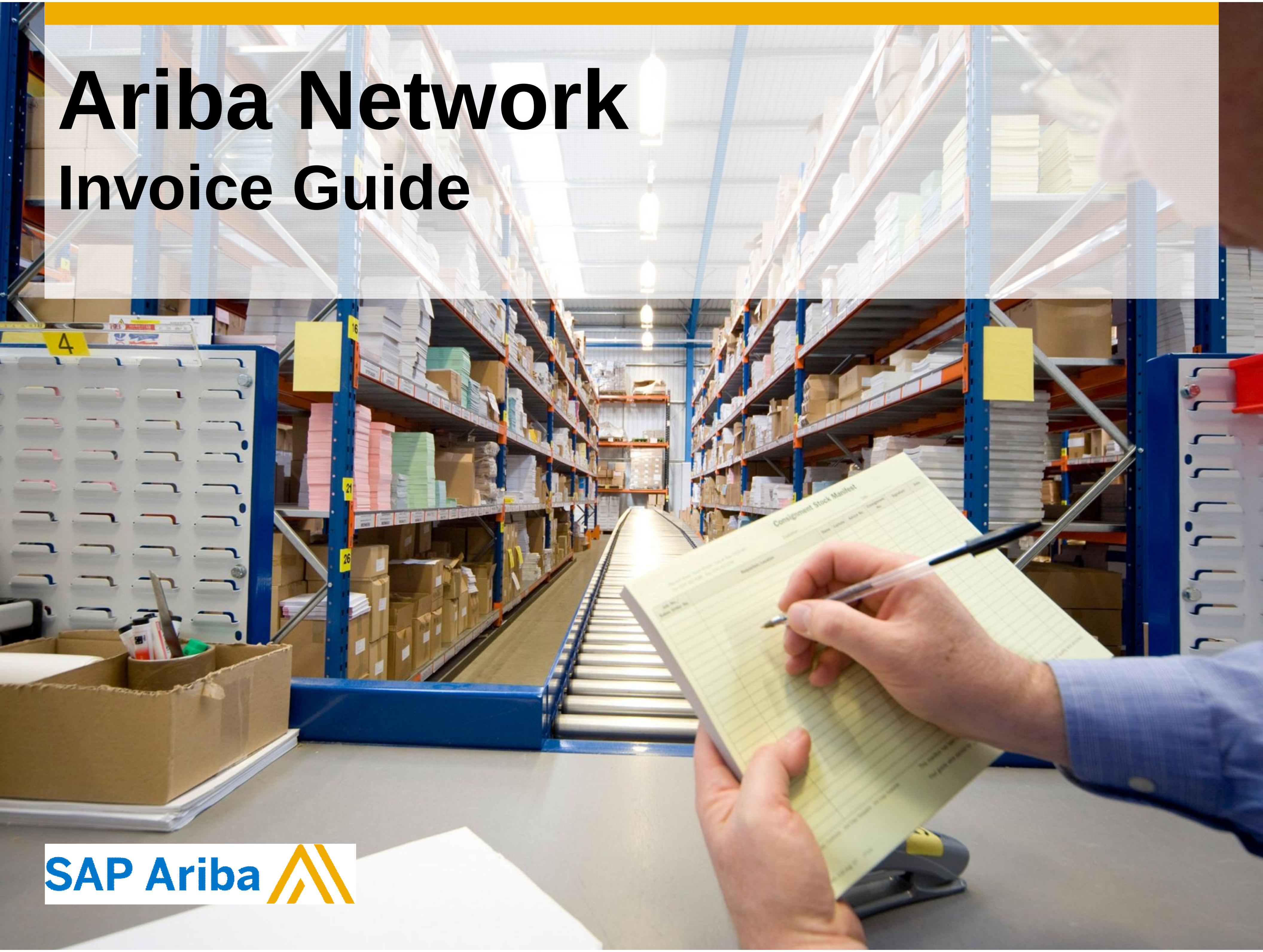
Ariba Network

Invoice Guide



SAP Ariba

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Introduction

Procure-to-Pay Process

- This document contains the requirements and training for your organization to create and submit invoices online to Citizens Bank via the Ariba Network.
- Citizens Bank requires suppliers enabled on Ariba Network to submit electronic invoices through Ariba Network.
- Note: Suppliers uploading CSV Invoices or utilizing cXML or EDI technologies should refer to the specification documents available on the Citizens Bank Supplier Information Portal.

2. Invoice Practices

SAP Ariba

Invoice Practices
Supported

Citizens Bank project specifics:

- ***Tax data*** is accepted at the header/summary level or at the line item level of the invoice.
- ***Shipping data*** is accepted at the header/summary level or at the line item level. If Collaborative Supply Chain is enabled, Shipping details are added at the header/summary level of the invoice.

Supported

- **Purchase Order Confirmations**

  Apply against a whole PO or line items
- **Detail Invoices**

  Apply against a single purchase order referencing a line item
- **Partial Invoices**

  Apply against specific line items from a single purchase order
- **Credit Invoices**

  Item level credits; price/quantity adjustments
- **Header Level Credit Memos**

  Header level credits
- **Contract Invoices**

  Apply against contracts

Invoice Practices
Not Supported

NOT Supported:

- **Summary or Consolidated Invoices**

  Apply against multiple purchase orders; not accepted by Citizens Bank
- **Invoicing for Purchasing Cards (P-Cards)**

  An invoice for an order placed using a purchasing card; not accepted by Citizens Bank
- **Duplicate Invoices**

  A new and unique invoice number must be provided for each invoice; Citizens Bank will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on the Ariba Network
- **Paper Invoices**

  Citizens Bank requires invoices to be submitted electronically through the Ariba Network; Citizens Bank will no longer accept paper invoices
- **Advance Shipment Notices**

  Apply against PO when items are shipped. At this time Citizens Bank does not support advance ship notices
- **Non-PO Invoices**

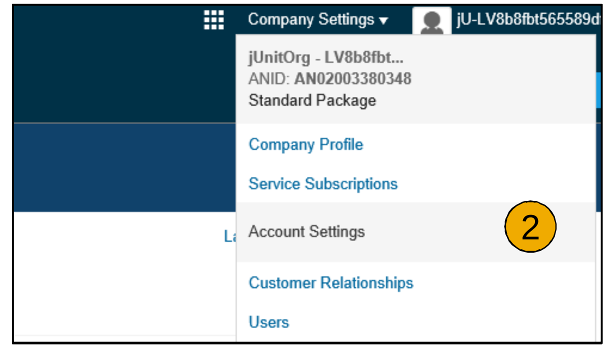
  Apply against a PO not received through the Ariba Network

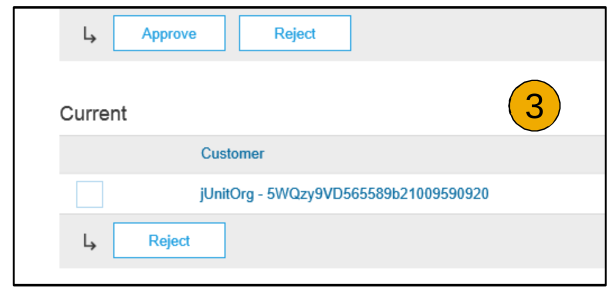
3. Before You Begin Invoicing

Customer Invoice Rules

These rules determine what you can enter when you create invoices.

1. Login to your Ariba Network account via **supplier.ariba.com**
2. Select the **Company Settings dropdown menu** and under Account Settings, click **Customer Relationships**.
3. A list of your Customers is displayed. Click the name of your customer **(Citizens Bank)**
4. Scroll down to the **Invoice Setup** section and view the **General Invoice Rules**.
5. If **Citizens Bank** enabled Country-Based Invoice Rules then you will be able to choose your Country in Originating Country of Invoice from the drop down menu
6. Click **Done** when finished.

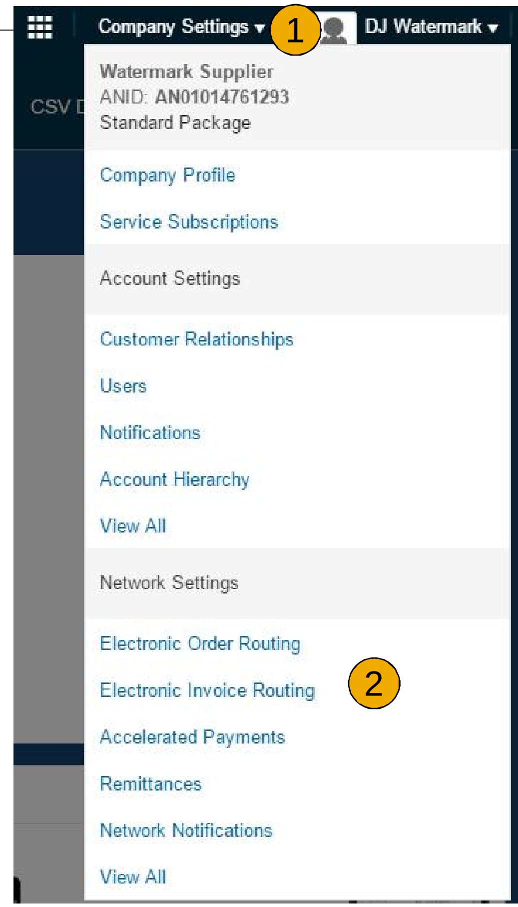


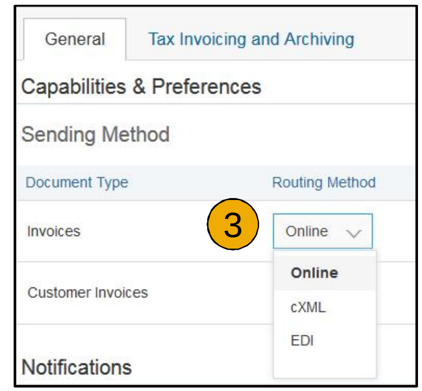


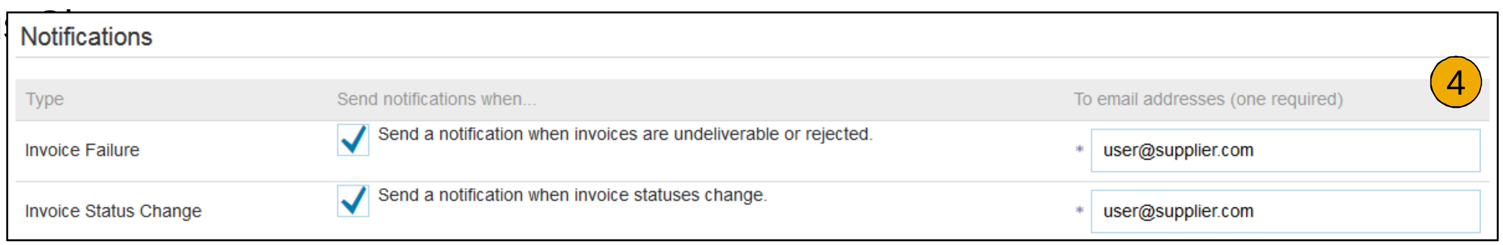
Electronic Invoice Routing and Notifications

Choose your Invoicing Routing and Notifications preferences:

1. **Login** to your Ariba Network account via **supplier.ariba.com**
2. **Select** the **Company Settings dropdown menu** and under Network Settings, click **Electronic Invoice Routing**.
3. **Choose** one of the following Invoice routing methods from the dropdown menu: **Online, cXML, EDI**
4. **Configure Notifications** to emails. This allows people within your organization to receive email notifications if there are any Invoice Failures and/or Invoice Statu







Account Configuration

Citizens Bank project specific tasks:

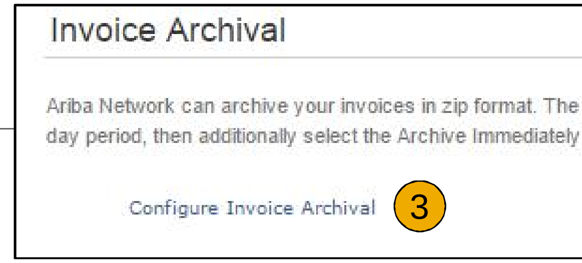
- **Remittance address** – select your company name in the top right corner of your account and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk. Select one of your Remittance Addresses as a default if you have more than one. If needed, assign Remittance IDs for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs**.**

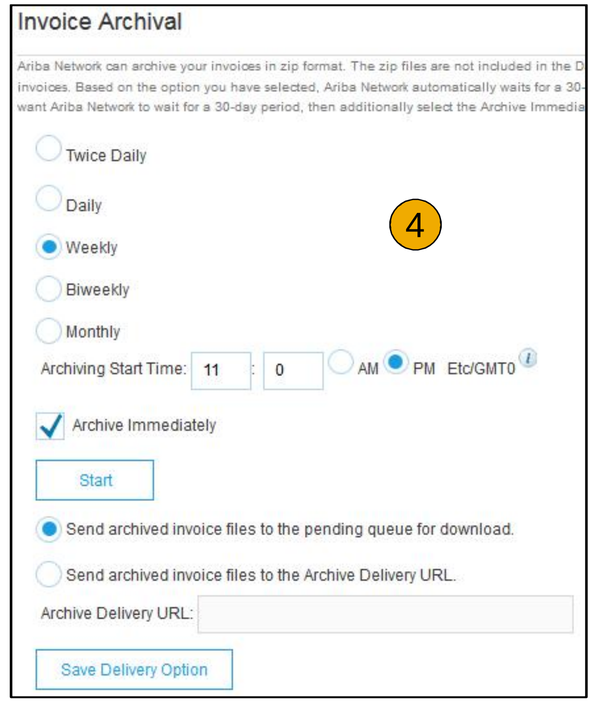
- **Test account creation** (testing is required for integrated and catalog suppliers) - to create a test account, select your name in top right corner and choose “Switch to Test ID.”

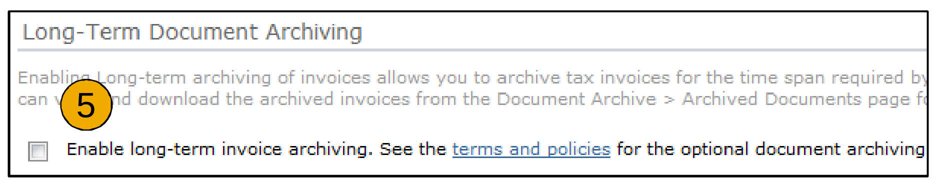
Invoice Archival

Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

1. From the **Company Settings** dropdown menu, select "**Electronic Invoice Routing**"
2. Select the tab "**Tax Invoicing and Archiving**"
3. Scroll down to "**Invoice Archival**" and select the link for "**Configure Invoice Archival**"
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), choose Archive Immediately to archive without waiting 30 days, and click **Start**.
   - If you want Ariba to deliver automatically archived zip files to you, also enter an Archive Delivery URL (otherwise you can download invoices from your Outbox, section Archived Invoices).
   - **Note:** After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.
5. You may navigate back to the "**Tax Invoicing and Archiving**" screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the Terms and Policies link.)





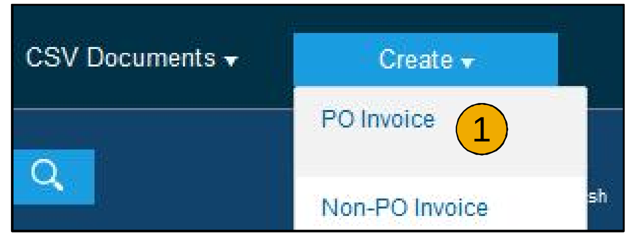


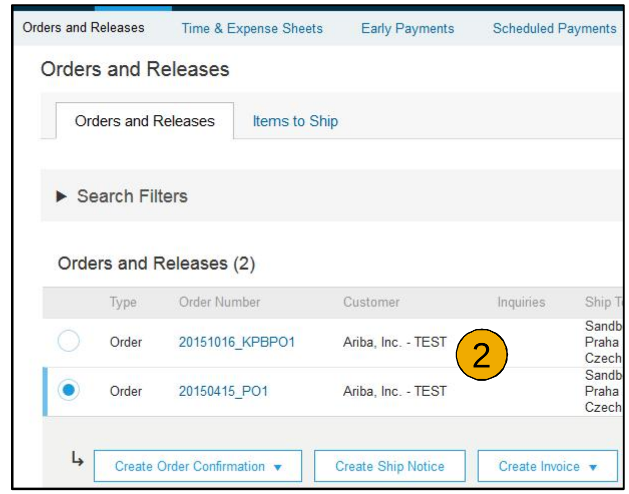
4. Creating Invoices

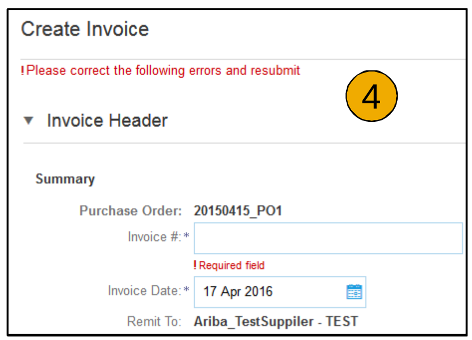
PO Flip Invoice

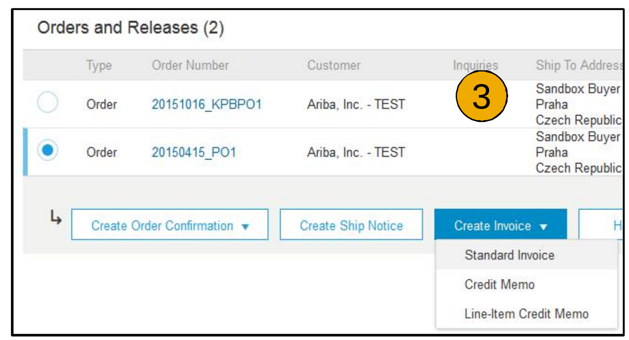
To create a “PO-Flip” invoice (or an invoice derived from a PO that you received via the Ariba Network):

1. From the home screen within your Ariba Network account, select the “**Create**” dropdown menu and select “**PO Invoice”**.
2. For PO Invoice select a **PO number**.
3. Click on the **Create Invoice** button and then choose **Standard Invoice**.
4. Invoice is automatically pre-populated with the PO data. **Complete all fields marked with an asterisk and add tax as applicable**. Review your invoice for accuracy on the **Review** page. If no changes are needed, click **Submit** to send the invoice to Citizens Bank.





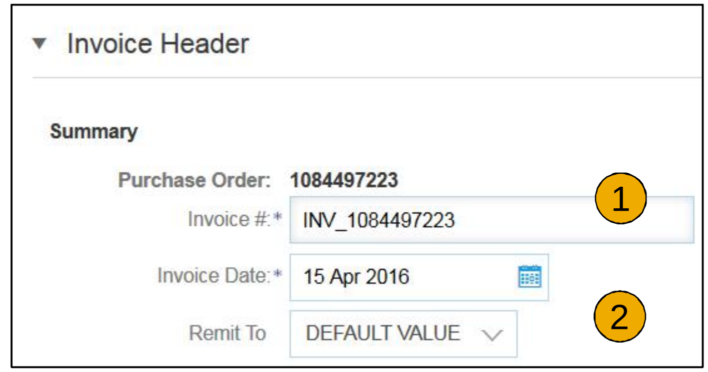


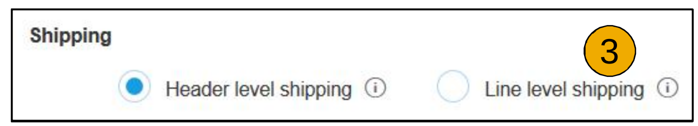


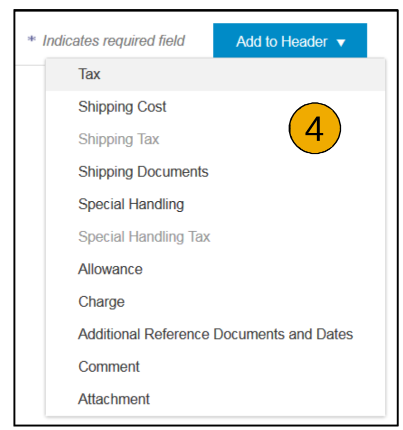
PO Flip Invoice-Header

Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

1. **Enter an Invoice #** which is your unique number for invoice identification. The Invoice Date* will auto-populate.
2. Select **Remit-To** address from the drop down box if you have entered more than one.
3. **Tax and Shipping can be entered** at either the Header or Line level by selecting the appropriate radio button.
4. **You can also add some additional information** to the Header of the invoice such as: Special Handling, Payment Term, Comment, Attachment**, Shipping Documents
5. **Scroll** down to the Line items section to select the line items being invoiced.



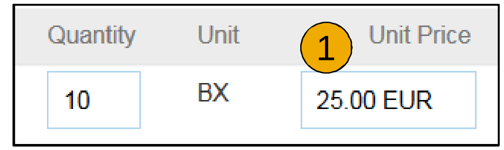


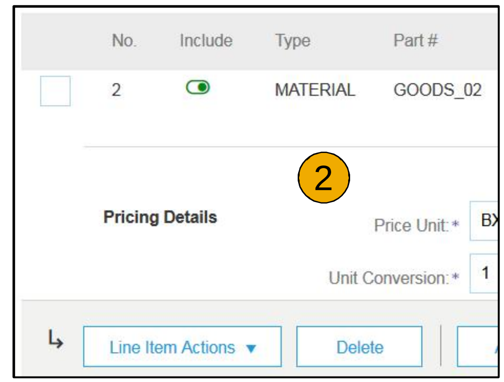


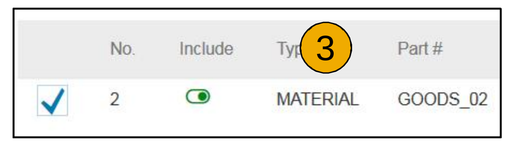
PO Flip Invoice- Line Items

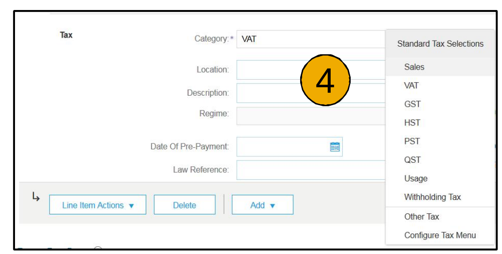
Line Items section shows the line items from the Purchase Order.

1. **Review Quantity** for each line item you are invoicing.
2. Click on the line item's Green check mark to exclude it from the invoice, if line item should not be invoiced OR click the check box on the left of the item and click Delete to remove the line item from the invoice. You can generate another invoice later to bill for that item.
3. Select the line item to which tax is to be applied using the Line Item # checkbox. To apply the same tax to multiple line items select those line items to be taxed at the desired rate.
4. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.
5. Check Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines. (see Slide 16 for additional details)





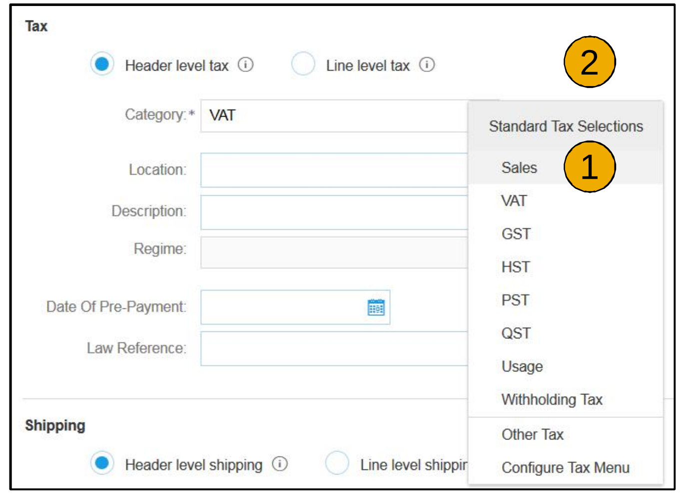


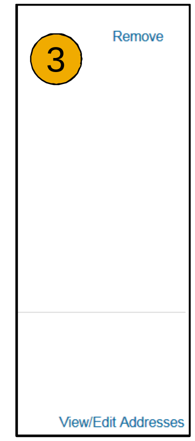


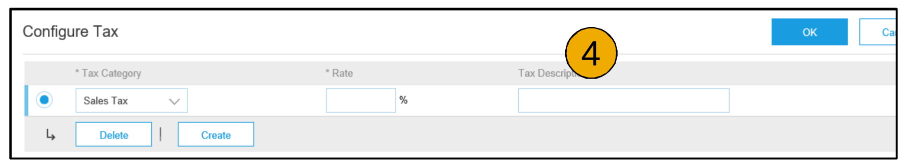
PO Flip Invoice-
Additional Tax Options & Line Item Shipping

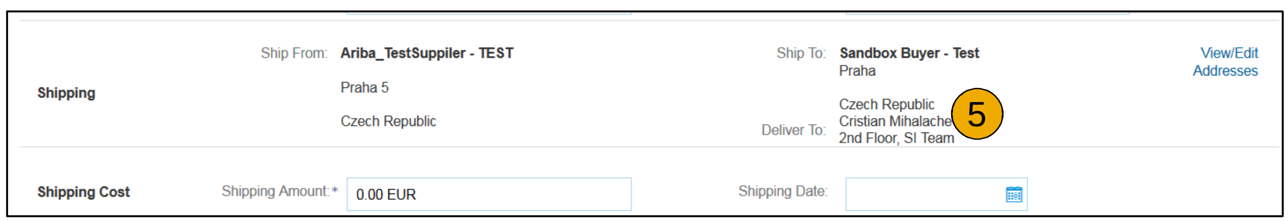
To configure additional tax options click Configure Tax Menu under the Tax Category drop down. Create new tax categories as needed.

1. To apply different tax rates to each line item select the **Line Item**.
2. Click **Line Item Actions > Add > Tax**. Upon **refresh**, the Tax fields will display for each selected line item.
3. To remove a tax line item, click Remove.
4. Within each line item, select Category, then either populate the Rate(%) or Tax Amount. Click Update.
5. If line level shipping has been selected at the line level, enter shipping cost to the applicable line items.



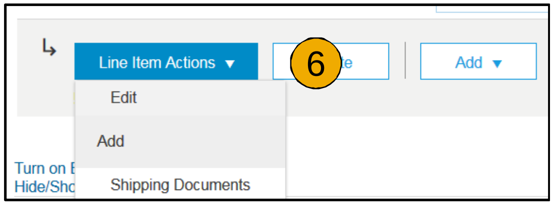


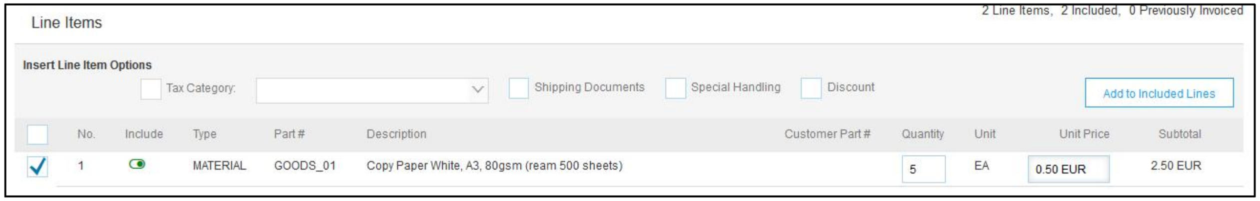


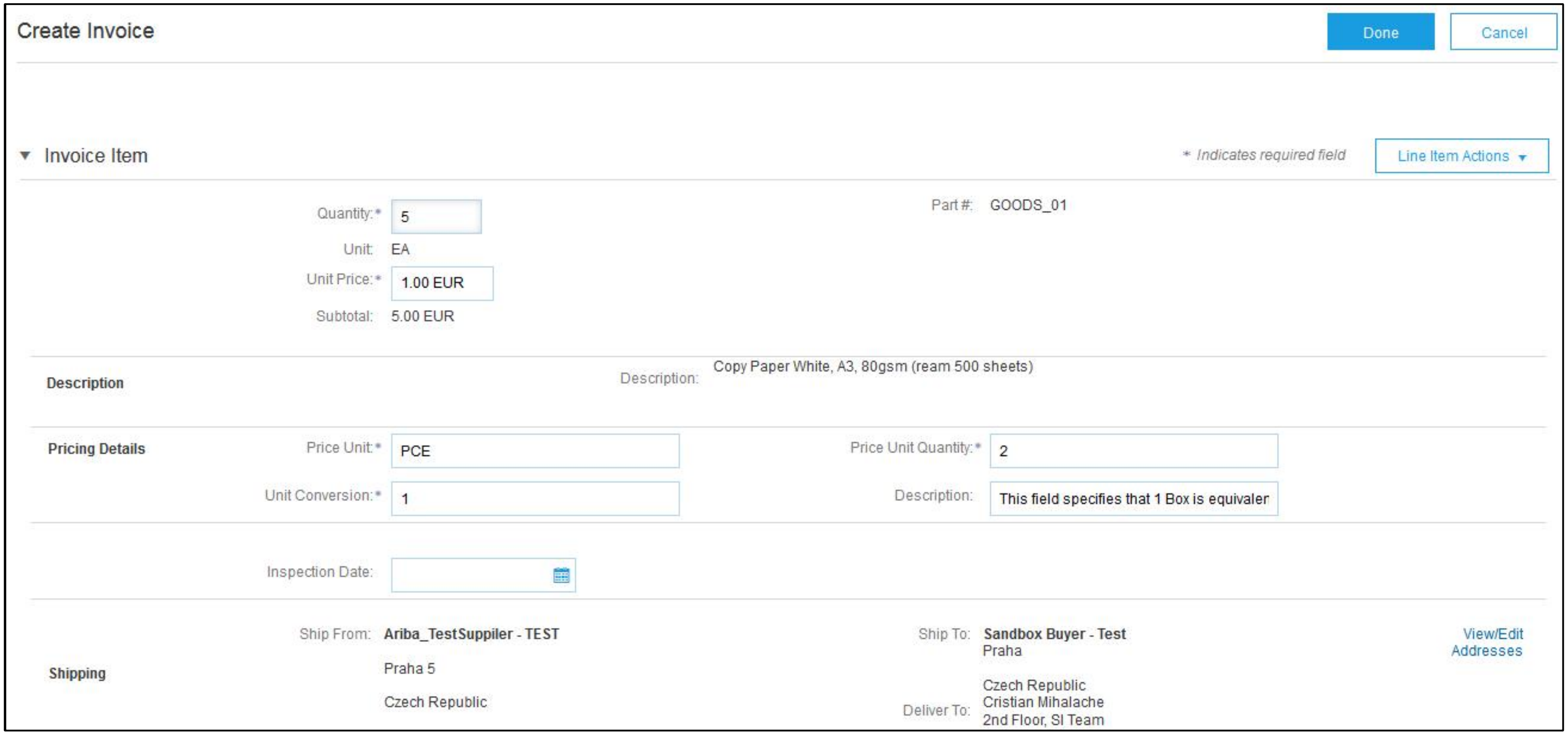


PO Flip Invoice- Detail Line Items

6. **Additional information** can be viewed at the Line Item Level by editing a Line Item.







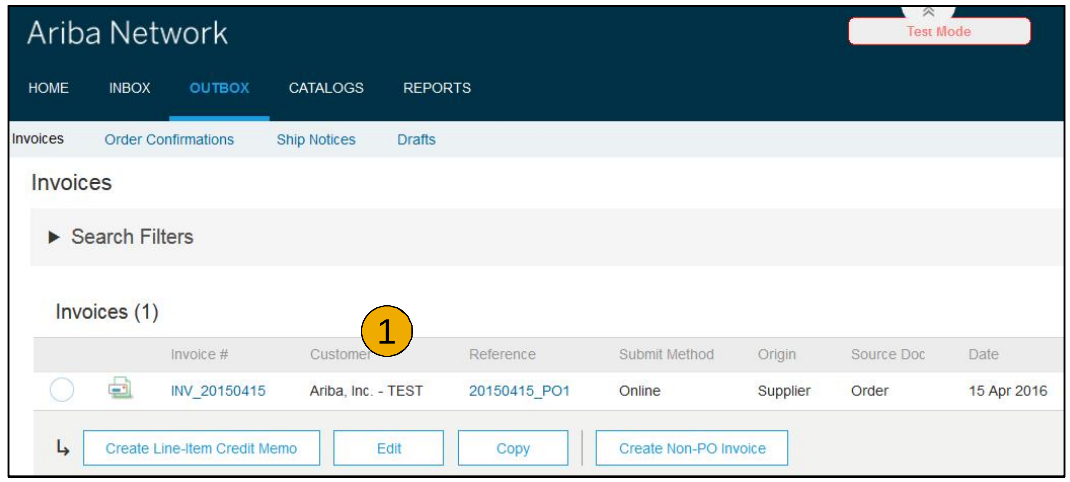
PO Flip Invoice – Line Item Comments

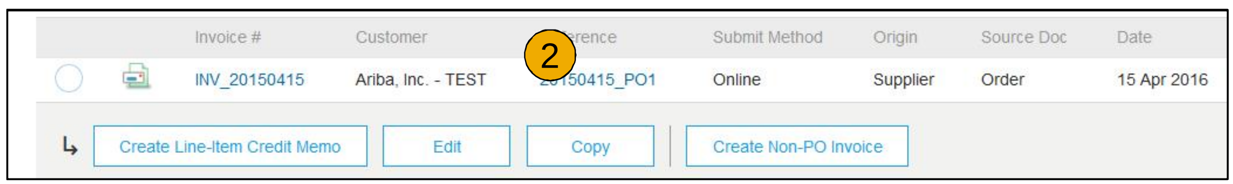
1. To add comments at the line items select **Line Items**, then click at Line Item **Actions >Add > Comments**.
2. Upon refresh or **Update**, the Comments field will display. Enter applicable Comments in this field.
3. Click Next.

Credit Memo / Negative Invoice

To create a credit memo against an Invoice,

1. Select the “**OUTBOX**” tab.
2. Select your previously created invoice.
3. Click the button on the Invoice screen for **Create Line-Item Credit Memo**.
4. Complete information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks are filled in.
5. Click **Next**.
6. Review Credit Memo.
7. Click **Submit**.





“Copy This Invoice”

- **Copy Invoice Feature:**
- Suppliers can copy an existing invoice to use as a basis for a new invoice. The copy includes all fields except the invoice date, invoice number, exchange rate, and attachments. The supplier can edit and submit the new invoice without having to reenter a lot of information. This feature applies to standard invoices and contract-based invoices. Invoices can be copied regardless of status.

Common uses for this feature include:

- Submitting invoices for a balance due
- Submitting corrected invoices in cases where the first attempt was rejected

Enabling This Feature

- This is an out-of-the-box feature available to all customers. It requires no action to configure it.

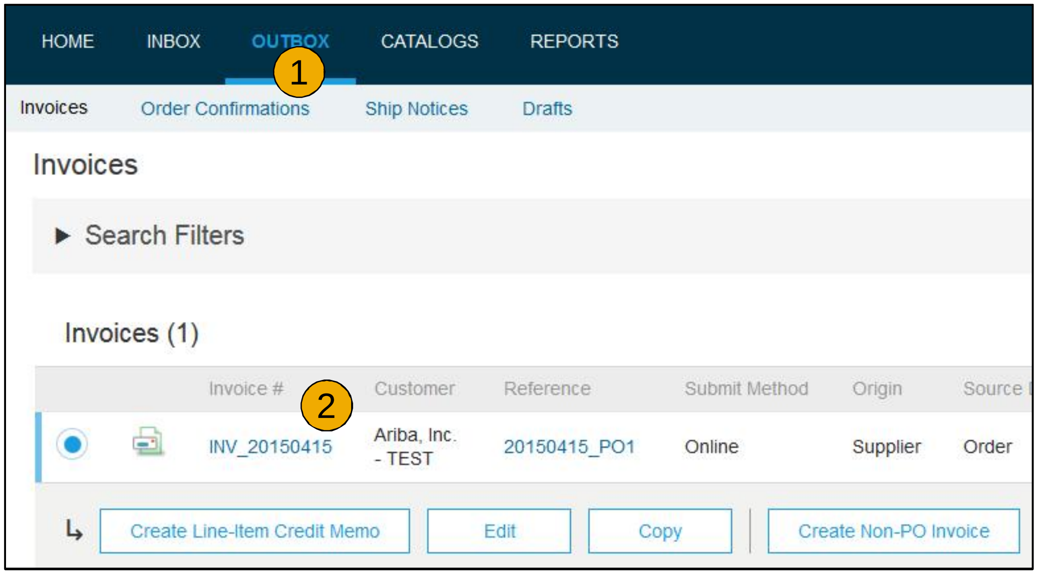
Limitations

- You cannot copy the following:
- Summary invoices (invoices that refer to multiple purchase orders)
- Credit memos and line-level credit memos
- Self-signed invoices (invoices that are digitally signed by the supplier)
- Invoices with 1000 or more invoice lines

How to Copy this Invoice

To copy an existing invoice in order to create a new invoice:

1. Select the "**OUTBOX**" Tab
2. Either Select the radio button for the invoice you want to copy, and click Copy. OR Open the invoice you want to copy.
3. On the "**Detail**" tab, click **Copy This Invoice**.
4. Enter an invoice number.
5. For VAT lines, make sure the date of supply at the line level is correct.
6. Edit the other fields as necessary.
7. Click Next, review the invoice, and save or submit it.

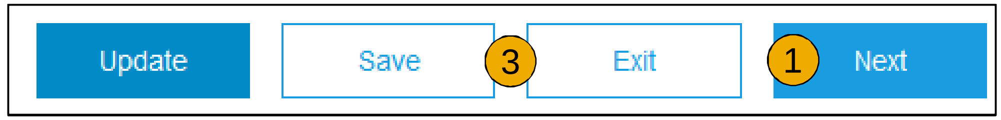


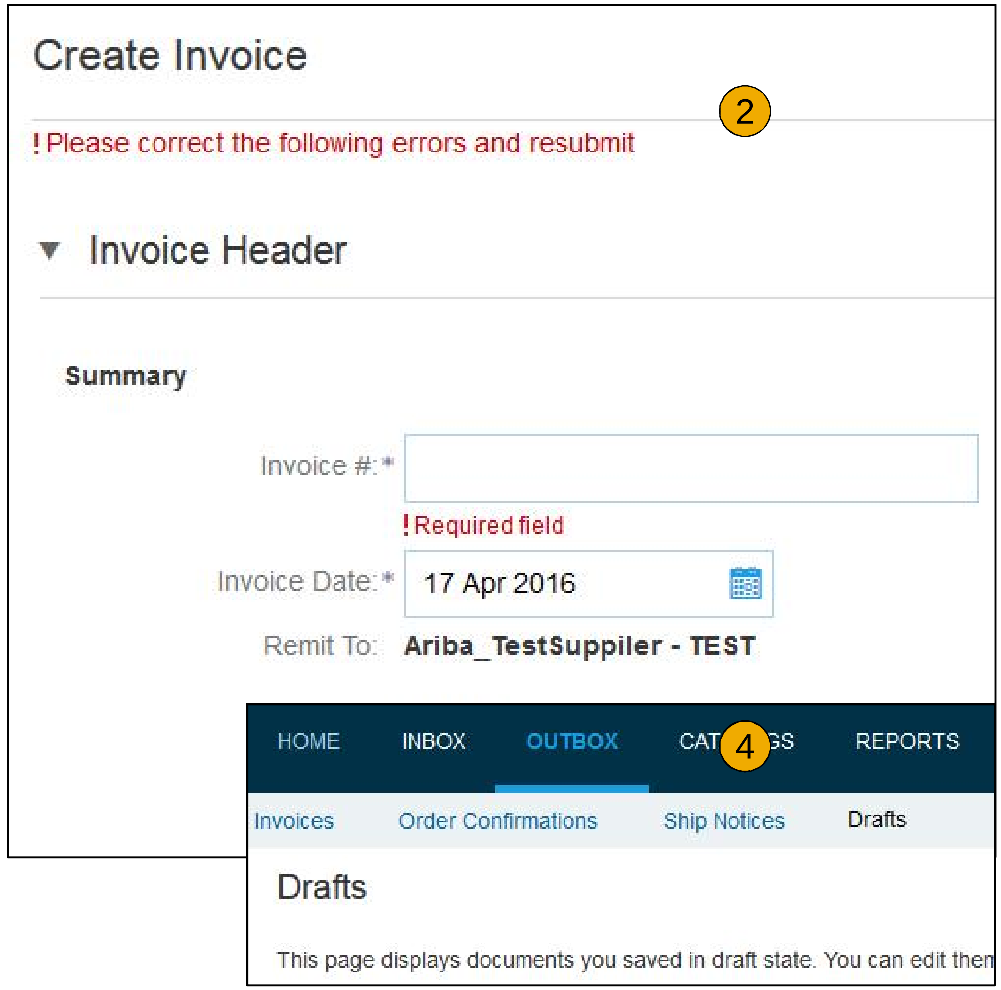
5. Modifying Invoices

PO Flip Invoice – Review, Save, Submit

1. Review your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.
2. In case of any errors, you will get a notification in red where information should be corrected.
3. If no changes are needed, click Submit to send the invoice to Citizens Bank
   If changes are needed, click Previous to return to previous screens and make corrections before submitting.
   Alternatively, Save your invoice at anytime during invoice creation to work on it later.
4. You may resume working on the invoice by selecting it from Outbox> Drafts on your Home page.

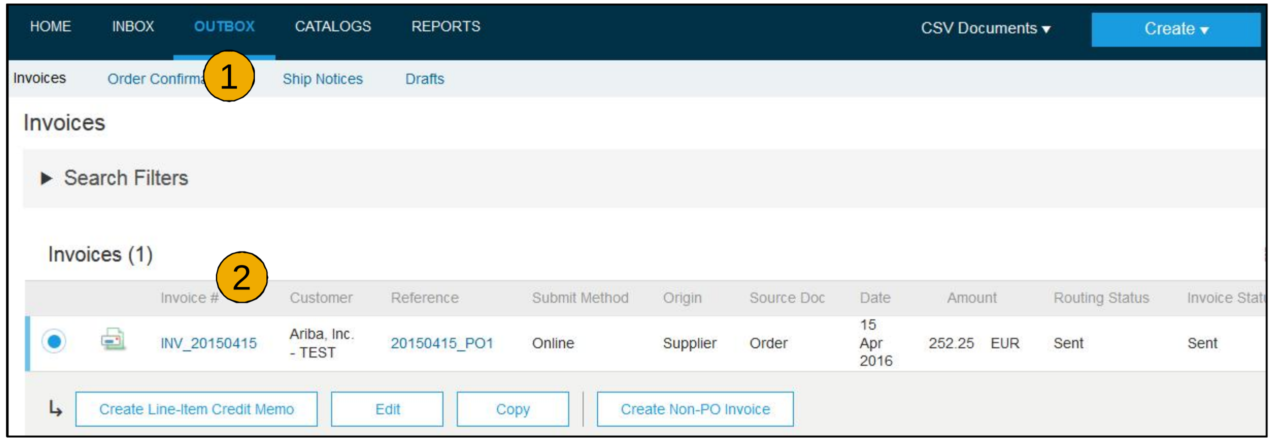
   Note: You can keep draft invoices for up to 7 days.

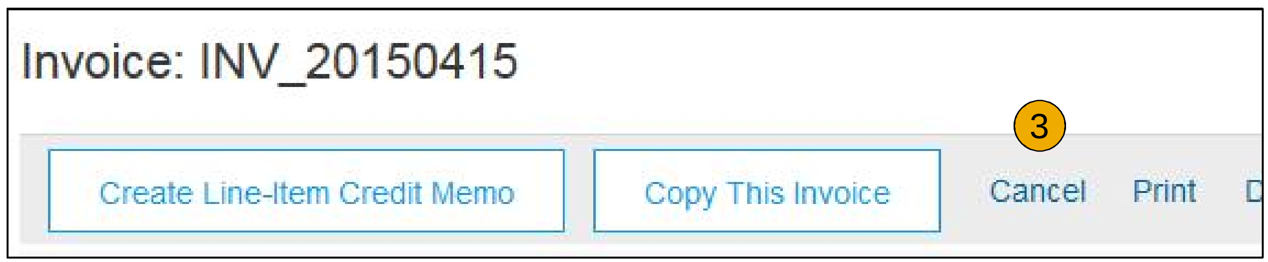


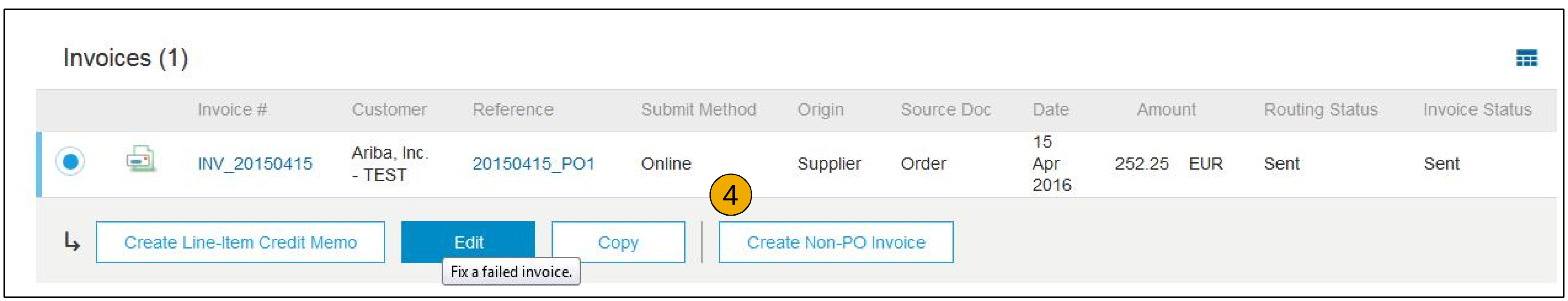


Cancel, Edit and Resubmit Invoices

1. Select the “OUTBOX” tab.
2. In the Invoice # column, click the invoice link to view details of the invoice.
3. Click **Cancel**. The status of the invoice changes to “Canceled.”
4. Click the Invoice # for the failed, canceled, or rejected invoice that you want to resubmit and click **Edit**.
5. Click **Submit** on the Review page to send the invoice.







6. Document Status, Searches, and Reports

SAP Ariba

Check Invoice Status

Check Status:

If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status.

You can also check invoice status from the **Outbox** by selecting the invoice link.

Routing Status

Reflects the status of the transmission of the invoice to Citizens Bank via the Ariba Network.

- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed Citizens Bank invoicing rules. Citizens Bank will not receive this invoice
- **Queued** – Ariba Network received the invoice but has not processed it
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer
- **Acknowledged** – Citizens Bank invoicing application has acknowledged the receipt of the invoice

Check Invoice Status

Invoice Status

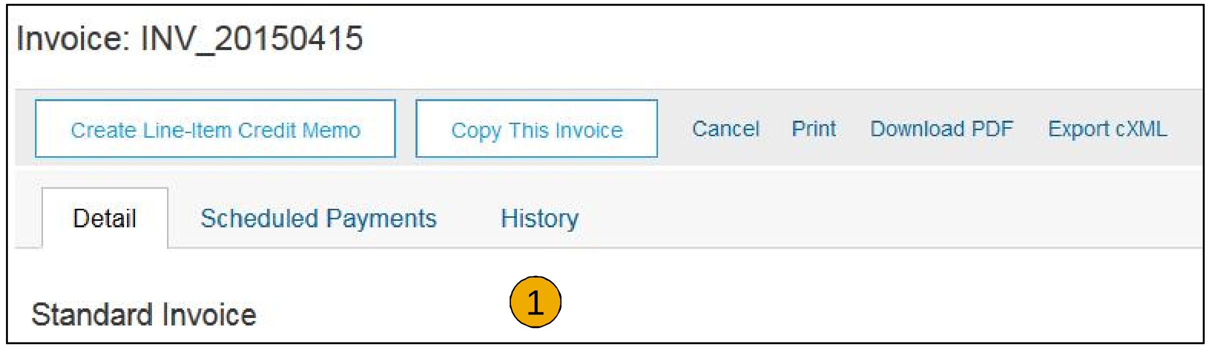
Reflects the status of Citizens Bank's action on the Invoice.

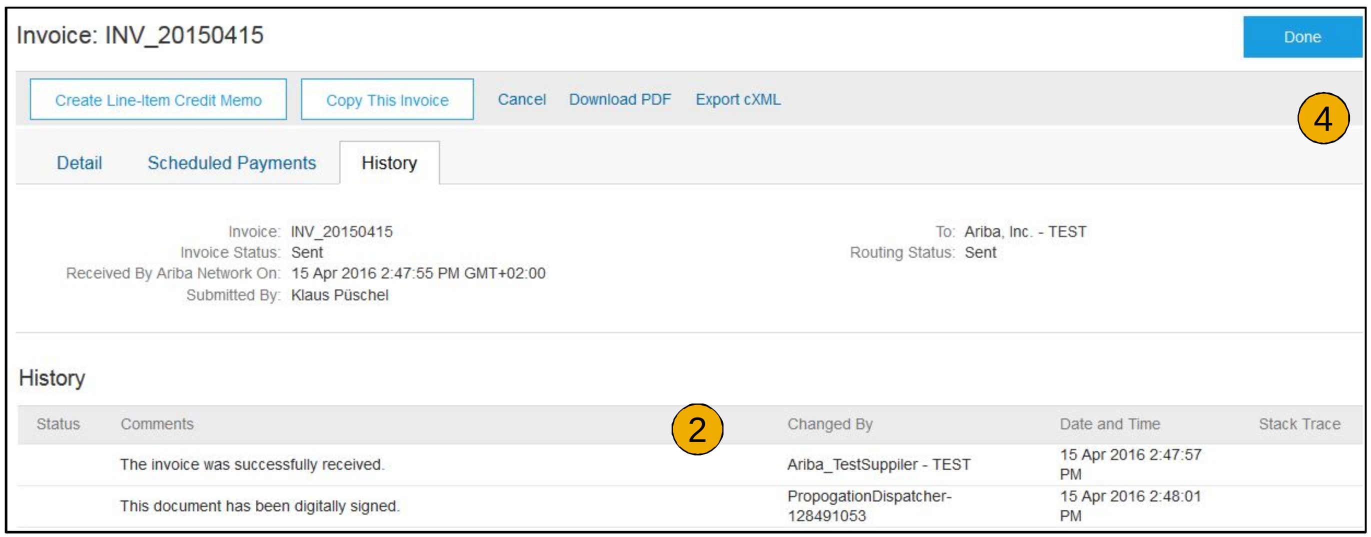
- **Sent** – The invoice is sent to the Citizens Bank but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Citizens Bank approved the invoice cancellation
- **Paid** – Citizens Bank paid the invoice / in the process of issuing payment. Only if Citizens Bank uses invoices to trigger payment.
- **Approved** – Citizens Bank has verified the invoice against the purchase orders or contracts and receipts and approved if for payment
- **Rejected** – Citizens Bank has rejected the invoice or the invoice failed validation by Ariba Network. If Citizens Bank accepts invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
- **Failed** – Ariba Network experienced a problem routing the invoice

Check Invoice History

Access any invoice:

1. **Click** on the History tab to view status details and invoice history.
2. **History and status comments** for the invoice are displayed.
3. **Transaction history** can be used in problem determination for failed or rejected transactions.
4. **When you are done** reviewing the history, click Done.





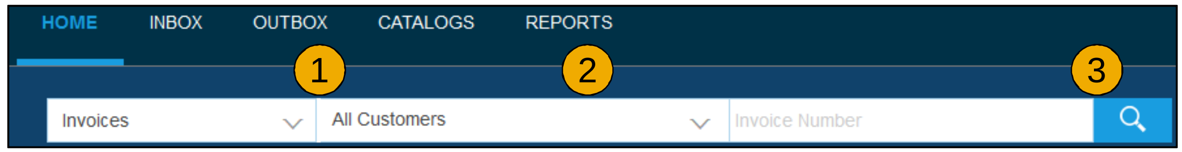
Search for invoice - Quick Search and Refined Search

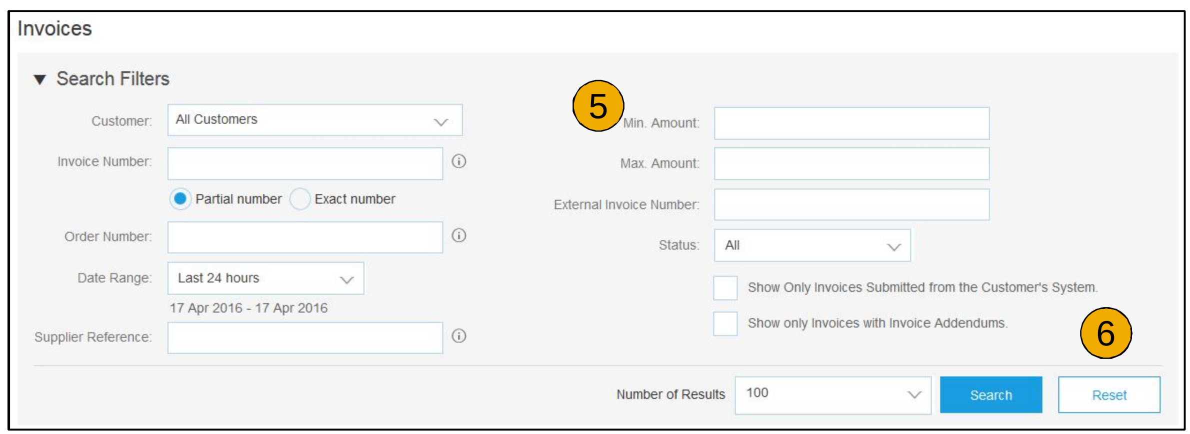
Quick Search:

1. **From the Home Tab,** Select Invoices in the Document type to search,
2. **Select** Citizens Bank from Customer Drop down menu**.**
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

Refined Search: Allows a refined search of Invoices within up to 90 last days.

4. **Search** Filters from Outbox (Invoices).
5. **Enter** the criteria to build the desired search filter.
6. **Click** Search.





Search for invoice - Reports

Invoice reports provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.

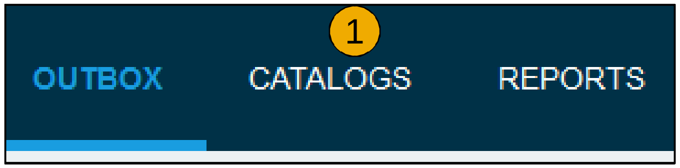
Failed Invoice reports provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.

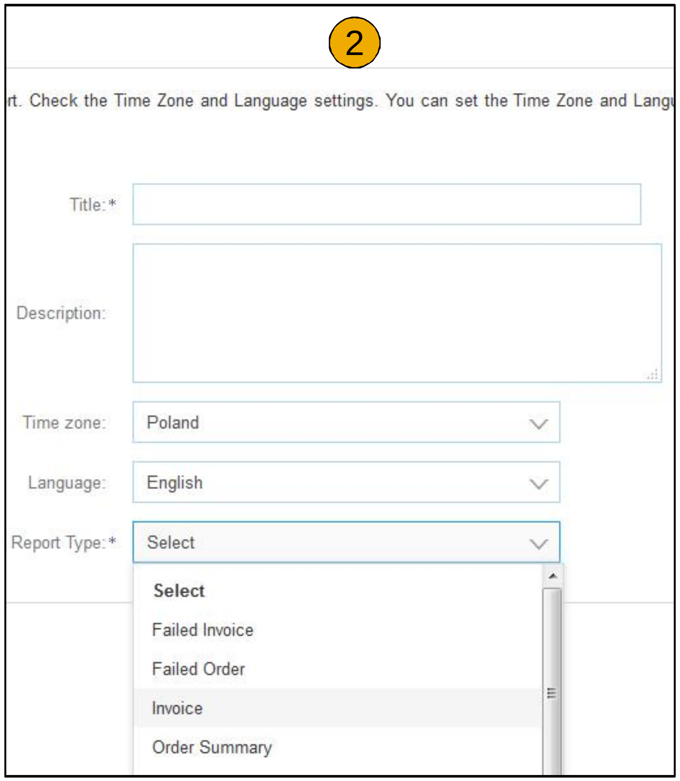
Note: Reports can be created by Administrator or User with appropriate permissions.

1. **Click** the Reports tab from the menu at the top of the page.
2. **Click** Create. Fill in required Information. Select an Invoice report type — Failed Invoice or Invoice.
3. **Click** Next.

Note: Select (and higher) members may choose Manual or Scheduled report. Set scheduling information if Scheduled report is selected. After specifying Customer and Created Date in Criteria click Submit. You can view and download the report in CSV format when its status is Processed.

For more detailed instructions on generating reports, refer to the Ariba Network Transactions Guide found on the HELP page of your account.



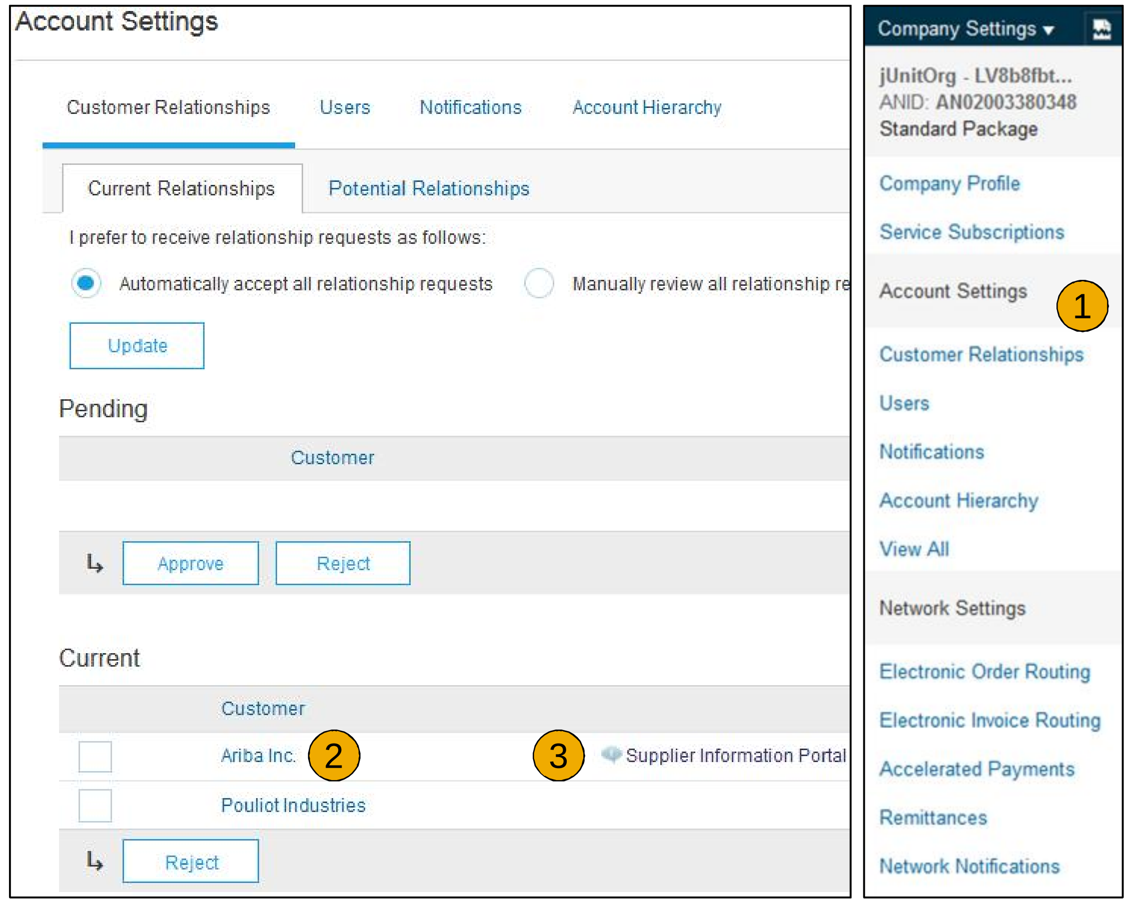


7. Ariba Network Support

Training and Resources

Citizens Bank Supplier Information Portal

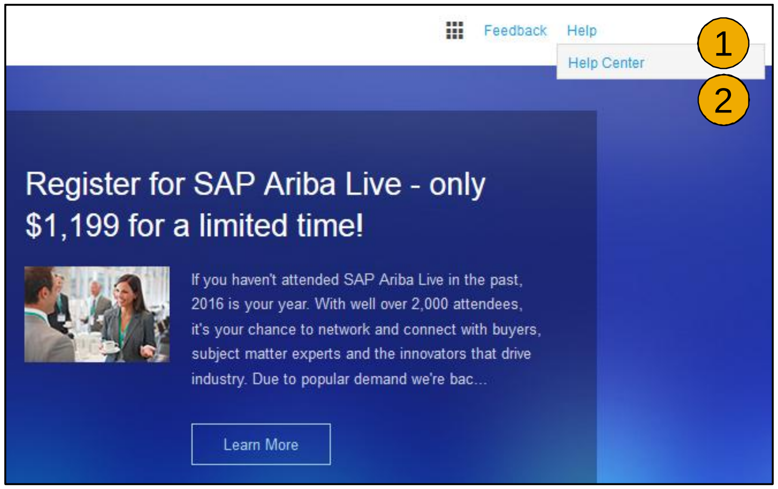
1. **Select** the name of your company in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name to view transactional rules: The Customer Invoice Rules determine what you can enter when you create invoices
3. **Select** Supplier Information Portal to view the following presentations to learn more about transacting with Citizens Bank:
   - Account Configuration Guide
   - Citizens Bank Purchase Order Confirmation and Ship Notice Guide
   - Citizens Bank Invoice Guide
   - Supplier Membership Program / Supplier Registration Guide

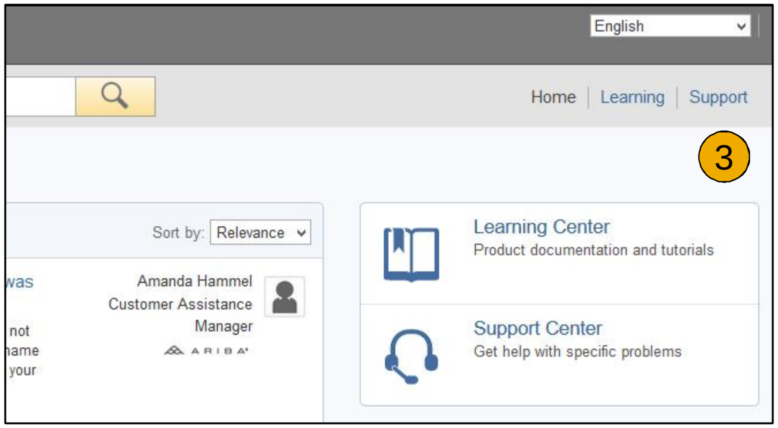


Training and Resources
Ariba Network Standard Documentation

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.



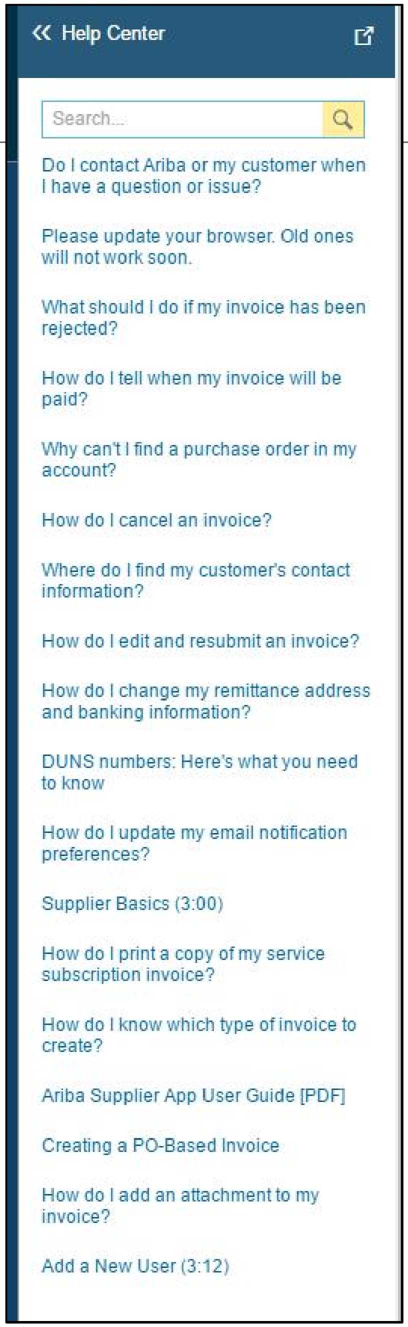


Training and Resources

Ariba Network Standard Documentation

From within your Ariba Network account:

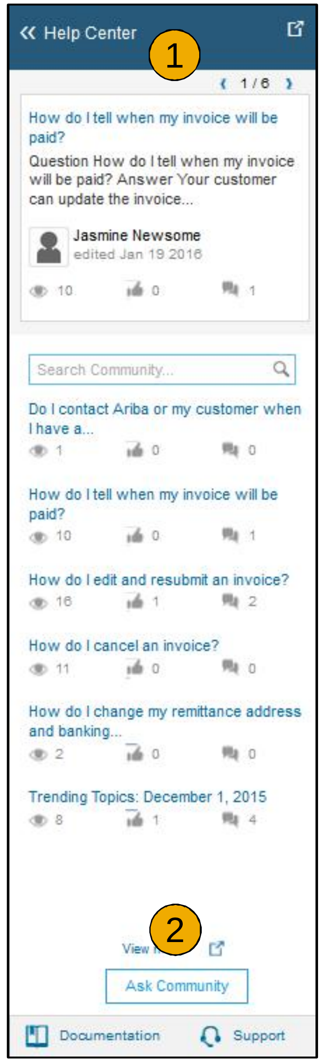
1. Click on **Help Center** to access Standard Documentation material.
2. Depending on which screen you are in within your account, the content will automatically update to reflect materials that may be helpful to you in relation to the items on the screen. You can also type in key word searches to adjust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

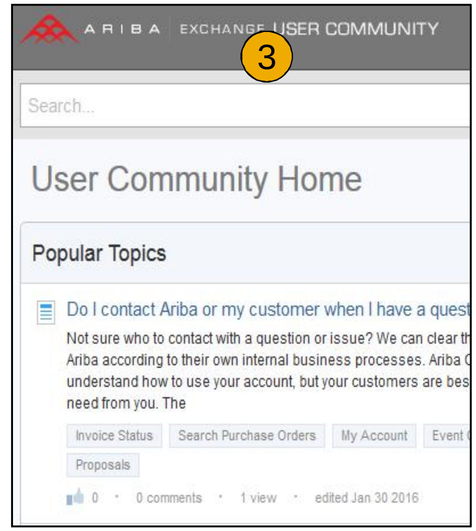


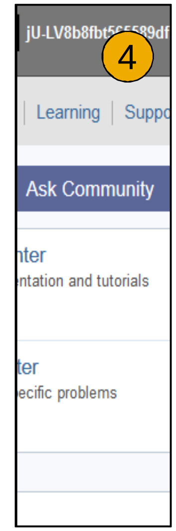
Help Center

Helpful things to know

1. **Popular Topics:** Title links are selected for you based on the solution that you were using, privileges & default language when you clicked on Help.
2. **Click** on the link to view the content item. You will be able engage with the content: author, view how many community users have viewed the content and have flagged the content as being helpful to you, and report problems with the content.
3. **Perform** a search to find content not found under Popular Topics. Results can be sorted or filtered.
4. **Under Learning** you can find the Product Documentation available for Users or Administrators.
5. **Popular Tags**: These are the tags associated with our most popular content items per solution. It is a quick way to find documents related to the topic.







Training and resources

Ariba Network standard documentation and useful links

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 CitizensEnablement@ariba.com for any questions regarding registration, configuration, Supplier Membership Program 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.

Ÿ Supplier Support Post Go-Live

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