

## Quick Reference Guide

### Ariba Service Exchange Orders

The objective of this QRG is to summarize the process to transact with Service Exchange Orders in Ariba.

1. Find the latest version of the PO in Ariba: Go to *Orders* and change the *Creation date* filter to last 365 days or select a *Custom* date. Alternatively, you may search for a specific order number by using *Exact match* option.


The screenshot shows the Ariba Workbench interface. At the top, there's a navigation bar with tabs: Home, Enablement, Workbench (active), Orders, Fulfillment, Quality, Invoices, Payments, Catalogs, Reports, Messages, and Assessments. Below the navigation bar, there's a 'Workbench' section with several metrics: \$0.0 AUD for Early payment offers, \$0.0 AUD for Scheduled payments, \$0.0 AUD for Remittances, 0 for Approved invoices pending payment, 2 for Orders (highlighted), and 0 for Orders to invoice. Below this, there's an 'Orders (2)' section with a filter bar. The filter bar includes 'Customers' (Select or type selections), 'Order numbers' (Type selection, Partial match selected, Exact match highlighted), 'Creation date' (Last 365 days selected, dropdown open showing options: Last 365 days, Last 24 hours, Last 7 days, Last 14 days, Last 31 days, Last 90 days, Last 365 days (highlighted)), and 'Order status' (Include, Select or type sel...). Below the filter bar, there's a table with columns: Order Number, Customer, and Order Status.

2. Review the order and click on *Order Confirmation* or *Update Line Items*. Confirm item 10.

If there are any errors in the PO Choose *Update Line Items* and specify in the comments the reasons and wait for a changed PO version or select *Reject Entire Order* to reject the PO. [Raise a case to the Purchasing Team if you require further support updating the PO.](#)

Purchase Order: 4506011837

The screenshot shows the Ariba interface for Purchase Order 4506011837. At the top, there's a navigation bar with tabs: Create Order Confirmation (active), Create Ship Notice, Create Invoice, and Create Quality Notification. Below the navigation bar, there's a 'Create Order Confirmation' dropdown menu. The dropdown menu is open, showing options: Confirm Entire Order, Update Line Items (highlighted), and Reject Entire Order. Below the dropdown menu, there's a 'From: BHP Olympic Dam Corp PL' text.

3. Submit the Strip & Quote form: expand the *Details* for the item with this icon  and scroll down to the S&Q link. [Refer to this video on how submit the S&Q form.](#)

The screenshot shows the Ariba interface for Line Items. At the top, there's a 'Line Items' section with a 'Show Item Details' link. Below this, there's a table with columns: Line #, No. Schedule Lines, Change, Part #, and Details. Line 10 is highlighted, showing 'CYLINDER' and 'The buyer has marked this as Completed'. Line 20 is also highlighted, showing 'CYLINDER' and 'The buyer has marked this as Completed'. The 'Details' link for Line 20 is highlighted. Below the table, there's an 'Additional Sources' section with a table showing 'Strip and Quote Form' as a source.

4. Once the Goods Receipt Notice has been posted, you will be able to submit your invoice and credit memo.

4.1. Check if the items have been receipted/returned in the *Order History* tab



If you need the order to be amended or the Goods Receipt Notice has not been posted you can follow-up by [raising a case to the Purchasing Team](#)

Line Items

Line #	No. Schedule Lines
10	1
Description: CYLINDER, ...	
Status	
1 Invoiced	Amount: \$121,534.87 AUD
1.0 Unconfirmed	
1 Received	
20	1
Description: CYLINDER, ...	
Status	
1.0 Unconfirmed	
0 Received	
1 Returned	

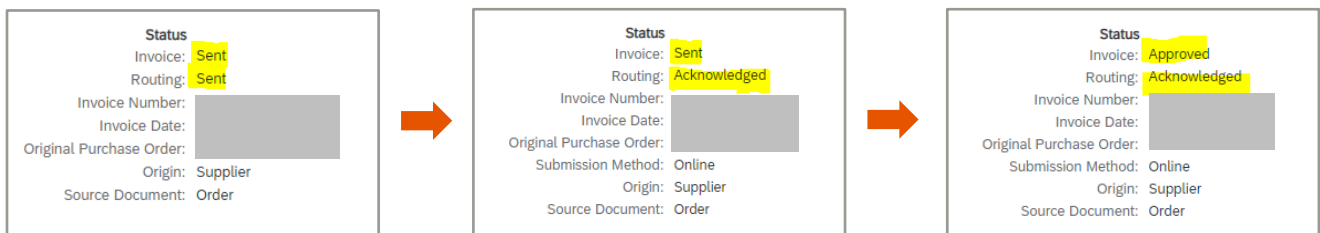
- 4.2. Submit an Invoice against receipted items and a *Credit Memo for Return Items*.  
For the above example, an invoice was submitted for item 10 and a credit memo for item 20.



5. Monitor the status of your invoice and credit memo under *Related Documents*.



The status of your documents should change from *Sent* to *Approved*:



If the status is not updated after 48h please [raise a case to eBusiness](#) for further support.

Your invoice or credit could be rejected, if your document was rejected, please go to the *History* tab to find the rejection reasons. Submit a new invoice/credit when applicable or [raise a case to the Payment Service](#) for further clarification.

Detail	Scheduled Payments	History
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Standard Invoice

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Status

Invoice: **Rejected**

Routing: Acknowledged

Invoice Number: [Redacted]

Invoice Date: Tuesday 18 Apr 2023 12:00 PM GMT+00:00

Original Purchase Order: 45

Origin: Supplier

Source Document: Order