



Ariba Network

Purchase Order and Order Confirmation Guide

The County of Santa Clara



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MANAGE CASH

Agenda

- ▶ Introduction
- ▶ Purchase Order Management
- ▶ Order Confirmations
- ▶ Ariba Network Support

Purchase Order Management

- View
- Search
- Details



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1 View Purchase Orders

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**

ARIBA NETWORK Test Supplier 1

Home **Inbox** Outbox Catalogs Enablement Tasks Reports

Pending Tasks
Action Required to Complete Enablement Tasks »

Profile Completeness
35%

Search
Purchase Orders
Order Confirmations
Ship Notices
Invoices
Payments

Customer: []
Order Number: []
Date Range: Last 14 days

Alerts and Messages
New Supplier Newsletter — [Subscribe](#)
Today!
What's New in Ariba Network
Release: 11s3ANAOD. [View Release Guide](#)

ARIBA NETWORK Test Supplier 1

Home **Inbox** Outbox Catalogs Enablement Tasks Reports

Purchase Orders Time & Expense Sheets Early Payments and Auction

Purchase Orders
Search Filters

Purchase Orders Total: 4

Order Number	Ver	Customer	Ship To Address	Amount	Date	Order Status	Settlement	Balance	Revision	Show / Hide Columns
PCO158	1	EA Buyer 01	IFF Hazlet/Union Beach Hazlet, NJ United States	\$118.81USD	7 May 2012	Shipped	PCard	\$0.00 USD	Original	<input checked="" type="checkbox"/> Order Number <input checked="" type="checkbox"/> Ver <input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Ship To Address <input checked="" type="checkbox"/> Amount <input checked="" type="checkbox"/> Date <input checked="" type="checkbox"/> Order Status <input checked="" type="checkbox"/> Settlement <input checked="" type="checkbox"/> Balance <input checked="" type="checkbox"/> Revision
PC1022502	1	EA Buyer 01	Customer, Inc. Skillman, NJ United States	\$74,625.00USD	7 May 2012	New	Invoice	\$0.00 USD	Original	<input checked="" type="checkbox"/> Group by Column <input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Ship To Address <input checked="" type="checkbox"/> Order Status <input checked="" type="checkbox"/> Settlement <input checked="" type="checkbox"/> Revision
PC102250137	1	EA Buyer 01	DEALER SERVICES HOFFMAN ESTATES, IL United States	\$17.99USD	7 May 2012	New	Invoice	\$0.00 USD	Original	<input checked="" type="checkbox"/> Export to Excel <input checked="" type="checkbox"/> Export all Rows <input checked="" type="checkbox"/> Export Current Page <input checked="" type="checkbox"/> Date Display <input checked="" type="checkbox"/> Show Time

Create Hide in Inbox Resend Failed Orders

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 SAP Ariba Network interface. At the top, there's a navigation bar with 'Home', 'Inbox', 'Outbox', 'Catalogs', 'Enablement Tasks', and 'Reports'. Below that, there's a sub-navigation bar with 'Purchase Orders', 'Time & Expense Sheets', 'Early Payments and Auctions', 'Scheduled Payments', 'Remittances', and 'Notifications'. The main content area is titled 'Purchase Orders' and shows a table with columns: Order Number, Ver, Customer, Ship To Address, Amount, Date, Order Status, Settlement, Balance, and Revision. A red box highlights the 'Search Filters' button in the top left of the main content area.

The screenshot shows the SAP Ariba Network interface with the 'Search Filters' form expanded. The form includes fields for Customer, Order Number, Invoice Number, Date Range, Start Date, End Date, Min. Amount, Max. Amount, Purchase Order Status, View, and Number of Results. A red box highlights the 'Search' button at the bottom right of the form. Below the form, the 'Purchase Orders' table is visible, with the order number 'PCO158' highlighted by a red box.

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	\$118.81USD	7 May 2012	Shipped	PCard	\$0.00 USD	Original

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 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

The screenshot shows the SAP Ariba Purchase Order Detail page for 'Purchase Order: POLineItemContent:5m'. The page title is 'Purchase Order: POLineItemContent:5m' and it includes a 'Done' button in the top right corner. A red box highlights the top navigation bar containing buttons for 'Create Order Confirmation', 'Create Ship Notice', 'Create Invoice', 'Hide in Inbox', 'Print All', 'Print Screen Contents', 'Export cXML', and 'Resend'. Below this, the 'Order Detail' tab is active, showing 'From: New York Sales' and 'To: Supplier' information. The 'Supplier' information includes 'Mountain View, CA 95124', 'United States', 'Phone:', 'Fax:', and 'Email:'. To the right, the 'Purchase Order (Confirmed)' status is shown with 'POLineItemContent:5m', 'Amount: \$1500.00 USD', and 'Version: 1'. The 'ORDER DETAILS' section shows 'Order submitted on: Tuesday 18 Sep 2012 10:58 PM GMT-07:00' and 'Received by Ariba Network on: Sunday 14 Oct 2012 9:59 PM GMT-07:00'. The 'PAYMENT TERMS' are '2 % 30 NET 45'. The 'COMMENTS' section states 'The Parent Line Item is the result of the whole Children lines it has. For exam...'. At the bottom, a 'Print' dropdown menu is open, showing options for 'Print All Details' and 'Print Screen Contents Only'. A red box highlights the 'Print' dropdown, and another red box highlights the 'Supplier Document Status' text.

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 **County of Santa Clara**

wants to purchase.

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

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
\$1,000.00USD

[Details](#)

[Hide Item Details](#)

Subtotal
\$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](#)

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.)

Purchase Order: S03297217 Done

Hide in Inbox | Print | Export cXML | Resend

History

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	Details
2	2996445 SAUCE CHILI THAI SWEET/SPICY	1 (CS)	13 Feb 2013	\$43.08USD	\$43.08USD	Details

[Show Item Details](#) Page 1

Confirming PO Next Exit

Confirmation #:
 Associated Purchase Order #: S03297217
 Customer: 12s3 Buyer 01

Shipping and Tax Information

Est. Shipping Date:
 Est. Shipping Cost:

Est. Delivery Date:
 Est. Tax Cost:

Comments:

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					

1

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.

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							
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							

Item Groups

2

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

- 1 Confirm Entire Order
- 2 Review Order Confirmation

Previous

Submit

Exit

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

PCO158
Version: 1

RELATED DOCUMENTS

[Order Confirmation:123456](#)

ROUTING STATUS

Acknowledged

ORDER STATUS

Confirmed

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 are 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

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

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: <input checked="" type="radio"/> 1,000 Unconfirmed Confirm <input type="text" value="500"/> <input type="text" value="Backorder 500"/> <input type="text" value="Reject"/> <input type="button" value="Details"/>					
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: <input checked="" type="radio"/> 200 Unconfirmed Confirm <input type="text" value="200"/> <input type="text" value="Backorder"/> <input type="text" value="Reject"/> <input type="button" value="Details"/>					
<input type="button" value="Confirm All"/>					

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

7 Confirm Order with Different Status – Submit Confirmation

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**.

Confirming PO

1 Update Item Status

2 Review Confirmation

Confirmation #:

Associated Purchase Order #: SO701793

Customer: GSOEAAN49

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

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

Routing Status: Acknowledged
Related Documents: [OC456_PART](#)



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

Reject Entire Order

Order Confirmation Number:

Comments:

Reject Order

Cancel

11

Review and Submit Order Confirmation

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



BUY



SELL

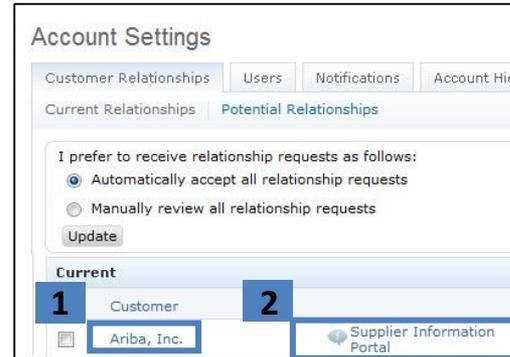
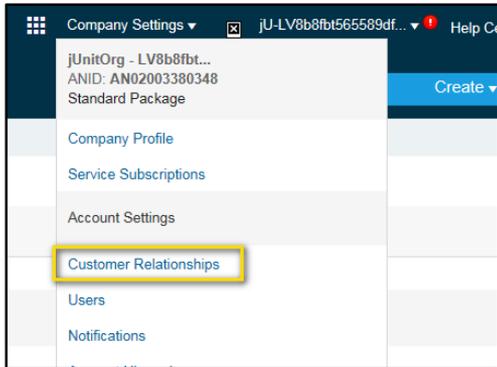


MANAGE CASH

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.

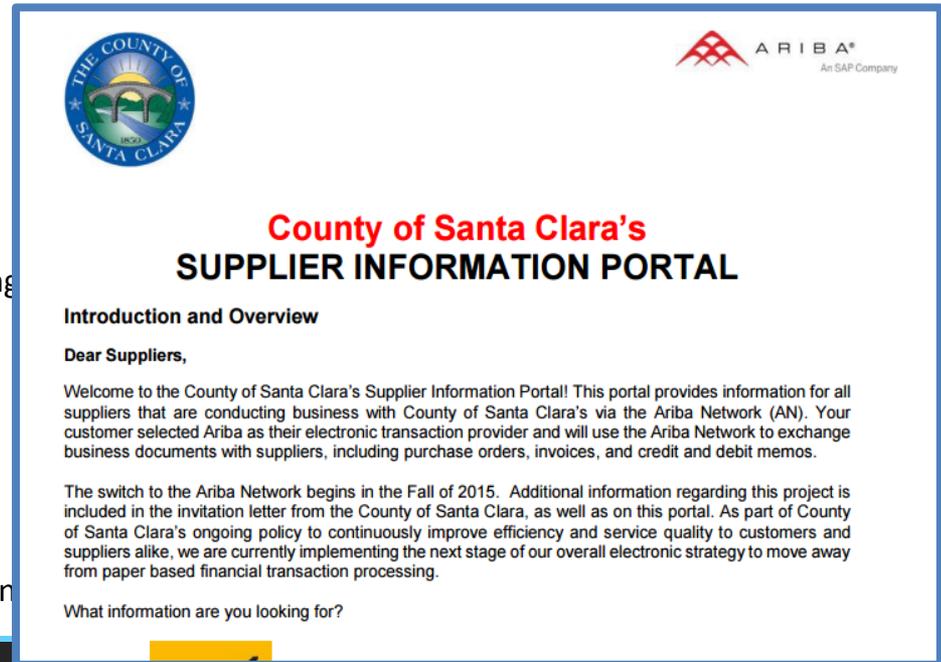


1 Select the buyer name to view **transactional rules**:

- 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:

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

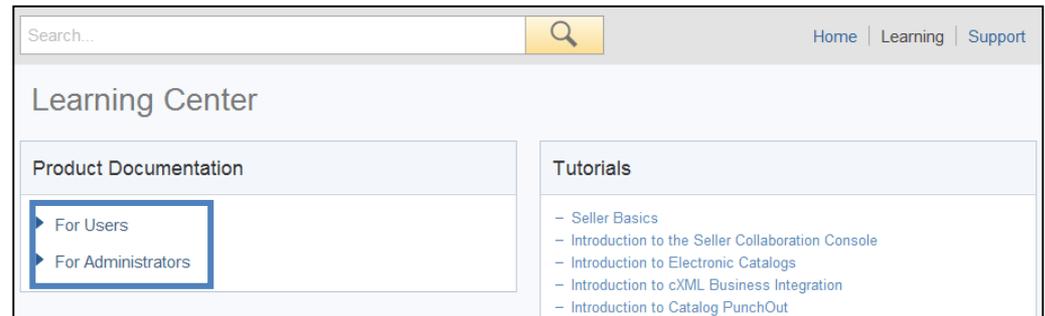


Training and resources

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**.

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**.

Supplier Login

New to Ariba?

[Register Now](#) or [Learn More](#)

Help Center >>

The screenshot shows the Ariba Exchange User Community Support Center. At the top, there is a search bar and navigation links for Home, Learning, and Support. The main content area is titled "Support Center" and features a search input field with the text "I need help with invoices" and an "Update" button. Below this, there is a "Best Matches" section with several search results, including "What should I do if my invoice has been rejected?", "Creating Standard Invoices", "Canceling, Editing, and Resubmitting Invoices", "Can I invoice for freight alone?", and "Invoice Comments and Attachments Fields". At the bottom of the search results, there is a "Can't find an answer?" section with a "Create Online Service Request" button. On the right side, there is a "Common Troubleshooting Tags" section with various tags like "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", and "New Features". At the bottom right, there is an "Ariba Cloud Status" section with the text "Information and latest notifications about".