



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**.

Purchase Order: 0090002561

Create Order Confirmation Create Ship Notice Create Invoice

Standard Invoice
Credit Memo
Line-Item Credit Memo

Order Detail Order History

From: Invoice Header

Summary

Purchase Order: 0090002561

Invoice #: INV0090002561

Invoice Date: 01 Sep 2022

Service Description:

Line Items 1 Line Items, 1 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
1	<input checked="" type="checkbox"/>	MATERIAL		test		1	EA	\$0.01 USD	\$0.01 USD

Line Item Actions Delete

Update Save Exit Next

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.

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

Insert Line Item Options

Tax Category: Shipping Documents Special Handling Discount

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	<input type="text"/>	Test Item 1	<input type="text"/>	1,000	EA	\$0.01 USD	\$10.00 USD

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.

The image contains two sets of screenshots illustrating the invoicing selection process. The top set shows Option 1: 1a. A 'Line Items' table with a 'Line Item Options' bar containing a checked checkbox. 1b. The same table with checkboxes for items 1, 2, and 3 unchecked. 1c. A 'Line Item Actions' dropdown menu with 'Delete' selected. 1d. The resulting table with only item 3 visible. The bottom set shows Option 2: 2a. A 'Line Items' table with 'Include' toggle icons (green circles) for items 1, 2, and 3. 2b. The same table with items 1 and 2 turned grey and their 'Include' toggles turned off. A message 'Excluded line items cannot be modified.' is shown for these items.

Line Item Options	
<input checked="" type="checkbox"/>	Tax Category:
<input checked="" type="checkbox"/>	No. 1
<input checked="" type="checkbox"/>	No. 2
<input checked="" type="checkbox"/>	No. 3

No.	Include
1	<input checked="" type="checkbox"/>
2	<input checked="" type="checkbox"/>
3	<input type="checkbox"/>

Line Item Actions
Line Item Actions ▼ Delete

Include	Type	Part #	Description
<input type="checkbox"/>			
<input type="checkbox"/>	MATERIAL	Not Available	Test Item 3

No.	Include	Type	Part #	Description
1	<input type="checkbox"/>	MATERIAL	Not Available	Test Item 1
2	<input type="checkbox"/>	MATERIAL	Not Available	Test Item 2
3	<input type="checkbox"/>	MATERIAL	Not Available	Test Item 3

No.	Include	Type	Part #	Description
1	<input type="checkbox"/>	MATERIAL	Not Available	Test Item 1
2	<input type="checkbox"/>	MATERIAL	Not Available	Test Item 2
3	<input type="checkbox"/>	MATERIAL	Not Available	Test Item 3

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.

Purchase Order: 0090002570

Create Order Confirmation ▼ Create Ship Notice Create Invoice ▼

Confirm Entire Order Update Line Items Reject All

Line Items

Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal
1	Not Available Test Item 1	Material	10 (EA)	7 Oct 2022	\$0.01 USD	\$0.10 USD

Current Order Status

10 Rejected (Rejection Reason: Incorrect Quantity; Comments: Quantity should be 20 EA. Unable to invoice until this is updated.)

Confirm:

Reject All ⓘ

Line No.	Part # / Description	Qty	Unit	Need By	Ship By	Unit Price	Subtotal
1	Not Available Test Item 1	10	EA	7 Oct 2022		\$0.01 USD	\$0.10 USD

New Order Status: 10 Rejected

Rejection Reason: * ▼

Comments:

No file chosen

The total size of all attachments is 0 KB.

ⓘ

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.

The screenshot illustrates the process of adding shipping costs to an invoice header. It features a dropdown menu with the following options: Tax, Shipping Cost, Shipping Documents, Special Handling, and Additional Reference Documents and Dates. A red arrow points from the 'Add to Header' button to the 'Shipping Cost' option. Below the dropdown, the 'Shipping Cost' section is visible, with a 'Shipping Amount' field containing '25.00' and a 'Shipping Date' field with a calendar icon. Three yellow callout boxes with numbers 1, 2, and 3 highlight the 'Add to Header' button, the 'Shipping Cost' section, and the 'Shipping Amount' field, respectively.

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**.

The screenshot displays the 'Create Invoice' application window. At the top, there are buttons for 'Update', 'Save', 'Exit', and 'Next'. The main area is titled 'Invoice Header' and contains a 'Summary' section. A dropdown menu labeled 'Add to Header' is open, showing a list of options: Tax, Shipping Cost, Shipping Documents, Special Handling, Additional Reference Documents and Dates, Comment, and Attachment. The 'Attachment' option is highlighted. Below this, an 'Attachments' section is visible, containing a 'Choose File' button, the text 'EXPORT2.XLSX', and an 'Add Attachment' button. A note states: 'The total size of all attachments cannot exceed 100MB'.

Tax

1. If the order is taxable:

- Enter EITHER:
 - the Rate (%) OR
 - the Tax Amount (currency)

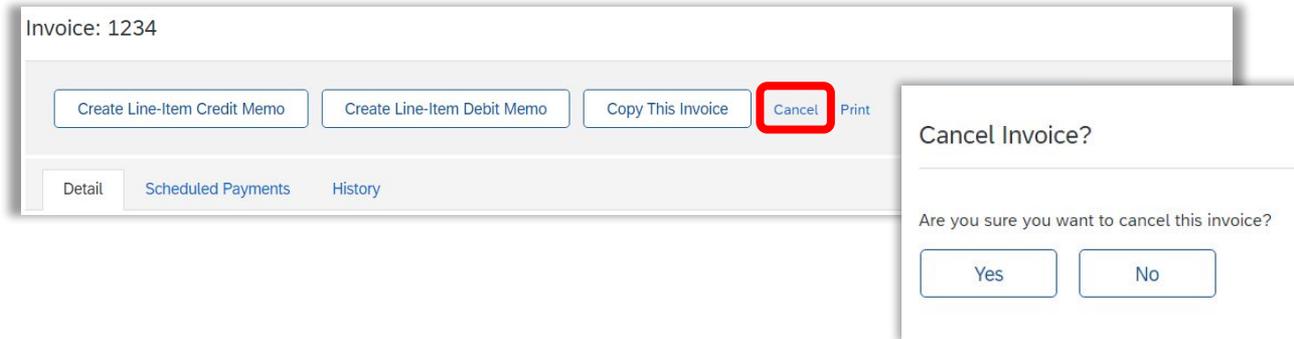
2. If non-taxable order, to bypass entering Tax click [Remove](#).

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.

Category:* <input type="text" value="Sales Tax"/>	Taxable Amount: <input type="text" value="\$0.01 USD"/>	2 Remove
Location: <input type="text"/>	Tax Rate Type: <input type="text"/>	
Description: <input type="text"/>	1 Rate(%): <input type="text"/>	! Required if Tax Amount is not entered
Regime: <input type="text"/>	Tax Amount: <input type="text"/>	! Required if Rate is not entered

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.

Routing Status: Sent
External Document Type: Standard PO (NB)
BPO Status: Closed
BPO Type: No Release Required
Amount Available: \$289,363.75 USD
Effective Date: 1 Jan 2023
Expiration Date: 31 Dec 2023

The screenshot shows the Ariba invoice interface. At the top, a yellow circle with the number '1' highlights the 'Invoice rejected' status. Below this, the invoice details are displayed: 'Invoice rejected', 'Oct 05, 2022 | 06:41 PM | RR Donnelley - TEST', '51265543.1', and '\$68,800.00 USD'. A navigation bar at the bottom of the invoice details shows 'Detail', 'Scheduled Payments', and 'History'. A light blue box contains the 'Rejected Invoice:' section, which includes 'Reasons: REJECT005: We found miscellaneous issues with this invoice' and a 'Comment: Only Line 20 should have been invoiced. Please re-invoice.' A yellow circle with the number '2' highlights the 'Edit & Resubmit' button, which is also enclosed in a red rectangular box.

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.

Purchase Order: 0090002719

1

2

Create Order Confirmation Create Ship Notice Create Invoice Standard Invoice Credit Memo Line-Item Credit Memo Line-Item Debit Memo

Order Detail Order History

From: RRD NSSC1

3

Invoice # Customer Reference

INV0090002571 RR Donnelley - TEST 0090002571

Create Line-Item Credit Memo Create Line-Item Debit Memo

4

Credit Memo Type

Quantity Adjustment Price Adjustment

Invoice Header

Summary

5

Credit Memo #: CM0090002571

Credit Memo Date: 2 Dec 2022

Original Invoice No: INV0090002571

Original Invoice Date: 2 Dec 2022

Supplier Tax ID:

6

Remit To: 1234 Central Ave

New York, NY

Description	Customer Part #	Quantity	Unit	Unit Price	Decrease in Unit Price	Subtotal
Test Item 1		1,000	EA	\$0.01 USD	7 \$-0.005 USD	\$-5.00 USD

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.

Purchase Order: 0090002719

Create Order Confirmation Create Ship Notice Create Invoice

Standard Invoice
Credit Memo
Line-Item Credit Memo
Line-Item Debit Memo

Order Detail Order History

Header Information

Credit Memo Number: CM0090002719

Address

Remit To: Choose Address: 1234 Central Ave

Name: Your Company Name
1234 Central Ave
Address: New York, NY 10019
United States

Remittance ID: 1500007

Adjustment

Adjustment in Subtotal: -35.00 (Amount must be Negative.)

Subtotal:	\$-35.00 USD
Total Tax:	\$0.00 USD
Total Gross Amount:	\$-35.00 USD
Total Net Amount:	\$-35.00 USD
Amount Due:	\$-35.00 USD

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.

The screenshot displays the SAP Ariba Business Network interface. At the top, the navigation bar shows 'SAP Business Network' and 'Standard Account' (1). On the right, a user profile circle with initials 'TO' is visible (2). Below the navigation bar, the 'Remittances' section is active, showing a table of addresses (4). The table has columns for Address, City, State, Country/Region, and Default. Below the table are 'Edit', 'Delete', and 'Create' buttons (5). A form for creating a new address is shown (6), with fields for Address 1, Address 2, Address 3, City, State, Zip, and Country/Region. A checkbox 'Make this address default' is checked (7). Below the form is a 'Remittance ID Assignment' section with a table for Customer and Remittance ID (8). The customer is 'RR Donnelley' and the Remittance ID is '0002000000'.