Welcome!
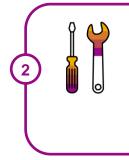
Congratulations on joining Ariba® Network as a supplier. You're now part of a global network of 4 million companies. Leading businesses like yours have leveraged their Ariba Network Enterprise Accounts to grow their business, improve operational efficiencies, and deliver a better experience to their customers.

Your supplier account has been designed to make transacting with your customers as easy as possible. To get started and trained on how to use your Ariba® Network account with National Australia Bank, please follow the steps below:

1

Visit our Supplier Training page

Learn how to set up and operate your supplier account on our detailed Supplier Training Page. If the above hyperlink doesn't work, copy-paste the following link in your browser instead:
https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/

2

Review the specifics of transacting with National Australia Bank

Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer. This document will help you navigate through the detailed content of our Supplier Training Page.

We wish you a lot of success using Ariba® Network!

THE BEST RUN **SAP**

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www.sap.com/contactsap

National Australia Bank Limited (NAB) is changing its procurement platform to SAP Ariba, a global leader in the procurement industry.

NAB chose to partner with SAP Ariba for the benefits it brings to our suppliers, including invoice automation, online catalogues, ease of updating contacts and banking details, and new business opportunities.

SCOPE OF NATIONAL AUSTRALIA BANK'S PROJECT

This section specifies which documents will be transacted through Ariba Network. Some of them will be mandatory, others will simply be available if relevant.

Supported Documents On this Ariba Network relationship	Not Supported Documents On this Ariba Network relationship

• **Purchase Orders**
POs from National Australia Bank will be sent through Ariba Network
 	
• **Purchase Order Confirmations**
Apply against a whole PO or line items
 	
• **Ship Notices**
Apply against PO when items are shipped
 	
• **Invoices**
Apply against a whole or partial PO or line items
 	
• **Credit Invoices/Credit Memos**
Item level credits; price/quantity adjustments
	• **Summary or Consolidated Invoices (e-invoice)**
	Apply against multiple POs
	
	• **Invoicing for Purchasing Cards (P-Cards)**
	An invoice for an order placed using a purchasing card or virtual card
	
	• **Duplicate Invoices**
	A new and unique invoice number must be provided for each invoice; duplicate invoices will be rejected unless resubmitting a corrected invoice that previously had a failed/rejected status on AN
	
	• **Paper Invoices**
	National Australia Bank will no longer accept paper invoices and requires invoices to be submitted electronically through Ariba Network
	
	• **Header Level Credit Memos**
	The Header Level Credit Memo feature is not supported by National Australia Bank
	
	• **Invoices**
	Apply against a whole or partial PO or line items
	
	   o **BPO Invoices**
	   Invoices against a blanket purchase order
	   o **Service Invoices**
	   Invoices that require service line item details
	   o **Contract Invoices**
	   Against contracts
	
	• **Service Sheets**
	Apply against a PO referencing a service line item

SETTING UP YOUR ACCOUNT

This section covers what needs to be set up in the Ariba Network account as minimum requirements in order to successfully transact with National Australia Bank.

Please make sure you complete at least the following chapters of the *Account Administration* section on the Supplier Training Page.

- Complete your profile
- Configure your email notifications
- Configure your enablement tasks
- Configure Electronic Order Routing method and notifications
- Configure Electronic Invoice Routing method and Tax Details
- Configure your Remittance Information and payment methods
- Set up a test account

TRANSACTING ON ARIBA NETWORK

This section mentions the specifics of transacting with National Australia Bank on Ariba Network once your account has been set up. You'll find detailed instructions in the *Transacting* section of the **Supplier Training Page**.

Specifics for PURCHASE ORDERS

This section mentions any specificities regarding Purchase Orders sent by National Australia Bank through Ariba Network. The Purchase Order (PO) is the source document for the order and all subsequent documents are created from the PO – **You cannot Manipulate or change the PO yourself.**
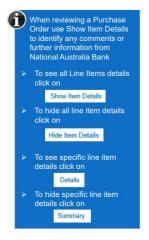
Multiple Invoices can be created against the same PO line up to the quantity/value available on that PO line.

Ensure you use the Unit of Measure (UOM) that appears on the Purchase Order Line Items. If the UOM is incorrect contact National Australia Bank, a changed purchase order is required.

Reviewing a Purchase Order

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

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

Changed Purchase Orders:

A change order is triggered, when a Supplier has provided proposed changes on the Order Confirmation or contacted the requester. – **Please see Specifics for ORDER CONFIRMATION, 3 types of Order Confirmation.**

Only National Australia Bank can change a Purchase Order. National Australia Bank will contact suppliers where the proposed changes are not accepted based on trading agreements.

Invoicing for an amount different to that shown on the Purchase Order will result in the invoice being rejected and this may delay the process.

A changed Purchase Order may be sent when:
- o A price or quantity change has been accepted

- o   The order was rejected because the wrong information was sent
- o   The Purchase Order had too many errors for the Supplier to effectively correct
- o   Additional change requests (CR) or supporting information

Specifics for PO CONFIRMATIONS

When a new order is received into Ariba, some Buyers require an Order Confirmation, however for National Australia Bank this is an optional process.

There are 3 types of Order Confirmation; a Confirmation can be created to either confirm, update or reject the order:

1) **Confirm Entire Order:** used to confirm all line item details of the order
2) **Update Line Item:** used to advise National Australia Bank there is incorrect information on the Purchase Order, for back orders and to reject one line item from the purchase order
3) **Reject Entire Order:** used to reject the order if it cannot be fulfilled

Note: National Australia Bank will not respond to Order Confirmations.

Specifics for SHIP NOTICES

The Ship Notice is the delivery information and is sent to National Australia Bank to advise them of the ship date for the materials.

The Ship Notice is an optional document for transacting with National Australia Bank unless you are required to charge Australian GST from international locations. If your Ariba Account address is not in Australia, and you charge Australian GST on your invoices, NAB requests you to change the "Ship From" address in the invoice header to an Australian location.

Specifics for INVOICES

This section mentions any specific transaction rule that should be observed by suppliers regarding invoices.

• An invoice can be generated for Purchase Orders with a New or Changed Purchase Order Status.

• Invoices can be created prior to receiving a Goods Received Purchase Order

• Payment Terms commence based on the Invoice date in Ariba Network

• All orders received via the Ariba Network require an invoice to be created in the Ariba Network

• The Invoice # refers to your internal invoice number

• Partial invoicing is allowed

- o   Multiple Invoices can be created for a Purchase Order as long as it does not exceed the quantity or amount requested

- o   **Note:** if a Purchase Order is not fully invoiced as goods were not fully supplied and invoiced it will remain in the Ariba Network as "Partially Invoiced"

• The Ariba Network uses Balance Tracking showing the amount outstanding for a Purchase Order

• All taxes are added at line item and header level when transacting with National Australia Bank

Note: Suppliers of NAB are required to attach supporting documentation to assist with the reconciliation of charges. Attachments can be uploaded in the header level section (recommended) or line item level.

Note: Banking details can be updated in your Ariba Network profile. If you have more than one bank account, please contact National Australia Bank to obtain remittance ID's. The 'Remit to' section of the invoice determines where payment is made to.

Rejected Invoices:

Invoices that are rejected by National Australia Bank will display as Rejected. Rejected Invoices can be edited and re-submitted by going to the Outbox, finding the appropriate Rejected Invoice – reviewing the document and clicking the "Edit & Re-submit" Option.

Invoices can be rejected due to:
- o   Missing information - for example a required attachment
- o   Incorrect information

Remittance:
- The Remittance informs of when and how payment for an invoice is made
- The Remittance is an informational document only and does not require any action
- New Remittances can be viewed from the *Inbox* area under *Remittances*
- Banking details can be updated in your Ariba Network profile. However, if you have more than one bank account, please contact National Australia Bank to obtain remittance ID's.

Note: Banking details can be updated in your Ariba Network profile. If you have more than one bank account, please contact National Australia Bank to obtain remittance ID's. The 'Remit to' section of the invoice determines where payment is made to.

Specifics for CREDIT & LINE CREDIT MEMO

Credit Memos are actioned against a purchase order and allow suppliers to create credit adjustments. Credit Memos are accessed via a Purchase Order in the INBOX.

Credit Memos can be created for:
- o   Overcharged subtotal on an Invoice
- o   Adjustment to the tax invoice

Line Item Credit Memos are against an Invoice and are raised for Quantity Adjustments and Price Adjustments. Line Item Credit Memos are accessed via the OUTBOX.

Please also note the following when creating Line Item Credit Memos:
- o   Credits are supported against specific line items from a previously submitted invoice
- o   Credits can be for full or partial amounts

HELP & SUPPORT

If you need assistance using Ariba Network, please consult our documentation from the NAB Supplier Information Portal or contact our Support Team directly from the Help Center.

If you need assistance regarding Purchase Orders or Invoices, please contact National Australia Bank P2P team at p2p@nab.com.au or 1300 880 359.