



Ford/Ariba User Support Guide

Last Revised 17 Aug 2022



This guide is intended to educate Ford Aurora (SAP Ariba) users on resolution of issues encountered when using the system; some that prevent Ford from paying suppliers on time. This document will guide users to the specific issue causing their particular problem and explain the steps to fix that problem themselves. If these directions do not clear the problem, the guide will also provide a direct link to any detailed training available on the Ariba website for this particular issue. Finally, if that fails, the appropriate Help Desk link is also provided.

Introduction

The document has 4 parts:

- 1 Introduction – The purpose and design of the Guide Page 1
- 2 Index – Listing of the top payment issues by category Page 3
- 3 Flowchart – Where the top payment issues occur in Aurora Page 4
- 4 “1 Pagers” – Guide to resolve issues. Example below Pages 5 - 92

How Do We Upgrade Our Standard / Light Ariba Account To Enterprise / Full?
Audience: All Suppliers

OVERVIEW

Document Purpose

- This document will help suppliers upgrade their account from Standard (Light Enabled) account to Enterprise (Full Enabled) account

Issue

Upgrade From Standard To Enterprise Account

Fix

Step 1: Login – Upgrade

A. Log in to your Ariba Network Standard account and click **Upgrade**

Step 2: Enterprise Account – Upgrade from Standard

A. Click on **“Upgrade”** from the top of your Standard account screen

Additional Support

[Ariba Support link here](#)
[Click Here to Contact Ariba Support](#)

[Back to Index](#) [Process Flow](#)

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Issue causing the payment difficulty

Steps needed to fix the issue

Instructions to complete each step of the fix. Screenshots included where applicable

If this guide, nor the Ariba training solve the issue, please reach out to Help Desk

If needed, link to extensive and detailed training on the Ariba website for this issue

Back to Index button
Process flow button

Race flags indicate the end of guidance for this issue



SETTING UP YOUR ARIBA STANDARD / LIGHT ACCOUNT Supplier

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- [How Do We Upgrade Our Standard/Light Ariba Account To Enterprise / Full?](#)
- [How Do I Update Or Change The Main Address For My ANID?](#)
- [How Do I Add Multiple 5 Digit GSDB Addresses Under 1 ANID To Invoice Correctly?](#)
- [I Don't Know The ANID On My Account. How Do I Find This?](#)
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SUBMITTING TAXES ON INVOICES / CLEARING TAX INVOICE EXCEPTIONS Supplier

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- [How Do I Respond To A Collaboration Request Or Request More Details?](#)
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Process Flow



Ariba Support QRG

How can I get help and support or Contact

How do I use Ariba's Help Center/Contact Ariba?

How do I use Ariba Exchange User Community?

How do I find and use the extra resources Enterprise / Full suppliers get?

- How do I accept Ariba's TRR to set up my account?
- How do I update GSDB?
- How do we upgrade our Standard/Light Ariba account to Enterprise/Full?
- How do I update or change the main address for my ANID?
- How do I add multiple 5-digit GSDB addresses under 1 ANID to Invoice correctly?
- I don't know the ANID on my account. How do I find this?
- Ariba is sending me too many e-mails. How do I tailor the ones I get?
- I can see my latest POs on the AN but not the older ones
- I lost the PO e-mail. How do I resend it?
- How do we upgrade our Standard/Light Ariba account to Enterprise / Full?
- How do I see Collaboration requests and assign them to people in my company?
- How do I respond to a Collaboration Request or ask for more details?
- How do I set myself or others up so I can work on Collaborative Requests?
- How do I see which of the many "Status's" my Collaborative Request is in?
- How do I Revise a Collaborative Request?
- How do I Withdraw a Collaborative Request?
- How do I Decline a Proposal for a Collaboration Request?
- How do I set myself up to receive Collaboration Request e-mail updates?
- Receiving Goods/Services
- How do I register my account and submit invoices with (or w/out) the PO e-mail?
- I'm Invoicing and being asked if this is Direct Pay. How can I tell?
- How do I create an invoice from my Standard/Light Account?
- My Invoice Failed due to "Invalid Address" so I need to update my remit address
- What fields do I use to add VAT to an Invoice?
- How do I find the status of my invoice I submitted in Ariba
- If My invoice is rejected, how do I find out why?
- My Invoice was rejected with a "PO received quality variance exception"
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- My Invoice was rejected with an "Under Price variance exception"
- My Invoice was rejected with an "PO received line amount variance exception"
- My Invoice was rejected with an "Invalid Invoice Date exception"
- My Invoice was rejected with an "Invalid Invoice Date (Original) exception"
- How to Submit a Backdated Rejected Invoice with the Original Date?
- My Invoice was rejected with a "W9 Error exception"
- How can I tell which "Tax Type" to select on my Invoice?
- My Invoice was rejected with an "Invalid Tax Point Date exception"
- My Invoice was rejected with an "Invalid India GST Invoice Number exception"
- My Invoice was rejected with a "Tax Variance exception"
- My Invoice was rejected with a "Missing Withholding Tax exception"
- How Do I Upload a Mexico CFDI Invoice file?
- How does my company change who the Ariba Administrator is?
- I don't know the Ariba Administrator for my account. How do I find this?
- How do I add my e-mail, so I get notifications from Ariba?
- How can my company's Ariba Admin add me as a user of our account?
- How does our Ariba Admin assign me a specific Role?
- How does our Ariba Admin create a custom role for me?
- How do I add GST and other tax and financial information?
- How do I respond to an RFP Event?



I Got My First PO Via E-mail. How Do I Set Up My Standard/Light Account?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers set up standard (light enabled) Ariba network account

Issue

How Can I Set Up My Account When I Receive An Initial Purchase Order Notification?

Fix

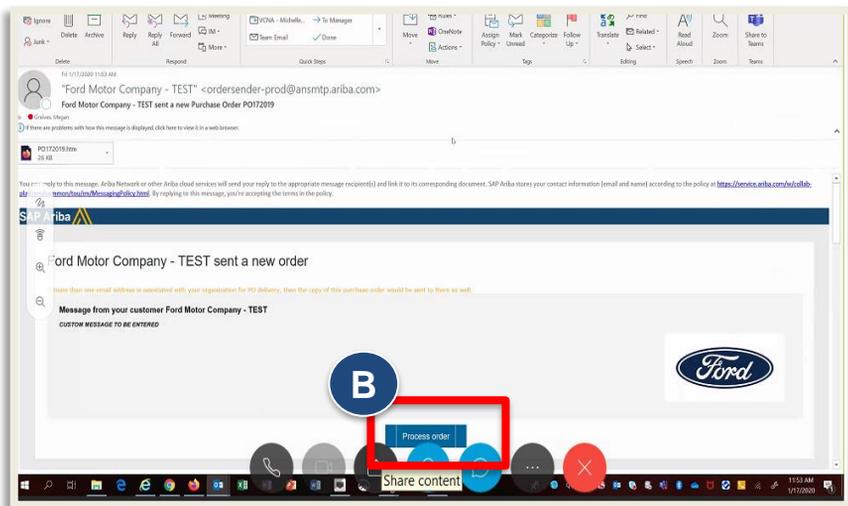
Step 1: Email Notification – Process Order

Step 2: Register or Use Existing account

Step 3: Setting up New Account

Step 1: Email Notification – Process Order

- When a PO is raised, an email notification is sent from Ford Motor Company (ordersender-prod@ansmtp.ariba.com) to the confirmed contact containing a link
- You must click on the “**Process Order**” link within the email
- If you are creating a new account, please bypass the “**review accounts**” button by clicking “**x**” in the top right



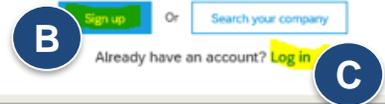


I Got My First PO Via E-mail. How Do I Set Up My Standard/Light Account?

Step 2: Register Or Use Existing Account

- A. You will be routed to log in or sign up for Ariba network
- B. If you are setting up a new account, click on **“Sign Up”**
- C. If you are setting up an existing Ariba account, click on **“Log in”** and enter your current Ariba credentials.

Join your customer on Ariba Network!



Note: Only the current Administrator can set up your existing account for Ford

Step 3: Setting Up New Account

Once you click **sign up**, you need to fill in required details

- A. The username must be in an **email format** and must be unique
- B. Complete other required information and click **register**
- C. If your company already has an existing Ariba account, you will be asked to **review accounts**
- D. You can not bypass the screen select **“Review accounts”**

Note: If you already have an Ariba account with other buyers, the system admin will need to set up this account to transact with Ford. Please forward the PO email to your system admin. The admin will sign in with their existing Ariba credentials from the PO link. This will allow them to link the PO to the existing account.

Review duplicate Account

We noticed that your company may already register an Ariba Network account, please review the match results below, then:

- You can log in the account you are associated with
- Or, you can view the profile and contact the account administrator **E** in there
- Or, if there is no match, you can **Continue Account Creation** and we will progress your registration
- Or, you can [Go back to previous page](#)

- E. If the company already has an Ariba admin, the admin will have to go through the email, and click on log in with their credentials, but if you want to continue to create the account, please click **“Continue Account Creation”**

Additional Support

- [Access Ariba Support docs here](#)
- [Contact Supplier Enablement mailbox](#)





How Do We Upgrade Our Standard / Light Ariba Account To Enterprise / Full?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers upgrade their account from Standard (Light Enabled) account to Enterprise (Full Enabled) account

Issue

Upgrade From Standard To Enterprise Account

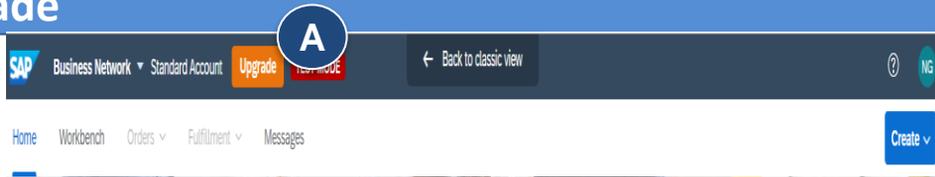
Fix

Step 1: Login – Upgrade

Step 2: Enterprise Account – Upgrade

Step 1: Login – Upgrade

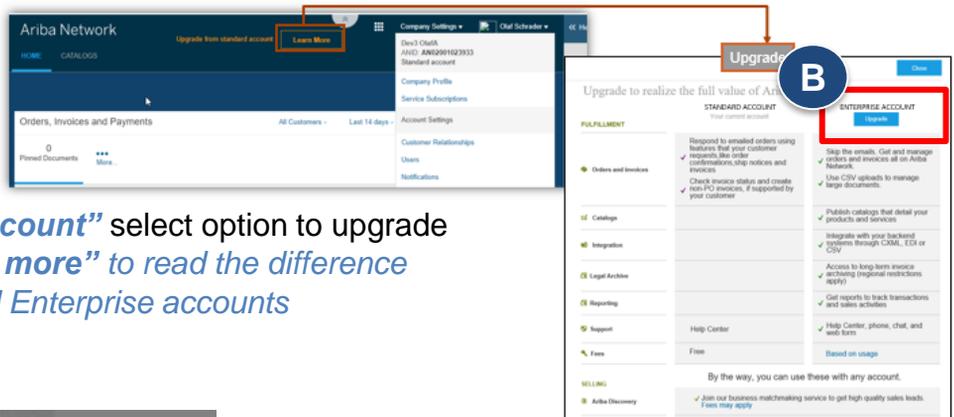
- A. Log in to your Ariba Network Standard account and click **Upgrade**



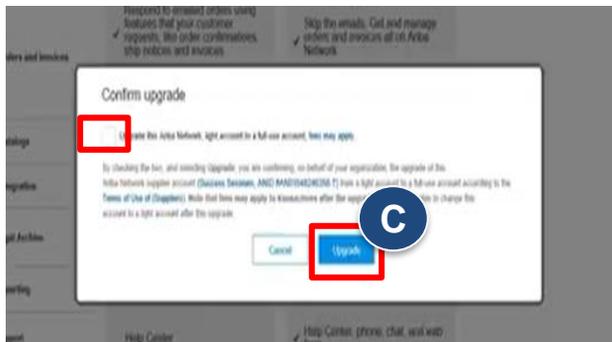
Step 2: Enterprise Account – Upgrade from Standard

- A. Click on **“Upgrade”** from the top of your Standard account screen

How To Upgrade from Standard Account To Enterprise Account



- B. Under **“Enterprise Account”** select option to upgrade
Note: Click on “Learn more” to read the difference between Standard and Enterprise accounts



Note: Typically, there is a fee based on the number of transactions you exchange with a customers AN however, Ford made substantial investment to limit supplier impact and will cover 100% of fees related to Ford transactions.

- C. Check the box to agree the terms and conditions and click on **upgrade**

Additional Support

- Access Ariba Support docs [here](#)
- Click [here](#) to use Ariba’s Help Center





OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers update/add additional address in Ariba Network

Issue

Update / Add Additional Supplier Addresses

Fix

- Step 1:** Important Information
- Step 2:** Update / Change Addresses

Step 1: Important Information – Understanding Addresses On PO

Note: *Bill From* and *Supplier Address* will default from the Supplier Ariba Network Company Profile address.

- A. *Supplier AN Account profile*** – This address will be the Supplier Address and Bill From on the Invoice. The same will be defaulted in Bill From Country field in P2P

From:
FORD MOTOR COMPANY, A DELAWARE CORPORATION
 ONE AMERICAN ROAD
 DEARBORN , MI 48126
 United States

To:
Ford Supplier Integration TEST SUPPLIER
 15575 Lundy Pkwy
 Dearborn , MI 48126
 United States
 Phone: +1 (313) 3221816
 Fax:
 Email: SFord80@Ford.com

Purchase Order (New)
 PO17635
 Amount: \$550,000.00 USD
 Version: 1

A This address comes from Supplier Ariba account profile

- B. *Supplier Company Profile*** – This address doesn't come from the supplier company profile. It comes from the PO.

Contact Information
Seller Entity: Ford Supplier Integration TEST Detroit
 Doc 1
 0219A - WAYNE ASSEMBLY PLANT
 1000 Joy Road
 Detroit , MI 48228
 United States
 Address ID: Ford Supplier Integration TEST Detroit

B This address comes from the Purchase Order





How Do I Update Or Change The Main Address For My ANID?

Step 2: Update/Change Address

Note: When doing a PO flip, make sure the address in the **additional fields** section is the same address as what was sent on the PO.

A. The default address is your Ariba profile address, and this may not be the same as your PO address. **Note: If this doesn't match the PO, the invoice will get rejected!**

Additional Fields

Information Only. No action is required from the customer.

Supplier Account ID #: Service Start Date:

Customer Reference: Service End Date:

Supplier Reference:

Payment Note:

A Supplier: **Ford Supplier Integration TEST SUPPLIER**
Dearborn , MI
United States

Customer: **FORD MOTOR COMPANY, A DELAWARE CORPORATION**
DEARBORN , MI
United States

Email:

B View/Edit Addresses

This is Ariba Profile address

B. To change this address, click “**View/Edit Addresses**” and select the correct address from the dropdown

VIEW/EDIT ADDRESSES

* Indicates required field

Supplier

Name:

Department Name:

Address 1:

Address 2:

Address 3:

City:

State:

Zip:

Country:

This selection will refresh the page content.

Customer

Name: **FORD MOTOR COMPANY, A DELAWARE CORPORATION**

Department Name:

Email:

ONE AMERICAN ROAD
DEARBORN , MI 48126
United States

Note: If the address does not pop up, you will need to review your company settings and add the additional address.

Additional Support

- Access Ariba Support docs [here](#)
- Contact Supplier Enablement [mailbox](#)





How Do I Add Multiple 5 Digit GSDB Addresses Under 1 ANID To Invoice Correctly?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers set up profile for additional address

Issue

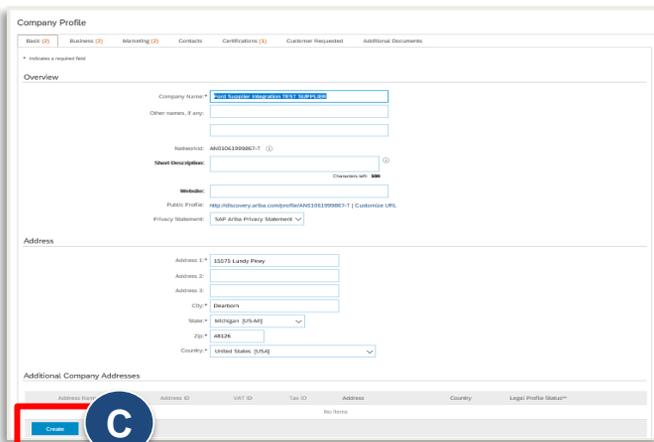
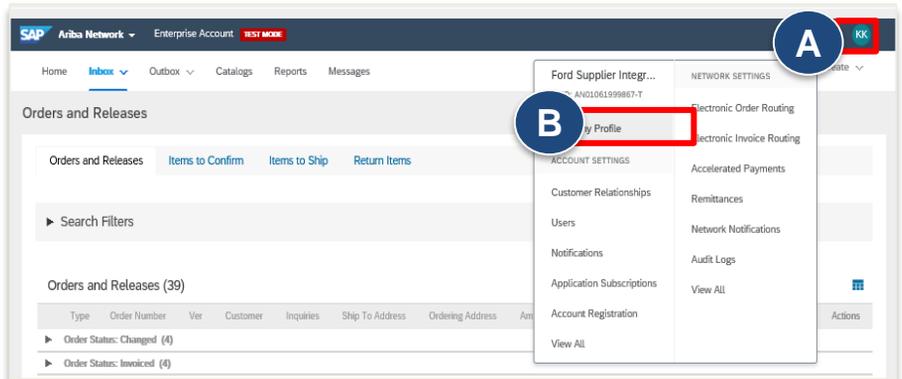
Add Additional Supplier Address In Ariba Network

Fix

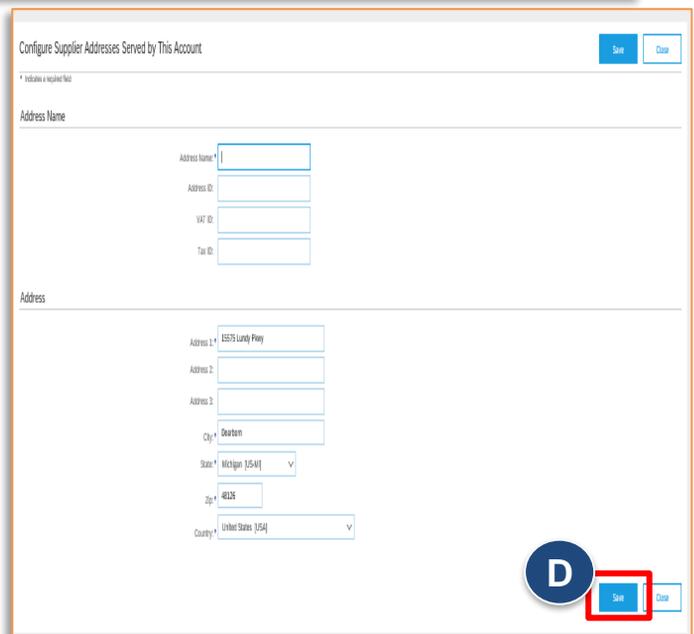
Step 1: Login and Add additional address

Step 1: Login – Company Profile

- Login to supplier account and click on the *name initials*
- Select “**Company Profile**”
- Click **Create** option under Additional Company Addresses



- Add additional address information and click “**save**”



Additional Support

- Access Ariba Support docs [here](#)
- Contact Supplier Enablement [mailbox](#)





I Don't Know the ANID On My Account. How Do I Find This?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document is a step by step guide to help suppliers locate ANID on Ariba Network

Issue

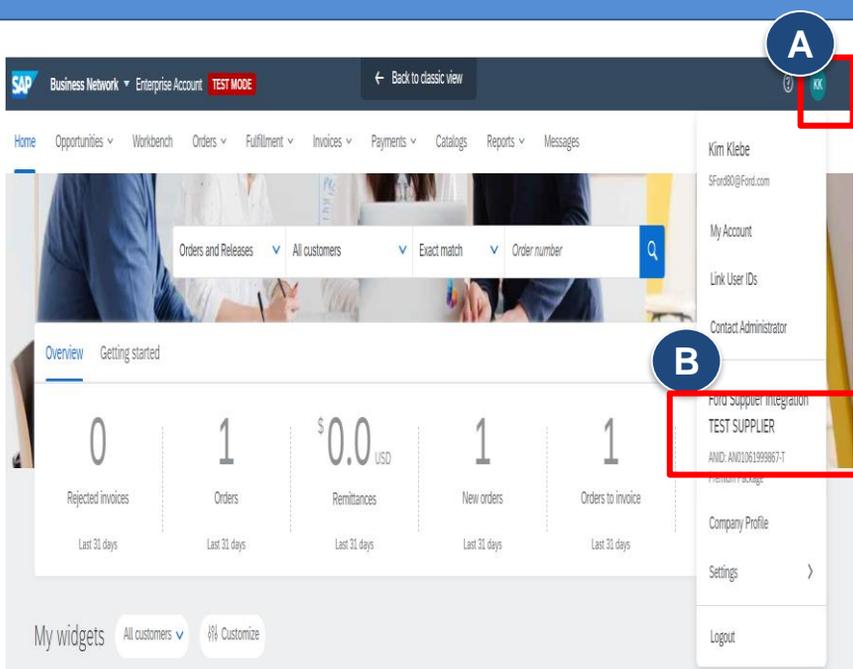
Find ANID In Ariba Network

Fix

Step 1: Locate the ANID

Step 1: Locate the ANID

- Login to Ariba Network and click on *Name Initials*
- ANID appears below your Organization Name



Additional Support

- Access Ariba Support docs [here](#)
- Click [here](#) to use Ariba's Help Center





Ariba Is Sending Me Too Many E-mails. How Do I Tailor The Ones I Get?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This page will help suppliers unsubscribe from Ariba Network Email notifications

Issue

Unsubscribe From Ariba Network Email Notifications

Fix

Step 1: Login - Notifications

Step 1: Login to Ariba Network - Notifications

- Login to Ariba Network and click on **Name Initials**
- Click **Settings and then Notifications**
- Select the **General** tab, uncheck box for each notification type you do not want to receive
- Click **Save** when you are finished

The screenshot shows the SAP Business Network user interface. At the top, there is a navigation bar with 'Business Network', 'Enterprise Account', and 'TEST MODE'. A user profile dropdown is open, showing 'Kim Klebe' and 'SFord80@Ford.com'. The 'Settings' option is highlighted with a red box and labeled 'B'. Below the settings menu, the 'Notifications' option is also highlighted with a red box. The main dashboard displays various metrics like 'Rejected invoices', 'Orders', 'Remittances', and 'New orders'. A 'My widgets' section is visible at the bottom.

The screenshot shows the 'Account Settings' page in SAP Business Network. The 'General' tab is selected and highlighted with a red box and labeled 'C'. The page lists various notification categories such as 'Relationship', 'Other Notifications', and 'Password Reset Notifications'. Each category has a list of notification types with checkboxes to select or unselect them. A 'Save' button is highlighted with a red box at the top right of the settings area.

Additional Support

- Access Ariba Support docs [here](#)
- Click [here](#) to use Ariba's Help Center





How Do I Accept Ariba's TRR to Set Up My Account?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document is a step by step guide to help suppliers act on a TRR

Issue

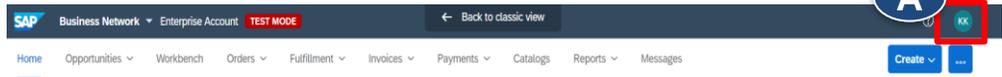
Accept a Trading Relationship Request (TRR)

Fix

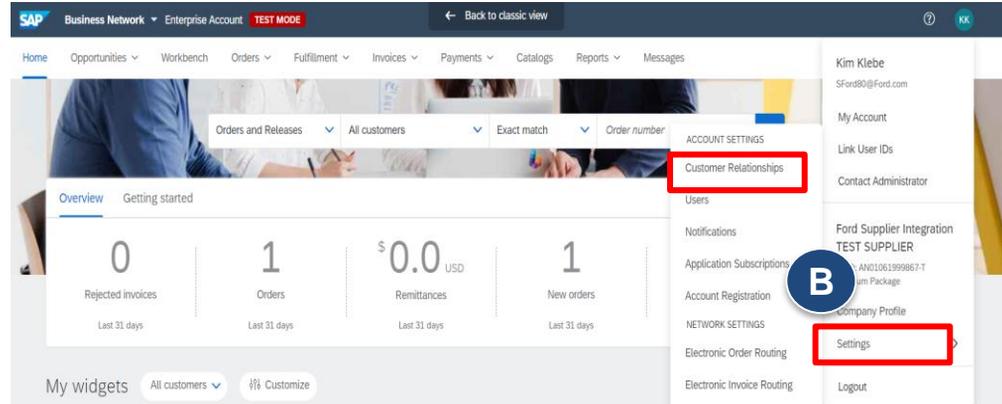
Step 1: Login & Account Settings

Step 1: View Collaboration Request & Revise

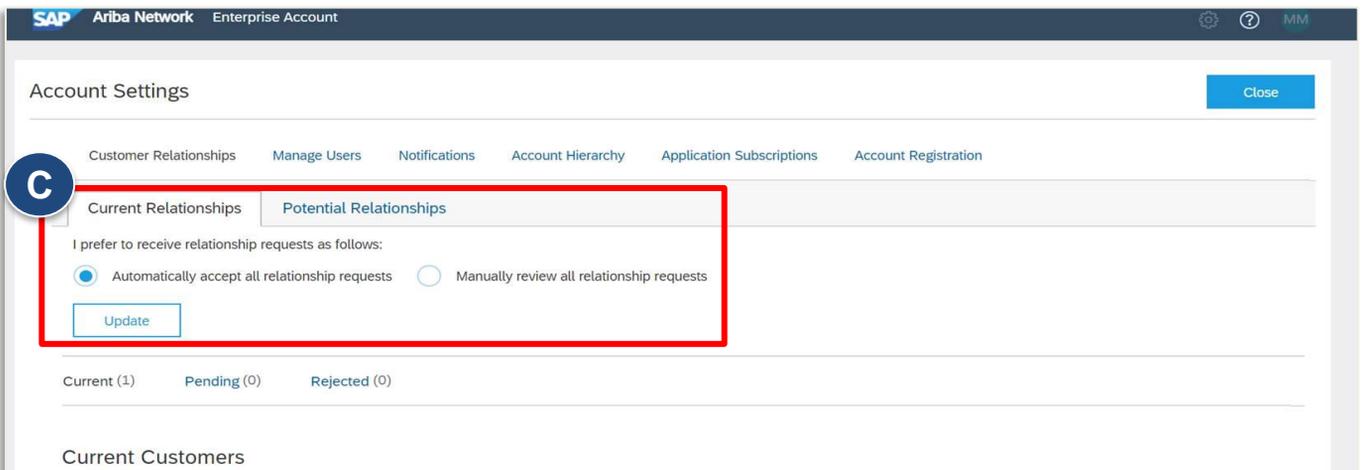
A. Login to Ariba Network and click on **Name Initials**



B. Select **Settings and Customer Relationship**



C. Under the **Current relationships tab**, select **Automatically accept all relationship requests**. Click **Update**



Additional Support

- Access Ariba Support docs [here](#)
- Click [here](#) to use Ariba's Help Center





I Don't Know Who The Ariba Administrator For My Account Is. How Do I Find This?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers determine who their Ariba administrator is and establish contact

Issue

Determine Who Your Ariba Admin Is and Establish Contact

Fix

- Step 1:** Search for Company
- Step 2:** Access Supplier Profile Page
- Step 3:** Contact Admin – Email Notification

Step 1: Search for Company

Access the Ariba Network login page

- A. Click on the **Search** option as highlighted
- B. Populate all relevant information and click **Search**

SAP Ariba

Supplier Login

User Name

Password

The username and password pair you entered was not found.

Login

Having trouble logging in?

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

A Is your company registered?
[Search](#)

Search your company

Company name

Corporate email / domain

Country

Tax / VAT ID

Ariba Network ID (ANID)

DUNS No.

GLN

B Search Clear Cancel





I Don't Know Who The Ariba Administrator For My Account Is. How Do I Find This?

Step 2: Access the Supplier Profile Page

A. Under the **Action Heading**, click "...". The **supplier profile page** will pop up with Ariba admin details

10 search results found

Supplier name	Country	State	DUNS	Supplier ANID	Count of relationships	Actions
FORD STEEL LLC	USA	TX	-	AN01001769293	2	...
Ford Tool & Gage Corp.	USA	WI	-	AN01002968181	3	...
FORD BACON & DAVIS LLC	USA	LA	-	AN01001551017	8	...
Ford Audio-Video Syststrongs	USA	OK	-	AN01035246179	11	...
Ford	USA	TX	-	AN01044140213	0	...

Step 3: Contact Admin – Email Notification

A. Click on **Contact Admin** which will trigger an email notification to the Ariba Admin

Supplier profile

Last Updated: 15 Nov 2019

Greives Test
Pittsburgh , PA
United States

Overall: ★★★★★
RATING 1: ★★★★★
RATING 2: ★★★★★
RATING 3: ★★★★★
RATING 4: ★★★★★
Transacting Relationships 1 ⓘ

Contact Admin Cancel

Basic Information | References (0)

Year Founded: Not Specified
Employees: Not Specified
Revenue: Not Specified
Stock Ticker: Not Specified
Legal Name: Not Specified
Type of Organization:
State of Incorporation: Not Specified

Details

Sales Territories: • Pittsburgh - Pennsylvania (United States)

Commodities: • Pet blankets

Industries: Not Specified

Additional Network Information

Additional Support

Make sure you are logged in to your Ariba Network

➤ Access Ariba Support docs [here](#)

➤ Click [here](#) to use Ariba's Help Center





How Does My Company Change Who The Ariba Administrator Is?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers change their Ariba administrator in Ariba Network

Issue

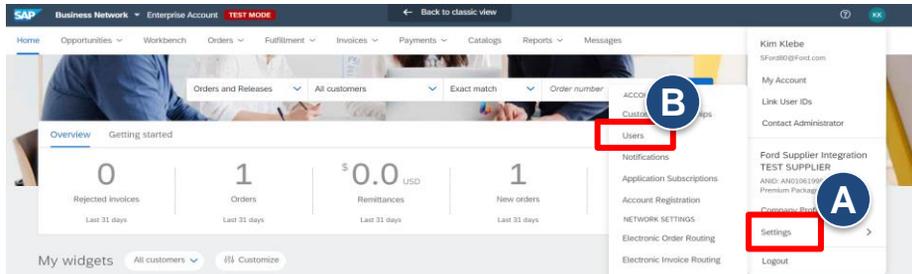
Change Ariba Administrator In Ariba Network

Fix

- Step 1: Login – User Settings
- Step 2: Make Administrator

Step 1: Login – Company Account Settings

- A. Login to Ariba Network and click on **Settings**
- B. Click on **Users** to view manage user screen



Note: Only the current Supplier Ariba admin can make changes and delegate roles to other users (located under user manage screen)
For more information please click [here](#)

C	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input checked="" type="checkbox"/>	Tsford80@ford.com	SFord80@ford.com	Kim	Klebe	No	Sub Admin		All(4)	Yes	Actions ▾
<input type="checkbox"/>	cfrank683@ford.com	cfrank68@ford.com	Cathy	Franklin	No	Sub Admin		All(4)	Yes	Actions ▾
<input type="checkbox"/>	fordtraining@sap.com	smitta.dey01@sap.com	smitta	dey	No	User 1		All(4)	Yes	Make Administrator
<input type="checkbox"/>	test-fordsupplier4@ford.com	libuse.stehlikova@sap.com	Ford Test	Supplier 4	No	User 1		All(4)	Yes	Actions ▾

D

C. Select the user you'd like to edit

D. Click **Make Administrator** to complete action

Additional Support

- Access Ariba Support docs [here](#)
- Contact Supplier Enablement [mailbox](#)





OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers configure notifications & add additional email ID's in AN

Issue

Configure Notifications & Add Additional Email Id's

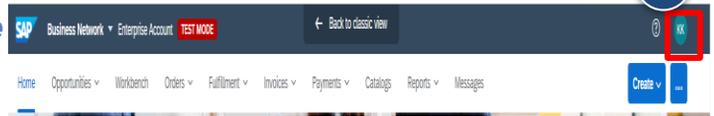
Fix

Step 1: Login – Company Settings

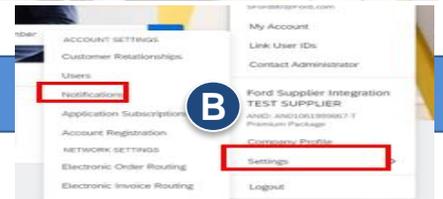
Step 2: Notifications

Step 1: Login – Company Account Settings

A. Login to Ariba Network and click on **Name Initials**



B. Select **Settings and Notifications**

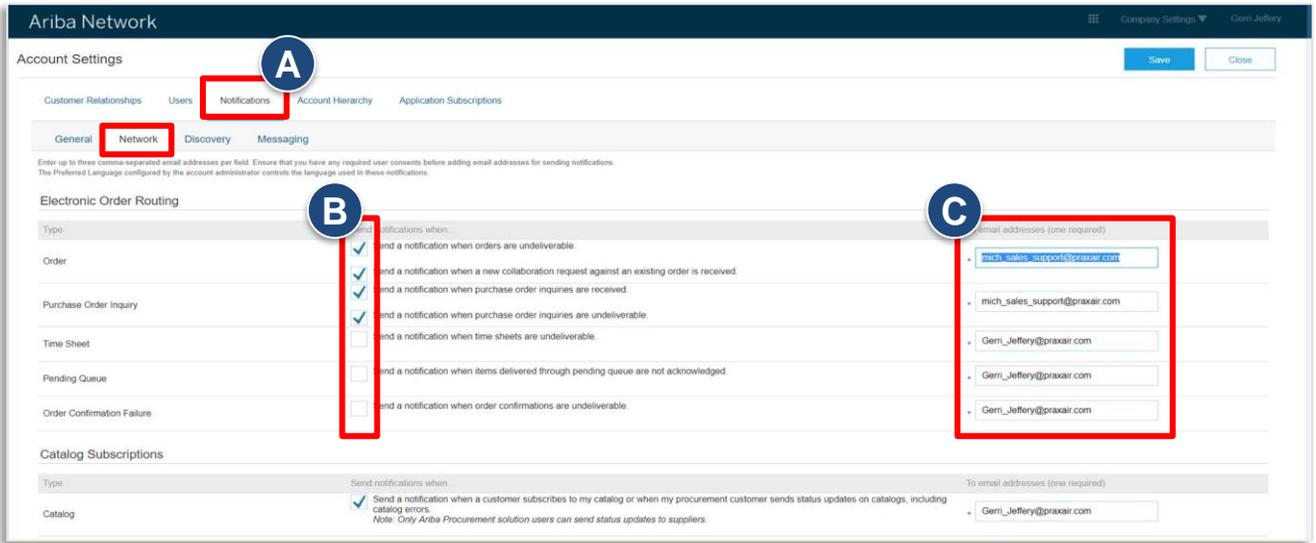


Step 2: Notifications

A. Under **Notifications**, select **Network tab**

B. Check the box for each notification type you want under **Electronic Order Routing**

C. Enter up to three email ID's, comma separated, per field & click **Save**



Additional Support

Make sure you are logged in to your Ariba Network

➤ Access Ariba Support docs [here](#)

➤ Contact Supplier Enablement [mailbox](#)





How Does Our Ariba Admin Add Me As An Account User?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers add additional/New users in Ariba Network

Issue

Add Additional / New Users In Ariba Network

Fix

Step 1: Login – Name Initials

Step 2: Company Profile

Step 1: Login – Company Account Settings

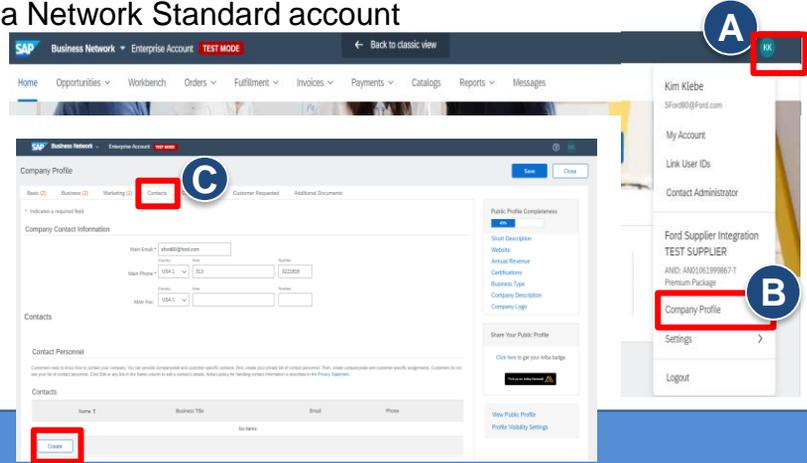
If you're the administrator for your company's account, you can create users and assign roles to perform different activities in your Ariba Network Standard account

A. Login to Ariba Network and click on **Name Initials**

B. Select **Company Profile**

C. Under **Company Profile** go to **Contacts** tab and click **Create**

Note: You can add up to 250 users per ANID



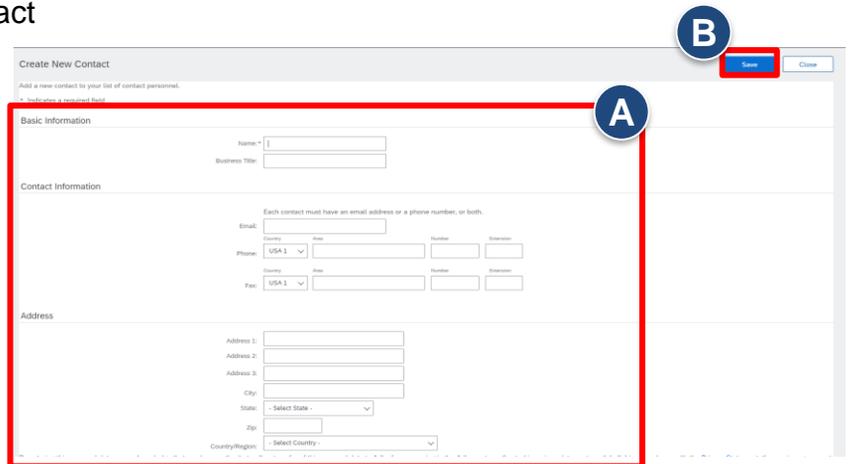
Step 2: Create Contact

A. Be sure to add complete contact details to the user profile

- Name
- Email ID
- Phone number
- Supplier Address

B. Click **Save**

Note: Click [here](#) for additional information and a video demo



Additional Support

- Access Ariba Support docs [here](#)
- Contact Supplier Enablement [mailbox](#)





OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers set up new user roles in their Ariba account

Issue

Set Up New User Account In Ariba Network

Fix

Step 1: Add User In Ariba Network

Step 2: Assign Role To User

Step 1: Login – Company Account Settings

If you're the administrator for your company's account, you can create users and assign roles to perform different activities in your Ariba Network Standard account

A. [Add User In Ariba Network](#)

Step 2: Assign Role to User

A. Click on the desired role under **Companywide Assignments** section

B. This will route you to **Edit Companywide Assignment** to edit. Select the added user as the contact person and click **Save**

Companywide Assignments

Assignment	Contact Name	Actions
Accounts Receivable		
Accounts Payable		
Customer Care Manager		
Catalog Manager		
eBusiness Manager		
Marketing Manager		
Sales Representative		
Sales Order/Operations Manager		
Rid/Proposal Manager		

↳

Edit Companywide Assignment

To delete a companywide assignment, click Close. Then, click Delete on the Companywide Assignments page.

Contact Type	Contact Person
Customer Care Manager	John Jones ▾

Note: Click [here](#) for additional information and a video demo

Additional Support

- [Access Ariba Support docs here](#)
- [Click here to use Ariba's Help Center](#)





How Does Our Ariba Admin Create A Custom Role For Me?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers create custom roles in Ariba Network and assign them to users

Issue

Create Custom Role & Set Up User Account

Fix

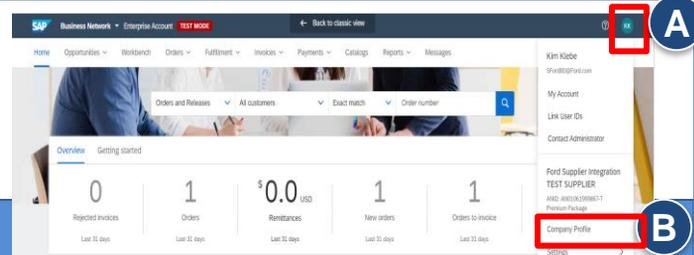
Step 1: Login – Company Account Settings

Step 2: Assign Role To User

Step 1: Login – Company Account Settings

A. Login to Ariba Network and click on **Name Initials**

B. Select **Company Profile**



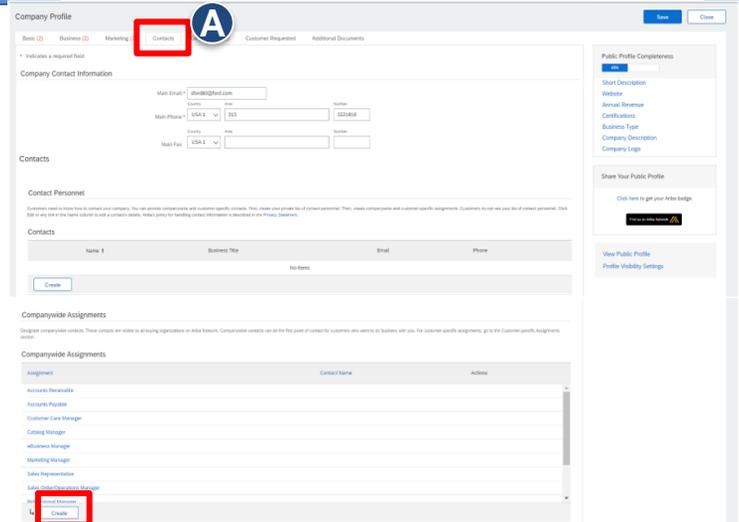
Step 2: Assign Role to User

A. Under the **Contacts** tab click **Create** under **Companywide Assignments**

B. This will route you to **Create Companywide Assignments**. Enter the custom role title

C. Select user from the dropdown

D. Click **Save**



Note: Only the account admin can create custom roles and assign users. You can create a maximum of 10 custom roles

Click [here](#) for additional information and a video demo

Create Companywide Assignment

Designate companywide contacts. You can edit this information at any time.

Contact Type

Custom Color M

Contact Person

John Jones

Additional Support

Make sure you are logged in to your Ariba Network

➤ Access Ariba Support docs [here](#)

➤ Click [here](#) to use Ariba's Help Center





Document Purpose

- This document will help suppliers located in India to enable GST in Ariba network.

Issue

Enable GST For Suppliers Located In India

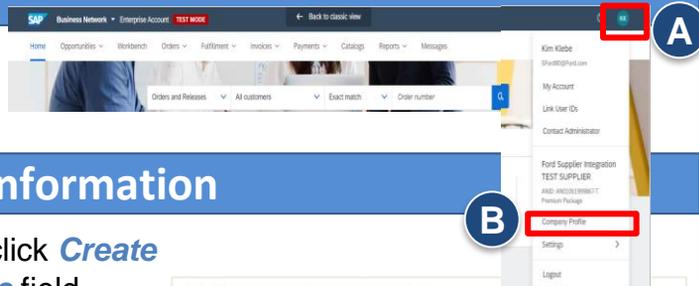
Fix

Step 1: Login – Company Profile

Step 2: Add Address & Financial Information

Step 1: Login – Company Profile

- Login to Ariba Network and click on **Name Initials**
- Select **Company Profile**



Step 2: Add Address & Financial Information

- Under **Additional Company Addresses**, click **Create**
- Enter company name in the **Address Name** field
- Check the **Set Up Legal Profile** box to be enabled
- Select **Supplier Type** from drop down
- Enter **GSTN ID** value in field. Click **“Save”**

Additional Company Addresses

Address Name ↑	Address ID	VAT ID	Tax ID
<input type="radio"/> Bharat Supplies	003		
<input type="radio"/> Headquarters	HQ	HU12345678	12345678
<input type="radio"/> Hindustan Supplies	002		
<input type="radio"/> India Office Supplies (Main)	001		

Buttons: Edit, Delete, Create (highlighted with a red box and labeled 'A')

Configure Supplier Addresses Served by This Account

- Indicates a required field

Address Name **B**

Address Name: (highlighted with a red box)

Address ID:

VAT ID:

Tax ID:

Address

SCHENKER INDIA PVT LTD 42 NORTH PHASE INDL ESTATE
CHENNAI
Tamil Nadu 600032
India

Set Up Legal Profile **C**

Supplier Type: Full GST Enabled **D**

GSTN ID: **E**

Buttons: Save (highlighted with a red box), Close

Additional Support

- Make sure you are logged in to your Ariba Network**
- Access Ariba Support docs [here](#)
 - Contact Supplier Enablement [mailbox](#)





OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers take next action to update their GSDB code

Issue

Update GSDB Supplier Code

Fix

Scenario 1: Registered GSDB Supplier

Scenario 2: Not Registered GSDB Supplier

Scenario 1: Registered Supplier

Please follow the below instructions if the supplier is GSDB Online registered

- The supplier must raise a GSDB Online request
- Enter your Ford buyers email address to send them the request for review and approval
- If banking information changes are required, the supplier needs to update this data. The token holder can input their changes under the **bank details tab** without any Ford involvement. It may take up to 6 hours to see changes in the system.

Scenario 2: Not Registered Supplier

Please follow below instructions if the supplier is not GSDB Online registered

- To register for Covisint / Ford Supplier Portal / GSDB Online, contact GSDBWEB@Ford.com for detailed instructions
- The Ford buyer can raise a [GSDB change request](#) on behalf of the supplier and send to them to input the data changes.
- The supplier needs to send the request back to the buyer for review and obtain management approvals (if required). Otherwise, submit the request to the GSDB team.

Additional Support

➤ Contact Mailbox GSDBOL@ford.com





I Can See My Latest PO's On The Ariba Network But Not The Older Ones

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers expand search criteria to locate PO's

Issue

Unable To View Purchase Orders In Ariba Network

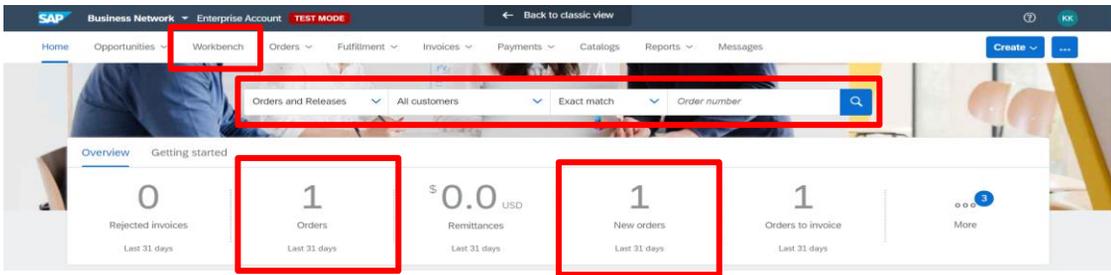
Fix

Step 1: Navigate to the Workbench

Step 2: Expand Search Criteria

Step 1: Navigate to the Workbench

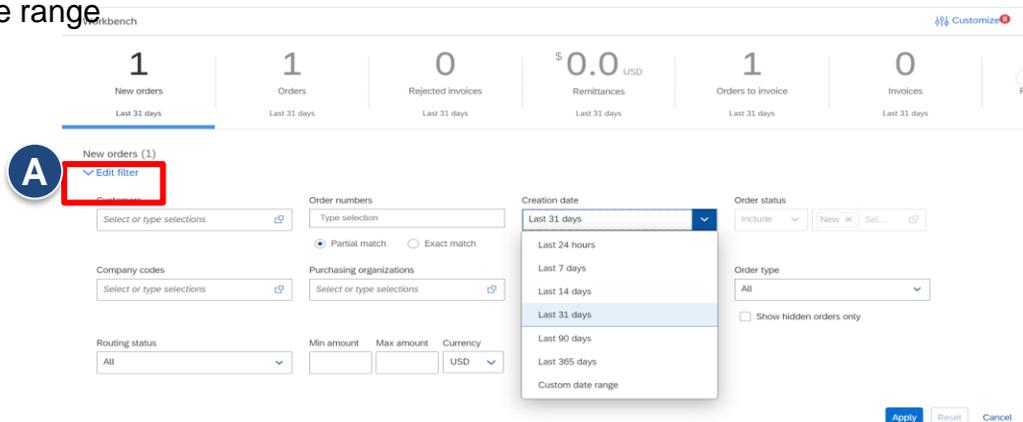
- A. Login to Ariba network, you may use the **Search** option on the homepage, click on the **Orders/New Orders** tile, or click **Workbench**



Step 2: Add Address & Financial Information

To view purchase orders over 14 days old, expand your search criteria

- A. Select **Edit filter** then edit **Creation date** as highlighted and click on down arrow to expand date range



Suppliers with Enterprise account can view the complete list of orders in the 'Orders' tile of the workbench

Additional Support

- Access Ariba Support docs [here](#)
- Contact Supplier Enablement [mailbox](#)





How Do I Register My Account and Submit Invoices With (Or Without) the PO E-mail?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers find their PO link and initiate the invoice process in Ariba Network

Issue

I Cannot Find The PO Link To Invoice From

Fix

- Step 1:** Email Notification
- Step 2:** Register Or Use Existing Account
- Step 3:** Purchase Order Flip To Invoice
- Step 4:** What To Do If You Have Not Received Email Notification

Step 1: Email Notification

- A. When a Purchase order is raised, an email notification is triggered
- B. Email notification is sent to the Ford Buyer confirmed contact from Ford Motor Company ordersender-prod@ansmtpl.ariba.com containing a link
- C. You must click on the **'Process Order' link** within the email

Step 2: Register or Use Existing Account

- A. Once you click the link to process order, select one from below options

First Time User

Existing User



Step 3: PO Flip to Invoice

- A. Existing users can login to their AN account and view the PO
- B. Proceed with **Purchase Order Flip To Invoice/Submit Invoice** steps in Ariba Network
- C. If you are new user, please **Register** and complete all registration processes

Step 4: What To Do If You Have Not Received Email Notifications

- A. First, check junk/spam folders for PO notification
- B. If you do not find the notification email, please contact the [mailbox](#) to check who your Ford confirmed contact is
- C. If required, we can resend the trading relationship request (TRR) to activate the account

Note: We recommend adding additional users to cover for vacation etc. Additional users can be added by your Account Administrator. Explained in more detail [here](#)

Additional Support

- Access Ariba Support docs [here](#)
- Contact Supplier Enablement [mailbox](#)





OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers resend a purchase order email to themselves

Issue

Lost PO Email

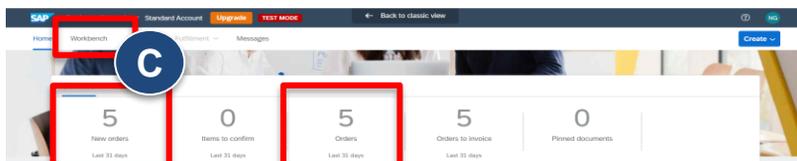
Fix

Step 1: Ariba Network - Login

Step 2: Locate & Resend Purchase Order

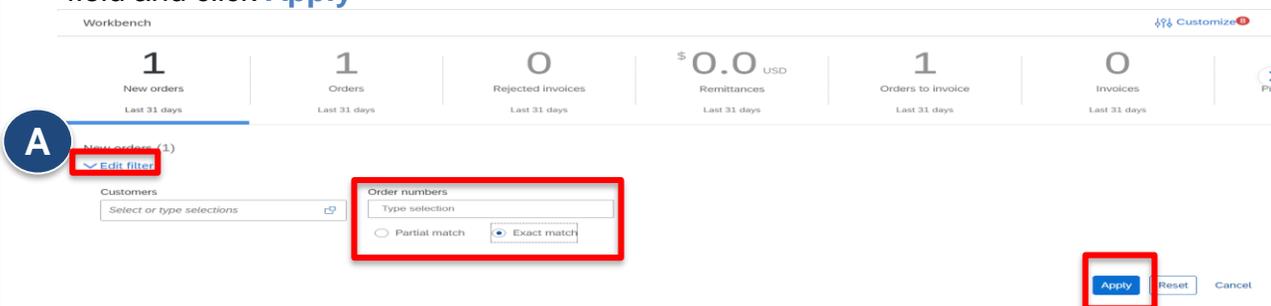
Step 1: Ariba Network – Login

- Make sure you log in to your Ariba network standard account
- If you are not yet a registered user, then please follow [registration process](#)
- Navigate to the **Workbench**

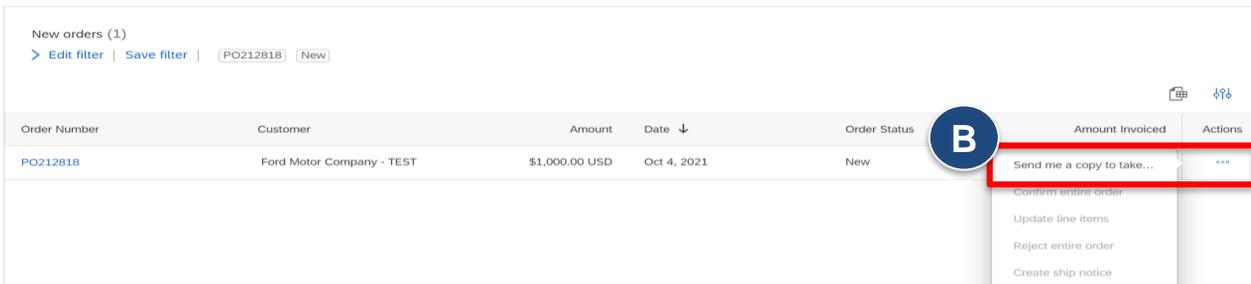


Step 2: Locate & Resend Purchase Order

- Click **Edit Filter** choose **Exact Match** and enter the Ford PO Number in **Order Number** field and click **Apply**



- Click the three dots (...) and select **Send me a copy to take action**.



Additional Support

- Access Ariba Support docs [here](#)
- Contact Supplier Enablement [mailbox](#)





OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers determine if Direct Pay Permit (DPP) clause is indicated

Issue

Determine If Direct Pay Permit (DPP) Clause Is Indicated

Fix

- Step 1:** Review Clauses Section On PO's For BU 5001
- Step 2:** Invoice Action Or Request DPP Certificate

Step 1: Review Clauses Section on PO's for BU 5001

Ford Motor Company (BU 5001) is a Direct Pay Permit holder in several states.

Direct Pay Permit (DPP's) allow suppliers to invoice without sales tax; DPP businesses will determine proper tax due and report directly to tax jurisdictions

- Review Clauses section on BU5001 PO's for Direct Pay Permit note

Step 2: Register or Use Existing Account

- If yes, **do not add sales tax** to invoice
- Request **Direct Pay Permit certificate** from Ford as necessary

Please contact support teams for additional information

Additional Support

- **Contact the appropriate mailbox**
 - Enablement: SFORD80@Ford.com
 - Tax Team: otcariba@ford.com
- **Access Ariba Support docs [here](#)**





OVERVIEW

Audience: Preparers & Receiving Group

Document Purpose

The purpose of this QRG is to provide detail on who can receive in Aurora as well as the steps needed to receive against a Purchase Order, approve a receipt, or complete a receipt adjustment.

Receiving activity should not begin in Aurora until goods/services are delivered to Ford

Topics

Topic 1: Who Receives? (*Process not used in Europe*)

Topic 2: Receive Against a Purchase Order

Topic 3: Partial Receiving / Multiple Receipts for Same PO

Topic 4: Receipt Adjustment (Cancel or Withdraw an Error)

Topic 5: Manually Add Receipt Approver

Topic 6: Receipt Approver Actions

Topic 1: Who Receives?

Aurora generates system notifications to all eligible receivers *To Do Lists*

A. Receiving task will be automatically assigned simultaneously to the **Preparer, Receiving Group** (by OpLoc) and **Dock Receiver** (if applicable). Any one of these people may complete the receipt to remove from all **To Do lists**.

The ID listed at top denotes Preparer



B. For the **Requestor / "On Behalf Of"** to complete receiving task, they must be added to the **Receiving Group** via [APS Request](#).

C. A **Receipt Approver** is not required by the system however, some businesses may choose to use this field. The Receipt Approver can only be changed via amendment and is added in parallel to the Receiver. Recommend manually adding approver instead (**Topic 5**)

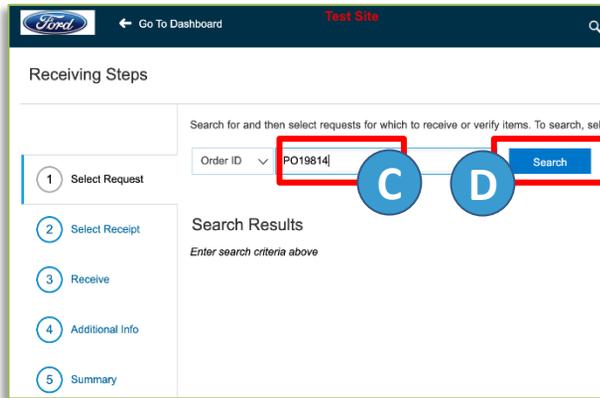
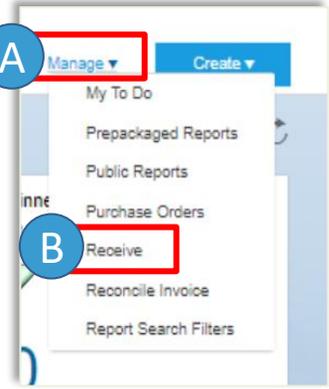


D. If there is a **Dock Receiver**, they can receive on only **quantity-based PO's**. Quantity-based PO's containing amount-based lines will not be able to be received by Dock Receiver.



Topic 2: Receive Against a Purchase Order

- A. Eligible receivers should find receipt notifications in their **To Do List** on the Aurora Dashboard. If you do not see it there, click **“Manage”**
- B. Select **“Receive”** from the dropdown menu
- C. Enter your PO number (including the prefix) into the **Order ID** field
- D. Select **“Search”**
- E. Enter the **Packing Slip / Delivery Notice**.
This field is freeform and may be a:
 - Receipt Number
 - Software / License #
 - Invoice Number*
 - Other unique number / reference
- F.  Click **“Accept All”** only if all goods / services have been received and the PO should be paid in full. Once selected, the Amount Accepted field will fill in automatically with the order total.
- G. If you have only partially received the goods / services, enter the **quantity / amount accepted** or **rejected** and the **date received**.



Note: If you have multiple line items, be sure you receive on the correct line.

- H. Click **“Update Totals”** for the amount to be updated in the **Amount Accepted** box

*Access the Invoice PDF through the Order ID; see [Appendix A](#) for instruction

For a receipt, indicate the amount or quantity to accept or reject for each line item, and the date received. If you reject receipt line items, you must provide comments to explain [More](#)

1 Select Receipt **Accept All** **F**

2 Receive Order ID: PO1782 Date: Thu, 2 May, 2019

3 Additional Info Order Title: Water Testing for Bacteria Processing Status: Receiving

4 Summary Packing Slip/Delivery Notice: **E** Type 234792 in the Packing Slip/Deliver Notice field. Then press Enter.

My Labels: Apply Label...

All amounts are gross amounts and include any taxes, charges and discount applied on the line item.

Line Items - Receive by Amount

No.	Amount	Description	Supplier Part Number	Prev. Accepted	Prev. Rejected	Amt. Accepted	Amt. Rejected	Total Received	Date Rece
1	\$5,300.00 USD	Water Testing for Bacteria		\$0.00 USD	\$0.00 USD	<input type="text" value="\$0.00"/> USD G1	<input type="text" value="\$0.00"/> USD	\$0.00 USD	<input type="text" value="Thu, 2 M"/> G2

Update Totals **H**



Topic 2: Receive Against a Purchase Order (continued)

Update Totals

Close Order: Yes No **I**

Comments - Entire Receipt

Comments: **J**

Attachments - Entire Receipt

K

L

- I. If you have used all the funds, you can select “**Yes**” to **close PO**. Otherwise, select “**No**” if it is a partial payment. **Note:** If this is the last invoice you’re paying on a **Project PO**, and you still have remaining funds, [Amend the PR](#) to reduce the total value of PR and return unused funds to the Project.
- J. Enter any required comments
- K. Attach any supporting documents (i.e. invoice or packing slip)
- L. Click “Submit”
Note: If the entire amount was not received against, a new RC will be generated in ‘Composing’ status to receive remaining amount

HOME PROCUREMENT INVOICING CATALOG Recent Manage Create

Receiving - Done

You successfully received the selected items. Continue receiving or return to the home page.

PO1782 - Water Testing for Bacteria has been received.

Select another request to receive

Return to the Arriba Buyer Home page

Don't show this message again. (to reset, click Preferences)

✓ You have successfully received the selected items

If no receipt approver was added, payment will now be scheduled from invoice date

Topic 3: Partial Receiving / Multiple Receipts for Same PO

A. Eligible receivers should find receipt notifications in their **To Do List** on the Aurora Dashboard. If you do not see it there, click “**Manage**” in the top right corner

B. Select “**Receive**” from the dropdown menu

A Manage

My To Do

Prepackaged Reports

Public Reports

Purchase Orders

B Receive

Reconcile Invoice

Report Search Filters

Go To Dashboard Test Site

Receiving Steps

Search for and then select requests for which to receive or verify items. To search, select

Order ID PO19814 **C** **D** Search

1 Select Request

2 Select Receipt

3 Receive

Search Results

Enter search criteria above

C. Enter your PO number (including the prefix) into the **Order ID** field

D. Select “**Search**”





Topic 3: Partial Receiving / Multiple Receipts for Same PO (cont.)

Receiving Steps Receipt RC9507: PO19100868 - Light Bulbs for Michigan Assembly

Prev Next **Submit** Exit

For a receipt, indicate the amount or quantity to accept or reject for each line item, and the date received. If you reject receipt line items, you must provide comments to explain your action.

Accept All

Order ID: PO19100868 Date: Thu, 4 Apr, 2019

Order Title: Light Bulbs for Michigan Assembly Processing Status: Receiving

Packing Slip/Delivery Notice: 59237

My Labels: Apply Label

Line Items - Receive by Quantity

No.	Quantity	Full Description	Unit	Supplier Part Number	Prev. Accepted	Prev. Rejected	Accepted	Rejected	Total Received	Date Received
1	100	Light Bulbs	each		96	4	4	0	104	Thu, 4 Apr, 2019

Update Totals

Close Order: Yes No

Comments - Entire Receipt

Comments:

E. Enter the **Packing Slip / Delivery Notice**. This field is freeform and may be a:

- Receipt Number
- Invoice Number*
- Software / License #
- Other unique number / reference

*See **Appendix A** to access the Invoice PDF through the Order ID

F. Enter the **quantity / amount** to be **accepted** or **rejected** (partial receipt)

G. Enter the **date** of the adjustment, not the original receipt date

H. If this completes your order, select **“Yes”** to Close the Order. You will not be able to receive against this unless the order is re-opened. If you intend to invoice further, select **“No”**.

I. Click **“Submit”**. **Note:** If the entire amount was not received against, a new RC will be generated in ‘Composing’ status to receive remaining amount

Receipts can be viewed on the *Receipts tab* of the Purchase

PO19100868 - Light Bulbs for Michigan Assembly Status: Received

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action(s).

Close Print

Summary Approval Flow **Receipts** Invoices History

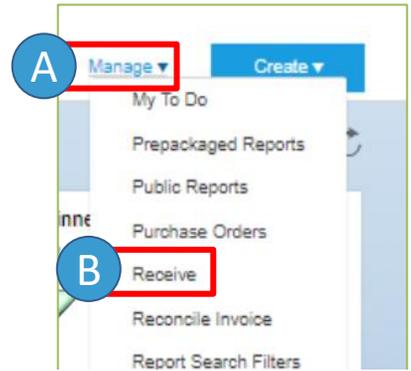
Receipt ID ↑	Title	Order ID	Order Title	Date	Status
RC9505	Light Bulbs for Michigan Assembly	PO19100868	Light Bulbs for Michigan Assembly	Thu, 4 Apr, 2019	Approved
RC9506	Light Bulbs for Michigan Assembly	PO19100868	Light Bulbs for Michigan Assembly	Thu, 4 Apr, 2019	Approved
RC9507	Light Bulbs for Michigan Assembly	PO19100868	Light Bulbs for Michigan Assembly	Thu, 4 Apr, 2019	Approved



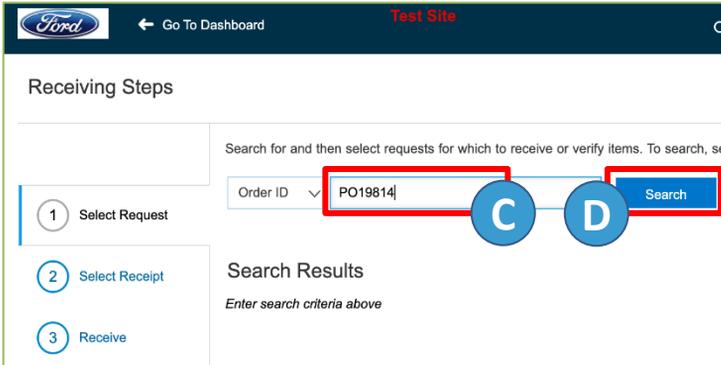


Topic 4: Receipt Adjustment (Cancel or Withdraw an Error)

A. Eligible receivers should find receipt notifications in their **To Do List** on the Aurora Dashboard. If you do not see it there, click **“Manage”** in the top right corner



B. Select **“Receive”** from the dropdown menu



C. Enter your PO number (including the prefix) into the **Order ID** field. If it doesn't come up, change radio button to **“All”**

D. Select **“Search”**. In the event the PO was full received/closed, you will click **“Reopen”** before advancing

In the next section, each column (accepted or rejected) must add up to 0 to back out the error. If you “reject” the number previously “accepted”, you are doubling the total.

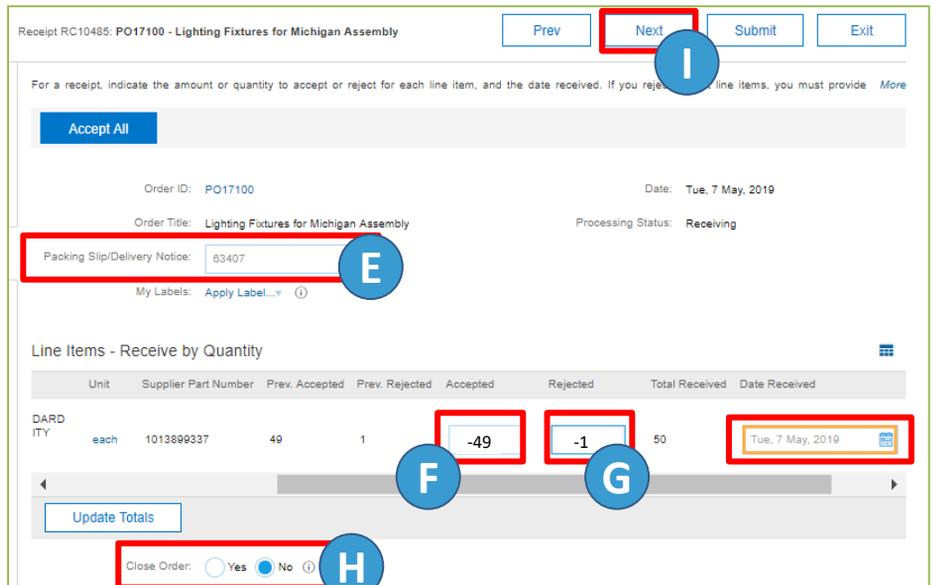
E. Enter the same **packing slip / delivery notice** and **date received** as entered on the previous receipt

F. Enter the **quantity accepted** as a **negative** number in the **accepted** field (if **“Accept All”** was selected, enter **-x** to reverse)

G. Enter the **quantity rejected** as a **negative** number in the **rejected** field

H. Click **“No”** on **Close Order** to allow for future receiving

I. Click **“Next”**



EXAMPLE	Accepted	Rejected	Total
Receipt #1	49	1	50
Receipt #2	-49	-1	0



Topic 4: Receipt Adjustment (Cancel or Withdraw an Error) cont.

Receiving Steps Receipt RC10485: PO17100 - Lighting Fixtures for Michigan Assembly [Prev](#) [Next](#) [Summary](#) [Exit](#)

Enter additional information about this item. You may be asked to add asset data for certain types of items, or rejection comments if you are rejecting the item.

Line Item No.: 1
Quantity: 50
Full Description: FIXTURE,LED,INDOOR,TASK,LINEAR,STANDARD EFFICIENCY: LITHONIA LIGHTING-DIV.ACUCITY BRANDS
#CLXL9610000LMSEFWOLMVOLTGZ1050
Prev. Accepted: 49
Accepted: -3
Rejected: 3

Date Received: Tue, 7 May, 2019

Email: Send email to Purchasing

Rejection Reason:

Return By: Replacement Credit

L (Next button)
J (Rejection Reason field)
K (Return By field)

Type "3 lighting fixtures were the wrong model". Then press Enter.

You will be guided to the **Additional Info** tab if you have rejected any quantity / amount. Be sure there is a rejected quantity / amount if you are on this tab, not an attempt to cancel an accepted quantity / amount. If this is an error, click "**Previous**" at the top.

J. Leave **Email** unchecked (not used by Ford) and enter a **Rejection Reason**

K. Select **Return By** method

L. Click "**Next**" to review the **Summary** and click "**Submit**"

✓ You have successfully adjusted your receipt

Topic 5: Manually Add Receipt Approver

PR20102943 - PR Amendment – Test #2

Copy Amend Receive Print

A

Summary Orders Receipts History

Title: Receiving Screen Shots for Training - Janine TEST #2

Purchasing Unit: North America

ERP Reference ID: DEL_PR20102943

A Receipt Approver may only be CHANGED by Amendment. To avoid this, bypass entering a Receipt Approver on the PR and instead manually add them to the approval flow at the time the RC is created. **This is the only method to place an approver in serial.**

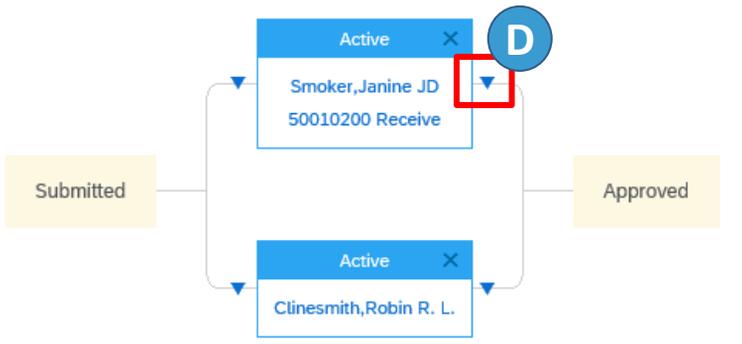
Summary Orders Amendments Receipts History

Receipts

B

Receipt ID ↑	Title	Order ID	Order Title	Date	Status
RC15250	PR Amendment - Test #2	PO20805	PR Amendment - Test #2		Composing
RC15251	PR Amendment - Test #2	PO20806	PR Amendment - Test #2		Composing

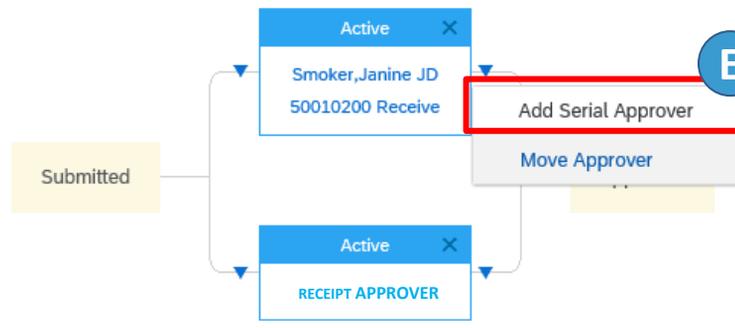
Summary **C Approval Flow**



- A. From the **PR screen**, click on the **Receipts Tab**
- B. Click the **RC hyperlink** to view the **Summary** and access the **Approval Flow**
- C. From the **RC Summary screen**, click on the **Approval Flow Tab**
- D. Click the **node** where you want to enter the **Receipt Approver**
Note: The Receipt Approver will appear in serial when they are manually added

Submitted

E



- E. Click **“Add Serial Approver”**. A pop-up window will appear to search for an approver by name, CDSID, or email.
- F. After clicking **‘OK’**, the added Approver is displayed in the approval flow

Topic 6: Receipt Approver



A. If a **receipt approver** was included on the PR, approval of the receipt is required by the approver designated. You will see this on the Approval Flow tab in parallel to receivers. **Note:** If Receipt Approver creates the receipt, the Preparer/Dock Receiver will concur or edit the receipt

To Do	ID	Date I	From	Status	Title	Required Action
	RC16123	7/27/2020	Mul Req	Composing	testing with receipt approver - New flow	Receive
	PR200102946	6/30/2020	NARIBA22	Submitted	Re-Test Error Message for QTY>7 digits-Collaboration phase	Approve
	RC16121	6/29/2020	Mul Req	Submitted	testing with receipt approver - New flow	Approve
	RC16111	6/29/2020	NAURO48	Composing	Dock- Receiving group@ORD	Receive
	RC16107	6/29/2020	NARIBA22	Approved	Copy of Scenario 12 - Desktop Receiver - RE	Receive
	RC16100	6/29/2020	NARIBA22	Composing	Scenario - Denying as DOCK	Approve
	RC16099	6/29/2020	NARIBA22	Composing	Scenario - Denying as DOCK	Approve

B. The Receipt Approver will see a receipt item (RCxxx) on their **To Do List** with action ‘**Receive**’ simultaneous to the Preparer / Receiving Group. Select the **RC hyperlink** to access.

RC16123 - testing with receipt approver - New flow

are the details of the request you selected. Depending on its status, you can edit, change, copy, cance

C. Click “**Edit**” to change existing receipt details (e.g. Preparer / Receiving Group enters “Receive All” when only a partial receipt should have been entered) **If adjustments need to be made, see [Topic 4 – Receipt Adjustments](#)**

If “**Approve**” is selected, you may enter **comments** on the email to be added to the receipt in Aurora.

Ford’s guidance is not to “**Deny**” receipts, but to “**Edit**” them instead.



D. If “**Approve**” was selected, the approval box containing the approver will turn green and reflect their **Approved** action.

If the **Receiver** box is also green, the receipt now moves to Approved status. If not, the Receiver box must first action the receipt.

Whichever role accesses the RC first will enter the receipt, the other will concur



Appendix A: Access Invoice PDF to Attach As Evidence

PO1910119 - 2752KNAMJOSH FSM_FCAPS XD Support Status: **Receiving**

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action(s).

[Close](#) [Print](#)

B

Summary Approval Flow Receipts **Invoices** History

Invoices

Invoice #	Invoice Date	Supplier	Supplier Contact	Status	Total
C 950247411	Fri, 12 Jul, 2019	<input type="text" value="Supplier Name"/>	<input type="text" value="Supplier GSDB Code"/>	Reconciling	\$162,017.16 USD

- A. Click the **PO number** from the “**Receive**” tab to access the PO data (shown above)
- B. Click the **Invoices** tab to view all invoices received from the Supplier
- C. Click the **Invoice number** hyperlink to open and view the details of the invoice

Summary Approval Flow Reference History

Header Information **F**  **E** [Invoice Summary \\$162,017.16 USD Details](#)

Supplier: <input type="text"/>	Policy Payment Terms: EB - EXACT 65 DAYS
Supplier Contact: <input type="text"/>	Sold To: FORD SMART MOBILITY, LLC
Invoice ID: <input type="text"/>	Ship From: <input type="text"/>
D Supplier Invoice #: 950247411	Ship To: FD4FS - FORD MOTOR ITEK CENTER EAST 15550 LUNDY PKWY/ITEK CTR EAST DEARBORN MI 48126 United States
Invoice Date: Fri, 12 Jul, 2019	Remit To Address: <input type="text"/>
Type: Purchase Order	Remit To ID: <input type="text"/>
Order: PO1910119	Payment Reference Number: <input type="text"/>
On Behalf Of: Rauf,Saad S.	
Invoice Submission Method: Online	
Invoice Origin: Supplier	
Purchasing Unit: North America	
Payment Indicator: No Choice	
Business Unit Name: 4173 - FORD SMART MOBILITY, LLC	
My Labels: Apply Label...	

- D. Capture the **Supplier Invoice Number** and
- E. the **Invoice Summary Amount** to complete the receipt
- F. If you require a PDF of the Invoice, click the **paperclip** icon to access attachments



Appendix B: Access Invoice PDF to Attach As Evidence

INV393604-1-39558 Status: Reconciling

Summary Approval Flow **Reference** History

Orders

Order ID	Title	Supplier	Total Received	Total Invoiced	Total Reconciled	Total Ordered	Status
PO1921708	Wind Tunnel 8 Acoustic Data System Electrical Installation	CENTERLINE ELECTRIC INC			\$98,900.00 USD	\$98,900.00 USD	Received

Receipts (2)

ID	Order ID	Order Title	Date	Status
RC24426	PO1921708	Wind Tunnel 8 Acoustic Data System Electrical Installation	Mon, 4 Nov, 2019	Approved
RC38254	PO1921708	Wind Tunnel 8 Acoustic Data System Electrical Installation	Wed, 6 Nov, 2019	Approved

Reconciliation

ID	Date Created	Supplier	Status	Summary
IR393604-1-39558	Tue, 12 Nov, 2019	CENTERLINE ELECTRIC INC	Reconciling	\$74,175.00 USD

Payment Requests (1)

ID	Net Due Date	Scheduled	Discount	Amount To Pay	Transaction	Payment Method	Status
PAY393604-1-39558	Thu, 19 Jan, 2020		Thu, 16 Jan, 2020	\$0.00 USD	\$74,175.00 USD		Processing

- A. From the **Purchase Order**, click the “**Invoice Number**” to access the invoice data – note the Invoice number in the top left corner
- B. Click the **Reference** tab to view all documents related to this invoice
- C. Note the **status** of the Invoice in the top right corner
- D. View any related Purchase Orders in the **Orders** section
- E. View any related Receipts in the **Receipts** section
- F. View any Items in Reconciliation in the **Reconciliation** section
- G. View any related Payment Requests in the **Payment Requests** section

For in depth training content, please review Module 17 – Receiving & IR

To participate in a formal training session, sign up for our monthly WebEx course (2 hours) through [MyLearning@Ford](#) using Course ID 17945.



End of Quick Reference Guide

Additional Support

➤ [Submit an **IT Connect HelpDesk Ticket**](#)





How Do I Create An Invoice From A Standard / Light Account?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers with standard (light enabled) account create Invoice

Issue

Invoice From A Standard (Light Enabled) Account

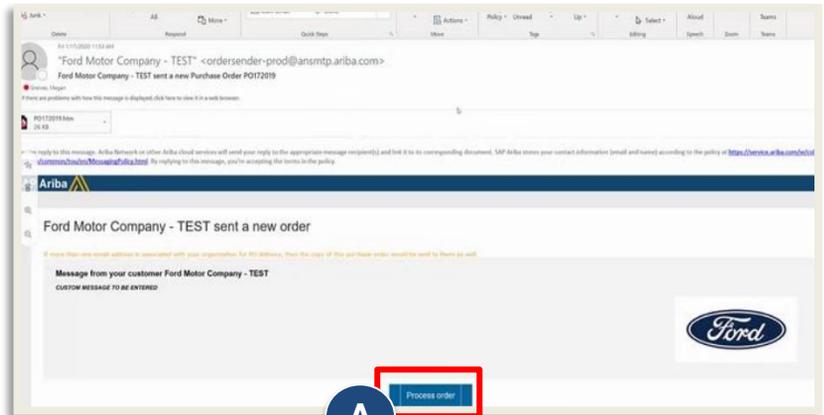
Fix

- Step 1:** Email Notification – Process Order
- Step 2:** Create Invoice
- Step 3:** Enter Invoice Details
- Step 4:** Edit Line Item Details
- Step 5:** Add Additional Details
- Step 6:** Review And Submit

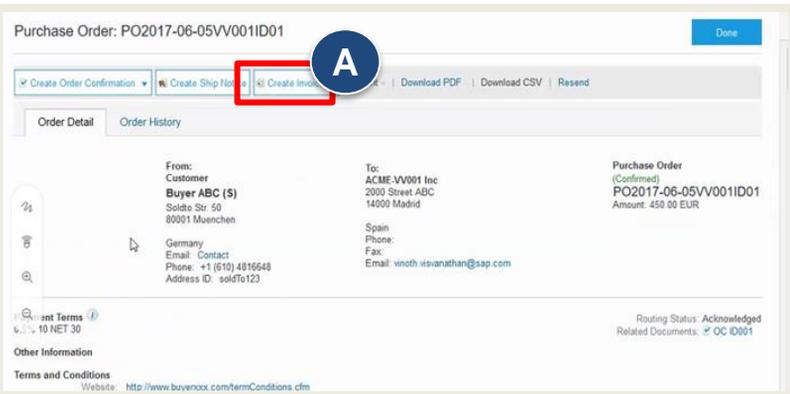
Step 1: Email Notification – Process Order

Open the email notification received for the Purchase order

- A. Click the **“Process Order”** link from the PO email



Step 2: Create Invoice



- A. Click the **Create Invoice** tile
- B. Select **“Create Standard Invoice”** from the drop down





How Do I Create An Invoice From A Standard / Light Account?

Step 3: Enter Invoice Details

Enter below details/fields under **Invoice Header**

- A. **Invoice number**
- B. **Invoice date** – may be backdated maximum 10 days
- C. For amount-based PO's, only **amount value** can be updated.
- D. For Quantity based PO's, only **Quantity** field can be updated

▼ Invoice Header

Summary

Purchase Order: 1084497223

Invoice #: INV_1084497223

Invoice Date: 15 Apr 2016

Remit To: DEFAULT VALUE

Note: Enter any remaining fields that have * as most fields are carried over from the purchase order

Step 4: Edit Line Item Details

Line Items 2 Line Items, 2 Included, 0 Previously Invoiced

Insert Line Item Options

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

No.	Include	Type	Part#	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	MATERIAL	GOODS_01	Copy Paper White, A3, 80gsm (ream 500 sheets)		5	EA	0.50 EUR	2.50 EUR

To edit a line item, follow steps below

- A. Check the box next to the line item to be edited and make sure it is highlighted with the check box
- B. Click **Line Item Actions**, select **Edit**
- C. Make necessary changes to invoice and click **Done**.

Line Item Actions ▼ Delete Add ▼

Edit

Add

Turn on f
Hide/Shc
Shipping Documents

Note: In the below example, the PO is a quantity based, so only the quantity can be edited. If the PO was amount based, the subtotal price to be invoiced could be adjusted.

Create Invoice Done

▼ Invoice Item * Indicates required field Line Item Actions ▼

Quantity: 5

Unit: EA

Unit Price: 1.00 EUR

Subtotal: 5.00 EUR

Part#: GOODS_01

Description: Copy Paper White, A3, 80gsm (ream 500 sheets)

Pricing Details

Price Unit: PCE Price Unit Quantity: 2

Unit Conversion: 1 Description: This field specifies that 1 Box is equivalent

Inspection Date:

Shipping

Ship From: Ariba_TestSupplier - TEST Ship To: Sandbox Buyer - Test

Praha 5 Praha

Czech Republic Czech Republic

View/Edit Addresses

Deliver To: Cristian Mihalache
2nd Floor, SI Team





Step 5: Add Additional Details

To add attachments or comments to a line item, follow steps below

- A. Check the box next to the line item to be edited and make sure it is highlighted with the check box
- B. Click **Line Item Actions**, select either **Comments** or **Attachments**
- C. If no further changes are needed, click **Next**.

The screenshot shows the SAP interface for editing a line item. A red box labeled 'A' highlights the 'Line Item Actions' dropdown menu. A second red box labeled 'B' highlights the 'Comments' and 'Attachment' options within the dropdown. A third red box labeled 'C' highlights the 'Next' button in the top right corner of the interface.

Step 6: Review & Submit

You will be routed to review page, follow below steps

- A. Review all details for accuracy, click **Done**

The screenshot shows the SAP Purchase Order review page for PO2017-06-05VV001ID01. A red box labeled 'A' highlights the 'Done' button in the top right corner. The page displays order details, including 'From: Customer Buyer ABC (S)', 'To: ACME-VV001 Inc', and 'Purchase Order (Confirmed) PO2017-06-05VV001ID01'. It also shows 'Payment Terms' as 0.5% 10 NET 30 and 'Routing Status' as Acknowledged.

Additional Support

- Access Ariba Support docs [here](#)
- Contact Supplier Enablement [mailbox](#)



Aurora



OVERVIEW

Audience: All Suppliers

Document Purpose

- This Quick Reference Guide provides the steps needed to upload the Mexico domestic suppliers cXML file into ARIBA Network (supplier portal). This includes the overview on invoice upload process, validations in ARIBA and submission process of the invoice.

Fix

Topic 1: Upload the Invoice (cXML)

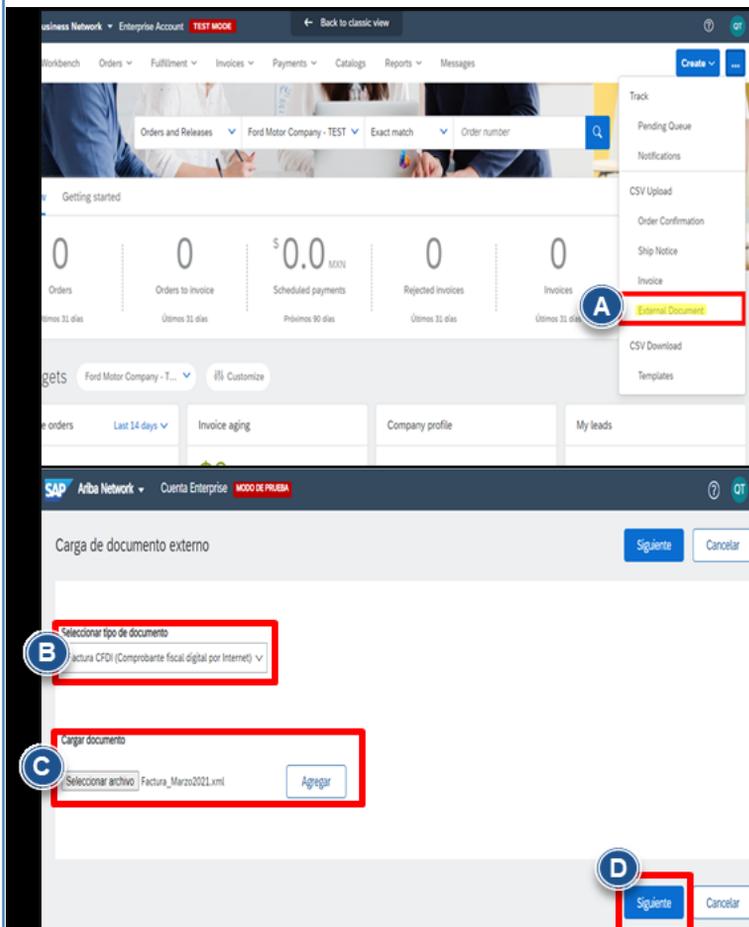
Topic 2: Legal Validation

Topic 3: Update PDF

Topic 4: Enrich Document

Topic 5: Review And Submit

Topic 1: Upload the Invoice (cXML)

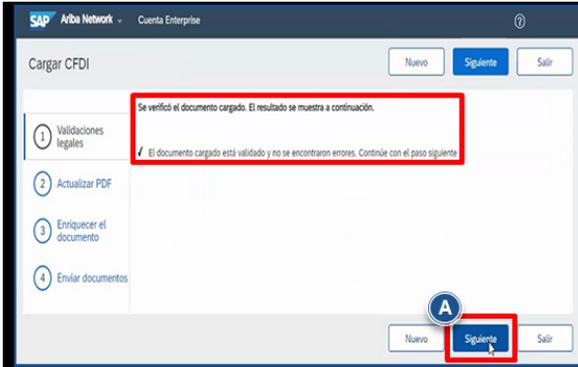


- From the **Home page**, click **Name Initials** in the top right corner. Select **External Document** from the drop-down menu
- In the **Select External Document** drop-down menu, select **CFDI Invoice**
- In **Upload Document** option, click **Choose File** to select your cXML file. Click the **Add** button
- Click **Next**



Topic 2: Legal Validation

1. Compare **Supplier VAT ID** in cXML file and Ariba Network – must be the same
2. Compare **Buyer VAT ID** in cXML file and Ariba Network – must be the same
3. Ensure **Active Trading Relationship** between Buyer & Supplier is set in Ariba
4. All cXML files should be **digitally signed by SAT**
5. All cXML files should be in **UTF-8 format**

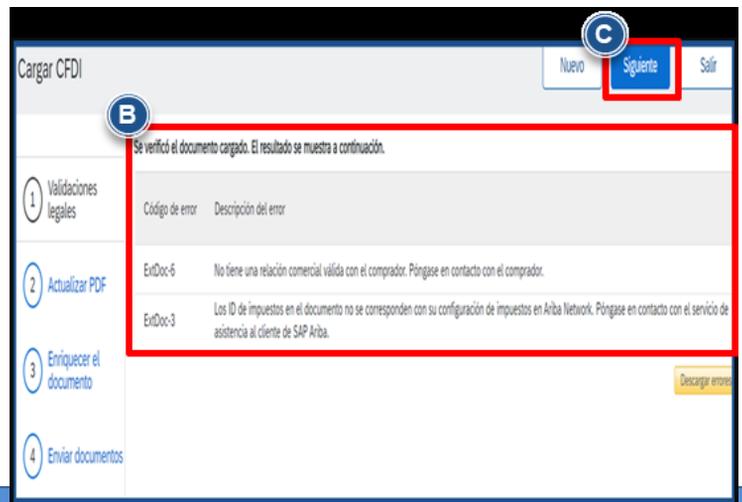


Following validation of the above steps, Ariba will display a verified document notification

A. If no further changes are needed, click **Next**

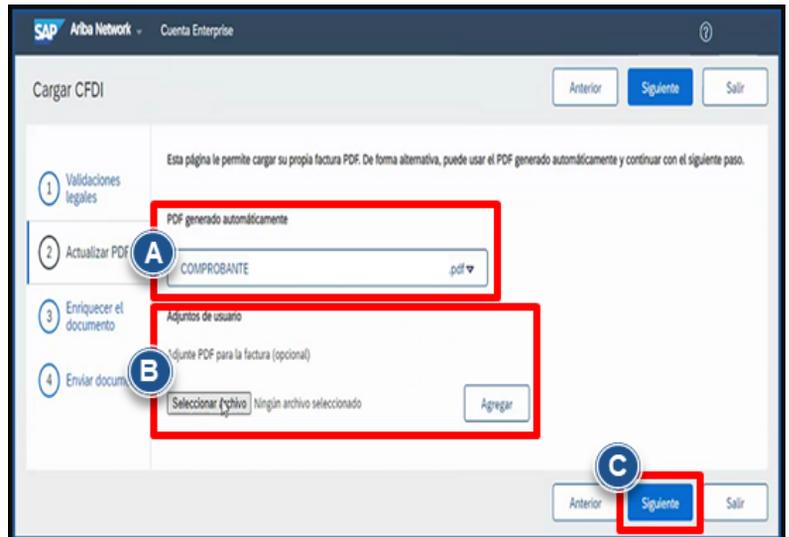
If there is a failure in validation, Ariba will display error codes

- B. Complete changes with the help of support desk
- C. Click **Next**



Topic 3: Update PDF

- A. The **Auto Generated PDF** section will contain a PDF attached which Ariba has converted from the cXML uploaded by the supplier
- B. In **User Attachment** section the supplier may attach the invoice in PDF
- C. **Next**





How do I upload a cXML invoice file (CFDI) as external document? (Mexican suppliers only)

Topic 4: Enrich Document

3 Enrich document

4 Submit Document

A

Purchase Order: PO171389

Invoice Number/Credit Note:

Goods Receipt:

Service Start Date:

Service End Date:

Contract:

Sheet:

Sales Note:

Internal Reference:

Line Item References

Line number	Line item reference	Item Key	Description	Quantity	Amount
1	<input type="text"/>	73152102	RO# 175892; Descripción: MOTOR, RELIANCE ELECTRIC, Modelo: 271621, No. Serie del Equipo: N/A, No. Salida Cliente: , Servicio: Reparación, Orden de Compra: B24 PO18789656, Otras Referencias: USHUA, 30 P01 63213R, STAMP: FHA50001	1.000000	8000.00
2	<input type="text"/>	73152102	RO# 175893; Descripción: MOTOR, SIN FABRICANTE, Modelo: SIN MODELO MOTOR, No. Serie del Equipo: N/A, No. Salida Cliente: , Servicio: Reparación, Orden de Compra: B24 PO18789656, Otras Referencias: USHUA, 30 P01 63213R, STAMP: FHA50002	1.000000	8000.00

B

C

Previous Next

In this step, more details are needed to 'Enrich Document'.

- A. Complete **Purchase Order** field
- B. Complete **Line Item Reference**. This number implies the PO line number for which the supplier invoice has been issued
- C. Click **Next**

Topic 5: Review & Submit

A. Click **"Submit"**

B. Upon submitting, a message as the highlighted will be shown on the screen. The supplier must check **'Invoices'** or wait for a confirmation email to confirm a successful submission.

C. Click **Exit**

D. Click **OK** to confirm

SAP Ariba Network - Cuenta Enterprise

Cargar CFDI

Anterior Nuevo Enviar Salir

1 Validaciones legales

2 Actualizar PDF

3 Enriquecer el documento

4 Enviar documentos

Enviar documento

UUID:

Serie:

Folio:

ID fiscal de comprador:

ID fiscal del proveedor:

Documento CFDI: CA 97.xml

PDF relacionado: CA 97.pdf

Anterior Nuevo **A** Enviar Salir

SAP Ariba Network - Cuenta Enterprise

Cargar CFDI

Salir Nuevo

1 Validaciones legales

2 Actualizar PDF

3 Enriquecer el documento

4 Enviar documentos

Documento enviado con éxito para validaciones empresariales. Ver los resultados en la carpeta de salida.

B

C

Salir Nuevo

SAP Ariba Network - Cuenta Enterprise

D

Aceptar Cancelar

¿Está seguro de que desea salir?

Aceptar Cancelar





Topic 5: Review & Submit (continued)

Following invoice submission, status of the submitted invoice can be tracked via:

- **Invoices** (Enterprise suppliers only) **OR**
- **Email** (Standard account users)

A. Under **Invoices**, select **Invoice** from the drop-down menu

B. Find the list of submitted invoices and their **invoice status**.

An unsuccessful submission alone will have status **Failed** and **Rejected** or **Acknowledged** and **Rejected**. In such scenarios supplier must fix the errors and re-submit the invoice.

The screenshot shows the SAP Business Network interface. The top navigation bar includes 'Home', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. A dropdown menu for 'Invoices' is open, showing options: 'Orders and Releases', 'Archived Invoices', 'Exact match', 'Order number', 'Timestamp Verification', and 'Drafts'. A red box labeled 'A' highlights the 'Invoices' menu item. Below the navigation, there are several summary cards for 'Orders', 'Orders to Invoice', 'Scheduled payments', 'Rejected Invoices', and 'Invoices'. The 'My widgets' section includes 'Purchase orders', 'Invoice aging', 'Company profile', and 'My leads'. The bottom screenshot shows the 'Invoices' list page with a table of 4 invoices. A red box labeled 'B' highlights the 'Invoice Status' column in the table.

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status	Invoice Status
K5220MXX2068	Ford Motor Company - TEST	PO21140	Paper Invoice	Supplier	No	Order	22 Mar 2021	\$5.80 MXN	Acknowledged	Sent
K5220MXX6H72	Ford Motor Company - TEST	PO21408	Paper Invoice	Supplier	No	Order	12 Feb 2021	\$11.80 MXN	Acknowledged	Approved
K5220MXX6H71	Ford Motor Company - TEST	PO21408	Paper Invoice	Supplier	No	Order	12 Feb 2021	\$11.80 MXN	Acknowledged	Approved
K5220MXX6H71	Ford Motor Company - TEST	PO21408	Paper Invoice	Supplier	No	Order	11 Feb 2021	\$11.80 MXN	Acknowledged	Sent

Additional Support

- [Contact Supplier Enablement \(English\) mailbox](#)
- [Contact Supplier Helpdesk \(English/Spanish\) mariba@ford.com](#)





Propósito del documento

- Esta Guía Rápida de Referencia explica los pasos necesarios para que los proveedores locales en México carguen su factura cXML en ARIBA Network (portal de proveedores). Se incluye la descripción general del proceso de carga de facturas, validaciones en ARIBA y el proceso de envío de la factura.

Temas

Tema 1: Carga de la factura (cXML)

Tema 2: Validaciones legales

Tema 3: Actualizar PDF

Tema 4: Enriquecer el documento

Tema 5: Enviar documentos y revisarlos

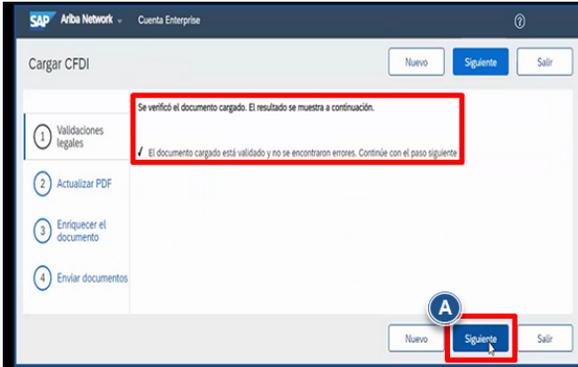
1: Carga de la factura (cXML)

The screenshot shows the ARIBA Network portal interface. At the top, there is a navigation bar with options like 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. Below this is a dashboard with several cards showing metrics like 'Orders', 'Orders to invoice', 'Scheduled payments', 'Rejected invoices', and 'Invoices'. A dropdown menu is open, showing options like 'Track', 'Pending Queue', 'Notifications', 'CSV Upload', 'Order Confirmation', 'Ship Notice', 'Invoice', 'External Document', 'CSV Download', and 'Templates'. The 'External Document' option is highlighted with a red box and labeled 'A'. Below the dashboard, there is a section titled 'Carga de documento externo' with a 'Siguiente' button and a 'Cancelar' button. The form contains a dropdown menu for 'Seleccionar tipo de documento' with 'Factura CFDI (Comprobante fiscal digital por Internet)' selected, highlighted with a red box and labeled 'B'. Below that is a 'Cargar documento' section with a file selection button and a file name 'Factura_Marzo2021.xml', highlighted with a red box and labeled 'C'. At the bottom right, there is an 'Agregar' button and a 'Siguiente' button, with the 'Siguiente' button highlighted by a red box and labeled 'D'.

- En **Página de inicio** dar click en el botón **Nombre iniciales** de la esquina superior derecha y seleccionar **Documento externo** en el menú desplegable.
- En el menú desplegable de la sección **Seleccionar tipo de document** seleccionar **Factura CFDI**
- En la sección **Cargar document** dar click en **Seleccionar archivo** para seleccionar su factura cXML y después dar click en **Agregar**.
- Dar click en **Siguiente**

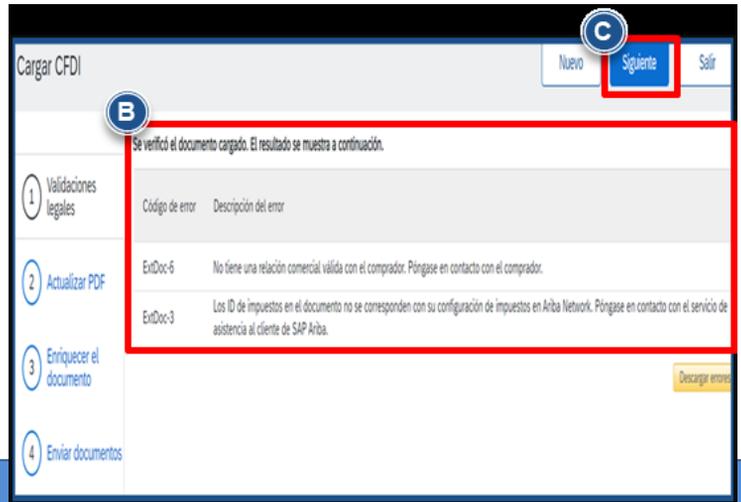
2: Validaciones legales

1. Comparar el **RFC del proveedor** en la factura cXML con el de ARIBA – debe ser el mismo.
2. Comparar el **RFC de Ford** en la factura cXML con el de ARIBA – debe ser el mismo.
3. Asegurarse de que haya una **Relación Comercial Activa** entre Ford y el proveedor.
4. Todas las facturas cXML deben estar **digitalmente firmadas por el SAT**.
5. Todas las facturas cXML deben estar en **formato UTF-8**.



Tras la validación de los pasos anteriores, ARIBA mostrará una notificación de que el documento ha sido verificado.

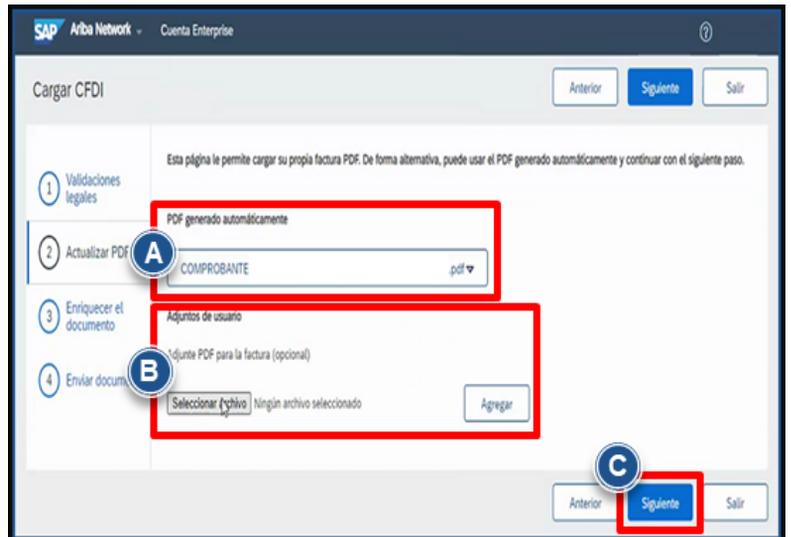
- A. Si no se necesitan hacer cambios, dar click en **Siguiete**



- Si hubo una falla en la validación, ARIBA mostrará el código de error**
- B. Corregir los errores con el soporte del equipo de ayuda a proveedores.
- C. Dar click en **Siguiete**

3: Actualizar PDF

- A. La sección del **PDF generado automáticamente** tendrá un PDF adjunto, ya que ARIBA convirtió el cXML que fue cargado por el proveedor.
- B. En la sección **Adjuntos de usuario** el proveedor tiene que adjuntar su factura en PDF.
- C. Dar click en **Siguiete**.



4: Enriquecer el documento

En este paso se necesita añadir datos adicionales para **Enriquecer el documento**

- Completar el campo **Pedido de compra**
- Completar las campos en **Referencias de artículo en línea**.
- Dar click en **Siguiente**

5: Enviar documentos y revisarlos

A. Dar click en **Enviar**

B. Al enviarla se mostrará un mensaje como el señalado en la captura de pantalla. El proveedor debe revisar en **Facturas** o esperar un correo electrónico de confirmación para confirmar un envío exitoso.

C. Dar click en **Salir**

D. Dar click en **Aceptar** para confirmar



¿Cómo cargo una factura cXML (CFDI) como documento externo? (Sólo proveedores mexicanos)

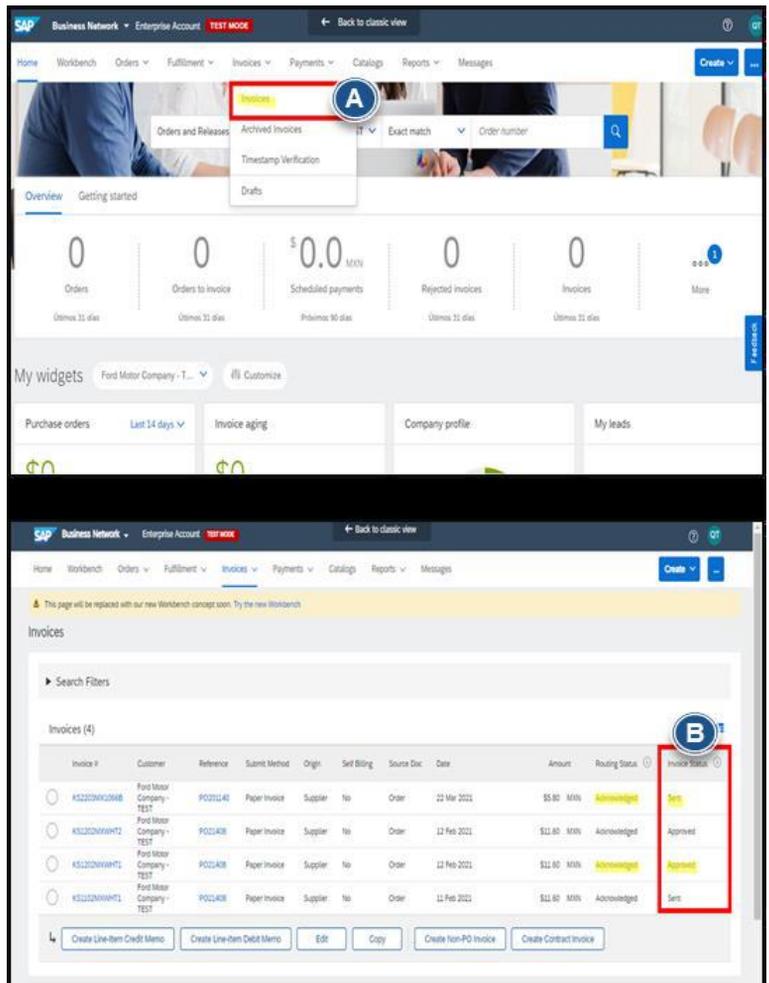
Después del envío de la factura, el estado de la factura enviada se puede rastrear a través de:

- **Facturas** (Sólo cuentas Enterprise) O
- **Email** (Usuarios con cuenta Standard)

- En **Facturas**, seleccionar **Facturas** en el menu desplegable.
- Encontrar la lista de facturas cargadas y su **Estado de factura**.

Una carga exitosa individual tendrá los estatus **Recepción confirmada** y **Enviado**.

Una carga no exitosa individual tendrá los estatus **Fallido** and **Rechazado** o **Recepción confirmada** y **Rechazado**. En tales escenarios, el proveedor debe corregir los errores y volver a enviar la factura.



Additional Support

- **Contactar al equipo de habilitación de proveedores (English) mailbox**
- **Contactar al equipo de ayuda a proveedores (English/Espanol) mariba@ford.com**





My Invoice Failed Due To "Invalid Address" I Need To Update My Remit Address

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers work through exceptions triggered due to invalid remit address

Issue

Update Remit To Address And Avoid Invoice Failure

Fix

Step 1: Login

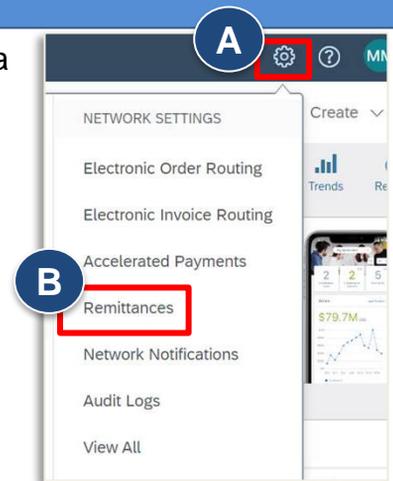
Step 2: Edit Address "EFT/Check Remittances"

Step 1: Login – Supplier Account

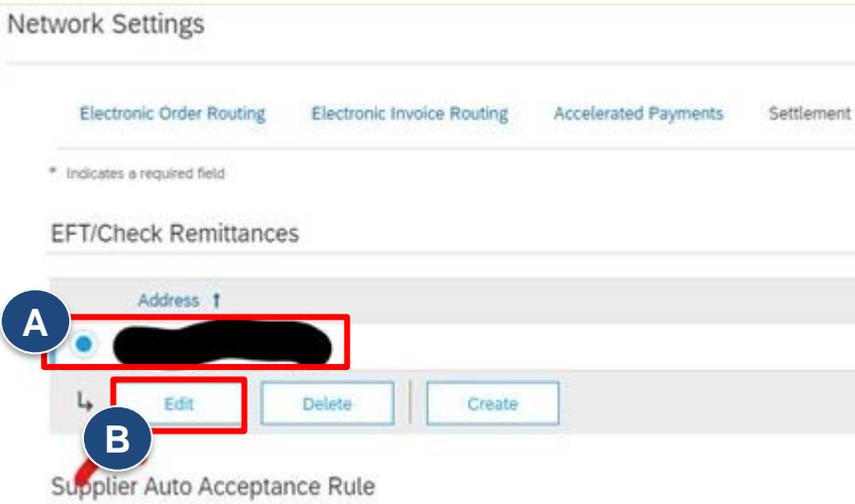
The supplier must update their Remittance Address within their Ariba Network account in order to update their invoices

To do this, the supplier needs to follow the steps below:

- Login to Ariba Network and click on *the gear icon*
- Select *Remittances*



Step 2: Edit Address "EFT / Check Remittances"



- Under *EFT/Check Remittances*, select the dial next to their address
- Click *Edit* to update address

Note: If supplier updates the zip code in this section, they should notice the correct zip code in the "Remit To" section of the updated invoices.

Additional Support

- Access Ariba Support docs [here](#)
- Contact Supplier Enablement [mailbox](#)



Aurora



What Fields Do I Use To Add VAT to An Invoice?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document is a step by step guide to help suppliers add VAT to Invoice

Issue

Add VAT to Invoice

Fix

Step 1: Add VAT Details To Invoice

Step 1: Login – Supplier Account

Ariba Network – The Supplier populates the 'Supplier VAT' section and scroll down to Line Items.

Invoice Creation – Supplier view: Supplier VAT

The screenshot shows the 'Supplier VAT' form in the Ariba Network. It includes fields for Supplier Account ID #, Customer Reference, Supplier Reference, Payment Note, Supplier (with address: GE Germany, Berlin, Germany), and Tax paid through a Tax Representative. There are also fields for Supplier VAT, Supplier Commercial Identifier, Tax Exchange Rate (pre-populated with 0.8482), Customer VAT, and Supplier Legal Form. Annotations include:

- 1: Populate the 'Supplier Commercial Identifier'. (Only applicable for French suppliers). This can be found in the suppliers local commercial registry where the supplier is registered.
- 2: The 'Customer VAT/Tax ID' is populated. This is Ford VAT/Tax ID required on the invoice.
- 3: Populate the 'Supplier Legal Form'. This captures the legal form of the Suppliers company. E.g. LTD, BV (only applicable for French suppliers). This is typically included as part of the Company Legal name.
- 4: The 'Tax Exchange Rate' populated by default. Note: Tax exchange rate is prepopulated when the 'Bill From' base currency differs from Invoice Currency.
- 5: Do not select this check box. (Information Only. No action is required from the customer.)

 Callouts A and B are placed near the Supplier VAT and Customer VAT fields respectively.

A. Supplier VAT / Tax ID - Add Supplier's VAT registration number

B. Customer VAT / Tax ID - Ford's (Bill To FNC VAT Registration number) VAT registration number to be added

Additional Support

- Access Ariba Support docs [here](#)
- Contact otcariba@ford.com





OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers determine the status of an invoice submitted

Issue

Find The Status Of My Invoice I Submitted In Ariba

Fix

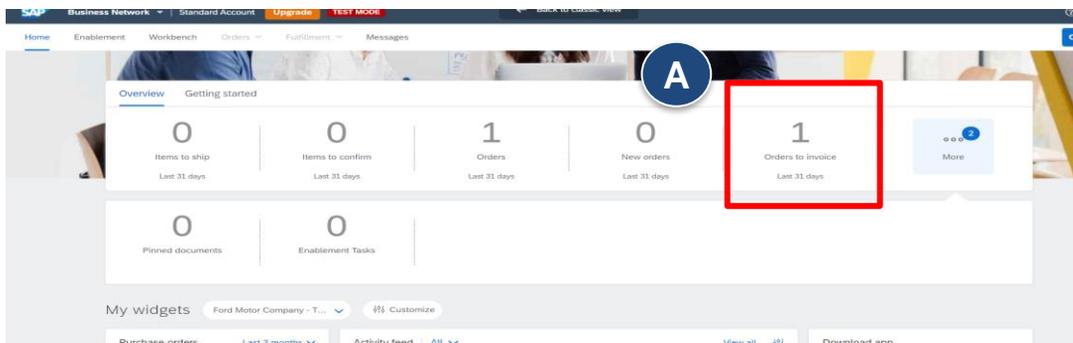
Topic 1: Standard Account – View Invoice Status

Topic 2: Enterprise Account – View Invoice Status

Topic 3: Invoice Status definitions

Topic 1: Standard Account – View Invoice Status

For standard account suppliers, the *dashboard* will allow you to see invoice status



A. From the home page click on **Orders to invoice** tile

B. List of Invoices will be display as shown below with **Invoice Status**

Orders, Invoices and Payments

All Customers ▾

Last 14 days ▾

0
New Purchase
Orders

0
Orders that Need
Attention

5
Invoices Rejected

0
Payments
Received

13
Invoices

More...

Invoice #	Customer	Reference	Date ↓	Amount	Invoice Status
675	Ford Motor Company		3 Apr 2020	USD	Rejected
628	Ford Motor Company		31 Mar 2020	USD	Rejected
479	Ford Motor Company		31 Mar 2020	USD	Rejected
542	Ford Motor Company		31 Mar 2020	USD	Rejected
389	Ford Motor Company		31 Mar 2020	USD	Rejected





How Do I Find The Status Of The Invoice I Submitted In Ariba?

Topic 2: Enterprise Account – View Invoice Status

For enterprise account suppliers, navigate to the **Workbench** tab and select **Invoices**

The screenshot shows the Ariba Workbench interface. At the top, the 'Workbench' tab is highlighted. Below the navigation bar, a summary dashboard displays several metrics: 34 New orders, 0 Orders (Last 31 days), 1 Rejected invoices (Last 31 days), \$0.0 USD Remittances (Last 31 days), 1 Orders to invoice, and 3 Invoices (Last 31 days). The '3 Invoices' metric is highlighted with a red box. Below the dashboard, a table lists invoices. The 'Rejected' status for three invoices is highlighted with a red box.

ID	Supplier	PO Number	Item	Quantity	Unit	Order Date	Amount	Currency	Status	Actual Status
KAR00013_CM	NORGREN AUTOMATION SOLUTIONS LLC - TEST	PO201308	CSV Upload	Supplier	No	26 May 2020	\$1,000.00	USD	Acknowledged	Rejected
KAR00013	NORGREN AUTOMATION SOLUTIONS LLC - TEST	PO201308	CSV Upload	Supplier	No	26 May 2020	\$1,000.00	USD	Acknowledged	Rejected
KAR00012	NORGREN AUTOMATION SOLUTIONS LLC - TEST	PO201308	CSV Upload	Supplier	No	26 May 2020	\$100.00	USD	Acknowledged	Rejected
JVExitTest5	A.L.M. ELECTRIC CO P LTD - TEST	PO20552	Online	Supplier	No	22 May 2020	3,000.00	INR	Acknowledged	Paid
JVExitTest4	A.L.M. ELECTRIC CO P LTD - TEST	PO20547	Online	Supplier	No	22 May 2020	5,000.00	INR	Sent	Sent
JVExitTest3	A.L.M. ELECTRIC CO P LTD - TEST	PO201300	Online	Supplier	No	22 May 2020	50,000.00	INR	Obsoleted	Rejected
JVExitTest2	A.L.M. ELECTRIC CO P LTD - TEST	PO201299	Online	Supplier	No	22 May 2020	40,000.00	INR	Acknowledged	Sent

Topic 3: Invoice Status Definitions

Note: Please make sure to login to your Ariba Account to access the links below.

Status	Definition
Sent	Your customer has received the invoice but has not approved or rejected it. If your invoice stays in this status, contact your customer to see what needs to happen next. One reason your invoice may stay in "Sent" is if the Ford Requisitioner has not systematically Received the Goods / Services you provided in Ariba.
Rejected	The invoice failed validation on Ariba Network, or your customer rejected the invoice . You can edit and resubmit a rejected invoice .
Approved	If the invoice doesn't have any errors, your customer receiving process will approve the invoice for payment. This changes the invoice status to Approved . After an invoice reaches Approved status, you can't make changes to it. You'll need to send a credit memo to update if you made a mistake.
Paid	Your customer paid the invoice or is in the process of issuing payment.

Additional Support

➤ [Contact Supplier Enablement mailbox](#)





My Invoice Is Rejected. How Do I Find Out Why?

OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will help suppliers understand Invoice rejection reasons & take next action in Ariba Network

Issue

Identify Invoice Rejection Reason

Fix

Topic 1: Enterprise Account – View Rejection Details

Topic 2: Standard Account – View Rejection Details

Topic 1: Enterprise Account – View Rejection Details

A. Login to your **enterprise account** and click the **Invoice** tab to see invoices

B. Click on the rejected invoice (Hyperlink)

C. Rejected reason will display

Search Filters

Invoices (12)

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status	Invoice Status
Test@123	Ford Motor Company - TEST	PO212624	Online	Supplier	No	Order	23 Dec 2021	\$10,100.00 USD	Acknowledged	Rejected
invoice @12	Ford Motor Company - TEST	PO212624	Online	Supplier	No	Order	23 Dec 2021	\$1,620.00 USD	Acknowledged	Sent
invoice @123	Ford Motor Company - TEST	PO212624	Online	Supplier	No	Order	23 Dec 2021	\$50.00 USD	Acknowledged	Sent
EIUNVENTORY_HCM	Ford Motor Company - TEST	PO21458	Paper Invoice	Supplier	No	Order	27 Apr 2021	£-1,100.00 GBP	Acknowledged	Approved
EIUNVENTORY_HCM	Ford Motor Company - TEST	PO21458	Paper Invoice	Supplier	No	Order	27 Apr 2021	\$-1,100.00 USD	Acknowledged	Rejected
NEWGRP3	Ford Motor Company - TEST	PO21458	Paper Invoice	Supplier	No	Order	1 Apr 2021	£2,375.34 GBP	Acknowledged	Sent
NEWGRP2	Ford Motor Company - TEST	PO21458	Paper Invoice	Supplier	No	Order	1 Apr 2021	£2,375.34 GBP	Acknowledged	Sent

Invoice: Test@123 Done

Rejected Invoice:

Reasons:
AutoRejection: Special Handling / Shipping Charge not allowed

Header Level Exceptions: Special Handling / Shipping Charge not allowed. When you resubmit PO based invoice, select "Resubmit Rejected Invoice" as "Yes" and give "Original invoice date & Original Date Of Supply" to avoid payment delays

Standard Invoice

Status: Rejected	Subtotal: \$100.00 USD
Routing: Acknowledged	Total Tax: \$0.00 USD
Invoice Number: Test@123	Total Special Handling: \$10,000.00 USD
	Total Gross Amount: \$10,100.00 USD





My Invoice Is Rejected. How Do I Find Out Why?

Topic 2: Standard Account – View Rejection Details

A. From the Workbench, click on **Rejected Invoices** tile to access **Invoice List**.

SAP Business Network | Standard Account | Upgrade | TEST MODE | Back to classic view

Home | Enablement | Opportunities | Workbench | Orders | Fulfillment | Invoices | Payments | Catalogs | Reports | Messages

Workbench

- 0 New orders (Last 31 days)
- 0 Changed orders (Last 31 days)
- 1 Orders (Last 31 days)
- \$ 0.0 USD Scheduled payments (Next 90 days)
- 3 Invoices pending approval (Last 31 days)
- 4 Rejected Invoices (Last 31 days)** (Label A)

B. **Invoice List** will be displayed as shown below including **Invoice Status**

Orders, Invoices and Payments | All Customers | Last 14 days

- 0 New Purchase Orders
- 0 Orders that Need Attention
- 5 Invoices Rejected** (Label B)
- 0 Payments Received
- 13 Invoices
- More...

#	Customer	Reference	Date ↓	Amount	Invoice Status
675	Ford Motor Company		3 Apr 2020	USD	Rejected
628	Ford Motor Company		31 Mar 2020	USD	Rejected
479	Ford Motor Company		31 Mar 2020	USD	Rejected
542	Ford Motor Company		31 Mar 2020	USD	Rejected
389	Ford Motor Company		31 Mar 2020	USD	Rejected

Access your Purchase Order through PO e-mail notification:

C. Invoices sent against the PO will display as highlighted below

D. Click on the invoice number

Purchase Order: PO172468

Print | Download PDF | Export iMML | Download CSV

Order Detail | Order History

Ford

From: FORD MOTOR COMPANY, A DELAWARE CORPORATION
ONE AMERICAN ROAD
DEARBORN, MI 48126
United States

To: Sherwin-Williams Company, The (inc) - TEST
101 Prospect Ave NW
Cleveland, OH 44115
United States
Phone: +1 (216) 566-1482
Fax: +1 (216) 935-4333
Email: david.lundgren@sherwin.com, ryan.m.rodriguez@sherwin.com

Purchase Order (New)
PO172468
Amount: \$502.50 USD
Version: 1

Payment Terms: NET 60

Comments
Comment Type: Terms and Conditions
Body: The English version of any Purchase Order will apply in the event of any disagreement over any translation. Where a Purchase Order has been translated from English to another language in order for the Purcha...
View more

Contact Information
Seller Entity: S2432 - THE SHERWIN WILLIAMS CO
13101 NORTH END ST
OAK PARK, MI 48237
United States
Address ID: S2432
GST ID: GB107328000

Routing Status: Acknowledged
Related Documents: 50827197620120-2
50827197620120 (Label C)

(Label D)





My Invoice Is Rejected. How Do I Find Out Why?

E. Under details tab, generic details of the invoice can be viewed

Invoice: 50827197620120-2 Done

Resend Print Export cXML

Detail
History

E Standard Invoice **F**

<p>Status</p> <p>Invoice: Rejected</p> <p>Routing: Acknowledged</p> <p>Invoice Number: 50827197620120-2</p> <p>Invoice Date: Tuesday 12 May 2020 12:00 PM GMT+00:00</p> <p>Original Purchase Order: PO172468</p> <p>Submission Method: CIG - X12</p> <p>Origin: Supplier</p> <p>Source Document: Order</p>	<p>Subtotal: \$502.5 USD</p> <p>Total Tax: \$0.00 USD</p> <p>Total Gross Amount: \$502.5 USD</p> <p>Total Net Amount: \$502.5 USD</p> <p>Amount Due: \$502.5 USD</p>
---	--

F. Click on **History** tab to get Reject reason

Based on the rejection reason follow instruction for below reference guide for exceptions

Note: Click the image below to refer to the Index page for below listed reference guide on Invoice exceptions

Clearing Invoice exceptions not related to Taxes to get paid

- [If My invoice is rejected, how do I find out why?](#)
- [My Invoice was rejected with a "PO received quantity variance exception"](#)
- [My Invoice was rejected with a "Quantity variance exception"](#)
- [My Invoice was rejected with an "Under Price variance exception"](#)
- [My Invoice was rejected with an "PO received line amount variance exception"](#)
- [My Invoice was rejected with an "Invalid Invoice Date exception"](#)
- [My Invoice was rejected with an "Invalid Invoice Date \(Original\) exception"](#)

Submitting Taxes on Invoices and Clearing Tax Invoice exceptions to get paid

- [How can I tell which "Tax Type" to select on my Invoice?](#)
- [My Invoice was rejected with a "W9 Error exception"](#)
- [My Invoice was rejected with an "Invalid Tax Point Date exception"](#)
- [My Invoice was rejected with an "Invalid India GST Invoice Number exception"](#)
- [My Invoice was rejected with a "Tax Variance exception"](#)
- [My Invoice was rejected with a "Missing Withholding Tax exception"](#)

Additional Support

➤ [Contact Supplier Enablement mailbox](#)





How to Submit a Backdated Rejected Invoice with the Original Date?

Overview

Audience: All Suppliers

Document Purpose

This Document will help the Supplier to invoice the backdated po with the Original invoice Date without an Error.

Issue

My PO Has Been Rejected and Now I Need to Backdate it to the Original Date

Fix

Step 1: Create an Invoice

Step 2: Set the Date

1: Create an Invoice

A. Log into your Ariba Network account

B. Open a PO

C. Select **Create Invoice**

Purchase Order: PO212624

Buttons: Create Order Confirmation, Create Ship Notice, Create Invoice

Order Detail | Order History

Ford

From: Ford Technologies Limited
Dunton Technical Centre
Laindon
Basildon
Essex
SS15 6EE
United Kingdom

To: Ford Supplier Integration TEST SUPP
15575 Lundy Pkwy
Dearborn , MI 48126
United States
Phone: +1 (313) 3221816
Fax:
Email: SFord80@Ford.com

Payment Terms

2: Set the Date

A. Enter the invoice date as of Current Date in the **Invoice Date** field

B. Select the yes from the drop-down menu from **Resubmit Rejected Invoice**

C. Enter the actual rejected invoice date under **Original Invoice Date**

United States

▼ Invoice Header

Supplier VAT

Supplier VAT/Tax ID:

Tax Exchange Rate

Exchange Rate from US* 0.7292
Dollar to British Pound :

Invoice Resubmission Help Document

Resubmit Rejected Invoice YES

Original Invoice Date 1 Jan 2022

Add to Header

Summary

Purchase Order: PO212624

Invoice Date: 14 Jan 2022

Service Description:

Supplier Tax ID:

Remit To: Ford Supplier Integration TEST SUPPLIER

Dearborn , MI
United States

Bill To: Ford Technologies Limited

Basildon
Essex

Additional Support

➤ **Contact Mailbox** payariba@ford.com





My Invoice Was Rejected With Exception "PO Received Quantity Variance"

OVERVIEW

Audience: Requisitioners & Suppliers

Document Purpose

- This document will help suppliers understand & seek help related to invoice exceptions & requisitioner to take next action in Ariba Network

Issue

Invoice Related Error - PO Received Quantity Variance Exception

Fix

Topic 1: View Exception – Quantity Variance (*Requisitioner Only*)

Topic 2: Contact Help Desk (*Supplier Only*)

Topic 1: View Exception – Quantity Variance (Requisitioner Only)

This exception is caused when the invoice quantity is greater than the quantity quoted / entered on the receipt

IRINV04052019-10834

Invoice ID: INVINV04052019-10834
 Invoice From: AVAYA INC on Fri, 05 Apr, 2019
 Invoice Type: Purchase Order
 Purchase Order(s): PO19100886

Header Information ▾

Assigned To Me (0) **All Exceptions (2)**

There are no exceptions assigned to you on this invoice.

A. The details of the error are displayed in the IR document - ***Exceptions Tab***

B. To view exceptions, select the ***"All Exceptions" tab***

C. Select ***"View Details"*** to see more information

Note: If the Quantity invoiced is greater than the quantity booked in the receipt, a ***'PO Received Quantity Variance'*** exception will appear on the invoice

IRINV04052019-10834

Invoice ID: INVINV04052019-10834
 Invoice From: AVAYA INC on Fri, 05 Apr, 2019
 Invoice Type: Purchase Order
 Purchase Order(s): PO19100886

Header Information ▾

Assigned To Me (0) **All Exceptions (2)**

PO Received Quantity Variance

Order : PO19100886
 Office Chairs

View Details ▾ Reference ▾





My Invoice Was Rejected With Exception "PO Received Quantity Variance"

The screenshot shows the Aurora system interface for an exception. The exception is titled "PO Received Quantity Variance". A magnifying glass is positioned over the "Quantity" and "Expected Quantity" fields. Callout box E points to the "Quantity" field, callout box F points to the "Expected Quantity" field, and callout box D points to the "Expected Quantity" field. A red box highlights the "Expected Quantity" field.

- D. Check the **Quantity** against **Expected Quantity** to identify what needs to be reconciled
- E. The quantity / amount that the supplier invoiced for will appear on the **'Quantity' or 'Amount'** line
- F. The **'Expected Quantity'** or the **'Expected Amount'** is the quantity or amount that has been received in Aurora

The diagram shows a magnifying glass over the "Quantity" and "Expected Quantity" fields. Callout box E points to the "Quantity" field, callout box F points to the "Expected Quantity" field, and callout box D points to the "Expected Quantity" field. A red box highlights the "Expected Quantity" field.

Note: If you get this exception, you will need to either [adjust the receipt](#) or [amend the PO](#) to clear the Invoice Reconciliation.

For more details, please refer to Module 14 - Receiving Training

Topic 2: Contact Help Desk (Supplier Only)

This exception is triggered in two scenarios:

Scenario	Receipts Not Booked / Under Booked	Supplier Overbilled
Action	Requestor to book the receipts in Aurora	1. Supplier to raise a credit memo 2. Payables should approve the credit memo to match the invoice
Contact	Respective Requisitioner	payariba@ford.com

Note: When this exception is triggered, the invoice reconciliation is assigned to the respective requestor

Additional Support

➤ [Contact Mailbox payariba@ford.com](mailto:payariba@ford.com)





OVERVIEW

Audience: Suppliers (EU ONLY)

Document Purpose

- This document will help suppliers understand Invoice related exceptions in Ariba network providing additional insights to seek help.

Issue

Invoice Related Error - Quantity Variance Exception

Fix

Topic 1: Contact Help Desk (*Supplier Only*)

Topic 1: Contact Help Desk – Quantity Variance (Supplier Only)

This exception is specific to Europe.

- If there are any exceptions for quantity variance, the invoiced quantity is more than the PO quantity or available balance in PO
- If there are any relevant credit notes pending with Accounts Payable, the credit note must first be approved

This exception is triggered in two scenarios:

Scenario	Supplier Invoiced Quantity Is Correct	Supplier Invoiced Quantity Is Incorrect
Action	Requestor/Buyer should amend the PO to reflect the correct quantity	Invoice to be rejected and supplier should resubmit the invoice with correct quantity
Contact	Respective Requisitioner	payariba@ford.com

Additional Support

➤ **Contact Mailbox** payariba@ford.com





OVERVIEW

Audience: Suppliers

Document Purpose

- This document will help suppliers understand Invoice related exceptions in Ariba network providing additional insights to seek help.

Issue

Invoice Related Error – Under Price Variance Exception

Fix

Topic 1: Contact Help Desk (*Supplier Only*)

Topic 1: Contact Help Desk – Under Price Variance (Supplier Only)

Note: This exception is triggered only for manually processed invoices.

Under Price Variance Exception is triggered either due to a difference in PO price and Invoice price

- This exception will be assigned to Buyer for review and the Buyer only will be able to act on this exception
- When this exception is triggered for an invoice, the invoice is assigned to the PO buyer

This exception is triggered in two scenarios:

Scenario	Unit Price Quoted By The Supplier Is Correct	Unit Price Quoted By The Supplier Is Incorrect
Action	Buyer to amend the PO with correct price. Then, the invoice will clear from exception	<ol style="list-style-type: none"> Buyer should reject the invoice Supplier should re-submit with correct unit price If the supplier resubmit the invoice again manually, then payables should reprocess the invoice
Contact	Respective Requisitioner	payariba@ford.com

Additional Support

- Access Ariba Support docs [here](#)
- Contact Mailbox payariba@ford.com





My Invoice Was Rejected With Exception "PO Received Line Amount Variance"

OVERVIEW

Audience: Requisitioners & Suppliers

Document Purpose

- This document will help suppliers understand & seek help on invoice related exception & requisitioner to take next action in Ariba Network

Issue

Invoice Related Error – PO Received Line Amount Variance Exception

Fix

Topic 1: View Exception (*Requisitioner Only*)

Topic 2: Contact Help Desk (*Supplier Only*)

Topic 1: View Exception – Amount Variance (Requisitioner Only)

This exception is caused when the invoice amount is greater than the amount available on the PO / entered on the receipt

- A. The details of the error are displayed in the IR document - **Exceptions Tab**
- B. To view exceptions, select the **"All Exceptions" tab**
- C. Select **"View Details"** to see more information

Note: If you get this exception, you will need to either adjust the receipt or amend the PO to clear the Invoice Reconciliation.

For more details, please refer to Module 17 – Receiving & Invoice Reconciliation training





My Invoice Was Rejected With Exception “PO Received Line Amount Variance”

Topic 2: Contact Help Desk (Supplier Only)

Note: If the invoice amount is greater than the amount available on the PO, a ‘PO Amount Variance’ exception will appear on the invoice

This exception is triggered in four scenarios:

Scenario	Action	Contact
Supplier Claims Higher Amount Than The Received Amount	<ol style="list-style-type: none"> 1. If the supplier's claim is incorrect the Invoice is rejected 2. If the supplier's claim is correct - Receipt to be added 	Respective Requisitioner
Offset With Other Invoice	Review the correctness of the invoice offset with the receipt; receipt needs to be booked for the Invoice released inadvertently; then the new receipt will be used to release the pending invoice	Respective Requisitioner
No Receipt	Requisitioner to enter receipt in Aurora	Respective Requisitioner
The Relevant Credit Note Is Pending With Accounts Payable	Accounts Payable has to approve the Credit Note	payariba@ford.com

Note: When this exception is triggered, the invoice reconciliation is assigned to the respective requestor

Additional Support

➤ **Contact Mailbox** payariba@ford.com





My Invoice Was Rejected With Exception "Invalid Invoice Date"

OVERVIEW

Audience: Suppliers

Document Purpose

- This document will help suppliers understand invoice related exceptions in Ariba Network providing additional insights to seek help.

Issue

Invoice Related Error – Invalid Invoice Date Exception

Fix

Topic 1: Contact Help Desk (*Supplier Only*)

Topic 1: Contact Help Desk – Invalid Invoice Date (Supplier Only)

Effective March 2020, This System Issue Was Fixed;

The supplier should send a manual invoice to accounts payable explaining the reason (only for invoices rejected prior to this fix and yet to be paid)

✓ **Contact Help Desk payariba@ford.com for assistance**

Note: You may also contact the requisitioner to have the exception cleared on the PR

Invalid Invoice Date (Original)


 Fri 24/04/2020 12:19
 network_accounts@ariba.com <ordersender-prod@ansmtp.ariba.com>
 Rejected - Invoice INVALIDINVDATA - to Ford Motor Company - TEST (ANID: AN01053388770-T) - Notification from Ariba Network

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Right-click or tap and hold here to download.

Your customer Ford Motor Company - TEST updated your invoice on Ariba Network.

You can view the invoice in your online Outbox (ANID: AN01436999642-T).

Country	CA
Customer	Ford Motor Company - TEST
Invoice number	INVALIDINVDATA
Invoice Status	Rejected
Rejected Reason:	Header Level Exceptions: Invalid Invoice Date (Original Ordered Date) The date on the invoice is before the original ordered date.---
Partial Amount	0.00

Additional Support

➤ **Contact Mailbox payariba@ford.com**





My Invoice Was Rejected With Exception "Invalid Invoice Date (Original)"

OVERVIEW

Audience: Suppliers

Document Purpose

- This document will help suppliers understand invoice related exceptions in Ariba Network and take appropriate next action.

Issue

Invoice Related Error – Invalid Invoice Date (Original Order Date)

Fix

Topic 1: Contact Help Desk

Topic 2: Resubmit Invoice

Topic 1: Contact Help Desk – Invalid Invoice Date (Supplier Only)

The invoice is automatically rejected, when the invoice date is prior to the original PO date

- Supplier will receive an automated email message
- Supplier must resubmit the invoice with the invoice date on or after the original PO date
- Please contact payariba@ford.com for further assistance

Invalid Invoice Date (Original)

Fri 24/04/2020 12:19
 N network_accounts@ariba.com <ordersender-prod@ansmtp.ariba.com>
 Rejected - Invoice INVALIDINVDATA - to Ford Motor Company - TEST (ANID: AN01053388770-T) - Notification from Ariba Network

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Right-click or tap and hold here to download...

Your customer Ford Motor Company - TEST updated your invoice on Ariba Network.

You can view the invoice in your online Outbox (ANID: AN01436999642-T).

Country	CA
Customer	Ford Motor Company - TEST
Invoice number	INVALIDINVDATA
Invoice Status	Rejected
Rejected Reason:	Header Level Exceptions: Invalid Invoice Date (Original Ordered Date) The date on the invoice is before the original ordered date,---
Partial Amount	0.00





My Invoice Was Rejected With Exception "Invalid Invoice Date (Original)"

Topic 2: Resubmit Invoice

Create Invoice

Purchase Order

1. Login to your Ariba Network account
2. Open the PO
3. Create Invoice

- A. Open the PO to see Tax details
- B. Under **Order History** tab, "Submitted On" date details can be viewed
- C. Create Invoice

"Create Invoice" occurs twice...

section

date should be on or after the PO

date

Purchase Order: PO20961

Order Detail | **Order History**

Purchase Order: PO20961
Order Status: New
Submitted On: 15 Apr 2020 8:18:38 AM GMT+05:30

From Customer: Ford Motor Company - DEV
Routing Status: Sent

History

Status	Comments	Changed By	Date and Time
--------	----------	------------	---------------

Update Invoice

- D. Make sure **Invoice Date** is same as Submitted On date

Create Invoice

Update Save Exit Next

Invoice Header

Summary

Purchase Order: PO20961

Invoice #: |

Invoice Date: 21 Apr 2020

Service Description:

Supplier Tax ID:

Subtotal: \$400.00 USD
Total Tax: \$0.00 USD
Total Gross Amount: \$400.00 USD
Total Net Amount: \$400.00 USD
Amount Due: \$400.00 USD

Additional Support

- Access Ariba Support docs [here](#)
- Contact Mailbox payariba@ford.com





How Can I Tell Which "Tax Type" To Select On My Invoice?

OVERVIEW

Audience: Suppliers

Document Purpose

- This document will help suppliers select the appropriate tax type during invoice creation

Issue

Choose Appropriate Tax Type For Invoice Creation

Fix

Step 1: Open PO & Create Invoice

Step 2: Apply Tax details

Topic 1: Open PO & Create Invoice

Create Invoice

- Login to your Ariba Network account
- Open the PO
- Create Invoice
- Update Invoice header section

Note: The Supplier will populate mandatory fields marked with an asterisk (). Many fields will populate automatically from the PO*

A Ariba Network

Purchase Order: PO18178

The selected PO number

B Create Invoice

Standard Invoice
Line-Item Credit Memo
Line-Item Debit Memo

The Supplier can create the:
'Standard Invoice'
'Line-Item Credit Memo'
'Line-Item Debit Memo'

The Supplier will create the 'Standard Invoice'

'Line-Item Debit Memo' is not enabled

C Invoice Header

Invoice #: * 123

The supplier populates 'Invoice number' and scroll down to 'Supplier VAT' section

D Ship From: Ford Test Supplier 1 - TEST

The supplier will update the 'Ship From' if required

To:
Ford Test Supplier 1 - TEST
210 Sixth Ave
Pittsburgh, PA 15222
United States
Phone:
Fax:
Email: NoReplyAribaCS@ariba.com



How Can I Tell Which "Tax Type" To Select On My Invoice?

Topic 2: Apply Tax Details

Additional Fields

Information Only. No action is required from the customer.

Supplier Account ID #: Service Start Date:

Customer Reference: Service End Date:

Supplier Reference:

Payment Note:

Supplier: GE Germany lo
 GE Germany lo
 Berlin
 Germany

Ford Werke GmbH
 Köln
 Germany

Tax paid through a Tax Representative

A **Supplier VAT**
 Supplier VAT/Tax ID: DE456789

B **Customer VAT**
 Customer VAT/Tax ID: *
 Supplier Legal Form: *

C **Supplier Legal Form**
 Supplier Commercial* Identifier:

D **Tax Exchange Rate**
 Exchange Rate from US* Dollar to Euro : 0.8482

E **Supplier Commercial Identifier**
 Populate the 'Supplier Commercial Identifier'. (Only applicable for French suppliers). This can be found in the suppliers local commercial registry where the supplier is registered.

F **Customer VAT/Tax ID**
 The 'Customer VAT/Tax ID' is populated. This is Ford VAT/Tax ID required on the invoice

G **Supplier Legal Form**
 Populate the 'Supplier Legal Form'. This captures the legal form of the Suppliers company. E.g. LTD, BV (only applicable for French suppliers)
 This is typically included as part of the Company Legal name

H **Tax Exchange Rate**
 The 'Tax Exchange Rate' populated by default. Note: Tax exchange rate is prepopulated when the 'Bill From' base currency differs from Invoice Currency

- A. Enter Supplier VAT details
- B. Enter Customer VAT details
- C. Add Supplier legal form
- D. Apply tax exchange Rate
- E. Include relevant line items
- F. Enter quantity to invoice

Line Items

The 'Line Items' section

The 'Quantity' is an editable by the Supplier. The Supplier cannot overwrite other fields of the invoice as these have to match the PO

E **Include Toggle**
 The 'Include' toggle is used to include (or not to include) the specific line item on the invoice. Note: the excluded line items cannot be modified

F **Quantity**

Insert Line Item Options

Tax Category: Shipping Documents Special Handling Discount

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	Demo_Invoice_AC		30	EA	\$650.00 USD	\$19,500.00 USD
2	<input checked="" type="checkbox"/>	MATERIAL				3	EA	\$700.00 USD	\$0.00 USD



Topic 2: Apply Tax Details (continued)

Supplier VAT: Supplier VAT/Tax ID:

Customer VAT: Customer VAT/Tax ID:

[Add to Header](#)

1 Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoice

A **Insert Line Item Options**

Tax Category: **Sales Tax** **B** Shipping Documents Special Handling Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	asdfasd		1	EA	\$1,100,000.00000 USD	\$1,100,000.00 USD

C Tax Category: **Sales Tax**

Location:

Description:

Regime:

Taxable Amount: [Remove](#)

Rate(%):

Tax Amount:

[Line Item Actions](#) [Delete](#)

Determine if transaction requires tax to be billed on invoice (i.e. DPP)

If sales tax is required, please follow steps below:

- A. Scroll down to the **Insert Line Item** options
- B. Click the **Tax Category** checkbox and select **Sales Tax** from the dropdown
- C. Under **Category** field select **Sales Tax (as per your specific country/region)**
Example: Domestic transaction of Australia requires GST, EU countries requires VAT, etc.

If no tax required, do not input any values in the Tax Category or Category fields.,

Additional Support

Make sure you are logged in to your Ariba Network

- Access Ariba Support docs [here](#)
- Contact otcariba@ford.com





My Invoice Was Rejected With Exception "W9 Error"

OVERVIEW

Audience: Suppliers

Document Purpose

- This document is a step by step guide to help suppliers clear an EIN Tax exception

Issue

Clear EIN Tax Exception

Fix

Step 1: Determine Service Type & Request W9

Topic 1: Determine Service Type & Request W9

Line #	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal	Tax	Customer Location
1	Not Available		Material Amount-Based Line			1	31 Mar 2021	\$750,000.00 USD	\$750,000.00 USD	\$0.00 USD	

Description: Term: 04/01/2020 - 03/31/2021
Prior PO: A01 PO19 125513;
Tasktop Integration Hub Enterprise Edition Data Stream Add-on and Gateway Add-on, ELA for
- Enables synchronization, create by gateway, modify by gateway, a ... View more »

Line #	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal	Tax	Customer Location
1	Not Available		Material Amount-Based Line			1	31 Mar 2021	\$750,000.00 USD	\$750,000.00 USD	\$0.00 USD	

Description: Term: 04/01/2020 - 03/31/2021
Prior PO: A01 PO19 125513;
Tasktop Integration Hub Enterprise Edition Data Stream Add-on and Gateway Add-on, ELA for
- Enables synchronization, create by gateway, modify by gateway, a ... View more »

Status

0 Invoiced Amount: \$0.00 USD

1 Unconfirmed

Tax

Tax Category	Tax Rate (%)	Taxable Amount	Tax Amount
GST	0	\$750,000.00 USD	\$0.00 USD

Other Information

Amount Based Receiving: Yes

Req. Line No.: 1

Requester: Mr, Serene S. J.

PR No.: PR2018118

Incoterms.ID: Not Applicable

Incoterms.Name: Not Applicable

Service Indicator: Yes

Account Type: Expense

Buyer Contact.Name: Wurapa-Romain, Esli E.

Note: Service Indicator = "YES" triggers W-9/1099 review
Correcting the Service Indicator flag will clear the exception

- A. Under Line items, click on **Details**
- B. **Service Indicator** is listed under **Other Information**

- C. If service indicator = "Yes" and
 - Supplier is NOT providing a service, contact the **Buyer**
 - Supplier IS providing a service, please provide the W9.

- Request a W9 form from the supplier because they're 1099 applicable
- Send the completed W9 form to [Ann Heckler](#) (Accounts Payable) & [Tami Lopez](#) (OTC)
- In the Subject line of the email, please include the Supplier's GSDB code – this will help to expedite the request

Additional Support

➤ [Contact Mailbox otcariba@ford.com](mailto:otcariba@ford.com)





My Invoice Was Rejected With Exception "Invalid Tax Point Date"

OVERVIEW

Audience: Suppliers

Document Purpose

- This document is to help suppliers understand Invoice related exceptions in Ariba network and provide additional insights to seek help.

Issue

Invoice Related Error – *Invalid Tax Point Date Exception*

Fix

Step 1: View Exception & Contact Helpdesk

Step 2: Resubmit Invoice

Topic 1: View Exception & Contact Helpdesk

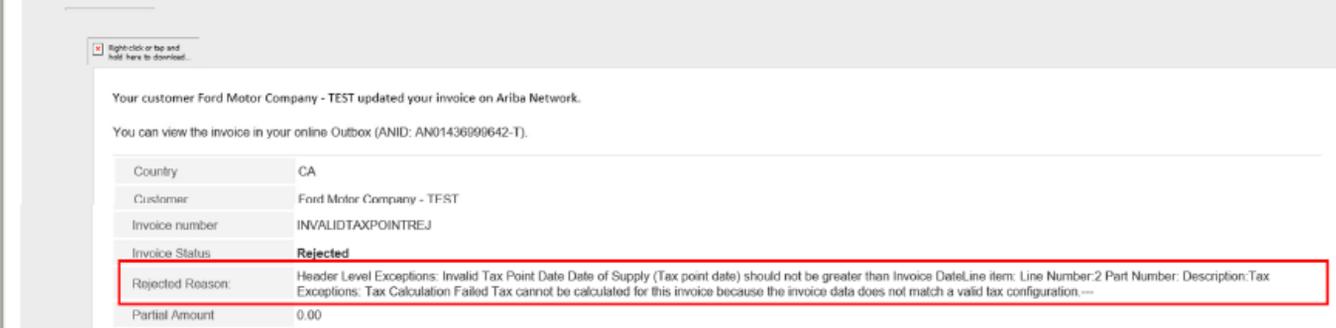
The invoice is automatically rejected when the date of supply is after the invoice date

- Supplier will receive automated email message
- Supplier must resubmit the invoice with correct tax point date
- ✓ Contact payariba@ford.com for further assistance

Invalid Tax Point Date


 Fri 24/04/2020 12:19
 network_accounts@ariba.com <ordersender-prod@ansmtp.ariba.com>
 Rejected - Invoice INVALIDTAXPOINTREJ - to Ford Motor Company - TEST (ANID: AN01053388770-T) - Notification from Ariba Network

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.


 Your customer Ford Motor Company - TEST updated your invoice on Ariba Network.
 You can view the invoice in your online Outbox (ANID: AN01436899642-T).

Country	CA
Customer	Ford Motor Company - TFST
Invoice number	INVALIDTAXPOINTREJ
Invoice Status	Rejected
Rejected Reason:	Header Level Exceptions: Invalid Tax Point Date Date of Supply (Tax point date) should not be greater than invoice DateLine item: Line Number:2 Part Number: Description:Tax Exceptions: Tax Calculation Failed Tax cannot be calculated for this invoice because the invoice data does not match a valid tax configuration.---
Partial Amount	0.00





My Invoice Was Rejected With Exception "Invalid Tax Point Date"

1. Create Invoice

- A. Login to your Ariba Network account
- B. Open the *PO*
- C. Create *Invoice*
- D. Update *Invoice header* section

After completing steps above, follow instructions to update Tax details

2. Invoice Header

- A. Enter *Invoice Date*
- B. Populate *Date of Supply* also called *Tax Point Date*

- *Tax Point Date* should be on or before the *Invoice Date*
- If the *Tax Point Date* is after the *Invoice Date*, the Invoice will be auto rejected with the message '*Invalid Tax Point*' Date

Additional Support

➤ Contact Mailbox otcariba@ford.com





My Invoice Was Rejected With Exception "Invalid India GST Invoice Number"

OVERVIEW

Audience: Suppliers

Document Purpose

- This document is to help suppliers understand Invoice related exceptions in Ariba network and provide additional insights to seek help.

Issue

Invoice Related Error – Invalid India GST Invoice Number

Fix

Step 1: View Exception & Contact Helpdesk

Step 2: Process for Invoicing - Invalid India GST Invoice Number

Topic 1: View Exception & Contact Helpdesk

When the supplier has submitted invoices with an Invalid GST number, the invoice will be auto rejected instantly. Based on the reject notification Supplier must re-submit the invoice.

✓ Please contact payariba@ford.com for further assistance

Topic 2: Process for Invoicing - Invalid India GST Invoice Number

1 This is the 'Home' page when the Supplier logs onto the AN

2 The Supplier can search for Orders by entering the 'Order Number'

3 This view also shows a summary of the Suppliers 'Purchase Orders' received 'by Amount' over time

4 All of the 'Orders, Invoices and Payments' relating to the particular Supplier will be listed for them to see

Orders, Invoices and Payments

Order Number	Customer	Status	Amount	Date ↓	Amount Invoiced	Action
Ignore_tst2	Ford Motor Company - TEST	New	Undisclosed	17 May 2018	£0.00 GBP	Select

5 The Supplier selects 'Inbox' page lists all POs received on AN

6 The Supplier selects the PO for which the invoice needs to be created

Orders and Releases (100+)

Type	Order Number	Ver	Customer	Inquiries	Ship To Address	Ordering Address	Collaboration Request	Amount	Date ↓	Order
Order	PO18178	1	Ford Motor Company - TEST		0131A - FORD-WERKE GMBH KOELN Germany	Not Specified		\$21,600.00 USD	22 May 2018	New





My Invoice Was Rejected With Exception "Invalid India GST Invoice Number"

1. Create Invoice

1 The selected PO number

2 The Supplier can create the: 'Standard Invoice', 'Line-Item Credit Memo', 'Line-Item Debit Memo'

3 The Supplier will create the 'Standard Invoice'

4 'Line-Item Debit Memo' is not enabled

Purchase Order: PO18178

Create Invoice

Standard Invoice

Line-Item Credit Memo

Line-Item Debit Memo

From: Ford Werke GmBH, Buchhaltung D-NXN-3C6, Henry-Ford-Strasse 1, 50735 Köln, Germany

To: Ford Test Supplier 1 - TEST, 210 Sixth Ave, Pittsburgh, PA 15222, United States

Payment Terms: NET 45

- A. **Invoice Number:** No spaces or symbols are accepted except “-“ and “/”
- B. **Invoice Date:** Invoice date can be back dated up to 10 days
- C. **Service Description:** As per PO or supplier’s discretion
- D. **Supplier Tax ID:** Your Company’s Tax/VAT ID

Note: There are two fields in the invoicing screen:

- Invoice number field
- Tax invoice number field

If there is any mismatch between these two fields, the invoice will be auto rejected instantly

2. Invoice Header

1 The Supplier populate 'Invoice number' and scroll down to 'Supplier VAT' section

2 The Supplier will update the 'Ship From' if required

Invoice Header

Summary

Purchase Order: PO18178

Invoice #: 123

Invoice Date: 22 May 2018

Remit To: Ford Test Supplier 1 - TEST

Bill To: Ford Werke GmBH, Köln, Germany

Ship From: Ford Test Supplier 1 - TEST, Pittsburgh, PA, United States

Subtotal: \$21,600.00 USD

Total Tax: \$0.00 USD

Amount Due: \$21,600.00 USD

Ship To: 0131A - FORD-WERKE GMBH, KOELN, Germany

Deliver To: 0131A - FORD-WERKE GMBH





My Invoice Was Rejected With Exception “Invalid India GST Invoice Number”

3. Additional Fields

- ❑ Key four mandatory fields for suppliers operating in India

Additional Fields

Information Only. No action is required from the customer.

Supplier Account ID #:

Service Start Date:

Customer Reference:

Service End Date:

Supplier Reference:

Payment Note:

PO BOX 400033 ▾

Customer: **Ford Credit India Private LTD**

Supplier: **PO BOX 400033**

GURGAON
HR
India

MUMBAI
Maharashtra
India

Email:

Do NOT Enter Any Details In This Section

4. Additional India Specific Data

- ❑ Below 4 fields are mandatory
- ❑ If any field information is missing, the invoice will be rejected.

1. Supplier GSTIN	Your Company's Tax/VAT ID
2. Customer GSTIN	Ford's GSTIN (as per PO)
3. Tax Invoice Number	Same as Invoice Number in the header section
4. Place of Supply	Select the Destination State

Additional India Specific Information

Supplier GSTIN:

Customer GSTIN:

Tax Invoice Number:

Place of Supply:





My Invoice Was Rejected With Exception “Invalid India GST Invoice Number”

5. Line Items

India Specific (Tax for India)

Tax related information are updated in this section

- A. Check the box for **Tax Category** to be enabled
- B. Select correct **Taxes for India** option (in case of multiple GST, select respective tax type)
- C. Press the button **Add To Included Items**
- D. Input the Tax Rate (tax amount will automatically calculate based on Tax Rate)
- E. Input **HSN/SAC Code**
- F. Click **Next**

Line Items

Insert Line Item Options: Tax Category: [Dropdown] Shipping Documents Special Handling Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available			50	EA	100.00000 INR	5,000.00 INR

Tax: [Dropdown]

Additional Fields: HSN/SAC Code: [Input]

Classification: Domain: custom Code: [Input] Remove

Domain: unspsc Code: [Input] Remove

Line Item Actions: [Dropdown] [Delete] [Update] [Save] [Exit] [Next]

Line Items

Insert Line Item Options: Tax Category: Integrated GST Shipping Documents Special Handling Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	INDIA INTER STATE IGST		50	EA	100.00000 INR	5,000.00 INR

Tax: Category: Integrated GST Location: [Input] Description: [Input] Region: [Dropdown] Amount: 5,000.00 INR Rate(1%): 18 Tax Amount: 900.00 INR Exempt Detail: (no value) Remove

Additional Fields: HSN/SAC Code: CS10 Domain: custom Code: KJ02 Remove

Classification: Domain: unspsc Code: 78141501 Remove

Line Item Actions: [Dropdown] [Delete] [Update] [Save] [Exit] [Next]





My Invoice Was Rejected With Exception "Invalid India GST Invoice Number"

6. Review & Submit

India Specific (Tax for India) Review all the information and submit

SAP Ariba Network Enterprise Account TEST MODE

Create Invoice Previous Save Submit Exit

Confirm and submit this document. It will be electronically signed according to the countries of origin and destination of invoice. The document's originating country is:India. The document's destination country is:India.
If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Tax Invoice

Invoice Number: INVPO172133	Subtotal: 5,000.00 INR
Invoice Date: Saturday 7 Dec 2019 12:00 PM GMT+05:30	Total Tax: 900.00 INR
Original Purchase Order: PO172133	Amount Due: 5,900.00 INR

REMIT TO: GMADB - MOVING SYSTEMS INDIA PRIVATE LIMITED - TEST Postal Address: PO BOX 400033 MUMBAI IN-MH 400033 India Tax ID of Supplier: 27AAACM7090H1ZC	BILL TO: Ford Credit India Private LTD Postal Address (Default): 3RD FLR,BLDNG 10C,DLFCYBERCITY DLF PHASE II GURGAON HR 122002 India Address ID: 4089	SUPPLIER: PO BOX 400033 Postal Address: PO BOX 400033 MUMBAI IN-MH 400033 India
BILL FROM: GMADB - MOVING SYSTEMS INDIA PRIVATE LIMITED - TEST Postal Address: PO BOX 400033 MUMBAI IN-MH 400033 India GST ID: 27AAACM7090H1ZC	CUSTOMER: Ford Credit India Private LTD Postal Address: 3RD FLR,BLDNG 10C,DLFCYBERCITY DLF PHASE II GURGAON HR 122002 India Address ID: 4089	

SHIPPING INFORMATION:

SHIP FROM: GMADB - MOVING SYSTEMS INDIA PRIVATE LIMITED - TEST Postal Address:	SHIP TO: FKARE - FORD INDIA PRIVATE LTD / ASSEMBLY PLANT Postal Address (Default):
---	---

Note: Please refer to Invoicing Module for more information

Additional Support

Make sure you are logged in to your Ariba Network

- Access Ariba Support docs [here](#)
- Contact Mailbox otcariba@ford.com





How to Find the Remittance Details in Ariba?

Overview

Audience: All Suppliers

Document Purpose

This Document will help the Supplier to find the Remittance details of the submitted invoices.

Issue

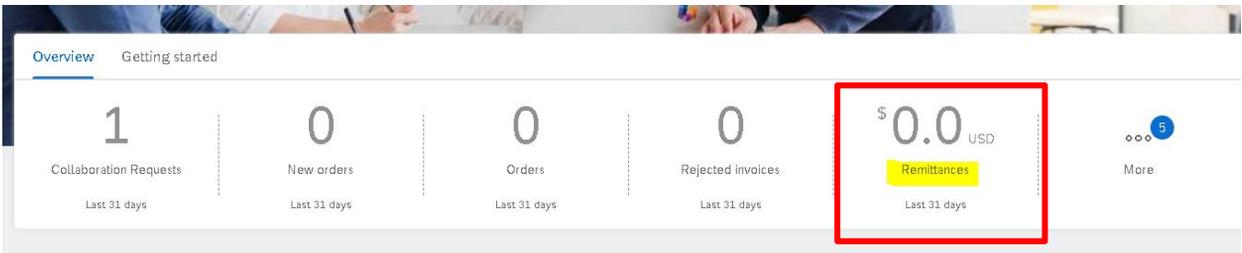
Where are Remittance details located

Fix

- Step 1: Locate The Remittance
- Step 2: Find reference documents

1: Locate the Remittance

- A. Login to your Ariba Network account
- B. Select the *Remittance tile* on the workbench



2: Find the Reference Information

- A. Click on the Transaction # to find the reference documents

Remittances (1)

Transaction #	Customer	Payment Date	Account ID	Method	Reference Number	Gross	Discount	Adjustment	Net	Difference	Status	Routing
1406606614	Ford Motor Company - TEST	28 Jul 2021		Wire	1170003	2,000.00 THB	0.00 THB	0.00 THB	2,000.00 THB	210.00 THB	Paid	Sent

Additional Support

➤ [Access Ariba Support docs here](#)





My Invoice Was Rejected With Exception "Tax Variance"

OVERVIEW

Audience: Suppliers

Document Purpose

- This document is to help suppliers understand Invoice related exceptions in Ariba network and provide additional insights to seek help.

Issue

Invoice Related Error – Tax Variance

Fix

Step 1: View Exception & Contact Helpdesk

Topic 1: View Exception & Contact Helpdesk

The exception due to Tax Variance means the supplier has claimed more tax value than the Ford Internal Tax engine has estimated (Vertex).

Assigned To Me (3) **All Exceptions (3)**

PO Payment Terms mismatched

The invoice's payment terms, Net 45, 2%/30, 3%/20 ((0%/45, 0, 0)) are either unrecognized (arabic) or are different from the purchase order's payment terms of AVG 45-DAY NEW ASIA,EU,MEA ((0%/45, 0, 0))

Payment Terms: Net 45, AVG 45

1 Over Tax Variance.
Note: Tax based on the invoice and Vertex only. Exceptions will occur if the difference between Tax on the invoice and Vertex calculation is above the \$1 threshold

2 The View Details and Reference tabs can be viewed for each listed exception line item. See the next page for more details

Order : PO18178 Tax Invoice Line No. : 1 Order Line No. : 1 Tax Amount : \$0.00 USD

View Details Reference

Order : PO18178 Tax Invoice Line No. : 2 Order Line No. : 2

View Details Reference

This exception is triggered in two scenarios:

Scenario	Action	Contact Mailbox
If Supplier Quoted Tax Rate Is Correct	Ford global tax team will accept the invoice and clear the exception	otcariba@ford.com
If Supplier Quoted Tax Rate Is Incorrect	Ford global tax team reject the invoice and ask the supplier to re-submit the invoice with correct tax details	otcariba@ford.com





My Invoice Was Rejected With Exception "Tax Variance"

Tax Variance exception is triggered when the expected tax amount does not match the amount from the supplier

Over Tax Variance

Order : PO18178 Tax Invoice Line No. : 1 Order Line No. : 1 Tax Amount : \$4,485.00 USD Expected Tax Amount : \$0.00 USD

Hide Details ▲ Reference

IR Line Details

Reference Date: Tue, 22 May, 2018
Commodity Code: COMPUTER MAINFRAMES & DIST. DATA SERVERS
Matched To: Item 1
Supplier Part Number: Not Available
Supplier Auxiliary Part ID:
TaxPointDatePL:
Manual Tax Code:
Law Article Code:
Tax Point Date:

Tax Info Details

Tax Type: Value Added Tax
Tax Code: DEVNT0000
Accrual:
Expected Tax Rate: 0%
Tax Rate: 23%
Taxable Total: \$19,500.00 USD
Expected Tax Amount: \$0.00 USD

1 Select 'View Details' to see the 'IR Line Details' and the 'Tax Info Details'

Over Tax Variance

Order : PO18178 Tax Invoice Line No. : 1 Order Line No. : 1 Tax Amount : \$4,485.00 USD Expected Tax Amount : \$0.00 USD Tax Code: DEVNT0000

View Details ▼ Reference ▲

Reference Documents

Invoice

No.	Description	Qty	Unit	Price	Discount	Charges	Taxes	Gross Amount
1	Demo_Invoice_AC	30	each	\$650.00000 USD			\$4,485.00 USD	\$23,985.00 USD

Purchase Order

No.	Description	Qty	Unit	Price	Discount	Charges	Taxes	Amount
1	Demo_Invoice_AC	30	each	\$650.00000 USD			\$0.00 USD	\$19,500.00 USD

All Invoices

Invoiced Quantity	Invoiced Amount	Reconciled Quantity	Reconciled Amount	Received Quantity	Received Amount
30	\$19,500.00 USD	0	\$0.00 USD	0	\$0.00 USD

1 Select 'Reference' to see the 'Reference Documents' linked to this IR: Invoice, PO, All Invoices

2 The 'References' are used to compare the differences between the PO and Invoice to show the origin of the variance

Additional Support

Contact Mailbox otcariba@ford.com





My Invoice Was Rejected With Exception "Missing Withholding Tax"

OVERVIEW

Audience: Suppliers - Canada

Document Purpose

- This document is to help **Canada suppliers** understand Invoice related exceptions in Ariba network and provide additional insights to seek help.

Issue

Invoice Related Error – Missing Withholding Tax (Canada Only)

Fix

Topic 1: View Exception & Contact Helpdesk

Topic 2: Process for Invoicing – Adding Withholding Tax

Topic 1: View Exception & Contact Helpdesk

When the supplier misses adding withholding tax, the invoice will be rejected instantly. Based on the reject notification, the Supplier must resubmit the invoice

- This is applicable only for **CANADA** suppliers
- Please contact payariba@ford.com for further assistance

Topic 2: Process for Invoicing – Adding Withholding Tax

1. Create Invoice

- Login to your Ariba Network account
- Open the PO
- Create Invoice
- Update Invoice header section

2. Invoice Header

After completing the invoice, follow instructions to update Tax details

- Check box – Tax category and select from drop down option
- Update Tax details

Line Items

Insert Line Item Options

<input checked="" type="checkbox"/>	Tax Category:	13% HST	<input type="checkbox"/>	Shipping Documents	<input type="checkbox"/>	Special Handling	<input type="checkbox"/>	Discount	<input type="button" value="Add to Included Lines"/>
-------------------------------------	---------------	---------	--------------------------	--------------------	--------------------------	------------------	--------------------------	----------	--

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	Adhoc test		38	EA	\$10.00000 USD	\$380.00 USD

A

Tax Category: 13% HST

B

Taxable Amount: \$380.00 USD

Rate(%): 13

Tax Amount: \$49.40 USD





My Invoice Was Rejected With Exception "Missing Withholding Tax"

Description: Tax Amount: \$49.40 USD

Regime: **C**

accountingCode:

accountNumber:

Category: * 13% HST

Location:

Description:

Regime:

accountingCode:

accountNumber:

accountNumber:

Taxes

13% HST

Standard Tax Selections

Sales

VAT

GST

HST

PST

QST

Usage

Withholding Tax

Other Tax

Configure Tax Menu

amount: \$380.00 USD

Rate(%): 13

amount: \$49.40 USD

C. From **Regime dropdown** option select **Withholding Tax**

D. Enter the **Withholding Tax Rate** and then Submit the Invoice

Category: * Withholding Tax

Location:

Description:

Regime:

accountingCode:

accountNumber:

Taxable Amount: \$380.00 USD

D Rate(%): -500

Tax Amount: \$-1,900.00 USD

Note: Please refer to Invoicing Module for more information

Additional Support

Make sure to login to your Ariba Network

➤ **Access Ariba Support docs [here](#)**

➤ **Contact Mailbox otcariba@ford.com**





How Do I Set Myself Or Others Up To Work On Collaboration Requests?

OVERVIEW

Audience: Suppliers

Document Purpose

- This document is to help Ariba Network supplier admins set up Collaborative Request access

Issue

Set Up Collaboration Request Access For Users

Fix

Topic 1: Create Custom Role

Topic 2: Add Users

Topic 1: Create Custom Role

- A. Follow instructions "[How Does Our Ariba Admin Create A Custom Role For Me?](#)" to create below roles as highlighted

Note: Only the account administrator can configure user role access

Permissions

Each role must have at least one permission.

Page 1 ▼ »

Permission	Description
<input type="checkbox"/> Archive Access	View and search archived items
<input type="checkbox"/> Customer Administration	Manage customer relationships
<input type="checkbox"/> Catalog Management	Set up and manage catalog-related activities
<input type="checkbox"/> Catalog Account Executive	Access to manage price file upload and customer specific catalog upload
<input type="checkbox"/> Catalog Content Manager	Access to manage master content upload, price file upload and customer specific catalog upload
<input type="checkbox"/> Collaboration Request Access	View collaboration requests
<input type="checkbox"/> Collaboration Request Administration	View and administer collaboration requests
<input type="checkbox"/> Payment Profile	Configure your payment profile

Topic 2: Add Users

- A. Ensure the proper users have access to Collaboration Requests
- B. Follow instructions "[How To Set Up User Account in Ariba Network](#)" for existing users in Ariba network
- C. If you need to add new users to Ariba network, follow instructions "[How to Add Additional/New Users in Ariba Network](#)"

Additional Support

- Access Ariba Support docs [here](#)
- Click [here](#) to use Ariba's Help Center





How Do I See Collaboration Requests And Assign Them To People In My Company?

OVERVIEW

Audience: Suppliers

Document Purpose

- This document is to help suppliers view and navigate Collaboration Requests in Ariba network

Issue

View Collaboration Requests, Navigate And Assign Roles

Fix

Topic 1: View & Navigate

Topic 2: Assign Roles

Topic 1: Create Custom Role

A. Select *Opportunities* tab

B. Select *Collaboration Requests*

C. Click the link of the *Request number*

The screenshot shows the Ariba Collaboration Requests interface. Callout A points to the 'Opportunities' dropdown menu. Callout B points to the 'Collaboration Requests' link. Callout C points to the request numbers in the table below.

Request #	Title	Customer	Received Date	Purchase Order	Amount	Status	Assigned To
PR216991-R2473	Copy of PO test US	Ford Motor Company - TEST	27 Dec 2021 7:38:18 PM			Undisclosed Request Received - Supplier Response Required	
PR212022-R2308	EVb_VB8692785	Ford Motor Company - TEST	1 Apr 2021 6:29:55 PM	PO21988	\$2.56 USD	Proposal Accepted and Request Closed	Kim Klebe
PR20105895-R2224	EVb_VB5692092	Ford Motor Company - TEST	4 Jan 2021 11:29:29 AM			Undisclosed Request Cancelled by Buyer	Kim Klebe

Topic 2: Assign Roles

The collaboration request can be assigned to another user

A. Select the check box to the left of the request number

B. Select specific user from drop down, click *Assign*

The screenshot shows the Ariba Collaboration Requests interface with the assignment process highlighted. Callout A points to the checkbox next to the first request. Callout B points to the 'Assign To' dropdown menu and the 'Assign' button.

Request #	Title	Customer	Received Date	Purchase Order	Amount	Status	Assigned To
<input checked="" type="checkbox"/> PR216991-R2473	Copy of PO test US	Ford Motor Company - TEST	27 Dec 2021 7:38:18 PM			Undisclosed Request Received - Supplier Response Required	
<input type="checkbox"/> PR212022-R2308	EVb_VB8692785	Ford Motor Company - TEST	1 Apr 2021 6:29:55 PM	PO21988	\$2.56 USD	Proposal Accepted and Request Closed	Kim Klebe
<input type="checkbox"/> PR20105895-R2224	EVb_VB5692092	Ford Motor Company - TEST	4 Jan 2021 11:29:29 AM			Undisclosed Request Cancelled by Buyer	Kim Klebe

Make sure to login to your Ariba Network

➤ **Access Ariba Support docs [here](#)**

➤ **Click [here](#) to use Ariba's Help Center**

Additional Support





How Do I Respond To A Collaboration Request Or Request More Details?

OVERVIEW

Audience: Suppliers

Document Purpose

- This document is to help suppliers work with Collaboration requests and take next appropriate action

Issue

View Collaboration Requests, Navigate And Assign Roles

Fix

Topic 1: View Request & Action

Topic 2: Respond with Proposal

Topic 3: Compose Message & Send

Topic 1: View Request & Action

- A. Click on the *envelope* to view the details of the Collaboration Request

Name	Date Submitted	Status	Qty	UOM
 Collaboration Request PR216991-R2473	Mon, 27 Dec, 2021	Request Received - Response Required		
1. Test UK			30	each

This view shows the details of the CR including Description, Quantity & Amount

- B. Click *Respond* to submit a proposal

OR

- B. Click *Send a Message* to request details or information

Collaboration Status - Test Collaboration - J11
View the status of this collaboration request. View all related documents and send and view messages.

Collaboration Request Reference ID: PR5006627-R273
Collaboration Title: Test Collaboration - J11
Request Date: Mon, 11 Jun, 2018
Requester: Manig...

Last Message (0 messages unread) [Send Message](#)
To send a message to the requester, click the Send Message link, and enter your message. Messages are shared only between your organization and the buying organization.

Current Documents [Hide Details](#)

Name	Date Submitted	Status	Qty	UOM	Price	Total	Actions
 Collaboration Request PR5006627-R273	Mon, 11 Jun, 2018	Request Received - Response Required			\$100.00		 B Respond
1. Test - Collab J11			1	each	\$100.00 USD	\$100.00 USD	
Line Item Details							
Collaborate: Yes							

All Messages  **C** [Send Message](#)





How Do I Respond To A Collaboration Request Or Request More Details?

Topic 2: Respond With Proposal

- A. Click **Respond** under **Actions**
- B. Select **Respond with Proposal** from dropdown

Current Documents Hide Details

Name	Date Submitted	Status	Qty	UOM	Price	Total	Actions
Collaboration Request PR5006627-R273	Mon, 11 Jun, 2018	Request Received - Response Required			\$100.00 USD		<div style="border: 1px solid orange; border-radius: 50%; padding: 2px;">A</div> Respond ▾ Respond Send Message <div style="border: 1px solid orange; border-radius: 50%; padding: 2px;">B</div> Respond With Proposal Decline Request Revise Proposal View Messages
1. Test - Collab J11 Line Item Details Collaborate: Yes							

All Messages
No Items

PR5006627-P162: Test Collaboration - J11 | Items: 1 | Total: \$100.00 USD Next Exit

Review the items you chose to include in your response. Click **Include** or **Exclude** next to an item to include it or exclude it from the proposal. [More](#)

Based on: Collaboration Request PR5006627-R273 - Test Collaboration - J11 (current)

Include Or Exclude Items From Your Proposal

Selection	No.	Description	Qty	Unit	Price	Amount
<div style="border: 1px solid orange; border-radius: 50%; padding: 2px;">C</div> Included ▾	1	Test - Collab J11	1	each	\$100.00 USD	\$100.00 USD

D

 Next Exit

- C. Review **Included** line items
- D. Click **Next**
- E. Enter a message with proposal
- F. Add any **attachments** if applicable
- G. Click **Submit**

Submit Message

Message:

Attachments:

Attachments - Entire Proposal

G

 Prev

- H. A **confirmation message** will appear once submitted

Test Collaboration - J11

You submitted Proposal PR5006627-P162 - Test Collaboration - J11 to TEST

Last Message (0 messages unread)

To send a message in the reactor, click the Send Message link, and enter your message.





Topic 3: Compose Message & Send

- A. Enter the **Subject** of your message along with the **Message** content you would like to send to the Buyer
- B. Click **Add** to include **attachments** to your message
- C. Click **Send** to send the message to the buyer (located at the top and bottom of screen)
- D. A record of **all messages** related to this document are listed at the bottom portion of the screen

The screenshot shows the 'Compose Message' interface. At the top right, there are 'Send' and 'Cancel' buttons. Below the title, it says 'Create a new message that will be posted on the message board.' There are two text input fields: 'Subject:' and 'Message:'. Below these is an 'Attachments:' section with an 'Add' button. At the bottom, there is a 'Send Message' button and a list of messages. The 'All Messages' link is highlighted. A table below the message list shows bidding information.

Collaborate:	Yes
▼ Item Bidding Info	
Lowest Amount:	\$3,900.00 USD
Price:	\$325.00 USD
Proposal Rank:	1 of 3
Supplier Rank:	1 of 3

Note: Multiple messages may be sent throughout the Collaboration Request process

Additional Support

- Make sure to login to your Ariba Network
- Access Ariba Support docs [here](#)
- Click [here](#) to use Ariba's Help Center





OVERVIEW

Audience: Suppliers

Document Purpose

- This document will help suppliers work with Collaboration requests and respond with a proposal

Issue

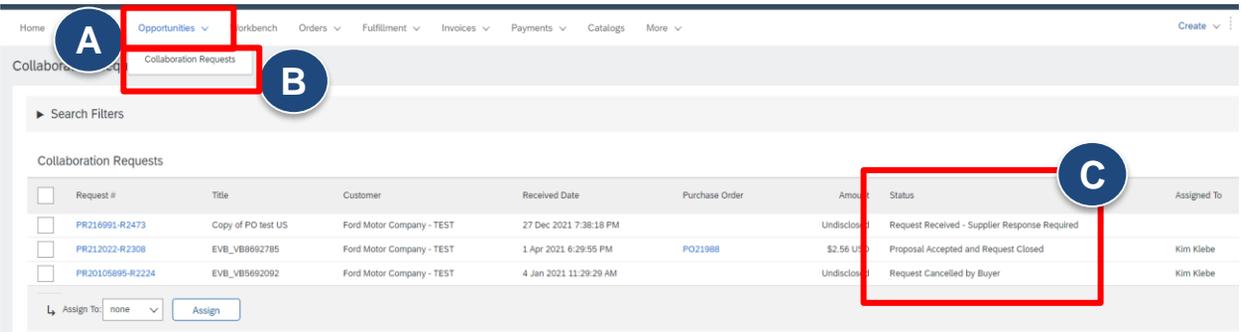
Work With Collaboration Requests – Proposal Status

Fix

Topic 1: View Proposal Status

Topic 1: View Proposal Status

- Navigate to *Opportunities*
- Click on *Collaboration Requests*
- View *Status* of the Collaboration Request



Potential Collaboration Statuses

- Request Received:** Supplier Response Required - A new Collaboration request is in your Inbox. The Buyer is awaiting your company's response.
- Awaiting Response from Buyer:** Buyer is reviewing the proposal submitted.
- Proposal Accepted By Buyer:** Buyer has accepted all line items on the proposal submitted.
Note: Proposal Accepted may require additional approval within the buying organization. This indicates an intent to pursue the proposal but is not finalized.
- Proposal Rejected By Buyer:** Buyer has rejected the entire proposal submitted. The supplier may choose to resubmit a revised proposal until the request has been closed.
- Proposal Withdrawn By Supplier:** Your company decided to withdraw a proposal submitted.
- Request Declined By Supplier:** Your company declined to submit a request to the Buyer's request.
- Request Canceled By Buyer:** Buyer has decided to cancel the request. No further action is allowed.
- Request Closed:** The request has been closed through Buyer's selection of an alternative proposal. *No further action is allowed.*
- Proposal Accepted & Request Closed:** Buyer has accepted your company's proposal and therefore closed the request. *No further action is allowed.*

Additional Support

- Access Ariba Support docs [here](#)
- Click [here](#) to use Ariba's Help Center





How Do I Revise A Proposal to Collaboration Request?

OVERVIEW

Audience: Suppliers

Document Purpose

- This document will help suppliers work with Collaboration requests and revise a previously submitted proposal

Issue

Revise a Proposal For Collaboration Request

Fix

Topic 1: View Request & Revise

Topic 1: View Request & Revise Proposal

Note: A proposal can be revised only if it has not yet been accepted by the customer.

- From **Opportunities**, Select **Collaboration Request**
- Click the **Request # (Active link)**
- Select the **Respond** button
- Select **Revise Proposal** from the dropdown

Request #	Title	Customer	Received Date	Purchase Order	Amount	Status	Assigned To
PR216991-R2473	Copy of PO test US	Ford Motor Company - TEST	27 Dec 2021 7:38:18 PM		Undisclosed	Request Received - Supplier Response Required	
PR222022-R2308	EVV_VB9692785	Ford Motor Company - TEST	1 Apr 2021 6:29:55 PM	PO21988	\$2.56 USD	Proposal Accepted and Request Closed	Kim Klebe
PR20105895-R2224	EVV_VB9692092	Ford Motor Company - TEST	4 Jan 2021 11:29:29 AM		Undisclosed	Request Cancelled by Buyer	Kim Klebe

Collaboration Status - Test - Collab 03.05 - Counter Proposal Rank
View the status of this collaboration request. View all related documents and send and view messages.

Collaboration Request
Reference ID: PR5006426-R271
Collaboration Title: Test - Collab 03.05 - Counter Proposal Rank
Request Date: Mon, 5 Mar, 2018
Requester: Alina

Current Documents

Name	Date Submitted	Status	Qty	UOM	Price	Total	Actions
Proposal PR5006426-P158	Mon, 5 Mar, 2018	Proposal Sent - Waiting For Response			\$3,900.00 USD		Respond
1. Test - Collab 03.05- Counter Proposal			12	each	\$325.00 USD	\$3,900.00 USD	

All Messages

Additional Support

Make sure to login to your Ariba Network

➤ Access Ariba Support docs [here](#)

➤ Click [here](#) to use Ariba's Help Center





How Do I Withdraw A Proposal to Collaboration Request?

OVERVIEW

Audience: Suppliers

Document Purpose

- This document will help suppliers work with Collaboration requests and withdraw a previously submitted proposal

Issue

Withdraw a Proposal For Collaboration Request

Fix

Topic 1: View Request & Withdraw

Topic 1: View Request & Withdraw Proposal

- Go to **Opportunities**, Select **Collaboration Requests**
- Click the **Request # (Active link)**
- Select the **Respond** button
- Click **Withdraw Proposal** from dropdown
- Enter a **Withdraw reason & comment**
- Click **OK** to complete action

The screenshot illustrates the Ariba Network interface for withdrawing a proposal. It is annotated with letters A through F corresponding to the steps in the 'Fix' section.

- A:** Points to the 'Opportunities' menu and the 'Collaboration Requests' sub-menu.
- B:** Points to a specific request ID, 'PR216991-R2473', in the list of requests.
- C:** Points to the 'Respond' button in the 'Actions' column of the 'Current Documents' table.
- D:** Points to the 'Withdraw Proposal' option in the dropdown menu that appears after clicking 'Respond'.
- E:** Points to the 'Withdraw Reason' dropdown menu in the confirmation dialog box.
- F:** Points to the 'OK' button in the confirmation dialog box.

The 'Current Documents' table shows the following details for the selected proposal:

Name	Date Submitted	Status	Qty	UOM	Price	Total	Actions
Proposal PR5006426-P158	Mon, 5 Mar, 2018	Proposal Sent - Waiting For Response			\$3,900.00 USD	\$3,900.00 USD	Respond
1. Test - Collab 03.05 - Counter Proposal Qty: 12, UOM: each, Price: \$325.00 USD, Total: \$3,900.00 USD Collaborate: Yes Proposal Rank: 1 of 3, Supplier Rank: 1 of 3							

The confirmation dialog box contains the following text:

Confirm that you are withdrawing this proposal.
 Proposal PR5006426-P158 - Test - Collab 03.05 - Counter Proposal Rank

Withdraw Reason: * (Select a Reason) [Dropdown]
 Withdraw Comment: [Text Area]
 [OK] [Cancel]

Additional Support

Make sure to login to Ariba Network

- Access Ariba Support docs [here](#)
- Click [here](#) to use Ariba's Help Center





OVERVIEW

Audience: Suppliers

Document Purpose

- This document will help suppliers decline documents to quote a Collaboration Request

Issue

Decline to Quote a Collaboration Request

Fix

Topic 1: View Request & Decline

Topic 1: View Request & Decline to Quote

- Go to **Opportunities**, Select **Collaboration Requests**
- Click the **Request # (Active link)**
- Select the **Respond** button
- Click **Decline Request** from dropdown
- Enter a **Decline reason & Comment**
- Click **OK** to complete action

The screenshot illustrates the Ariba Network interface for declining a collaboration request. Key elements include:

- Navigation:** A top navigation bar with 'Opportunities' and 'Collaboration Requests' highlighted.
- Request List:** A table of collaboration requests with columns for 'Request #', 'Title', and 'Status'. A specific request (PR216991-R2473) is highlighted.
- Request Details:** A detailed view of the selected request, showing 'Collaboration Status - Test - Collab 03.05 - Counter Proposal Rank' and 'Current Documents'.
- Decline Dialog:** A modal dialog titled 'Declining Collaboration Request from Alina' with a 'Reason for Decline' dropdown menu and a 'Comment' field. The dropdown menu lists reasons such as 'Cannot propose due to pricing constraints', 'Not enough information', 'Other', and 'Resources not available'.
- Action Buttons:** 'Respond', 'Decline Request', and 'OK' buttons are highlighted with callouts A, D, and F respectively.

Additional Support

Make sure to log in to Ariba Network

- Access Ariba Support docs [here](#)
- Click [here](#) to use Ariba's Help Center





How Do I Set Myself Up To Receive Collaboration Request E-mail Updates?

OVERVIEW

Audience: Suppliers

Document Purpose

- This document will help suppliers set system notification for collaboration requests

Issue

Set System Notifications For Collaboration Requests (CR)

Fix

Step 1: Log in – Set Network Notifications

Step 1: View Request & Decline to Quote

The following events will trigger notification to an individual user's email address:

- A CR is assigned to the user
- An assigned CR status changes

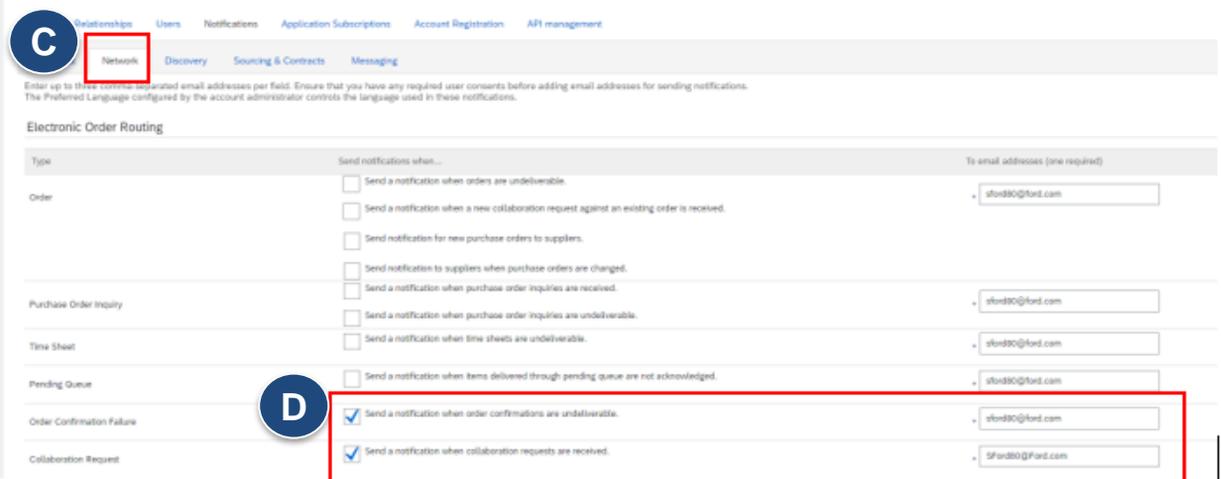
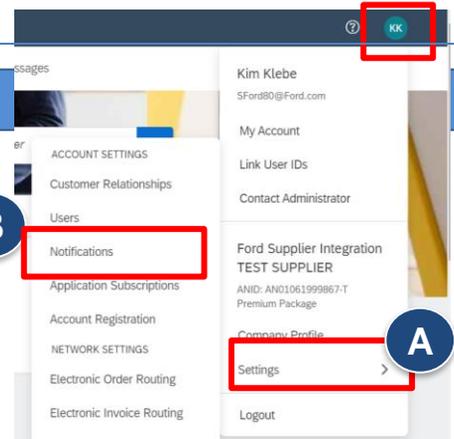
A. Login to Ariba Network and click **Settings**

B. Select **Notifications**

C. Select the **Network tab**

D. Check the **box** adjacent to **Collaborative Request** and **enter the email ID** where notifications are to be sent

E. Click **Save**



Additional Support

- Access Ariba Support docs [here](#)
- Contact Supplier Enablement [mailbox](#)





Overview

Audience: All Suppliers

Document Purpose

The purpose is to demonstrate the process of responding to a Request for Proposal (RFP) Event initiated by Ford Motor Company via the SAP Ariba Network..

Fix

Step 1: Open invitation to participate in RFP Event

Step 2: Access the SAP Ariba system

Step 3: Review RFP Event Details

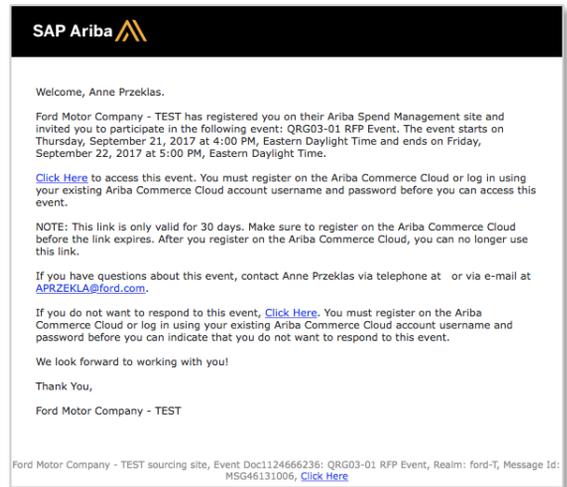
Step 4: Review and Accept Prerequisites

Step 5: Complete and Submit a Response

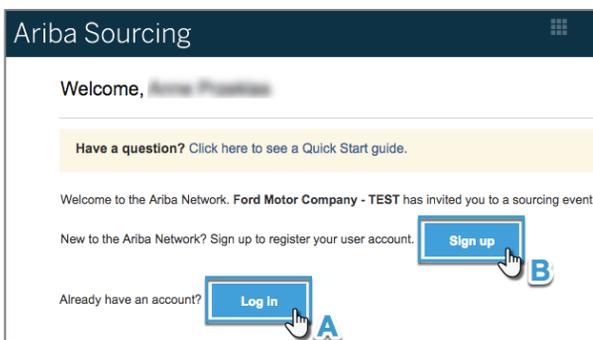
Step 1: Open invitation to participate in RFP Event

When invited to participate in a RFP Event as a Supplier of Ford, you will receive an automated email notification with the high-level Sourcing Event details and links to participate.

1. Open email upon receiving
2. Review high-level event details
3. To view and respond to the event, click **“Click Here”** to access this event
 - **Note:** This is a one-time access link. Do not click until you are prepared to either **“Review Prerequisites”** or **“Decline to Respond”**



Step 2: Access the SAP Ariba system



- A. If you have an active account on the Ariba Network, click **“Log In”**
 - This will direct you to the Supplier Log In page to input your User Name and Password
- B. If you do NOT have an account on the Ariba Network, click **“Sign Up”**
 - This will open a blank form to fill-in contact & organization information
 - Once complete, click **“Submit”**

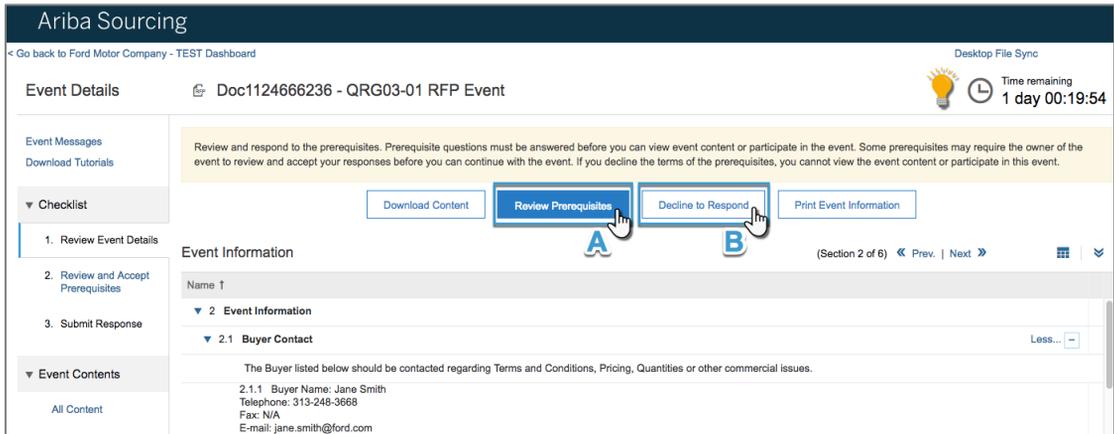




Step 3: Review RFP Event Details

After logging into Ariba to respond to the event, you will be directed to a page with all details associated with the event, as well as the next steps to respond.

 **TIP:** Use the countdown in the upper right corner to keep track of the time remaining before the RFP Event closes and is no longer accepting responses from suppliers.



The screenshot shows the Ariba Sourcing interface for an event titled "Doc1124666236 - QRG03-01 RFP Event". The page includes a "Event Messages" section with a yellow warning box stating: "Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event." Below this, there are four buttons: "Download Content", "Review Prerequisites" (highlighted with a blue box and a mouse cursor), "Decline to Respond" (highlighted with a blue box and a mouse cursor), and "Print Event Information". A "Time remaining" indicator shows "1 day 00:19:54". The "Event Information" section is partially visible, showing "Buyer Name: Jane Smith" and "Telephone: 313-248-3668".

A. To continue in the event, click **“Review Prerequisites”** and proceed to **Step 4: Review and Accept Prerequisites**.

B. To decline to participate at this stage, click **“Decline to Respond”**

Step 4: Review and Accept Prerequisites

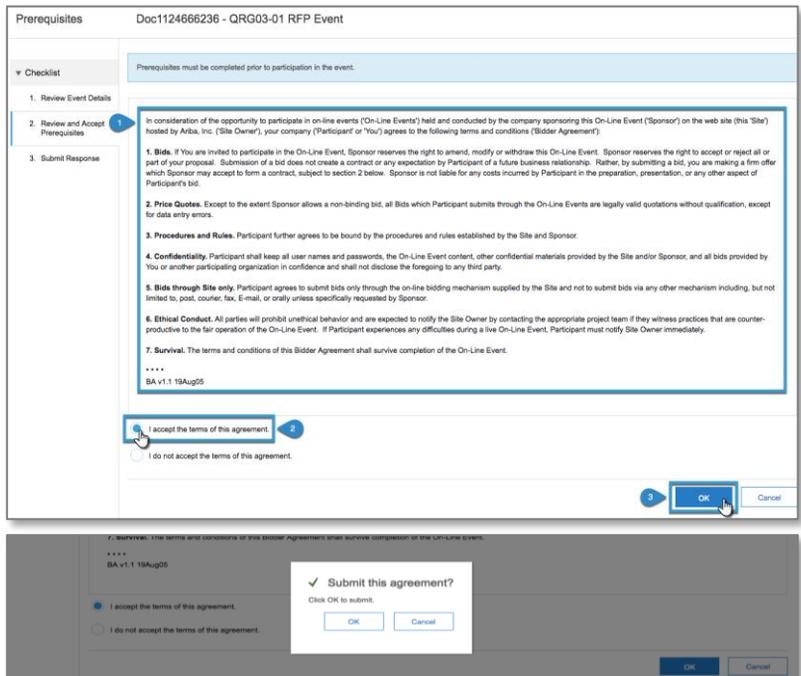
The event prerequisites must be reviewed and accepted before submitting a response.

To review and accept:

1. Read carefully through the content
2. To agree, select **“I accept the terms of this agreement”**
3. Click **“OK”** and confirm submission

Note: Once confirmed, you will be able to access the RFP through your Ariba dashboard or email link to review or revise your proposal

You will be routed to the event homepage to input your response.



The screenshot shows the "Prerequisites" page for the same RFP event. It features a checklist with three items: "Review Event Details", "Review and Accept Prerequisites" (highlighted with a blue box and a mouse cursor), and "Submit Response". The main content area displays the terms and conditions of the Bidder Agreement, including sections on Bids, Price Quotes, Procedures and Rules, Confidentiality, Bids through Site only, Ethical Conduct, and Survival. At the bottom, there are two radio button options: "I accept the terms of this agreement." (selected) and "I do not accept the terms of this agreement.". An "OK" button is highlighted with a blue box and a mouse cursor.



Step 5: Complete and Submit a Response

After accepting the prerequisites, you will be asked which line items you would like to bid on. Bids must be entered by line, and not as a total response. You are now ready to enter your response on the page that appears with all content associated with the RFP Event.

Console Doc1124666236 - QRG03-01 RFP Event Time remaining 1 day 00:15:37

Event Messages
Response History

▼ Checklist

- Review Event Details
- Review and Accept Prerequisites
- Submit Response

▼ Event Contents

All Content

1 Standard Terms and C...

2.1.1 BUYER CONTACT

1.1 QUOTE FIRM PRICE AND DELIVERY FOR GOODS/SERVICES SPECIFIED IN ACCORDANCE WITH BUYER'S STANDARD TERMS AND CONDITIONS (FGT30, REV. 12/07) AND RELATED SUPPLEMENTS, COPIES AVAILABLE FROM BUYER OR AT [HTTP://FSP.COVISINT.COM](http://fsp.covisint.com)

2.1.1 Buyer Name: Jane Smith
Telephone: 313-248-3668
Fax: N/A
E-mail: jane.smith@ford.com
(* indicates a required field)

Submit Entire Response Update Totals Save Compose Message Excel Import

To navigate through the Event Contents, use the menu organized by section on the left side, OR use the scroll bar on the right side to scan through All Contents



TIP 1: Questions can be asked to Ford at any time using the **"Compose Message"** button. All correspondences will be logged in the **Event Messages** section in the upper left.



TIP 2: Content can be reviewed & answered offline in Excel and then imported back into the online event by clicking **"Excel Import"**

Submit Response Details

Console Doc1124666236 - QRG03-01 RFP Event Time remaining 1 day 00:10:10

Event Messages
Response History

▼ Checklist

- Review Event Details
- Review and Accept Prerequisites
- Submit Response

▼ Event Contents

All Content

1 Standard Terms and C...

2 Event Information

3 Pricing

4 Additional Clauses

5 Additional Attachments

6 Supplier Quote Details

Supplier Quote Details (Section 6 of 6) < Prev.

6.1 Delivery Date
6.2 Lead Time
6.3 Quote Currency
6.4 Country of Manufacture
6.5 Importer of Record
6.6 Shipping Point
6.7 Notes to Buyer
6.8 Supplier Reference Number
6.9 Quoted By
6.10 Quoted By Email
6.11 Quoted By Phone Number
(* indicates a required field)

Submit Entire Response Update Totals Save Compose Message Excel Import

✓ Your response has been submitted. Thank you for participating in the event.

Revise Response

1. Enter quote details in the open fields

- All fields marked with (*) are required for submission



TIP: Responses can be finished at a later time by clicking **"Save"**

2. Once complete & finalized, click **"Submit Entire Response"**

3. Click **"OK"** to confirm submission

4. A confirmation message will display on the homepage, as well as an option to **"Revise Response"**

- This will remain available up until the RFP Event close date.



REFERENCE: Other Key RFP Event Information to Know

All Sourcing Events you have responded to will appear on your homepage dashboard for viewing and reference. This will be organized by the status of each event, as noted below with the respective definition of each.

Ariba Sourcing Company Settings Help Center

FORD MOTOR COMPANY - TEST

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

Events

Title	ID	End Time ↓	Event Type
▼ Status: Completed (5)			
Karfis SP3 Facilities Management RFP November 2017	Doc1168676334	11/13/2017 12:35 AM	RFP
Drumb SP3 Facilities Management RFP November 2017	Doc1166644560	11/9/2017 4:11 PM	RFP
Marriott SP3 Facilities Management RFP November 2017	Doc1165271183	11/8/2017 12:59 PM	RFP
QRG-06 Manufacturing Gloves RFP - NA November 2017	Doc1158744684	11/1/2017 11:00 AM	RFP
Sullivan SP3 Facilities Management RFP November 2017	Doc1154587120	10/31/2017 3:08 PM	RFP
▼ Status: Pending Selection (14)			
Siddiqi SP3 Facilities Management RFP November 2017	Doc1162905582	11/8/2017 3:15 PM	RFP
QRG-09 Gloves RFP - MX November 2017	Doc1165309036	11/8/2017 12:00 PM	RFP

Status Definitions

- **Open:** Event is active and Ford is accepting responses.
- **Pending Selection:** Event has closed, but Ford has not yet awarded business.
- **Completed:** Ford has decided to award the event.

Response History

- Review the record of responses submitted, including revisions, with detailed information.

Response History - QRG03-01 RFP Event Done

Click on the Name of a response to see details, including the lots and information submitted. More

Reference Number	Submitted For	Submitted By	Status	Submission Time	Time Created ↓
ID766853211	Anne Przeklas	Anne Przeklas	Accepted	09/21/2017 04:53:30 PM	09/21/2017 04:53:30 PM
ID766853210	Anne Przeklas	Anne Przeklas	Replaced	09/21/2017 04:51:14 PM	09/21/2017 04:51:15 PM

Additional Support

[Contact Ariba Support here](#)





OVERVIEW

Audience: Suppliers

Document Purpose

- This document provides instructions and contact details for supplier enablement and payment issues.

Issue

Seek Help To Fix Payment Issues

Fix

Topic 1: Determine nature / type of payment issue

Topic 2: Contact support team as per your region

Topic 1: Determine Nature / Type Of Payment Issue

Determine Payment issue as per below

- Supplier Enablement issue
- Ariba / AN / Technical Related Issues
- Purchasing Application Support: P2P
- Ariba Helpdesk Support: Must be logged into your account.

Topic 2: Contact Support Team

Ariba/AN/Technical Related Issues

- Europe: FordSupplierEnablement@ariba.com
- North America: FordNASupplierEnablement@ariba.com
- AP Region: FordEnablementAPJ@ariba.com
- Tax Team: otcariba@ford.com

Supplier Enablement Related Issues

- Worldwide: SFORD80@Ford.com

Purchasing Application Support: P2P *To Raise A Ticket For Purchasing Application Support:*

- If they are a buyer, they can contact their change agent as they are a SME
- [IT Connect Instructions and Link](#) any questions please let us know at AuroraNA@ford.com
- Additional training, Buyers can request a buyer clinic training
- For IMG Support contact Auroraap@ford.com

Ariba Helpdesk Support *Must Be Logged Into Your Account*

- Help Center:** Click [here](#)
- For any Invoice related support contact PAYARIBA@ford.com
- Please contact HELP1@ford.com for any remittance related issues

Additional Support

➤ [Contact Ariba Support here](#)





OVERVIEW

Audience: All Suppliers

Document Purpose

- This document will provide suppliers with instructions and contact details to resolve supplier enablement and payment issues.

Issue

Navigate Ariba Help Center

Resources

Topic 1: Help Center Navigation

Navigate A: Quick Question Search

Navigate B: View Ariba Documentation

Navigate C: Contact Customer Support

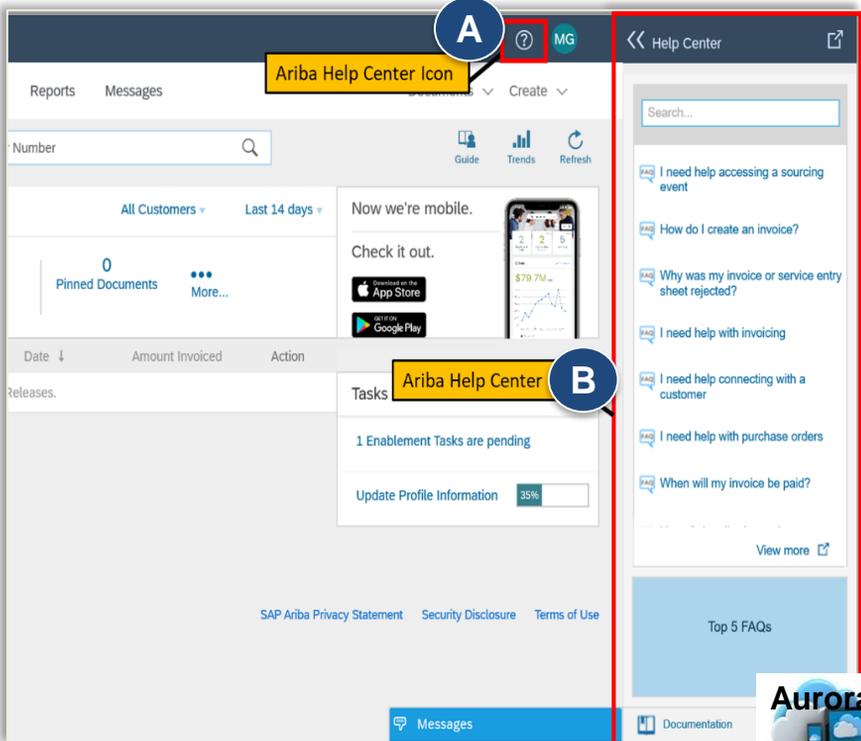
Navigate D: Ariba Exchange User Community

Topic 1: Help Center

Ariba customer support can be reached through the help center within the Ariba Network account. This panel will be visible on any screen you click on throughout the Network. Within the help center, suppliers can view product documentation, FAQs, help videos, etc.

- This is a self-service help tool where suppliers can find most of the answers
- If the supplier cannot find the answer to their question, they can also contact Ariba customer support through the help center

- Login to Ariba account;** Suppliers will see the **Help box** opened to the right-hand side of their screen
- If you do not see help box, click the **"?" icon** in the upper right-hand corner to open the help center





Navigate A – Quick Question Search

Suppliers can quickly search for support documentation within the Ariba Network.

- A. Use **Quick question search** field to view answers to basic questions (e.g. “How do I view invoice status” OR “Where do I find the supplier information portal”)

Navigate B – View Ariba Documentation

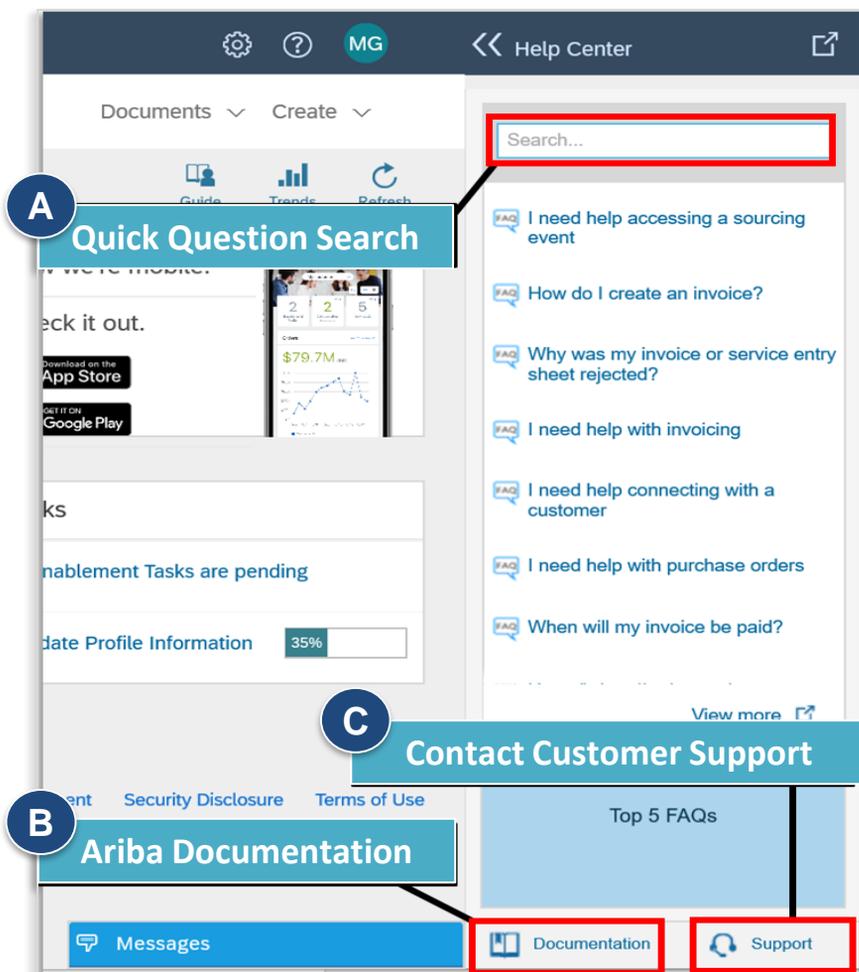
Suppliers can explore support documentation available within the **Exchange User Community**

- B. The **Documentation Icon** will open a second window to view available documentation, FAQ's, or Videos

Navigate C – Contact Customer Support

If suppliers would like to contact Ariba Customer Support, they can click the support icon.

- C. The **Support Icon** will open a new window where the supplier can request contact.





Navigate D – Ariba Exchange User Community

The Exchange User Community contains both product documentation and channels to contact customer support.

D1 To search product documentation, type the **question** in the search bar at the top

D2 To contact Customer Support, enter your **question** in the **"I need help"** field; Click **'Start'**

D3 If the answer is not located within the various help documents, the click **"Something Else"** to contact customer support

D4 Choose the **'Get help by live chat'** option OR

D5 Choose **'Get help by phone'** to speak with a live representative





How Do I Use Ariba's Help Center? Question Search, View Documents & Contact Ariba

D6 If you choose to **'Get help by live chat'**, you will need to fill in contact information and initial question. Click **'Start Chat'**.

D7 If you choose to **'Get help by phone'**, you will need to complete a call back form with your contact information and initial question. The support agent working on the case will research the question and then call back to discuss their findings.

SAP Ariba  Customer Support

Thanks for contacting us! To better serve you, please fill out the short form below and click the Start Chat button in the lower right.

Full Name: *

You can call me: *

Email: *

Phone: *

Initial Question: *

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

I agree

* Required Fields

D6

Enter your information in all fields (required). When done, click the **"Start Chat"** button.

SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Details:

Contact Information

First Name: *

Last Name: *

User ID:

Company: *

Email:

Requested Language: English [Select a different language from the Home tab.](#)

Phone: * Extension:

Confirm Phone Number: *

My phone number is correct.

Do not record this phone call.

Ariba Network ID: *

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

I agree

* Required Fields

D7

Enter your information in all fields. Required fields are marked with an asterisk (*). When done, click the **Submit** button.

Additional Support

[Access Ariba Support docs here](#)





OVERVIEW

Audience: Suppliers

Document Purpose

- This document provides instructions to find and use the resources available to Enterprise / Full Enabled suppliers.

Issue

Find Training Resources For Enterprise/Full Enabled Account In Ariba Network

Fix

Topic 1: Training Resources

Topic 1: Training Resources

Supplier Training	Supplier Summit	Supplier Information Portal
https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/	https://event.on24.com/wcc/r/1940357/D8FFCED7D48A5893FF1AB362D5390C17	https://service.ariba.com/Supplier.aw/ad/eduPortalDoc?key=ODQ3Mzd8eTlpdmQ1ZDd5NDVmOXkyNDk5OXg2NmE*

Find All Quick Reference Guides Here:

<https://azureford.sharepoint.com/sites/AuroraOCM/P2P%20QRGs/Forms/AllItems.aspx>

Additional Support

➤ [Access Ariba Support docs here](#)





OVERVIEW

Audience: Suppliers

Please contact **Supplier Enablement Mailbox** for any further assistance



**Supplier Enablement
Global Mailbox**
SFORD80@Ford.com

