

Platform Support Webcast Series

Supply Chain Collaboration – Buyers and Suppliers

Message Delivery Notifications

Q: What is a Status Update Request document type?

A: Status Update Requests (SURs) are message delivery notifications. They are not business documents. Normally these failures will not impact your business.

Q: Is there a way to download failed messages for a group or by plant?

A: This search capability is currently not available in CIG but can be done on your Ariba Network account.

Q: Are we able to select more than one document type for Message Delivery Notifications?

A: Message Delivery Notifications can only be downloaded one at a time as these are linked to each document.

Errors in CIG

Q: How can I view the transaction tracker in CIG?

A: Please login to CIG as an Admin user and the transaction tracker will be available.

Q: Can you edit message content and resend it in CIG?

A: You can only resend the same document from CIG. Editing and resending is not possible.

Q: What is the retention period for transaction on the transaction tracker?

A: The retention period is 30 days. There is no way to extend this retention period to longer than 30 days.

Q: Can you give an example of a scenario where we might get a 400 error response?

A: A 400 error usually means that the server will not or cannot process a document.

Q: Is there a way to clear error logs or to tell CIG not to re-process / retry selected errors that are known?

A: No. The built-in retry mechanism will pick up failed documents and try to resend them.

Q: Can errors on invoices be mailed to a different mailbox based on Buyer?

A: Yes. In your network settings you can configure different routing for order and invoice failures under

Electronic Order Routing and Electronic invoice Routing respectively.

Q: Which kind of reprocess must be done in CIG: Internal or Outbound?

A: Internal reprocessing will reprocess the source document and generate the outbound file again. Outbound processing will reprocess the outbound file generated earlier. If outbound is not generated on a failed document, then you should use internal reprocessing.

Q: Is there a way to have CIG reprocess errors that can be reprocessed instead of being done manually?

A: Currently 500 errors are not automatically reprocessed. However, there are discussions to have these reprocessed automatically. All customers will be notified once the feature is deployed.

Q: Do you need to check for failures in CIG pro-actively or can you activate a mail messaging automatically?

A: There is no notification in CIG. All failed documents are reprocessed automatically except 500 errors.

Q: If a PO is in Failed status, would it be up to the Buyer to correct the issue? The Supplier could then confirm and eventually invoice the PO?

A: There can be multiple failure reasons and each case needs to be analyzed individually. If document failed at buyer end then yes, the buyer will need to fix. But if the document failed in Ariba then Ariba will need to check it further. All failure details will be available under respective document history.

Q: For a Supplier, can suppliers review if the documents are sent to the customer's ERP (Enterprise Resource Planning)?

A: CIG will show delivery to Ariba Network only. To review delivery of documents to a customer's system, you will need to check the document history in Ariba Network

Integrated Flows

Q: What type of ERP systems can be integrated with Ariba?

A: Most ERP systems can be integrated with Ariba.

Q: What does integrated supplier mean?

A: Integrated supplier means the document is going beyond the supplier's Ariba Network portal to the supplier's back-end system.

Q: If a Buyer has his own system, how can they integrate to the Ariba Network through CIG?

A: To integrate with CIG, you will have to create a project and maintain the connection. You can go through the [SAP Ariba Cloud Integration Gateway Configuration Guide](#) for more information.

Q: Is CIG mandatory for the supplier to integrate their system with the Ariba Network?

A: CIG is not mandatory for a supplier to integrate their system with the Ariba Network.

Q: Is there an option to integrate via EDI?

A: EDI documents can be integrated via CIG with Ariba Network. Since the Ariba Network only accepts cXML, all EDIs will be converted to cXML in CIG and sent across to the Ariba Network.

Q: Does "integrated supplier" mean that the supplier is sending the file directly to Ariba Network and not through CIG?

A: Integrated suppliers will always be integrated through CIG. Direct posting is not possible without integration and is only part of internal testing.

Q: Can CIG be used to integrate with non-SAP ERP system using cXML as mode of communication?

A: If cXML is being used, it can be directly posted to the Ariba Network without the need for CIG.

Q: What does it mean when "The document must have failed in delivery to destination system"?

A: This is the case when the routing status is failed.

Transaction rules

Q: Can a supplier with a standard account see the transaction rules?

A: Buyers control the transaction rule settings on the Ariba Network. This will not be available for a supplier with a standard account.

Q: Can suppliers amend transaction rules?

A: Suppliers will be able to view the default transaction rules set up by the Buyer. However, the Supplier will not have the option to edit them.

Q: How can a Buyer change the transaction rules with supplier?

A: The Buyer has an option to create supplier groups. These supplier groups can have specific transaction rules configured for the suppliers assigned to the group.

Q: How can we configure transaction rules at the Buyer end?

A: Please follow the steps below.

1. As a Buyer, login to Ariba Network
2. Select Administration>Configuration>Default Transaction rules

Q: Can a supplier have different transaction rules set up for their account by different buyers?

A; Yes. Buyers can customize their transaction rules, so it is possible for a supplier to have different rules for different Buyers. The Buyer can also set up custom rules for individual suppliers.

Q: Are transaction rules that are configured by Buyer on the Ariba Network specific for each supplier trading relationship or can rules be applied to all suppliers?

A: All rules that are set at the default level will apply to all suppliers. In case different rules are required for specific suppliers, that can be handled by Supplier groups -> Transaction rules.

Payload IDs

Q: What exactly is a payload ID?

A: Payload ID is the unique identifier of all documents.

Q: Is there any other way of determining the payload ID besides downloading and finding it from the cXML document?

A: That is the only way currently for customers. Payload IDs are not displayed in UI (User Interface)

Q: Is Payload ID the only way to submit invoices?

A: Payload IDs are unique identifiers for documents. Every cXML posted to Ariba Network will have a payload ID.

Q: We can download payloads in the transaction tracker. How is it different than the payloads downloaded from Buyer portal?

A: Inbound and outbound payloads vary between the buyer and supplier CIG Portal depending on the Document Type. For example, in the Buyer CIG Portal, the inbound for PO may be of type IDOC (Intermediate Document) and outbound may be of type cXML. However, in the Supplier CIG Portal, the inbound will be cXML and outbound configured as per supplier requirements.

Q: Can we update document that have already been uploaded to Ariba through cXML integration? How is payload ID associated with this?

A: Payload ID is a unique identifier for any document that flow into and comes from Ariba. You can update the documents that exist in Ariba, but the Payload ID remain unique to each version.

Q: Does a unique payload ID get generated for every process?

A: A unique payload ID is generated for each document on the Ariba Network.

Q: If something is wrong in the Payload file on the Supplier side, what should they do?

A: If the supplier manually adds a payload ID then they will need to check it themselves as duplicates will not post to Ariba. In most cases, payload IDs are added automatically and that should not cause any issues with duplicate payloads being sent.

Q: For Payload ID, is the latest version of the document is always taken?

A: If the original document translation to cXML happens in Ariba then Ariba will add the payload ID. Otherwise it is sent from source system and will be added there

Q: Is there a check on Order number in addition to payload ID?

A: Payload id is unique identifier in Ariba. Order number can be duplicated.

Q: Can you provide an example of a scenario where the Payload ID and timestamp remains the same and no new document gets created with 200 response?

A: This can happen if manually posting cXML documents to Ariba. Also, if the integrated system resends same document then this scenario will be encountered.

General Ariba Network Questions

Q: How can we change the Admin on our Ariba Network account?

A: Please contact SAP Ariba Support and we will guide you through the process of changing the administrator. If you have access to the previous admin login, you can change the contact information in the company profile to the new admin.

Q: How can we do an amendment for a purchase order?

A: You can always edit the PO in your ERP and send the updated version to Ariba Network.

Q: How can you add freight separately in a purchase order (not included with unit price)?

A: You can make use of the conditions tab in your ERP screen.

Q: If an invoice is rejected by a Buyer, will the Supplier receive a notification with a reason for the rejection?

A: The notification preferences can be set on your Ariba Network account. The reason is always available in the invoice history.

Q: Can we block a particular Buyer on the Ariba Network for a period of time due to non-compliance with that Country?

A: This is not possible currently.

Q: Will we still get notifications in our emails for new orders?

A: This is completely controlled by your notification setup. If notification is set for new orders, then it will be sent.

Q: Is there a setting related to getting a PDF attachment on for a purchase order?

A: There is a setting in order routing to add the purchase order as attachment.

Q: I placed an invoice for a purchase order and then got a rejection with the reason that this order was closed. How can I see this beforehand when invoicing?

A: The status of a purchase order is shown when viewing the order in the inbox. If your buyer created a latest version of the order or canceled the order the invoice will not be valid.

Q: Where can I see the payment remittance information?

A: Please navigate to the payments tab and then to remittances.

Q: Are there any prerequisites for the configuration of SCC (Supply Chain Collaboration) if we already have SAP Ariba Strategic Sourcing Suite and B&I (Buying & Invoicing) modules implemented?

A: Yes. SCC sits completely on Ariba Network and the features and entitlements will need to be setup separately.

General CIG Questions

Q: As a Buyer, am I able to see a Supplier's CIG Portal?

A: No. This is currently not possible.



Q: Can we have CIG open in two different tabs or browser sessions? We are unable to have both Buyer and Supplier accounts open at the same time.

A: This is currently not possible.

Q: Do you have any smart solutions for comparing ERP (backend) PO count with CIG count?

A: Reporting capability is available in your Ariba Network account. That can be used as comparison.

Q: Are there any restrictions on searching history in CIG?

A: CIG allows search for 1 month only. On the Ariba Network, you should be able to search for all orders if it exists in your account.

Q: Is there a way to configure CIG to have it process transactions based on the order they are received to avoid bad request errors when transactions are processed out of sequence?

A: CIG always processes documents based on first in, first out (FIFO). If the documents are sent too close to each other than the final processing outcome may be out of sync.