Ford/Ariba User Support Guide

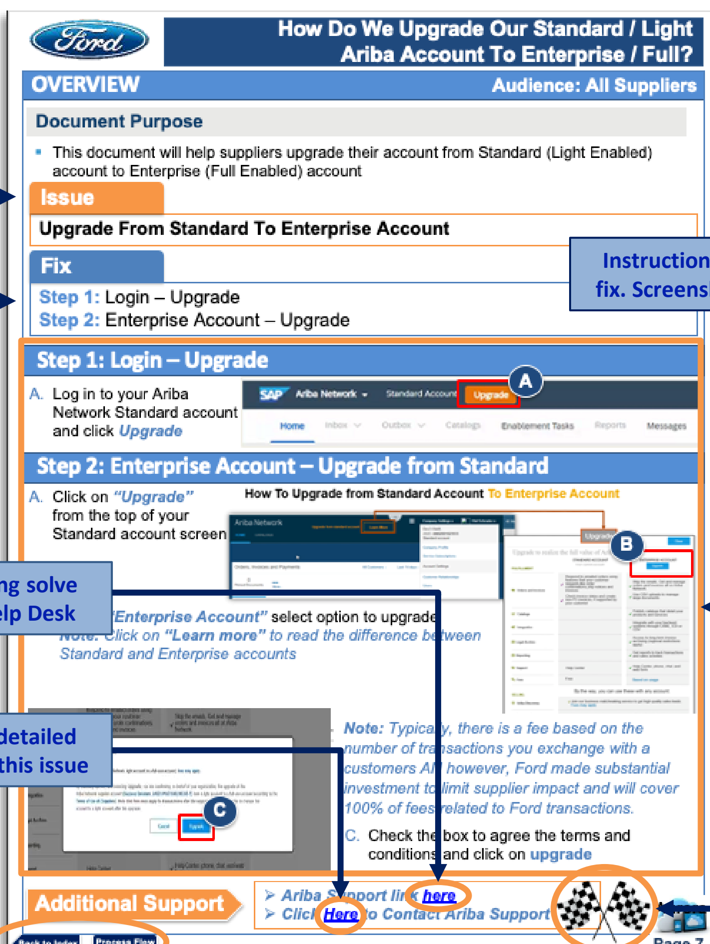
Last Revised 17 Aug 2022

Ford/Ariba User Support Guide - Introduction

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:


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
"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
- 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

Race flags indicate the end of guidance for this issue

Back to Index button
Process flow button

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Aurora

List Of Quick Reference/Support Guides

Process Flow

Suppliers with Enterprise/Fully Enabled Accounts link their Ford GSDB code to their preferred ANID Ariba Account

Requisitioner raises PR; Approved by Requisitioner Mgmt. & Finance

Buyer review & approve PR followed by Buyer Mgmt. approval

Suppliers with Standard/Light enabled Account link their Ford GSDB code to their preferred ANID Ariba account (New/Existing)

Supplier retrieves PO from their AN (Ariba Network) account

Supplier delivers Goods/Services to Requisitioner

Requisitioner receives Goods/Services

Supplier submits Invoice via Ariba Network

Invoice flows through Ford's Ariba Account & Tax Engine (Vertex)

Invoice Approved & Paid

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"

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"

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?

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?

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Process Flow

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

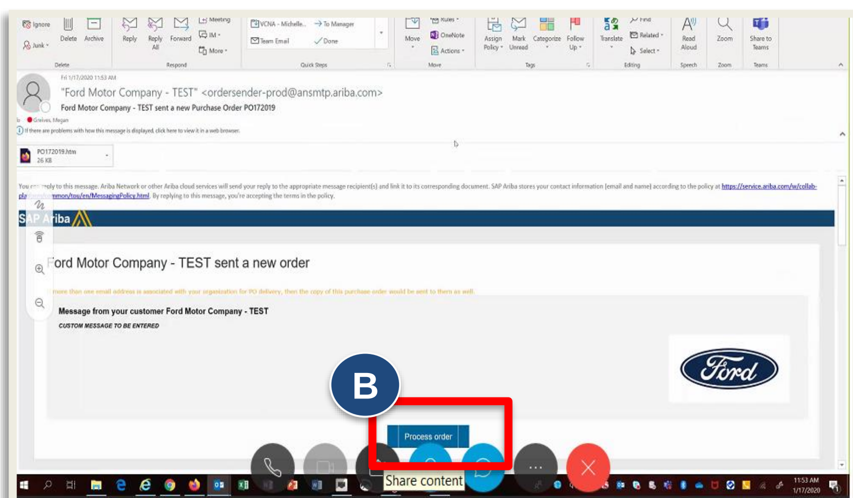
Step 1: Email Notification – Process Order
Step 2: Register or Use Existing account
Step 3: Setting up New Account

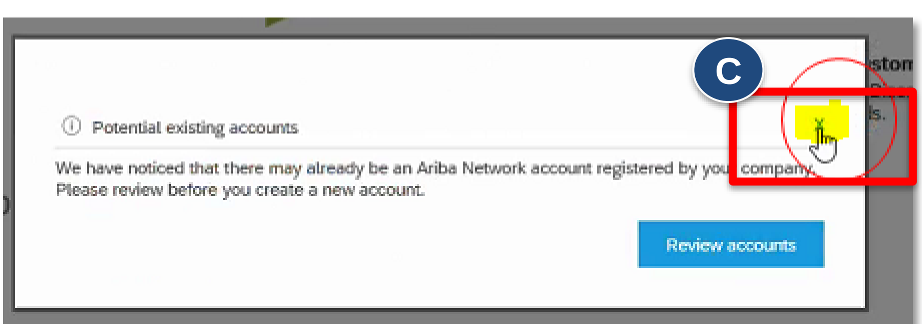
Step 1: Email Notification – Process Order

A. When a PO is raised, an email notification is sent from Ford Motor Company (ordersender-prod@ansmtpl.ariba.com) to the confirmed contact containing a link

B. You must click on the "***Process Order***" link within the email

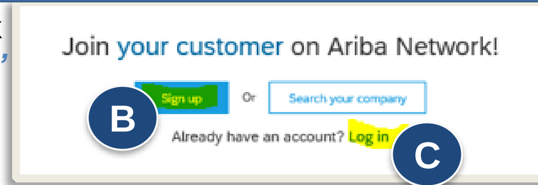
C. If you are creating a new account, please bypass the ***"review accounts"*** button by clicking "**x**" in the top right





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.

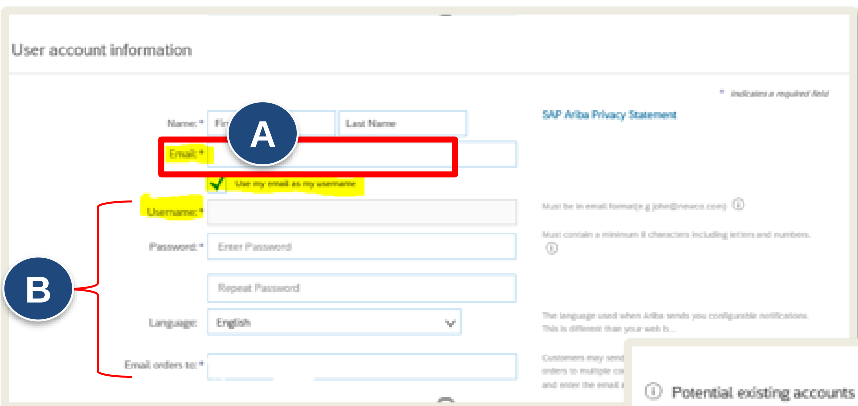


Note: Only the current Administrator can set up your existing account for Ford

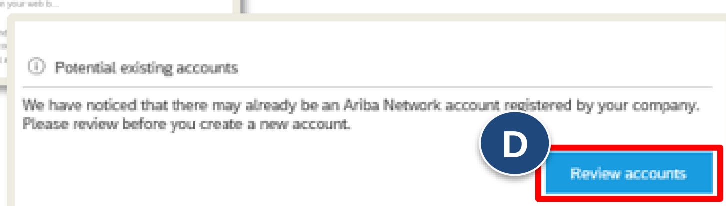
Step 3: Setting Up New Account

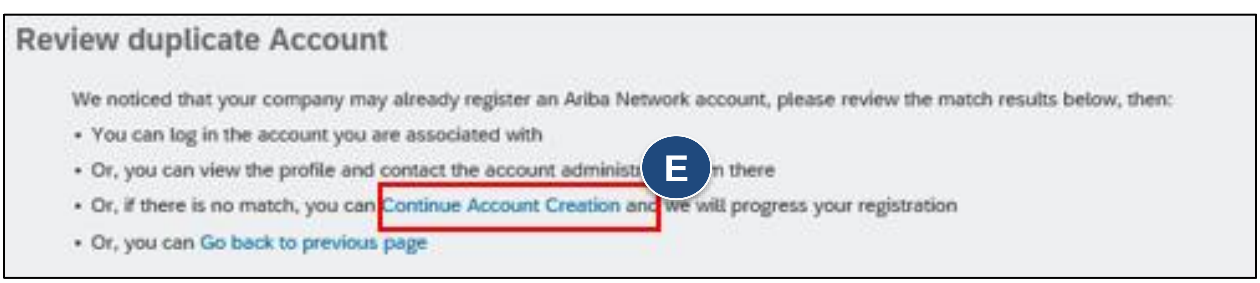
Once you click ***sign up***, you need to fill in required details

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.*





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?

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Audience: All Suppliers

Document Purpose

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Issue

Upgrade From Standard To Enterprise Account

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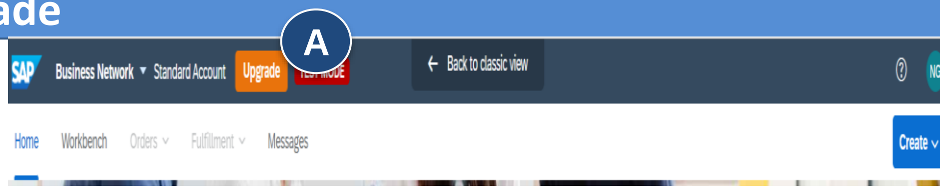
Step 1: Login – Upgrade
Step 2: Enterprise Account – Upgrade

Step 1: Login – Upgrade

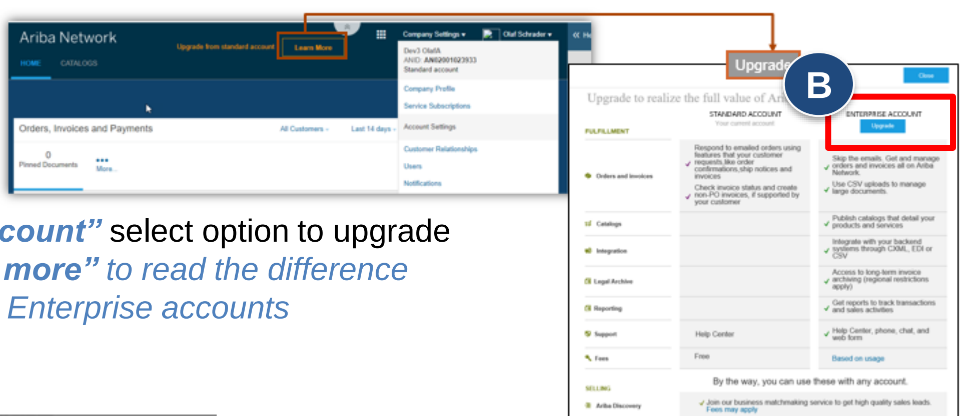
A. Log in to your Ariba Network Standard account and click ***Upgrade***



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***

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OVERVIEW

Audience: All Suppliers

Document Purpose

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

Issue

Update / Add Additional Supplier Addresses

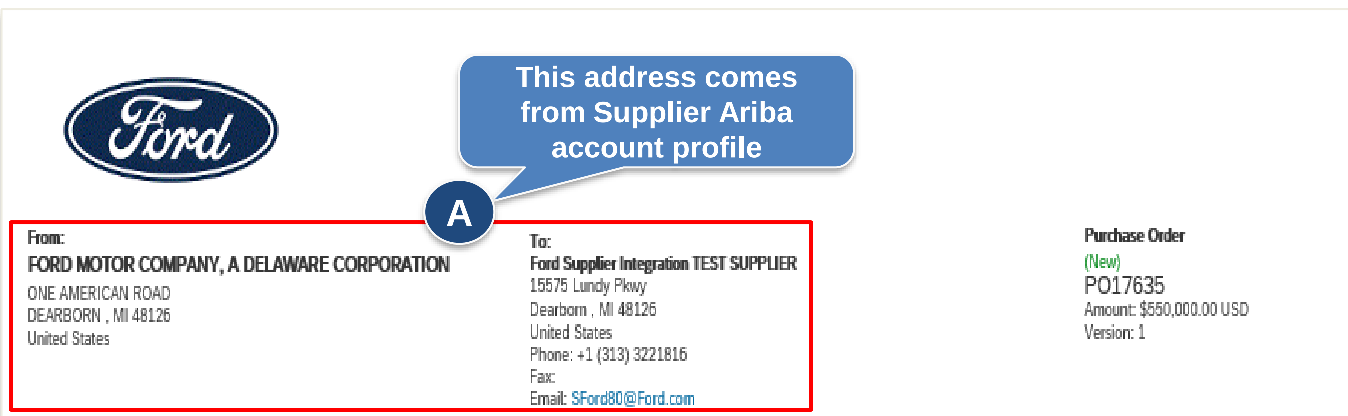
Fix

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

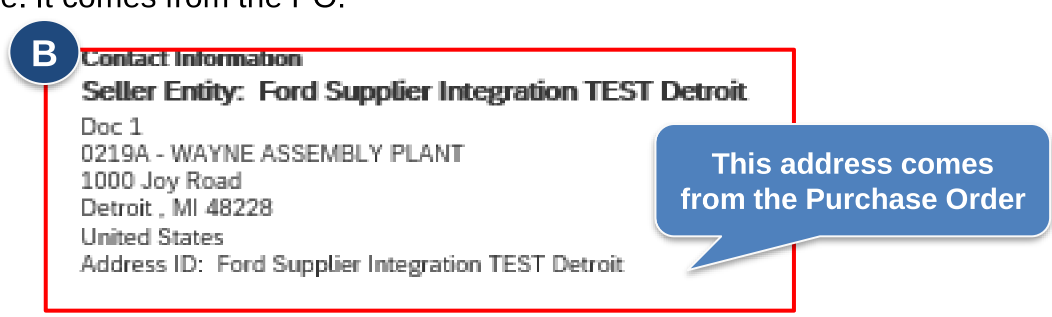
Step 1: Important Information – Understanding Addresses On PO

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



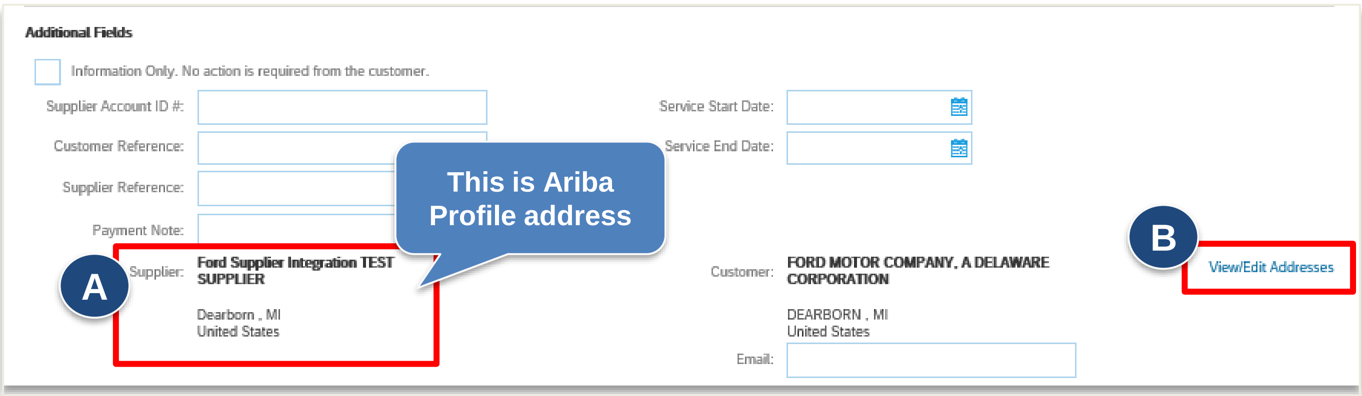
B. ***Supplier Company Profile*** – This address doesn't come from the supplier company profile. It comes from the PO.



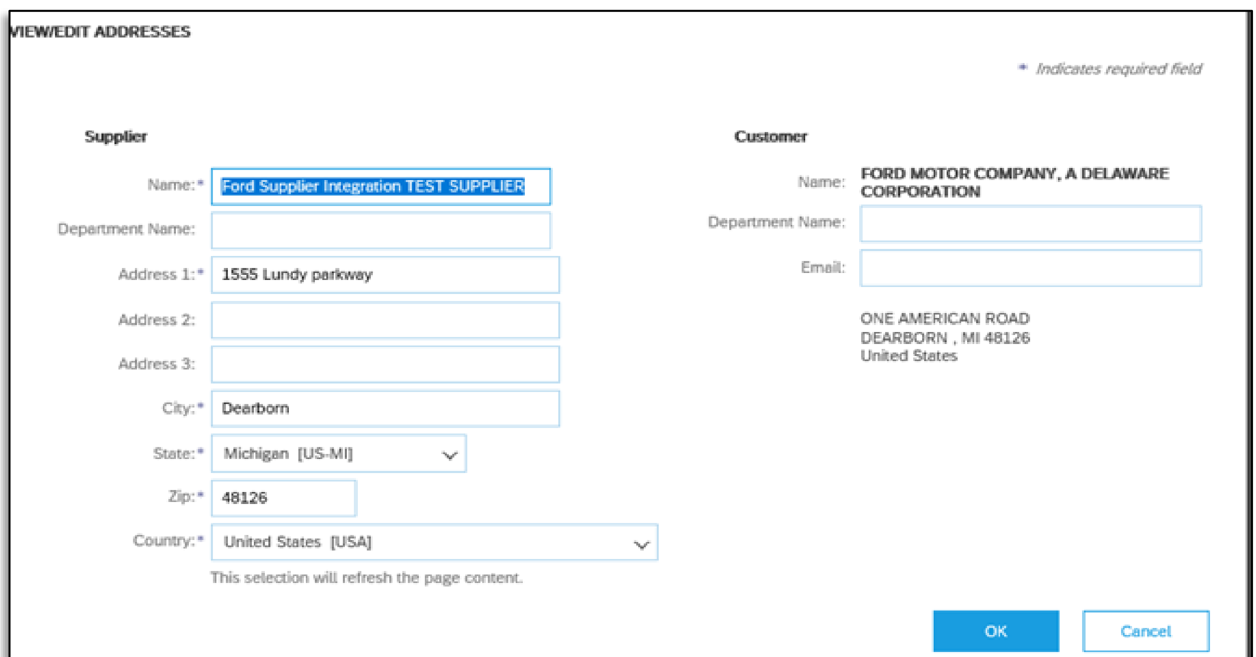
Step 2: Update/Change Address

***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!***



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



***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]***

Aurora

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

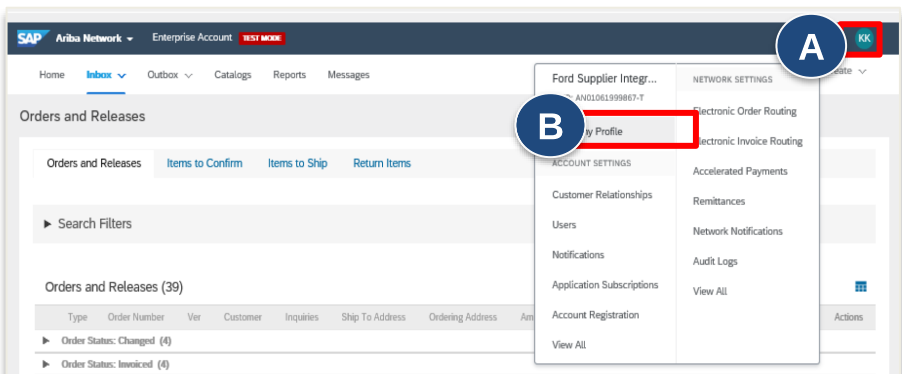
Step 1: Login and Add additional address

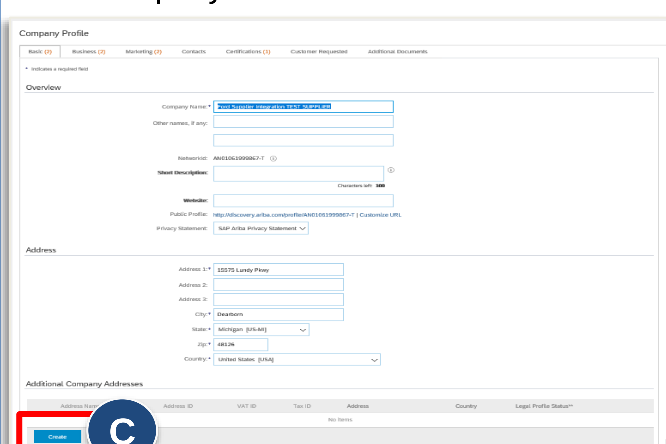
Step 1: Login – Company Profile

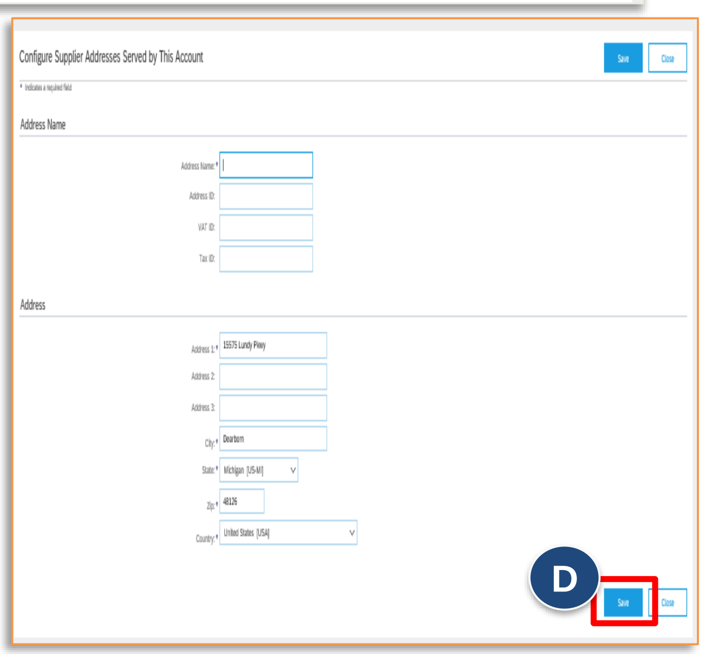
A. Login to supplier account and click on the ***name initials***

B. Select "***Company Profile"***

C. Click ***Create*** option under Additional Company Addresses







D. Add additional address information and click ***"save"***

Additional Support

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

➢ ***Contact Supplier Enablement [mailbox](#)***

Aurora

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

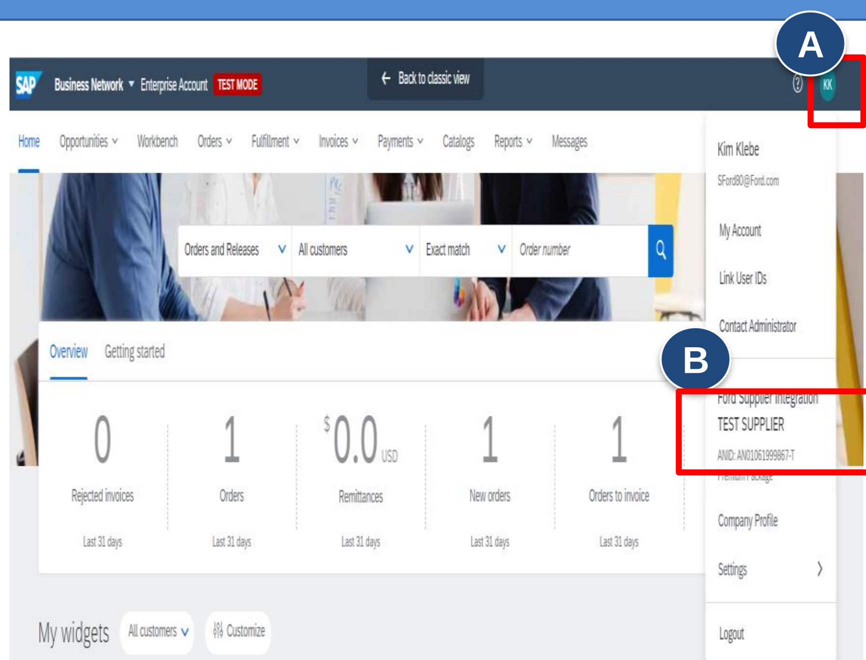
Fix

Step 1: Locate the ANID

Step 1: Locate the ANID

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

B. ANID appears below your Organization Name



Additional Support

- *Access Ariba Support docs **here***
- *Click **here** to use Ariba's Help Center*

OVERVIEW

Audience: All Suppliers

Document Purpose

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

Issue

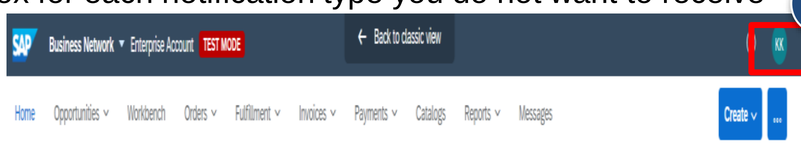
Unsubscribe From Ariba Network Email Notifications

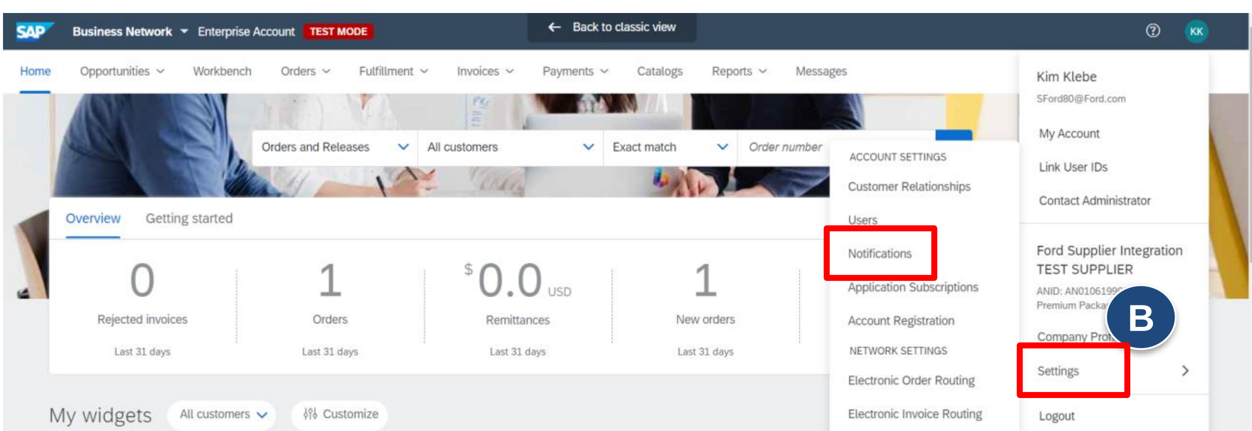
Fix

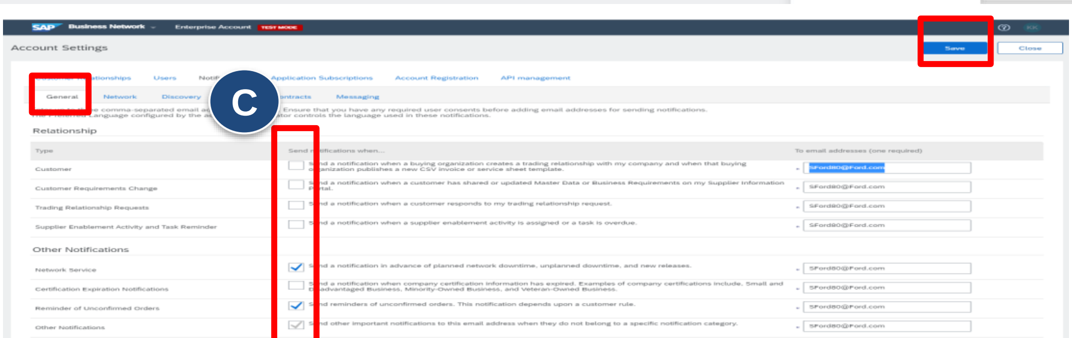
Step 1: Login - Notifications

Step 1: Login to Ariba Network - Notifications

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







Additional Support

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

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

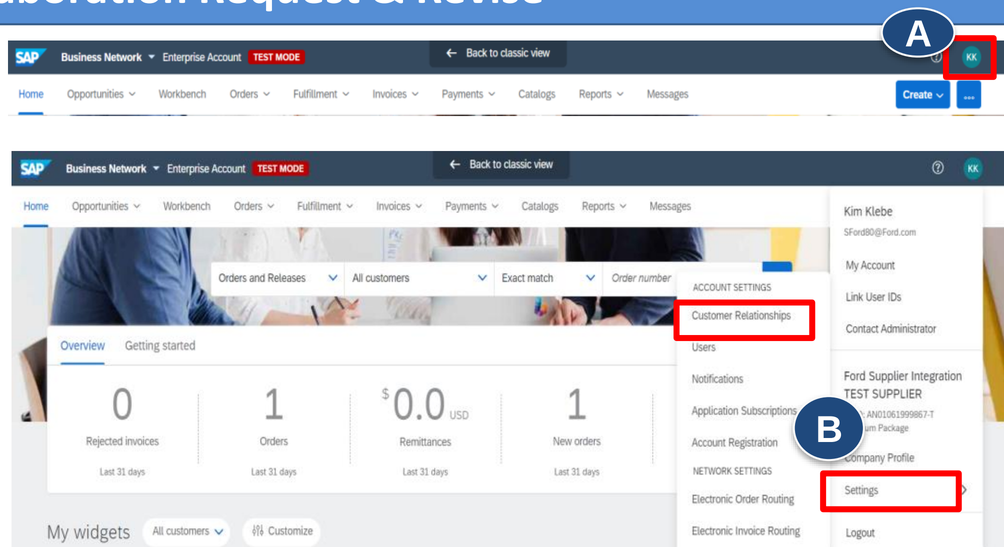
Step 1: Login & Account Settings

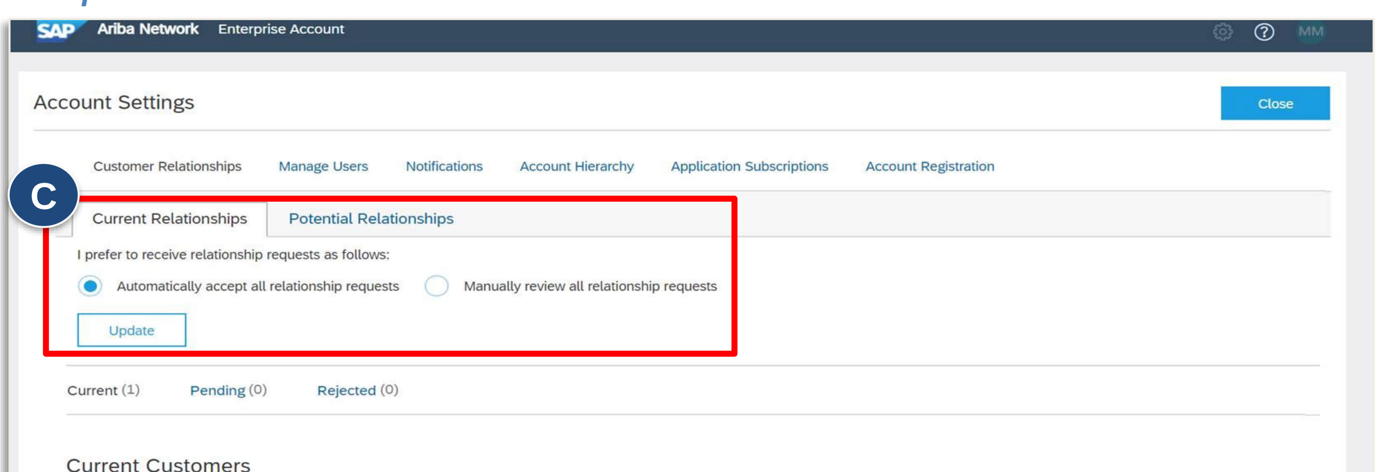
Step 1: View Collaboration Request & Revise

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

Aurora

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

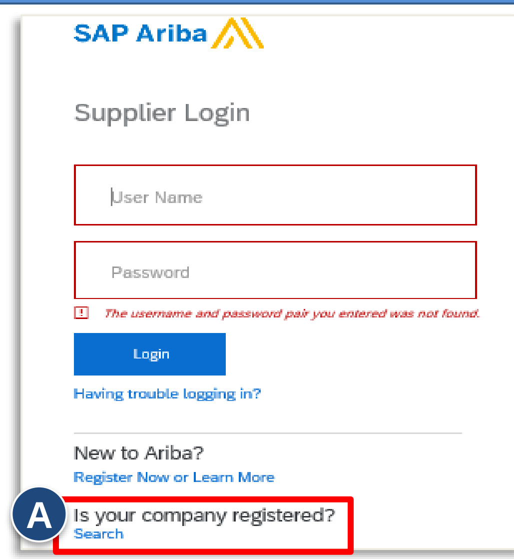
Step 1: Search for Company
Step 2: Access Supplier Profile Page
Step 3: Contact Admin – Email Notification

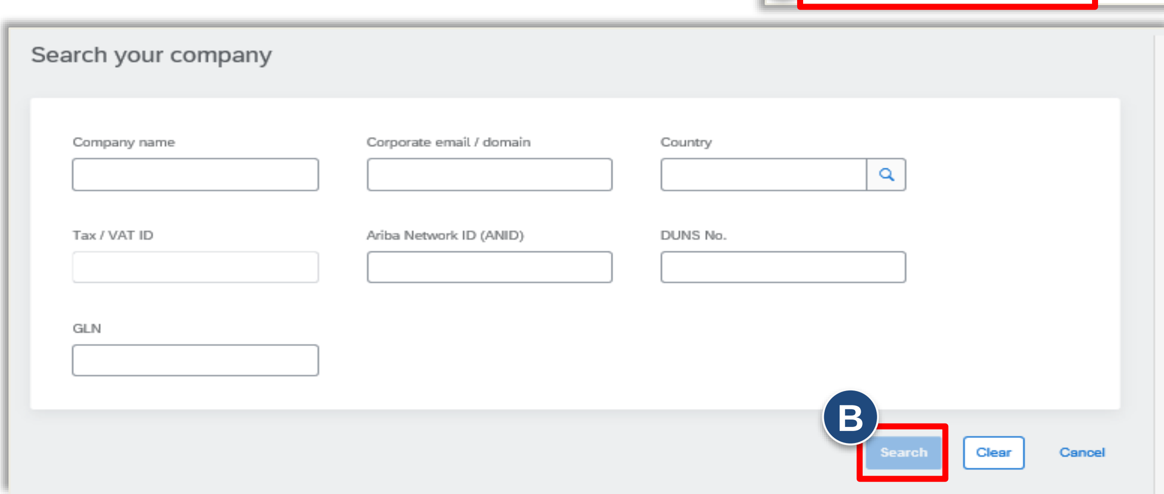
Step 1: Search for Company

Access the Ariba Network login page

A. Click on the ***Search*** option as highlighted

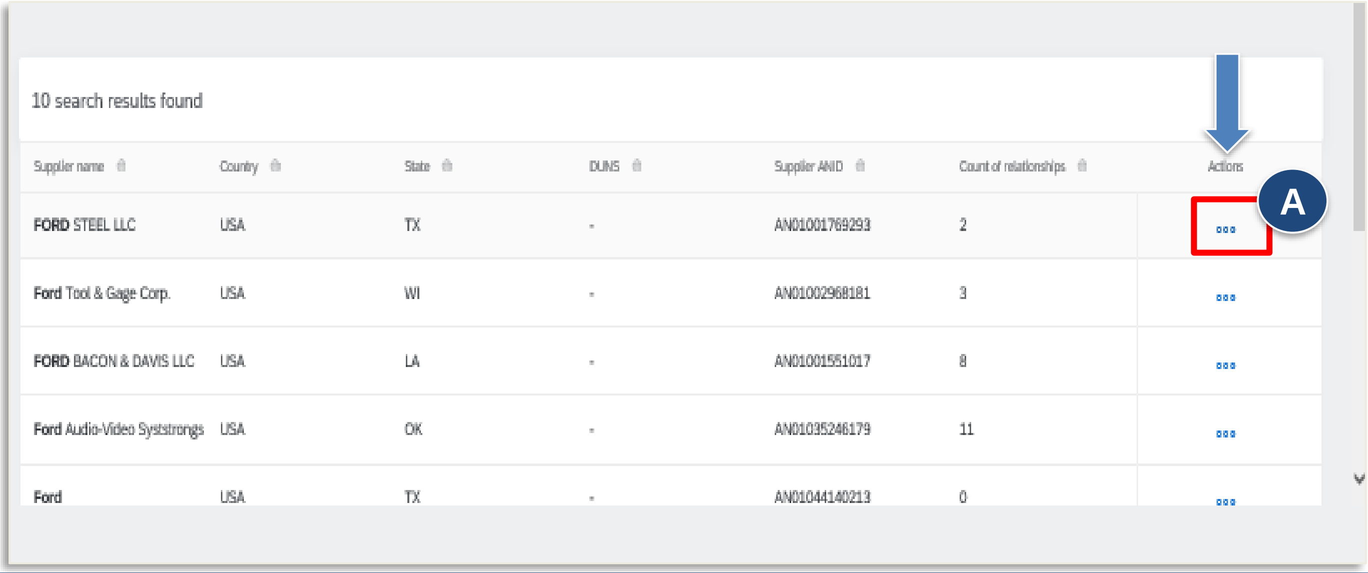
B. Populate all relevant information and click ***Search***





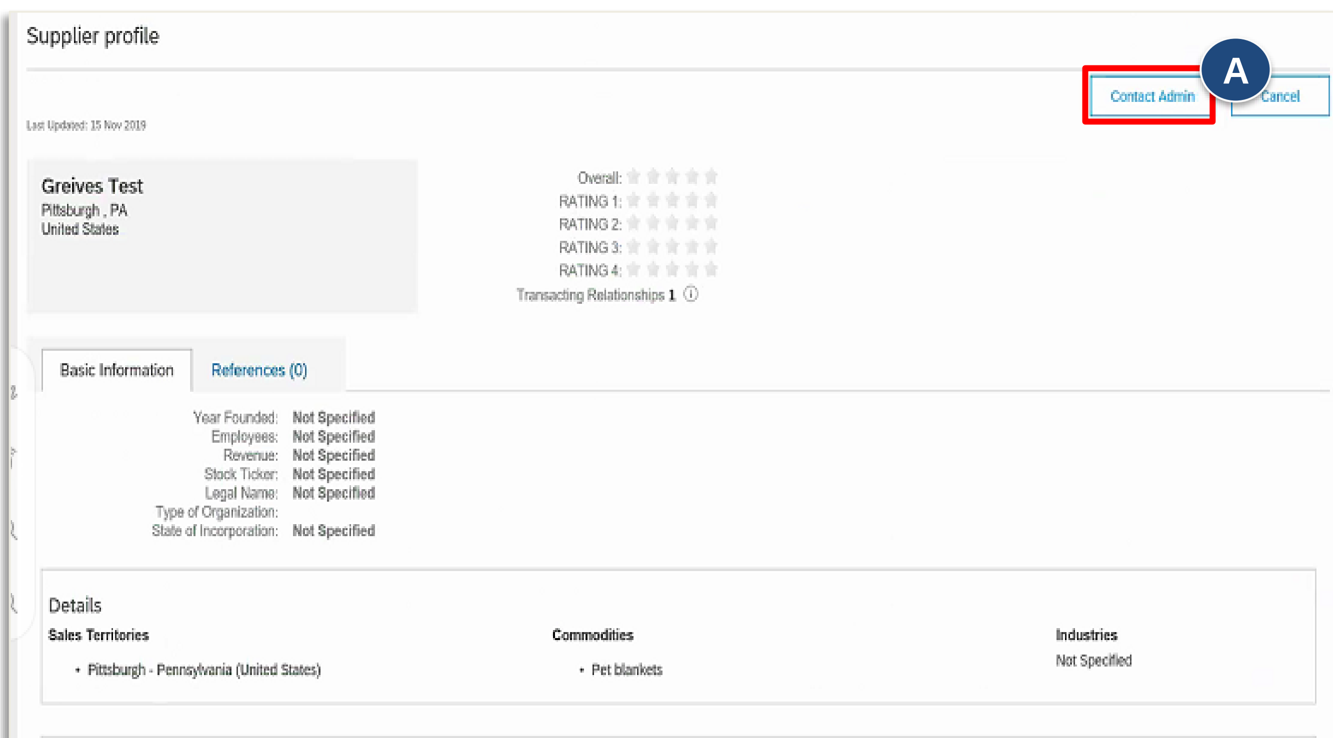
Step 2: Access the Supplier Profile Page

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



Step 3: Contact Admin – Email Notification

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



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***

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

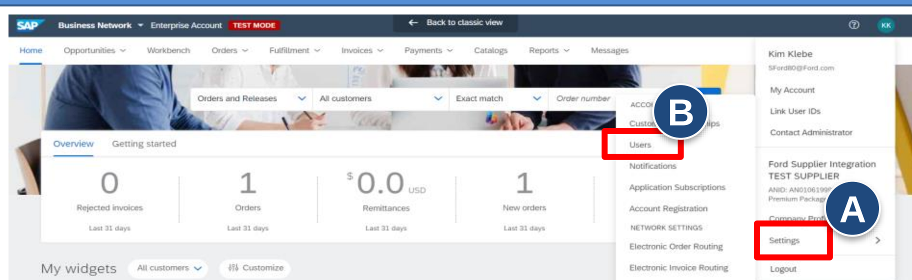
Fix

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

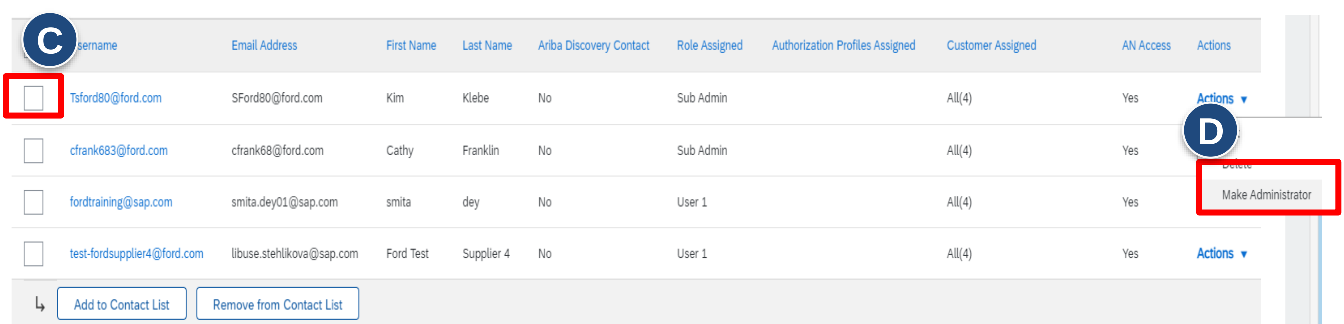
Step 1: Login – Company Account Settings

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]



Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
Tsford80@ford.com	SFord80@ford.com	Kim	Klebe	No	Sub Admin		All(4)	Yes	Actions
cfrank683@ford.com	cfrank68@ford.com	Cathy	Franklin	No	Sub Admin		All(4)	Yes	
fordtraining@sap.com	smita.dey01@sap.com	smita	dey	No	User 1		All(4)	Yes	
test-fordsupplier4@ford.com	libuse.stehlikova@sap.com	Ford Test	Supplier 4	No	User 1		All(4)	Yes	Actions

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

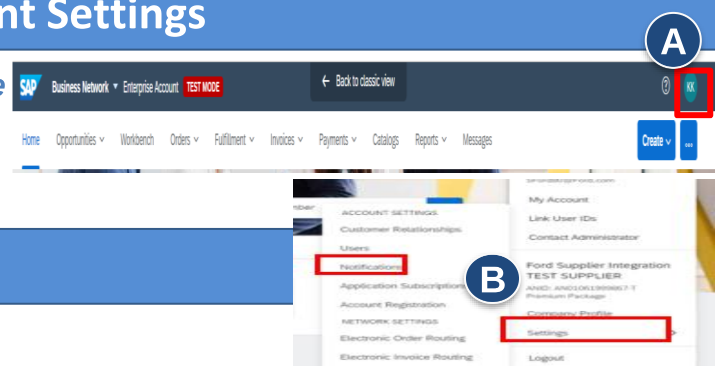
Fix

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***

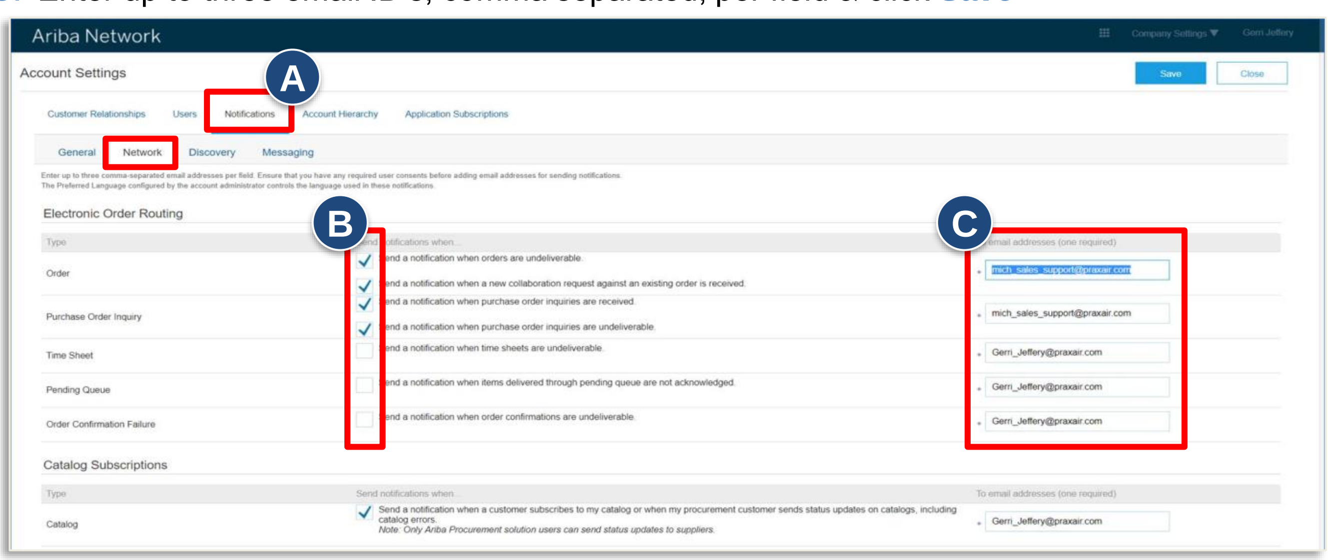


Step 2: Notifications

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]***

Aurora

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

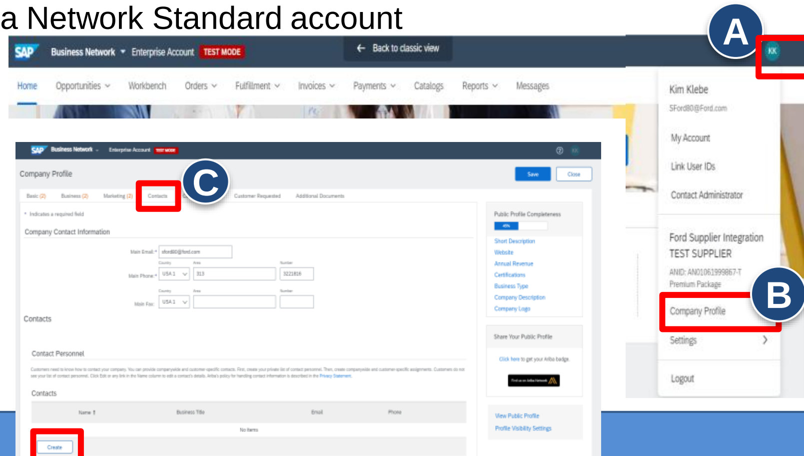
If you're the administrator for your company's account, you can create users and assign roles to perform different activities in your Ariba Network Standard account

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*

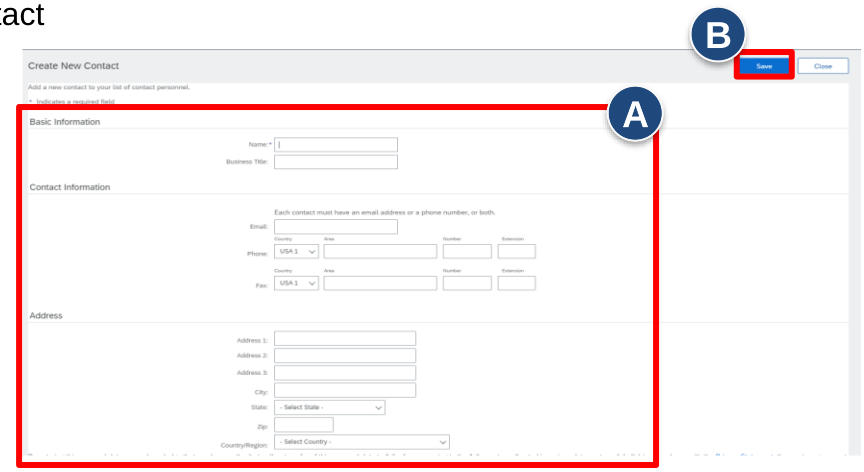


Step 2: Create Contact

A. Be sure to add complete contact details to the user profile
   1. Name
   2. Email ID
   3. Phone number
   4. Supplier Address

B. Click ***Save***

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



Additional Support

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- *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

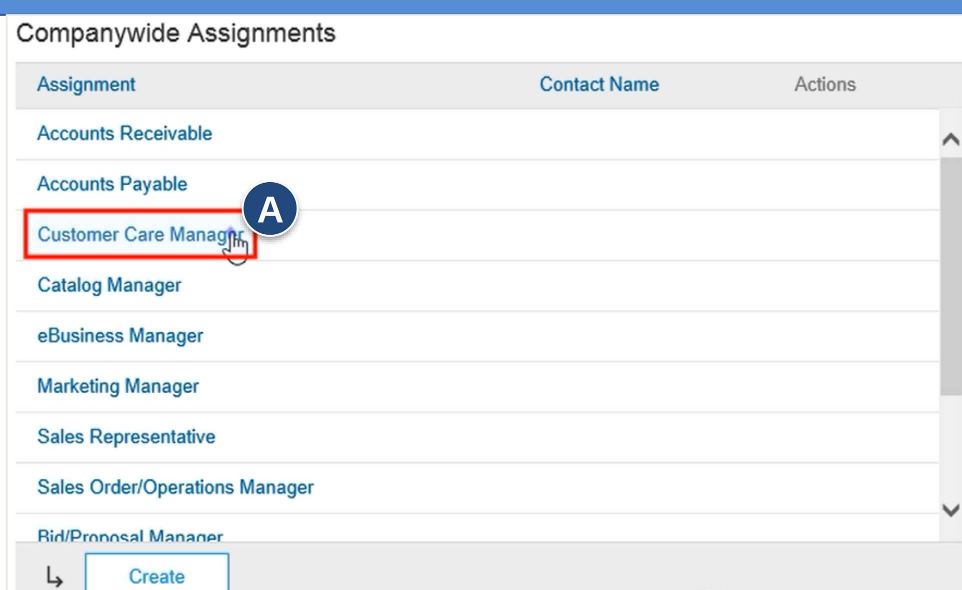
A. Add User In Ariba Network

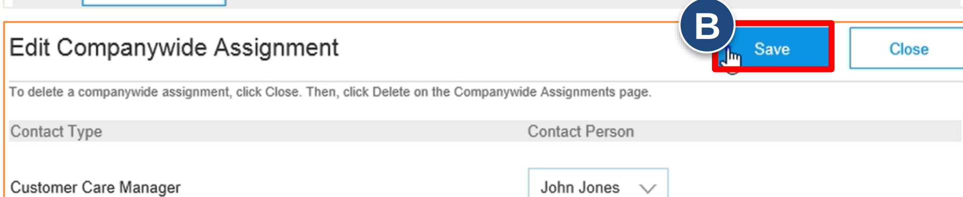
Step 2: Assign Role to User

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***

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*

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

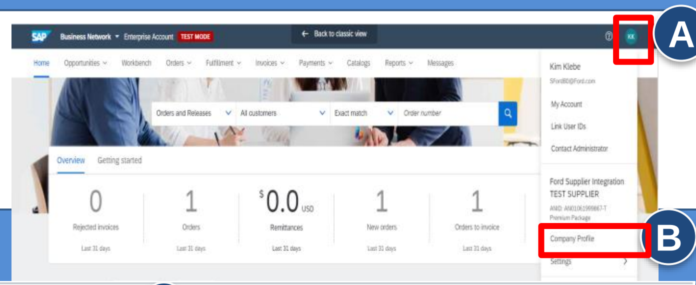
Fix

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**

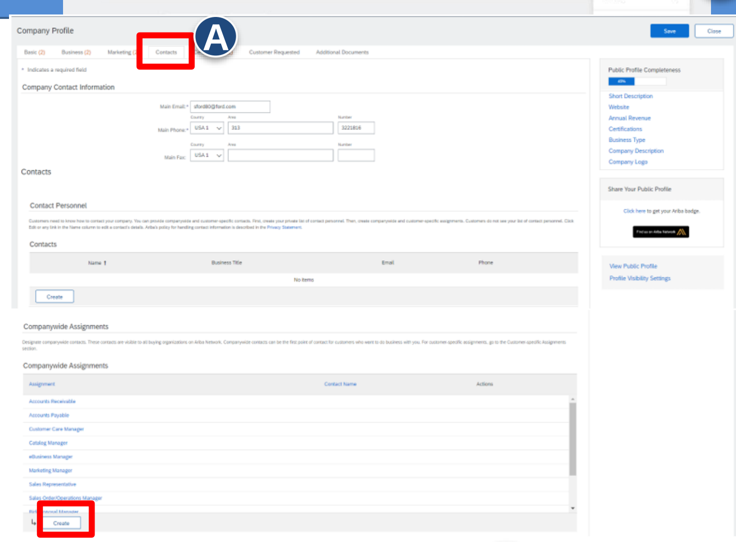
B. This will route you to ***Create Companywide Assignments***. Enter the custom role title

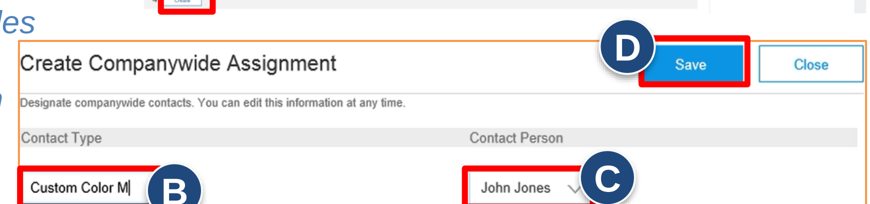
C. Select user from the dropdown

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





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 Do I Add GST and Other Tax or Financial Information?

Audience: All Suppliers

Document Purpose

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

Issue

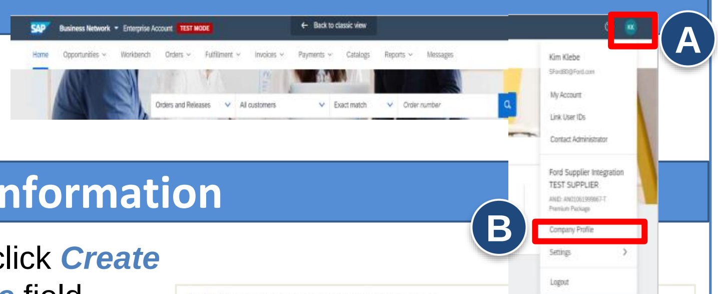
Enable GST For Suppliers Located In India

Fix

Step 1: Login – Company Profile
Step 2: Add Address & Financial Information

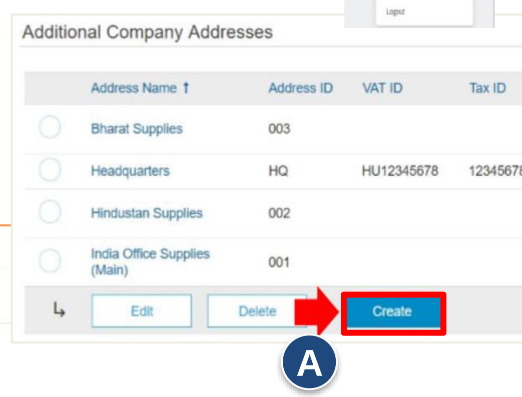
Step 1: Login – Company Profile

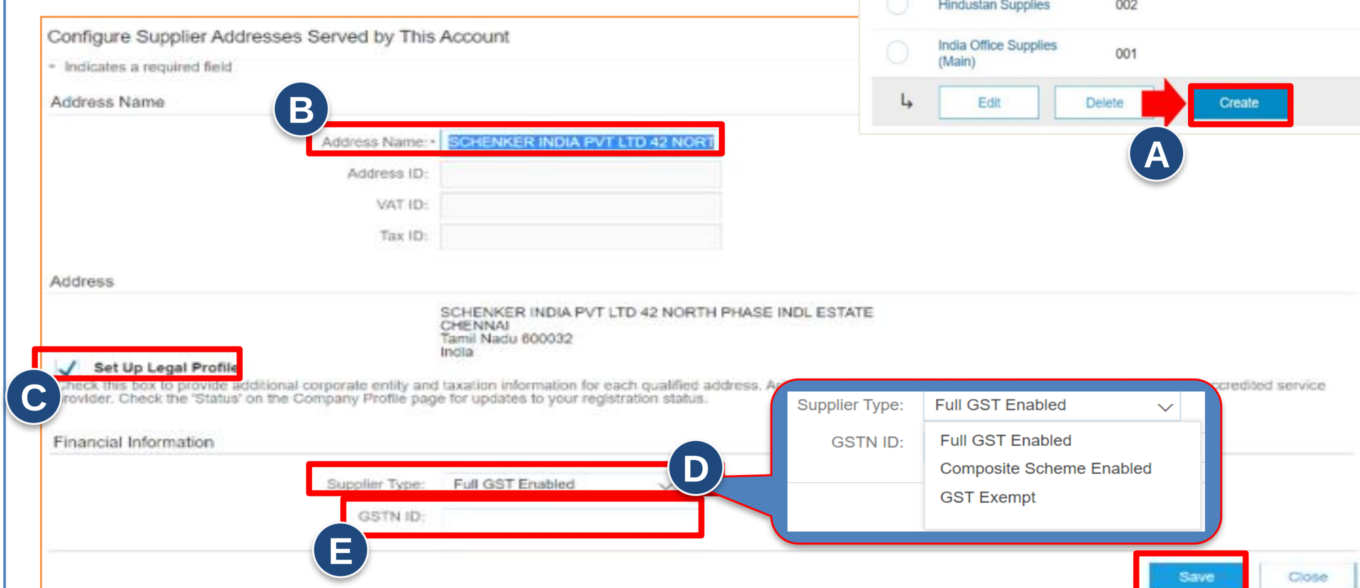
A. Login to Ariba Network and click on ***Name Initials***
B. Select ***Company Profile***



Step 2: Add Address & Financial Information

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





Additional Support

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

Aurora

My Ariba Account Is Set Up Correctly But GSDB Is Causing Errors. How Do I Update GSDB?

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***

Aurora

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

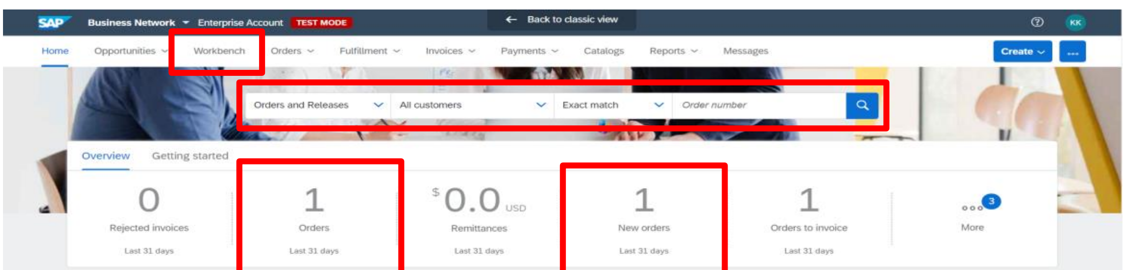
Unable To View Purchase Orders In Ariba Network

Fix

Step 1: Navigate to the Workbench
Step 2: Expand Search Criteria

Step 1: Navigate to the Workbench

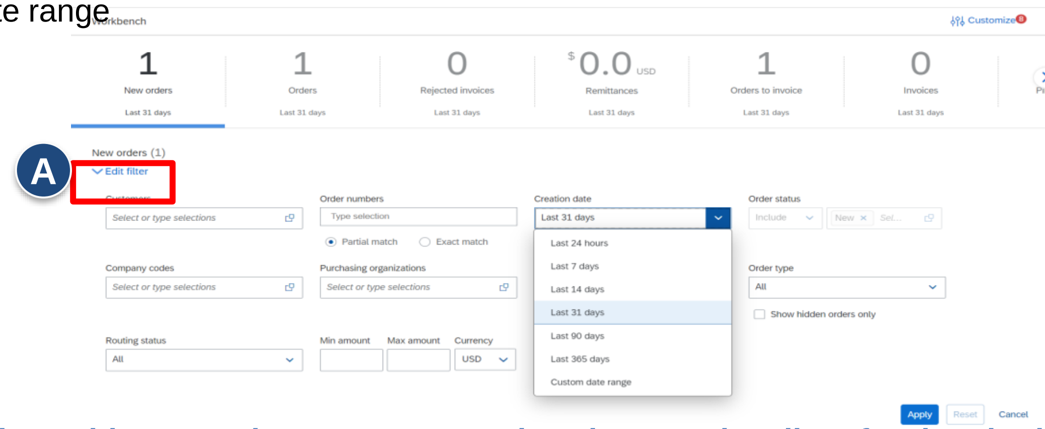
A. Login to Ariba network, you may use the **Search** option on the homepage, click on the **Orders/New Orders** tile, or click **Workbench**



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***

Aurora

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

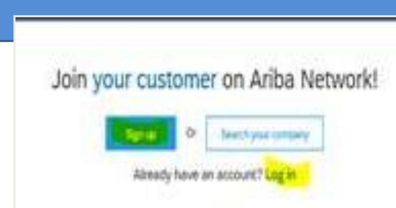
Fix

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 trigged
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

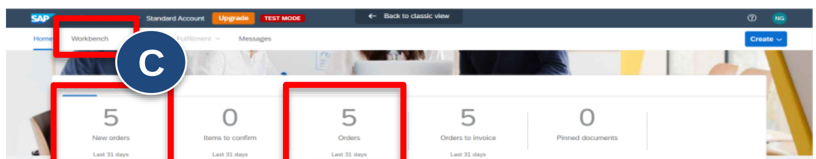
Lost PO Email

Fix

Step 1: Ariba Network - Login
Step 2: Locate & Resend Purchase Order

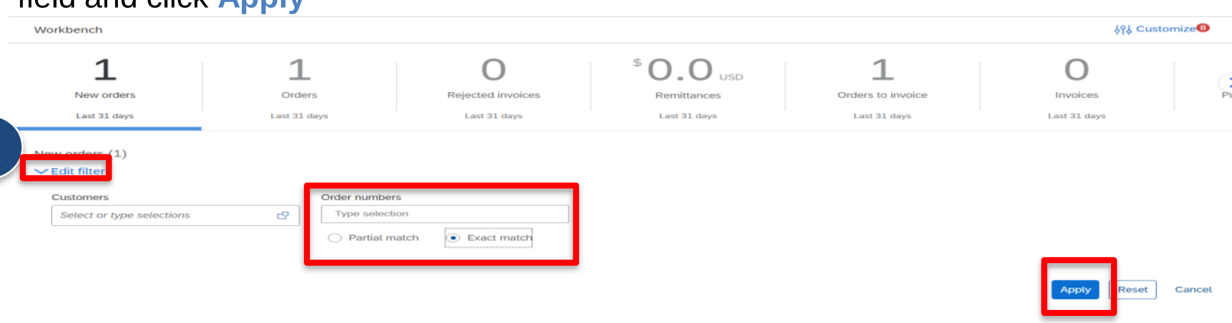
Step 1: Ariba Network – Login

A. Make sure you log in to your Ariba network standard account
B. If you are not yet a registered user, then please follow [registration process]
C. Navigate to the **Workbench**

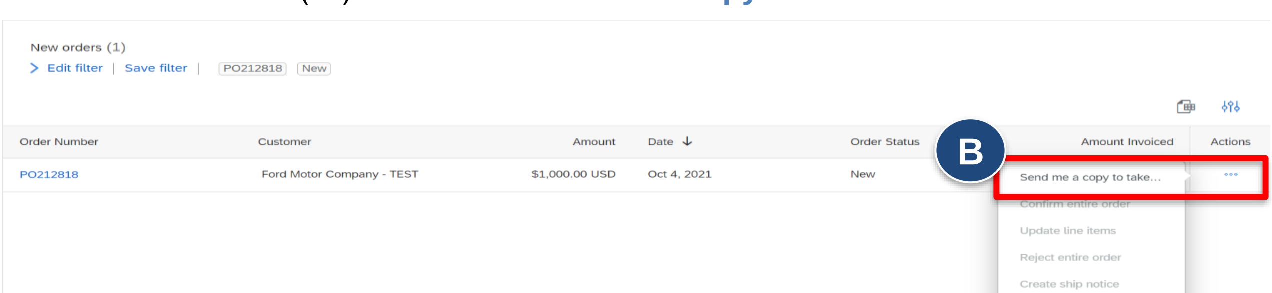


Step 2: Locate & Resend Purchase Order

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



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



Additional Support

- *Access Ariba Support docs [here]*
- *Contact Supplier Enablement [mailbox]*

Aurora

I'm Invoicing And Being Asked If This Is Direct Pay. How Can I Tell?

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***

Aurora

Back to Index
Process Flow

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.

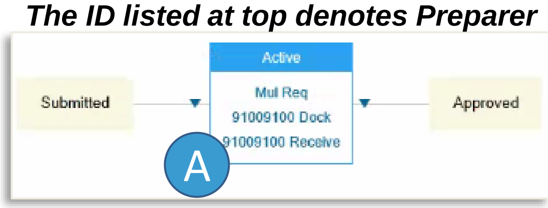
Receiving activity should not begin in Aurora until goods/services are delivered to Ford

Topics

Topic 1: Who Receives?

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

The ID listed at top denotes Preparer



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***.

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.

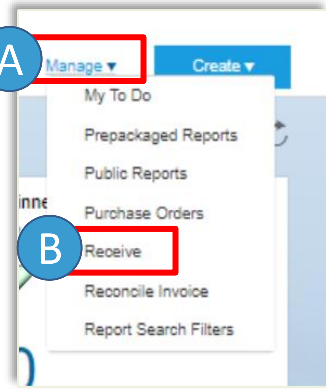
Topic 2: Receive Against a Purchase Order

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**"

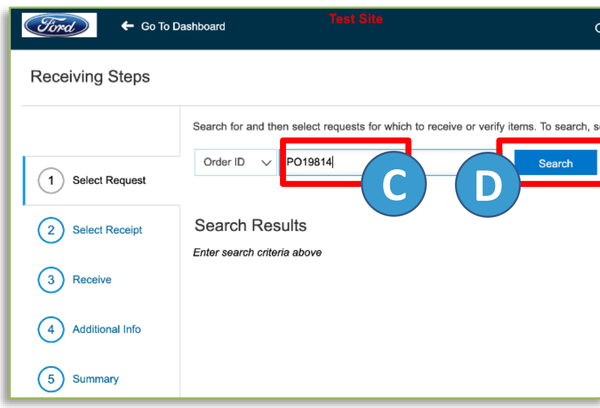


E. Enter the ***Packing Slip / Delivery Notice***. This field is freeform and may be a:

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

F. ❗ Click "**Accept All**" <u>only</u> 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.

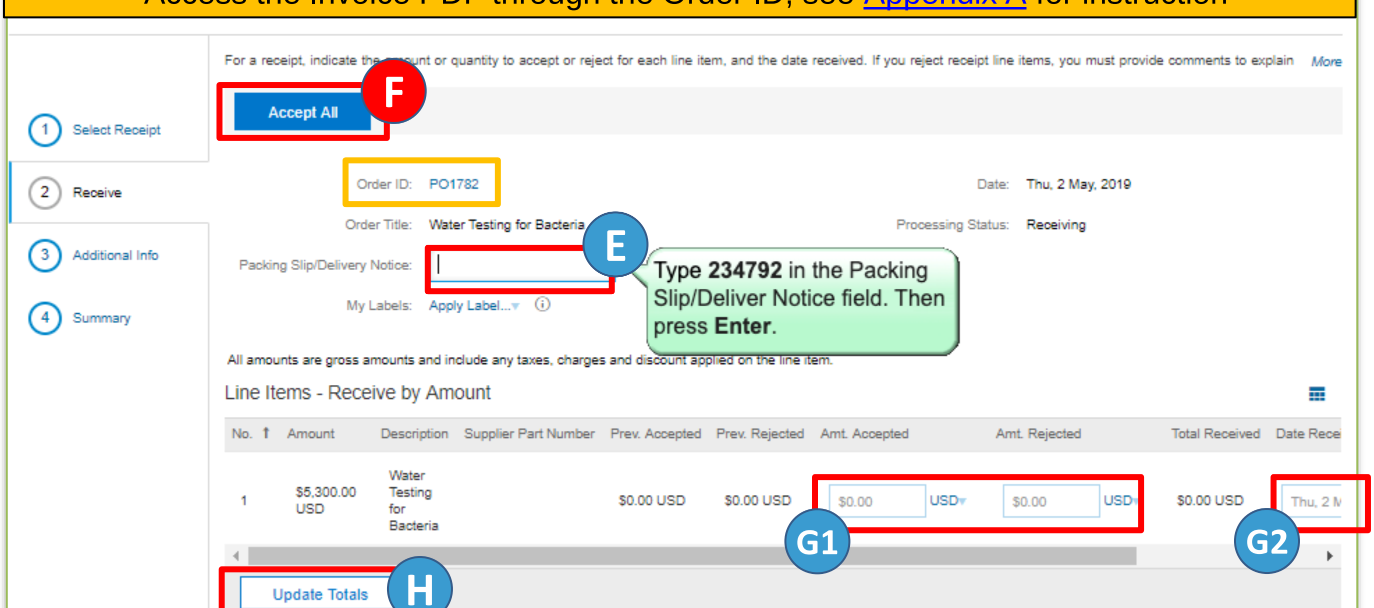
G. If you have only <u>partially</u> received the goods / services, enter the ***quantity / amount accepted*** or ***rejected*** and the ***date received.***



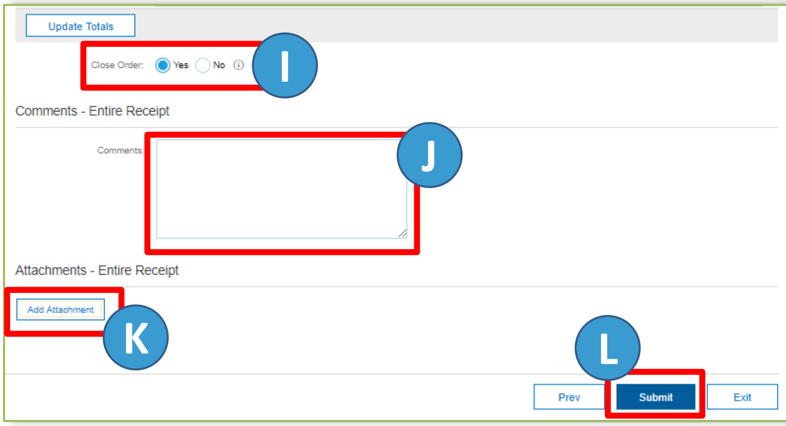
Note: *If you have multiple line items, be sure you receive on the correct line.*

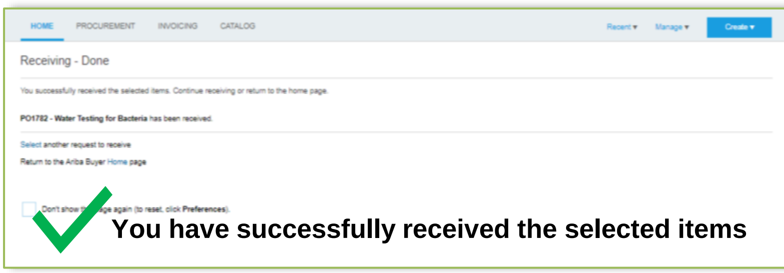
H. Click "**Update Totals**" for the amount to be updated in the ***Amount Accepted*** box

*Access the Invoice PDF through the Order ID; see <u>Appendix A</u> for instruction



Topic 2: Receive Against a Purchase Order (continued)





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

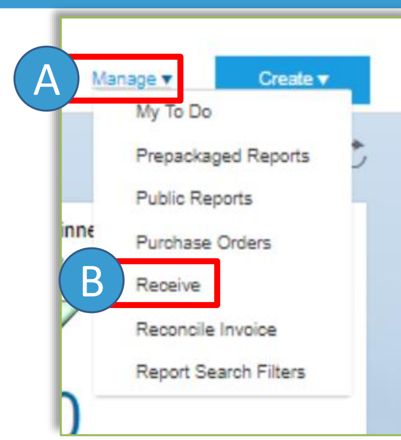
K. Attach any supporting documents (i.e. invoice or packing slip)

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

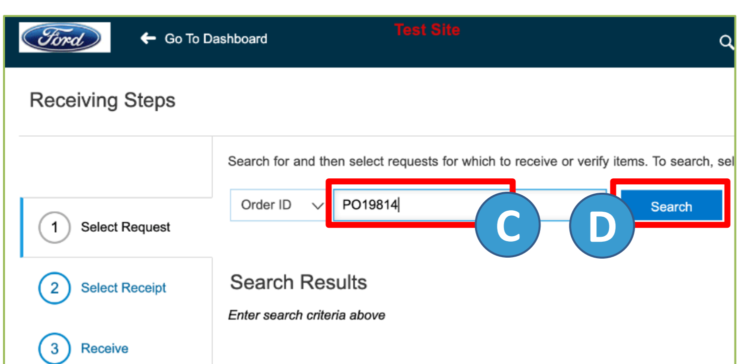
If no receipt approver was added, payment will now be scheduled from invoice date

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



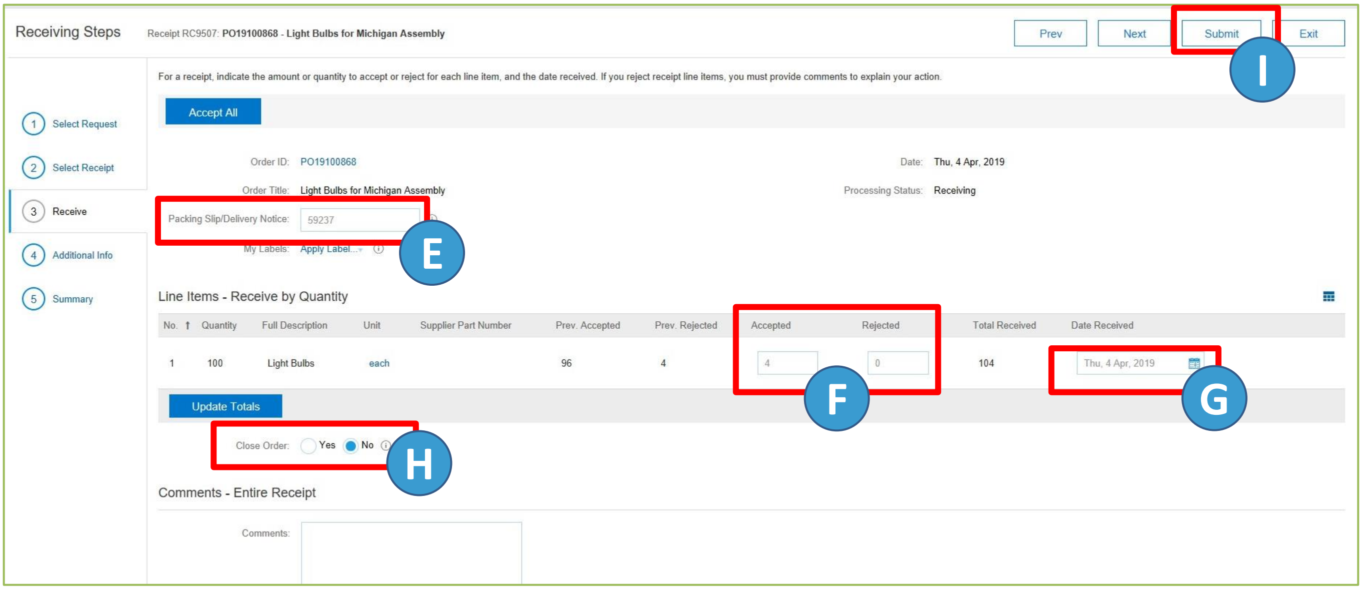
B. Select "**Receive**" from the dropdown menu



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.)



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

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

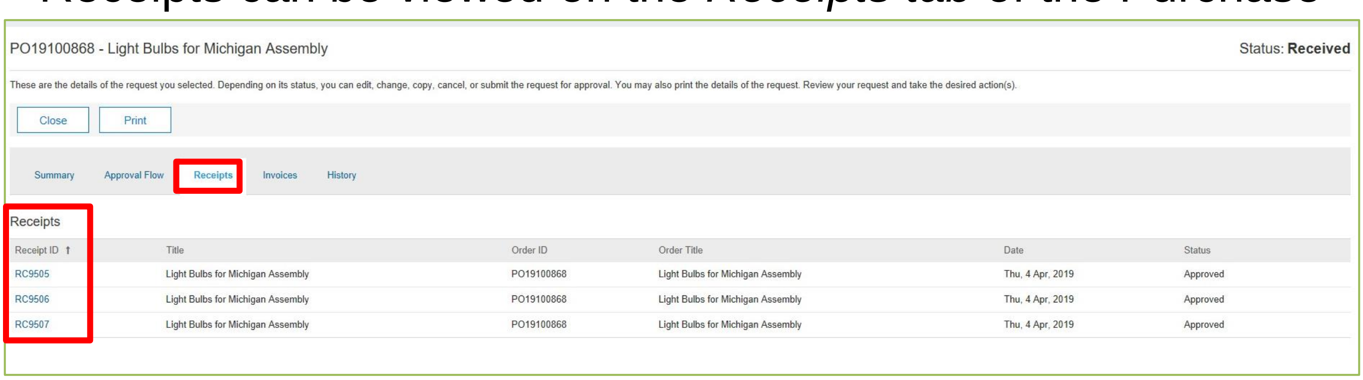
F. Enter the ***quantity / amount*** to be ***accepted*** or ***rejected*** (partial receipt)

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**".

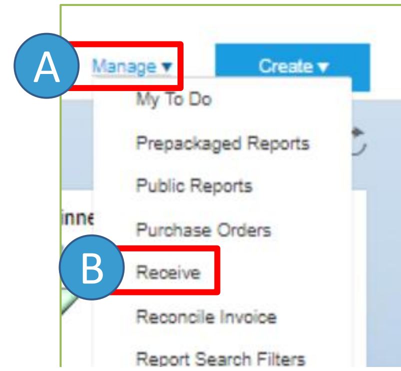
I. Click "**Submit**". **Note**: If the entire amount was not received against, a new RC will be generated in 'Composing' status to receive remaining amount

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

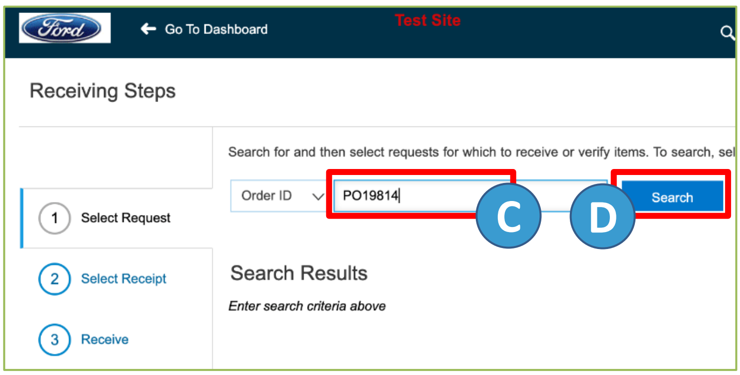


Topic 4: Receipt Adjustment (Cancel or Withdraw an Error)

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.

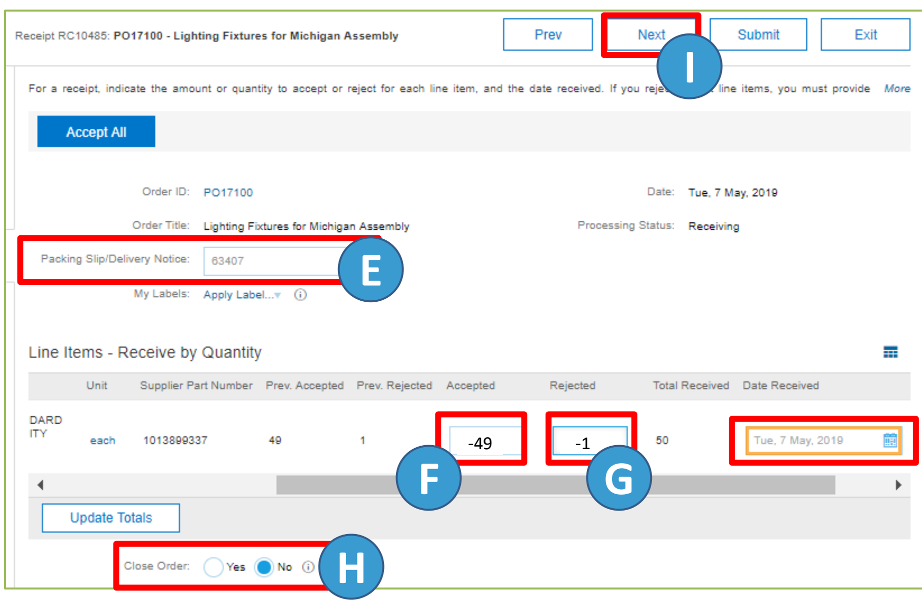
E. Enter the same ***packing slip / delivery notice*** and ***date received*** as entered on the previous receipt

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

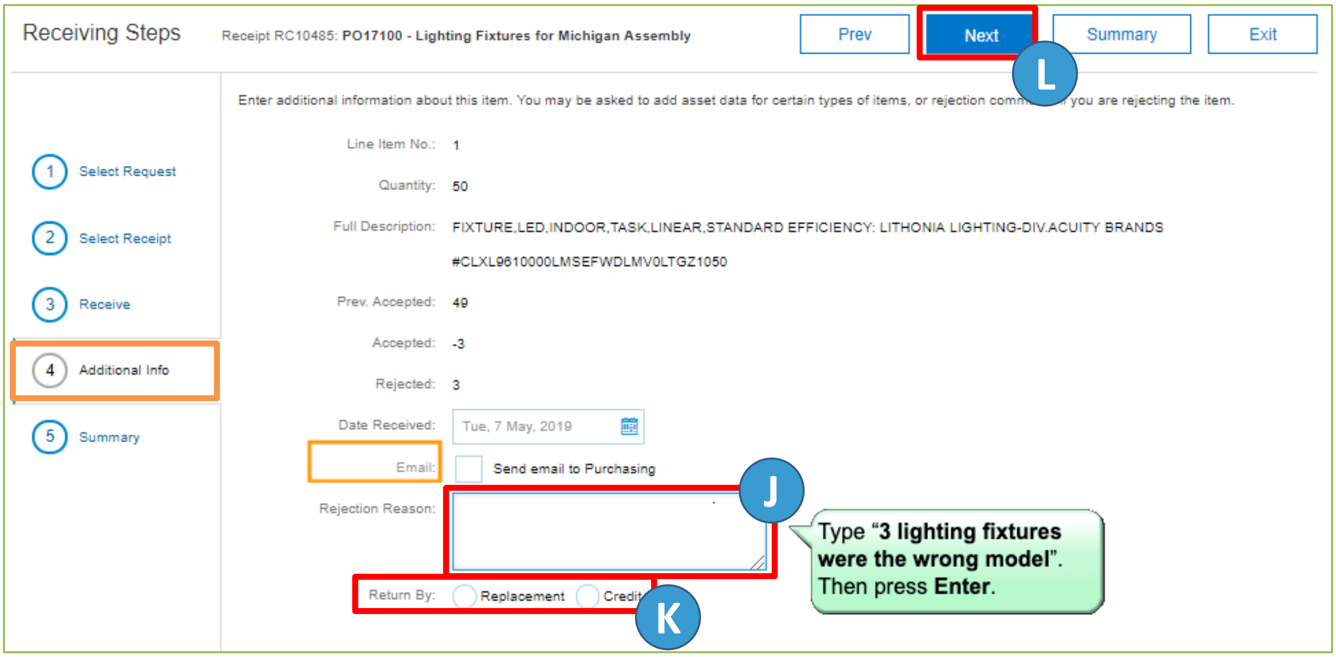
H. Click "**No**" on ***Close Order*** to allow for future receiving

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.



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.

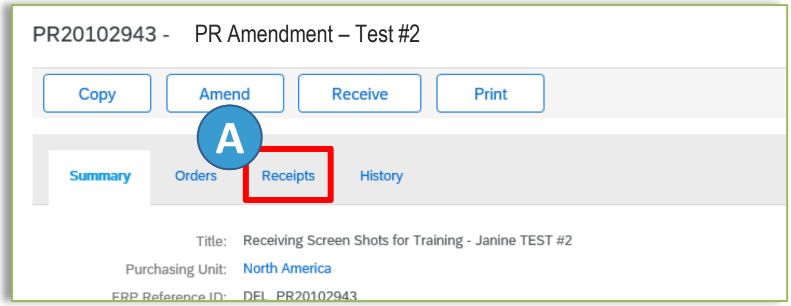
J. Leave ***Email*** unchecked (not used by Ford) and enter a ***Rejection Reason***

K. Select ***Return By*** method

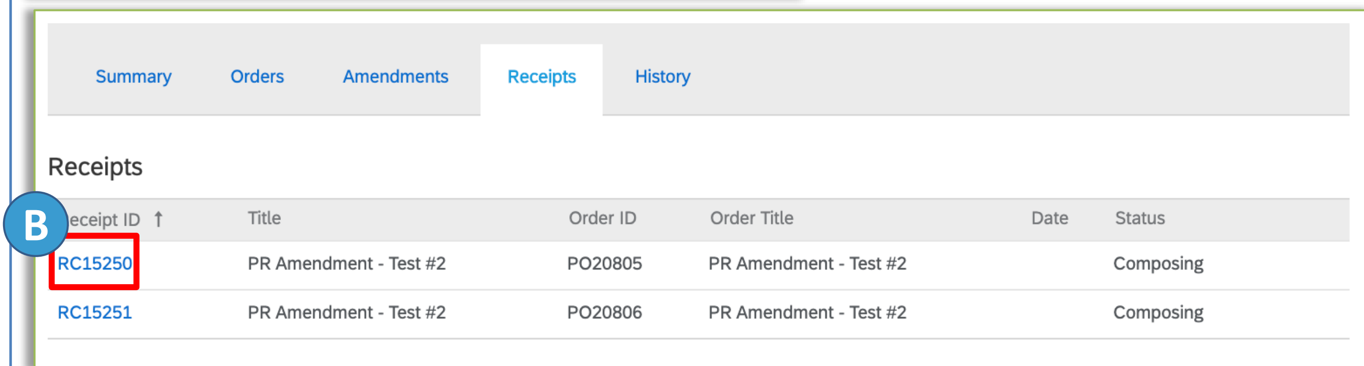
L. Click "**Next**" to review the ***Summary*** and click "**Submit**"

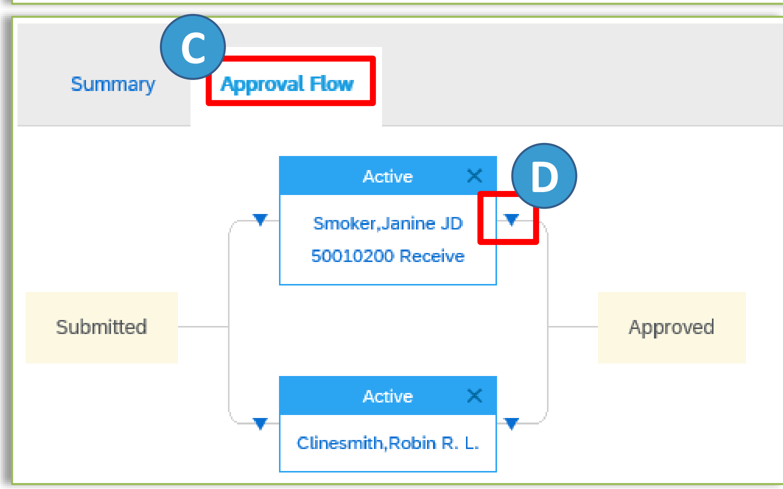
✓ **You have successfully adjusted your receipt**

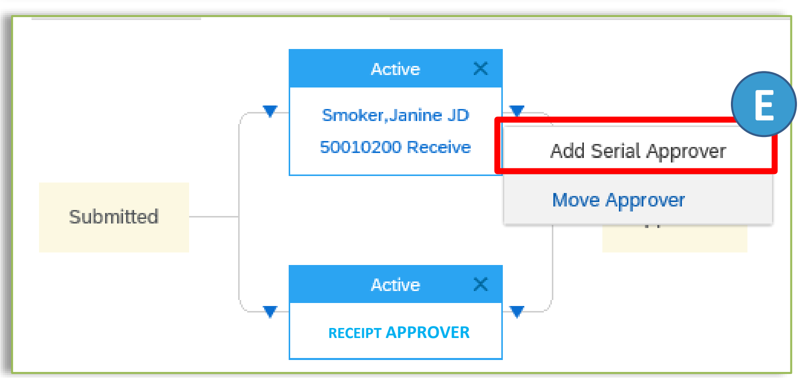
Topic 5: Manually Add Receipt Approver



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.**







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*

E. Click **"Add Serial Approver"**. A pop-up window will appear to search for an approver by name, CDSID, or email.

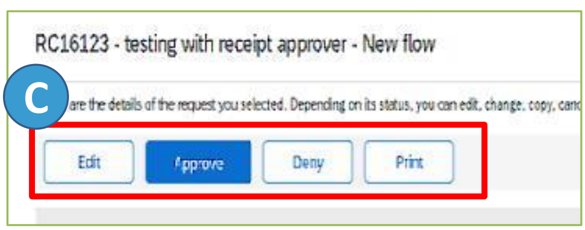
F. After clicking **'OK'**, the added Approver is displayed in the approval flow

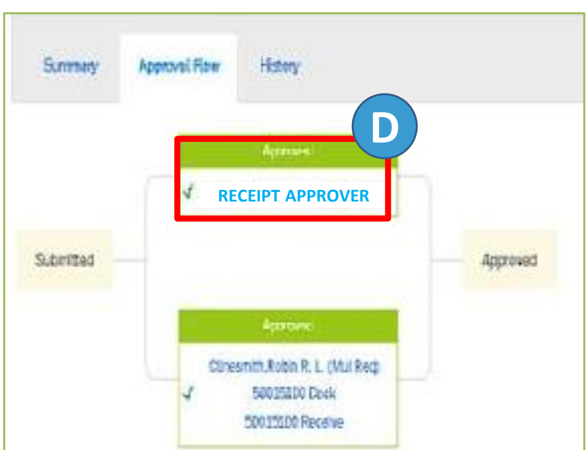
Topic 6: Receipt Approver

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

ID	Date ↓	From	Status	Title	Required Action
RC16123	7/2/2020	Mul Req	Composing	testing with receipt approver - New flow	Receive
PR20102946	6/30/2020	NARIBA22	Submitted	Re-Test Error Message for QTY>7 digits-Collaboration phase	Approve
RC16121	6/26/2020	Mul Req	Submitted	testing with receipt approver - New flow	Approve
RC16111	6/26/2020	NAURO48	Composing	Dock+Receiving group+OBO	Receive
RC16107	6/26/2020	NARIBA22	Approved	Copy of Scenario 12 - Desktop Receiver - RE	Receive
RC16100	6/26/2020	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.





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.

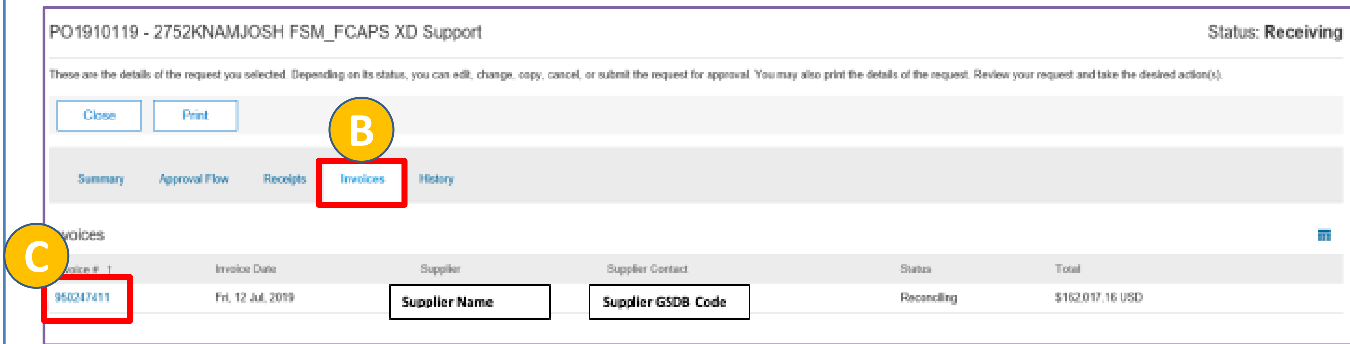
Ford's guidance is not to "**Deny**" receipts, but to "***Edit"*** them instead.

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

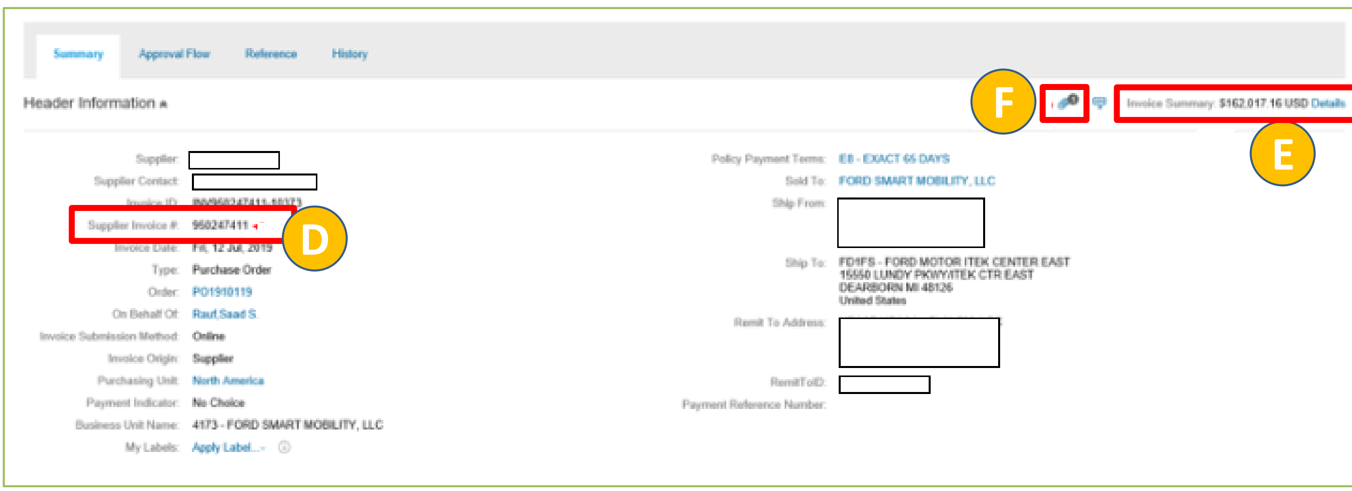
Appendix A: Access Invoice PDF to Attach As Evidence



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

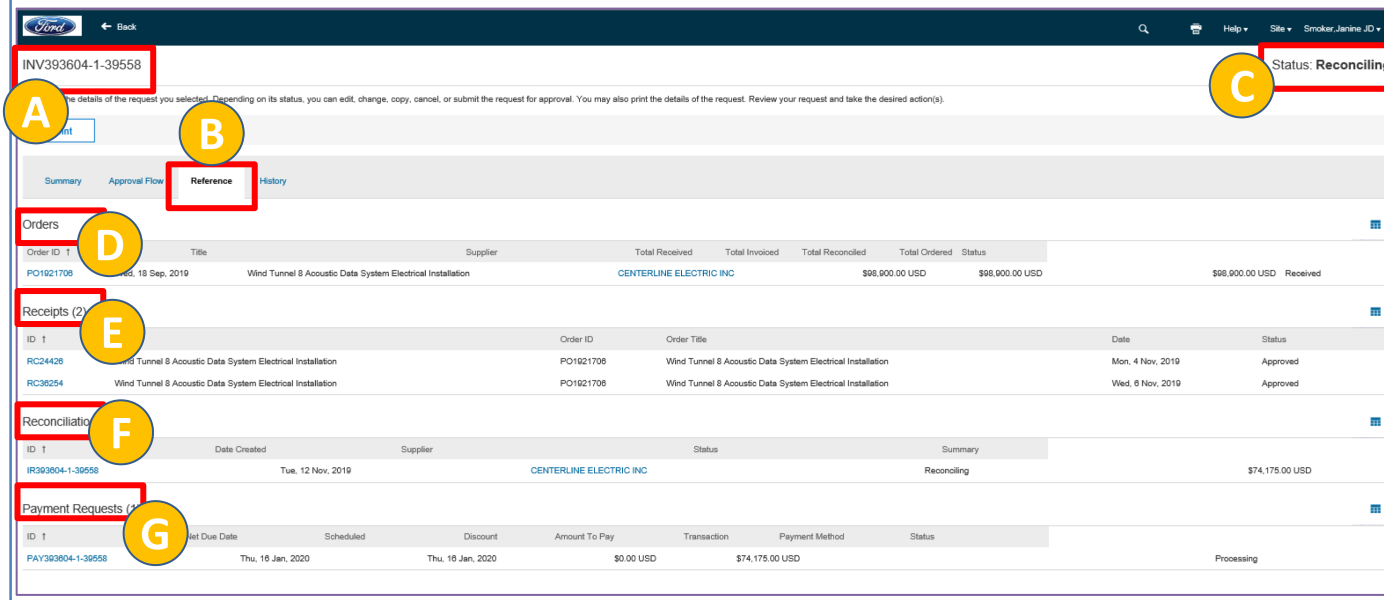


D. Capture the ***Supplier Invoice Number*** and

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



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***

Aurora

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

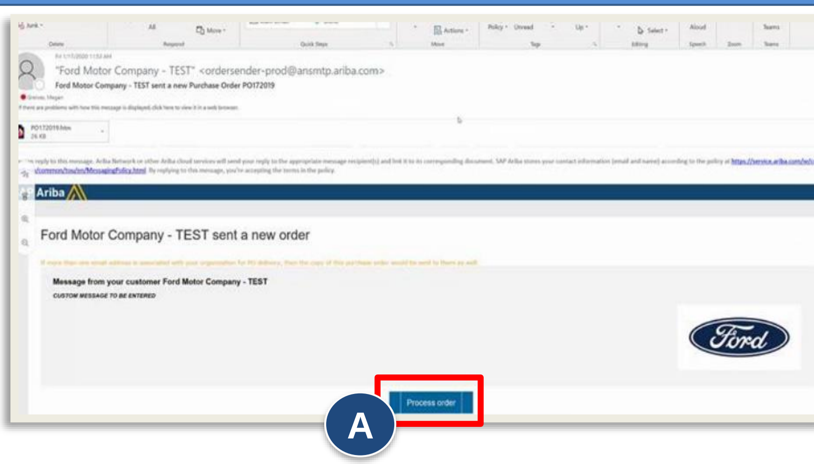
Fix

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

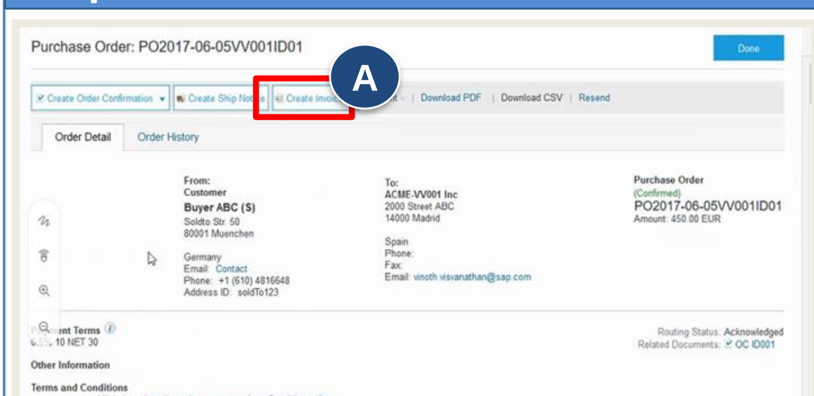
Step 1: Email Notification – Process Order

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***

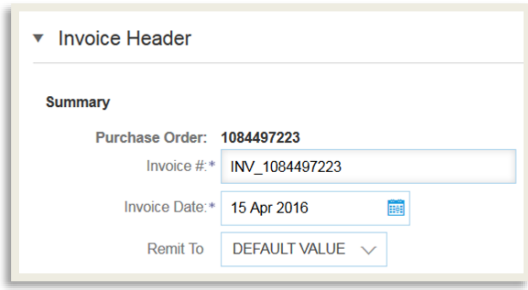
B. Select ***“Create Standard Invoice”*** from the drop down

Back to Index

Process Flow

Step 3: Enter Invoice Details

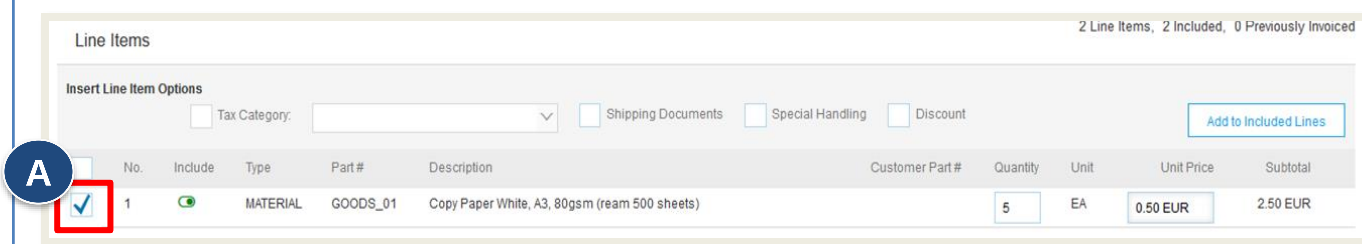
Enter below details/fields under ***Invoice Header***



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

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

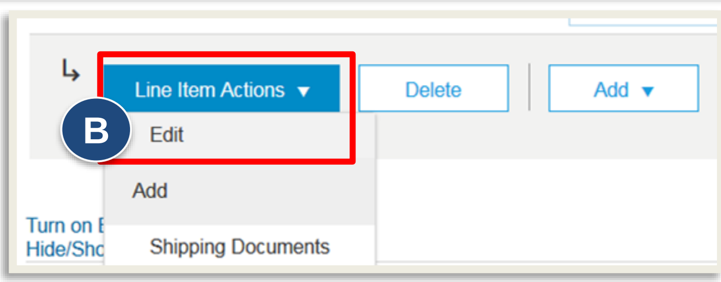
Step 4: Edit Line Item Details



To edit a line item, follow steps below

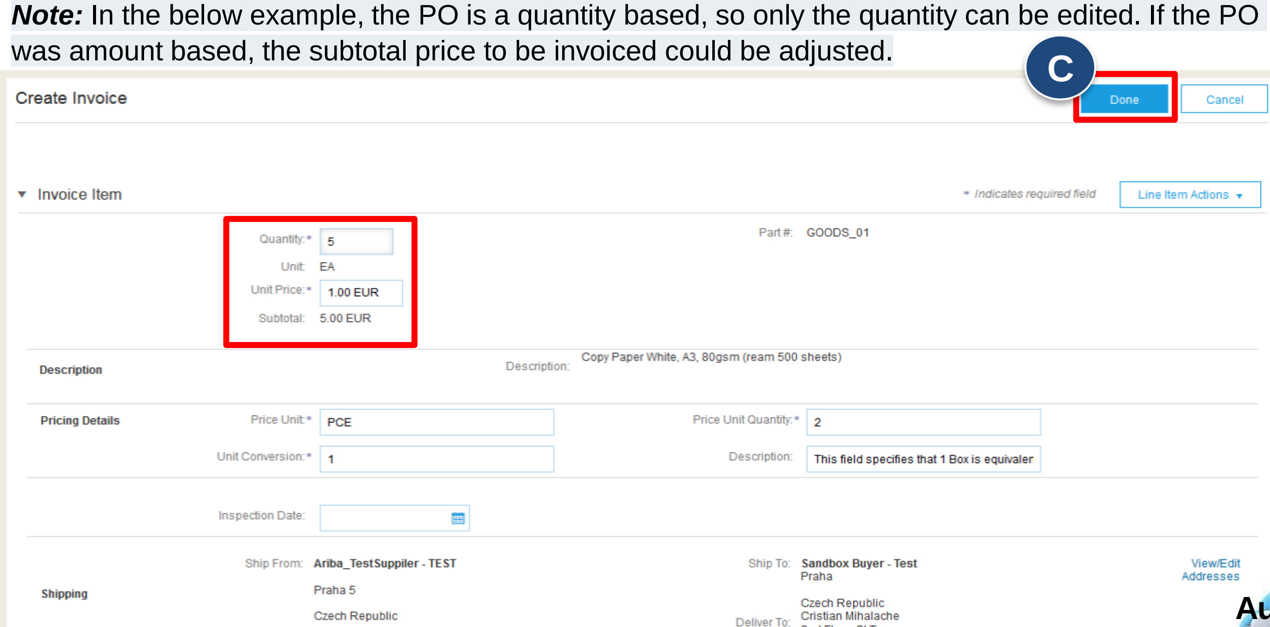
A. Check the box next to the line item to be edited and make sure it is highlighted with the check box

B. Click ***Line Item Actions***, select ***Edit***



C. Make necessary changes to invoice and click ***Done*.**

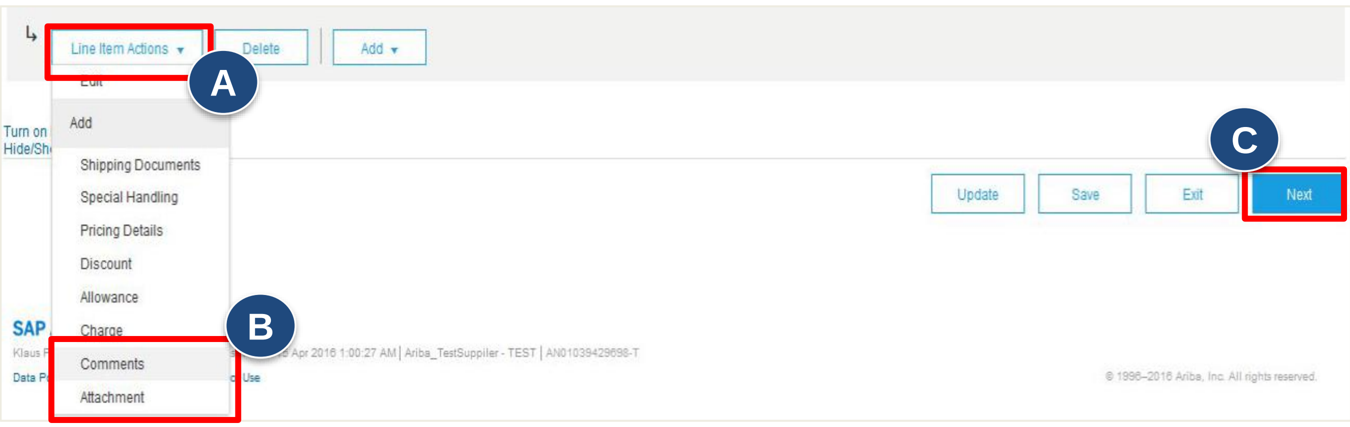
Note: In the below example, the PO is a quantity based, so only the quantity can be edited. If the PO was amount based, the subtotal price to be invoiced could be adjusted.



Step 5: Add Additional Details

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

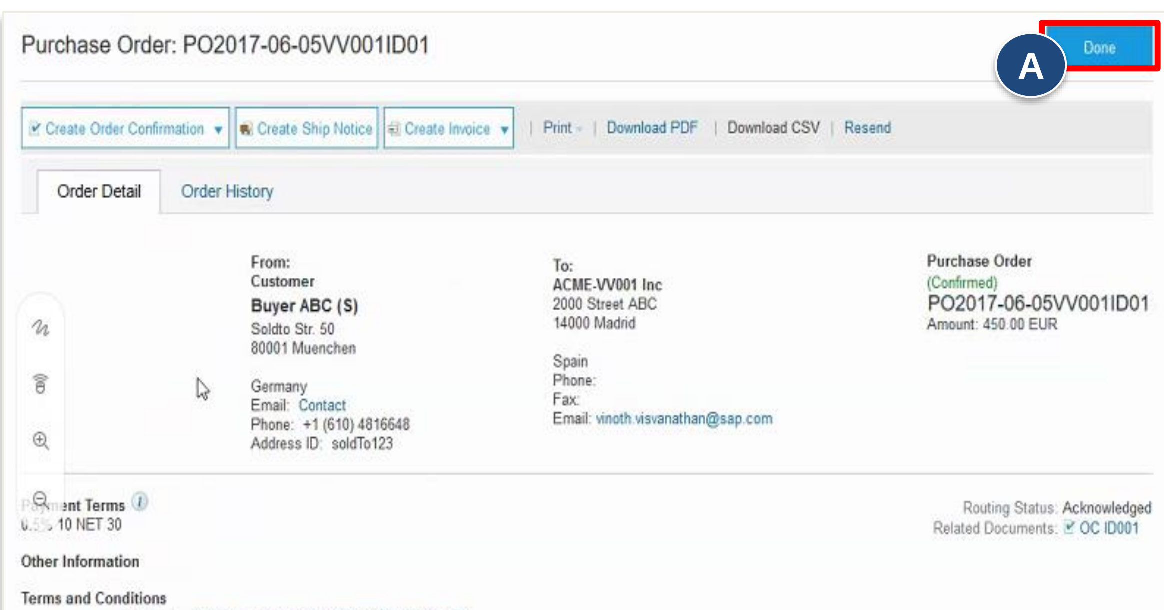
A. Check the box next to the line item to be edited and make sure it is highlighted with the check box
B. Click ***Line Item Actions***, select either ***Comments*** or ***Attachments***
C. If no further changes are needed, click ***"Next".***



Step 6: Review & Submit

You will be routed to review page, follow below steps

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



Additional Support

- ***Access Ariba Support docs here***
- ***Contact Supplier Enablement mailbox***

Aurora

OVERVIEW

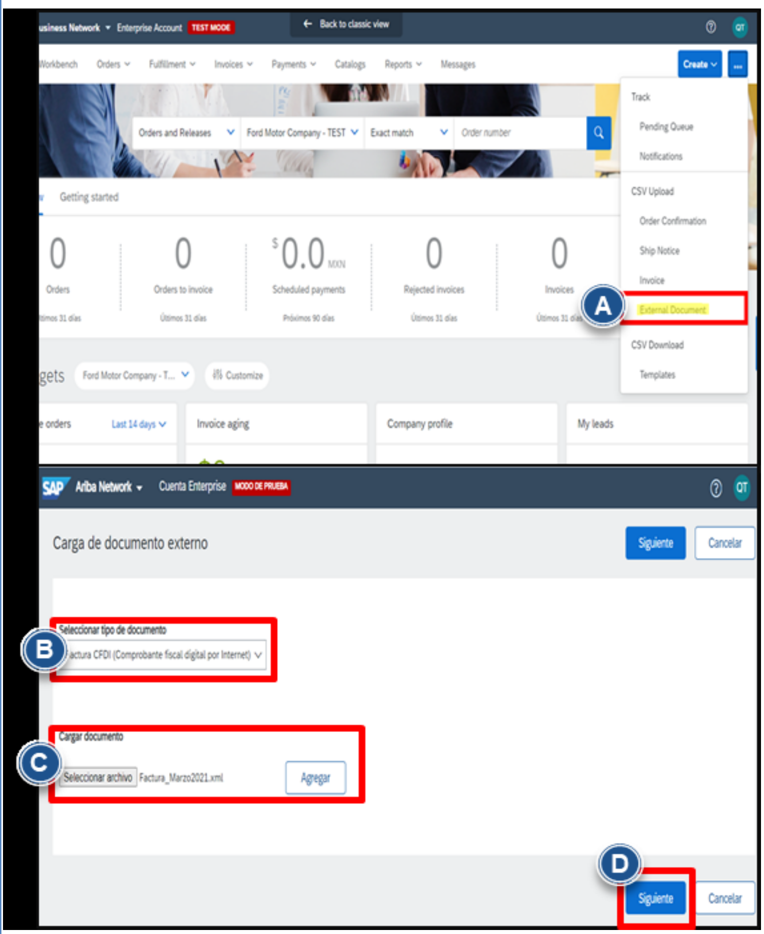
Audience: All Suppliers

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)



A. From the ***Home page,*** click ***Name Initials*** in the top right corner. Select ***External Document*** from the drop-down menu

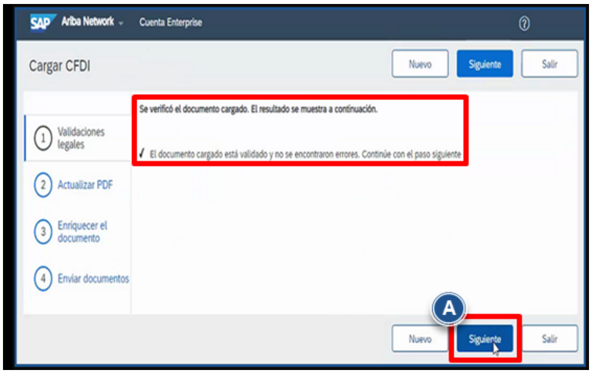
B. In the ***Select External Document*** drop-down menu, select **CFDI Invoice**

C. In **Upload Document** option, click **Choose File** to select your cXML file. Click the **Add** button

D. 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**



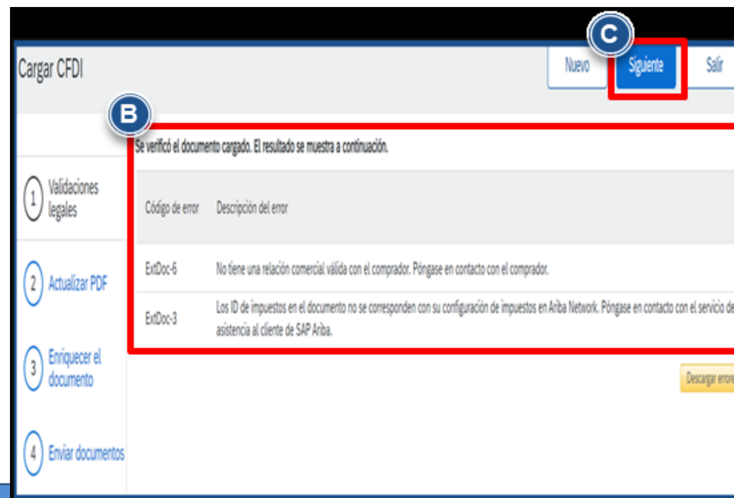
Following validation of the above steps, Ariba will display a verified document notification

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***

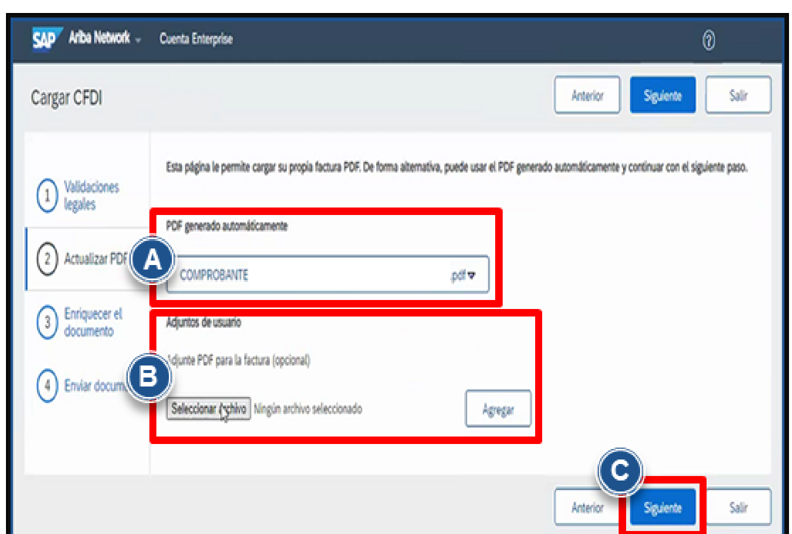


Topic 3: Update PDF

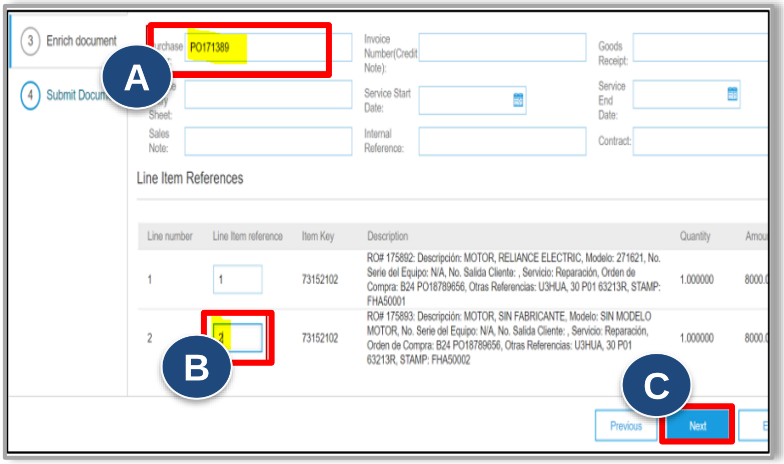
A. The ***Auto Generated PDF*** section will contain a PDF attached which Ariba has converted from the cXML uploaded by the supplier

B. In **User Attachment** section the supplier may attach the invoice in PDF

C. ***Next***



Topic 4: Enrich Document



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***

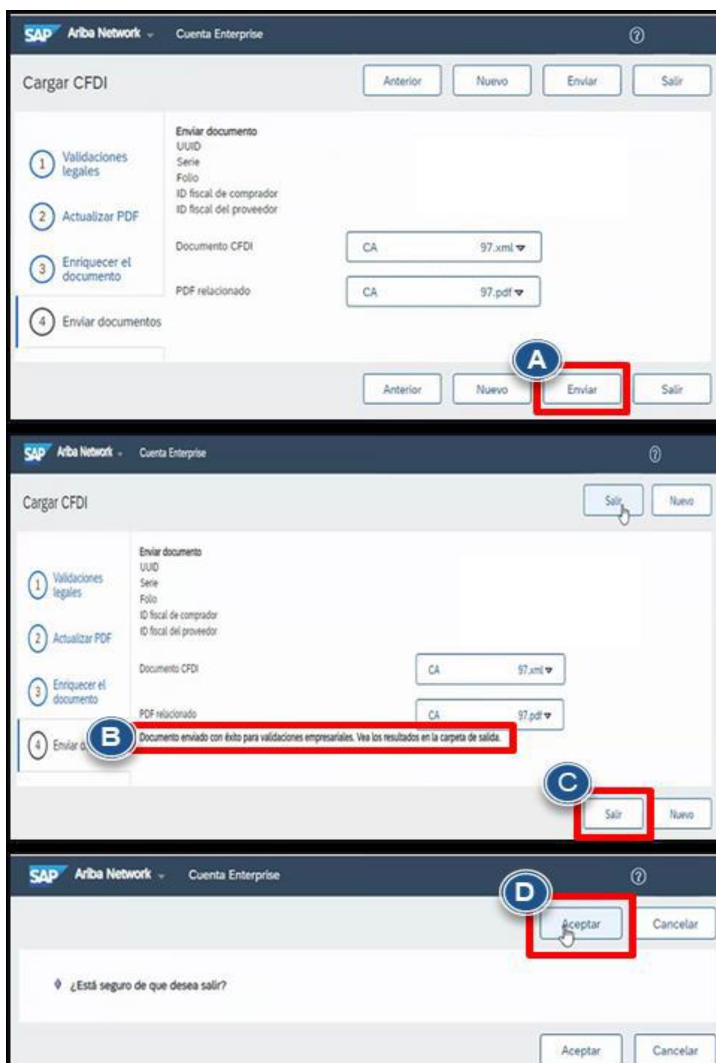
Topic 5: Review & Submit

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



Topic 5: Review & Submit (continued)

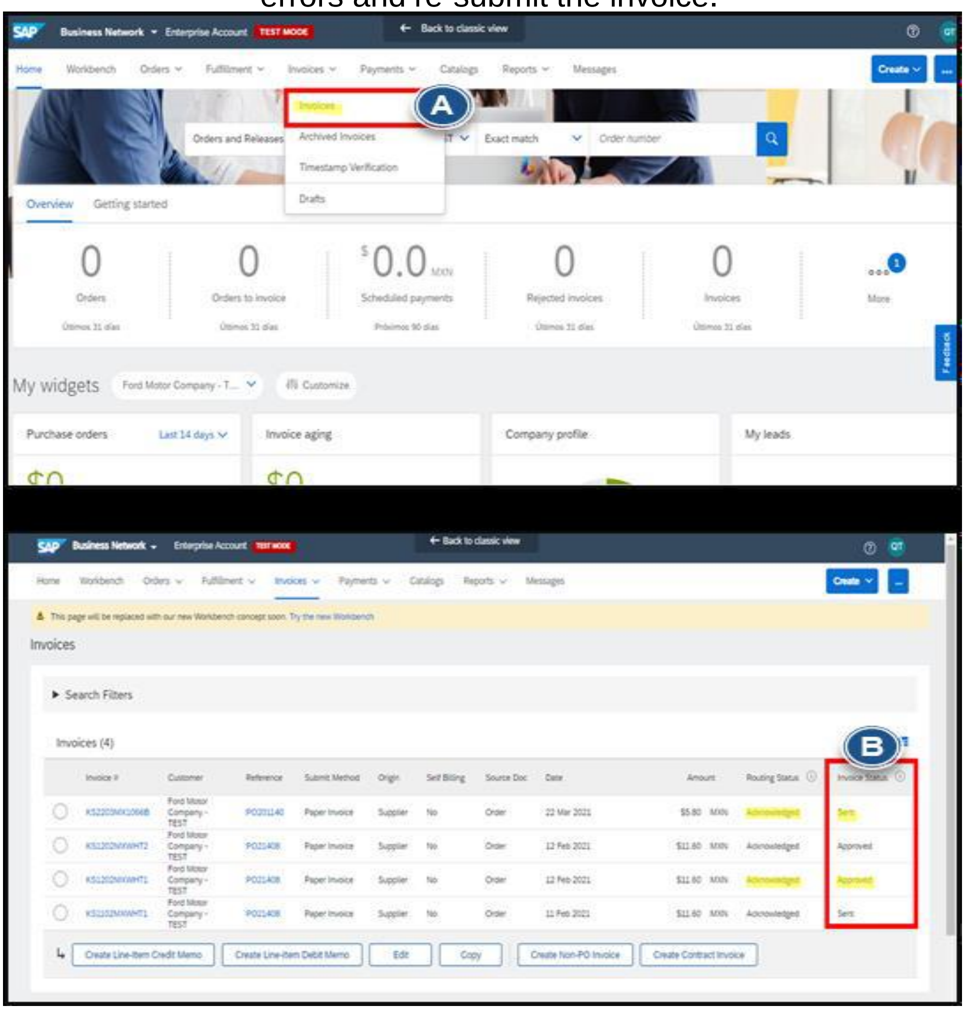
Following invoice submission, status of the submitted invoice can be tracked via:

- ***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.



Additional Support

- ***Contact Supplier Enablement (English) mailbox***
- ***Contact Supplier Helpdesk (English/Spanish) mariba@ford.com***

Perspectiva General

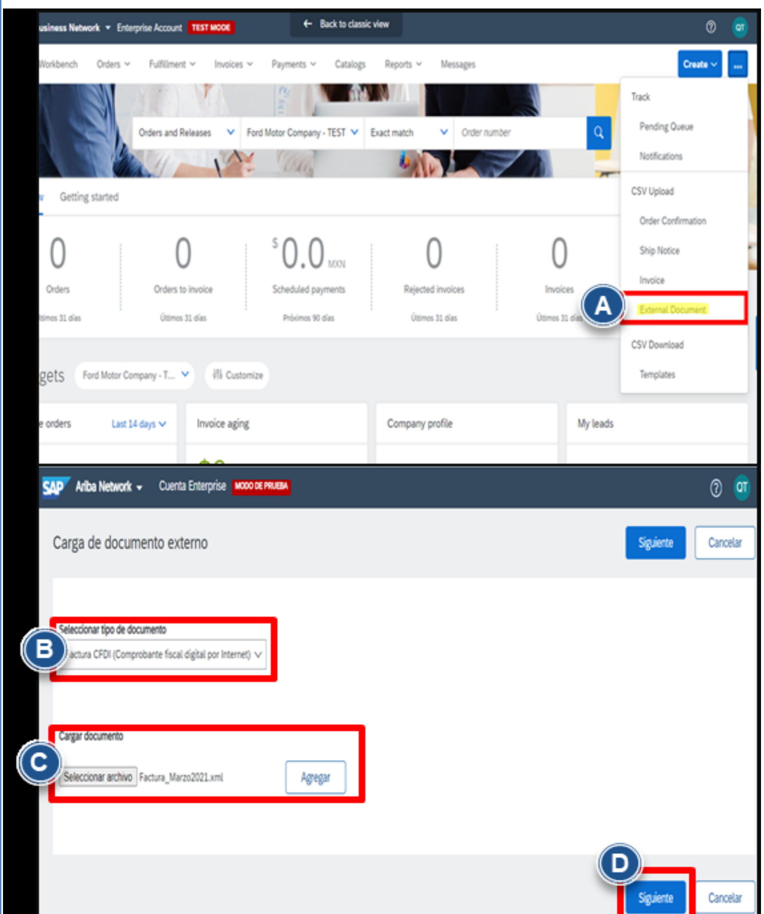
Audiencia: Todos Los Proveedores

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

1: Carga de la facture (cXML)



A. En **Página de inicio** dar click en el botón **Nombre iniciales** de la esquina superior derecha y seleccionar **Documento externo** en el menú desplegable.

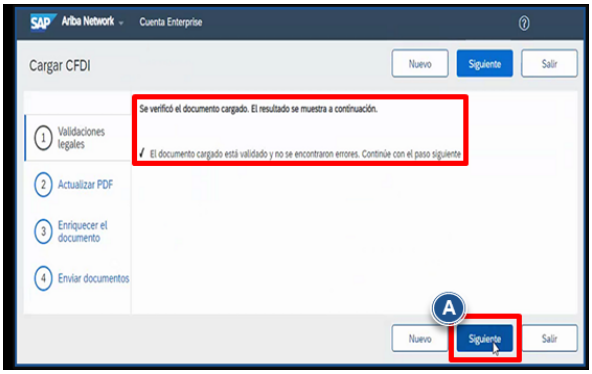
B. En el menú desplegable de la sección **Seleccionar tipo de document** seleccionar **Factura CFDI**

C. En la sección **Cargar document** dar click en **Seleccionar archivo** para seleccionar su factura cXML y después dar click en **Agregar**.

D. 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.**



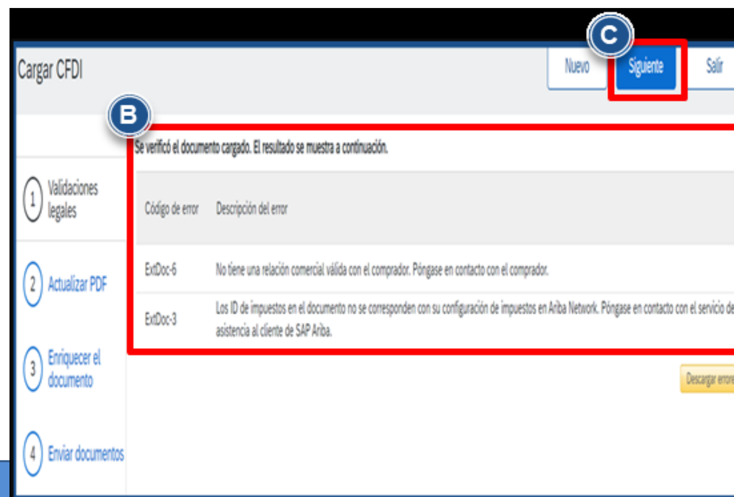
Tras la validación de los pasos anteriores, ARIBA mostrará una notificación de que el documento ha sido verificado.

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

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 **Siguiente**

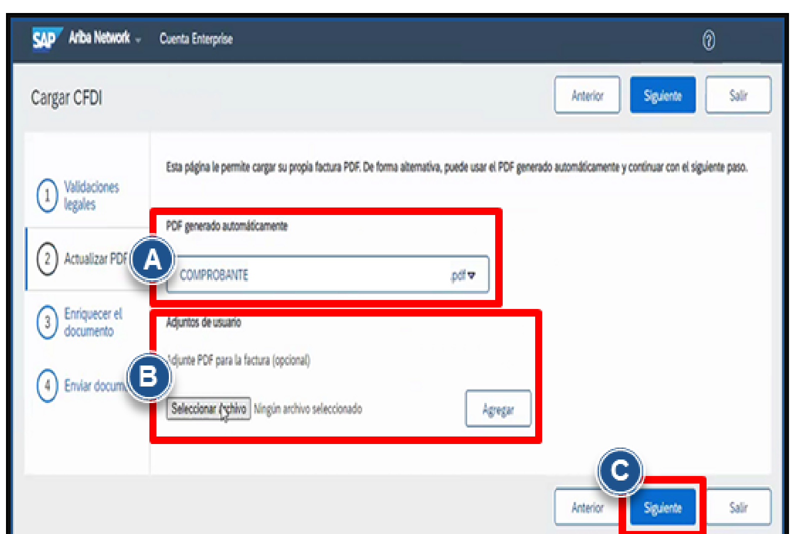


3: Actualizar PDF

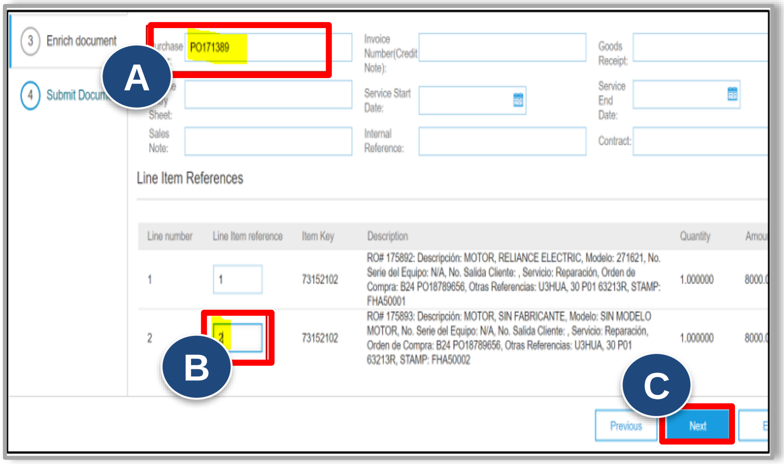
A. La sección del **PDF generado automaticamente** tendrá un PDF adjunto, ya que ARIBA convirtió el cXML que fue cargado por el proveedor.

B. En la sección **Adjuntos de usuario** el proveedor tiene que adjuntar su factura en PDF.

C. Dar click en **Siguiente**.



4: Enriquecer el documento



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

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

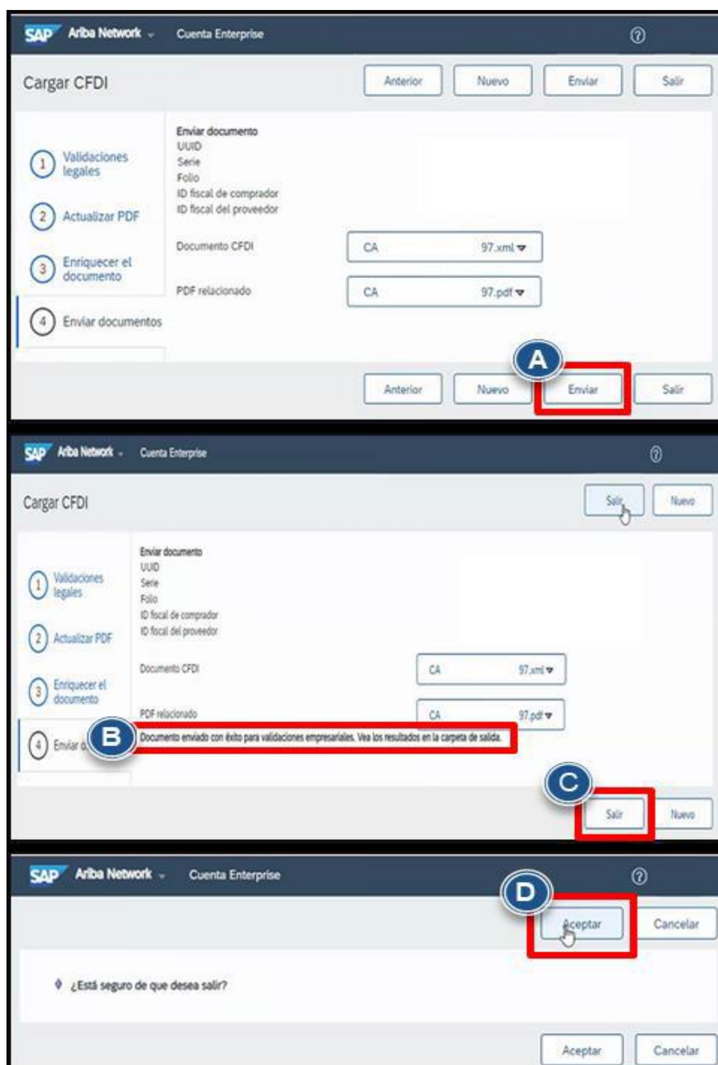
5: Enviar documentos y revisarlos

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**

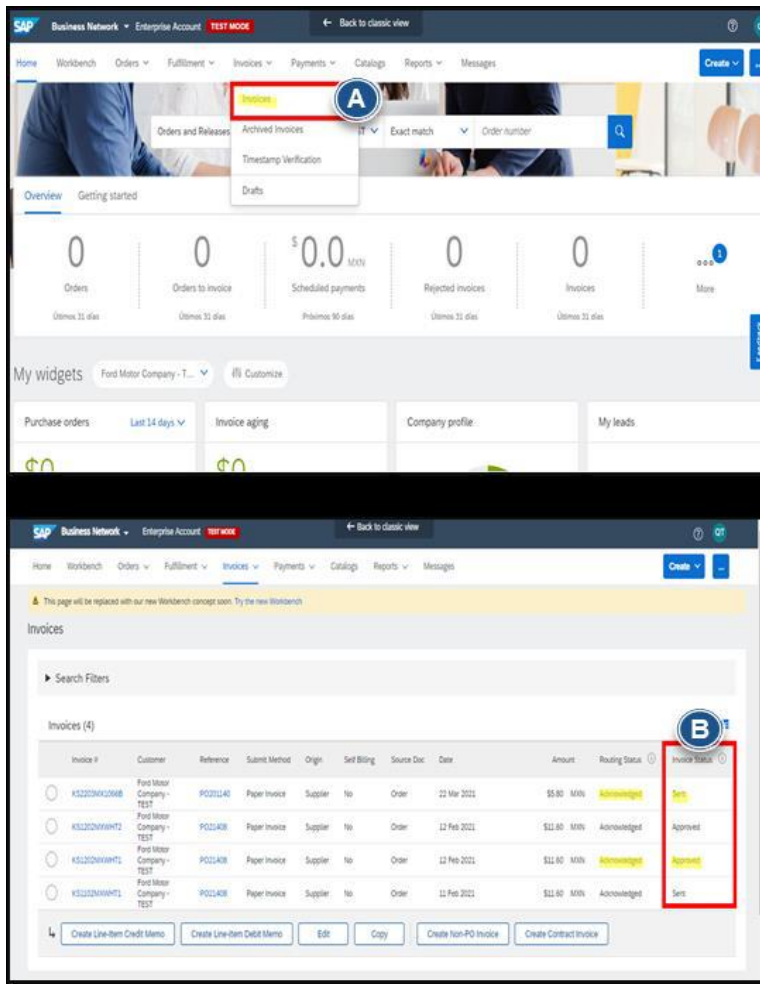
D. Dar click en **Aceptar** para confirmar



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)

A. En **Facturas**, seleccionar **Facturas** en el menu desplegable.
B. 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"

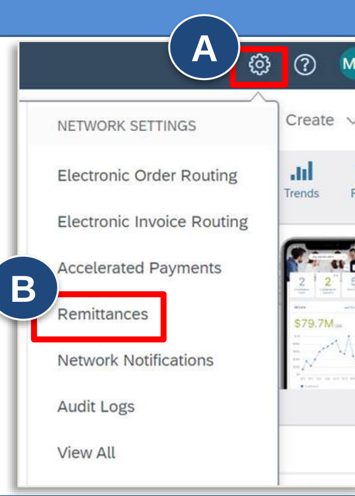
Step 1: Login – Supplier Account

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

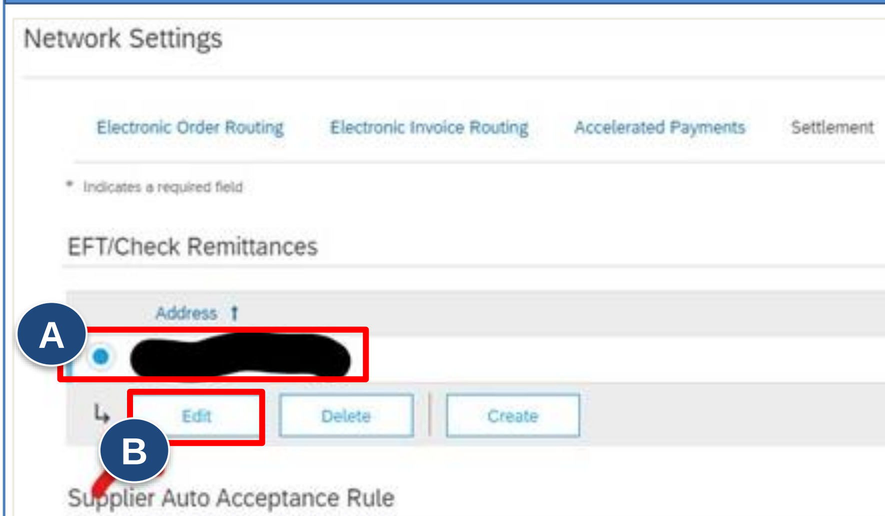
To do this, the supplier needs to follow the steps below:

A. Login to Ariba Network and click on ***the gear icon***

B. Select ***Remittances***



Step 2: Edit Address "EFT / Check Remittances"



A. Under ***EFT/Check Remittances***, select the dial next to their address

B. 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

OVERVIEW

Audience: All Suppliers

Document Purpose

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

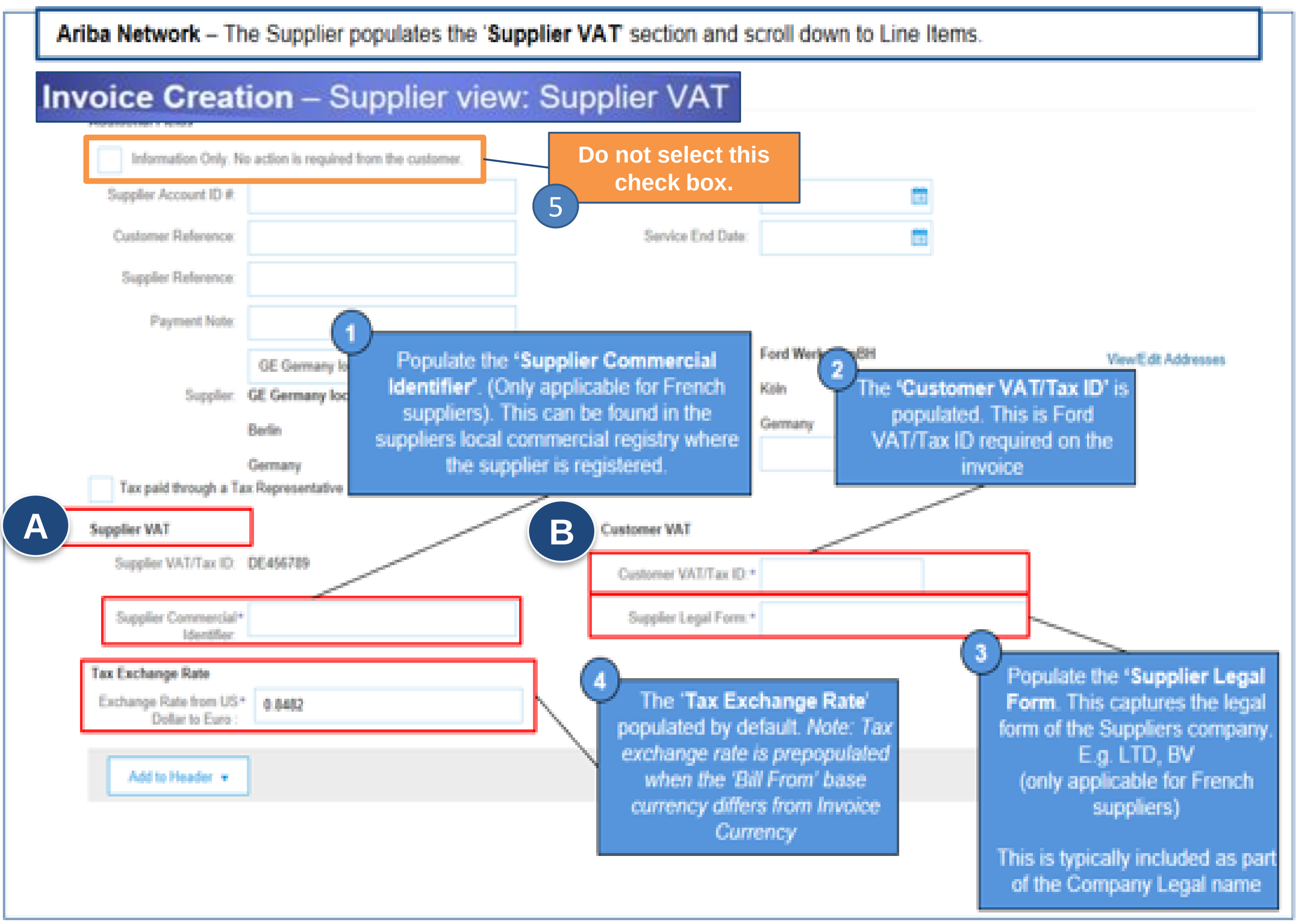
Issue

Add VAT to Invoice

Fix

Step 1: Add VAT Details To Invoice

Step 1: Login – Supplier Account



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

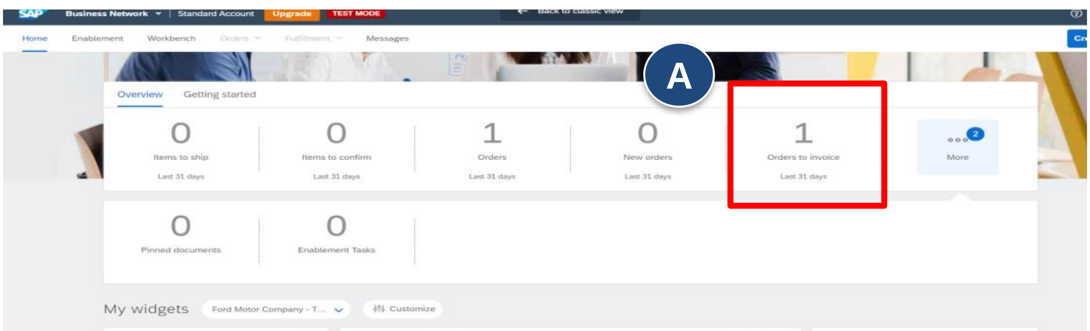
Find The Status Of My Invoice I Submitted In Ariba

Fix

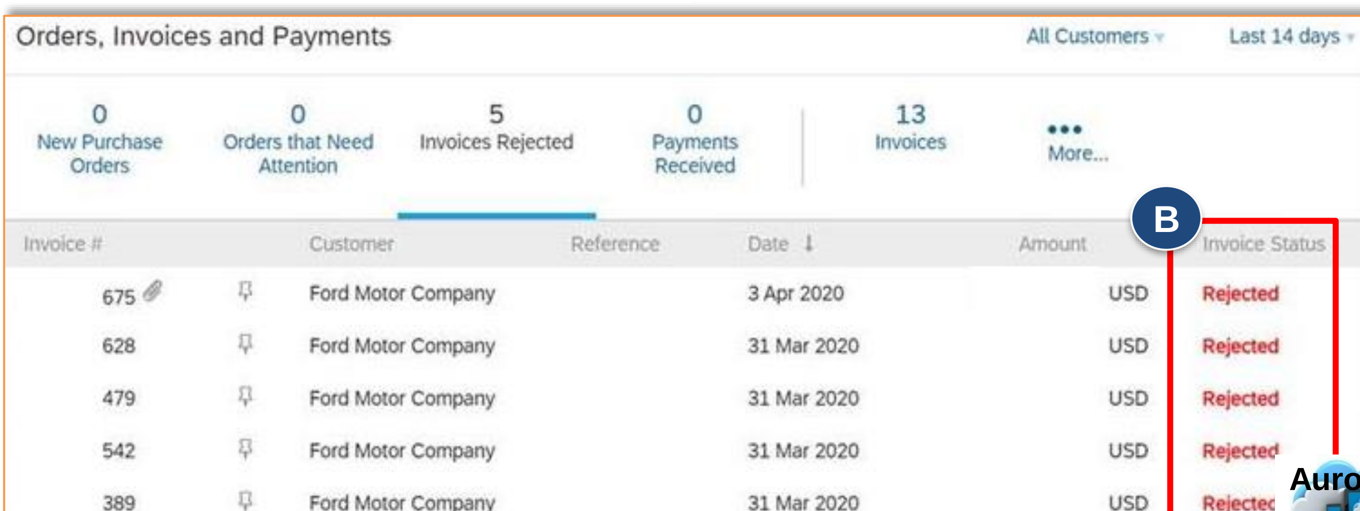
Topic 1: Standard Account – View Invoice Status
Topic 2: Enterprise Account – View Invoice Status
Topic 3: Invoice Status definitions

Topic 1: Standard Account – View Invoice Status

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



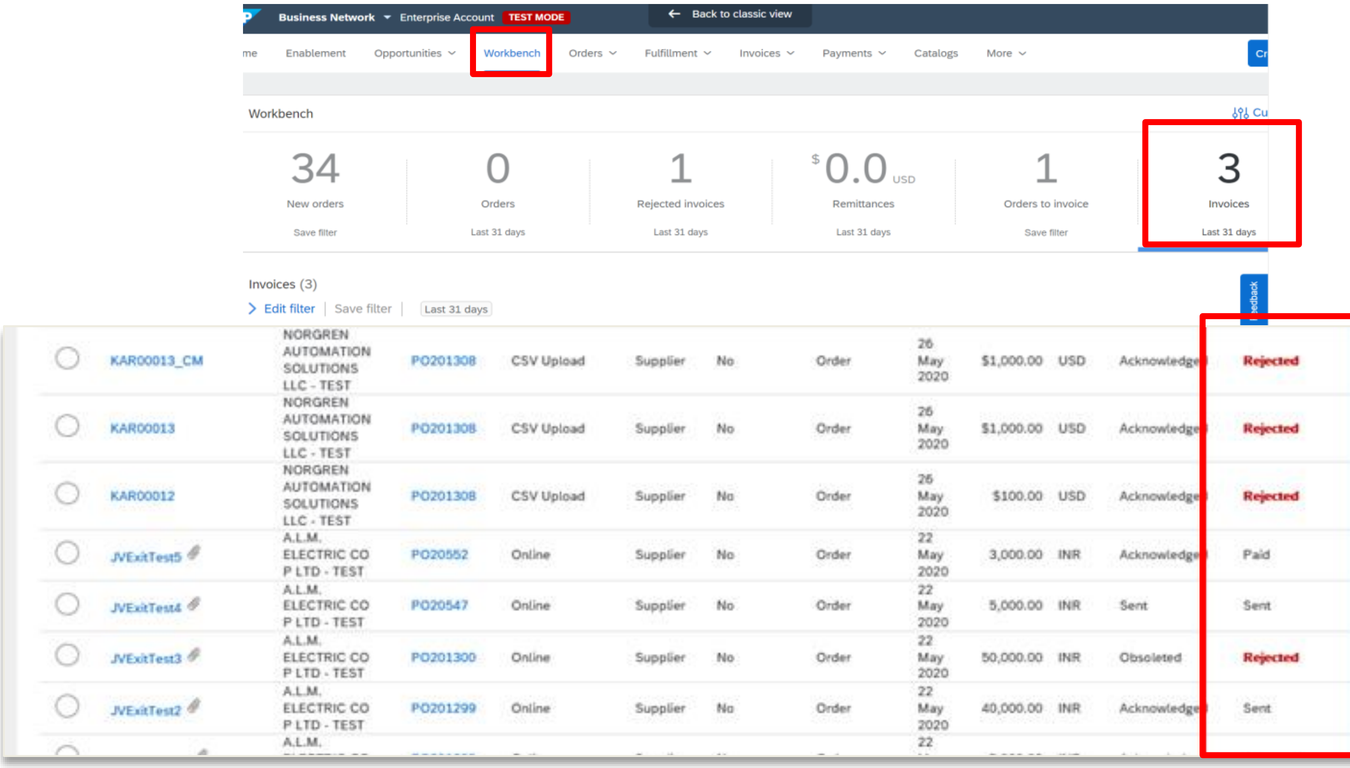
A. From the home page click on ***Orders to invoice*** tile
B. List of Invoices will be display as shown below with ***Invoice Status***



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

Topic 2: Enterprise Account – View Invoice Status

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



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***

OVERVIEW

Audience: All Suppliers

Document Purpose

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

Issue

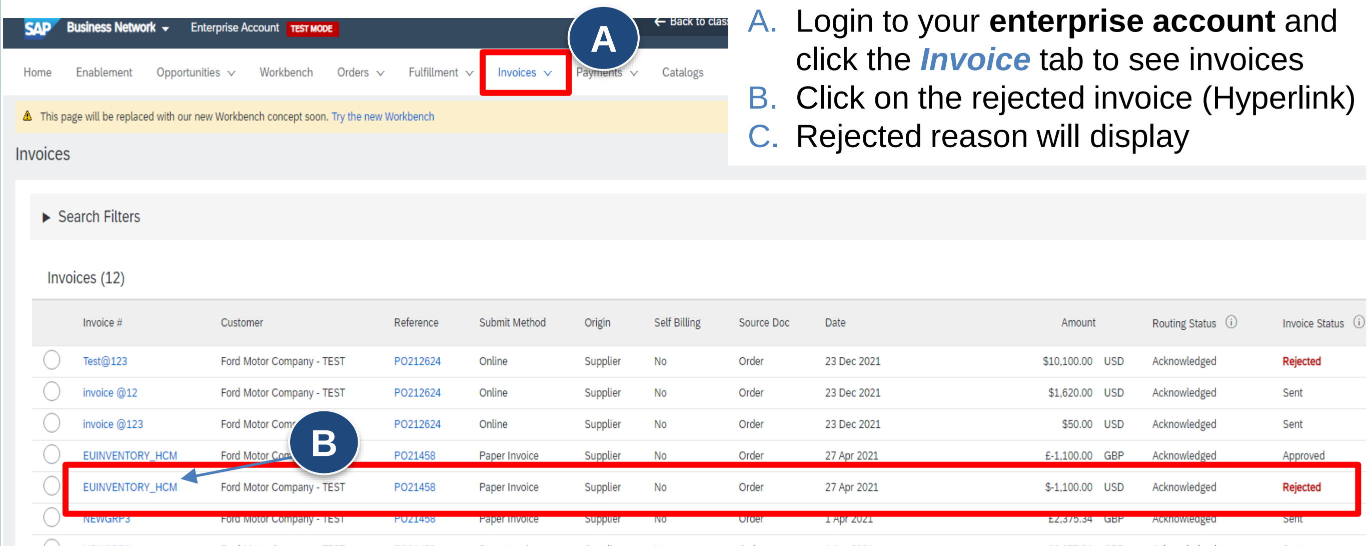
Identify Invoice Rejection Reason

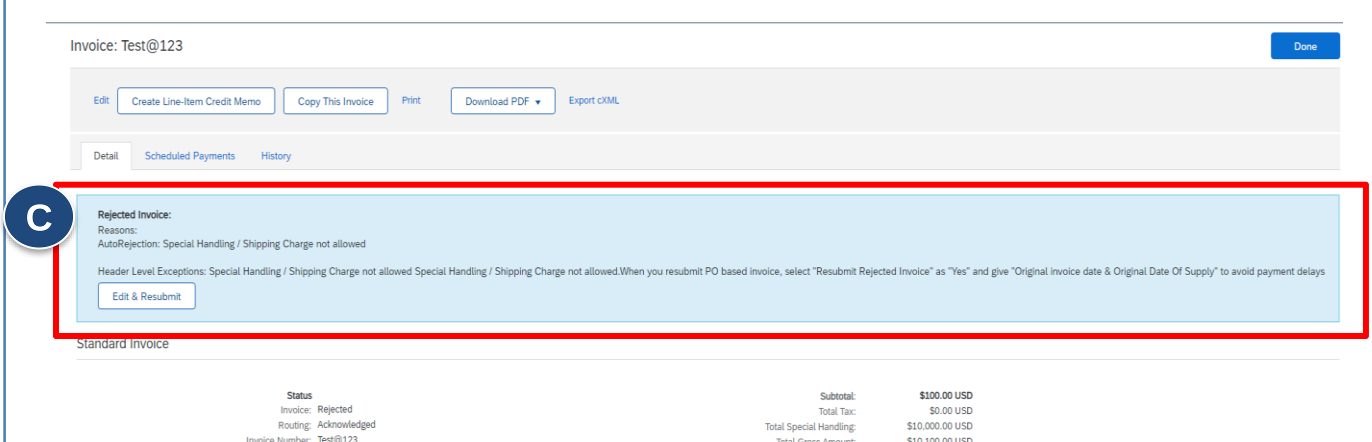
Fix

Topic 1: Enterprise Account – View Rejection Details
Topic 2: Standard Account – View Rejection Details

Topic 1: Enterprise Account – View Rejection Details

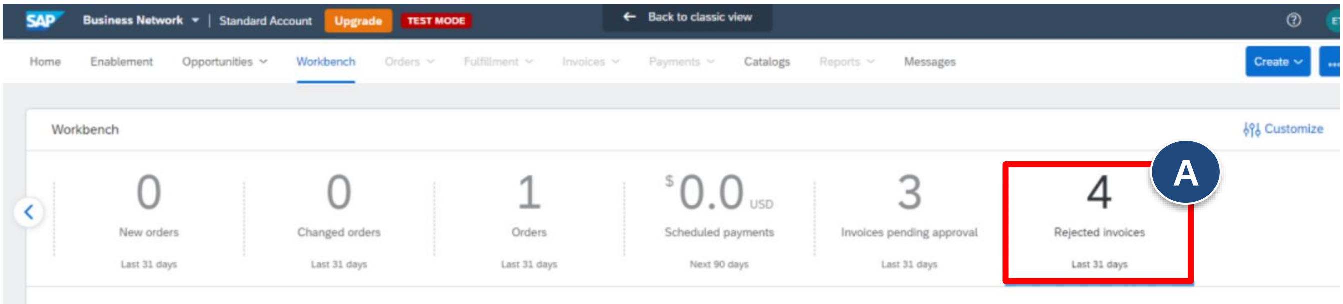
A. Login to your **enterprise account** and click the ***Invoice*** tab to see invoices
B. Click on the rejected invoice (Hyperlink)
C. Rejected reason will display





Topic 2: Standard Account – View Rejection Details

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

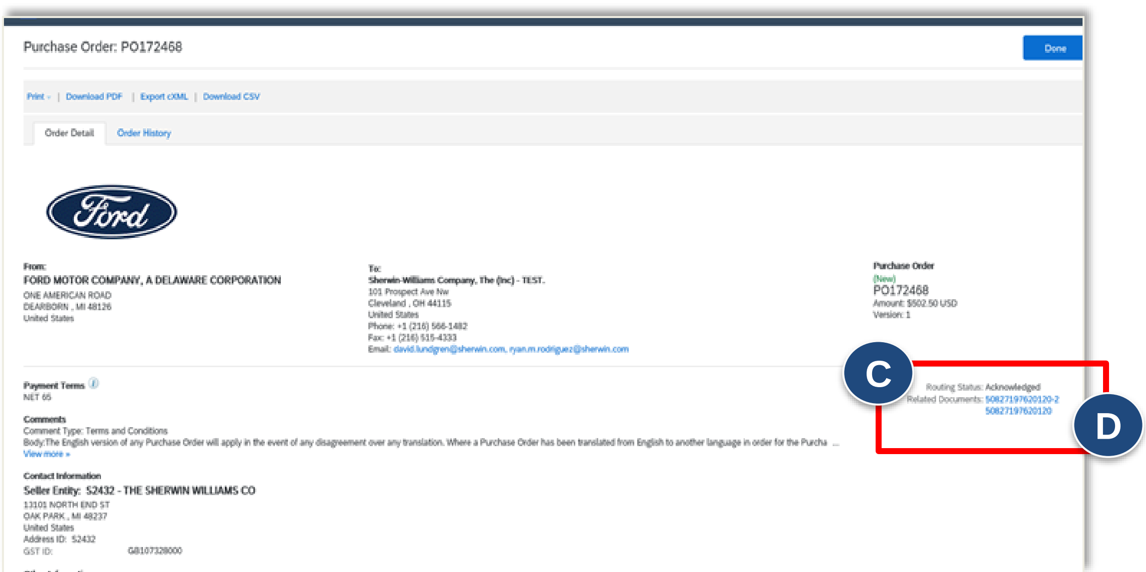


B. Invoice List will be displayed as shown below including ***Invoice Status***

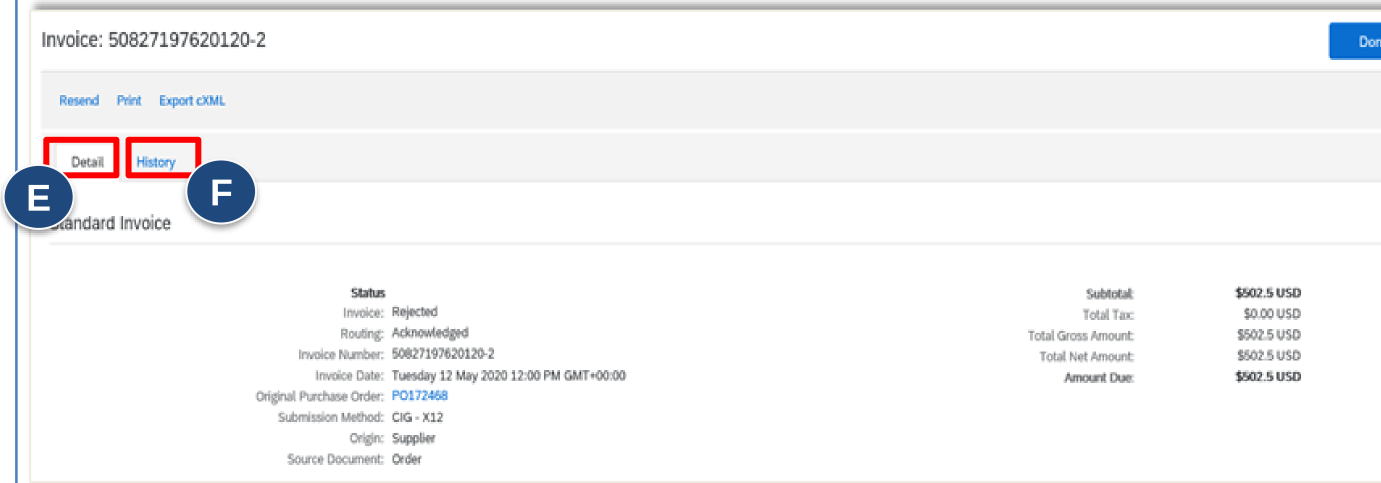
Access your Purchase Order through PO e-mail notification:

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

D. Click on the invoice number



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



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

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

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

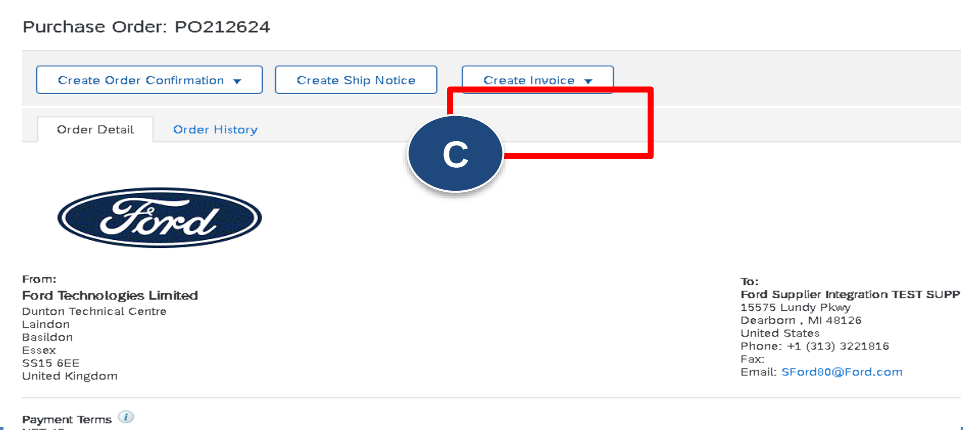
My PO Has Been Rejected and Now I Need to Backdate it to the Original Date

Fix

Step 1: Create an Invoice
Step 2: Set the Date

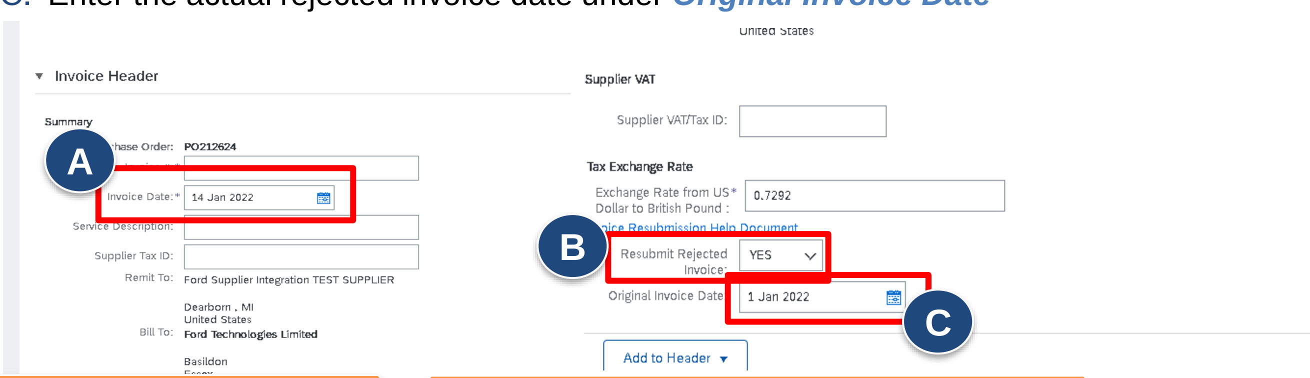
1: Create an Invoice

A. Log into your Ariba Network account
B. Open a PO
C. Select ***Create Invoice***



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***



Additional Support

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

Aurora

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

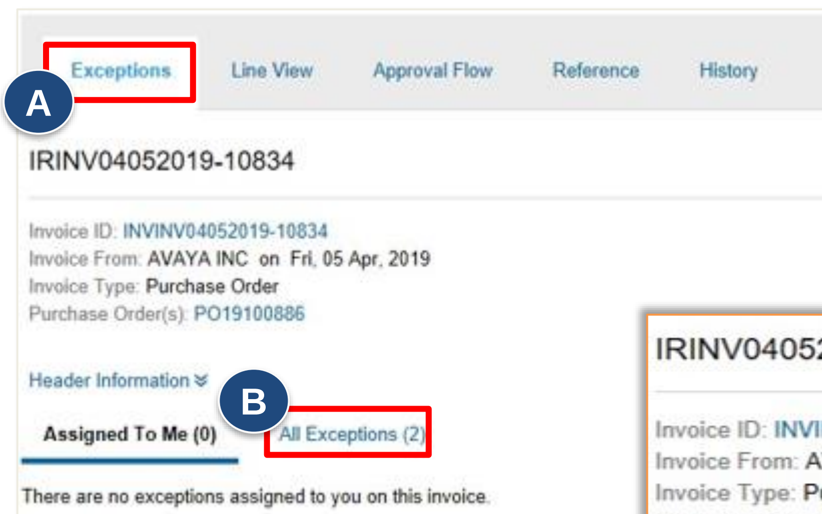
Invoice Related Error - PO Received Quantity Variance Exception

Fix

Topic 1: View Exception – Quantity Variance *(Requisitioner Only)*
Topic 2: Contact Help Desk *(Supplier Only)*

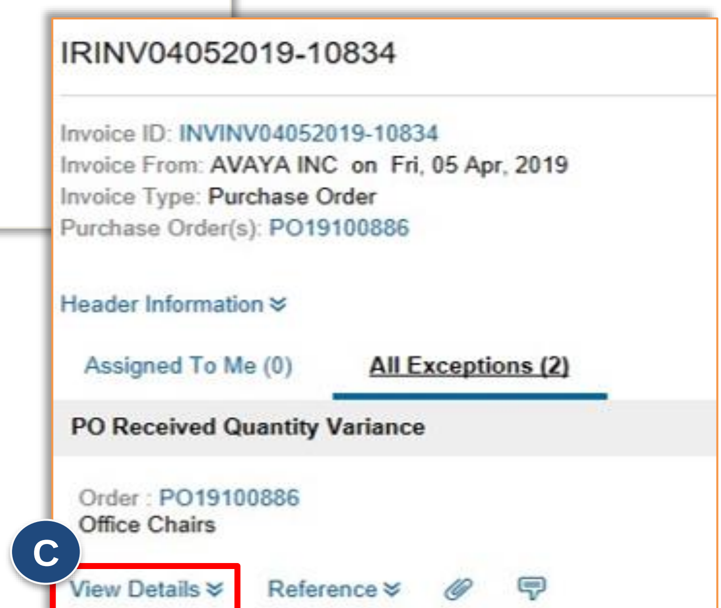
Topic 1: View Exception – Quantity Variance (Requisitioner Only)

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



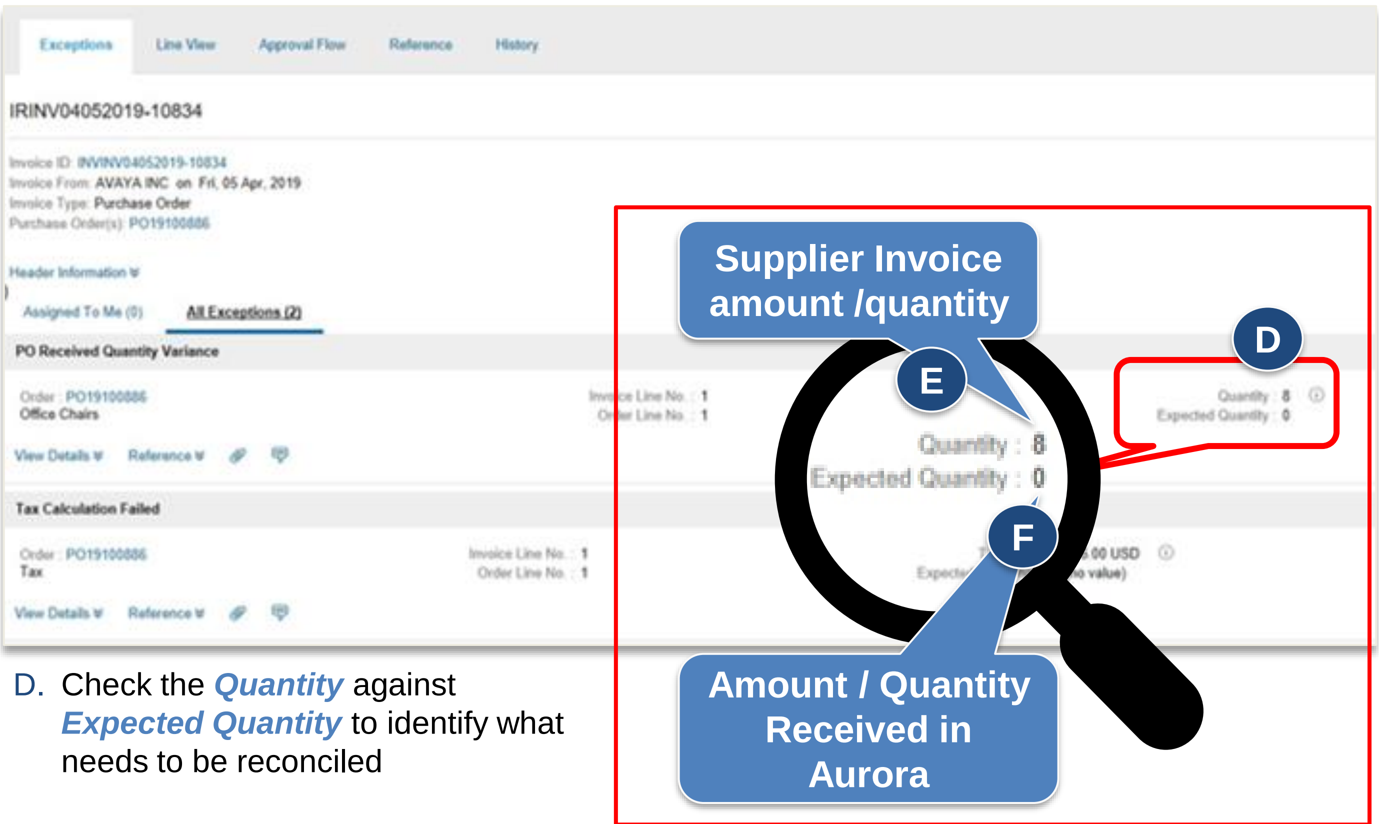
A. The details of the error are displayed in the IR document - ***Exceptions Tab***

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*



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

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

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

My Invoice Was Rejected With Exception "Under Price Variance"

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	1. Buyer should reject the invoice 2. Supplier should re-submit with correct unit price 3. 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

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

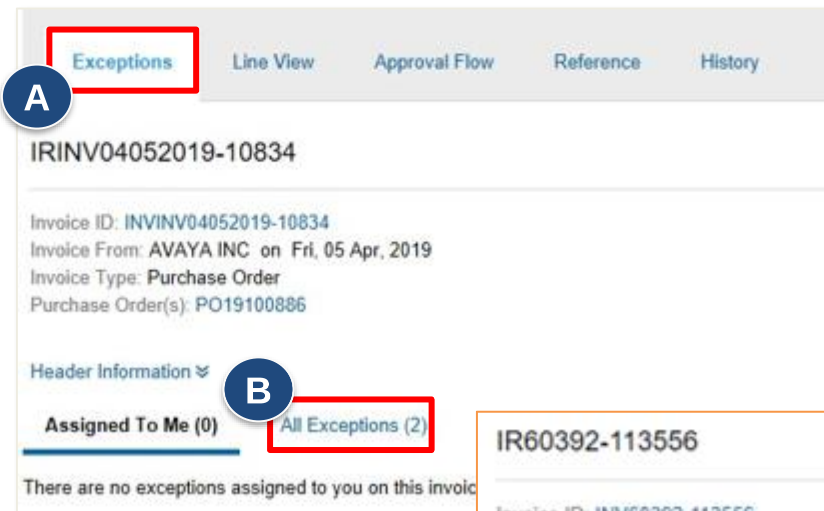
Invoice Related Error – PO Received Line Amount Variance Exception

Fix

Topic 1: View Exception *(Requisitioner Only)*
Topic 2: Contact Help Desk *(Supplier Only)*

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

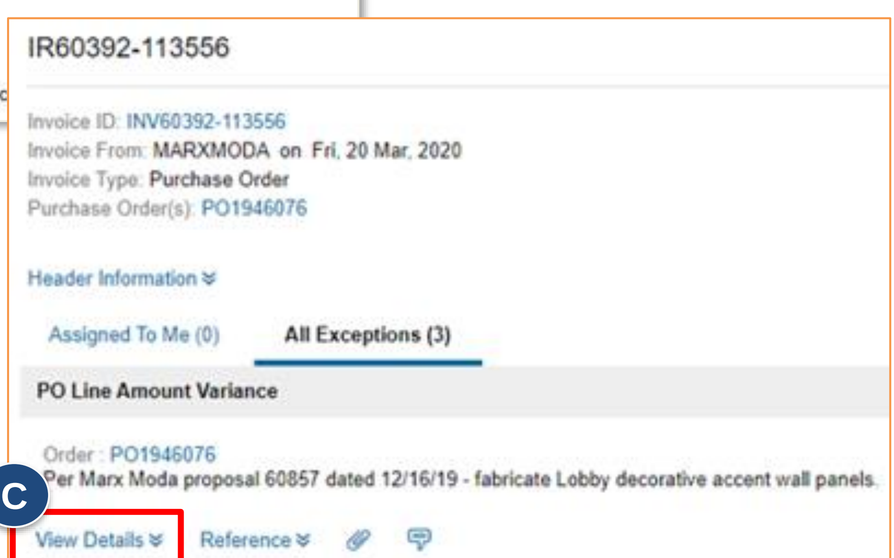
This exception is caused when the invoice amount is greater than the amount available on the PO / entered on the receipt



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

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 Receipted Amount	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

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 INVALIDINVDATE - 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	INVALIDINVDATE
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

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

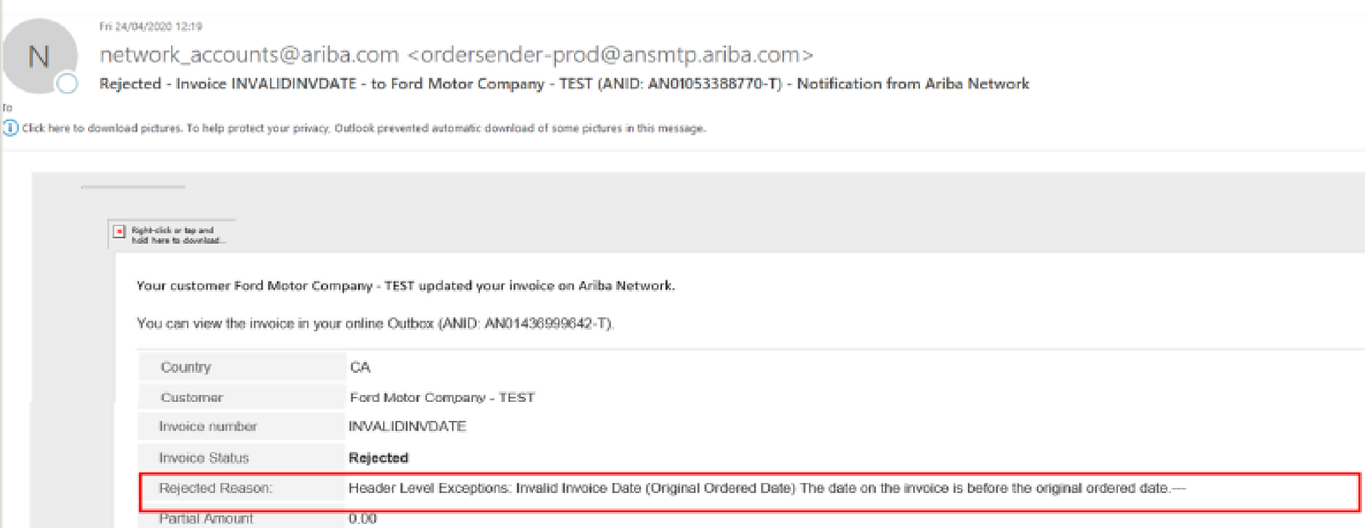
Topic 1: Contact Help Desk
Topic 2: Resubmit Invoice

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
network_accounts@ariba.com <ordersender-prod@ansmtp.ariba.com>
Rejected - Invoice INVALIDINVDATE - to Ford Motor Company - TEST (ANID: AN01053388770-T) - Notification from Ariba Network
To
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	INVALIDINVDATE
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

Topic 2: Resubmit Invoice

Create Invoice

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

"Create Invoice" occurs twice...

section

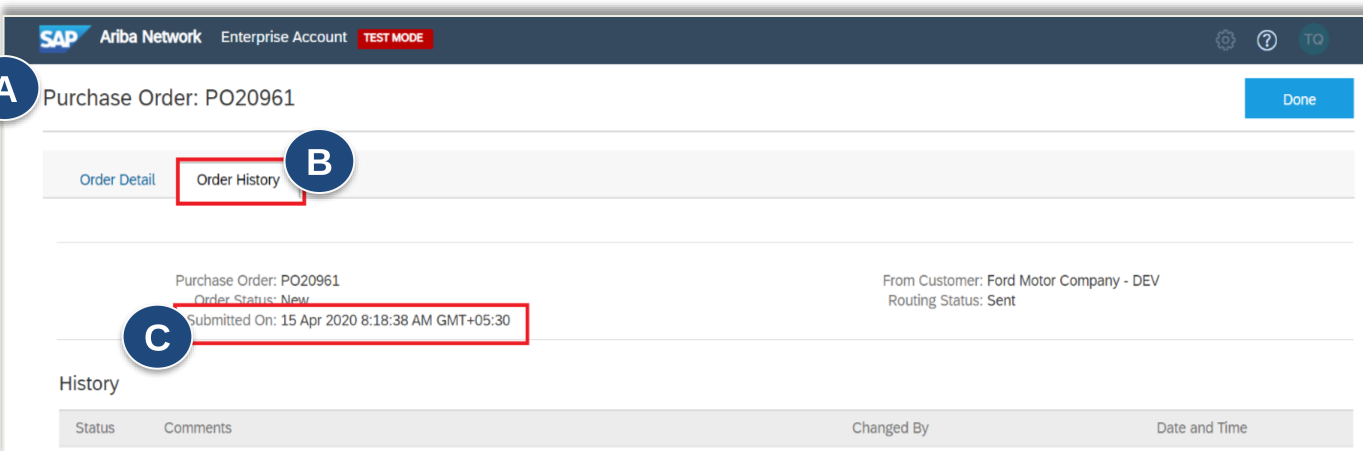
Purchase Order

A. Open the PO to see Tax details

B. Under ***Order History tab***, "Submitted On" date details can be viewed

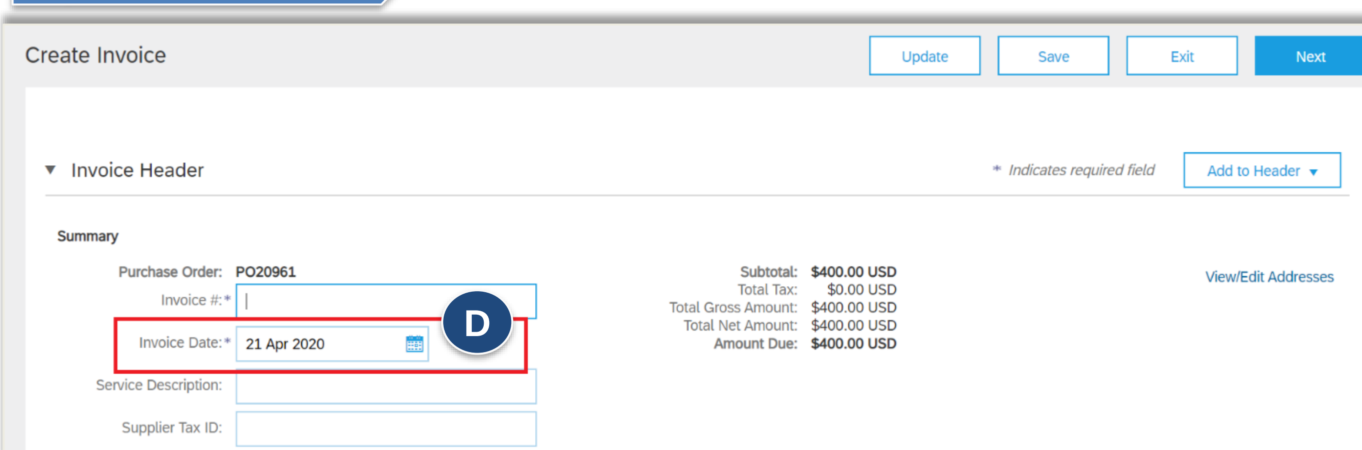
C. Create Invoice

date should be on or after the PO date



Update Invoice

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



Additional Support

- ***Access Ariba Support docs [here]***
- ***Contact Mailbox*** payariba@ford.com

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

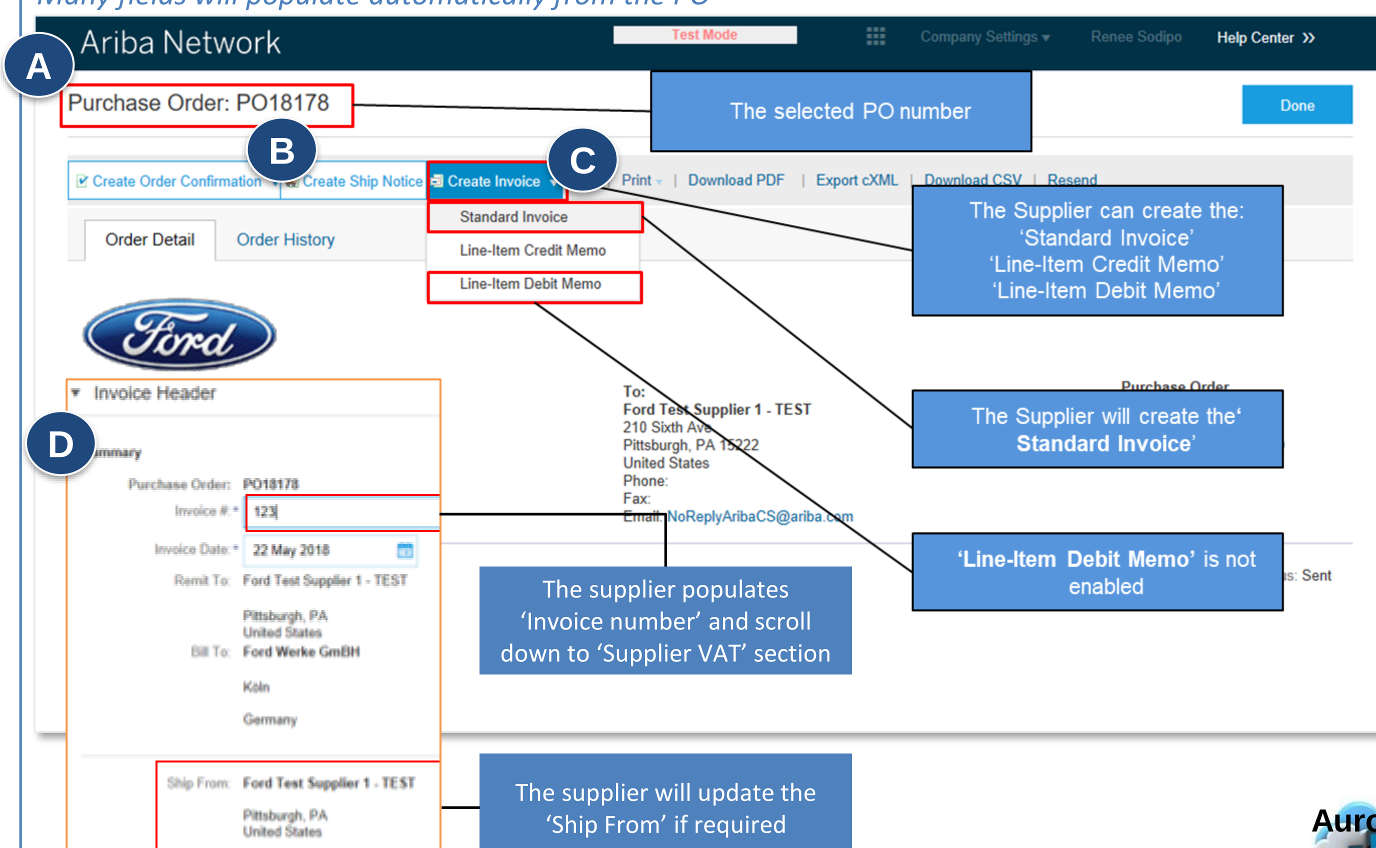
Step 1: Open PO & Create Invoice
Step 2: Apply Tax details

Topic 1: Open PO & Create Invoice

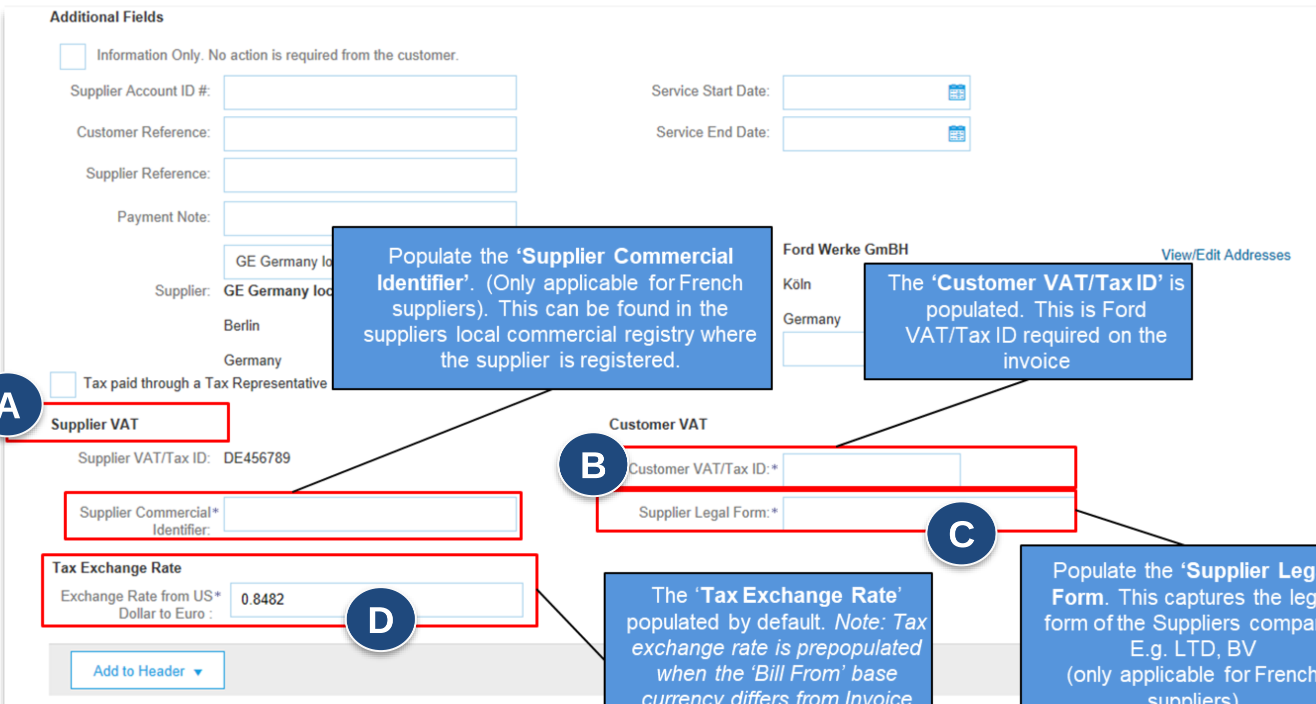
Create Invoice

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

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



Topic 2: Apply Tax Details



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.

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

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

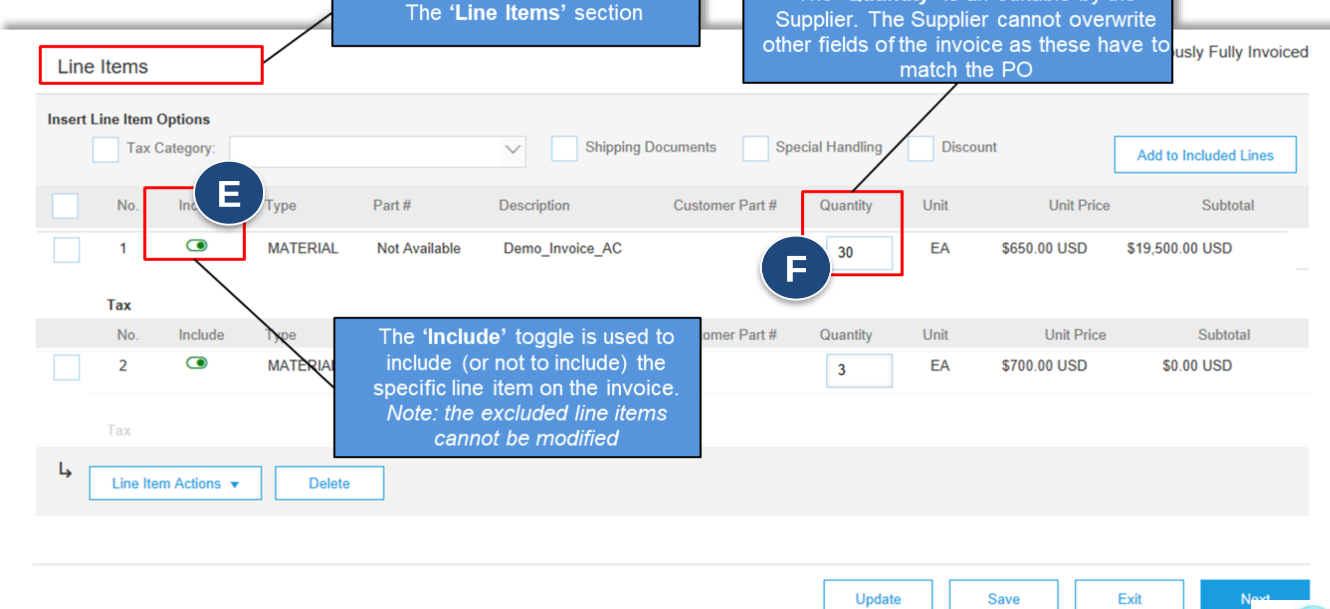
Populate the **'Supplier Legal Form**. This captures the legal form of the Suppliers company. E.g. LTD, BV (only applicable for French suppliers)

This is typically included as part of the Company Legal name

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

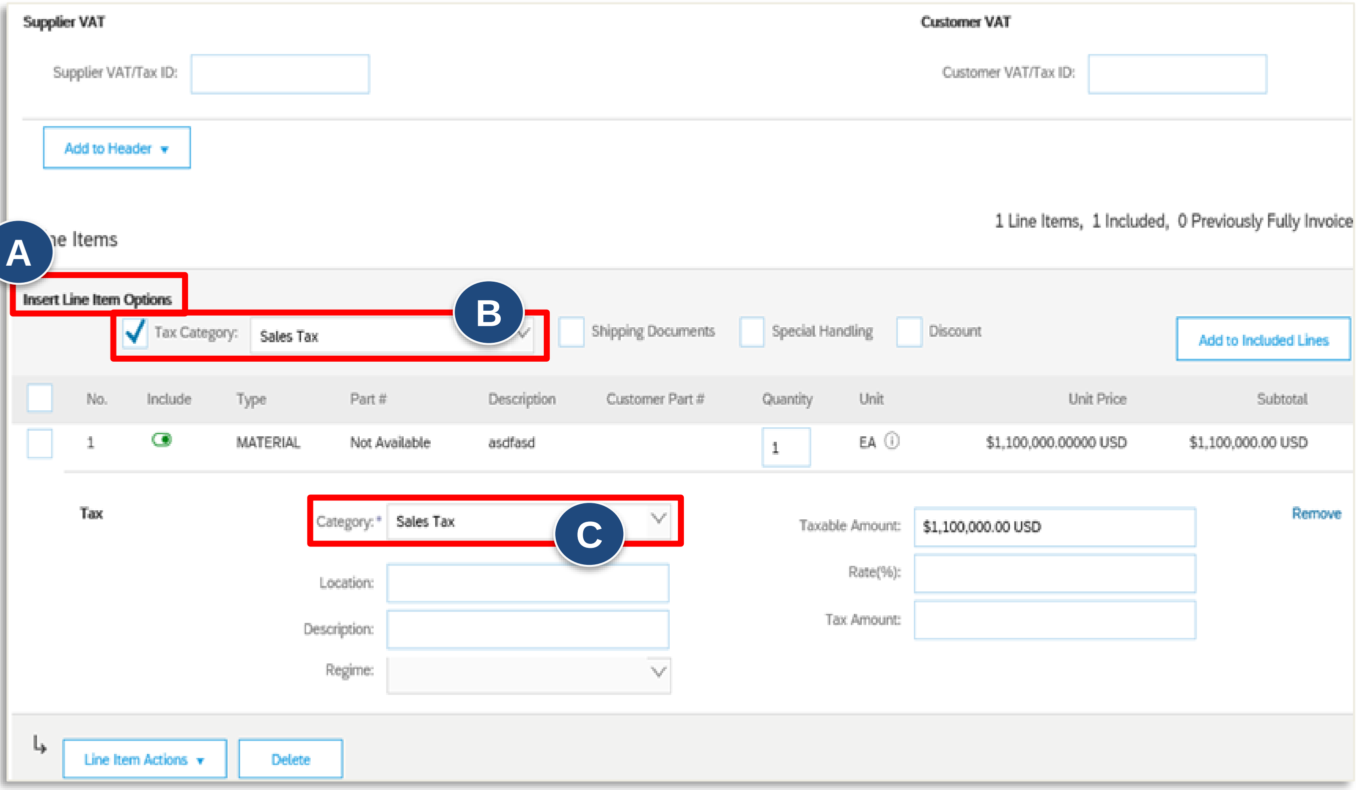
The **'Line Items'** section

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



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*

Topic 2: Apply Tax Details (continued)



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***

OVERVIEW

Audience: Suppliers

Document Purpose

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

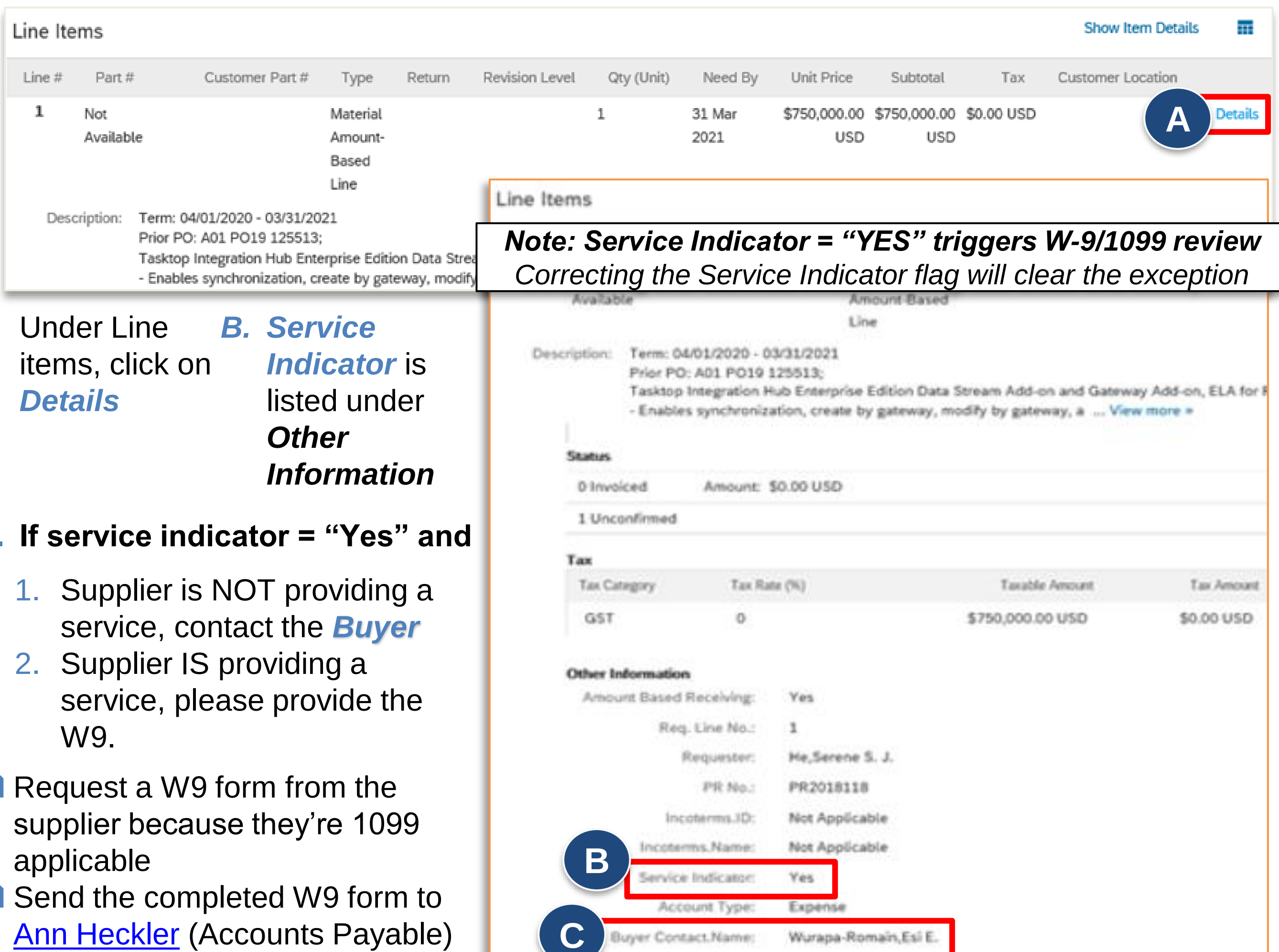
Issue

Clear EIN Tax Exception

Fix

Step 1: Determine Service Type & Request W9

Topic 1: Determine Service Type & Request W9



A. Under Line items, click on ***Details***

B. Service Indicator is listed under ***Other Information***

C. If service indicator = “Yes” and

1. Supplier is NOT providing a service, contact the ***Buyer***
2. 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

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

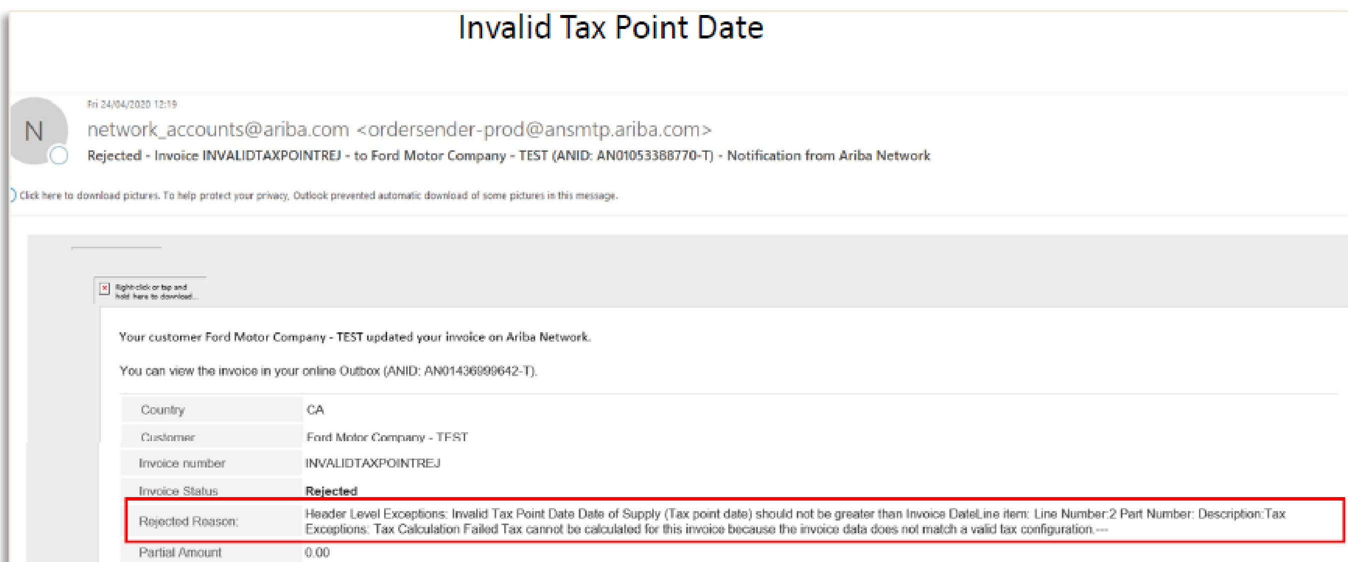
Step 1: View Exception & Contact Helpdesk
Step 2: Resubmit Invoice

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: AN01436999642-T).

Country	CA
Customer	Ford Motor Company - TEST
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

Aurora

1. Create Invoice

A. Login to your Ariba Network account

B. Open the ***PO***

C. Create ***Invoice***

D. Update ***Invoice header*** section

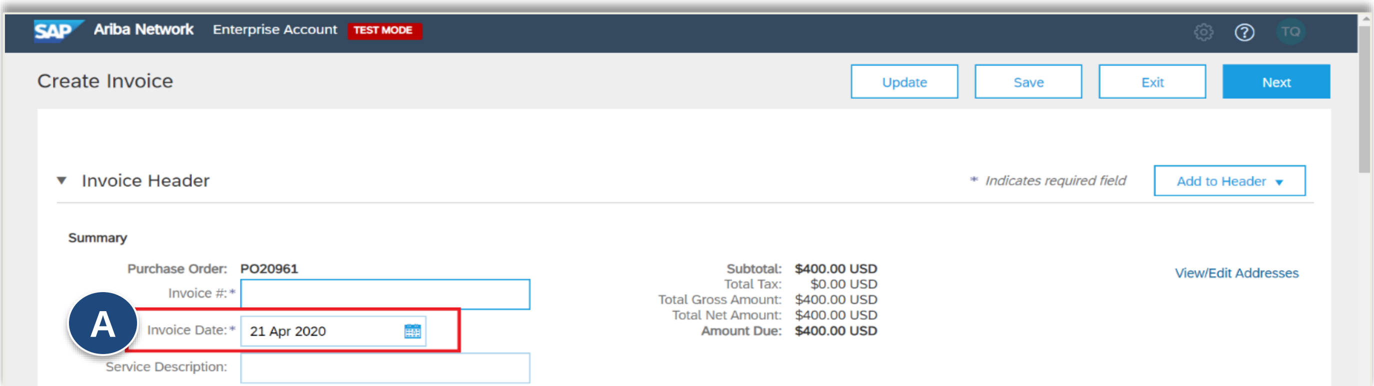
After completing steps above, follow instructions to update Tax details

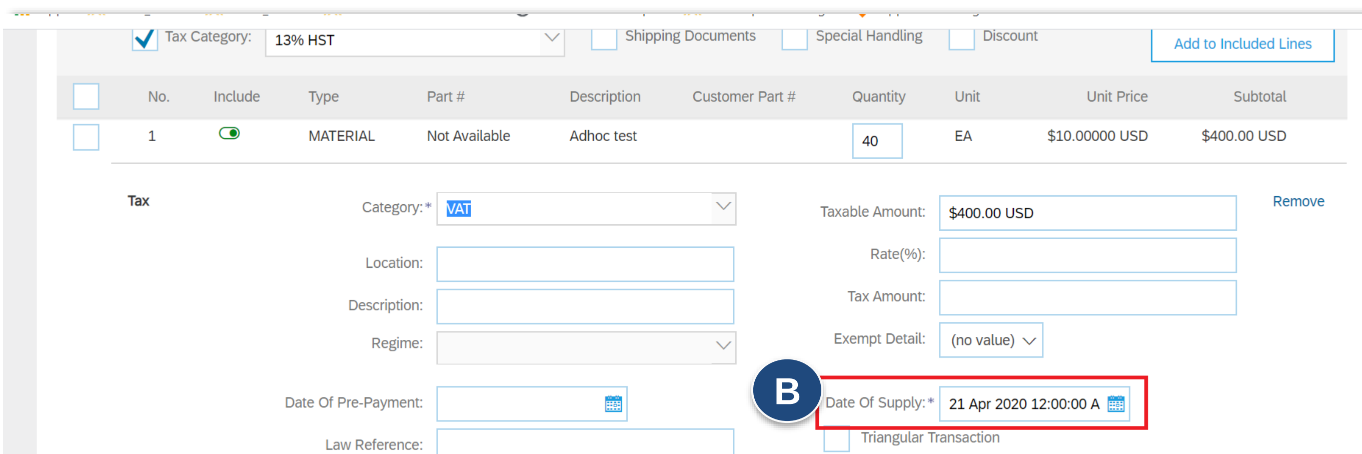
2. Invoice Header

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

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

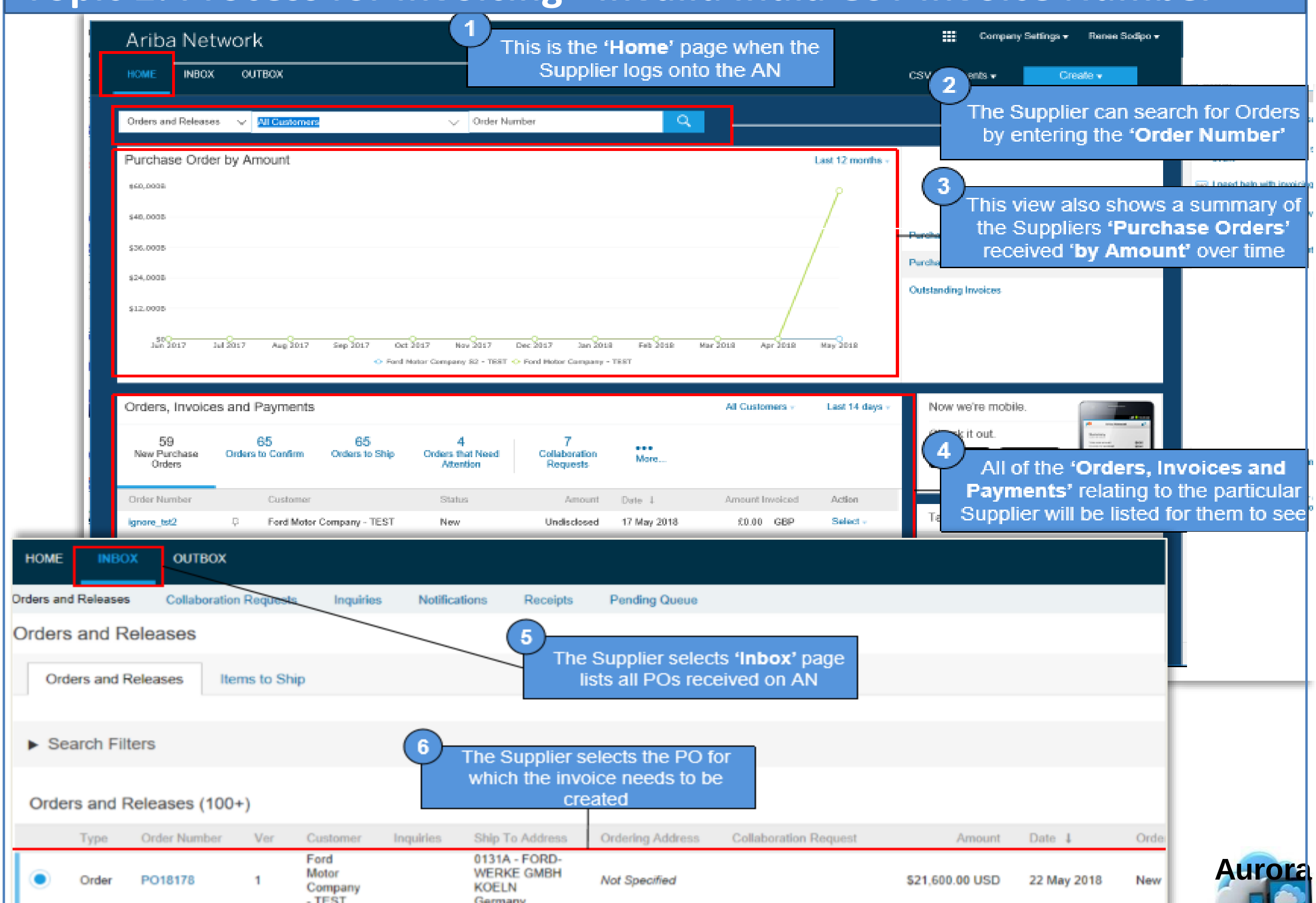
Step 1: View Exception & Contact Helpdesk
Step 2: Process for Invoicing - Invalid India GST Invoice Number

Topic 1: View Exception & Contact Helpdesk

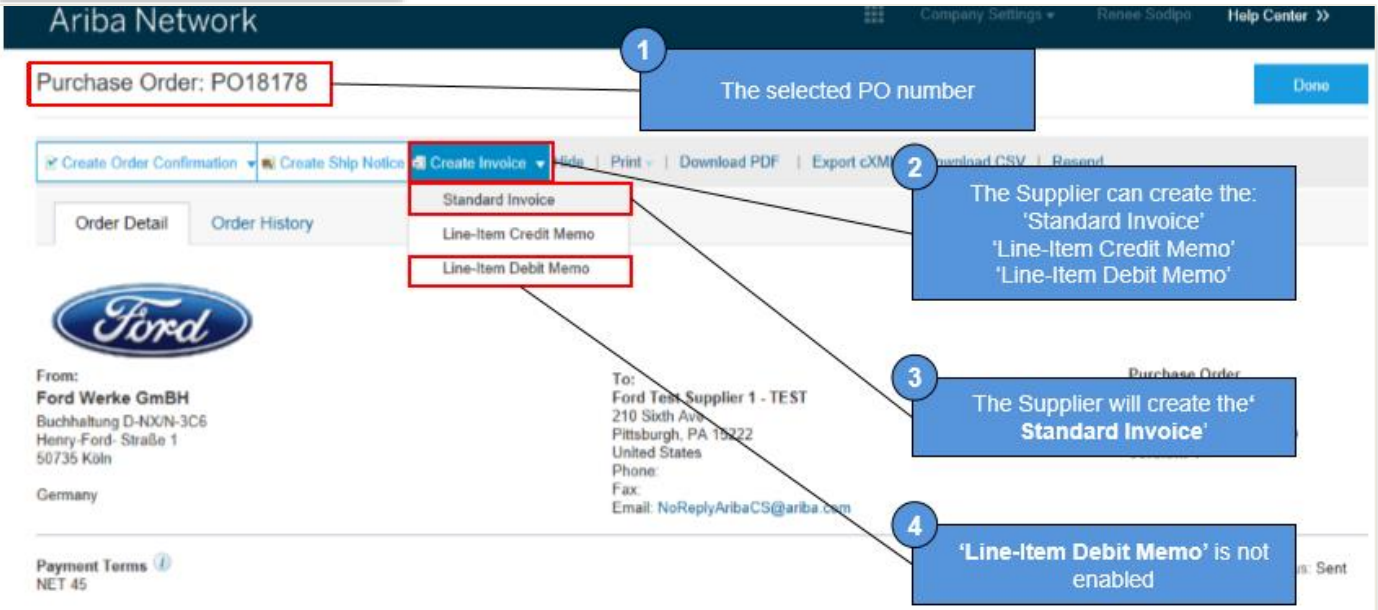
When the supplier has submitted invoices with an Invalid GST number, the invoice will be auto rejected instantly. Based on the reject notification Supplier must re-submit the invoice.

✓ Please contact payariba@ford.com for further assistance

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



1. Create Invoice



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

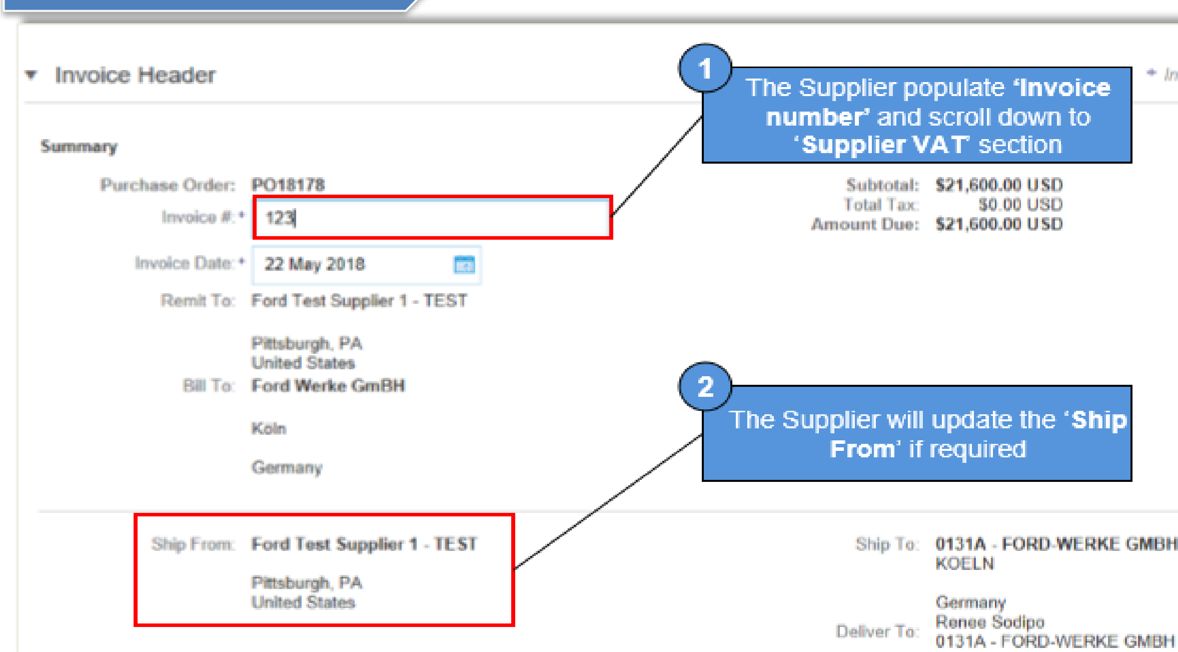
D. Supplier Tax ID: Your Company's Tax/VAT ID

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



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 #:

Customer Reference:

Supplier Reference:

Payment Note:

Service Start Date:

Service End Date:

PO BOX 400033

Supplier: PO BOX 400033

MUMBAI
Maharashtra
India

Customer: Ford Credit India Private LTD

GURGAON
HR
India

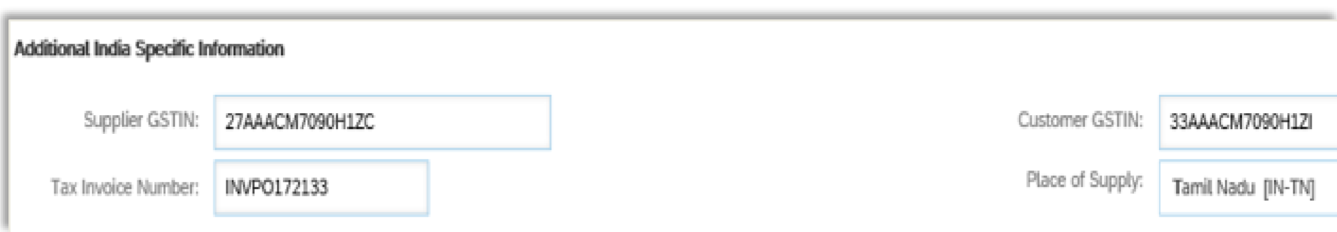
Email:

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: 27AAACM7090H1ZC

Customer GSTIN: 33AAACM7090H1ZI

Tax Invoice Number: INVPO172133

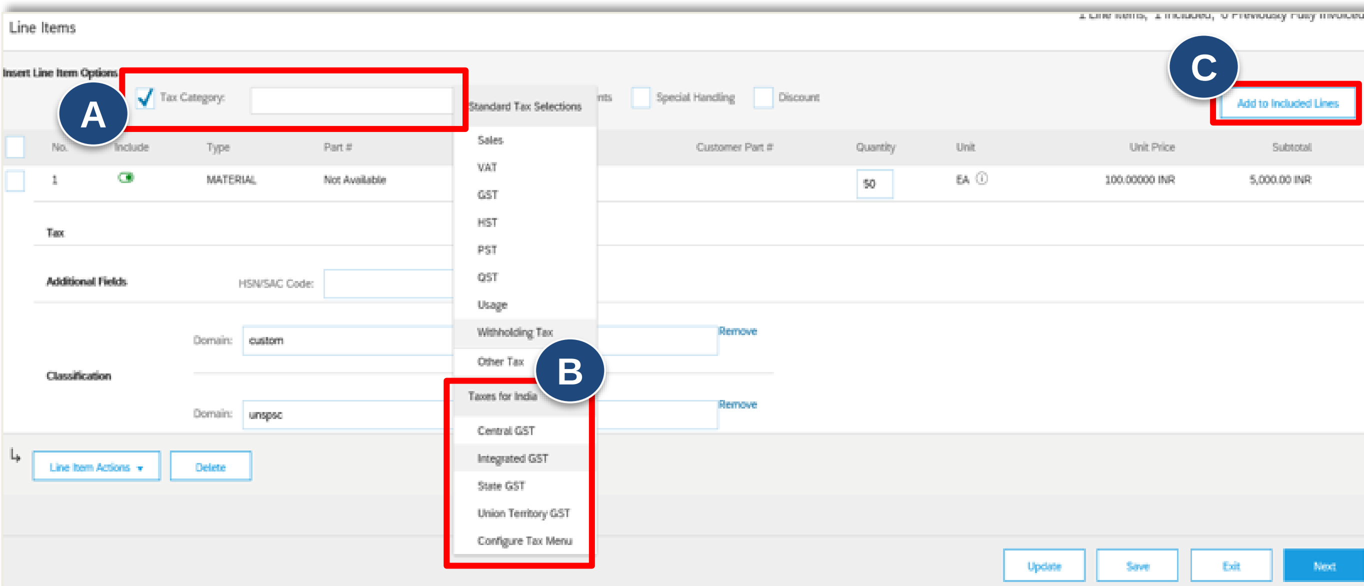
Place of Supply: Tamil Nadu [IN-TN]

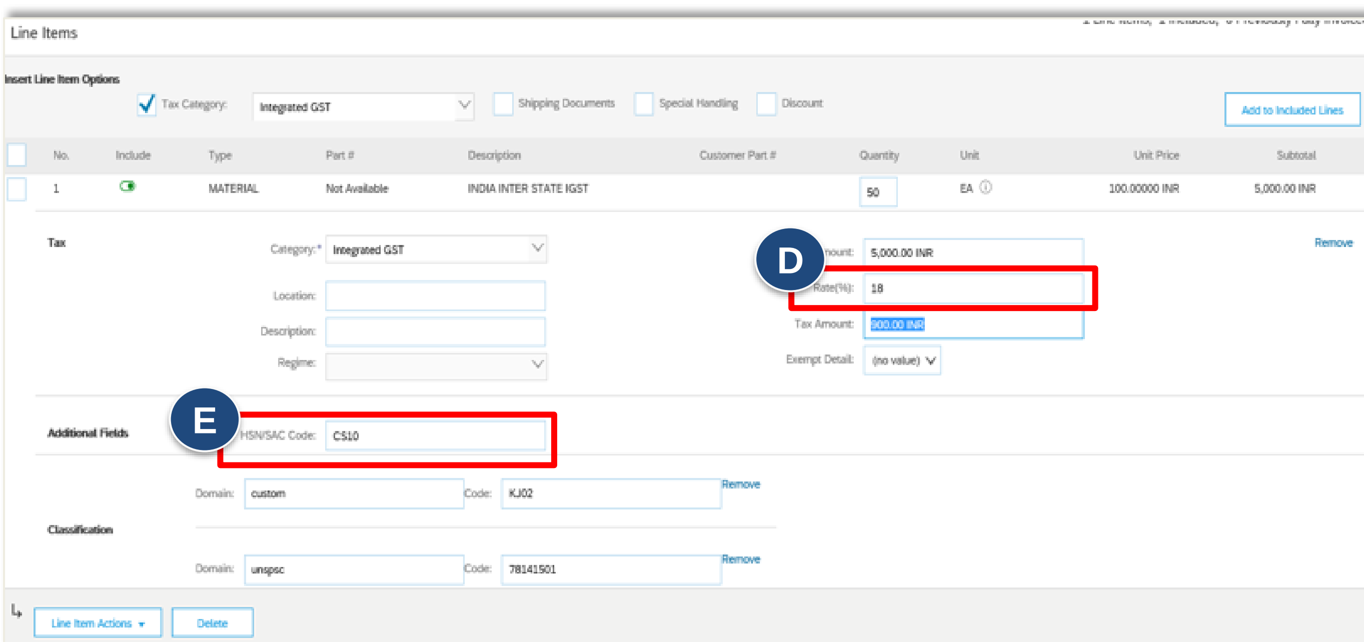
5. Line Items

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***

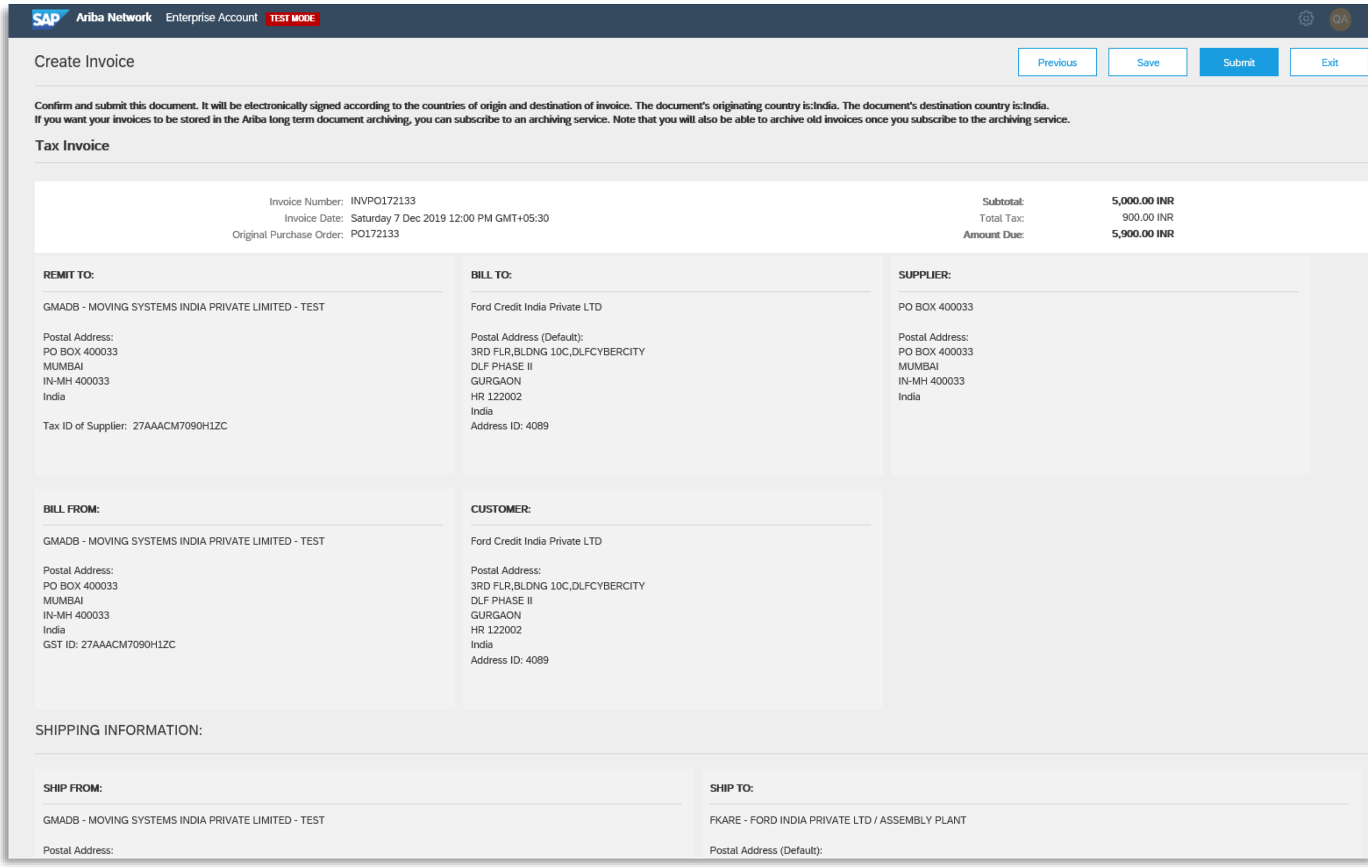




6. Review & Submit

India Specific (Tax for India)

Review all the information and submit



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

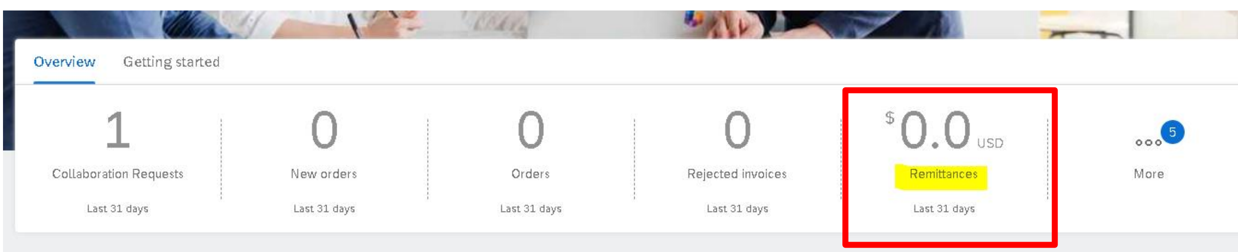
Fix

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

1: Locate the Remittance

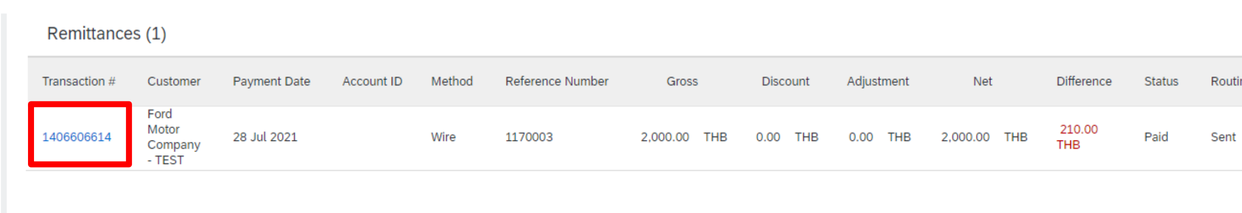
A. Login to your Ariba Network account

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***

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

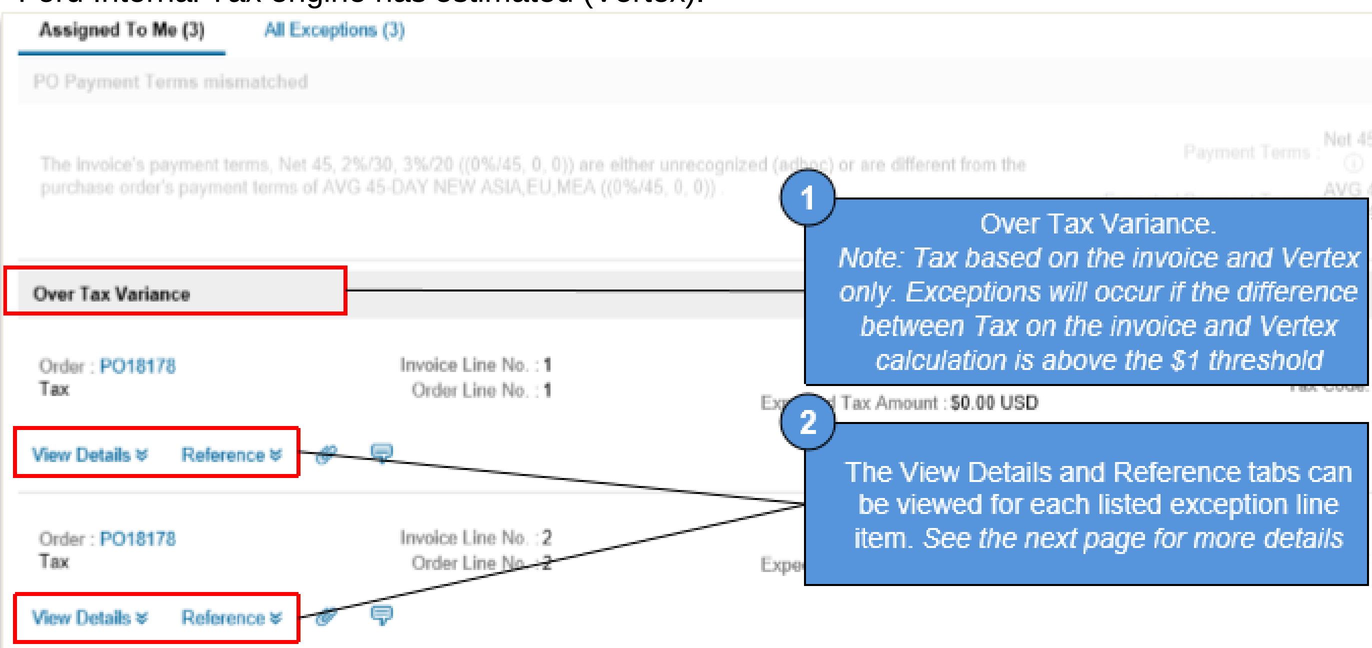
Invoice Related Error – *Tax Variance*

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).



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

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

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

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

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

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

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

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

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

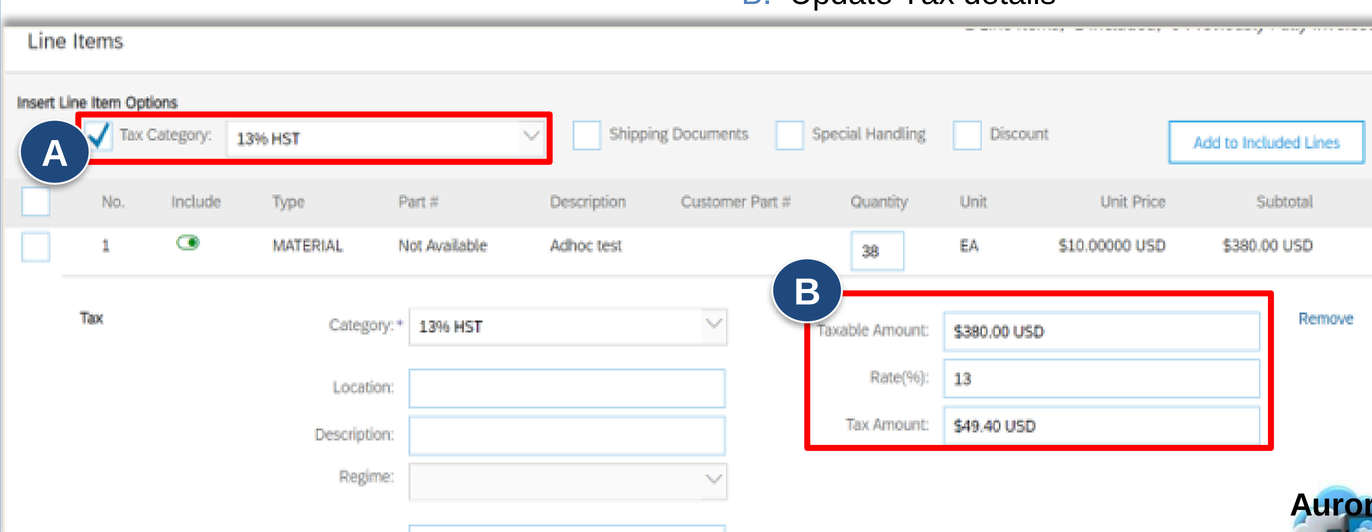
1. Create Invoice

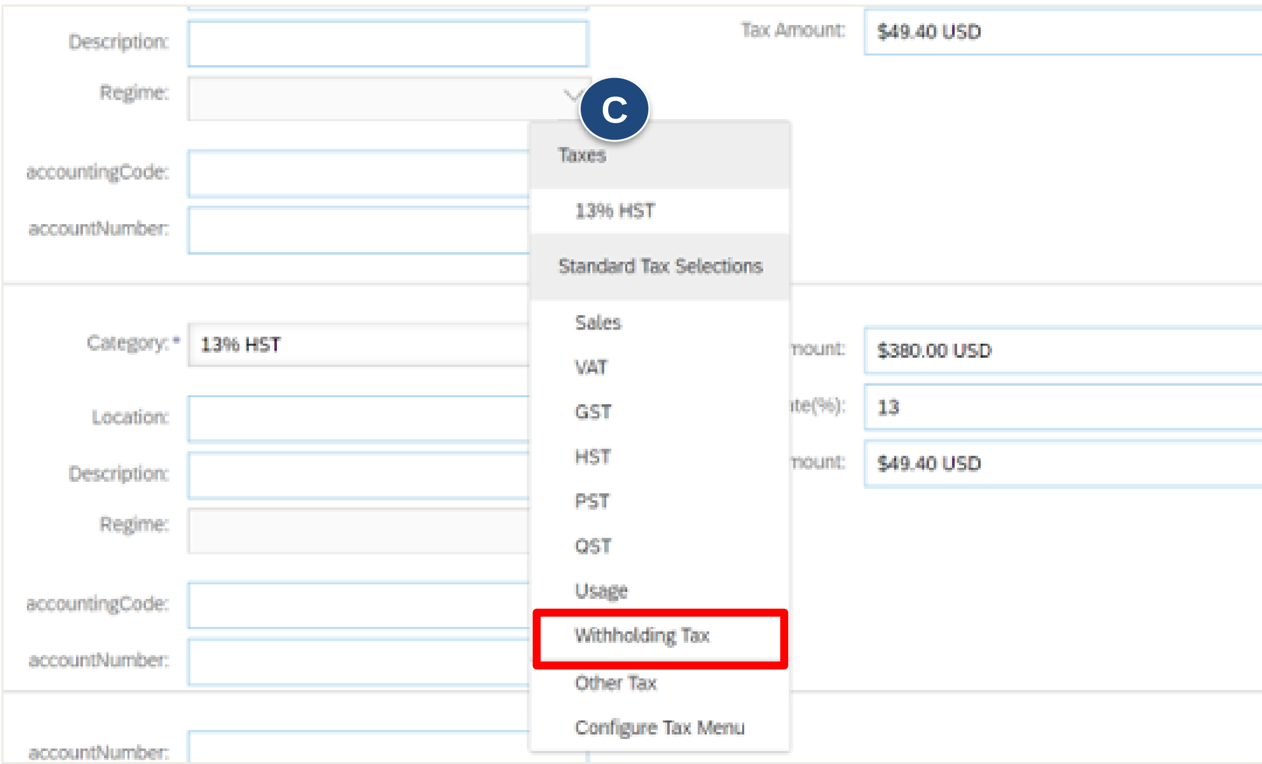
1. Login to your Ariba Network account
2. Open the PO
3. Create Invoice
4. Update Invoice header section

2. Invoice Header

After completing the invoice, follow instructions to update Tax details

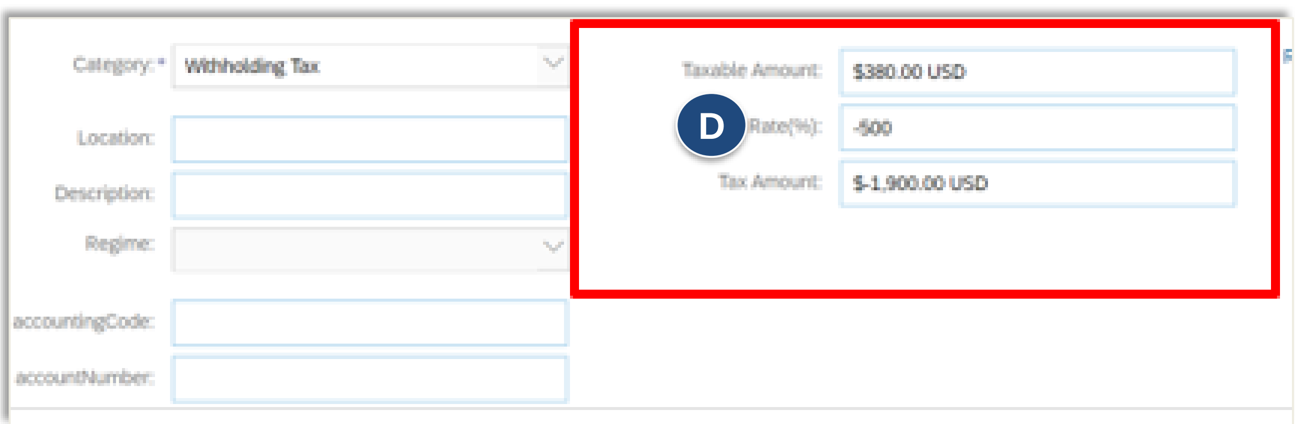
A. Check box – Tax category and select from drop down option
B. Update Tax details





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

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



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

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

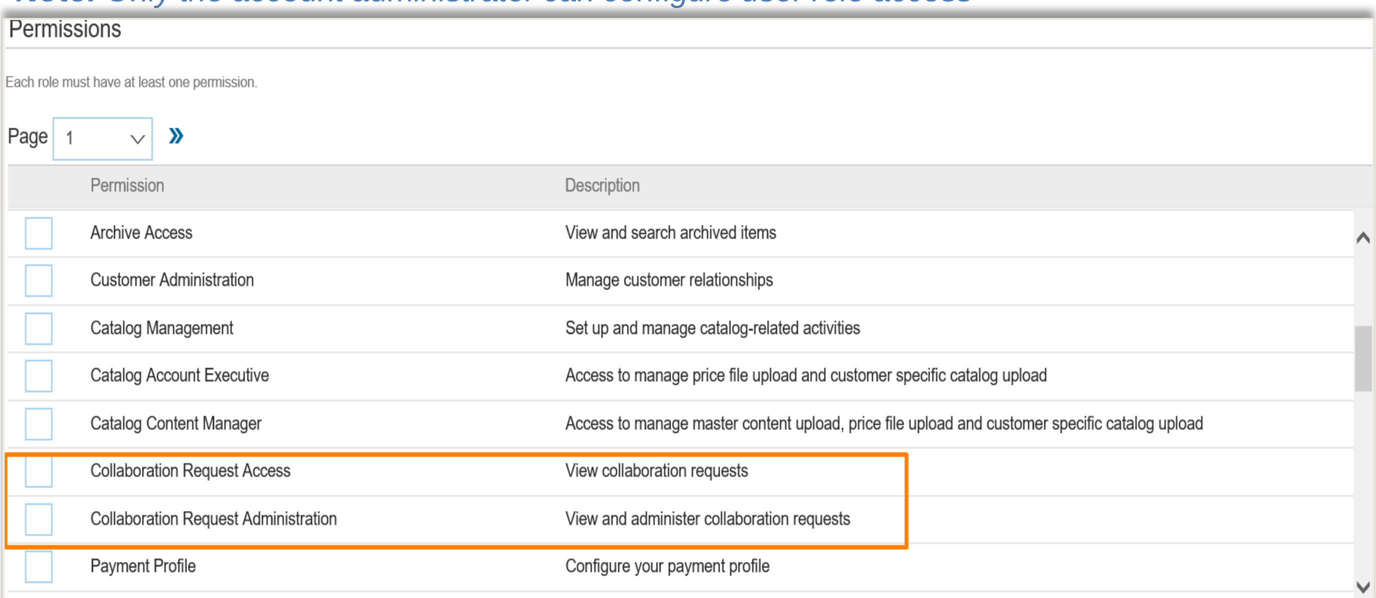
Fix

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
Archive Access	View and search archived items
Customer Administration	Manage customer relationships
Catalog Management	Set up and manage catalog-related activities
Catalog Account Executive	Access to manage price file upload and customer specific catalog upload
Catalog Content Manager	Access to manage master content upload, price file upload and customer specific catalog upload
Collaboration Request Access	View collaboration requests
Collaboration Request Administration	View and administer collaboration requests
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*

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

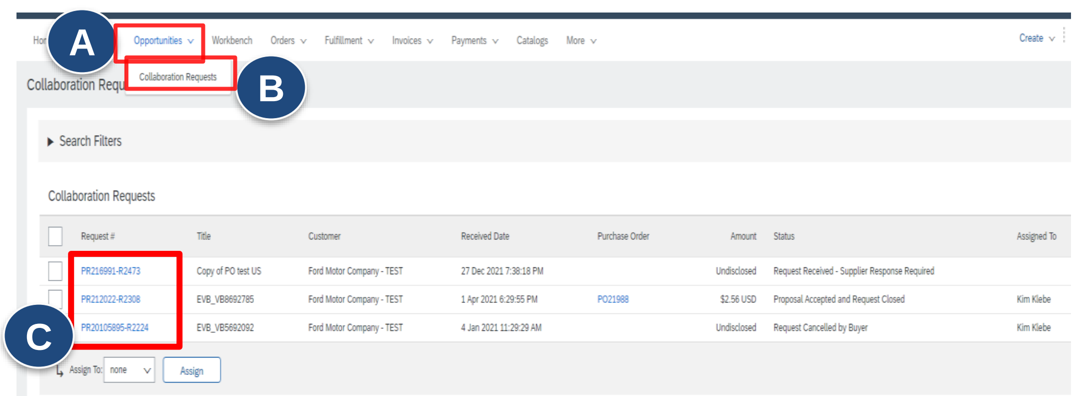
Topic 1: View & Navigate
Topic 2: Assign Roles

Topic 1: Create Custom Role

A. Select ***Opportunities*** *tab*

B. Select ***Collaboration Requests***

C. Click the link of the ***Request number***

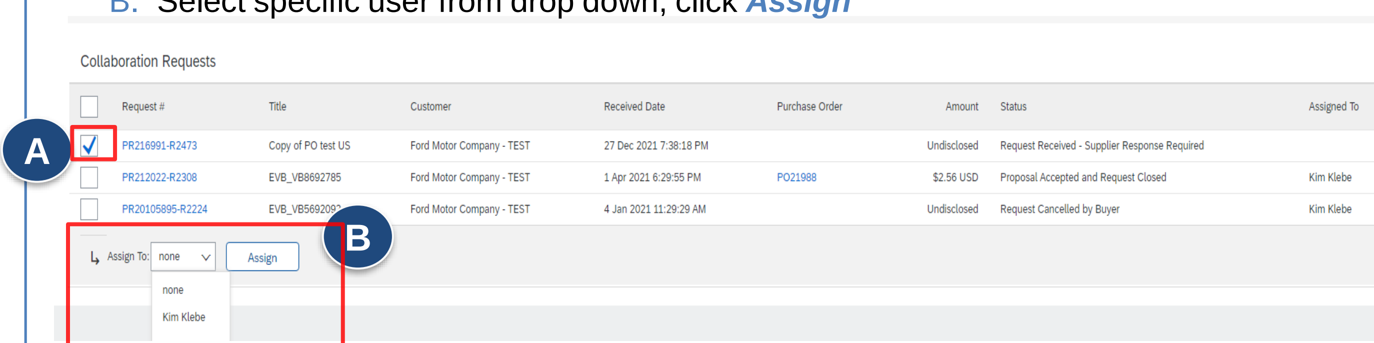


Topic 2: Assign Roles

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***



Additional Support

Make sure to login to your Ariba Network

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

Aurora

OVERVIEW

Audience: Suppliers

Document Purpose

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

Issue

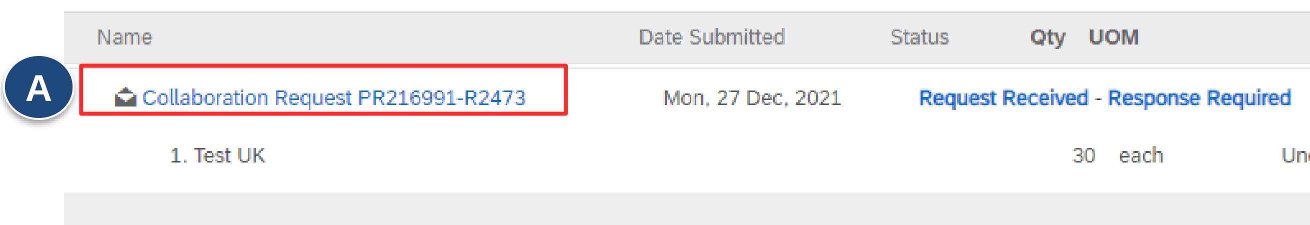
View Collaboration Requests, Navigate And Assign Roles

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

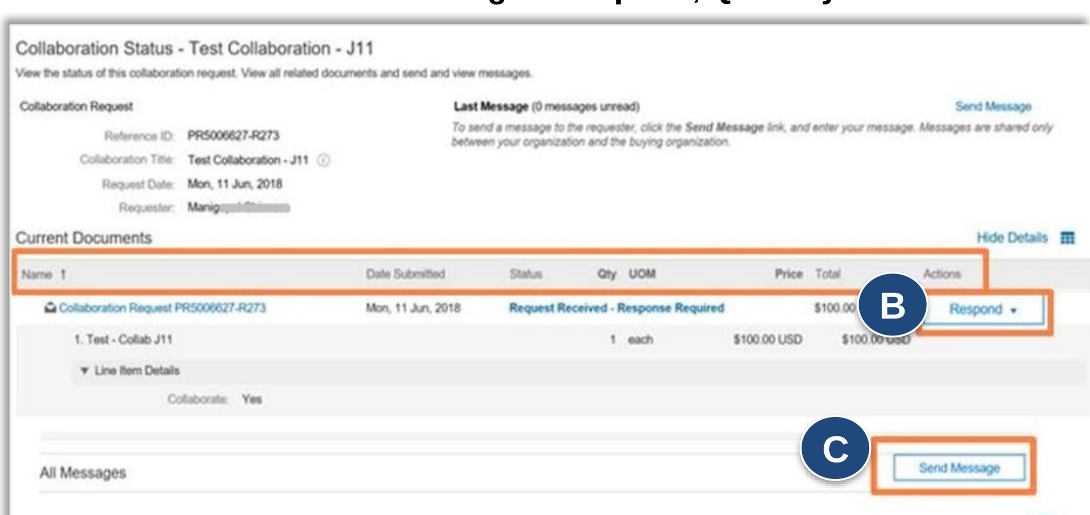


This view shows the details of the CR including Description, Quantity & Amount

B. Click ***Respond*** to submit a proposal

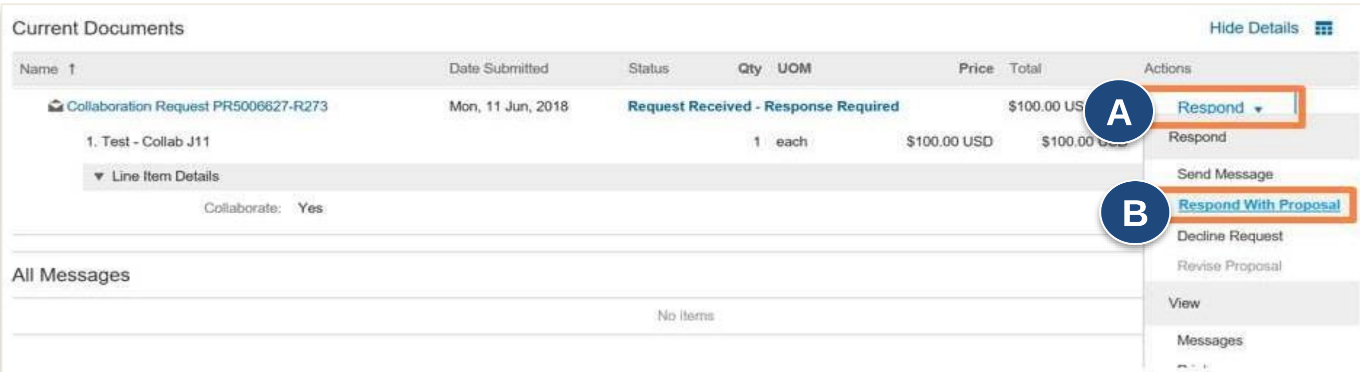
OR

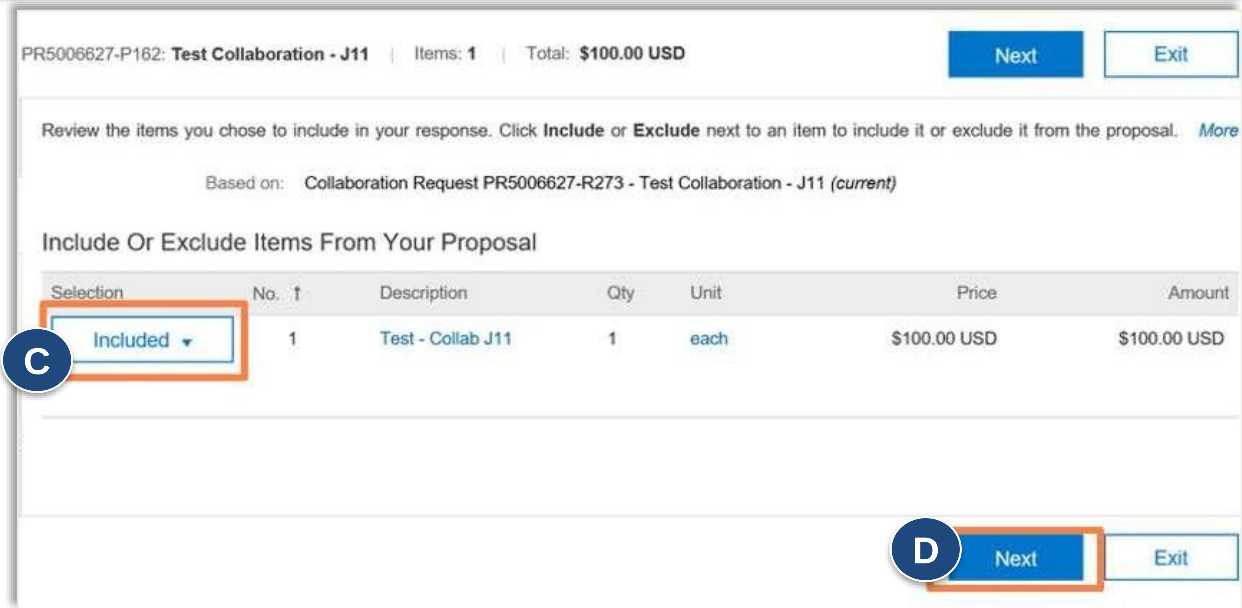
B. Click ***Send a Message*** to request details or information



Topic 2: Respond With Proposal

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





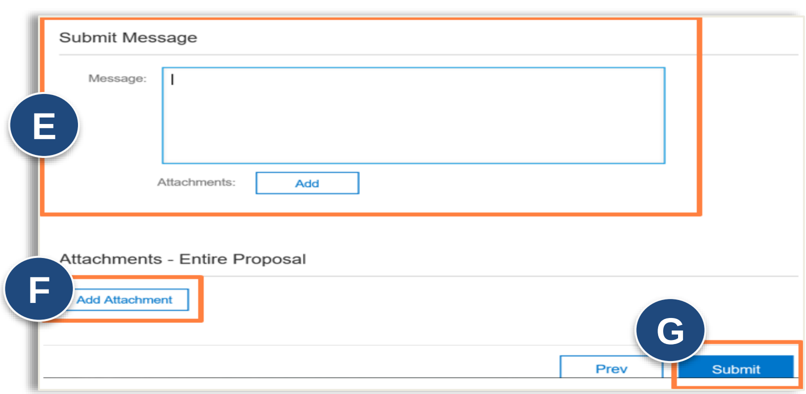
C. Review ***Included*** line items

D. Click ***Next***

E. Enter a message with proposal

F. Add any ***attachments*** if applicable

G. Click ***Submit***



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

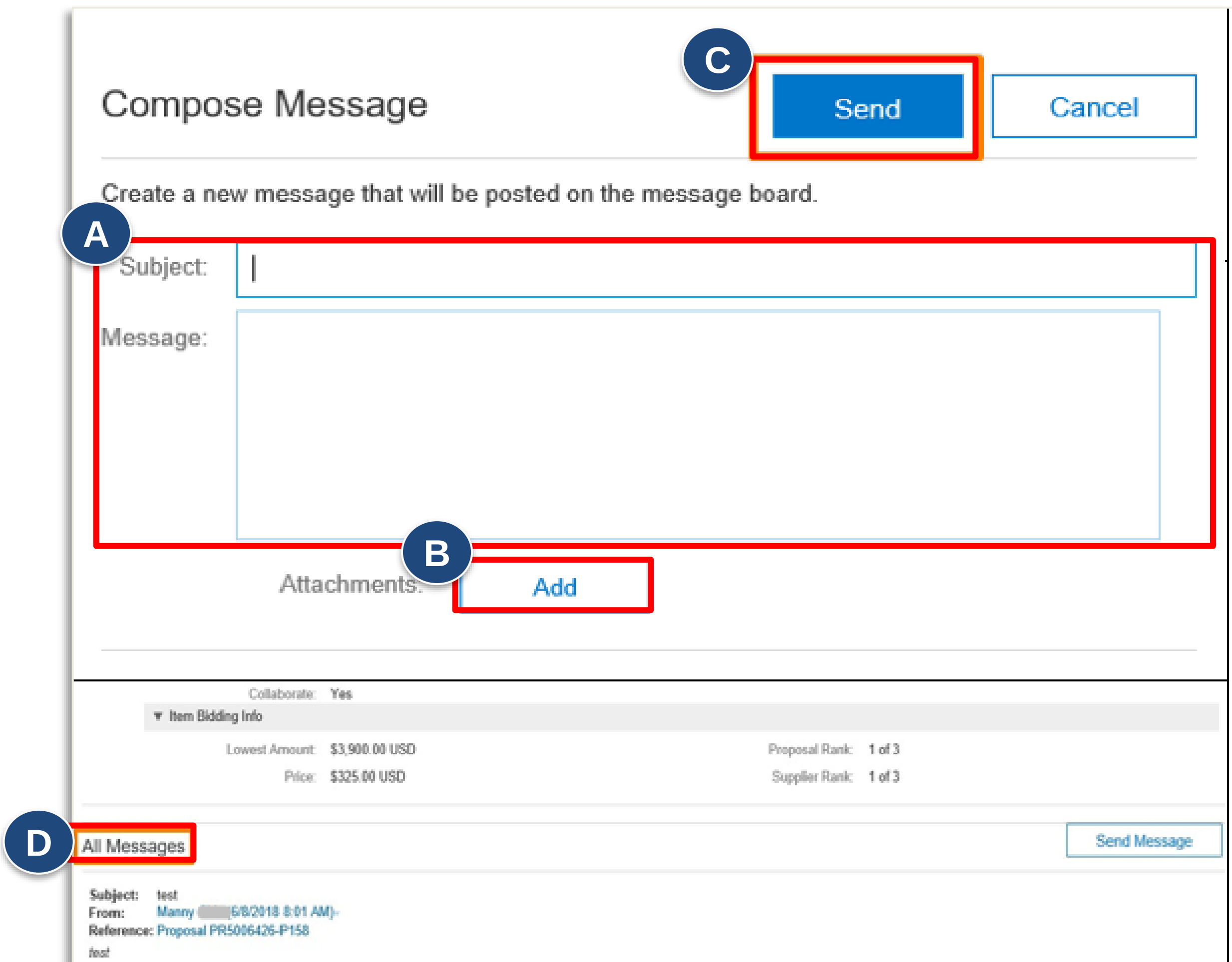
Topic 3: Compose Message & Send

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



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

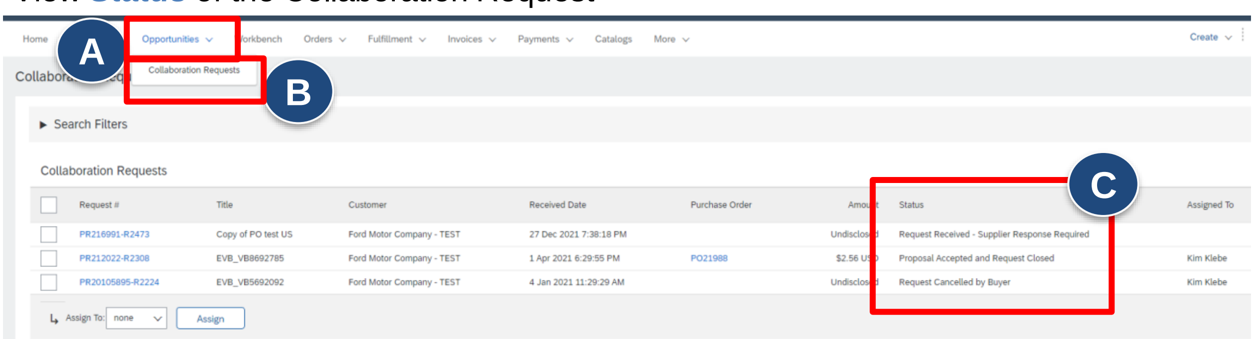
Work With Collaboration Requests – Proposal Status

Fix

Topic 1: View Proposal Status

Topic 1: View Proposal Status

A. Navigate to ***Opportunities***
B. Click on ***Collaboration Requests***
C. View ***Status*** of the Collaboration Request



Potential Collaboration Statuses

1) **Request Received:** Supplier Response Required - A new Collaboration request is in your Inbox. The Buyer is awaiting your company’s response.
2) **Awaiting Response from Buyer:** Buyer is reviewing the proposal submitted.
3) **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.*
4) **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.
5) **Proposal Withdrawn By Supplier:** Your company decided to withdraw a proposal submitted.
6) **Request Declined By Supplier:** Your company declined to submit a proposal to the Buyer’s request.
7) **Request Canceled By Buyer:** Buyer has decided to cancel the request. No further action is allowed.
8) **Request Closed**: The request has been closed through Buyer’s selection of an alternative proposal. *No further action is allowed.*
9) **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***

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

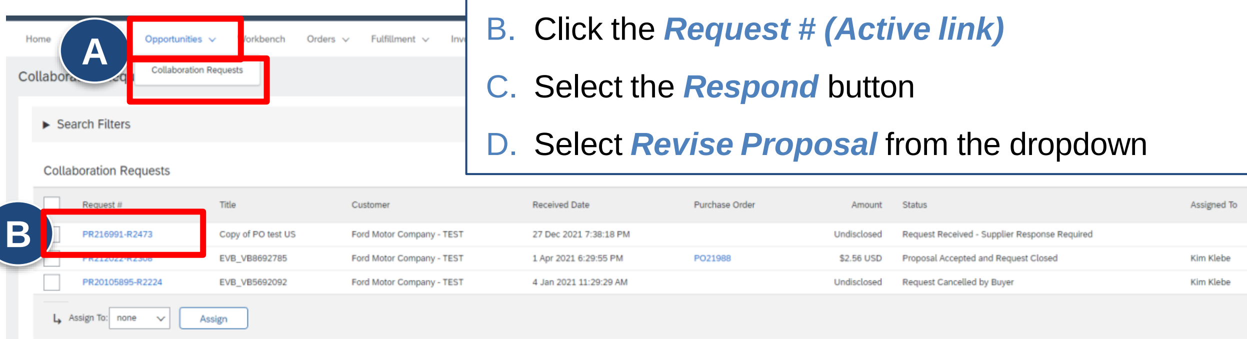
Note: A proposal can be revised only if it has not yet been accepted by the customer.

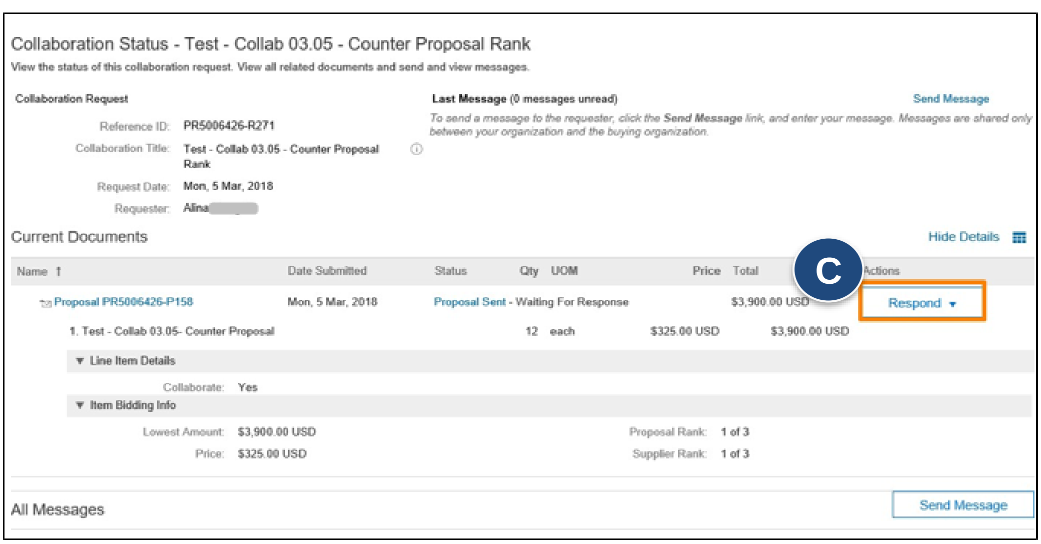
A. From ***Opportunities,*** Select ***Collaboration Request***

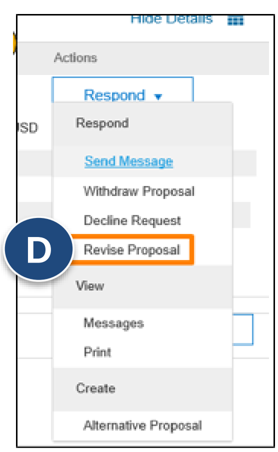
B. Click the ***Request # (Active link)***

C. Select the ***Respond*** button

D. Select ***Revise Proposal*** from the dropdown







Additional Support

Make sure to login to your Ariba Network

- ***Access Ariba Support docs here***
- ***Click here to use Ariba's Help Center***

Aurora

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

A. Go to ***Opportunities,*** Select ***Collaboration Requests***

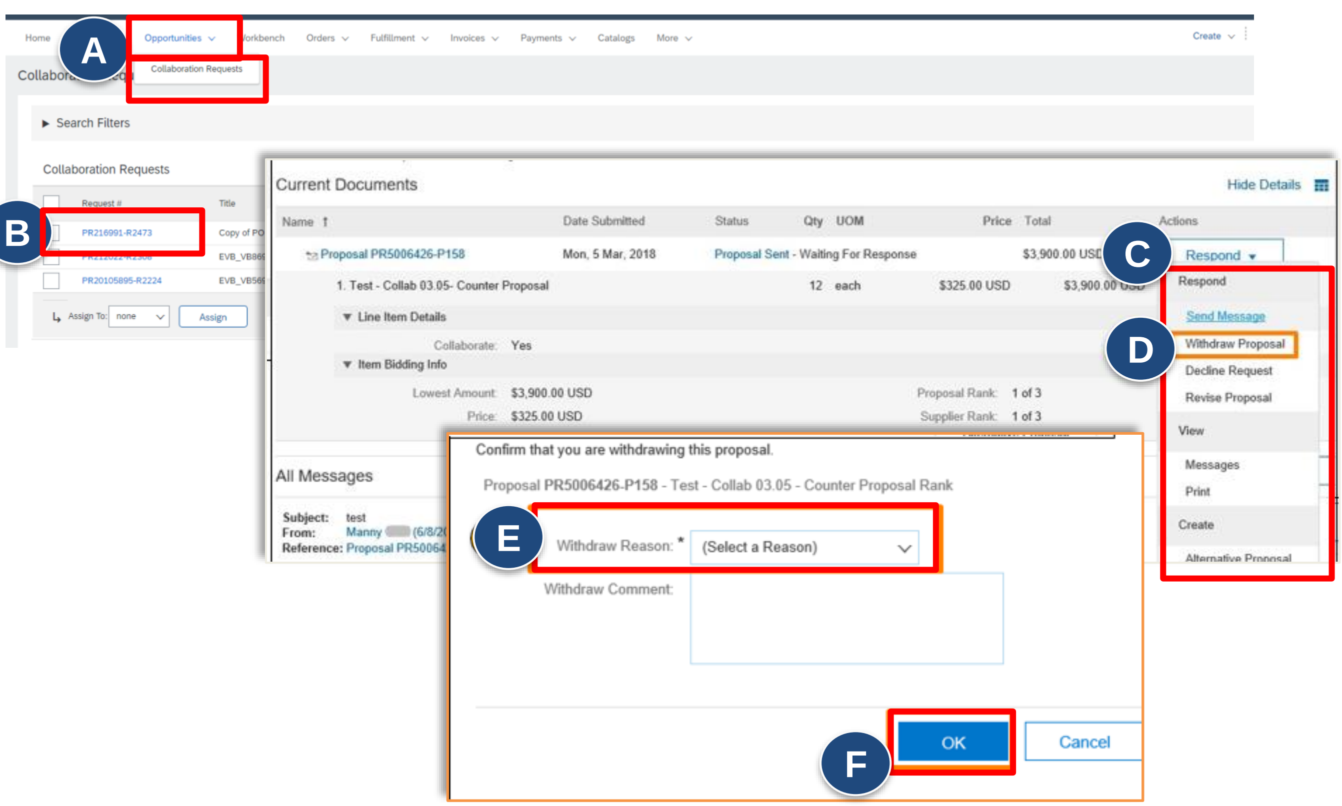
B. Click the ***Request # (Active link)***

C. Select the ***Respond*** button

D. Click ***Withdraw Proposal*** from dropdown

E. Enter a ***Withdraw reason & comment***

F. Click ***OK*** to complete action



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 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

A. Go to ***Opportunities,*** Select ***Collaboration Requests***

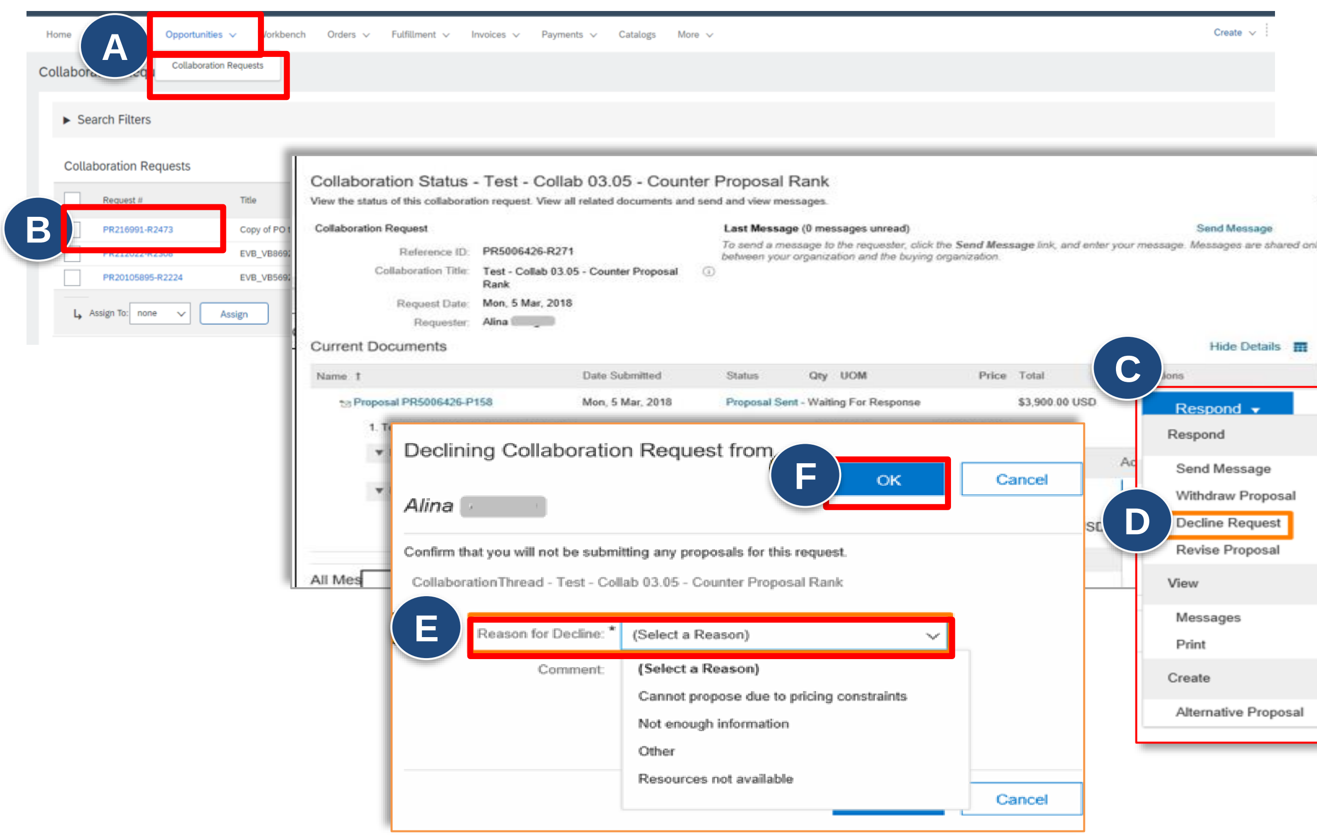
B. Click the ***Request # (Active link)***

C. Select the ***Respond*** button

D. Click ***Decline Request*** from dropdown

E. Enter a ***Decline reason & Comment***

F. Click ***OK*** to complete action



Additional Support

Make sure to log in to Ariba Network

- *Access Ariba Support docs here*
- *Click here to use Ariba's Help Center*

OVERVIEW

Audience: Suppliers

Document Purpose

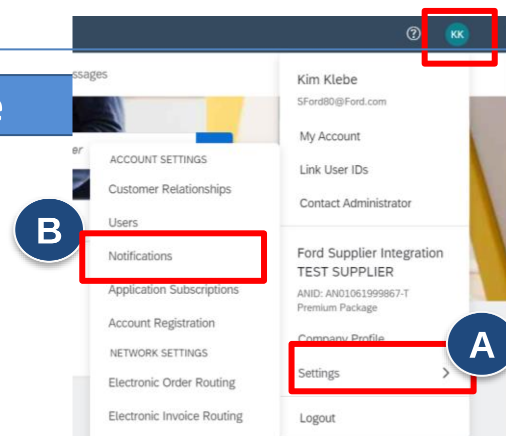
- This document will help suppliers set system notification for collaboration requests

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:

1. *A CR is assigned to the user*
2. *An assigned CR status changes*

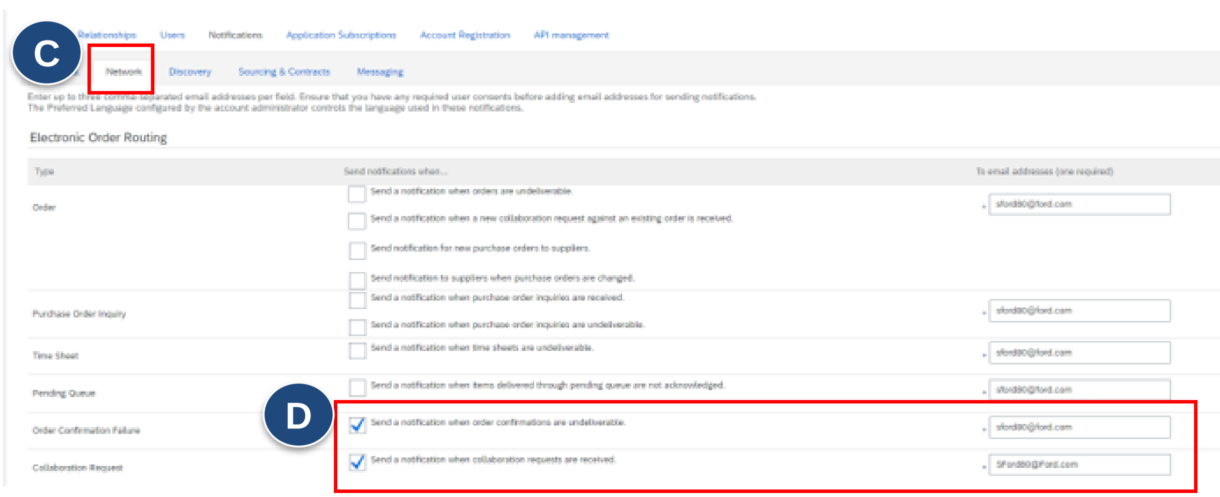
A. Login to Ariba Network and click ***Settings***

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***

How to Respond to a RFP Event

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

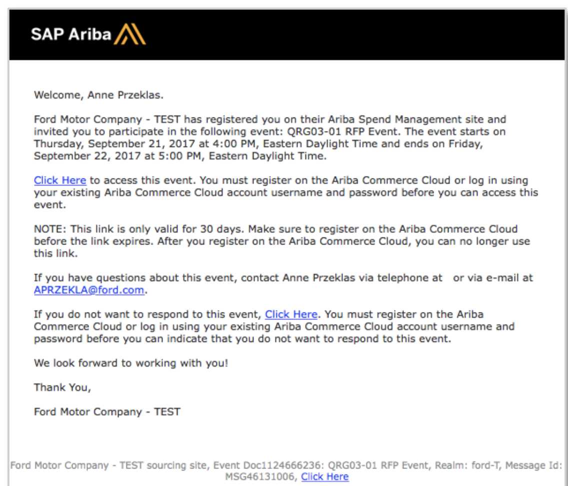
Step 4: Review and Accept Prerequisites

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"**



SAP Ariba

Welcome, Anne Przeklas.

Ford Motor Company - TEST has registered you on their Ariba Spend Management site and invited you to participate in the following event: QRG03-01 RFP Event. The event starts on Thursday, September 21, 2017 at 4:00 PM, Eastern Daylight Time and ends on Friday, September 22, 2017 at 5:00 PM, Eastern Daylight Time.

Click Here to access this event. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.

NOTE: This link is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. After you register on the Ariba Commerce Cloud, you can no longer use this link.

If you have questions about this event, contact Anne Przeklas via telephone at or via e-mail at APRZEKLA@ford.com.

If you do not want to respond to this event, Click Here. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

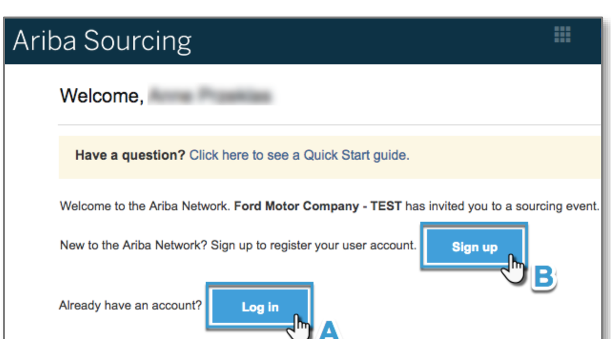
We look forward to working with you!

Thank You,

Ford Motor Company - TEST

Ford Motor Company - TEST sourcing site, Event Doc1124666236: QRG03-01 RFP Event, Realm: ford-T, Message Id: MSG46131006, Click Here

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

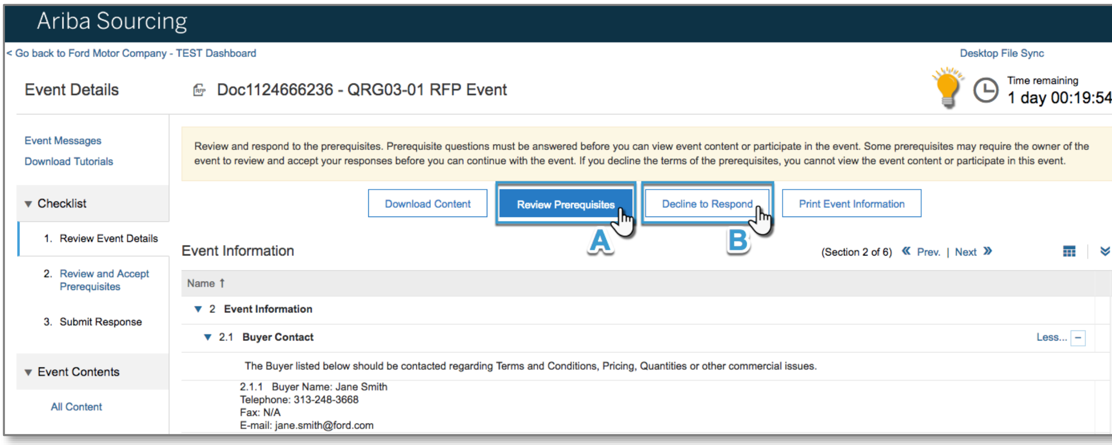
B. If you do NOT have an account on the Ariba Network, click **"Sign Up"**
   - This will open a blank form to fill-in contact & organization information
   - Once complete, click **"Submit"**

Note: This is an overview to seek help and reach out to appropriate teams for Aurora Supplier payment issues

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.



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

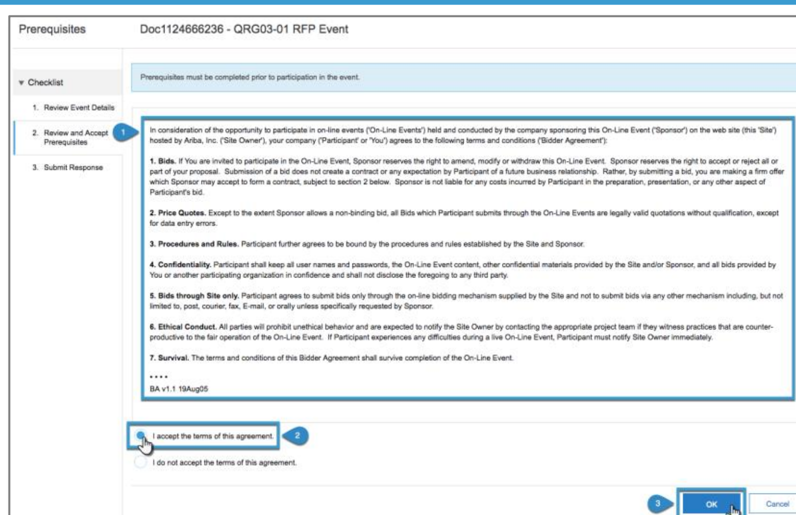
The event prerequisites must be reviewed and accepted before submitting a response.

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

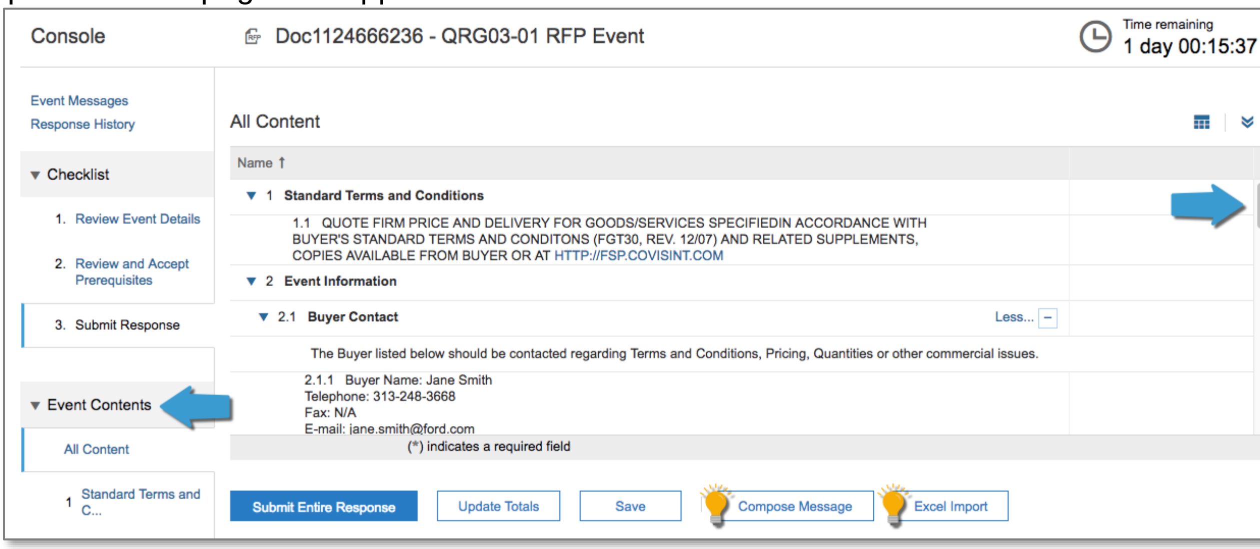
Note: Once confirmed, you will be able to access the RFP through your Ariba dashboard or email link to review or revise your proposal

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



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.

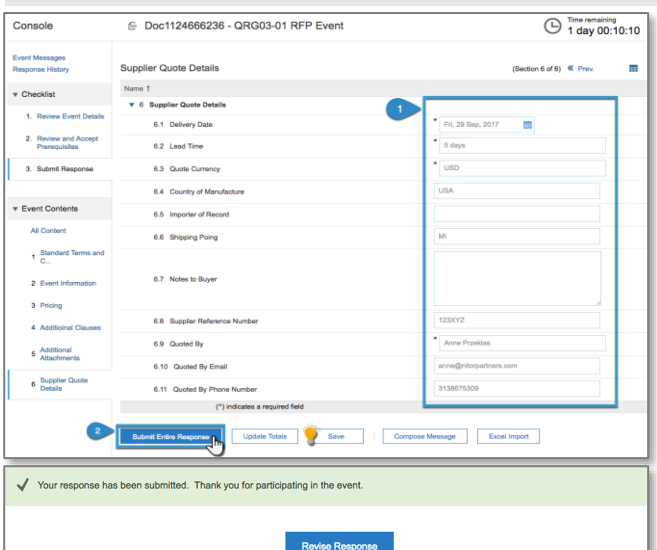


To navigate through the Event Contents, use the menu organized by section on the left side, OR use the scroll bar on the right side to scan through All Contents

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



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

A. Supplier Enablement issue
B. Ariba / AN / Technical Related Issues
C. Purchasing Application Support: P2P
D. 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

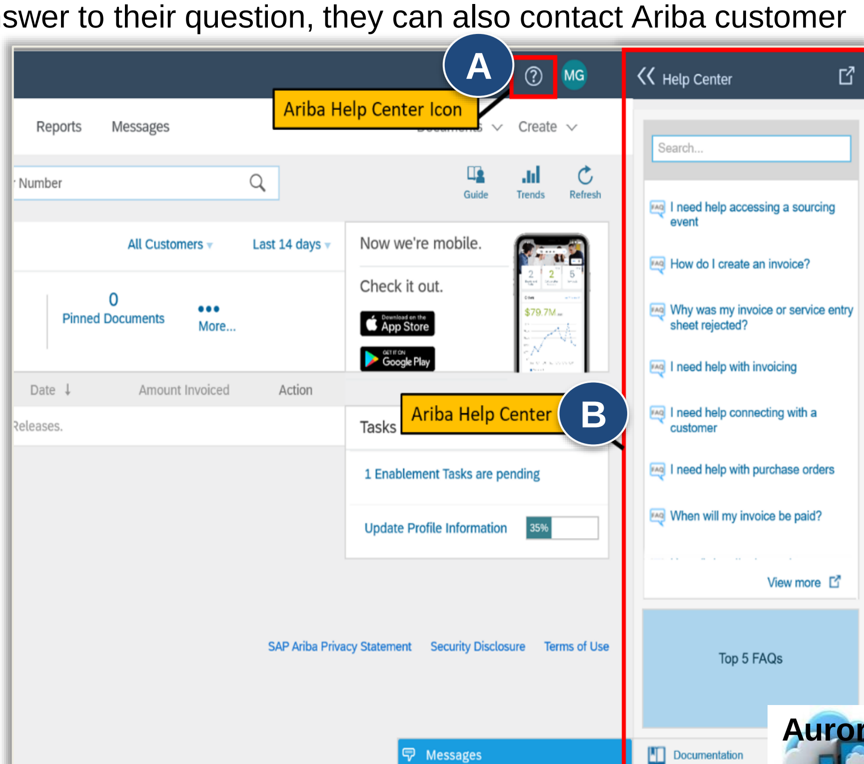
Resources

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



A. **Login to Ariba account;** Suppliers will see the ***Help box*** opened to the right-hand side of their screen

B. 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

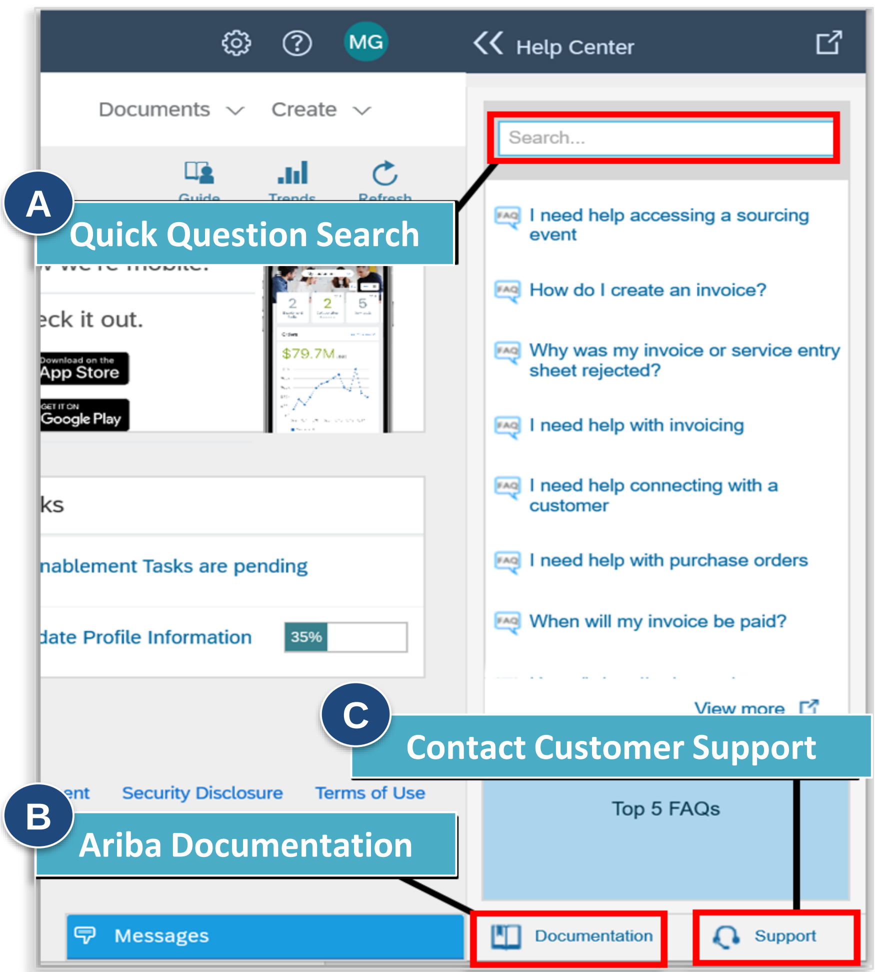
Suppliers can explore support documentation available within the ***Exchange User Community***

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.

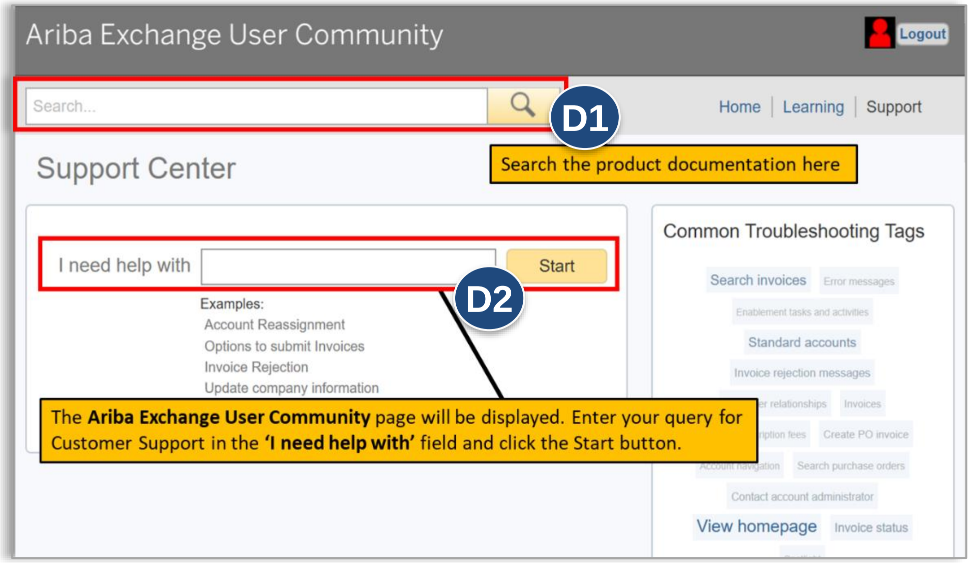
D1 To search product documentation, type the ***question*** in the search bar at the top

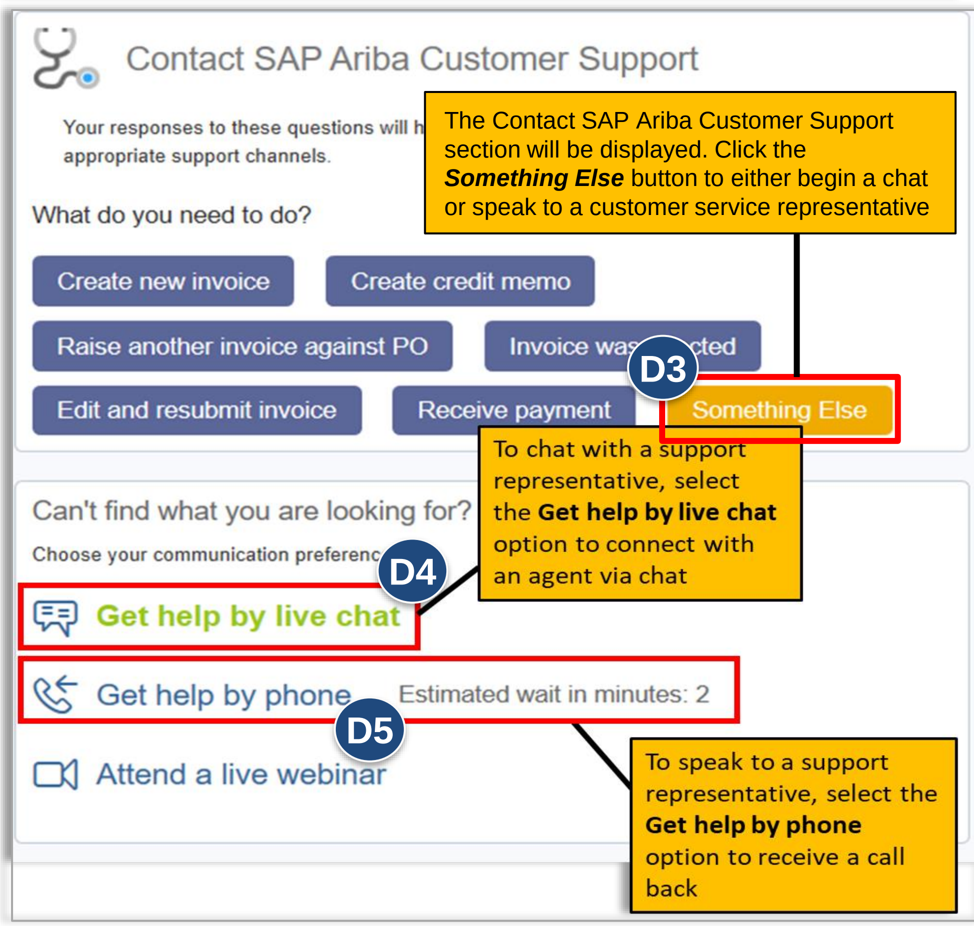
D2 To contact Customer Support, enter your ***question*** in the ***"I need help" field;*** Click ***'Start'***

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

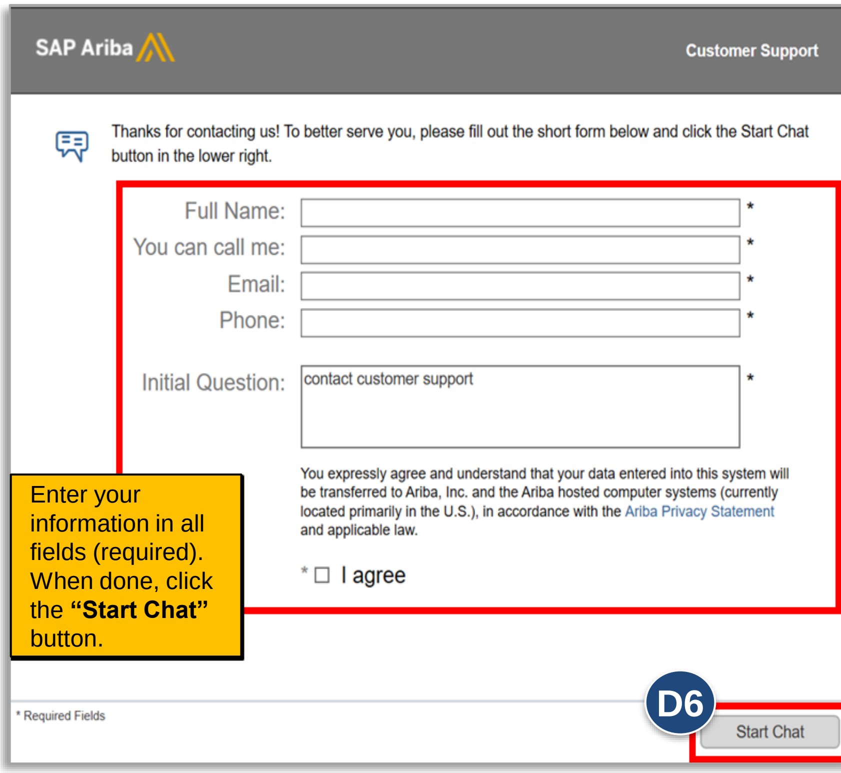
D5 Choose ***'Get help by phone'*** to speak with a live representative

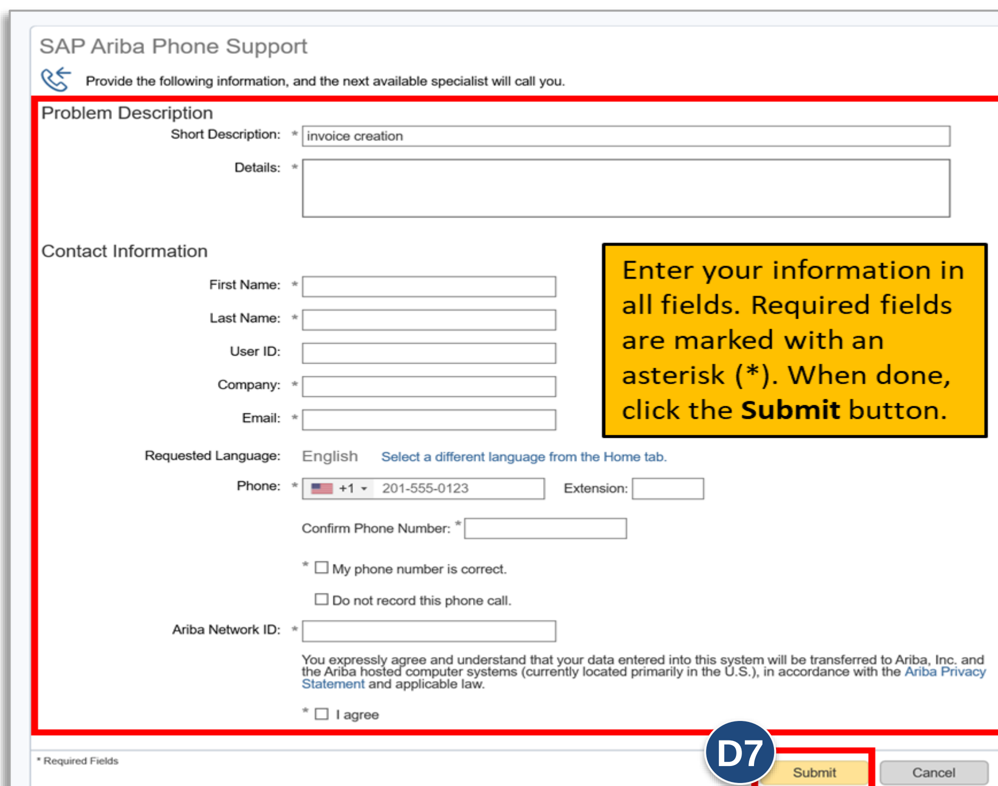




D6 If you choose to ***'Get help by live chat'***, you will need to fill in contact information and initial question. Click ***'Start Chat'***.

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.





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