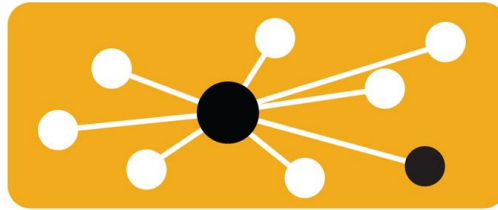
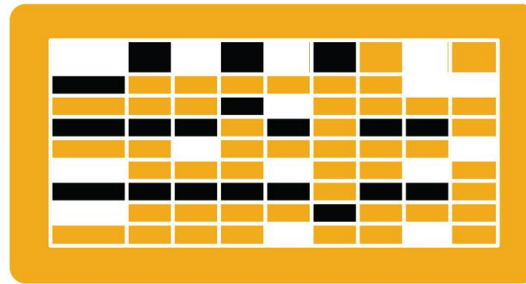


Ariba® Network Supplier Guide



SAP Ariba 

Get Started 

Using This Guide

The purpose of this guide is to help suppliers understand the business processes required by Etihad.

You may navigate this guide by:

- Clicking the buttons in the toolbar
- Clicking the hyperlinks on the pages – Hyperlinks may be words or shapes within the graphics
- Using the bookmark panel to the left

This button will take you back to the previous page

This button will take you to the next step



This button will return you to the beginning of the section, or skip back between sections

The HOME button will return you to the Guide Contents page

If you need additional help, you will find a help button at the bottom of each page that will assist you in finding the appropriate support contact.

Tabs in the lower left corner link out to our Community Support pages. Look for these to answer your most common questions.



HOME – Table of Contents

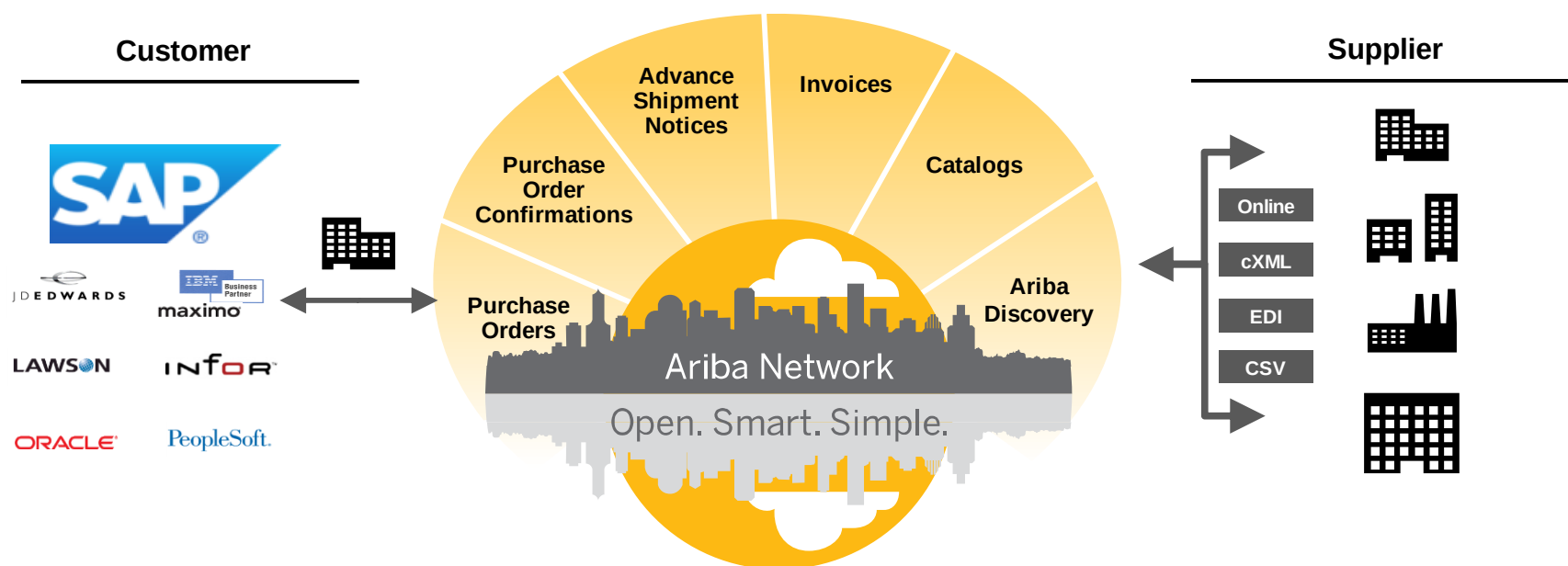


SECTION 1: Ariba Network Overview



What is Ariba Network?

Etihad has selected Ariba Network as their electronic transaction provider. As a preferred supplier, you have been invited by your customer to join Ariba Network and start transacting electronically with them.



2+ million **\$850B** **>60%**

Trading Partners

In Annual
Commerce

Global 2000 use the Network

65+ million

Annual Invoices

190

Countries

60+ million

Annual Purchase Orders

Etihad Airways Message

ETIHAD AIRWAYS : Supplier Enablement Workshop 23 Jan 2020 9 AM


Nasimul Haque <NHaque@etihad.ae>
 To

 This message was sent with High Importance.

 Reply

 Reply All

 Forward



Mon 1/13/2020 1:30 PM

Dear Supplier,

Etihad is enhancing our SAP Ariba Buying Module to include Supplier Enablement, this will further streamline the way we operate and transact with our suppliers. Starting from mid Feb 2020 we will send Purchase Orders and receive invoices through the ARIBA Network. We are confident this change will be mutually beneficial for both of our organizations.

To explain these changes, and what is required from you we are inviting you to a **Supplier Enablement Workshop on 23/01/2019 at Etihad Innovation Center, Bain Al Jesrain** – please see below for full details. **Attendance to the workshop is mandatory**, please contact us if you are unable to attend on the scheduled date.

It is mandatory to complete the Ariba re-registration before this event. We have resent the link to you, please complete the re-registration as soon as possible.

Event Details

Etihad Supplier Enablement Workshop
 09:00 - 12:00 HRS 23/01/2019
 Etihad Innovation Center

We will send out an Outlook Calendar invite separately, containing further details regarding meeting room location , parking and visitor registration

Topics Covered

During the workshop, we will cover the following:

- Introduction to Ariba Network (AN)
- Benefits of Ariba Network
- Registration on Ariba Network
- Taking ownership of your Ariba Network account
- How to manage your Ariba Network account
- How to receive electronic purchase order and create electronic invoices for Etihad using Ariba Network.

Actions Required

- Please confirm your attendance **latest by 15 Jan 4PM** by replying to this email
 - Due to the capacity restrictions at the venue, Maximum of 2 representative from each organization can be accommodated. The person using Ariba to respond to RFP and manage supplier profile must be present for this session.**
- Provide following details of your nominated attendee, and attach a copy of their ID in order to arrange access to the building and security passes
 - Full Name
 - Email Address
 - Contract Number
- Please attend the session, and ensure you bring a laptop or tablet so that we may assist you with registration and you may participate in the training

If you have any questions please don't hesitate to contact us on suppliercomms@etihad.ae

At Etihad, we are committed to working with our key suppliers to achieve mutual benefits and improved efficiency. We realize that this initiative represents a change for our suppliers and therefore, Etihad and the SAP Ariba team is doing their best to make this transition as easy and smooth as possible.

We thank you in advance for support of this change.

Kind regards,
 Etihad Supplier Management team

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<http://www.etihad.com/>

Review Etihad Specifications

Supported Documents

Etihad project specifics:

- **Tax data** is accepted at the at the line item level of the invoice.
- **Shipping data** is accepted at the header/summary level or at the line item level.

Supported

- **Purchase Order Confirmations**
Apply against a whole PO or line items
- **Advance Shipment Notices**
Apply against PO when items are shipped
- **Service Entry Sheets**
Apply against a single purchase order referencing a line item
- **Detail Invoices**
Apply against a single purchase order referencing a line item
- **Partial Invoices**
Apply against specific line items from a single purchase order
- **Invoice Attachments – PDF format**
- **Service Invoices**
Invoices that require service line item details
- **Credit Memos**
Item level credits; price/quantity adjustments

Review Etihad Specifications

Not Supported Documents

NOT Supported:

- **Summary or Consolidated Invoices**
Apply against multiple purchase orders; not accepted by Etihad
- **Non-PO invoices**
- **Invoicing for Purchasing Cards (P-Cards)**
An invoice for an order placed using a purchasing card; not accepted by Etihad
- **Duplicate Invoices**
A new and unique invoice number must be provided for each invoice; Etihad will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on Ariba Network
- **Paper Invoices**
Etihad requires invoices to be submitted electronically through Ariba Network; Etihad will no longer accept paper invoices
- **Header Level Credit Memos**
The Header Level Credit Memo feature is not supported by Etihad

SAP Ariba Can Help You...



Collaborate immediately with all trading partners

- Immediate access to online invoice creation tool
- Automation and catalog posting for your buyers in <8 weeks



Turn paper into efficient electronic transactions

- 75% faster deal closure
- 75% order processing productivity gains via cXML
- 80% increase in order accuracy through PunchOut



Catch errors and correct them – before they even happen

- 64% reduction in manual intervention



Track invoice and payment status online in real time and accelerate receivables

- 62% decrease in late payments
- 68% improvement in reconciling payments



See opportunities you're missing and have the ability to trade globally

- 15% increase in customer retention
- 30% growth in existing accounts
- 35% growth in new business

Supplier Fee Schedule – Enterprise Account only

Please select your currency:

\$USD

£GBP

€EUR

[Can't Find Your Currency?](#)

Supplier Fee Schedule - USD

Transaction fees (billed quarterly)

Less than 5 documents* OR less than USD 50,000	FREE usage
More than 5 documents * AND more than USD 50,000	0.155% of transacted volume for relationships without Service Entry Sheets
	0.35% of transacted volume for relationships with Service Entry Sheets
	Capped at USD 20,000 per customer relationship
*only POs, invoices, service entry sheets, and service entry sheet responses	



Subscription fees (billed annually)

Annual Document Count across <u>all</u> customer relationships	Subscription level	Annual Fee
Up to 4 documents	Premium	USD 0
5 to 24 documents or < USD 250,000	Bronze	USD 50
25 to 99 documents and > USD 250,000	Silver	USD 750
100 to 499 documents and > USD 250,000	Gold	USD 2,250
500 and more documents and > USD 250,000	Platinum	USD 5,500

Supplier Fee Schedule - GBP

Transaction fees (billed quarterly)

Less than 5 documents* OR less than GBP 38,750	FREE usage
More than 5 documents * AND more than GBP 38,750	0.155% of transacted volume for relationships without Service Entry Sheets
	0.35% of transacted volume for relationships with Service Entry Sheets
	Capped at GBP 15,500 per customer relationship
*only POs, invoices, service entry sheets, and service entry sheet responses	

Subscription fees (billed annually)



Annual Document Count across <u>all</u> customer relationships	Subscription level	Annual Fee
Up to 4 documents	Premium	GBP 0
5 to 24 documents or < GBP 193,750	Bronze	GBP 35
25 to 99 documents and > GBP 193,750	Silver	GBP 500
100 to 499 documents and > GBP 193,750	Gold	GBP 1,500
500 and more documents and > GBP 193,750	Platinum	GBP 3,770

Supplier Fee Schedule - EUR

Transaction fees (billed quarterly)

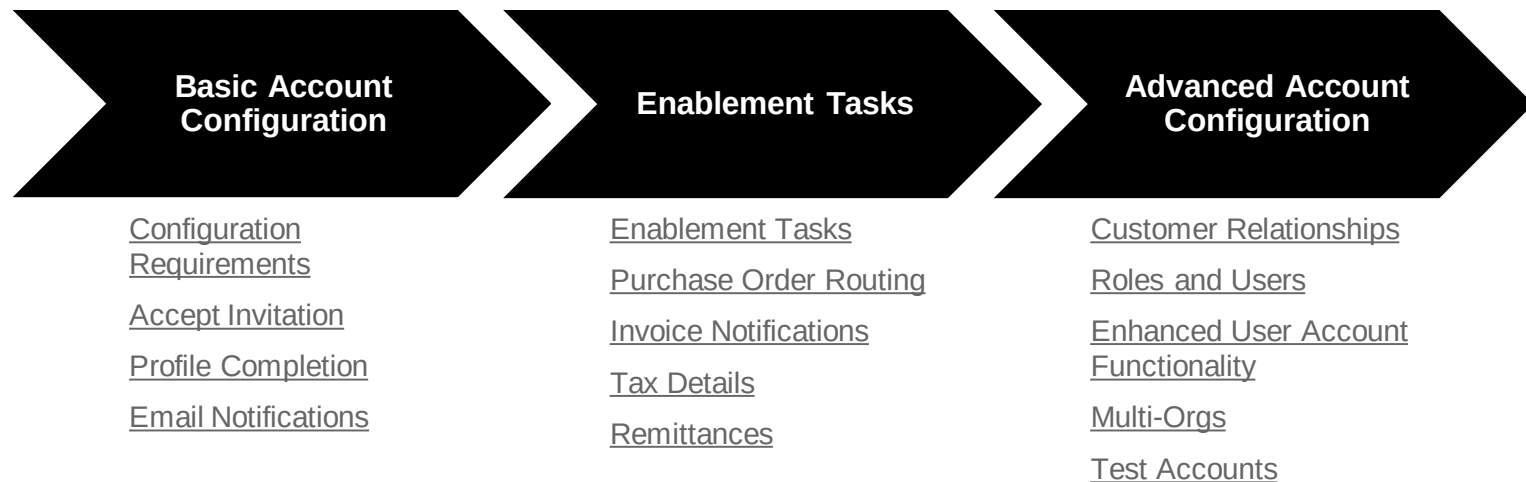
Less than 5 documents* OR less than 43 250 EUR	FREE usage
More than 5 documents * AND more than 43 250 EUR	0,155% of transacted volume for relationships without Service Entry Sheets
	0,35% of transacted volume for relationships with Service Entry Sheets
	Capped at 17 300 EUR per customer relationship
*only POs, invoices, service entry sheets, and service entry sheet responses	



Subscription fees (billed annually)

Annual Document Count across <u>all</u> customer relationships	Subscription level	Annual Fee
Up to 4 documents	Premium	€0
5 to 24 documents or < € 216 250	Bronze	€45
25 to 99 documents and > € 216 250	Silver	€670
100 to 499 documents and > € 216 250	Gold	€2 000
500 and more documents and > € 216 250	Platinum	€4 900

SECTION 2: Set Up Your Account



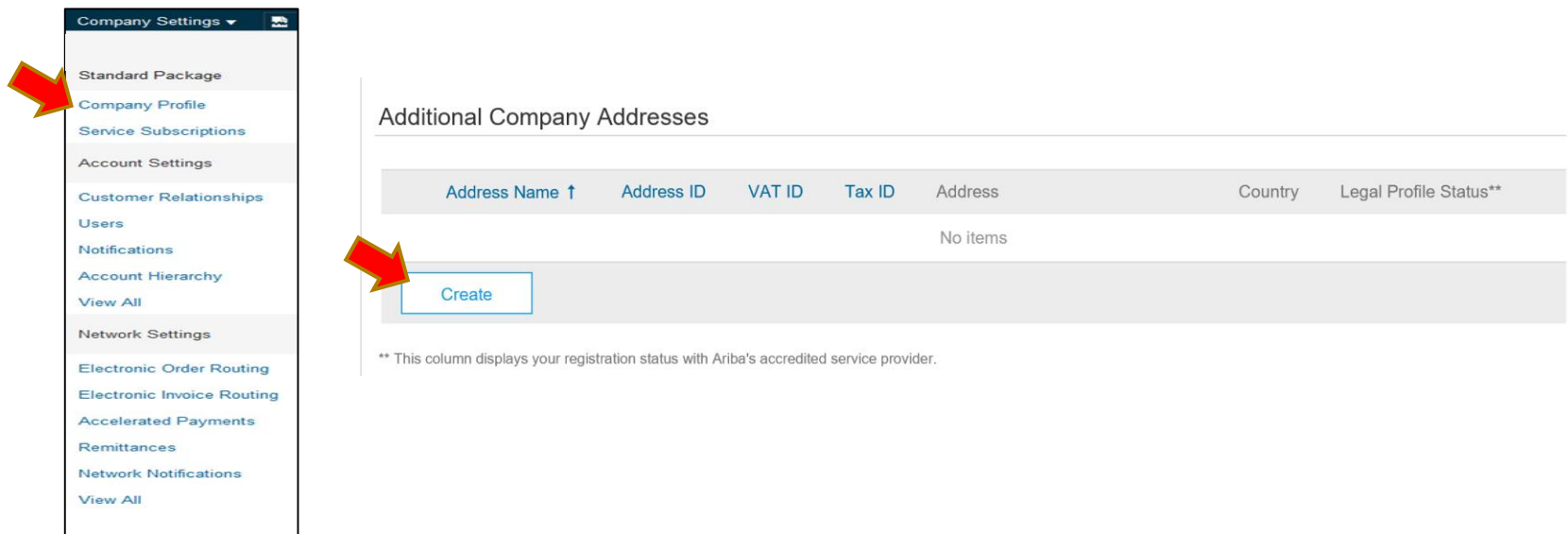
Etihad Specific Account Configuration

- **VAT ID / TAX ID** – select Company Settings in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID.
- **GR Based Invoicing** – Etihad will require a valid GR (goods receipt) for material orders to be processed in the system, before suppliers will be able to submit their invoices on Ariba Network
- **SES Based Invoicing** – Etihad will require a valid SES (service entry sheet) to be submitted by suppliers in Ariba Network for service orders. The SES then needs to be approved by Etihad, before suppliers will be able to submit their invoices on Ariba Network.
- **PDF Invoice Attachments** – Etihad will require a PDF attachment of the invoice to be submitted along with the Ariba Network electronic invoice.
- **Test Account Creation (testing is required for integrated and catalog suppliers)** – To create a test account, select your name in top right corner and choose “Switch to Test ID.”

Etihad Specific Account Configuration

– Only for UAE suppliers

- **VAT ID (For domestic UAE suppliers)** – For domestic UAE (United Arab Emirates) suppliers it is a requirement to maintain your VAT ID in your company profile to comply with the UAE e-invoicing standards.
1. The step must be done once prior to creating your first UAE VAT Invoice
 2. From the Home Screen click the **Company Settings** menu dropdown.
 3. Click on **Company Profile**
 4. Under the **Basic** tab, go to the Additional Company Addresses section and click '**Create**'



The screenshot displays the SAP user interface. On the left, the 'Company Settings' dropdown menu is open, showing various options. A red arrow points to 'Company Profile'. On the right, the 'Additional Company Addresses' section is visible, featuring a table with columns: Address Name ↑, Address ID, VAT ID, Tax ID, Address, Country, and Legal Profile Status**. The table currently shows 'No items'. Below the table, there is a 'Create' button. A second red arrow points to this button. At the bottom, a note states: '** This column displays your registration status with Ariba's accredited service provider.'

Etihad Specific Account Configuration

– **Only for UAE suppliers**

Updating your VAT ID (For domestic UAE suppliers)

Ariba Network

Configure Supplier Addresses Served by This Account

* Indicates a required field

Address Name

Address Name: *

Address ID: *

Are you VAT registered? : * ☐ Yes ☒ No

VAT ID: *

Tax ID: *

Address

Address 1: *

Address 2: *

Postal Code: *

City: *

State: *

Country: * United Arab Emirates [ARE]

Save Close

1. Fill in Address Name (i.e. 'UAE'), Address, Postal Code, City, Country

2. Fill in your **VAT ID (15 digit numeric)**

3. Answer **YES**, for question 'Are you VAT registered'

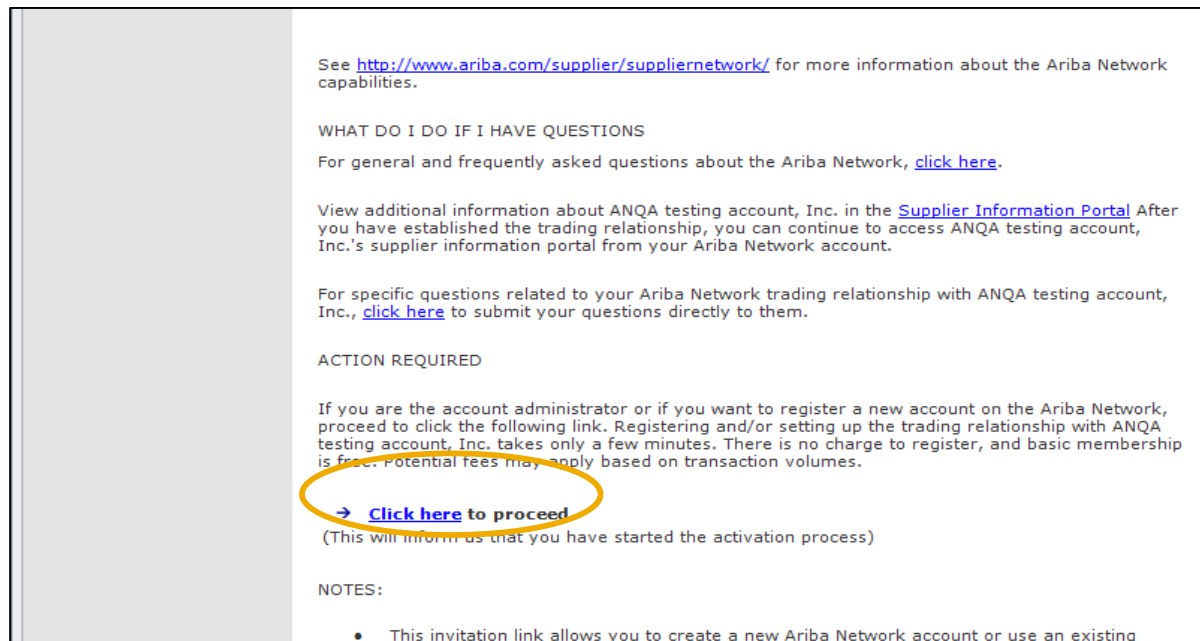
4. Click Save

Accept Your Invitation

The invitation is also referred to as the **Trading Relationship Request**, or TRR. This e-mail contains information about transacting electronically with your customer.

Note: Etihad will be sending you the Purchase Orders via email. You will need to click the “Process Order” button and “Login” with your existing Ariba Network account. This will create the Trading Relationship with Etihad.

➡ **Click** the link in the emailed letter to proceed to the landing page.



Select One...

First Time User

Existing User

Ariba Network

Help Center >>

Welcome to Ariba® Network

SMO Buyer has invited you to join Ariba Network.

New User

Are you new to the Ariba Network? If you do not have an account and would like to participate, click **Register Now**. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.

Register Now

[I have further questions for my requesting customer](#)

Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password:

[Forgot Password?](#)

Confirm

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

Register as New User

1. Click **Register Now**.

2. Enter Company Information fields marked required with an asterisk (*) including:

- **Company Name**
- **Country**
- **Address**

3. Enter User Account information marked required with an asterisk (*) including:

- **Name**
- **Email Address**
- **Username (if not the same as email address)**
- **Password**

4. Accept the **Terms of Use** by checking the box.

5. Click **Register** to proceed to your home screen.

New User

Are you new to the Ariba Network? If you do not have an account and would like to participate, click **Register Now**. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.

Ariba Network
1 **Register Now**

Register
I have further questions for my requesting customer
Register Cancel

Company information

Company Name *

Country * United States [USA]

Address *
Line 1
Line 2
Line 3

City *

State * Alabama

Zip *

User account information

Name * First Name Last Name

Email *
☒ Use my email as my username

Username *

Password * Enter Password
Repeat Password

Language: English

Enter more information for potential customers »

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.
By clicking the Register button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.
You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian Federation.

4 ☐ I have read and agree to the Terms of Use and the Ariba Privacy Statement
5 **Register** Cancel

Accept Relationship as Existing User

- ➔ **Log in** using your current Ariba username and password in order to accept the relationship with your customer.

Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password: [Forgot Password?](#)

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

[Trouble Logging In?](#)

[More Than One Account?](#)

Complete Your Profile

1. **Select** Company Profile from the Company Settings dropdown menu.
2. **Complete** all suggested fields within the tabs to best represent your company.
3. **Fill** the Public Profile Completeness meter to 100% by filling in the information listed below it.

Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.

Company Settings ▾ John Doe ▾ H

SMO Supplier 1
ANID: AN010
Standard Package

Company Profile

Service Subscriptions

Account S

Ariba Network

Company Profile

Save Close

Basic (3) Business (2) Marketing (3) Contacts Certifications (1) Additional Documents

* Indicates a required field

Overview

Company Name: * SMO Supplier 1

Other names, if any:

NetworkId: AN010; ⓘ

Short Description: ⓘ Characters left: 100

Website:

Public Profile: <http://discovery.ariba.com/profile/AN01022404640> | Customize URL

Address

Address 1: * 21 Jump Street

Address 2:

Address 3:

City: * Cleveland

State: * Ohio ▾

Zip: * 44114

Country: * United States [USA] ▾

Public Profile Completeness

35%

Short Description
Website
Annual Revenue
Certifications
D-U-N-S Number
Business Type
Industries
Company Description
Company Logo

Share Your Public Profile

Click here to get your Ariba badge.

Find us on Ariba Network

View Public Profile
Profile Visibility Settings

Configure Your Email Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

The screenshot shows the 'Account Settings' page with the 'Notifications' tab selected. The 'Company Settings' dropdown menu is open, showing 'Notifications' as option 1. The 'Network' tab is selected under the 'Notifications' section, with 'Network Settings' as option 2. The 'To email addresses' field is highlighted with a red circle 3, showing the email address 'junk@phoenix.ariba.com'.

Note: If you are out of the office, make sure to include in your auto-reply messages one of the following phrases. This will prevent Ariba Network from failing orders sent to mailboxes responding using an auto-reply feature:

Out of office, OOTO, On vacation, on holiday, out of town, away from the office, away until, out of the country, an off site meeting.

When Ariba Network detects an auto-reply containing one of these phrases, it indicates that it received the auto-reply in the order history log and does not fail the order.

Configure Your Enablement Tasks

1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.
4. **Choose** one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:
Online, cXML, EDI, Email, Fax or cXML pending queue (available for Order routing only) and configure e-mail notifications.

Tasks

1 Enablement Tasks are pending

Update Profile Information 85%

Enablement Tasks

View details of all pending tasks and complete them. Click the associated link to complete a task.

Activity Name	Date Due	Total Tasks	My Pending Tasks
▶ Account	26 Feb 2016	4	0
▶ Purchase Order	1 Apr 2016	2	0

Note: There may be times you see a pending task for your customer. This will not go away until your customer completes it.

Network Settings

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement

General | Tax Invoicing and Archiving

Capabilities & Preferences

Sending Method

Document Type	Routing Method	Options
Invoices	Online	Return to this site to create invoices
Customer Invoices	cXML	Save in my online inbox
	EDI	

Notifications

Select Electronic Order Routing Method

1. Click on the Tasks link to configure your account.

2. Choose one of the following routing methods:

- Online
- cXML
- EDI
- Email
- Fax
- cXML pending queue (available for Order routing only)

3. Configure e-mail notifications.

Network Settings

SaveClose

Electronic Order RoutingElectronic Invoice RoutingAccelerated PaymentsSettlement

* Indicates a required field

Capabilities Preferences

External System Integration

Configure cXML (native) integration

Non-Catalog Orders with Part Numbers

☐ Process non-catalog orders as catalog orders if part numbers are entered manually

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	2 Email	3 Email address: ☐ Attach cXML document in the email message ☒ Include document in the email message ☐ Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".

Route Your Purchase Orders

Method Details

- **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
- **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.
- **Fax:** Notifications of new orders are sent via Facsimile, and can include a copy of the PO as well as a cover sheet.
- **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please contact <<Enablement Email>> to be connected with a Seller Integrator who will provide more information on configuration.

Select Electronic Order Routing Method

Notifications

- Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
- Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).

Change/Cancel Orders	
Document Type	Routing Method
Catalog Orders without Attachments 1	Same as new catalog orders without attachments ▾
Catalog Orders with Attachments	Same as new catalog orders without attachments ▾
Non-Catalog Orders without Attachments ⓘ	Same as new catalog orders without attachments ▾
Non-Catalog Orders with Attachments ⓘ	Same as new catalog orders without attachments ▾
Other Document Types	
Document Type	Routing Method
Blanket Purchase Orders	Same as new catalog orders without attachments ▾
Time Sheets	Online ▾
Order Status Request 2	Online ▾
Order Response Documents	Online ▾
Notifications	
Type	Send notifications when...
Order	☒ Send a notification when orders are undeliverable.
	☐ Send a notification when a new collaboration request against an existing order is received.
	☐ Send a notification when purchase order inquiries are received.
Purchase Order Inquiry	☐ Send a notification when purchase order inquiries are undeliverable.
Time Sheet	☐ Send a notification when time sheets are undeliverable.

Select Electronic Invoice Routing Method

Methods and Tax Details

1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI.
3. **It is recommended** to configure **Notifications** to email (the same way as in Order Routing).
4. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.

Configure Your Remittance Information

1. From the **Company Settings** dropdown menu, select click on **Remittances**.
2. **Click** Create to create new company remittance information, or Edit, if you need to change existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. If needed, assign **Remittance IDs** for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs.

Network Settings

- Electronic Order Routing
- Electronic Invoice Routing
- Accelerated Payments
- Settlement**

* Indicates a required field

EFT/Check Remittances

Address ↑	City	State
↳ Edit Delete Create		

Create Remittance Address / Payment Info

Add a remittance address. Indicate your preferred payment method for the new address. Then, enter information it to send you payments.

Do not enter personal bank account information. Enter only corporate bank details.

* Indicates a required field

Remittance Address

Address 1:*

Address 2:

Address 3:

Address 4:

City:*

State:

Postal Code:*

Country:*

United Kingdom [GBR]

Contact:

Select contact

Make this address default

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

- Company Profile
- Service Subscriptions
- Account Settings
- Customer Relationships
- Users
- Notifications
- Account Hierarchy
- View All
- Network Settings
- Electronic Order Routing
- Electronic Invoice Routing
- Accelerated Payments
- Remittances**
- Network Notifications
- View All

Configure Your Remittance Information

Payment Methods

- 1. Select** Preferred Payment Method from a drop-down box: Check, Credit card or Wire.
- 2. Complete** the details for ACH or Wire transfers.
- 3. Select** if you do or do not accept credit cards and click OK when finished.

Note: This does not change the method of payment from your customer, unless specified.

Payment Methods

Preferred Payment Method: Select method 1

ACH 2

Account Name:

Account #:

Confirm Account #:

Account Type: ▼

ABA: US Bank Only

Confirm ABA: US Bank Only

Bank Name:

Others:

WIRE TRANSFER

Beneficiary Bank 2

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type ▼

Select bank id ▼ :

Confirm Bank Id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State: (no value) ▼

Zip:

Country: (no value) ▼

Country: USA 1 ▼ Area: Number:

Bank Phone:

Corresponding Bank

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type ▼

Select bank id ▼ :

Confirm Bank Id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State: (no value) ▼

Zip:

Country: (no value) ▼

Country: USA 1 ▼ Area: Number:

Bank Phone:

Credit Card

Accept credit card: ☐ Yes ☐ No

Review Your Relationships

Current and Potential

1. **Click** on the Customer Relationships link in the **Company Settings** menu.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** potential customers in Potential Relationships tab.

Account Settings

- Customer Relationships
- Users
- Notifications
- Account Hierarchy

Current Relationships

Potential Relationships 4

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests
 ☐ Manually review all relationship requests

Update 2

Pending

Customer	Requested Date
No items	

Approve

Reject

3

Current

Customer	Approved Date
☐ jUnitOrg - 5WQzy9VD565589b21009590920	25 Nov 2015

Reject

Rejected

Customer	Rejected Date
No items	

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

- Company Profile
- Service Subscriptions
- Account Settings
- Customer Relationships 1
- Users
- Notifications
- Account Hierarchy
- View All
- Network Settings
- Electronic Order Routing
- Electronic Invoice Routing
- Accelerated Payments

Set Up User Accounts

Roles and Permission Details

Administrator

- There can only be one administrator per ANID
- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems
- Creates users and assigns roles/permissions to users of the account

User

- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user's actual job responsibilities
- Can access all or only specific customers assigned by Administrator

Set Up User Accounts

Create Roles and Users (Administrator Only)

1. **Click** on the Users tab on the **Company Settings** menu. The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add Permissions to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account.

The screenshot displays the SAP Ariba User Management interface. The main content area features tabs for 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. The 'Users' tab is selected, showing a 'Manage Users' section with a table of users and a 'Manage User Roles' section with a table of roles. The sidebar contains a 'Company Settings' menu with various options like 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Remittances', 'Network Notifications', and 'View All'. Numbered callouts (1-5) highlight specific elements: 1 points to the 'Users' link in the sidebar, 2 points to the 'Create Role' button, 3 points to the 'Details' link for the 'Administrator' role, 4 points to the 'Create User' button, and 5 points to the 'Create Role' button in the 'Manage User Roles' section.

Set Up User Accounts

Modifying User Accounts (Administrator Only)

1. **Click** on the Users tab.
2. **Click** on Edit for the selected user.
3. **Click** on the Reset Password Button to reset the password of the user.
4. **Other options:**
 - Delete User
 - Add to Contact List
 - Remove from Contact List
 - Make Administrator

Account Settings

Customer Relationships **Users** Notifications Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Users

☐	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned
☐	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No	All Access

Edit User

View user information, revise role assignments, or reset user passwords. Ariba recommends only using the reset password functionality. Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends a

Selected User Information

Username: rebecca.novotny@sap.com
 Email Address: rebecca.novotny@sap.com
 First Name: Rebecca
 Last Name: Novotny
 Office Phone:

☐ This user is the Ariba Discovery Contact

Enhanced User Account Functionality

1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
 - Quickly access your personal user account information and settings
 - Link your multiple user accounts
 - Switch to your test account

Note: After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.
2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk. **Note:** If you change username or password, remember to use it at your next login.
4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.

The screenshot shows the SAP User Account Navigator in the top right corner and the 'My Account' page below it. Numbered callouts indicate the steps:

- 1:** Points to the user's name in the top right corner of the Navigator.
- 2:** Points to the 'My Account' link in the Navigator.
- 3:** Points to the 'Change Password' link in the 'My Account' page.
- 4:** Points to the 'Secret Answer' field in the 'Security' section of the 'My Account' page.

The 'My Account' page includes sections for 'Account Settings' (with a note '* Indicates a required field'), 'Account Information', and 'Security'. The 'Security' section contains fields for 'Secret Question' and 'Secret Answer'.

Consolidate Your Bills Through a Multi-Org



Branch 1 Parent Account ANID 1

Branch 2 ANID 2

Branch 3 ANID 3

Branch 4 ANID 4

Multi-Org Consolidated Invoice

Branch 1 **Parent Account

- Customer X
- Customer Z

Branch 2

- Customer Y
- Customer Z

Branch 3

- Customer Y
- Customer Z

Branch 4

- No chargeable relationship

1 Master Anniversary Date

1 service invoice per quarter for all customers

Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.

Participate in a Multi-Org

Guidelines

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID's to be included on the invoice.
- A Multi-Org is NOT:
 - A way to merge accounts.
 - A way to get a discount on Transaction Fees.

Structure Your Multi-Org

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.

Link Accounts Via an Account Hierarchy

Linkage between individual accounts for account management purposes

The administrator of the Parent account can log into the child account and take the following actions:

- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

The administrator of the Parent account cannot take following actions:

- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

Create an Account Hierarchy

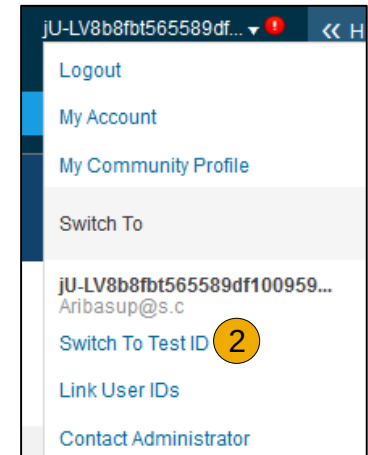
1. **From the Company Settings** menu, click Account Hierarchy.
2. **To add** child accounts click on Link Accounts.
3. **The Network** will detect if there is an existing account with corresponding information.
4. **On the next page** either log in as an Administrator or send a request through an online form as a Not Administrator.
5. **Once** the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.

The screenshot displays the SAP Account Settings interface. The main panel is titled 'Account Settings' and contains four tabs: 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. The 'Account Hierarchy' tab is currently selected. Below the tabs, the 'Account Status' is shown as 'No Linked Accounts', with a message stating 'If your company has multiple accounts, you can link them and manage them.' A yellow circle with the number '2' highlights the 'Link Accounts' button. The right sidebar, titled 'Company Settings', lists various settings including 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy' (highlighted with a yellow circle '1'), 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Remittances', 'Network Notifications', and 'View All'.

Set Up a Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.
 - Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.

Note: Test account transactions are free of charge.
5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).



Create Test Account

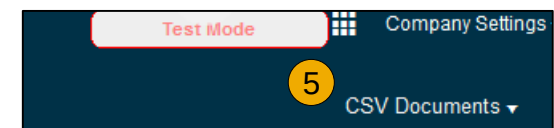
You are about to create a new account in the Test Mode. The trading relationship with the

4

Username:* test-Aribasup@s.c

Password:*

Confirm Password:*



SECTION 3: Purchase Order Management

View Purchase Orders

Purchase Order Detail

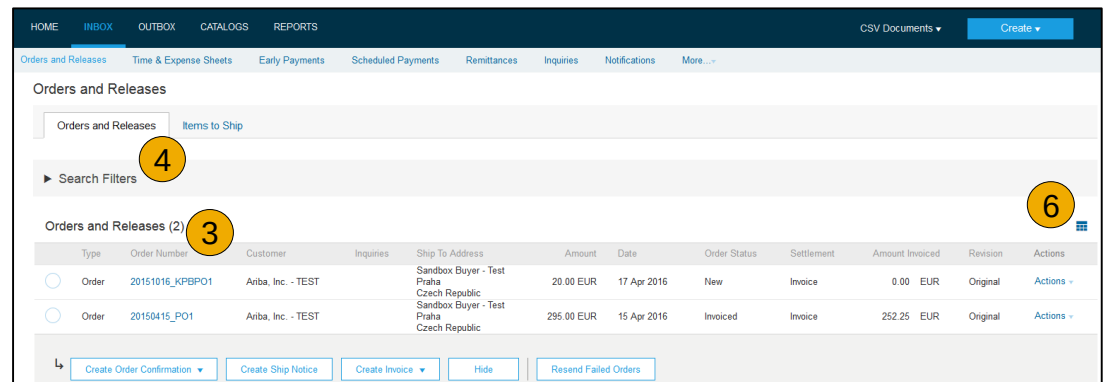
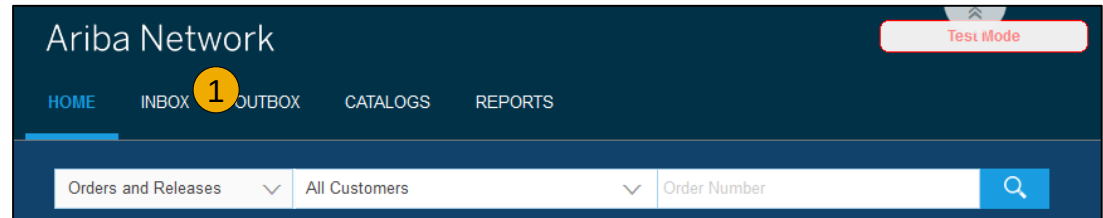
Create PDF of PO

Manage POs

View Purchase Orders

Note: Inbox/Outbox/Catalogs and Reports are only applicable for Enterprise Accounts

1. **Click** on Inbox tab to manage your Purchase Orders.
2. **Inbox** is presented as a list of the Purchase Orders received by Etihad.
3. **Click** the link on the Order Number column to view the purchase order details.
4. **Search** filters allows you to search using multiple criteria.
5. **Click** the arrow next to Search Filters to display the query fields. Enter your criteria and click Search.
6. **Toggle** the Table Options Menu to view ways of organizing your Inbox.



Search Filters

Customer: All Customers

Order Number: ☒ Partial number ☐ Exact number

Buyer Location Code:

Invoice Number:

Show orders by: ☒ Creation Date ☐ Inquiry Date

Date Range: Last 14 days 4 Jan 2017 - 17 Jan 2017

Min. Amount: Minimum

Max. Amount: Maximum

Order Status: All

View: All except hidden orders

☐ Search only blanket purchase orders

☐ Search only scheduling agreement releases

☐ Search only pinned orders

Number of Results: 100

Show / Hide Columns

☒ Type

☒ Order Number

☐ Ver

☒ Customer

Can't Find Your PO?

Manage POs

Purchase Order Detail

- View** the details of your order.
The order header includes the order date and information about the buying organization and supplier.

Note: You can always Resend a PO which was not sent to your email address, cXML or EDI properly clicking **Resend** button.

Additional options: **Export cXML** to save a copy of the cXML source information **Order History** for diagnosing problems and for auditing total value.

Purchase Order: PO72547

1

[Create Order Confirmation](#)
[Create Ship Notice](#)
[Create Invoice](#)
[Hide](#)
[Print](#)
[Download PDF](#)
[Export cXML](#)
[Download CSV](#)
[Resend](#)

Line Items

Line #	Part # / Description	Type	Qty (Unit)	Need By
1	GOODS_01 <i>Copy Paper White, A3, 80gsm (ream 500 sheets)</i>	Material	10 (EA)	18 Nov 2015
2	GOODS_02 <i>Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)</i>	Material	10 (BX)	18 Nov 2015

Order submitted on: Tuesday 6 Oct 2015 9:00 PM GMT+02:00
 Received by Ariba Network on: Friday 15 Apr 2016 2:14 PM GMT+02:00
 This Purchase Order was sent by Ariba, Inc. - TEST AN01015640756-T and delivered by Ariba Network.

2

[Create Order Confirmation](#)
[Create Ship Notice](#)
[Create Invoice](#)
[Hide](#)
[Print](#)
[Download PDF](#)
[Export cXML](#)
[Download CSV](#)
[Resend](#)

- Line Items section** describes the ordered items. Each line describes a quantity of items Etihad wants to purchase. Set the status of each line item by sending order confirmations clicking Create Order Confirmation. The sub-total is located at the bottom of the purchase order.

Manage POs

Create PDF of PO

1. Select “Download PDF” as shown.

Note: If the document exceeds 1000 lines or is larger than 1MB size, details are not shown in the UI. Therefore the detail is not included in the PDF generated.

Purchase Order: 20150415_PO2

1

☒ Create Order Confirmation
 ☐ Create Ship Notice
 ☐ Create Invoice
 Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Save As

Desktop

File name: 20150415_PO2.pdf

Save as type: Adobe Acrobat Document (*.pdf)

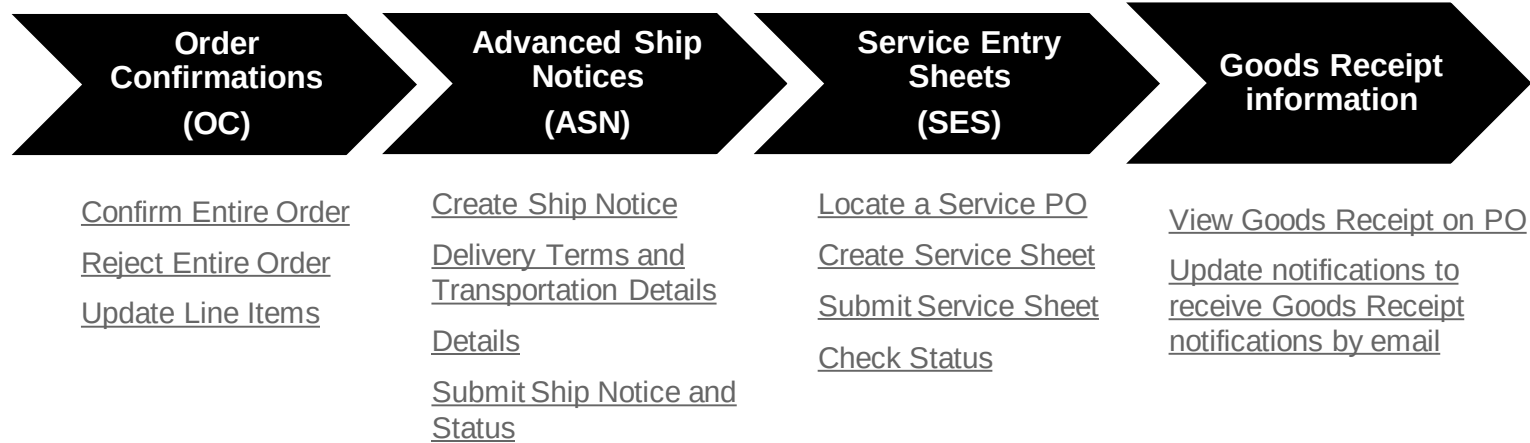
Browse Folders

Save Cancel

Do you want to open or save 20150415_PO2.pdf from service.ariba.com?

Open Save

SECTION 4: Other Documents



Create Order Confirmation

Confirm Entire Order

This slide explains how to Confirm Entire Order.

1. **Enter** Confirmation Number which is any number you use to identify the order confirmation.
2. **If you specify** Est. Shipping Date or Est. Delivery Date information, it is applied for all line items.
3. **You can group** related line items or kit goods so that they can be processed as a unit.
4. **Click** Next when finished.
5. **Review** the order confirmation and click Submit.
6. **Your order confirmation is sent to Etihad.**

Note: If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.

The screenshot shows the 'Confirming PO' form. At the top right are 'Exit' and 'Next' buttons. On the left is a sidebar with two items: '1 Confirm Entire Order' (highlighted) and '2 Review Order Confirmation'. The main form area is titled 'Order Confirmation Header' and contains the following fields:

- Confirmation #: [Text input field with callout 1]
- Associated Purchase Order #: 20150415_PO1
- Customer: Ariba, Inc. - TEST
- Supplier Reference: [Text input field]

 Below this is the 'SHIPPING AND TAX INFORMATION' section:

- Est. Shipping Date: [Calendar icon]
- Est. Delivery Date: [Calendar icon]
- Comments: [Text area]
- Est. Shipping Cost: [Text input field]
- Est. Tax Cost: [Text input field]

 Callout 2 points to the date fields. Callout 4 points to the 'Next' button.

Once the order confirmation is submitted, the Order Status will display as Confirmed. When viewing documents online, links to all related documents are displayed. Click Done to return to the Inbox.

[Trouble With Your OC?](#)

Create Order Confirmation

Reject Entire Order

1. **From the PO view**, click the Create Order Confirmation button and select to Confirm Entire Order, Update Line Items for individual line items or Reject Entire Order.
2. **Enter a reason for rejecting** the order in case your buyer requires.

This example demonstrates the Reject Entire Order option. (Updating with Different Status will be explained later in the presentation)

Ariba Network

Purchase Order: 20150415_PO2

From:
Sandbox Buyer - Test
 Radlicka
 15000 Praha
 Czech Republic

Confirmation #:

Rejection Reason: Please Select

Comments:

Please Select
 Duplicate Order
 Incorrect Delivery Date
 Incorrect Description
 Incorrect Price
 Incorrect Quantity
 Incorrect Stock/Part Number
 Incorrect Supplier Code Used
 Incorrect UOM
 Not our Product Line
 Unable to Supply Item(s)
 Other

REJECT ENTIRE ORDER

Order Confirmation Number:

Confirmation #:

Comments:

Create Order Confirmation

Update Line Items

- Select** Update Line Items, to set the status of each line item.
- Fill** in the requested information (the same as for Confirm All option).
- Scroll** down to view the line items and choose among possible values:
- Confirm** – You received the PO and will send the ordered items.
- Backorder** – Items are backordered. Once they are available in stock, generate another order confirmation to set them to confirm.
- Reject** – Enter a reason why these items are rejected in the Comments field by clicking the Details button.

Note: If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.

Purchase Order: 20150415_PO2

☒ Create Order Confirmation
 ☐ Create Ship Notice
 ☐ Create Invoice

Confirm Entire Order
 Update Line Items **1**
 Reject Entire Order

From:

Sandbox Buyer - Test
 Radlicka
 15000 Praha
 Czech Republic

Confirming PO

1 Update Item Status
 2 Review Confirmation

Order Confirmation Header

Confirmation #:

Associated Purchase Order #: 20150415_PO2

Customer: Inc. - TEST

Supplier Reference:

SHIPPING AND TAX INFORMATION

☐ Enter shipping and tax information at the line item level.

Est. Shipping Date:

Est. Delivery Date:

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)

CURRENT ORDER STATUS

☒ 10 Unconfirmed **4**

Confirm: **5**
 Backorder: **5**
 Reject: **6**
[Details](#) ⓘ

Confirm Order

Update Line Items - Backorder

1. **Enter** the quantity backordered in the Backorder data entry field.

2. **Click** Details to enter Comments and Estimated Shipping and Delivery Dates for the backordered items on the Status Details page.

3. **Click** OK when done.

Note: If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.

4. **Click** Next.

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

CURRENT ORDER STATUS

☒ 10 Unconfirmed

Confirm: Backorder: Reject:

[Details](#) ⓘ

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

New Order Status: **1 Backordered**

Est. Shipping Date:

Est. Delivery Date:

Comments:

[OK](#) [Cancel](#)

Confirm Order

Update Line Items - Price Change

1. **Enter** the quantity in the Confirm data entry field.
2. **Click** Details to enter the details regarding the price change.
3. **Note** the new price in the Unit Price field on the Status Details page for the line item. Enter a Comment regarding the price change, if needed. Item substitutions for the requested part can also be communicated using the Supplier Part field.
4. **Update** the Description as needed and click OK when done.

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

CURRENT ORDER STATUS

☒ 10 Unconfirmed 1

Confirm: Backorder: Reject: 2 Details ⓘ

Item	Part # / Description	Qty	Unit	Need By
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10	EA	18 Nov 2015

New Order Status: **1 Confirmed**

Est. Shipping Date:

Est. Delivery Date:

Unit Price: 3

Price Unit Quantity: *

Unit Conversion: *

Price Unit: *

Supplier Part: 4

Comments:

Confirm Order

Update Line Items - Reject

1. **Enter** the quantity in the Reject data entry field to reject item.
2. **Click** the Details button to enter a reason for the rejection in the Comments field on the Status Details page.
3. **Click OK** when done.

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)

CURRENT ORDER STATUS

☒ 10 Unconfirmed

Confirm: Backorder: Reject: 1 2 [Details](#) ⓘ

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)

New Order Status: **1 Rejected**

Rejection Reason: *

Comments:

3 [OK](#) [Cancel](#)

Confirm Order

Update Line Items



1. **Continue** to update the status for each line item on the purchase order. Once finished, click Next to proceed to the review page.
2. **Review** the order confirmation and click Submit. Your order confirmation is sent to Etihad.
3. **The Order Status will display** as Partially Confirmed if items were backordered or not fully confirmed.
4. **Generate** another order confirmation to set them to confirm if needed.
5. **Click Done** to return to the Inbox.

Purchase Order: 20150415_PO2

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) [Hide](#) | [Print](#) | [Download PDF](#) | [Export cXML](#) | [Download CSV](#) | [Resend](#)

[Order Detail](#) [Order History](#)

From:
Sandbox Buyer - Test
Radlicka
15000 Praha
Czech Republic

To:
Ariba_TestSupplier - TEST
Radlicka 3201/14
150 00 Praha 5
Czech Republic
Phone:
Fax:
Email: klaus.puschel@sap.com

5 Done

Purchase Order
(Partially Confirmed)
20150415_PO2
Amount: 295.00 EUR

3

Routing Status: Acknowledged
Related Documents: 312

Deliver To

Create Ship Notice

- 1. Create** Ship Notice using your Ariba account once items were shipped. Multiple ship notices per purchase order might be sent. Click the Create Ship Notice button.
- 2. Fill out** the requested information on the Shipping PO form. The Packing Slip ID is any number you use to identify the Ship Notice. Choose Carrier Name and then Tracking # and Shipping Method will appear. Gross Volume and Gross Weight are optional fields when Collaborative Supply Chain (CSC) is enabled.
- 3. Enter** Ship From information by clicking on Update Address. Any field with an asterisk is required.
- 4. Check** if Deliver to information is correct. Click OK.

Create Ship Notice

Delivery Terms and Transportation Details

- 1. Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.

Carrier Name:		Manage Carrier Preferred Carriers Default Carriers Airborne Express DHL FedEx UPS US Postal Service Other
Service Level:		

▼ DELIVERY AND TRANSPORT INFORMATION		Collected By Customer Delivery Condition Despatch Condition Transport Condition Incoterms Ex Works Free Carrier
Delivery Terms:	Delivered at Terminal	
Delivery Terms Description:		
Transport Terms Description:		

Create Ship Notice

Details

1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Customer Part #** is visible when Collaborative Supply Chain (CSC) is implemented.
3. **Click Next** to proceed to review your Ship Notice.

20150415_PO2
2
GOODS_02
Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)

Shipment Status

Total Item Due Quantity: 10 BX

Confirmation Status

Total Confirmed Quantity: 0 BX
Total Backordered Quantity: 0 BX

Line	Ship Qty
1	10

Add Ship Notice Line

20150415_PO2
2
GOODS_02
Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)
10
BX
18 Nov 2015
25.00 EUR
250.00 EUR
Remove

Shipment Status

Total Item Due Quantity: 10 BX

Confirmation Status

Total Confirmed Quantity: 0 BX
Total Backordered Quantity: 0 BX

Line	Ship Qty	Batch ID	Production Date	Expiry Date	
1	10				Add Details

Add Ship Notice Line

Add Order Line Item

3

Next
Exit

Submit Ship Notice

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to Etihad. Ship Notices provide improved communications to help avoid unnecessary calls to order support department.
2. **After submitting** your Ship Notice, the Order Status will be updated to Shipped. Submitted Ship Notices can be viewed from Outbox or by clicking the link under the Related Documents from the PO View.
3. **Click Done** to return to the Home page.

3
Done

2

Purchase Order

(Shipped)

20150415_PO2

Amount: 295.00 EUR

Routing Status: Acknowledged

Related Documents: [Ship_TEST](#)

312

Create a Service Entry Sheet

Locate a Service PO

1. **Locate** your Service PO within your Inbox.

Note: Utilize the **Advanced Search Filters** at the top of your inbox to narrow your view to Service POs only by checking the **Search Only Service Purchase Orders** box and clicking **Search**.

2. **Select** the radio button next to the desired PO and click **Create Service Sheet** OR click the **Order Number Hyperlink** to view the Service PO.

Ariba Network

HOME INBOX OUTBOX CATALOGS ENABLEMENT TASKS REPORTS CSV Documents Create

Orders and Releases Time & Expense Sheets Early Payments Scheduled Payments Remittances Inquiries Notifications More...

Orders and Releases

Orders and Releases Items to Ship

Search Filters

Orders and Releases (1)

Type	Order Number	Customer	Inquiries	Ship To Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
☐	Order ServicePO1	SMO Buyer		SMO Buyer Pittsburgh, PA United States	\$20,000.00 USD	7 Apr 2017	New	Invoice	\$0.00 USD	Original	Actions

Create Order Confirmation Create Ship Notice Create Service Sheet Create Invoice Hide Resend Failed Orders

Search Filters

Customer: All Customers

Order Number:

☒ Partial number ☐ Exact number

Buyer Location Code:

Invoice Number:

Show orders by: ☒ Creation Date ☐ Inquiry Date

Date Range: Other

Start Date: 22 Mar 2017

End Date: 4 Apr 2017

Min. Amount: Minimum

Max. Amount: Maximum

Order Status: All

View: All except hidden orders

☐ Search only blanket purchase orders

☐ Search only scheduling agreement releases or scheduling agreements

☐ View all active

☒ Search only service purchase orders

Number of Results: 100 Search Reset

Create a Service Entry Sheet

Review Service PO

1. **After** reviewing your PO for accuracy, click **Create Service Sheet** at the top of bottom of your PO.

Purchase Order: ServicePO1 Done

☒ Create Order Confirmation
 ☒ Create Service Sheet
 ☐ Create Invoice
 Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Order Detail Order History

From:
SMO Buyer
 123 Fake Street
 Pittsburgh, PA 15222
 United States

To:
SMO Supplier 1
 21 Jump Street
 Cleveland, OH 44114
 United States
 Phone:
 Fax:
 Email: m.bohart@sap.com

Purchase Order
 (New)
ServicePO1
 Amount: \$20,000.00 USD

Payment Terms ⓘ
 0.000% 45

Routing Status: Sent

Ship All Items To

SMO Buyer
 123 Fake Street
 Pittsburgh, PA 15222
 United States

Note: Services will be indicated with the Service Icon next to the Line Type.

Line Items Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
1		 Service	1.0 (DAY)	9 Apr 2017	\$20,000.00 USD	\$20,000.00 USD	Details

Test services-Item 1

Order submitted on: Friday 7 Apr 2017 8:00 AM GMT-04:00
 Received by Ariba Network on: Friday 7 Apr 2017 1:21 PM GMT-04:00
 This Purchase Order was sent by SMO Buyer AN01025123159 and delivered by Ariba Network.

 Service Sheet Required.

Sub-total: \$20,000.00 USD

☒ Create Order Confirmation
 ☒ Create Service Sheet
 ☐ Create Invoice
 Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Done

Create a Service Entry Sheet

Header Information

1. **Complete** any required fields that have an asterisk (*).
2. **Enter** additional fields as requested by your customer, including Contractor Information, Approver, etc.

Create Service Sheet
Update
Save
Exit
Next

▼ Service Sheet Header
* Indicates required field
Add to Header ▼

Summary

Purchase Order: ServicePO1
Subtotal: \$0.00 USD

1
Service Sheet #: *

Service Sheet Date: *
7 Apr 2017

Service Start Date:

Service End Date:

Additional Fields 2

Supplier Reference:

From: SMO Supplier 1
 21 Jump Street
 Cleveland, OH 44114
 United States

To: SMO Buyer

123 Fake Street
Pittsburgh, PA 15222
United States

Field Contractor:

Name:

Email:

Phone: USA 1

Field Engineer:

Name:

Email:

Phone: USA 1

Approver:

Name: *

Email: *

Phone: USA 1

Add Comments

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Public

60

Create a Service Entry Sheet

Line Item Section



3. **Update** quantities of line items.

4. **Enter** Service Start and End Dates if available, as well as any additional comments as needed.

5. **Click** Next to proceed to review screen.

Service Entry Sheet Lines

Line #	Part # / Description	Contract #
▼ 1	Not Available TESTINGSERVICECHG	Add ▼

Include	Part # / Description	Type	Qty / Unit	Price	Subtotal
☐	000000000003015848 MAT CONSTR MATERIAL IT005 K	Service ▼	3 1,000 KGM	\$2.57 USD	\$2,570.00 USD Delete

SERVICE PERIOD

4

Start Date:

End Date:

PRICING DETAILS

Price Unit: KGM
Unit Conversion: 1

Price Unit Quantity: 1
Description:

COMMENTS

Add Comments:

[Add Pricing Details](#)

[Turn on Error Dump ⓘ](#)
[Hide/Show XML](#)

5

[Update](#)[Save](#)[Exit](#)[Next](#)

Submit a Service Entry Sheet

6. From the Review Screen, check your Service Sheet for accuracy. If there are errors, click **Previous** to return to the Create Service Sheet screen. To submit to your customer, click the **Submit** Button.

Create Service Sheet

Previous

Save

Submit

Exit

Confirm and submit this document.

Service Sheet

TestServiceSES

Date: 10 Apr 2017

Purchase Order: ServicePOExample

Subtotal: \$2,570.00 USD

Subtotal: \$2,570.00 USD

From

SMO Supplier 1

21 Jump Street

Cleveland, OH 44114

United States

Phone:

Fax:

To

SMO Buyer

123 Fake Street

Pittsburgh, PA 15222

United States

Service Entry Sheet Lines

Show Item Details

Line #	Type	Service # / Description	Contract #	Qty (Unit)	Unit Price	Subtotal	
▼ 1		Not Available TESTINGSERVICECHG					
1	Service	000000000003015848 MAT CONSTR MATERIAL IT005 KG		1000 (KGM)	\$2.57 USD	\$2,570.00 USD	Details

Service Entry Summary

Subtotal: \$2,570.00 USD

Previous

Save

Submit

Exit

6

Check Service Sheet Status

1. Click **Outbox** and select **Service Sheets** Tab.
2. **Routing** and **Approval Status** will be visible on each line.
3. If a **Service Sheet** is **rejected or failed**, view the reason by opening the Service Sheet and clicking the **History** Tab.

Ariba Network

Test Mode

Company Settings

Brooke DiGiorgio

Help Center >>

HOME INBOX **OUTBOX** CATALOGS REPORTS

CSV Documents Create

Invoices Order Confirmations Ship Notices **Service Sheets** Drafts

Service Sheets

Search Filters

Service Sheets (2)

	Service Sheet #	Customer	Related PO	Date	Amount	Routing Status	Status
☐	ServiceSheet123	Ariba Ready Test	ServicePOExample	1 Mar 2017	\$128.50 USD	Failed	Rejected
☐	12345	Ariba Ready Test	4700372768	28 Feb 2017	\$128.50 USD	Sent	Sent

Create Invoice Edit

Service Sheet:

Create Invoice Print Export cXML

Detail **History**

Service Sheet
(Rejected)
4511207465-SES3
Date: 7 Mar 2017
Purchase Order: 4511207465
Subtotal: £15.00 GBP

View Goods Receipt on Purchase Order

This slide explains how to view the Goods Receipt information on the Purchase Order

1. **Open** the Purchase Order in Ariba Network and view the PO status as **“Received”** for those PO’s which have been fully received by Etihad. For those PO’s only partially received in the system, the status will be **“Partially Received”**
2. **Under “Related Documents”** you will see the Receipt number mentioned.
3. **Click** on the Receipt Number to view further details of the Receipt information
4. **Click “Done”** to go back to the Purchase Order

Purchase Order: 4530059322

From: Corporate Services
P O Box 35566, Khalifa City A
Abu Dhabi
United Arab Emirates

To: AL Tajir Consultants LLC
Al Shama
Bridge Corner
267437 Abu Dhabi
United Arab Emirates
Phone: +1 (12345) 2321es3
Fax:
Email: adibariba@outlook.com

1 Purchase Order (Received)
4530059322
Amount: 10,400.00 AED
Version: 1

Payment Terms 1
NET 120

Comments
Comment Type: Terms and Conditions
Body: 1. DEFINITIONS
1.1 In these terms and conditions:
“Etihad” means Etihad Airways P.J.S.C.
“Supplier” means the person, firm or company to whom the Purchase Order (“Order” ... View more »

Other Information
Company Code: 3000
Purchasing Unit Name: 3000

Receipt: RC3576

From: Etihad Airways - TEST
P O Box 35566, Khalifa City A
Abu Dhabi
United Arab Emirates

To: AL Tajir Consultants LLC
Al Shama
Bridge Corner
267437 Abu Dhabi
United Arab Emirates
Phone: +1 (12345) 2321es3
Fax:
Email: adibariba@outlook.com

Receipt:
Receipt No.: RC3576
Receipt Date: 13 Jan 2020

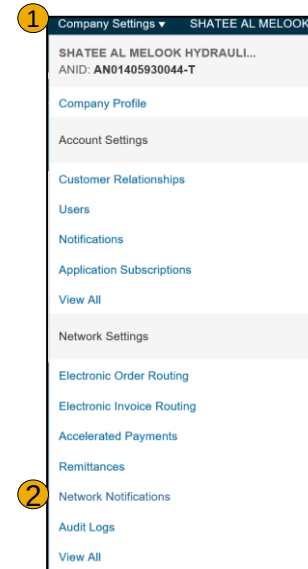
Work Order Information
Work Order ID:
Additional Information
ERPReceiptNumber: 5000390263

Routing Status: Sent
Related Documents: 4530059322

Item	Order Line Number	Part # / Description	Customer Part #	Batch #	Customer Batch #	Packing Slip ID	Packing Slip Date	Qty (Unit)	Delivery Address	Type	Unit Rate	Amount	Status
1	1	iPhone 11 Pro Midnight Green						2 EA	Not Specified	Received	5200.00 AED	10400.00 AED	

Update notifications to receive Goods Receipt notifications by email

1. Click on **Company Settings** on your Ariba Network account home page
2. Click **Network Notifications**
3. Tick the checkbox under **Receipt** and add **email address** to receive the Good Receipt notification email
4. Click **Save** to save your changes



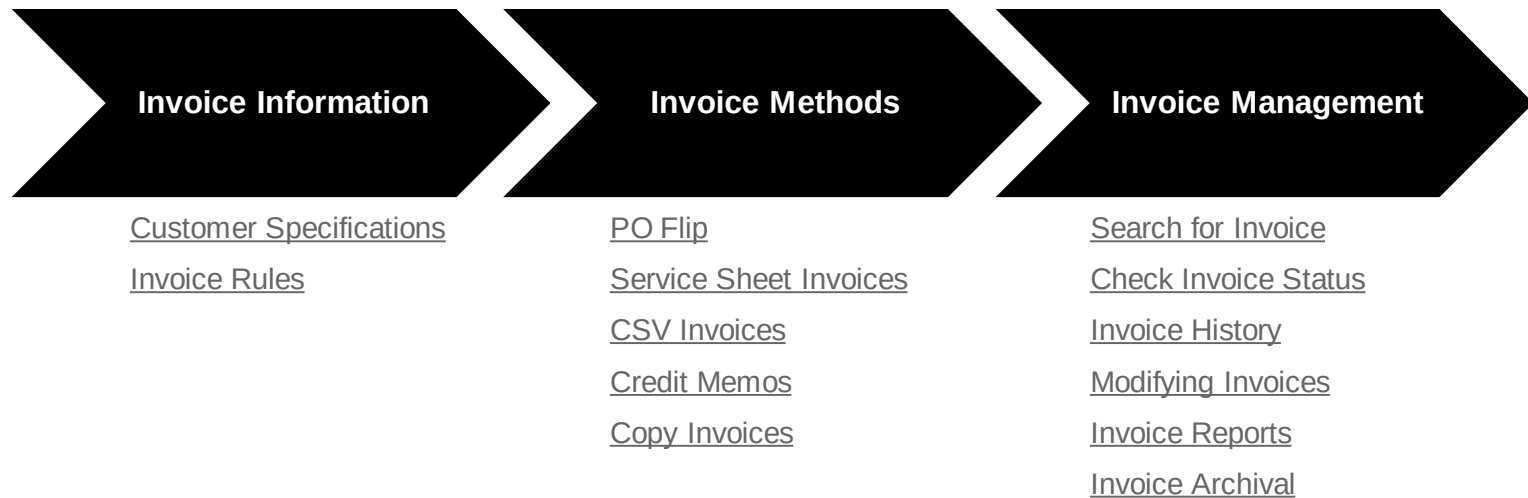
Receipt		
Type	Send notifications when...	To email addresses (one required)
Receipt	☒ Send a notification when a new receipt is received.	leo.james.s.cornejo@accenture.com

Test Mode

Company Settings ▾ SHATEE AL MELOOK HY...

Save Close

SECTION 5: Invoice Methods



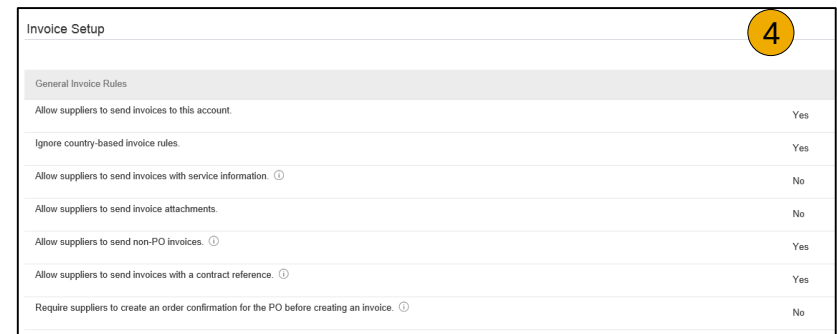
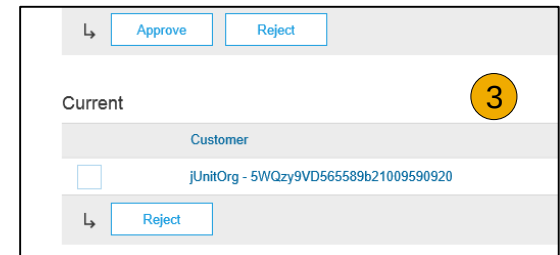
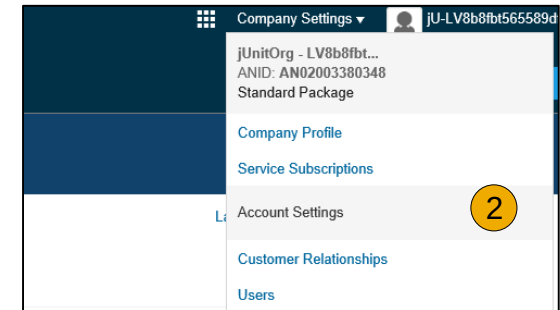
Etihad Invoice Requirements

- **GR Based Invoicing** – Etihad will require a valid GR (goods receipt) for material orders to be processed in the system, before suppliers will be able to submit their invoices on Ariba Network
- **SES Based Invoicing** – Etihad will require a valid SES (service entry sheet) to be submitted by suppliers in Ariba Network for service orders. The SES then needs to be approved by Etihad, before suppliers will be able to submit their invoices on Ariba Network.
- **PDF Invoice Attachments** – Etihad will require a PDF attachment of the invoice to be submitted along with the Ariba Network electronic invoice.

Review Etihad Invoice Rules

These rules determine what you can enter when you create invoices.

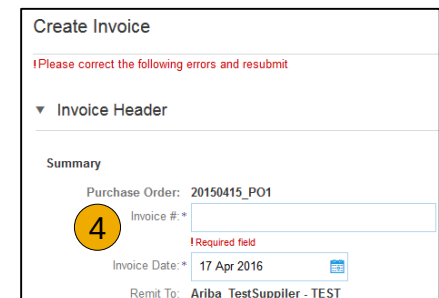
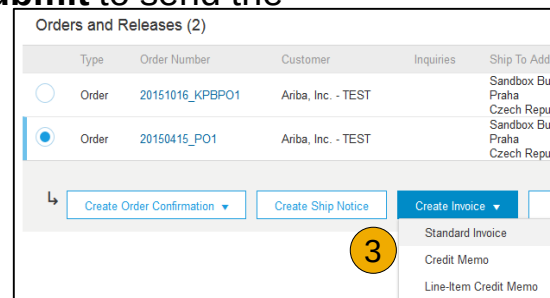
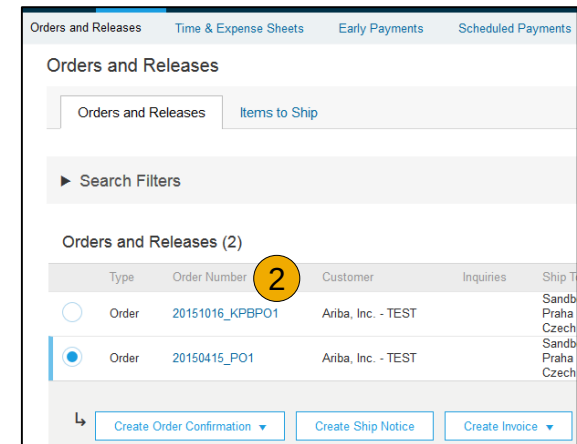
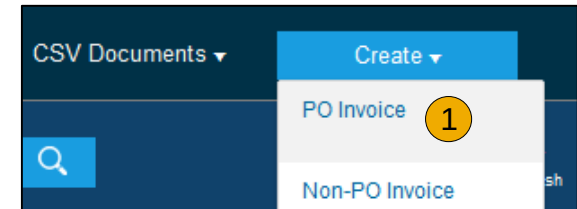
1. Login to your Ariba Network account via **supplier.ariba.com**
2. Select the **Company Settings dropdown menu** and under Account Settings, click **Customer Relationships**.
3. A list of your Customers is displayed. Click the name of your customer (**Etihad**).
4. Scroll down to the **Invoice Setup** section and view the **General Invoice Rules**.
5. If **Etihad** enabled Country-Based Invoice Rules then you will be able to choose your Country in Originating Country of Invoice from the drop down menu.
6. Click **Done** when finished.



Invoice via PO Flip

To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

1. From the home screen within your Ariba Network account, select the **Create** dropdown menu and select **PO Invoice** or open the **Purchase Order Email** for Standard Account.
2. For PO Invoice select a **PO number**.
3. Click on the **Create Invoice** button and then choose **Standard Invoice**.
4. Invoice is automatically pre-populated with the PO data. **Complete all fields marked with an asterisk and add tax as applicable.** Review your invoice for accuracy on the **Review** page. If no changes are needed, click **Submit** to send the invoice to Etihad.



Can't Find Your PO?

Invoice via PO Flip

Header

Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

1. **Enter an Invoice #** which is your unique number for invoice identification. The Invoice Date will auto-populate.
2. **Select Remit-To** address from the drop down box if you have entered more than one.
3. **Tax and Shipping can be entered** at either the Header or Line level by selecting the appropriate radio button.
4. **You can also add some additional information** to the Header of the invoice such as: Special Handling, Payment Term, Comment, Attachment, Shipping Documents.
5. **Scroll** down to the Line items section to select the line items being invoiced.

Note: Support of additional Reference Documents & Dates is applicable for CSC customers only; Attachment file size should not exceed 40MB.

Invoice Header

Summary

Purchase Order: 1084497223

Invoice #: * INV_1084497223

Invoice Date: * 15 Apr 2016

Remit To: DEFAULT VALUE

Tax

Header level tax

Line level tax

Shipping

Header level shipping

Line level shipping

* Indicates required field

Add to Header

Tax

Shipping Cost

Shipping Tax

Shipping Documents

Special Handling

Special Handling Tax

Allowance

Charge

Additional Reference Documents and Dates

Comment

Attachment

Invoice via PO Flip

Add invoice attachments



The total size of all attachments cannot exceed 10MB

[Remove](#)

C:\Users\I335031\Desktop\Attachment.pdf

Browse...

[Add Attachment](#)

4 Click "Add Attachment" to finally add the attachment

3 Click "Browse" and select the file from your system

Additional UAE Specific Information

Supplier TRN: 126532767634567

Tax Invoice Number:

Customer TRN: *

Company Code:

[Add to Header](#) ▼

Shipping Cost

Shipping Documents

Special Handling

Discount

Additional Reference Documents and Dates

Comment

Attachment

1 Click "Add to Header"

2 Click "Attachment"

2 Line Items, 2 Included, 0 Previously Fully Invoiced

[Add to Included Lines](#)

	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	MATERIAL PPR2344	Paper, White Color, A4, Hard Copy Paper		1.0	RM ⓘ	32.00 AED	0.20 AED

Invoice via PO Flip

Line Items

Line Items section shows the line items from the Purchase Order.

1. **Review or update Quantity** for each line item you are invoicing.
2. **Click** on the line item's Green slider to exclude it from the invoice, if line item should not be invoiced OR click the check box on the left of the item and click Delete to remove the line item from the invoice. You can generate another invoice later to bill for that item.
3. **Select** the line item to which tax is to be applied using the Line Item # checkbox. To apply the same tax to multiple line items select those line items to be taxed at the desired rate.
4. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.
5. **Check** Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines.

Quantity	Unit	Unit Price
10	BX	25.00 EUR

No.	Include	Type	Part #
☐		MATERIAL	GOODS_02

Pricing Details

Price Unit: * BX

Unit Conversion: * 1

Line Item Actions ▼ Delete

	No.	Include	Type	Part #
☒	2		MATERIAL	GOODS_02

Tax	Category	VAT	Standard Tax Selections
Location			Sales
Description			VAT
Region			GST
Date Of Pre-Payment			HST
Law Reference			PST
			GST
			Usage
			Withholding Tax
			Other Tax
			Configure Tax Menu

Line Item Actions ▼ Delete Add

Add to Included Lines

Invoice via PO Flip

Additional Tax Options & Line Item Shipping

To configure additional tax options click Configure Tax Menu under the Tax Category drop down. Create new tax categories and as needed.

1. **Select** the **Line Item** to apply different tax rates to each line item.
2. **Click Line Item Actions > Add > Tax.**
Upon **refresh**, the Tax fields will display for each selected line item.
3. **Click Remove** to remove a tax line item, if not necessary.
4. **Select** Category within each line item, then either populate the rate (%) or tax amount and click update.
5. **Enter** shipping cost to the applicable line items if line level shipping has been selected.

Review Invoice Allowances and Charges

If applicable, Allowances and Charges are included in the PO, these will convert to the Invoice at either Invoice Header or Line Item Level based on where the information is on PO:

1. Header Allowance and Charges
2. Line level Allowance and Charges

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
2		MATERIAL	GOODS_02	Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)		10	BX	25.00 EUR	250.00 EUR
Pricing Details Price Unit: BX Unit Conversion: 1 Price Unit Quantity: 1 Description:									
Shipping Ship From: Ariba_TestSupplier - TEST Praha 5 Czech Republic Ship To: Sandbox Buyer - Test Praha Czech Republic Cristian Mihalache 2nd Floor, SI Team View/Edit Addresses									
Shipping Cost Shipping Amount: 0.00 EUR Shipping Date:									
Allowances and Charges Service Code: Start Date: Allowance: Description: End Date: Add Tax Remove									

2

Summary

Purchase Order: 20160416_PO1
Invoice #:
Invoice Date: 15 Apr 2016
Remit To: Ariba_TestSupplier - TEST
Praha 5
Czech Republic
Sandbox Buyer - Test
Praha
Czech Republic

Tax

☒ Header level tax
☐ Line level tax
Category: VAT
Location:
Description:
Regime:
Date Of Pre-Payment:
Law Reference:

Shipping

☒ Header level shipping
☐ Line level shipping
Ship From: Ariba_TestSupplier - TEST
Praha 5
Czech Republic

Allowances and Charges

Service Code:
Start Date:
Allowance:
Description:
End Date:
[Add Tax](#)
[Remove](#)

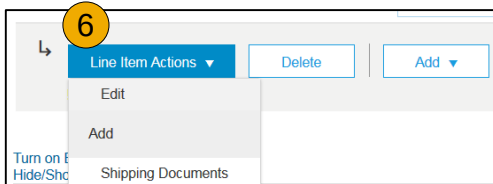
1

Invoice via PO Flip

Detail Line Items



6. Additional information can be viewed at the Line Item Level by editing a Line Item.



Line Items 2 Line Items, 2 Included, 0 Previously Invoiced

Insert Line Item Options

☐ Tax Category: ☐ Shipping Documents ☐ Special Handling ☐ Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	☒	MATERIAL	GOODS_01	Copy Paper White, A3, 80gsm (ream 500 sheets)		5	EA	0.50 EUR	2.50 EUR

Create Invoice Done Cancel

▼ Invoice Item * Indicates required field [Line Item Actions](#)

Quantity: 5 Part #: GOODS_01

Unit: EA

Unit Price: 1.00 EUR

Subtotal: 5.00 EUR

Description: Copy Paper White, A3, 80gsm (ream 500 sheets)

Pricing Details

Price Unit: PCE Price Unit Quantity: 2

Unit Conversion: 1 Description: This field specifies that 1 Box is equivalent to 2 reams

Inspection Date:

Shipping

Ship From: Ariba_TestSupplier - TEST Praha 5 Czech Republic

Ship To: Sandbox Buyer - Test Praha Czech Republic

Deliver To: Cristian Mihalache 2nd Floor, SI Team

[View/Edit Addresses](#)

Invoice via PO Flip

Line Item Comments

1. To add comments at the line items select **Line Items**, then click at Line Item **Actions >Add > Comments**.
2. Upon refresh or **Update**, the Comments field will display. Enter applicable Comments in this field.
3. Click Next.

Line Item Actions ▾ | Delete | Add ▾

- Edit
- Add
- Shipping Documents
- Special Handling
- Pricing Details
- Discount
- Allowance
- Charge
- Comments** (1)
- Attachment

Update | Save | Exit | **Next** (3)

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Comments (2)

Remove

[Having Problems?](#)

Invoice via PO Flip

Against Goods Receipt

You are required to include only received quantities on invoices.

1. Click the **INBOX** tab for Enterprise Accounts or open the **Purchase Order Email** for Standard Accounts
2. **Select** the Purchase Order you wish to invoice against.
3. **Select** the item(s) from the Receipt List that you would like to invoice.
4. **The invoice is now pre-populated** with the items within the Goods Receipt. You now have the ability to select the items to include and/or modify the Quantities on the invoice.

Invoice For Services

Add Service Lines to Invoices

1. Select the **Add** dropdown menu and select **Add General Service** OR **Add Labor Service**.
2. Enter details for General or Labor Service. General Service lines ask for limited details, including Service Start and End dates. Labor Service contains additional fields includes rate, term, and contractor information.

Line Items

1 Line Items, 1 Included, 0 Previously Invoiced

Insert Line Item Options

☐ Tax Category: ☐ Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
☐	☒	SERVICE							0.00 CZK

Service Period

Service Start Date:

Service End Date:

Line Item Actions

Turn on Error Dump ☐ [Hide/Show XML](#)

Line Items

1 Line Items, 1 Included, 0 Previously Invoiced

Insert Line Item Options

☐ Tax Category: ☐ Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
☐	☒	SERVICE							0.00 CZK

Service Period

Service Start Date:

Service End Date:

Line Item Actions

Turn on Error Dump ☐ [Hide/Show XML](#)

Insert Line Item Options

☐ Tax Category: ☐ Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
☐	☒	SERVICE							\$0.00 USD

Rate

*Term *Rate *Unit

Time Sheet Number:

Contractor Name:

Contractor Identifier:

Job Description:

Supervisor Name:

Work Location:

Address 1:

Address 2:

Address 3:

City:

State:

Zip:

Country:

This selection will refresh the page content.

Invoice from a Service Sheet

Locate Approved Service Sheet – Enterprise Accounts only

Ariba Network Test Mode Company Settings Help Center >>

HOME INBOX OUTBOX CATALOGS REPORTS CSV Documents Create

Invoices Order Confirmations Ship Notices Service Sheets Drafts

Service Sheets

► Search Filters

Service Sheets (2)

☐	Service Sheet #	Customer	Related PO	Date	Amount	Routing Status	Status
☐	ServiceSheet123	Ariba Ready Test	ServicePOExample	1 Mar 2017	\$128.50 USD	Acknowledged	Approved
☐	12345	Ariba Ready Test	4700372768	28 Feb 2017	\$128.50 USD	Sent	Sent

↳ Create Invoice Edit

1. Click **Outbox** and select **Service Sheets** Tab.
2. Select the checkbox next to the approved Service Sheet and click the **Create Invoice** button to open up the **Create Invoice** screen **OR** click the **Service Sheet #** to open the Service Sheet for review before invoicing.

Note: You will ONLY be able to create an invoice against an Approved Service Sheet.

Invoice from a Service Sheet

Invoice Header Information

Invoice information will automatically pre-populate from the Service Sheet.

- 1. Complete** all fields marked with an asterisk (*). Enter your Invoice Number. Invoice date will automatically populate.

Create Invoice

Update Save Exit Next

▼ Invoice Header

* Indicates required field

Add to Header ▼

Summary

Purchase Order: ServicePO1

1 Invoice #:

ServiceInvoice1

Invoice Date: 11 Apr 2017

Supplier Tax ID:

Subtotal: \$0.00 USD

Total Tax: \$0.00 USD

Total Gross Amount: \$0.00 USD

Total Net Amount: \$0.00 USD

Amount Due: \$0.00 USD

Remit To: SMO Supplier 1

Cleveland, OH

United States

Bill To: SMO Buyer

Pittsburgh, PA

United States

Tax

Shipping Cost

Shipping Documents

Special Handling

Discount

Additional Reference Documents and Dates

Comment

Attachment

Note: Add to Header button allows for shipping cost, shipping documents, amount details, special handling, and additional reference documents and dates. Comments and attachments may also be added at header.

Invoice from a Service Sheet

Header Level Detail

Header Level information can be entered after the screen refreshes. Complete each section as needed before proceeding to the Line Section.

The Additional Fields section includes optional fields such as reference numbers, service period dates, and Approver Email.

Note: Some fields at the Header Level might be required by your customer. Check for fields marked with an asterisk (*), and enter information as required.

Shipping

☒ Header level shipping ⓘ
 ☐ Line level shipping ⓘ

Ship From: **SMO Supplier 1**
 Cleveland, OH
 United States

Ship To: **SMO Buyer**
 Pittsburgh, PA
 United States
[View/Edit Addresses](#)

Deliver To:

Payment Term

Discount or Penalty Term(days): ⓘ
 Percentage(%):*
[Add Discount/Penalty Term](#)

Additional Fields

☐ Information Only. No action is required from the customer.

Supplier Account ID #:

Service Start Date: ⓘ

Customer Reference:

Service End Date: ⓘ

Supplier Reference:

Payment Note:

Supplier: **SMO Supplier 1**
 Cleveland, OH
 United States

Customer: **SMO Buyer**
 Pittsburgh, PA
 United States
[View/Edit Addresses](#)

Bill From: **SMO Supplier 1**
 Cleveland, OH
 United States

Email: [View/Edit Addresses](#)

Field Contractor

Name:

Email:

Phone:

Field Engineer

Name:

Email:

Phone:

Approver

Name:*

Email:*

Phone:

Invoice from a Service Sheet

Line Item Details

Invoice information will automatically pre-populate from the Service Sheet.

- Add** line level information, including comments and attachments, by selecting the line and clicking the **Line Item Actions** button. The screen will automatically refresh and you will be able to fill in the detail.
- Update** each line item as needed until all items are complete.
- Click** Next to proceed to review screen.
- From** the Review Screen, check your Invoice for accuracy. If there are errors, click **Previous** to return to the Create Invoice screen and make corrections. To submit to your customer after corrected, click the **Submit** Button.

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options ☐ Tax Category: ☐ Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1			Not Available	TESTINGSERVICECHG					
100010	☒	SERVICE	000000000003015848	MAT CONSTR MATERIAL IT005 KG		1,000	KGM	\$2.57 USD	\$2,570.00 USD

Pricing Details Price Unit: KGM Unit Conversion: 1 Price Unit Quantity: 1 Description:

Additional Fields classificationCode: accountingCode: purchaseDescription: transactionCategoryOrType: unitsShippedUOM:

1 Line Item Actions Delete Reset Tax from PO Add

- Edit
- Add
- Tax
- Shipping Documents
- Special Handling
- Pricing Details
- Discount
- Comments
- Attachment

3 Update Save Exit Next

Subtotal: \$2,570.00 USD
 Total Tax: \$0.00 USD
 Total Gross Amount: \$2,570.00 USD
 Total Net Amount: \$2,570.00 USD
 Amount Due: \$2,570.00 USD

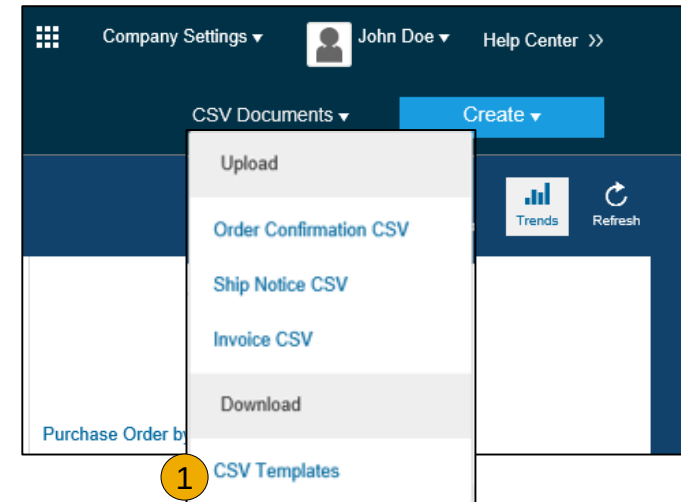
Previous Save Submit Exit

4

Invoice via CSV

Download Template – Enterprise Accounts Only

1. **Access** a customer's CSV file template, by going to **CVS Documents** and choosing **CSV Templates** under Download.
2. **Select** the correct template by finding Etihad on the drop down menu, checking the radio button for Invoice, and clicking Download.
3. **Populate** the template and upload it from Create> CSV Invoice > Browse > Import.
4. **CSV files** are processed by Ariba Network and forwarded to the customer in the form of cXML message.
5. **For more information**, please read the CSV Upload Guide available from the Supplier Information Portal.



Download CSV Templates
Done

If any of your customers use custom CSV templates, a Custom Templates section appears below. If so, select a customer from the pull-down menu, and then download the custom templates. Otherwise, download the standard templates.

Custom Templates

Customer:

☒ Document

☒ Invoice 2

Download

Standard Templates

☐ Document 1

☐ Order Confirmation

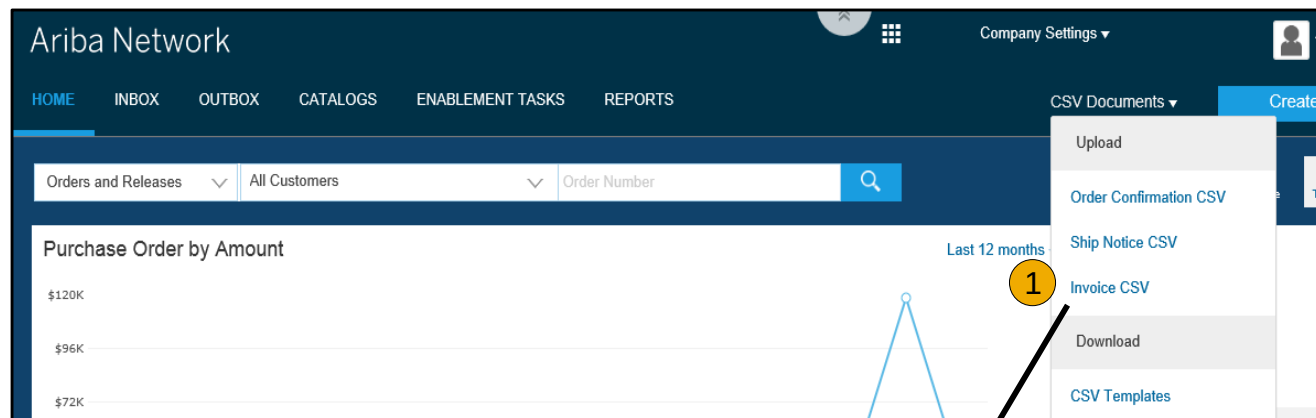
☐ Ship Notice

Download

Invoice via CSV

Upload Completed CSV

1. **Populate** the template and upload it from **CSV Documents > Upload > Invoice CSV**.
2. **CSV files** are processed by Ariba Network and forwarded to the customer in the form of cXML message.
3. **For more information**, please read the CSV Upload Guide available from the Supplier Information Portal.



The screenshot shows the 'Import CSV Invoice' form. It has a title 'Import CSV Invoice' at the top. Below the title, there's a 'Customer: *' field with a dropdown arrow, highlighted with a yellow circle and the number 2. To the right of this field is a link 'Download CSV Templates'. Below the 'Customer' field is a 'CSV invoice file path: *' field with a 'Browse...' button. At the bottom of the form is a blue button labeled 'Import CSV Invoice'.

Create a Credit Memo

Header Level



To create a credit memo against an entire invoice:

1. **Select the INBOX tab** or open the **Purchase Order email**
2. **Select the PO to be credited** by clicking the radio button on the PO.
3. **Click on Create Invoice** and choose **Credit Memo** OR select **Credit Memo** from the **Actions** dropdown menu.
4. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks are filled in.
5. **Click Next.**
6. **Review** Credit Memo.
7. **Click Submit.**

The screenshot illustrates the Ariba work interface for creating a credit memo. The top navigation bar includes 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', 'ENABLEMENT TASKS', and 'REPORTS'. The 'INBOX' tab is selected, and the 'Orders and Releases' section is active. A table lists 'Orders and Releases (1)' with columns for Type, Order Number, Customer, Inquiries, Ship To Address, Amount, Date, Order Status, Settlement, Amount Invoiced, Revision, and Actions. The first row shows an 'Order' for 'ServicePO1' with a customer 'SMO Buyer' and an amount of '\$20,000.00 USD'. The 'Actions' dropdown menu is open, showing options like 'Confirm Entire Order', 'Update Line Items', 'Reject Entire Order', 'Ship Notice', 'Service Entry Sheet', 'Standard Invoice', 'Credit Memo', 'Line Item Credit Memo', and 'Hide'. The 'Credit Memo' option is selected. The 'Create Credit Memo' form is displayed, with fields for 'Invoice #' (marked with an asterisk), 'Invoice Date' (11 Apr 2017), and 'Supplier Account ID #'. The 'Adjustment' section includes fields for 'Adjustment in Subtotal' (marked with an asterisk), 'Adjustment in Tax', 'Adjustment in Special Handling', and 'Adjustment in Shipping'. The 'Attachments' section has a 'Browse' button and a note that attachments cannot exceed 10MB. The 'Submit' button is highlighted. A summary box on the right shows the following values: Subtotal: \$-5.00 USD, Total Tax: \$0.00 USD, Total Gross Amount: \$-5.00 USD, Total Net Amount: \$-5.00 USD, and Amount Due: \$-5.00 USD. The 'Submit' button is also highlighted in this summary box.

Type	Order Number	Customer	Inquiries	Ship To Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	ServicePO1	SMO Buyer		SMO Buyer Pittsburgh, PA United States	\$20,000.00 USD	7 Apr 2017	New	Invoice	\$0.00 USD	Original	Actions

Create Credit Memo

Header Information

Invoice #: *
Invoice Date: 11 Apr 2017
Supplier Account ID #: *

Adjustment

Adjustment in Subtotal: * (Amount must be negative)
Adjustment in Tax
Adjustment in Special Handling: * (Amount must be negative)
Adjustment in Shipping: * (Amount must be negative)

Attachments

The total size of all attachments cannot exceed 10MB
Browse Add Attachment

Summary:

- Subtotal: \$-5.00 USD
- Total Tax: \$0.00 USD
- Total Gross Amount: \$-5.00 USD
- Total Net Amount: \$-5.00 USD
- Amount Due: \$-5.00 USD

Previous Submit Exit

Create a Credit Memo

Line Level Detail



To create a line level credit memo against an invoice:

1. **Select** the **OUTBOX** tab.
2. **Select** your previously created invoice.
3. **Click** the button on the Invoice screen for **Create Line-Item Credit Memo**.
4. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks (*) are filled in.
5. **Click Next**.
6. **Review** Credit Memo.
7. **Click Submit**.

Ariba Network (1) Test Mode

HOME INBOX **OUTBOX** CATALOGS REPORTS

Invoices Order Confirmations Ship Notices Drafts

Invoices

► Search Filters

Invoices (1)

	Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date
(2)	INV_20150415	Ariba, Inc. - TEST	20150415_PO1	Online	Supplier	Order	15 Apr 2016

(3) [Create Line-Item Credit Memo](#) [Edit](#) [Copy](#) [Create Non-PO Invoice](#)

Line Items (4) 4 Line Items, 4 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category: ☐ Shipping Documents ☐ Special Handling ☐ Discount [Add to Included Lines](#)

	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
☐	4	☒	MATERIAL	JKL012	WIDGET 4		-1	EA	\$6.60 USD	\$-6.60 USD
☐	5	☒	MATERIAL	MNO345	WIDGET 5		-3	EA	\$5.16 USD	\$-15.48 USD
☐	6	☒	MATERIAL	PQR678	WIDGET 6		-1	EA	\$5.40 USD	\$-5.40 USD
☐	7	☒	MATERIAL	STU901	WIDGET 7		-1	EA	\$5.16 USD	\$-5.16 USD

(5) [Line Item Actions](#) [Delete](#)

Turn on Error Dump [Hide/Show XML](#)

[Update](#) [Exit](#) **(5) Next**

(6) **Summary:**

- Subtotal: \$-32.64 USD
- Total Tax: \$-2.28 USD
- Total Shipping: \$-12.00 USD
- Total Gross Amount: \$-46.92 USD
- Total Net Amount: \$-46.92 USD
- Amount Due: \$-46.92 USD

(7) [Previous](#) **Submit** [Exit](#)

Review, Save, or Submit Invoice

PO-Flip Invoice

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.
2. If no changes are needed, click **Submit** to send the invoice to Etihad.
3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.
4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.
5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.
6. You can keep draft invoices for up to 7 days.

Create Invoice

Update
Save
Exit
Next

Create Invoice
4

! Please correct the following errors and resubmit

▼ Invoice Header

Summary

Purchase Order: PO80001005

Invoice #:

! Required field

Invoice* Date:

Remit To: ▼

Bank Account: Bill To:

Ariba Network

HOME
INBOX
OUTBOX
CATALOGS
ENABLEMENT TASKS
REPORTS

Invoices
Order Confirmations
Ship Notices
Drafts 5

Drafts

Note: In the even of errors, there will be a notification in red where information must be corrected

Copy an Existing Invoice – Enterprise Accounts

To copy an existing invoice in order to create a new invoice:

1. **Select** the **OUTBOX** Tab.
2. **Either Select** the radio button for the invoice you want to copy, and click Copy. OR Open the invoice you want to copy.
3. **On the Detail** tab, click **Copy This Invoice**.
4. **Enter** an new invoice number.
5. **For VAT lines**, make sure the date of supply at the line level is correct.
6. **Edit** the other fields as necessary.
7. **Click Next**, review the invoice, and save or submit it.

HOME INBOX **OUTBOX** CATALOGS REPORTS

Invoices Order Confirmations Ship Notices Drafts

Invoices

► Search Filters

Invoices (1)

	Invoice #	Customer	Reference	Submit Method	Origin	Source
☒	INV_20150415	Ariba, Inc. - TEST	20150415_PO1	Online	Supplier	Order

[Create Line-Item Credit Memo](#)
[Edit](#)
[Copy](#)
[Create Non-PO Invoice](#)

Invoice: INV_20150415 [Done](#)

[Create Line-Item Credit Memo](#)
[Copy This Invoice](#)
[Cancel](#)
[Print](#)
[Download PDF](#)
[Export cXML](#)

Search for Invoice

(Quick & Refined)



Quick Search:

1. **From the Home Tab**, Select Invoices in the Document type to search.
2. **Select Etihad** from Customer Drop down menu.
3. **Enter Document #** , if known. Select Date Range, up to 90 days for Invoices and Click Search.

Refined Search: Allows a refined search of Invoices within up to 90 last days.

4. **Search Filters** from Outbox (Invoices).
5. **Enter** the criteria to build the desired search filter.
6. **Click Search.**

Check Invoice Status

Routing Status To Your Customer

Check Status:

If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status.

You can also check invoice status from the **Outbox** by selecting the invoice link.

Routing Status

Reflects the status of the transmission of the invoice to Etihad via the Ariba Network.

- **Obsolete** – You canceled the invoice
- **Failed** – Invoice failed Etihad invoicing rules. Etihad will not receive this invoice
- **Queued** – Ariba Network received the invoice but has not processed it
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer
- **Acknowledged** – Etihad invoicing application has acknowledged the receipt of the invoice

Check Invoice Status

Review Invoice Status With Your Customer

Invoice Status

Reflects the status of Etihad's action on the Invoice.

- **Sent** – The invoice is sent to the Etihad but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Etihad approved the invoice cancellation
- **Approved** – Etihad has verified the invoice against the purchase orders or contracts and receipts and approved it for payment
- **Rejected** – Etihad has rejected the invoice or the invoice failed validation by Ariba Network. If Etihad accepts invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
- **Failed** – Ariba Network experienced a problem routing the invoice

Review Invoice History

Check Status Comments

Access any invoice:

1. **Click** on the History tab to view status details and invoice history.
2. **History and status comments** for the invoice are displayed.
3. **Transaction history** can be used in problem determination for failed or rejected transactions.
4. **When you are done** reviewing the history, click Done.

Invoice: INV_20150415

[Create Line-Item Credit Memo](#)
[Copy This Invoice](#)
[Cancel](#)
[Print](#)
[Download PDF](#)
[Export cXML](#)

[Detail](#)
[Scheduled Payments](#)
[History 1](#)

Standard Invoice

Invoice: INV_20150415 Done

[Create Line-Item Credit Memo](#)
[Copy This Invoice](#)
[Cancel](#)
[Download PDF](#)
[Export cXML](#)
4

[Detail](#)
[Scheduled Payments](#)
[History 2](#)

Invoice: INV_20150415
 Invoice Status: Sent
 Received By Ariba Network On: 15 Apr 2016 2:47:55 PM GMT+02:00
 Submitted By: Klaus Püschel

To: Ariba, Inc. - TEST
 Routing Status: Sent

History 2

Status	Comments	Changed By	Date and Time	Stack Trace
	The invoice was successfully received.	Ariba_TestSupplier - TEST	15 Apr 2016 2:47:57 PM	
	This document has been digitally signed.	PropagationDispatcher-128491053	15 Apr 2016 2:48:01 PM	

Modify an Existing Invoice

Cancel, Edit, and Resubmit

1. Click the **Outbox** tab.
2. In the **Invoice #** column, click a link to view details of the invoice.
3. Click **Cancel**. The status of the invoice changes to **Canceled**.
4. Click the **Invoice #** for the failed, canceled, or rejected invoice that you want to resubmit and click **Edit**.
5. Click **Submit** on the Review page to send the invoice.

Ariba Network

HOME INBOX **OUTBOX** CATALOGS ENABLEMENT TASKS REPORTS CSV Documents Create

Invoices Order Confirmations Ship Notices Drafts

Invoices

Search Filters

Invoices (2)

Invoice #	Customer	Reference	Submit Method	Date	Amount	Routing Status	Invoice Status
XYZ123456	SMO Buyer	PO725498	Online	14 Oct 2015	\$46.92 USD	Sent	Sent
XYZ12345	SMO Buyer	Non-PO	Online	9 Sep 2015	\$369.35 USD	Sent	Sent

Create Line-Item Credit Memo Edit Copy Create Non-PO Invoice

Invoice: XYZ123456

Copy This Invoice Cancel Print Download PDF Export cXML

Detail Scheduled Payments History

Cancel Invoice?

Are you sure you want to cancel this invoice?

Yes No

Download Invoice Reports – Enterprise Account

Learn About Transacting

Reports help provide additional information and details on transactions on the Network in a comprehensive format.

1. Click the **Reports** tab from the menu at the top of the page.
2. Click **Create**.

More'. Below this is a 'Report Templates' table with columns: Title, Schedule Type, Report Type, Status, Last Run, Next Run, Created, Created By, and Report Size. The table currently shows 'No items'. At the bottom of the table, there is a row of action buttons: Run, Download, Edit, Copy, Delete, Create (highlighted with a yellow circle labeled '2'), and Refresh Status."/>

Ariba Network

Company Settings John Doe Help Center >>

HOME INBOX OUTBOX CATALOGS ENABLEMENT TASKS **REPORTS** CSV Documents Create

Reports

Use CSV reports to track information on account usage, such as purchase orders and invoices. Report files are UTF-8 encoded. If your application does not read [More](#)

Report Templates

Title ↑	Schedule Type	Report Type	Status	Last Run	Next Run	Created	Created By	Report Size
No items								

Run Download Edit Copy Delete Create Refresh Status

- **Invoice reports** provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.
- **Failed Invoice reports** provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.
- Reports can be created by Administrator or User with appropriate permissions.
- **Bronze** (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

Invoice Reports

3. **Enter** required information. Select an Invoice report type — **Failed Invoice** or **Invoice**.
4. **Click Next.**
5. **Specify Customer and Created Date** in Criteria.
6. **Click Submit.**
7. You can view and download the report in CSV format when its status is **Processed**.

For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.

Invoice Archival

Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

1. From the **Company Settings** dropdown menu, select **Electronic Invoice Routing**.
2. Select the tab **Tax Invoicing and Archiving**.
3. Scroll down to **Invoice Archival** and select the link for **Configure Invoice Archival**.
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), choose Archive Immediately to archive without waiting 30 days, and click **Start**.
 - If you want Ariba to deliver automatically archived zip files to you, also enter an Archive Delivery URL (otherwise you can download invoices from your Outbox, section Archived Invoices).
 - **Note:** After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.
5. You may navigate back to the **Tax Invoicing and Archiving** screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the Terms and Policies link.)

Ariba Network Help Resources

Customer Support

**Supplier Information
Portal**

Additional Resources

[Ariba.com Links](#)

[Troubleshoot Your Invoices](#)

Customer Support

Supplier Support During Deployment



Ariba Network Registration or Configuration Support

- Registration, Supplier Fees, Account configuration
- Email: SupplierEnablement@Etihad.ae



Enablement Business Process Support

- Business-Related Questions
- Email: etihadsupplierenablement@ariba.com



Supplier Information Portal

- [How to Find the Supplier Information Portal](#)

Supplier Support Post Go-Live



Global Customer Support

Use the Help Center directly from your Ariba Network Account.

Training & Resources

Etihad Supplier Information Portal

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name to view transactional rules:
The Customer Invoice Rules determine what you can enter when you create invoices.
3. **Select** Supplier Information Portal to view documents provided by your buyer.

Account Settings

Customer Relationships
Users
Notifications
Account Hierarchy

Current Relationships
Potential Relationships

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests
☐ Manually review all relationship requests

Update

Pending

Customer
L Approve Reject

Current

Customer
☐ Ariba Inc. 2 3 Supplier Information Portal
☐ Pouliot Industries
L Reject

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

Company Profile
Service Subscriptions
Account Settings
Customer Relationships
Users
Notifications
Account Hierarchy
View All
Network Settings
Electronic Order Routing
Electronic Invoice Routing
Accelerated Payments
Remittances
Network Notifications

Useful Links

Useful Links

- **Ariba Supplier Pricing page** - <http://www.ariba.com/suppliers/ariba-network-fulfillment/pricing>
- **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>
- **Ariba Cloud Statistics** – <http://trust.ariba.com>
 - Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- **Ariba Discovery** - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>
- **Ariba Network Notifications** - <http://netstat.ariba.com>
 - Information about downtime, new releases and new features

Troubleshoot Your Invoice Issues

How do I know
which type of
invoice to
create?

What does this
error message
mean?

How do I cancel
an invoice that
I've sent?

How do I edit and
resubmit an
invoice that I've
sent?

What should I do
if my invoice has
been rejected?

Can I resend a
failed or rejected
invoice with the
same invoice
number?

How do I tell
when my invoice
will be paid?

[Back to Invoicing](#)

**Thank you for joining the
Ariba Network!**