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 Insurance Australia 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 Insurance Australia Group**

Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer. This document will help you navigate through the detailed content of our Supplier Training Page.

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

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# Documents Transacted through the ariba network

This section specifies which documents will be transacted through Ariba Network. Some of them will be mandatory, others will simply be available and considered optional.

| Supported Documents  On this Ariba Network relationship | Not Supported Documents  On this Ariba Network relationship |
| --- | --- |
| * **Purchase Orders (PO) and Blanket Purchase Orders (BPO)**   PO’s Insurance Australia Group sent through the Ariba Network to your company   * + **Goods**   + **Services** * **Invoices**​   Your company’s tax invoice for goods/services delivered.   * + **Detailed PO-Flip invoices**   + **Partial Invoices**   + **Service Invoices​** ​   + **Contract Invoices** ​ * **Line-Item Credit Memos**​   Item level credits; price/quantity adjustments   * **Remittance Advice**   Is an informational document advising which Invoices have been paid and the amounts to your company which can be used for reconciliation purposes. | * **Invoicing for Purchasing Cards (P-Cards)​**   An invoice for an order placed using a purchasing card |

# Setting up your account

This section covers what needs to be set up in your Ariba Network account as minimum requirements in order to successfully transact.

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

* Complete your Company Profile
* Complete your Enablement Tasks
* Configure your Email Notifications
* Configure Electronic Order Routing method and Notifications
* Configure Electronic Invoice Notifications, including Tax Details
* *Configure your Remittance Information and payment methods*
* Set up a test account (**only** if you are publishing an electronic catalog or starting an integration project)

# Transacting on Ariba Network

This section mentions the specifics of transacting with Insurance Australia Group on the Ariba Network once your account has been set up. You’ll find detailed instructions in the Transacting section of the [**Supplier Training Page**](https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/#/id/5ef46d77c09b3a889af5529b).

## PURCHASE ORDERS AND BLANKET PURCHASE ORDERS

* The Purchase Order (PO) or Blanket Purchase Order (BPO) is the source document for the order and all subsequent documents are created from the PO/BPO
* A PO/BPO 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
* Receiving an Order from your buyer constitutes an offer to buy products or services

## INVOICES

* For all orders received via the Ariba Network - Insurance Australia Group’s preference is an invoice to be submitted via the Ariba Network
* The **Invoice#** refers to your internal invoice number
* Partial invoicing is allowed. Update the **Quantity** that is being invoiced, for example if there are 10 items in the quantity and only 5 are invoiced change to 5.
* You can select **Tax at Header Level** when all items within the invoice are one tax value OR **Tax at Line Level** when items within the invoice have differing tax values.
* **Shipping Cost** will not cause **GST** to be calculated for the shipping cost and is assumed that all shipping costs are inclusive of GST. If the order has multiple lines the shipping cost can be added to one line or split over all the lines. (The Cost does NOT need to be split up over the lines)
* You can attach any supporting documents to the invoice including a PDF copy of the invoice.
* Only invoices that have been **Rejected** can be edited and resubmitted.
* Invoices may be rejected by the Insurance Australia Group, if they do not match the PO/BPO and meet the transaction rules.

## LINE - ITEM CREDIT MEMOS

* Line-Item Credit Memo (LICM) can be sent to Insurance Australia Group via the Ariba Network and do not need to be sent in via email.
* Please also note the following when creating Credit Memos:
  + Credits are supported against specific line items from a previously submitted invoice •
  + Credits can be for full or partial amount
* Enter a **Credit Memo #**.
* Enter a **Reason** for Credit Memo.
* Check **Quantity** (The Quantity ***must contain a negative number*** e.g., -1, if it is a total amount and you are only crediting a portion, calculate and enter the quantity).

## REMITTANCE ADVICES

* The Remittance Advice informs of when and how payment for an invoice is made.
* The Remittance Advice is an informational document only and does not require any action.
* New Remittance Advice can be viewed from the **Home Page** > **Payments** > **Remittances.**

# Help & Support

* **Help Centre** is located within your account and used to access documentation, FAQs, and live support. Raise a Service Request for Support to contact you.
* Learn how to set up and operate your supplier account on our detailed [**Supplier Training Page**](https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/)
* For general support information go to [**SAP Help Portal**](https://help.sap.com/viewer/product/ARIBA_NETWORK_SUPPLIERS/cloud/en-US?task=use_task)
* **All queries regarding your Ariba Network fees please r**aise a Service Request for Support to contact you.