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# Ariba Network

## Purchase Order, Order Confirmation and Ship Notice Guide

Cognizant



Cognizant



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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.



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# 1– Purchase Order Management



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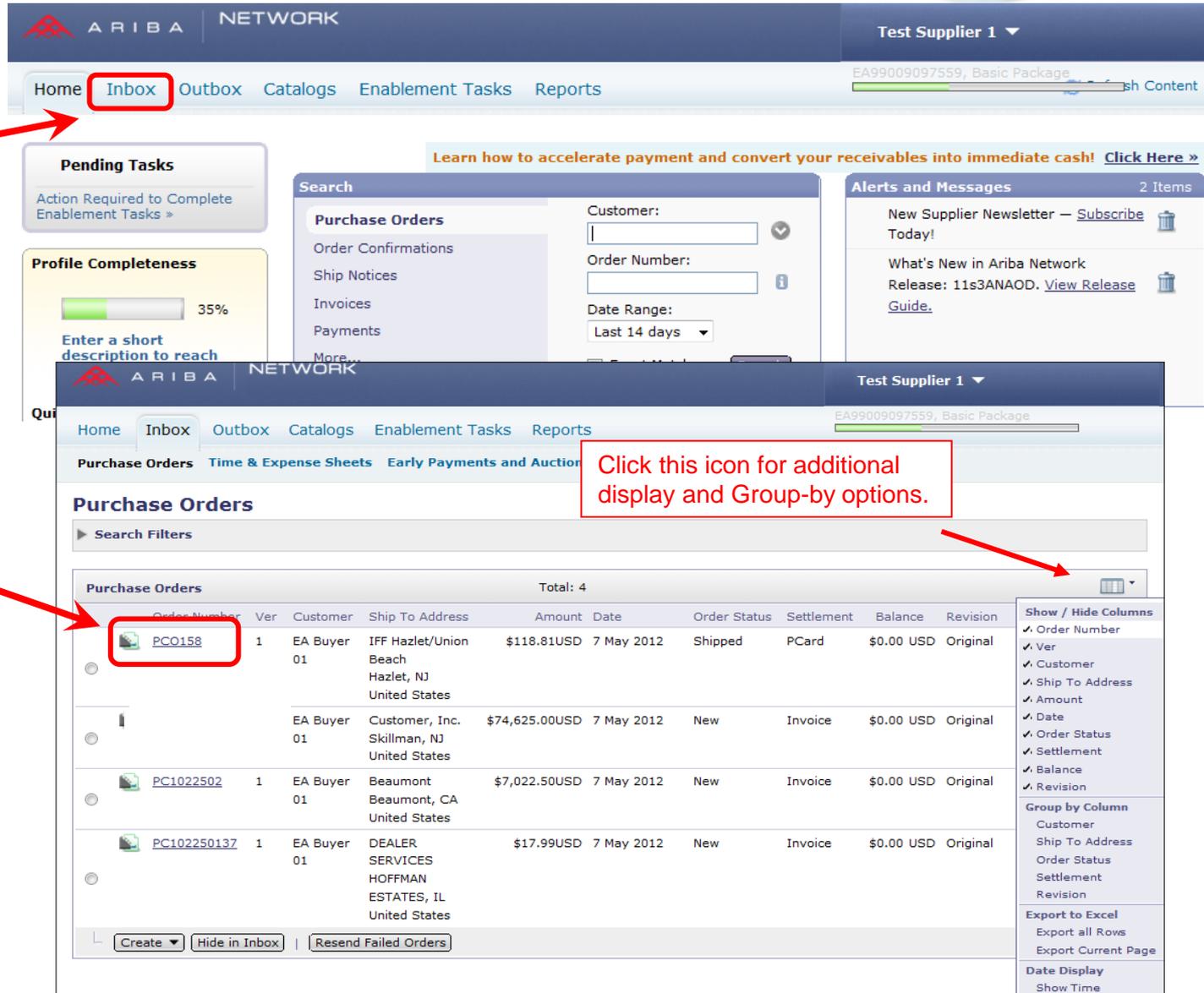
# 1

## View Purchase Orders

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.



The screenshot shows the ARIBA NETWORK interface. At the top, there is a navigation bar with tabs: Home, **Inbox** (highlighted with a red box), Outbox, Catalogs, Enablement Tasks, and Reports. Below the navigation bar, there are several panels: Pending Tasks, Profile Completeness (35%), Search filters, Alerts and Messages, and a list of Purchase Orders. The Purchase Orders list is the main focus, showing columns for Order Number, Ver, Customer, Ship To Address, Amount, Date, Order Status, Settlement, Balance, and Revision. The first row is highlighted with a red box around the Order Number 'PCO158'. A red arrow points from the text 'Click on Inbox tab...' to the 'Inbox' tab. Another red arrow points from the text 'Click a link in the Order Number column...' to the 'PCO158' link. A third red arrow points from the text 'Click this icon for additional display and Group-by options.' to a small icon in the top right corner of the Purchase Orders list table.

Order Number	Ver	Customer	Ship To Address	Amount	Date	Order Status	Settlement	Balance	Revision
<a href="#">PCO158</a>	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
<a href="#">PC1022502</a>	1	EA Buyer 01	Beaumont Beaumont, CA United States	\$7,022.50USD	7 May 2012	New	Invoice	\$0.00 USD	Original
<a href="#">PC102250137</a>	1	EA Buyer 01	DEALER SERVICES HOFFMAN ESTATES, IL United States	\$17.99USD	7 May 2012	New	Invoice	\$0.00 USD	Original

# 2

## Search Purchase Orders

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.

The screenshot shows the ARIBA NETWORK interface. At the top, there are navigation tabs: Home, Inbox, Outbox, Catalogs, Enablement Tasks, and Reports. Below these are links for Purchase Orders, Time & Expense Sheets, Early Payments and Auctions, Scheduled Payments, Remittances, and Notifications. The main heading is 'Purchase Orders'. A red box highlights the 'Search Filters' link. Below this is a table of purchase orders with columns: Order Number, Ver, Customer, Ship To Address, Amount, Date, Order Status, Settlement, Balance, and Revision. One order is visible: PCO158, Ver 1, EA Buyer 01, IFF Hazlet/Union Beach Hazlet, NJ, \$118.81USD, 7 May 2012, Shipped, PCard, \$0.00 USD, Original.

This screenshot shows the 'Search Filters' form expanded. It includes fields for Customer, Order Number, Invoice Number, Date Range (Start Date: 25 Apr 2012, End Date: 8 May 2012), Min. Amount, Max. Amount, Purchase Order Status, View (All except hidden orders, All, Only hidden orders), and a checkbox for 'Search only blanket purchase orders'. The 'Number of Results' is set to 100. A red arrow points from the 'Search Filters' link in the previous screenshot to this form. At the bottom right, there are 'Search' and 'Reset' buttons. Below the form is the same 'Purchase Orders' table as in the first screenshot. A red box highlights the order number 'PCO158' in the first row, with a red arrow pointing to it from the text below.

# 3

## Purchase Order Detail

### 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.

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

**Purchase Order:POLineItemContent:5m** Done

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

**Order Detail**   Order History

<b>From: New York Sales</b> New York, NY 10037 United States Phone: Fax:	<b>To Supplier</b> Mountain View, CA 95124 United States Phone: Fax: Email	<b>Purchase Order</b> (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

PAYMENT TERMS ⓘ  
 2 % 30 NET 45

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

OTHER I  
 Custom(t

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

Routing Status: Acknowledged  
 Related Documents:

Supplier Document Status

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

# 3

## Purchase Order Detail

**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.

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

Show Item Details

Subtotal  
\$3,000.00USD

Hide Item Details

Subtotal  
\$3,000.00USD

Summary

Sub-total: \$ 118.81 USD

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



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## 2- Order Confirmations



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# Create Order Confirmation

Order Confirmation is mandatory for all PO's from Cognizant

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.)*

**Purchase Order: S03297217** Done

Hide in Inbox | Print | Export cXML | Resend

Confirm Entire Order

Update Line Items

Reject Entire Order

Histor

**From: 9999**  
 PO BOX 352  
 BUFFALO, NY 14240  
 United States

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

**Purchase Order (New)**  
 S03297217  
 Amount: \$2440,3177 USD  
 Version: 1

Routing Status: Sent

**OTHER INFORMATION**  
 unitNo: 643478  
 vendorIDNo: 049  
 deliveryReference: 20130213  
[View more >](#)

**SHIP ALL ITEMS TO**

**HIGH COUNTRY CONFERENCE CENTER**  
 201 W BUTLER AVENUE  
 FLAGSTAFF, AZ 86001  
 United States  
 Ship To Code: 643478  
 Email: HECTOR.PINEDA@SODEXO.COM

**BILL TO**

**9999**  
 PO BOX 352  
 BUFFALO, NY 14240  
 United States

**DELIVER TO**

HIGH COUNTRY CONFERENCE CENTER

Line #	Part # / Description	Qty (Unit)	Need By	Price	Subtotal	
1	4372504 SQUASH YELLOW STRAIGHT NECK MD	1 (CS)	13 Feb 2013	\$34.35USD	\$34.35USD	<a href="#">Details</a>
2	2996445 SAUCE CHILI THAI SWEET/SPICY	1 (CS)	13 Feb 2013	\$43.08USD	\$43.08USD	<a href="#">Details</a>

[Show Item Details](#) Page 1

---

**Confirming PO** Next Exit

1 Confirm Entire Order

2 Review Order Confirmation

Confirmation #:

Associated Purchase Order #: S03297217

Customer: 12s3 Buyer 01

**Shipping and Tax Information**

Est. Shipping Date:

Est. Delivery Date:

Comments:

Est. Shipping Cost:

Est. Tax Cost:

Item	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	4372504 SQUASH YELLOW STRAIGHT NECK MD	1 (CS)	13 Feb 2013	\$34.35USD	\$34.35USD
Current Order Status: 1 Confirmed					
2	2996445 SAUCE CHILI THAI SWEET/SPICY	1 (CS)	13 Feb 2013	\$43.08USD	\$43.08USD
Current Order Status: 1 Confirmed					



# Create Order Confirmation

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	\$21.25USD \$15.75USD																		
Current Order Status: 10 Confirmed Pricing Details <table border="1"> <thead> <tr> <th colspan="3">Unit Details</th> <th colspan="3">Price Details</th> </tr> <tr> <th>Unit Conversion</th> <th>Price Unit</th> <th>Order Unit</th> <th>Price</th> <th>Price Unit</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>0.1</td> <td>Box</td> <td>EA</td> <td>\$50.00USD</td> <td>2</td> <td>Box</td> </tr> </tbody> </table> Pricing Description: This PBQ element specifies that 1 Box is 10 EA and the unit price is for 2 Boxes						Unit Details			Price Details			Unit Conversion	Price Unit	Order Unit	Price	Price Unit	Quantity	0.1	Box	EA	\$50.00USD	2	Box
Unit Details			Price Details																				
Unit Conversion	Price Unit	Order Unit	Price	Price Unit	Quantity																		
0.1	Box	EA	\$50.00USD	2	Box																		
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																							

Item Groups



Next Exit

# 2

## Review and Submit Order Confirmation

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

- 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)

### Purchase Order:PCO158

Order Detail | Order History

**PURCHASE ORDER**  
**PCO158**  
 Version: 1

**ROUTING STATUS**  
**Acknowledged**

**ORDER STATUS**  
**Confirmed**

#### 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

# 3

## Confirm Order with Different Status



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   |  |

**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 SCREW,LAG,1/2 X 4 1/2,SQ HEAD,BOLT,1/2 I	1,000 (EA)
Current Order Status:		
<input checked="" type="radio"/> 1,000 Unconfirmed		
Confirm	<input type="text" value="500"/>	Backorder <input type="text" value="500"/> Reject <input type="text"/>
<input type="button" value="Details"/>		
20	06000875X SCREW,LAG,1/4 X 2,SQ HEAD,BOLT,1/4 IN DI	200 (EA)
Current Order Status:		
<input checked="" type="radio"/> 200 Unconfirmed		
Confirm	<input type="text"/>	Backorder <input type="text"/> Reject <input type="text" value="200"/>
<input type="button" value="Details"/>		
<input type="button" value="Confirm All"/>		

# 4

## 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**.

Confirming PO

1 Update Item Status  
2 Review Confirmation

Confirmation #: OC456\_PART  
Associated Purchase Order #: POEATST10  
Customer: 12s3 Buyer 03

Shipping and Tax Information  
 Enter shipping and tax information at the line item level.

Est. Shipping Date:    
Est. Delivery Date:    
Comments:

Est. Shipping Cost:   
Est. Tax Cost:

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
Current Order Status: 1,000 Unconfirmed Confirm <input type="text"/> Backorder <input type="text"/> Reject <input type="text"/> <b>Details</b>					
20	06000875X SCREW,LAG,1/4 X 2,SQ HEAD,BOLT,1/4 IN DI	200 (EA)	30 Aug 2007	\$0.29USD	\$58.00USD
Current Order Status: 200 Unconfirmed Confirm <input type="text"/> Backorder <input type="text"/> Reject <input type="text"/> <b>Details</b>					

---

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:		<input type="text"/> 15 Mar 2013 <input type="text"/>			
Est. Delivery Date:		<input type="text"/> 20 Feb 2013 <input type="text"/>			
Comments:		<input type="text"/> Backordered until March 15, 2013			
New Order Status: 500 Confirmed					
Est. Shipping Date:		<input type="text"/> 25 Feb 2013 <input type="text"/>			
Est. Delivery Date:		<input type="text"/> 28 Feb 2013 <input type="text"/>			
* Unit Price:		<input type="text"/> \$0.61USD			
Supplier Part:		<input type="text"/> 06000874X			
Comments:		<input type="text"/>			
Description:		<input type="text"/> SCREW,LAG,1/2 X 4 1/2,SQ HEAD,BOLT,1/2 I			
Subtotal:		<input type="text"/> \$305.00USD			

5

# Confirm Order with Different Status – Price Change



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:

Est. Delivery Date:

Comments:

New Order Status: **500 Confirmed**

Est. Shipping Date:

Est. Delivery Date:

\*Unit Price:

Supplier Part:

Comments:

Description:

Subtotal: \$305.00USD

# 6

## Confirm Order with Different Status – Reject

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:		
<input checked="" type="radio"/> 200 Unconfirmed		
Confirm	<input type="text"/>	Backorder <input type="text"/>
Reject	<input type="text" value="200"/>	<input type="button" value="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: <b>200 Rejected</b>		
Comments:		<div style="border: 1px solid gray; padding: 5px;">This part has been discontinued, Please contact your Sales Representative for acceptable substitutions.</div>



## 7 Confirm Order with Different Status

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**.

Confirming PO

**Next** **Exit**

1 Update Item Status  
2 Review Confirmation

Confirmation #:   
Associated Purchase Order #: SO701793  
Customer: GSOEAAAN49

Shipping and Tax Information

Enter shipping and tax information at the line item level.

Est. Shipping Date:   Est. Shipping Cost:   
Est. Delivery Date:   Est. Tax Cost:   
Comments:

Attachments

Name	Size (bytes)	Content Type
<input type="text"/>	<input type="text"/>	<input type="text"/>

The file size cannot exceed 10MB

Page 1

Item	Part #	Qty	Unit	Description	Need By	Unit Price	Ext. Price
1	5889407	2	CS	NAPKIN DISP XPRESSNP NAT	24 Sep 2010	\$39.29USD	\$78.58USD
Current Order Status: 2 Unconfirmed Confirm <input type="text"/> Backorder <input type="text"/> Reject <input type="text"/> <input type="button" value="Details"/>							
2	6890810	2	CS	TOPPING PIZZA BEEF CKD	24 Sep 2010	\$22.36USD	\$44.72USD
Current Order Status: 2 Unconfirmed Confirm <input type="text"/> Backorder <input type="text"/> Reject <input type="text"/> <input type="button" value="Details"/>							



# 8 Confirm Order with Different Status



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

BILL TO



# Reject Entire Order



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

**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](mailto:gsc.proc.sap.po.ob.fax@buyer.com)  
Phone: + ( ) 713-680-5162  
Fax: + ( ) 713-680-6008

**Reject Entire Order**

Order Confirmation Number:

Comments:

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



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## 3– Ship Notices



Cognizant



BUY



SELL



MANAGE CASH



# Create Ship Notice

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.

**Purchase Order:POLineItemContent:5m** Done

Create Order Confirmation
  **Create Ship Notice**
 Create Invoice
 [Hide in Inbox](#) | [Print All](#) | [Print Screen Contents](#) | [Export cXML](#) | [Resend](#)

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

<p><b>From: New York Sales</b></p> <p>New York, NY 10037 United States Phone: Fax:</p>	<p><b>To Supplier</b></p> <p>Mountain View, CA 95124 United States Phone: Fax: Email</p>	<p><b>Purchase Order</b> <b>(Confirmed)</b></p> <p>POLineItemContent:5m Amount: \$1500.00 USD Version: 1</p>
----------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------

---

**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 example, in the following scenario, the Parent Line Item is the "S [View more >](#)"

**OTHER INFORMATION**  
 Custom(H):                      TestHeader: Sat Aug 18 22:57:02 PDT 2012



# Create Ship Notice

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:	<input type="text" value="123456"/>
Carrier Name:	<input type="text" value="DHL"/> This selection will refresh the page content
* Tracking #:	<input type="text" value="DNL123456"/>
Shipping Method:	<input type="text" value="Air"/>
Invoice #:	<input type="text"/>
Service Level:	<input type="text"/>
<b>Ship From</b>	
Shipping Date:	<input type="text"/> <input type="button" value="Calendar"/>
Name:	<input type="text" value="Test Ariba Supplier 2 - TEST"/>
* Address 1:	<input type="text" value="210 Sixth Avenue"/>
Address 2:	<input type="text"/>
Address 3:	<input type="text"/>
* City:	<input type="text" value="Pittsburgh"/>
* State:	<input type="text" value="Pennsylvania"/>
* Zip:	<input type="text" value="15222"/>
* Country:	<input type="text" value="United States [USA]"/> This selection will refresh the page content
<b>Deliver To</b>	
Delivery Date:	<input type="text"/> <input type="button" value="Calendar"/>
Name:	<input type="text" value="Pittsburgh, PA Office"/>
Address 1:	<input type="text" value="Ariba, Inc."/>
Address 2:	<input type="text" value="210 Sixth Ave"/>
Address 3:	<input type="text"/>
City:	<input type="text" value="Pittsburgh"/>
State:	<input type="text" value="Pennsylvania"/>
Zip:	<input type="text" value="15222"/>
Country:	<input type="text" value="United States [USA]"/> This selection will refresh the page content
<b>Attachments</b>	

# 2

## Delivery Terms and Transportation Details



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

**Ship Notice Header**

**SUMMARY**

\*Packing Slip ID:  Carrier Name:

Invoice #:  Service Level:

Ship Notice Type:

Actual Shipping Date:

Actual Delivery Date:

Ship From: **Test Supplier**  
Sunnyvale, CA  
United States

Deliver To: **Acme**  
Sunnyvale, AL  
United States [View/Edit Addresses](#)

**DELIVERY AND TRANSPORT INFORMATION**

\*Delivery Terms:

\*Shipping Payment Method:

Delivery Terms Description:

Shipping Contract Number:

Transport Terms:

Shipping Instructions:

Transport Terms Description:

**Delivery Terms**

- Collected By Customer
- Delivery Condition
- Despatch Condition
- Transport Condition
- Incoterms
- Ex Works
- Free Carrier
- Delivered at Terminal
- Delivered at Place
- Carriage Paid To
- Carriage and Insurance Paid to
- Delivered Duty Paid
- Free Alongside Ship
- Free on Board
- Cost and Freight
- Cost, Insurance and Freight

# 3

## Create Ship Notice - Details

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.

**Deliver To**

Delivery Date:

Name:

Address 1:

Address 2:

Address 3:

City:

State:

Zip:

Country:  This selection will refresh the page content

**Attachments**

Name	Size (bytes)	Content Type
The file size cannot exceed 10MB		
<input type="text"/>	<input type="button" value="Browse..."/>	
<input type="button" value="Add Attachment"/>		

Page 1

Item	Part #	Qty	Unit	Description	Need By
1	694080	10	CS	CHIX BRST BNLS SKNLS IF 48-4Z KOCH	27 Sep 20:
		Shipped:			
		<input type="text" value="10"/>	of 10	Confirmed As Is (Estimated Shipment Date: 22 Oct 2010 ; Estimated D	
2	159620	1	CS	OKRA CUT BRD SOUTHERN STYL 4-5#	27 Sep 20:
		Shipped:			
		<input type="text" value="1"/>	of 1	Confirmed As Is (Estimated Shipment Date: 22 Oct 2010 ; Estimated De	
3	324647	1	CS	APTZR MUSHRM BATRD 6-2# GLDNCRSP	27 Sep 20:
		Shipped:			
		<input type="text" value="1"/>	of 1	Confirmed As Is (Estimated Shipment Date: 22 Oct 2010 ; Estimated De	

# 4

## Submit 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	Packing Slip ID: 1234JW
2 Review Shipment	Carrier Name:
	Tracking #:
	Invoice #:
	Shipping Method:
	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: GSOP06 **Done**

Create Confirmation Create Invoice | Hide in Inbox Print Export cXML Resend

Order Detail Order History

<b>PURCHASE ORDER</b> GSOP06 Version: 1	<b>ROUTING STATUS</b> Acknowledged	<b>ORDER STATUS</b> Shipped
-----------------------------------------------	---------------------------------------	--------------------------------

**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

<b>SUPPLIER</b> GSO Test Supplier 2 807 11th Ave Sunnyvale, CA 94089 United States Phone: 555-555-5555 Fax: 666-666-6666 Email: <a href="mailto:junk@phoenix.ariba.com">junk@phoenix.ariba.com</a>	<b>BILL TO</b> 9999 PO BOX 352 BUFFALO, NY 14240 United States
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------

<b>SHIP ALL ITEMS TO</b> LAGRANGE MEMORIAL HOSPITAL 5101 SOUTH WILLOW SPRINGS ROAD LA GRANGE, IL 60525 United States Ship To Code: 455540593 Email: <a href="mailto:MICHAEL.YORE@SODEXO.COM">MICHAEL.YORE@SODEXO.COM</a>	<b>DELIVER TO</b> LAGRANGE MEMORIAL HOSPITAL
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ARIBA®

An SAP Company

## 4 – Ariba Network Support



Cognizant



BUY



SELL



MANAGE CASH

# 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

EA Test Supplier1 Feedback Help Logout

EA Test Supplier 1

EA99009097559, Basic Package

Company Profile

**Account Settings**

Customer Relationships

Users

Notifications

Account Hierarchy

ARIBA NETWORK

Account Settings Save Close

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	Requested Date ↓
No items	

Approve Reject

Current

Customer	Supplier Information Portal	Approved Date ↓	Routing Type	Actions
EA Buyer 02	Supplier Information Portal	9 Apr 2012	Default	Actions

Review the presentations to learn more about transacting with Cognizant

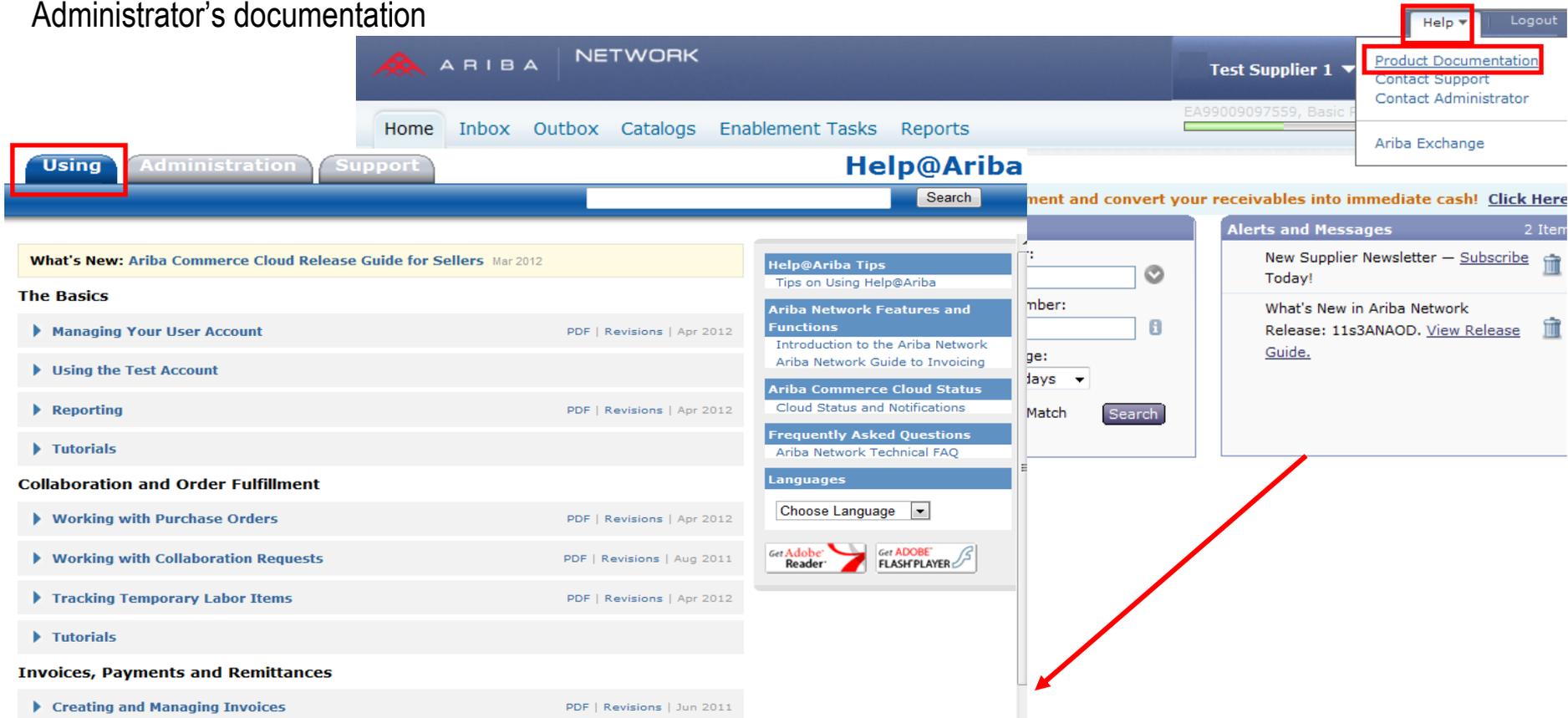
- Account Configuration
- Cognizant Purchase Order Management Guide
- Cognizant Invoicing Guide

# 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



The screenshot displays the Ariba Network Help@Ariba interface. The top navigation bar includes the Ariba logo, 'NETWORK', and a 'Test Supplier 1' dropdown. The 'Help' button is highlighted, and its dropdown menu is open, showing 'Product Documentation' as the selected option. The main content area is divided into several sections: 'What's New: Ariba Commerce Cloud Release Guide for Sellers' (Mar 2012), 'The Basics' (Managing Your User Account, Using the Test Account, Reporting, Tutorials), 'Collaboration and Order Fulfillment' (Working with Purchase Orders, Working with Collaboration Requests, Tracking Temporary Labor Items, Tutorials), and 'Invoices, Payments and Remittances' (Creating and Managing Invoices). A search bar and a 'Search' button are located in the top right. A red arrow points to the 'Product Documentation' link in the dropdown menu, and another red arrow points to the 'Using' tab in the top navigation bar.

## 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](mailto: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](mailto: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**



The screenshot shows the Ariba Network login page. At the top, there is a navigation bar with 'GO TO MY:' followed by 'LEADS', 'PROPOSALS', 'CONTRACTS', and 'ORDERS & INVOICES'. On the right side of the navigation bar are links for 'Register', 'Feedback', and 'Help'. Below the navigation bar is the 'ARIBA NETWORK' logo. The main content area is titled 'Ariba Login' and features a logo on the left. To the right of the logo are three input fields: 'Admin Username:', 'Admin Password:', and 'Username:'. Below these fields is a 'Login' button. A red arrow points from the left edge of the slide to a red-bordered box containing the links 'Forgot Username' and 'Forgot Password'. To the right of the login fields is a section titled 'Join Ariba Network-Early Access!' with a paragraph of text and a link 'Register as a New Supplier - EA >>'. On the far right, there is a 'Help' dropdown menu with 'Product Documentation' and 'Contact Support' (highlighted with a red box), and 'Ariba Exchange' below it. Below the 'Ariba Exchange' link is a 'Using' section with a paragraph of text and several links: 'Introduction to Ariba Supplier Network', 'Handling Purchase Orders', 'Creating a PO-Based Invoice (Introduction)', and 'Creating an Invoice (Advanced Topics)'.

# 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**

GO TO MY: LEADS PROPOSALS CONTRACTS ORDERS & INVOICES Test Supplier1 Feedback Help Logout

ARIBA NETWORK

Test Supplier 1

Product Documentation  
Contact Support  
Contact Administrator

Home Inbox Outbox Catalogs Enablement Tasks Reports

Pending Tasks  
Action Required to Complete Enablement Tasks >

Learn how to accelerate payment and convert your receivables into immediate cash! [Click Here](#)

Search  
Purchase Orders Customer: [ ]

Alerts and Messages 2 Item  
New Supplier Newsletter – [Subscribe](#)  
Today!

Support

Get help by accessing self service help tools or submitting an Ariba Customer Support Help Request.

- Review the [Ariba Supplier Network-Beta FAQ](#).
- Search the [Ariba Supplier Network-Beta Knowledgebase](#) for troubleshooting tips.
- Check the [Netstat event website](#) for recent notifications regarding downtimes and new releases.

CONTACT ARIBA

Complete the Ariba Customer Support Help Request form below in its entirety. Remember that providing as much information as possible will help with the accuracy and the timeliness of our response. Click the **Submit** button to send your request immediately to Ariba Customer Support.

For other ways to contact Ariba Customer Support, go to the [Contacting Customer Support](#) page.

The preferred language for communication with technical support is English.

**Ariba Customer Support Form** ( \* Indicates required field )

Your Name: Renee Lim

Your Company Name: Ariba Supplier Programs

Your Phone #: +1 (000) 0000

Your email: rlim@ariba.com  
Verify that your contact email address is correct so that Ariba Customer Support can respond to your issue. To update your email address, go to the Manage Profile area of your account.

Type: Development

\* Category of Issue: [Select Category]

Customer's company name: [Select Customer]

\* Issue Description: [ ]

Submit Cancel