

ARIBA TIPS & TRICKS

Find goods and services



BUYING AND INVOICING

Since Ariba Buying and Invoicing (B&I) was introduced, some supplier errors are being seen consistently.

We want to ensure that suppliers minimize and or eliminate these invoice errors and resulting invoice payment failures and achieve on time payment and minimal additional invoice transaction efforts.

5 MOST COMMON SUPPLIER ERRORS AND SOLUTIONS

ERROR 1: Unit of Measure (UoM) not selected

Line #	Type	Service # / Description	Line Type	Contract #	Qty (UoM)	Unit Price	Subtotal
10	service	250 G Deere Excavator	Excavator		16.5	\$170.00 CAD	\$2,805.00 CAD
11	service	Hotel and per diem			1	\$545.42 CAD	\$545.42 CAD
12	service	Tandem truck with 16 wheel trailer and 8 wheel jeep	trucking		16.5	\$265.00 CAD	\$4,372.50 CAD

Solution: Select a valid UoM from drop down menu, do not type in as free text. Do not leave the UoM field empty. Blank is not a valid UoM for CP supplier submitted invoices.

ERROR 2: Incorrect tax amount being calculated outside of Ariba and then inserted into the tax amount field

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

Insert Line Item Options: Tax Category: GST, Shipping Documents, Special Handling, Discount

No.	Include	Type	Part #	Description	Customer Part #	Quantity	UNIT	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	CBT11509	EYEWEAR VITUA MAX CLEAR HARD COAT		20	EA	\$1.90 CAD	\$38.00 CAD

Tax: Category: GST, Taxable Amount: \$38.00 CAD, Tax Amount: \$1.52

Solution: Insert applicable tax % value first and then the correct tax amount will be calculated accurately and independently within Ariba

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

Insert Line Item Options: Tax Category: GST, Shipping Documents, Special Handling, Discount

No.	Include	Type	Part #	Description	Customer Part #	Quantity	UNIT	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	CBT11509	EYEWEAR VITUA MAX CLEAR HARD COAT		20	EA	\$1.90 CAD	\$38.00 CAD

Tax: Category: GST, Taxable Amount: \$38.00 CAD, Tax Amount: \$1.52

ERROR 3: Zero line items being posted. Zero line items do not need to be "posted" after all. Supplier to skip them entirely

Service Entry Sheet Lines

Line #	Type	Service # / Description	Line Type	Contract #	Qty (UoM)	Unit Price	Subtotal
1	Service	Not Available ETS to provide vegetation removal services of all coverings on the Bellevue Sub	Uninvoiced From Catalog		6 (BA)	\$200.00 CAD	\$1,200.00 CAD
2	Service	Creating sign and right of way zoning at 160,232 on the Bellevue Sub	Uninvoiced From Catalog		1 (BA)	\$0.00 CAD	\$0.00 CAD
3	Service	037-4100021876-20200411 JOHN DEERE 200 INVAULTOR W/800LW CUTTER	Uninvoiced From Catalog		8 (BA)	\$275.00 CAD	\$2,200.00 CAD
4	Service	037-4100021876-20200411 JOHN DEERE 200 INVAULTOR W/800LW CUTTER	Uninvoiced From Catalog		8 (BA)	\$275.00 CAD	\$2,200.00 CAD

Solution: Remove these line items from the invoice document being submitted.

ERROR 4: Duplicate invoice: Same invoice was submitted to 2 POs Invoice INV45671 was submitted for POs 7000000011 and 7000000650. Invoice needed to be removed from PO ending in "011".

7000000011	7000000650
Invoices	Invoices
Invoice # ↑	Invoice # ↑
45568	Tue, 22 Sep, 2020
45671	Fri, 09 Oct, 2020
45671	Fri, 09 Oct, 2020

Solution: Flip the invoice from PO

Error 5: When updating and resubmitting the invoice, suppliers are advised to create a new invoice with a slightly different number. The supplier should not update the original existing invoice that was already rejected.

7000004602 [Redacted] Status: Partially Serviced

Unique Name	Service Sheet #	Supplier Name	Service Start Date	Service End Date	Amount	Status
55342	4418_55_1	[Redacted]				Rejected
55448	4430_55_1	[Redacted]				Rejected
55512	4418_55_1	[Redacted]				Partially Invoiced
55513	4430_55_1	[Redacted]				Partially Invoiced

Invoices

Invoice # ↑	Invoice Date	Supplier
4418A	Sat, 30 Jan, 2021	[Redacted]
4430A	Sat, 30 Jan, 2021	[Redacted]

Solution: Use a different invoice number, for example- 4418A

If you identify other common invoice submission challenges or knowledge gaps please bring these forward to the Ariba Enablement Team by emailing Aribasupplier@CPR.ca

MORE REFERENCE GUIDES CAN BE FOUND ON THE CP SUPPLIER PORTAL: <https://support.ariba.com/CPR>

[Canadian Pacific Supplier Guide](#)

[How to Invoice for Services via Limit PO](#)