



SAP Ariba 

Ariba Network

Supplier Process Guide for transacting with ADNOC

PUBLIC

Table of contents



[Ariba Network Basics](#)



[How to Set Up Notifications](#)



[How to Update Your VAT ID](#)

SAP Ariba

[How to Create Users](#)



[How to View Buyer Rules](#)



[Process Guide](#)



[Help Center](#)

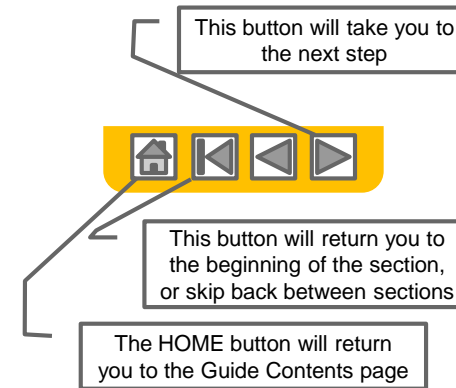
Using This Guide



The purpose of this guide is to help suppliers understand the business processes required by **ADNOC**.

You may navigate this guide by:

- Clicking the buttons in the toolbar
- Clicking the hyperlinks on the pages –
Hyperlinks may be words or shapes within the graphics



- If you need additional help, you will find a help button at the bottom of each page that will assist you in finding the appropriate support contact.



Logging into the Ariba Network - Via the Ariba Supplier Portal Website



Go to
<http://supplier.ariba.com>

1. Enter **Username & Password**
2. Click **Log In**.

> Screen displays:
Dashboard

If you have forgotten your login details, click on **Having trouble logging in?**
For further assistance click on the **Help Centre**

SAP Ariba Network

Search...

SAP Ariba

Supplier Login

User Name

Password

Login

Having trouble logging in?

New to Ariba?
Register Now or Learn More

Enhance your profile for better leads

Get leads and respond for free
Use code SAPARIBA2020
Learn More

Check out our blog for tips to show up in more buyer searches and improve your leads. It's free for suppliers to respond to SAP Ariba Discovery postings with the promo code, SAPARIBA2020.

What are some registration tips for Ariba Network Suppliers?
How do I participate in my buyer's event using an email invitation?
Can my company have multiple accounts?
Supplier Basics (4:33)
How do I register a new account?
What browser versions are certified for SAP Ariba cloud solutions?
Why did the link in the password reset email expire?
How to retrieve usernames
View more

Top 5 FAQs

Documentation Support



How to Access the Supplier Information Portal



All Training Guides and Videos can be accessed directly from your Ariba Network Supplier Account

The screenshot shows the SAP Ariba Network Supplier Account interface. On the left, a navigation menu is open, highlighting 'Customer Relationships' under 'ACCOUNT SETTINGS'. The main content area shows the 'Account Settings' page with tabs for 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', and 'Application Subscriptions'. The 'Customer Relationships' tab is active, showing a table with columns for 'Current (0)', 'Pending (1)', and 'Rejected (0)'. A red box highlights the 'Pending (1)' tab, and another red box highlights the 'Your customer name' row. The 'Approve' button is also highlighted.

1. Login to your Ariba account using supplier.ariba.com
2. Click on “Account Settings” then choose “Settings” then “Customer Relationships”
3. Click on the “Pending” Tab
4. Tick the box next to your customer’s name
5. Click on “Approve”
6. Click “Save”
7. Click on Supplier Information Portal to view all training guides and materials



Toggle between viewing RFQ's and Viewing Purchase Orders



To toggle from Downstream (Post award interface/Purchase orders interface) to Upstream (Pre-Awards interface/Sourcing interface/proposal)

1. Go to supplier.ariba.com and log in using your Ariba account credentials
2. On top left, click on the arrow next to "Ariba Network" and choose "Ariba Sourcing"
3. You will be directed to upstream (Pre-Awards interface/Sourcing interface)

The screenshot shows the SAP Ariba Network interface. At the top, there is a dark blue header bar with the SAP Ariba Network logo, a 'Standard Account' label, and an 'Upgrade' button. Below the header, a dropdown menu is open, showing options: 'Ariba Discovery', 'Ariba Sourcing' (highlighted with a red box), 'Ariba Contract Management', and 'Ariba Network'. The main content area displays a dashboard with various metrics: 'New Purchase Orders' (0), 'Orders to Invoice' (0), 'Orders that Need Attention' (0), 'Invoices Rejected' (0), and 'Invoices Pending Payment' (0). Below these metrics is a table with columns: 'Order Number', 'Customer', 'Status', 'Amount', 'Date', 'Amount Invoiced', and 'Action'. The table is currently empty, displaying the message 'You do not have any Orders and Releases.'



Toggle between viewing RFQ's and Viewing Purchase Orders



To toggle from Upstream (Pre-Awards interface/Sourcing interface) to Downstream (Post award interface/Purchase orders interface/proposals)

1. Go to supplier.ariba.com and log in using your Ariba account credentials
2. On top left, click on the arrow next to "Ariba Sourcing" and choose "Ariba Network"
3. You will be directed to downstream (Post award interface/Purchase orders interface)

SAP Ariba Sourcing Standard Account **Upgrade**

Ariba Discovery
Ariba Sourcing
Ariba Contract Management
Ariba Network

SYSTEM
m Requested Profile
ested fields have
View customer requested fields >

Public Profile Completeness

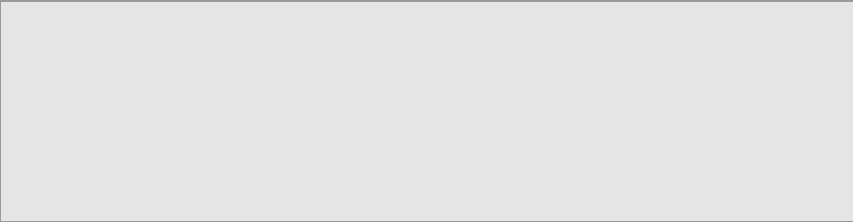
70%
Enter your certifications to reach 80% >
There are no matched postings.

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 this site in an effort to ensure market integrity.

Events

Title	ID	End Time ↓
▼ Status: Completed (4)		
RFP for Exception to Process	Doc246322866	6/17/2019 11:30 AM
2nd Round of RFP for Commerical Negotiation	Doc215977395	3/10/2019 11:30 AM
RFP for Exception to Process	Doc211341242	3/5/2019 1:00 PM
ADIB Vendor Feedback Survey 2018	Doc193441713	12/20/2018 4:00 PM
▼ Status: Pending Selection (2)		





Notifications



Account Settings



The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

1. Under Account Settings click on Settings then Notifications.
2. You can enter up to 5 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

Account Settings

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration API management

General Network Discovery Sourcing & Contracts Messaging

Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications. The Preferred Language configured by the account administrator controls the language used in these notifications.

Electronic Order Routing

Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.	+ <input type="text"/>
	<input checked="" type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	
	<input type="checkbox"/> Send notification for new purchase orders to suppliers.	
Purchase Order Inquiry	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received.	+ <input type="text"/>
	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	

ACCOUNT SETTINGS

Customer Relationships

Users

Notifications

Account Hierarchy

Application Subscriptions

Account Registration

NETWORK SETTINGS

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

My Account

Link User IDs

Contact Administrator

Switch To Test ID

Standard account

Company Profile

Service Subscriptions

Settings

Logout

Purchase Order Routing



1. Purchase Orders will be sent to your Ariba Network supplier account inbox
2. However, the Ariba Network can also send you a copy of the PO to up to **five** email addresses.
3. Choose **email** in the 'Catalog Orders without Attachments' section
4. Enter up to **five** email addresses followed by a comma and no spaces
5. Click Save

Network Settings

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement

* Indicates a required field

Non-Catalog Orders with Part Numbers

☐ Process non-catalog orders as catalog orders if part numbers are entered manually

Status Update Request Notifications

☐ Do not send status updates for inbound documents in pending queue

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	<input type="checkbox"/> Attach XML document in the email message <input checked="" type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".

ACCOUNT SETTINGS

Customer Relationships

Users

Notifications

Account Hierarchy

Application Subscriptions

Account Registration

NETWORK SETTINGS

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

Audit Logs

My Account

Link User IDs

Contact Administrator

Switch To Test ID

ANID: Standard account

Company Profile

Service Subscriptions

Settings

Logout

Invoice Notifications



1. Click on **Account Settings** then **Settings**
2. Select **Electronic Invoice Routing**
3. **Select** Notifications you would like to receive and add corresponding email address and Save

You can be notified whenever an invoice status changes

Network Settings Save Close

Electronic Order Routing **Electronic Invoice Routing** Accelerated Payments Settlement

General **Tax Invoicing and Archiving**

Capabilities & Preferences

Sending Method

Document Type	Routing Method	Options
Invoices	Online ▾	Return to this site to create invoices
Customer Invoices	Online ▾	Save in my online inbox

Notifications

Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	* supplier@ourcompany.com
Invoice Status Change	<input type="checkbox"/> Send a notification when invoice statuses change.	* supplier@ourcompany.com
Invoice Created Automatically	<input type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	* supplier@ourcompany.com



Network Notifications

1. Click on **Account Settings** then choose **Settings**
2. Select **Network Notifications**
3. **Select** Notifications you would like to receive and the corresponding email address and click Save

Service Sheet

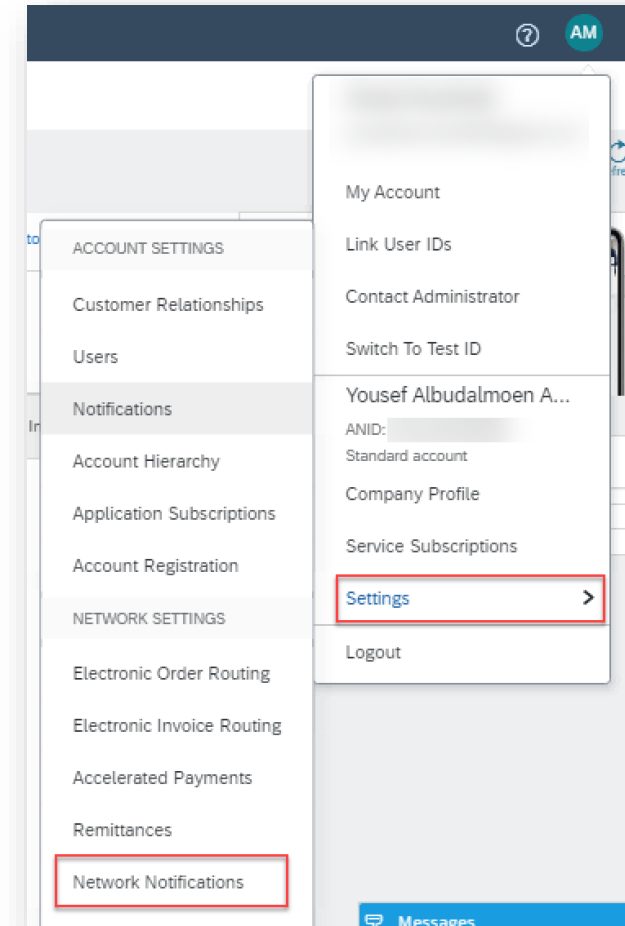
Type	Send notifications when...	To email addresses (one required)
Service Sheet Failure	<input type="checkbox"/> Send a notification when service sheets are undeliverable, rejected, or declined.	* vperumal@adnoc.ae
	<input type="checkbox"/> Send a notification when service sheets are undeliverable, rejected, or declined to the user who created it.	
	<input type="checkbox"/> Send a notification when service sheet statuses change.	
Service Sheet Status Change	<input type="checkbox"/> Send a notification when service sheet statuses change to the user who created it.	* vperumal@adnoc.ae

Electronic Invoice Routing

Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	* vperumal@adnoc.ae
Invoice Status Change	<input type="checkbox"/> Send a notification when invoice statuses change.	* vperumal@adnoc.ae
Invoice Created Automatically	<input type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	* vperumal@adnoc.ae

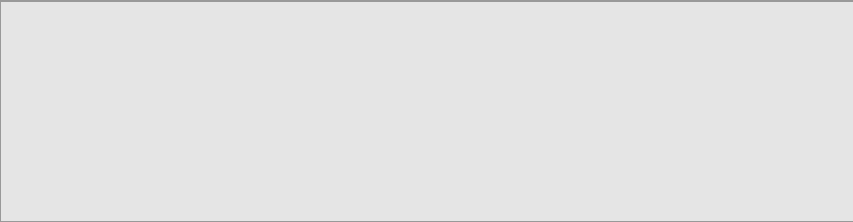
Receipt

Type	Send notifications when...	To email addresses (one required)
Receipt	<input type="checkbox"/> Send a notification when a new receipt is received.	* vperumal@adnoc.ae



Ariba network can notify you when GRN/SRN is created by ADNOC





Updating VAT

*it is mandatory that you update your vat id in
your Ariba network company profile before
submitting your first invoice*



Updating VAT

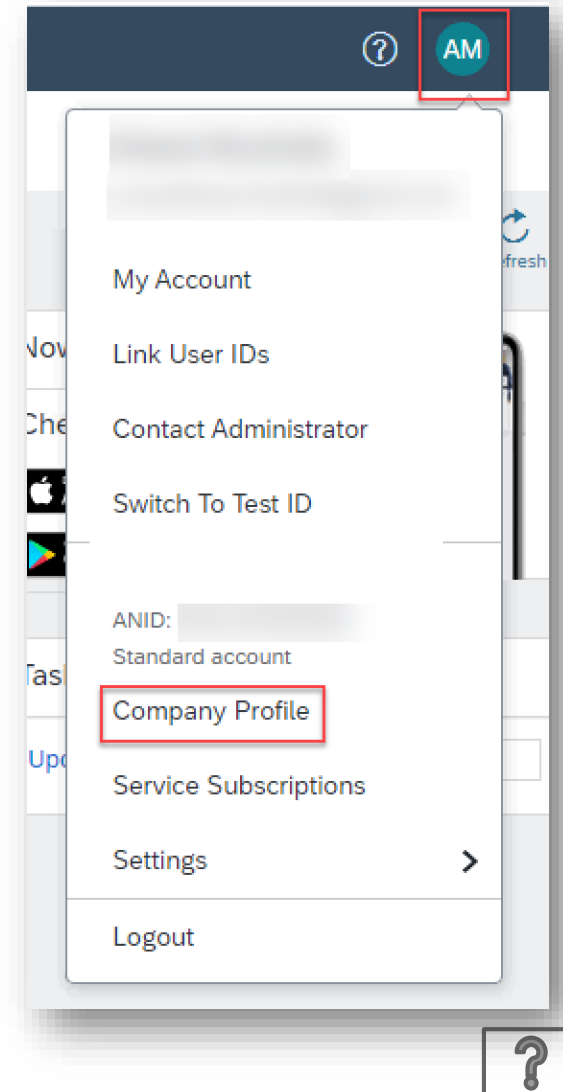
This Step much be done once prior to creating your first UAE VAT Invoice

1. Go to supplier.ariba.com and log in using your Ariba Account credentials
2. From top right of your screen, click on "Account Settings" then choose "Company Profile"
3. Under the Basic tab, go to the Additional Company Addresses section and click "Create"

Additional Company Addresses

Address Name ↑	Address ID	VAT ID	Tax ID	Address	Country	Legal Profile Status**
No items						
Create						

** This column displays your registration status with Ariba's accredited service provider.



Updating VAT

This Step must be done once prior to creating your first UAE VAT Invoice



4. Fill in Address Name (i.e UAE), Address, Postal Code, City, Country
5. Fill in your VAT ID (15 Digit Numeric)
6. Answer “YES” for questions “Are you VAT Registered?”
7. Click “Save”


Configure Supplier Addresses Served by This Account Save Close

* Indicates a required field

Address Name

Address Name: *

Address ID:

Are you VAT registered? ☐ Yes  You must answer “YES” and enter your VAT ID

VAT ID:

Tax ID:

Address

Address 1: *

Address 2:

Postal Code: *

City: *

State:

Country: * United Arab Emirates [ARE]

Save Close



Setting up users



Account Settings



Administrator

- There can only be one administrator per ANID
- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems.
- Creates users and assigns roles/permissions to users of the account

User

- Up to 250 user accounts can exist per ANID
- Can have different roles, which correspond to the user's actual job responsibilities
- Responsible for updating personal user information
- Can access all or only specific customers assigned by Administrator

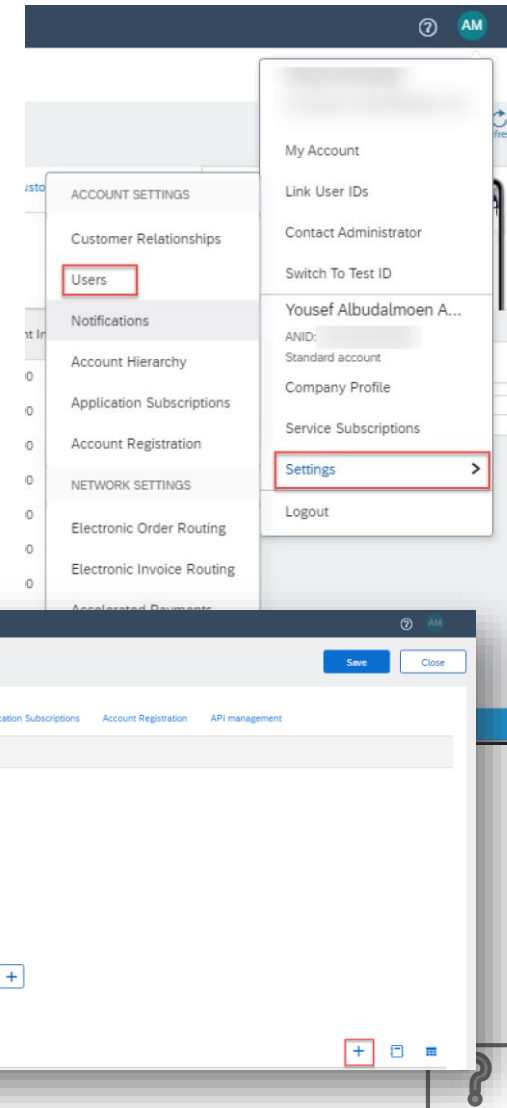


Set Up User Accounts

Create Roles and Users (Administrator Only)



1. Click on the **Users** tab under the **Settings** option under **Account Setting**. The Users page will load.
2. Click on the Create Role button in the Manage Roles section and type in the Name and a Description for the Role.
3. Add Permissions to the Role that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.
4. To Create a User Click on Create User button and add all relevant information about the user including name and contact info.
5. Select a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account



Set Up User Accounts (Modify Roles)

Create Roles and Users (Administrator Only)



1. Click on the **Account Setting** then choose **Settings**.
2. Click on Users and choose “Manage Users”
3. Tick the box for the selected user then choose “Actions” then “Edit”
4. Click on the Reset Password Button to reset the password of the user.
5. Other options from the “Action”:
6. Edit
7. Delete
8. Make Administrator

Customer Relationships **Users** Notifications Account Hierarchy Application Subscriptions Account Registration API management

Manage Roles **Manage Users**

Users (3)

☐ Enable assignment of orders to users with limited access to Ariba Network. ⓘ
☐ Require two-factor authentication (applies for all users of your organization)

Filter
Users (You can only search on one attribute at a time)
Username ▼ Enter username +

Apply Reset

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	Actions
<input type="checkbox"/>				Hamza	No	Proposals and Contracts Access		All(1)	Actions ▼
<input checked="" type="checkbox"/>				Fahad	No	Proposals and Contracts Access		All(1)	Actions ▼
<input type="checkbox"/>				Blake	No	Proposals and Contracts Access, +1		All(1)	Actions ▼

+ Add to Contact List Remove from Contact List

Actions ▼
Edit
Delete
Make Administrator

Reset Password

Edit User Save

View user information, revise role assignments, assign business units or reset user passwords. Ariba recommends only using the reset password functionality on this page when users have forgotten their password and their security question and best practice, instruct users to click Forget Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends an email to the user with instructions to specify a new password and question and answer.

Selected User Information

Username: [redacted]
Email Address: [redacted]
First Name: [redacted]
Last Name: [redacted]
Office Phone: [redacted]

☐ Do not allow the user to resend invoices to the buyer's account. ⓘ
☐ This user is the Ariba Discovery Contact ⓘ
☒ Limited access ⓘ

Reset Password

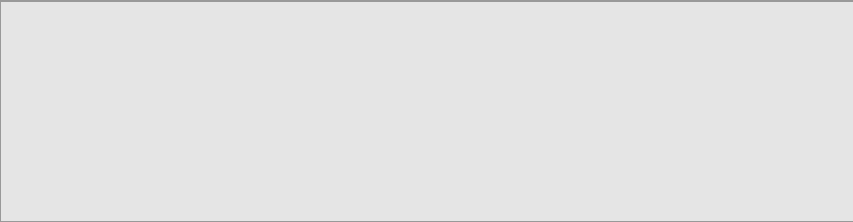
Role Assignment

Name	Description
<input checked="" type="checkbox"/> Proposals and Contracts Access	Access Proposals and Contracts
<input checked="" type="checkbox"/> Shahid	

Customer Assignment

Assign to Customer: ☒ All Customers ☐ Select Customers and Customer Groups

Save



VIEWING BUYER RULES

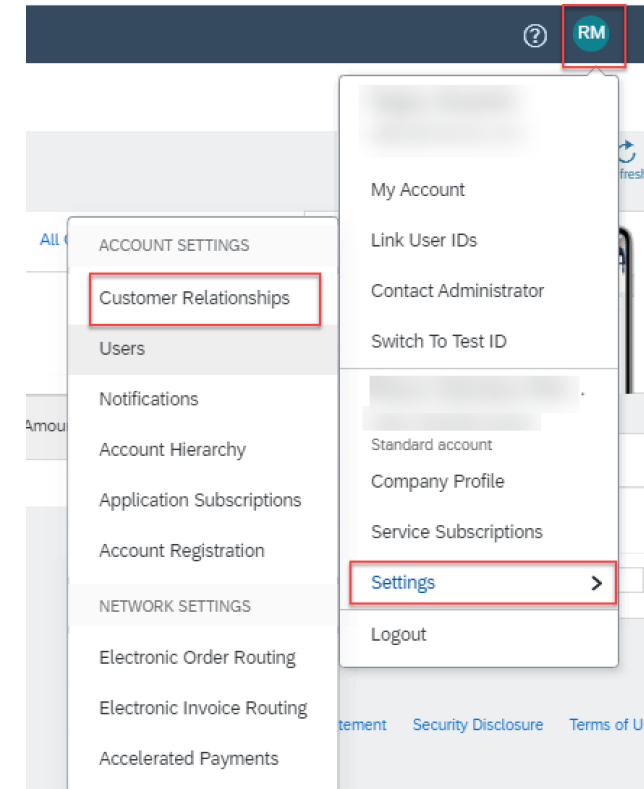


Viewing Buyer Rules



Buyer Rules are the rules that you must follow when processing documents on the Ariba Network that have been specifically set up for ADNOC

1. Click on **Account Settings**
2. Click on **Settings** then choose **Customer Relationships**



Viewing Buyer Rules



Account Settings

[Save](#)[Close](#)[Customer Relationships](#)[Users](#)[Notifications](#)[Application Subscriptions](#)[Current Relationships](#)[Potential Relationships](#)[Numbering Preferences](#)

I prefer to receive relationship requests as follows:



Automatically accept all relationship requests



Manually review all relationship requests

[Update](#)

Current

	Customer	Relationship Type	Approved Date ↓	Routing Type	
<input type="checkbox"/>	ADNOC - TEST	Trading	7 Jun 2018	Default	Actions ▼
<input type="checkbox"/>	Abu Dhabi National Oil Company - TEST	Trading	1 Mar 2018	Default	Actions ▼
<input type="checkbox"/>	Abu Dhabi National Oil Company (ADNOC)	Trading	4 Oct 2017	Default	Actions ▼

[Reject](#)

Scroll down to **Current Relationships**

3. Click on **Company Name**



Viewing Buyer Rules



Customer Details

Done

Company Profile

Company Name: ADNOC - TEST
PA
Address: AL, AL 35006
United States
Phone: +1 (001) 123456
Fax: +1 (001) 123456
URL:
Profile Last Updated: 5 Jun 2018

View all the Customer Details and Transaction Rules

Information

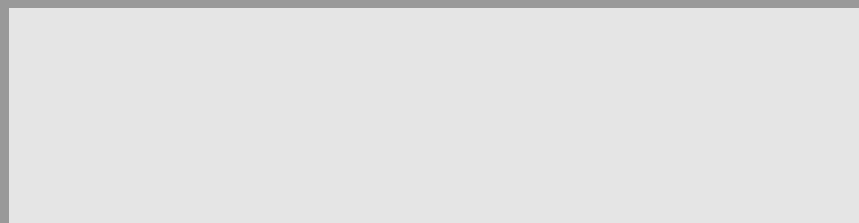
Network ID: AN01404496894-T
DUNS Number:

Additional Resources

Order Confirmation and Ship Notice Rules

Allow suppliers to confirm an order multiple times. ⓘ	No
Allow suppliers to send order confirmations for material orders. ⓘ	Yes
Allow suppliers to send order confirmations for material orders at the line-item level. ⓘ	No
Allow suppliers to reject quantities for material orders at the line-item level in order confirmations. ⓘ	Fully
Allow suppliers to send order confirmations for service orders. ⓘ	Yes
Allow suppliers to send order confirmations for service orders at the line-item level. ⓘ	No
Require suppliers to fully confirm line items before fulfillment. ⓘ	Yes
Allow suppliers to send ship notices to this account.	Yes
Allow suppliers to cancel ship notices that they create. ⓘ	No
Require delivery dates for order confirmations and ship notices.	Yes





PROCESS GUIDE

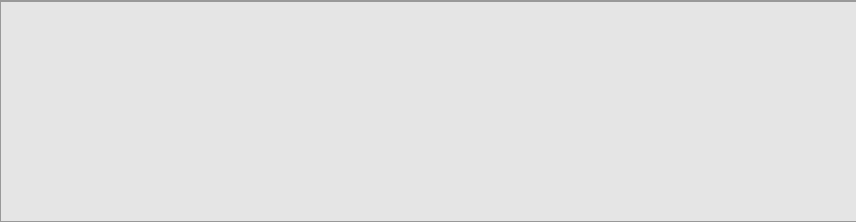




The next section includes process guides for the following documents :

- **Material PO**
- **Service PO-planned**
- **Service PO-unplanned**
- **Self billing PO**
- **Non-PO invoice**

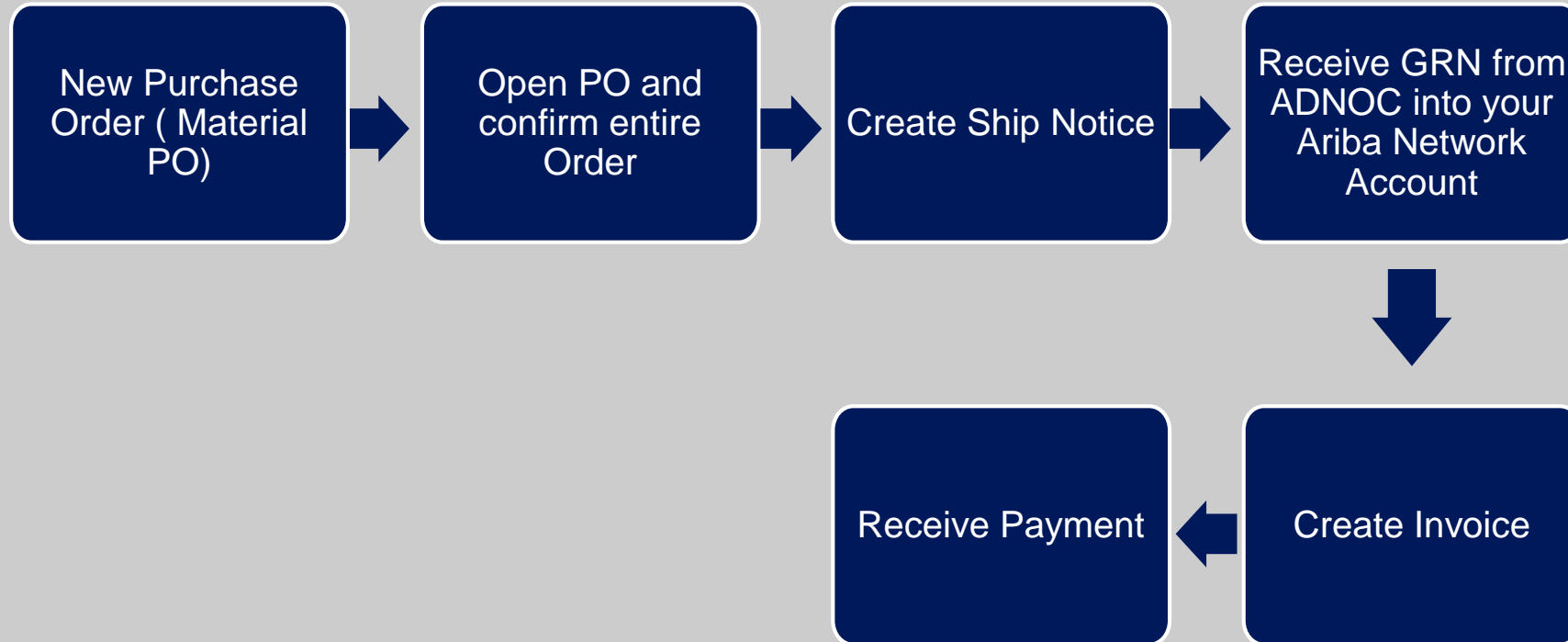




PURCHASE ORDERS



Process Flow- Material PO



Purchase Order



- The Purchase Order (PO) is the source document for the order and all subsequent documents are created from the PO.
- A PO is a commercial document issued by a buyer to a seller, indicating types, quantities, and agreed prices for products the seller will provide to the buyer.
- Receiving an Order from your buyer constitutes an offer to buy products.
- All Purchase Orders will require suppliers to create an Order Confirmation and an Advanced Ship Notice
- Note: Any field with an * is a mandatory field and a value is required to be entered.



Opening the Purchase Order



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

➤ Screen displays the list of Orders and Releases

2. Click the **Order Number** to open the order

➤ Screen displays the Purchase Order

➤ View the Purchase Order and Order Status

1

HOME **INBOX** OUTBOX CATALOGS REPORTS CSV Documents ▾

Orders and Releases Time & Expense Sheets Early Payments Scheduled Payments Remittances Inquiries Contracts More...

Orders and Releases

Orders and Releases Items to Ship

Search Filters

Orders and Releases (100+) Page 1

Type	Order Number	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Re
Order	4500001168	Abu Dhabi National Oil Company - TEST		ADNOC Head Quarters Abu Dhabi, AE United Arab Emirates	Centurions Transport LLC AE United Arab Emirates	350,000.00 AED	19 Jun 2018	Confirmed	Invoice	0.00 AED	O
Order	4500001167	Abu Dhabi National Oil Company - TEST		ADNOC Head Quarters Abu Dhabi, AE United Arab Emirates	Centurions Transport LLC AE United Arab Emirates	350,000.00 AED	18 Jun 2018	New	Invoice	0.00 AED	O

Purchase Order: 4500000707 Done

Create Order Confirmation Create Ship Notice Create Invoice Hide Print Download PDF Export cXML Download CSV Resend

Order Detail Order History

ADNOC

From:
Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335

To:
Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

Purchase Order
(New)
4500000707
Amount: 30,000.00 AED

Payment Terms
NET 30
ADNOC-Vendor-Net 30 days to pay

Routing Status: Sent

Viewing the Purchase Order Details



The Purchase Order Header displays the:

1. Purchase Order Number.
 2. Order History.
 3. Purchase Order Status (Status will change as the order is actioned. E.g. Once an Order Confirmation is created the Order Status will say Confirmed).
 - **Routing Status – Sent** implies that the Purchase order has been successfully sent from the buyers Ariba Network account to suppliers Ariba network account. The status will change to Acknowledged when the PO is actioned by the supplier.
 4. ADNOC Contact Information
 5. Other Information- **Buyer Information**- This section contains the contact details of the requestor
 6. Ship To details
 7. Bill To details
 8. Deliver To details
- Scroll down to Line Items

Create Order Confirmation | Create Ship Notice | Create Invoice | Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Order Detail | Order History **2**

ADNOC

From: Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335 **4**

To: Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae **3**

Purchase Order (New) **1**
4500000707
Amount: 30,000.00 AED

Payment Terms **1**
NET 30
ADNOC-Vendor-Net 30 days to pay

Contact Information
Supplier Address **5**
Centurions Tensport LLC
124 Hamdan street
60018 Abu Dhabi
United Arab Emirates
Email: vperumal@adnoc.ae
Phone: + () 80990703315
Fax: + () 1-
Address ID: 0010007794

Other Information
Company Code: ADN1
partyAdditionalID: 0010007794
View less >

Routing Status: Sent

Ship All Items To **6**
ADNOC Head Quarters
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Ship To Code: HD01
Phone: + () 971-2-7070000
Fax: + () 971-2-6023389

Bill To **7**
Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335

Deliver To **8**

Line Items [Show Item Details](#)

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
10	Not Available	Material	15,000 (EA)	4 Oct 2018	2,000.00 AED	30,000.00 AED	Details
Desktop Computers							

Order submitted on: Sunday 10 Jun 2018 9:05 AM GMT+04:00
Received by Ariba Network on: Sunday 10 Jun 2018 10:50 AM GMT+04:00
This Purchase Order was sent by Abu Dhabi National Oil Company (ADNOC) AN01042452178-T and delivered by Ariba Network.

Sub-total: 30,000.00 AED

Create Order Confirmation | Create Ship Notice | Create Invoice | Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Done



Viewing the Purchase Order Details- Line item Level



- 9. Click **Show Item Details** to see all line item details
- 10. Click **Details** to see individual details
- 11. Click **Done** to return to the Inbox

Reviewing a Purchase Order

Each Purchase Order that comes into the system should be reviewed to:

- Identify the items requested
- Determine whether the items are in stock
- Validate the information contained within the PO
- Review the shipping address
- Ensure that the details of items in the order are correct
- Check fields required by the business and any Comments

9

Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal
10	Not Available	Material	15,000 (EA)	4 Oct 2018	2,000.00 AED	30,000.00 AED

Desktop Computers

Order submitted on: Sunday 10 Jun 2018 9:05 AM GMT+04:00
Received by Ariba Network on: Sunday 10 Jun 2018 10:50 AM GMT+04:00
This Purchase Order was sent by Abu Dhabi National Oil Company (ADNOC) AN01042452178-T and delivered by Ariba Network.

Sub-total: 30,000.00 AED

10

Details

Create Order Confirmation

Create Ship Notice

Create Invoice

Hide

Print

Download PDF

Export cXML

Download CSV

Resend

Done

11

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal
10	Not Available	Material	15,000 (EA)	4 Oct 2018	2,000.00 AED	30,000.00 AED

Desktop Computers

Status

15,000 Unconfirmed

Control Keys

Order Confirmation: required before shipping

Ship Notice: allowed

Invoice: is not ERS Unit Price Editable

Accounting

GL Account: 0060102020

CostCenter: 0071113010

Percentage: 100.00

Schedule Lines

Schedule Line #	Delivery Date	Ship Date	Quantity (Unit)
1	4 Oct 2018 10:15 PM AMT		15,000 (EA)



Viewing PO History/Details

-Tracking errors



1

HOME **INBOX** OUTBOX CATALOGS REPORTS CSV

Orders and Releases Time & Expense Sheets Early Payments Scheduled Payments Remittances Inquiries Contracts More...

Orders and Releases

Orders and Releases Items to Ship

Search Filters

Orders and Releases (100+)

Type	Order Number	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	Settlement
Order	0001155	Abu Dhabi National Oil Company - TEST		ADNOC Head Quarters Abu Dhabi, AE United Arab Emirates	Centurions Transport LLC AE United Arab Emirates	100.00 AED	11 Jun 2018	Changed	Invoice
Order	4500001155	Abu Dhabi National Oil Company - TEST		ADNOC Head Quarters Abu Dhabi, AE United Arab Emirates	Centurions Transport LLC AE United Arab Emirates	100.00 AED	11 Jun 2018	Obsolete	Invoice

Purchase Order: 4500001155 Done

Order Detail Order History **3**

1. Click on **Inbox** tab
2. **Select the PO** and Click on the **Order Number**
3. Click on the **Order History Tab**
4. **View PO Details**

CHANGED ORDER

Purchase Order: 4500001155
Order Status: **Changed**
Submitted On: 11 Jun 2018 11:10:33 AM GMT+04:00

From Customer: Abu Dhabi National Oil Company - TEST
Routing Status: Sent

History

Status	Comments	Changed By	Date and Time
	The order was queued.	PropogationProcessor-128579045	11 Jun 2018 12:55:43 PM
Sent	The HTML order was sent to the supplier's Inbox.	ANPODispatcher-128479028	11 Jun 2018 12:55:44 PM

Line Items

Line #	Part # / Description	Customer Part #	Qty (Unit)	Need By	Price	Subtotal
10	Not Available	000000000000000411	4.000 40.000-(EA)	13 Sep 2018	10.00 AED	40.00 AED





**Order confirmation: confirm
entire order**



Order Confirmation



- **The Order Confirmation is mandatory for every purchase order received**
- Responding to an order using the Order Confirmation informs ADNOC that you **accept** all conditions on the order
- The Confirmation Number (#) is your reference number and can be any word, number, or combination of your choice. Max length is 20 characters
- Any field with an * is a mandatory field and a value is required to be entered
- The order can be confirmed in its **entirety** only
 - **Confirm Entire Order:** used to confirm all line item details of the order
- Orders can be rejected only in their entirety. Please notify the buyer if an order needs to be rejected.



Order Confirmation – Confirm Entire Order



Purchase Order: 4500000707 Done

1 Create Order Confirmation Create Ship Notice Create Invoice Hide Print Download PDF Export cXML Download CSV Resend

2 Confirm Entire Order
Update Line Items
Reject Entire Order

ADNOC

From:
Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335

To:
Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

Purchase Order
(New)
4500000707
Amount: 30,000.00 AED

Payment Terms ⓘ
NET 30
ADNOC-Vendor-Net 30 days to pay

Contact Information
Supplier Address
Centurions Transport LLC
57547
3252
United Arab Emirates
Email: vignesh.p@truspeq.com
Phone: + () 24365423
Fax:
Address ID: 0010006512

Other Information
Company Code: ADN1
partyAdditionalID: 0010006512
[View less »](#)

Routing Status: Sent

1. Click Create Order Confirmation

2. Drop down box displays available options:

- Confirm Entire Order
- Reject Entire Order

➤ Select Confirm Entire Order



Order Confirmation – Confirm Entire Order



3. Enter Confirmation #
4. Update estimated shipping and delivery dates
5. Click Next
- Screen displays the Review Order Confirmation
6. Review Confirmation
7. Click Submit

5

Confirming PO

ExitNext

1 Confirm Entire Order

2 Review Order Confirmation

3

Order Confirmation Header

* Indicates required field

Confirmation #:

Associated Purchase Order #: 4500000707

Customer: Abu Dhabi National Oil Company (ADNOC)

Supplier Reference:

Abu Dhabi National Oil Company (ADNOC) requires that you fully confirm line items before you can add them to ship notices, service sheets, or invoices. If you change or reject a line item, it cannot be added to another document.

SHIPPING AND TAX INFORMATION

4

Est. Shipping Date: *

Est. Shipping Cost:

Est. Delivery Date: *

Est. Tax Cost:

6

Confirming PO

PreviousSubmitExit

1 Confirm Entire Order

2 Review Order Confirmation

Confirmation Update

Confirmation #: 123456

Supplier Reference:

Attachments: Copy of Use Cases for supplier sessions and video guides.xlsx

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
10	Not Available Desktop Computers	15,000 (EA)	4 Oct 2018	2,000.00 AED	30,000.00 AED

Current Order Status:
15,000 Confirmed With New Date (Estimated Shipment Date: 28 Jul 2018 ; Estimated Delivery Date: 31 Aug 2018)

7

PreviousSubmitExit

?

Order Confirmation – Confirm Entire Order



8

Purchase Order: 4500000707

Done

Create Order Confirmation

Create Ship Notice

Create Invoice

Hide

Print

Download PDF

Export cXML

Download CSV

Resend

Order Detail

Order History

أدنوك
ADNOC

From:

Abu Dhabi National Oil Company (ADNOC)

Corniche Road, Al Khubeirah

898 Abu Dhabi

United Arab Emirates

Phone: + () 971-2-7070000

Fax: + () 02-7075335

To:

Centurions Transport LLC - TEST

Hamdan street

60018 Abu Dhabi

United Arab Emirates

Phone:

Fax:

Email: vperumal@adnoc.ae

9

Purchase Order

(Confirmed)

4500000707

Amount: 30,000.00 AED

- Screen returns to the Purchase Order
- Note: the Order Status has changed to Confirmed





CREATING A SHIP NOTICE



Ship Notice



- The Ship Notice is the delivery information and is sent to ADNOC to advise them of the shipment date for the materials.
- The Order must be checked to meet ADNOC's requirement prior to shipping the goods.
- The Ship Notice is not applicable to Service Orders.
- An Order Confirmation must be completed prior to the Create Ship Notice button being active
- Ship notices are mandatory for all material Purchase Orders



Opening the Purchase Order



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

➤ Screen displays the list of Orders and Releases

2. Click the **Order Number** to open the order

➤ Screen displays the Purchase Order

➤ View the Purchase Order

1

HOMEINBOXOUTBOXCATALOGSREPORTS

CSV Documents

Orders and ReleasesTime & Expense SheetsEarly PaymentsScheduled PaymentsRemittancesInquiriesContractsMore...

Orders and Releases

Orders and Releases

Items to Ship

Search Filters

Orders and Releases (100+)

Page 1

Type	Order Number	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Re
<input type="radio"/> Order	4500001168	Abu Dhabi National Oil Company - TEST		ADNOC Head Quarters Abu Dhabi, AE United Arab Emirates	Centurions Transport LLC AE United Arab Emirates	350,000.00 AED	19 Jun 2018	Confirmed	Invoice	0.00 AED	0
<input type="radio"/> Order	4500001167	Abu Dhabi National Oil Company - TEST		ADNOC Head Quarters Abu Dhabi, AE United Arab Emirates	Centurions Transport LLC AE United Arab Emirates	350,000.00 AED	18 Jun 2018	New	Invoice	0.00 AED	0



Create Full Ship Notice



1. Click Create Ship Notice.

➤ Screen displays: Ship Notice

Purchase Order: 4500000707

Done

1

Create Order Confirmation | **Create Ship Notice** | Create Invoice | Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Order Detail | Order History

أدنوك
ADNOC

From:

Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335

To:

Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

Purchase Order
(Confirmed)
4500000707
Amount: 30,000.00 AED

Create Ship Notice

Save | Exit | Next

* Indicates required field

SHIP FROM

Centurions Transport LLC - TEST [Update Address](#)

Abu Dhabi
United Arab Emirates

DELIVER TO

ADNOC Head Quarters [Update Address](#)

Abu Dhabi
United Arab Emirates

▼ Ship Notice Header

SHIPPING

Packing Slip ID: *

Invoice #:

Requested Delivery Date: --

Ship Notice Type: *

Select

TRACKING

Carrier Name:

Service Level:

?

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41

Full Ship Notice



- 2. Enter Packing Slip ID.
- 3. Enter the Ship Notice Type and Dates
- 4. If you are using a Carrier add the Tracking Number.
 - Scroll down to Line Items
- 5. Update Shipping Quantity – to reflect quantity being shipped (if required).

Create Ship Notice

SaveExitNext

* Indicates required field

SHIP FROM

Centurions Transport LLC - TESTUpdate Address

Abu Dhabi
United Arab Emirates

DELIVER TO

ADNOC Head QuartersUpdate Address

Abu Dhabi
United Arab Emirates

▼ Ship Notice Header

SHIPPING2

Packing Slip ID: *

Invoice #:

Requested Delivery Date: --

3

Ship Notice Type: *Select

TRACKING4

Carrier Name:

Service Level:

► Additional Fields

Order Items

Order #	Item	Part # / Description	Customer Part #	Qty	Unit	Need By	Ship By	Unit Price	Subtotal	Remove
4500000707	10	Not Available		15.000	EA	4 Oct 2018		2,000.00 AED	30,000.00 AED	
		Desktop Computers								
		Shipment Status								
		Total Item Due Quantity: 15.000 EA								
		Confirmation Status								
		Total Confirmed Quantity: 15.000 EA								
		Total Backordered Quantity: 0 EA								

5

Line	Ship Qty	Batch ID	Production Date	Expiry Date	
1	15.000				

Add Ship Notice Line

Add Details

↳ Add Order Line Item

?

Full Ship Notice



6. Screen returns – Ship Notice
7. Click **Next** and **Submit**
8. Screen returns - Purchase Order. Order Status has changed to Shipped

Add Order Line Item

Save

Exit

Next

7

6

Create Ship Notice

Previous

Save

Submit

Exit

Confirm and submit this document.

SHIP FROM

Centurions Transport LLC - TEST

Hamdan street
60018 Abu Dhabi
United Arab Emirates

DELIVER TO

ADNOC Head Quarters

Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates

Ship Notice Header

SHIPPING

Packing Slip ID: 123456
Invoice #: --
Requested Delivery Date: --
Ship Notice Type: Actual
Actual Shipping Date: 27 Jul 2018
Actual Delivery Date: 31 Jul 2018 12:00:00 PM

TRACKING

Carrier Name: FedEx
Tracking #: 34567
Tracking Date: --
Shipping Method: --
Service Level: --

أدنوك
ADNOC

From:
Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335

To:
Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

8

Purchase Order
(Shipped)
4500000707
Amount: 30,000.00 AED

?

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43


**BEFORE CREATING AN INVOICE, WAIT
FOR GRN (Goods Receipt) FROM
ADNOC to be delivered to your Ariba
network account**



Viewing GRN on PO



- 1. Open PO (Status is Received)
- 2. Under related documents open the GRN
- 3. View GRN which starts with the number 5



From:

Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335

To:

Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

1

Purchase Order
(Received)
4500000707
Amount: 30,000.00 AED

Payment Terms ⓘ
NET 30
ADNOC-Vendor-Net 30 days to pay

2

Routing Status: Acknowledged
Related Documents: 5000001459
123456
123456

3

Receipt: 5000001459

Print | Export cXML

Detail | History

From:

Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates

To:

Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

Receipt:

Receipt #: 5000001459
Receipt Date: 25 Jun 2018

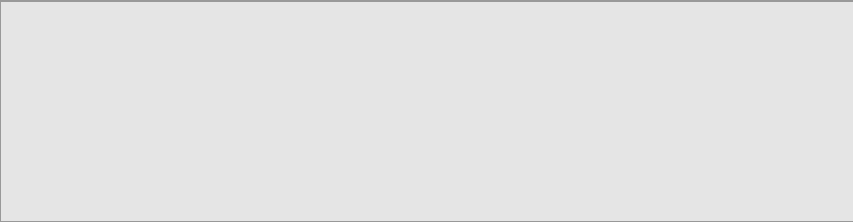
Comments
GRN-123

Routing Status: Sent
Related Documents: 4500000707

Item	Order Line Number	Part # / Description	Customer Part #	Batch #	Customer Batch #	Packing Slip ID	Packing Slip Date	Qty (Unit)	Delivery Address	Type	Unit Rate	Amount	Status
Purchase Order: 4500000707 (Closed For Receiving)													
1	10					PACKID1		15.000 EA	Not Specified	Received	2000.00 AED	30000.00 AED	

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45



Creating an invoice

Note : Before invoicing you must complete the Order Confirmation and Advanced Ship Notice and receive a Goods Receipt from ADNOC



Creating an Invoice –Material PO



In order to create an invoice, you must receive a GRN from ADNOC (Order Status is Received)

Orders and Releases (1)

Type	Order Number ↓	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	Settlement	Amount Invoiced
Order	4500000707	Abu Dhabi National Oil Company (ADNOC)		ADNOC Head Quarters Abu Dhabi, AE United Arab Emirates	Centurions Tensport LLC Abu Dhabi United Arab Emirates	30,000.00 AED	10 Jun 2018	Received	Invoice	0.00 AED

Purchase Order: 4500000707

2

Create Order Confirmation Create Ship Notice Create Invoice Hide Print Download P

Order Detail Order History

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

أدنوك

Status of the Purchase Order is now **Received** after ADNOC creates GRN

1. Open PO
2. Click on **Create Invoice-Standard Invoice**



Creating an Invoice



In order to create an invoice, you must receive a GRN from ADNOC (Order Status is Received)

Create Invoice Update Save Exit Next

▼ Invoice Header * Indicates required field Add to Header ▼

Summary

3 Phase Order: 4500000707
Invoice #: 12e567u|
Invoice Date: 25 Jun 2018
Supplier Tax ID:
Remit To: Centurions Transport LLC - TEST

Subtotal: 30,000.00 AED
Total Tax: 0.00 AED
Total Gross Amount: 30,000.00 AED
Total Net Amount: 30,000.00 AED
Amount Due: 30,000.00 AED

[View/Edit Addresses](#)

Tax ⓘ

☒ Header level tax ⓘ ☐ Line level tax ⓘ

Category: * VAT
Location:
Description:
Regime:
Date Of Pre-Payment:
Law Reference:

4

Standard Tax Selections

Sales
VAT
GST
HST
PST
QST
Usage

Taxable Amount: 30,000.00 AED
Tax Rate Type:
Rate(%):
Tax Amount:
Exempt Detail: (no value) ▼
Date Of Supply: 25 Jun 2018
☐ Triangular Transaction

Additional UAE Specific Information

5 Supplier TRN: 11111111111111
Tax Invoice Number: Aud847_fjkl|

Customer TRN: 123456789123456

Add to Header ▼

Tax
Shipping Cost
Shipping Documents
Special Handling
Additional Reference Documents and Dates
Comment
Attachment **6**

1 Line Items, 1 Included, 0 Previously Fully Invoiced

☐ Shipping Documents ☐ Special Handling ☐ Discount Add to Included Lines

Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
-------------	-----------------	----------	------	------------	----------

3. Enter Invoice Number

4. Enter Tax Information by selecting VAT as tax category and enter the Rate (%)

5. Add Tax Invoice Number (copy and paste from the invoice number). As per UAE Tax regulations TRN of both the supplier and the buyer must be visible on the invoice. You may enter the number on your company profile to ensure that the field is auto-populated.

6. Add Invoice Attachment (this is mandatory)



Creating an Invoice

In order to create an invoice, you must receive a GRN from ADNOC



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

Insert Line Item Options

☐ Tax Category:

☐ Shipping Documents

☐ Special Handling

☐ Discount

Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	10	<input checked="" type="checkbox"/>	MATERIAL	<div>12345</div>	Desktop Computers	<div>34567424</div>	<div>15</div>	<div>EA</div>	<div>2,000.00 AED</div>	30,000.00 AED

Receipt Details

Receipt #: 5000001459

Receipt Line #: 1

Update

Save

Exit

Next

Create Invoice

Previous

Save

Submit

Exit

Confirm and submit this document. It will be electronically signed according to the countries of origin and destination of invoice. The document's originating country is:United Arab Emirates. The document's destination country is:United Arab Emirates.

If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Tax Invoice

Invoice Number : 12er567uj

Invoice Date : Monday 25 Jun 2018 12:00 PM GMT+04:00

Original Purchase Order : 4500000707

Receipt : 5000001459

Subtotal : 30,000.00 AED

Total Tax : 1,500.00 AED

Total Gross Amount : 31,500.00 AED

Total Net Amount : 31,500.00 AED

Amount Due : 31,500.00 AED

REMIT TO:

Centurions Transport LLC - TEST

Postal Address:

Hamdan street

60018 Abu Dhabi

United Arab Emirates

BILL TO:

Abu Dhabi National Oil Company (ADNOC)

Postal Address:

Corniche Road, Al Khubeirah

898 Abu Dhabi

United Arab Emirates

Address ID: 1100

SUPPLIER:

UAE Address

Postal Address:

Hamdan street

60018 Abu Dhabi

United Arab Emirates

Address ID: UAE

- Update quantity if necessary
- Click **Next**
- Review and Submit

The PO status will now change to Invoiced

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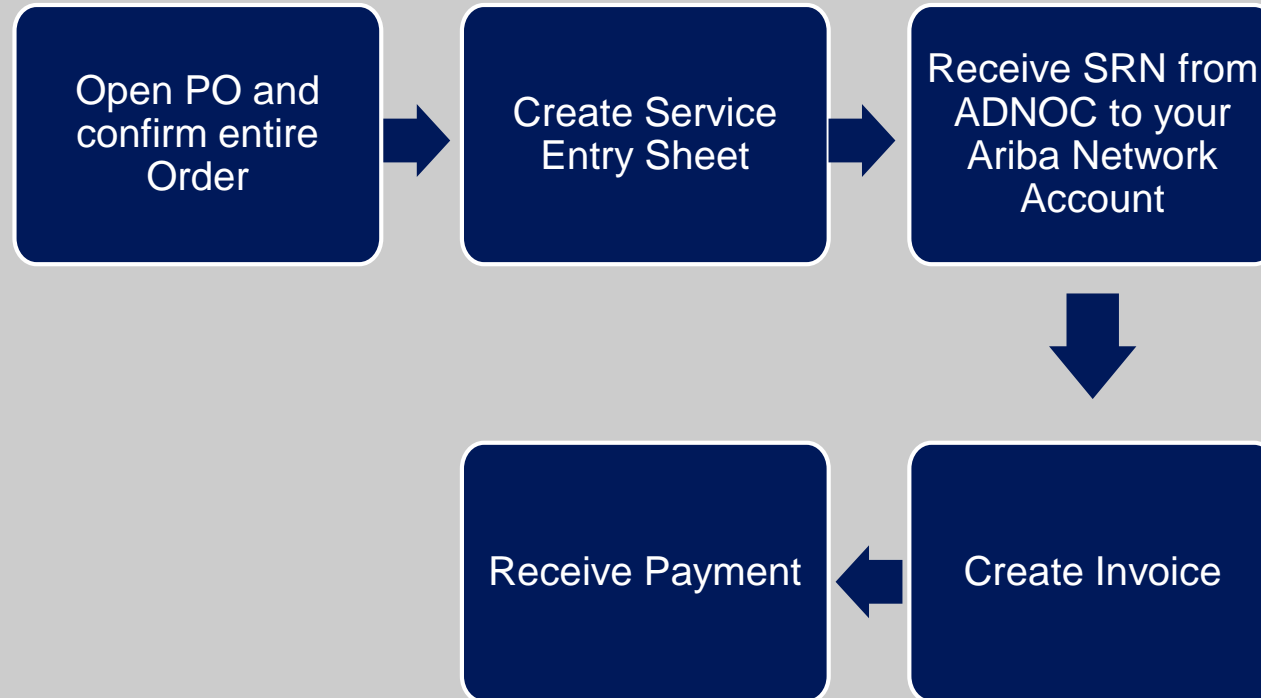
49



Processing a purchase order for a planned service



Process Flow- Service PO for Planned Service



Processing a Planned Service Purchase Order



First confirm the Purchase Order as shown in a previous section

1. After confirming the Entire Order. Click on **Create Service Sheet**
2. Enter Service Sheet Number
3. Add **attachments** such as timesheets etc (This is mandatory)

Purchase Order 4500001149 Done

Create Order Confirmation **Create Service Sheet** Create Invoice Hide Print Download PDF Export cXML Download CSV Resend

Order Detail Order History

From: Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + (971) 2 7070000

To: Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:

Purchase Order (Confirmed)
4500001149
Amount: 350,000.00 AED

Create Service Sheet Update Save Exit Next

Service Sheet Header * Indicates required field Add to Header Routing Status: Acknowledged
Related Documents: fdgfd

Summary

Purchase Order: 450001149
Service Sheet #:
Service Sheet Date: 24 Jun 2018

Subtotal: 350,000.00 AED
Service Start Date:
Service End Date:

Additional Fields

Supplier Reference:
From: Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates

To: Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates

*Attachments
The total size of all attachments cannot exceed 10MB Remove

Choose File No file chosen Add Attachment

Name	Size (bytes)	Content Type
<input type="checkbox"/> Copy of Use Cases for supplier sessions and video guides.xlsx	12320	application/vnd.openxmlformats-officedocument.spreadsheetml.sheet



Processing a Planned Service Purchase Order



4. Enter Line item detail information
5. Enter **start and end date** (must be in the past)
6. Click on **Next**
7. Review and **Submit**

Service Entry Sheet Lines

Line #	Part # / Description	Contract #	
▼ 00010	Test Service	Add	

Include	Part # / Description	Type	Item Type	Qty / Unit	Price	Subtotal	
<input type="checkbox"/>	<input type="text"/>	Service	Planned	1	C62100,000.00 AED	100,000.00 AED	Delete
<input type="text" value="Training"/>							

SERVICE PERIOD

Start Date: * End Date: *

I Required Field I Required Field

PRICING DETAILS

Price Unit: C62 Price Unit Quantity: 1
Unit Conversion: 1 Description:

COMMENTS

Add Comments:

Buttons: [Update](#) [Save](#) [Exit](#) [Next](#) [Previous](#) [Save](#) [Submit](#) [Exit](#)

Create Service Sheet

Confirm and submit this document.

Service Sheet
1245328rtyu
Date: 24 Jun 2018
Purchase Order: 4500001149
Subtotal: 350,000.00 AED

Subtotal: 350,000.00 AED

From
Centurions Transport LLC - TEST
Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates

To
Abu Dhabi National Oil Company (ADNOC)
Abu Dhabi National Oil Company - TEST
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Address ID: 1100



BEFORE CREATING AN INVOICE, WAIT FOR SRN (SERVICE RECEIPT) FROM ADNOC TO BE DELIVERED TO YOUR Ariba NETWORK ACCOUNT




Viewing SRN on PO



- 1. Open PO
- 2. Under related documents open the SRN
- 3. View SRN which starts with the number 5

1



From:
Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335

To:

Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

Purchase Order

(Received)
4500000707
Amount: 30,000.00 AED

Payment Terms ⓘ
NET 30
ADNOC-Vendor-Net 30 days to pay

Contact Information
Supplier Address

2

Routing Status: Acknowledged

Related Documents: 5000001459

123456

123456

3

Receipt: 5000001459

Print | Export cXML

Detail | History

From:

Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates

To:

Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

Receipt:

Receipt #: 5000001459
Receipt Date: 25 Jun 2018

Comments

GRN-123

Routing Status: Sent

Related Documents: 4500000707

Item	Order Line Number	Part # / Description	Customer Part #	Batch #	Customer Batch #	Packing Slip ID	Packing Slip Date	Qty (Unit)	Delivery Address	Type	Unit Rate	Amount	Status
Purchase Order: 4500000707 (Closed For Receiving)													
1	10					PACKID1		15.000 EA	Not Specified	Received	2000.00 AED	30000.00 AED	

Note: When the Service entry sheet is created and submitted to ADNOC, it is reviewed and approved. Only once approved the above SRN document will be visible. This process is not automated.

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55



Creating an invoice

Note : Before invoicing you must complete the Order Confirmation and Service Entry Sheet and receive an SRN from ADNOC



Creating an Invoice



1. Open PO
2. Under related documents open the GRN if needed
3. Click on **Create Invoice- Standard Invoice**


1

Purchase Order: 4200001084 Done

3

Create Order Confirmation Create Service Sheet **Create Invoice** Hide Print Download PDF Export cXML Download CSV Resend

Order Detail Order History

ADNOC 

From:
Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335

To:
Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

Purchase Order
(Serviced)
4200001084
Amount: 245,000.00 AED

2

Payment Terms i
NET 30
ADNOC-Vendor-Net 30 days to pay

Routing Status: Acknowledged
Related Documents: SES-0005
☒ CONF-0003



Creating an Invoice

Create Invoice

Update

Save

Exit

Next

▼ Invoice Header

* Indicates required field

Add to Header ▼

Summary

4 Purchase Order: 4200001084
Invoice #:
Invoice Date: 25 Jun 2018
Supplier Tax ID:
Remit To: Centurions Transport LLC - TEST
Abu Dhabi
United Arab Emirates
Bill To: Abu Dhabi National Oil Company (ADNOC)
Abu Dhabi
United Arab Emirates

Subtotal: 250,000.00 AED
Total Tax: 0.00 AED
Total Gross Amount: 250,000.00 AED
Total Net Amount: 250,000.00 AED
Amount Due: 250,000.00 AED

View/Edit Addresses

Tax

☒ Header level tax ☐ Line level tax

5 Category: Sales Tax
Location:
Description:
Regime:
Standard Tax Selections
Sales
VAT
GST
HST
PST

Taxable Amount: 250,000.00 AED
Tax Rate Type:
Rate(%):
Tax Amount:

Remove

Additional UAE Specific Information

6 Supplier TRN: 11111111111111
Invoice Number:
Customer TRN: 123456789123456

Additional UAE Specific Information

Supplier TRN: 11111111111111
Tax Invoice Number:
Customer TRN: 123456789123456

Add to Header ▼
Tax
Shipping Cost
Shipping Documents
Special Handling
Additional Reference Documents and Dates
Comment
Attachment
Part # Description Customer Part # Quantity



4. Enter Invoice Number
5. Enter Tax Information by selecting VAT as tax category and enter the Rate (%)
6. Add Tax Invoice Number (copy and paste from the invoice number)
7. Add Invoice Attachment (this is mandatory)



Creating an Invoice



8. Review line items and click **Next**
9. Review and Submit
- The PO status will now change to Invoiced

Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category:

☐ Discount

Add to Included Lines

<input type="checkbox"/>	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>		SERVICE		Training		1	C62	250,000.00 AED	250,000.00 AED
<div>Service Sheet Details<div>Service Sheet #: SES-0005</div><div>Service Line #: 1</div></div> <div>Pricing Details<div>Price Unit: C62</div><div>Unit Conversion: 1</div><div>Price Unit Quantity: 1</div><div>Description:</div></div> <div>Service Period<div>Service Start Date: 17 Jun 2018</div><div>Service End Date: 22 Jun 2018</div></div> <div><div>Line Item Actions</div><div>Delete</div><div>Add</div></div>									

8

UpdateSaveExitNext

Create Invoice

9

PreviousSaveSubmitExit

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

Tax Invoice

Invoice Number : 12er567uj

Invoice Date : Monday 25 Jun 2018 12:00 PM GMT+04:00

Original Purchase Order : 4500000707

Receipt : 5000001459

Subtotal : 30,000.00 AED

Total Tax : 1,500.00 AED

Total Gross Amount : 31,500.00 AED

Total Net Amount : 31,500.00 AED

Amount Due : 31,500.00 AED

REMIT TO:

Centurions Transport LLC - TEST

Postal Address:
Hamdan street
60018 Abu Dhabi
United Arab Emirates

BILL TO:

Abu Dhabi National Oil Company (ADNOC)

Postal Address:
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Address ID: 1100

SUPPLIER:

UAE Address

Postal Address:
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Address ID: UAE

?

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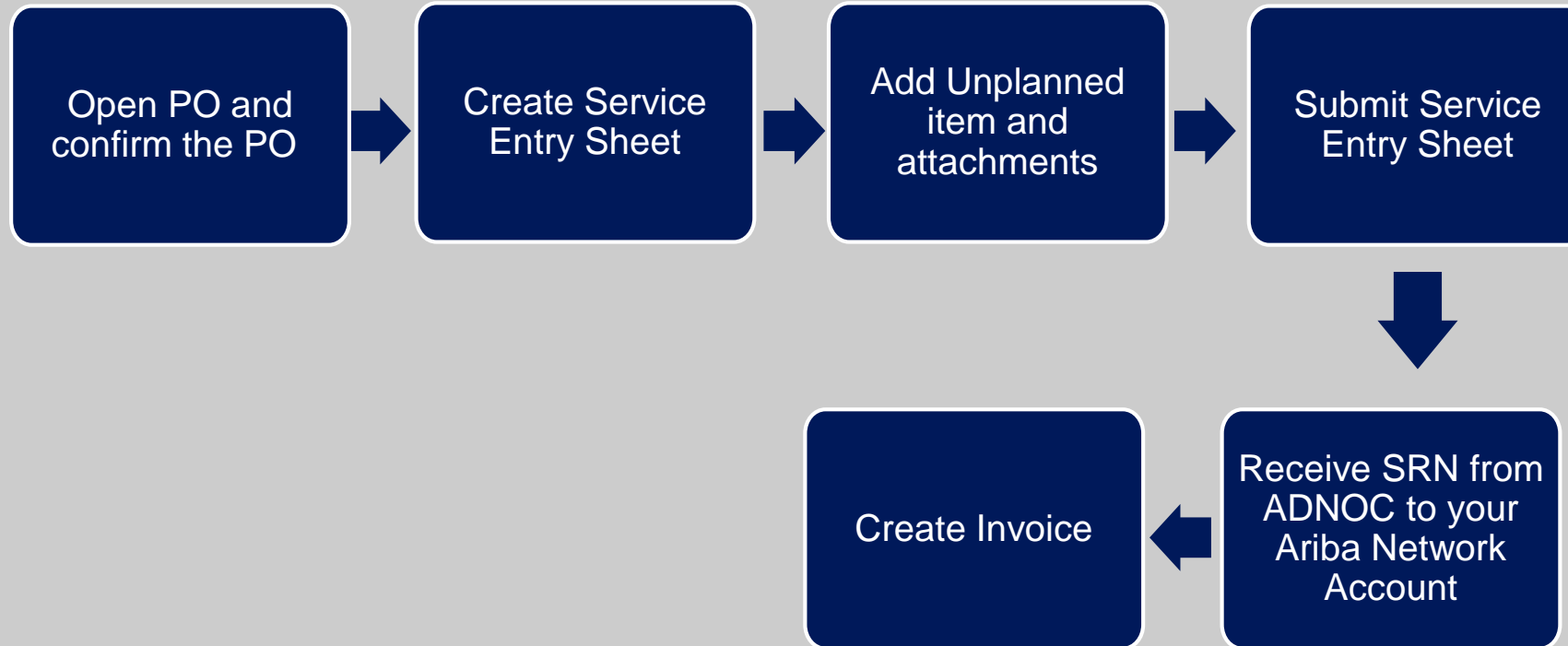
59



Processing an UN-PLANNED SERVICE PURCHASE ORDER



Process Flow- Service PO for Un-Planned Service



Processing a Purchase for an Un-planned Service



First confirm the Purchase Order as shown in a previous section

1. After confirming the entire order click on **Create Service Sheet**
2. Enter Service Sheet Number
3. Add **attachments** such as timesheets etc (This is mandatory)
4. Add **Unplanned item**

Purchase Order: 4200001066 Done

Create Order Confirmation 1 **Create Service Sheet** Create Invoice Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Order Detail Order History

أدنوك
ADNOC

From: Abu Dhabi National Oil Company (ADNOC) To: Centurions Transport LLC - TEST

Update Save Exit Next

Purchase Order (Confirmed)
4200001066
Amount: 30,000.00 AED

Create Service Sheet

▼ Service Sheet Header * Indicates required field Add to Header ▼

Summary

2 Purchase Order: 4200001066
Service Sheet #:
Service Sheet Date: 24 Jun 2018

3 ***Attachments**
The total size of all attachments cannot exceed 10MB Remove
Choose File No file chosen **Add Attachment**

Name	Size (bytes)	Content Type
<input type="checkbox"/> Copy of Use Cases for supplier sessions and video guides.xlsx	12320	application/vnd.openxmlformats-officedocument.spreadsheetml.sheet

Service Entry Sheet Lines

Line #	Part # / Description	Contract #
00010	Consultancy Services	4700000107

4 **Add ▼**
Add Contract/Catalog Item
Add Unplanned Item

?

Processing a Purchase for an Un-planned Service



5. Enter Information about the unplanned service (Description, quantity, price and unit)
6. Enter **Start date and end date** (must be in the past)
7. Click on **Next**
8. Review and Submit

00010 Consultancy Services
4700000107
Add ▼

Include	Part # / Description	Type	Item Type	Qty / Unit	Price	Subtotal
<input type="checkbox"/>	<input type="text"/>	Service	Unplanned	1	<input type="text"/>	<input type="text"/>
Delete						

CONTRACT DETAILS

Contract #: 4700000107

SERVICE PERIOD

Start Date: * End Date: *

Update
Save
Exit
Next

Previous
Save
Submit
Exit

Create Service Sheet

Confirm and submit this document.

Service Sheet
1432wegq
Date: 24 Jun 2018
Purchase Order: 4200001066
Subtotal: 10,000.00 AED

From
Centurions Transport LLC - TEST
Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates

Attachments
Copy of Use Cases for supplier sessions and video guides.xlsx (application/vnd.openxmlformats-officedocument.spreadsheetml.sheet)

Subtotal: 10,000.00 AED

To
Abu Dhabi National Oil Company (ADNOC)
Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Address ID: 1100

?

BEFORE CREATING AN INVOICE, WAIT FOR SRN (SERVICE RECEIPT) FROM ADNOC TO BE DELIVERED TO YOUR Ariba NETWORK ACCOUNT



Viewing SRN on PO



- 1. Open PO
- 2. Under related documents open the SRN
- 3. View SRN which starts with the number 5

1



From:
Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335

To:
Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

Purchase Order
(Received)
4500000707
Amount: 30,000.00 AED

Payment Terms ⓘ
NET 30
ADNOC-Vendor-Net 30 days to pay

Contact Information
Supplier Address

2

Routing Status: Acknowledged
Related Documents: 5000001459
123456
123456

3

Receipt: 5000001459

Print | Export cXML

Detail History

From:
Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates

To:
Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

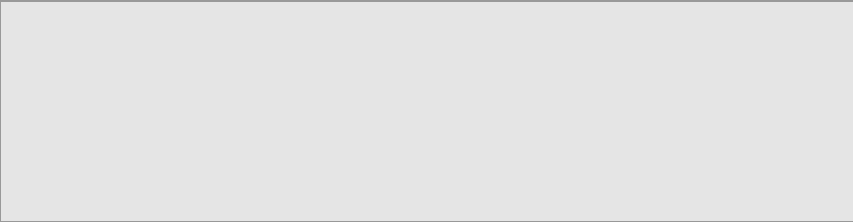
Receipt:
Receipt #: 5000001459
Receipt Date: 25 Jun 2018

Comments
GRN-123

Routing Status: Sent
Related Documents: 4500000707

Item	Order Line Number	Part # / Description	Customer Part #	Batch #	Customer Batch #	Packing Slip ID	Packing Slip Date	Qty (Unit)	Delivery Address	Type	Unit Rate	Amount	Status
Purchase Order: 4500000707 (Closed For Receiving)													
1	10					PACKID1		15.000 EA	Not Specified	Received	2000.00 AED	30000.00 AED	





Creating an invoice

Note : Before invoicing you must complete the Order Confirmation and Service Entry Sheet and receive an SRN from ADNOC



Creating an Invoice



1. Open PO
2. Under related documents open the SRN if needed
3. Click on **Create Invoice- Standard Invoice**


1

Purchase Order: 4200001084 Done

3

Create Order Confirmation Create Service Sheet **Create Invoice** Hide Print Download PDF Export cXML Download CSV Resend

Order Detail Order History

ADNOC 

From:
Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335

To:
Centurions Transport LLC - TEST
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Phone:
Fax:
Email: vperumal@adnoc.ae

Purchase Order
(Serviced)
4200001084
Amount: 245,000.00 AED

2

Payment Terms i
NET 30
ADNOC-Vendor-Net 30 days to pay

Routing Status: Acknowledged
Related Documents: SES-0005
☒ CONF-0003



Creating an Invoice

Create Invoice

Update

Save

Exit

Next

▼ Invoice Header

* Indicates required field

Add to Header ▼

Summary

4 Purchase Order: 4200001084
Invoice #:
Invoice Date: 25 Jun 2018
Supplier Tax ID:
Remit To: Centurions Transport LLC - TEST
Abu Dhabi
United Arab Emirates
Bill To: Abu Dhabi National Oil Company (ADNOC)
Abu Dhabi
United Arab Emirates

Subtotal: 250,000.00 AED
Total Tax: 0.00 AED
Total Gross Amount: 250,000.00 AED
Total Net Amount: 250,000.00 AED
Amount Due: 250,000.00 AED

View/Edit Addresses

Tax

☒ Header level tax ☐ Line level tax

5 Category: Sales Tax
Location:
Description:
Regime:
Standard Tax Selections
Sales
VAT
GST
HST
PST

Taxable Amount: 250,000.00 AED
Tax Rate Type:
Rate(%):
Tax Amount:

Remove

Additional UAE Specific Information

Supplier TRN: 11111111111111
Tax Invoice Number:
Customer TRN: 123456789123456

Additional UAE Specific Information

Supplier TRN: 11111111111111
Tax Invoice Number:
Customer TRN: 123456789123456

Add to Header ▼
Tax
Shipping Cost
Shipping Documents
Special Handling
Additional Reference Documents and Dates
Comment
Attachment
Part # Description Customer Part # Quantity



4. Enter Invoice Number
5. Enter Tax Information by selecting VAT as tax category and enter the Rate (%)
6. Add Tax Invoice Number (copy and paste from the invoice number)
7. Add Invoice Attachment (this is mandatory)



Creating an Invoice



8. Review line items and click **Next**
9. Review and Submit
- The PO status will now change to Invoiced

Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category:

☐ Discount

Add to Included Lines

<input type="checkbox"/>	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>		SERVICE		Training		1	C62	250,000.00 AED	250,000.00 AED
<div>Service Sheet Details<div>Service Sheet #: SES-0005</div><div>Service Line #: 1</div></div> <div>Pricing Details<div>Price Unit: C62</div><div>Unit Conversion: 1</div><div>Price Unit Quantity: 1</div><div>Description:</div></div> <div>Service Period<div>Service Start Date: 17 Jun 2018</div><div>Service End Date: 22 Jun 2018</div></div> <div><div>Line Item Actions</div><div>Delete</div><div>Add</div></div>									

8

UpdateSaveExitNext

Create Invoice

9

PreviousSaveSubmitExit

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

Tax Invoice

Invoice Number : 12er567uj

Invoice Date : Monday 25 Jun 2018 12:00 PM GMT+04:00

Original Purchase Order : 4500000707

Receipt : 5000001459

Subtotal : 30,000.00 AED

Total Tax : 1,500.00 AED

Total Gross Amount : 31,500.00 AED

Total Net Amount : 31,500.00 AED

Amount Due : 31,500.00 AED

REMIT TO:

Centurions Transport LLC - TEST

Postal Address:
Hamdan street
60018 Abu Dhabi
United Arab Emirates

BILL TO:

Abu Dhabi National Oil Company (ADNOC)

Postal Address:
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Address ID: 1100

SUPPLIER:

UAE Address

Postal Address:
Hamdan street
60018 Abu Dhabi
United Arab Emirates
Address ID: UAE

?

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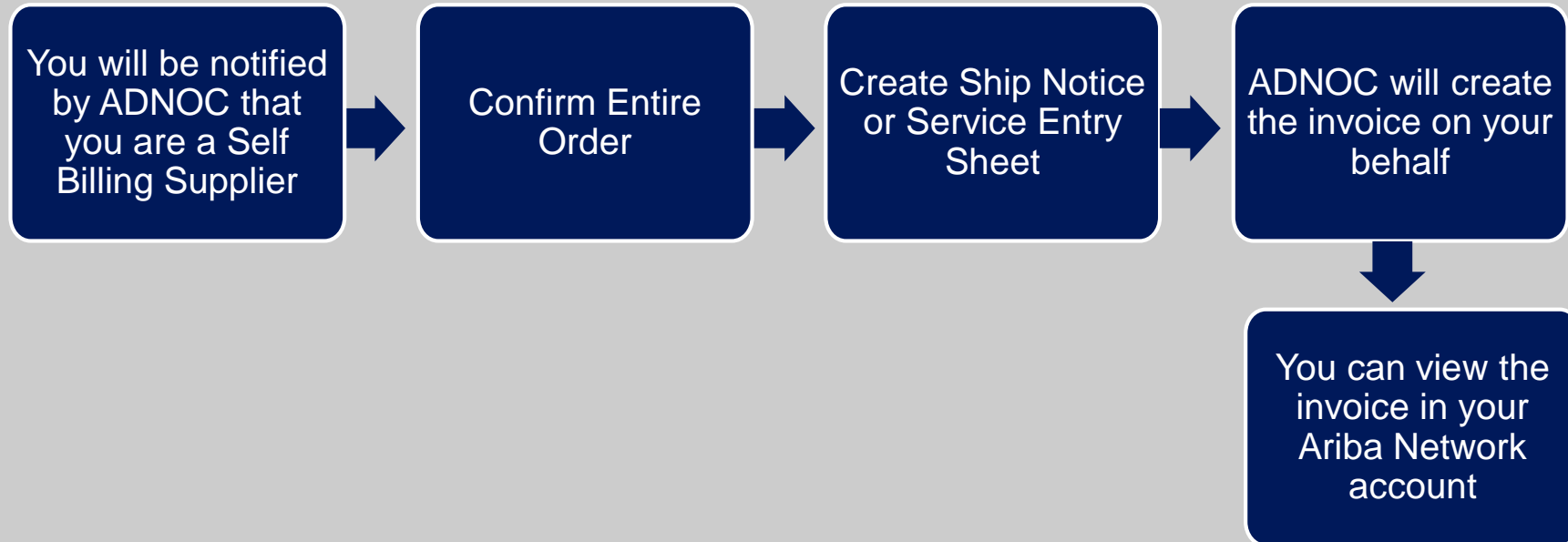
69



SELF BILLING PURCHASE ORDER



Process Flow- ERS



Self Billing



Other Information

Company Code: ADN1

[View more »](#)


Ship All Items To

ADNOC Head Quarters
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Ship To Code: HQ01
Phone: + () 971-2-7070000
Fax: + () 971-2-6023389

Bill To

Abu Dhabi National Oil Company (ADNOC)
Corniche Road, Al Khubeirah
898 Abu Dhabi
United Arab Emirates
Phone: + () 971-2-7070000
Fax: + () 02-7075335


Deliver To

 Invoicing is not possible for one or more line items. Click on the line item's warning icon to find out why.

Line Items

[Show Item Details](#)



Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
 10	Not Available	Material Invoicing not possible	10.000 (EA)	4 Oct 2018	700.00 AED	7,000.00 AED	Details

Laser Printers

Order submitted on: Sunday 10 Jun 2018 9:08 AM GMT+04:00

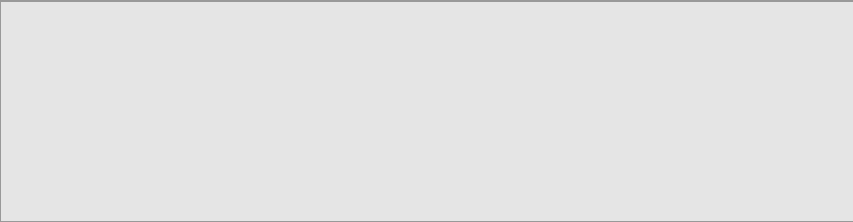
Received by Ariba Network on: Sunday 10 Jun 2018 10:53 AM GMT+04:00

This Purchase Order was sent by Abu Dhabi National Oil Company (ADNOC) AN01042452178-T and delivered by Ariba Network.

Sub-total: 7,000.00 AED

- If you have been identified/ notified as a Self Billing Supplier, you must perform the following actions:
 - For Services :** You must create an Order confirmation and a Service Entry Sheet as shown in the previous sections
 - For Materials :** You must create an Order confirmation and a Ship Notice Sheet as shown in the previous sections
- Additionally, you will see the **highlighted message** on the Purchase Order and the **Order Status** will be **Invoiced once ADNOC creates the Invoice on your behalf**
- Click on the icon for more information

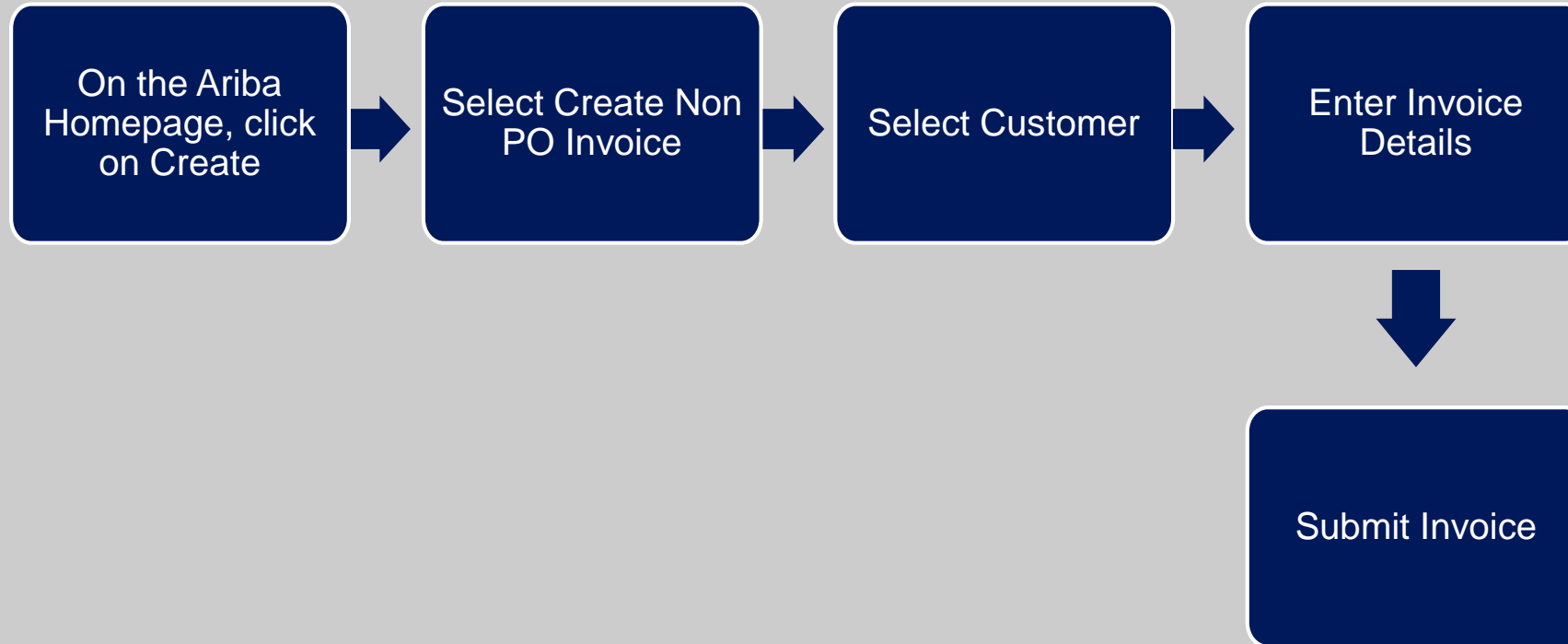




CREATING A NON- PO INVOICE



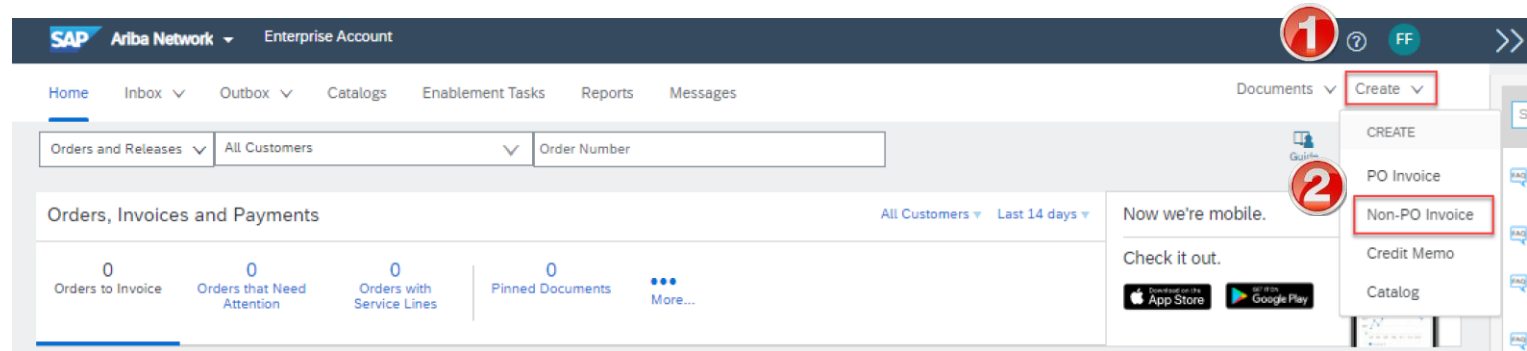
Process Flow- Create Non –PO Invoice



Creating a Non-PO Invoice



1. On the Homepage, click **Create**
2. Click the **Non –PO Invoice**
3. Select Customer
4. Click **Next**



4

Next

Exit

Create Non-PO Invoice

For a trading relationship already on Ariba Network

3

Customer: Abu Dhabi National Oil Company (ADNOC) ▾

Type of Invoice: ☒ Standard Invoice ☐ Credit Memo

For a new trading relationship

You can create a non-PO invoice for a buying organization with whom you want to establish a trading relationship and transact on Ariba Network. To create a [More Invoice New Customer](#) (Requires Customer Code)

Next

Exit



Creating a Non-PO Invoice



5. Add Invoice Number

- 5.1: In the “Choose Address” field, depending on the group company please select the correct ADNOC address.

6. Under Tax select tax category – VAT and input Rate (%)

7. Add to header the softcopy of the invoice as an attachment (This is mandatory)

8. Enter Tax invoice Number which can be copied and pasted from the invoice number

Create Invoice

Update

Save

Exit

Next

▼ Invoice Header

* Indicates required field

Add to Header ▼

Summary

5

Invoice #: 12324536sd

Invoice Date: 24 Jun 2018

Supplier Tax ID:

Remit To: Centurions Transport LLC - TEST

Abu Dhabi
United Arab Emirates

Choose Address: ER3CLNT330

Bill To: ADNOC Head Quarters

Abu Dhabi
United Arab Emirates

Subtotal: 0.00 AED
Total Tax: 0.00 AED
Total Gross Amount: 0.00 AED
Total Net Amount: 0.00 AED

View/Edit Addresses

Choose Address: 1_ADNOC_HQ

Bill To: 1_ADNOC_HQ

2_ADNOC_DHAFA

3_ADNOC_YASAT

4_ADNOC_SOUR_GAS

5_ADNOC_INDUSTRIAL_GASES

6_ADNOC_LNG

7_ADNOC_DRILLING

Information

Customer Order #:

Sales Order #:

hq

Additional UAE Specific Information

Supplier TRN: 11111111111111

Tax Invoice Number: 23568980909

8

Tax ⓘ

Header level tax ⓘ

Line level tax ⓘ

6

* Sales Tax

Location:

Description:

Regime:

Standard Tax Selections

Sales

VAT

GST

HST

PST

QST

Amount: 0.00 AED

Type:

Rate(%):

Amount:

Shinnina

Add to Header ▼

7

Tax

Shipping Cost

Shipping Documents

Special Handling

Payment Term

Additional Reference Documents and Dates

Comment

Attachment

Part #

Description



Creating a Non-PO Invoice



9. Click on **Add**
 - Select materials or services
 10. Add additional information about the material or service (Part number, quantity, price and unit)
 11. Click on **Next**
- Review and Submit

Line Items

Insert Line Item Options

☐ Tax Category: ☐ Discount

No.	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
No item selected										

Line Items

Insert Line Item Options

☐ Tax Category: ☐ Shipping Documents ☐ Special Handling ☐ Discount

No.	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1		<input checked="" type="checkbox"/>	MATERIAL	1232567	Printers	45326890	10	1		

Create Invoice

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

Tax Invoice

Invoice Number : 244ewaj21
Invoice Date : Sunday 24 Jun 2018 1:19 PM GMT+04:00

Subtotal : 10,000.00 AED
Total Tax : 500.00 AED
Total Gross Amount : 10,500.00 AED
Total Net Amount : 10,500.00 AED
Amount Due : 10,500.00 AED





Supplier Information Portal

PUBLIC

Supplier Information Portal

In the Supplier Information Portal you will find all documents that will help you transact with your customers along with detailed guides on how to process documents from your customer and how to navigate your Ariba account. In addition, you will be able to find all the support channels that you can connect with from the customer side and SAP Ariba Side.

To locate the reference document your customer uploaded to the Supplier Information Portal:

1. Log in to your Ariba Account
2. Click the icon in the upper right corner of the application.
3. Select Customer Relationships.
4. In the Current section, click Supplier Information Portal next to your customer's name.

Current Relationships Potential Relationships

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests ☐ Manually review all relationship requests

Update

Current (1) Pending (0) Rejected (0)

Current Customers

Filter

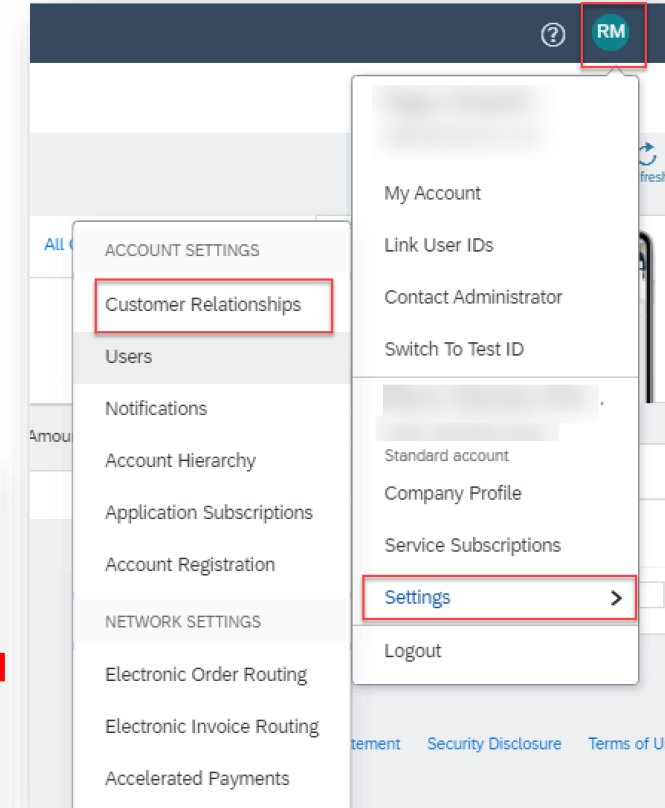
Customers

Enter customer name or Network ID +

Apply Reset

<input type="checkbox"/>	Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal	Routing Type	Actions
<input type="checkbox"/>	Your Customer	AN01402516569	Trading	13 Oct 2019	Link	Default	Actions ▾

Reject



Supplier Information Portal

5. The Supplier Information Portal will take you to below page where you can find all the guides/support channels you need to transact with your customers.

[Supplier Information Portal link](#)

Scroll to Top



Welcome to the Abu Dhabi National Oil Company (ADNOC) Supplier Information Portal



Welcome to the Supplier Information Portal that provides information for all suppliers conducting business with ADNOC. For your organization, this means the traditional way of transacting with us is changing fundamentally. On this site you will find information regarding the transformation, as well as, a number of tools to help answer any of the questions you may have.

What information are you looking for?



Buyer Letter

Buyer introduction to the new way of conducting business over the Ariba Network.



Supplier Information Session

Review a recording introducing you to our Ariba Network Initiative and all its details.

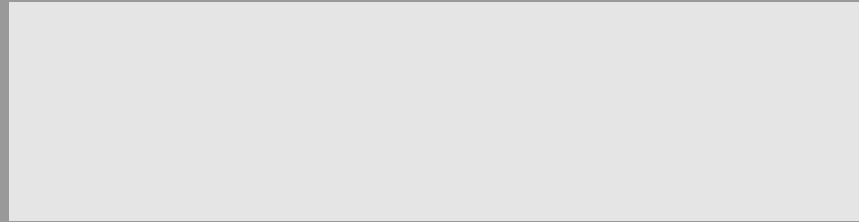


Ariba Network General Resources

General resources for suppliers transacting using the Ariba Network.

[Ariba Network Introductory Video](#)

[Subscriptions and Pricing](#)



Help center and support information



Help And Support Centre



- On top right side, click on “Help Center”
- Click on “Support”



Help And Support Centre



- Write what you need help with in the given box
- If you can't find what you are looking for, you can get help by email or by phone

Ariba Exchange User Community

Search...

Home | Learning | Support

Support Center

Ask Community

I need help with

Suggested Solutions

- FAQ How do I submit an invoice?
- About PO-based invoices
- FAQ If I have already invoiced my purchase order once, how do I invoice for the remaining amount?
- FAQ Why isn't the Create Invoice option available on my purchase order?
- FAQ How do I add a new customer?

Can't find what you are looking for? Let us help you.

Choose your communication preference:

- ☒ Get help by email
- ☐ Get help by live chat
- ☒ Get help by phone
- ☐ Attend a live webinar

Estimated wait in minutes: 2

Common Troubleshooting Tags

- Supplier subscription fees
- Light accounts
- Search invoices
- Proposals
- Customer relationships
- Contact account administrator
- Invoice rejection messages
- My account
- Error messages
- Event content
- Search purchase orders
- Create PO invoice
- View home dashboard
- Invoice status
- Spotlight

trust.ariba.com

Information and latest notifications about product issues and planned downtime.

[Check status](#)



Help And Support Centre



- If you chose to get help by email/phone, you need to fill in all mandatory fields marked as “*” in below form then press submit.
- You will receive an email/phone call shortly to assist you with your issue.

Ariba Exchange User Community [Logout](#)

Search... [Home](#) | [Learning](#) | [Support](#)

SAP Ariba Email Support

☐ A response from a Procurement Operations Specialist may take 24 to 48 hours. Please add customer_support_ar_update@sap.com to your Safe Sender List. For a faster response, choose phone support.

Problem Description

Short Description: *

Problem Type: *

Details: *

For fast resolution, please include all relevant details in your case. For example:

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue.

File Attachment 1: No file chosen

PO/Invoice Number:

Contact Information

First Name: *

Last Name: *

User ID:

Company: *

Email: *

Phone: Country: *

Country Code: ### Area Code: Number: * Extension:

Confirm Number: *

* ☐ My phone number is correct.

☐ Do not record this phone call.

Ariba Network ID: *

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

* ☐ I agree

* Required Fields

Ariba Exchange User Community [Logout](#)

Search... [Home](#) | [Learning](#) | [Support](#)

SAP Ariba Phone Support

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

Problem Description

Short Description: *

Contact Information

First Name: *

Last Name: *

User ID:

Company: *

Email: *

Phone: Country: *

Country Code: ### Area Code: Number: * Extension:

Confirm Number: *

* ☐ My phone number is correct.

☐ Do not record this phone call.

Ariba Network ID: *

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

* ☐ I agree

* Required Fields

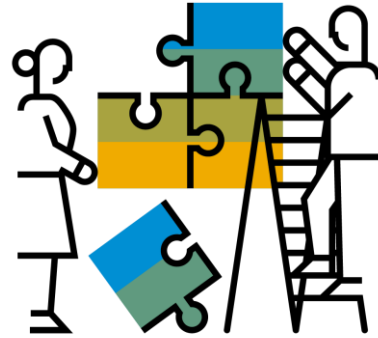
SAP Ariba

Only content authored by Ariba Documentation is the official Product Documentation of Ariba.

[Community Privacy Policy](#) | [Participation Agreement](#) | [Security Disclosure](#) | [Legal Notices](#)



Contact us



Business related questions?

supplierenablement@adnoc.ae

System related questions? Requests for Integration?

[Ariba Support](#)

Enablement Help Desk

- Account creation
- Assistance creating first invoice
- Configure your settings

Customer Support

- User role changes
- Password resets
- 'How to' Help
- Access help directly from your AN account (live chat, email, call back feature) - [SAP Ariba Customer Support](#)

“A Day in the Life”: Supplier with SAP Ariba

Available in English, German and French

English link: <https://www.youtube.com/watch?v=RIzIWhmxtzU>

German link: <https://www.youtube.com/watch?v=N0O0ACAU92g>

French link: https://youtu.be/6NdcD_Rt_2A

Check out our website and our YouTube channel for more information!

- <http://www.ariba.com/suppliers/ariba-network-for-suppliers>
- <https://www.youtube.com/user/AribaSpendManager/videos>

Thank you.