Ariba Network

Purchase Order and Order Confirmation Guide

The County of Santa Clara

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Agenda

▶ **Introduction**

▶ **Purchase Order Management**

▶ **Order Confirmations**

▶ **Ariba Network Support**

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Purchase Order Management

- View
- Search
- Details

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

Inbox is presented as a list of the Purchase Orders received by Santa Clara.

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

Search filters allows you to search using multiple criteria.

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

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

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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.

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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 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

Done

☑ 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.
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Supplier Document Status

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

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

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Purchase Order Detail

Line Items section describes the ordered items.
Each line describes a quantity of items **County of Santa Clara** 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**.

The bottom of the purchase order shows the **Sub-total** value.

Show Item Details

Subtotal

$3,000.00USD

$1,000.00USD   Details

Hide Item Details

Subtotal

3,000.00USD

1,000.00USD   Summary

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*	

Sub-total: $ 118.81 USD

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

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Order Confirmations

- **Create**
- **Review**
- **Submit**
- **Confirm/ Reject**

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Create Order Confirmation (Required)

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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Create Order Confirmation

Enter **Confirmation Number** which is any number you use to identify the order confirmation (alphanumeric, no symbols, no spaces).

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.

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Review and Submit Order Confirmation

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

Your order confirmation is sent to **County of Santa Clara**

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)

Purchase Order:PCO158

Done

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 Version: 1	**Acknowledged**	**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

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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

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

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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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: 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 | 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)

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

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 **County of Santa Clara.**

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.

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

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
Phone: + () 713-680-5162
Fax: + () 713-680-6008

Reject Entire Order

Order Confirmation Number: OC987_REJALL

Comments: Duplicate Purchase Order

[Reject Order] [Cancel]

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Upon screen refresh, the entire order will be rejected

Your order rejection is sent to **County of Santa Clara.**

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

Ariba Network Support

- Training Resources
- Contacts

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Training and Resources
Santa Clara Supplier Information Portal

Buyer specific information is available in one place. Select the option **Customer Settings** in the top right corner and then click the **Customer Relationships** link.
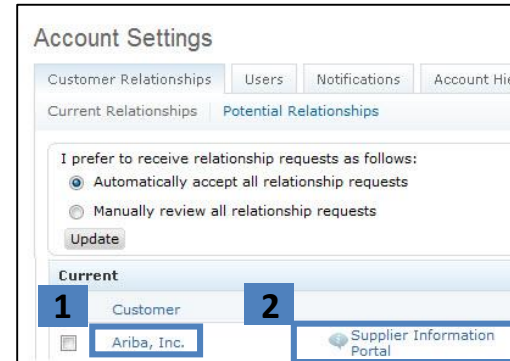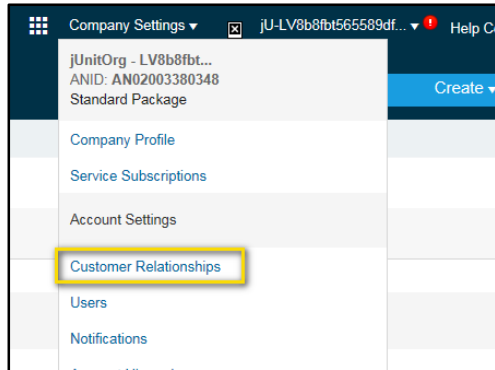
1 Select the buyer name to view **transactional rules**:

- o Customer Invoice Rules determine what you can enter when you create invoices

2 Select **Supplier Information Portal** to view the following presentations to learn more about transacting with Santa Clara:

- o Account Configuration Guide
- o Santa Clara Purchase Order Confirmation and Ship Notice Guide
- o Santa Clara Invoice Guide
- o Supplier Membership Program / Supplier Registration Guide

County of Santa Clara's
SUPPLIER INFORMATION PORTAL

Introduction and Overview

Dear Suppliers,

Welcome to the County of Santa Clara's Supplier Information Portal! This portal provides information for all suppliers that are conducting business with County of Santa Clara's via the Ariba Network (AN). Your customer selected Ariba as their electronic transaction provider and will use the Ariba Network to exchange business documents with suppliers, including purchase orders, invoices, and credit and debit memos.

The switch to the Ariba Network begins in the Fall of 2015. Additional information regarding this project is included in the invitation letter from the County of Santa Clara, as well as on this portal. As part of County of Santa Clara's ongoing policy to continuously improve efficiency and service quality to customers and suppliers alike, we are currently implementing the next stage of our overall electronic strategy to move away from paper based financial transaction processing.

What information are you looking for?

Training and resources
Ariba Network standard documentation and useful links

Go to: http://supplier.ariba.com
Click on the **Help** link in the upper right hand corner of the page to access **Help Center.** In **Learning** center there is **Product Documentation** available for Users or Administrators.
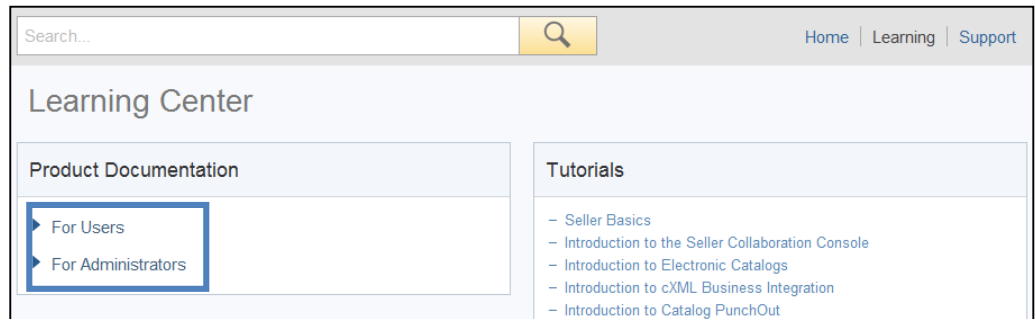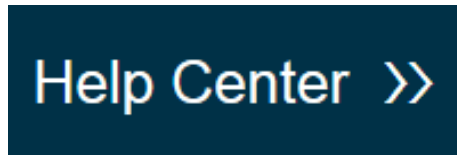
Useful Links

- **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

- **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**
  Please contact sccenablement@ariba.com for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions.

- **Santa Clara Business Process Support**
  Please contact the Santa Clara Supplier Enablement team at SCCP2PCommunicationTeam@prc.sccgov.org for business-related questions.

To contact Customer Support by phone:

1. **Go to: http://supplier.ariba.com**
2. **Click Help Center**
3. **Click Support**
4. **Click Get help by phone**
Note: Only a subset of the documentation is available in a pre-login state. For full content access, login to your Ariba Network Supplier account and access the same Help menu.

Supplier support post Go-Live
Help Center

Go to http://supplier.ariba.com.

If you forgot your username or password click on the link **Forgot Username** or **Forgot Password.**

Supplier Login

| User Name |
| Password |

Login

Forgot **Username** or **Password**

New to Ariba?

Register Now or Learn More

To access our Help Center, log into your account or go to http://supplier.ariba.com. Click the **Help** link in top right corner. Click **Help Center** and go to **Support** section.

Search for any topic you would like to know more about. If none of the articles answers your query, click on **Create Online Service Request** button to contact our Customer Support.

Fill out our web form. Select Problem Type. Note Santa Clara in the **Issue Description**.

Help Center >>

A R I B A | EXCHANGE USER COMMUNITY   Ariba Network   EMEA Administrator

Search...   Home | Learning | Support

Support Center

I need help with invoices   Update

Best Matches

What should I do if my invoice has been rejected?

Creating Standard Invoices

Canceling, Editing, and Resubmitting Invoices

Can I invoice for freight alone?

Invoice Comments and Attachments Fields

◄ **1** 2 3 ... 94 ►

Can't find an answer?

Create Online Service Request

Common Troubleshooting Tags

Invoice Details   Invoices

Billing for Subscriptions

Buyer Transaction Rules   Ariba Login

PunchIn   Service Subscriptions   EDI Routing

Invoice Status   Contract Invoices

Add and Edit Users and Roles

Customer Relationships   Account Users

Error Messages   New Features

Ariba Cloud Status

Information and latest notifications about

SAP Ariba ∧