



Ariba® Network Supplier Guide Add-On

Your companion guide for transacting with
Airservices Australia

Welcome!

Congratulations on joining the SAP Business Network as a supplier. You're now part of a global network of 4 million companies. Leading businesses like yours have leveraged their SAP Business 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 Airservices Australia, 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 Airservices Australia

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 great success using SAP Ariba® Business Network!

TABLE OF CONTENTS

SCOPE OF AIRSERVICES' PROJECT	2
SETTING UP YOUR ACCOUNT	2
TRANSACTIONING ON SAP BUSINESS NETWORK.....	3
Specifics for PURCHASE ORDERS.....	3
Specifics for INVOICES	4
Specifics for CONTRACTS	4
Specifics for LINE ITEM CREDIT & DEBIT MEMOS:	5
HELP & SUPPORT	5

www.sap.com/contactsap

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies. See www.sap.com/copyright for additional trademark information and notices.

Airservices strongly encourages all of suppliers to register on the SAP Business Network to ensure all communications, engagement, management, invoicing and payment functions are centralised through the one system and network.

Airservices only requires you to have a STANDARD ACCOUNT.

Enterprise Accounts may attract fees and subscription charges which are set and defined by SAP Business Network further details can be found at: <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>

SCOPE OF AIRSERVICES' PROJECT

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

Supported Documents On this SAP Business Network relationship	Not Supported Documents On this SAP Business Network relationship
<ul style="list-style-type: none"> • Purchase Orders POs from Airservices will be sent through SAP Business Network • Invoices Apply against a whole PO or line items <ul style="list-style-type: none"> ○ Partial Invoices ○ Contract Invoices against contract • 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 Airservices will no longer accept mailed (postal) paper invoices and requires invoices to be submitted electronically through SAP Business Network • Credit Invoices/Credit Memos Item level credits; price/quantity adjustments 	<ul style="list-style-type: none"> • Summary or Consolidated Invoices Apply against multiple POs • Invoicing for Purchasing Cards (P-Cards) An invoice for an order placed using a purchasing card • Non-PO Invoices Against a PO not received through AN • BPO Invoices Invoices against a blanket purchase order • Header Level Credit Memos The Header Level Credit Memo feature is not s • • Purchase Order Confirmations Apply against a whole PO or line items • Ship Notices Apply against PO when items are shipped • Service Sheets Apply against a PO referencing a service line item supported by Airservices

SETTING UP YOUR ACCOUNT

This section covers what needs to be set up in the SAP Business Network account as minimum requirements in order to successfully transact with Airservices.

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 Airservices enablement tasks
- Configure Electronic Order Routing method and notifications
- Configure Electronic Invoice Routing method and Tax Details
- Set up a test account

TRANSACTIONING ON SAP BUSINESS NETWORK

This section mentions the specifics of transacting with Airservices on SAP Business 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 Airservices through SAP Business 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.**

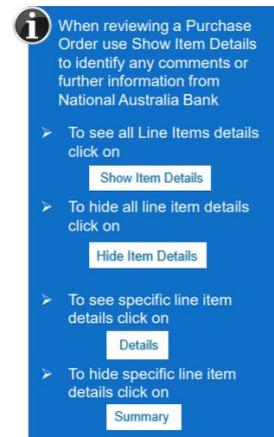
Multiple Invoices can be created against the same PO line, up to the quantity/value available on that PO line.

Ensure you use the Unit of Measure (UOM) that appears on the purchase order line items. If the UOM is incorrect contact Airservices, a changed purchase order may be 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 details are complete;
- Ensure that the details of items in the order are correct; and
- Check fields required by the business and any Comments.



Changed Purchase Orders:

Airservices will send a changed purchase order where an error has been identified within the original Purchase order.

Only the Buyer can change a purchase order. The Buyer will contact suppliers where the proposed changes are not accepted based on trading agreements. Where a changed purchase order (cancelled) has been sent, a new purchase order will be required to be created by Airservices with the updated and correct information.

Invoicing is not available on obsolete purchase orders (cancelled orders).

A changed purchase order may be sent when:

- A price change has been accepted or
- The order was rejected because the wrong information was sent or
- The purchase order had too many errors for the Supplier to effectively correct.

Received Purchase Orders:

Invoicing can only occur once the goods have been received by Airservices. Partial received purchase order can be invoiced for the amount received by Airservices.

Refer to the Specifics for INVOICES or the [Supplier Training Page](#) for further information.

Receipts:

Receipts are for information only. Receipts provide information about what goods have been received by Airservices.

The Receipts tab listed all goods or services received by Airservices.

Specifics for INVOICES

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

- Invoices can't be created prior to receiving a goods received purchase order – certain circumstances may allow for invoicing before a goods received notice;
- Airservices encourages our suppliers to submit invoices across the SAP Business Network;
- The Invoice# refers to your internal invoice number;
- Partial invoicing is allowed;
- Airservices allows for 10% tolerance to Line Item subtotals;
- Airservices will pay correctly rendered Tax Invoices within the payment timeframe stipulated on the Purchase Order;
- Shipping Cost added at Line level will not cause GST to be calculated for shipping. If the order has multiple lines the shipping cost can be added to one line or split over the all lines. (The Cost does NOT need to be split up over the lines)

All taxes are added at line item level when transacting with Airservices.

The status of the invoice will change as it progresses through Airservices approval process.

There are 4 invoice statuses: Sent – you have sent the invoice to Airservices:

- **Approved** – Airservices has reviewed the Invoice and it has been approved for payment;
- **Paid** – invoice has been paid;
- **Rejected** – invoice has been rejected, open the invoice and review rejection reason; and
- **Cancelled** – invoice has been cancelled by Airservices.

Partial Invoicing:

Partial invoicing on partial invoices is allowed:

- Invoices will display as partially invoiced until all items on the original purchase order have been invoiced.
- Multiple Invoices can be created for a purchase order if it does not exceed the quantity requested.

Note: that if a purchase order is not fully invoiced as goods were not fully supplied and invoiced it will remain in the SAP Business Network as “partially invoiced”.

Edit & Re-submit Invoices:

Invoices that are rejected by Airservices will display as **Rejected**.

Invoices can be rejected due to: missing information, incorrect information, added information to invoice.

If you need to **Edit/Resubmit** the rejected invoice.

Open Review the Invoice in the Outbox:

1. Read the reason for the Rejection
2. Click on **Edit & Resubmit**.

Specifics for CONTRACTS

Invoice to Contract:

Contract invoices are created in the SAP Business Network against contracts.

When a contract is published the supplier will be advised by Airservices what the Contract Order number is which will look like C12345.

Please also note the following when creating invoices:

- The Tax rate and category must be selected for each invoice from a drop-down menu.

Note: If no Tax options available Suppliers do not have to choose from a defined list, a tax value will need to be manually added.

- Taxes can be added at the header level or at line level. In some cases, taxes will be copied for the supplier from the PO to the invoice, if so, then suppliers will not need to add tax.
- Please check that tax is added correctly to eligible line items before submitting.
- Tax ID is **mandatory**. You are able to automate the Tax ID by adding this information in your Company Profile, in Business and Tax Information.

For more information see the [Supplier Training Page](#) > Transacting on SAP Business Network > Invoicing (Click see more about Invoicing).

Specifics for LINE ITEM CREDIT & DEBIT MEMOS:

Credit Memos can be sent to Airservices via the SAP Business Network and do not need to be sent in the mail. Please also note the following when creating credit memos:

- Credits are supported against specific line items from a previously submitted invoice;
- Credits can be for full or partial amounts for material orders.

Debit memo can only be created from an Invoice.

Debit note acts as the source document that the supplier has initiated a reverse credit memo due to early payment or as part of a remanufacturing process at line item level

- Debit memos are created as price adjustments
- Totals are shown as a positive

HELP & SUPPORT

If you need assistance using SAP Business Network, please consult our documentation or contact our Support Team directly from the [Help Centre](#).

If you need assistance regarding business processes, please contact the Airservices Supplier Enablement mailbox at the following email address: ariba.se@airservicesaustralia.com