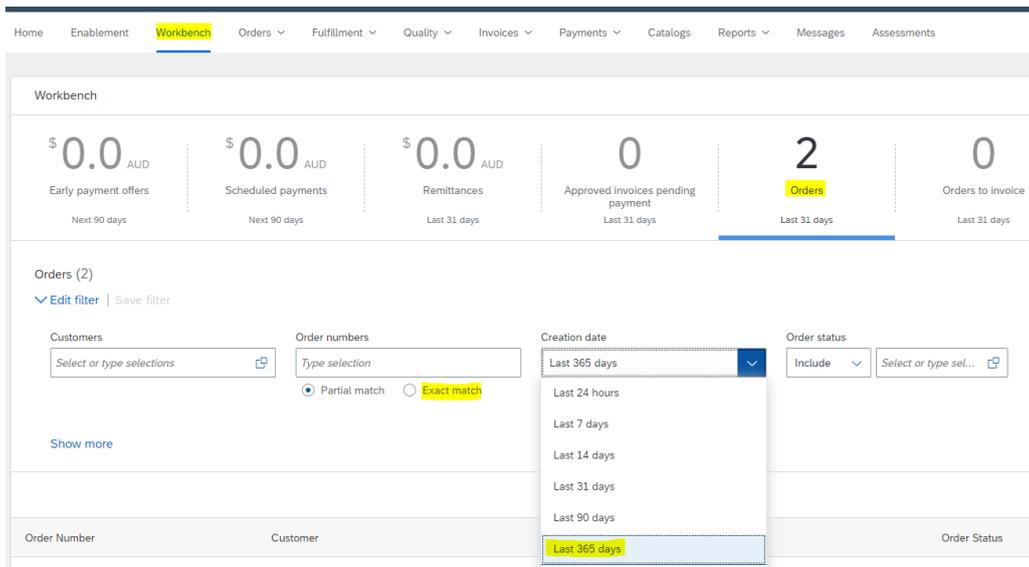


# Quick Reference Guide

## Ariba Service Exchange Orders

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

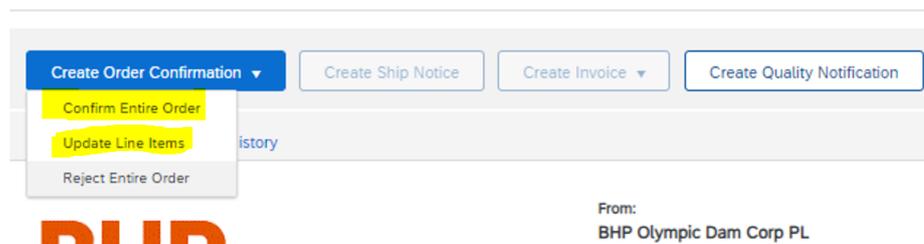
1. Find the latest version of the PO in Ariba: Go to *Orders* and change the *Creation date* filter to last 365 days or select a *Custom* date. Alternatively, you may search for a specific order number by using *Exact match* option.



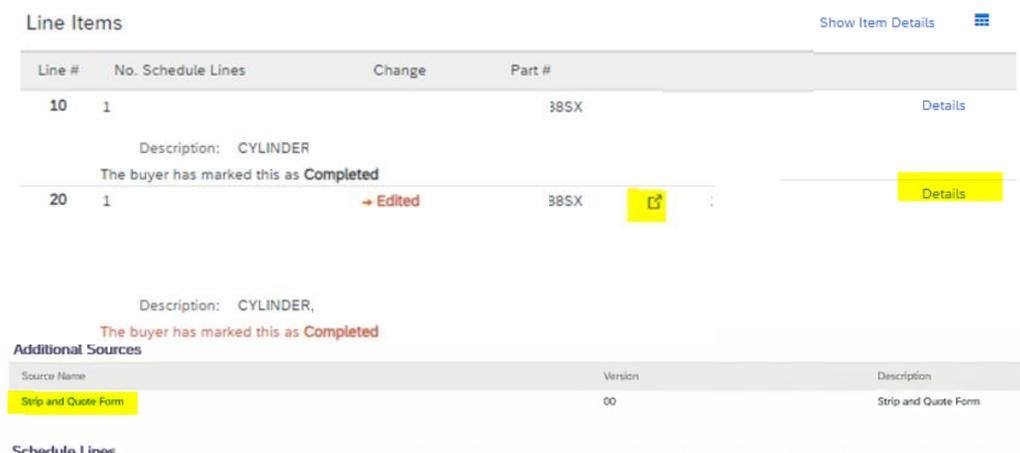
2. Review the order and click on *Order Confirmation* or *Update Line Items*. Confirm item 10.

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



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.



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 received/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	Description:	Amount:
10	1	CYLINDER, ...	
<b>Status</b>			
1 Invoiced		Amount: \$121,534.87 AUD	
1.0 Unconfirmed			
1 Received			
20	1	CYLINDER, ...	
<b>Status</b>			
1.0 Unconfirmed			
0 Received			
1 Returned			

4.2. Submit an Invoice against received 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*.

Purchase Order: [Redacted] Done

---

Order Detail Order History

**BHP**

To: [Redacted]

Purchase Order [Redacted]

Version: 7 (Previous Version)

[Track Order](#)

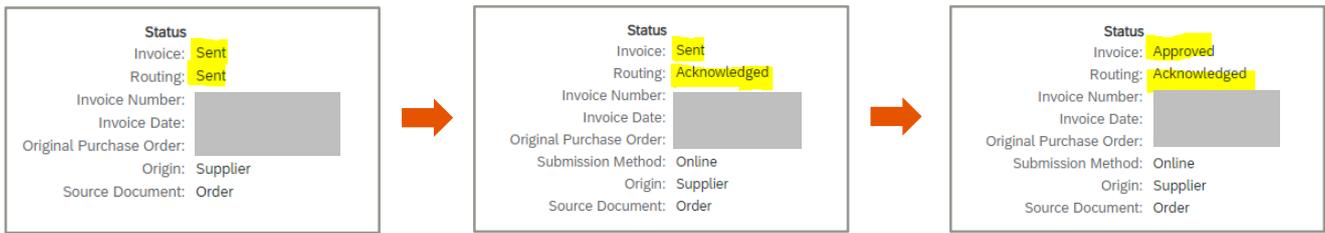
---

**Payment Terms** ⓘ  
Within 60 days Due net

**Comments**  
MACHINE ID: Suspension      When the returned core has been assessed please submit any related documents ( Strip Report/ Credit Adjustments/ Invoices ) as soon as available.  
Submission of Documents: Ariba - please submit documents via Strip & ... [View more >](#)

Routing Status: Acknowledged  
Related Documents: DGB25005  
DGB25005  
KB0050319  
[More\(2\) >](#)

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.



Standard Invoice

**Status**  
Invoice: **Rejected**  
Routing: Acknowledged  
Invoice Number: :  
Invoice Date: Tuesday 18 Apr 2023 12:00 PM GMT+00:00  
Original Purchase Order: 45:  
Origin: Supplier  
Source Document: Order