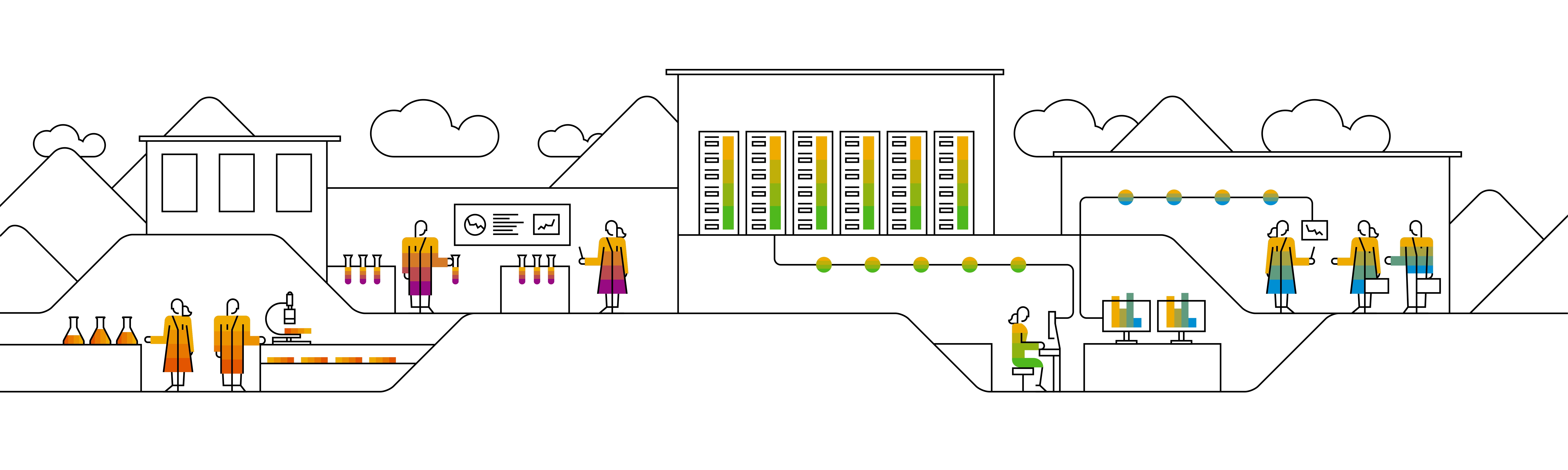
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**SAP Ariba Supplier Solution Blueprint**

February 2021

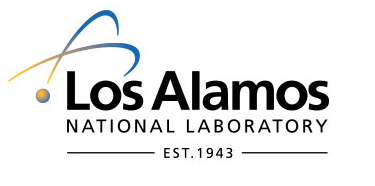


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# Version History

This log is updated each time an update is made to this guide. The log identifies the version number, the date the version was completed, the author of the changes, and a brief description of the changes.

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description** |
| 1.0 | Feb. 2020 | Matthew Dallas | Initial Blueprint Guideline |

# SAP STATEMENT OF CONFIDENTIALITY AND EXCEPTIONS

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# PROJECT DYNAMICS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Company** | **Contact** | **Role** | **Email** | **Phone** |
| SAP Ariba |  | Seller Integrator |  |  |
| SAP Ariba |  | Customer Engagement Executive |  |  |
| SAP Ariba |  | Supplier Enablement Lead |  |  |
| SAP Ariba |  | Catalog Integrator |  |  |
| Buyer | Richard Martinez | Project Lead  (Supplier Enablement lead) | rsmartinez@lanl.gov |  |
| Buyer | Ashley Dominguez | Supplier Enablement | ashleyd@lanl.gov |  |
| Buyer | Jeremy Kahl | Testing Contact | jkahl@lanl.gov |  |
| Supplier |  | Project Lead |  |  |
| Supplier |  | Technical (Developer) |  |  |
| Supplier |  | Testing Contact |  |  |

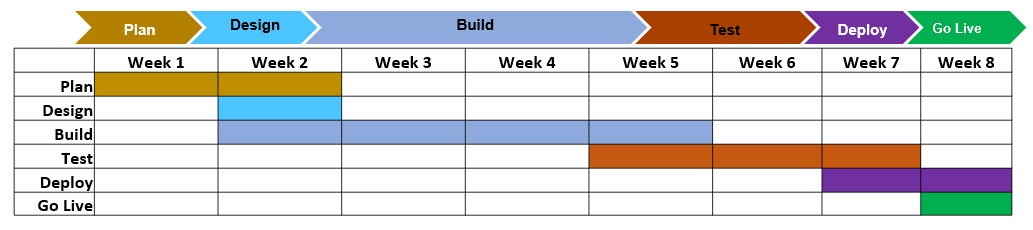
|  |  |
| --- | --- |
| **Catalog Integrator:** Support Setup and testing of Catalog with buyer and supplier  **Customer Engagement Executive**: | **Supplier enablement Lead:** Consolidate all supplier’s enablement status for reporting to customer. |
| **Customer Engagement Executive:** Primary customer contact. | **Technical (Developer) (Buyer):** Support of cXML/EDI Identified Supplier testing. Provide connection parameters to ERP systems. Assist in troubleshooting document errors from the application/ERP. |
| **Project Lead (Supplier)**: Main contact for project coordination. Provide commitment to project timeline. Understand buyer's transaction validation rules. Participate in status meetings. | **Technical (Developer) (Supplier):** Provide technical details for integration to back-end systems. Perform data mapping. Assist in troubleshooting document failures.  Coordinate go live with functional resource. |
| **Project Lead (Buyer):** Main contact for project coordination. Enforce compliance of project timelines. | **Testing Contact (Buyer):** Provide technical details for integration to back-end systems. Perform data mapping. Assist in troubleshooting document failures.  Coordinate go live with functional resource. |
| **Seller Integrator:** Manage end-to-end supplier integration. Troubleshoot failed/rejected documents. Ensure timely completion of project milestones. Escalate issues to appropriate person/team. | **Testing Contact (Supplier):** Define & Validate catalogue content with Supplier.  Generate Test Orders. Reconcile and approve invoices. Assist in other testing activities, coordinate go-live. Download & validate applicable test transactions; load & process through ERP. |

# TIMELINES AND SCHEDULES

## SAP Ariba Integration Methodology Timeline

* Planning and testing are the most critical and time-consuming steps
* Milestone dates to be determined at kick-off meeting
* If Invoice/Order Confirmation are in scope, can the supplier support using the Ariba portal while integration testing is ongoing?
* If catalogs are in scope, activity should start at least two weeks prior to the Plan phase

**NB:** Timeline below is to be used as a guideline and is subject to change based on level and/or complexity of scope. Supplier’s input and/or availability may also impact timelines.



|  |  |  |
| --- | --- | --- |
| **Plan**   * Kick-off meeting * Define project scope * Document business rules * Prepare project schedule, with milestones * Confirm resources are in place * Governance model in place * Commitment from all parties | **Design**   * Supplier’s technical solution defined * Development timelines defined * Relationship established on SAP Ariba * SAP Ariba network account configured * Test scenario’s defined | **Build**   * Supplier develops mapping requirements * Establish connectivity to the AN * Submit sample documents for validation * SIT testing |
| **Test**   * UAT testing with pre-defined test scripts * Validation solution meets requirements * Formal sign-off and acceptance | **Deploy**   * Migration to production * Supplier migrates maps to production * AN account is setup * Change management in place | **Go Live**   * Confirm transactions in production * SI post-production support (2 weeks) * Project close |

## Project Schedule

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Start Date** | **End Date** |
| **Plan** |  |  |
| **Design** |  |  |
| **Build** |  |  |
| **Test** |  |  |
| **Deploy** |  |  |
| **Go Live** | 5/17/2021 |  |

## Contingency Plan

Discuss what the contingency plan will be if target dates are not achievable.

Document:

* Why dates were missed
* New target dates
* How supplier will transact in the meantime

# ASSUMPTIONS & CONSTRAINTS

## Assumptions

* There will be a single primary point of contact with each Trading Partner for Project Management activities.
* It is assumed that assigned resources have the correct skills and knowledge to complete all responsibilities.
  + Knowledge of business operations with customer
  + Experienced Developers

## Constraints

Provide details of any challenges that would impact the scope and/or project timeline.

* Competing Priorities
  + Are other integration/capital projects running at the same time?
  + Can this project start now or in the future?
* System Maintenance Schedule
  + Upgrades
  + System refresh
* Resource Constraints
  + Vacations
  + Holidays
  + Knowledge
* Processes
  + Updates/changes to code must be scheduled
  + Go live at certain points of the month
* 3rd Party Dependencies
  + Are changes scheduled or added as needed?
  + Are error notifications/failures communicated back?
  + Is there a dedicated resource to support the project?
  + Will they attend standing calls?

# PROJECT SCOPE

|  |  |  |
| --- | --- | --- |
| **Documents In-Scope**   * Purchase Order * Change Order * Invoice * Receipt Notification | **Optional Documents**   * Order Confirmation * Advanced Ship Notice | **Documents Out of Scope**   * Service Entry Sheet * Service Entry Sheet Response |

## Document Details and Supplier Transmission

|  |  |  |  |
| --- | --- | --- | --- |
| **Document** | **Document Detail** | **Yes/No/Optional** | **Delivery** cXML/EDI/EDIFACT/Email/On-Line |
| **Orders** | Catalog | **Yes** |  |
| Non-Catalog | **Yes** |  |
| P-Card | **No** |  |
| Attachments | **Yes** |  |
| Blanket Order – with release | **No** |  |
| Blanket Order – without release | **No** |  |
| Service Order – sent as material | **Yes** |  |
| Service Order – sent as service | **No** |  |
| Change Order- catalog | **Yes** |  |
| Change Order – non-catalog | **Yes** |  |
| Change Order – P-Card | **No** |  |
| Precision Rounding | **No** |  |
| Advanced Pricing Detail | **No** |  |
| **Order Confirmation** | Header Level | **Optional** |  |
| Line Level | **Optional** |  |
| **ASN** | Advanced Shipping Notification | **Optional** |  |
| **GRN** | Receipt (Goods Receipt Notification) | **Yes** |  |
| **SES** | Service Entry Sheet | **No** |  |
| Service Entry Sheet Response | **No** |  |
| **Invoice** | Debit – Header Level | **No** |  |
| Debit – Line Level | **Yes** |  |
| Contract | **No** |  |
| Blanket | **No** |  |
| Non-PO | **No** |  |
| Service | **No** |  |
| Credit – Header Level | **No** |  |
| Credit – Line Level | **Yes** |  |
| Cancellations | **Yes** |  |
| Attachments | **Optional** |  |
| Precision Rounding | **No** |  |
| Advanced Pricing Detail | **No** |  |
| **Catalog** | CIF | **Yes** |  |
| Punchout – Level 1 | **Yes** |  |
| Punchout – Level 2 | **Yes - Preferred** |  |
| **Cutover Documents** | Orders – With Legacy Flag | **No** |  |
| Order – Without Legacy Flag | **No** |  |
| Invoices – With Legacy Flag | **No** |  |
| Invoices – Without Legacy Flag | **No** |  |
| Buyer provides report of ‘Old’ and ‘New’ order numbers – Y/N | **No** |  |

## Cutover Documents

* Document how cutover activities will be handled
  + Any open orders will remain in its current configuration/transmission path. If it was started external to the Ariba Network, it will remain that way. Any new POs with the supplier after go- live, will be expected to be over the AN.

# DOCUMENT REQUIREMENTS

The following tables outline the requirements unique to your Buyer’s procurement environment, as detailed in the Excel Delta document. Not all required elements as outlined in the DTD are represented as this is meant to identify information that is important to your Buyer.

## Orders

|  |  |  |
| --- | --- | --- |
| General | | |
| Change Orders | Yes | Allowed up to partially shipped goods |
| Cancel Orders | Yes | Allowed before any shipping of goods |
| Order Type |  | Both Catalog and Non-Catalog orders are in scope |
|  |  | Release POs from Contracts are in scope. Most orders will be Release POs |
|  |  | Service POs are sent as Material orders |
|  |  | Spotbuy Orders in Scope but no PCard data included |
| Catalog Orders |  | All LANL catalogs are expected to have taxes and shipping built into the price |
| **Header** | | |
| Ship To | Yes | Ship To Address IDs Required. Ship To information will be sent at the header level. Address and ID needs to be captured and returned on the invoice. |
| Deliver To | Yes | There may be multiple Deliver To fields used |
| Bill To | Yes | Bill To Address IDs Required. Address and ID needs to be captured and returned on the invoice |
| Payment Terms | Yes | Will be sent on all POs |
| Attachments |  | Attachments may be important. Can be drawings or scope of work to be completed and supplier will need to get it from AN manually or via email |
| Comments | Yes | Will include LANL Terms and Conditions |
| Extrinsic Values | Auto-Invoicing Indicator | The Extrinsic "Ariba.invoicingAllowed" when used and set to No, indicates this is a PO with planned auto-invoicing.  <Extrinsic name="Ariba.invoicingAllowed">No</Extrinsic> |
| Extrinsic Values | Optional | Examples:  <Extrinsic name="PurchasingUnit"/>  <Extrinsic name="LegalConditions">Order of Precedence Inconsistencies shall be resolved in the following descending order of precedence: (a) When a Contract Number is referenced (i.e. C23), the terms and conditions of the Contract apply. (b) When there is no reference to a Contract Number the terms and conditions applicable to the purchase order are located here: https://www.lanl.gov/business/terms-conditions.php and titled Triad Purchase Order Terms and Conditions. Seller's delivery of supplies is expressly conditioned on its assent and agreement to comply with all Triad Purchase Order Terms and Conditions. This Triad purchase order expressly limits acceptance to its terms and conditions, and notification of objection to any different or additional terms in any response to this offer is hereby given. The parties shall not be bound by or be liable for any statement, representation, promise,  inducement or understanding not set forth within the purchase order together with its term's and conditions. Failure of Triad to enforce any of the right of Triad to enforce each and every provision.</Extrinsic> |
| **Line Level** | | |
| Supplier Part ID |  | Supplier Product IDs will be sent when available |
| Buyer Part ID |  | May be sent on non-catalog POs if available |
| Manufacturer Part ID |  | May be sent on non-catalog POs if available |
| Supplier Part Auxiliary ID |  | May be sent on non-catalog POs if available |
| Taxes and Charges |  | If Taxes or Shipping Charges are expected, they will be sent as amount-based material line items on the PO at this time |
| Unit of Measure |  | Ariba Standard |
| Classification Code |  | UNSPSC |
| Service PO | Sent in Material PO Format | Supplier Part ID may show as not available for a service order. The Description will be used to identify service being requested |
| Extrinsic Values | Used with Services, Taxes or Shipping Charge Line Item | This extrinsic will indicate the line item is an amount-based material line item:  <Extrinsic name="AmountBasedReceiving">Yes</Extrinsic> |
| Extrinsic Values | Optional | Examples:  <Extrinsic name="Req. Line No.">1</Extrinsic>  <Extrinsic name="Requester">Vinita Singh</Extrinsic>  <Extrinsic name="PR No.">PR1515</Extrinsic>  <Extrinsic name="Contract ID">C124-V2</Extrinsic>  <Extrinsic name="Property">Yes</Extrinsic>  <Extrinsic name="Model #"/>  <Extrinsic name="Is Green">No</Extrinsic>  <Extrinsic name="Item Quality Level">PQL2</Extrinsic>  <Extrinsic name="NQA-1">Yes</Extrinsic>  <Extrinsic name="Agreement">Green Master</Extrinsic>  <Extrinsic name="Freight Terms for Catalog Items">Freight terms are in accordance with Special Condition (SC)-xxx of Master Agreement</Extrinsic>  <Extrinsic name="incoTerm"/>  <Extrinsic name="incoTermLocation"/>  <Extrinsic name="Manufacturer">NI</Extrinsic>  <Extrinsic name="Manufacturer Part Number">140150-0R46</Extrinsic>  <Extrinsic name="QuoteReference"/>  <Extrinsic name="QuoteLineReference"/> |

## Order Confirmation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| General | | | | |
| In Scope? | |  | | Optional |
| **Header** | | | | | |
| Attachments | |  | | Allowed | |
| **Line Level** | | | | | |
| Estimated Delivery Date | |  | | Required | |
| Estimated Shipment Date | |  | | Recommended | |
| Comments | |  | | Comments Recommended for any changes at line level | |

## Advanced Shipping Notification (ASN)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| General | | | | |
| In Scope? | |  | | Optional |
| **Header** | | | | | |
| Shipping Date | |  | | Required | |
| Delivery Date | |  | | Required | |
| Attachments | |  | | Attachments Allowed | |
| Delivery & Transport | |  | | Delivery and Transport information allowed such as Carrier Name or Tracking Number | |
| **Line Level** | | | | | |
| Line-Level details | |  | | Can include line level details about items being shipped | |

## Invoice

|  |  |  |  |
| --- | --- | --- | --- |
| General | | | |
| Partial Invoices | |  | Allowed |
| Cancel Invoices | |  | Allowed |
| Non-PO Invoices | |  | Not Allowed. Suppliers should inform LANL of any requests and a PO will be generated |
| Auto-Generated Invoices | |  | LANL offers auto-invoicing for suppliers. If a supplier agrees to this functionality and selects this option in the customer relationship, LANL will do the invoicing on the supplier’s behalf. When the items ordered are received by the LANL plant, a Goods Receipt Notification will be sent. This will trigger an auto-generated invoice based on the received goods and be sent back to LANL for payment without the supplier’s intervention. |
| **Header** | | | | |
| Invoice Number | |  | | No Special Characters allowed. 50 character max length.  Suppliers can reuse invoice number if it failed |
| Invoice Date | |  | | 5 day Backdating allowed |
| Bill To | | Required | | Bill To ID and Address Required |
| Ship From | | Required | | Ship From Address is Required |
| Ship To | | Required | | Ship To ID and Address Required |
| Payment Terms | | Required | | Payment Terms are Required |
| Contract Reference | |  | | Contract ID can be used |
| Attachments | |  | | Allowed |
| Line Level Credit Memo | |  | | Requires a Reason |
|  | |  | | It is recommended to reference Original Invoice |
| Auto-Generated Invoices | |  | | For an Auto-Generated Invoice, this extrinsic value will be included:  <Extrinsic name="isAutoflip">yes</Extrinsic>  Also, a Receipt ID will be used identifying the Goods Receipt Notification number that was sent back after the items were received at the LANL plant. |
| Extrinsic Values | | Optional | | Examples:  <Extrinsic name="invoiceSourceDocument">PurchaseOrder</Extrinsic>  <Extrinsic name="dynamicDiscountingCreditMemo">no</Extrinsic>  <Extrinsic name="punchinContractInvoice">no</Extrinsic> |
| **Line Level** | | | | |
| Currency | |  | | US Dollars only |
| Description | |  | | Line Item Descriptions are Required |
| Taxes | |  | | Line Level Taxes Not supported. If taxes are expected, they will be sent on the PO as a line item at this time |
| Extrinsic Values | | Optional | | Examples:  <Extrinsic name="punchinItemFromCatalog">no</Extrinsic> |
| **Summary Detail** | | | | |
| Currency | |  | | US Dollars only |
| Taxes | |  | | Sales Tax Category must be used. If taxes are expected, they will be sent on the PO as a line item at this time |
| Special Handing | |  | | If Special Handling Charges are expected, they will be sent on the PO as a line item at this time |
| Shipping | |  | | If Shipping Charges are expected, they will be sent on the PO as a line item at this time |

**Tax Requirements**

* Sales Tax Category must be used. If taxes are expected, they will be sent on the PO as a line item at this time

## Supporting Documentation

Have the buyer provide documentation for the following, if in scope:

* Ship To addresses & ID
* Bill To addresses & ID

## Where to Find Buyer Transaction Rules

Rules configured by the Buyer that define how transactions will e validated on the Ariba Network from a technical and business process perspective. These rules define the technical requirements presented in the Ariba Integration Guide and are unique to each Buyer.

To view a Buyers transaction rules:

1. Login at supplier.ariba.com
2. Select Company Settings in the blue menu at the top of the page
3. Select Customer Relationships
4. Select the Customer to view their unique rules

# CONNECTIVITY AND INFRASTRUCTURE

## Buyer Profile

|  |  |  |
| --- | --- | --- |
| **Identification** | **Test** | **Production** |
| ANID | AN01460290704-T | AN01460290704 |
| DUNS |  |  |
| DUNS+4 |  |  |

|  |  |
| --- | --- |
| **System Profile** | **Description** |
| ERP | Oracle |
| Middleware |  |
| Buying Channels | B&I (Buying and Invoicing), Contracts |
| UoM Classification | Ariba Standard UOM |
| UNSPSC Classification | UNSPSC V13.5 |

## Supplier Profile

|  |  |  |
| --- | --- | --- |
| **Identification** | **Test** | **Production** |
| ANID |  |  |
| DUNS |  |  |
| DUNS+4 |  |  |
| ISA Qualifier |  |  |

|  |  |
| --- | --- |
| **System Profile** | **Description** |
| ERP | SAP R/3 v4.7  SAP ECC 5.0  SAP ECC 6.0  SAP S/4 HANA  Oracle 12c v11.2.0.4  Oracle 12c v12.1.0.2  Oracle 12c v12.2.0.1  PeopleSoft  In House |
| Middleware | webMethods  Mincom  BizTalk  In House |
| UoM Classification | UNUOM  ANSI  Custom |
| UNSPSC Classification | UNSPSC V11.2  UNSPSC V12.2  Custom |

## Supplier ERP Connection

|  |  |
| --- | --- |
| **Type** | **Description** |
| **Connection** | Cloud Integration Gateway (CIG) |
| **Authentication** | * Certificate by a Trusted Authority. No self-signed certificates, base64 encoding * Name & Password |
| **VAN** | Y/N |
| **Third Party Provider** | Provide company information |

# SUPPLIER ERROR HANDLING & BUSINESS PROCESS

## Order Validation

Identify which fields from the Order and Change Order are validated in Supplier’s ERP:

* Part Number
* Unit Price
* UOM
* UNSPSC
* Delivery Date
* Service Date (start & end)

## Invoice Processing

Identify how the invoices are sent to the AN.

* Real time (individually)
* Batched
* Scheduled run nightly
* Scheduled run next business day *(check if there is any conflict with backdating rule. Would also apply to corrected invoices)*

## Error Handling

Discuss and document the process for the various cases below. Add in any other error handling cases.

* What happens when an order is transmitted to the supplier’s system, but is not processed?
  + Is there an error log that is monitored?
  + How often are the logs checked?
  + Who is notified?
  + How is this corrected?
  + What is the turn-around time to address failed orders?
* What happens when an order fails on data validation? Ie. Wrong part number, price, UOM…..
  + Who gets notified?
  + How is this corrected?
  + Does the supplier system automatically make substitutions?
  + What is the turn-around time to address failed orders?
* Is there any schema or data validation done on the invoice before it is sent to the AN?
* What is the process if an invoice fails against a business rule in the AN?
* What is the process if an invoice is rejected by the buyer?
* What is the process if duplicate invoice numbers are not allowed when an invoice has failed or been rejected?

## 

## Business Processes

Describe any out of the box/unique processes that will be put into place.

Example:

* How change orders will be handled if not supported electronically?
* If order confirmation is not in scope, how will changes be communicated back to buyer?

# POST GO LIVE SUPPORT

Seller Integrators provide two weeks support post go live starting with the first transaction in Production. After the two-week period, a Service Request should be created for any assistance. See imbedded deck for details instructions.



# SUPPLEMENTAL DOCUMENTATION

This document contains <BUYER> specific information regarding transaction requirements. Information in this document does NOT cover the complete technical aspects of integrating with the Ariba Network. Below are three sections for supplemental documentation to be used with this document for cXML, EDI or PIDX transaction formats. Only refer to the section that pertains to the format your organization with be sending/receiving.

## cXML Section for Supplemental Documentation

New cXML supplier to Ariba Network must:

1. Support a DTD (document type definition) validation tool internally and download the document type definitions (DTD’s) for all supported transactions.
2. Support HTTPS protocol. Ariba supports HTTPS (not HTTP) only for cXML transactions.
3. Review the cXML Solutions Guide and cXML User Guides.

**cXML Document Type Definitions (DTD’s):**

* [http://cxml.org](http://cxml.org/) Download [InvoiceDetail.zip](http://xml.cxml.org/current/InvoiceDetail.zip) for the InvoiceDetailRequest.dtd.
* <http://cxml.org> Download cXML.DTD for the OrderRequest
* <http://cxml.org> Download Fulfill.dtd for ConfirmationRequest/ShipNoticeRequest

EDI x12 Supplemental Documentation via SAP Ariba Cloud Integration Gateway   
New Cloud Integration Gateway supplier to the Ariba Network

* [Cloud Integration Portal Guide](https://integration.ariba.com/#/resources) (aka. CIG “How to Guide”)

[All EDI Supplier Guides](https://integration.ariba.com/#/resources)

* SAP Ariba PO850 4010 Purchase Order
* SAP Ariba PC860 4010 Purchase Order Change
* SAP Ariba PR855 4010 PO Acknowledgment (Order Confirmation)
* SAP Ariba IN810 4010 Invoice
* SAP Ariba FA997 4010 Functional Acknowledgment (inbound)
* SAP Ariba FA997 4010 Functional Acknowledgment (outbound)

PIDX Supplemental Documentation via SAP Ariba Cloud Integration Gateway   
New Cloud Integration Gateway supplier to the Ariba Network

* [Cloud Integration Portal Guide](https://integration.ariba.com/#/resources) (aka. CIG “How to Guide”)

[All PIDX Supplier Guides](https://integration.ariba.com/#/resources)

* SAP Ariba PIDX OrderCreate OrderChange 1.61 Outbound
* SAP Ariba PIDX OrderResponse 1.61 Inbound
* SAP Ariba PIDX Invoice 1.61 Inbound
* SAP Ariba PIDX InvoiceResponse
* SAP Ariba PIDX Receipt Outbound

If you do not yet have user access to CIG, the SAP Ariba Seller Integrator will forward these documents. Once user access is obtained, the current CIG documentation may be viewed in or downloaded from the CIG Resources section.

# SAP ARIBA CUSTOMER SUPPORT FOR SUPPLIERS

**How to utilize Help Center and access Customer Support**

At SAP Ariba, our goal is to empower Suppliers with the information and tools they need to seamlessly navigate through Ariba Solutions. You can find the answers you need about Ariba products in the SAP Ariba Help Center. You can also contact SAP Ariba Support directly through the Help Center, when necessary.

**Access the Help Center**

[Sign in to your account](https://service.ariba.com/Supplier.aw/128579057/aw?awh=r&awssk=hHBjg49w&dard=1) (supplier.ariba.com) and look to the right-hand side of your screen to view the Help Center panel. If the panel is collapsed and you can’t see any articles, click Help Center >> to expand.

**Using the Help Center**

The Help Center is the first place to start if you have questions about any Ariba Solution. You can search for answers to functional and navigational questions in our FAQs and Tutorials.

The following tutorials are helpful when you’re getting started:

* + [Supplier Basics](https://uex.ariba.com/auc/node/99957)
  + [Invoices](https://uex.ariba.com/auc/node/100330)

**Still need more help? Contact Customer Support**

If you don’t find your answer after searching, you can request direct support via email, chat, or phone (depending on the type of account you have).

**To Request Support:**

* 1. Click the  icon in the bottom-right corner of the expanded Help Center. After clicking, you will see a new window titled **Ariba Exchange User Community**.
  2. You will see the words **I need help with** next to a search bar. If you don’t see this, click **Support** in the upper-right corner of your screen.
  3. Search for your issue in the **I need help with** search bar.

Based on your search, you may see Guided Assistance. Guided Assistance features a series **Yes** or **No** questions that will guide you either to support options or to relevant content to resolve your issue. If the guided content does not resolve the issue, the following direct support options are presented:

*Email SAP Ariba Customer Support*

* Send a written online request to SAP Ariba Customer Support via a short webform.
* Provide a Short Description, Details, and Attachment to ensure a fast and accurate response.

*Get help by live chat*

* Start a live chat with an SAP Ariba Customer Support specialist.

*Click to call*

* Avoid waiting on the phone. Fill in a short form to request a callback from the next available specialist.

# APPENDIX A

## Precision Rounding on Invoice

An invoice exception will occur in the Ariba Network if the monetary amount has a mathematical error. There are two general situations where this happens.

1. Monetary values sent are not calculated correctly (net amount/gross amount)
2. A rounding algorithm is being used where the rounding is different from the Ariba Buying & Invoicing solution (B&I)

**Two Solutions**

1. Send the same monetary values as what was sent on the originating order
2. **In B&I**, set the field “***AmountRoundingForInvoiceExceptionCalculation***” as follows

**0 = No rounding:** This is the default value. No rounding occurs when Ariba computes the amounts and then compares the amounts against the total invoiced.

**1 = Round invoice line item amounts to currency precision**: Ariba rounds all line amounts to currency precision, and then totals the line item amounts and compares that to the total invoiced amount.

**2 = Round invoice total cost to currency precision:** Ariba totals the line items amounts first and then rounds the total amount to currency precision before comparing it to the total invoiced amount.

|  |  |  |
| --- | --- | --- |
| **Without Rounding (0)** | **With Rounding on Line Amount (1)** | **With Rounding on Invoice Total (2)** |
| Line 1 2045.046 (price) \* 9.94 (quantity) = 20, 327.757 | 20,327.76 (rounded) | 20,327.757 |
| Line 2 121.511 (price) \* 7.04 (quantity) = 855.43744 | 855.44 (rounded) | 855.43744 |
| Total = 21, 183.19444 | Totals to 21,183.20 | Rounded to 21,183.19 |

# APPENDIX B

## Advanced Pricing / Price Basis Quantity (PBQ)

Check if the Buyer rules allow for changes to advanced pricing detail. You can find how to do this in “[Buyer Transaction Rules](#_Buyer_Transaction_Rules)” section.

If there is Advanced Pricing/PBQ, the detail section of Pricing details will be sent in the cXML

**Usually**, Subtotal = Unit Price \* Quantity, which in this case will not be true, 60 ≠ 48 \* 7.50. (48\*7.50 = 360)

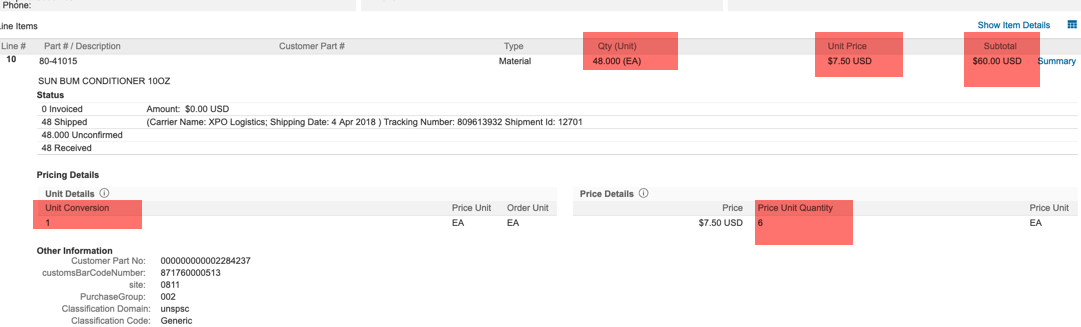
**However**, for PBQ, the formula used is

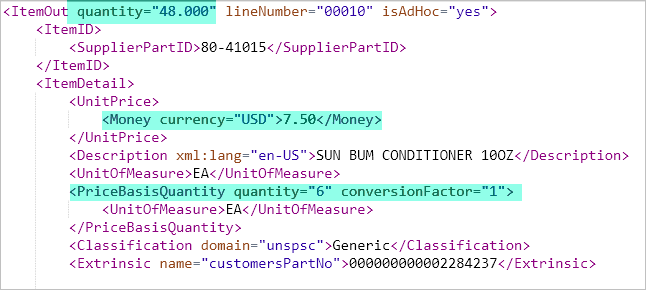
**Subtotal = Quantity \* (Unit Conversion/Price Unit Quantity) \* Unit Price**

**60 = 48 \* (1/6) \* 7.50**

Easier way to remember is  buyer is selling “item” in pack of 6. So, price 7.50 is price of 6.

Quantity is 48 (6\*8). Even though quantity says 48, actually it is 8 packs of 6. So the subtotal price is 8 \*7.50 = 60.



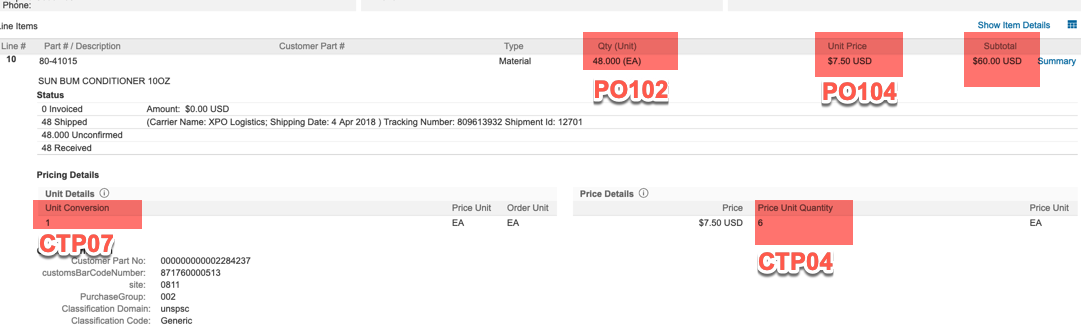


**EDI Suppliers must ad CTP segment as is from the PO for Advanced pricing.**

PO1\*00010\*48\*EA\*7.5\*\*VP\*80-41015\*\*\*\*\*C3\*Generic~

CUR\*BY\*USD~

CTP\*WS\*\*\*6\*EA\*CSD\*1~



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