



Ariba® Network Supplier Guide Add-On

Your companion guide for transacting with Co-Operative Bulk Handling Ltd (CBH)

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 CBH, 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 CBH

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 CBH 'S PROJECT

Below documents will be transacted through Ariba Network. Depending on your business processes in place with CBH, some of them will be mandatory, others will simply be available if relevant.

Supported Documents On this Ariba Network relationship	Not Supported Documents On this Ariba Network relationship
<ul style="list-style-type: none"> • Purchase Orders POs from CBH will be sent through Ariba Network • 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 • Invoices Apply against a whole PO or line items <ul style="list-style-type: none"> ○ Partial Invoices ○ Service Invoices Invoices that require service line item details ○ Contract Invoices Against contracts • Credit Invoices/Credit Memos Item level credits; price/quantity adjustments 	<ul style="list-style-type: none"> • Summary or Consolidated Invoices Apply against multiple Pos • 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 CBH will no longer accept paper invoices and requires invoices to be submitted electronically through Ariba Network • Non-PO Invoices Against a PO not received through AN • BPO Invoices Invoices against a blanket purchase order

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 CBH.

Please make sure you complete at least the following chapters of the *Account Administration* section on the [Training Experience Page](#) :

- Complete your profile
- Configure your email notifications
- Configure enablement tasks
- Configure Electronic Order Routing method
- Configure Electronic Invoice Routing method and Tax Information

USING YOUR ARIBA NETWORK ACCOUNT

SPECIFICS FOR PURCHASE ORDERS

- A PO is a commercial document issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services the seller will provide to the buyer. All subsequent documents are created from the PO
- Orders are always from one company within CBH. Deliveries may be required to different plants or to a logistics provider
- Order Types:
 - **Order** Goods items only
 - **Service Order**
 - for **Planned Service**: CBH knows the details and value of the service carried out and will provide line details; The child line values will correspond to the parent line total amount.
 - for **Unplanned Service**: CBH does not know the details and value of the service; the order will have a (limited) bucket of money to draw down on. Only the Parent Line will copy across to the Invoice, child lines must be added to allocate the funds of the order.

A [training video](#) is available for detailed information on Inbox, Order Review and Order Confirmation.

SPECIFICS FOR PURCHASE ORDER CONFIRMATIONS

- The Order Confirmation is **mandatory** and any field with an * is mandatory to fill in.
- Responding to an order using the Order Confirmation informs CBH whether you accept all conditions, or reject the order:
 - **Confirm Entire Order**: confirms the entire order as is.
 - **Reject Entire Order**: used to reject the order if it cannot be fulfilled, or if changes are needed. Eg. Where you have a unit pricing variation, you will need to click reject entire order and enter the “different” unit price into Comments Text field for review by CBH.
- The Order must be correct and confirmed prior to shipping the goods
- Multiple Order Confirmations are allowed
- The Confirmation Number (#) is your reference number, it can be any word number or combination of your choice. Max length is 20 characters. filling in a confirmation number and adding comments.

SPECIFICS FOR SHIP NOTICES

- The Ship Notice is the delivery information and is sent to CBH to advise them of the ship date for the goods.
- The order must be correct and confirmed prior to shipping the goods. Only confirmed lines can be selected.
- The Ship Notice is not applicable to Service and Field Release Orders.
- The Ship Notice can be full or partial.

GOOD RECEIPT NOTICES

- A Goods Receipt Notice (GRN) is sent by CBH to inform you of what they have received into their system from the shipment you sent.
- All Material orders require the goods to be received by CBH prior to invoicing. In the Order; the ‘Create Invoice’ button will remain inactive until a GRN is received.

SPECIFICS FOR SERVICE SHEETS

- The Service Entry Sheet (SES) is the claim for the service work carried out. There are 2 methods to begin the payment process for Service Orders: DO NOT include GST on Service Entry Sheets

Method 1: Create the Invoice first, the SES is created automatically

- To be used when the *Create Invoice* button is active
- A warning pop-up window appears at the start of the Invoice creation process.
- Once the invoice is submitted, the system will hold it and create an Auto-Generated Service Entry Sheet, which is sent to CBH. Once the SES is approved by CBH, the invoice will be released.
- Make sure to include all attachments on the service invoices (signed job card, signed time sheet, signed proof that service was rendered)

Method 2: Create the Service Sheet first. Only selected suppliers have this method made available.

- Used for ERS, RCTI, with the Invoice being created outside the AN
 - Used when the *Create Service Sheet* button is active
- The status of the created Service Sheets can be viewed from the *Outbox*, under the *Service Sheets* tab.

SPECIFICS FOR INVOICES

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

- The **Invoice Number** refers to your internal invoice number
- Multiple Invoices can be created against the same PO line up to the quantity/value available on that PO line
- CBH doesn't allow tax to be added at header level
- 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)
- Partial invoicing is allowed and can only occur when a Partially Received Purchase Order has been received
- Invoices will display as Partially Invoiced until all items on the original Purchase Order have been Invoiced • Partial invoicing on Partial invoices is allowed
- Multiple Invoices can be created for a Purchase Order as long as 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 Ariba Network as "Partially Invoiced"
- Once you have submitted an electronic invoice please do not send a paper/hard copy invoice

Invoice for Services

- Can only be created from confirmed Service Order lines
- A Service Invoice requires an attachment of supporting documentation (e.g. signed time sheet, job card, service report)
- Unplanned Service Invoices require 'Child Lines' to be added to claim the service item. To add Child Lines to the Invoice, click *Add/Update*, then *Add Contract/Catalog Item*. If no item exists (e.g. contract), click *Create a Non-Catalog Item* and fill in the necessary fields.

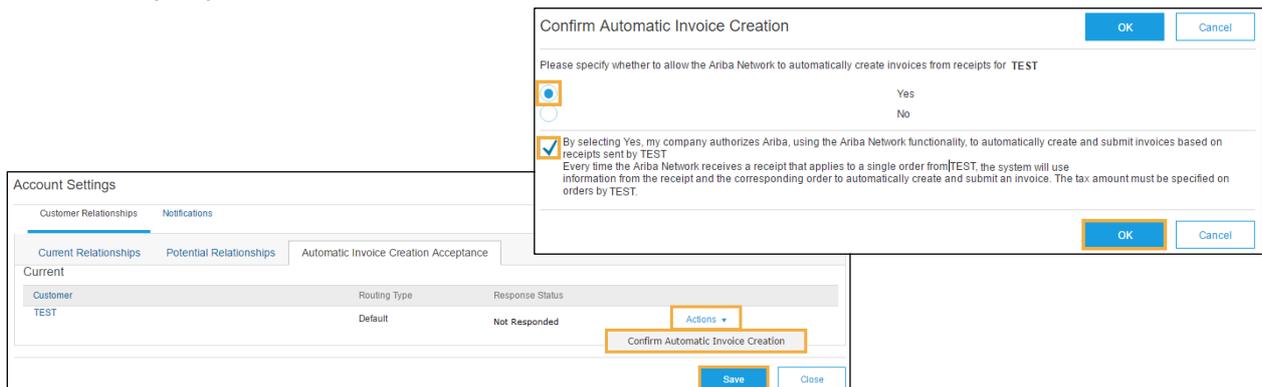
Invoice for Goods

- You can only create an Invoice for Goods from the PO once a GRN has been received from CBH

- The GRN has Balance Tracking applied. This means that when creating invoices, you can only invoice up to the GRN quantity.
- If you have not received a GRN you need to contact CBH
- For any price variances send an Order Confirmation with proposed changes to CBH for approval prior to sending the goods

Automatic GRN-flip (Automatic invoicing based on Goods Receipt)

- The GRN-flip is an optional feature. Suppliers need to Consent to Automatic Invoice Creation to enable this feature. This is done from the *Automatic Invoice Creation Acceptance* tab under the *Customer Relationships* option.



- For the GRN Flip Invoice to work successfully, you **must** have your company ABN entered into the Tax Id and Vat Id fields in your *Company Profile*.
- An Auto Flipped Invoice can only be created from the Active, confirmed lines of the PO once a GRN has been received from CBH.
- Invoices which are auto flipped from a GRN will reflect details sent on the GRN.
- The invoice number is an auto generated number created by the Ariba system.
- If you have not received a GRN you will need to contact CBH. Contact details can be found in the header of the PO under “CBH Contact”
- The complete methodology on GRN-flipping is also available in this [training video](#).

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 the CBH project team at the following email address: aribasupport@cbh.com.au.

www.sap.com/contactsap

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