



Ariba[®] Network Supplier Guide Add-On

Your companion guide for transacting with Metro Trains

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 Metro Trains, please follow the steps below:

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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/

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Review the specifics of transacting with Metro Trains

Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer.

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

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SCOPE OF METRO TRAINS' 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

- **Purchase Orders**
POs from Metro Trains will be sent through the Ariba Network
- **Blanket Purchase Orders**
A Blanket Purchase Order (BPO) is used to create Invoices for expenditure and payments contracted between Metro Trains and their suppliers.
- **Detailed Invoices**
Apply against a single purchase order referencing a line item
- **Partial Invoices**
Apply against specific line items from a single purchase order
- **Contract Invoices**
Apply against contract order
- **Credit Memos**
Apply against a purchase order.
- **Line-Item Credit Memos**
Apply against a previously submitted invoice

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 Metro Trains.

Please make sure you complete at least the following chapters of the *Administration* section on the [Training Experience 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

SPECIFICS FOR PURCHASE ORDERS

This section mentions any specificities regarding Purchase Orders sent by Metro Trains through Ariba Network. Accept all order only through Ariba Network. If you receive a Purchase Order through any means other than Ariba Network, please ask for Ariba Purchase Order from the requestor.

There are two types of Purchase Order used by Metro Trains:

- **Material Purchase Orders**
- **Service Purchase Orders (*Unplanned*)**

If you see any discrepancy in the purchase order (PO), for example if the Unit of Measure is incorrect, contact Metro Trains and request to change the purchase order. The purchase order status will change to **Changed** and all the edits on the PO will be highlighted in **brown**. You can view all changed POs on the **Workbench/ Home?** page, by setting the PO Status filter to **Changed**.

All documents submitted by you like the order confirmation, ship notice, and the invoice including the goods will be attached to the purchase order and you can view it on the Purchase Order details page under the **Related Documents** sections.

A Contract Order manages the expenditure and payments of contracted services between Metro Trains and the supplier. A contract will have a "C" prefix, for example C12345.

Metro Trains uses "**No Release Required**" BPOs so that a Purchase Order is not required prior to invoicing and can be reviewed and invoiced from Contracts. BPO's will start with a BPO prefix.

SPECIFICS FOR SERVICE PURCHASE ORDERS

This section mentions any specific transaction rule that should be observed by suppliers regarding service purchase orders.

- **Service Orders (*Unplanned*):**
An Unplanned Service Item is where Metro Trains places a limit value on a Service Order line which allows the supplier to draw down on the order up to the value of the limit set by Metro Trains. Price Balance Tracking is in place for Unplanned Service Items

SPECIFICS FOR INVOICES

All orders received via the Ariba Network require an invoice to be created in the Ariba Network. All PO-flip invoices must be created from a Purchase Order sent from Metro Trains. The Metro Trains does require a copy of an invoice attached.

Material PO Invoice:

- Partial invoicing is allowed.
 - 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 all lines. (The Cost does NOT need to be split up over the lines). Refer to FAQ article "[How to add shipping cost at Line level?](#)".
- a) The **Invoice #** refers to your internal invoice number.
 - b) Confirm or enter the **Invoice Date**.
 - c) You can add tax at the **Header Level** or **Line-Item Level**. Select the applicable tax percentage from the **Category** dropdown.

Service Order Invoice:

- All service invoices require an attachment of supporting documentation (e.g., signed time sheet, invoice, service report). Multiple attachments can be added; however, their combined value must not exceed 100MB and must be PDF.
 - All taxes are at **Header Level** and will display for each item. Select the applicable tax percentage from the **Category** dropdown.
- a) The **Invoice #** refers to your internal invoice number.
 - b) Confirm or enter the **Invoice Date**.

Unplanned Service Items:

- a) The **Invoice #** refers to your internal invoice number.
- b) Confirm or enter the **Invoice Date**.

Note: Service Invoices display zero until items have been added to the invoice.

- c) Attach proof of service delivery e.g., Approved timesheets
- d) Click **Add/Update**.
 - i. For **Add Contract/Catalog Items**: Select the **Category** on the **Add Item** page. Catalog opens. Select items to add to invoice. **Note:** The **Price** and **Unit of Measure** when entering the totals
 - ii. For **Add General Service**: A service line will be displayed. Enter information in all the fields of the line item.
 - iii. For **Add Labor Service**: A labor service information line will be displayed. Enter information in all the fields.
 - iv. For **Material**: A material information line will be displayed. Enter information in all the fields.

Rejected Invoices:

- Invoices that are rejected by Metro Trains will display as **Rejected**
- Only **Rejected** Invoices can be **Edited and Resubmitted**, once an invoice has been submitted it cannot be recalled. Link: <https://knowledge.ariba.com/item/view/134103>
- If an invoice has been sent to Metro Trains with errors, contact the MTM requester asking to reject and then the invoice can be amended and resubmitted with the same invoice number.

SPECIFICS FOR CONTRACT INVOICES

Contract invoices require supplier to build the contract invoice based on the items contained within the Contract or BPO.

- All Contract Invoices display a Zero amount until items have been added
 - The categories are based on the items that make up the contract.
 - Contract items are selected from Catalogs.
 - Partial invoicing is allowed.
- a) The **Invoice #** refers to your internal invoice number.
 - b) Confirm or enter the **Invoice Date**.

- c) Attach proof of services delivery.
- d) You can add tax at the **Header Level** or **Line-Item Level**. Select the applicable tax percentage from the **Category** dropdown.

SPECIFICS FOR CREDIT MEMOS

Credit Memos allow suppliers to create credit adjustments.

- a) Enter the **Credit Memo #**.
- b) Determine the type adjustment required.
 - 1. For **Subtotal Adjustments**: Enter the value of the credit memo into the correct Adjustment type (remember it must be a negative figure)
 - 2. For **Adjustment Create Charge**:
 - i. Click **Create Charge**, the **Charges** section opens
 - ii. Click **Select Charge type** and select the applicable charge
 - iii. Enter the **Charge Amount**
 - iv. Enter a **Description**
 - 3. For **Adjustment in Charges**:
 - i. Enter a total into **Special Handling** or **Shipping**
 - ii. Add **Attachment**, if required.

Note: More than one adjustment for the same Purchase Order /Invoice can be entered.

- 4. For **Credit Memo Tax Adjustment**:
 - i. Click on **Create Tax**
 - ii. Select the tax rate
 - iii. The tax amount for adjustment will be calculated based on the Taxable amount
 - iv. Enter the affected taxable amount
 - v. Provide the **Exempt Detail** level from the dropdown list

SPECIFICS FOR LINE-ITEM CREDIT MEMOS

Line-Item Credit memos are for credits.

- Enter the **Credit Memo #**.
- Check or enter the credit **Quantity** (The Quantity must contain a negative number e.g., -1).

HELP & SUPPORT

If you need assistance using Ariba Network,

- Use the **Help Centre** to access documentation, FAQs, and live support from within your Ariba Account
- Learn how to set up and operate your supplier account on our detailed [Supplier Training Page](#)
- For general support information go to [SAP Help Portal](#)
- If you need assistance regarding business processes, please contact Metro Trains project team at MetroAribasuppliers@metrotrains.com.au

www.sap.com/contactsap

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THE BEST RUN

