Ariba & Invoicing: Supplier FAQ

If the questions below do not provide the information needed, please use the contact information next to each section:

Ariba is asking me for a Customer Code to submit an invoice. What does this mean? - *A Trade Relationship will need to be established prior to invoice submission.* - *OR you are trying to submit a non-PO invoice which is not permitted for most suppliers.*	**Supplier Enablement (Ariba)** **NWHelp@nationwide.com**
I received a Purchase Order for $0.01? What is this for? - *Nationwide uses a $0.01 Purchase Order to establish the Trade Relationship in Ariba. The relationship needs to be in place prior to transacting. Within the notification select 'Process Order' and log in with the credentials aligning with the Ariba Network profile you'd like to transact with moving forward.*	
Why is 'Create Invoice' grayed out on my BPO? - *The most common reason this this occurs is because the order is for a Master Agreement and therefore it is not invoiceable. (Please see 'Can I submit a non-PO invoice' below)*	
How do I contact my Account Administrator? - *Select your initials in the top right corner of Ariba, then 'Contact Administrator'*	
How do I locate my PO/BPO, submit an invoice or submit a credit memo within Ariba? - *Please refer to our user guide within the Supplier Information Portal for step-by-step guidance.*	
How do I downgrade my account from Enterprise to Standard within Ariba? - *Guidance for suppliers to downgrade their account can be found here within the Ariba Help Center.*	

How do I check the status of an invoice? - *To check the status of an invoice, select the Invoices tile on your Workbench, click **edit filter** and populate the **invoice number.** Ensure you select the Exact Match radio button below the invoice number, then click apply. Status definitions can be found **here***	**Finance Customer Service (FCS)** **FinanceHelp@nationwide.com** **866.780.3772** **Monday-Friday 9am-5pm EST**
How do I check the payment status of an invoice? - *Payment status can be accessed by going adding the **Remittance** tile to your Workbench.*	
How do I see the reason an invoice was rejected? - *To see comments on why an invoice was rejected, select the Rejected Invoices tile on your Workbench, click **the invoice number** and **click the Detail tab.** Look to the bottom of the Rejected Invoice blue box and review **Comments.***	
We didn't receive our payment. How do I request the payment be stopped and reissued? - *Please contact FinanceHelp@nationwide.com or call 866-780-3772*	
We opted to receive payments via credit card. Who should we contact with questions? - *For questions related to our ePayables program (virtual credit card), please contact ePayHelp@nationwide.com*	
Where should we send a refund check? - *Please send any refund checks to:* ***Nationwide Insurance*** ***280 Two Nationwide Plaza*** ***Attn: Accounts Payable, MC: 2-16-201*** ***Columbus, Ohio 43215***	
I don't have a PO/BPO to submit my invoice against. Can I submit a non-PO invoice? - *Nationwide requires a PO/BPO for all invoicing. Please reach out to the Nationwide Business Contact which requested your goods/service to determine if a PO/BPO is in the works for invoicing.* - *Please do NOT submit non-PO invoices. These may get rejected resulting in delayed payment.*	**Nationwide Business Contact**
There aren't enough funds on my current PO/BPO for me to submit my invoice. Who do I contact to raise the dollar amount or extend the timeframe of the contact? - *Please work with your Nationwide Business Contact. They will work with our Procurement department to determine if the change is necessary and begin the amendment process.*	