SAP Ariba Supplier Guide - Invoicing

11/2023

RRD’s Invoice Rules

Suppliers can review the most up to date rules that have been specified by RRD for invoice transactions by going to the **Customer Details** page of their Ariba Network account (**Customer Relationships** > **Customer Details**).

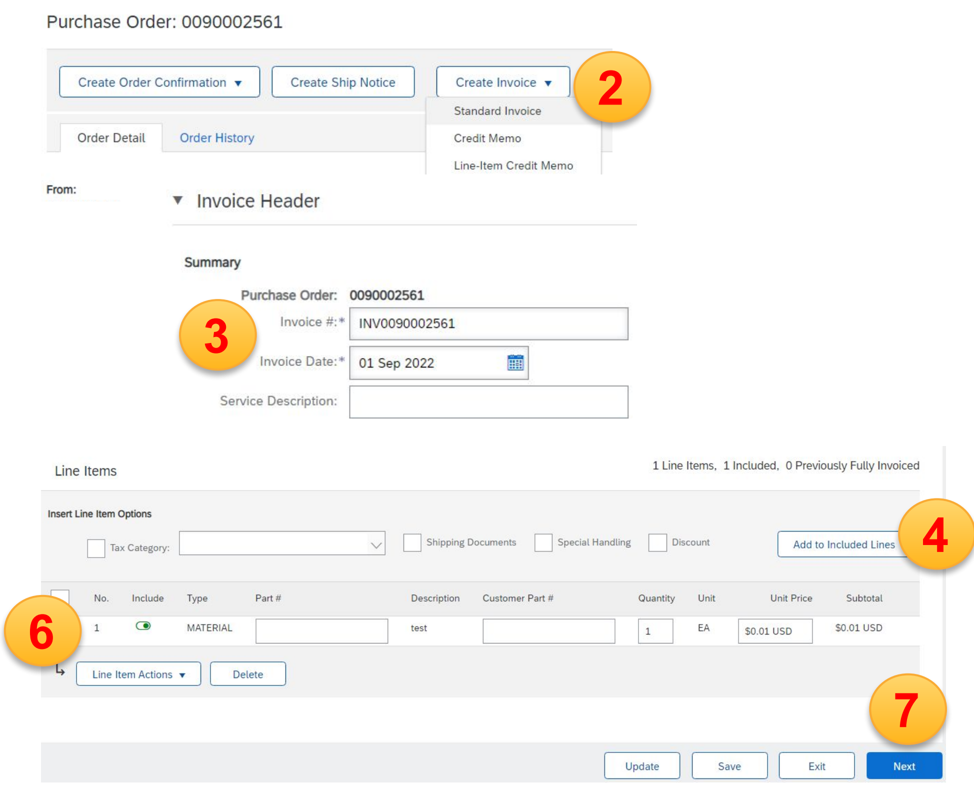
Rules Highlighted:

1. Suppliers are not allowed to re-use invoice numbers unless the invoice was cancelled prior to RRD approval.
2. Invoice numbers are restricted to **10** characters.
3. There is no restriction on the number of invoices that can be linked to a particular PO as long as the PO retains an open balance of funds.
4. Suppliers cannot add lines to an invoice that are not already mapped to the PO. Reach out to the RRD Requestor listed in the PO for assistance.
5. Taxes and discounts shouldn't be added to the line items. Both ought to be included in the header line.
6. A blanket PO cannot be invoiced either earlier or later than its validity date. For help, get in touch with the RRD requestor who is stated in the PO.

How to Submit a Basic Invoice

Click here to review Ariba's video demonstration by selecting the "Create an Invoice" option in the right side menu.

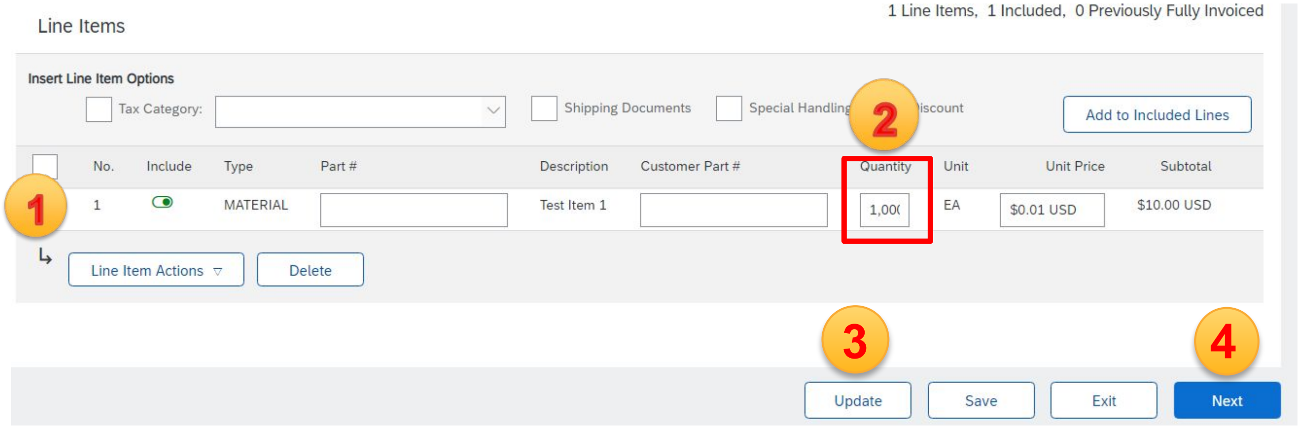
1. Locate the RRD PO within your Ariba Account. (PO search process)
2. Open the PO and select **Create Invoice – Standard Invoice**.
3. Enter your **Invoice #** (16 character limitation) and **Invoice Date**.
4. If you need to add attachments, shipping cost or submit a partial invoice see slide xx
5. Tax – Review the Tax slide for details
6. Under the **Line Items** section towards the bottom, double check the Quantity, Unit Price and Subtotal.
7. Click **Next**.
8. Double check totals at the bottom. *If* anything is incorrect, click Previous and make corrections or contact the Requestor to make PO updates via the Order Confirmation process.
9. Click **Submit**.



How to submit a Partial Quantity Invoice

Within the **Line Items** section of the Invoice screen:

1. Locate the line item to be invoiced.
2. Under the Quantity column update to the quantity you are invoicing.
   - Note: the quantity will default from the PO if this is the first invoice. For additional invoices, the remaining un-invoiced quantity will default.
3. Either click the Update button to review the revised extended total of the line item.
4. If complete with the invoice details, click the Next button to review your invoice submission and submit it.



How to Choose Lines for Invoicing

When you need to invoice for only *some* of the line items on an RRD PO and not for all items, there are 2 options to select items for your invoice submission:

Option 1 – Using the Delete option:

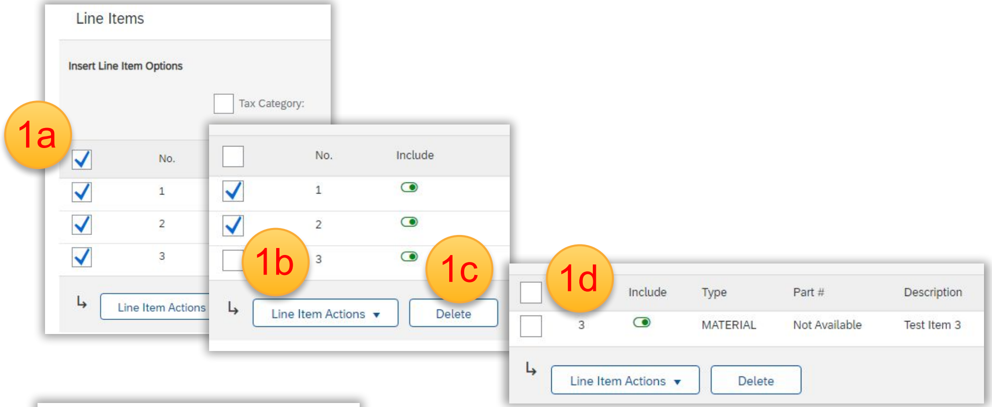
1a. Click the check box within the Line Items title bar to the far left to select all of the line items.

1b. Manually uncheck the lines you need to invoice.

1c. Click Delete to remove the checked lines.

1d. Only the unchecked item(s) remain.

Note: All lines you did not use for invoicing will be available again for the next invoice.

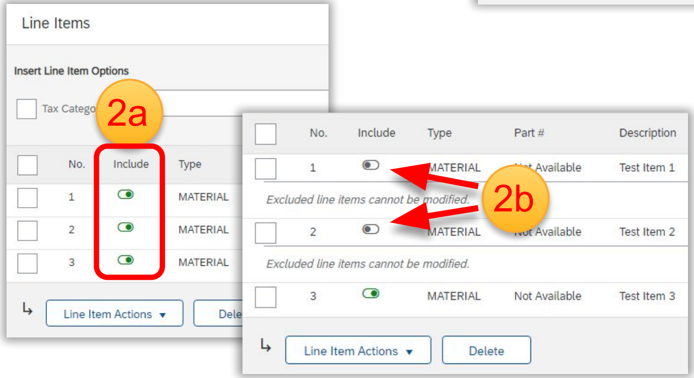


Option 2 – Using the "Include" toggle icons:

2a. Click the green toggle icons on items you do not want to include in your invoice.

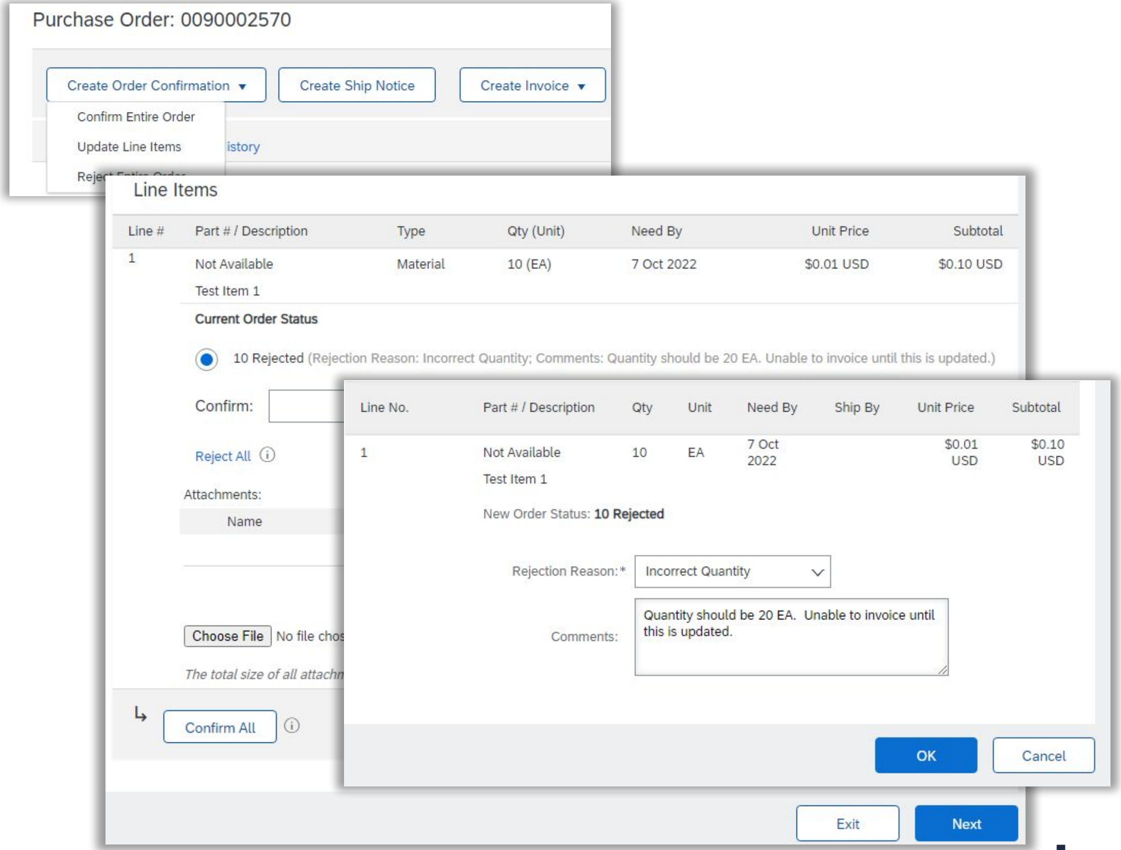
2b. Those items will turn grey and the Quantity will zero out.

Note: Un-included items will be available for the next invoice.



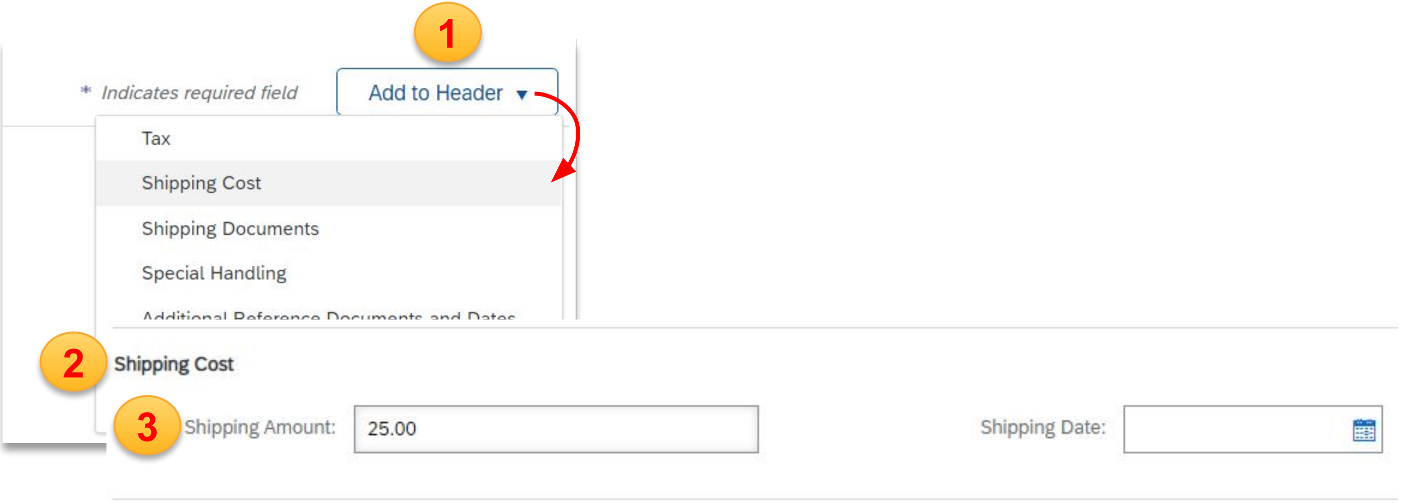
How to submit an Invoice for a Quantity larger than the PO

1. Within the Line Items, update the quantity of the item(s) as needed for your invoice. Click Update.
2. If you receive the "!Quantity exceeds the quantity limit." error, exit the invoice and return to the PO.
3. Follow the Create Order Confirmation process to Update Line Items and Reject the line item.
4. Click the Create Order Confirmation button and select "Update Line Items".
5. Locate the line item and click Reject All.
6. For Rejection Reason, select Incorrect Quantity.
7. Enter Comments explaining what the quantity should be.
8. Click Ok. The Rejection Reason and Comment will then display in the Line Items.
9. Click Next then Submit.



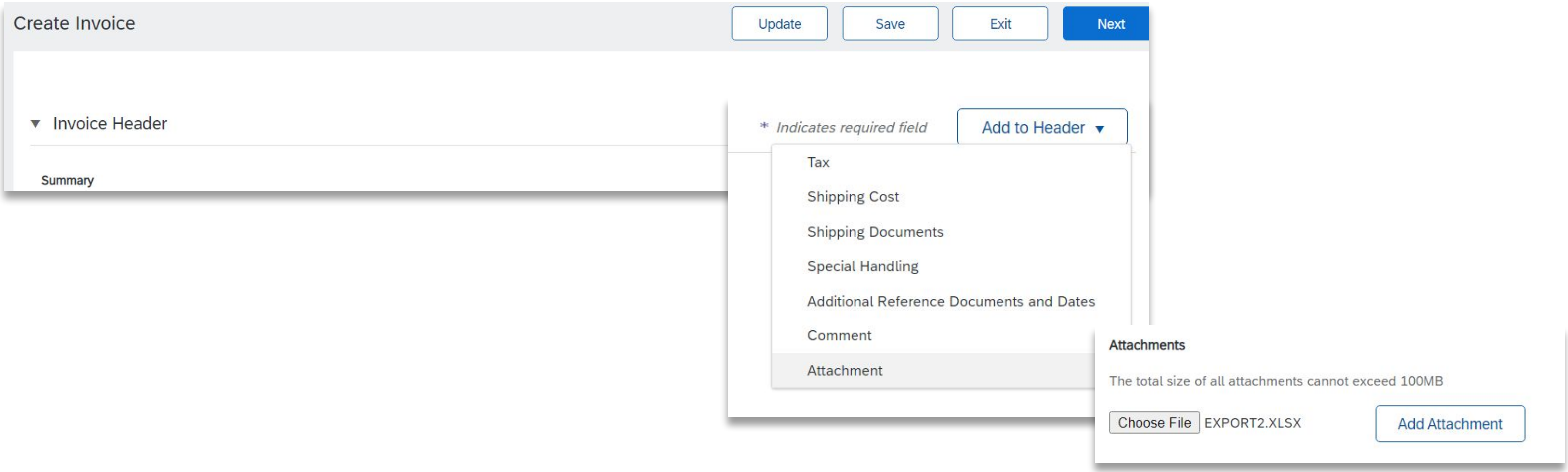
How to add Shipping/Freight Costs

1. During invoice creation click on **Add to header** and select **Shipping Cost**.
2. Scroll down and locate the newly added **Shipping Cost** section.
3. Fill in the details in the **Shipping Costs** section.
4. Shipping Cost entered will then be applied at the Header level of the Invoice once submitted.



How to add Attachments

1. During the invoice creation click on the **Add to Header** button (available top right and also bottom left of the header section).
2. Click on **Attachment**.
3. Scroll down to the bottom of the **Header** section to locate the newly added **Attachment** section.
4. Click **Choose File** and locate the file from your computer then click **Open**.
5. Click on **Add Attachment**.

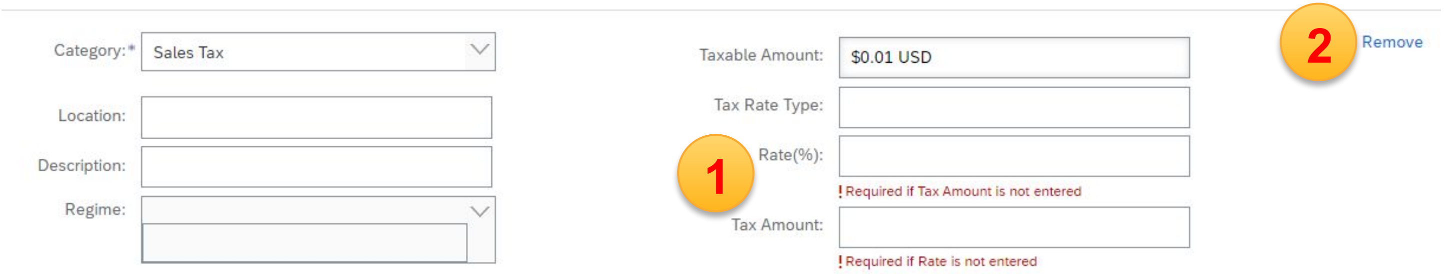


Tax

1. If the order is taxable:
   - Enter EITHER:
     - the Rate (%) OR
     - the Tax Amount (currency)

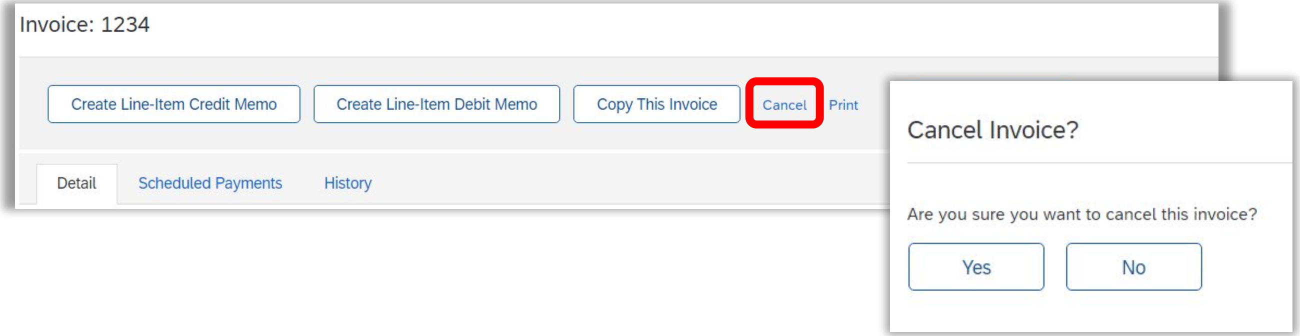
2. If non-taxable order, to bypass entering Tax click Remove.

   Note: If RRD's PO does not expect tax on the invoice it will be short paid. If you receive payment and feel this is in error, contact the Requisitioner listed on the PO for assistance.



How to Cancel an Invoice

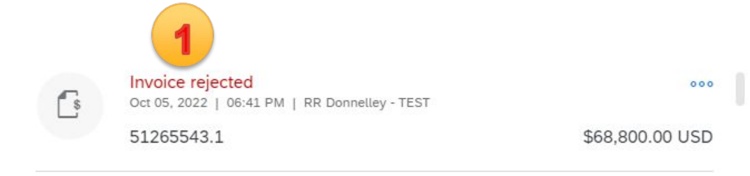
1. Locate the Invoice in Ariba.
2. Click Cancel.
3. Click Yes.
4. You will then be returned to the Workbench to search for the PO and resubmit your invoice.



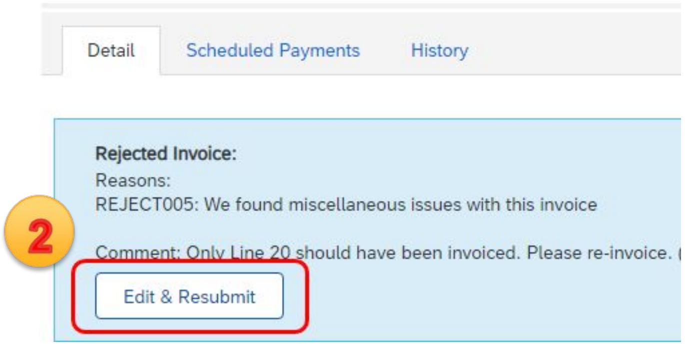
How to Correct and Resubmit a Rejected Invoice

When RRD rejects an invoice you may correct and resubmit it by following these steps:

1. Locate and open the Invoice within Ariba. If it is still listed in the Activity feed you can click on the Invoice Rejected text to open it.



2. A rejected invoice reason and any RRD comments provided will be listed within the invoice. Click the Edit and Resubmit button.



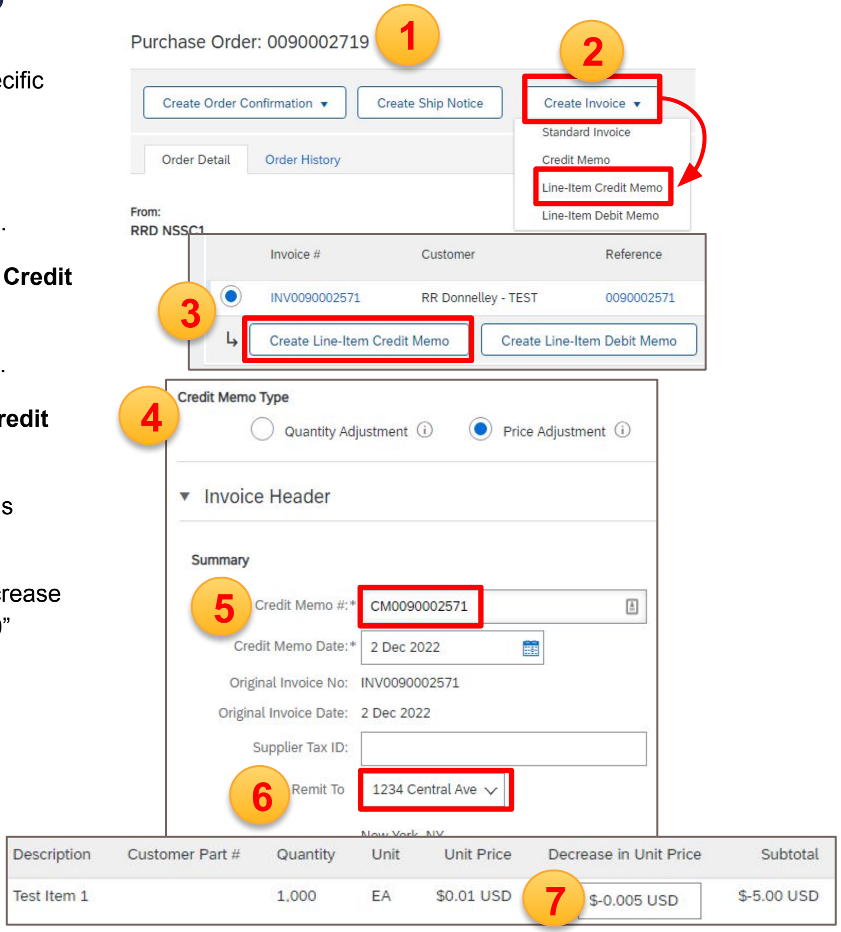
3. Update the line item details, review and resubmit the invoice.

- Notes:
  - If either the BPO status is “closed”, the Effective or Expiration Dates are in the past or in the future, you will not be able to invoice. Example provided below. Action to take: Reach out to the RRD Contact listed on the PO to assist with updating the PO to allow invoicing. Once you receive the PO change notice, you can submit an invoice

How to create a Line Item Credit Memo

Line level Credit Memo's are used when the credit should be applied a specific PO Line Item(s).

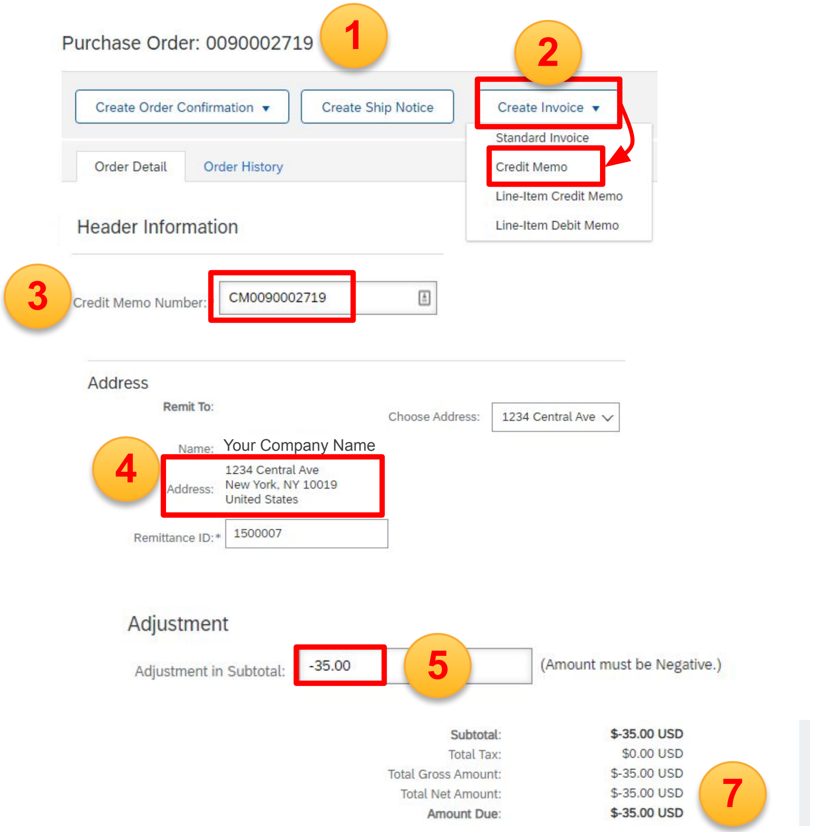
1. Locate the PO.
2. Click the **Create Invoice** button and select **Line-Item Credit Memo**.
3. Ensure the correct Invoice # is selected and click **Create Line-Item Credit Memo**.
4. Select the correct **Credit Memo Type**: Quantity or Price Adjustment.
5. Under the Invoice Header Information section, enter your internal **Credit Memo Number**.
6. Under the **Address** section, confirm the correct remit-to is address is listed. To update, click the Choose Address drop down box.
7. Scroll down to the Line Items section and enter the credit in the Decrease in Unit Price box with a negative ("-") symbol in front. ie. enter "-1.00"
8. Scroll to the bottom and click the blue **Next** button.
9. Verify the total credit and click the blue **Submit** button.



How to create a Header Level Credit Memo

Header level Credit Memo's are used when the credit being issued is not specific to the PO's Line Item(s). For example, a freight credit would be entered as a Header Level CM.

1. Locate the PO.
2. Click the **Create Invoice** button and select **Credit Memo**. *Do not select Line Level Credit Memo as it will apply a PO Line specific credit memo instead.
3. Under the Header Information section, enter your internal **Credit Memo Number**.
4. Under the **Address** section, confirm the correct remit-to is address is listed. To update, click the Choose Address drop down box.
5. Under **Adjustment**, enter the Credit amount with a negative "-" symbol in front. ie: -35.00
6. Scroll to the bottom and click the blue **Next** button.
7. Verify the total credit and click the blue **Submit** button.



Obsolete PO Resolution

The Obsolete status occurs when changes are made to the PO.

Version 1 is updated to “Obsolete” and Version 2 becomes the current version which can then be invoiced against.

If you attempt to open the original PO it will state “Obsolete” and “version 1” and will not provide an active “Create Invoice” button.

When attempting to Invoice, use the Workbench to open the current version.

1. Search for the PO.
2. You will see the “Changed” indicator.
3. When you click on the PO # to open it, the current/updated version of the PO will be displayed.
4. Within the current version of the PO, the Create Invoice button will be available which you can use to then submit your invoice.

RRD Remit-To Requirements

A valid **RRD Remittance ID # IS REQUIRED** to submit an invoice to RRD via Ariba and not risk it being rejected.

- RRD has preloaded all Remit-To addresses and ID #'s actively listed in RRD's ERP system into your Ariba account.
- Prior to your first invoice submission to RRD via Ariba, confirm the correct Remit-To address(es) and correctly formatted Remittance ID #('s) are listed in your Ariba settings. (*See How to Update your Remit-To for assistance*)
- RRD Remittance ID # format: 10 digits beginning with three zero's, for example, 0002000000.
- If you choose to submit an invoice with an invalid Remittance ID, the invoice will fail and will be rejected to you to correct and resubmit.

Missing or Incorrectly Formatted Remittance ID #'s

- Contact the RRD AP department at RRDAP_AribaCustomerService@RRD.com and request your Remit-To ID number.
  - Provide your full Company Name and complete Remit-To address with your request.

Remit-To Changes

- If your Remit-To address needs to be changed or a new or additional address needs to be added:
  - Contact your primary RRD contact for assistance prior to submitting impacted invoices
  - Provide your full Company Name, the email address of a contact within your company who can verify this change, a recently signed w9 and the revised or new Remit-To address listed on your company letterhead.
  - RRD will update/add the address and provide you with our Remit-To ID #
  - Update/Add the address and ID # within your Ariba account. (*See How to Update your Remit-To for assistance*)
    - *If the ID # provided is only 7 digit's be sure to add three zero's to the front of the number for Ariba entry.

How to Update your Remit-To

1. Log into the SAP Ariba Business Network (“Business Network” should be displayed on upper left section of screen).

2. Click your Profile circle (upper right corner circle with your initials) then select Settings then Remittances.

3. If you have multiple customers transacting with you in Ariba, ensure you're adjusting the Remittance specifically listed for the RRD account.

4. To check which address will default on your invoices, review the Default column selection. If incorrect, follow the steps below to select a new address as the default Remit-to OR select another existing address and click Edit and follow step 7 and 9.

5. To proceed with the address update, click Create.

6. Enter the Address as needed - ensure it is entered in ALL CAPS (case sensitive validation).

7. If this address should be your default Remit-To, click “Make this address default”.

8. Enter/update the RRD Remit to # in the Remittance ID field below the address section. It **must** be 10 digits long with 3 leading zero’s (ie. 0002000000).

9. Click OK to save and complete this task.