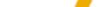


SAP Ariba 

Content

- 1. Introduction**
- 2. Purchase Order Management**
- 3. Order Confirmations**
- 4. PDF Generation**
- 5. Ariba Network Support**



1. Introduction

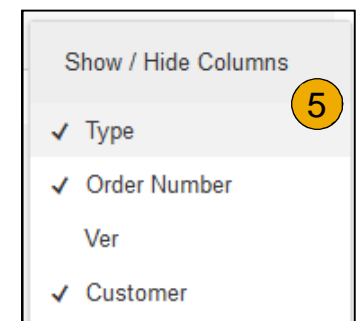
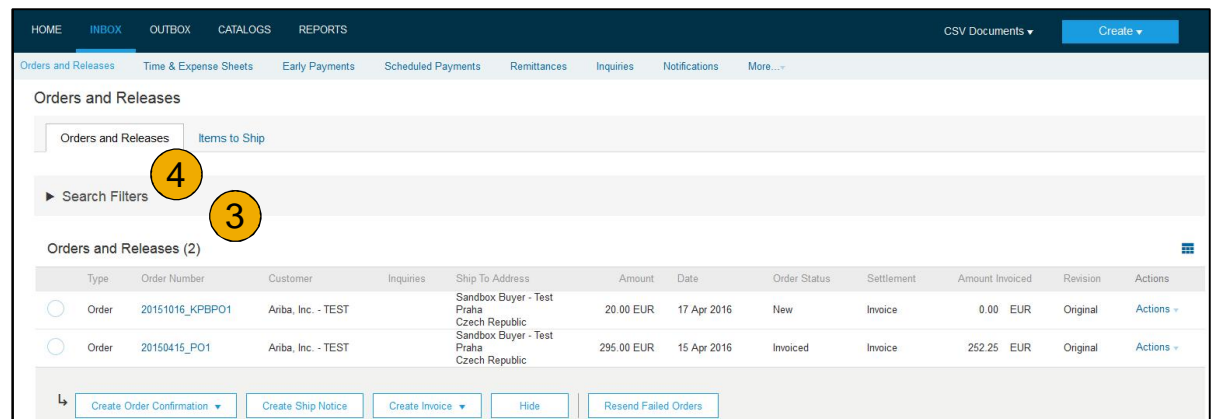
Introduction

Citizens Bank e-Procurement Process

- This document contains training for your organization around transacting purchase orders and order confirmations with Citizens Bank through the Ariba Network

View Purchase Orders

1. **Click** on Inbox tab to manage your Purchase Orders.
2. **Inbox** is presented as a list of the Purchase Orders received by Citizens Bank.
3. **Click** the link on the Order Number column to view the purchase order details.
4. **Search** filters allows you to search using multiple criteria.
5. **Click** the arrow next to Search Filters to display the query fields. Enter your criteria and click Search



Purchase Order Detail

1. **View** the details of your order. The order header includes the order date and information about the buying organization and supplier.

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

Additional options: **Export cXML** to save a copy of the cXML source information **Order History** for diagnosing problems and for auditing total value

Purchase Order: 20150415_PO1

1

Create Order Confirmation ▼

Create Ship Notice

Create Invoice ▼

| Line Items | | | | |
|---|--|-----------|------------|-------------|
| Line # | Part # / Description | Type | Qty (Unit) | Need By |
| 1 | GOODS_01 | 2Material | 10 (EA) | 18 Nov 2015 |
| | Copy Paper White, A3, 80gsm (ream 500 sheets) | | | |
| 2 | GOODS_02 | Material | 10 (BX) | 18 Nov 2015 |
| | Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each) | | | |
| Order submitted on: Tuesday 6 Oct 2015 9:00 PM GMT+02:00 | | | | |
| Received by Ariba Network on: Friday 15 Apr 2016 2:14 PM GMT+02:00 | | | | |
| This Purchase Order was sent by Ariba, Inc. - TEST AN01015640756-T and delivered by Ariba Network. | | | | |
| | | | | |
| Create Order Confirmation Create Ship Notice Create Invoice Hide Print Download PDF Export cXML Download CSV Resend | | | | |

2. **Line Items section** describes the ordered items. Each line describes a quantity of items Citizens Bank wants to purchase. Set the status of the order by sending order confirmations by clicking Create Order Confirmation.

Create Order Confirmation: Confirm Entire Order

This slide explains how to Confirm Entire Order.

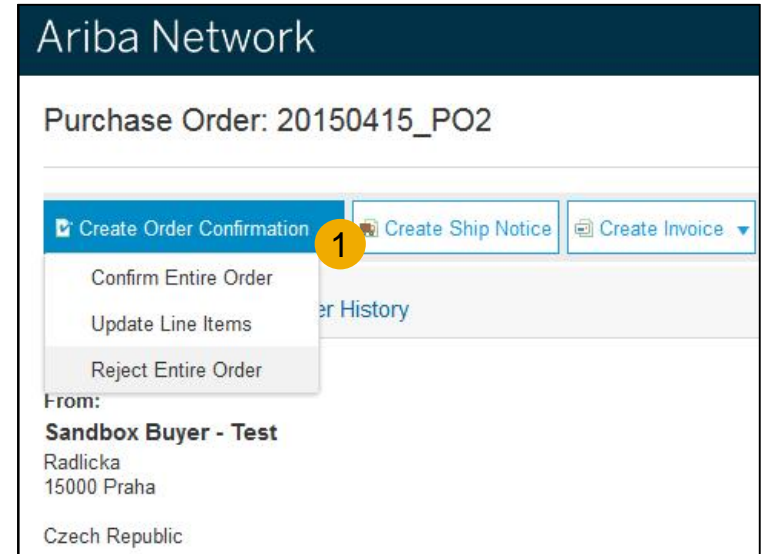
1. **Enter** Confirmation Number which is any number you use to identify the order confirmation.
2. **If you specify** Est. Shipping Date or Est. Delivery Date information, it is applied for all line items.
3. **You can group** related line items or kit goods so that they can be processed as a unit.
4. **Click** Next when finished.
5. **Review** the order confirmation and click Submit.
6. **Your order confirmation is sent to Citizens Bank.**

The screenshot shows the 'Confirming PO' form. At the top right are 'Exit' and 'Next' buttons. On the left is a sidebar with two options: '1 Confirm Entire Order' (highlighted with a blue bar) and '2 Review Order Confirmation'. The main form area is titled 'Order Confirmation Header' and contains the following fields: 'Confirmation #' (with a yellow circle 1), 'Associated Purchase Order #' (20150415_PO1), 'Customer' (Ariba, Inc. - TEST), and 'Supplier Reference'. Below this is the 'SHIPPING AND TAX INFORMATION' section, which includes 'Est. Shipping Date' (with a calendar icon and a yellow circle 2), 'Est. Delivery Date' (with a calendar icon), 'Est. Shipping Cost', and 'Est. Tax Cost'. At the bottom is a 'Comments' text area. A yellow circle 4 is located at the top right of the form area, near the 'Next' button.

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.

Create Order Confirmation: Reject Entire Order

1. From the PO view, click the Create Order Confirmation button and select to Confirm Entire Order, or Reject Entire Order.
2. Enter a reason for rejecting the order.



Ariba Network

Purchase Order: 20150415_PO2

Create Order Confirmation 1 Create Ship Notice Create Invoice

Confirm Entire Order

Update Line Items

Reject Entire Order

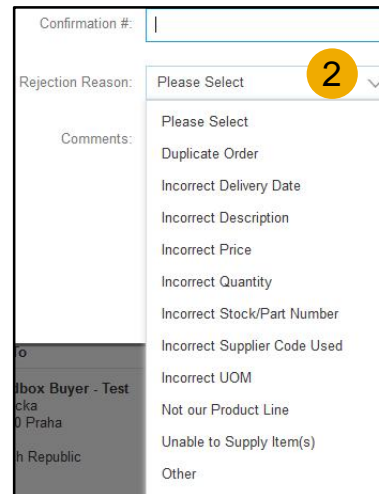
From:

Sandbox Buyer - Test

Radlicka

15000 Praha

Czech Republic



Confirmation #: |

Rejection Reason: Please Select 2

Comments:

Please Select

Duplicate Order

Incorrect Delivery Date

Incorrect Description

Incorrect Price

Incorrect Quantity

Incorrect Stock/Part Number

Incorrect Supplier Code Used

Incorrect UOM

Not our Product Line

Unable to Supply Item(s)

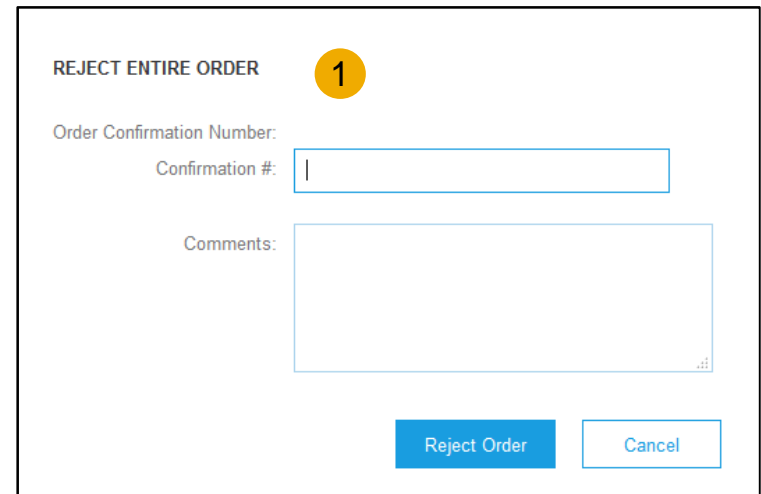
Other

Sandbox Buyer - Test

Radlicka

15000 Praha

Czech Republic



REJECT ENTIRE ORDER 1

Order Confirmation Number:

Confirmation #: |

Comments:

Reject Order Cancel

Confirm Order: Review and Submit

1. Once finished, click Next to proceed to the review page.
2. **Review** the order confirmation and click Submit. Your order confirmation is sent to Citizens Bank.
3. **The Order Status will display** as Confirmed or Rejected.
4. **Click** Done to return to the Inbox.

Purchase Order: 20150415_PO2

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) [Hide](#) [Print](#) [Download PDF](#) [Export cXML](#) [Download CSV](#) [Resend](#)

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

From:
Sandbox Buyer - Test
Radlicka
15000 Praha
Czech Republic

To:
Ariba_TestSupplier - TEST
Radlicka 3201/14
150 00 Praha 5
Czech Republic
Phone:
Fax:
Email: klaus.puschel@sap.com

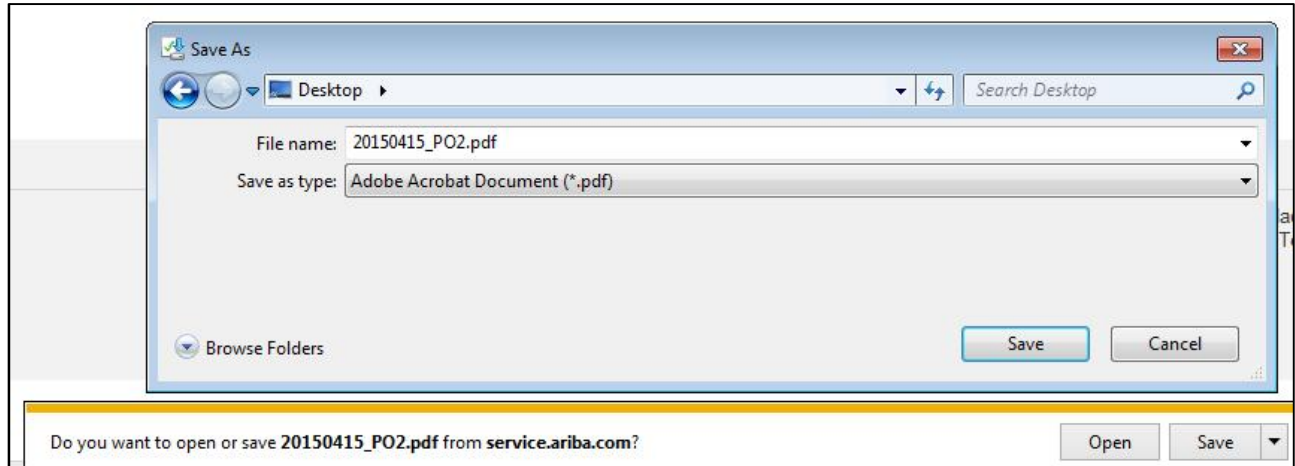
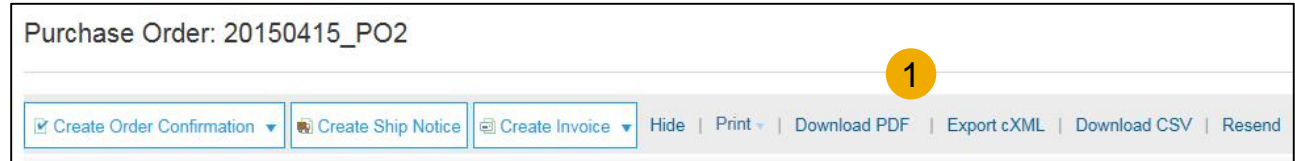


4. PDF Generation

PDF Generation

1. The option to Download a PDF version of the PO is now present as shown.

Note: If the document exceeds 1000 lines or is larger than 1MB size, details are not shown in the UI. Therefore the detail is not included in the PDF generated [Increased Document Size Support feature].



Training and Resources

Citizens Bank Supplier Information Portal

1. From the **Company Settings** dropdown menu, select **Customer Relationships**
2. Click on **Supplier Information Portal** next to Citizens Bank to view the following presentations to learn more about transacting with Citizens Bank:
 - Account Configuration Guide
 - Citizens Bank Purchase Order and Order Confirmation Guide
 - Citizens Bank Invoice Guide

Account Settings

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 |
|--|
| Approve Reject |

Current

| Customer |
|---|
| <input type="checkbox"/> Ariba Inc. Supplier Information Portal |
| <input type="checkbox"/> Pouliot Industries |
| Reject |

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

[Company Profile](#)

[Service Subscriptions](#)

[Account Settings](#) 1

[Customer Relationships](#)

[Users](#)

[Notifications](#)

[Account Hierarchy](#)

[View All](#)

Network Settings

[Electronic Order Routing](#)

[Electronic Invoice Routing](#)

[Accelerated Payments](#)

[Remittances](#)

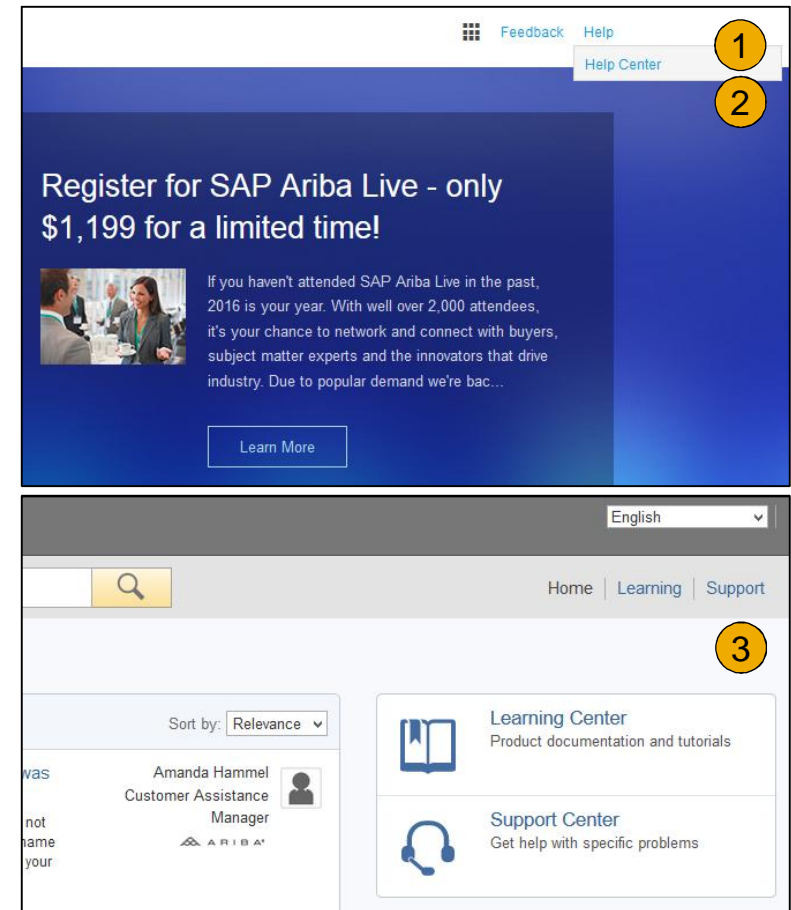
[Network Notifications](#)

Training and Resources

Ariba Network Standard Documentation

1. Go to: <http://supplier.ariba.com> and click the **Help** link.
2. Click **Help Center**.
3. Click on **Learning Center** to access Product Documentation. The Learning Center was created for users interested in technical product documentation. The Learning Center was design to allow you to browse the full library of product documentation and tutorials.

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.

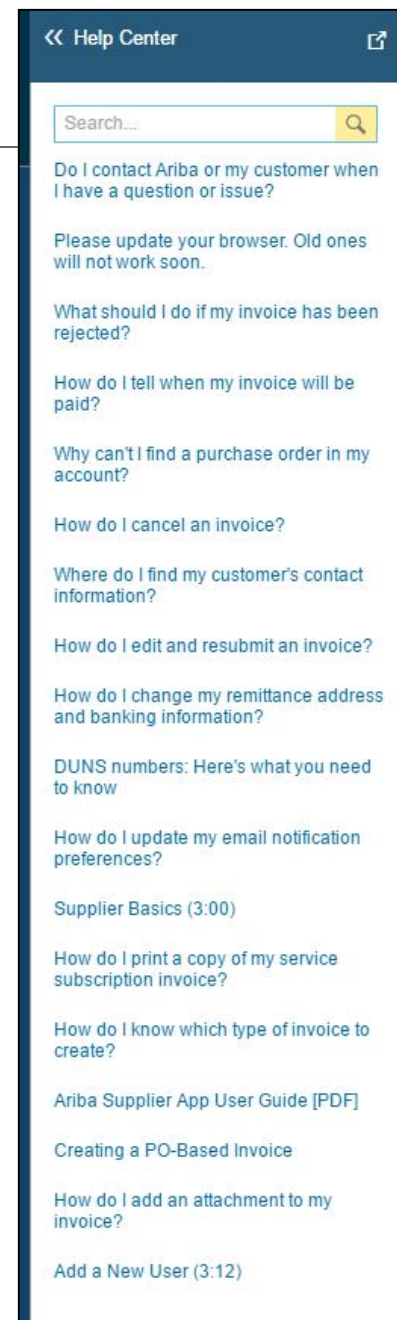


Training and Resources

Ariba Network Standard Documentation

From within your Ariba Network account:

1. Click on **Help Center** to access Standard Documentation material.
2. Depending on which screen you are in within your account, the content will automatically update to reflect materials that may be helpful to you in relation to the items on the screen. You can also type in key word searches to adjust the content shown.
3. Click **Documentation** (bottom)
4. View Ariba Network Administrator's documentation.



Training and Resources

Ariba Network standard documentation and useful links

Useful Links

Y **Ariba Supplier Membership page** - <http://www.ariba.com/suppliermembership>

Y **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>

Y **Ariba Cloud Statistics** – <http://trust.ariba.com>

Y Detailed information and latest notifications about product issues and planned downtime
- if any - during a given day

Y **Ariba Discovery** - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>

Y **Ariba Network Notifications** - <http://netstat.ariba.com>

Y Information about downtime, new releases and new features

Who should you contact?

Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**
Please contact CitizensEnablement@ariba.com for any questions regarding registration, configuration, Supplier fees, or general Ariba Network questions.
- **Citizens Bank Business Process Support**
Please contact the Citizens Bank Supplier Enablement team at SupplyChainSystems@citizensbank.com for business-related questions.

Supplier Support Post Go-Live

- **Ariba Network Help Center** (referenced in previous slides). Accessible through your Ariba Network account (top/right corner).

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