First Data.

Ariba® Network Supplier Guide

SAP Ariba

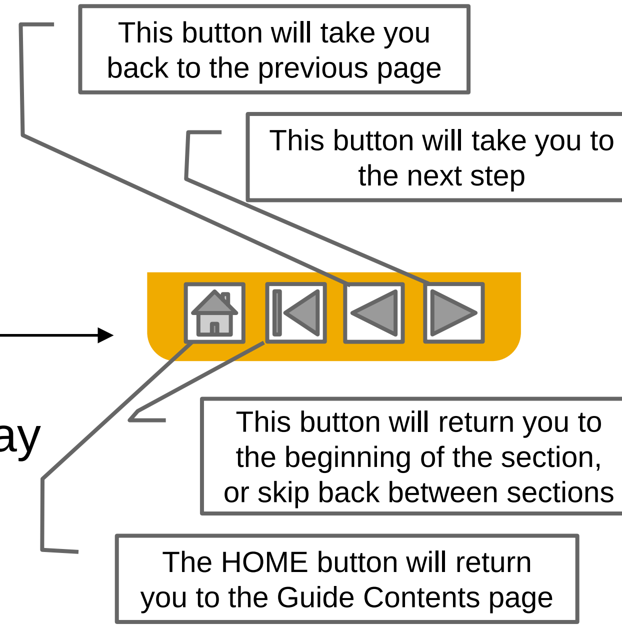
Get Started

Using This Guide

The purpose of this guide is to help suppliers understand the business processes required by First Data.

You may navigate this guide by:

- Clicking the buttons in the toolbar
- Clicking the hyperlinks on the pages – Hyperlinks may be words or shapes within the graphics
- Using the bookmark panel to the left



If you need additional help, you will find a help button at the bottom of each page that will assist you in finding the appropriate support contact.

Tabs in the lower left corner link out to our Community Support pages. Look for these to answer your most common questions.

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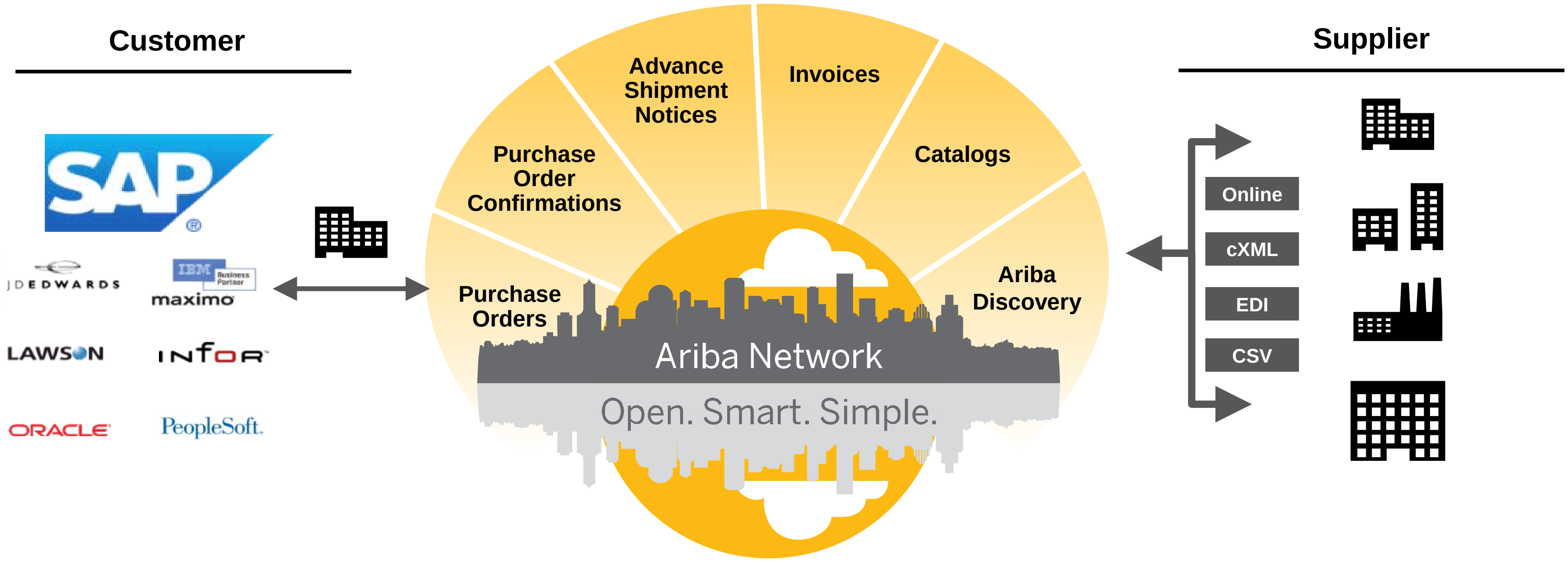
SECTION 1: Ariba Network Overview

What is Ariba Network? → **First Data Message** → **Supplier Value** → **Fee Schedule**

$USD

What is Ariba Network?

First Data has selected Ariba Network as their electronic transaction provider. As a preferred supplier, you have been invited by your customer to join Ariba Network and start transacting electronically with them.



2+ million
Trading Partners

$850B
In Annual Commerce

>60%
Global 2000 use the Network

65+ million
Annual Invoices

190
Countries

60+ million
Annual Purchase Orders

First Data Message

We are writing to inform you of changes that First Data is implementing to improve our procurement processes. These changes will simplify your experience with First Data by automating transactions including Purchase Orders, invoice reconciliation, and invoice payment.

To assist with this initiative, we partnered with SAP Ariba to enable suppliers to transact electronically through **Ariba® Network.** As a preferred First Data supplier, you have been selected to transition with us to Ariba Network and eliminate the hassle of manual, paper-based transactions.

Joining Ariba Network through First Data will streamline your processes and provide the following advantages:

- **Real-time P.O. and Invoice Delivery** for quicker fulfillment, identification of discrepancies, and payment status visibility
- **Visibility** to other buying organizations provided by Ariba Network
- **Invoice Status Visibility** allowing you to view invoice acceptance by First Data and expected payment dates
- **Reduction in administrative expenses** for items such as postage, printing, and mailroom handling
- **Simple set-up** through Internet-based tools

Thank you in advance for your cooperation and assistance in implementing these important improvements. We look forward to continuing our relationship during this transition and beyond.

Note:

Participation is important for seamless business transactions with First Data. Once Ariba Network is operational, it is expected that transactions will be processed on the network.

SAP Ariba Can Help You...

Collaborate immediately with all trading partners?

- Immediate access to online invoice creation tool
- Automation and catalog posting for your buyers in <8 weeks

Turn paper into efficient electronic transactions?

- 75% faster deal closure
- 75% order processing productivity gains via cXML
- 80% increase in order accuracy through PunchOut

Catch errors and correct them – before they even happen?

- 64% reduction in manual intervention

Track invoice and payment status online in real time and accelerate receivables?

- 62% decrease in late payments
- 68% improvement in reconciling payments

See opportunities you’re missing and have the ability to trade globally?

- 15% increase in customer retention
- 30% growth in existing accounts
- 35% growth in new business

Supplier Fee Schedule

Please select your currency:

$USD

Supplier Fee Schedule - USD

5 and more documents?	More than $50K?	Usage
NO	NO	FREE
YES	NO	FREE
NO	YES	FREE
YES	YES	CHARGEABLE

- **FREE for all suppliers to join and begin transacting**
- **No surcharges for suppliers with multiple divisions or business units**
- **Documents are considered Purchase Orders and Invoices**

Examples

Volume	Subscription	Transaction	Total Annual
60 documents | $35K	Standard - $0	$0	$0
4 documents | $500K	Standard - $0	$0	$0
60 documents | $500K	Silver - $750	$775	$1525

Transaction Fees

Billed every quarter

0.155% of transaction volume
Capped at $20,000/year (per Relationship)

+

Subscription Fees

Billed once a year

Annual Document Count Across All Customer Relationships	Subscription	Annual Fees
5 to 24 documents	Bronze	$50
25 to 99 documents	Silver	$750
100 to 499 documents	Gold	$2,250
500 and more documents	Platinum	$5,500

SECTION 2: Set Up Your Account

Basic Account Configuration

- Accept Invitation
- Profile Completion
- Email Notifications

Enablement Tasks

- Enablement Tasks
- Purchase Order Routing
- Invoice Notifications
- Tax Details
- Remittances

Advanced Account Configuration

- Customer Relationships
- Roles and Users
- Enhanced User Account Functionality
- Multi-Orgs
- Test Accounts

Accept Your Invitation

The invitation is also referred to as the **Trading Relationship Request**, or TRR. This e-mail contains information about transacting electronically with your customer.

- **Click** the link in the emailed letter to proceed to the landing page**.**

See http://www.ariba.com/supplier/suppliernetwork/ for more information about the Ariba Network capabilities.

WHAT DO I DO IF I HAVE QUESTIONS

For general and frequently asked questions about the Ariba Network, click here.

View additional information about ANQA testing account, Inc. in the Supplier Information Portal After you have established the trading relationship, you can continue to access ANQA testing account, Inc.'s supplier information portal from your Ariba Network account.

For specific questions related to your Ariba Network trading relationship with ANQA testing account, Inc., click here to submit your questions directly to them.

ACTION REQUIRED

If you are the account administrator or if you want to register a new account on the Ariba Network, proceed to click the following link. Registering and/or setting up the trading relationship with ANQA testing account, Inc. takes only a few minutes. There is no charge to register, and basic membership is free. Potential fees may apply based on transaction volumes.

→ **Click here to proceed**
(This will inform us that you have started the activation process)

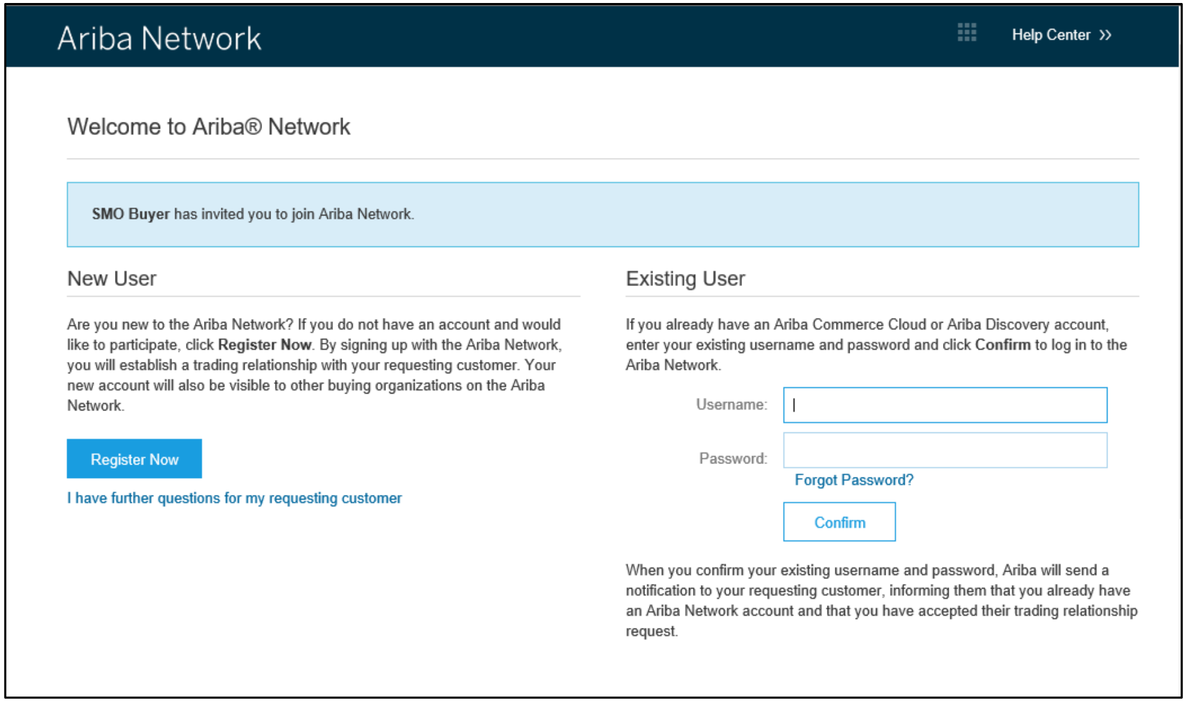
NOTES:

- This invitation link allows you to create a new Ariba Network account or use an existing

Select One…

First Time User

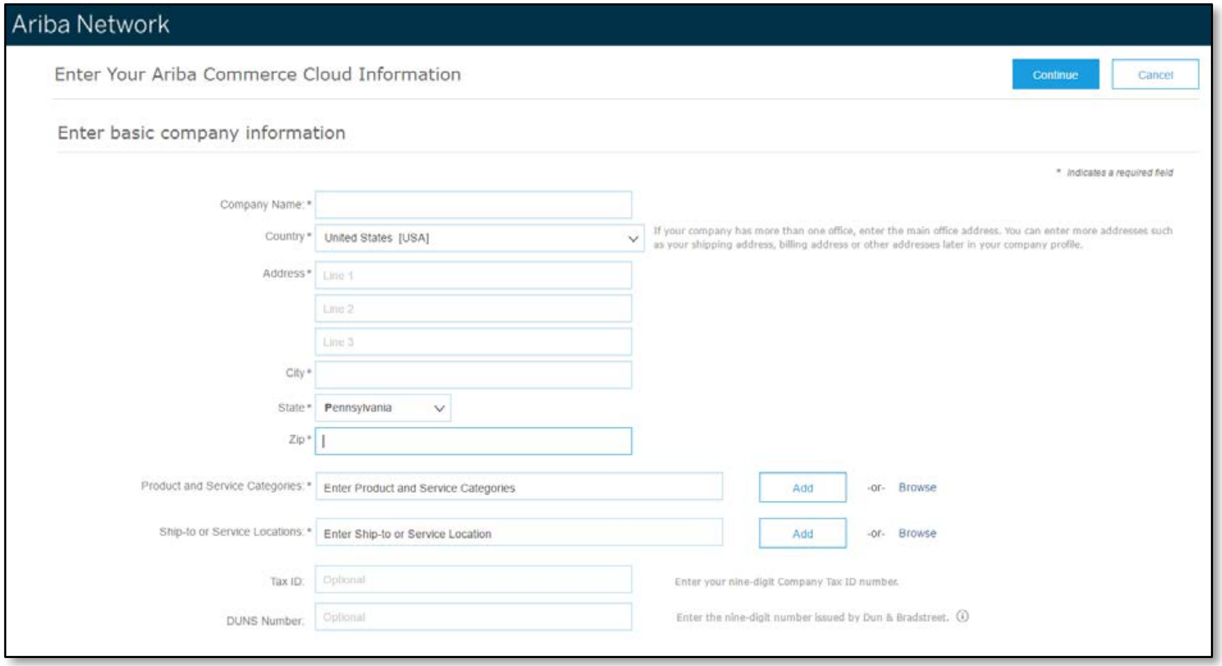
Existing User



Register as New User

1. Select **Register Now**

2. Enter all fields marked **required** with an asterisk **(*)** including**:**
   - Your company information
   - Product & Service categories
     - Type in a keyword, select the category, and click on Add. For more precise matches, use the Browse option.
   - Sales territories
   - User information

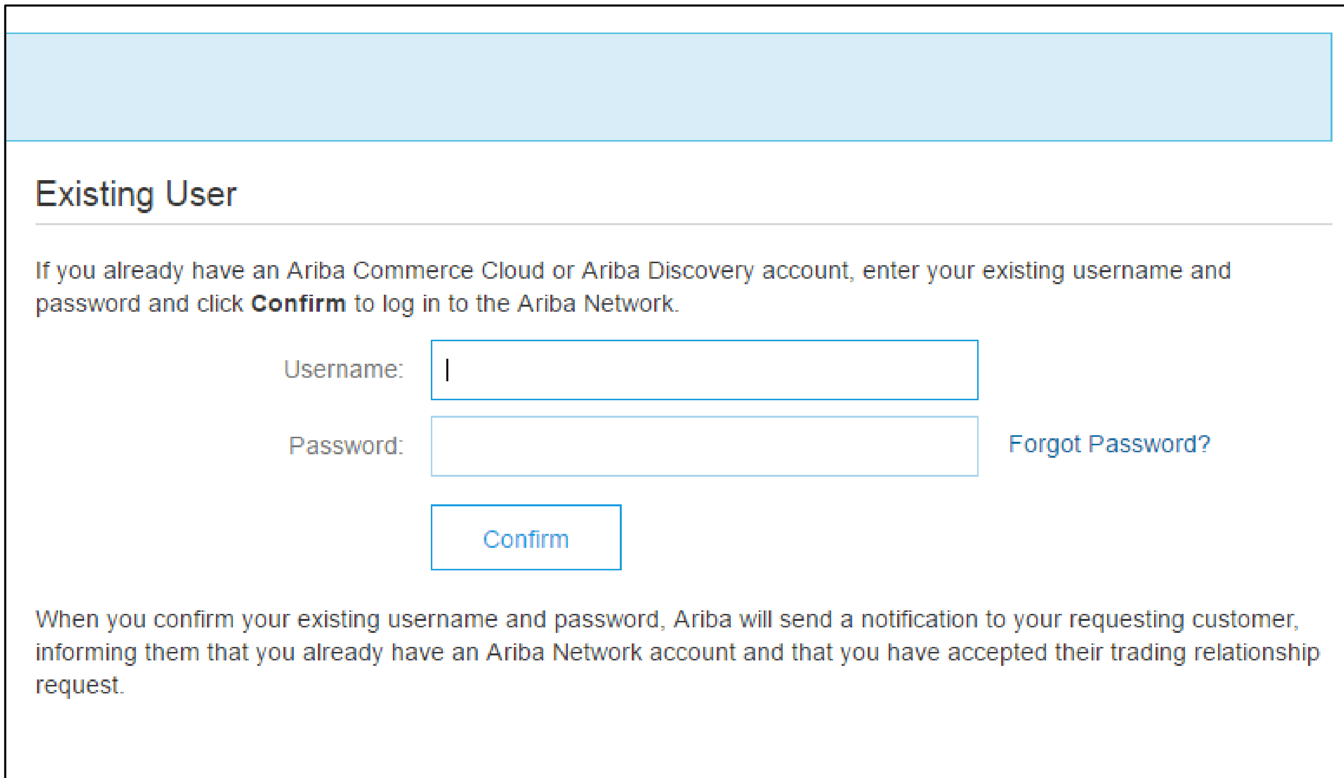


3. Accept the **Terms of Use** by checking the box.

4. Click **Continue** to proceed to your home screen.

Accept Relationship as Existing User

- **Log in** using your current Ariba username and password in order to accept the relationship with your customer.



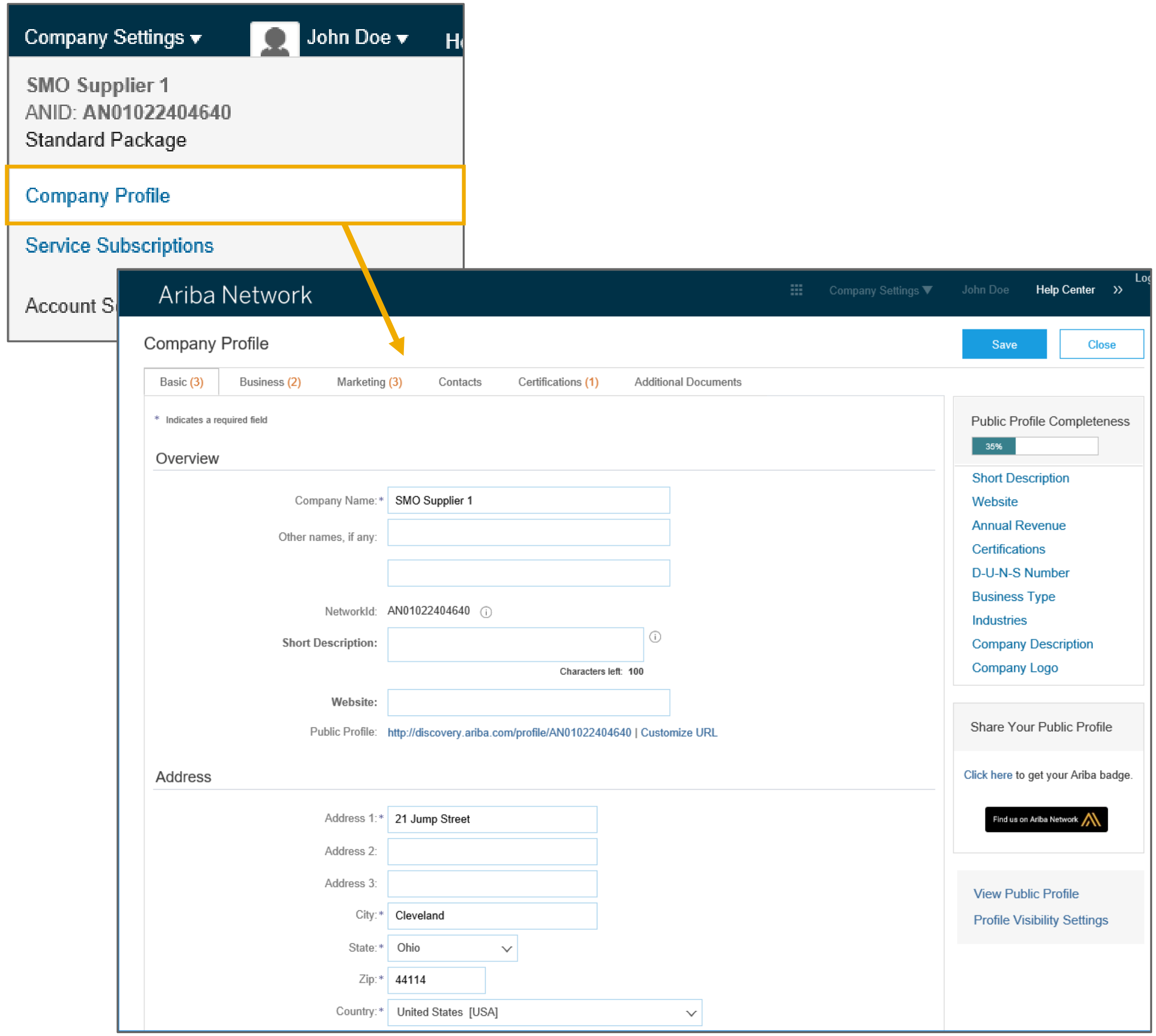
Trouble Logging In?

More Than One Account?

Complete Your Profile

1. Select **Company Profile** from the **Company Settings** dropdown menu.
2. Complete all suggested fields within the tabs to best represent your company.
3. Fill the **Public Profile Completeness** meter to 100% by filling in the information listed below it.

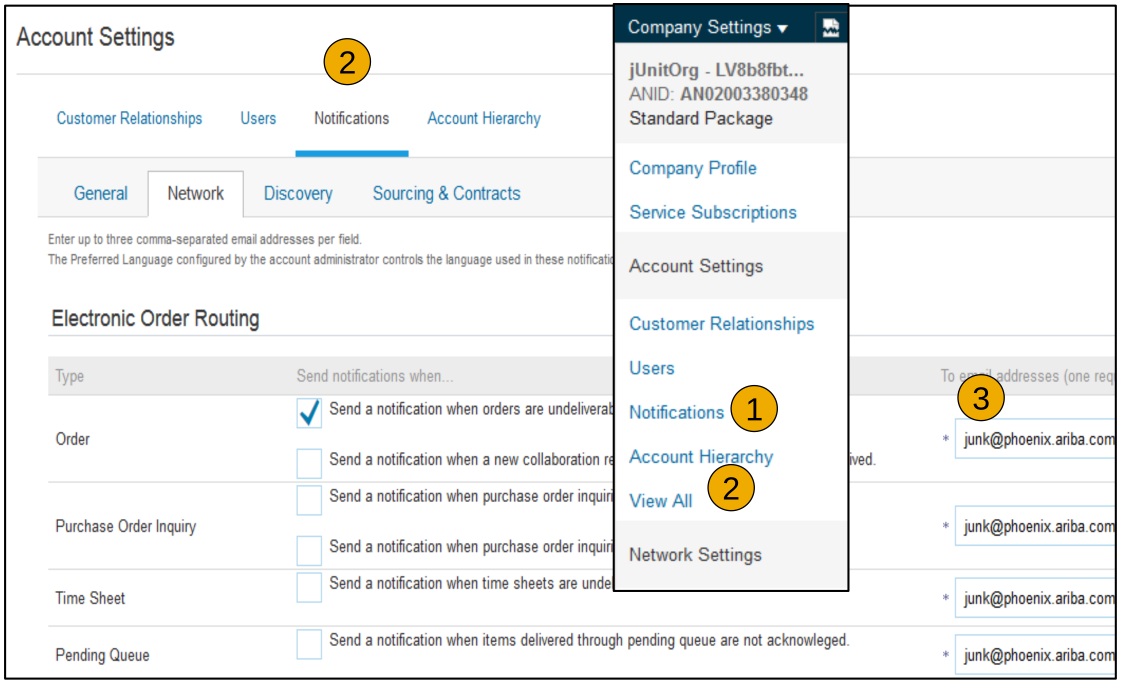
Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.



Configure Your Email Notifications

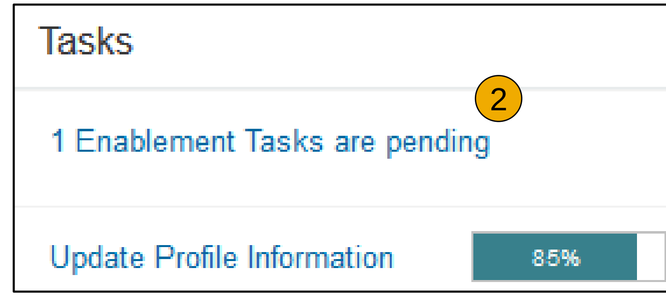
The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

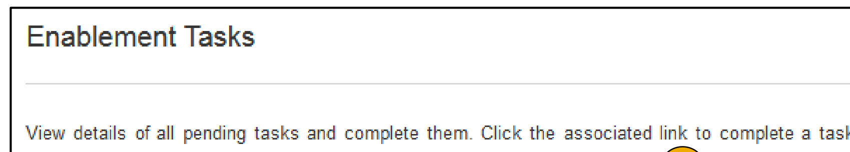
1. Click on **Notifications** under **Company Settings**.
2. Network **Notifications** can be accessed from here as well, or you may switch to the Network tab when in **Notifications**.
3. You can enter up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.



Configure Your Enablement Tasks

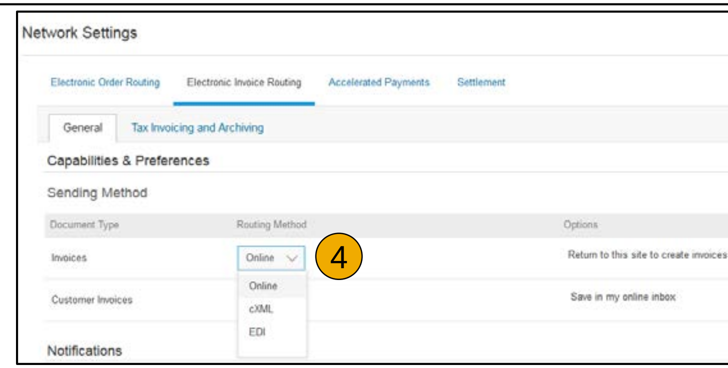
1. From your home screen, select the **Enablement Tab**
2. Click on the **Enablement Tasks** are pending link
3. Select necessary **pending tasks** for completion
4. Choose one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:
   Online, cXML, EDI, Email, Fax or cXML pending queue (available for Order routing only) and configure e-mail notifications.





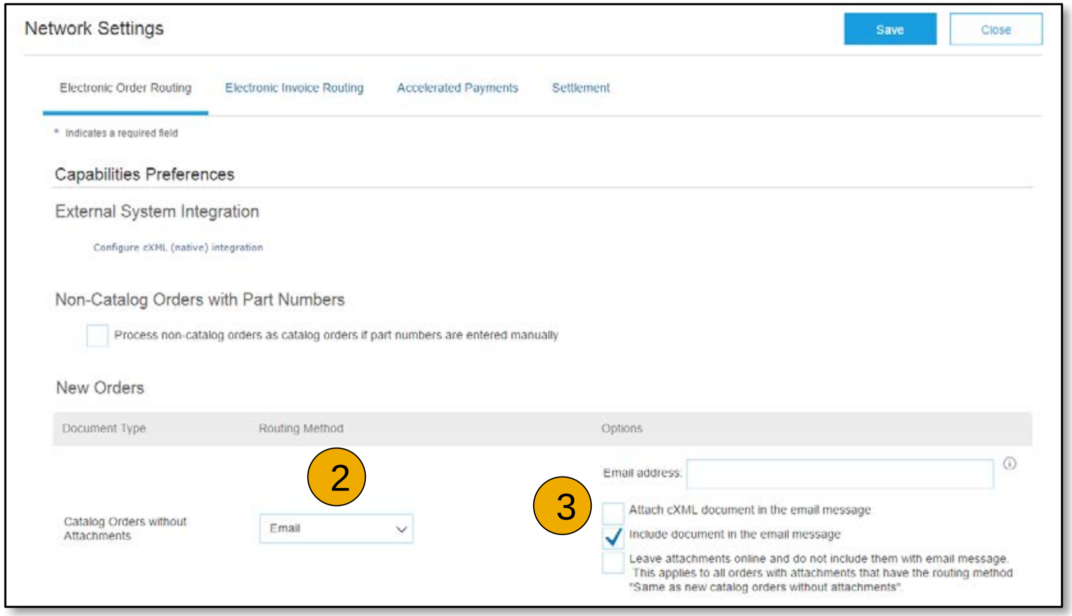
Activity Name	Date Due	Total Tasks	My Pending Tasks
▶ Account	26 Feb 2016	4	0
▶ Purchase Order	1 Apr 2016	2	0

Note: There may be times you see a pending task for your customer. This will not go away until your customer completes it.



Select Electronic Order Routing Method

1. Click on the Tasks link to configure your account.
2. Choose one of the following routing methods:
   - **Online**
   - **cXML**
   - **EDI**
   - **Email**
   - **Fax**
   - **cXML pending queue** (available for Order routing only)
3. Configure e-mail notifications.



Route Your Purchase Orders

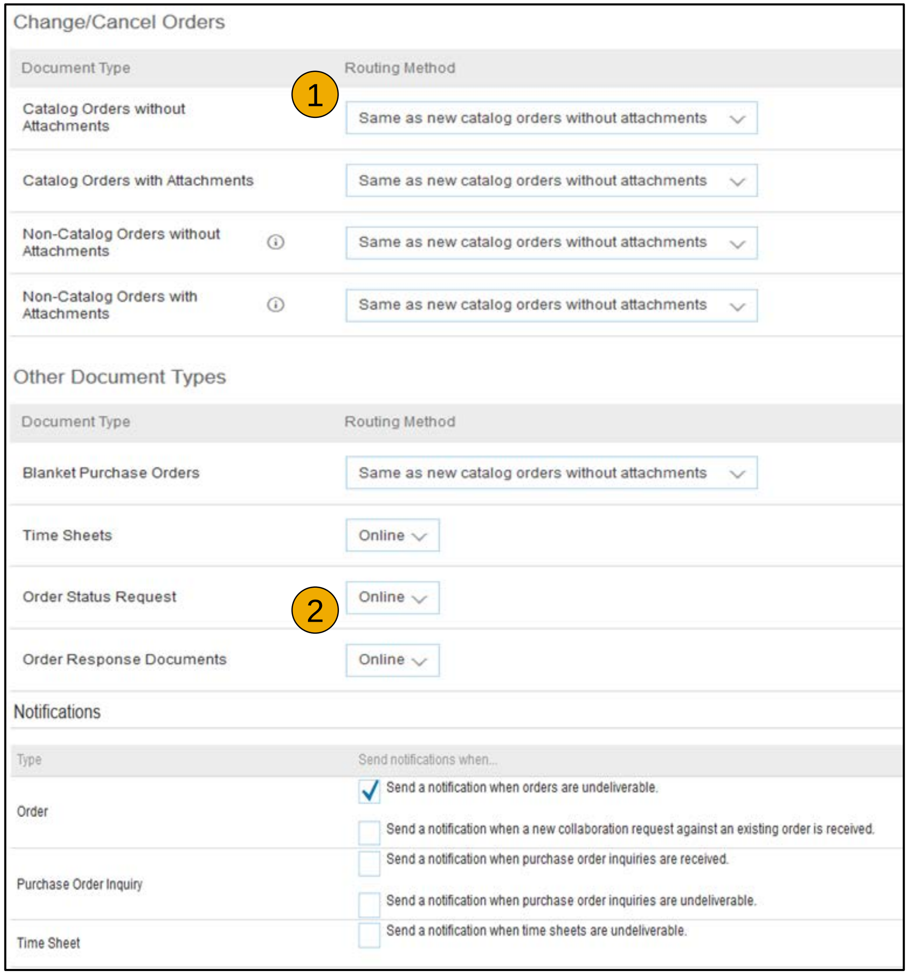
Method Details

- **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
- **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.
- **Fax:** Notifications of new orders are sent via Facsimile, and can include a copy of the PO as well as a cover sheet.
- **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please contact FDEnablement@ariba.com to be connected with a Seller Integrator who will provide more information on configuration.

Select Electronic Order Routing Method

Notifications

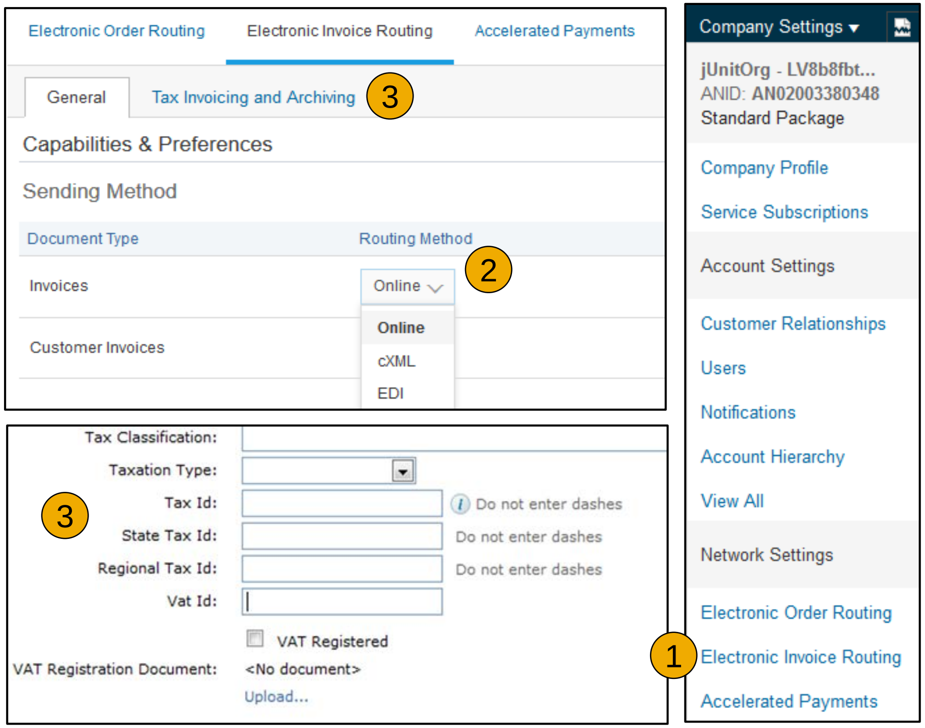
1. Select "**Same as new catalog orders without attachments**" for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
2. Specify a **method** and a **user** for sending Order Response Documents (Confirmations and Ship Notices).



Select Electronic Invoice Routing Method

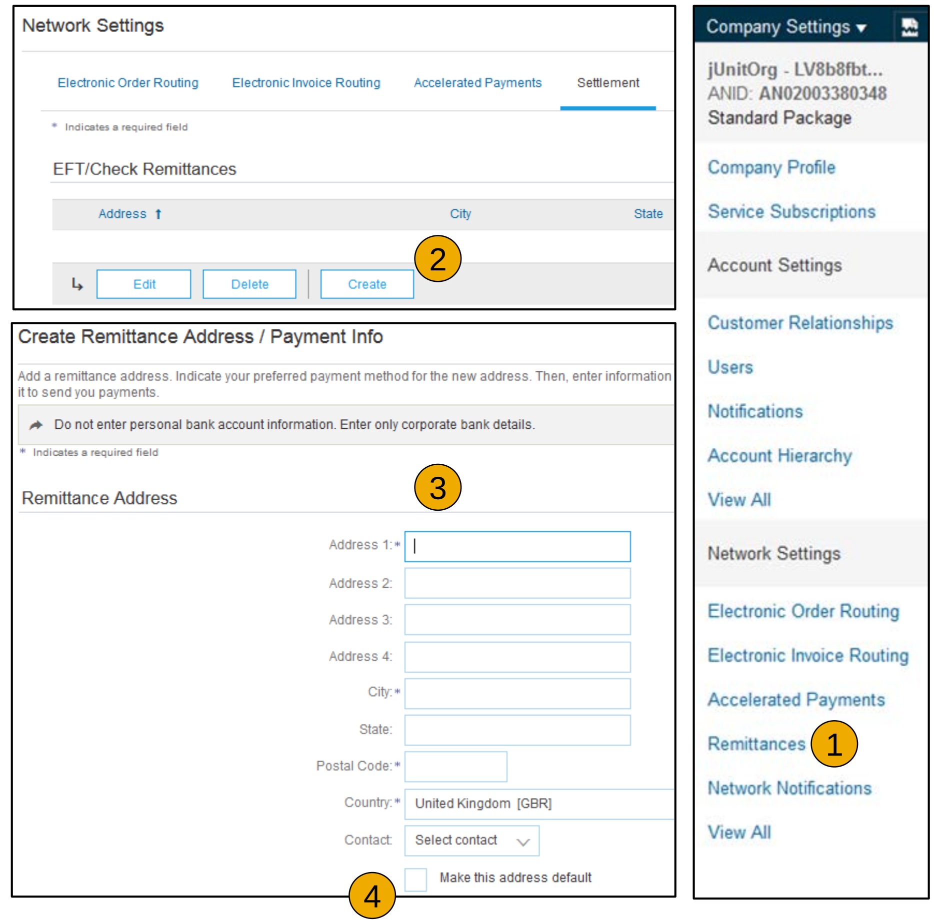
Methods and Tax Details

1. Select **Electronic Invoice Routing.**
2. Choose one of the following methods for Electronic Invoice Routing: **Online; cXML; EDI**. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. Click on **Tax Invoicing** for Tax Information and Archiving sub-tab to enter **Tax Id**, **VAT Id** and other supporting data.



Configure Your Remittance Information

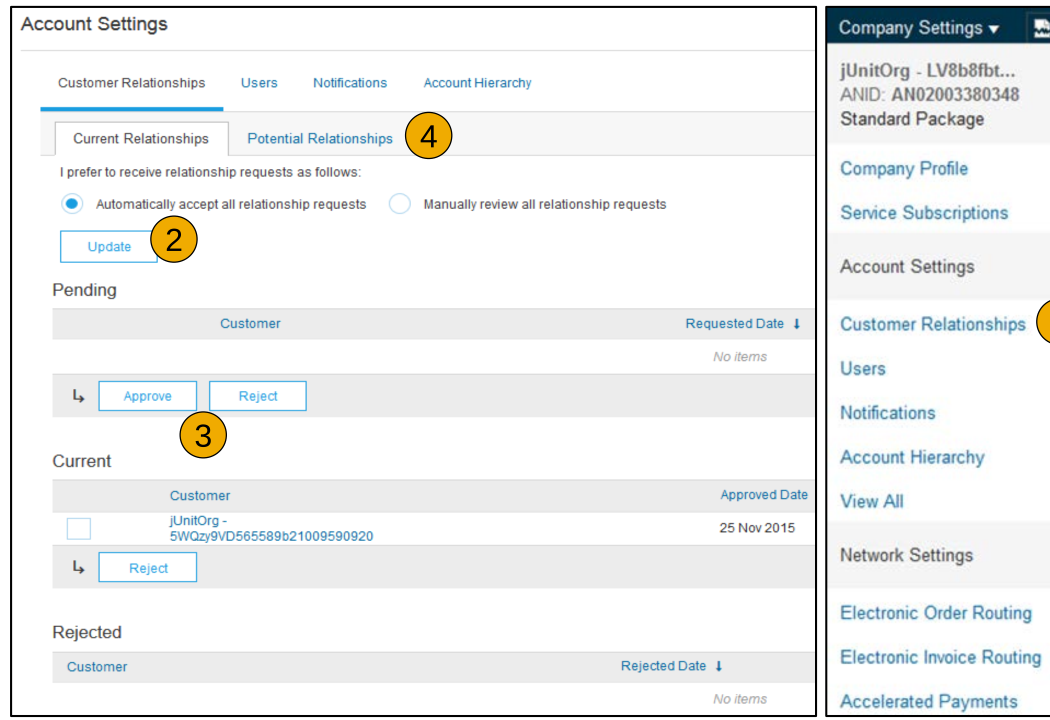
1. From the **Company Settings** dropdown menu, select click on **Remittances**
2. Click **Create** to create new company remittance information, or **Edit**, if you need to change existing information.
3. Complete all required fields marked by an asterisk (*) in the **EFT/Check Remittances** section.
4. 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.



Review Your Relationships

Current and Potential

1. Click on the **Customer Relationships** link in the **Administration Navigator**.
2. Choose to accept customer relationships either **automatically** or **manually**.
3. In the **Pending Section**, you can **Approve** or **Reject** pending relationship requests. In the **Current Section**, you can review your current customers' profiles and information portals. You can also review rejected customers in the **Rejected Section**.
4. Find Potential customers in **Potential Relationships** tab.



Understand Roles for Users

Administrator

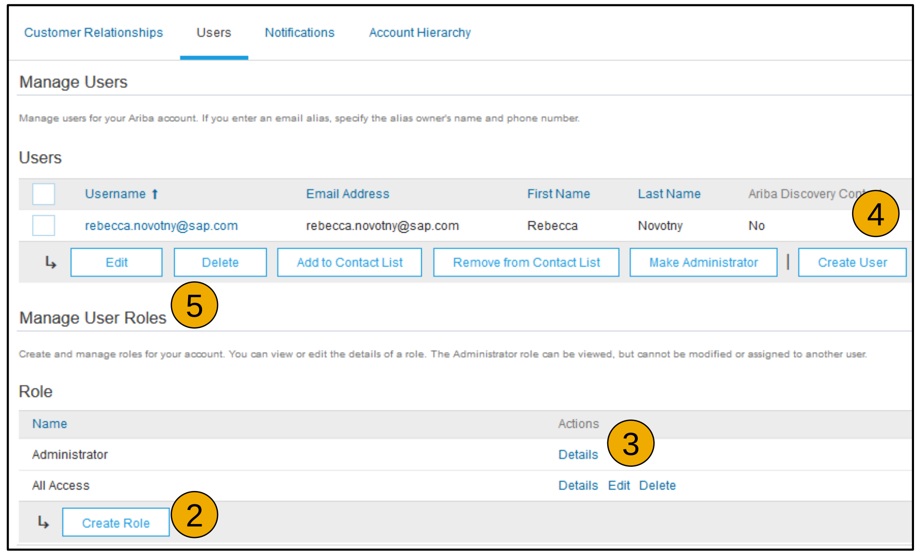
- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems.
- Creates roles for the account

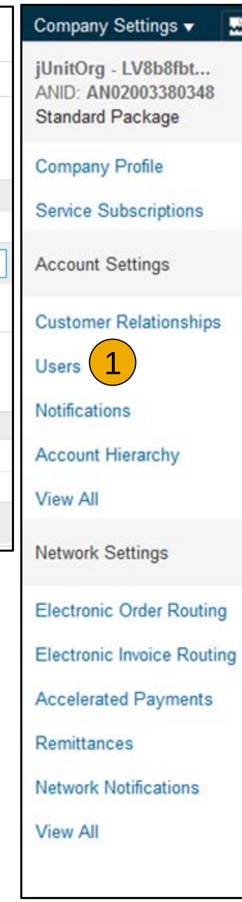
User

- Can have different roles, which correspond to the user’s actual job responsibilities
- Responsible for updating personal user information

Create Roles and Users

1. Click on the **Users** tab on the **Administration Navigator**. The Users page will load.
2. Click on the **Create Role** button in the **Manage Roles** section and type in the **Name** and a **Description** for the Role.
3. Add **Permissions** to the Role that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.

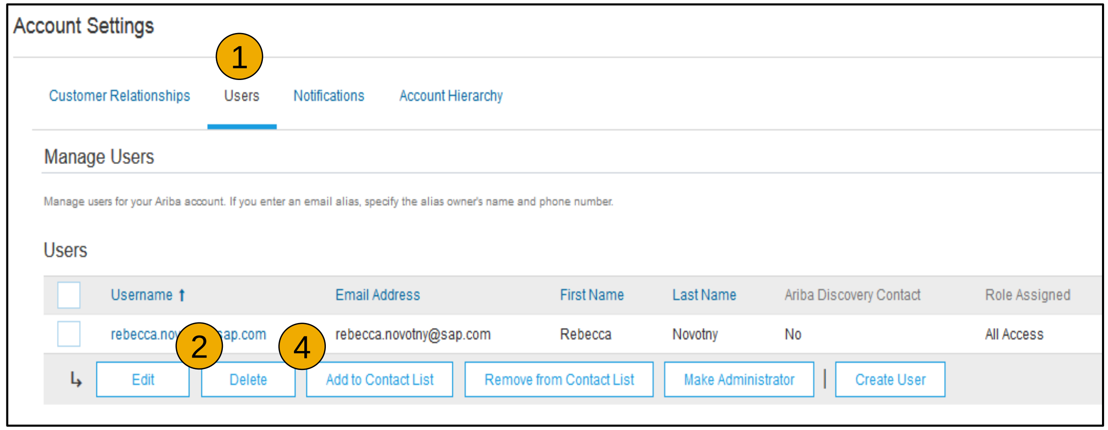


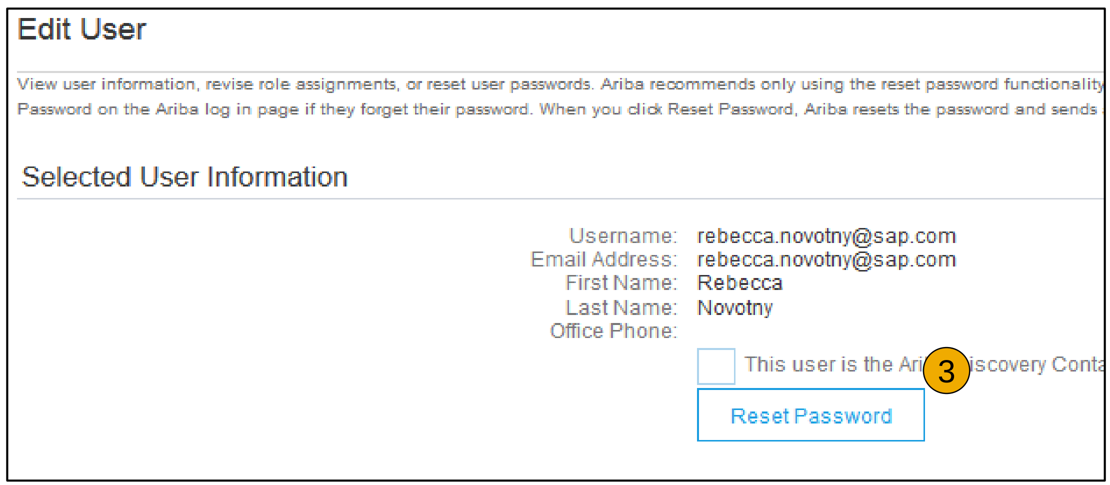


4. To create a user, click on **Create User** button and add all relevant information about the user including **name** and **contact infomation**.
5. Select a role in the **Role Assignment** section and click on **Done**. You can add up to 250 users to your Ariba Network account.

Modifying Users

1. Click on the **Users** tab.
2. Click on **Edit** for the selected user.
3. Click on the **Reset Password Button** to reset the password of the user if necessary.
4. Other options:
   - **Delete User**
   - **Add to Contact List**
   - **Remove from Contact List**
   - **Make Administrator**

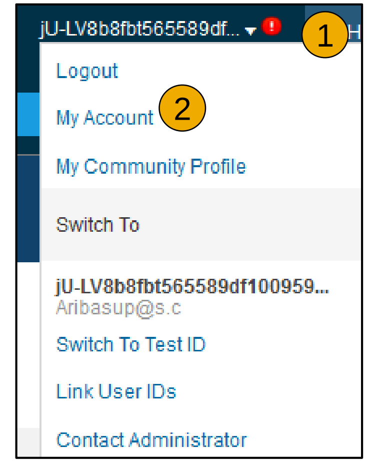


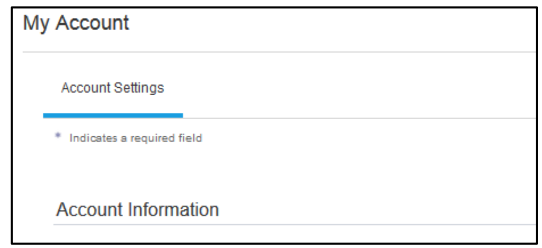


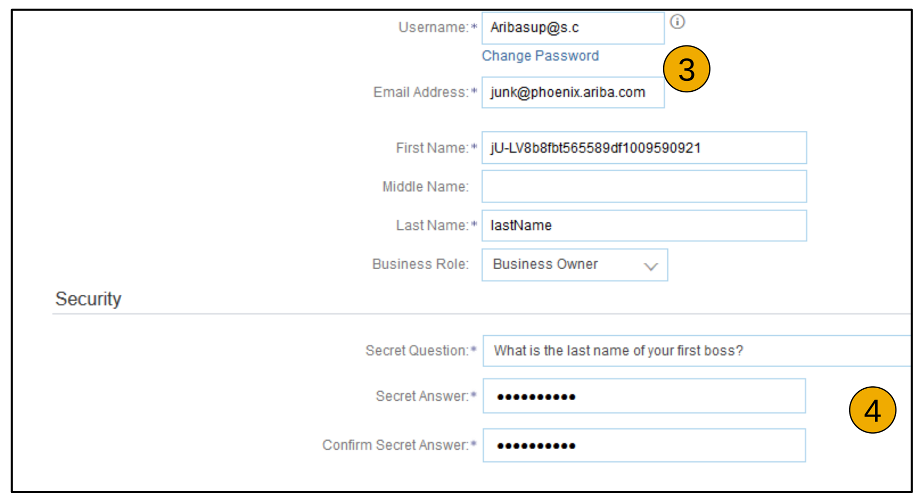
Enhanced User Account Functionality

1. Click on **your name** in top right corner, to access the **User Account Navigator**. It enables you to:
   - Quickly access your personal user account information and settings
   - Link your multiple user accounts
   - Switch to your test account

   Note: After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.
2. Click on **My Account** to view your user settings.
3. Click **Complete** or update all required fields marked by an asterisk. **Note:** If you change username or password, remember to use it at your next login.
4. Hide personal information if necessary by **checking the box** in the **Contact Information Preferences** section.







Consolidate Your Bills Through a Multi-Org

SAP Ariba

Branch 1 Parent Account ANID 1

Branch 2 ANID 2

Branch 3 ANID 3

Branch 4 ANID 4

Multi-Org Consolidated Invoice

Branch 1 **Parent Account
- Customer X
- Customer Z

Branch 2
- Customer Y
- Customer Z

Branch 3
- Customer Y
- Customer Z

Branch 4
- No chargeable relationship

1 Master Anniversary Date

1 service invoice per quarter for all customers

Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.

Participate in a Multi-Org

Guidelines

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID’s to be included on the invoice.
- A Multi-Org is NOT:
  - A way to merge accounts.
  - A way to get a discount on Transaction Fees.

Structure Your Multi-Org

1. Register **all accounts** which will be included in the Multi-Org.
2. Create a list of **all ANIDs** and designate the **parent account**.
3. Wait until the first ANID becomes **chargeable**.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.

Link Accounts Via an Account Hierarchy

Linkage between individual accounts for <u>account management</u> purposes

The administrator of the Parent account can log into the child account and take the following actions:

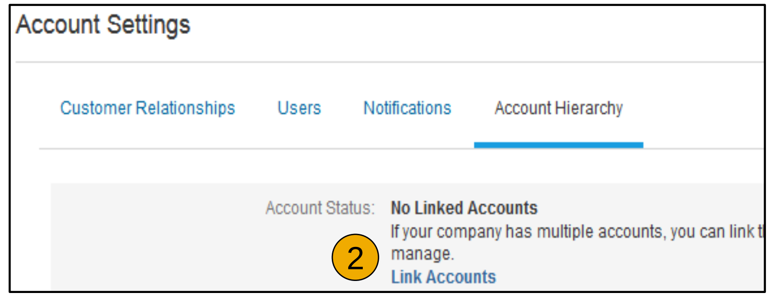
- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

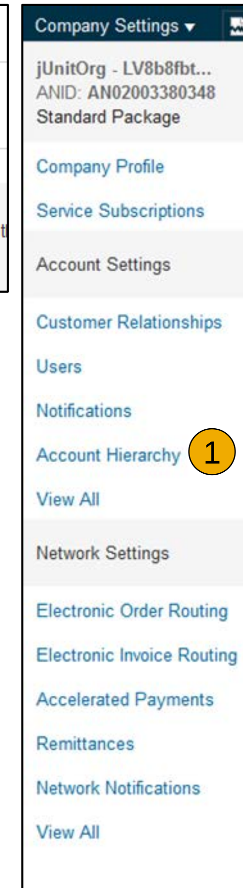
The administrator of the Parent account cannot take following actions:

- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

Create an Account Hierarchy

1. Open the **Account Administration Menu** and go to **Account Hierarchy**.
2. To add child accounts click **Link Accounts**.
3. The Network will detect if there is an existing account with corresponding information.
4. On the next page either **log in as an Administrator** or **send a request** through an online form as a Not Administrator.
5. Once the request is confirmed by a child account administrator, the name of the linked account is displayed on the **Account Hierarchy** page.

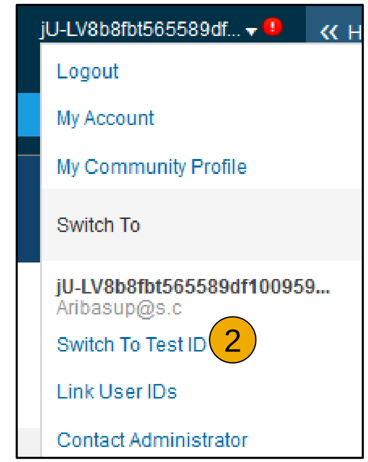


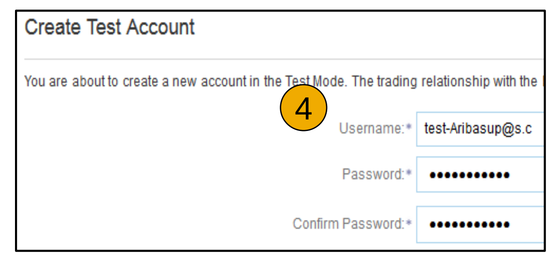


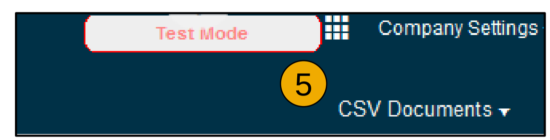
Set Up a Test Account

1. To set up your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. Click **your name** in top right corner and then select **Switch to Test ID**. The **Switch To Test Account** button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. Click **OK** when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. Create a **Username** and **Password** for your test account and click **OK**. You will be transferred to your test account.

   • Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.
   Note: Test account transactions are free of charge.
5. The Network will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).







SECTION 3: Purchase Order Management

View Purchase Orders

Purchase Order Detail

Create PDF of PO

Manage POs

View Purchase Orders

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

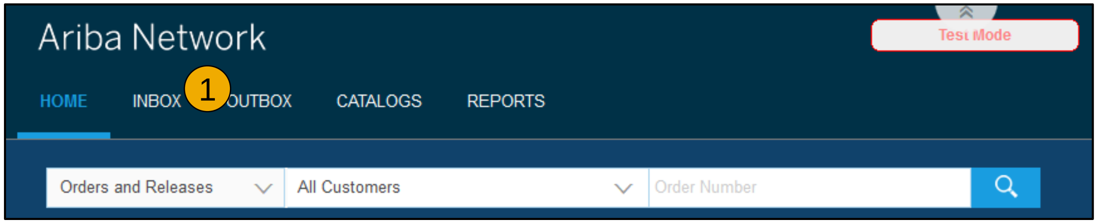
   Inbox is presented as a list of the Purchase Orders received by First Data.

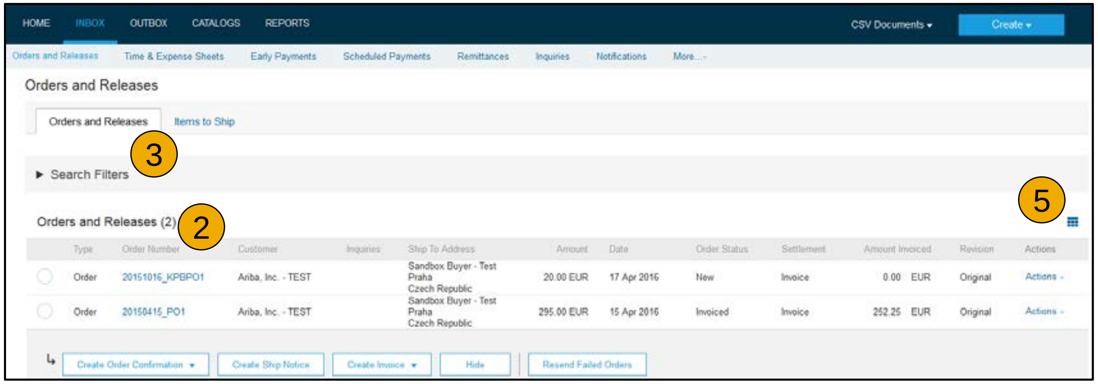
2. Click the link on the **Order Number** column to view the purchase order details.

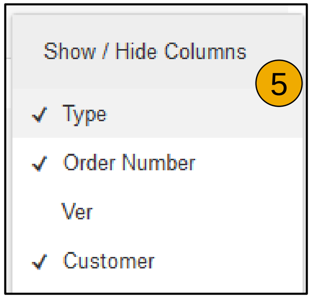
3. Search filters allows you to search using multiple criteria.

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

5. Toggle the **Table Options Menu** to view ways of organizing your Inbox







Can't Find Your PO?

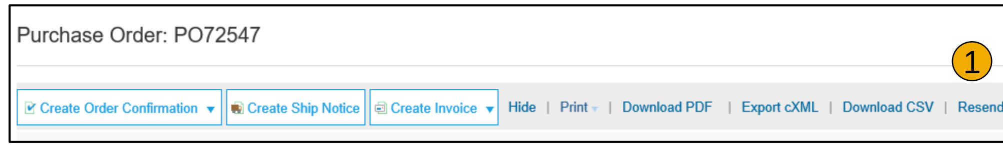
Manage POs

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 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.



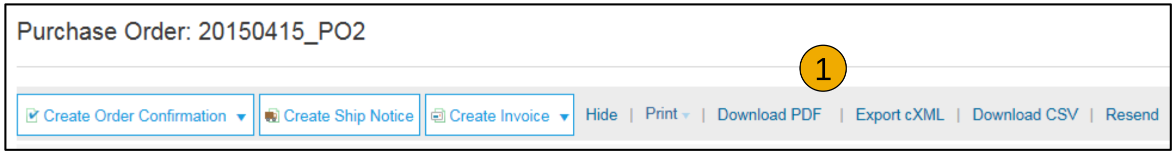
2. Line Items section describes the ordered items. Each line describes a quantity of items First Data wants to purchase. Set the status of each line item by sending order confirmations clicking **Create Order Confirmation**. At the bottom of the purchase order is the Sub-Total.

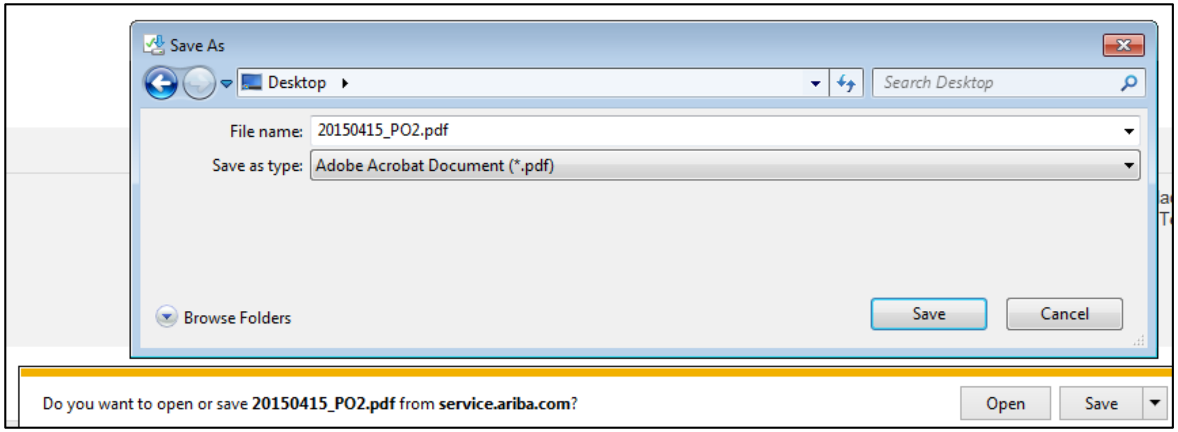
Manage POs

Create PDF of PO

1. **Select "Download PDF"** 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.





SECTION 4: Other Documents

Order Confirmations (OC)

- Confirm Entire Order
- Reject Entire Order
- Update Line Items

Advanced Ship Notices (ASN)

- Create Ship Notice
- Delivery Terms and Transportation Details
- Details
- Submit Ship Notice and Status

Create Order Confirmation

Confirm Entire Order

This slide explains how to Confirm Entire Order.

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

Note: If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.

Once the order confirmation is submitted, the Order Status will display as **Confirmed**.

When viewing documents online, links to all related documents are displayed.

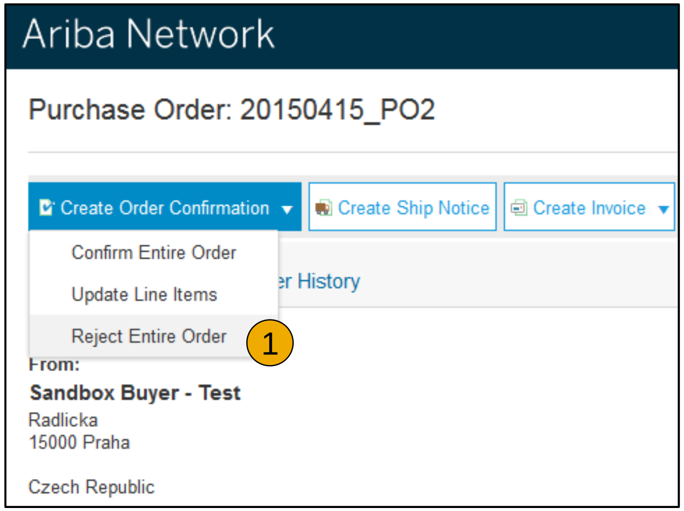
Click **Done** to return to the Inbox.

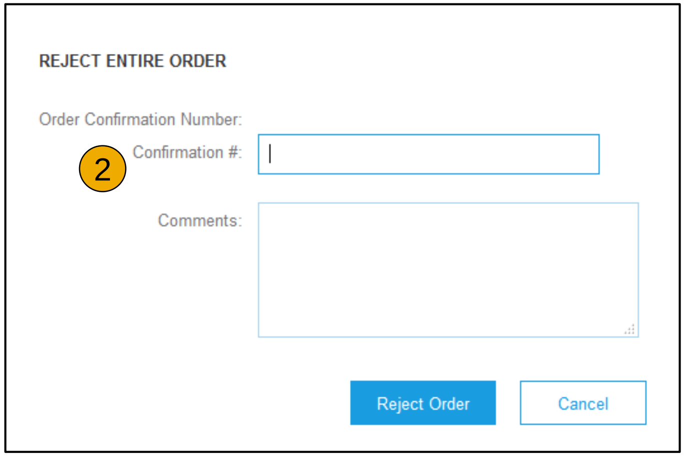
Trouble With Your OC?

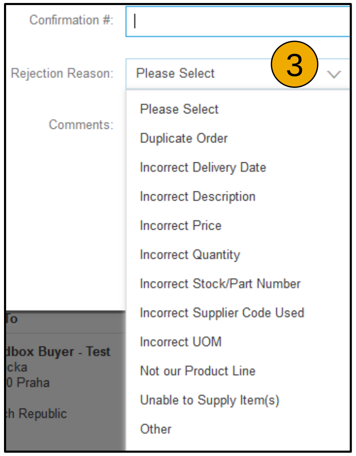
Create Order Confirmation

Reject Entire Order

1. From the PO view, click the **Create Order Confirmation** button and select **Reject Entire Order**.
2. Enter the **Order Confirmation Number** and any relevant **comments**.
3. Select a **reason** for rejecting the order in case your buyer requires detail.



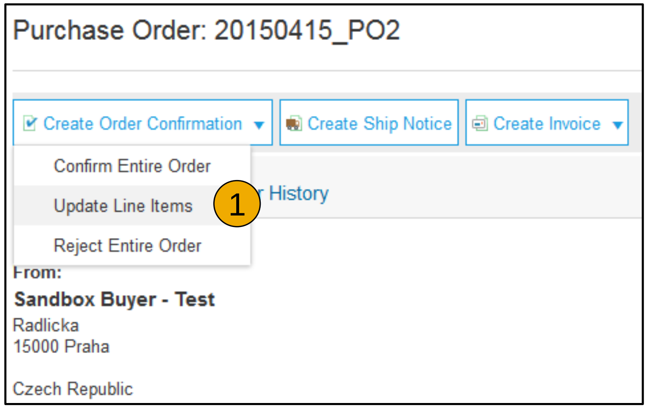


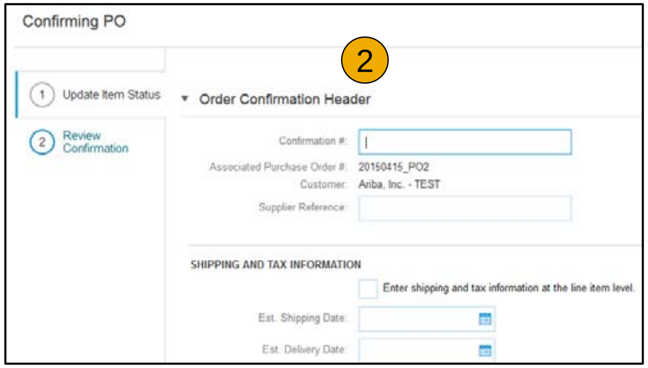


Create Order Confirmation

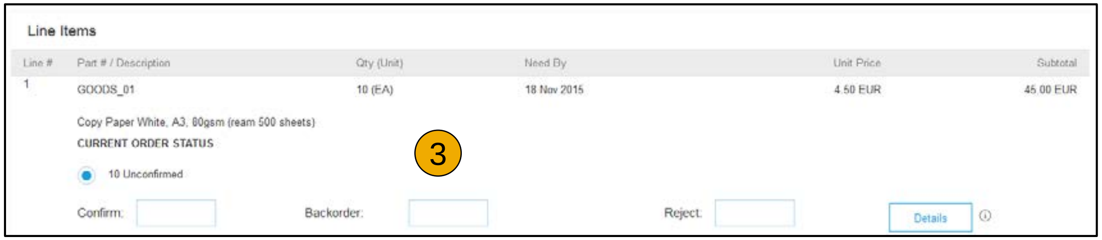
Update Line Items

1. From the PO view, click the **Create Order Confirmation** button and select **Update Line Items** to set the status of each line item.
2. Fill in the requested information (the same as for Confirm All option).
3. 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.





Note: If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.



Confirm Order

Update Line Items - Backorder

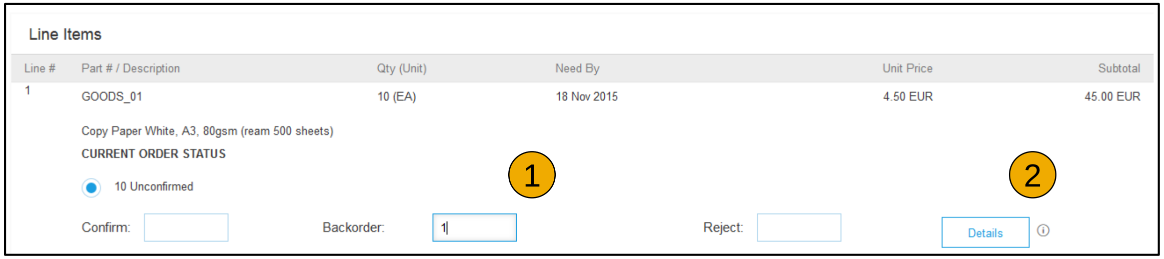
1. Enter the **quantity** backordered in the **Backorder** data entry field.

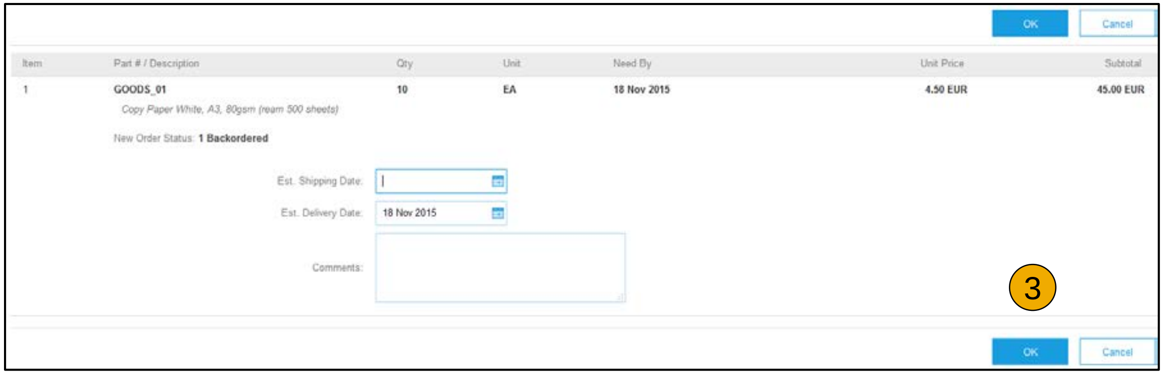
2. Click **Details** to enter Comments and Estimated Shipping and Delivery Dates for the backordered items on the **Status Details** page.

3. 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.

4. Click **Next**.





Confirm Order

Update Line Items - Price Change

1. Enter the **quantity** in the **Confirm** data entry field.

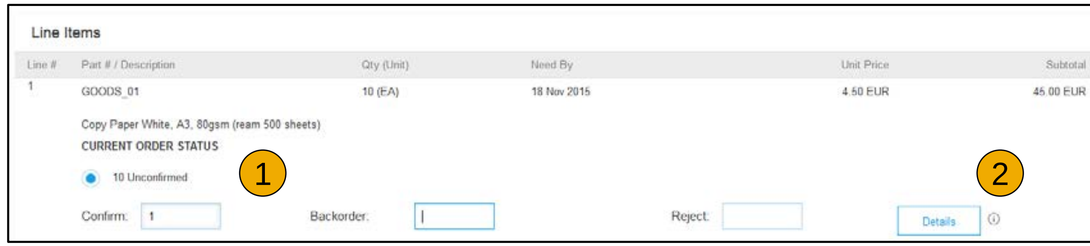
2. Click **Details** to enter the details regarding the price change.

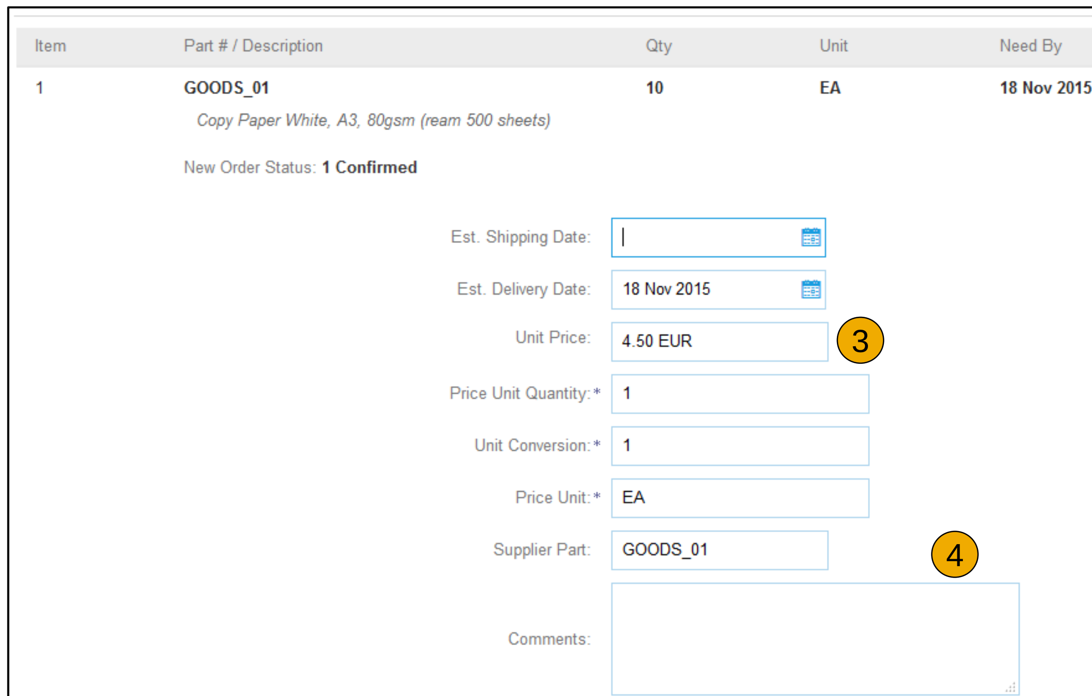
3. Enter the new price in the **Unit Price** field on the **Status Details** page for the line item.

   Enter a Comment regarding the price change.

   Item substitutions for the requested part can also be communicated using the **Supplier Part** field.

4. Update the Description as needed and click **OK** when done.





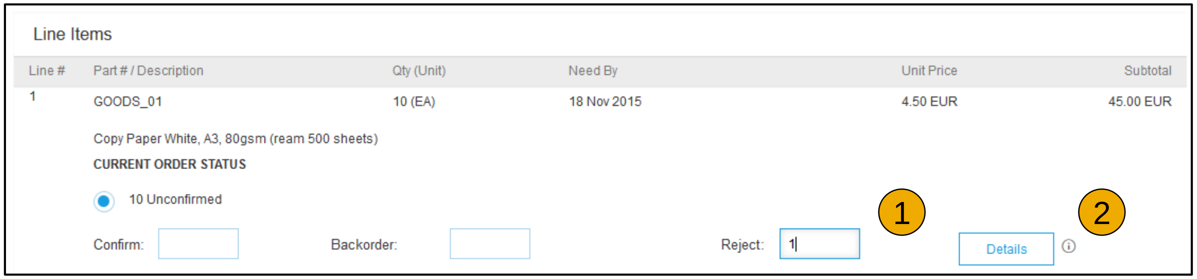
Confirm Order

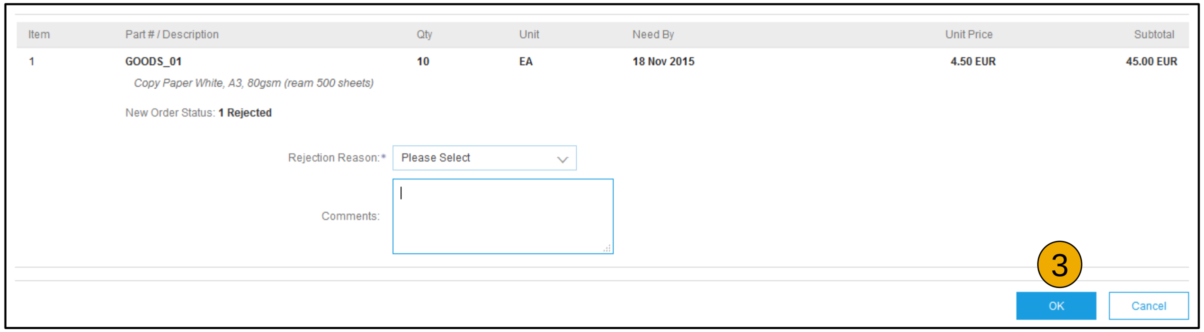
Update Line Items - Reject

1. Enter the **quantity** in the **Reject** data entry field to reject item.

2. Click the **Details** button to enter a reason for the rejection in the Comments field on the **Status Details** page.

3. Click **OK** when done.





Confirm Order

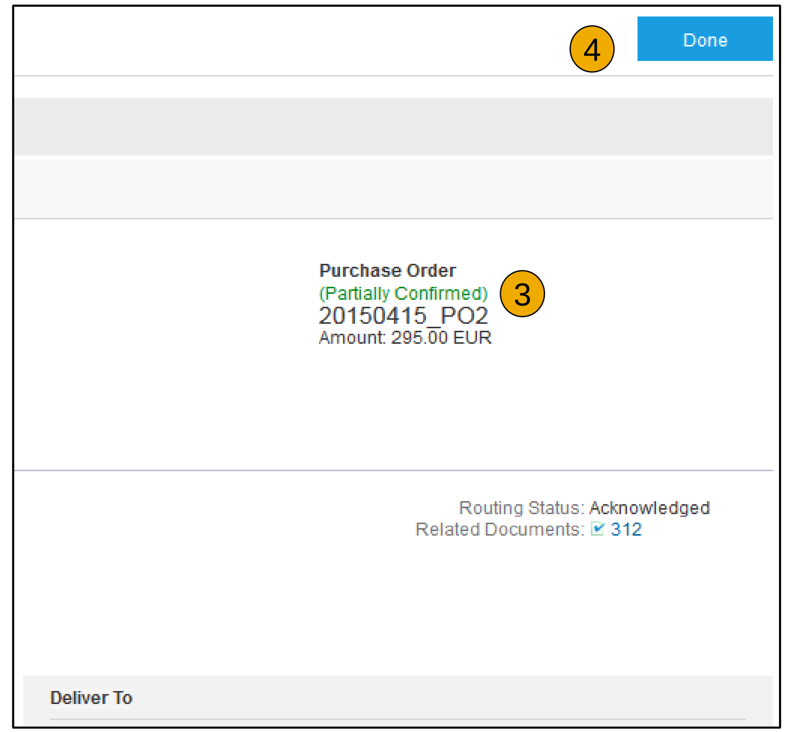
Submit Confirmation

1. Continue to update the status for each line item on the purchase order. Once finished, click **Next** to proceed to the review page.

2. Review the order confirmation and click **Submit**. Your order confirmation is sent to First Data.

3. The Order Status will display as **Partially Confirmed** if items were backordered or not fully confirmed.

4. Click **Done** to return to the Inbox.

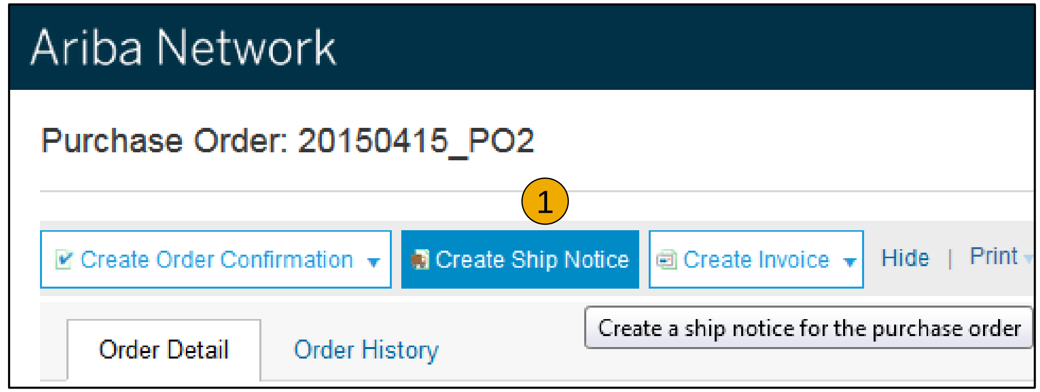


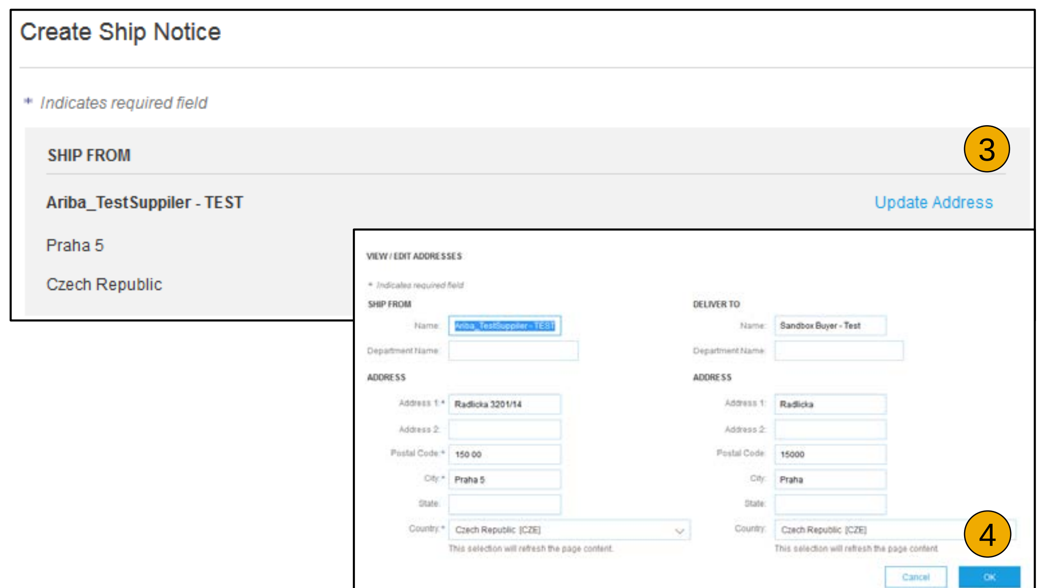
Create Ship Notice

1. 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.
2. 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.

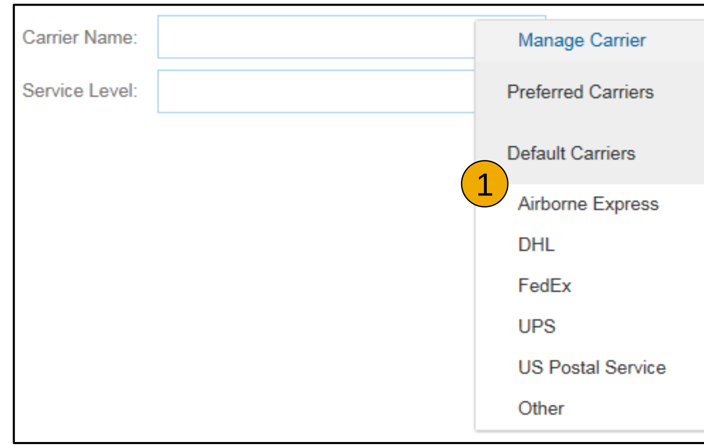
   Note: Gross Volume and Gross Weight are optional fields when Collaborative Supply Chain (CSC) is enabled
3. Enter **Ship From** information by clicking on **Update Address**. Any field with an asterisk is required.
4. Check if **Deliver to** information is correct. Click **OK**.

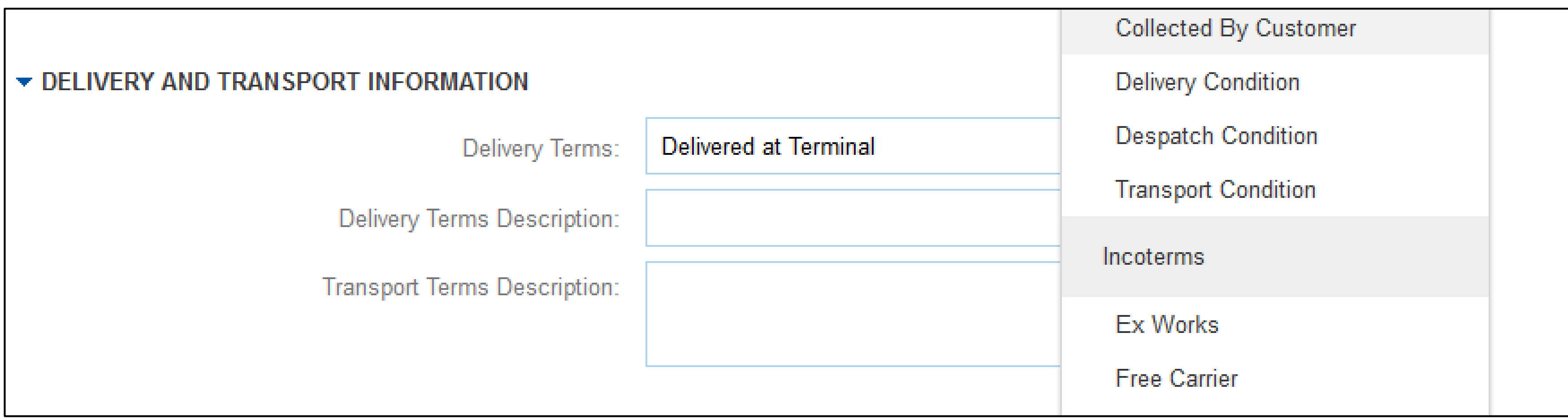




Create Ship Notice
Delivery Terms and Transportation Details

1. **Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.



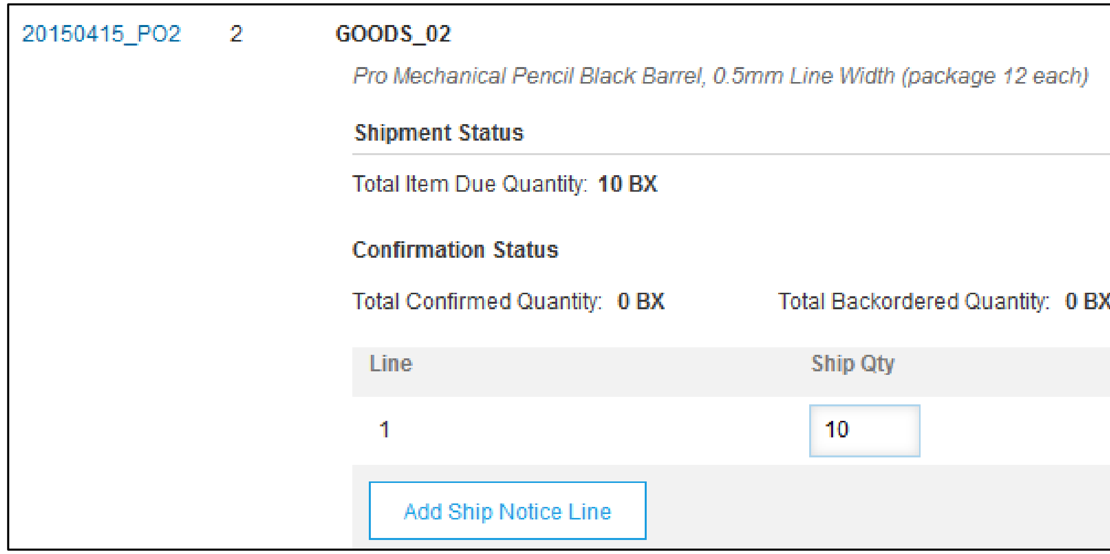


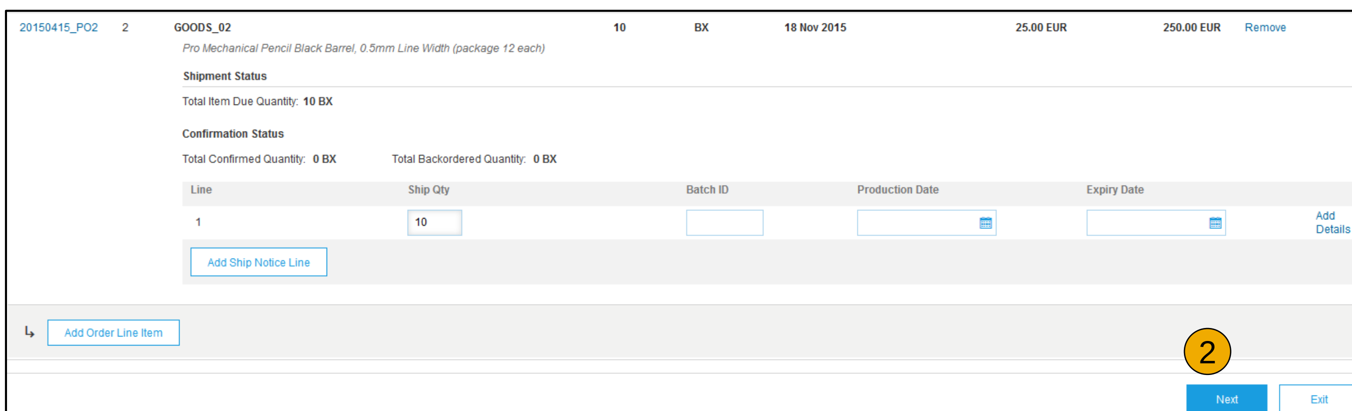
Create Ship Notice

Details

1. Scroll down to view line item information and update the quantity shipped for each line item.

2. Click **Next** to proceed to review your Ship Notice.



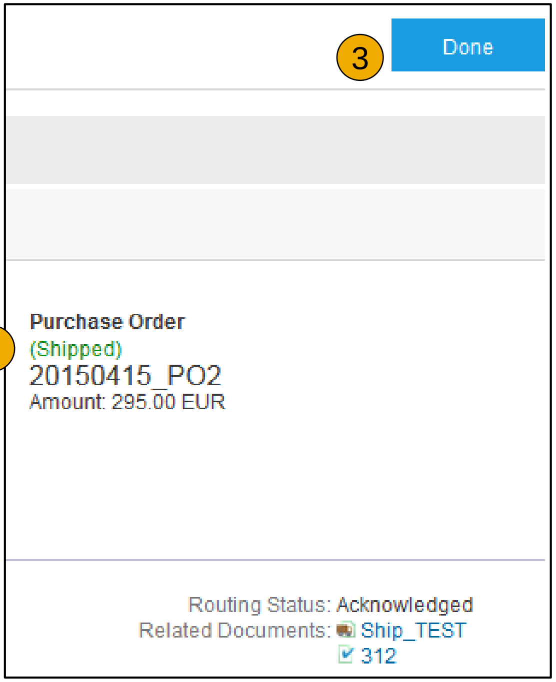


Submit Ship Notice

1. After reviewing your Ship Notice, click **Submit** to send Ship Notice to First Data. Ship Notices provide improved communications to help avoid unnecessary calls to order support department.

2. 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.

3. Click **Done** to return to the Home page.



SECTION 5: Invoice Methods

Invoice Information

- Customer Specifications
- Invoice Rules
- Allowances and Charges

Invoice Methods

- PO Flip
- Against a Good Receipt
- Non-PO Invoices
- Contract Invoices
- CSV Invoices
- Credit Invoices/Credit Memos
- Copy Invoices

Invoice Management

- Search for Invoice
- Check Invoice Status
- Invoice History
- Modifying Invoices
- Invoice Archival

Review First Data Specifications

- **Tax Data:** Can be entered at the Header or Line Level
- **Shipping Data:** Can be entered at Header or Line Level

Supported Documents

- Purchase Orders
- Order Confirmations (optional)
- Advanced Ship Notices (optional)
- Invoices
- Partial Invoices
- Non-PO Invoices
- Contract Invoices
- CSV Invoices

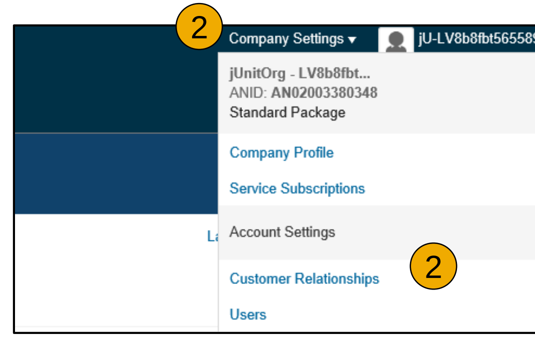
Not Supported Documents

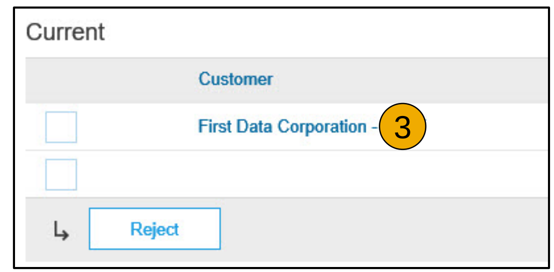
- Consolidated Invoices
- P-Card Invoices
- Blanket Purchase Orders
- BPO Invoices
- Duplicate Invoices

Review First Data Invoice Rules

These rules determine what you can 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 **(First Data)**
4. Scroll down to the **Invoice Setup** section and view the **General Invoice Rules**.
5. If **First Data** 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.



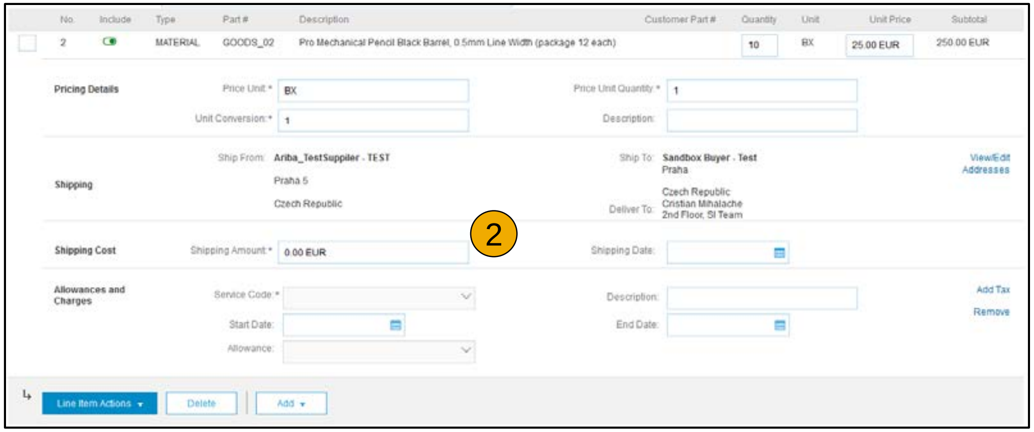


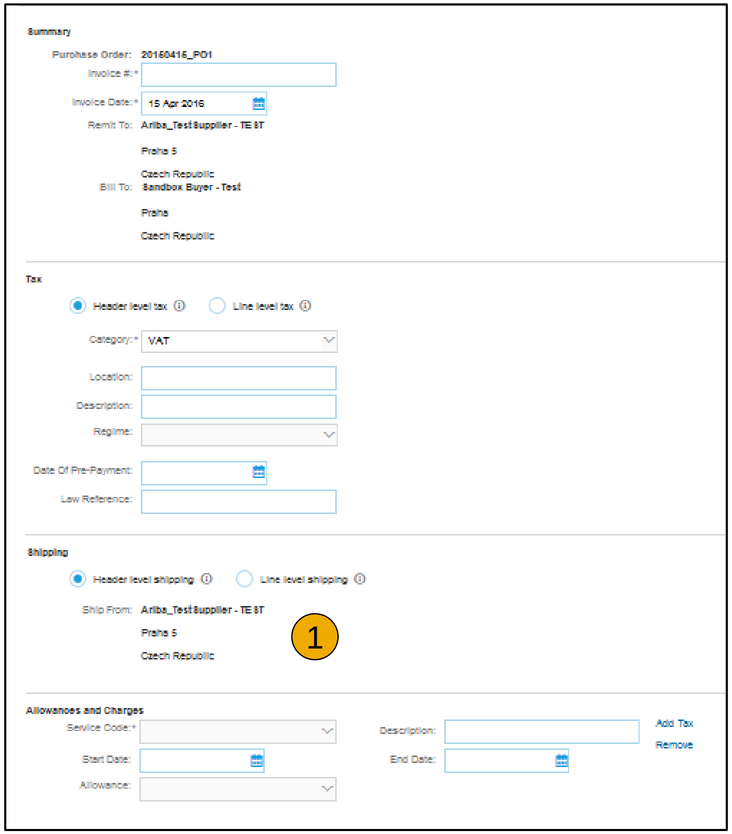
Review Invoice Allowances and Charges

If Allowances and Charges are included in the PO, these will convert to the Invoice at either **Invoice Header** or **Line Item Level** based on where the information is on PO.

1. Header Allowance and Charges

2. Line level Allowance and Charges

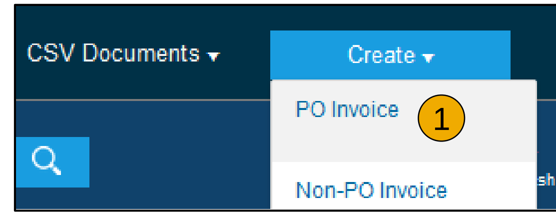


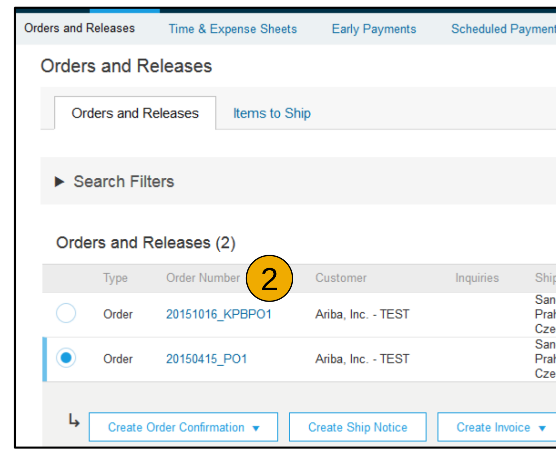


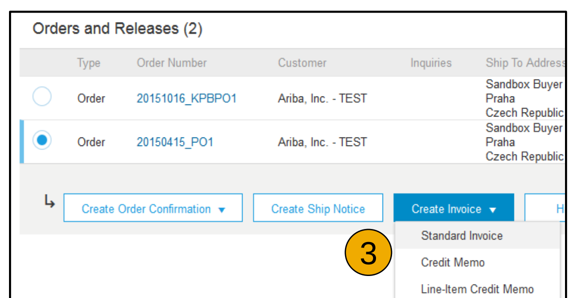
Invoice via PO Flip

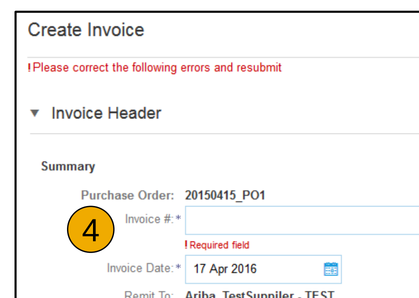
To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

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 First Data.









Can't Find Your PO?

Invoice via PO Flip

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.

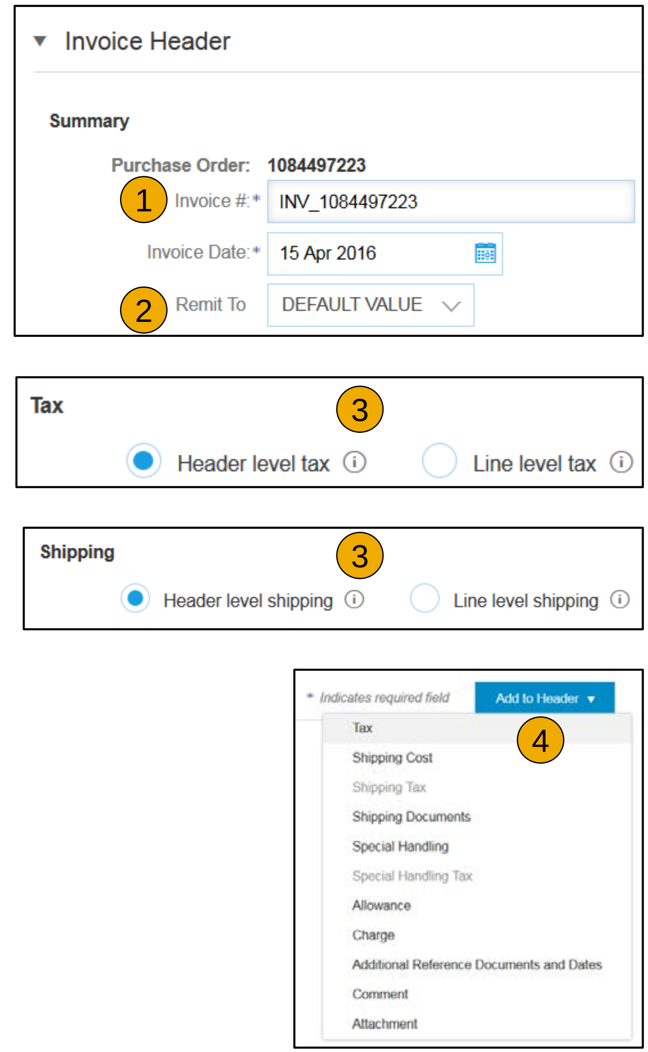
2. Select **Remit-To** address from the drop down box if you have entered more than one.

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.

Note: Attachment file size should not exceed 10MB.



Invoice via PO Flip

Line Items

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

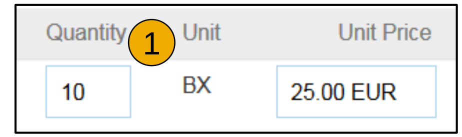
1. Review or update **Quantity** for each line item you are invoicing.

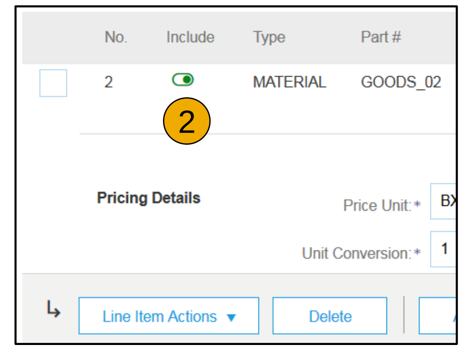
2. Click on the line item's Green slider to exclude it from the invoice, if line item should not be invoiced **OR** check the check box on the left of the item and click Delete to remove the line item from the invoice. You can generate another invoice later to bill for that item.

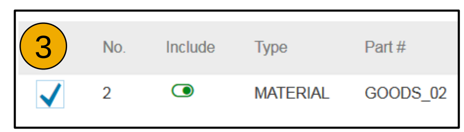
3. Select the line item to which tax is to be applied using the **Line Item # checkbox**. To apply the same tax to multiple line items select those line items to be taxed at the desired rate.

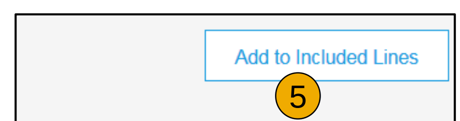
4. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.

5. Check **Tax Category** and use the drop down to select from the displayed options. Click **Add to Included Lines**.







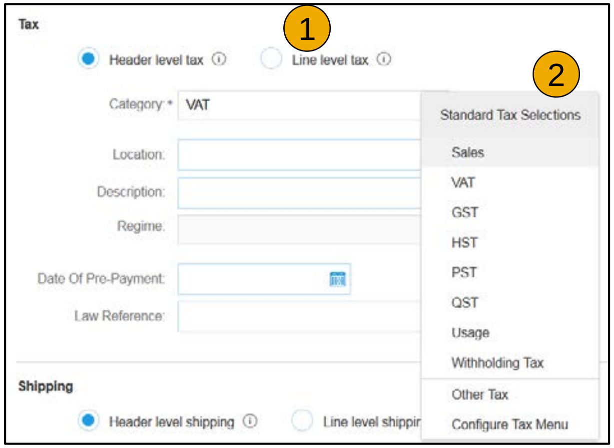


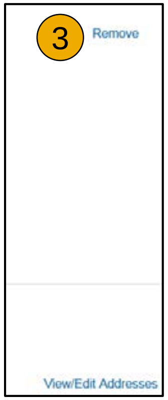
Invoice via PO Flip

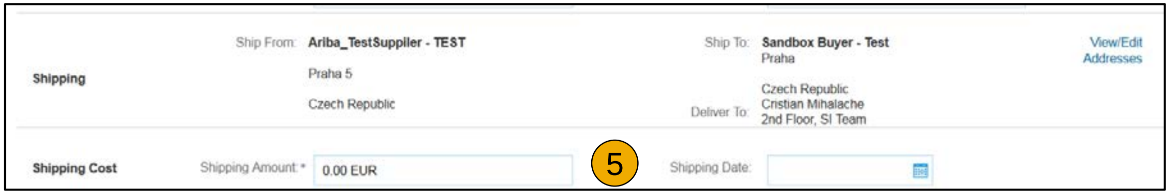
Additional Tax Options & Line Item Shipping

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

1. Select **Line Level Tax** to apply different tax rates to each line item.
2. Click **Line Item Actions > Add > Tax.** Upon **refresh**, the Tax fields will display for each selected line item.
3. Click **Remove** to remove a tax line item, if not necessary.
4. Select **Category** within each line item, then either populate the **rate (%) or tax amount** and click **update**.
5. Enter **shipping cost** to the applicable line items if line level shipping has been selected.



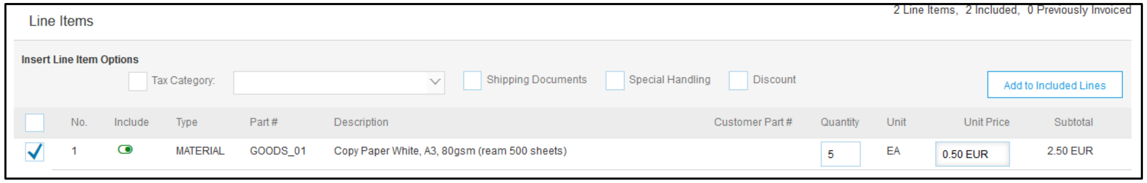


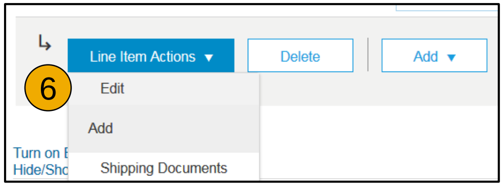


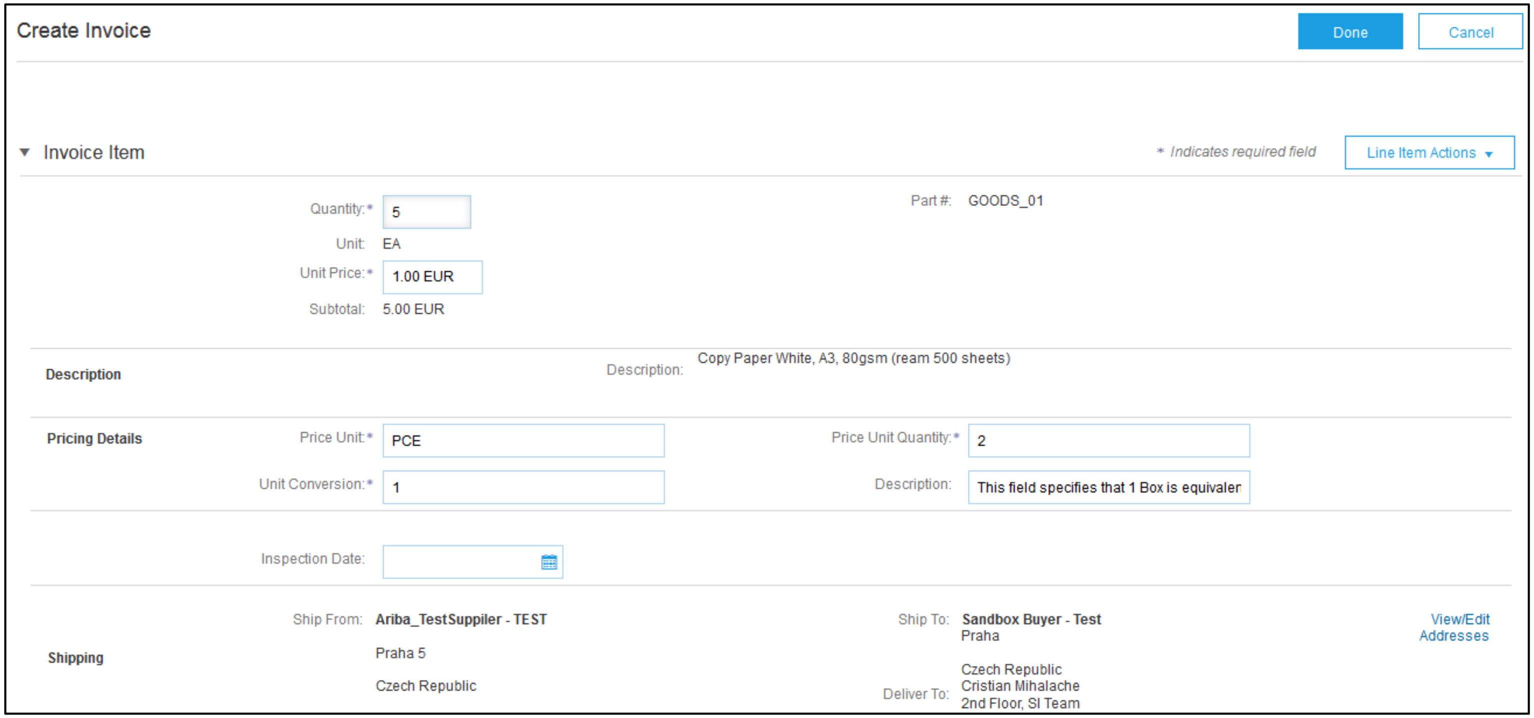
Invoice via PO Flip

Detail Line Items

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



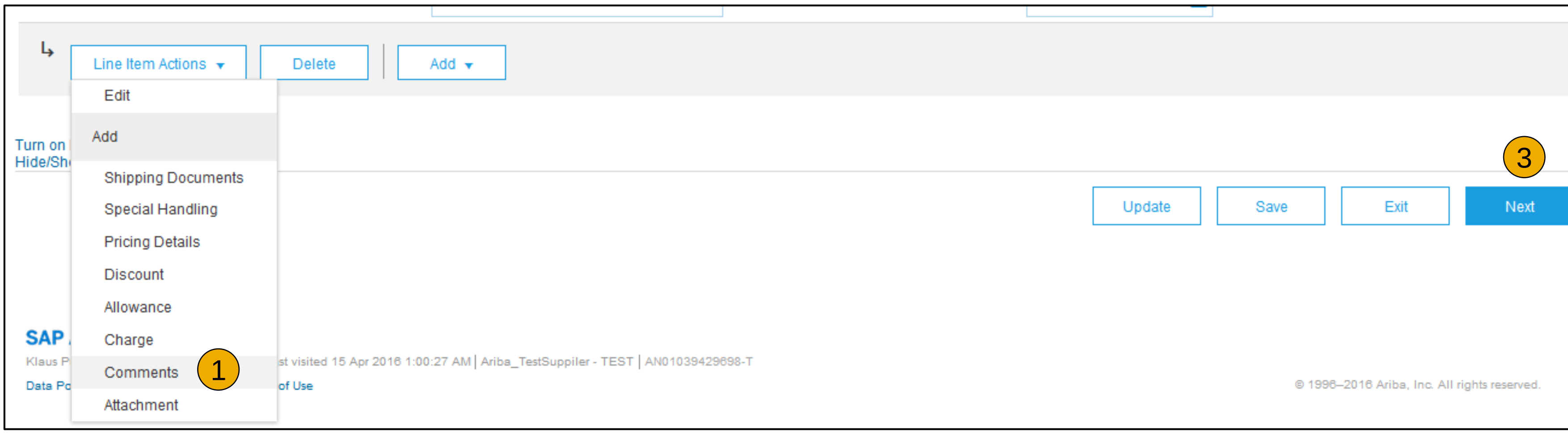




Invoice via PO Flip

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**.

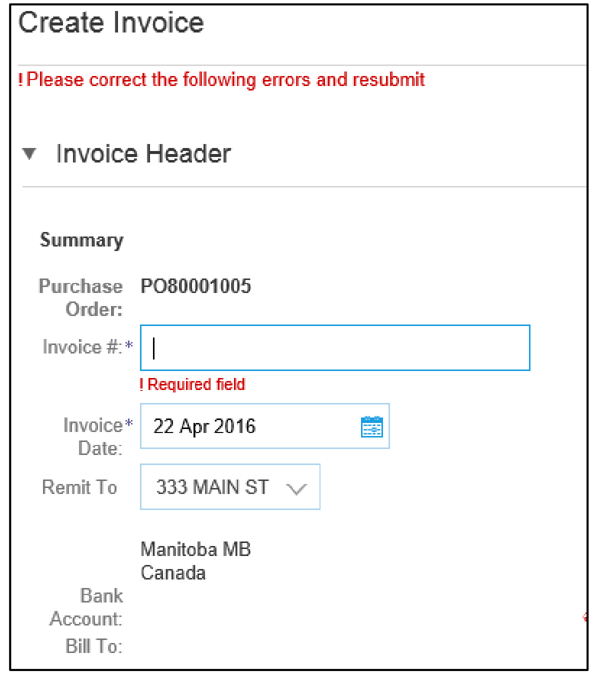


Having Problems?

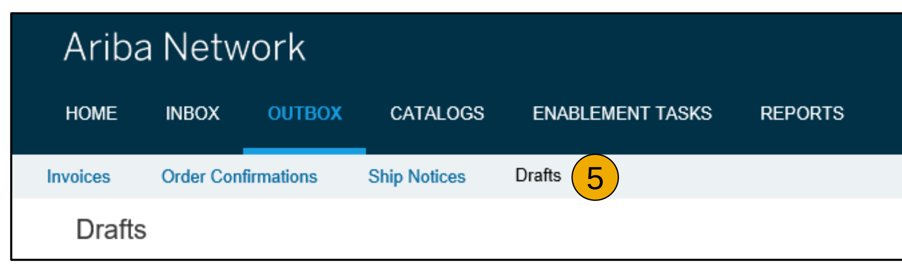
Review, Save, or Submit Invoice

PO-Flip Invoice

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.
2. If no changes are needed, click **Submit** to send the invoice to Nielsen.
3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.
4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.
5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.
6. You can keep draft invoices for up to 7 days.



Note: In the even of errors, there will be a notification in red where information must be corrected

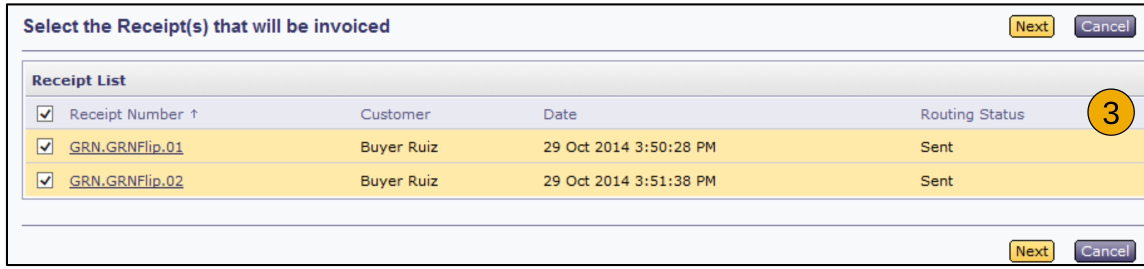


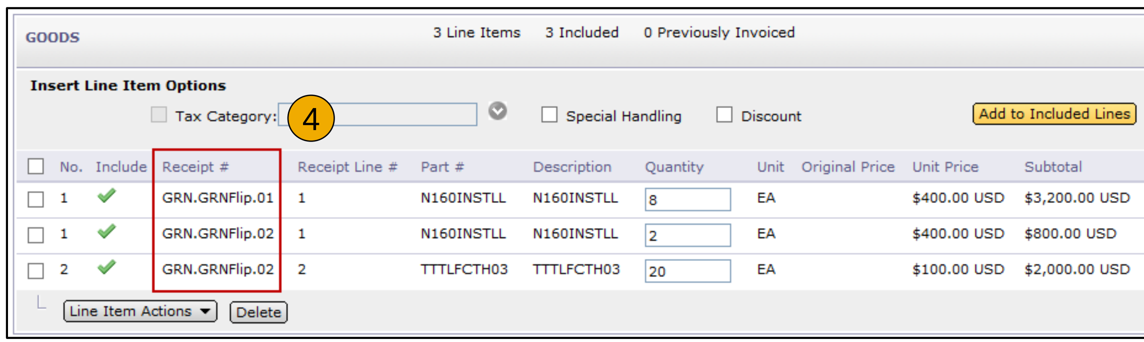
Invoice via PO Flip

Against Goods Receipt

You are required to include only received quantities on invoices.

1. Click the “**INBOX**” tab.
2. Select the Purchase Order you wish to invoice against.
3. Select the item(s) from the **Receipt List** that you would like to invoice.
4. The invoice is now pre-populated with the items within the **Goods Receipt**. You now have the ability to select the items to include and/or modify the Quantities on the invoice





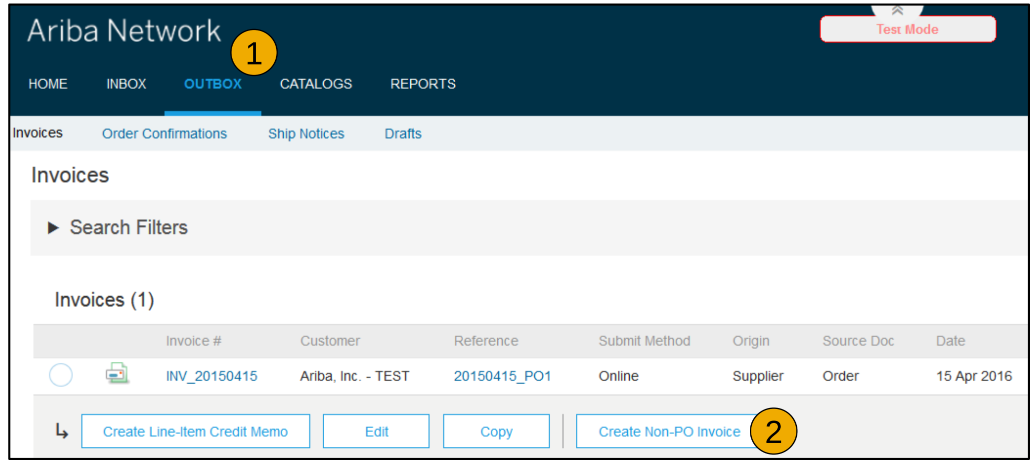
Invoice Without a Purchase Order

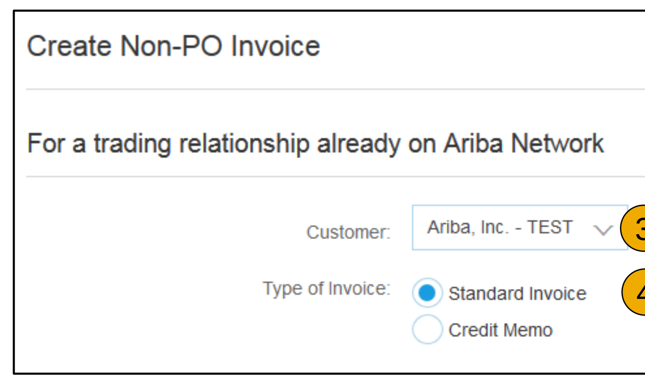
Non-PO Invoice

To create an invoice without a PO:

1. Select **Outbox** on the Navigation Menu.
2. Select **Create Non-PO Invoice.**
3. Select your **Customer** from the dropdown menu.
4. Select **Standard Invoice**.
   - If you need to invoice a new customer click **Invoice New Customer**.

   Note: Your customer must generate a code for you to create non-PO invoices.
5. Click **Next**.





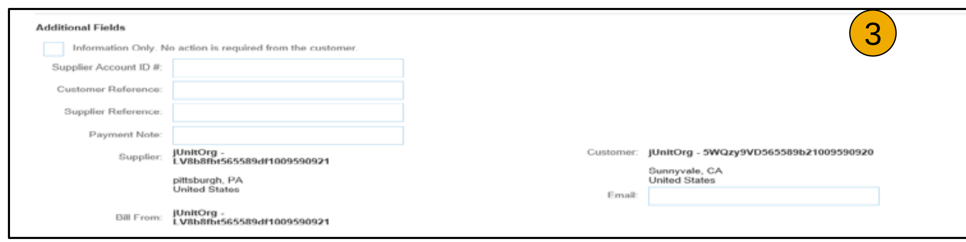
Invoice Without a Purchase Order

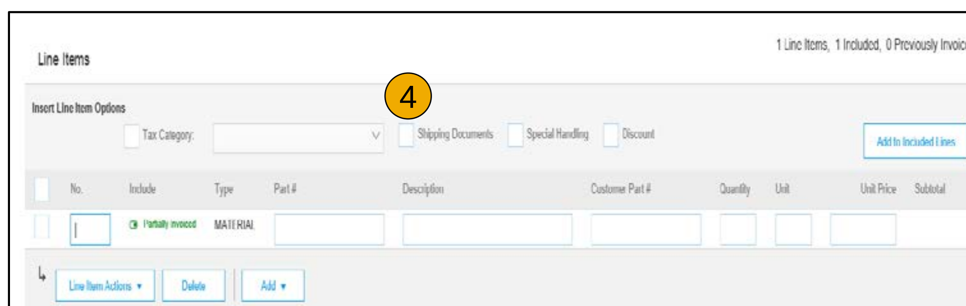
Non-PO Invoice

1. Complete all required fields marked with an asterisk (*).
2. Complete at least 1 of the **Order Information** fields.

   If your customer disables the rule you are not required to enter info in Order Information section.
   Note: Add a customer Email address to have the document properly routed to the right approver.
3. Use **Add Item or Add Service Item** button to add the details of the item(s) being invoiced.

   Note: Be certain to provide complete details of the items or services provided.
4. Add **Tax and Shipping** as appropriate.
5. Click **Next** to continue.
6. **Review**, **Save** or **Submit** as Standard Invoice.





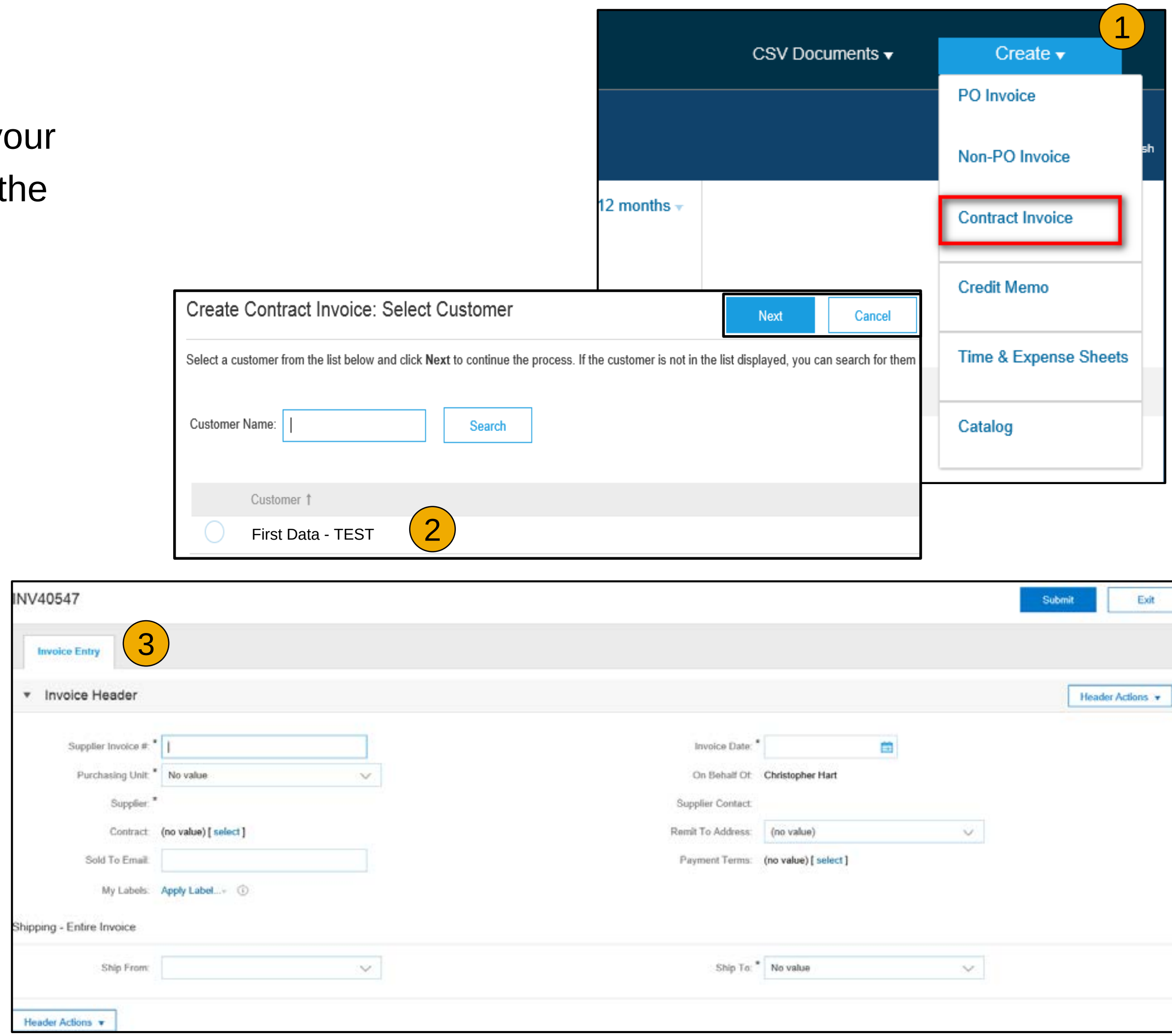
Invoice Against Contracts

To create a Contract Invoice:

1. From the home screen within your Ariba Network account, select the **Create** dropdown menu and select **Contract Invoice**.

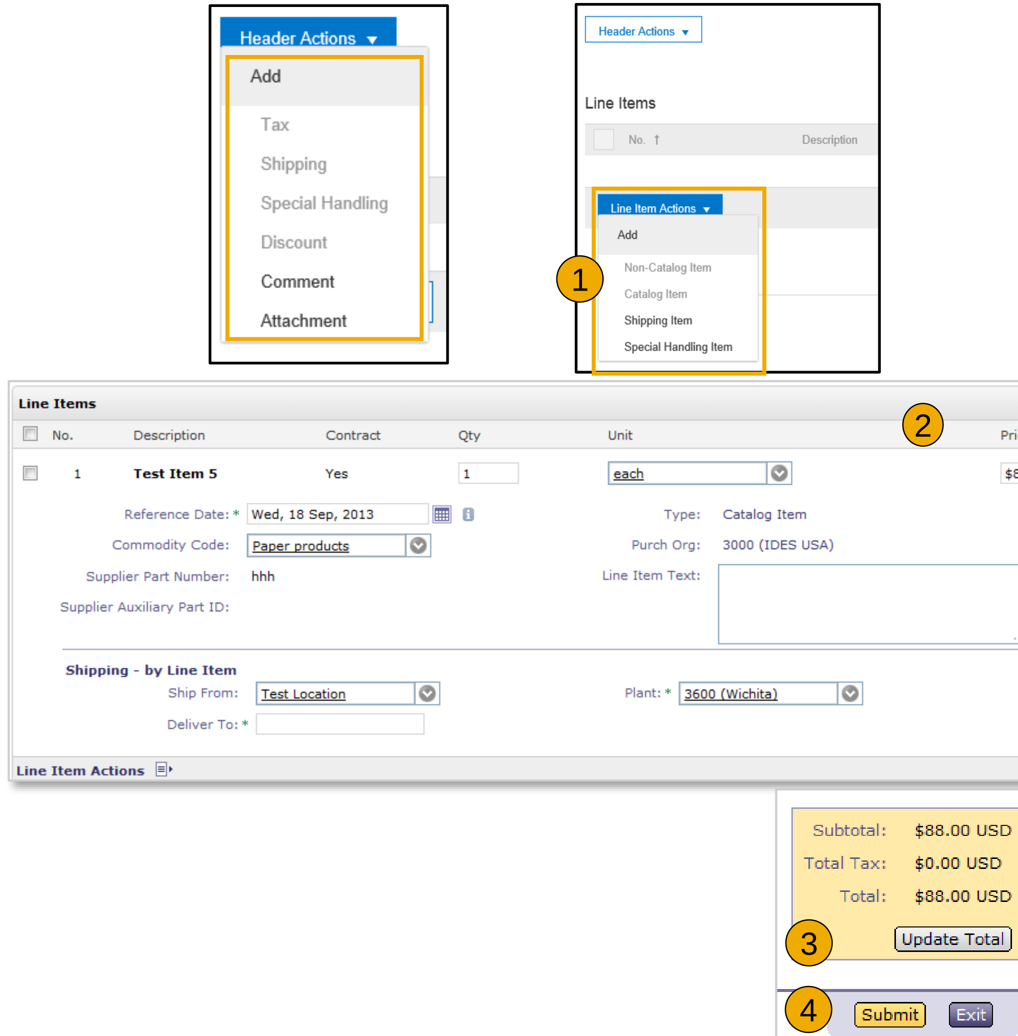
2. Select **First Data** from the **Customer** list.

3. Complete invoice entry with all fields marked with asterisk (*).



Invoice Against Contracts

There is an option to add Tax, Shipping, Special Handling, Discount, Comments and Attachments to Contract Invoices at the Header Level. Click **Header Actions** and selecting the required option to add to your invoice.



To add Line items to the Invoice:

1. Choose from **Non-catalog or Catalog** options.
2. Enter required fields marked with an asterisk (*).
3. Update **Total**.
4. Click on **Submit** button to submit the invoice.

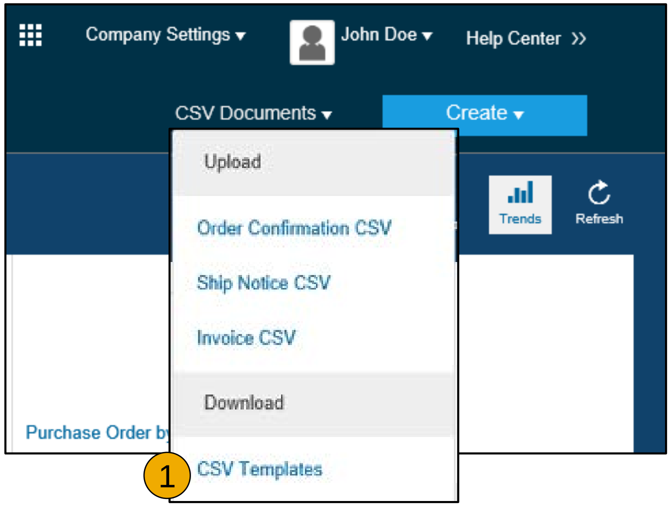
No Items Appearing?

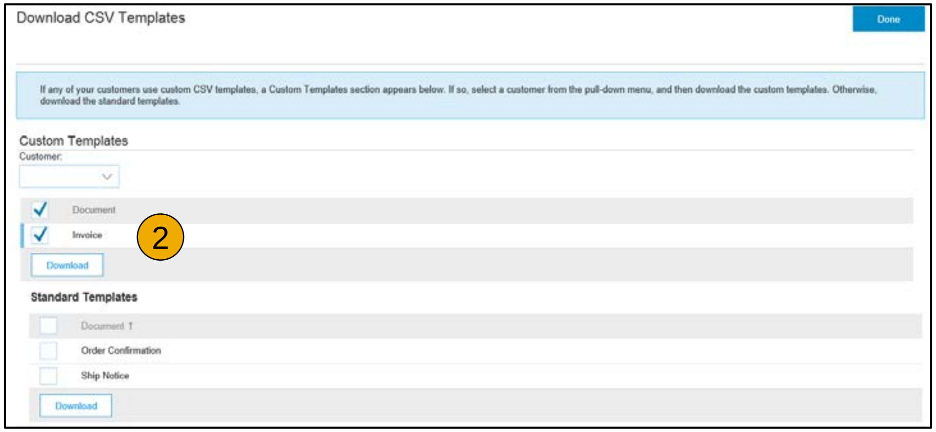
Invoice via CSV

Download Template

1. Access a customer's CSV file template, by going to **CVS Documents** and choosing **CSV Templates** under Download.

2. Select the correct template by finding **First Data** on the drop down menu, checking the radio button for **Invoice**, and clicking **Download**.



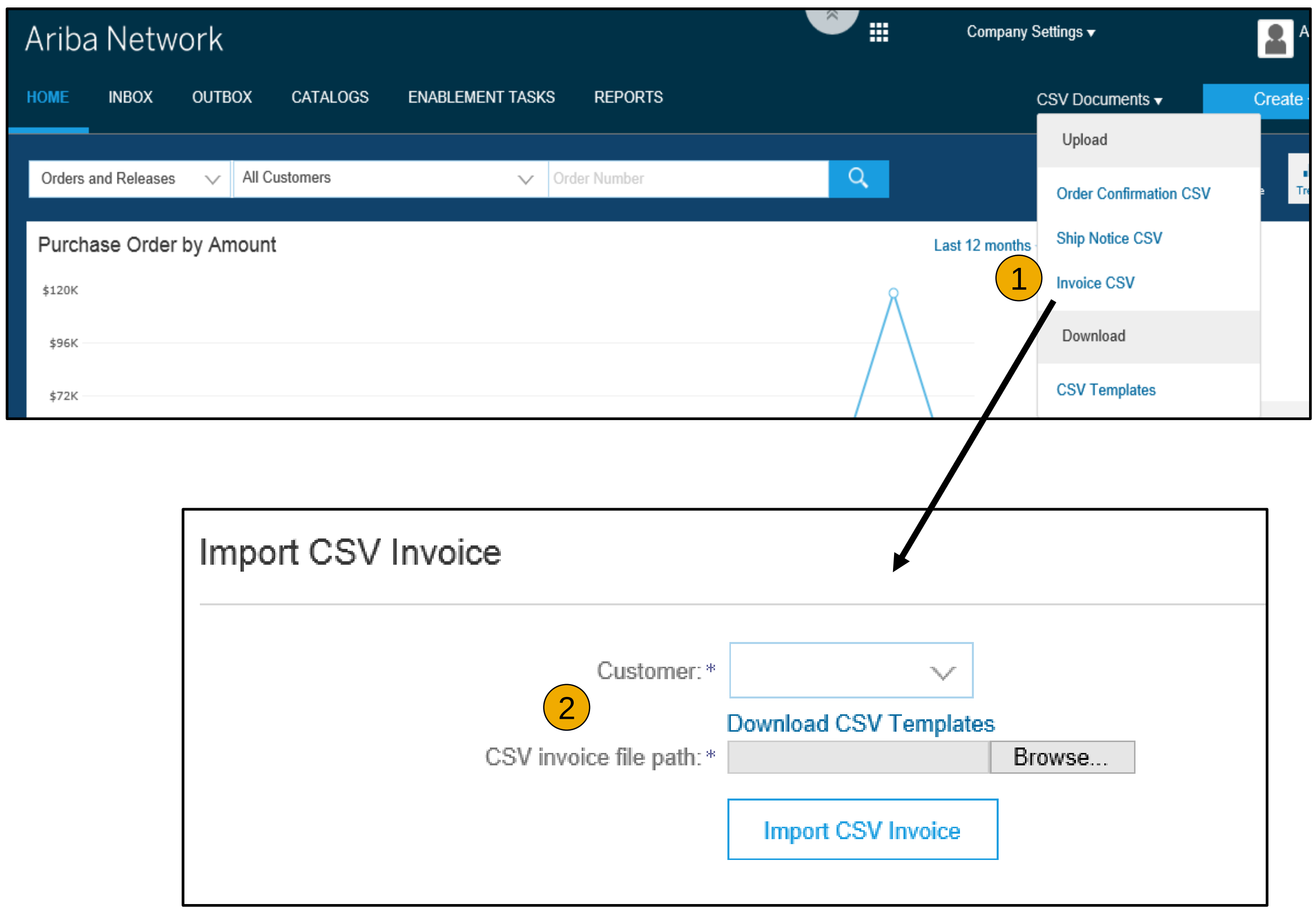


Invoice via CSV
Upload Completed CSV

1. Populate the template and upload it from **CSV Documents > Upload > Invoice CSV.**

2. CSV files are processed by Ariba Network and forwarded to the customer in the form of cXML message.

   For more information, please read the **CSV Upload Guide** available from the **Supplier Information Portal**.



Credit Invoices/Credit Memo

To create a credit memo against an Invoice,

1. Select the **OUTBOX** tab.

2. Select your previously created invoice.

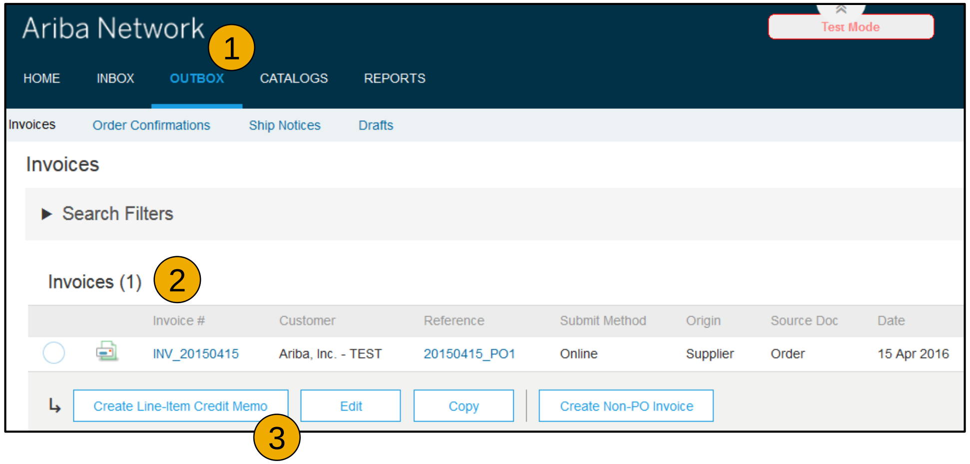
3. Click the button on the Invoice screen for **Create Line-Item Credit Memo**.

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 an 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.

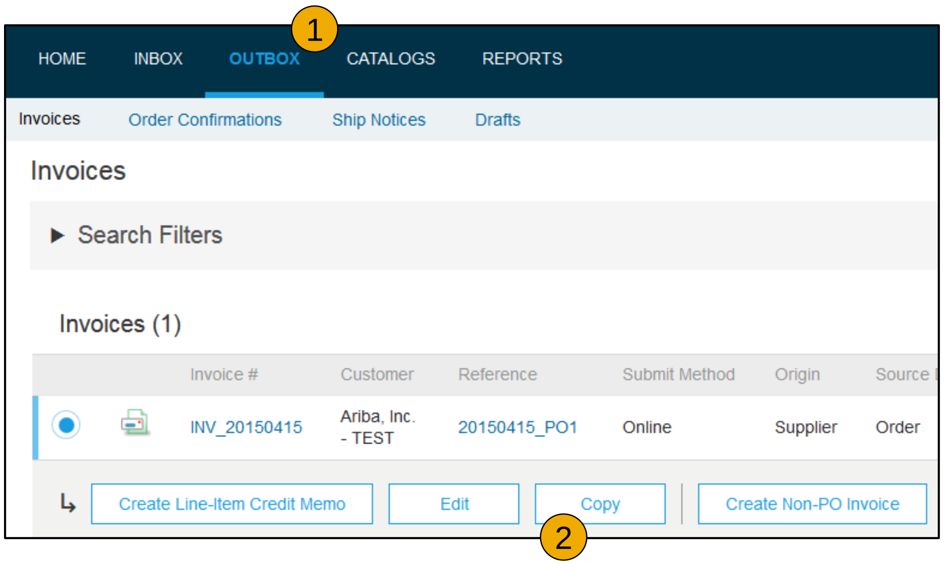
Limitations

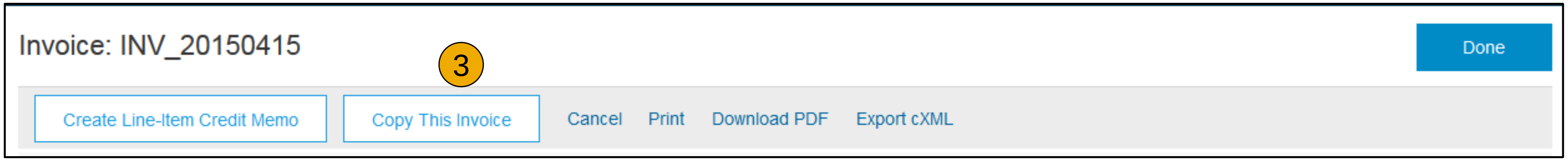
- You cannot copy the following:
  - Summary invoices (invoices that refer to multiple purchase orders)
  - Credit memos and line-level credit memos
  - Self-signed invoices (invoices that are digitally signed by the supplier)
  - Invoices with 1000 or more invoice lines

How to Copy an 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.

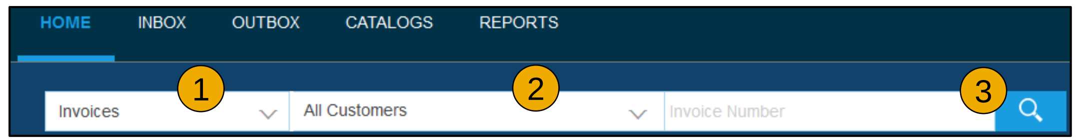




Search for Invoice (Quick & Refined)

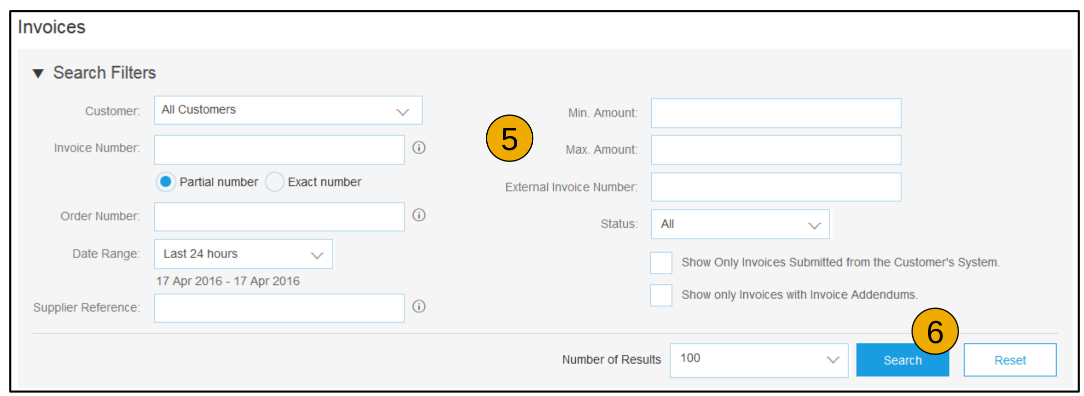
Quick Search:

1. From the **Home** Tab, Select **Invoices** in the Document type to search.
2. Select **First Data** 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. Expand the **Search Filters** from Outbox (Invoices) page.
5. Enter the criteria to build the desired search filter.
6. Click **Search**.



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 First Data via the Ariba Network.

- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed First Data invoicing rules. First Data 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** – First Data invoicing application has acknowledged the receipt of the invoice

Check Invoice Status

Invoice Status

Reflects the status of First Data's action on the Invoice.

- **Sent** – The invoice is sent to the First Data but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – First Data approved the invoice cancellation
- **Paid** – First Data paid the invoice / in the process of issuing payment. Only if First Data uses invoices to trigger payment.
- **Approved** – First Data has verified the invoice against the purchase orders or contracts and receipts and approved if for payment
- **Rejected** – First Data has rejected the invoice or the invoice failed validation by Ariba Network. If First Data 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

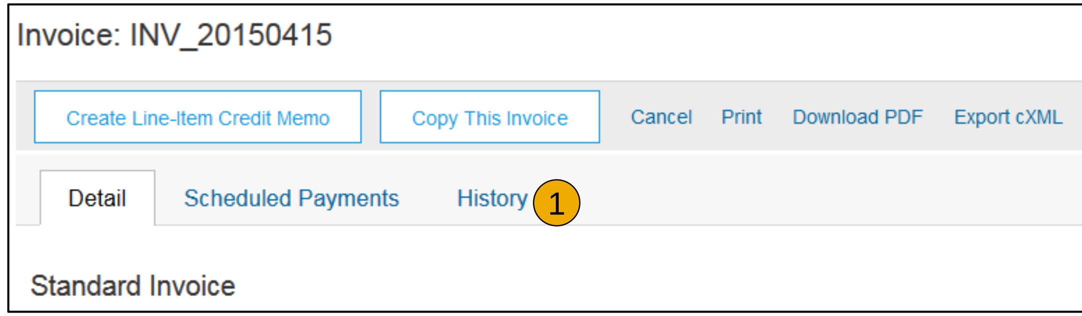
Access any invoice:

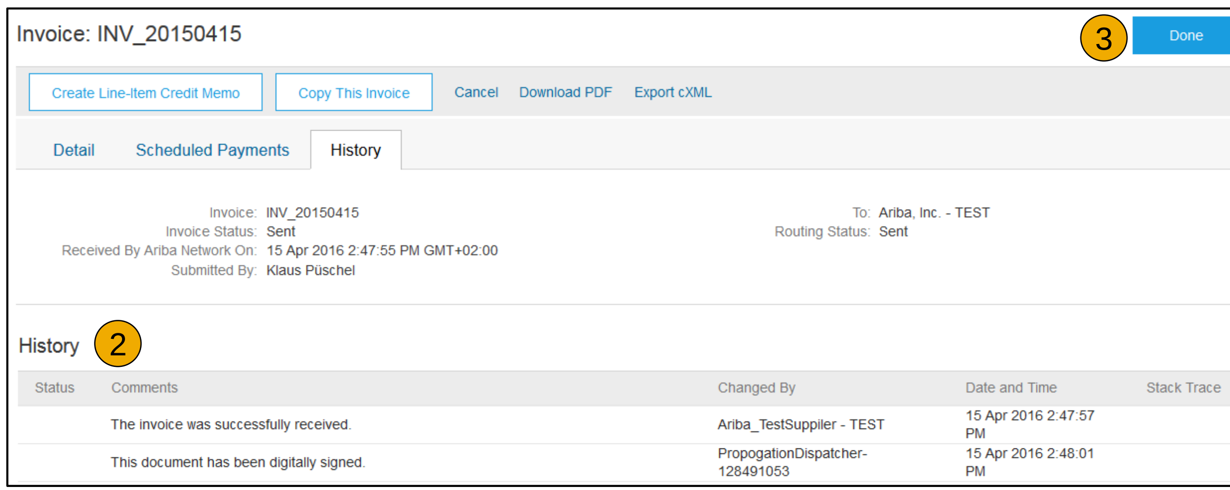
1. Click on the **History** tab to view status details and invoice history.

2. History and status comments for the invoice are displayed.

   Transaction history can be used in problem determination for failed or rejected transactions.

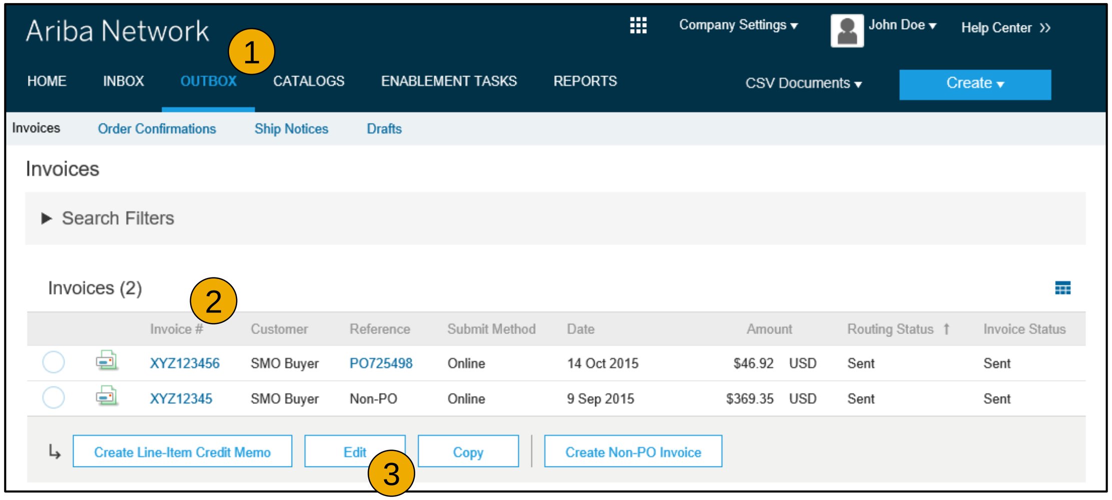
3. When you are done reviewing the history, click **Done**.

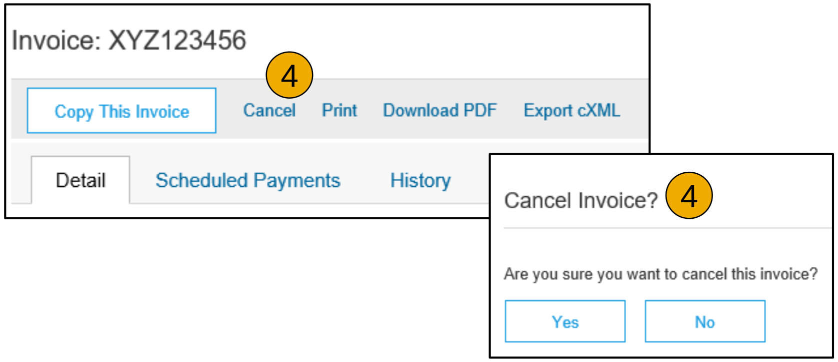




Cancel, Edit, and Resubmit Invoice

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



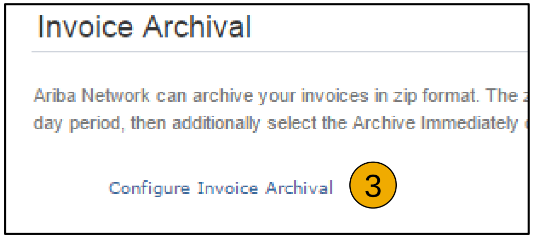


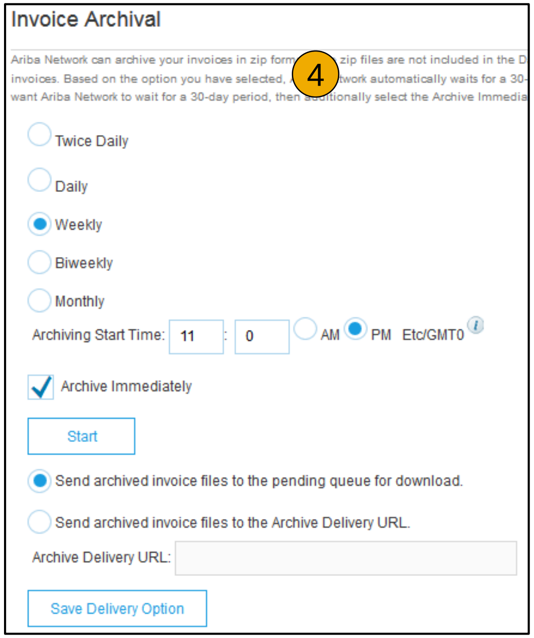
Invoice Archival

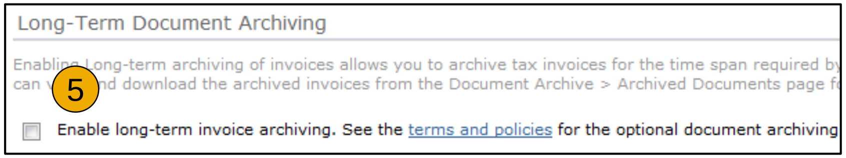
Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

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.)







Ariba Network Help Resources

Customer Support

Supplier Information Portal

Useful Links

Helpful Links

Troubleshoot Invoice Questions

Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Registration
- Supplier Fees
- Account Configuration
- General Ariba Network questions

Other Help

- Useful Links
- Standard Documentation

First Data Enablement Business Process Support

- Business-Related Questions

First Data Supplier Information Portal

- How to Find the Supplier Information Portal

Supplier Support Post Go-Live

Global Customer Support
Click the icon to the left to find the appropriate support line.

Online Help

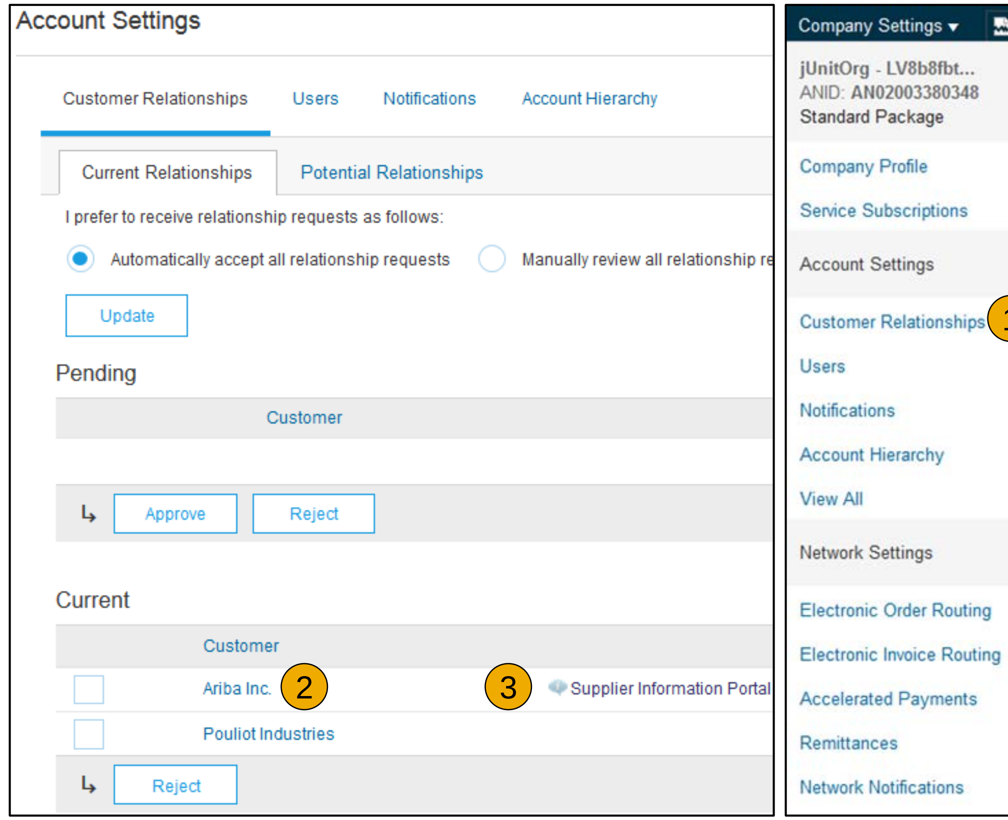
- Help Center
- Ariba Exchange User Community

Training & Resources

First Data Supplier Information Portal

From within your Ariba Network account:

1. From the **Company Settings** dropdown menu, select **Customer Relationships**
2. Select the buyer name **(First Data)** to view transactional rules.
   The Customer Invoice Rules determine what you can enter when you create invoices.
3. Click on **Supplier Information Portal** next to First Data to view documents provided by your buyer.



Useful Links

Useful Links

- **Ariba Supplier Pricing 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

Troubleshoot Your Invoice Issues

How do I know which type of invoice to create?

What does this error message mean?

How do I cancel an invoice that I've sent?

How do I edit and resubmit an invoice that I've sent?

What should I do if my invoice has been rejected?

Can I resend a failed or rejected invoice with the same invoice number?

How do I tell when my invoice will be paid?

Thank you for joining the Ariba Network!