

**Integrated Seller Transaction Guideline v4**

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# Version History

This log is updated each time this Process Document is updated. The log identifies the version number, the date the version was completed, the author of the changes, and a brief description of the changes.

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Description |
| 1.0 | 25/06/2015 | Ariba, an SAP Company | Initial Version of Document |
| 2.0 | 30/06/2015 | Bilyana Denova | Document structure review according to the UCB comments. |
| 2.1 | 16/07/2015 | Bilyana Denova | Sample of Summary invoice, Sample Credit Memo, Confirmation on Bank Account Details requirements, Confirmation on Default Transaction Rules, Review Country Based Rules. |
| 2.2 | 13/08/2015 | Bilyana Denova | Backdating of invoices increased to 7 days, Failed invoice numbers can be reused, Buyer VAT ID extrinsic delivered on PO, ISR Number added, SES requirements updated. |
| 2.3 | Draft | Bilyana Denova | ISR Number extrinsic field adjusted to follow the lowerCamelCase convention: Extrinsic name="**isrNumber**” |
| 2.3 | 16/09/2015 | Bilyana Denova | Suppliers **ARE** now allowed to change part numbers on their invoices. **<Contact role = "purchasingAgent">** will be defaulted as last string of contact roles delivered at header level of UCB orders. |
| 3.0 | 28/05/2021 | Manasi Deshpande | Updated the document-format and copyright year to 2021.  Updated Validation rules.  Updated the orders-section, with sample GB PO containing the extrinsic supplier *QuoteNo*, added Non-PO Invoice sample, revised the generic Delta-requirements field descriptions for all tabs and re-formatted the Delta-files.  Added the latest Deltas and BillTo/ShipTo List. |
| 4.0 | 2/15/2022 | Dipankar Kalita | Updated to the new document template.  Added BillFrom being required for Service invoices.  Updated ASN ship date requirement. |

# UCB Mapping Requirements and Deltas

**Deltas**

In the following excel workbooks you will find baseline cXML & EDI transactions accepted by the Ariba Network with the additional requirements for UCB noted in **red.**

**cXML Delta: UCB Biopharma\_cXML Delta Requirements\_NAMER\_v4.xlsx**

**EDI Delta: UCB Biopharma\_EDI Delta Requirements\_NAMER\_v4.xlsx**   
The following is a summary of the requirements that are unique to UCB’s procurement environment, as detailed in the Excel Delta’s document.

**Purchase Order Specifics**

* **Multiple Credentials for order routing:** The purpose of supplying multiple credentials is to identify a single organization using different domains. For example, an organization might be identified by including both a D-U-N-S number and a NetworkID number. UCB requires both Network ID and Private ID domains to identify a seller entity and route the PO accordingly.
* **SystemID** -- (For Supplier Connectivity only) A unique alphanumeric value defined by a buying organization for a particular business application - for example, SAP1.When Ariba Network receives documents containing this ID domain, it associates them with the business application and Bill To addresses configured in the buyer’s account.
* **PrivateID -** An automatically generated supplier location private ID (called the Ariba Network Private ID in Ariba Procurement and Invoicing Solutions). This ID is generated in Ariba Procurement and Invoicing Solutions for each supplier location. It uniquely identifies a supplier location.
* **Address ID Attribute for Ship To:** This attribute identifies the buying organization’s shipping address defined in the ShipTo elements of OrderRequest. Please note that UCB supports shipping addresses **at header and line level**, which means that it is possible for suppliers to receive orders with different shipping locations for each line item.
* For examples, please refer to the Address requirements section of this guide or the ***[UCB]\_cXML \_Delta Requirements\_v4.0*** workbook attached.
  + **BillTo address requirements:** BillTo address is required on all invoices and should mirror the one sent on UCB orders. UCB does not apply strict address validation on the BillTo address components, however, it is imperative for suppliers to return **the exact same value within the Name element of the BillTo role**, as the one delivered on the orders. Company code is delivered within the **IdReference identifier** and is not required on invoices.
* **Contact Role Sales** – The contact at supplier side responsible for the offer subsequently

converted to an order. The Admin sales department to which the order was sent.

* **Contact Role Purchasing Agent –** The entity responsible for the order. The segment will

hold the contact information of the person to reach out to in case clarifications is needed to fulfill the PO. The segment will always be delivered on POs. Minimum information delivered: name and email.

* **Service orders** – By default, UCB sellers will not be required to enter a service entry sheet on Ariba before creating an invoice. Please note that UCB will apply an individual approach to each seller depending on their business process with regards to this requirement. To be discussed on individual bases during the seller integration kick-off meeting.
* **Comment field on orders** – UCB may provide you with addition information on the current purchase in the form of additional text at header or line level of the orders. Please take the time to read through this section as part of the order processing flow, as it may contain important information for the proper fulfillment of the inbound orders.

## INVOICE SPECIFICS - SUPPLIERS ARE ALLOWED TO

* to send invoices to this account
* to send invoices with attachments (maximum size - 20MB)
* to send header credit memos and debit memos –Please note that header credit memos will only be accepted on very rare occasions as end of year adjustments or discounts.
* to create line-item credit memo and line-item debit memo against service invoices.
* to omit payment terms in PO invoices
* to change the unit price – 250 EUR tolerance to change part number.
* to invoice with net amounts exceeding subtotals.
* to change the invoice header field RequesterID for PO invoices to change the invoice header field receiverID for PO invoices.
* to change the invoice header field deliveryReference for PO invoices to change the line-item field customerMaterialSpecificationNo on PO-based invoices to change the line-item field revisionNo on PO-based invoices.
* to change the line-item field relatedContractLineItemNo on PO-based invoices
* to change the line-item field contractNumber on PO-based invoices to change the line-item field batchNo on PO-based invoices.
* to change the line-item field startDate on PO-based invoices
* to change the invoice header field customerReferenceNo for PO invoices to change the line-item field receiverID on PO-based invoices to change the invoice header field internalVendorNo for

PO invoices to change the line-item field deliveryReference on PO-based invoices

* to change the line-item field RequesterID on PO-based invoices
* to change the invoice header field incoTerm for PO invoices
* to change the invoice header field incoTermDesc for PO invoices
* to change the invoice header field paymentTermsDescription for PO invoices to change the invoice header field accountNumber for PO invoices
* to add tax at header and line level
* to add comments (item only)
* to add attachments (header only)
* to reuse invoice numbers for invoices in status *Failed* and *Rejected*.

INVOICE SPECIFICS - SUPPLIERS ARE NOT ALLOWED TO

* to backdate their invoices – 7 days
* to send non-PO invoices – This rule can be relaxed for specific vendors. To be discussed on individual bases
* to change the currency for unit price
* to change the unit of measure
* to increase item quantities
* to increase line-item subtotals
* to add line items to PO invoices
* to change payment net term as shown on purchase orders
* to change payment discount terms as shown on purchase orders to send invoices with service information
* to send invoices with a contract reference
* to send invoices if a PCard or credit card was included in the order to cancel invoices they create
* to enter advanced pricing details at the line-item level to change advanced pricing details at the line-item level to add allowances and charges to invoices
* to create a tax rate and type for invoices and credit memos to enter discounts at the header level
* to submit self-signed invoices.
* to reuse invoice numbers for invoices in status Cancelled.

INVOICE SPECIFICS - SUPPLIERS ARE NOT REQUIRED TO

* to reference another invoice on line-item credit memos
* to send invoice with attachments
* to send credit memo attachments
* to create an order confirmation for the PO before creating an invoice to create a ship notice for the PO before creating an invoice
* to include only shipped quantities on invoices to include only received quantities on invoices to choose from your list of valid tax values
* to provide their tax ID on invoices (this rule refers to the TAX/VAT ID provided on Remit To

address level. Supplier VAT/TAX Id should still be delivered as an extrinsic at header level of all invoice and credits

* to provide order information.

Non-PO Specific Invoice Requirements

* Non-Po invoices enable sellers to invoice orders received outside of the Ariba system.
* BillTo addresses will have to be provided on all non-Po invoices. BillTo Name element within the BillTo role has to match the BillTo name provided within the BillTo address list attached to this document. UCB requires suppliers to deliver the e-mail of the order requester on each non-PO invoice.
* E-mail should be added as an extrinsic element, as described in the UCB cXML Delta Requirements.xlsx workbook attached.
* External PO number, Sales Order number, or Contract number are NOT required on non-PO invoices.

Order Confirmation Specifics

* Delivery dates ARE required for Order Confirmations.
* Suppliers are NOT required to enter a comment at the order confirmation line-item level when there are any changes.
* Suppliers are NOT required to provide an estimated shipping date on order confirmations.
* Suppliers are NOT allowed to increase item quantities on order confirmations.
* Suppliers are NOT allowed to change line-item description on order confirmations.
* Suppliers are NOT allowed to change advanced pricing details on order confirmations at line- item level.
* Suppliers are NOT allowed to include attachments with OCs.
* Suppliers ARE allowed to send order confirmations on line-item level(Except for Service Based invoices
* Suppliers ARE allowed to confirm or reject an entire purchase order multiple times.

Service Entry Sheet Specifics

* Suppliers are NOT required to create an order confirmation before creating a service sheet.
* Suppliers are NOT required to provide approver information on service sheets.
* Suppliers ARE required to provide item reference description field on service sheets.
* Suppliers ARE allowed to add ad hoc line items to service sheets.
* Suppliers are NOT allowed to change the unit of measure on service sheets.
* Suppliers are NOT allowed to increase item quantities on service sheets.
* Suppliers are NOT allowed to change the unit price on service sheets.
* Suppliers are NOT allowed to change subtotal amount on service sheets.
* Suppliers are NOT allowed to send service sheet attachments.

Ship Notice Specifics

* Delivery dates ARE required for Ship Notices.
* Suppliers ARE required to provide an actual or estimated shipping date on ship notices.
* Suppliers are NOT required to provide a unique asset serial number for each purchase order line-item on a ship notice.
* Suppliers ARE required to provide the total count of shipment serial numbers not to exceed the total quantity shipped for line items on ship notices.
* Suppliers are NOT required to provide the Packing Slip ID to be unique on ship notices.
* Suppliers are NOT allowed to send non-PO ship notices through cXML.
* Suppliers are NOT allowed to send zero-quantity line items in ship notices sent through cXML.
* Suppliers are NOT allowed to increase item quantities on ship notices.
* Suppliers are NOT allowed to include attachments with ship notices.
* Multiple orders and scheduling agreement releases in ship notices are allowed.

## UCB Detailed Specifications and Requirements

## Scope (UCB ANID: AN01011773569)

## Required Transactions

* + Purchase Order- cXML OrderRequest
  + Invoice- cXML InvoiceDetailRequest

## Optional Transactions

* + Order Confirmation- cXML ConfirmationRequest
  + Advanced Ship Notice- cXML ShipNoticeRequest
  + Service Entry Sheet – cXML ServiceEntrySheetResponse
  + Remittance advice – cXML PaymentRemittance

|  |  |
| --- | --- |
| **Purchase Order Types Supported** | **Purchase Order Types Not Supported** |
| New Pos | Blanket POs (BPO’s) |
| Change/cancel Pos |  |
| Non-catalog Pos |  |
| POs with attachments |  |
| Service Pos |  |
| Legacy PO |  |

Purchase Order Details

**TABLE 1 PURCHASE ORDER TYPES SUPPORTED/NOT SUPPORTED**

##### Legacy Orders (Cut-Over Process)

At the time of Go Live and PO cut-over to the Ariba Network, UCB will send POs that are open and outstanding to the Ariba Network as Legacy Orders. Any PO that has a date within the past 3-months (to be discussed on individual bases) and is still open (unbilled items remain on the PO) will be sent to the Ariba Network.Exception can be made according to agreement.

Legacy orders are tagged with an extrinsic “AribaNetwork.LegacyOrders” in the order request header.

Legacy orders are not delivered to the supplier beyond the Ariba Network Supplier Inbox, but are present on the Ariba Network so that all subsequent invoices can be sent through the Ariba Network at the time of cut-over. Legacy orders will be mainly used as part of the cut off procedure during go-live stages.

## 

## Order Confirmation Details

Order confirmations are not required but implementation through Ariba is preferred by UCB. Supported methods of providing them are:

* cXML
* Online
* Email to requestor outside of Ariba Network (least preferred method, can be an option during transition period for suppliers already providing such via e-mail.).

## Ship Notice Details

Customer does / does not require Advanced Ship Notice except if specifically required for a particular supplier. To be discussed on individual bases if in scope. Supported methods of providing them are:

* cXML
* Online
* Email to requestor outside of Ariba Network (least preferred method, can be an option during transition period for suppliers already providing such via e-mail.).

## 

## Service Entry Sheet Details

By default, UCB sellers will not be required to enter service entry sheets on Ariba before creating an invoice. Please note that UCB will apply an individual approach to each seller depending on their business process with regards to this requirement.

**To be discussed on individual bases during the seller integration kick-off meeting.** Supported methods of providing them are:

* cXML
* Online

## Invoice Details

**TABLE 2 INVOICE TYPES SUPPORTED/NOT SUPPORTED**

|  |  |
| --- | --- |
| **Invoice Types Supported** | **Invoice Types Not Supported** |
| Individual Detail Invoice: applies against a single PO referencing line items; line items may be material items or service items. | Duplicate Invoice: invoice numbers cannot be reused in case of cancel of original invoice |
| Partial invoice: Invoice against a portion of the items on a PO. | Invoice against PCard not allowed |
| Invoice against goods PO items (can be mixed with service PO items) Mixed orders. | Information only invoice |
| Non-PO Invoice: invoice against PO not transacted via the Ariba Network (only if previously agreed with UCB or for exceptional processes) | Header Invoice: single invoice applying to single PO without item details |
| lineLevelCreditMemo (cXML 1.2.018 and higher) invoice purpose set to “lineLevelCreditMemo” Line level credit supported by negative quantity at item level and positive unit price | Consolidated invoices for goods or services: applies against multiple POs referencing line items; line items may be material items or service items. |
| Header Credit Memo (only for end of year adjustments) To be discussed on individual bases. | Debit Memo (only if previously agreed with UCB or for exceptional processes) |

##### 

##### **Tax Requirements**

This section specifies which fields are mandatory to ensure that invoices comply with the invoicing requirements of a trading relationship.

* + Supplier/Customer VAT/Tax IDs – UCB requires suppliers to provide customer/supplier VAT/Tax IDs on all invoices (including ISO code as first 2 characters in case of VAT ID).
  + Information is mapped as standard extrinsic at header level of cXML invoices, as shown below.

|  |
| --- |
| <Extrinsic name = "buyerVatID">BE00000000001</Extrinsic> |
| <Extrinsic name = "supplierVatID">BE0000000000</Extrinsic> |

* + Supplier/Customer VAT/Tax IDs extrinsic fields are required even for suppliers that are not VAT relevant. In this case suppliers ARE required to fill in the following value - NO

VAT, as shown in the below example.

|  |
| --- |
| <Extrinsic name = "buyerVatID">NO VAT</Extrinsic> |
| <Extrinsic name = "supplierVatID">NO VAT</Extrinsic> |

* + Tax at summary and line level - Tax is required at the summary and line level on all

invoices. For samples, please refer to the UCB cXML Delta Requirements attached.

* + Line level/Summary Tax amount – A line level/summary tax amount is required on all invoices even if that amount is zero dollars. Tax amounts are also required in local currency.
  + Tax segment must include detailed information on tax category, percentage rate, supply date (tax point date), tax amount, taxable amount and amounts in alternate currency if applicable.

<Tax>

<Money alternateAmount = "0.00" alternateCurrency = "GBP" currency = "GBP">0.00</Money>

<Description xml:lang = "en-GB"/>

<TaxDetail category = "vat" percentageRate = "21" taxPointDate = "2015-05-28T00:00:00+02:00">

<TaxableAmount>

<Money currency = "EUR">0.00</Money>

</TaxableAmount>

<TaxAmount>

<Money alternateAmount = "0.00" alternateCurrency = "EUR" currency = "EUR">0.00</Money>

</TaxAmount>

<Description xml:lang = "en-GB"/>

</TaxDetail>

</Tax>

##### Tax segment is mapped as follows:

##### Exempt Tax Detail is mapped as follows:

Zero-Value VAT Entries - When the VAT is 0% for certain goods or services in the invoice, suppliers can specify if the VAT is exempt or zero rated.

* The exemptDetail attribute and tax description in the TaxDetail element is required if a buying organization enables the invoice rule “Require explanation for zero-rate VAT.”
* Explanation for Zero-Value VAT Entries is Mandatory for UCB.

**<Tax>**

**<Money currency="EUR">0.00</Money>**

**<Description xml:lang="en-US">total tax</Description>**

<TaxDetail category="vat" percentageRate="0"**exemptDetail="zeroRated" taxPointDate = "2015- 05-28T00:00:00+02:00"**>

<TaxableAmount>

<Money currency="EUR">100.00</Money>

</TaxableAmount>

<TaxAmount>

**<Money currency="EUR">0.00</Money>**

</TaxAmount>

**<Description xml:lang="en-US">explanation for the 0 percentage</Description>**

**</TaxDetail>**

**</Tax>**

##### **Bank Account Details Requirements**

* + Providing Bank account details is required for UCB. Please send the bank account details, as shown below.
  + For cXML sample, please refer to the information provided below or in the Standard Invoice tab
  + of the UCB\_cXML Delta Requirements.xlsx workbook attached.
  + US sellers - UCB is not able to read the Account ID for US sellers. US sellers will be required to provide the Account ID within the ibanID field.
  + Contact role=”wireReceivingBank”

##### **Bank Account Details are mapped as follows:**

**<InvoicePartner>**

<Contact role=**"wireReceivingBank"**>

<Name xml:lang=**"en"**>**Test Bank**</Name>

</Contact>

<IdReference domain=**"swiftID"** identifier=**"12345"**></IdReference>

<IdReference domain=**"ibanID"** identifier=**"AT12345123456789"**></IdReference>

<IdReference domain=**"accountName"** identifier=**"Test Supplier Company"**></IdReference>

<IdReference domain=**"accountID"** identifier=**"123456789"**></IdReference>

<IdReference domain=**"accountType"** identifier=**"Checking"**></IdReference>

<IdReference domain=**"branchName"** identifier=**"Branch New City"**></IdReference>

**</InvoicePartner>**

##### **Table 3 INVOICE SPECIFICS – BANK ACCOUNT DETAILS**

|  |  |  |
| --- | --- | --- |
| Attribute | Description | Notes |
| Contact role=”wireReceivingBank” |  | Required  Required in certain markets |
| Name | Name of the bank | Required |
| IdReference/identifier  IdReference is located in the InvoicePartner group, on the same level as the contact group | Swift ID | Required  whereby domain = “swiftID” |
| IdReference/identifier | IBAN ID | Required  whereby domain = “ibanID” |
| IdReference/identifier | Account name | Required  whereby domain = “accountName” |
| IdReference/identifier | Account ID | Required  whereby domain = “accountID” |
| IdReference/identifier | Account Type | Required  whereby domain = “accountType” |
| IdReference/identifier | Branch Name | Optional  whereby domain = “branchName” |

##### **Invoice Address Requirements**

The following addresses must be provided on ALL invoices and credit notes: BillTo, From, ShipFrom, ShipTo.

Please note that the SoldTo is optional, but if delivered on the invoices, would need to match the BillTo provided on the inbound orders.

The following addresses must be provided on all service invoices : BillTo, From, BillFrom, ShipFrom, and ShipTo.

###### **ShipFrom / ShipTo Address**

* + UCB PO can send ShipTo address at header or line-item level.
  + UCB PO will contain ShipTo address IDs. ShipTo address IDs can be processed from the inbound orders or hardcoded using the attached list of ShipTo locations and their IDs. ShipTo Address IDs are usually mapped with the address ID attribute of all addresses.
  + ShipTo address is mapped as follows:

<ShipTo>

<Address isoCountryCode = "BE" addressID = "0000057609" addressIDDomain = "buyerLocationID">

<Name xml:lang = "en">UCB Pharma SA</Name>

<PostalAddress name = "default">

<Street>Avenue de l'Industrie ZONE A</Street>

<City>Braine-l'Alleud</City>

<PostalCode>1420</PostalCode>

<Country isoCountryCode = "BE"/>

</PostalAddress>

</Address>

<IdReference identifier = "BE02" domain = "buyerLocationID"/>

</ShipTo>

###### **From Address**

* + From address (sender of invoice) is mandatory at header level of all invoices.
  + From address is mapped as follows:

<Contact role = "from">

<Name xml:lang = "en-GB"> Seller Name /Name>

<PostalAddress>

<Street>Seller Street</Street>

<City>Seller City</City>

<PostalCode>1370</PostalCode>

<Country isoCountryCode = "BE">Belgium</Country> </PostalAddress>

</Name>

</Contact>

###### **Bill To Address**

* UCB PO will contain BillTo address with company code delivered within header level of all Purchase Orders. Please make sure that the value within the Name element of the Bill To role on the invoices matches the value provided in the same element for the BillTo address on orders.
* Bill To address is mapped as follows:

<BillTo>

<Address isoCountryCode = "BE">

<Name xml:lang = "en">UCB Pharma S.A.</Name>

<PostalAddress name = "UCB Pharma SA">

<Street>AllÃ©e de la Recherche 60 60</Street>

<City>Bruxelles</City>

<PostalCode>1070</PostalCode>

<Country isoCountryCode = "BE"/>

</PostalAddress>

<Phone>

<TelephoneNumber>

<CountryCode isoCountryCode = "BE">32</CountryCode>

<AreaOrCityCode></AreaOrCityCode>

<Number>(32-2)5599999</Number>

</TelephoneNumber>

</Phone>

<Fax>

<TelephoneNumber>

<CountryCode isoCountryCode = "BE">32</CountryCode>

<AreaOrCityCode></AreaOrCityCode>

<Number>(32-2) 559999999</Number>

</TelephoneNumber>

</Fax>

</Address>

<**IdReference identifier** = "0010" domain = "buyerID"/>

</BillTo>

###### **Shipping and Special Handling Fees**

* + Shipping and special handling charges are NOT allowed at header or line level of invoices, as general rule. Where relevant, to be discussed on individual bases with each supplier.
  + Shipping and special handling CANNOT be submitted as separate line items.
  + Shipping and special handling is supported as a single SERVICE line for ALL special handling charges and a single SERVICE line for ALL shipping charges.

## 

## Extrinsic Details

The Extrinsic element allows inclusion of additional information about the status of a document being updated.

The Extrinsic element list can be used to insert additional data about the order for application consumption. These elements can include pre-defined key words and values affecting workflow in the receiving system. Elements in the extrinsic list can appear in any order. An extrinsic type must not appear more than once within the same transaction document.

##### **Explanation for the extrinsic elements currently in use for UCB**

The below list of extrinsic elements delivered in orders are NOT required on the invoices, but carry important information for the order processing. Please make sure to take them into account.

##### **Extrinsic elements delivered on UCB purchase orders.**

|  |
| --- |
| internalVendorNo – The UCB internal reference number of the vendor. |
| customerReferenceNo - UCB's internal reference number or code. |
| accountNumber - Account number which the vendor uses for UCB. UCB customer in supplier database: filed only if requested by supplier explicitly. |
| paymentTermsDescription - Key for defining payment terms composed of cash discount percentages and payment periods. |
| incoterm - Commonly-used trading terms. |
| incoTermDesc - Additional information for the primary Incoterm. |
| RequesterID - Indicates for whom the material or external service is to be ordered. Identifier of the UCB requisitioner - Person defining the need of the purchase. Always filled. |
| deliveryReference - Specifies the point at which the material is to be unloaded. In case of agreement with the supplier specifies the delivery/unloading point that the Supplier can use to deliver the goods. This information can be put on the labels of the packing for UCB internal delivery. This extrinsic is used only in the cases of pre-existing agreement, otherwise it is left empty. |
| receiverID - Specifies the end recipient of material or services. |
| startDate - Start date of service period. Delivered only on some Service orders. |
| batchNo - Number under which the batch is managed at the vendors. |
| contractNumber - Specifies the number of the outline agreement that a given purchase order refers to. |
| relatedContractLineItemNo - Specifies the number of the outline agreement item that this purchase order refers to. |
| *revisionNo - Indicates a material or document's change status.* |
| *customerMaterialSpecificationNo - Specifies the quality specification reference.* |
| *customersPartNo - Buyer part number or Service name (completed the standard Ariba field for Services).* |
| *buyerVatID - The customer’s tax identification number. Required on all invoices. When provided on the*  *orders will always be delivered at header level of orders.* |

##### **Extrinsic elements requested on UCB PO related invoices.**

|  |
| --- |
| *supplierVatID - The supplier’s tax identification number. Required on all invoices* |
| *buyerVatID - The customer’s tax identification number. Required on all invoices.* |
| *PaymentNote –Payment note information is only required if seller is not able to provide the Bank Account Details within the "wireReceivingBank” contact role.* |
| *serviceOrderNo - Service Entry Sheet reference number to be provided on service related invoices. Changes to the handling process for service related invoices may occur after the 14s release. To be confirmed by UCB.Only relevant for service invoices.* |
| *ISR Number - The ISR procedure is a payment in procedure offered by the Swiss Postal Service to firms*  *based in Switzerland. ISR subscribers are given an ISR number in the vendor master record. Only relevant for Swiss suppliers.* |

##### **Extrinsic elements requested on UCB non-PO invoices.**

|  |
| --- |
| *supplierVatID - The supplier’s tax identification number. Required on all invoices* |
| *buyerVatID - The customer’s tax identification number. Required on all invoices.* |
| *mailbox - valid @ucb.com address of the requester, needs to be provided on invoices.* |
| *isrNumber - The ISR(I n payment S lip with Reference number) procedure is a payment in procedure offered by the Swiss Postal Service to firms based in Switzerland. ISR subscribers are given an ISR number in the vendor master record. Only relevant for Swiss suppliers.* |
| *serviceOrderNo - Service Entry Sheet reference number to be provided on service related invoices. To be confirmed by UCB. Only relevant for Service invoices.* |

**Supplemental Documentation**

This document contains UCBspecific information regarding transaction requirements. Information in this document does not cover the complete technical aspects of integrating with the Ariba Network.

Below are three sections for supplemental documentation to be used with this document for cXML, EDI x12 or PIDX transaction formats. Only refer to the section that pertains to the format your organization with be sending or receiving.

**cXML Supplemental Documentation**

New cXML supplier to Ariba Network must:

1. Support a DTD (document type definition) validation tool internally and download the document type definitions (DTD’s) for all supported transactions.
2. Support HTTPS protocol. Ariba supports HTTPS (not HTTP) only for cXML transactions.
3. Review the cXML Solutions Guide and cXML User Guides.

**cXML Document Type Definitions (DTD’s)**

* [http://cxml.org](http://cxml.org/) Download [InvoiceDetail.zip](http://xml.cxml.org/current/InvoiceDetail.zip) for the InvoiceDetailRequest.dtd.
* <http://cxml.org> Download cXML.DTD for the OrderRequest
* <http://cxml.org> Download Fulfill.dtd for ConfirmationRequest/ShipNoticeRequest

**SAP Ariba Cloud Integration Gateway (CIG)**

Information in this document does not cover the complete technical aspects of integrating with the SAP Ariba Cloud Integration Gateway (CIG).

Below is a list of supplemental documentation to be used with this document for CIG connectivity, CIG EDI x12 and PIDX transaction file formats. These documents can be viewed or downloaded from the CIG Resource Portal.

**New Cloud Integration Gateway Supplier**

* Cloud Integration Portal Guide (aka. CIG “How to Guide”)

**EDI x12 Supplemental Documentation via SAP Ariba Cloud Integration Gateway**

* SAP Ariba PO850 4010 Purchase Order
* SAP Ariba PC860 4010 Purchase Order Change
* SAP Ariba PR855 4010 PO Acknowledgment (Order Confirmation)
* SAP Ariba IN810 4010 Invoice
* SAP Ariba SH856 4010 Ship Notice
* SAP Ariba RA820 4010 Remittance Advice
* SAP Ariba AG824 4010 Application Advice (inbound)
* SAP Ariba AG824 4010 Application Advice (outbound)
* SAP Ariba FA997 4010 Functional Acknowledgment (inbound)
* SAP Ariba FA997 4010 Functional Acknowledgment (outbound)

**PIDX Supplemental Documentation via SAP Ariba Cloud Integration Gateway**

* SAP Ariba PIDX OrderCreate OrderChange 1.61 Outbound
* SAP Ariba PIDX OrderResponse 1.61 Inbound
* SAP Ariba PIDX Invoice 1.61 Inbound
* SAP Ariba PIDX InvoiceResponse
* SAP Ariba PIDX Receipt Outbound

If you do not yet have user access to CIG, the SAP Ariba Supplier Integration Specialist will forward these documents. Once user access is obtained, the current CIG documentation may be viewed in or downloaded from the CIG Resources section.

# SAP Ariba customer Support for Suppliers

**How to utilize Help Center and access Customer Support**

At SAP Ariba, our goal is to empower Suppliers with the information and tools they need to seamlessly navigate through Ariba Solutions. You can find the answers you need about Ariba products in the SAP Ariba Help Center. You can also contact SAP Ariba Support directly through the Help Center, when necessary.

**Access the Help Center After Supplier Account Login**

[Login to your account](https://service.ariba.com/Supplier.aw) (supplier.ariba.com) look to the top right-hand side of your screen and click on the

 icon to view the Help Center panel.

**Using the Help Center**

The Help Center is the first place to start if you have questions about any Ariba Solution. You can search for answers to functional and navigational questions from the search bar or view Documentation.

The following tutorials are helpful when you’re getting started:

* + [Supplier Basics](https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_5cifob4w" \t "_blank)
  + [Invoices](https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_p6kxxwhq)

**Still need more help? Contact Customer Support**

If you don’t find your answer after searching, you can request direct support via the Help Center webform.

**To Request Support:**

* 1. Click the  icon in the bottom-right corner of the expanded Help Center. After clicking, you will see a new window titled **Help Center Home**.
  2. Select **Contact Us** on the menu bar.
  3. Search for your issue in the **I need help with** search bar.

Based on your search, FAQ and Support Help articles will appear for review. If the guided content does not resolve the issue, click on **Something else** then **Contact Us** at the bottom of the screen.

*SAP Ariba Customer Support Help Form*

* Send a written online request to SAP Ariba Customer Support via a short webform.
* Provide a Short Description, Details, and Attachment to ensure a fast and accurate response.