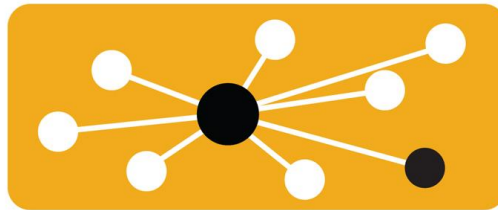
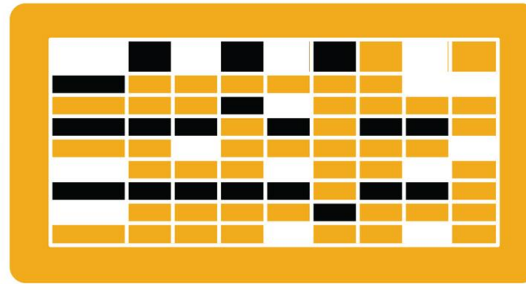


# Ariba® Network Supplier Guide



**SAP Ariba** 

Get Started 

# Using This Guide

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

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
- Using the bookmark panel to the left

This button will take you back to the previous page

This button will take you to the next step



This button will return you to the beginning of the section, or skip back between sections

The HOME button will return you to the Guide Contents page

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.

Tabs in the lower left corner link out to our Community Support pages. Look for these to answer your most common questions.



# HOME – Table of Contents

---

**SECTION 1:**  
Ariba Network  
Overview

**SECTION 2:**  
Account Set  
Up

**SECTION 3:**  
Purchase  
Orders

**SECTION 4:**  
Other  
Documents

**SECTION 5:**  
Invoice  
Methods

# SECTION 1: Ariba Network Overview

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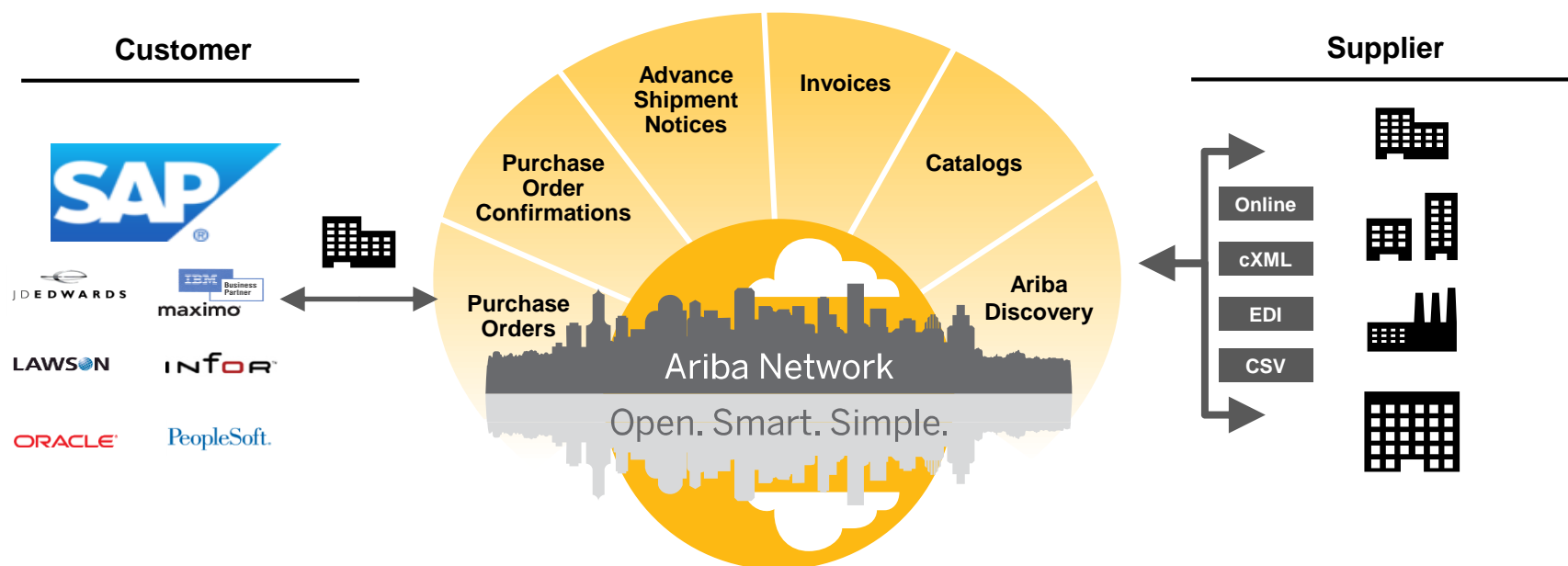


Supported Documents

Not Supported Documents

# What is Ariba Network?

Alba has selected Ariba Network as their electronic transaction provider. As a preferred supplier, you have been invited by your customer to join Ariba Network and start transacting electronically with them.



**2+ million** **\$850B** **>60%**

Trading Partners

In Annual  
Commerce

Global 2000 use the Network

**65+ million**

Annual Invoices

**190**

Countries

**60+ million**

Annual Purchase Orders

# Review Alba Specifications

## Supported Documents

---

### Supported

- **Purchase Order Confirmations**  
Apply against a whole PO or line items
- **Advance Shipment Notices**  
Apply against PO when items are shipped
- **Service Entry Sheets**  
Apply against a single purchase order referencing a line item
- **Detail Invoices**  
Apply against a single purchase order referencing a line item
- **Partial Invoices**  
Apply against specific line items from a single purchase order
- **Service Invoices**  
Invoices that require service line item details
- **Credit Invoices/Credit Memos**  
Item level credits; price/quantity adjustments
- **Invoice Attachments**  
Invoice attachments are required at the header level

# Review Alba Specifications

## Not Supported Documents

---

### NOT Supported:

- **Summary or Consolidated Invoices**

Apply against multiple purchase orders; not accepted by Alba

- **Invoicing for Purchasing Cards (P-Cards)**

An invoice for an order placed using a purchasing card; not accepted by Alba

- **Duplicate Invoices**

A new and unique invoice number must be provided for each invoice; Alba will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on Ariba Network

- **Paper Invoices**

Alba requires invoices to be submitted electronically through Ariba Network; Alba will no longer accept paper invoices

- **Header Level Credit Memos**

The Header Level Credit Memo feature is not supported by Alba

- **Non-PO Invoices**

Apply against a PO not received through Ariba Network

# SAP Ariba Can Help You...



## **Collaborate immediately with all trading partners**

- Immediate access to online invoice creation tool
- Automation and catalog posting for your buyers in <8 weeks



## **Turn paper into efficient electronic transactions**

- 75% faster deal closure
- 75% order processing productivity gains via cXML
- 80% increase in order accuracy through PunchOut



## **Catch errors and correct them – before they even happen**

- 64% reduction in manual intervention



## **Track invoice and payment status online in real time and accelerate receivables**

- 62% decrease in late payments
- 68% improvement in reconciling payments



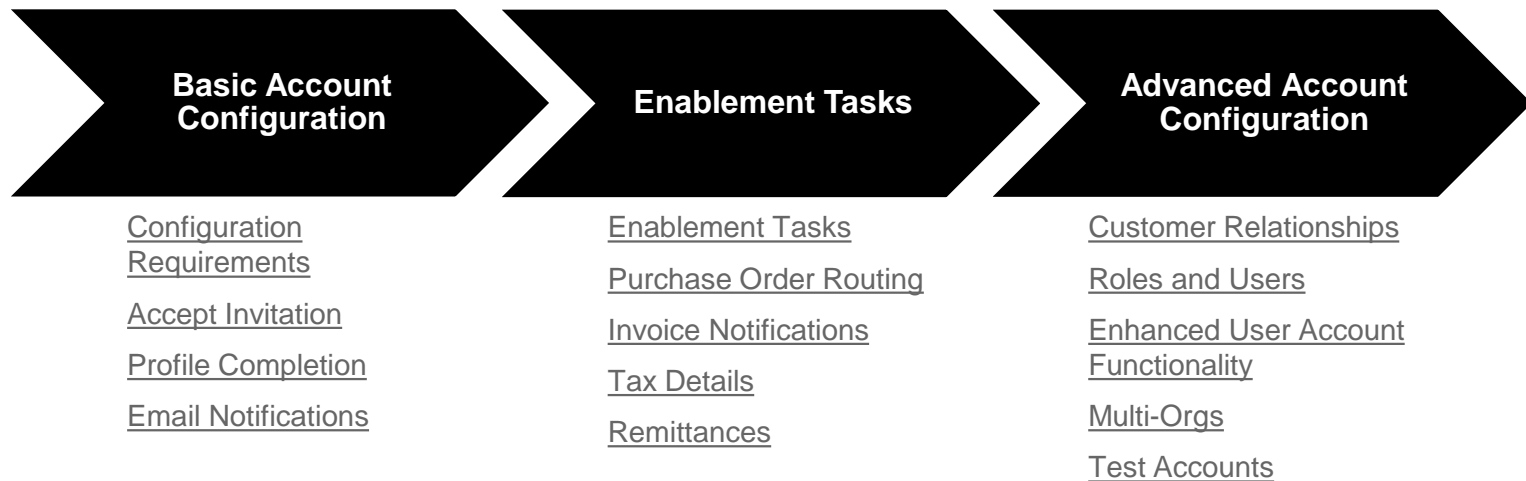
## **See opportunities you're missing and have the ability to trade globally**

- 15% increase in customer retention
- 30% growth in existing accounts
- 35% growth in new business



## SECTION 2: Set Up Your Account

---



# Alba Specific Account Configuration

- **VAT ID / TAX ID** – select Company Settings in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID.
- **Remittance Address** – select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk.
- **GR Based Invoicing** – For Local Suppliers, Alba will require a valid GR (goods receipt) for material orders to be processed in the system, before suppliers will be able to submit their invoices on Ariba Network
- **SES Based Invoicing** – Alba will require a valid SES (service entry sheet) to be submitted by suppliers in Ariba Network for service orders. The SES then needs to be approved by Alba, before suppliers will be able to submit their invoices on Ariba Network.
- **Invoice Attachments** – Alba will require a attachment of the original invoice and the supporting Shipping Documents to be submitted along with the Ariba Network electronic invoice.
- **Test Account Creation (testing is required for integrated and catalog suppliers)** – To create a test account, select your name in top right corner and choose “Switch to Test ID.”

# Alba Specific Account Configuration

- **VAT ID / Tax ID (For Local Suppliers)** – For local suppliers it is a requirement to maintain your VAT ID / Tax ID in your company profile to comply with the Alba business rules.
1. This step must be done once prior to creating your first VAT / Tax Invoice
  2. From the Home Screen click the **Company Settings** menu dropdown.
  3. Click on **Company Profile**
  4. Under the **Basic** tab, go to the Additional Company Addresses section and click '**Create**'

The image shows two parts of the SAP interface. On the left is the 'Company Settings' dropdown menu, which includes options like 'Standard Package', 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Remittances', 'Network Notifications', and 'View All'. A red arrow points to the 'Company Profile' option. On the right is the 'Additional Company Addresses' section, which contains a table with columns: 'Address Name ↑', 'Address ID', 'VAT ID', 'Tax ID', 'Address', 'Country', and 'Legal Profile Status\*\*'. The table currently shows 'No items'. Below the table is a 'Create' button, which is highlighted with a red arrow. At the bottom of the right section, there is a footnote: '\*\* This column displays your registration status with Ariba's accredited service provider.'

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

[Create](#)

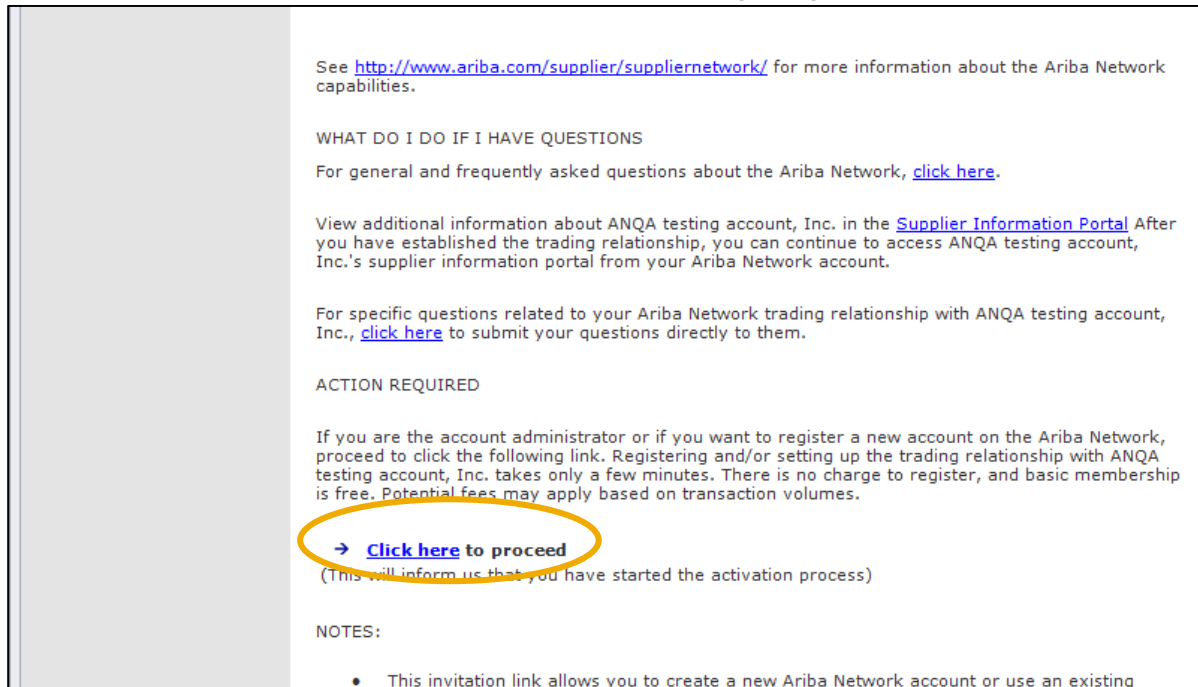
\*\* This column displays your registration status with Ariba's accredited service provider.

# Accept Your Invitation

The invitation is also referred to as the **Trading Relationship Request**, or TRR. This e-mail contains information about transacting electronically with your customer

**Note: Alba will be sending you the Purchase Orders via email. You will need to click the “Process Order” button and “Login” with your existing Ariba Network account. This will create the Trading Relationship with Alba.**

➔ **Click** the link in the emailed letter to proceed to the landing page.



See <http://www.ariba.com/supplier/suppliernetwork/> for more information about the Ariba Network capabilities.

WHAT DO I DO IF I HAVE QUESTIONS

For general and frequently asked questions about the Ariba Network, [click here](#).

View additional information about ANQA testing account, Inc. in the [Supplier Information Portal](#) After you have established the trading relationship, you can continue to access ANQA testing account, Inc.'s supplier information portal from your Ariba Network account.

For specific questions related to your Ariba Network trading relationship with ANQA testing account, Inc., [click here](#) to submit your questions directly to them.

ACTION REQUIRED

If you are the account administrator or if you want to register a new account on the Ariba Network, proceed to click the following link. Registering and/or setting up the trading relationship with ANQA testing account, Inc. takes only a few minutes. There is no charge to register, and basic membership is free. Potential fees may apply based on transaction volumes.

➔ [Click here to proceed](#)  
(This will inform us that you have started the activation process)

NOTES:

- This invitation link allows you to create a new Ariba Network account or use an existing

# Select One...

First Time User

Existing User

## Welcome to Ariba® Network

SMO Buyer has invited you to join Ariba Network.

### New User

Are you new to the Ariba Network? If you do not have an account and would like to participate, click **Register Now**. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.

[Register Now](#)

[I have further questions for my requesting customer](#)

### Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password:

[Forgot Password?](#)

[Confirm](#)

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

# Register as New User

1. Click **Register Now**.

2. Enter Company Information fields marked required with an asterisk (\*) including:

- **Company Name**
- **Country**
- **Address**

3. Enter User Account information marked required with an asterisk (\*) including:

- **Name**
- **Email Address**
- **Username (if not the same as email address)**
- **Password**

4. Accept the **Terms of Use** by checking the box.

5. Click **Register** to proceed to your home screen.

### New User

Are you new to the Ariba Network? If you do not have an account and would like to participate, click **Register Now**. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.

**1** [Register Now](#)

[I have further questions for my requesting customer](#)

Register

Company information

Company Name\*

Country\* United States [USA] If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address\*  Line 1  
 Line 2  
 Line 3

City\*

State\* Alabama

Zip\*

User account information

Name\*  First Name  Last Name [Ariba Privacy Statement](#)

Email\*

☒ Use my email as my username

Username\*  Must be in email format (e.g. john@news.com) ⓘ

Password\*  Must contain a minimum 8 characters including letters and numbers. ⓘ

Repeat Password

Language: English The language used when Ariba sends you configurable notifications. This is different than your web b...

Enter more information for potential customers ▶

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.  
By clicking the Register button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.  
You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian Federation.

**4** ☐ I have read and agree to the [Terms of Use](#) and the [Ariba Privacy Statement](#)

**5** [Register](#) [Cancel](#)

# Accept Relationship as Existing User

- ➔ **Log in** using your current Ariba username and password in order to accept the relationship with your customer.

## Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password:  [Forgot Password?](#)

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

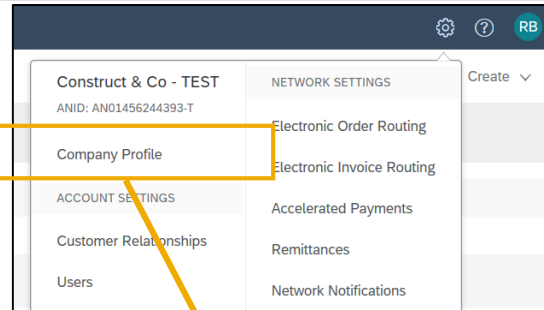
[Trouble Logging In?](#)

[More Than One Account?](#)

# Complete Your Profile

1. **Select** Company Profile from the Company Settings dropdown menu.
2. **Complete** all suggested fields within the tabs to best represent your company.
3. **Fill** the Public Profile Completeness meter to 100% by filling in the information listed below it.

**Note:** The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.



Construct & Co - TEST

ANID: AN01456244393-T

Company Profile

ACCOUNT SETTINGS

Customer Relationships

Users

NETWORK SETTINGS

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

Create

Company Profile

Basic (3)

Business (2)

Marketing (3)

Contacts

Certifications (1)

Additional Documents

Overview

Company Name:\*

SMO Supplier 1

Other names, if any:

NetworkId: AN010

Short Description:

Characters left: 100

Website:

Public Profile:

http://discovery.ariba.com/profile/AN01022404640 | Customize URL

Address

Address 1:\*

21 Jump Street

Address 2:

Address 3:

City:\*

Cleveland

State:\*

Ohio

Zip:\*

44114

Country:\*

United States [USA]

Public Profile Completeness

38%

Short Description

Website

Annual Revenue

Certifications

D-U-N-S Number

Business Type

Industries

Company Description

Company Logo

Share Your Public Profile

Click here to get your Ariba badge.

Find us on Ariba Network

View Public Profile

Profile Visibility Settings



# Configure Your Email Notifications

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. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

The screenshot displays the 'Account Settings' page for 'Construct & Co'. The 'Notifications' tab is selected, and the 'Network' sub-tab is active. A yellow circle '1' highlights the 'Notifications' link in the left sidebar. A yellow circle '2' highlights the 'Network' tab in the top navigation bar. A yellow circle '3' highlights the email address input field for the 'Order' notification type, which contains 'junk@phoenix.ariba.com'. The 'Electronic Order Routing' section shows a table with notification types and checkboxes for sending notifications.

Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when...
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.
Pending Queue	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.

**Note:** If you are out of the office, make sure to include in your auto-reply messages one of the following phrases. This will prevent Ariba Network from failing orders sent to mailboxes responding using an auto-reply feature:

*Out of office, OOTO, On vacation, on holiday, out of town, away from the office, away until, out of the country, an off site meeting.*

When Ariba Network detects an auto-reply containing one of these phrases, it indicates that it received the auto-reply in the order history log and does not fail the order.

# Configure Your Enablement Tasks

1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.
4. **Choose** one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:  
**Online, cXML, EDI, Email, Fax or cXML** pending queue (available for Order routing only) and configure e-mail notifications.

## Tasks

1 Enablement Tasks are pending

Update Profile Information 85%

## Enablement Tasks

View details of all pending tasks and complete them. Click the associated link to complete a task.

Activity Name	Date Due	Total Tasks	My Pending Tasks
▶ Account	26 Feb 2016	4	0
▶ Purchase Order	1 Apr 2016	2	0

**Note:** There may be times you see a pending task for your customer. This will not go away until your customer completes it.

## Network Settings

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	cXML	Save in my online inbox
	EDI	

#### Notifications

# Select Electronic Order Routing Method

1. Click on the Tasks link to configure your account.

2. Choose one of the following routing methods:

- Online
- cXML
- EDI
- Email
- Fax
- cXML pending queue (available for Order routing only)

3. Configure e-mail notifications.

Network Settings
Save
Close

Electronic Order Routing
Electronic Invoice Routing
Accelerated Payments
Settlement

\* Indicates a required field

### Capabilities Preferences

### External System Integration

Configure cXML (native) integration

### Non-Catalog Orders with Part Numbers

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

### New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	<div>2</div> Email	<div>3</div> Email address: <input type="text"/> ⓘ <input type="checkbox"/> Attach cXML 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. <small>This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".</small>

# Route Your Purchase Orders

## Method Details

---

- **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
- **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.
- **Fax:** Notifications of new orders are sent via Facsimile, and can include a copy of the PO as well as a cover sheet.
- **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please let us know and contact Ariba Network support to be connected with a Seller Integrator who will provide more information on configuration.

# Select Electronic Order Routing Method

## Notifications

- Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
- Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).

Change/Cancel Orders	
Document Type	Routing Method
Catalog Orders without Attachments	1 Same as new catalog orders without attachments ▾
Catalog Orders with Attachments	Same as new catalog orders without attachments ▾
Non-Catalog Orders without Attachments ⓘ	Same as new catalog orders without attachments ▾
Non-Catalog Orders with Attachments ⓘ	Same as new catalog orders without attachments ▾

Other Document Types	
Document Type	Routing Method
Blanket Purchase Orders	Same as new catalog orders without attachments ▾
Time Sheets	Online ▾
Order Status Request	2 Online ▾
Order Response Documents	Online ▾

Notifications	
Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.
	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.

# Select Electronic Invoice Routing Method

## Methods and Tax Details

1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI.
3. **It is recommended** to configure **Notifications** to email (the same way as in Order Routing).
4. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.

The screenshot shows the SAP S/4HANA configuration interface for Electronic Invoice Routing. The 'Electronic Invoice Routing' tab is active. The 'Tax Invoicing and Archiving' sub-tab is highlighted with a yellow circle 3. The 'Sending Method' dropdown is set to 'Online' with a yellow circle 2. The 'Tax Id' field is highlighted with a yellow circle 3. The 'Notifications' section is visible on the right side of the screen.

Document Type	Routing Method
Invoices	Online
Customer Invoices	Online

Tax Classification:

Taxation Type:

Tax Id:  Do not enter data

State Tax Id:  Do not enter data

Regional Tax Id:  Do not enter data

Vat Id:

☐ VAT Registered

VAT Registration Document:  <No document>

[Upload...](#)

Construct & Co  
ANID: AN01456244393  
Premium Package

Company Profile

Service Subscriptions

ACCOUNT SETTINGS

Customer Relationships

Users

Notifications

Account Hierarchy

Application Subscriptions

Account Registration

View All

NETWORK SETTINGS

Electronic Order Routing

Electronic Invoice Routing

Remittances

Network Notifications

Audit Logs

View All

# Configure Your Remittance Information

1. From the **Company Settings** dropdown menu, select click on **Remittances**.
2. **Click** Create to create new company remittance information, or Edit, if you need to change existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. If needed, assign **Remittance IDs** for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs.

Network Settings

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

\* Indicates a required field

EFT/Check Remittances

Address ↑ City State

↳ Edit Delete **Create**

Create Remittance Address / Payment Info

Add a remittance address. Indicate your preferred payment method for the new address. Then, enter information it to send you payments.

➔ Do not enter personal bank account information. Enter only corporate bank details.

\* Indicates a required field

Remittance Address

Address 1: \* Address 2: Address 3: Address 4:

City: \* State: Postal Code: \*

Country: \* United Kingdom [GBR]

Contact: Select contact

☐ Make this address default

Construct & Co

ANID: AN01456244393

Premium Package

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NETWORK SETTINGS

Electronic Order Routing

Electronic Invoice Routing

**Remittances**

Network Notifications

Audit Logs

View All

# Configure Your Remittance Information

## Payment Methods

- 1. Select** Preferred Payment Method from a drop-down box: Check, Credit card or Wire.
- 2. Complete** the details for ACH or Wire transfers.
- 3. Select** if you do or do not accept credit cards and click OK when finished.

**Note:** This does not change the method of payment from your customer, unless specified.

**Payment Methods**

Preferred Payment Method: Select method 1

**ACH** 2

Account Name:

Account #:

Confirm Account #:

Account Type: Select method

ABA: US Bank Only

Confirm ABA: US Bank Only

Bank Name:

**WIRE TRANSFER**

**Beneficiary Bank** 2

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type

Select bank id: Select bank id

Confirm Bank Id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State: (no value)

Zip:

Country: (no value)

Country: USA 1 Area:  Number:

**Corresponding Bank**

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type

Select bank id: Select bank id

Confirm Bank Id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State: (no value)

Zip:

Country: (no value)

Country: USA 1 Area:  Number:

**Credit Card**

Accept credit card: ☐ Yes ☐ No



# Review Your Relationships

## Current and Potential

1. **Click** on the Customer Relationships link in the **Company Settings** menu.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** potential customers in Potential Relationships tab.

**Account Settings**

Customer Relationships | Users | Notifications | Account Hierarchy

Current Relationships | Potential Relationships **4**

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests **2** ☐ Manually review all relationship requests

**Update** **2**

**Pending**

Customer
<div> <div></div> <div> <div>Approve</div> <div>Reject</div> </div> </div>

**Current**

Customer
<div> <div></div> <div> <div>Reject</div> </div> </div>

**Rejected**

Customer	Rejected Date
No items	

**Company Settings**

Construct & Co  
ANID: AN01456244393  
Premium Package

Company Profile  
Service Subscriptions

ACCOUNT SETTINGS

Customer Relationships **1**  
Users  
Notifications  
Account Hierarchy  
Application Subscriptions  
Account Registration  
View All

NETWORK SETTINGS

Electronic Order Routing  
Electronic Invoice Routing  
Remittances  
Network Notifications  
Audit Logs  
View All

# Set Up User Accounts

## Roles and Permission Details

---

### 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/permissions, which correspond to the user's actual job responsibilities
- 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 on the **Company Settings** menu. 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.

Customer Relationships Users Notifications Account Hierarchy

**Manage Users**

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Users

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No

↳ Edit Delete Add to Contact List Remove from Contact List Make Administrator **Create User** (4)

**Manage User Roles** (5)

Create and manage roles for your account. You can view or edit the details of a role. The Administrator role can be viewed, but cannot be modified or deleted.

Role

Name	Actions
Administrator	Details (3)
All Access	Details Edit Delete

↳ **Create Role** (2)

Construct & Co  
ANID: AN01456244393  
Premium Package

Company Profile

Service Subscriptions

ACCOUNT SETTINGS

Customer Relationships

**Users** (1)

Notifications

Account Hierarchy

Application Subscriptions

Account Registration

View All

NETWORK SETTINGS

Electronic Order Routing

Electronic Invoice Routing

Remittances

Network Notifications

Audit Logs

View All

# Set Up User Accounts

## Modifying User Accounts (Administrator Only)

1. **Click** on the Users tab.
2. **Click** on Edit for the selected user.
3. **Click** on the Reset Password Button to reset the password of the user.
4. **Other options:**
  - Delete User
  - Add to Contact List
  - Remove from Contact List
  - Make Administrator

Account Settings

Customer Relationships **Users** Notifications Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Users

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No	All Access

Edit User

View user information, revise role assignments, or reset user passwords. Ariba recommends only using the reset password functionality. Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends a

Selected User Information

Username: rebecca.novotny@sap.com  
 Email Address: rebecca.novotny@sap.com  
 First Name: Rebecca  
 Last Name: Novotny  
 Office Phone:

☐ This user is the Ariba Discovery Contact

# Enhanced User Account Functionality

1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
  - Quickly access your personal user account information and settings
  - Link your multiple user accounts
  - Switch to your test account

**Note:** After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.
2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk. **Note:** If you change username or password, remember to use it at your next login.
4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.

The screenshot shows the SAP User Account Navigator interface. At the top right, a dark blue bar contains icons for settings, help, and a user profile labeled 'RB' with a red circle '1' next to it. A dropdown menu is open, showing options: 'My Account' (with a yellow circle '2'), 'Link User IDs', 'Contact Administrator', 'Switch To Test ID', and 'Logout'. Below this, the 'My Account' section is visible, with 'Account Settings' selected. It includes a note '\* Indicates a required field' and sections for 'Account Information' and 'Security'. The 'Account Information' section contains fields for Username (\*), Email Address (\*), First Name (\*), Middle Name, Last Name (\*), and Business Role. The 'Security' section contains fields for Secret Question (\*), Secret Answer (\*), and Confirm Secret Answer (\*). A yellow circle '3' is next to the 'Change Password' link. A yellow circle '4' is next to the 'Secret Answer' field.

# Consolidate Your Bills Through a Multi-Org



**Branch 1 Parent Account ANID 1**

**Branch 2 ANID 2**

**Branch 3 ANID 3**

**Branch 4 ANID 4**

## Multi-Org Consolidated Invoice

### Branch 1 \*\*Parent Account

- Customer X
- Customer Z

### Branch 2

- Customer Y
- Customer Z

### Branch 3

- Customer Y
- Customer Z

### Branch 4

- No chargeable relationship

**1 Master Anniversary Date**

**1 service invoice per quarter for all customers**

## Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.

# Participate in a Multi-Org

## Guidelines

---

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID's to be included on the invoice.
- A Multi-Org is NOT:
  - A way to merge accounts.
  - A way to get a discount on Transaction Fees.

# Structure Your Multi-Org

---

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.



# Link Accounts Via an Account Hierarchy

---

## Linkage between individual accounts for account management purposes

The administrator of the Parent account can log into the child account and take the following actions:

- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

The administrator of the Parent account cannot take following actions:

- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

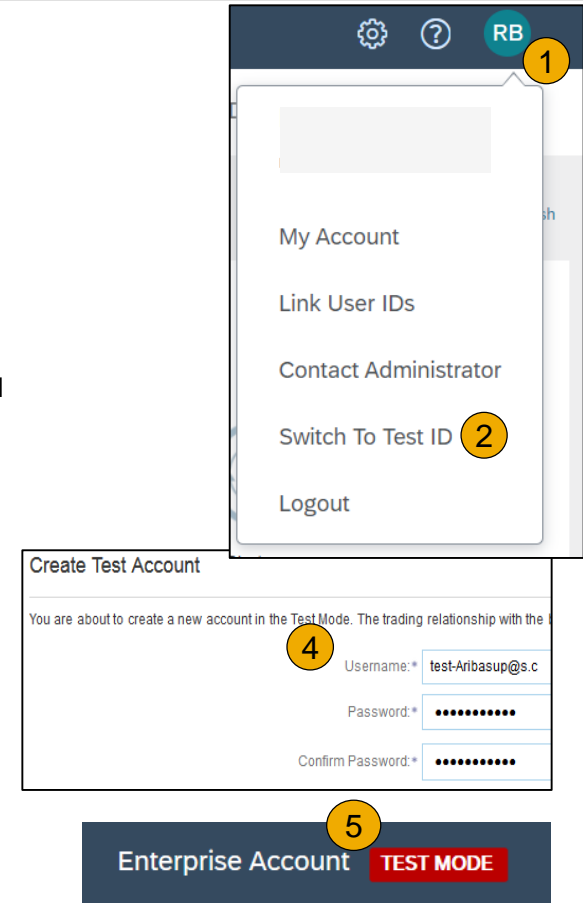
# Create an Account Hierarchy

1. **From the Company Settings** menu, click Account Hierarchy.
2. **To add** child accounts click on Link Accounts.
3. **The Network** will detect if there is an existing account with corresponding information.
4. **On the next page** either log in as an Administrator or send a request through an online form as a Not Administrator.
5. **Once** the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.

# Set Up a Test Account

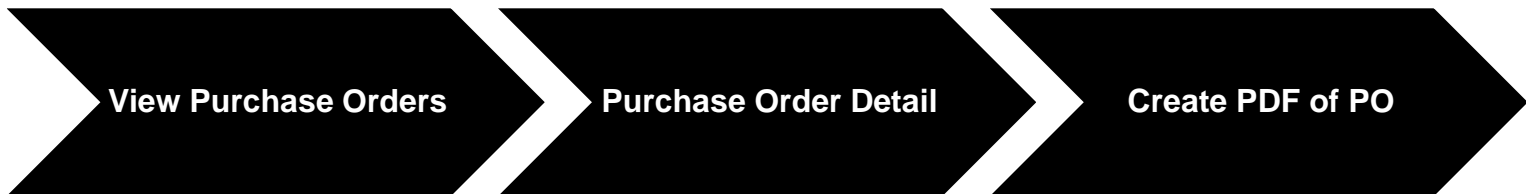
1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.
  - Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.

**Note:** Test account transactions are free of charge.
5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).



## SECTION 3: Purchase Order Management

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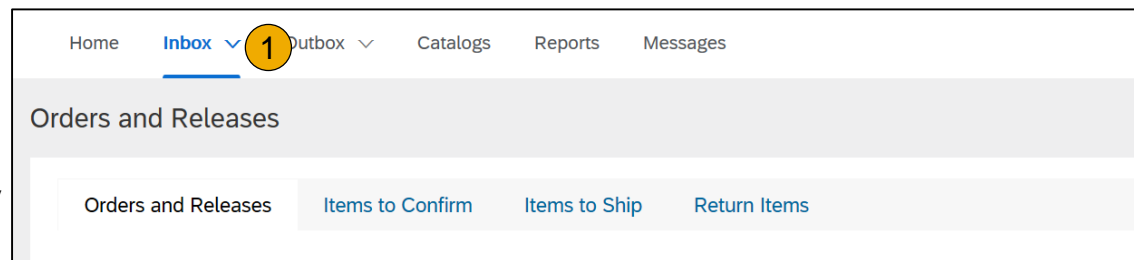


# Manage POs

## View Purchase Orders

Note: Inbox/Outbox/Catalogs and Reports are only applicable for Enterprise Accounts. For Standard accounts you will need to click the "Process Order" button to access the PO

1. **Click** on Inbox tab to manage your Purchase Orders.
2. **Inbox** is presented as a list of the Purchase Orders received by Alba.
3. **Click** the link on the Order Number column to view the purchase order details.
4. **Search** filters allows you to search using multiple criteria.
5. **Click** the arrow next to Search Filters to display the query fields. Enter your criteria and click Search.
6. **Toggle** the Table Options Menu to view ways of organizing your Inbox.



Type	Order Number	Customer	Inquiries	Ship To Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	20151016_KPBP01	Arba, Inc. - TEST		Sandbox Buyer - Test Praha Czech Republic	20.00 EUR	17 Apr 2016	New	Invoice	0.00 EUR	Original	Actions +
Order	20150415_PO1	Arba, Inc. - TEST		Sandbox Buyer - Test Praha Czech Republic	295.00 EUR	15 Apr 2016	Invoiced	Invoice	252.25 EUR	Original	Actions +

[Can't Find Your PO?](#)

# Manage POs

## Purchase Order Detail



1. **View** the details of your order.  
The order header includes the order date and information about the buying organization and supplier.

**Note:** You can always Resend a PO which was not sent to your email address, cXML or EDI properly clicking **Resend** button.

Additional options: **Export cXML** to save a copy of the cXML source information **Order History** for diagnosing problems and for auditing total value.

Purchase Order: PO72547

1

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) [Hide](#) [Print](#) [Download PDF](#) [Export cXML](#) [Download CSV](#) [Resend](#)

Line Items				
Line #	Part # / Description	Type	Qty (Unit)	Need By
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	Material	10 (EA)	18 Nov 2015
2	GOODS_02 Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)	Material	10 (BX)	18 Nov 2015

Order submitted on: Tuesday 8 Oct 2015 9:00 PM GMT+02:00  
Received by Ariba Network on: Friday 15 Apr 2016 2:14 PM GMT+02:00  
This Purchase Order was sent by Ariba, Inc. - TEST AN01015640756-T and delivered by Ariba Network.

2

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) [Hide](#) [Print](#) [Download PDF](#) [Export cXML](#) [Download CSV](#) [Resend](#)

2. **Line Items section** describes the ordered items. Each line describes a quantity of items Alba wants to purchase. Set the status of each line item by sending order confirmations clicking Create Order Confirmation. The sub-total is located at the bottom of the purchase order.

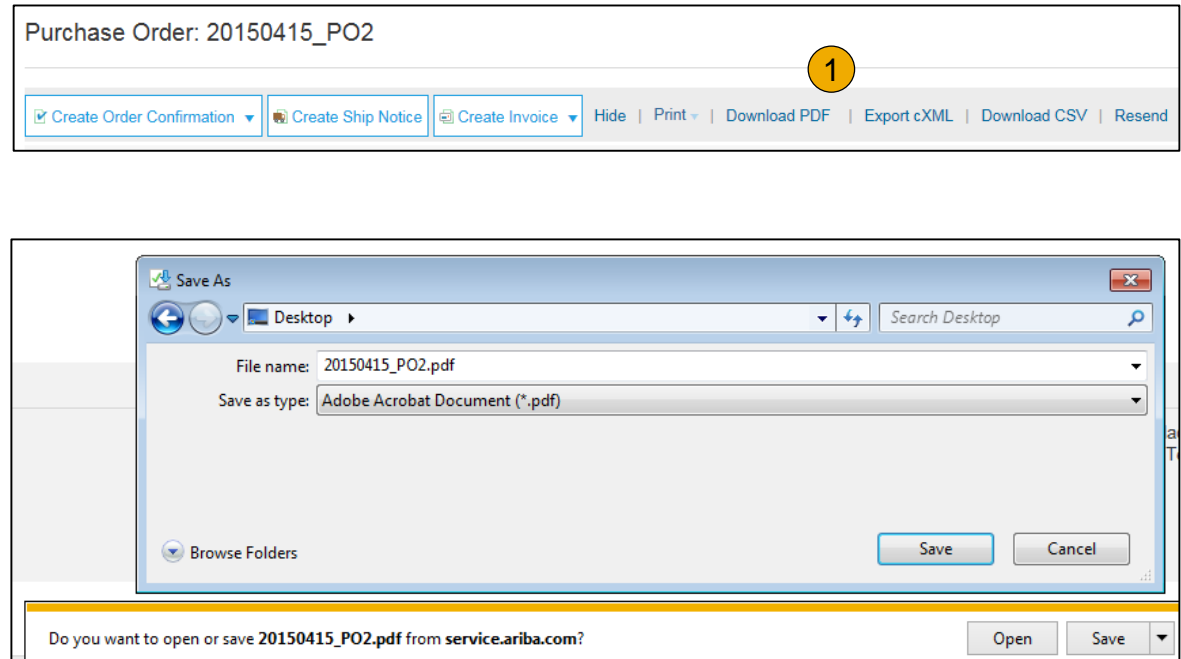
# Manage POs

## Create PDF of PO

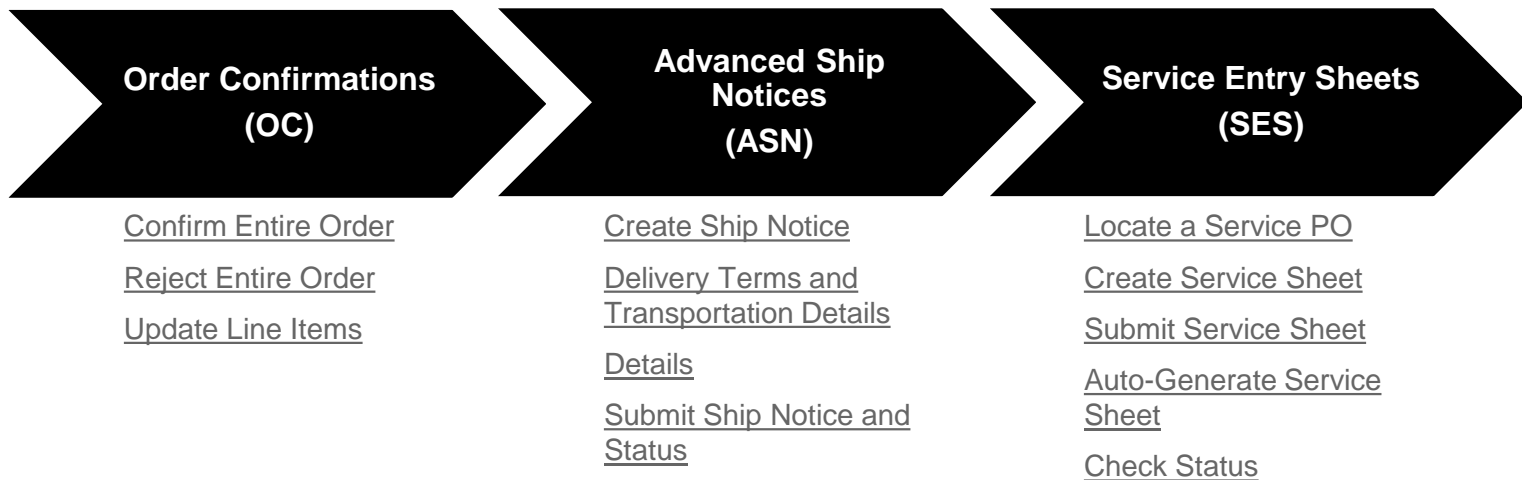


### 1. Select “Download PDF” as shown.

**Note:** If the document exceeds 1000 lines or is larger than 1MB size, details are not shown in the UI. Therefore the detail is not included in the PDF generated.



## SECTION 4: Other Documents





# Create Order Confirmation

## Confirm Entire Order

This slide explains how to Confirm Entire Order.

1. **Enter** Confirmation Number which is any number you use to identify the order confirmation.
2. **If you specify** Est. Shipping Date or Est. Delivery Date information, it is applied for all line items.
3. **You can group** related line items or kit goods so that they can be processed as a unit.
4. **Click Next** when finished.
5. **Review** the order confirmation and click Submit.
6. **Your order confirmation is sent to Alba.**

**Note:** If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.

Once the order confirmation is submitted, the Order Status will display as Confirmed. When viewing documents online, links to all related documents are displayed. Click Done to return to the Inbox.

[Trouble With Your OC?](#)

# Create Order Confirmation

## Reject Entire Order

1. **From the PO view**, click the Create Order Confirmation button and select to Confirm Entire Order, Update Line Items for individual line items or Reject Entire Order.
2. **Enter a reason for rejecting** the order in case your buyer requires.

This example demonstrates the Reject Entire Order option. (Updating with Different Status will be explained later in the presentation)

Purchase Order: 20150415\_PO2

From:  
**Sandbox Buyer - Test**  
 Radlicka  
 15000 Praha  
 Czech Republic

Confirmation #: |

Rejection Reason: Please Select

Comments:

Please Select  
 Duplicate Order  
 Incorrect Delivery Date  
 Incorrect Description  
 Incorrect Price  
 Incorrect Quantity  
 Incorrect Stock/Part Number  
 Incorrect Supplier Code Used  
 Incorrect UOM  
 Not our Product Line  
 Unable to Supply Item(s)  
 Other

**REJECT ENTIRE ORDER**

Order Confirmation Number:

Confirmation #: |

Comments:

# Create Order Confirmation

## Update Line Items

- Select** Update Line Items, to set the status of each line item.
- Fill** in the requested information (the same as for Confirm All option).
- Scroll** down to view the line items and choose among possible values:
- Confirm** – You received the PO and will send the ordered items.
- Backorder** – Items are backordered. Once they are available in stock, generate another order confirmation to set them to confirm.
- Reject** – Enter a reason why these items are rejected in the Comments field by clicking the Details button.

**Note:** If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.

Purchase Order: 20150415\_PO2

☒ Create Order Confirmation
 ☐ Create Ship Notice
 ☐ Create Invoice

Confirm Entire Order  
 Update Line Items **1**  
 Reject Entire Order

From:  
**Sandbox Buyer - Test**  
 Radlicka  
 15000 Praha  
 Czech Republic

Confirming PO

1 Update Item Status  
 2 Review Confirmation

Order Confirmation Header

Confirmation #:   
 Associated Purchase Order #: 20150415\_PO2  
 Customer: Inc. - TEST  
 Supplier Reference:

SHIPPING AND TAX INFORMATION

☐ Enter shipping and tax information at the line item level.  
 Est. Shipping Date:   
 Est. Delivery Date:

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

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

CURRENT ORDER STATUS

☒ 10 Unconfirmed **4**

Confirm:  **5**
 Backorder: 
 Reject:  **6**
[Details](#) ⓘ

# Confirm Order

## Update Line Items - Backorder

1. **Enter** the quantity backordered in the Backorder data entry field.

2. **Click** Details to enter Comments and Estimated Shipping and Delivery Dates for the backordered items on the Status Details page.

3. **Click** OK when done.

**Note:** If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.

4. **Click** Next.

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

CURRENT ORDER STATUS

☒ 10 Unconfirmed

Confirm:  Backorder:  Reject:

[Details](#) ⓘ

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

New Order Status: **1 Backordered**

Est. Shipping Date:  ⓘ

Est. Delivery Date:  ⓘ

Comments:

[OK](#) [Cancel](#)

# Confirm Order

## Update Line Items - Price Change

1. **Enter** the quantity in the Confirm data entry field.
2. **Click** Details to enter the details regarding the price change.
3. **Note** the new price in the Unit Price field on the Status Details page for the line item. Enter a Comment regarding the price change, if needed. Item substitutions for the requested part can also be communicated using the Supplier Part field.
4. **Update** the Description as needed and click OK when done.

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

CURRENT ORDER STATUS

☒ 10 Unconfirmed **1**

Confirm:  Backorder:  Reject:  **2** [Details](#) ⓘ

Item	Part # / Description	Qty	Unit	Need By
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10	EA	18 Nov 2015

New Order Status: **1 Confirmed**

Est. Shipping Date:

Est. Delivery Date:

Unit Price:  **3**

Price Unit Quantity: \*

Unit Conversion: \*

Price Unit: \*

Supplier Part:  **4**

Comments:

# Confirm Order

## Update Line Items - Reject

1. **Enter** the quantity in the Reject data entry field to reject item.
2. **Click** the Details button to enter a reason for the rejection in the Comments field on the Status Details page.
3. **Click OK** when done.

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

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

**CURRENT ORDER STATUS**

☒ 10 Unconfirmed

Confirm:  Backorder:  Reject:

[Details](#)

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

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

New Order Status: **1 Rejected**

Rejection Reason: \*

Comments:

[OK](#) [Cancel](#)

# Confirm Order

## Update Line Items



1. **Continue** to update the status for each line item on the purchase order. Once finished, click Next to proceed to the review page.
2. **Review** the order confirmation and click Submit. Your order confirmation is sent to Alba.
3. **The Order Status will display** as Partially Confirmed if items were backordered or not fully confirmed.
4. **Generate** another order confirmation to set them to confirm if needed.
5. **Click Done** to return to the Inbox.

Purchase Order: 20150415\_PO2

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) [Hide](#) | [Print](#) | [Download PDF](#) | [Export cXML](#) | [Download CSV](#) | [Resend](#)

[Order Detail](#) [Order History](#)

From:  
Sandbox Buyer - Test  
Radlicka  
15000 Praha  
Czech Republic

To:  
Ariba\_TestSupplier - TEST  
Radlicka 3201/14  
150 00 Praha 5  
Czech Republic  
Phone:  
Fax:  
Email: klaus.puschel@sap.com

**5** Done

Purchase Order  
(Partially Confirmed)  
20150415\_PO2  
Amount: 295.00 EUR

**3**

Routing Status: Acknowledged  
Related Documents: 312

Deliver To

# Create Ship Notice

- 1. Create** Ship Notice using your Ariba account once items were shipped. Multiple ship notices per purchase order might be sent. Click the Create Ship Notice button.
- 2. Fill out** the requested information on the Shipping PO form. The Packing Slip ID is any number you use to identify the Ship Notice. Choose Carrier Name and then Tracking # and Shipping Method will appear. Gross Volume and Gross Weight are optional fields when Collaborative Supply Chain (CSC) is enabled.
- 3. Enter** Ship From information by clicking on Update Address. Any field with an asterisk is required.
- 4. Check** if Deliver to information is correct. Click OK.

Purchase Order: 20150415\_PO2

1

☒ Create Order Confirmation ☒ Create Ship Notice ☒ Create Invoice Hide | Print

Order Detail Order History

Create a ship notice for the purchase order

Create Ship Notice

\* Indicates required field

SHIP FROM

Ariba\_TestSupplier - TEST

Praha 5

Czech Republic

Update Address

3

VIEW / EDIT ADDRESSES

\* Indicates required field

SHIP FROM

Name: Ariba\_TestSupplier - TEST

Department Name:

ADDRESS

Address 1: Radicka 3201/14

Address 2:

Postal Code: 150 00

City: Praha 5

State:

Country: Czech Republic [CZE]

DELIVER TO

Name: Sandbox Buyer - Test

Department Name:

ADDRESS

Address 1: Radicka

Address 2:

Postal Code: 15000

City: Praha

State:

Country: Czech Republic [CZE]

4

Cancel OK



# Create Ship Notice

## Delivery Terms and Transportation Details

- 1. Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.

Carrier Name:	<input type="text"/>	<a href="#">Manage Carrier</a> <hr/> Preferred Carriers <hr/> Default Carriers <hr/> Airborne Express DHL FedEx UPS US Postal Service Other
Service Level:	<input type="text"/>	

<b>▼ DELIVERY AND TRANSPORT INFORMATION</b>		Collected By Customer <hr/> Delivery Condition <hr/> Despatch Condition <hr/> Transport Condition <hr/> Incoterms <hr/> Ex Works <hr/> Free Carrier
Delivery Terms:	<input type="text" value="Delivered at Terminal"/>	
Delivery Terms Description:	<input type="text"/>	
Transport Terms Description:	<input type="text"/>	

# Create Ship Notice

## Details

1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Customer Part #** is visible when Collaborative Supply Chain (CSC) is implemented.
3. **Click Next** to proceed to review your Ship Notice.

20150415\_PO2
2
GOODS\_02
Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)

**Shipment Status**

Total Item Due Quantity: 10 BX

**Confirmation Status**

Total Confirmed Quantity: 0 BX
Total Backordered Quantity: 0 BX

Line	Ship Qty
1	10

Add Ship Notice Line

20150415\_PO2
2
GOODS\_02
Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)
10
BX
18 Nov 2015
25.00 EUR
250.00 EUR
Remove

**Shipment Status**

Total Item Due Quantity: 10 BX

**Confirmation Status**

Total Confirmed Quantity: 0 BX
Total Backordered Quantity: 0 BX

Line	Ship Qty	Batch ID	Production Date	Expiry Date	
1	10				Add Details

Add Ship Notice Line

Add Order Line Item

3

Next
Exit

# Submit Ship Notice

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to Alba. Ship Notices provide improved communications to help avoid unnecessary calls to order support department.
2. **After submitting** your Ship Notice, the Order Status will be updated to Shipped. Submitted Ship Notices can be viewed from Outbox or by clicking the link under the Related Documents from the PO View.
3. **Click Done** to return to the Home page.

3
Done

2

Purchase Order

(Shipped)

20150415\_PO2

Amount: 295.00 EUR

Routing Status: Acknowledged

Related Documents: [Ship\\_TEST](#)

312

# Create a Service Entry Sheet

## Locate a Service PO

1. **Locate** your Service PO within your Inbox.

**Note:** Utilize the **Advanced Search Filters** at the top of your inbox to narrow your view to Service POs only by checking the **Search Only Service Purchase Orders** box and clicking **Search**.

2. **Select** the radio button next to the desired PO and click **Create Service Sheet** OR click the **Order Number Hyperlink** to view the Service PO.

Orders and Releases

Orders and Releases [Items to Ship](#)

► Search Filters 1

Orders and Releases (1)

Type	Order Number	Customer	Inquiries	Ship To Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
<input type="radio"/> Order	<a href="#">ServicePO1</a>	SMO Buyer		SMO Buyer Pittsburgh, PA United States	\$20,000.00 USD	7 Apr 2017	New	Invoice	\$0.00 USD	Original	<a href="#">Actions</a>

2

[Create Order Confirmation](#)
[Create Ship Notice](#)
[Create Service Sheet](#)
[Create Invoice](#)
[Hide](#)
[Resend Failed Orders](#)

▼ Search Filters

Customer:

Order Number:  ⓘ

☒ Partial number ☐ Exact number

Buyer Location Code:  ⓘ

Invoice Number:  ⓘ

Show orders by: ☒ Creation Date ☐ Inquiry Date

Date Range:  ⓘ

Start Date:  ⓘ

End Date:  ⓘ

Min. Amount:

Max. Amount:

Order Status:

View:

☐ Search only blanket purchase orders  
☐ Search only scheduling agreement releases or scheduling agreements  
☐ View all active  
☒ Search only service purchase orders

Number of Results:

[Search](#) [Reset](#)

# Create a Service Entry Sheet

## Review Service PO



Purchase Order: ServicePO1 Done

☒ Create Order Confirmation ☒ Create Service Sheet ☐ Create Invoice Hide | Print | Download PDF | Export cXML | Download CSV | Resend

**Order Detail** **Order History**

**From:**  
SMO Buyer  
123 Fake Street  
Pittsburgh, PA 15222  
United States

**To:**  
SMO Supplier 1  
21 Jump Street  
Cleveland, OH 44114  
United States  
Phone:  
Fax:  
Email: [m.bohart@sap.com](mailto:m.bohart@sap.com)

**Purchase Order (New)**  
ServicePO1  
Amount: \$20,000.00 USD

**Payment Terms** ⓘ  
0.000% 45


Routing Status: Sent

1. **After** reviewing your PO for accuracy, click **Create Service Sheet** at the top of bottom of your PO.

**Ship All Items To**


SMO Buyer  
123 Fake Street  
Pittsburgh, PA 15222  
United States

**Line Items** Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
1		 Service	1.0 (DAY)	9 Apr 2017	\$20,000.00 USD	\$20,000.00 USD	<a href="#">Details</a>

*Test services-Item 1*

Order submitted on: Friday 7 Apr 2017 8:00 AM GMT-04:00  
Received by Ariba Network on: Friday 7 Apr 2017 1:21 PM GMT-04:00  
This Purchase Order was sent by SMO Buyer AN01025123159 and delivered by Ariba Network.

 Service Sheet Required.

Sub-total: \$20,000.00 USD

☒ Create Order Confirmation ☒ Create Service Sheet ☐ Create Invoice Hide | Print | Download PDF | Export cXML | Download CSV | Resend

**Done**

**Note:** Services will be indicated with the Service Icon next to the Line Type.

# Create a Service Entry Sheet

## Header Information

1. **Complete** any required fields that have an asterisk (\*).
2. **Enter** additional fields as requested by your customer, including Contractor Information, Approver, etc.

Create Service Sheet
Update
Save
Exit
Next

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

**Summary**

1

Purchase Order: ServicePO1  
Service Sheet #: \*   
Service Sheet Date: \* 7 Apr 2017

Subtotal: \$0.00 USD  
Service Start Date:    
Service End Date:

**Additional Fields** 2

Supplier Reference:   
From: SMO Supplier 1  
21 Jump Street  
Cleveland, OH 44114  
United States

To: SMO Buyer  
123 Fake Street  
Pittsburgh, PA 15222  
United States

Field Contractor:

Name:   
Email:   
Phone: USA 1 ▼

Field Engineer:

Name:   
Email:   
Phone: USA 1 ▼

Approver:

Name: \*   
Email: \*   
Phone: USA 1 ▼

Add Comments

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Public

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# Create a Service Entry Sheet

## Line Item Section



3. **Update** quantities of line items.

4. **Enter** Service Start and End Dates if available, as well as any additional comments as needed.

5. **Click** Next to proceed to review screen.

### Service Entry Sheet Lines

Line #	Part # / Description	Contract #					
▼ 1	<b>Not Available</b> TESTINGSERVICECHG	<a href="#">Add ▼</a>					
Include	Part # / Description	Type	Qty / Unit	Price	Subtotal		
<input type="checkbox"/>	<input type="text" value="000000000003015848"/> <input type="text" value="MAT CONSTR MATERIAL IT005 K"/>	Service ▼	<div>3</div> <input type="text" value="1,000"/> KGM	\$2.57 USD	\$2,570.00 USD <a href="#">Delete</a>		
SERVICE PERIOD							
<div>4</div>	Start Date: <input type="text"/>	End Date: <input type="text"/>					
PRICING DETAILS							
Price Unit: KGM		Price Unit Quantity: 1					
Unit Conversion: 1		Description:					
COMMENTS							
Add Comments: <input type="text"/>							
<a href="#">Add Pricing Details</a>							
<a href="#">Turn on Error Dump</a> ⓘ <a href="#">Hide/Show XML</a>							
				<a href="#">Update</a>	<a href="#">Save</a>	<a href="#">Exit</a>	
				<div>5</div> <a href="#">Next</a>			

# Submit a Service Entry Sheet

6. From the Review Screen, check your Service Sheet for accuracy. If there are errors, click **Previous** to return to the Create Service Sheet screen. To submit to your customer, click the **Submit** Button.

Create Service Sheet

Previous

Save

Submit

Exit

Confirm and submit this document.

Service Sheet

TestServiceSES

Date: 10 Apr 2017

Purchase Order: ServicePOExample

Subtotal: \$2,570.00 USD

Subtotal: \$2,570.00 USD

From

SMO Supplier 1

21 Jump Street

Cleveland, OH 44114

United States

Phone:

Fax:

To

SMO Buyer

123 Fake Street

Pittsburgh, PA 15222

United States

Service Entry Sheet Lines

Show Item Details

Line #	Type	Service # / Description	Contract #	Qty (Unit)	Unit Price	Subtotal	
▼ 1		Not Available TESTINGSERVICECHG					
1	Service	000000000003015848 MAT CONSTR MATERIAL IT005 KG		1000 (KGM)	\$2.57 USD	\$2,570.00 USD	<a href="#">Details</a>

Service Entry Summary

Subtotal: \$2,570.00 USD

Previous

Save

Submit

Exit

6



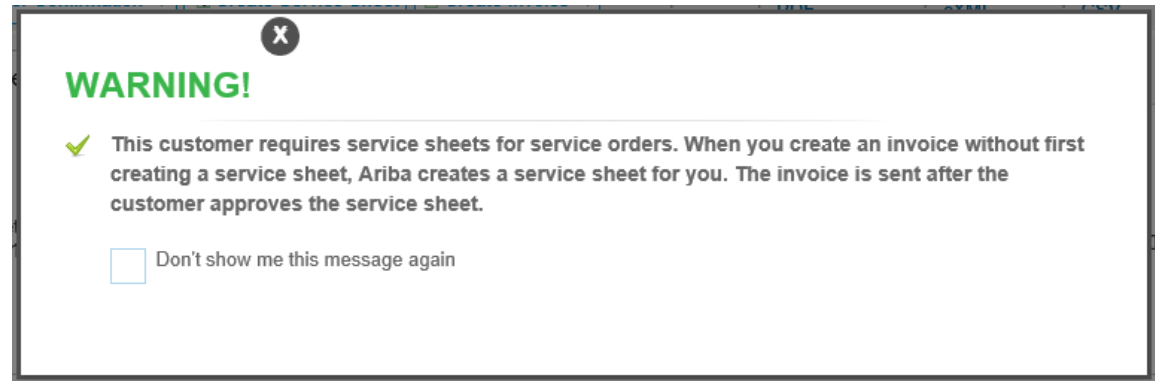
# Auto-Generate a Service Sheet

## Create an Service Sheet from an Invoice

For customers who allow automatically generated service sheets, you can create service invoices for each service line on a service order, and the corresponding service sheets are automatically generated and sent to the customer.

To create an auto-generated Service Sheet

1. **Within** your **INBOX**, locate the PO to invoice against and select **Create Invoice** and select **Standard Invoice**.
2. **Review** the Pop-Up message on your screen, alerting you of the auto-generation (see right).
3. **Click** the X to proceed with invoice creation and submission.
4. **Once** the invoice is approved, the service sheet will automatically generate and be available in your **Outbox** under Service Sheets.



**Note:** If clicking the box to not show the warning message again, please be aware that service sheets will continue to auto-generate for customers with this option enabled during invoice creation.

[Learn to Invoice](#)

# Check Service Sheet Status

1. Click **Outbox** and select **Service Sheets** Tab.
2. **Routing** and **Approval Status** will be visible on each line.
3. If a **Service Sheet** is **rejected or failed**, view the reason by opening the Service Sheet and clicking the **History** Tab.

Service Sheets 1

► Search Filters

Service Sheets (2)

<input type="checkbox"/>	Service Sheet #	Customer	Related PO	Date	Amount		Routing Status	Status
<input type="checkbox"/>	<a href="#">ServiceSheet123</a>	Ariba Ready Test	<a href="#">ServicePOExample</a>	1 Mar 2017	\$128.50	USD	Failed	<span>2</span> <span>3</span> Rejected
<input type="checkbox"/>	<a href="#">12345</a>	Ariba Ready Test	<a href="#">4700372768</a>	28 Feb 2017	\$128.50	USD	Sent	Sent

↳

Create Invoice

Edit

Service Sheet:

Create Invoice

Print ▼

Export cXML

Detail

History

Service Sheet

(Rejected)

4511207465-SES3

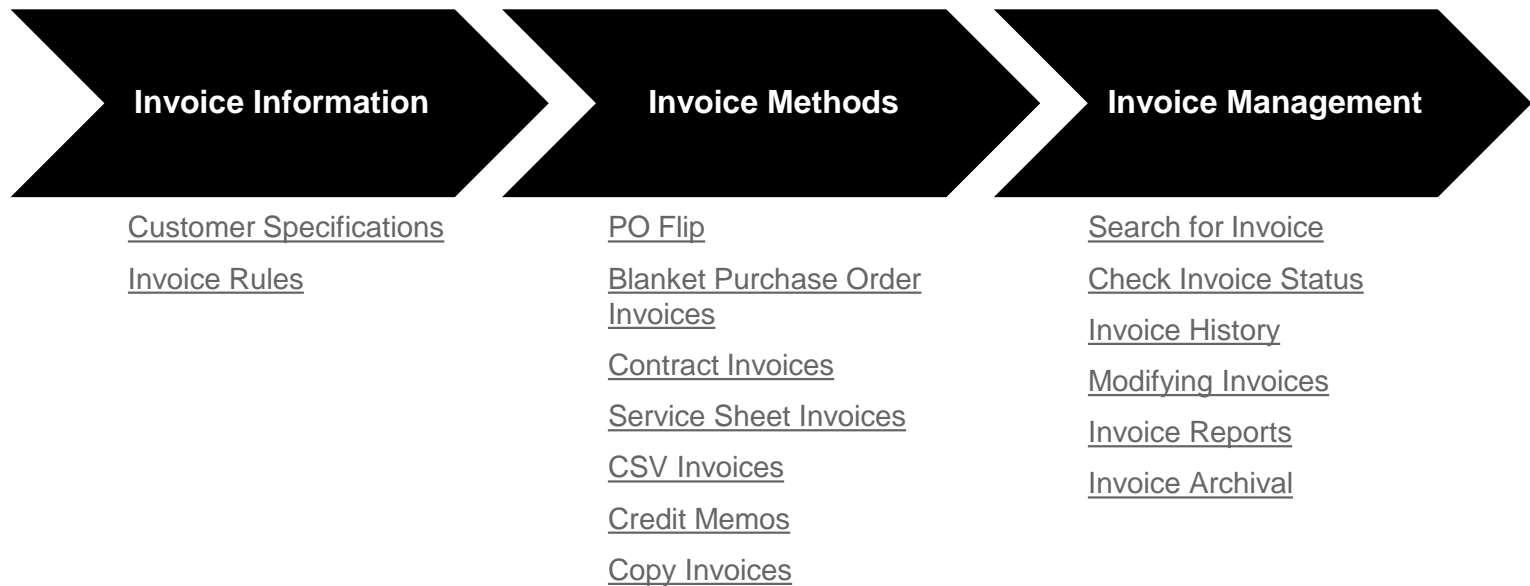
Date: 7 Mar 2017

Purchase Order: [4511207465](#)

Subtotal: £15.00 GBP

# SECTION 5: Invoice Methods

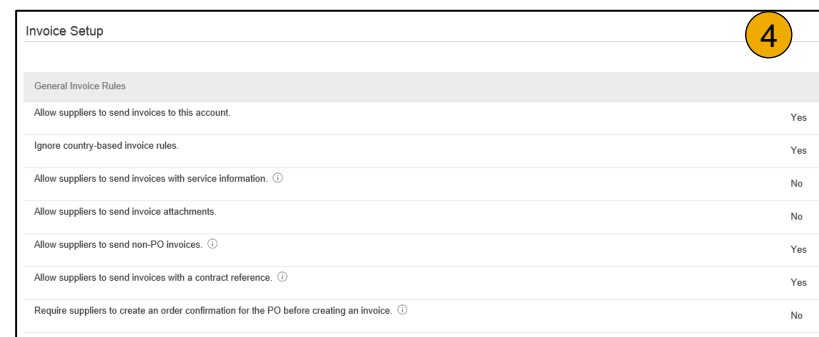
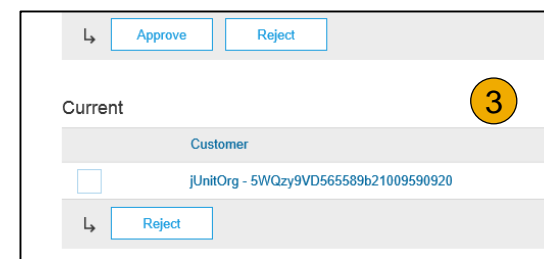
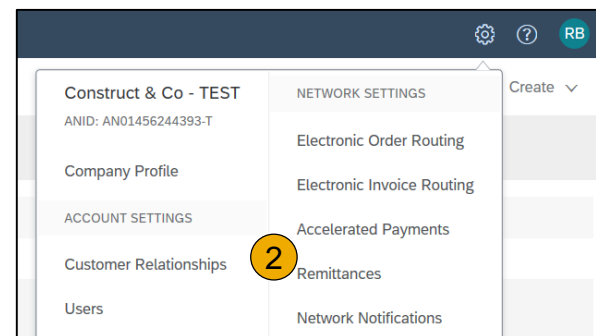
---



# Review Alba Invoice Rules

These rules determine what you can enter when you create invoices.

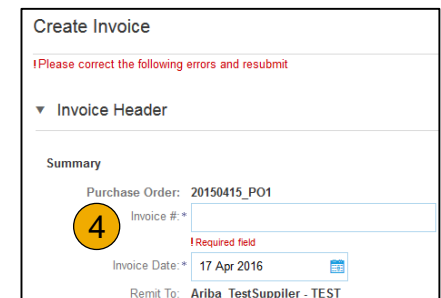
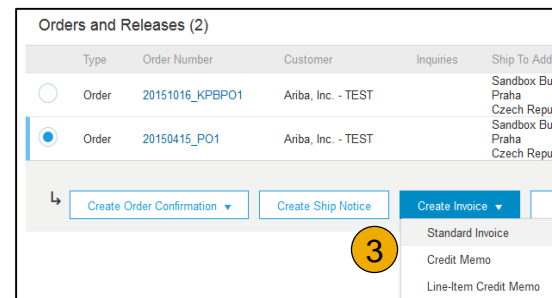
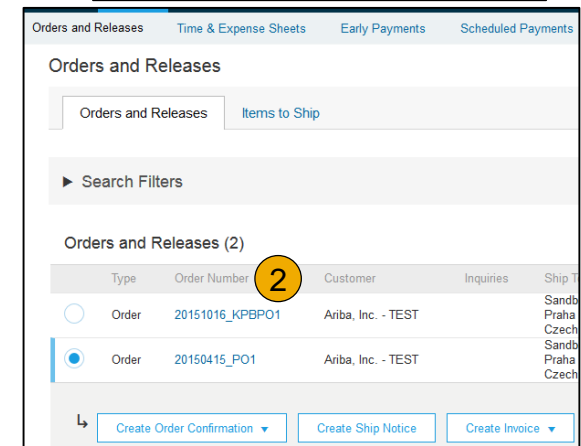
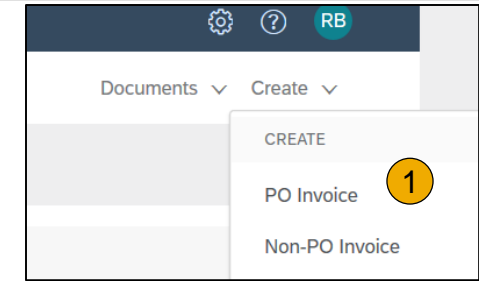
1. Login to your Ariba Network account via **supplier.ariba.com**
2. Select the **Company Settings dropdown menu** and under Account Settings, click **Customer Relationships**.
3. A list of your Customers is displayed. Click the name of your customer (**Alba**).
4. Scroll down to the **Invoice Setup** section and view the **General Invoice Rules**.
5. If **Alba** enabled Country-Based Invoice Rules then you will be able to choose your Country in Originating Country of Invoice from the drop down menu.
6. Click **Done** when finished.



# Invoice via PO Flip

To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

1. From the home screen within your Ariba Network account, select the **Create** dropdown menu and select **PO Invoice**.
2. For PO Invoice select a **PO number**.
3. Click on the **Create Invoice** button and then choose **Standard Invoice**.
4. Invoice is automatically pre-populated with the PO data. **Complete all fields marked with an asterisk and add tax as applicable.** Review your invoice for accuracy on the **Review** page. If no changes are needed, click **Submit** to send the invoice to Alba.



Can't Find Your PO?

# Invoice via PO Flip

## Header

Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

1. **Enter an Invoice #** which is your unique number for invoice identification. The Invoice Date will auto-populate.
2. **Select Remit-To** address from the drop down box if you have entered more than one.
3. **Tax and Shipping can be entered** at either the Header or Line level by selecting the appropriate radio button.
4. **You can also add some additional information** to the Header of the invoice such as: Special Handling, Payment Term, Comment, Attachment, Shipping Documents.
5. **Scroll** down to the Line items section to select the line items being invoiced.

**Note:** Support of additional Reference Documents & Dates is applicable for CSC customers only; Attachment file size should not exceed 40MB.

Invoice Header

Summary

Purchase Order: 1084497223

Invoice #: \* INV\_1084497223

Invoice Date: \* 15 Apr 2016

Remit To: DEFAULT VALUE

Tax

Header level tax

Line level tax

Shipping

Header level shipping

Line level shipping

\* Indicates required field

Add to Header

Tax

Shipping Cost

Shipping Tax

Shipping Documents

Special Handling

Special Handling Tax

Allowance

Charge

Additional Reference Documents and Dates

Comment

Attachment

# Invoice via PO Flip

## Line Items

Line Items section shows the line items from the Purchase Order.

1. **Review or update Quantity** for each line item you are invoicing.
2. **Click** on the line item's Green slider to exclude it from the invoice, if line item should not be invoiced OR click the check box on the left of the item and click Delete to remove the line item from the invoice. You can generate another invoice later to bill for that item.
3. **Select** the line item to which tax is to be applied using the Line Item # checkbox. To apply the same tax to multiple line items select those line items to be taxed at the desired rate.
4. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.
5. **Check** Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines.

Quantity	Unit	Unit Price
10	BX	25.00 EUR

No.	Include	Type	Part #
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02

2

Pricing Details

Price Unit: \* BX

Unit Conversion: \* 1

Line Item Actions ▼ Delete

3	No.	Include	Type	Part #
<input checked="" type="checkbox"/>	2	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02

Tax

Category: VAT

Location:

Description:

Regime:

Date Of Pre Payment:

Law Reference:

Standard Tax Selections

- Sales
- VAT
- GST
- HST
- PST
- GST
- Usage
- Withholding Tax
- Other Tax
- Configure Tax Menu

Line Item Actions ▼ Delete Add

Add to Included Lines

5

# Invoice via PO Flip

## Additional Tax Options & Line Item Shipping

To configure additional tax options click Configure Tax Menu under the Tax Category drop down. Create new tax categories and as needed.

1. **Select** the **Line Item** to apply different tax rates to each line item.
2. **Click Line Item Actions > Add > Tax.**  
Upon **refresh**, the Tax fields will display for each selected line item.
3. **Click Remove** to remove a tax line item, if not necessary.
4. **Select** Category within each line item, then either populate the rate (%) or tax amount and click update.
5. **Enter** shipping cost to the applicable line items if line level shipping has been selected.



# Review Invoice Allowances and Charges

If Allowances and Charges are included in the PO, these will convert to the Invoice at either Invoice Header or Line Item Level based on where the information is on PO:

1. Header Allowance and Charges
2. Line level Allowance and Charges

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
2		MATERIAL	GOODS_02	Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)		10	BX	25.00 EUR	250.00 EUR

**Pricing Details**

Price Unit: BX      Price Unit Quantity: 1

Unit Conversion: 1      Description:

**Shipping**

Ship From: Ariba\_TestSupplier - TEST      Ship To: Sandbox Buyer - Test Praha

Praha 5      Czech Republic      Deliver To: Cristian Mihalache 2nd Floor, SI Team

[View/Edit Addresses](#)

**Shipping Cost**

Shipping Amount: 0.00 EUR      Shipping Date:

**Allowances and Charges**

Service Code:      Description:      [Add Tax](#)

Start Date:      End Date:      [Remove](#)

Allowance:      [Add](#)

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

**Summary**

Purchase Order: 20160416\_PO1

Invoice #:      Invoice Date: 15 Apr 2016

Remit To: Ariba\_TestSupplier - TEST

Praha 5

Czech Republic

Bill To: Sandbox Buyer - Test

Praha

Czech Republic

**Tax**

☒ Header level tax    ☐ Line level tax

Category: VAT

Location:      Description:      Regime:      Date Of Pre-Payment:      Law Reference:

**Shipping**

☒ Header level shipping    ☐ Line level shipping

Ship From: Ariba\_TestSupplier - TEST

Praha 5

Czech Republic

**Allowances and Charges**

Service Code:      Description:      [Add Tax](#)

Start Date:      End Date:      [Remove](#)

Allowance:      [Add](#)

# Invoice via PO Flip

## Detail Line Items



### 6. Additional information can be viewed at the Line Item Level by editing a Line Item.

6

Line Item Actions ▾

Edit

Add

Shipping Documents

Line Items

2 Line Items, 2 Included, 0 Previously Invoiced

Insert Line Item Options

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

Add to Included Lines

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

Create Invoice

Done Cancel

▼ Invoice Item

\* Indicates required field

Line Item Actions ▾

Quantity: \* 5

Unit: EA

Unit Price: \* 1.00 EUR

Subtotal: 5.00 EUR

Part #: GOODS\_01

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

Pricing Details

Price Unit: \* PCE

Price Unit Quantity: \* 2

Unit Conversion: \* 1

Description: This field specifies that 1 Box is equivalent

Inspection Date:

Shipping

Ship From: Ariba\_TestSupplier - TEST

Ship To: Sandbox Buyer - Test

Praha 5

Czech Republic

Czech Republic

Cristian Mihalache

2nd Floor, SI Team

View/Edit Addresses

# Invoice via PO Flip

## Line Item Comments



1. To add comments at the line items select **Line Items**, then click at Line Item **Actions >Add > Comments**.
2. Upon refresh or **Update**, the Comments field will display. Enter applicable Comments in this field.
3. Click Next.

This screenshot shows the SAP Line Item Actions menu. The 'Add' option is selected, and the 'Comments' sub-option is highlighted with a yellow circle and the number 1. The 'Next' button is highlighted with a yellow circle and the number 3. The 'Update' button is also visible.

This screenshot shows the SAP Comments field. The 'Comments' label is highlighted with a yellow circle and the number 2. The 'Remove' button is visible on the right.

[Having Problems?](#)

# Invoice via PO Flip

## Against Goods Receipt

You are required to include only received quantities on invoices.

1. **Click the INBOX tab.**
2. **Select** the Purchase Order you wish to invoice against.
3. **Select** the item(s) from the Receipt List that you would like to invoice.
4. **The invoice is now pre-populated** with the items within the Goods Receipt. You now have the ability to select the items to include and/or modify the Quantities on the invoice.

Receipts

Search Filters

Receipts (72)

Page 1

Receipt Number	Reference	Customer	Date	Routing Status
GoodsPO40A_GRNAs	GoodsPO40A2		17 Jan 2016 10:11:33 PM	Sent
GoodsPO40A_GRNA	GoodsPO40A		17 Jan 2016 8:47:55 PM	Sent

Receipt: GoodsPO40A\_GRNAs

Done

Print | Export cXML

Detail | History

From: Buyer 123  
Chile

To: Supplier 123  
Brisbane  
Australia

Receipt:

Receipt #: GoodsPO.  
Receipt Date: 23 Sep 2015

Routing Status: Sent

Related Documents: GoodsPO40A2

Item	Order Line number	Part # / Description	Customer Part	Qty (Unit)	Type
Purchase Order : GoodsPO40A2					
10	10	10703243		5	Received

Receipt received on: Wednesday 23 Sep 2015 10:00 AM GMT+10:00  
Received by Ariba Network on: Sunday 17 Jan 2016 10:11 PM GMT+10:00  
This Receipt was sent by and delivered by Ariba Network.

# Invoice via PO Flip

## Against Ship Notice

---

You are required to include only shipped quantities on invoices.

1. **Click the INBOX tab.**
2. **Select** the Ship Notice you wish to invoice against.
3. **The invoice is now pre-populated** with the items within the Ship Notice. You now have the ability to select the items to include and/or modify the Quantities on the invoice.

# Invoice For Services

## Add Service Lines to Invoices

1. **Select the Add dropdown menu and select Add General Service OR Add Labor Service.**
2. **Enter details for General or Labor Service.** General Service lines ask for limited details, including Service Start and End dates. Labor Service contains additional fields includes rate, term, and contractor information.

Line Items

1 Line Items, 1 Included, 0 Previously Invoiced

Insert Line Item Options

☐ Tax Category: 
☐ Discount

Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00 CZK

Service Period

Service Start Date:

Service End Date:

Line Item Actions

Delete

Add

Turn on Error Dump

Hide/Show XML

Rate

\*Term

\*Rate

\*Unit

Time Sheet Number:

Contractor Name:

Contractor Identifier:

Job Description:

Supervisor Name:

Work Location:

Address 1:

Address 2:

Address 3:

City:

State:

Zip:

Country:

Service Period

Service Start Date:

Service End Date:

Line Item Actions

Delete

Add

Line Items

1 Line Items, 1 Included, 0 Previously Invoiced

Insert Line Item Options

☐ Tax Category: 
☐ Discount

Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00 CZK

Service Period

Service Start Date:

Service End Date:

Line Item Actions

Delete

Add

Turn on Error Dump

Hide/Show XML

Rate

\*Term

\*Rate

\*Unit

Time Sheet Number:

Contractor Name:

Contractor Identifier:

Job Description:

Supervisor Name:

Work Location:

Address 1:

Address 2:

Address 3:

City:

State:

Zip:

Country:

Service Period

Service Start Date:

Service End Date:

Line Item Actions

Delete

Add

Line Items

1 Line Items, 1 Included, 0 Previously Invoiced

Insert Line Item Options

☐ Tax Category: 
☐ Discount

Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00 USD

Service Period

Service Start Date:

Service End Date:

Line Item Actions

Delete

Add

Turn on Error Dump

Hide/Show XML

Rate

\*Term

\*Rate

\*Unit

Time Sheet Number:

Contractor Name:

Contractor Identifier:

Job Description:

Supervisor Name:

Work Location:

Address 1:

Address 2:

Address 3:

City:

State:

Zip:

Country:

Service Period

Service Start Date:

Service End Date:

Line Item Actions

Delete

Add

# Invoice Against a Blanket Purchase Order

## Locate Your BPO

To Create an Invoice from a Blanket Purchase Order (BPO):

1. **Locate BPO in Inbox.**
2. **Click Create Invoice and Select Standard Invoice.**

Orders and Releases (7)

Type	Order Number	Customer	Inquiries	Ship To Address	Amount	Date
<input checked="" type="radio"/>	Order	BPO9471245	SMO Buyer	ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order	BPO9471244	SMO Buyer	ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order	BPO9471243	SMO Buyer	ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order	BPO9471242	SMO Buyer	ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order	BPO9471241	SMO Buyer	ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order	BPO9471240	SMO Buyer	ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order	BPO9471239	SMO Buyer	ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016

↳

Create Order Confirmation ▾

Create Ship Notice

Create Invoice ▾

Hide

Resend Failed Orders

Standard Invoice

Credit Memo

Line-Item Credit Memo

# Invoice Against a Blanket Purchase Order

## Header Level Information

3. **Complete** Header Section information as needed, including all information marked **required** with an asterisk (\*).
4. **Check** the box of the line item you plan on invoicing against.
5. **Click Create** at the bottom and select the appropriate option; Goods or Services.

Invoice Header

Summary

Blanket Order: BPO9471245  

3

 Invoice #: INV12345  
Invoice Date: 4 Nov 2016  
Supplier Tax ID:  
Remit To: SMO Supplier 1  
Cleveland, OH  
United States  
Bill To: West Energy (Acme Energy Company)  
Toronto ONTARIO  
Canada

Subtotal: \$0.00 CAD  
Total Tax: \$0.00 CAD  
Total Gross Amount: \$0.00 CAD  
Total Net Amount: \$0.00 CAD  
Amount Due: \$0.00 CAD

Blanket PO Items

	Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
<input checked="" type="checkbox"/>	10	1.000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00 CAD
<input type="checkbox"/>	20	2.000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$20,000.00 CAD

5

Create

Goods

Service

Edit

Delete

Update

Save

Exit

Next



# Invoice Against a Blanket Purchase Order

## Create a Line Item

- Update** required fields including the Quantity and/or Price fields to create the invoice line item. Click Create when done.

Create Invoice

Create

Cancel

Blanket PO Item

Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
10	1.000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00 CAD

Invoice Item

\* Indicates required field

Line Item Actions

6

Quantity: \*

1

Unit: ACT  
Unit Price: \$10,000.00 CAD  
Subtotal: \$10,000.00 CAD

Part #: Not Available

Description

Description: FNML N5L1 km 50.8 CAP-UII37 O/S ENG#

Inspection Date:

Reference Date:

Accounting Reference

Reference ID:

Description:

Create

Cancel

# Invoice Against a Blanket Purchase Order

## Review Your Information

7. **Once** completed, your invoice line will appear as a sub-line (i.e. 1.1) showing the quantity being invoiced.
8. **Repeat** process as needed for each line.

Blanket PO Items

Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
<input type="checkbox"/> 10	1.000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00 CAD
<input type="checkbox"/> 7 10.1	<input type="text" value="1"/>	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00 CAD
<input type="checkbox"/> 20	2.000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$20,000.00 CAD

9. **Click Next** to continue.
10. **Review, Save or Submit** as Standard Invoice.

Amount Remaining?

# Invoice Against a Contract

To create a Contract Invoice:

1. **From the home screen** within your Ariba Network account, **select** the **Create** dropdown menu and select **Contract Invoice**.
2. **Select** Alba from the Customer dropdown list.
3. **Complete** invoice entry with all fields marked with asterisk (\*).

Create Contract Invoice: Select Customer

Select a customer from the list below and click **Next** to continue the process. If the customer is not in [More](#)

Customer Name:

Customer ↑
<input checked="" type="radio"/> Ariba Ready Test

Documents ▾ Create ▾

CREATE

- PO Invoice
- Non-PO Invoice
- Contract Invoice 1
- Credit Memo
- Time & Expense Sheets
- Catalog

NV40547

Invoice Entry

Invoice Header

Supplier Invoice #:  Invoice Date:

Purchasing Unit:  On Behalf Of: Christopher Hart

Supplier:  Supplier Contact:

Contract: (no value) [select] Remit To Address: (no value) [select]

Sold To Email:  Payment Terms: (no value) [select]

My Labels: [Apply Label...](#)

Shipping - Entire Invoice

Ship From:  Ship To:

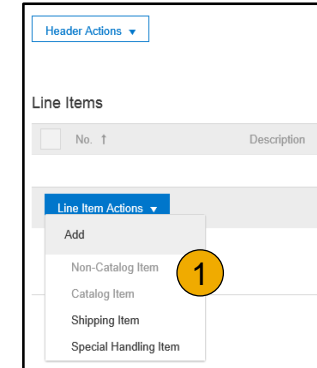
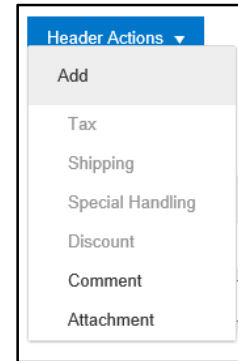
# Invoice Against a Contract

## Header and Line Level Options

There is an option to add Tax, Shipping, Special Handling, Discount, Comments and Attachments to Contract Invoices.

To add Line items to the Invoice:

1. **Choose** from Non-catalog or Catalog options.
2. **Enter** required fields marked with an asterisk (\*).
3. **Update** Total.
4. **Click** on Submit button to submit the invoice.



No.	Description	Contract	Qty	Unit	Price
1	Test Item 5	Yes	1	each	\$88

Reference Date: \* Wed, 18 Sep, 2013

Commodity Code: Paper products

Supplier Part Number: hhh

Supplier Auxiliary Part ID:

Type: Catalog Item

Purch Org: 3000 (IDES USA)

Line Item Text:

Shipping - by Line Item

Ship From: Test Location

Deliver To:

Plant: \* 3600 (Wichita)

Subtotal: \$2,570.00 USD

Total Tax: \$0.00 USD

Total Gross Amount: \$2,570.00 USD

Total Net Amount: \$2,570.00 USD

Amount Due: \$2,570.00 USD

Previous Save Submit Exit

No Items Appearing?

# Invoice from a Service Sheet

## Locate Approved Service Sheet

Service Sheets
1

▶ Search Filters

Service Sheets (2)

<input type="checkbox"/>		Service Sheet #	Customer	Related PO	Date	Amount	Routing Status	Status
<input type="checkbox"/>		<a href="#">ServiceSheet123</a>	Ariba Ready Test	<a href="#">ServicePOExample</a>	1 Mar 2017	\$128.50 USD	Sent	Sent
<input type="checkbox"/>		12345	Ariba Ready Test	4700372768	28 Feb 2017	\$128.50 USD	Sent	Sent

2
☐

L→
Create Invoice
Edit

Amount

Acknowledged
Approved

1. Click **Outbox** and select **Service Sheets** Tab.
2. Select the checkbox next to the approved Service Sheet and click the **Create Invoice** button to open up the **Create Invoice** screen **OR** click the **Service Sheet #** to open the Service Sheet for review before invoicing.

**Note:** You will ONLY be able to create an invoice against an Approved Service Sheet.

# Invoice from a Service Sheet

## Invoice Header Information

Invoice information will automatically pre-populate from the Service Sheet.

- 1. Complete** all fields marked with an asterisk (\*). Enter your Invoice Number. Invoice date will automatically populate.

Create Invoice

Update

Save

Exit

Next

▼ Invoice Header

\* Indicates required field

Add to Header ▼

Summary

Purchase Order: ServicePO1

1 Invoice #:

ServiceInvoice1

Invoice Date: 11 Apr 2017

Supplier Tax ID:

Subtotal: \$0.00 USD

Total Tax: \$0.00 USD

Total Gross Amount: \$0.00 USD

Total Net Amount: \$0.00 USD

Amount Due: \$0.00 USD

Remit To: SMO Supplier 1

Cleveland, OH

United States

Bill To: SMO Buyer

Pittsburgh, PA

United States

Tax

Shipping Cost

Shipping Documents

Special Handling

Discount

Additional Reference Documents and Dates

Comment

Attachment

**Note:** Add to Header button allows for shipping cost, shipping documents, amount details, special handling, and additional reference documents and dates. Comments and attachments may also be added at header.

# Invoice from a Service Sheet

## Header Level Detail

Header Level information can be entered after the screen refreshes. Complete each section as needed before proceeding to the Line Section.

The Additional Fields section includes optional fields such as reference numbers, service period dates, and Approver Email.

**Note:** Some fields at the Header Level might be required by your customer. Check for fields marked with an asterisk (\*), and enter information as required.

Shipping

☒ Header level shipping ⓘ
 ☐ Line level shipping ⓘ

Ship From: **SMO Supplier 1**  
Cleveland, OH  
United States

Ship To: **SMO Buyer**  
Pittsburgh, PA  
United States  
[View/Edit Addresses](#)

Deliver To:

Payment Term

Discount or Penalty Term(days): ⓘ 
Percentage(%):\* 
[Add Discount/Penalty Term](#)

Additional Fields

☐ Information Only. No action is required from the customer.

Supplier Account ID #:

Service Start Date:  ⓘ

Customer Reference:

Service End Date:  ⓘ

Supplier Reference:

Payment Note:

Supplier: **SMO Supplier 1**  
Cleveland, OH  
United States

Customer: **SMO Buyer**  
Pittsburgh, PA  
United States  
[View/Edit Addresses](#)

Bill From: **SMO Supplier 1**  
Cleveland, OH  
United States

Email:  [View/Edit Addresses](#)

Field Contractor

Name:

Email:

Phone: USA 1 ▾

Field Engineer

Name:

Email:

Phone: USA 1 ▾

Approver

Name:\*

Email:\*

Phone: USA 1 ▾

# Invoice from a Service Sheet

## Line Item Details

Invoice information will automatically pre-populate from the Service Sheet.

- Add** line level information, including comments and attachments, by selecting the line and clicking the **Line Item Actions** button. The screen will automatically refresh and you will be able to fill in the detail.
- Update** each line item as needed until all items are complete.
- Click Next** to proceed to review screen.
- From** the Review Screen, check your Invoice for accuracy. If there are errors, click **Previous** to return to the Create Invoice screen and make corrections. To submit to your customer after corrected, click the **Submit** Button.

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

Insert Line Item Options ☐ Tax Category:  ☐ Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>		Not Available	TESTINGSERVICECHG					
100010	<input checked="" type="checkbox"/>	SERVICE	000000000003015848	MAT CONSTR MATERIAL IT005 KG		1,000	KGM	\$2.57 USD	\$2,570.00 USD

Pricing Details Price Unit: KGM Price Unit Quantity: 1 Description:

Unit Conversion: 1

Additional Fields

classificationCode:

accountingCode:

purchaseDescription:

transactionCategoryOrType:

unitsShippedUOM:

Line Item Actions Edit Delete Reset Tax from PO Add

Subtotal: \$2,570.00 USD

Total Tax: \$0.00 USD

Total Gross Amount: \$2,570.00 USD

Total Net Amount: \$2,570.00 USD

Amount Due: \$2,570.00 USD

Update Save Exit Next

Subtotal: \$2,570.00 USD

Total Tax: \$0.00 USD

Total Gross Amount: \$2,570.00 USD

Total Net Amount: \$2,570.00 USD

Amount Due: \$2,570.00 USD

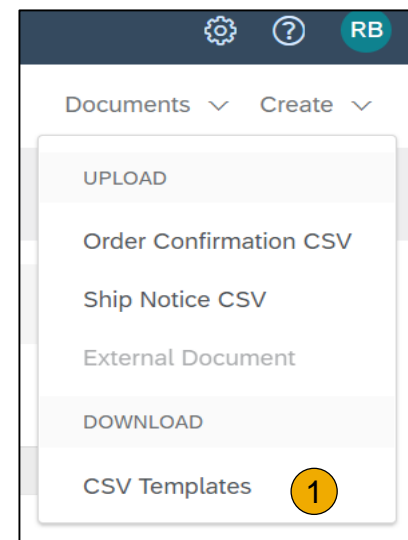
Previous Save Submit Exit



# Invoice via CSV

## Download Template

1. **Access** a customer's CSV file template, by going to **Documents** and choosing **CSV Templates** under Download.
2. **Select** the correct template by finding Alba on the drop down menu, checking the radio button for Invoice, and clicking Download.
3. **Populate** the template and upload it from Create> CSV Invoice > Browse > Import.
4. **CSV files** are processed by Ariba Network and forwarded to the customer in the form of cXML message.
5. **For more information**, please read the CSV Upload Guide available from the Supplier Information Portal.



Download CSV Templates Done

If any of your customers use custom CSV templates, a Custom Templates section appears below. If so, select a customer from the pull-down menu, and then download the custom templates. Otherwise, download the standard templates.

**Custom Templates**

Customer: ▼ 2

☒ Document

☒ Invoice

Download

**Standard Templates**

☐ Document 1

☐ Order Confirmation

☐ Ship Notice

Download

# Invoice via CSV

## Upload Completed CSV

1. **Populate** the template and upload it from **Documents > Upload > Invoice CSV**.
2. **CSV files** are processed by Ariba Network and forwarded to the customer in the form of cXML message.
3. **For more information**, please read the CSV Upload Guide available from the Supplier Information Portal.

**Import CSV Invoice**

Upload

- Order Confirmation CSV
- Ship Notice CSV
- Invoice CSV**
- Download
- CSV Templates

Customer: \*

Download CSV Templates

CSV invoice file path: \*  Browse...

**Import CSV Invoice**

# Create a Credit Memo

## Header Level



To create a credit memo against an entire invoice:

1. **Select** the **INBOX** tab.
2. **Select** the PO to be credited by clicking the radio button on the PO.
3. **Click on Create Invoice** and choose **Credit Memo** OR select **Credit Memo** from the **Actions** dropdown menu.
4. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks are filled in.
5. **Click Next.**
6. **Review** Credit Memo.
7. **Click Submit.**

The screenshot illustrates the SAP interface for creating a credit memo. It is divided into several sections:

- Orders and Releases:** At the top, with a tab for 'Items to Ship' (callout 1). Below it is a search filter section.
- Orders and Releases (1):** A table listing orders. The first order is 'ServicePO1' with a status of 'New'. Below the table are buttons: 'Create Order Confirmation', 'Create Ship Notice', 'Create Service Sheet', 'Create Invoice' (callout 3), 'Hide', and 'Resend Failed Orders'. An 'Actions' dropdown menu is open on the right, showing options like 'Confirm Entire Order', 'Update Line Items', 'Reject Entire Order', 'Ship Notice', 'Service Entry Sheet', 'Standard Invoice', 'Credit Memo' (callout 3), 'Line Item Credit Memo', and 'Hide'.
- Create Credit Memo:** A form with 'Header Information' (callout 4) including fields for Invoice #, Invoice Date (11 Apr 2017), and Supplier Account ID. It also has checkboxes for 'Information Only' and 'Original PO #'. Below this is the 'Adjustment' section with fields for 'Adjustment in Subtotal' (callout 4), 'Adjustment in Tax', 'Adjustment in Special Handling', and 'Adjustment in Shipping'. The 'Attachments' section at the bottom (callout 5) allows adding attachments up to 10MB.
- Summary:** A box on the right (callout 6) showing the financial summary: Subtotal: \$-5.00 USD, Total Tax: \$0.00 USD, Total Gross Amount: \$-5.00 USD, Total Net Amount: \$-5.00 USD, and Amount Due: \$-5.00 USD. Below this is a 'Submit' button (callout 7) and 'Previous' and 'Exit' buttons.

# Create a Credit Memo

## Line Level Detail

To create a line level credit memo against an invoice:

1. **Select** the **OUTBOX** tab.
2. **Select** your previously created invoice.
3. **Click** the button on the Invoice screen for **Create Line-Item Credit Memo**.
4. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks (\*) are filled in.
5. **Click Next**.
6. **Review** Credit Memo.
7. **Click Submit**.

Invoices

► Search Filters

Invoices (1)

	Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date
2	INV_20150415	Ariba, Inc. - TEST	20150415_PO1	Online	Supplier	Order	15 Apr 2016

3

[Create Line-Item Credit Memo](#)
[Edit](#)
[Copy](#)
[Create Non-PO Invoice](#)

Line Items 4 Line Items, 4 Included, 0 Previously Fully Invoiced

4

Insert Line Item Options

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

	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	4		MATERIAL	JKL012	WIDGET 4		-1	EA	\$6.60 USD	\$-6.60 USD
<input type="checkbox"/>	5		MATERIAL	MNO345	WIDGET 5		-3	EA	\$5.16 USD	\$-15.48 USD
<input type="checkbox"/>	6		MATERIAL	PQR678	WIDGET 6		-1	EA	\$5.40 USD	\$-5.40 USD
<input type="checkbox"/>	7		MATERIAL	STU901	WIDGET 7		-1	EA	\$5.16 USD	\$-5.16 USD

5

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

[Update](#)
[Exit](#)
[Next](#)

[Turn on Error Dump](#)
[Hide/Show XML](#)

6

Subtotal: \$-32.64 USD  
 Total Tax: \$-2.28 USD  
 Total Shipping: \$-12.00 USD  
 Total Gross Amount: \$-46.92 USD  
 Total Net Amount: \$-46.92 USD  
 Amount Due: \$-46.92 USD

[Previous](#)
[Submit](#)
[Exit](#)

7

# Review, Save, or Submit Invoice

## PO-Flip Invoice

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.
2. If no changes are needed, click **Submit** to send the invoice to Alba.
3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.
4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.
5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.
6. You can keep draft invoices for up to 7 days.

Create Invoice 1

! Please correct the following errors and resubmit

▼ Invoice Header

Summary

Purchase Order: PO80001005

Invoice #: \*

! Required field

Invoice\* Date: 22 Apr 2016

Remit To: 333 MAIN ST ▼

Manitoba MB  
Canada

Bank Account: Bill To:

**Note:** In the even of errors, there will be a notification in red where information must be corrected

Create Invoice

Update

4 Save

Exit

Next

Outbox ▼ Catalogs

Invoices

Order Confirmations

Ship Notices

Drafts 5

# Copy an Existing Invoice

To copy an existing invoice in order to create a new invoice:

1. **Select** the **OUTBOX** Tab.
2. **Either Select** the radio button for the invoice you want to copy, and click Copy. OR Open the invoice you want to copy.
3. **On the Detail** tab, click **Copy This Invoice**.
4. **Enter** an new invoice number.
5. **For VAT lines**, make sure the date of supply at the line level is correct.
6. **Edit** the other fields as necessary.
7. **Click Next**, review the invoice, and save or submit it.

Invoices (1)

	Invoice #	Customer	Reference	Submit Method	Origin	Source
<input checked="" type="radio"/>	INV_20150415	Ariba, Inc. - TEST	20150415_PO1	Online	Supplier	Order

[Create Line-Item Credit Memo](#)
[Edit](#)
[Copy](#)
[Create Non-PO Invoice](#)

Invoice: INV\_20150415 Done

[Create Line-Item Credit Memo](#)
[Copy This Invoice](#)
[Cancel](#)
[Print](#)
[Download PDF](#)
[Export cXML](#)

# Search for Invoice

## (Quick & Refined)



### Quick Search:

1. **From the Home Tab**, Select Invoices in the Document type to search.
2. **Select** Alba from Customer Drop down menu.
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

**Refined Search:** Allows a refined search of Invoices within up to 90 last days.

4. **Search** Filters from Outbox (Invoices).
5. **Enter** the criteria to build the desired search filter.
6. **Click** Search.

# Check Invoice Status

## Routing Status To Your Customer

---

### Check Status:

If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status.

You can also check invoice status from the **Outbox** by selecting the invoice link.

### Routing Status

Reflects the status of the transmission of the invoice to Alba via the Ariba Network.

- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed Alba invoicing rules. Alba will not receive this invoice
- **Queued** – Ariba Network received the invoice but has not processed it
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer
- **Acknowledged** – Alba invoicing application has acknowledged the receipt of the invoice



# Check Invoice Status

## Review Invoice Status With Your Customer

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### Invoice Status

Reflects the status of Alba's action on the Invoice.

- **Sent** – The invoice is sent to the Alba but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Alba approved the invoice cancellation
- **Paid** – Alba paid the invoice / in the process of issuing payment. Only if Alba uses invoices to trigger payment.
- **Approved** – Alba has verified the invoice against the purchase orders or contracts and receipts and approved it for payment
- **Rejected** – Alba has rejected the invoice or the invoice failed validation by Ariba Network. If Alba accepts invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
- **Failed** – Ariba Network experienced a problem routing the invoice

# Review Invoice History

## Check Status Comments

Access any invoice:

1. **Click** on the History tab to view status details and invoice history.
2. **History and status comments** for the invoice are displayed.
3. **Transaction history** can be used in problem determination for failed or rejected transactions.
4. **When you are done** reviewing the history, click Done.

Invoice: INV\_20150415

[Create Line-Item Credit Memo](#)
[Copy This Invoice](#)
[Cancel](#)
[Print](#)
[Download PDF](#)
[Export cXML](#)

[Detail](#)
[Scheduled Payments](#)
[History 1](#)

Standard Invoice

Invoice: INV\_20150415 Done

[Create Line-Item Credit Memo](#)
[Copy This Invoice](#)
[Cancel](#)
[Download PDF](#)
[Export cXML](#)
4

[Detail](#)
[Scheduled Payments](#)
[History 2](#)

Invoice: INV\_20150415  
 Invoice Status: Sent  
 Received By Ariba Network On: 15 Apr 2016 2:47:55 PM GMT+02:00  
 Submitted By: Klaus Püschel

To: Ariba, Inc. - TEST  
 Routing Status: Sent

History 2

Status	Comments	Changed By	Date and Time	Stack Trace
	The invoice was successfully received.	Ariba_TestSupplier - TEST	15 Apr 2016 2:47:57 PM	
	This document has been digitally signed.	PropagationDispatcher-128491053	15 Apr 2016 2:48:01 PM	

# Modify an Existing Invoice

## Cancel, Edit, and Resubmit

1. Click the **Outbox** tab.
2. In the **Invoice #** column, click a link to view details of the invoice.
3. Click **Cancel**. The status of the invoice changes to **Canceled**.
4. Click the **Invoice #** for the failed, canceled, or rejected invoice that you want to resubmit and click **Edit**.
5. Click **Submit** on the Review page to send the invoice.

Invoices (2) 2

	Invoice #	Customer	Reference	Submit Method	Date	Amount	Routing Status	Invoice Status
	<a href="#">XYZ123456</a>	SMO Buyer	<a href="#">PO725498</a>	Online	14 Oct 2015	\$46.92 USD	Sent	Sent
	<a href="#">XYZ12345</a>	SMO Buyer	Non-PO	Online	9 Sep 2015	\$369.35 USD	Sent	Sent

[Create Line-Item Credit Memo](#)
[Edit](#) 4
[Copy](#)
[Create Non-PO Invoice](#)

Invoice: XYZ123456 3

[Copy This Invoice](#)
[Cancel](#)
[Print](#)
[Download PDF](#)
[Export cXML](#)

[Detail](#)
[Scheduled Payments](#)
[History](#)

Cancel Invoice? 3

Are you sure you want to cancel this invoice?

[Yes](#)
[No](#)

# Download Invoice Reports

## Learn About Transacting

Reports help provide additional information and details on transactions on the Network in a comprehensive format.

1. Click the **Reports** tab from the menu at the top of the page.
2. Click **Create**.

Home   Inbox ▾   Outbox ▾   Catalogs   **Reports**   Messages

Reports

Use CSV or Excel reports to track information on account usage, such as purchase orders and invoices. Report files are UTF-8 encoded. If your application d

Report Templates

Title ↑	Schedule Type	Report Type	Status	Last Run	Next Run	Created
Factura	Manual	Invoice	Processed	22 Aug 2019		22 Aug 2019

↳   Run   Download   Edit   Copy   Delete   **Create**   Refresh Status

- **Invoice reports** provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.
- **Failed Invoice reports** provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.
- Reports can be created by Administrator or User with appropriate permissions.
- **Bronze** (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

# Invoice Reports

3. **Enter** required information. Select an Invoice report type — **Failed Invoice** or **Invoice**.
4. **Click Next.**
5. **Specify Customer** and **Created Date** in Criteria.
6. **Click Submit.**
7. You can view and download the report in CSV format when its status is **Processed**.

Report

Enter a title and description for this report. Check the Time Zone and Language settings. You can set the Time Zone and [More](#)

1 Report Description

2 Criteria

3 Title:\*

Description:

Time zone: US/Michigan

Language: English

Report Type:\*

Select

Early Payment Detail

Failed Invoice

Failed Order

Invoice

Order Summary

Payment Transactions

Order

Remittance Advice Details

SCF Trade Details Reports

Book

Sheet

Next

Exit

Report

Set the parameters for this report. To save your changes and put the report into the queue to be run, click Submit. To exit without saving changes or running this report, click Exit. [Less](#)

1 Report Description

2 Criteria

5 Customer: All Customers [Select](#)

Filter Invoice By: Date Invoice Created

Date Range: 21 Feb 2017 To 28 Feb 2017

6

Previous

Submit

Exit

For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.

# Invoice Archival

Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

1. From the **Company Settings** dropdown menu, select **Electronic Invoice Routing**.
2. Select the tab **Tax Invoicing and Archiving**.
3. Scroll down to **Invoice Archival** and select the link for **Configure Invoice Archival**.
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), choose Archive Immediately to archive without waiting 30 days, and click **Start**.
  - If you want Ariba to deliver automatically archived zip files to you, also enter an Archive Delivery URL (otherwise you can download invoices from your Outbox, section Archived Invoices).
  - **Note:** After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.
5. You may navigate back to the **Tax Invoicing and Archiving** screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the Terms and Policies link.)

# Ariba Network Help Resources

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**Customer Support**

**Supplier Information  
Portal**

**Additional Resources**

[Ariba.com Links](#)

[Troubleshoot Your Invoices](#)

# Customer Support

## Supplier Support During Deployment



### Ariba Network Registration or Configuration Support

- Registration, Supplier Fees, Account configuration



### Enablement Business Process Support

- Business-Related Questions
- Email: [Ariba.Support@alba.com.bh](mailto:Ariba.Support@alba.com.bh)



### Supplier Information Portal

- [How to Find the Supplier Information Portal](#)

## Supplier Support Post Go-Live



### Global Customer Support

Use the Help Center directly from your Ariba Network Account.



# Customer Support

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## Supplier Support During Deployment



### Supplier Information Portal

- [How to Find the Supplier Information Portal](#)

## Supplier Support Post Go-Live



### Global Customer Support

Use the Help Center directly from your Ariba Network Account.

# Training & Resources

## Alba Supplier Information Portal

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name to view transactional rules:  
The Customer Invoice Rules determine what you can enter when you create invoices.
3. **Select** Supplier Information Portal to view documents provided by your buyer.

The screenshot displays the 'Account Settings' page in SAP. The interface is divided into two main sections: 'Current Relationships' and 'Potential Relationships'. The 'Current Relationships' section shows a list of customers, including 'Ariba Inc.' and 'Pouliot Industries'. The 'Potential Relationships' section shows a list of potential customers, including 'Ariba Inc.' and 'Pouliot Industries'. The 'Ariba Inc.' entry is highlighted with a yellow circle labeled '2'. The 'Supplier Information Portal' link is highlighted with a yellow circle labeled '3'. The 'Company Settings' menu is highlighted with a yellow circle labeled '1'.

**Account Settings**

Customer Relationships Users Notifications Account Hierarchy

Current Relationships Potential Relationships

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests ☐ Manually review all

[Update](#)

Pending

Customer

[Approve](#) [Reject](#)

Current

Customer

☐ Ariba Inc. **2** **3** [Supplier Information Portal](#)

☐ Pouliot Industries

[Reject](#)

**Company Settings**

Construct & Co  
ANID: AN01456244393  
Premium Package

Company Profile  
Service Subscriptions

ACCOUNT SETTINGS

Customer Relationships **1**  
Users  
Notifications  
Account Hierarchy  
Application Subscriptions  
Account Registration  
View All

NETWORK SETTINGS

Electronic Order Routing  
Electronic Invoice Routing  
Remittances  
Network Notifications  
Audit Logs  
View All

# Useful Links

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## Useful Links

- **Ariba Supplier Pricing page** - <http://www.ariba.com/suppliers/ariba-network-fulfillment/pricing>
- **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>
- **Ariba Cloud Statistics** – <http://trust.ariba.com>
  - Detailed information and latest notifications about product issues and planned downtime  
- if any - during a given day
- **Ariba Discovery** - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>
- **Ariba Network Cloud Status** - <https://www.sap.com/about/trust-center/cloud-service-status.html#sap-ariba> (Information about downtime)

# Troubleshoot Your Invoice Issues

How do I know  
which type of  
invoice to  
create?

What does this  
error message  
mean?

How do I cancel  
an invoice that  
I've sent?

How do I edit and  
resubmit an  
invoice that I've  
sent?

What should I do  
if my invoice has  
been rejected?

Can I resend a  
failed or rejected  
invoice with the  
same invoice  
number?

How do I tell  
when my invoice  
will be paid?

[Back to Invoicing](#)

**Thank you for joining the  
Ariba Network!**