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 COLES GROUP, please follow the steps below:

**Visit our** [**Supplier Training page**](https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/)

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/>

**Review the specifics of transacting with Coles Group**

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 COLES GROUP‘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 | |
| --- | --- |
| * **Purchase Orders**   POs from COLES GROUP 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 Coles Group and their suppliers.   * **Purchase Order Confirmations**​   Apply against a whole PO or line items   * **Ship Notices​**   Apply against PO when items are shipped​ | * **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   * **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 COLES GROUP.

**Please make sure you complete at least the following chapters of the *Administration* section on the** [**Training Experience Page**](https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/)

* 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 Coles Group 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 Coles Group:

* **Material Purchase Orders**
* **Service Purchase Orders**: Service Orders are further classified into **Planned** or **Unplanned**.

If you see any discrepancy in the purchase order, for example if the Unit of Measure is incorrect, contact Coles Group and request for a change PO. The purchase order status will change to **Changed** and all the edits on the PO will be highlighted in **brown**.

A Contract Order manages the expenditure and payments of contracted services between Coles Group and the supplier. A contract will have a “C” prefix, for example C12345.

Coles Group 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.

Returned Purchase orders are also in scope. A Returned Purchase Order provides information to suppliers about the receipt of a Credit and existing collection, assessment and response processes should be followed

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.

# Specifics for Material Purchase Order CONFIRMATIONS

An Order Confirmation is required for selected materials providers.

**Note**: Coles Group will not respond to Order Confirmations for optional Order Confirmation Suppliers.

**There are 3 options to create an Order Confirmation for Material POs:**

1. **Confirm Entire Order**: Use when there are no changes and the order can be fulfilled as listed on the Purchase Order.
   1. Enter **Confirmation #** (the Order Number you will provide to Coles Group)
   2. Enter **Est. Delivery Date** or use the calendar, this field must be completed \*
2. **Update Line Items**: Update Line Level is used when there are variations to the items requested by Coles Group such as short supply and rather than waiting until all the goods are available to create an order confirmation, this process allows suppliers to provide the goods that are available.

Use Order Confirmation - Update Line Items when there is a price discrepancy on the purchase order received from Coles Group on an item/s as only Coles Group can permanently change a purchase order and may send a Change Order with the new Unit Price.

The total quantity for each line item in the required variations must not exceed the total amount

requested by Coles Group.

* 1. Enter **Confirmation #** (the Order Number you will provide to Coles Group)
  2. Enter **Est. Delivery Date** or use the calendar, this field must be completed \*
  3. Enter the quantity you are confirming in the **Confirm** field.
  4. Enter the quantity that will be backordered into **Backorder** field. Click on **Details** and enter the **Unit Price**. There may be a price tolerance that affects the total that can be entered. If the Price Notification total is greater than the allowed tolerance, contact the Requester.
  5. Enter the quantity that will be rejected into **Reject** field. Click on **Details** and select the **Rejection Reason** from the dropdown.

**Note:**  Where Coles Group accepts the change in unit price or delivery date a **Changed** Purchase Order will be sent, this will require a new Order Confirmation.

Where you have a unit pricing variation, you will need to enter the “different” unit price into the **Details** page for review by Coles Group.

1. **Reject Entire Order**: Use when there are too many changes or the Purchase Order can not be met.
   * Select a **Rejection Reason** from the drop down box.
   * Enter **Comments** for the rejection.

# Specifics for Ship Notices

It is optional to create a ship notice for transacting with Coles Group. The Ship Notice is the delivery information and is sent to Coles Group to advise them of the ship date for the goods.

**Processing a Standard Ship Notice**:

1. Enter the **Packing Slip ID** which is any alpha-numeric reference number of your choice.
2. Enter the **Shipping Date**.
3. Enter the **Ship Qty** for each order item.
4. For perishable items enter the **Batch ID** and **Expiry**

# Specifics for Service Purchase Orders

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

* Service Orders are further classified into:
  + **Planned:** A Planned Service Item is generally a continued service where Coles Group knows the details and value of the service carried out and will provide line details. For Planned Service Items, prices are locked and cannot be changed on the Invoice screen. Contact the requestor where there are required changes. **Quantity Balance Tracking** is in place for Planned Service Items
  + **Unplanned:** An Unplanned Service Item is where Coles Group 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 Coles Group. Price Balance Tracking is in place for Unplanned Service Items
* The **Description** field is a mandatory field by Coles Group as they need this information, do not enter more than 40 characters otherwise this will be rejected
* The **Part number** and **Customer Part number** are not mandatory fields and has a character limit of 19 characters
* Multiple Invoices can be created against the same PO line up to the quantity/value available on that PO line
* Claims can be made against Unplanned Service lines if the price is sent through as 0. The system will balance track the invoices up to a limit set by Coles Group

# Specifics for Service Purchase Order CONFIRMATIONS

An Order Confirmation is required for selected materials providers.

**Note**: Coles Group will not respond to Order Confirmations for optional Order Confirmation Suppliers.

**There are 3 options to create an Order Confirmation for Service POs:**

1. **Confirm Entire Order**: Use when there are no changes and the order can be fulfilled as listed on the Purchase Order.
   1. Enter **Confirmation #** (the Order Number you will provide to Coles Group)
   2. Enter **Est. Completion Date** or use the calendar, this field must be completed \*
2. **Update Line Items**:
   1. Enter Confirmation # (the Order Number you will provide to Coles Group)
   2. Enter **Est. Completion Date** or use the calendar, this field must be completed \*
3. **Reject Entire Order**: Use when there are too many changes or the Purchase Order can not be met.
   1. Select a **Rejection Reason** from the drop down box.
   2. Enter **Comments** for the rejection.

# Specifics for Invoices

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

**Material PO Invoice**: For Suppliers that have a Mandatory Order Confirmation process only Confirmed Purchase Orders can be invoiced, for Suppliers with an optional Order Confirmation, a Purchase Order in a New or Changed Status can be invoiced.

Once you have submitted an electronic invoice please do not send a paper/hard copy invoice

**Note**: When suppliers receive a Purchase Order that does not list line items separately are required to attach a copy of the original invoice or other documentation that lists all line items associated with the invoice.

1. The **Invoice #** refers to your internal invoice number.
2. Confirm or enter the **Invoice Date**.

**Note:** Coles Group requires all Taxes to be added at line item level, until it has been added it is displayed as zero. Only add Shipping when NOT already built into the cost of goods or as part of your trading terms with Coles Group

1. Confirm or select **Header Level Shipping**.
2. Click **Add to Header** and select the **Shipping Cost** option. The **Shipping Cost** sectionwill be displayed. Enter the **Shipping Amount**.
3. Click **Add to Header** and select the **Shipping Tax** option. The **Shipping Tax** sectionwill be displayed. Enter the **Shipping Amount**. All information is pre-populated based on the **Shipping Amount** entered and the **Tax** **Category** displayed.
4. Click the **Tax Category** checkbox and select the **Tax** **Rate**. Click the **Add to Included Lines** button. The **Tax** section will be displayed. Change the tax category for specific items, if required.

**Service Order Invoice**: Multiple Invoices can be created against the same PO line up to the quantity/value available on that PO line. Maximum of 200 lines (including the Parent Line).

Once you have submitted an electronic invoice please do not send a paper/hard copy invoice.

**Unplanned Service Items:**

1. The **Invoice #** refers to your internal invoice number.
2. Confirm or enter the **Invoice Date**.

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

1. Attach proof of service delivery.
2. Click **Add/Update**.
   1. 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
   2. For **Add General Service**: A service line will be displayed. Enter information in all the fields of the line item.
   3. For **Add Labor Service**: A labor service information line will be displayed. Enter information in all the fields.
   4. For **Material**: A material information line will be displayed. Enter information in all the fields.
3. Click the **Tax Category** checkbox and select the **Tax Rate**. Click the **Add to Included Lines** button. The **Tax** section will be displayed. Change the tax category for specific items, if required.

**Planned Service Items:**

1. The **Invoice #** refers to your internal invoice number.
2. Confirm or enter the **Invoice Date**.
3. In the Line Items section, click the **Tax Category** checkbox and select the **Tax Rate**. Click the **Add to Included Lines** button. The **Tax** section will be displayed. Change the tax category for specific items, if required.

**Rejected Invoices:**

* Invoices that are rejected by Coles Group will display as **Rejected**
* Only **Rejected** Invoices can be **Edited and Resubmitted**, once an invoice has been submitted it cannot be recalled.
* If an invoice has been sent to Coles Group with errors, contact the Requester to as for the invoice to be **Rejected** and it can then 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.
* Catalogs can be loaded by the Buyer or the Supplier. Where Catalogs are uploaded by the Supplier the Buyer must approve and sign off on the information contained within it.
* Partial invoicing is allowed.

1. The **Invoice #** refers to your internal invoice number.
2. Confirm or enter the **Invoice Date**.
3. In the **Line Items** section**,** click **Add.**  Select items to add to invoice.
4. Click the **Tax Category** checkbox and select the **Tax Rate**. Click the **Add to Included Lines** button. The **Tax** section will be displayed. Change the tax category for specific items, if required.

# Specifics for Line item Credit memos

Line Item Credit Memo can be sent to Coles Group via the Ariba Network and do not need to be sent in the mail. Line Item Credit Memos can be raised for **Quantity Adjustments** and **Prices Adjustments**.

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

**Note**: When creating a Line Item Credit Memo for a **Price Adjustment**, you need to calculate the difference between the original Unit Price and the reduced Unit Price and enter into the **Unit Price** Field

# Help & Support

If you need assistance regarding business processes, please contact the COLES GROUP project team at the following email address:

**For any Ariba Network related queries**:

[Click Here](https://connectsupport.ariba.com/sites/Company?ANID=AN01433223922ANZ&h=S9f0rmRMEmvA6VzUZZXoYQ" \l "Enablement-Inquiry)

**For Business-related questions:**

[GNFRSupplierSupport@coles.com.au](mailto:GNFRSupplierSupport@coles.com.au)