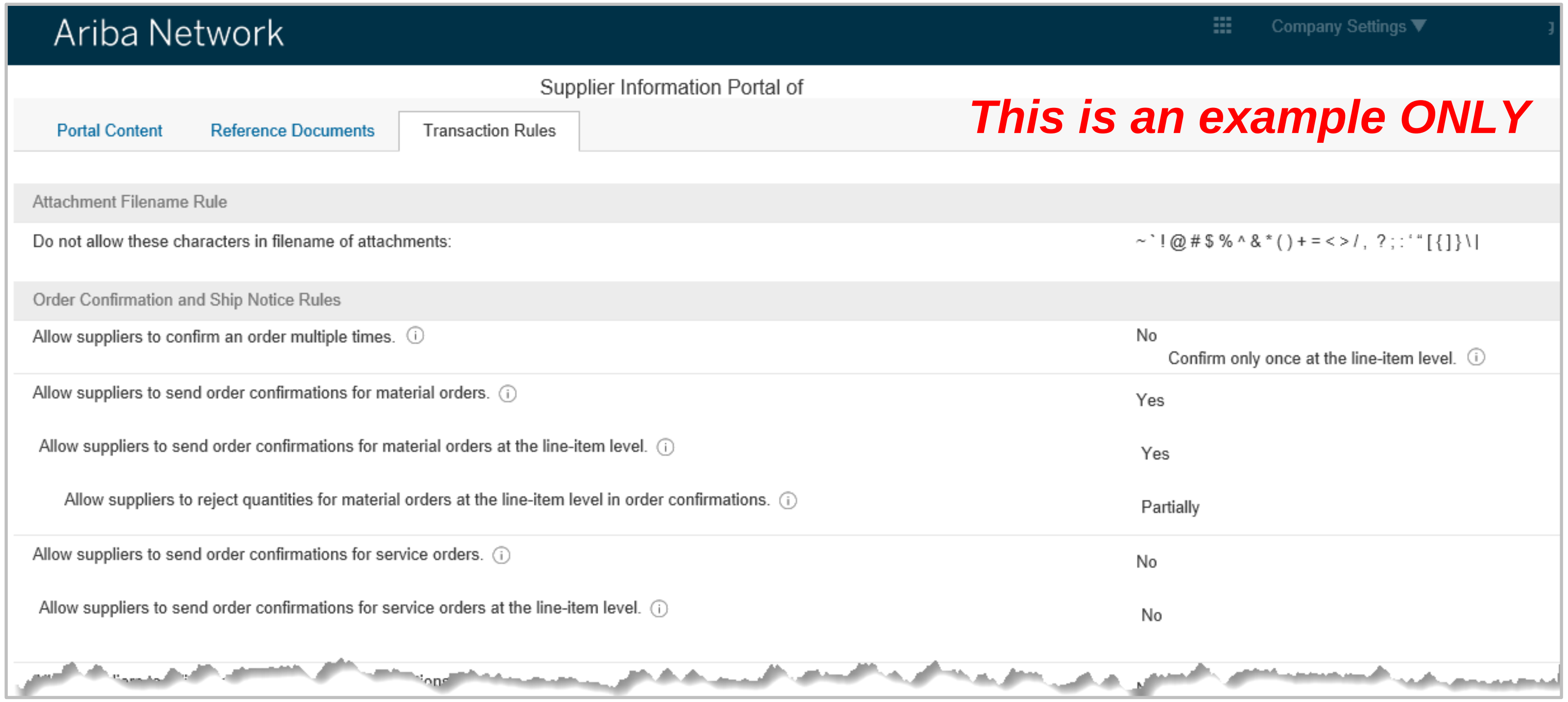
- The Supplier Information Portal is displayed

1. Click on the **Transaction Rules** tab

- Screen displays transaction Rules

Note: The transaction rules cannot be changed and are based on the settings selected by your Buyer





Entering information for Electronic Order Routing

- From the Account Settings page accessed via Company Settings, then **Electronic Order Routing**

1. Enter the required **Email Address** using a comma to separate the email addresses

Notes:

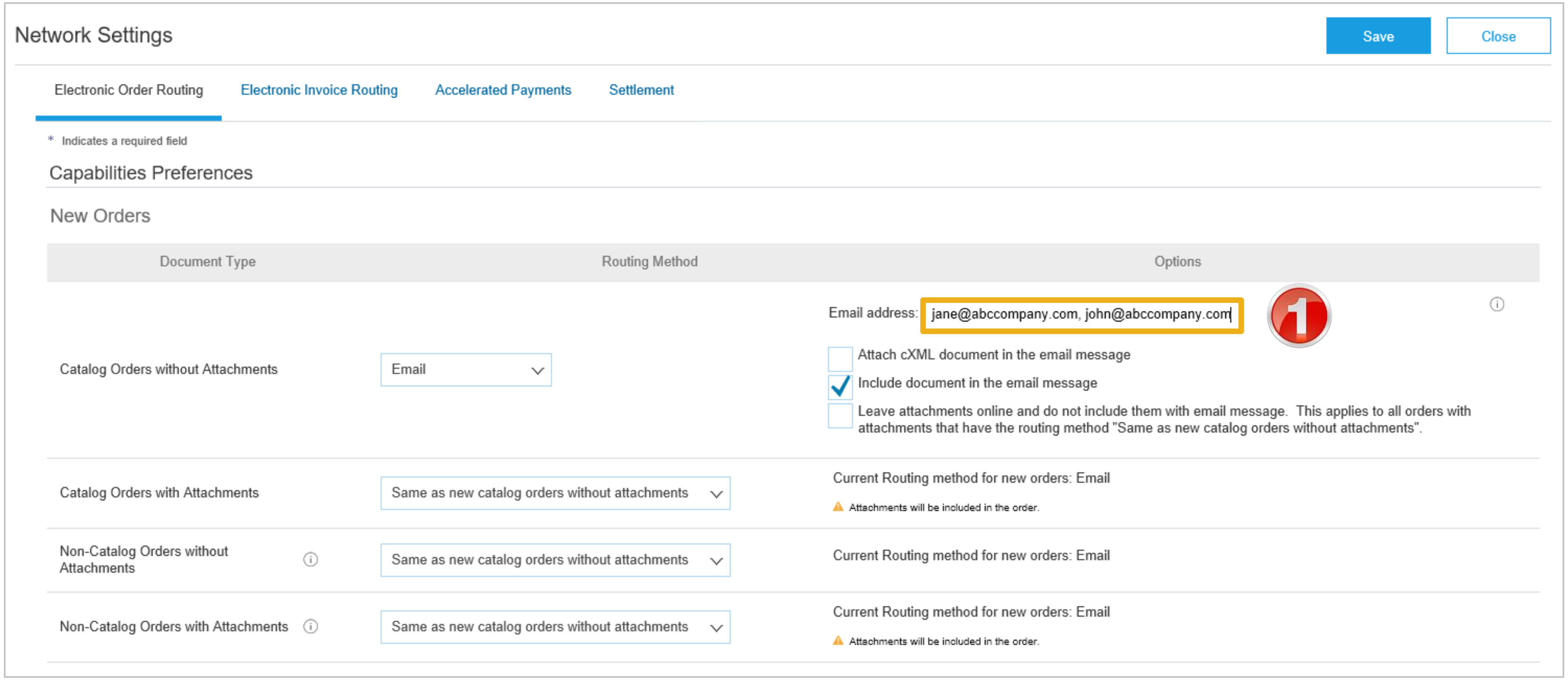
1) The System Administrators email will already be displayed

2) Only up to 3 separate email addresses can be entered

3) Use a Distribution email if there are more than three or a team will received the email

4) Remember if you appear in the Distribution List and are entered to receive an email you will received the Purchase Orders more than once

5) Email is the only selection available



Entering information for Electronic Order Routing cont.

2. Click on Include document in the email message (if required)

Note: Leave the other New Order types as Same as new catalog orders without attachments (this is a default)

➢ Scroll down to **Notifications**

3. Confirm or enter To email addresses for **Order** (the System Administrator should already be entered)

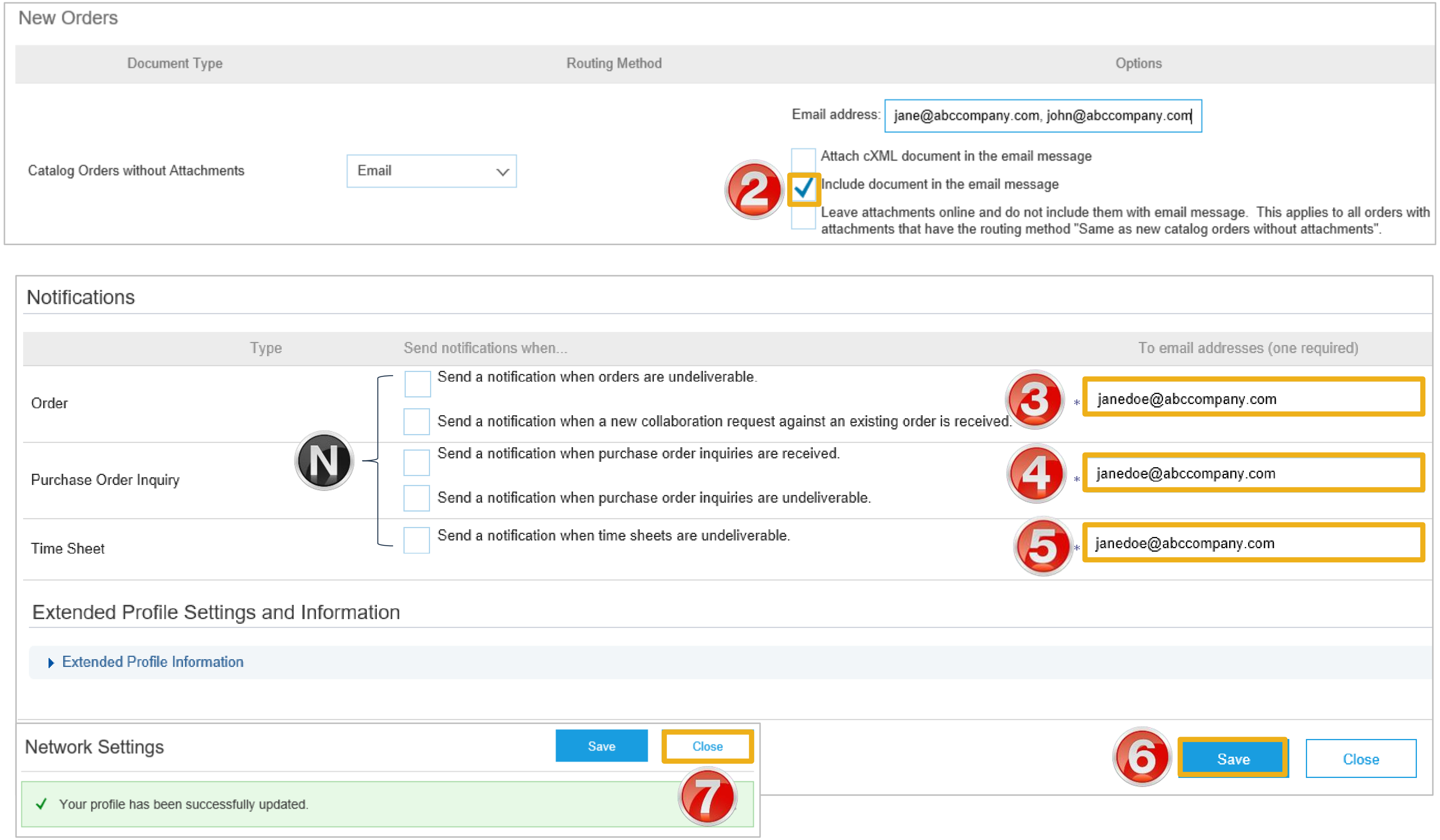
4. Confirm or enter To email addresses for **Purchase Order Inquiry**

5. Confirm or enter To email addresses for **Time Sheet**

Note: There is no requirement to tick any of the associated boxes

6. Click on **Save**

7. Click **Done**



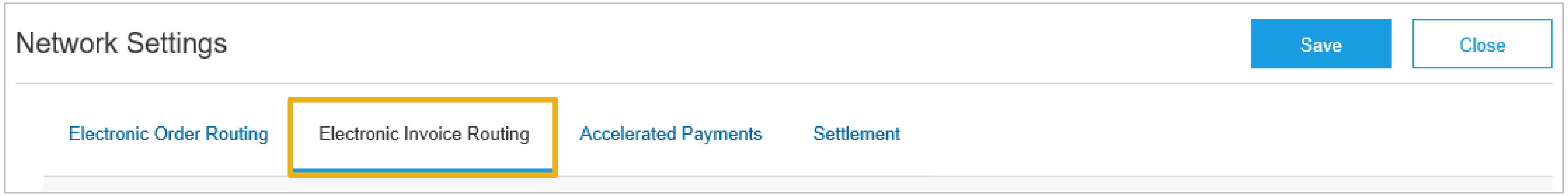
Entering information for Invoice Routing

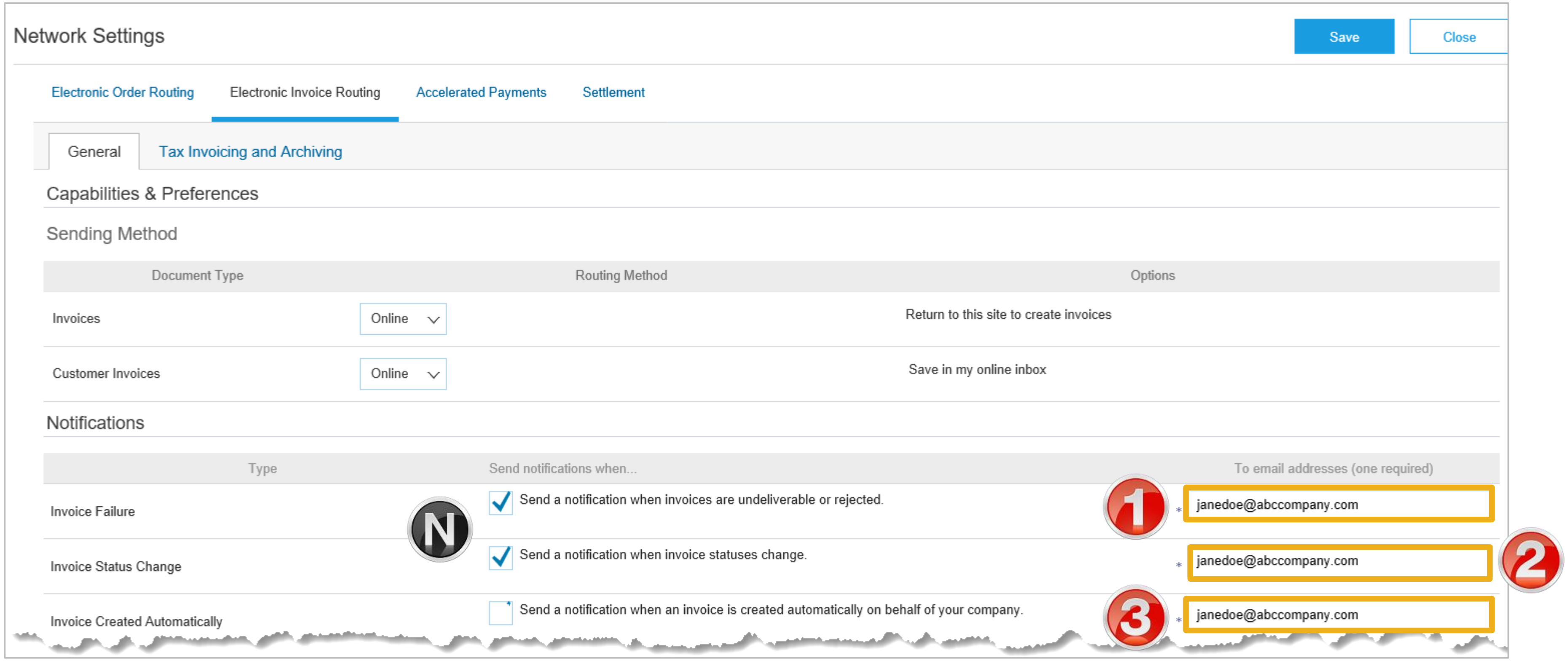
You can select Electronic Invoice routing from the Dashboard, click on company settings, select Electronic Invoice Routing

1. Confirm or enter To email addresses for **Invoice Failure** (the System Administrator should already be entered)
2. Confirm or enter To email addresses for **Invoice Statue Change**
3. Confirm or enter To email addresses for **Invoice Created Automatically**

Note: Actions will a tick indicate you have selected the option

The sending method for invoices is defaulted to Online and should not be changed





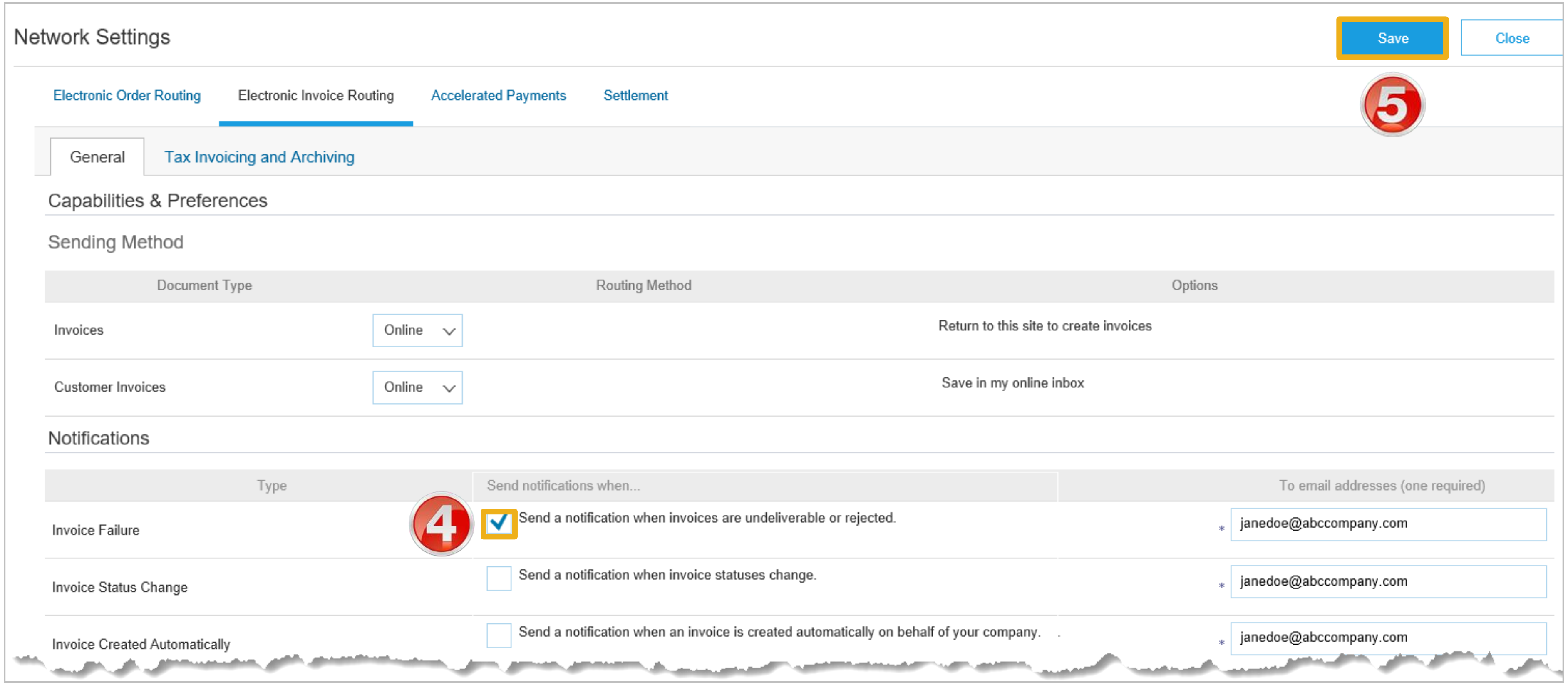
Entering information for Invoice Routing cont.

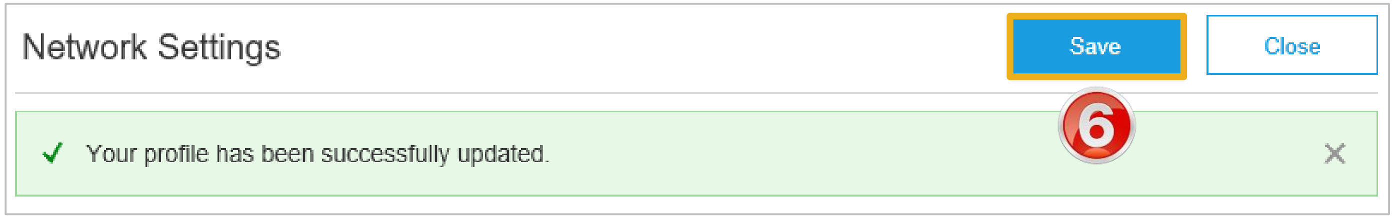
4. Click **Send notification when invoices undeliverable or rejected**

Selecting this option ensures that an email will be sent when an invoice has been rejected by the Buyer

5. Click on **Save**

6. Click on **Close**



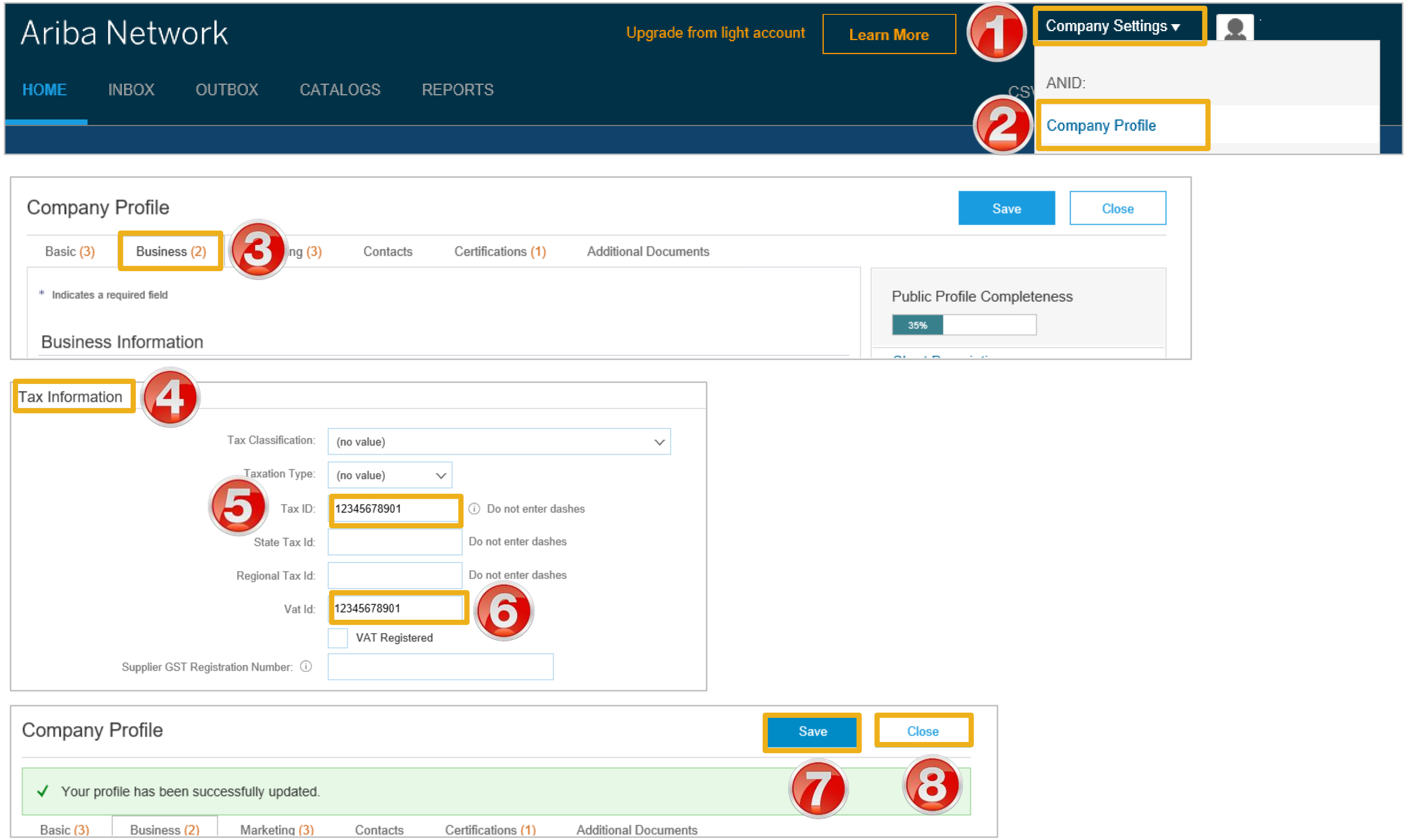


Adding your ABN – Using Company Profile

From the Dashboard

1. Click on **Company Settings**
2. Select **Company Profile**
3. Click on the **Business** Tab
4. Scroll down to **Tax Information**
5. Enter your ABN into the **TAX ID**
6. Enter your ABN into the **Vat Id**
7. Click on **Save**
8. Click on **Close**

Entering your ABN will alleviate the need to enter your ABN when completing Invoices

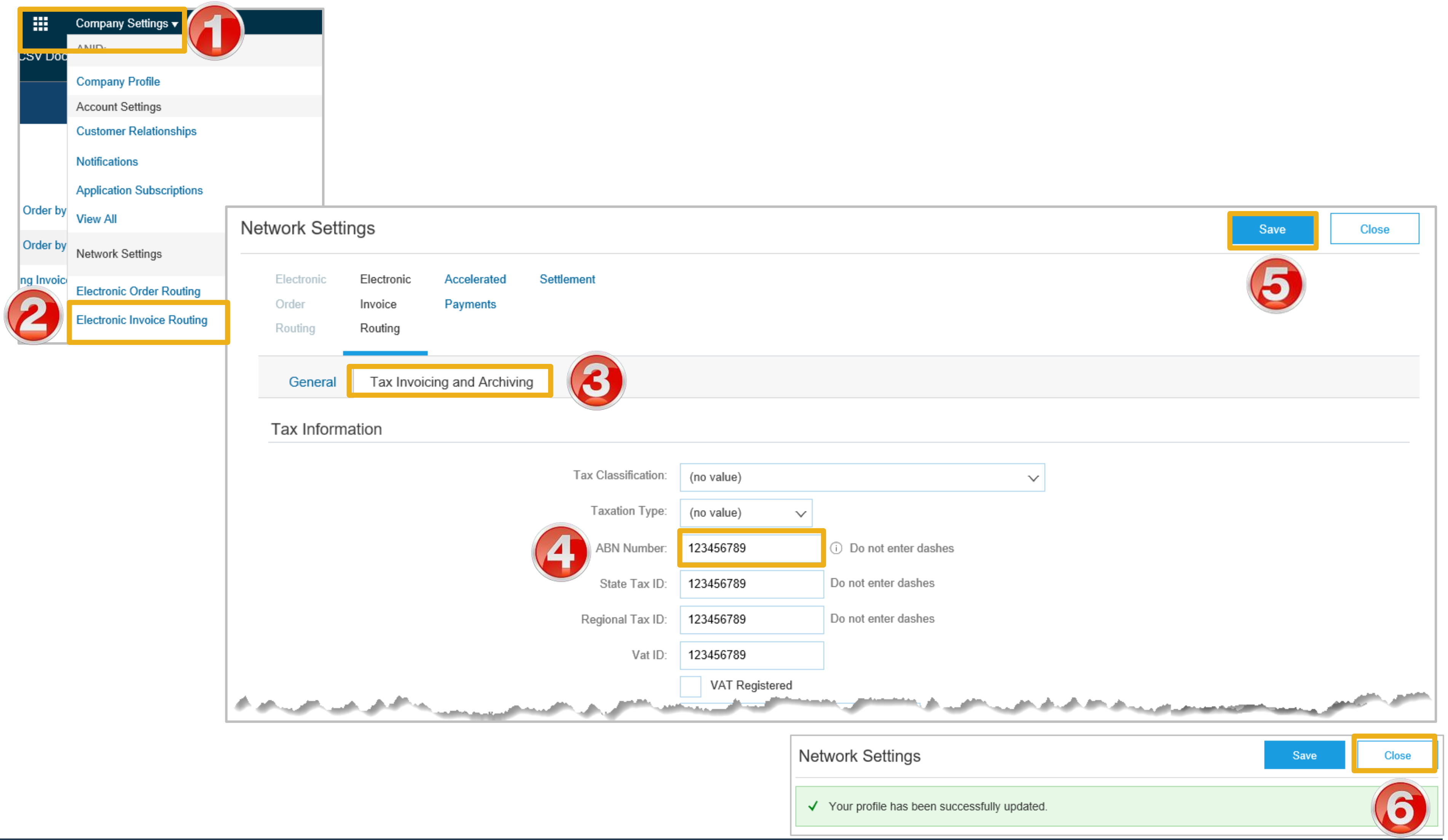


Adding your ABN – Using Electronic Invoice Routing

From the Dashboard

1. Click on **Company Settings**
2. Select **Electronic Invoice Routing**
3. Click on the **Tax Invoicing and Archiving** tab
4. Enter your **ABN Number**
5. Click on **Save**
6. Click on **Close**

Entering your ABN will alleviate the need to enter your ABN when completing Invoices



Transacting Setup

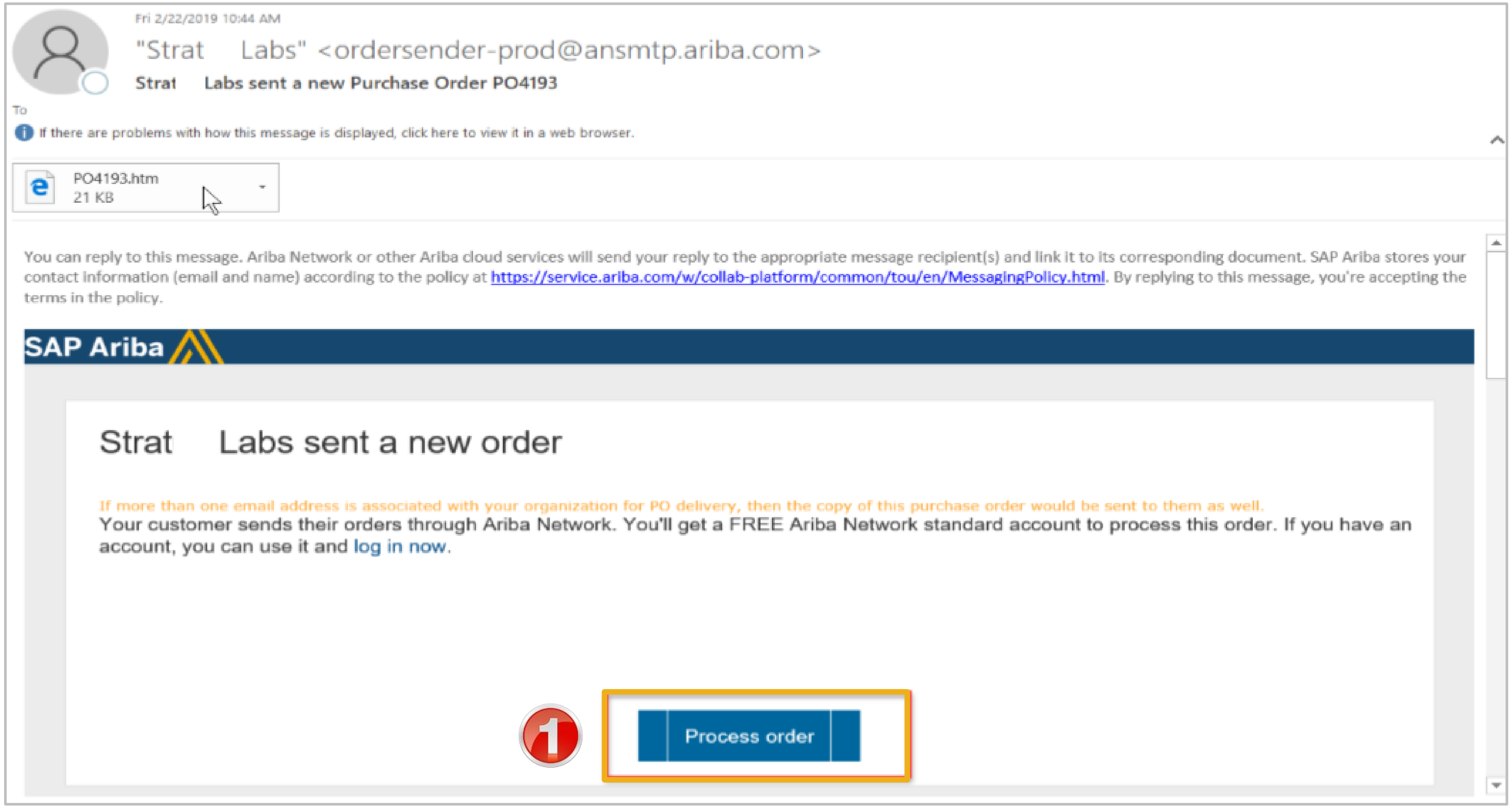
- Standard Account is an email process account only
- All Purchase Orders are sent from the Buyer to the Supplier using email
- The email address entered during the setup process is the account that your Buyer will continue to send all Purchase Orders to

Initial Purchase Order Email from your Buyer

- An email will be sent to the email address from your Buyer

1. Click **Process Order**

- This will take you to the one-off registration process, follow the prompts



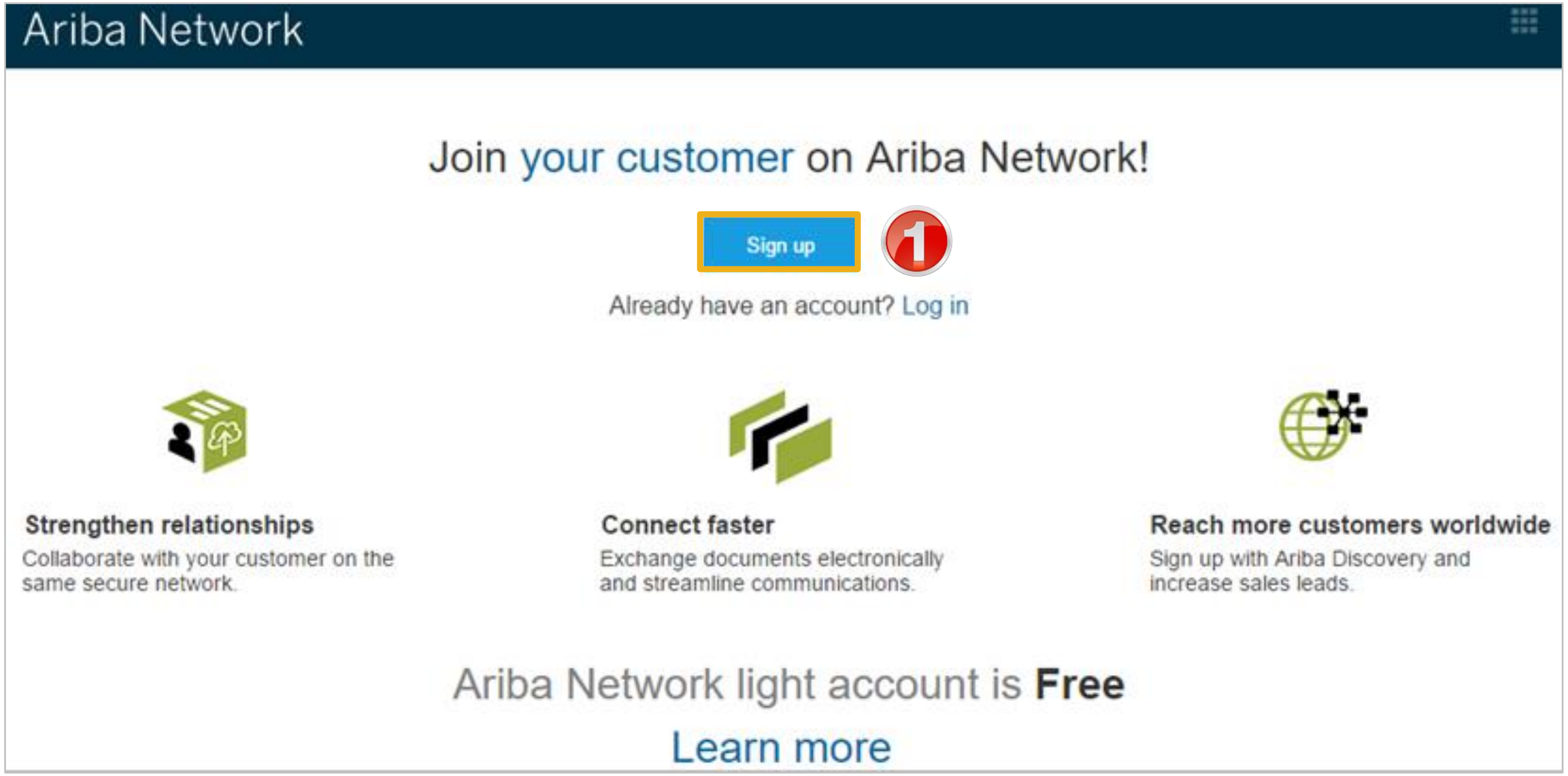
Ariba Standard Account Setup – Once off Process

- You need to Sign Up for a free Standard Account before the purchase order can be actioned

1. Click on **Sign Up**

- If you already have a Standard Account click on Log in

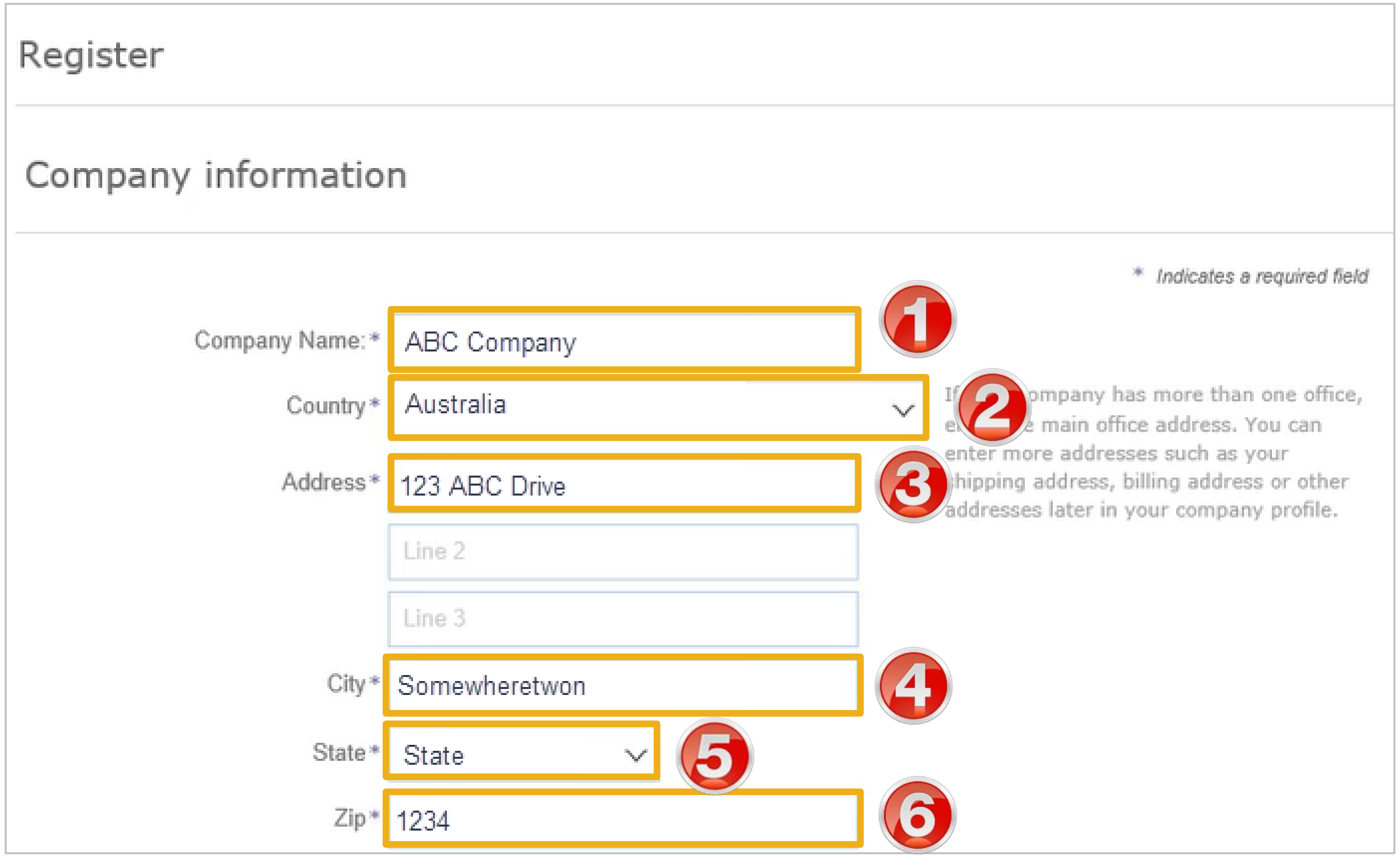
- Screen displays the Register Company Information name



Adding Standard Account Company Information

1. Enter your **Company Name**
2. Click on the drop down arrow and select the **Country**
3. Enter the **Address**
4. Enter the City (Suburb)
5. Click on the drop down arrow and select the **State**
6. Enter the **Postcode**

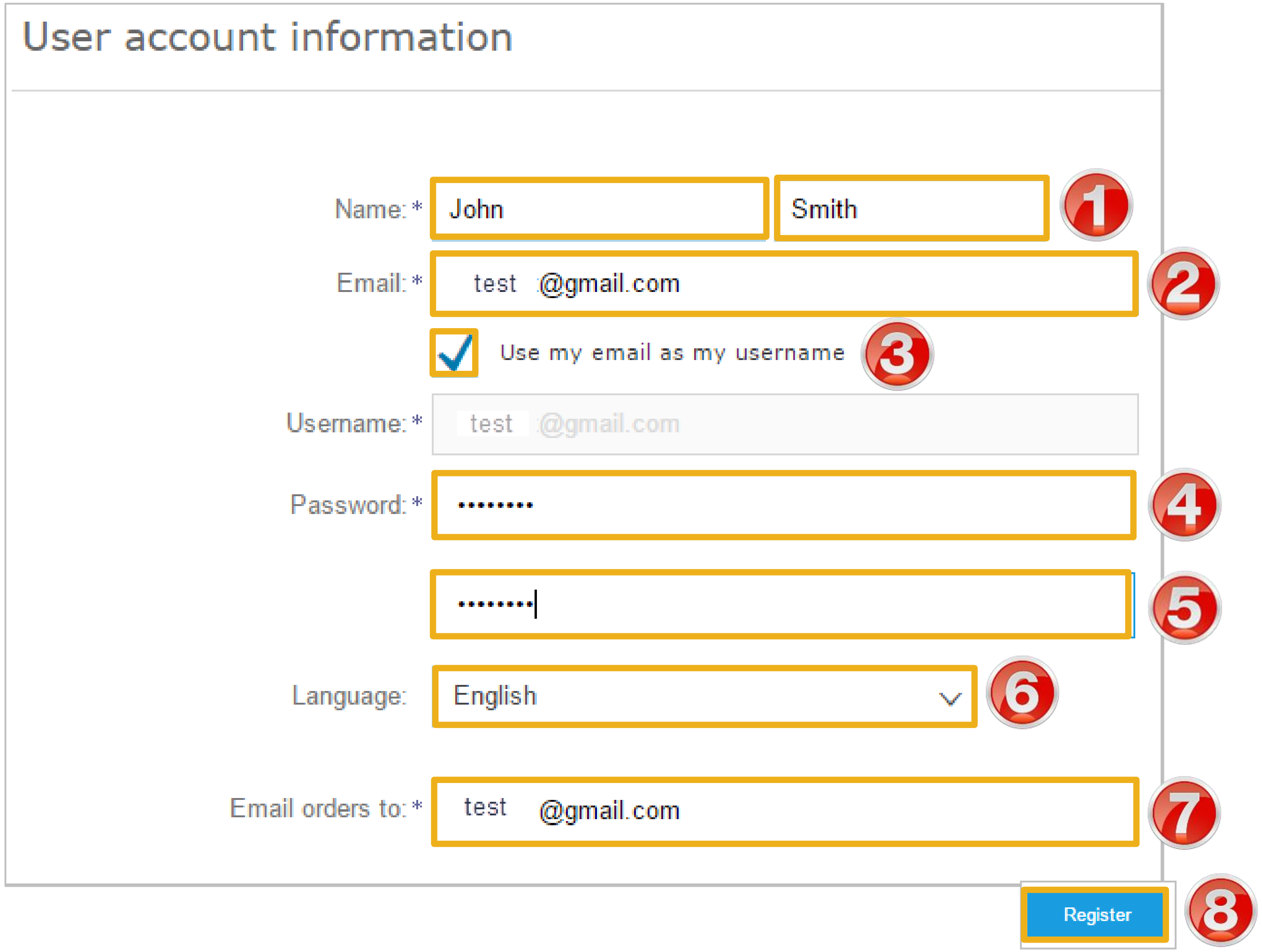
➢ Scroll down to User Account Information



Adding User Account Information – Once off Process

➢ The account that is being created is your businesses Ariba Network Administrator account. Only the Administrator can create new users

1. Enter your first and last **Name**
2. Enter your **Email** address
3. Click on **Use my email as my username**
4. Enter a **Password**
5. Re-enter your password
6. Confirm the correct language is displayed
7. Confirm or enter **Email orders to**
8. Click on **Register**



Standard Account – Accept Terms of Use and Register

Note: After you Standard Account is registered, all future Purchase Orders will be sent to your designated user account email

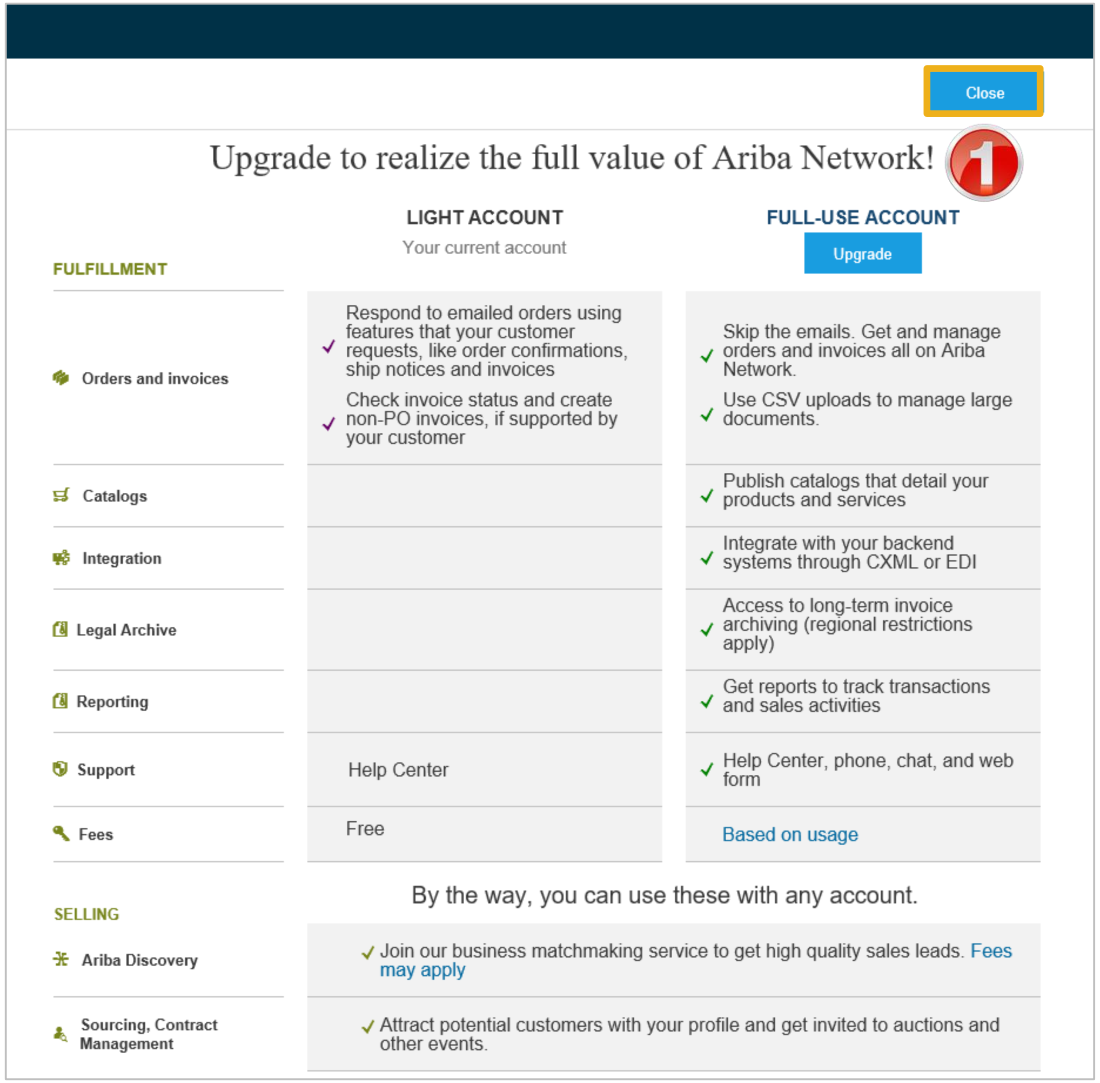
Upgrade From Standard Account to Full Account – Learn More Button

- The Upgrade from Standard Account to full account – learn more Button provides Suppliers with a list of the benefits

- To upgrade to a Full Account click on Upgrade to learn about any fees or charges and what process you are required to follow

Note: Upgrading to a full Account may incur fee's. Please make yourself aware of fees and charges before upgrading

1. Click on **Close** to return to the **Dashboard**



View/Edit Addresses

- View/Edit Addresses should be used when good or services are provided from a different location than that shown on documents going back to the buyer

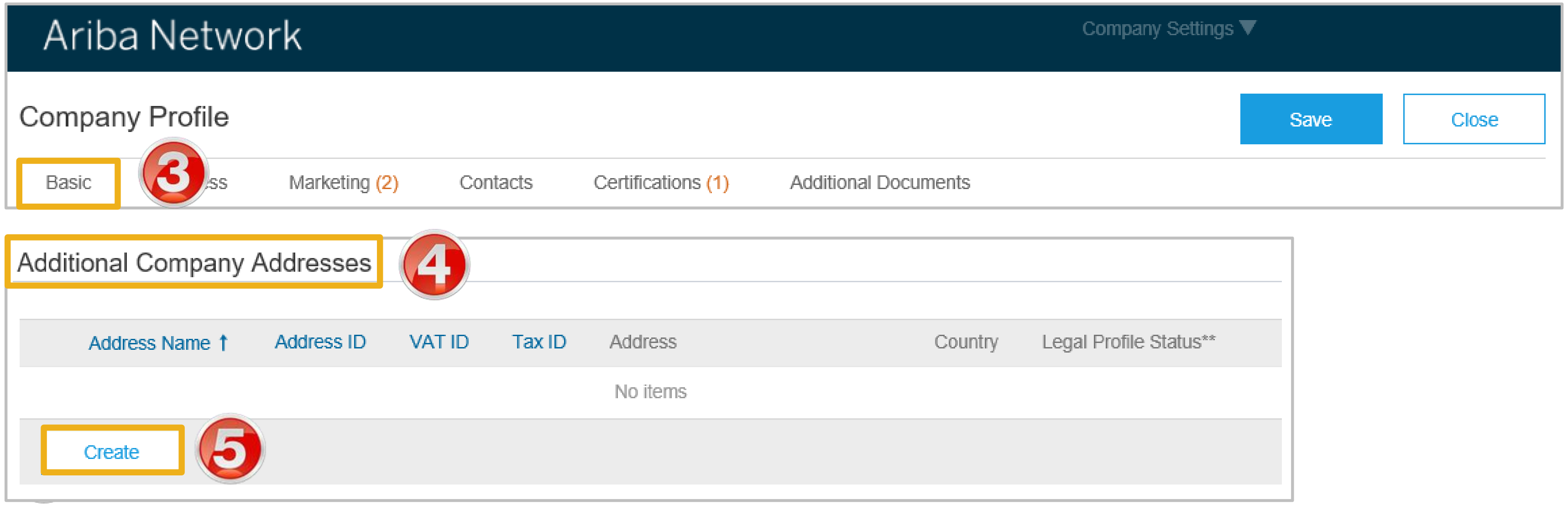
Configuring Remittance Addresses

1. From the Dashboard click on **Company Settings**
2. Select **Company Profile**

Note: If the Company Profile selection is not available ask your businesses Ariba Network System Administrator to add Additional Company Addresses

3. Select the **Basic** tab, scroll down to **Additional Company Addresses**
4. Click on **Edit**
5. Click on **Create**

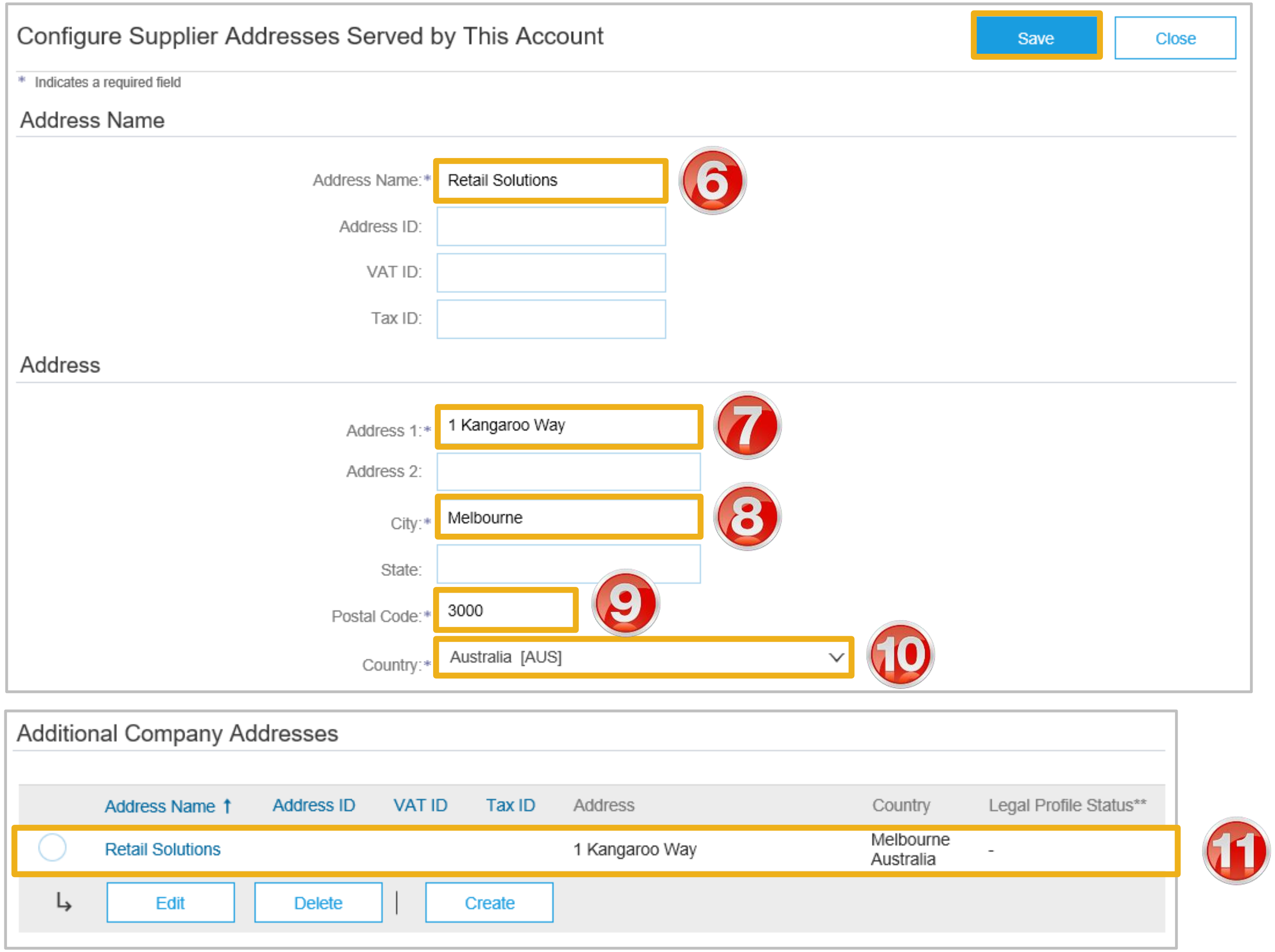
➢ Screen displays **Configure Supplier Addresses Served by This Account**



Standard Invoice – Configuring Remittance Addresses cont.

6. Enter the **Address Name**
7. Enter the **Address 1**
8. Enter the **City**
9. Enter the **Postal Code**
10. Select the correct **Country**
11. Click on **Save**

- ➢ The entered information is displayed
- ➢ Repeat to add more addresses (if required)
- ➢ All addresses entered will be displayed



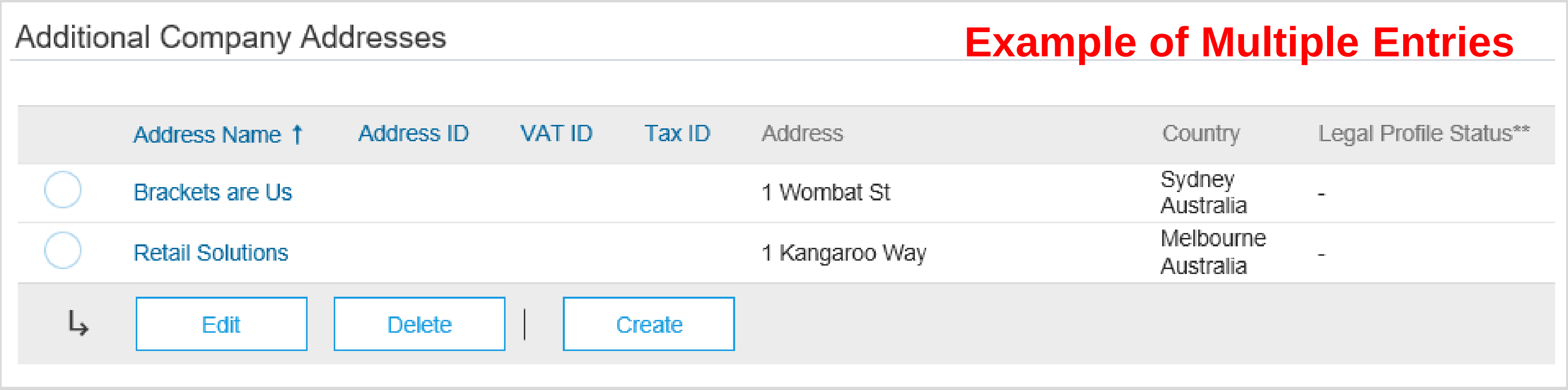
Standard Invoice – Configuring Remittance Addresses cont.

12. Click on **Save**

Note: A Green ribbon indicates that the changes have been saved successfully, where the ribbon is red, locate the error and correct

13. Click on **Close**

- Screen returns to the Dashboard



Purchase Order

- The Purchase Order (PO) is the source document for the order and all subsequent documents are created from the PO screen
- A PO is a commercial document issued by a Buyer to a seller, indicating types, quantities, and agreed prices for products or services the seller will provide to the Buyer. Receiving an Order from your Buyer constitutes an offer to buy products or services
- Any field with an ***** is a mandatory field and a value is required to be entered
- A Standard Account Supplier will always receive their PO via email.
- If you misplace your Standard Account email you can resend from the Dashboard
- You Ariba Network will only display the last 50 documents, documents exceeding this will “drop” off the screen and can only be opened from the original email send from

View Purchase Order Details – Header Level

The Purchase Order Header displays the:

1) Purchase Order Number.

2) Order History.

3) Purchase Order Status (Status will change as the order is actioned. E.g. Once an invoice is created the Order Status will say Invoiced).

4) From and To information

5) Payment Terms

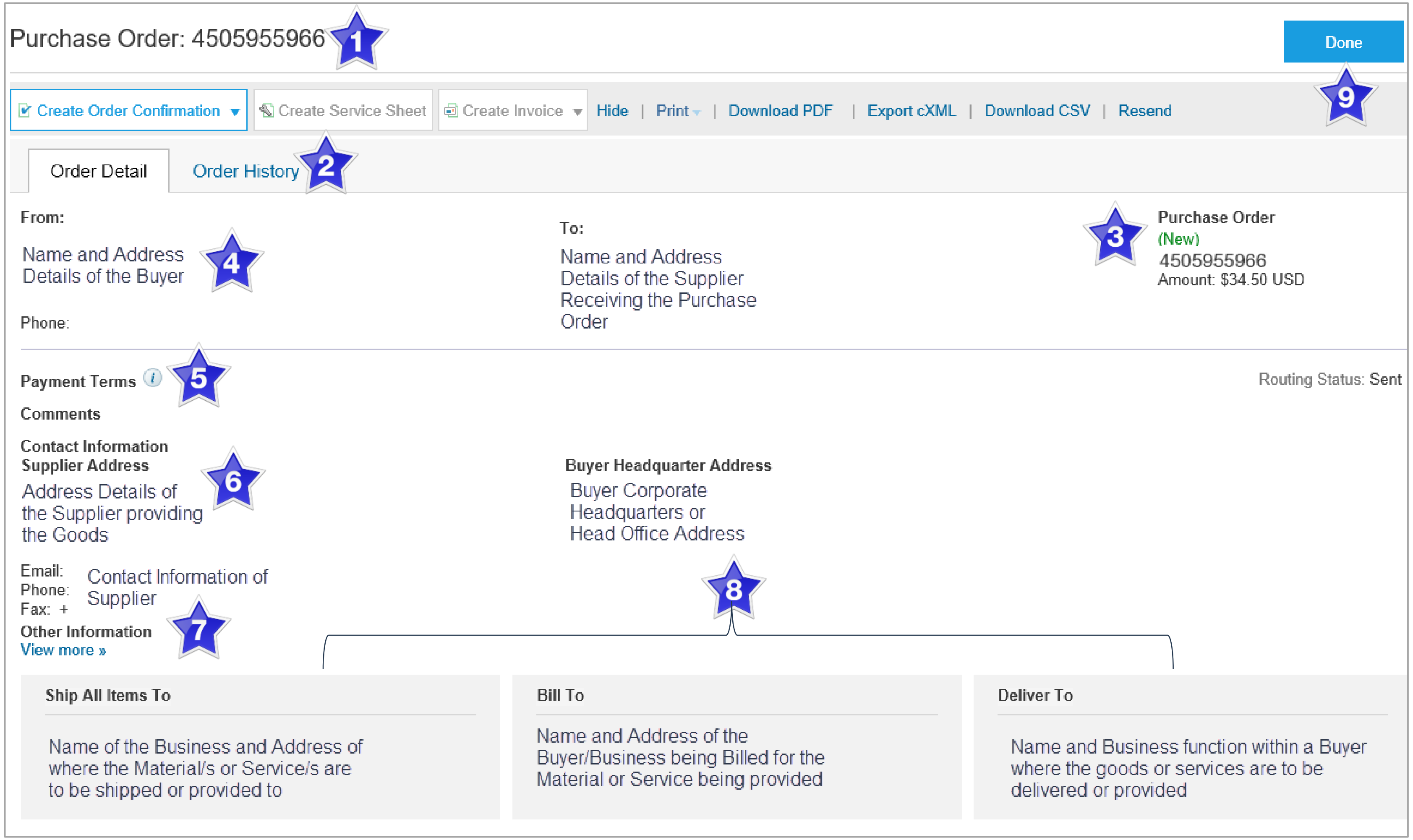
6) Supplier and Buyer contact information

7) Other Information

8) Ship To, Bill To and Deliver To details.

9) Done to close the Purchase Order

➢ Scroll down to Line Items



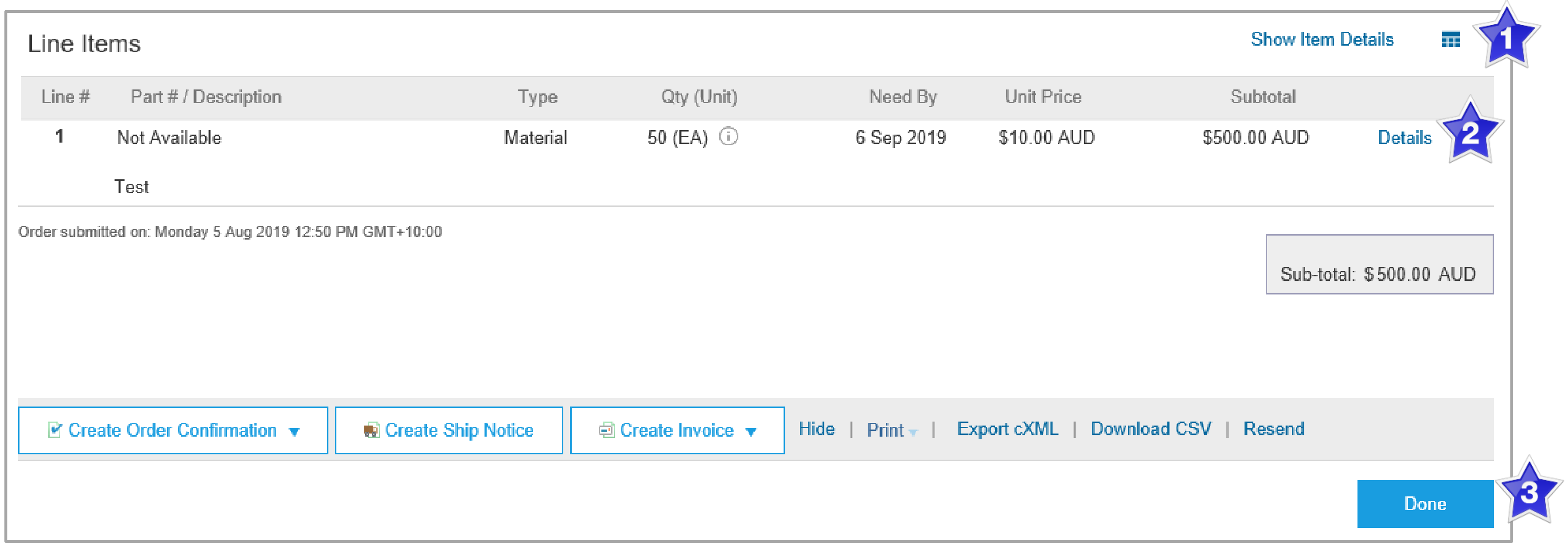
View Purchase Order Details – Line Item Level

1) **Show Item Details,** to open further information on all line items at once
2) **Details,** to open further information for one line item at a time
3) Click **Done** to return to the Inbox

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



View Purchase Order Details – Line Item Level Show Item Details

When reviewing a Purchase Order use Show Item Details to identify any comments or further information from your Buyer

- To see all Line Items details click on

  Show Item Details

- To hide all line item details click on

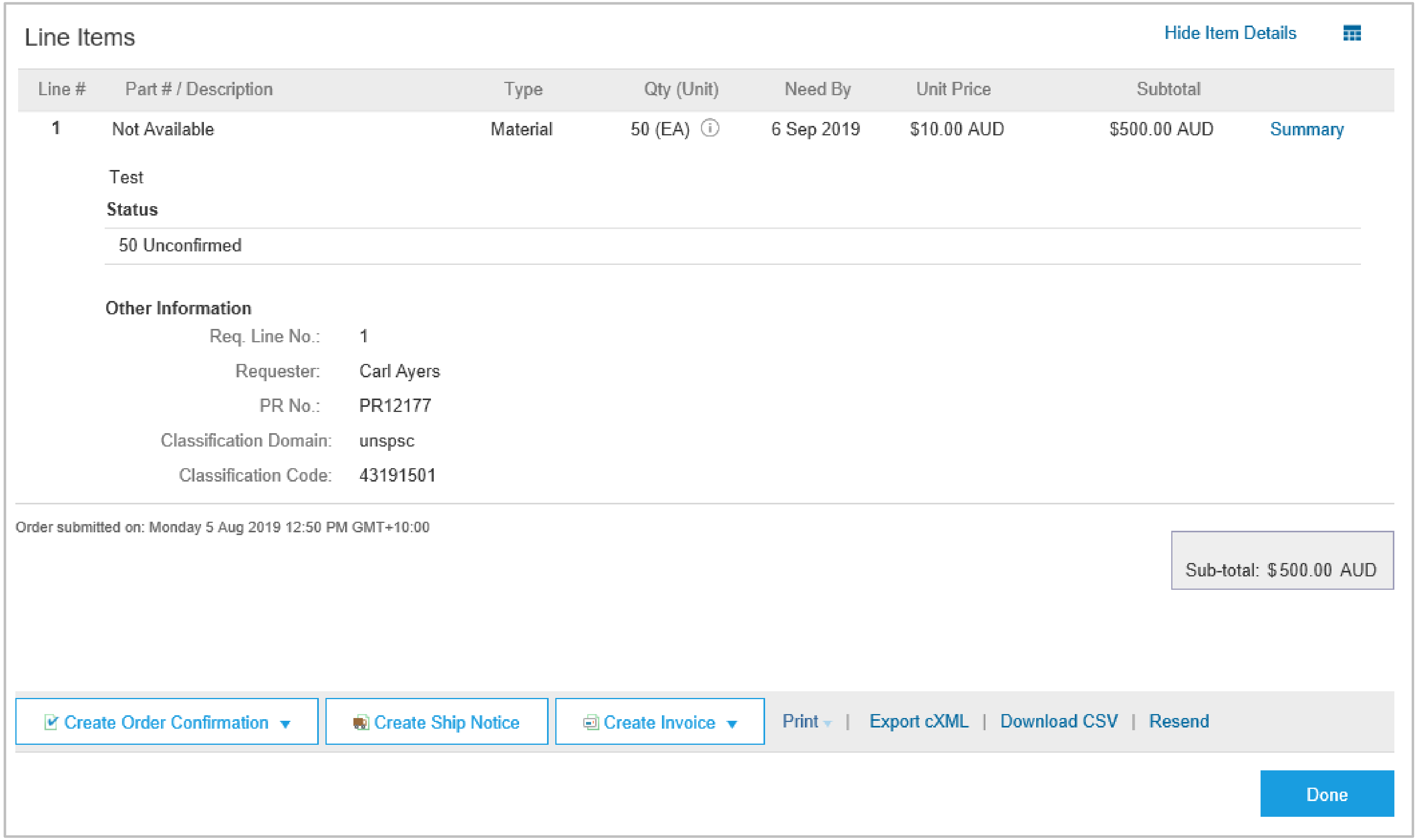
  Hide Item Details

- To see specific line item details click on

  Details

- To hide specific line item details click on

  Summary



Order History

Use Order History to identify:

- Who created a document
- What occurred with the document
- The date and time stamps of the various processes that have affected a document
- Line Item level information

Purchase Order: APO253

Done

Order Detail | Order History | 1

Purchase Order: APO253
Order Status: New
Submitted On: 1 Sep 2017 10:45:01 PM GMT+10:00

From Customer:
Routing Status: Sent

History

Status	Comments	Changed By	Date and Time
	The order was queued.	PropogationProcessor-128558079	1 Sep 2017 10:45:12 PM
	Email order was sent to	ANPODispatcher-128579032	1 Sep 2017 10:45:57 PM
Sent	Email order was sent to	OrderDispatcher - Email	1 Sep 2017 10:45:57 PM

Line Items

Line #	Part # / Description	Qty (Unit)	Price	Subtotal
1	2772882 Wireless keyboard **Status** 20 Unconfirmed	20 (EA)	$40.00 AUD	$800.00 AUD

Sub-total: $800.00 AUD

Done

Accessing a Purchase Order

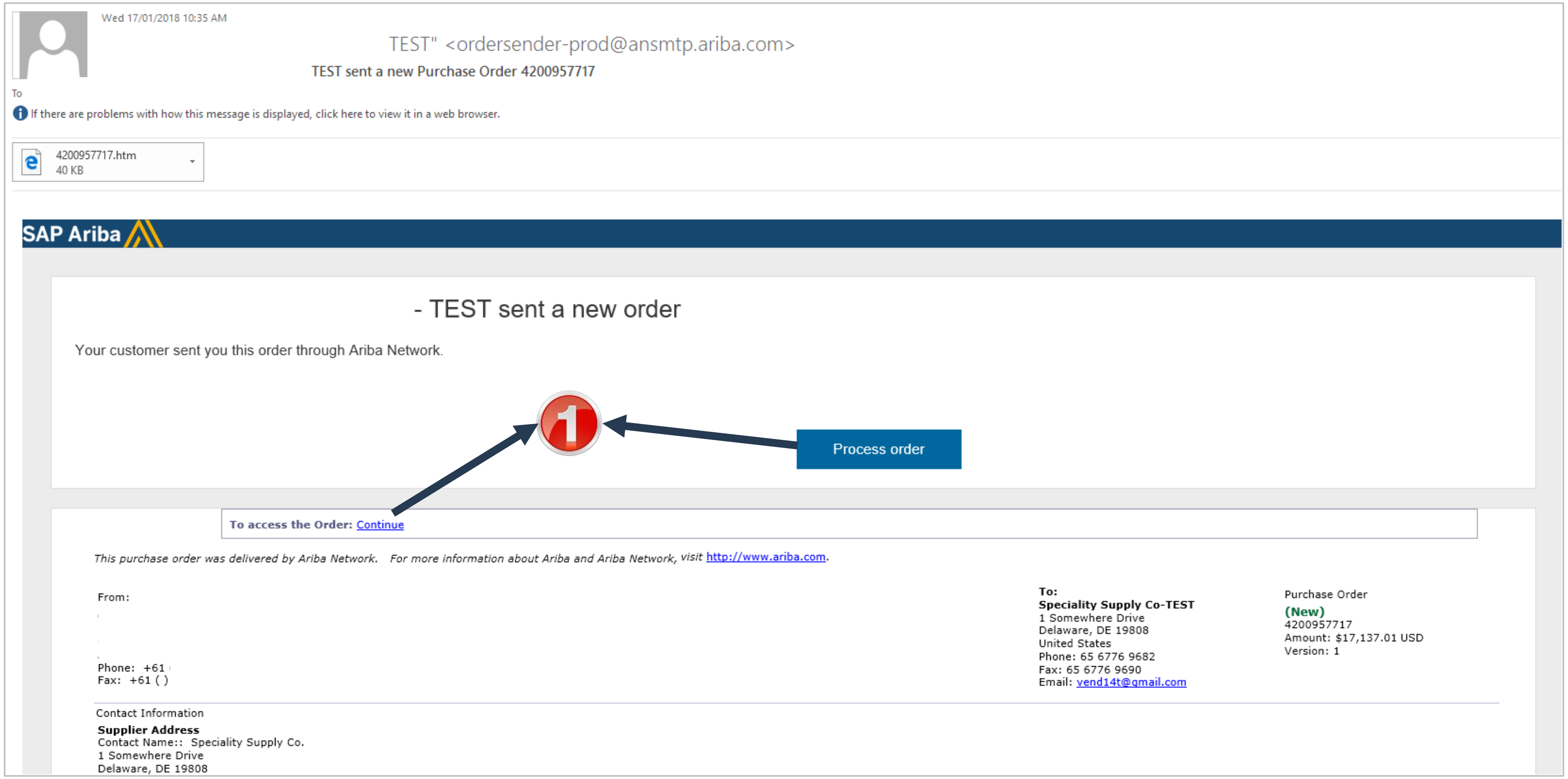
- You will receive a Purchase Order via email from through the Ariba Network

Locate and open the email

1. Click on **Continue** to access the order or click on Process Order

Note: You cannot access the Purchase Order via the Ariba Network ***ONLY*** via the email

- Accessing the order will allow you to perform the required tasks, for example and Order Confirmation, a Ship Notice or Invoice

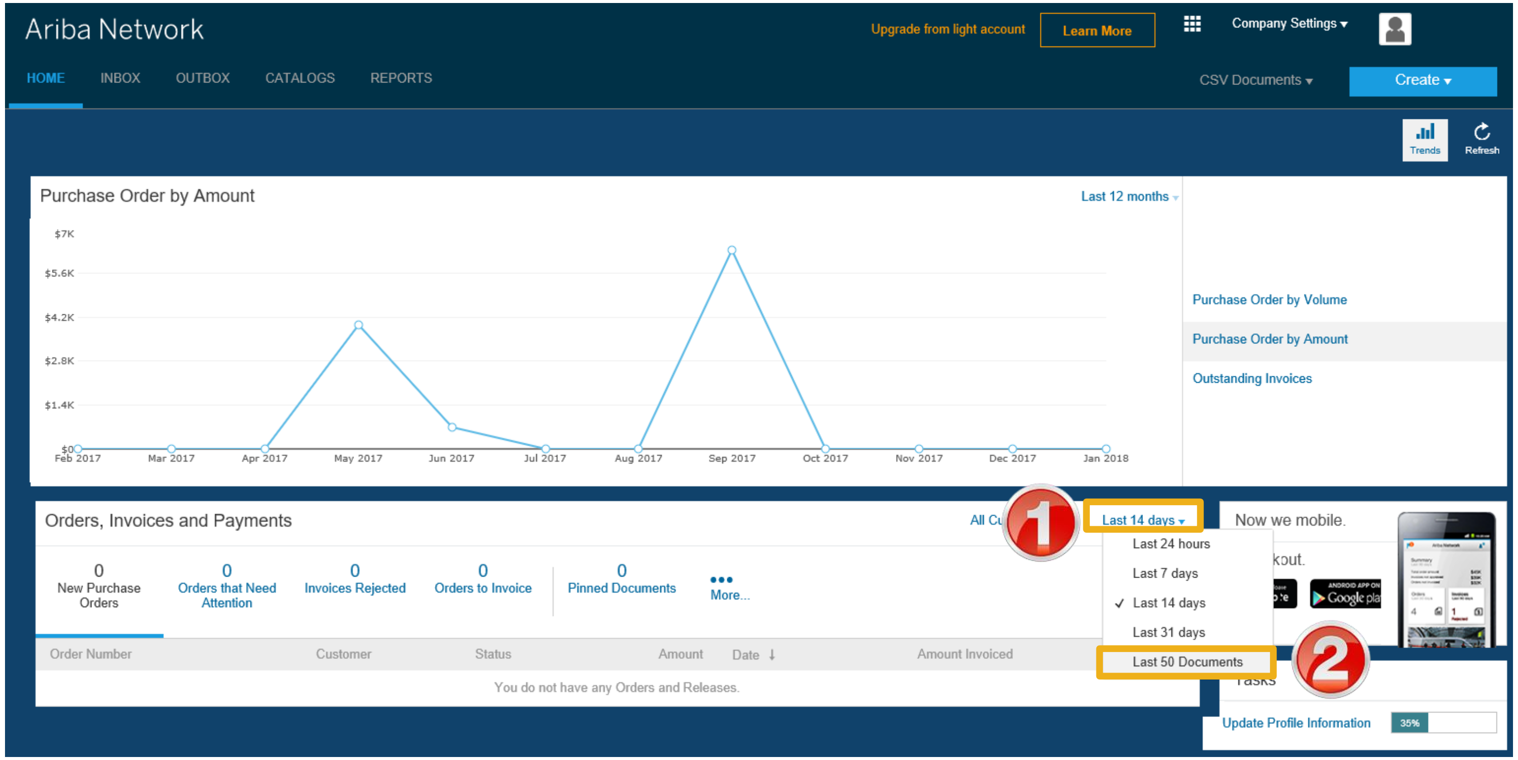


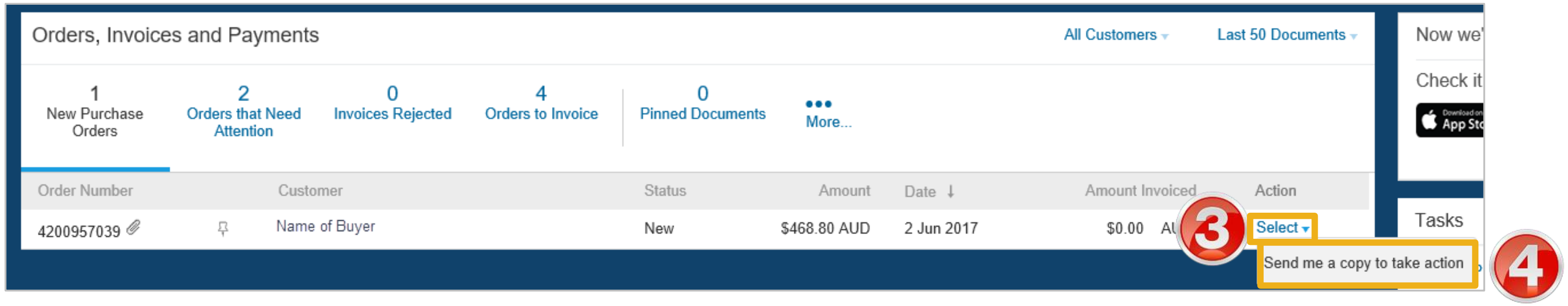
Re-sending a Lost Purchase Order through the Ariba Network

- Log onto you Ariba Network Standard Account, from the Dashboard/Homepage

1. Click on the number of documents to display, select **Last 50 Documents**
2. Locate the required **Purchase Order**
3. Click on **Select**
4. Select **Send me a copy to take action**

- Screen displays a system confirmation message





Re-sending a Lost Purchase Order through the Ariba Network cont.

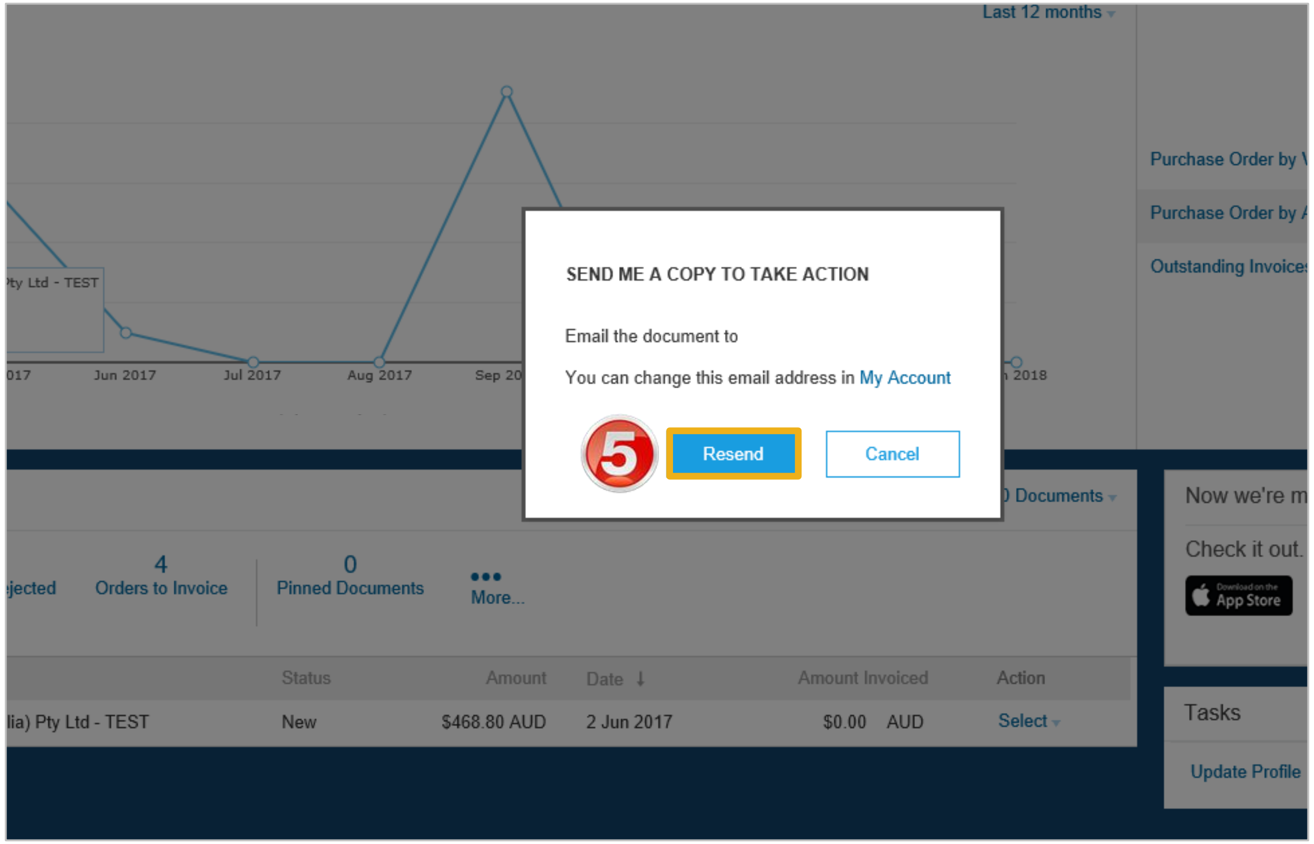
5. Click on **Resend**

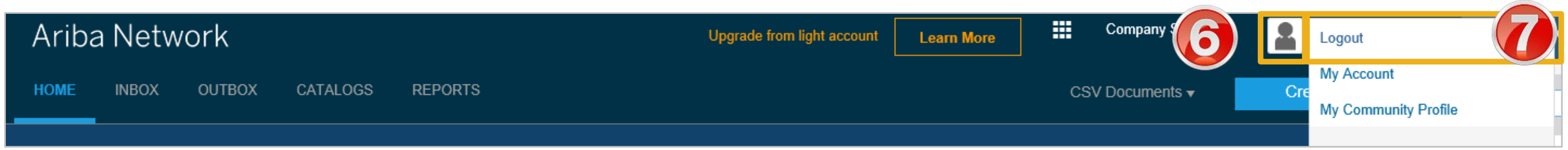
➢ Screen displays the Dashboard/Homepage

6. Click on your **User Name**

7. Select **Logout**

➢ The Purchase Order will be sent to the email address/es entered into Order Routing





Order Confirmation

- Some Buyers require an Order Confirmation prior to either Shipping or Invoicing or even both
- Locate the ***email*** with the Purchase Order you require
- 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 your Buyer there is incorrect information on the Purchase Order, this includes price updates, unit of measure queries, backorders, line item rejections and need by date updates
    3) Reject Entire Order: used to reject the order if it cannot be fulfilled
- ***Note*** where an Order Confirmation is optional it may not be responded to by your Buyer

Order Confirmation – General Information

- A Purchase Order is your document of truth and cannot be adjusted or changed, some Buyers use the Order Confirmation process to trigger a Change Purchase Order, other Buyer require the Supplier to contact the requester to change or adjust the Purchase Order and send to your Standard Account email
- To determine whether a Buyer requires an Order Confirmation is primarily based on what tabs are inactive or active, see the tables below:

Name of Action	Is it Active YES	Is it Active NO	What does this mean
Create Order Confirmation	✓		You are ***Required*** to Create an Order Confirmation
Ship Notice		✓	
Create Invoice		✓	

Name of Action	Is it Active YES	Is it Active NO	What does this mean
Create Order Confirmation	✓		*An Order Confirmation is* ***NOT*** *required*
Ship Notice	✓		
Create Invoice	✓		

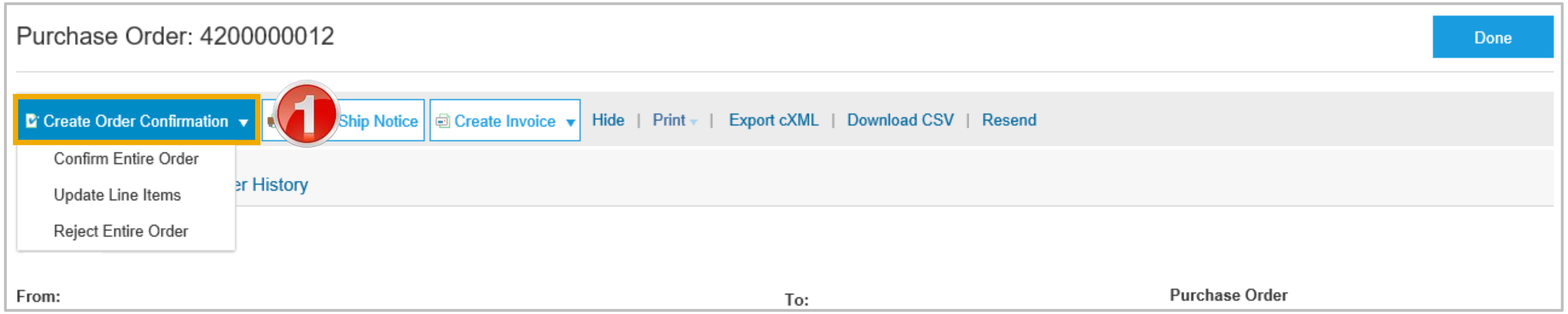
Name of Action	Is it Active YES	Is it Active NO	What does this mean
Create Order Confirmation	✓		*An Order Confirmation is* ***NOT*** *required*
Ship Notice		✓	
Create Invoice	✓		

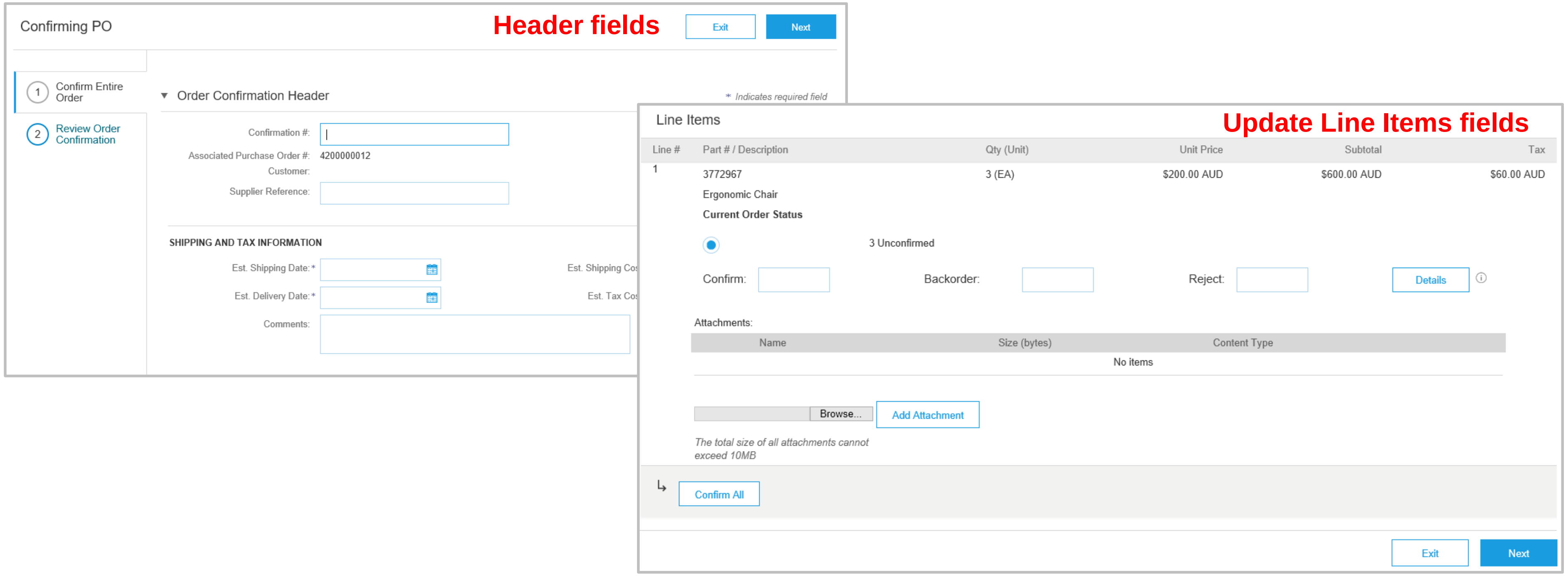
Creating an Order Confirmation - Overview

- ➢ With the Purchase Order Open

1. Click Create Order Confirmation.

- ➢ Drop down box displays available options:
    - Confirm Entire Order
    - Update Line Item
    - Reject Entire Order
- ➢ Make the applicable selection
- ➢ Complete all fields with an asterisks at header level
- ➢ Enter the required information for items being confirmed
- ➢ Click on Next and review, then Submit
- ➢ Order status shows Confirmed or partially confirmed. Partially confirmed remains until all items have been confirmed



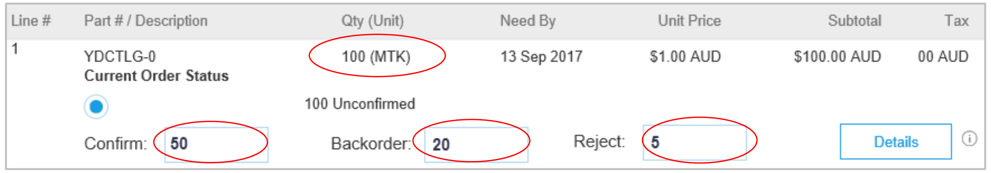


Order Confirmation Update Line Level – General Information

Order Confirmation-Update Line Level is used when there are variations to the items requested by your Buyer such as short supply and rather than waiting until all the goods are available to create an order confirmation, this process allows suppliers to provide the goods that are available. An Order Confirmation in Partially Confirmed Status can have multiple Order Confirmations until all items within the purchase order have been confirmed.

Also use Order Confirmation–Update Line Items when there is a **price discrepancy** on the purchase order received from your Buyer on an item/s as only your Buyer can permanently change a purchase order and may send a **Change Order** with the new Unit Price.

The total quantity for each line item in the required variations must not exceed the total amount requested by your Buyer.



Example only of variations

When confirming at Line Item Level you are providing confirmation on the items requested in the purchase order

1) Use **Confirm** where a portion of the goods requested are being confirmed
2) When the items requested need to be backordered before supply can occur use **Backorder**
3) Where full supply on one item within the purchase order can occur but you are not confirming other lines use **Confirm**
4) To reject either the full amount of a line item or the full amount of an item but not the entire purchase order use **Reject**

If you have a line item with a Backorder or Rejection quantity, you must provide further information using the **Details** button.

Where you have a unit pricing variation, you will need to enter the “different” unit price into Details for review by your Buyer.

Ship Notice

- The Ship Notice is the delivery information and is sent to Your Buyer to advise them of the ship date for the materials.
- The Ship Notice is an ***optional*** document for transacting with your Buyer
- 2 methods for creating a Ship Notice
    1. Full Ship Notice
    2. Partial Ship Notice

Ship Notice – General Information

- A Ship Notice advises the Buyer of the goods that have been sent based on the Purchase Order
- In some instances a Buyer receipts goods into their Ordering System or ERP before invoicing can occur
- To determine whether a Buyer requires a Ship Notice is primarily based on what tabs are inactive or active, see the tables below:

Name of Action	**Is it Active YES**	**Is it Active NO**	**What does this mean**
Create Order Confirmation	✓		
Ship Notice	✓		You are ***Required*** to Create a Ship Notice
Create Invoice		✓	

Name of Action	**Is it Active YES**	**Is it Active NO**	**What does this mean**
Create Order Confirmation	✓		
Ship Notice	✓		*An Ship Notice is **NOT** required*
Create Invoice	✓		

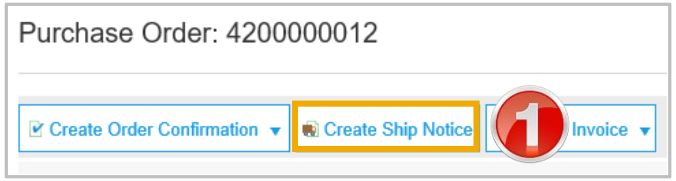
Name of Action	**Is it Active YES**	**Is it Active NO**	**What does this mean**
Create Order Confirmation		✓	
Ship Notice	✓		*You are **Required** to Create a Ship Notice*
Create Invoice		✓	

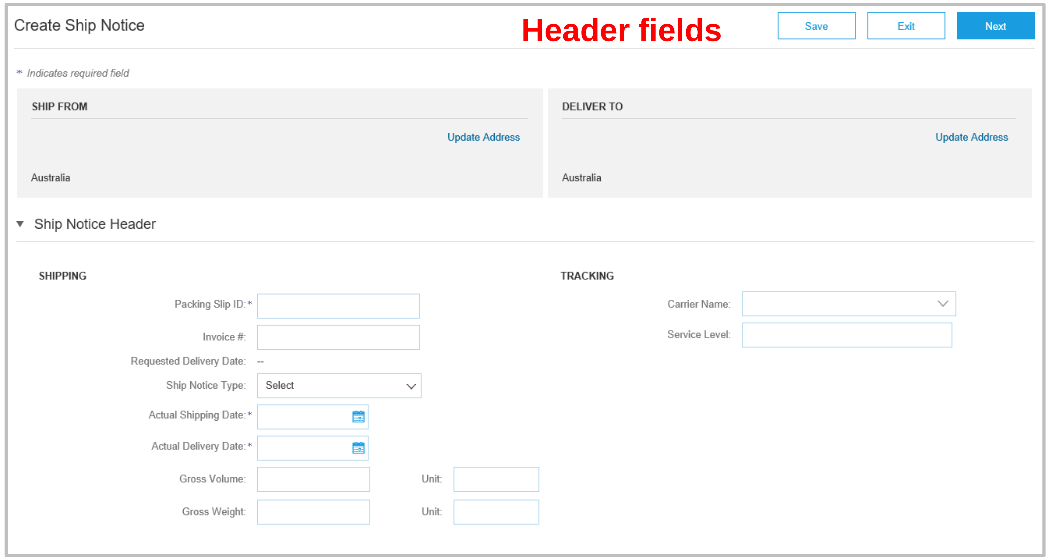
Creating a Ship Notice - Overview

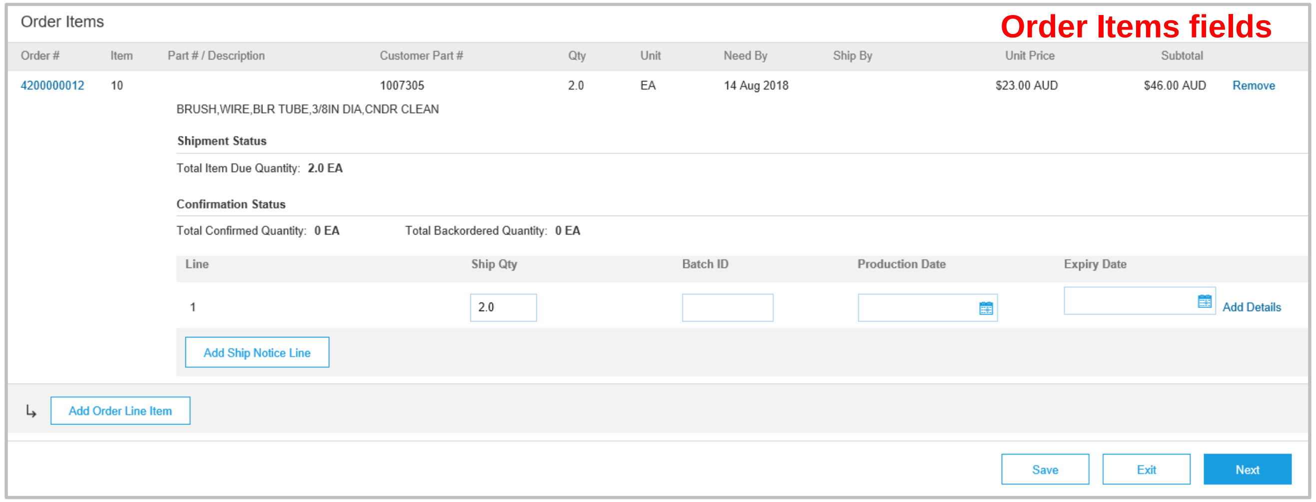
- With the Purchase Order open

1. Click **Create Ship Notice.**

- Screen displays **Create Ship Notice**
- Complete all fields with an asterisks at header level
- Enter the Ship Qty for each order item
- For perishable items enter the Batch ID and Expiry
- Click on **Next** and review
- Click on Submit
- Order status shows Confirmed or partially confirmed. Partially shipped remains until all items have been shipped







Invoice

- 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
- Partial invoicing is allowed, however you will need to keep the email containing the Purchase Order
- The Ariba Network uses Balance Tracking
- 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)
- The Invoice number you provide to your Buyer is the number from out of your ordering system, ERP, excel spreadsheet or other invoice number generation process and each Invoice number must be unique
- Refer to Slide 78 for information about Contract Invoicing

Invoicing– General Information

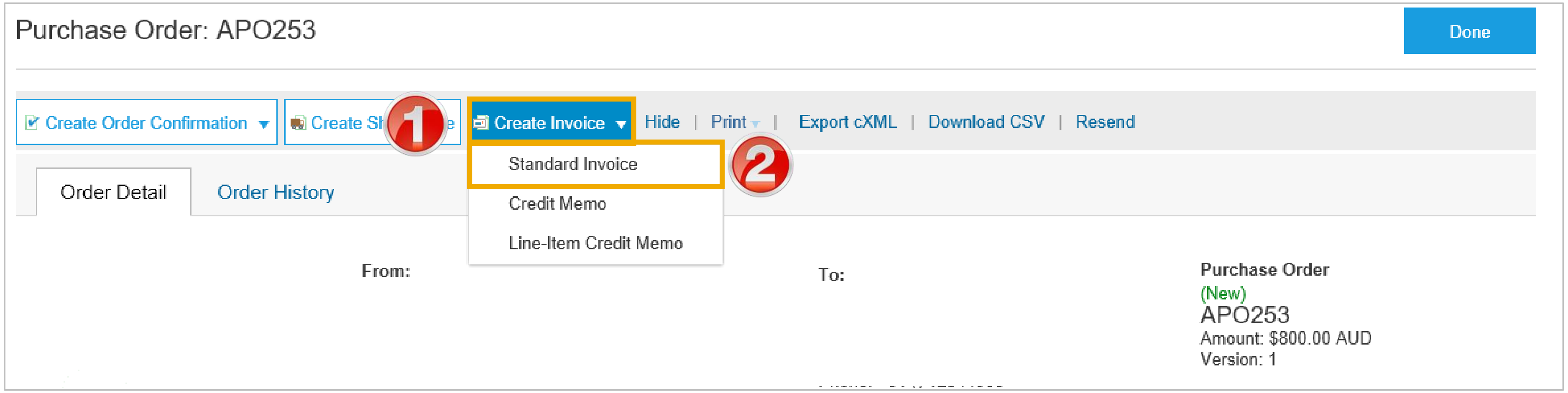
- Only Invoices that have been rejected can be Edited and Resubmitted
- Invoices cannot be recalled or adjusted once sent
- Refer to your Purchase Order when Invoices are rejected to ensure that any previously required documents (for example Order Confirmation) have been actioned
- GST may be added at Header or Line level, some Buyer require all Taxes to be added at Line item Level, some Buyers will trigger the taxes to be added based on the information on the Purchase Order
- Balance Tracking occurs on both the value of the Purchase Order and the Quantity
- Purchase Order values are shown GST exclusive
- You cannot invoice for a total greater than that shown on the Purchase Order
- Only add shipping where it is not already included as part of the cost price of the goods requested by your Buyer
- The date the invoice is created is when payment terms commence, payment terms are agreed between you and the Buyer and if shown on the Purchase Order are based on the agreed terms
- You cannot add costs or charges unless previously agreed with your buyer or if an Order Confirmation was mandatory and was included, for example Shipping Costs

Begin the Invoice

- Locate and open the email with the Purchase Order you wish to Invoice
- Screen displays the **Purchase Order**

1. Click **Create Invoice**
2. Select **Standard Invoice.**

- Screen displays **Create Invoice**
- The transaction rules in place by your Buyer will determine what selections are available in the drop down list



Standard Invoice – Header Level

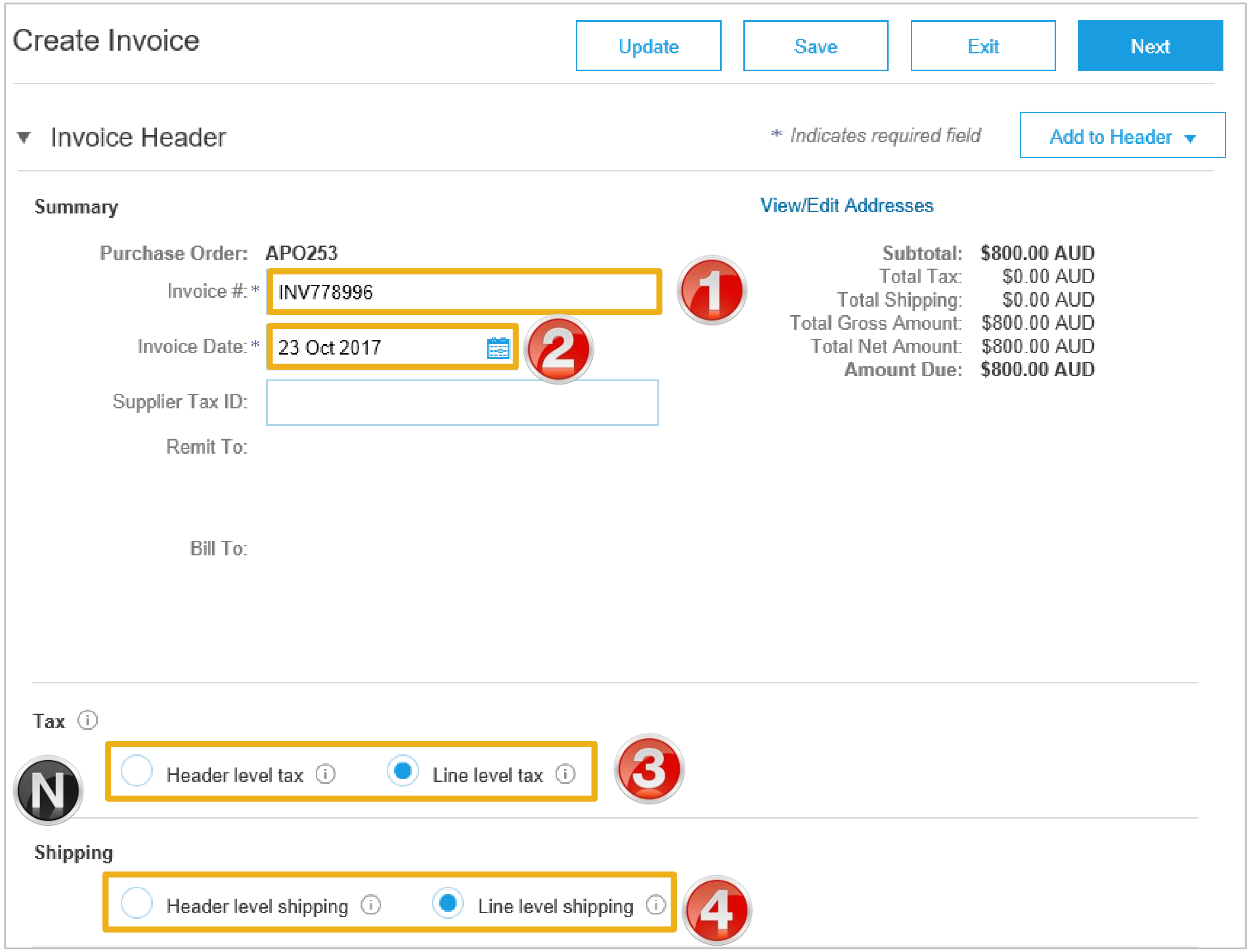
1. Enter the **Invoice #**
2. Check or enter the **Invoice Date**
3. Select either **Header level Tax** or **Line Level Tax**

If all items on the Invoice have the same tax rate select Header Level Tax, however if there are items on the Invoice that attract different levels of tax then select Line level tax

4. Select **Line level shipping** (only if shipping is going to be added)

Note: Your Buyer's transaction rules will determine whether you can add tax at Header or Line level

- Remember that anything with an asterisks is a required field and must be completed



Adding Shipping at Header Level

Note: Only add shipping where it is a total charge against the purchase order and it is not already included

- With the Invoice open

1. Select **Header level shipping**
2. Click on **Add to Header**
3. Select **Shipping Cost**

- The Shipping cost section will open

4. Enter the **Shipping Amount**
5. Click on **Update**

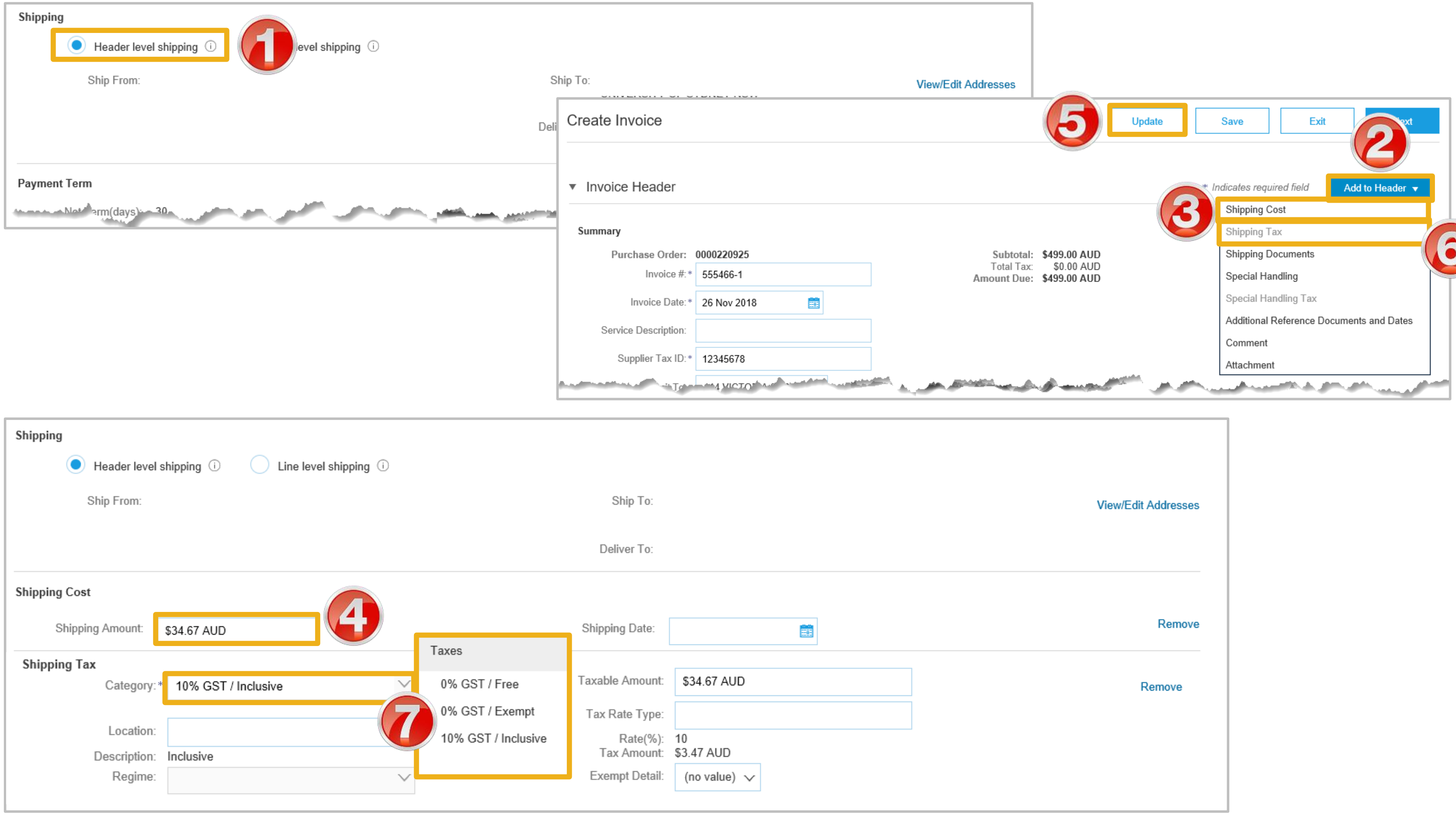
- Click again on **Add To Header**

6. Click on **Shipping Tax**

- The Shipping Tax section will be displayed

7. Confirm or select the correct tax **Category**

- The total for the tax rate selected is displayed



Adding an Attachment to Header Level

- With the Invoice displayed

1. Click on **Add to Header**
2. Select **Attachment**

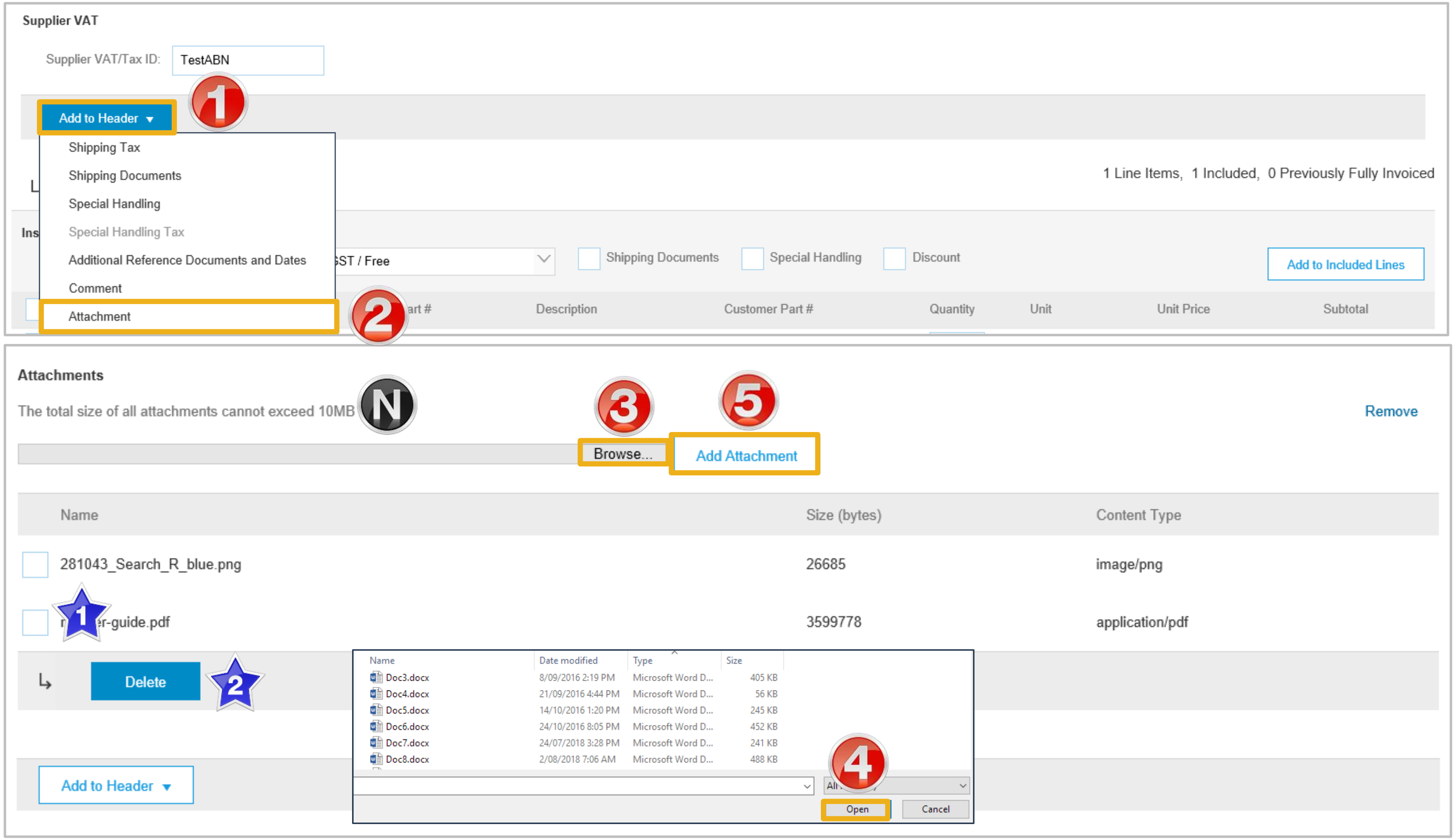
- The Attachments section will open

3. Click on **Browse**
4. Select the file required from your computer and select **Open**
5. Click on **Add Attachment**

- The selected document is added

Note: Repeat until all attachments are added up to a maximum of 10MB

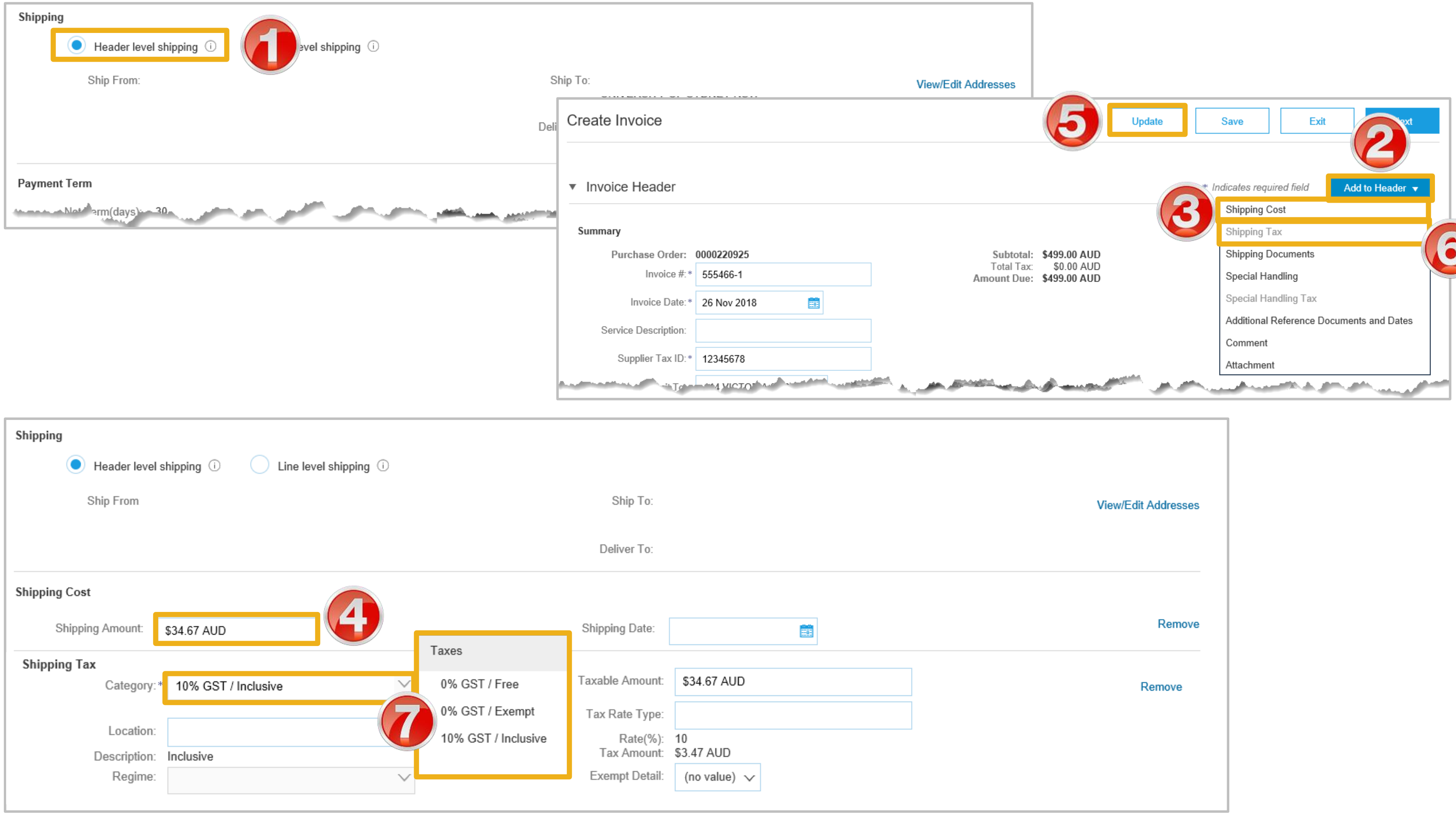
- To delete a document:
  1) Click on the document
  2) Click on Delete



Adding Shipping at Header Level

Note: Only add shipping where it is a total charge against the purchase order and it is not already included

- With the Invoice open
1. Select **Header level shipping**
2. Click on **Add to Header**
3. Select **Shipping Cost**
- The Shipping cost section will open
4. Enter the **Shipping Amount**
5. Click on **Update**
- Click again on **Add To Header**
6. Click on **Shipping Tax**
- The Shipping Tax section will be displayed
7. Confirm or select the correct tax **Category**
- The total for the tax rate selected is displayed

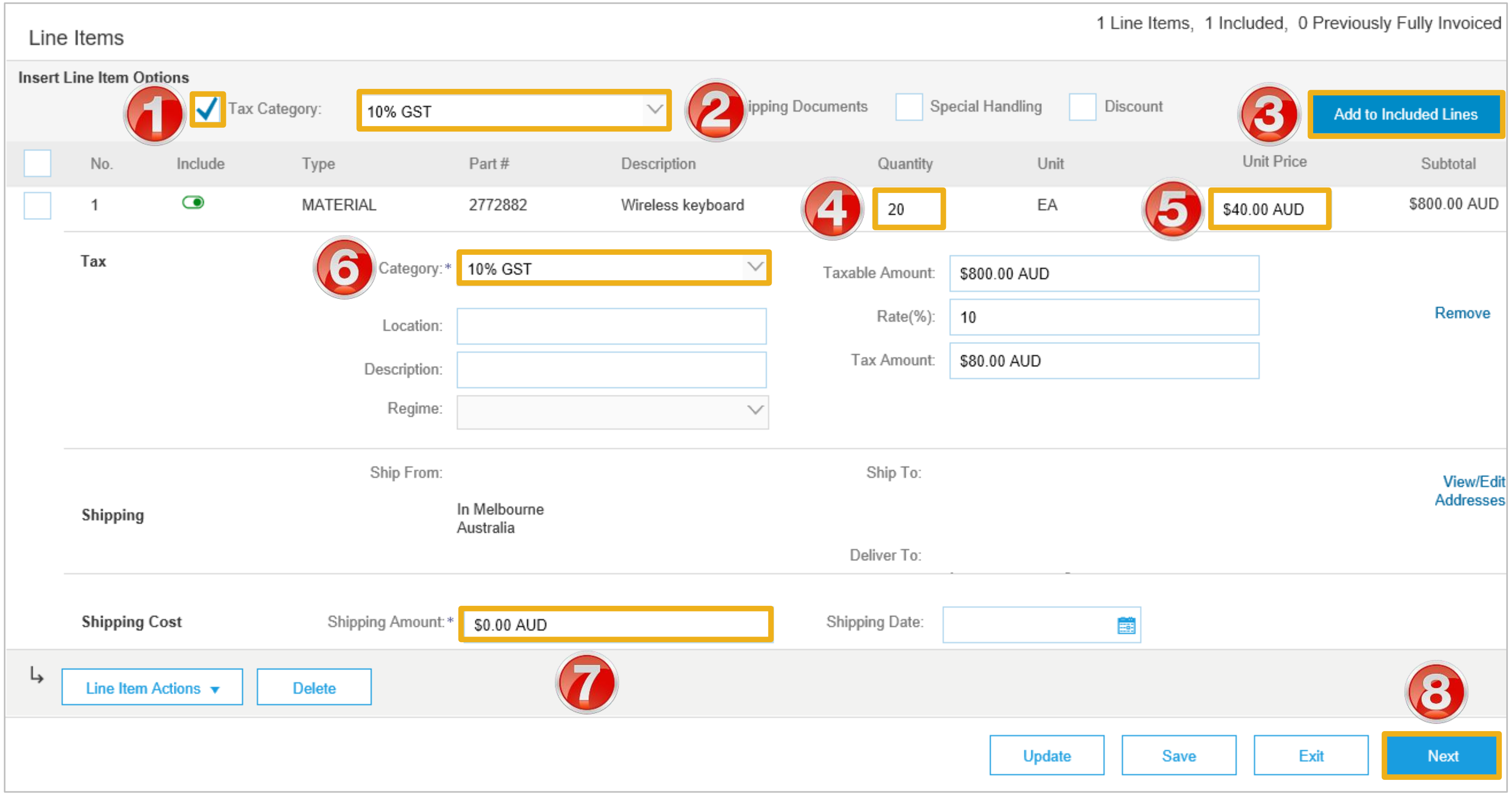


Standard Invoice – Line Level (including add Shipping)

1. Click in **Tax Category (only where line level tax was selected in the header)**
2. Select the **Tax Rate** from the drop down box
3. Click on **Add to Included Lines**

➢ A **Tax section** will open for each Line Item (only for line item tax)

4. Confirm or enter the **Quantity** that will be invoiced
5. Confirm or update the **Unit Price** (only if applicable and authorisation has been obtained from your Buyer)
6. Tax level for the Line Item
7. Add **Shipping** (if required)
8. Repeat for all line items, click **Next**



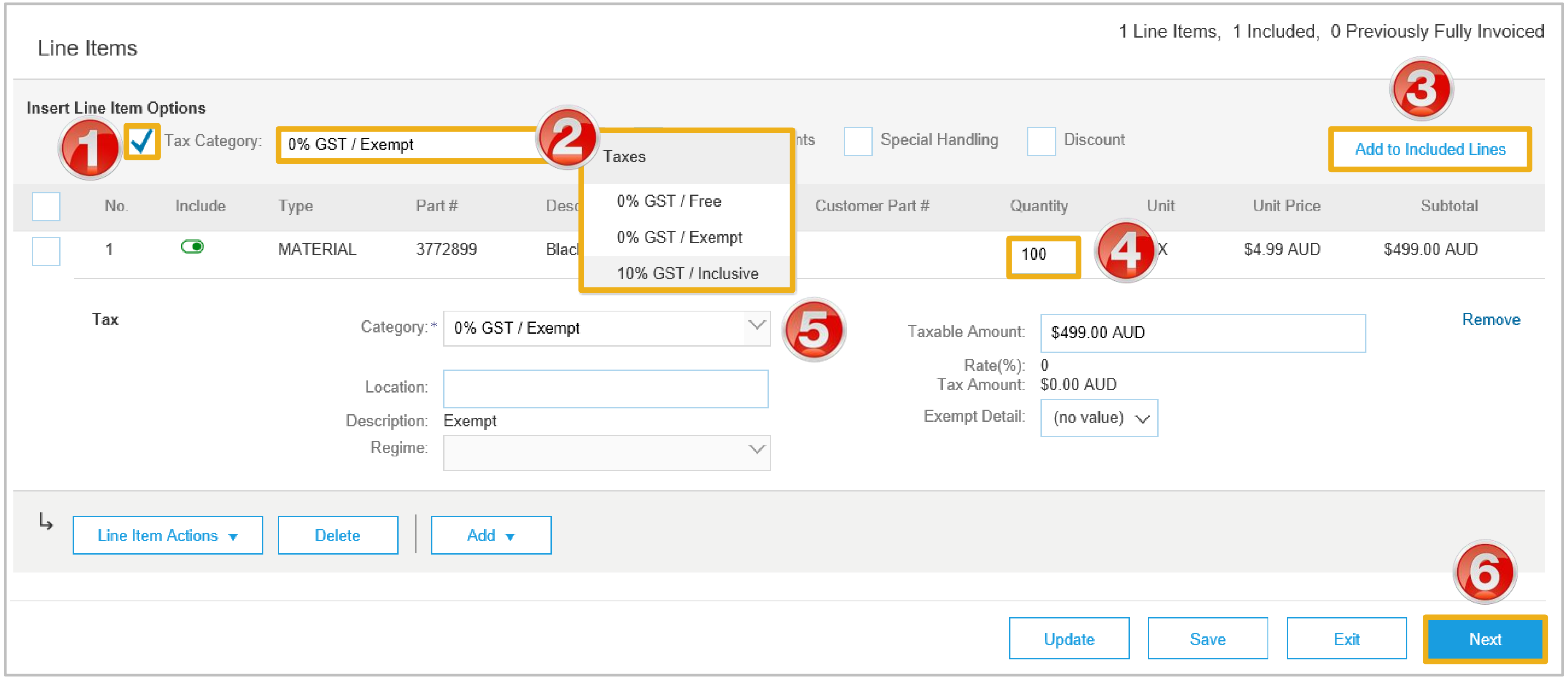
Standard Invoice – Add Tax at Line Level

1. Click in **Tax Category**
2. Select the **Tax Rate** from the drop down box
3. Click on **Add to Included Lines**

➢ A **Tax section** will open for each Line Item

4. Confirm or enter the **Quantity**
5. Confirm or Select the correct tax **Category**
6. Repeat for all line items, click **Next**

➢ Refer to **Slide 70, Finalise an Invoice**



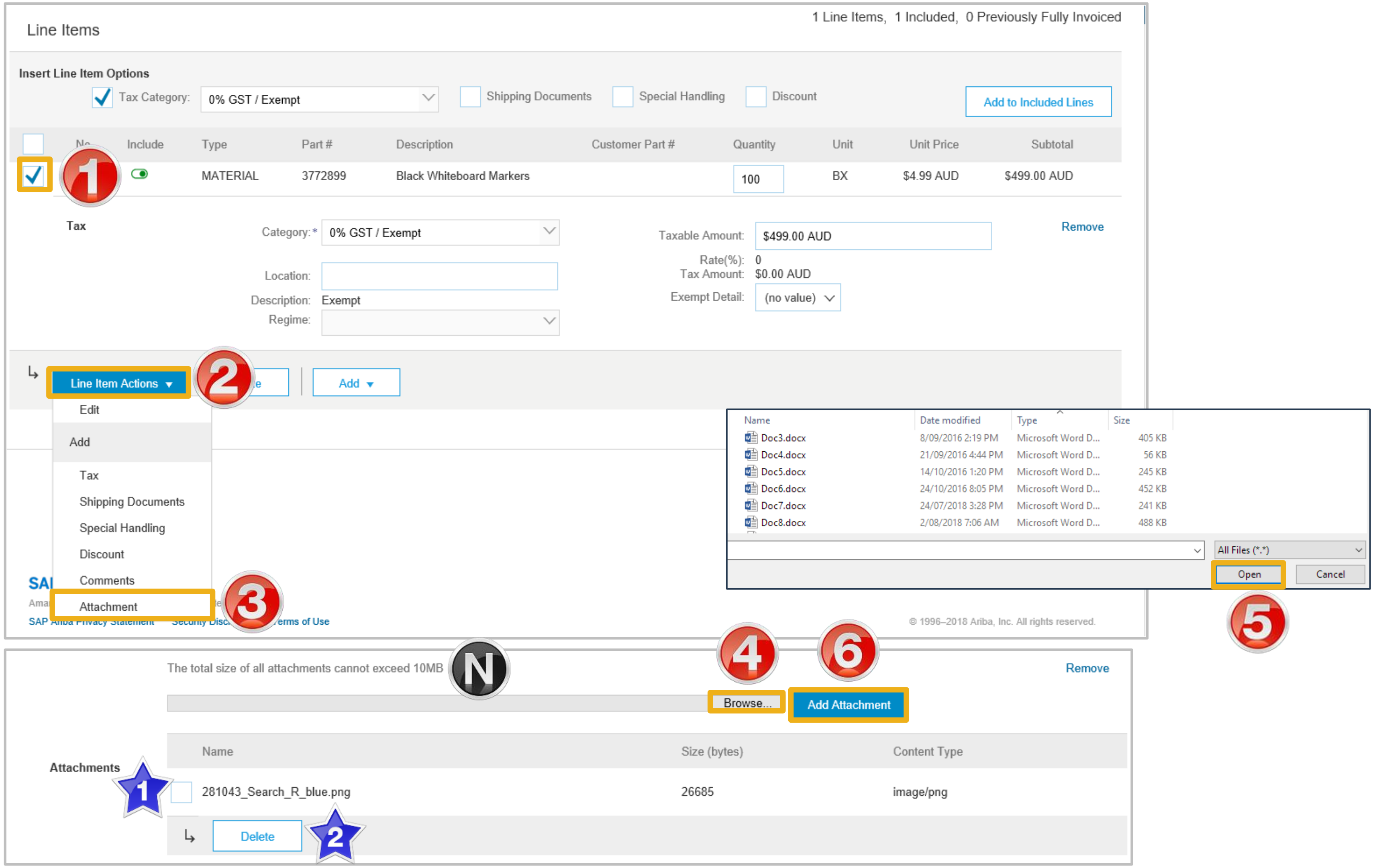
Adding an Attachment at Line Level

- Screen displays Line Items

1. Click on the Line that requires the Attachment
2. Click on **Line Item Actions**
3. Select **Attachment**
4. Click on **Browse**
5. Select the file from your computer and click on **Open**
6. Click on **Add Attachment**

- The attachment is added
- To delete an attachment:
  1) Click on the attachment
  2) Click on Delete

Note: You can add multiple attachments up to a maximum of displayed



Adding Country Tax Rates for Effective Invoicing (perform only if required)

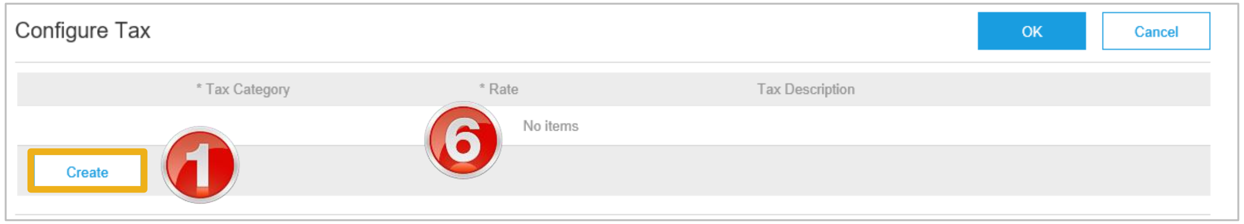
- Use only where your country's tax code does not default in the list and Configure Tax menu is available for selection

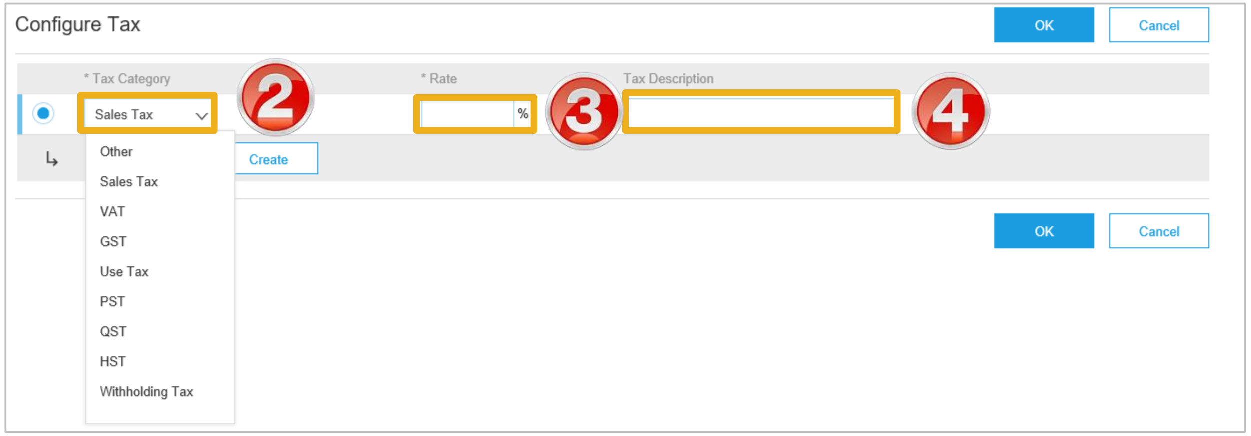
1. Click on **Create**
2. Select the **tax type** that most represents your requirements

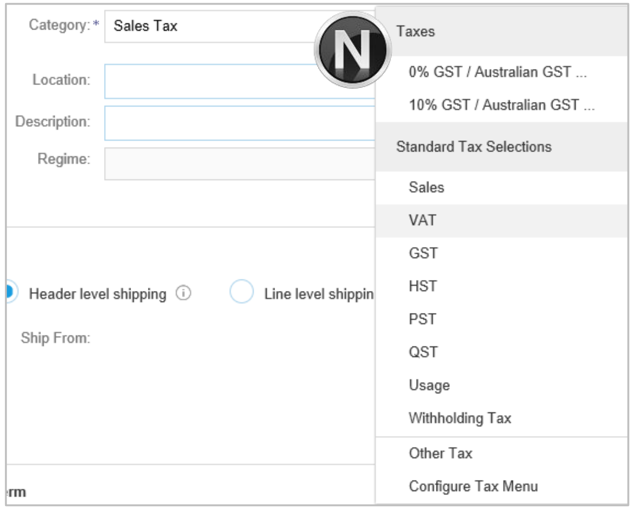
- Enter the **Rate %,** this is the percentage rate that will auto-populated when the tax type is selected

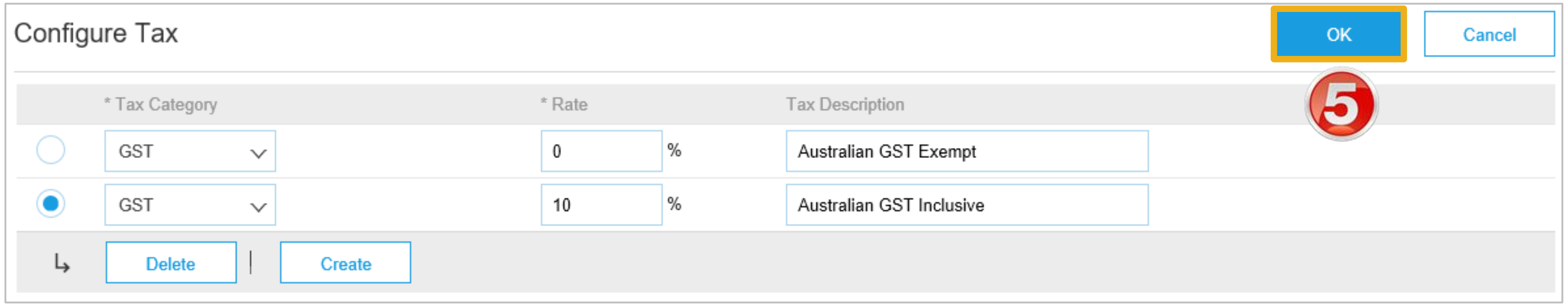
3. Add a **Tax Description**
4. To add more than one type of tax rate
5. Click on **OK**

Note: The Taxes list is updated with the created tax and will appear in the drop down list until removed using the configure tax menu and then delete function









Finalise Standard Invoice

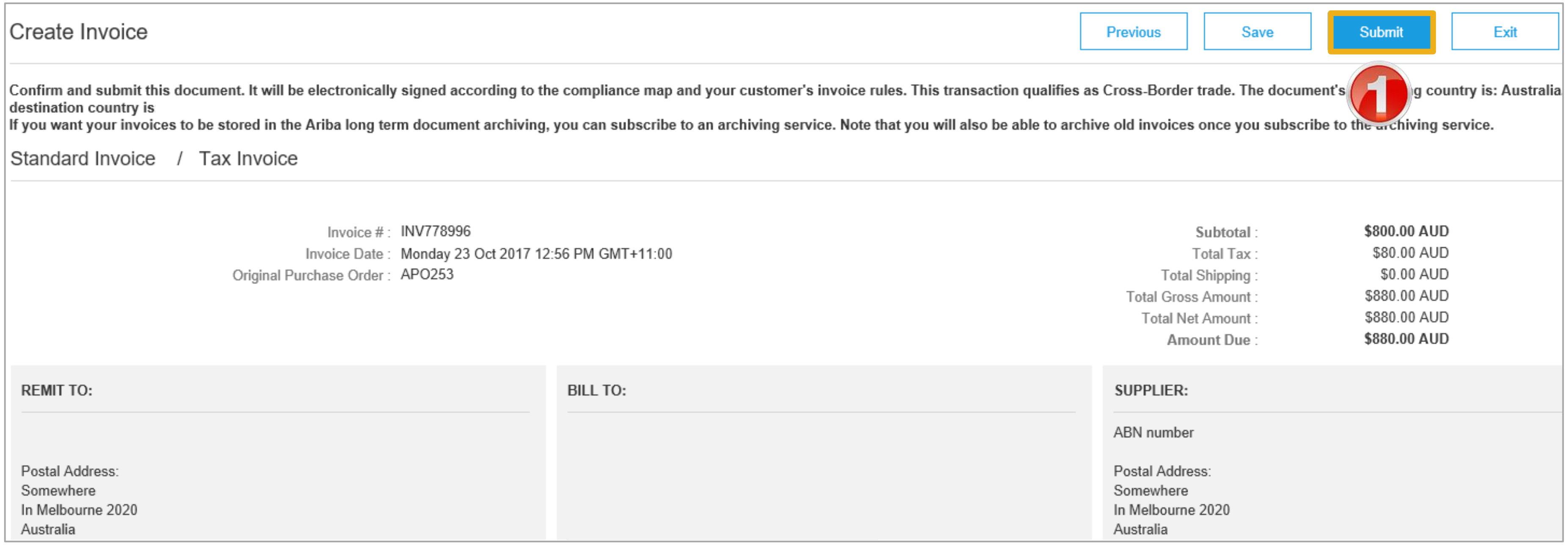
- Review the Invoice.

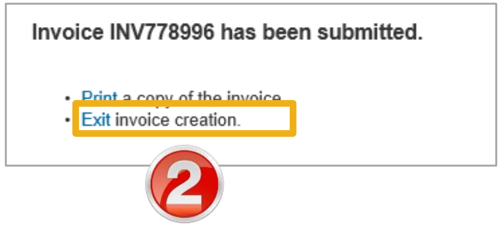
1. Click **Submit**
2. **Click on Exit**

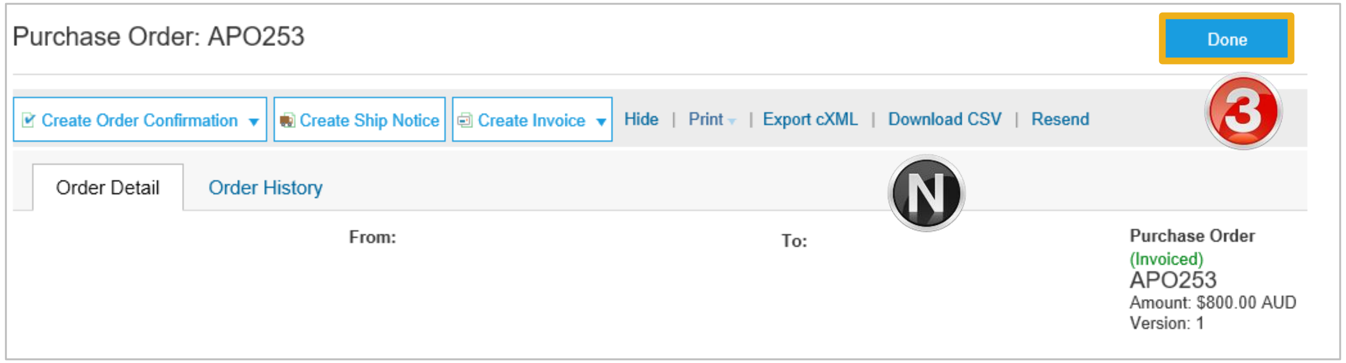
- Screen returns to the Purchase Order the Order Status has changed to Partially/Invoiced

3. Click on **Done**

- Screen displays the **Orders and Releases**







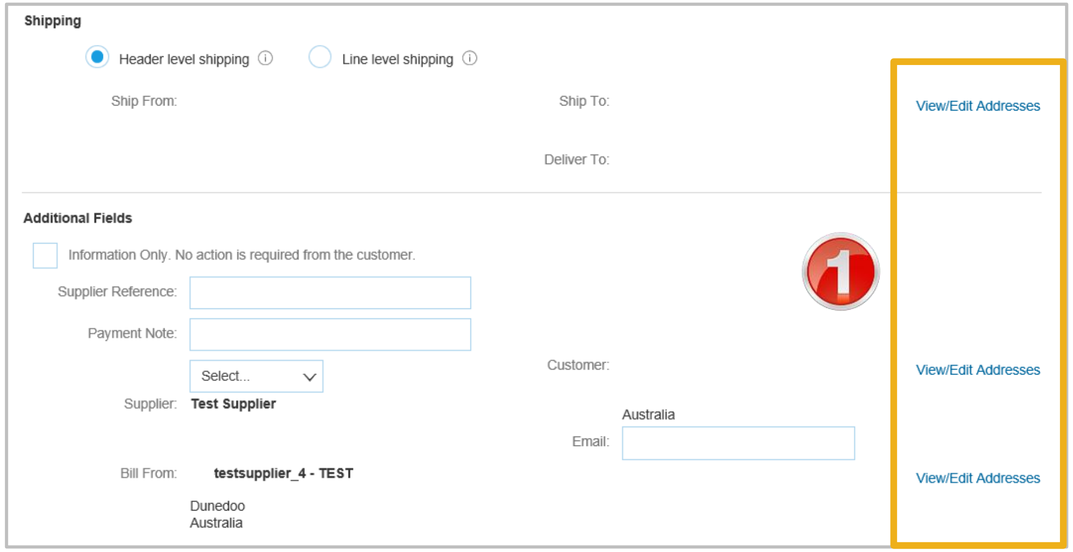
Standard Invoice – Using View/Edit Addresses

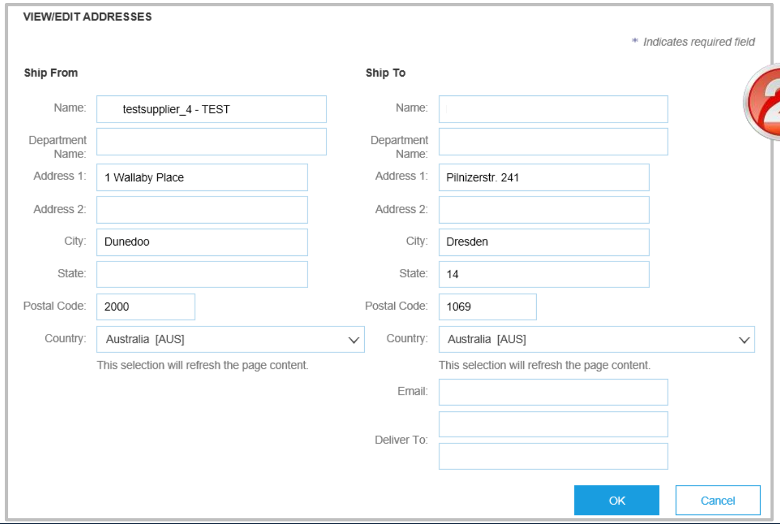
- With the Create Invoice screen displayed

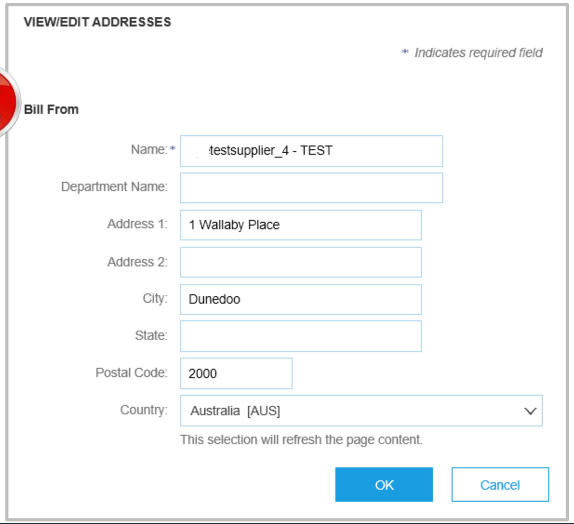
1. Click the required View/Edit Addresses

- Each View/Edit Address displays different required fields

2. Complete all fields with an Asterisks



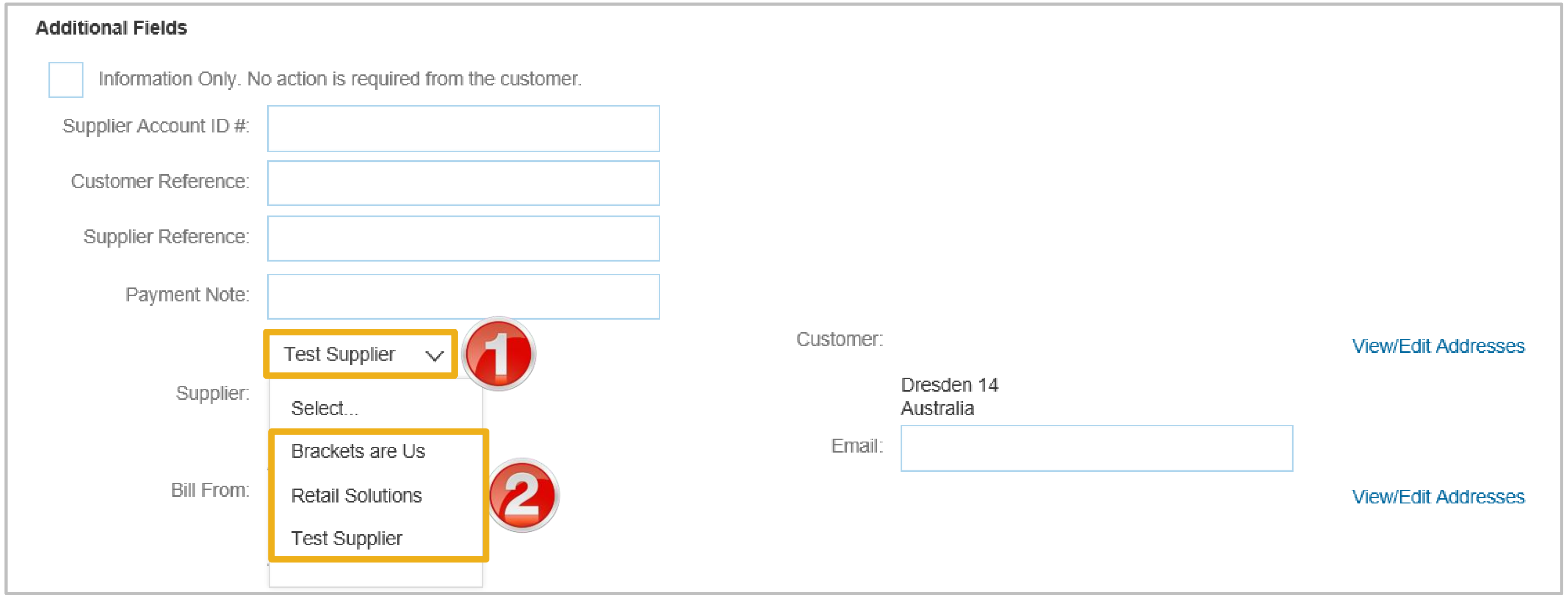




Standard Invoice – Changing Remit To

1. Click the **Down Arrow**
2. Select the applicable address

Note: the selected information is displayed



Partial Invoicing

- Invoices will display as Partially Invoiced until all items on the original Purchase Order have been Invoiced
- Partial invoicing on Partial invoices is allowed
- Multiple Invoices can be created for a Purchase Order
- Note that if a Purchase Order is not fully invoiced as goods were not fully supplied and invoiced it will remain in the Ariba Network as “Partially Invoiced”
- Always locate and open the original Purchase Order Email, new Purchase Order emails will not be sent for remaining quantities that are outstanding

Completing a Partial Invoice

- Locate and Open the Purchase Order, Partially Invoiced will be displayed

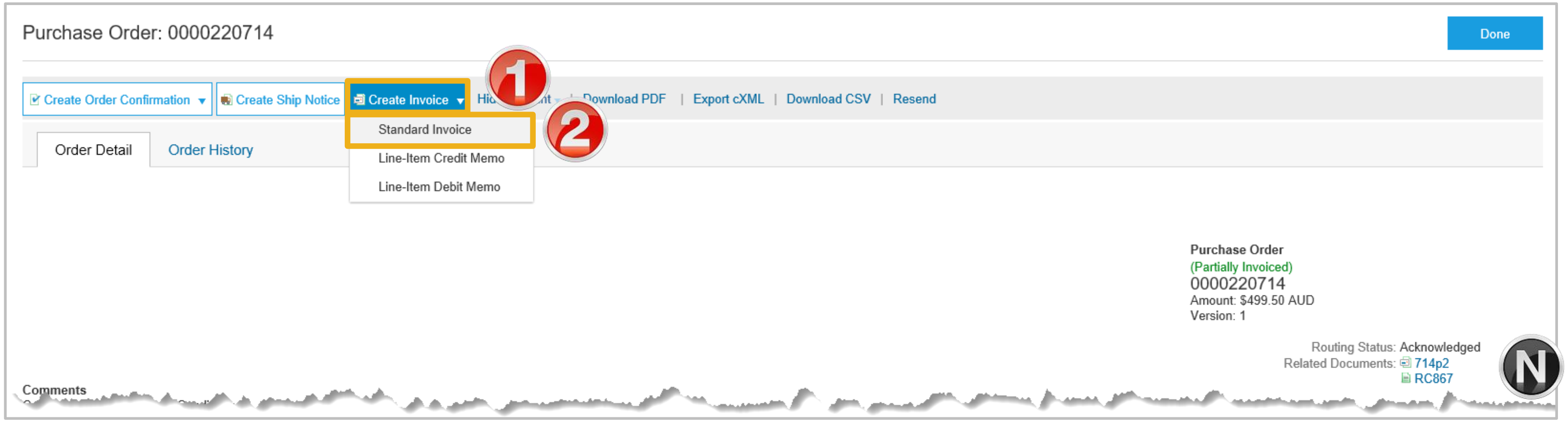
Note: All previous documents are displayed under **Related Documents**

1. Click on **Create Invoice**
2. Select **Standard Invoice**

- Screen displays the Invoice

3. Enter the **Invoice Number**
4. Confirm or enter the **Supplier Tax ID**

- Scroll down to Line Items



Commence Partial Invoice – Header Level

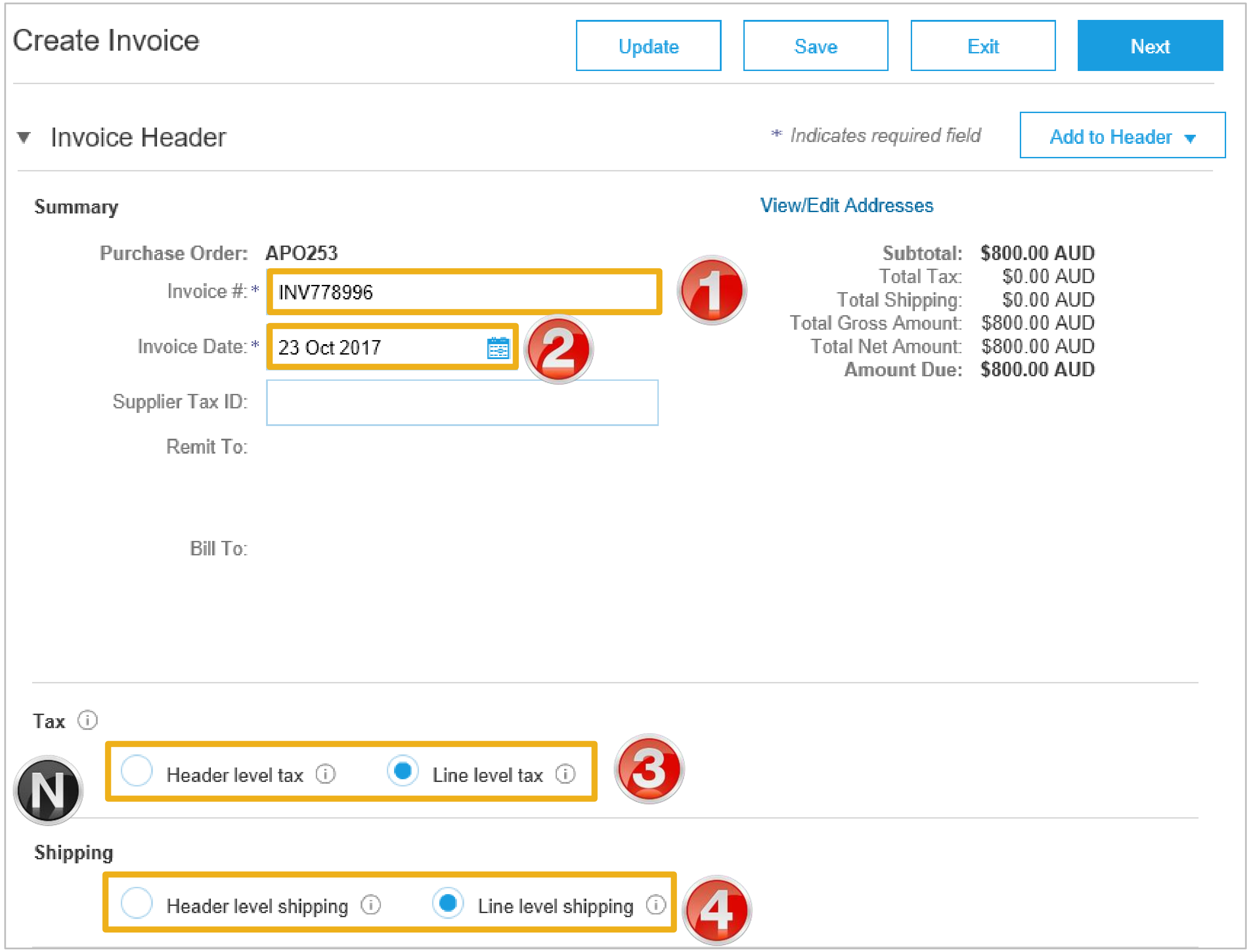
1. Enter the **Invoice #**
2. Check or enter the **Invoice Date**
3. Select either **Header level Tax** or **Line Level Tax**

If all items on the Invoice have the same tax rate select Header Level Tax, however if there are items on the Invoice that attract different levels of tax then select Line level tax

4. Select **Line level shipping** (only if shipping is going to be added)

Note: Your Buyer's transaction rules will determine whether you can add tax at Header or Line level

➢ Remember that anything with an asterisks is a required field and must be completed



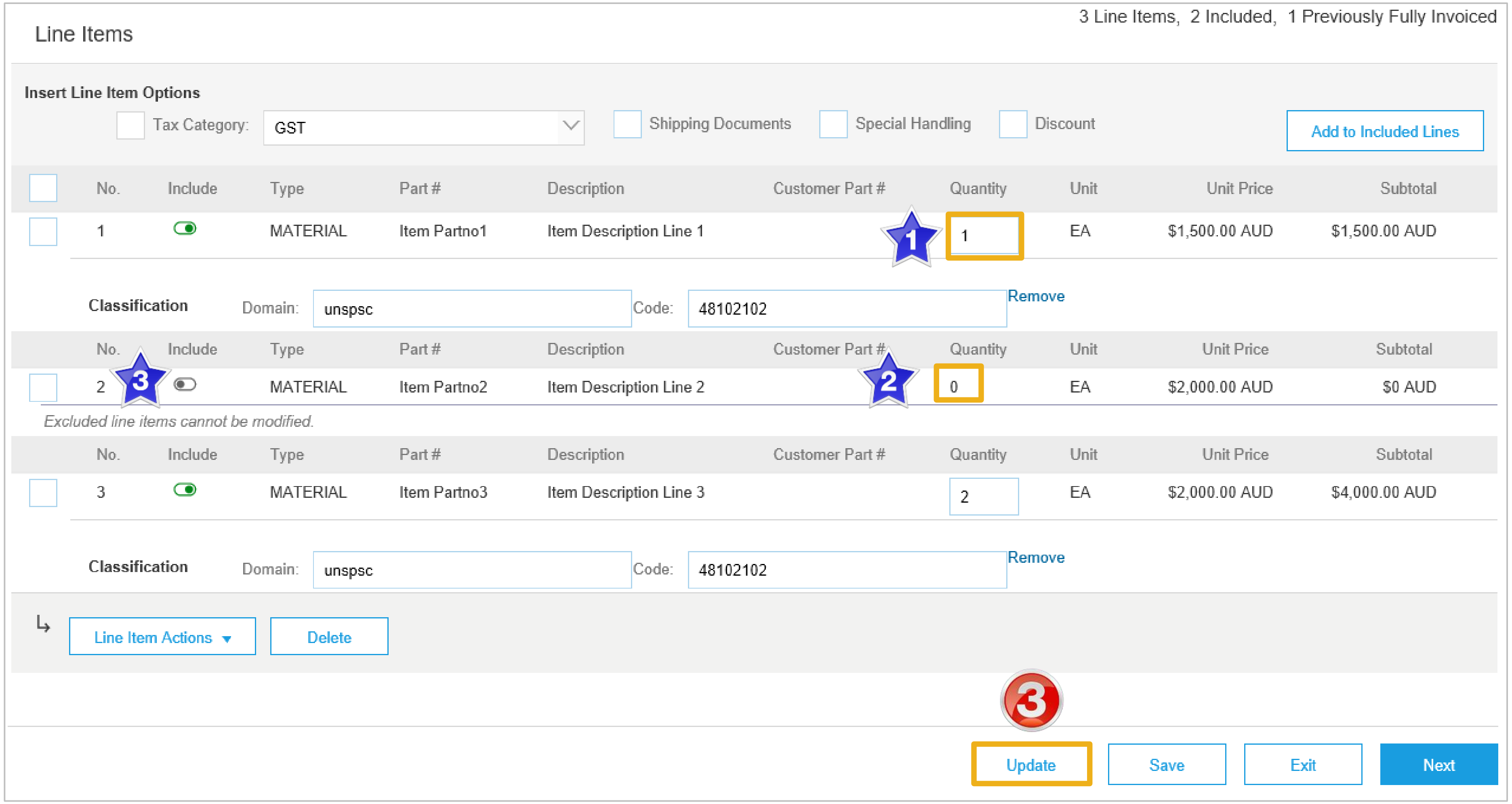
Completing a Partial Invoice – Line Level

- Complete the header Details as per standard invoice:
    - Invoice Number
    - Tax Rate
    - Shipping
    - Attachments (if required)
- Scroll down to Line items

    1) Only outstanding totals will be displayed in the Quantity field
    2) Zero indicates that the total on the Purchase Order has been fully invoiced
    3) Slide the Include from green to grey

- Complete line items details by indicating the correct quantities for invoicing

3. Click on **Update**



Completing a Partial Invoice – Line level cont.

4. Click on **Next**

➢ Screen displays **Create Invoice**

5. Click on **Submit**

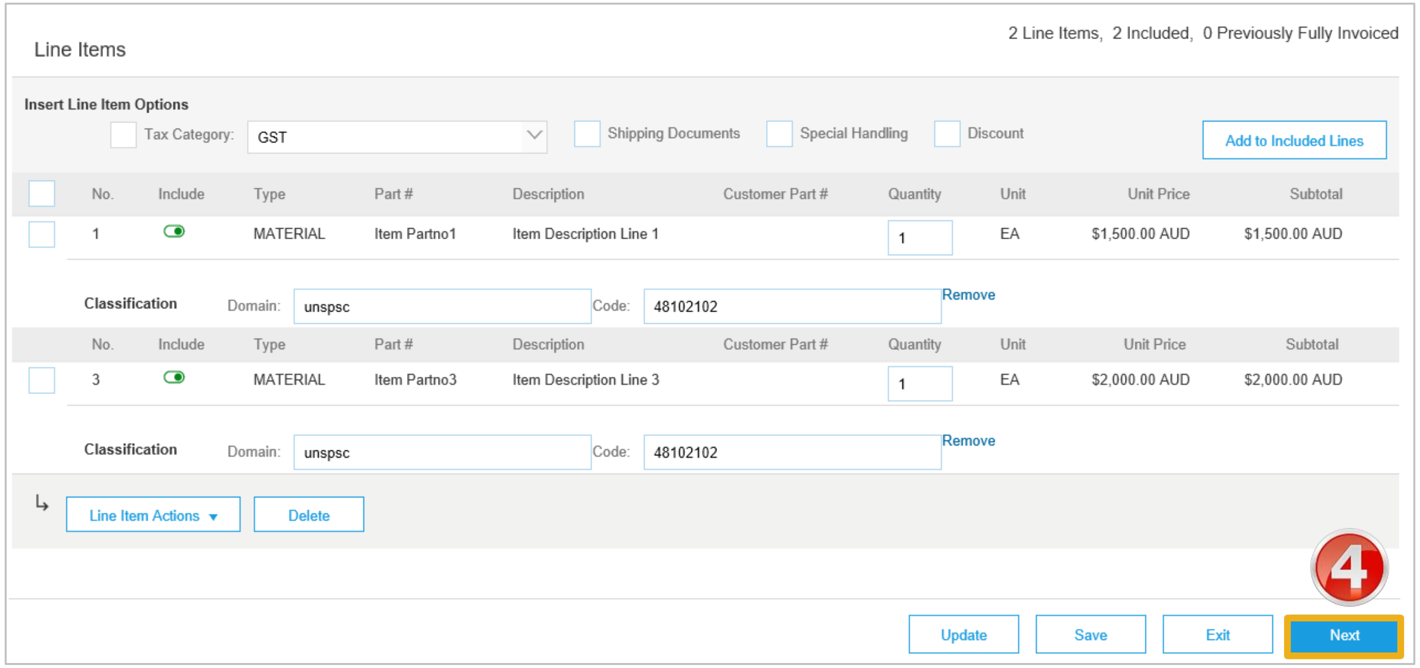
6. Click on **Exit**

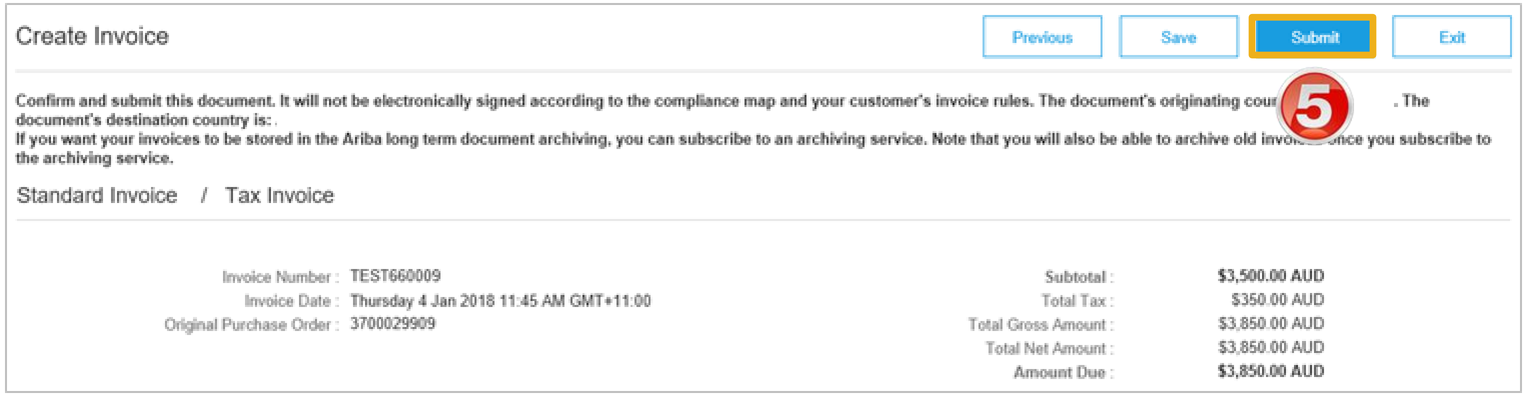
➢ Screen displays the Purchase Order with either:

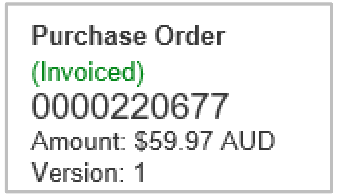
Invoiced as all items have been invoiced that were on the original Purchase Order

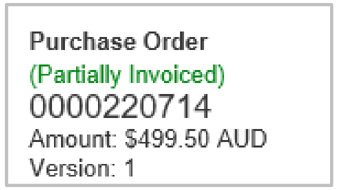
Or

Partially Invoiced as there are still items that have not yet been invoiced against the original Purchase Order









Contract Invoice

- Contract Invoices are created in the Ariba Network against Contracts that are in place between you and your Buyer
- The catalog items contained within the Contract are uploaded and updated by your Buyer
- Contracted services are typically where the supplier is performing recurring tasks as defined in a master agreement, where agreed pricing terms and rates exist and invoices are submitted at regular intervals (i.e. monthly).
- Please also note the following when creating invoices:
    - The Tax rate and category must be selected for each invoice
    - Taxes can be added at the header level or at line level
    - Partial invoicing is allowed

Contract Invoicing – General Information

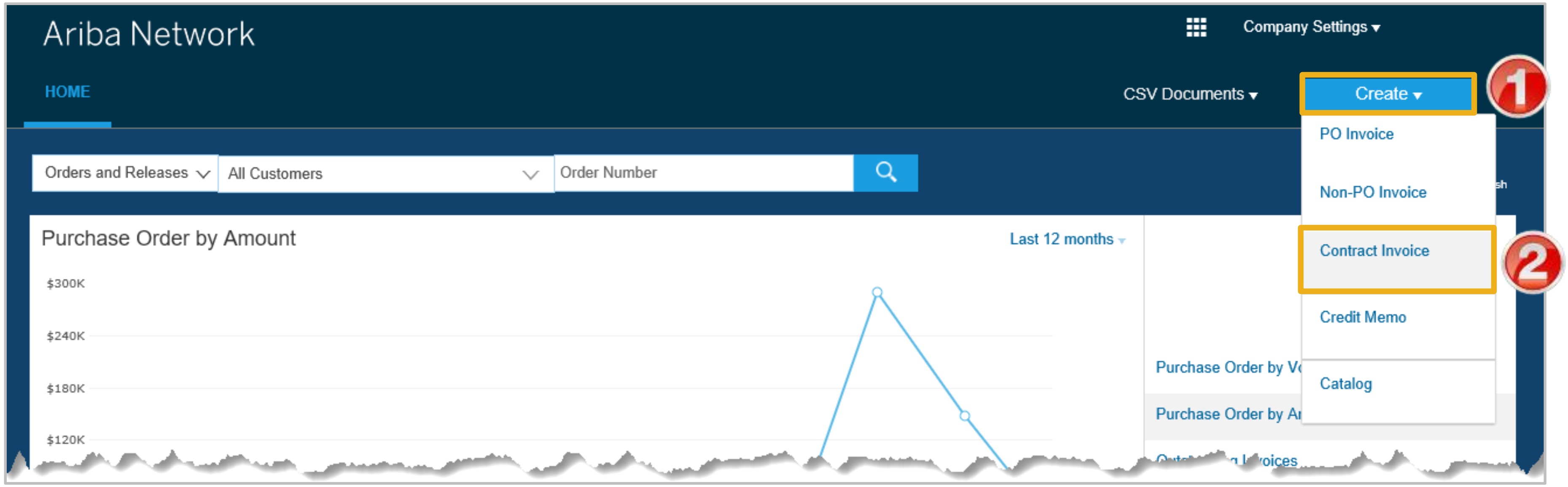
- All Contract Invoices display a zero value until you have added the required lines for invoicing
- Catalogs containing the contract items is maintained by the Buyer, where there is incorrect pricing or units of measure contact the requester
- The information contained within this guide may differ slightly in terms of fields that are required for completion, refer to the Supplier Education Materials Portal for information about Contract Invoicing (if this is your Buyer process) remembering that you access invoicing from the Dashboard or homepage
- You may or may not receive separate Purchase Orders when invoicing against a contract
- The total value of the contract is not displayed or shown
- Some Buyers will have Blanket Purchase Orders as part of their Contract process

Begin a Contract Invoice

- Log onto your Ariba Network
- The Dashboard or Homepage is displayed

1. Click on the **Create**
2. Select **Contract Invoice.**

- Screen displays **Create Contract Invoice: Select Customer**



Begin Contract Invoice

1. Click on **Select**

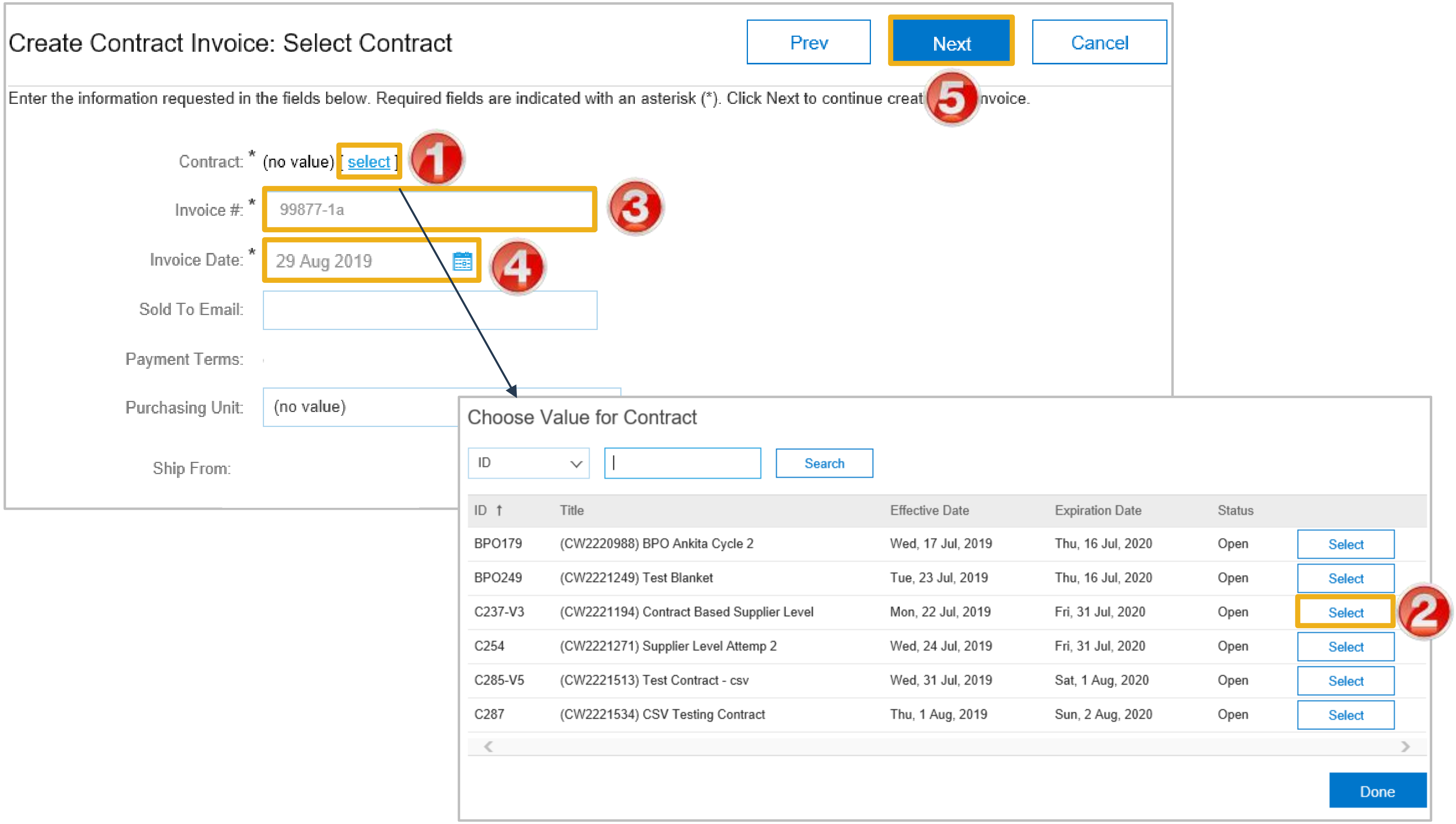
➢ Screen displays the **Choose value for Contract**

2. Select the contract required and click **Select**

➢ The contract number selected is displayed

3. Enter the **Invoice Number**
4. Enter the **Invoice Date**
5. Click on **Next**

➢ Screen displays **Create Invoice** header



Contract Invoice – Header Level

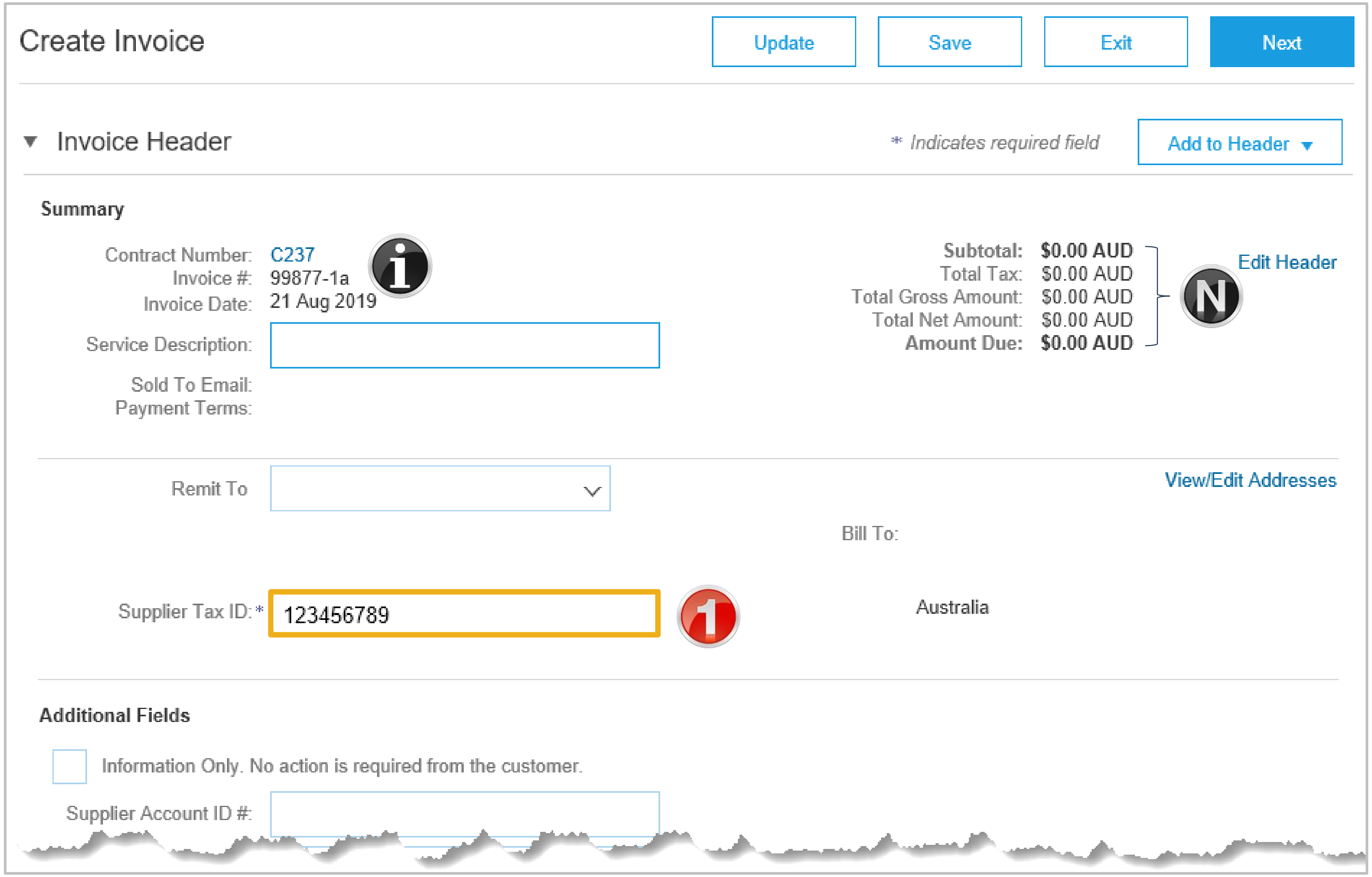
The information entered into the previous screen is auto-populated

Note: The value of the Contract Invoice is zero, this is due to the items of the contract have not yet been added

1. Enter or confirm the **Supplier Tax ID** (this is your ABN)

➢ All taxes are required to be entered at Line item level by your Buyer

➢ Scroll down to **Line Item Level**



Contract Invoice – Add Line Items

1. Click **Add Items**

   - ➢ Screen displays Create Contract Invoice: Add Contract Item
   - ➢ All items that are part of the Contract will be displayed

2. Enter the **Qty** based on the unit of measure

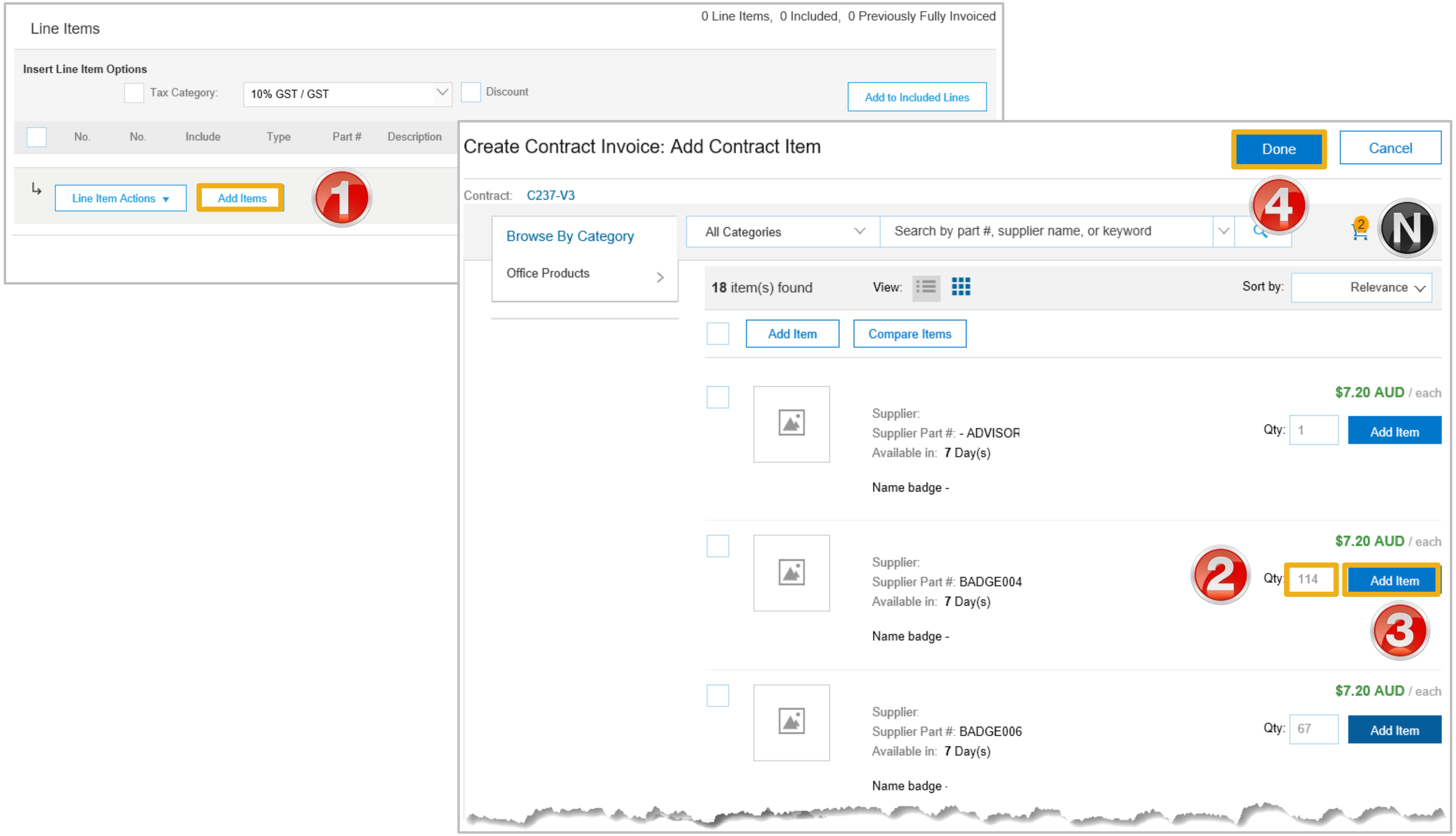
3. Click on **Add Item**

Note: The number of items added appears in the cart

- ➢ Repeat **Steps 2** and **3** until all items and their totals are added to the cart

4. Click **Done**

- ➢ Use View to change the view
  - ➢ List
  - ➢ Grid



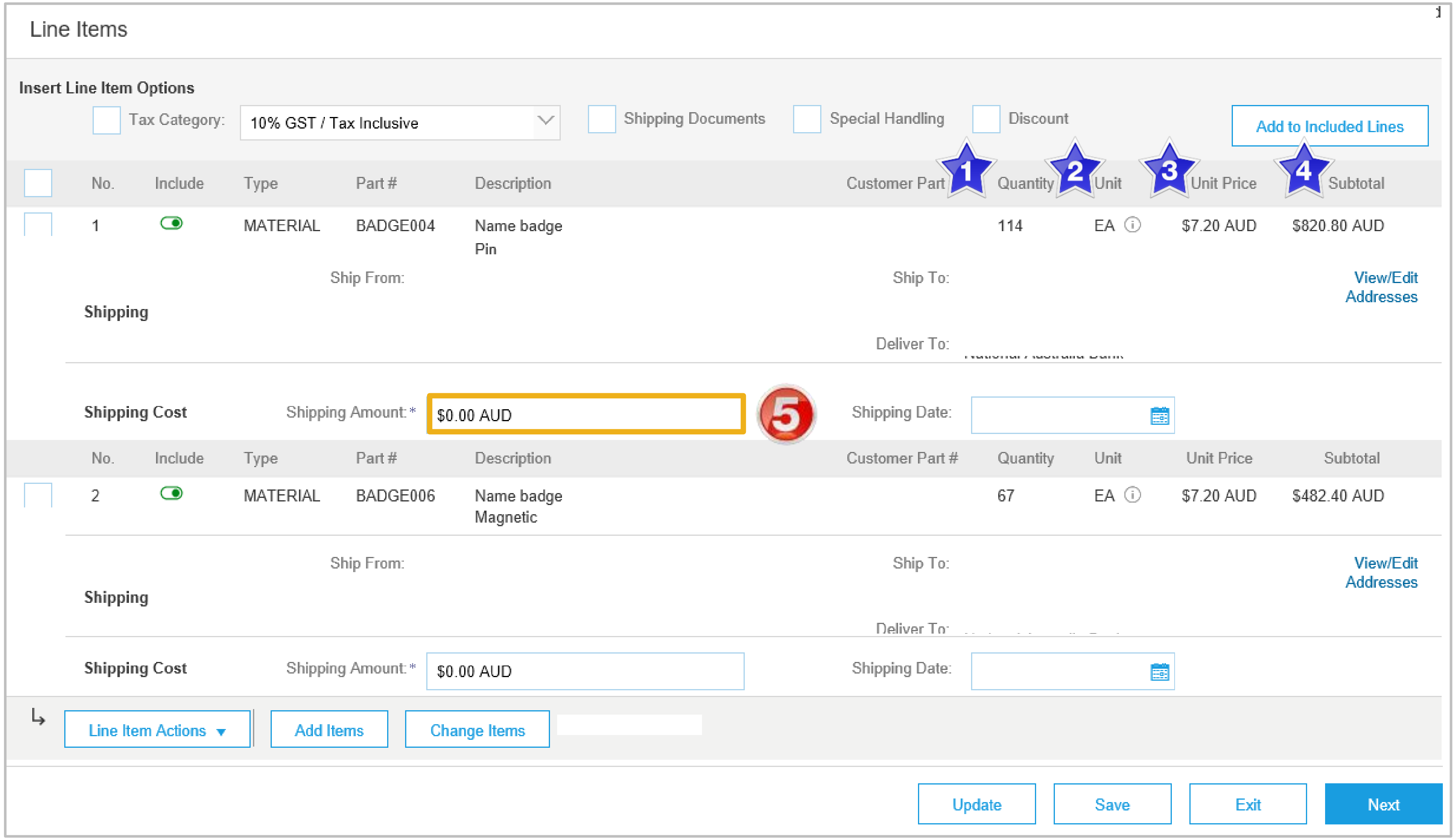
Contract Invoice – Add Line Items cont.

- Screen displays Line Items with all the items added from the selection of Contract Items

The items are displayed with the:

1) Quantity
2) Unit of Measure
3) Unit Price
4) Subtotal

5. Add Shipping where required (only add shipping at line level when shipping is ***not*** part of the total cost)



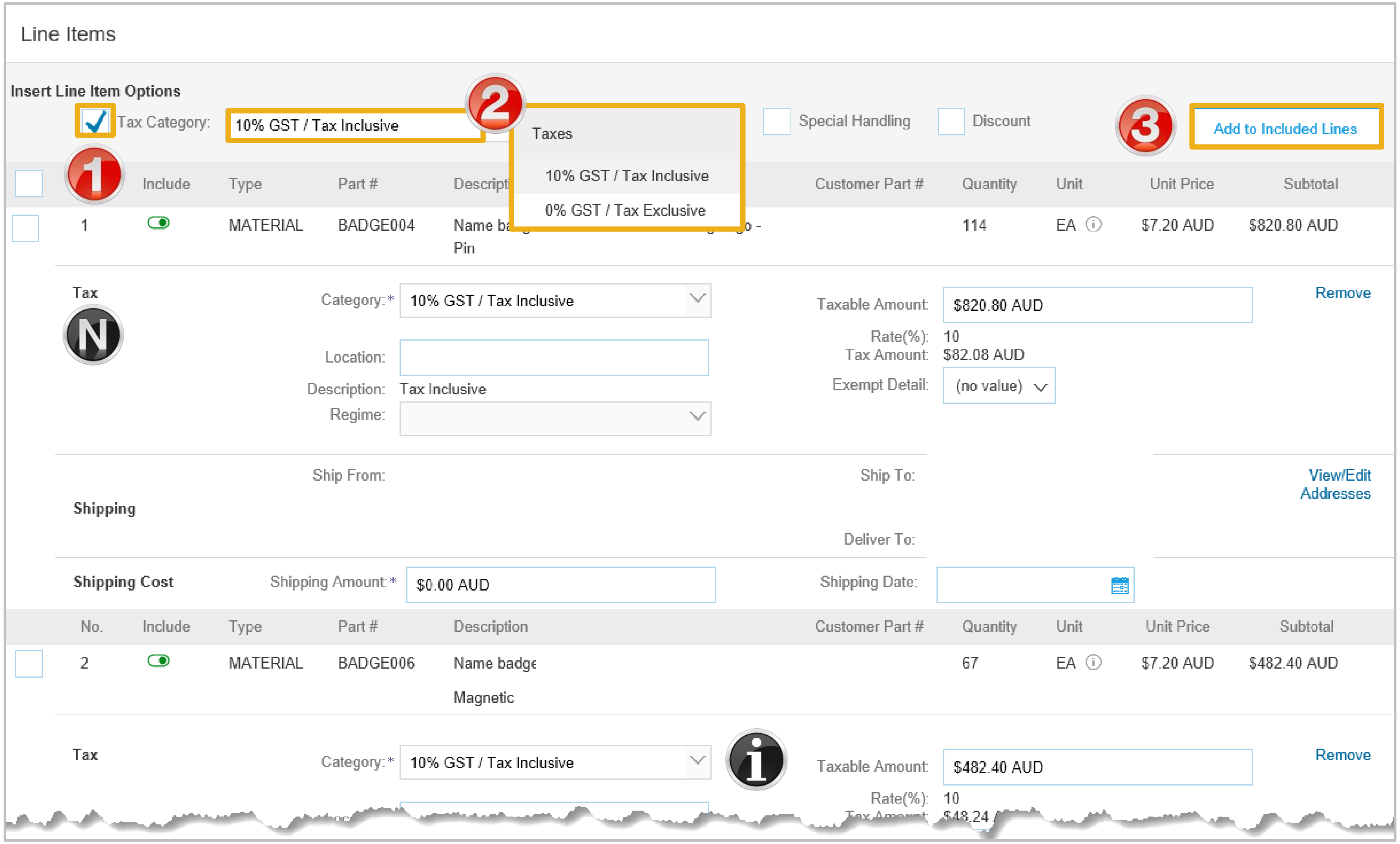
Contract Invoice – Line Level Tax

- All taxes must be added at Line item Level when transacting with your Buyer using the Ariba Network

1. Click **Tax Category**
2. Select the applicable **tax value** from the drop down list

Note: A Tax section will open for each item added onto the Contract Invoice

- If there are Items that are GST exclusive only change that specific line, apply the tax rate that relates to the majority of the items in the invoice.
- Go to **Slide ??**, Finalising a Contract Invoice



Contract Invoice – Change Item

- You have identified that you have either entered the incorrect total or line item and need to correct

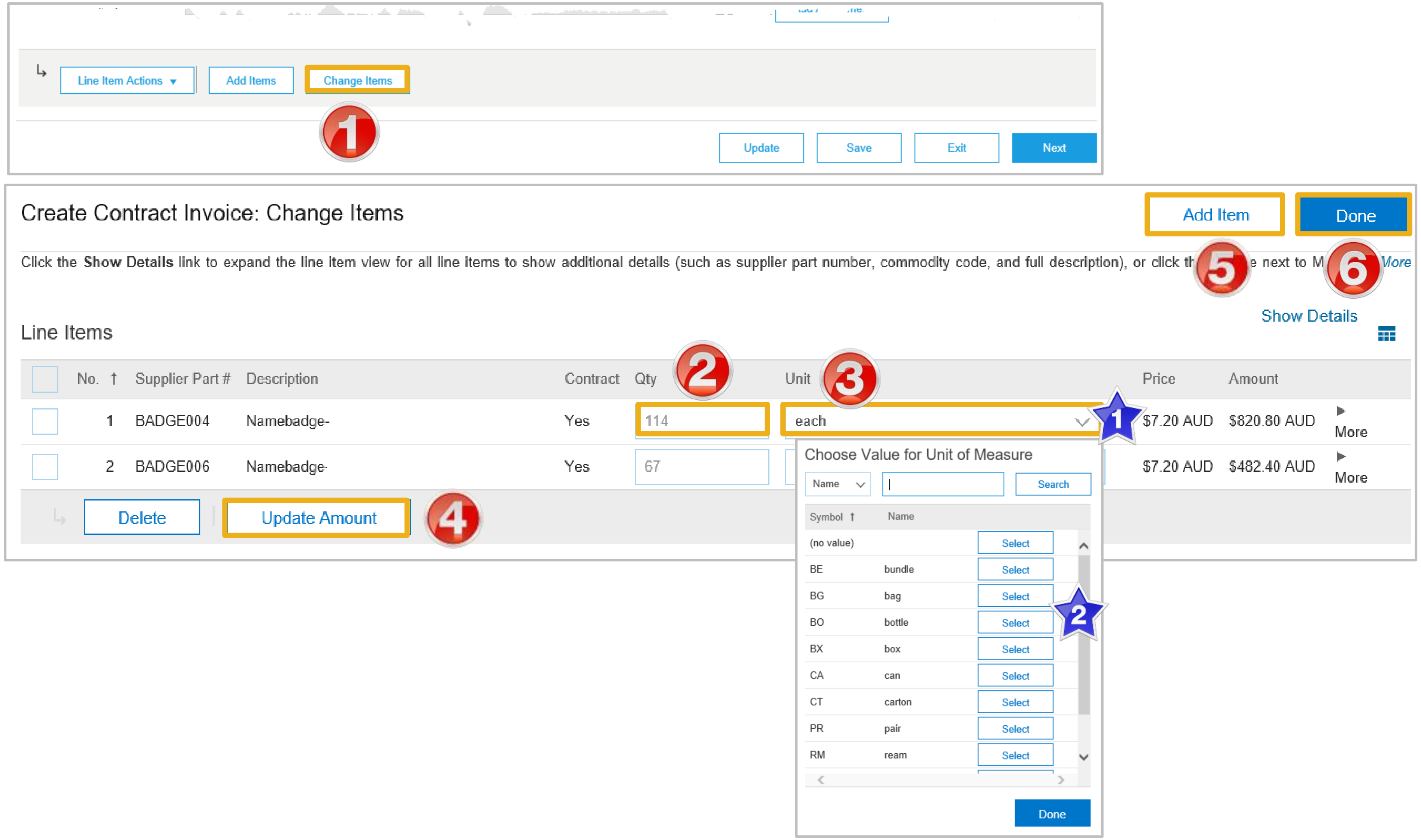
1. Click on **Change Item**

- Screen displays **Create Contract Invoice: Change Items**

2. To update an amount, click in the **Qty** field for the item you wish to change
3. Update the **Unit** of Measure (only where it is incorrect and required)
   1) Click on the **Unit** Down Arrow for the item
   2) Click on **Select** to choose the required Unit of Measure
4. Click on **Update Amount**
5. To add another item, click on **Add Item**, add the items

Note: The price cannot be changed as it is based on the Contract Terms

6. When all changes have been actioned, click on **Done**



Finalising a Contract Invoice

- ➢ Screen displays Line Item Level

1. Click on **Next**

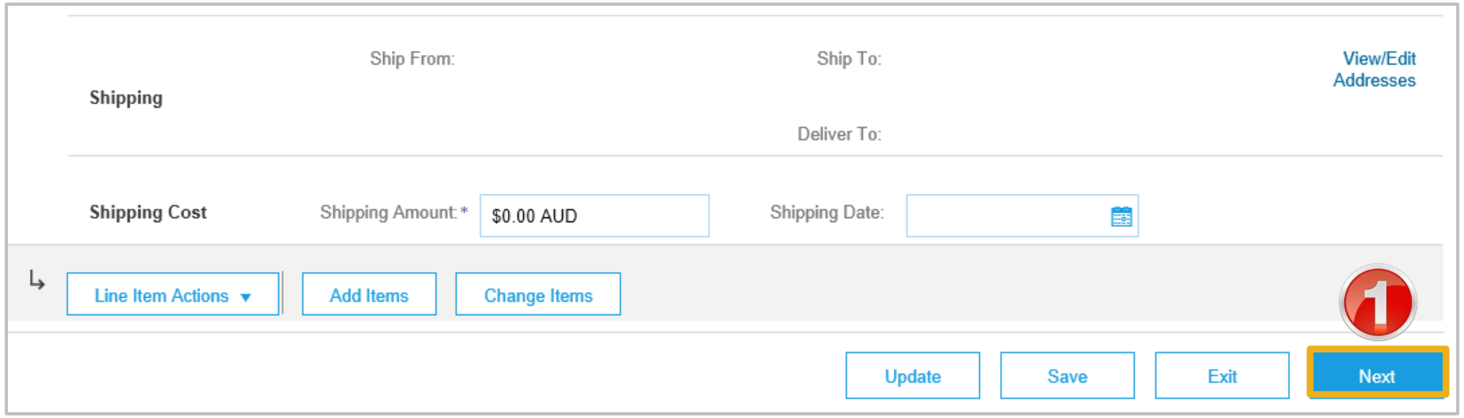
- ➢ Review the Contract Invoice

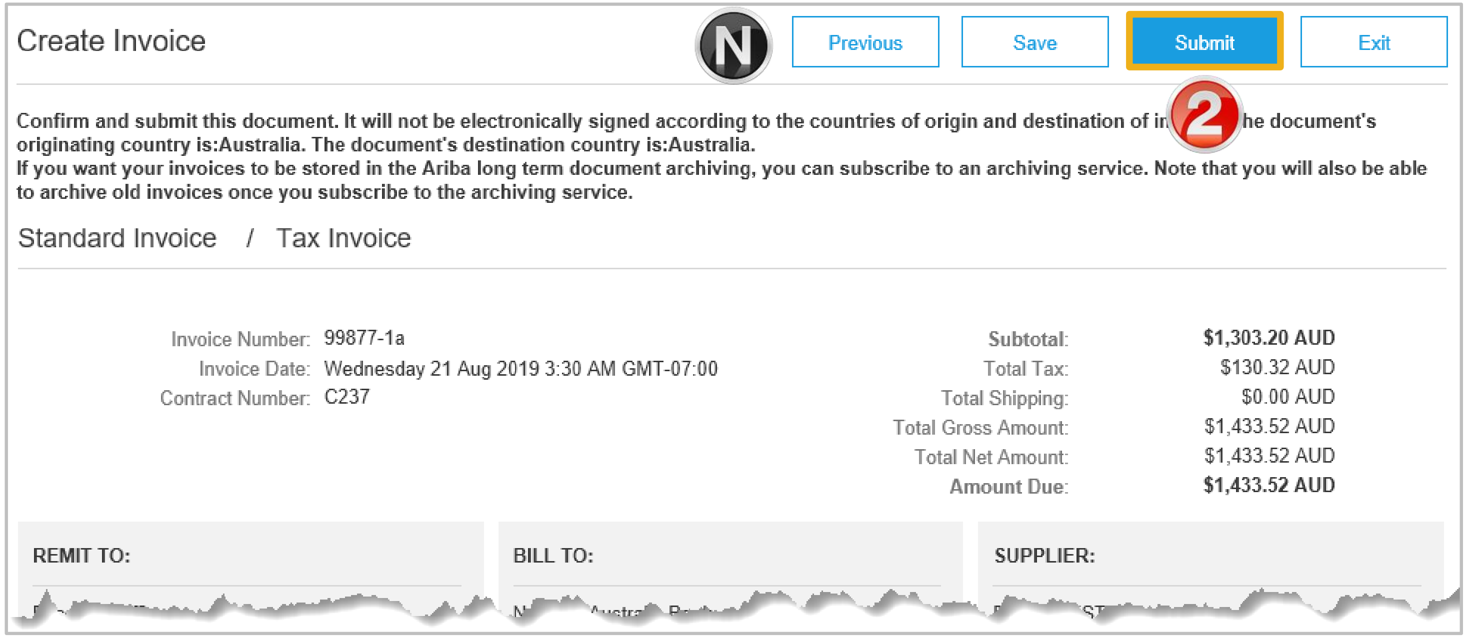
Note: Use **Previous** to return to Line Items to make changes if you have identified an error

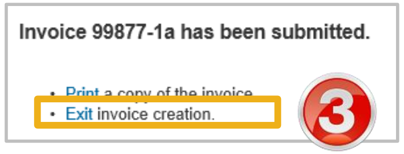
2. Click **Submit**

3. Click on **Exit**

- ➢ Screen displays the screen where the selection for contract invoices was made







Line Item Credit Memo

- Line Item Credit Memos can be sent to your Buyer via the Ariba Network and do not need to be sent via a separate email
- A Line Item Credit Memo is raised against an Invoice
- A Line Item Credit Memo can be raised for Quantity Adjustments and Prices Adjustments, this is dependant on the Transaction Rules set by your Buyer
- Please also note the following when creating a Line Item Credit Memo:
  - Credits are supported against specific line items from a previously submitted invoice
  - Credits can be for full or partial amounts

Line Item Credit Memo– General Information

- Line Item Credit Memos are against an Invoice, Standard Account users can access the required Invoice by locating and accessing the email with the Purchase Order to identify the Invoice
- Credits can occur on quantity or price adjustment, although this is determined by you Buyer, some buyers may only allow for quantity Line Item Credit Memos
- Credits should not be used to adjust Invoice totals due to an error or invoice rejection. For errors contact the requester and request the invoice be rejected and use the Edit and Resubmit process for reject Invoices but locating and opening the Rejected Invoice email (refer to **Slide 97, Edit and Resubmit**)
- All Taxes are applied based on the original Invoice created
- Default Shipping and other additions will be auto-populated based on the original Invoice
- Price Adjustment Line Item Credit Memos may not be available for transacting with all Buyers
- When using Price Adjustment, the unit price should be the actual price reduction not the correct unit price, the Unit Price entered will be deducted from the invoice, for example the original unit price was $35.00, but the Unit price should have been $34.98 – multiply the quantity by $0.02 not $34.98

Begin the Line Item Credit Memo – Via a Purchase Order

- Locate and open the email with the Purchase Order

1. Locate the **Invoice** that requires a Credit in Related Documents

2. Click to open the required **Invoice**

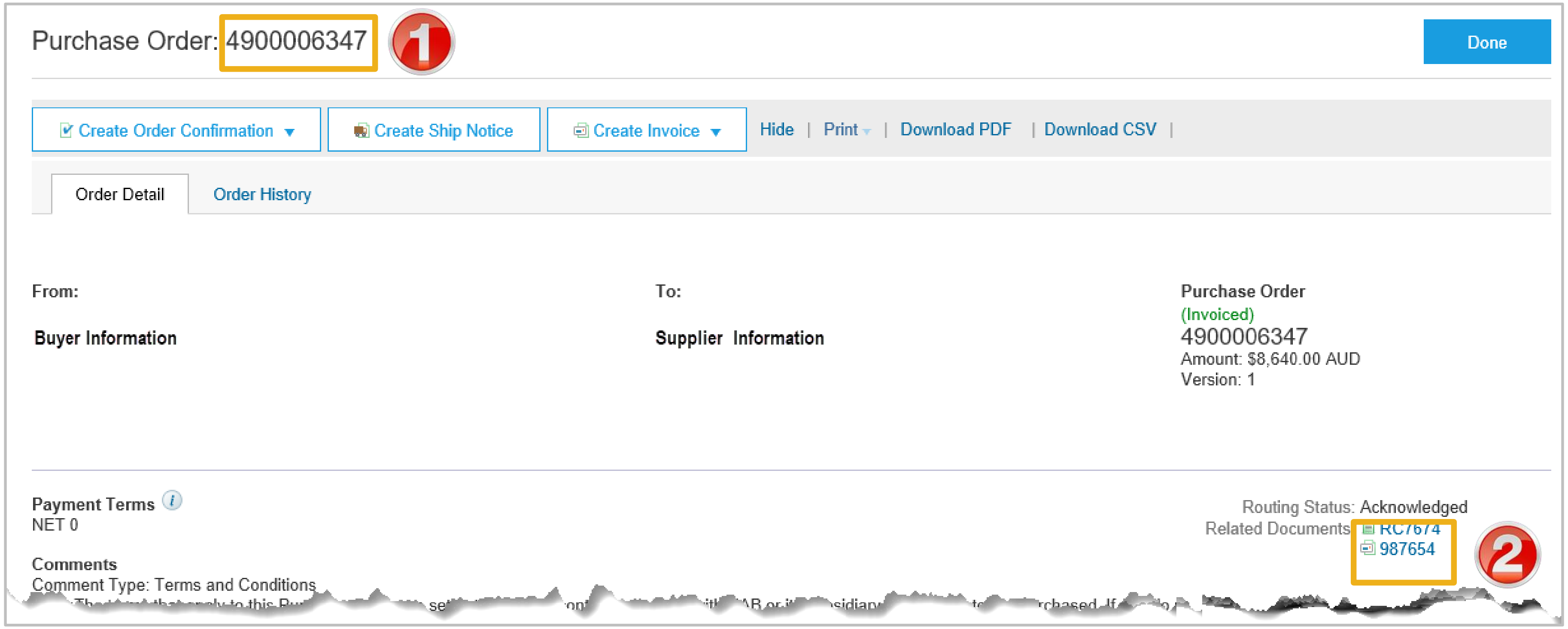
- The Invoice is displayed

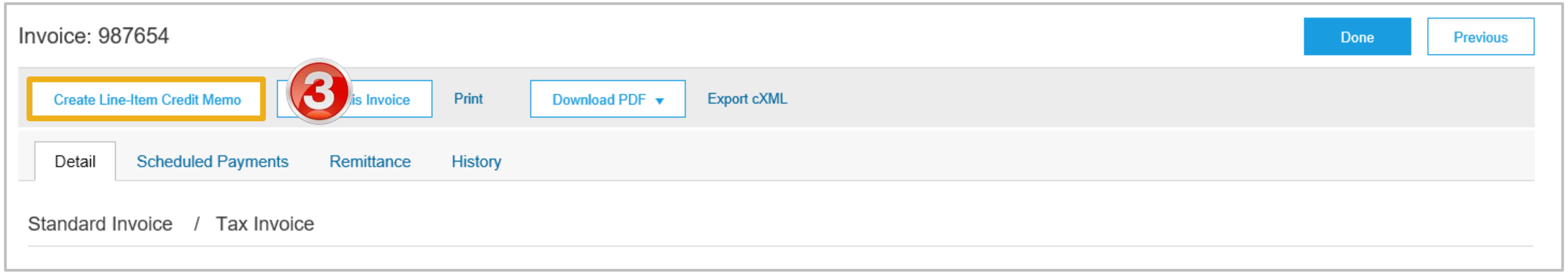
3. Click on **Create Line-Item Credit Memo**

- The **Create Line Item Credit Memo** is displayed

- Refer to **Slide 91** for Quantity Adjustment Line Item Credit Memo process

- Refer to **Slide 94** for Price Adjustment Line Item Credit Memo process





Line Item Credit Memo – Header Level – Quantity Adjustment

- The Invoice is displayed

1. Select **Quantity Adjustment**
2. Enter a **Credit Memo #**
3. Confirm the **Credit Memo Date**
4. Confirm or enter the **Supplier Tax ID**

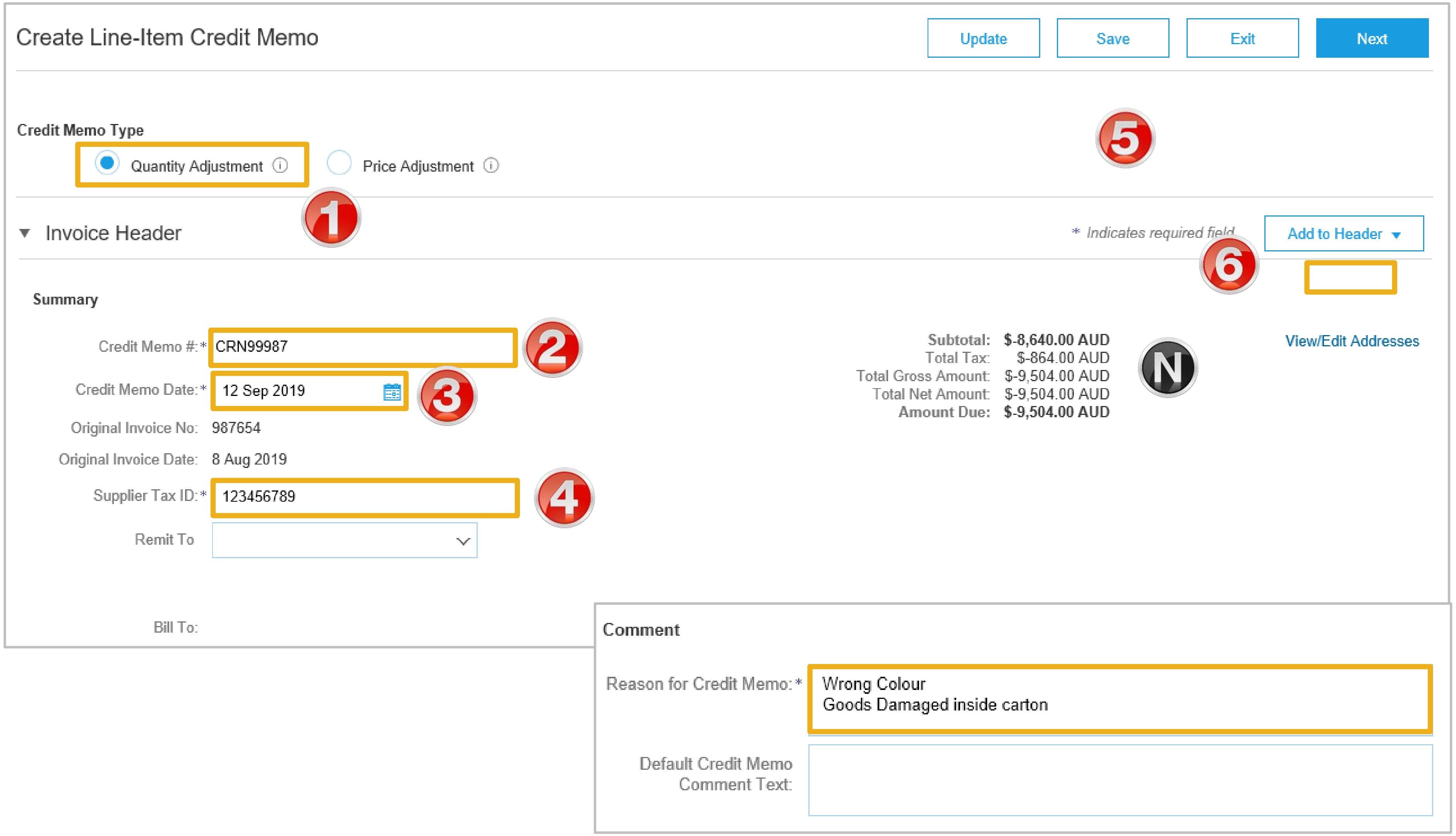
- Complete all fields with an Asterisks
- All other information in the Summary, Tax, Shipping, Special Handling, Discount, and Additional Fields should default

Note: All totals are shown as a Negative and tax must be added at Line item level

- Scroll down to locate **Reason for Credit memo**

5. Enter the **Reason for Credit Memo**

- Scroll down to Line items

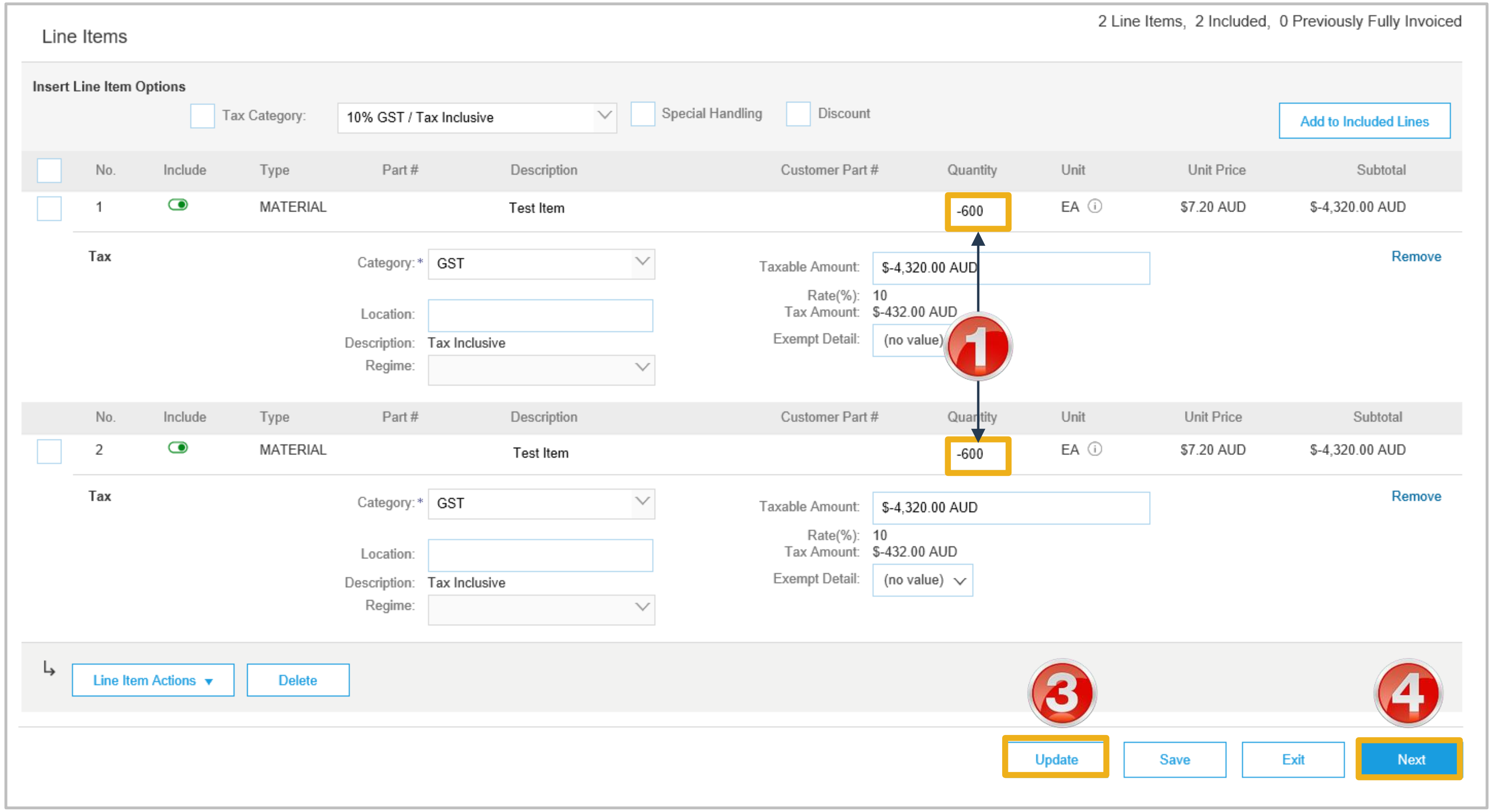


Finalising a Line Item Credit Memo – Quantity Adjustment

- Line Items is displayed

1. Locate and update the **Quantity** of the credit for each item
2. Remove items that are not required for credit using the Include Slide bar
3. Click on **Update** once all items have been actioned based on the Credit
4. Click on **Next**

- Screen displays the **Confirm Line-Item Credit Memo**



Finalising a Line Item Credit Memo – Quantity Adjustment cont.

5. Click on **Submit**

6. Click on **Exit**

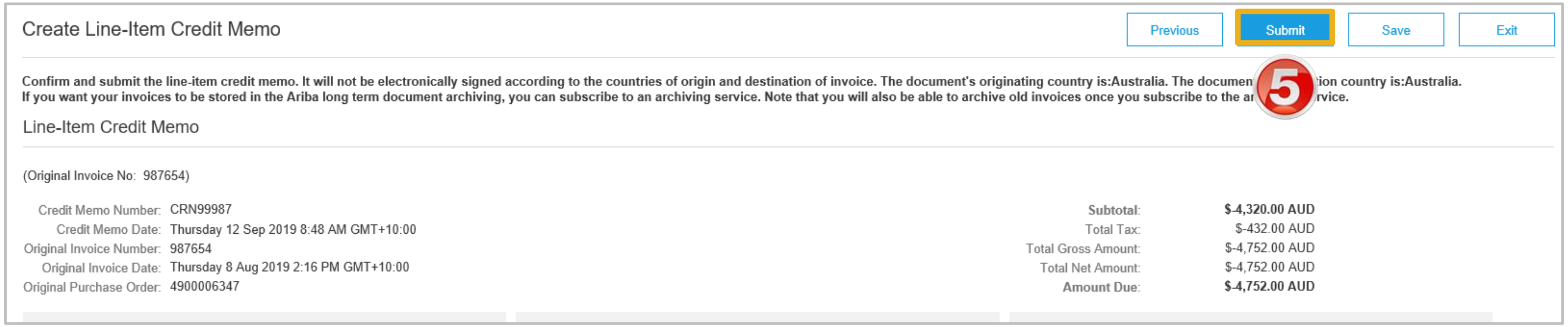
Note: There is no requirement to print the Credit Memo or send a copy to your Buyer

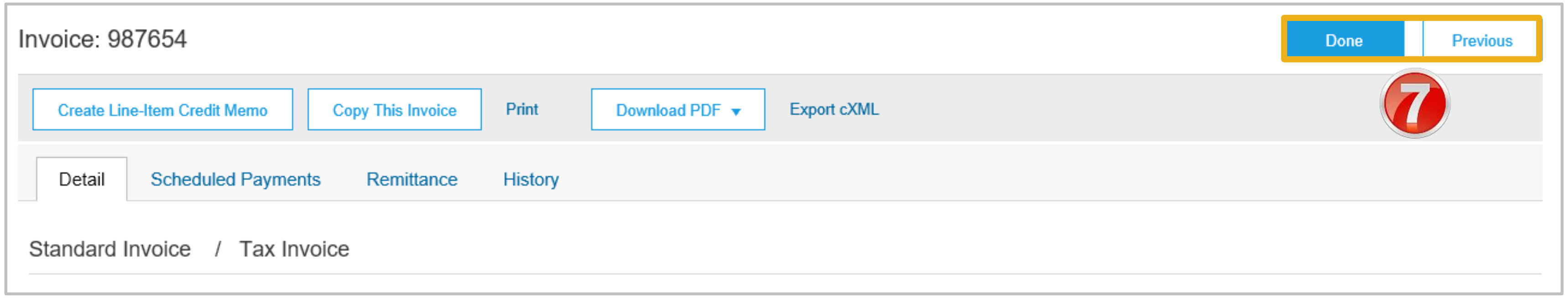
7. Click on **Done** or **Previous**

➢ Screen displays the Invoice the Line Item Credit Memo was actioned from

Previous – Returns to the Purchase Order

Done – Returns to Email





Line Item Credit Memo – Header Level – Price Adjustment

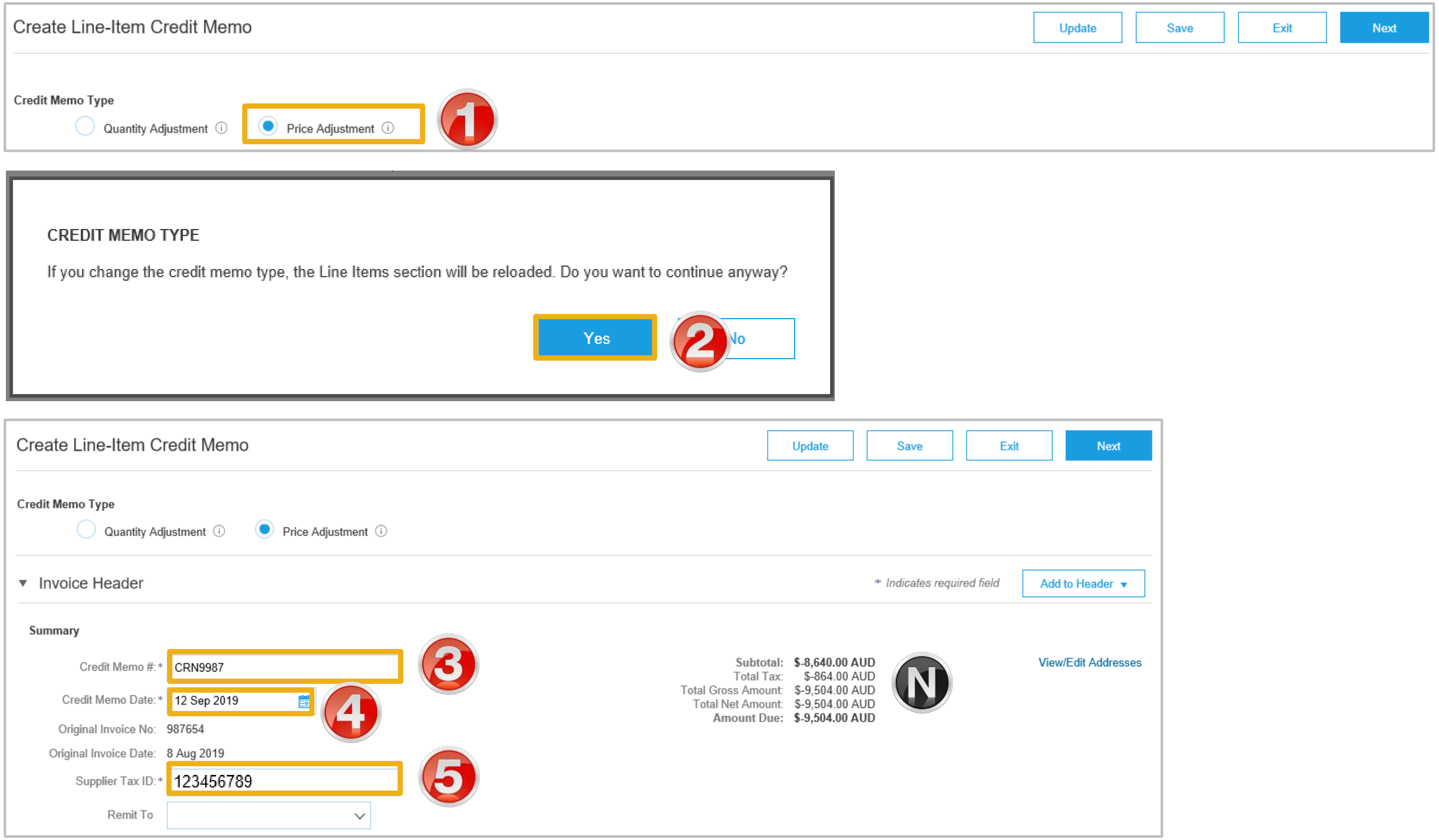
- Line Item Credit Memo is displayed

1. Select **Price Adjustment**

- Screen message displays

2. Select **Yes**
3. Enter a Credit Memo #
4. Confirm the **Credit Memo Date**
5. Confirm or enter the **Supplier Tax ID**

- Complete all fields with an Asterisks
- All other information in the Summary, Tax, Shipping, Special Handling, Discount, and Additional Fields should default
- Scroll to locate **Reason for Credit Memo**



Finalising a Line Item Credit Memo – Price Adjustment

6. Enter the **Reason for the Credit Memo** specifically in relation to price adjustments

➢ Scroll down to **Line Items**

7. Locate and update the **Quantity** of the credit for each item

8. Locate and update the **Unit Price for line item that requires a Price Adjustment**

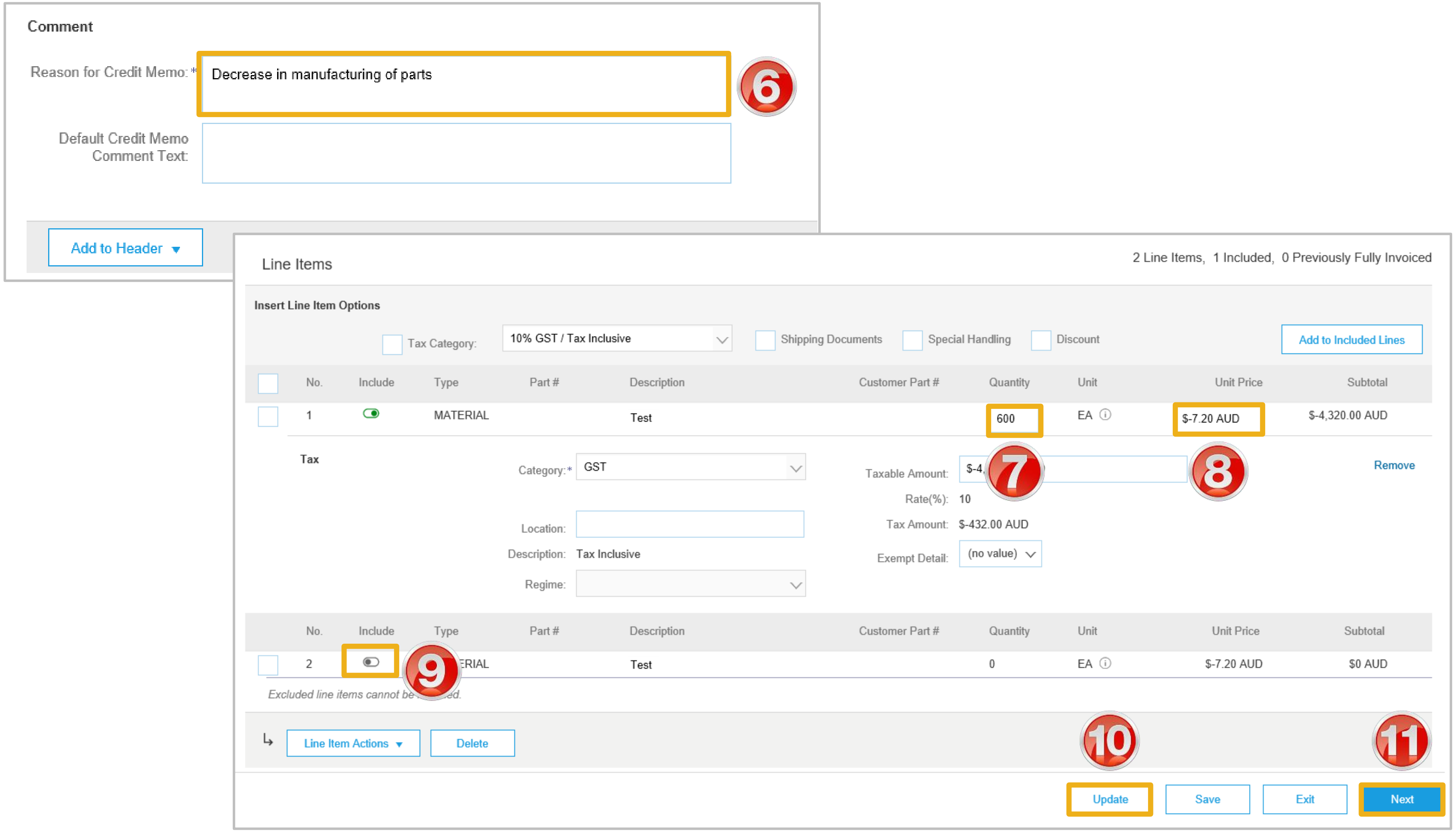
Note: The unit price should be the actual price reduction not the correct unit price, the Unit Price entered will be deducted from the invoice

9. Remove items that are not required for credit using the Include Slide bar

10. Click on **Update** once all items have been actioned based on the Credit

11. Click on **Next**

➢ Screen displays the **Confirm Line-Item Credit Memo**



Finalising a Line Item Credit Memo – Price Adjustment cont.

12. Click on **Submit**

13. Click on **Exit**

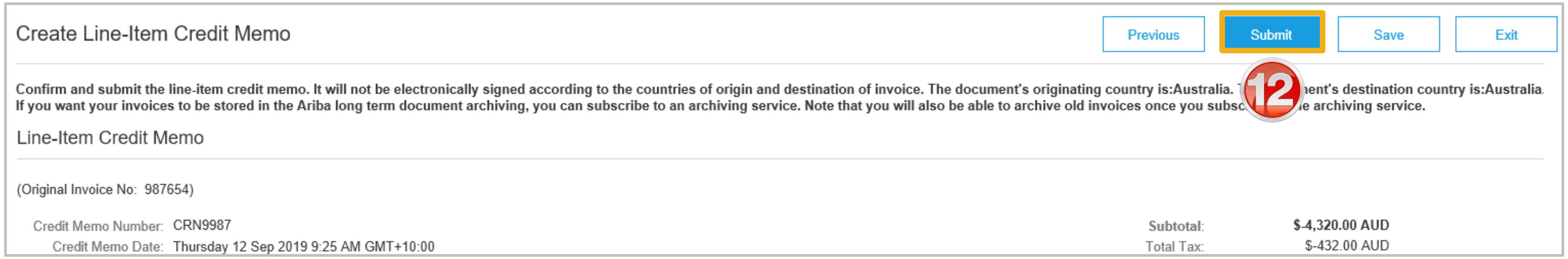
Note: There is no requirement to print the Credit Memo or send a copy to your Buyer

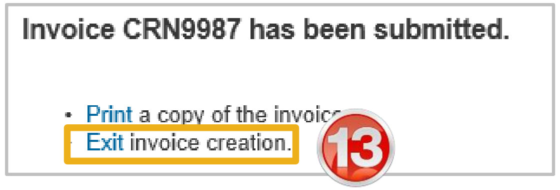
14. Click on **Done** or **Previous**

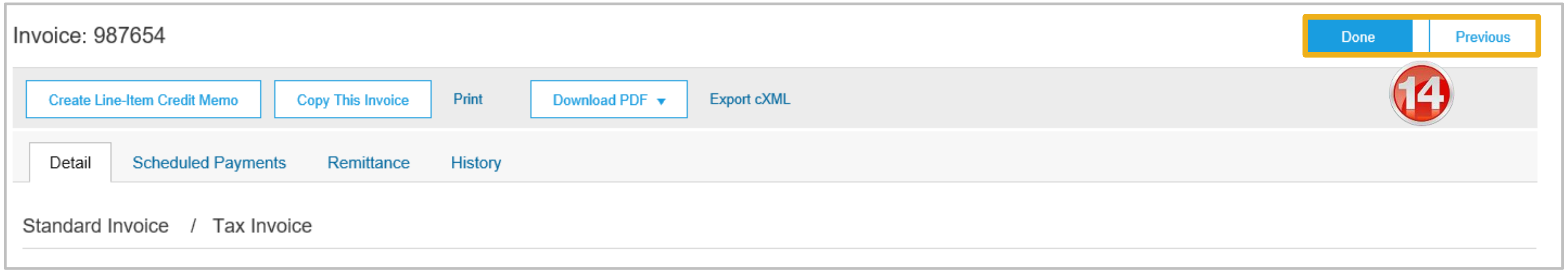
- Screen displays the Invoice the Line Item Credit Memo was actioned from

Previous – Returns to the Purchase Order

Done – Returns to Email







Edit and Re-Submit Invoices

- Invoices that are rejected by your Buyer and have been rejected
- Invoices can be rejected due to:
  - Missing information - for example a required attachment
  - Incorrect information
  - Added information to invoice – freight added but was not provided on the Order Confirmation
  - Requested by the Supplier due to Invoicing errors

Open and Review Rejected Invoice

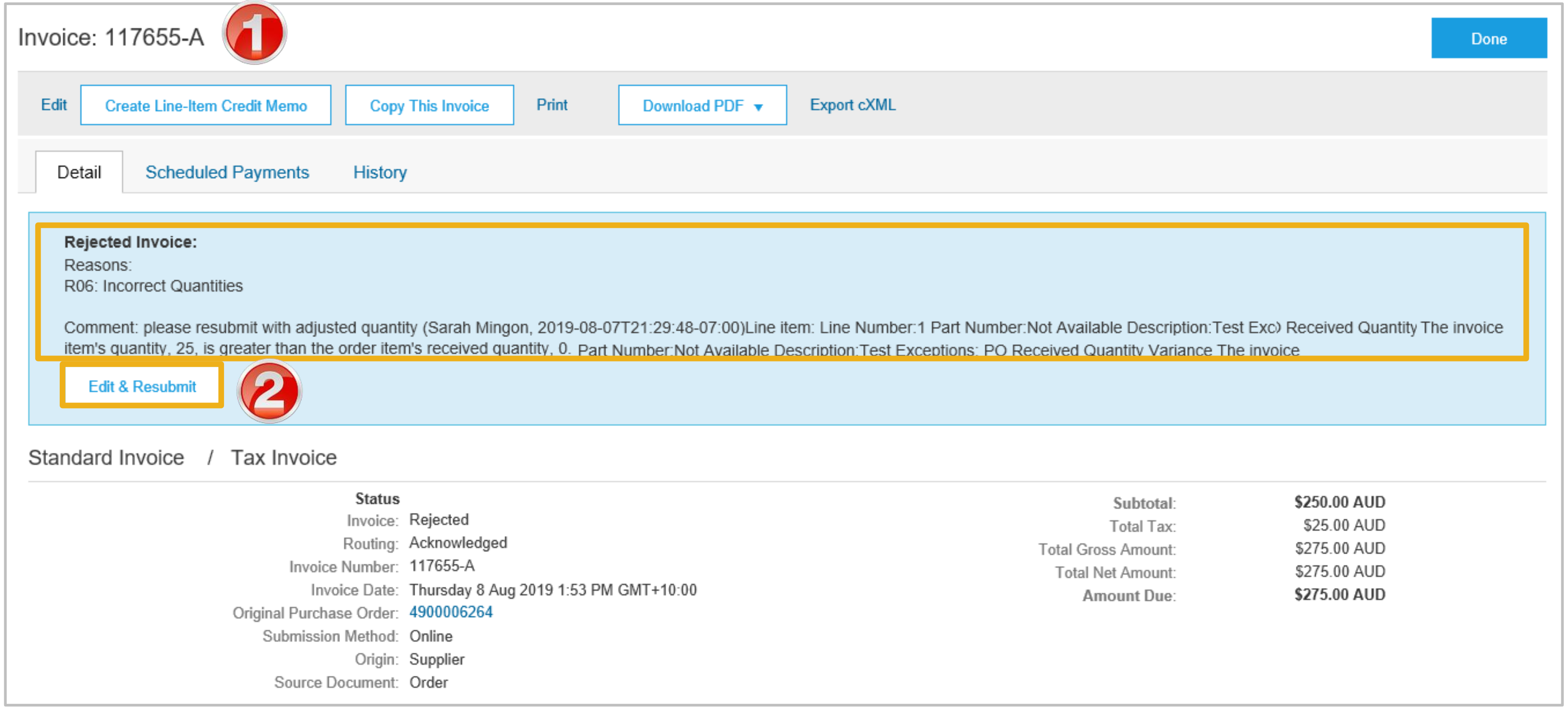
- Locate and Open the email indicating that an Invoice has been rejected

1. Open the Invoice

- The Rejection Reason is displayed

2. Click on **Edit and Resubmit**

- The Invoice is displayed
- Correct errors, these will usually have a red error message, refer to the relevant Invoicing Slide.
- Finalise



Support

Support Type	Description
Help Centre **For all your support needs**	Types of Support available: 1. User Community 2. Ask questions or view documentation 3. Email
Supplier Information Portal **(Location of Training Guide/s and Video/s)**	1. On the Home screen 2. Click on Company Settings 3. Click on Customer Relationships 4. Click on Supplier Information Portal
Ariba Network Training Request	E: an.sellertraining.aus@sap.com