Ariba Network
Purchase Order, Order Confirmation and Ship Notice Guide

Cognizant

Cognizant

BUY

SELL

MANAGE CASH

Agenda

▸ **Introduction**

▸ **Purchase Order Management**

▸ **Order Confirmations**

▸ **Ship Notices**

▸ **Ariba Network Support**

Introduction

Cognizant **e-Procurement Process**

This document contains training for your organization around transacting purchase orders, order confirmations and ship notices with cognizant through the Ariba Network.
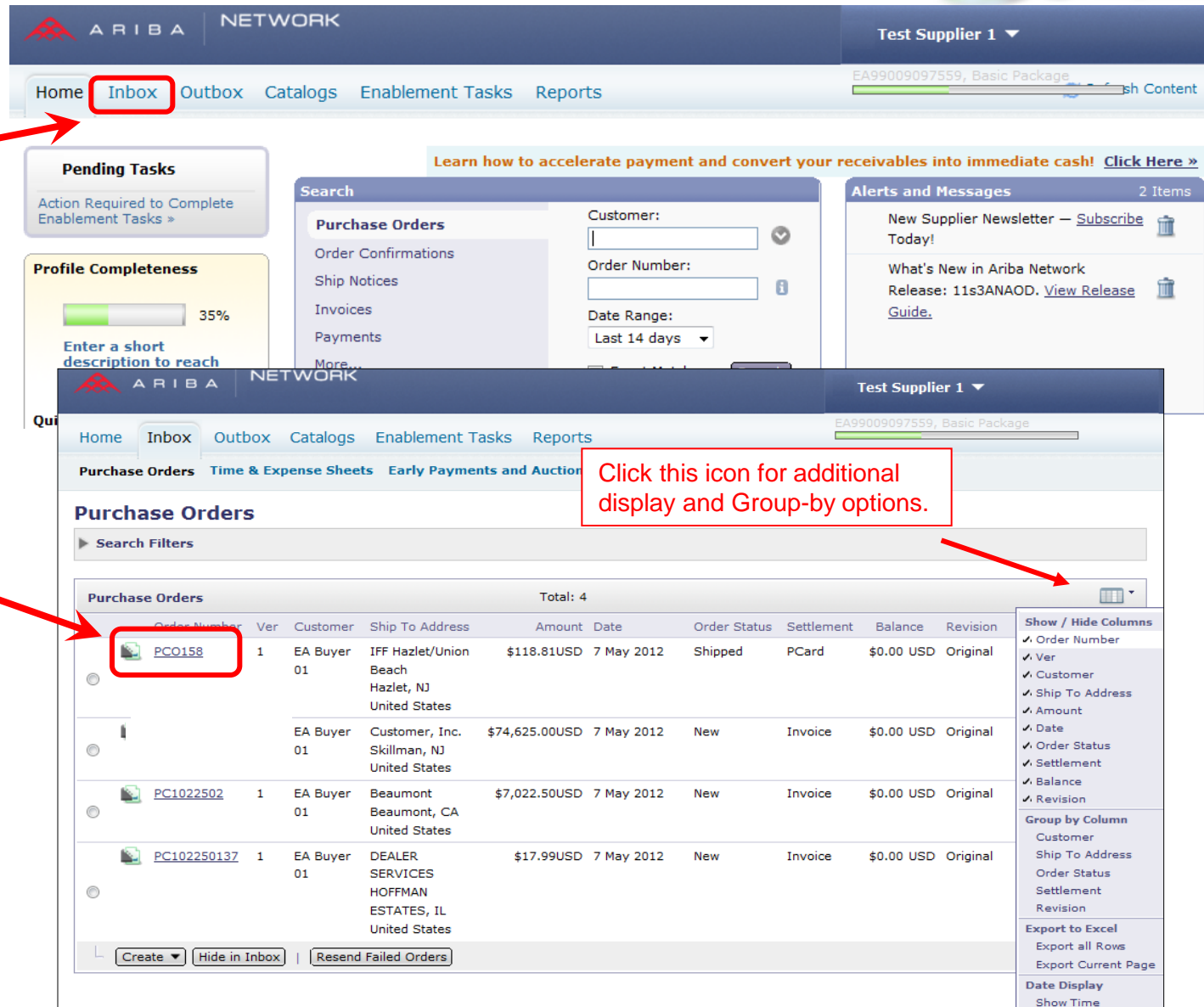
1– Purchase Order Management

BUY

SELL

MANAGE CASH

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Click on **Inbox** tab to manage your Purchase Orders.

Inbox presented as a list of the Purchase Orders received, by Cognizant.

Click a link in the **Order Number** column to view the purchase order details.

ARIBA NETWORK

Test Supplier 1

EA99009097559, Basic Package
sh Content

Home | Inbox | Outbox | Catalogs | Enablement Tasks | Reports

Learn how to accelerate payment and convert your receivables into immediate cash! **Click Here »**

Pending Tasks

Action Required to Complete Enablement Tasks »

Search

Purchase Orders
Order Confirmations
Ship Notices
Invoices
Payments
More...

Customer:
|

Order Number:
|

Date Range:
Last 14 days

Profile Completeness

35%

Enter a short description to reach

Alerts and Messages 2 Items

New Supplier Newsletter — Subscribe Today!

What's New in Ariba Network Release: 11s3ANAOD. View Release Guide.

ARIBA NETWORK

Test Supplier 1

EA99009097559, Basic Package

Home | Inbox | Outbox | Catalogs | Enablement Tasks | Reports

Purchase Orders | Time & Expense Sheets | Early Payments and Auction

Purchase Orders

Click this icon for additional display and Group-by options.

▶ Search Filters

Purchase Orders						Total: 4				
Order Number	Ver	Customer	Ship To Address	Amount	Date	Order Status	Settlement	Balance	Revision	
PCO158	1	EA Buyer 01	IFF Hazlet/Union Beach Hazlet, NJ United States	$118.81USD	7 May 2012	Shipped	PCard	$0.00 USD	Original	
		EA Buyer 01	Customer, Inc. Skillman, NJ United States	$74,625.00USD	7 May 2012	New	Invoice	$0.00 USD	Original	
PC1022502	1	EA Buyer 01	Beaumont Beaumont, CA United States	$7,022.50USD	7 May 2012	New	Invoice	$0.00 USD	Original	
PC102250137	1	EA Buyer 01	DEALER SERVICES HOFFMAN ESTATES, IL United States	$17.99USD	7 May 2012	New	Invoice	$0.00 USD	Original	

Create ▾ | Hide in Inbox | Resend Failed Orders

Show / Hide Columns
✔ Order Number
✔ Ver
✔ Customer
✔ Ship To Address
✔ Amount
✔ Date
✔ Order Status
✔ Settlement
✔ Balance
✔ Revision

Group by Column
Customer
Ship To Address
Order Status
Settlement
Revision

Export to Excel
Export all Rows
Export Current Page

Date Display
Show Time

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Search filters allow you to search using multiple criteria.

Click the arrow next to **Search Filters** to display the query fields. Enter your criteria and click **Search**.

Once you find the order, click on the order number to view it.

Note: You can always Resend PO which was not sent to your email address, cXML or EDI properly clicking **Resend** button
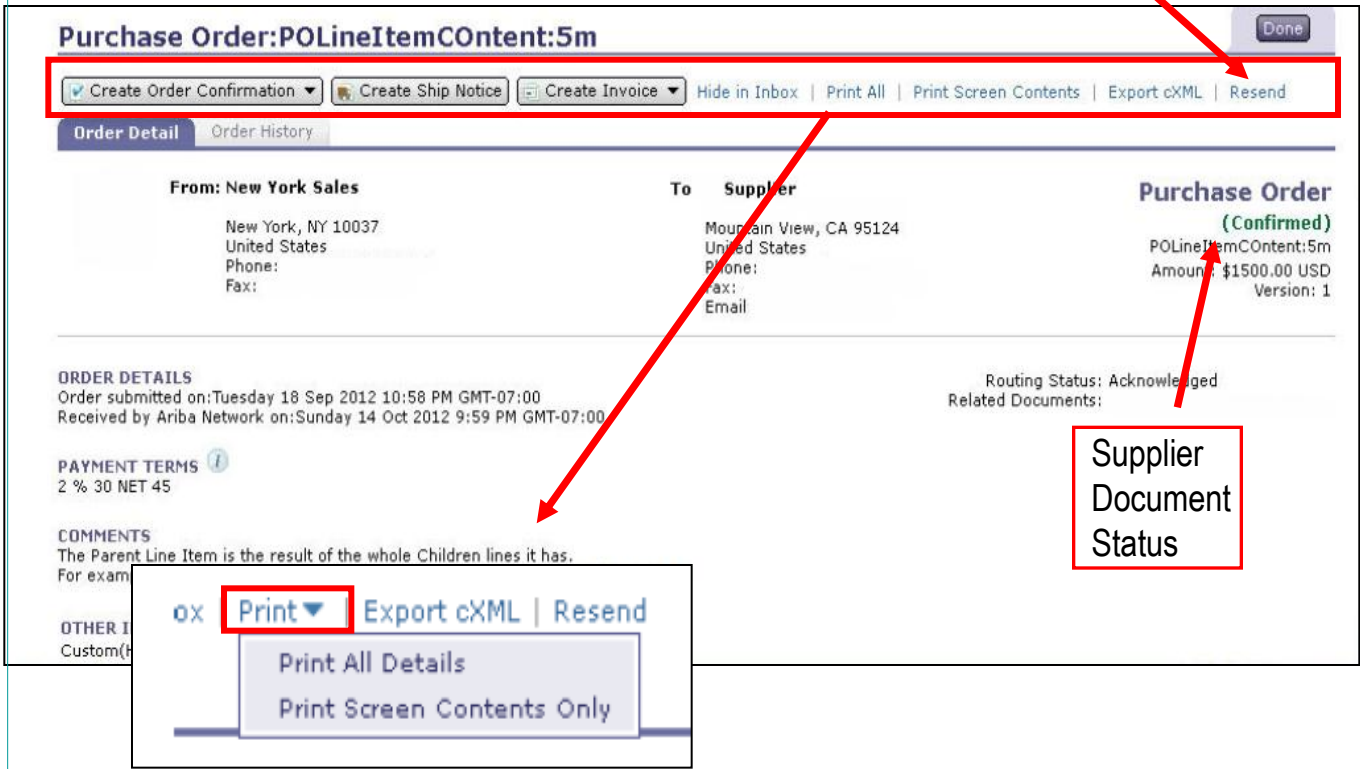
View the details of your order.
The order header includes the order date and information about the buying organization and supplier.

There are options available for **Create Confirmation, Create Ship Notice, Create Invoice** or **Print.**

Additional options:
- **Resend** to reprocess orders with failed status or test changes made to order routing settings
- **Export cXML** to save a copy of the cXML source information
- **Order History** for diagnosing problems and for auditing.

Purchase Order:POLineItemCOntent:5m

Create Order Confirmation | Create Ship Notice | Create Invoice | Hide in Inbox | Print All | Print Screen Contents | Export cXML | Resend

Order Detail | Order History

From: New York Sales
New York, NY 10037
United States
Phone:
Fax:

To   Supplier
Mountain View, CA 95124
United States
Phone:
Fax:
Email

Purchase Order
(Confirmed)
POLineItemCOntent:5m
Amount: $1500.00 USD
Version: 1

ORDER DETAILS
Order submitted on:Tuesday 18 Sep 2012 10:58 PM GMT-07:00
Received by Ariba Network on:Sunday 14 Oct 2012 9:59 PM GMT-07:00

Routing Status: Acknowledged
Related Documents:

PAYMENT TERMS
2 % 30 NET 45

COMMENTS
The Parent Line Item is the result of the whole Children lines it has.
For exam

Supplier Document Status

ox | Print ▼ | Export cXML | Resend
Print All Details
Print Screen Contents Only

OTHER I
Custom(H

You can select between printing just the screen content or the PO details choosing accordingly in the **Print** menu options.

Line Items section describes the ordered items.

Each line describes a quantity of items Cognizant wants to purchase.

You can expand or collapse the line item details by clicking at either **Show Items Details** or **Hide Item Details**.

Set the status of each line item by sending order confirmations clicking **Create Confirmation**.

At the bottom of the purchase order is the **Sub-total** value.

Show Item Details

Subtotal

$3,000.00USD

$1,000.00USD   Details

LINE ITEMS

Line #	Part # / Description
▼ 1	Excavation Services *Soil Removal*
10001	Digging Service *Digging a hole*
10002	Dirt Removal Service *Hauling Dirt Away*
10003	Stabilization Services *Stabilize Walls with Sprayed Concrete*

$1,000.00U

Hide Item Details

ubtotal

3,000.00USD

1,000.00USD   Summary

Sub-total: $ 118.81   USD

Create Confirmation Create Ship Notice Create Invoice ▼ | Hide in Inbox Print Export cXML Resend

2– Order Confirmations

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Create Order Confirmation

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From the PO view, click the **Create Confirmation** button and select to **Confirm All**, **Update with Different Status** for individual line items or **Reject Entire Order**.

This example demonstrates the **Confirm All** option. Click **Next**.

(Updating with Different Status will be explained later in the presentation.)

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Enter **Confirmation Number** which is any number you use to identify the order confirmation.

If you specify **Est. Shipping Date** or **Est. Delivery Date** information, it is applied for all line items.
You can group related line items or kit goods and so that they can be processed as a unit.

Click the **Browse** button, select the file, and then click **Add Attachment** to enclose supporting documentation.

Note: Maximum attachment size is 10MB.

Click **Next** when finished.

Confirming PO

1	Confirm Entire Order
2	Review Order Confirmation

Confirmation #: 123456
Associated Purchase Order #: PCO158
Customer: EA Buyer 01

Shipping and Tax Information

Est. Shipping Date: 10 May 2012   Est. Shipping Cost:
Est. Delivery Date: 15 May 2012   Est. Tax Cost:

Comments:

Item	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal		
1	AD1513 *Dining Set*	1	12 Sep 2012	$1,500.00USD	$1,500.00USD		
1001	1233244 *GLOVE PWDR-FREE LATX XS*	10 (EA)	12 Sep 2012	$50.00USD	$25.00USD	$21.25USD	$15.75USD

Current Order Status:
  10 Confirmed
Pricing Details

Item Groups

Unit Details			Price Details		
Unit Conversion	Price Unit	Order Unit	Price	Price Unit Quantity	Price Unit
0.1	Box	EA	$50.00USD	2	Box

Pricing Description: This PBQ element specifies that 1 Box is 10 EA and the unit price is for 2 Boxes

| 1002 | 1233244 *GLOVE PWDR-FREE LATX XS* | 10 (EA) | 12 Sep 2012 | $100.00USD | $50.00USD | $21.25USD | $15.75USD |

Current Order Status:
  10 Confirmed

Review and Submit Order Confirmation

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Review the order confirmation and click **Submit**.

Your order confirmation is sent to Cognizant.

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.

Confirming PO

◀ Previous   Submit   Exit

1 Confirm Entire Order

2 Review Order Confirmation

Confirmation Update

Confirmation #:   123456
Est. Shipping Cost:
Est. Tax Cost:
Comments:
Attachments:

Item	Part #	Qty	Unit	Description	Need By	Unit Price	Extended Price
1	19313421	1	EA	3 CABLE EXTENSION		$118.81USD	$118.81USD

Current Order Status:
1 **Confirmed** (Estimated Shipment Date: 10 May 2012 ; Estimated Delivery Date:15 May 2012)

Done

Purchase Order:PCO158

Create Confirmation   Create Ship Notice   Create Invoice ▼ | Hide in Inbox   Print   Export cXML   Resend

Order Detail   Order History

PURCHASE ORDER   **ROUTING STATUS**   **ORDER STATUS**
PCO158   **Acknowledged**   **Confirmed**
Version: 1

RELATED DOCUMENTS
Order Confirmation:123456

Order submitted on:Monday 7 May 2012 7:14 PM GMT+02:00
Received by Ariba Network-Early Access on:Monday 7 May 2012 7:58 PM GMT+02:00

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Select **Update with Different Status**, 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 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.

Purchase Order: POEATST10

Create Order Confirmation ▾ | Create Ship Notice ▾ | Create Invoice ▾   Hide in Inbox | Print ▾ | Export cXML | Resend

- Confirm Entire Order
- Update Line Items
- Reject Entire Order

History

From: **BAYTOWN REFINERY**
PO Box 4646
Houston, TX 772104646
United States

To: **EATestSupplier2**
210 Sixth Street
Pittsburgh, PA 15222
United States
Phone:
Fax:
Email: dgarda@ariba.com

PAYMENT TERMS ⓘ
NET 27

CONTACT INFORMATION
Sales
WHOLESALE ELECTRIC SUPPLY CO
PO BOX 1913
DEER PARK, TX 77536
United States
Phone: + () 2814796055
Fax: + () 1713-431-0474
Address ID: 2019894

Item	Part # / Description	Qty (Unit)
10	06000874X	1,000 (EA)
	SCREW,LAG,1/2 X 4 1/2,SQ HEAD,BOLT,1/2 I	
	Current Order Status:	
	◉ 1,000 Unconfirmed	
	Confirm 500 Backorder 500 Reject [ ] Details	
20	06000875X	200 (EA)
	SCREW,LAG,1/4 X 2,SQ HEAD,BOLT,1/4 IN DI	
	Current Order Status:	
	◉ 200 Unconfirmed	
	Confirm [ ] Backorder [ ] Reject 200 Details	

Confirm All

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Confirm Order with Different Status - Backorder

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

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

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.

Click **Next**.

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Enter the quantity in the **Confirm** data entry field.

Click **Details** to enter the details regarding the price change.

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.

Update the **Description** as needed.

Click **OK** when done.

Item	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
10	06000874X SCREW,LAG,1/2 X 4 1/2,SQ HEAD,BOLT,1/2 I	1,000 (EA)	30 Aug 2007	$0.61USD	$610.00USD

New Order Status: **500 Backordered**

Est. Shipping Date: 15 Mar 2013

Est. Delivery Date: 20 Mar 2013

Comments: Backordered until 3/15/13

New Order Status: **500 Confirmed**

Est. Shipping Date: 15 Feb 2013

Est. Delivery Date: 20 Feb 2013

*Unit Price: $0.75USD

Supplier Part: 06000874X

Comments: Price increase effective February 1 , 2013

Description: SCREW,LAG,1/2 X 4 1/2,SQ HEAD,BOLT,1/2 I

Subtotal: $305.00USD

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Enter the quantity in the **Reject** data entry field to reject item.

Click the **Details** button to enter a reason for the rejection in the **Comments** field on the **Status Details** page.

Click **OK** when done.

20	06000875X SCREW,LAG,1/4 X 2,SQ HEAD,BOLT,1/4 IN DI	200 (EA)

Current Order Status:

⦿ 200 Unconfirmed

Confirm [　　] Backorder [　　] Reject [200] **(Details)**

Item	Part # / Description	Qty (Unit)
20	06000875X SCREW,LAG,1/4 X 2,SQ HEAD,BOLT,1/4 IN DI	200 (EA)

New Order Status: **200 Rejected**

Comments:

> This part has been discontinued, Please contact your Sales Representative for acceptable substitutions.

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Continue to update the status for **each line item on the purchase order.** Once finished, click **Next** to proceed to the review page.

Review the order confirmation and click **Submit**. Your order confirmation is sent to Cognizant.

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The Order Status will display as **Partially Confirmed** if items were backordered or not fully confirmed.

Generate another order confirmation to set them to confirm if needed.

Click **Done** to return to the Inbox.

Purchase Order: POEATST10

Done

Create Order Confirmation ▾ | Create Ship Notice | Create Invoice ▾ | Hide in Inbox | Print ▼ | Export cXML | Resend

Order Detail | Order History

From: **BAYTOWN REFINERY**
PO Box 4646
Houston, TX 772104646
United States

To: **EATestSupplier2**
210 Sixth Street
Pittsburgh, PA 15222
United States
Phone:
Fax:
Email: dgarda@ariba.com

Purchase Order
(Partially Confirmed)
POEATST10
Amount: $668 USD
Version: 1

PAYMENT TERMS ⓘ
NET 27

Routing Status: Acknowledged
Related Documents: ☑ OC456_PART

CONTACT INFORMATION
Sales
WHOLESALE ELECTRIC SUPPLY CO
PO BOX 1913
DEER PARK, TX 77536
United States
Phone: + () 2814796055

Reject Entire Order

From the PO view, click the **Create Order Confirmation** button and select to **Reject Entire Order.** Click **Next**.

Purchase Order: POEATST2

Done

☑ Create Order Confirmation ▾ | 📄 Create Ship Notice | 📄 Create Invoice ▾ | Hide in Inbox | Print ▾ | Export cXML | Resend

Confirm Entire Order
Update Line Items   History
Reject Entire Order

From: BAYTOWN REFINERY
PO Box 4646
Houston, TX 772104646
United States

To: EATestSupplier2
210 Sixth Street
Pittsburgh, PA 15222
United States
Phone:
Fax:
Email: dgarda@ariba.com

Purchase Order
(New)
POEATST2
Amount: $668 USD
Version: 1

PAYMENT TERMS ⓘ
NET 27

Routing Status: Sent

CONTACT INFORMATION
Sales
WHOLESALE ELECTRIC SUPPLY CO
PO BOX 1913
DEER PARK, TX 77536
United States
Phone: + () 2814796055
Fax: + () 1713-431-0474
Address ID: 2019894

Purchasing Agent
HOU-BRRF BUYER2
Email: gsc.proc.sap.po.ob.fax@buyer.com
Phone: + () 713-680-5162
Fax: + () 713-680-6008

SHIP ALL ITEMS TO
TEST ORDER — DO NOT SHIP BAYTOWN REFINERY

BILL TO
BAYTOWN REFINERY

When prompted, enter **Confirmation Number** which is any number you use to identify the order confirmation.

Provide an explanation in the comments text box for the rejection reason. Click **Reject Order button**.

Purchase Order: POEATST2

☑ Create Order Confirmation ▼ | 🖹 Create Ship Notice | Create Invoice ▼ | Hide in Inbox | Print ▼ | Export cXML | Resend

Order Detail | Order History

From: BAYTOWN REFINERY
PO Box 4646
Houston, TX 772104646
United States

Reject Entire Order

Order Confirmation Number: OC987_REJALL

Comments: Duplicate Purchase Order

Reject Order | Cancel

PAYMENT TERMS ⓘ
NET 27

CONTACT INFORMATION
Sales
WHOLESALE ELECTRIC SUPPLY CO
PO BOX 1913
DEER PARK, TX 77536
United States
Phone: + () 2814796055
Fax: + () 1713-431-0474
Address ID: 2019894
Purchasing Agent
HOU-BRRF BUYER2
Email: gsc.proc.sap.po.ob.fax@buyer.com
Phone: + () 713-680-5162
Fax: + () 713-680-6008

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Upon screen refresh, the entire order will be rejected

Your order rejection is sent to Cognizant.

Once the rejection is submitted, the Order Status will display as **Rejected**

Click **Done** to return to the Inbox.

Purchase Order: POEATST2

Done

✔ Create Order Confirmation ▾ | 📄 Create Ship Notice | Create Invoice ▾ | Hide in Inbox | Print ▾ | Export cXML | Resend

Order Detail | Order History

From: BAYTOWN REFINERY
PO Box 4646
Houston, TX 772104646
United States

To: EATestSupplier2
210 Sixth Street
Pittsburgh, PA 15222
United States
Phone:
Fax:
Email: dgarda@ariba.com

Purchase Order
(Rejected)
POEATST2
Amount: $668 USD
Version: 1

PAYMENT TERMS ⓘ
NET 27

Routing Status: Acknowledged

CONTACT INFORMATION
Sales
WHOLESALE ELECTRIC SUPPLY CO
PO BOX 1913
DEER PARK, TX 77536
United States
Phone: + () 2814796055
Fax: + () 1713-431-0474
Address ID: 2019894

Purchasing Agent
HOU-BRRF BUYER2
Email: gsc.proc.sap.po.ob.fax@buyer.com
Phone: + () 713-680-5162
Fax: + () 713-680-6008

3– Ship Notices

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.

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Next ▶ Exit

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

Enter **Ship From** information. Any field with an asterisk is required.

Check if Deliver to information is correct

* Packing Slip ID:	123456
Carrier Name:	DHL ▼ This selection will refresh the page content
* Tracking #:	DNL123456 Shipping Method: Air ▼
Invoice #:	Service Level:

Ship From

Shipping Date:	🔲
Name:	Test Ariba Supplier 2 - TEST
* Address 1:	210 Sixth Avenue
Address 2:	
Address 3:	
* City:	Pittsburgh
* State:	Pennsylvania ▼
* Zip:	15222
* Country:	United States [USA] ▼

This selection will refresh the page content

Deliver To

Delivery Date:	🔲
Name:	Pittsburgh, PA Office
Address 1:	Ariba, Inc.
Address 2:	210 Sixth Ave
Address 3:	
City:	Pittsburgh
State:	Pennsylvania ▼
Zip:	15222
Country:	United States [USA] ▼

This selection will refresh the page content

Attachments

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

Note: This section may not appear on your ship notices if your customer has not enabled this option for your ship notices. If enabled, the delivery terms and transportation details can also be specified at the line item level by clicking the DETAILS button for the line item

Scroll down to view line item information and update the quantity shipped for each line item.

Click the **Browse** button, select the file, and then click **Add Attachment** if necessary to add attachment.

Note: The maximum attachment size is 10MB.

Click **Next** to proceed to review your Ship Notice.

After reviewing your Ship Notice, click **Submit** to send Ship Notice to Cognizant.

Ship Notices provide improved communications to help avoid unnecessary calls to order support department.

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.

Click **Done** to return to the **Home** page.

Shipping PO   ◀ Previous | Submit | Exit

1 Shipping Line Items

2 Review Shipment

Packing Slip ID: 1234JW
Carrier Name:
Tracking #:   Shipping Method:
Invoice #:   Service Level:

Ship From
  Shipping Date:
  Address: GSO Test Supplier 2
                        807 11th Ave
                        Sunnyvale, CA 94089
                        United States

Deliver To
  Delivery Date:

Purchase Order:GSOPO6   Done

[Create Confirmation] [Create Invoice ▾] | [Hide in Inbox] [Print] [Export cXML] [Resend]

Order Detail | Order History

PURCHASE ORDER   **ROUTING STATUS**   **ORDER STATUS**
GSOPO6   Acknowledged   **Shipped**
Version: 1

RELATED DOCUMENTS
Ship Notice:1234JW ; Order Confirmation:123456JW

Order submitted on:Wednesday 22 Sep 2010 7:29 PM GMT-07:00
Received by Ariba Network-EA on:Wednesday 22 Sep 2010 10:32 PM GMT-07:00

SUPPLIER   **BILL TO**
GSO Test Supplier 2   9999
807 11th Ave   PO BOX 352
Sunnyvale, CA 94089   BUFFALO, NY 14240
United States   United States
Phone: 555-555-5555
Fax: 666-666-6666
Email: junk@phoenix.ariba.com

SHIP ALL ITEMS TO   **DELIVER TO**
LAGRANGE MEMORIAL HOSPITAL   LAGRANGE MEMORIAL HOSPITAL
5101 SOUTH WILLOW SPRINGS ROAD
LA GRANGE, IL 60525
United States
Ship To Code: 455540593
Email: MICHAEL.YORE@SODEXO.COM

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4 – Ariba Network Support

Training and Resources

Cognizant Supplier Information Portal

Supplier Information Portal contains specific documentation and training material from the home page of your account.

Click the **Administration Navigator** and then click the **Customer Relationship** tab.

The portal link is located next to your customers name in the middle of the screen

Review the presentations to learn more about transacting with Cognizant
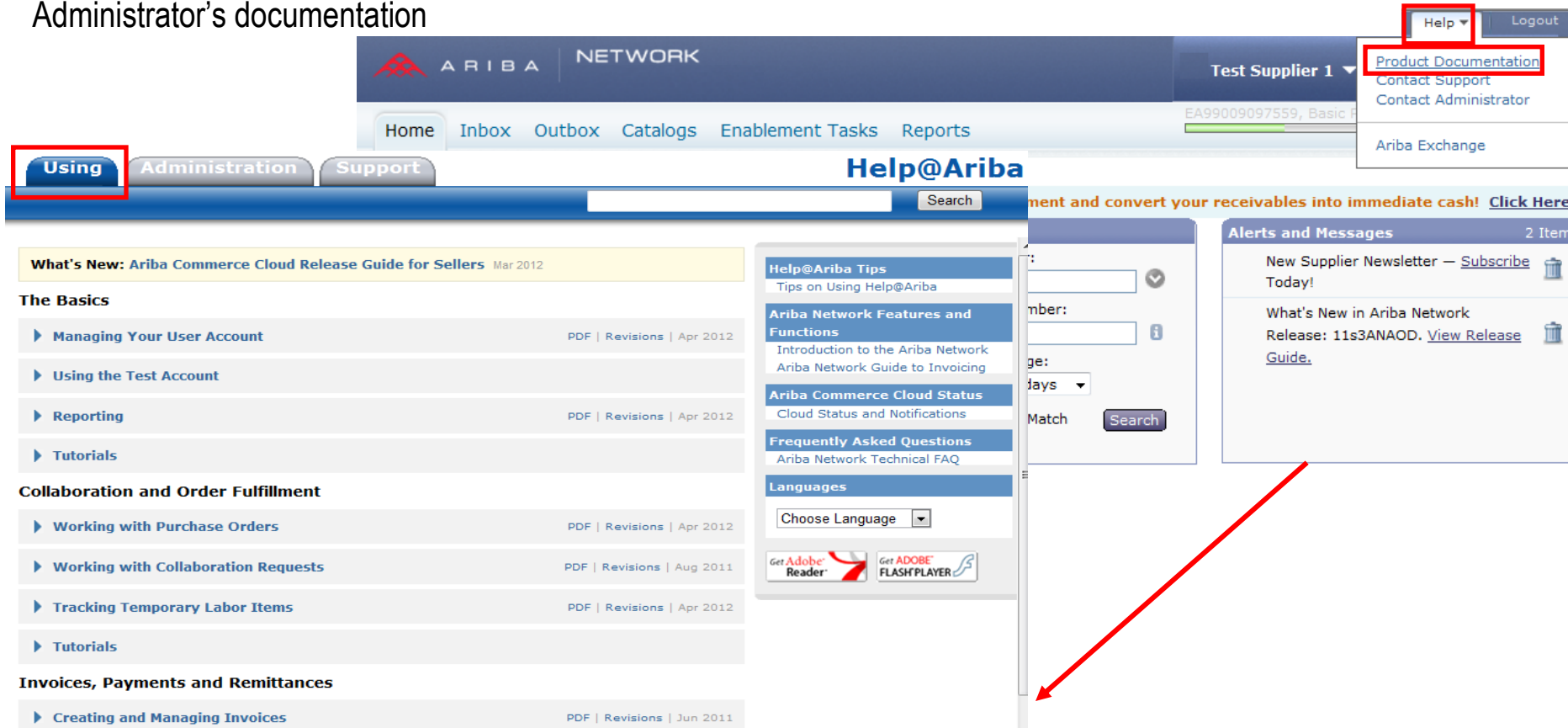
- Account Configuration
- Cognizant Purchase Order Management Guide
- Cognizant Invoicing Guide

Training and Resources

Ariba Network Standard Documentation

Standard Documentation can be accessed also from your account. Click on **Help** button on Home page of your account, **click Product Documentation**

Documentation is found on the **Using** tab. Click the **Administration** tab to view Ariba Network Administrator's documentation

Training and Resources

Useful Links

Ariba Supplier Membership page - http://www.ariba.com/suppliermembership

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
- Information regarding Ariba Discovery for Sellers

Ariba Network Notifications - http://netstat.ariba.com
- Information about downtime, new releases and new features

Who Should You Contact?

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Suppliers may contact apacsupplierenablement@ariba.com for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions.

***Cognizant* Business Process Support**

- Suppliers may contact the Cognizant Supplier Enablement team at supplierenablement@cognizant.com for Cognizant business-related questions.

Supplier Support Post Go-Live

Ariba Network Support for Actively Transacting Suppliers

- Have your Ariba Network ID (ANID) available. It is located at the top right corner of your account home page
- Call the specified number for your region as noted below:

Region	Contact Number
US/Canada Toll Free:	1-866-31ARIBA (1-866-312-7422)
North/South America	+1-412-222-6170
Europe, Middle East and Africa	+44 (0) 20 7187 4185
Asia Pacific	+65 6311 4585

Supplier Support Post Go-Live

Go to http://supplier.ariba.com
If you forgot your username or password click on the link **Forgot Username? or Forgot Password?**
If you need to contact support click **Contact Support**

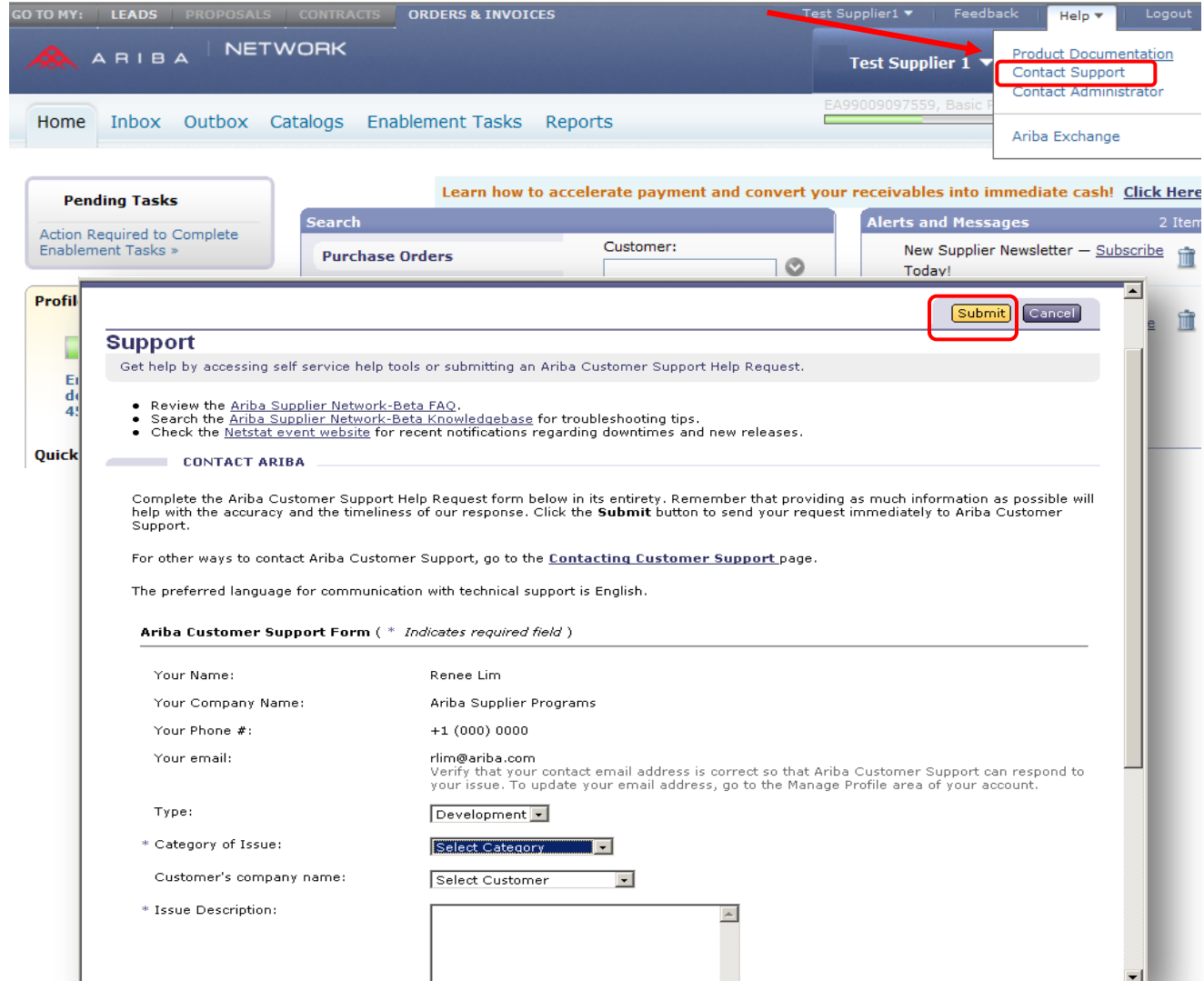# Supplier Support Post Go-Live

Ariba Network support by Web – Submit Support Ticket

Log into your account.
Click the **Help** link.
Click **Contact Support**.

Fill out web-form.
Select **Category of Issue**.
Note **Cognizant** in the Issue Description.

Reference the Service Request # in future correspondence about the issue.

Click **Submit**