SAP Ariba

Frequently Asked Supplier Questions

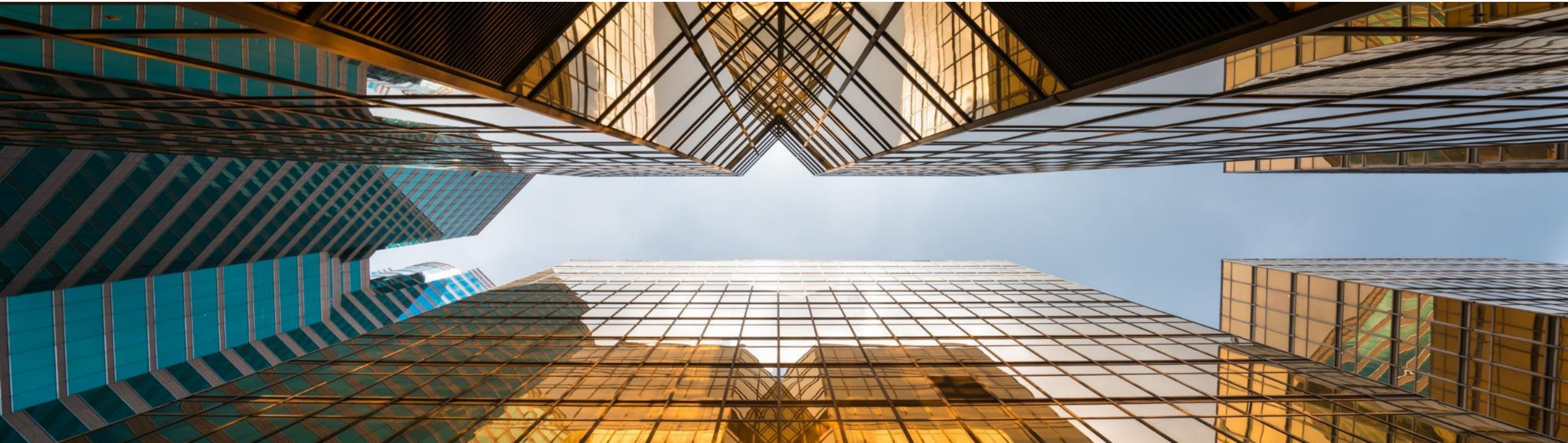
EXTERNAL

THE BEST RUN SAP

Table of Content (TOC)

Back to TOC

FAQs on Statement of Account



FAQs on Statement of Account

Back to TOC

Question: How can I check the status of my invoice? OR How can I get my Statement of Account with Infosys and its group?

Answer: You can check the status of your invoice in the Statement of Account (SOA) application. The SOA application provides complete overview of the transactions done with Infosys & its group companies and their almost real time status.

Question: How to login to Statement of Account application from **Home** page?

Answer: **Option 1:**

- Click on “**Back to Classic View**”.
- Scroll to right side.
- Click on “**Gateway** “option.
- Click on “**Statement of account**”.

Option 2:

- SOA App Link: Home (ondemand.com)
- Home Screen -> Application gateway section -> Click on “**Infosys Vendor portal**”

FAQs on Statement of Account

Back to TOC

Question: What are the details available in this Application?

Answer: There are four tabs in this application viz. Invoices, Payments, Advances & Retentions. Brief detail of each is given below:

Invoices – It will have all invoices, which are in process, adjusted or paid by Infosys or its related companies. On clicking the invoice line, you may get further details.
Moreover, there is tab for Open Invoices that will give you details of all the open invoices until date.
Payments – It will have all payments, which are paid for the selected period.
Advances – It will have all the open advances as on date.
Retentions – It will have all the open Retention details as on date.

Question: Is it real time data?

Answer: Data is refreshed once in a day @ 9AM.

Question: Is the historic data available for use?

Answer: Data from 01.04.2018 is available for use.

FAQs on Statement of Account

[Back to TOC](#)

Question: What are the default parameters applied & how we can change it?

Answer: There is default filter on date range of last 6 months & it will display data for all status & companies. This can be changed once landed on application.

Question: How can we download the data displayed on screen?

Answer: There is button to export the data in to excel on the right hand side of the screen.

Question: Whom to contact for any issue with Transaction related details?

Answer: You may write to Askus_P2P@infosys.com

FAQs on Statement of Account

Back to TOC

Question: Can I get the details of invoices paid against one payment document?

Answer: You may click on payment line and it will navigate you to the detailed screen, where you can check the other details related to invoices paid.

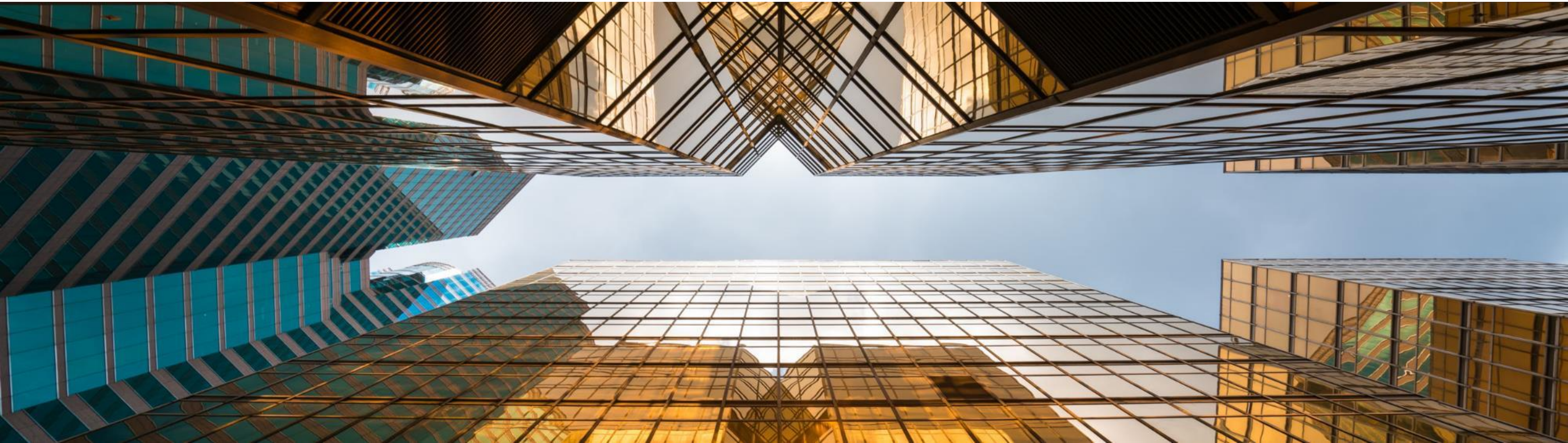
Question: How can I change the screen layout to add or remove columns?

Answer: Default layout will load once you open the App.

On the right side, there is a setting tool. Once you click on it, you may check or uncheck the columns as per your need.

Back to TOC

DOs and DONTs



DOs and DONTs

Back to TOC

DOs:

- ✓ Use only Google Chrome OR latest version of Microsoft EDGE browsers.
- ✓ Configure remittance information before invoice submission.
- ✓ Set up Legal profile (India Vendors only) before invoice submission.
- ✓ Make sure that Invoice number and invoice date entered in Ariba match exactly as per ERP generated Invoice copy.
- ✓ Attachment should be in PDF format only.
- ✓ Invoice attachment name should always start with the word “Invoice”.
- ✓ Select appropriate tax category as applicable.
- ✓ Verify Bill To and Ship To before submission.
- ✓ Ensure Ariba invoice amount matches with ERP invoice amount before submission.

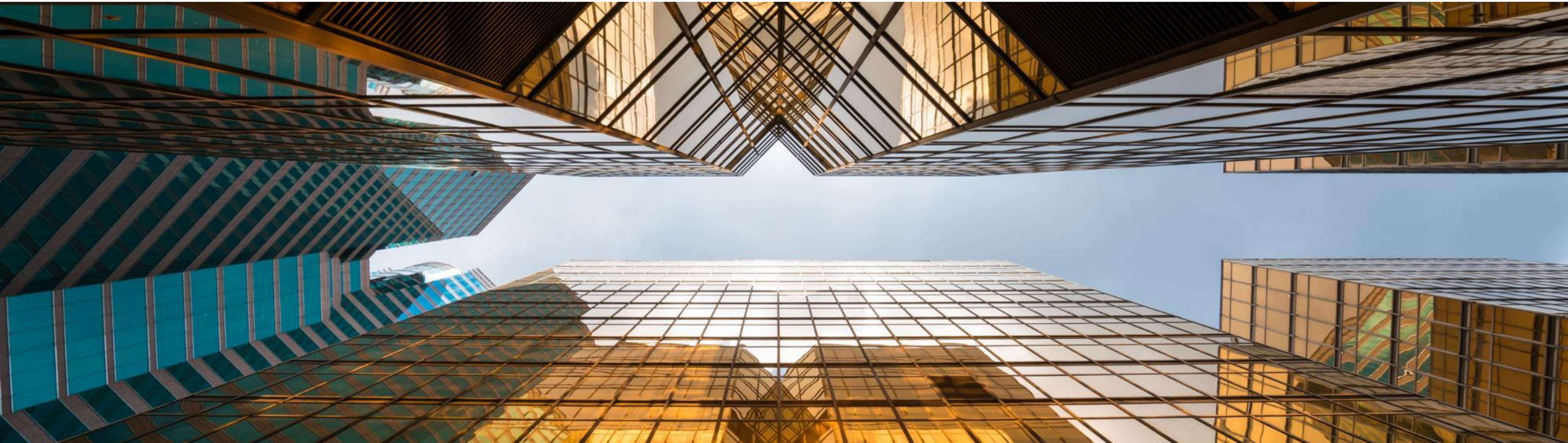
DOs and DONTs

Back to TOC

Donts:

- × Don’t enter wrong password more than 3 times continuedly, use forgot password.
- × Don’t delete all available line item and submit invoice with only additional line item.
- × Don’t add remittance details which are not updated with Infosys while registration.
- × Don’t click on IRN and SEZ fields if not applicable (India Vendors only).

General FAQs



General FAQs

Back to TOC

Question: How can I find a Purchase Order (PO) issued by Infosys or its group entities to raise an invoice?

Answer: **Solution 1: Note: Please don't Click on the "Back to Classic View".**

- Click on "**Workbench**" Tab.
- Click on **"Orders".**
- Once logged in, portal will display with details of PO. By default, Last 31 days transactions are displayed. Select Last 365 days to view more PO and Invoices.
- Click on **"Edit Filter".**
- Select Last 365 days from drop down box.
- Click on the **"Apply".**
- To view all purchase orders in the ascending or descending order, click on "**Order Number/Date** "and change Page number if it is not available.

General FAQs

Back to TOC

Question: How can I find a Purchase Order (PO) issued by Infosys or its group entities to raise an invoice?

Answer: **Solution 2: Note: Please don’t Click on the “Back to Classic View”.**

- Click on “**Workbench**” Tab.
- Click on **“Orders”.**
- Click on **“Edit Filter”**
- Enter the PO number in the **Order numbers** field.
- Check the **Exact match** radio button below the PO number.
- Click on the **“Apply”.**

Solution 3: If still Purchase order number is not available. Kindly write to Infysupplierportal@infosys.com

General FAQs

Back to TOC

Question: How to add tabs in Workbench (One Time Setting)?

Answer:

- Click on the **“+ “** icon in the work bench.
- Select order, invoices and rejected invoices tabs.
- After selection click on Apply.
- To view all the PO numbers and invoices, click Edit filter and change the creation date form last 31 days to last 365 days.

Question: When will the “Create invoice” option be not enabled?

Answer:

The option will not be enabled if you are a GRN flip vendor and GRN is not created / approved. Kindly write to User/Requester and request for GRN Number.

General FAQs

[Back to TOC](#)

Question: What is “Remit To ID”?

Answer:

This is a one-time activity that should be done to be able to submit Invoices in the Ariba portal. If this set up is not completed invoices are automatically rejected by the system.

Remittance ID – update Bank Name /Vendor Code.

Payment Method – Wire. Payment Method – ACH (Only for US Vendor).

Configure Remittance Information Guide

Question: What is customer requestor mail id?

(Rejection message reference*=> Provide valid Customer requester mail ID)

Answer:

Kindly update a valid requester/User mail id of Infosys representative.

General FAQs

Back to TOC

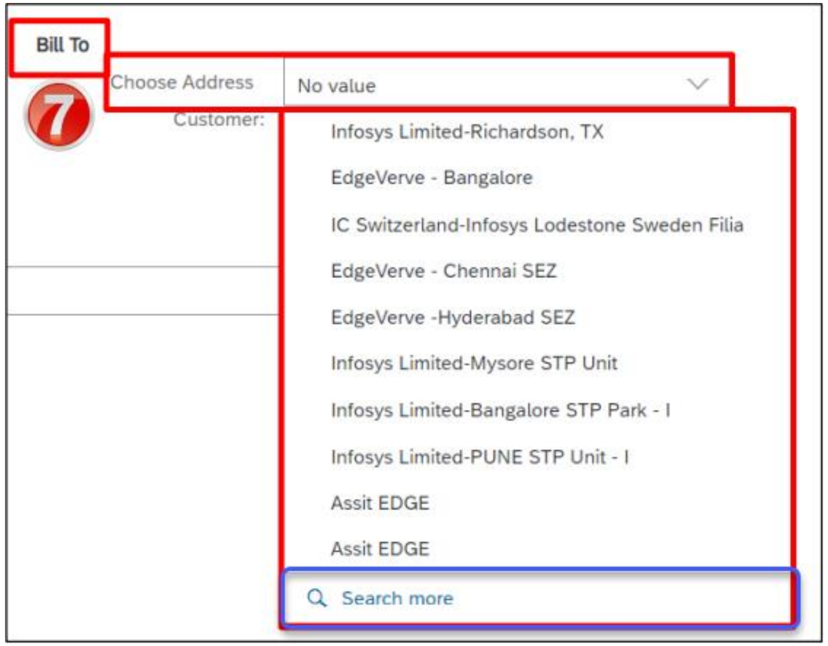
Question: What is the bill to address to be chosen in case of Non PO invoice?

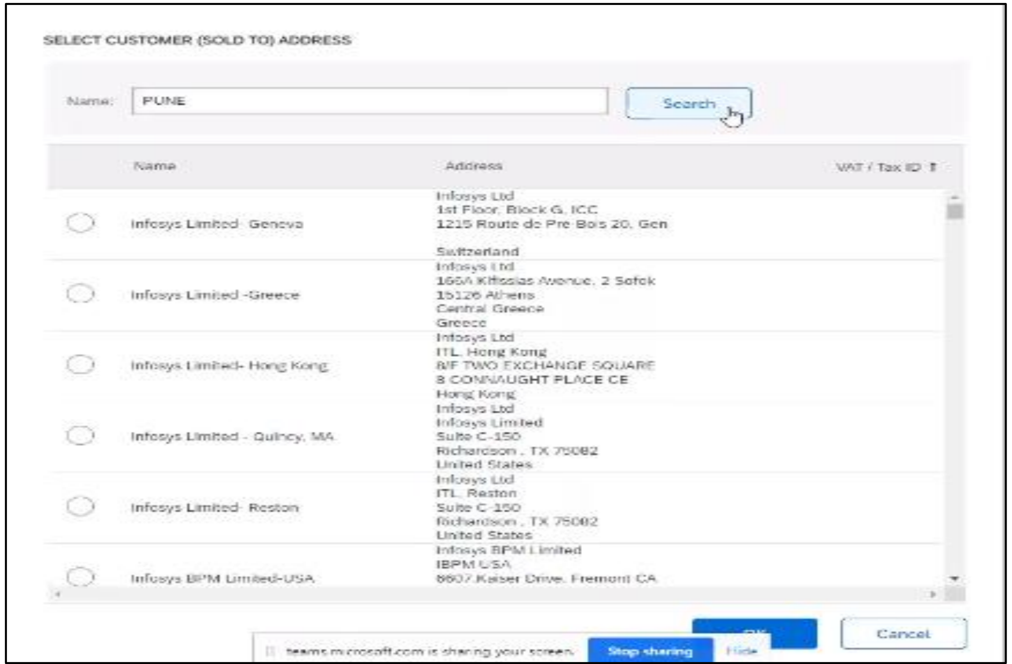
(Rejection message reference*=> Choose Bill to Address before submitting invoice)

Answer:

The above error would occur only in case of Non-PO Invoice submission, if bill to address has not been selected.

Please select bill to address as per ERP Invoice pdf. In “**Bill To**” field drop down > click on search more > select the relevant Bill to Address.

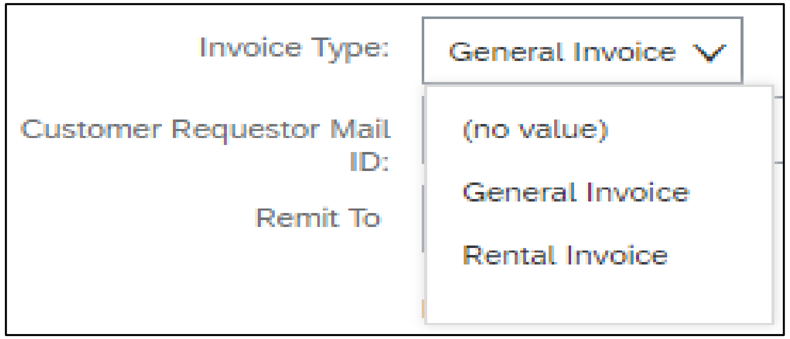




General FAQs

Back to TOC

Question: What is the error message “Please provide valid Customer contract number”?



Answer:

The above error would occur in Non-PO invoice submission which are related to rental services, datacom services, hardware leasing services.

If Non-PO Invoice Type = “**Rental**” Invoice, please update valid Lease / Contract Number received from Infosys User/AP Team.

If Non-PO Invoice Type = “**General**”, Remove the data from the above field and field should be blank.

General FAQs

Back to TOC

Question: How to handle the error "Limit exceeds the available amount in line item" in Ariba UI?

Answer:

The above message appears only for PO based invoices.

Option 1: Kindly check in the purchase order page → Scroll down page and go to PO line section → Select PO line in which you are getting limit exceeds error →on the right , click on "Details" → Subtract the actual PO line quantity with Invoiced quantity. Remaining quantity can be invoiced.

Option 2: If there is no enough quantity left for invoicing against the PO line item, kindly connect with procurement team of Infosys to get PO amended.

Question: How to handle the error "Limit exceeds the available amount in line item" in Ariba UI?

Answer:

To exclude line item which are not billed in the current invoice kindly click on toggle button present on the left side of the line item. After excluding, the toggle button changes from green to Grey.

General FAQs

Back to TOC

Question: How to add additional charges in an invoice that are not covered in a PO (For eg., freight/ packing/ courier/ transportation charges etc.)?

Answer:

- Click on Add Button → Select Add General Service.
- A new line will appear with empty fields for your invoice item.
- Enter information in each of the fields appropriately.
- Fill the details as per previous Line items. Number- **any number other than PO line item number**, Quantity -1, UOM – As per PO Line, Unit Price as per additional charges.
- Click on Update to check the Subtotal.

General FAQs

Back to TOC

Question: How to rectify amount mismatch between ERP invoice and Ariba invoice at line item level?

Partial Invoice Guide

Answer:

- Kindly Edit the quantity Field as per Given Instructions to match the Invoice amount.
- Kindly calculate the quantity for the Respective PO LINE and edit the Quantity to 3 decimal points as per Invoice Amount (ARIBA will accept only 3 decimal qty).
- Note- Only quantity field is editable in the Invoicing screen.
- Formula to calculate quantity (Per PO line QTY maximum 3 decimals) = Billable amount (without tax subtotal for the respective PO line as per invoice PDF) / Unit price (as per PO line).
- Click on Update to check the subtotal. And check If the Invoice amount matches.
- For Remaining difference amount, Click on Add Button → Select Add General Service
- Difference amount (please add the additional line) = Billable amount (as per invoice PDF) - Calculated Subtotal.
- A new line will appear with empty fields for your invoice item.
- Enter information in each of the fields as per the below Screenshot.
- For remaining difference amount, Fill the details as à No – Any number other than PO line item number, Quantity – 1, UOM – As per PO Line, Unit Price – Difference amount as per Invoice.
- Click on Update to check the Subtotal, Scroll to the Top of the screen in the Invoicing screen.
- Kindly check if both the Updated Subtotal and Invoice amount are matching, then click on Next to submit the Invoice.

General FAQs

Back to TOC

Question: How to add tax while submitting invoice?

Answer:

Option 1:

Please select the PO line and click on the Line-item Action → Taxes. Repeat for multiple lines if required.

In the **Category** field – select drop down box and choose Appropriate tax category and mention tax percentage in rate field.**(NOTE: - For** India vendors kindly select CGST, SGST and IGST not **GST** in category drop down)

Option 2:

To add tax for the multiple PO line items.

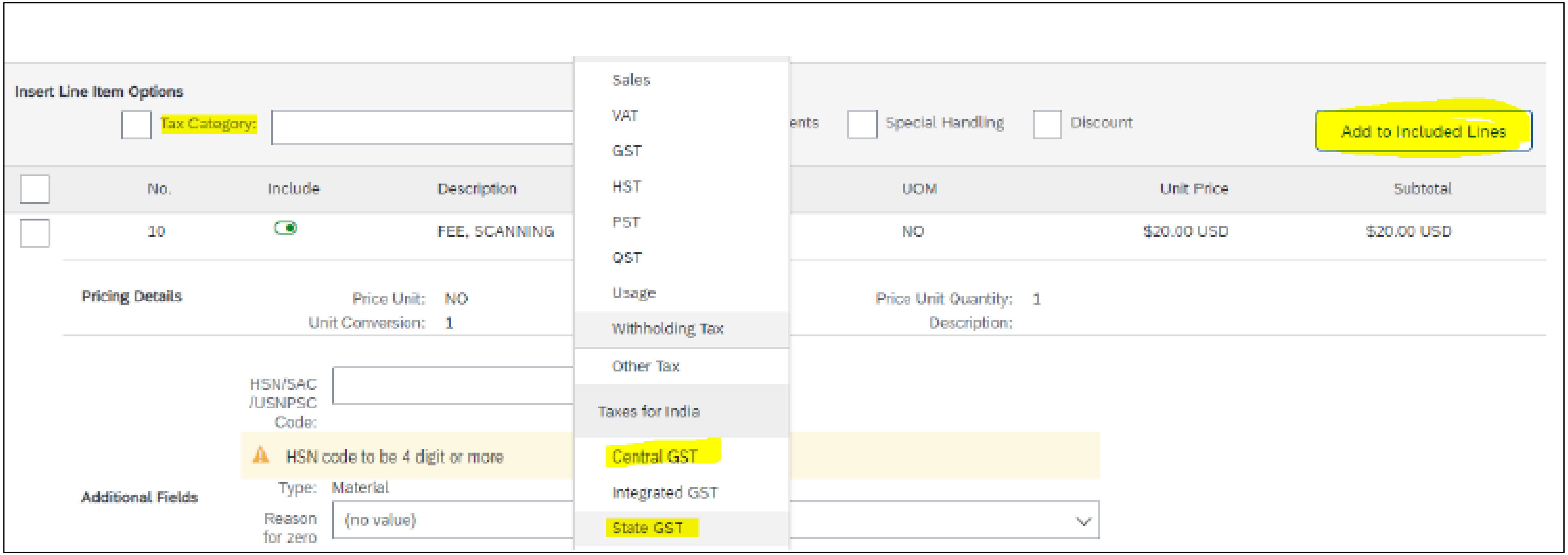
Click on Tax category drop down box → Select applicable tax → Click on "Add to include lines"

General FAQs

Back to TOC

Question: How to add tax while submitting invoice?

Answer:



General FAQs

Back to TOC

Question: What should be the naming convention for the attachment? (Rejection message reference*=> Ensure to re-submit the invoice with file name starting with "INVOICE"(PDF format only).

Answer:

If single PDF attachment is not prefixed as INVOICE OR in case of multiple PDF attachments, none of the attachment has the file name being prefixed with INVOICE, the error is triggered. Kindly rename the invoice related attachment (PDF format only) with the word "INVOICE" & resubmit the invoice. For example, “INVOICE_XYZ123.pdf”

Question: How to resolve the error related to PAN? (Rejection message reference*=> Invalid PAN/Missing PAN)

Answer:

The above error is triggered if invoice value is greater than 2 lakhs INR and PAN is not updated in the vendor master records of Infosys. To update the PAN in the records of Infosys, aavigate to "Ariba Proposals and Questionnaires" for Infosys with your Ariba Supplier login using the following url:

https://service.ariba.com/Sourcing.aw/124993010/aw?awh=r&awssk=mMHstDXT&dard=1

General FAQs

Back to TOC

Question: What is the error related to invalid/missing bank details? (Rejection message reference*=> Invalid/Missing Bank Details)

Answer:

If bank data is chosen to be displayed in invoice this validation is enabled. Account number as per Ariba profile and vendor master records of Infosys has to match. In case of mismatch, this error is triggered. For correction of bank details in our vendor master records, navigate to "Ariba Proposals and Questionnaires" for Infosys with your Ariba Supplier login using the following url: https://service.ariba.com/Sourcing.aw/124993010/aw?awh=r&awssk=mMHstDXT&dard=1

Question: How to resolve the error related to supplier country mismatch? (Rejection message reference*=>Supplier country as per invoice and as per purchase order not matching.)

Answer:

The above error is triggered when the country of supply as per Ariba invoice does not match with the Purchase Order. Ensure to choose supplier address as per PO or get PO details amended with the help of Infosys Purchase team.

General FAQs

Back to TOC

Question: How to resolve the error related to invoicing not being allowed against a PO line item? (Rejection message reference*=> Invoice submission for the selected PO item is not allowed. Kindly connect with the Customer POC to enable invoicing for the selected PO line items)

Answer:

The above error is triggered if the final invoice is already raised against the PO and further invoicing is not allowed.

Connect with Infysupplierportal@infosys.com to resolve this error.

Question: How to submit Invoices older than 180 days in Ariba Portal?

Answer:

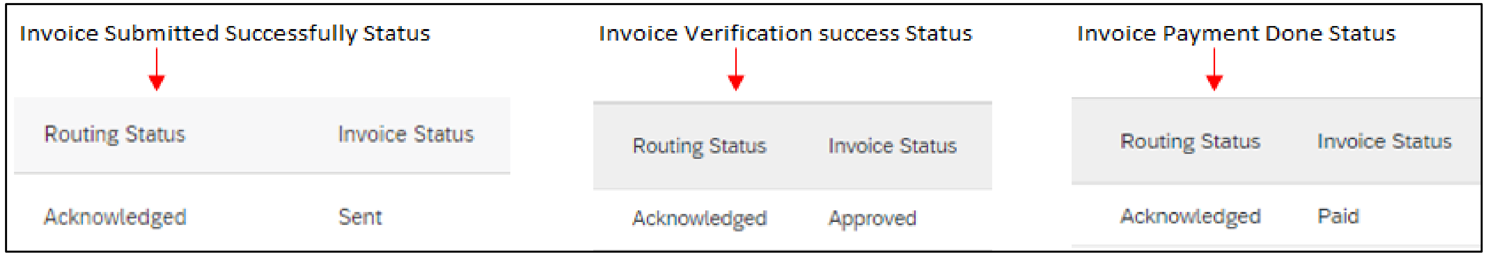
Invoice dated older than 180 days are not allowed through Ariba Network, kindly connect with the respective **USER/REQUESTER** to get the invoice uploaded through email channel (Bill Desk mail Id).

General FAQs

Back to TOC

Question: How to check the status of invoice submission in Ariba UI?

Answer:

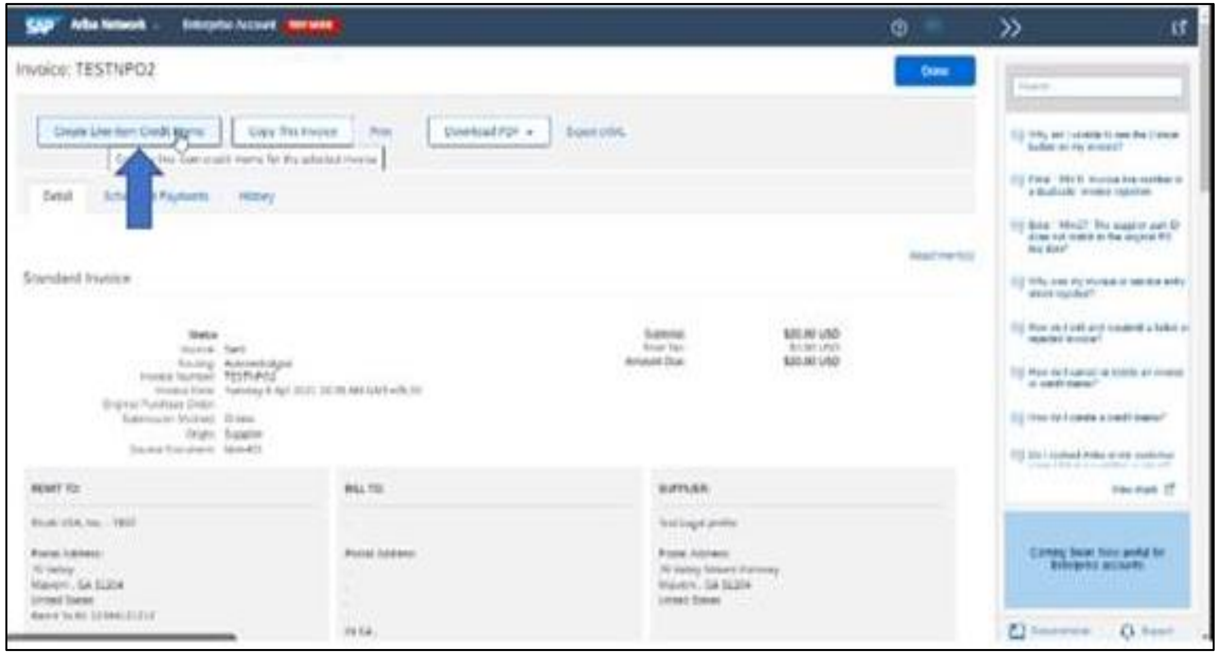


- Click on “**Workbench**” tab.
- Click on “**Invoices**” tile.
- Click on “**Edit filter**”.
- Enter the invoice number in invoice number field.
- Select the **Exact match** radio button below the invoice number.
- Click on **“Apply” button**.
- To Check the status, scroll right side.
- **Routing status and Invoice status** will be visible(Successful submission status shown as below).

Back to TOC

Question: How to raise credit note for PO based invoices?

Answer:



- Go to the Workbench tab.
- To view all the invoices on workbench, Click on “Invoices”.
- Click Edit filter to expand the filter options.
- Enter the invoice number against which you want to submit the credit note in the Invoice number field.
- Check the Exact match radio button below the invoice number.
- Click on “Apply button”.
- Double Click on invoice# XXXXX.
- You will be redirected to Invoice page.
- Click on Credit Line-item Credit Note.

General FAQs

Back to TOC

Question: Does Ariba support language preference/ process to change the language settings?

Answer: Yes only in the below listed languages.

English (en), French (fr), Italian (it), German (de), Spanish (es), Japanese (jp), Simplified Chinese (zh-cn), Traditional Chinese (zh-tw), Brazilian Portuguese (pt-br), Korean (ko), Russian (ru), Polish (pl), Hungarian (hu), Turkish (tr), Dutch (nl), Swedish (sv), Greek (el), Romanian (ro), Norwegian (no), Danish (da), Finnish (fi), Czech (cs), Croatian (hr), Thai (th).

Infosys SAP Ariba Solutions Language Support Guide

Question: How to download Open GRN report for Enterprise Customers?

Answer: Please follow the steps provided in the attached guide

Infosys GRN Report Generation Guide

General FAQs

Back to TOC

Question: How to resolve rejection of an invoice due to connectivity issue? (Rejection message reference*=> INV-33: An exception occurred while processing the invoice. Error:The content of element type "InvoiceDetailRequestHeader" mismatch and frequent log out query)

Answer:

- The Invoice is rejected due to internet connectivity issue while submitting the invoice.
- Try to submit fresh Invoice in Ariba Portal **(Do not use the Edit And Resubmit option).**
- Make sure to clear browser Cache and cookies before submitting invoice.
- Use Google chrome Browser for submission of Invoice.
- Make sure Ariba Portal is not logged in under multiple tabs.

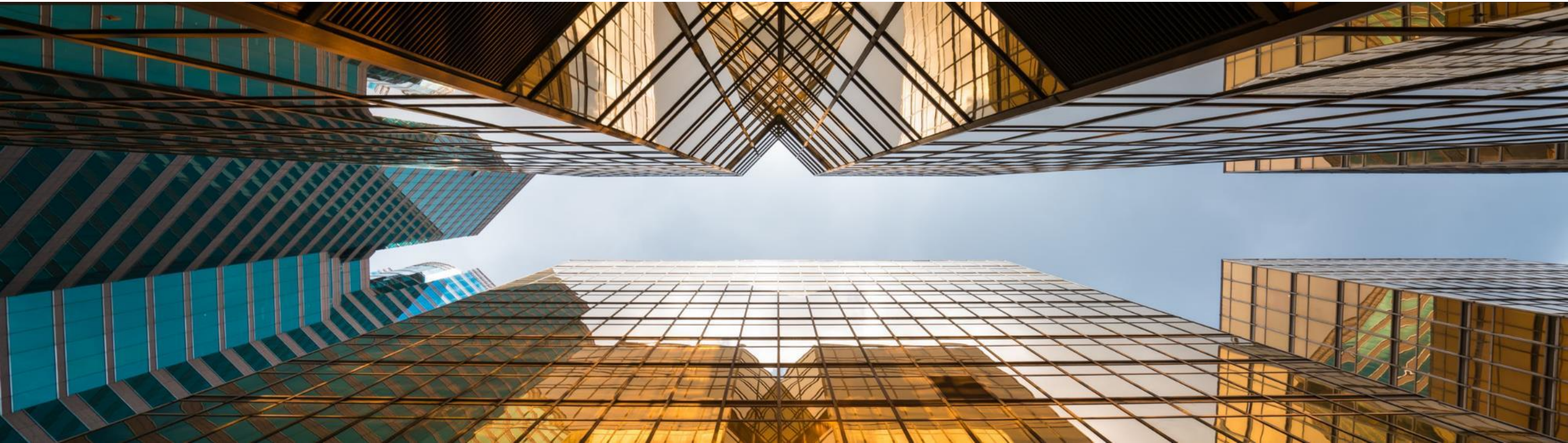
Question: Whom to contact in case of any issues?

Answer:

- For PO Related issues, send email to InfySupplierPortal@infosys.com
- For Invoicing issues, send email to ARIBA_HELPDESK@infosys.com
- For Ariba technical issues, raise SR by following the below attached steps.

Steps to follow to raise an SR with SAP Ariba.

FAQs specific to India based vendors



FAQs specific to India based vendors

[Back to TOC](#)

Question: How to set up Legal profile in Ariba? (Rejection message reference*=>Ensure to setup the legal profile to enable ARIBA in generating valid invoice)

Answer:

As a prerequisite for a seamless switch over to Ariba Network, please ensure **"Legal Profile"** sections is configured for your Company Profile in Ariba Network. This is a one-time activity that should be done to be able to submit Invoices in the Ariba portal.

In Home tab, Go to Initials → Click on Company Profile → In Basic Tab, Addition Company Address → Click on Create Button → Fill details of the Company →Click on Check Box Setup Legal Profile→ Your Company GST No → Click on 2017 tax regime →Click on Save.

Setup Legal Profile Guide

FAQs specific to India based vendors

Back to TOC

Question: What are the fields relevant for an invoice billed to SEZ? (Rejection message reference*=> For zero rated supply to SEZ location, endorsement is mandatory. Please ensure endorsement is selected/provided in both Ariba invoice and in your ERP invoice)

Answer:

- Place of supply.
- Endorsement clause available in the dropdown.
- LUT Number and LUT Date.

Question: When is IRN number mandatory? (Rejection message reference*=>IRN number is mandatory)

Answer:

The IRN number is mandatory only for India based E-Invoicing Vendor (Vendors who also generate Invoice through IRP Portal) [Invoice Reference Number (IRN)64 Digit Number Obtained from IRP Portal as per Rule 48(4) of CGST Rules]

FAQs specific to India based vendors

Back to TOC

Question: What is the tax rate and tax type to be selected for India?

(Rejection message reference*=> Please check applicable tax rate and tax type for the invoice line item , Correct discrepancies such as mismatch in CGST and SGST/UGST rates, incorrect/multiple use of IGST/CGST/SGST/UGST in a single invoice line item.

Adding Tax Guide

Answer:

- The tax type and rate should match with the ERP generated invoice.
- The rates used for CGST and SGST should be same.
- IGST cannot be used with CGST and SGST.

FAQs specific to India based vendors

[Back to TOC](#)

Question: How to handle the GSTIN error? (Rejection message reference*=> Please correct the GSTIN data in Ariba profile or get the GSTIN updated via Ariba Supplier Lifecycle and Performance (SLP). To update, navigate to "Ariba Proposals and Questionnaires" for Customer within your Ariba Supplier login.

Answer:

Check 1:

Kindly check the GST details available in Ariba Legal profile and edit if necessary (refer attached PDF)

Setup Legal Profile Guide

Check 2:

To update/add new GSTIN in vendor master records of Infosys, kindly update in Ariba SLP using the following url:

https://service.ariba.com/Sourcing.aw/124993010/aw?awh=r&awssk=mMHstDXT&dard=1

FAQs specific to India based vendors

[Back to TOC]

Question: Whether CGST and SGST can be used for invoices billed to SEZ? (Rejection message reference*=> For transactions billed to SEZ CGST and SGST not allowed)

Answer:

When an invoice is billed to SEZ, there will be

- NIL taxes OR
- IGST will be applicable.

Question: Whether a GST unregistered vendor or vendor under composition scheme can charge taxes? (Rejection message reference*=>GST unregistered vendor / Vendor under composition scheme cannot charge taxes. Line Item 1)

Answer:

A GST unregistered vendor or vendor under composition scheme cannot charge taxes. In case your entity doesn't fall under above category, get the GST number and status updated by

- Write to APVendor_master@infosys.com or
- Update the status in Ariba SLP using the following url: https://service.ariba.com/Sourcing.aw/124993010/aw?awh=r&awssk=mMHstDXT&dard=1

FAQs specific to India based vendors

Back to TOC

Question: Where to find the Customer GST number (Rejection message reference*=> Enter a valid customer GSTIN)

Answer:

Kindly update GSTIN number in Customer GST No field by

- Referring to Purchase Order Copy - Bill To address field OR
- Write to ARIBA_HELPDESK@infosys.com if GSTIN is not available.

Question: Is endorsement clause applicable for Non-SEZ invoices? (Rejection message reference*=>Endorsement clause needs to be chosen only if the bill to address is SEZ Unit/Developer. Kindly unselect the clause and re-submit the invoice. Since the bill to location is STP, please unselect the clause and re-submit)

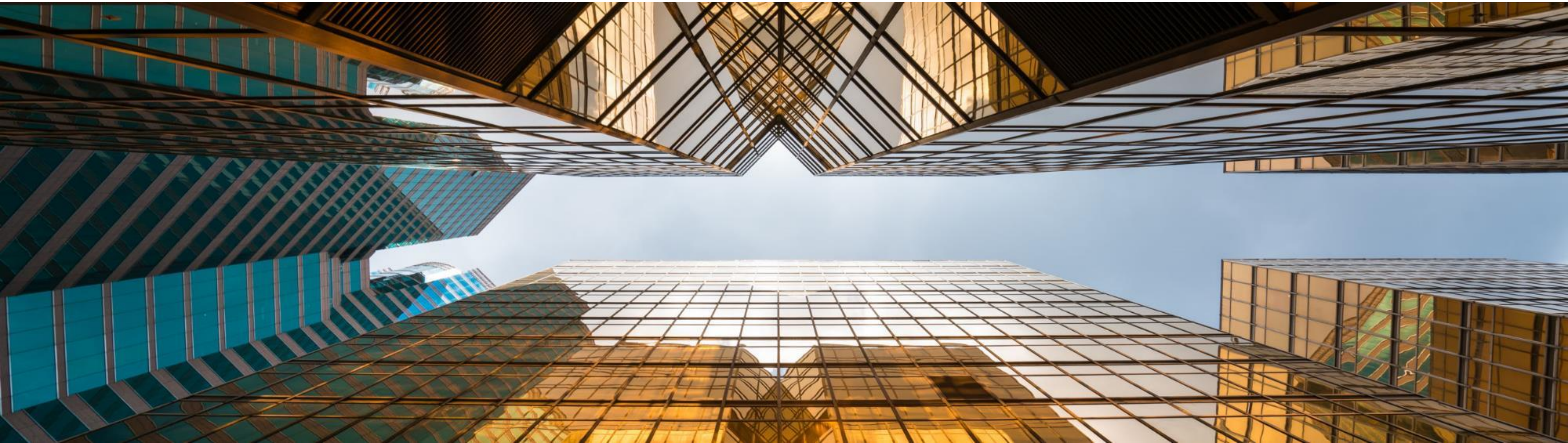
Answer:

Endorsement clause is not applicable for an invoice when the “Bill To” is not a SEZ location

Kindly unselect the clause and re-submit the invoice)

Back to TOC

FAQs specific to "Other than India" based Vendors



FAQs specific to “Other than India” based Vendors

Back to TOC

Question: What is supplier legal form?

Answer:

Supplier legal form is the business entity type on invoices. Suppliers have to update the type of their business entity (such as Inc., S.A., S.A.S, or LLC) in the supplier legal form field.

Question: What is Supplier Commercial Identifier?

Answer:

Supplier Commercial Identifier is the registration number under which you are registered in the commercial register. If not available, kindly mention N/A.