



# Content

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## Account Configuration

- Basic Profile
- Email Notifications
- Electronic Order Routing

## Managing Roles and Users

## Ariba Network Support



# Account Access and Configuration

Go to  
[supplier.ariba.com](http://supplier.ariba.com)

Enter Username &  
Password and click  
Login to access  
your Production  
account.

Click the **Company Settings** tab to  
open the menu.  
Click **Company Profile**.

Then, click on the  
area you want to  
update.

## Supplier Login

User Name

Password

Login

Forgot Username or Password

New to Ariba?  
Register Now or Learn More

The screenshot displays the Ariba Network dashboard. At the top, there is a navigation bar with 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', 'ENABLEMENT TASKS', and 'REPORTS'. Below this, there are filters for 'Orders and Releases' and 'All Customers'. The main content area features a bar chart titled 'Outstanding Invoices' for 'jUnitOrg - 5WQzy9VD565589b21009990'. The chart shows a single bar for December 2015 with a value of approximately \$130. Below the chart, there is a section for 'Orders, Invoices and Payments' with various status indicators: 'Invoices Rejected' (0), 'Orders to Ship' (0), 'Pinned Documents' (0), 'Orders to Invoice' (0), and 'Invoices Pending Approval' (0). On the right side, a 'Company Settings' dropdown menu is open, showing options like 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Remittances', 'Network Notifications', and 'View All'. A red arrow points from the 'Company Profile' option in the menu to the 'Supplier Login' form above.

# Company Profile Configuration

The screenshot displays the 'Company Profile' configuration page in SAP. The main navigation bar includes tabs for 'Basic', 'Business', 'Marketing (3)', 'Contacts', 'Certifications', and 'Additional Do'. A dropdown menu is open on the right side, showing the following options: 'Company Profile' (highlighted with a yellow border), 'Service Subscriptions', 'Account Settings', 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', and 'View All'. The dropdown also shows account details: 'jUnitOrg - LV8b8ft...', 'ANID: AN02003380348', 'Standard Package', and the user ID 'jU-LV8b8ft565589c'.

**Basic:** Complete or update all required fields marked by an asterisk in the Basic Company Profile tab. Click the **Add** button to classify your Company by **Commodities, Sales Territory** and **Industries**.

**Business:** Enter additional information for your company, such as Tax or VAT IDs.

**Marketing:** Add a company description, company logo, and/or links to your social media. If applicable, you can also add your D-U-N-S number in the section marked "Credit and Risk Information from D&B". \*The more information you provide, the more relevant business opportunities you may receive. (These are accessed through the "LEADS" tab at the top of your screen.

**Contacts:** Add the main company contacts. Additional contacts (role- or customer-specific) can also be setup.

**Certifications:** Enter and upload certificates along with their expiration date if applicable

**Make sure that you save all changes that have been made.**

# Notifications and Network 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.

Click on **Notifications** under **Company Settings**. **Network Notifications** can be accessed from here as well, or you may switch to the **Network** tab when in **Notifications**.

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.

**Account Settings**

Customer Relationships Users **Notifications** Account Hierarchy

General **Network** Discovery Sourcing & Contracts

Enter up to three comma-separated email addresses per field.  
The Preferred Language configured by the account administrator controls the language used in these notifications.

**Electronic Order Routing**

Type	Send notifications when...	To email addresses (
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.	* junk@phoenix.ar
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are received.	
	<input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	* junk@phoenix.ar
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	* junk@phoenix.ar
Pending Queue	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.	* junk@phoenix.ar

**Catalog Subscriptions**

Type	Send notifications when...	To email addresses (
Catalog	<input checked="" type="checkbox"/> Send a notification when a customer subscribes to my catalog or when my procurement customer sends status updates on catalogs, including catalog errors. <i>Note: Only Ariba Procurement solution users can send status updates to suppliers.</i>	* junk@phoenix.ariba.com

**Company Settings** ▼

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

Company Profile  
Service Subscriptions  
Account Settings  
Customer Relationships  
Users  
**Notifications**  
Account Hierarchy  
View All  
Network Settings  
Electronic Order Routing  
Electronic Invoice Routing  
Accelerated Payments  
Remittances  
**Network Notifications**  
View All

# Electronic Order Routing Methods

The method that you would like to transact business with your customers on the network can be set up in the **Electronic Order Routing** section.

The methods available include **Online (portal), cXML, Email, EDI or Fax.**

## Online Routing:

- This means that the PO is sent to your Ariba Inbox without additional copies being sent elsewhere.
- If you select any of the other methods, you can choose to send additional copies to the routing method selected (We recommend email routing).

## Email Routing:

- For e-mail routing select the check box **Include document in the email message.**
- This will include a complete copy of the PO in the email.
- It is recommended that you use a non-personalized/distribution list email in the Email Address line
- When the Ariba Network sends purchase orders to mailboxes that respond automatically with “Out of Office” messages, the orders will not fail and the network will indicate that it received the auto-reply in the order history log.
- **Note:** Make sure to configure your e-mail inboxes so that the Ariba Network notifications do not fall into the junk or spam mail box

## cXML/EDI Routing:

- If you prefer to Integrate your ERP system with your account and need assistance, please contact us at: [CommerceAssistance@ariba.com](mailto:CommerceAssistance@ariba.com)

Company Settings ▾

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

Company Profile

Service Subscriptions

Account Settings

Customer Relationships

Users

Notifications

Account Hierarchy

View All

Network Settings

**Electronic Order Routing**

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

View All

Network Settings

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement

\* Indicates a required field

Capabilities Preferences

cXML Setup

Configure cXML setup

Non-Catalog Orders with Part Numbers

Process non-catalog orders as catalog orders if part numbers are entered manually

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: <input type="text" value="dgarda@ariba.com"/> <input type="checkbox"/> Attach cXML document in the email message <input checked="" type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to orders with attachments that have the routing method "Same as new catalog orders without attachments".
Catalog Orders with Attachments	Without Attachments	Current Routing method for new orders: Email ⚠ Attachments will be included in the order.
Non-Catalog Orders without Attachments	Without Attachments	Current Routing method for new orders: Email

# Electronic Order Routing Notifications

For Change Orders and Other Document Types you may select **“Same as new catalog orders without attachments”** to automatically have the settings duplicated or you may set according to your preference.

Specify a method and a user for sending **Order Response Documents** (Confirmations and Ship Notices)

Change/Cancel Orders		
Document Type	Routing Method	Options
Catalog Orders without Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Catalog Orders with Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Non-Catalog Orders without Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Non-Catalog Orders with Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Online

Other Document Types		
Document Type	Routing Method	Options
Blanket Purchase Orders	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Time Sheets	Online	Save in my online inbox
Order Status Request	Online	Save in my online inbox
Order Response Documents	Online	Return to this site to respond to POs
Payment Remittances	Online	Save in my online inbox
Document Status Update	Online	Save in my online inbox

Notifications		
Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.	* junk@phoenix.ariba.com
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are received.	* junk@phoenix.ariba.com
	<input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	* junk@phoenix.ariba.com

# Current and Potential Relationships

Click on the **Customer Relationships** link in the **Administration Navigator**.

You can choose to accept customer relationships either automatically or manually.

**Note: Select Automatically accept all relationship requests** as the default to not miss any useful Buyers requests.

- 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.

The screenshot shows the SAP Administration Navigator interface. On the right, the 'Company Settings' menu is open, with 'Customer Relationships' highlighted. Below it, the 'Account Settings' menu is also open, with 'Automatically accept all relationship requests' selected. The main content area shows the 'Customer Relationships' page with tabs for 'Current Relationships' and 'Potential Relationships'. The 'Current Relationships' tab is active, showing a table of current customers. The table has columns for 'Customer', 'Approved Date', and 'Routing Type'. One customer is listed: 'jUnitOrg - 5WQzy9VD565589b21009590920' with an approved date of '25 Nov 2015' and a routing type of 'Default'. There is a 'Reject' button next to this entry. The 'Pending' and 'Rejected' sections are currently empty, showing 'No items'.

Customer	Approved Date	Routing Type
jUnitOrg - 5WQzy9VD565589b21009590920	25 Nov 2015	Default

**Note:** Find Potential customers in **Potential Relationships** tab



# Managing Roles and Users

# Administrators and Users

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## Administrator

- **Automatically linked to the username and login entered during registration**
- **Responsible for account 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**

# Role and User Creation

Click on the **Users** tab on the **Administration Navigator**. The Users page will load.

- 1** First, create a role.
  1. Click on the **Create Role** button in the Manage Roles section.
  2. Type 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.
  4. Click **Save**. The new Role is now created.

Account Settings

Customer Relationships **Users** Notifications Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Users

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No	Access

↪ Edit Delete Add to Contact List Remove from Contact List Make Administrator **Create User**

Manage User Roles

Create and manage roles for your account. You can view or edit the details of a role. The Administrator role can be viewed, but cannot be modified or assigned to another user.

Role

Name	Actions
Administrator <b>1</b>	Details
All Access	Details Edit Delete

↪ **Create Role**

Company Settings

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

Company Profile

Service Subscriptions

Account Settings

Customer Relationships

**Users**

Notifications

Account Hierarchy

View All

Network Settings

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

View All

- 2** Second, create a User.
  1. Click on **Create User** button.
  2. Add all relevant information about the user including name and contact info.
  3. Select a role in the **Role Assignment** section.
  4. Click on **Done**.

**Note:** You can add up to 250 users to your Ariba Network account.

# Modify Users

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

Account Settings Save Close

Customer Relationships **Users** Notifications Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Users

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Customer Assigned	
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No	All Access	All	

### Edit User

View user information, revise role assignments, or reset user passwords. Ariba recommends only using the reset password functionality on this page. Do not reset a user's password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends an email to the user.

#### Selected User Information

Username: rebecca.novotny@sap.com  
Email Address: rebecca.novotny@sap.com  
First Name: Rebecca  
Last Name: Novotny  
Office Phone:

This user is the Ariba Discovery Contact ⓘ

# Enhanced User Account Functionality

When clicking on your name in top right corner, you'll 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

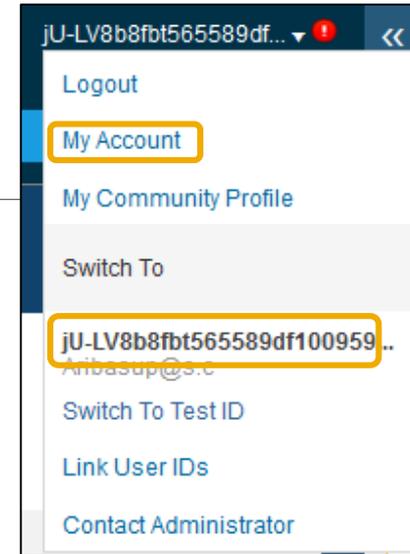
**Note:** After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.

Click on **My Account** to view your user settings.

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.

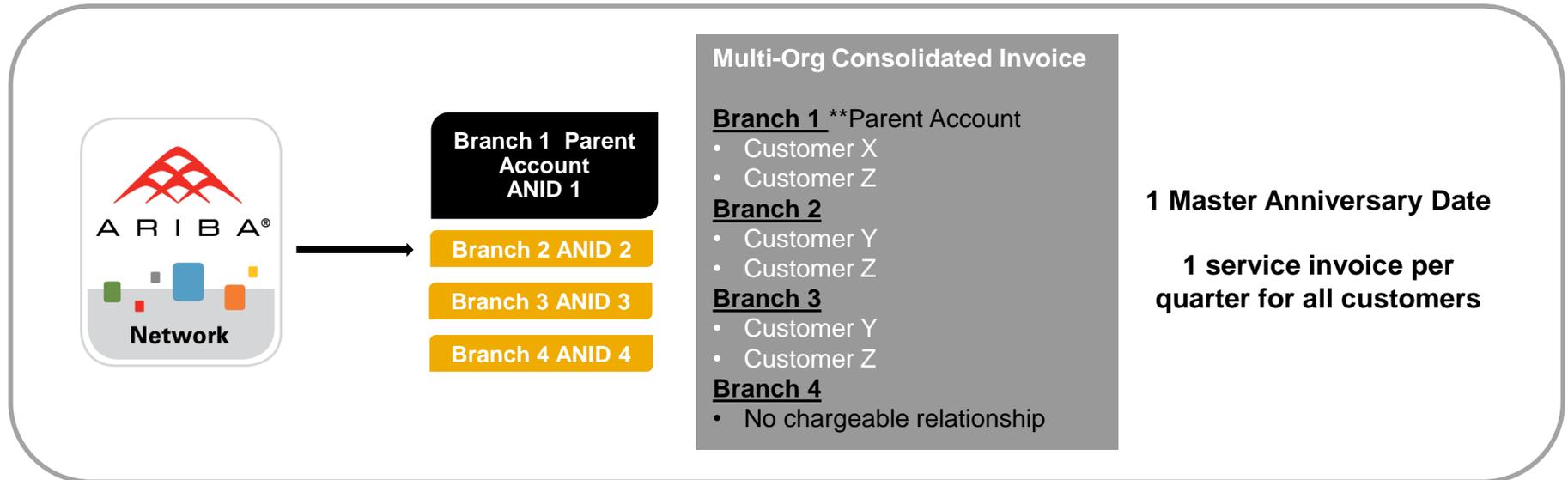
You can hide personal information if necessary by checking the box in the Contact Information Preferences section.

A screenshot of the 'My Account' settings page. The page is titled 'My Account' and has a sub-section 'Account Settings'. Below this, there is a section for 'Account Information' with several input fields. The 'Username' field is filled with 'Aribasup@s.c' and has an asterisk indicating it is a required field. Below the username field is a 'Change Password' link. The 'Email Address' field is filled with 'junk@phoenix.ariba.com'. The 'First Name' field is filled with 'jU-LV8b8f8bt565589df1009590921'. The 'Middle Name' field is empty. The 'Last Name' field is filled with 'lastName' and has an asterisk indicating it is a required field. The 'Business Role' field is a dropdown menu with 'Business Owner' selected. Below the 'Account Information' section is a 'Security' section with a 'Secret Question' field filled with 'What is the last name of your first boss?' and an asterisk indicating it is a required field. The 'Secret Answer' field is filled with seven dots. The 'Confirm Secret Answer' field is also filled with seven dots.



# Multi-org & Account Hierarchy

# Multi-Org time and invoice consolidation / synchronization



## 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.

# What is required to participate in a Multi-Org

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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.

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 Network Transaction Service fees.

## How to create a Multi-Org

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- Register all accounts which will be included in the Multi-Org.
- Create a list of all ANIDs and designate the parent account.
- Wait until the first ANID becomes chargeable.
- Contact your Supplier Manager or [prg\\_smpbilling@sap.com](mailto:prg_smpbilling@sap.com) and send them the list of ANIDs and the contact details of the person to be in charge of the Multi-Org.

# Account Hierarchy

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## **Linkage between individual accounts for account management 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

# How to create an Account Hierarchy

Company Settings ▾

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

Company Profile

Service Subscriptions

Account Settings

Customer Relationships

Users

Notifications

**Account Hierarchy**

View All

Network Settings

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

View All

1. Open the dropdown menu and go to **Account Hierarchy**.
2. To add child accounts click on **Link Accounts**.
3. The Network will detect if there is an existing account with corresponding information.

3. On the next page either log in as an **Administrator** or send a request through an online form as a **Not Administrator**.
4. Once the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.

Account Settings Save Close

Customer Relationships Users Notifications **Account Hierarchy**

Account Status: **No Linked Accounts**

If your company has multiple accounts, you can link the accounts and create a parent-child account hierarchy. Linking your company's multiple accounts can help make them easier to manage.

[Link Accounts](#)



# Ariba Network Support

# Training and Resources

## MetLife Supplier Information Portal

Buyer specific information is available on the Network. Select the name of your company in the top right corner and then click the **Customer Relationships** link.

- 1 Select the buyer name to view **transactional rules**:
  - The Customer Invoice Rules determine what you can enter when you create invoices

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

- Account Configuration Guide
- MetLife Purchase Order Confirmation and Ship Notice Guide
- Supplier Membership Program / Supplier Registration Guide

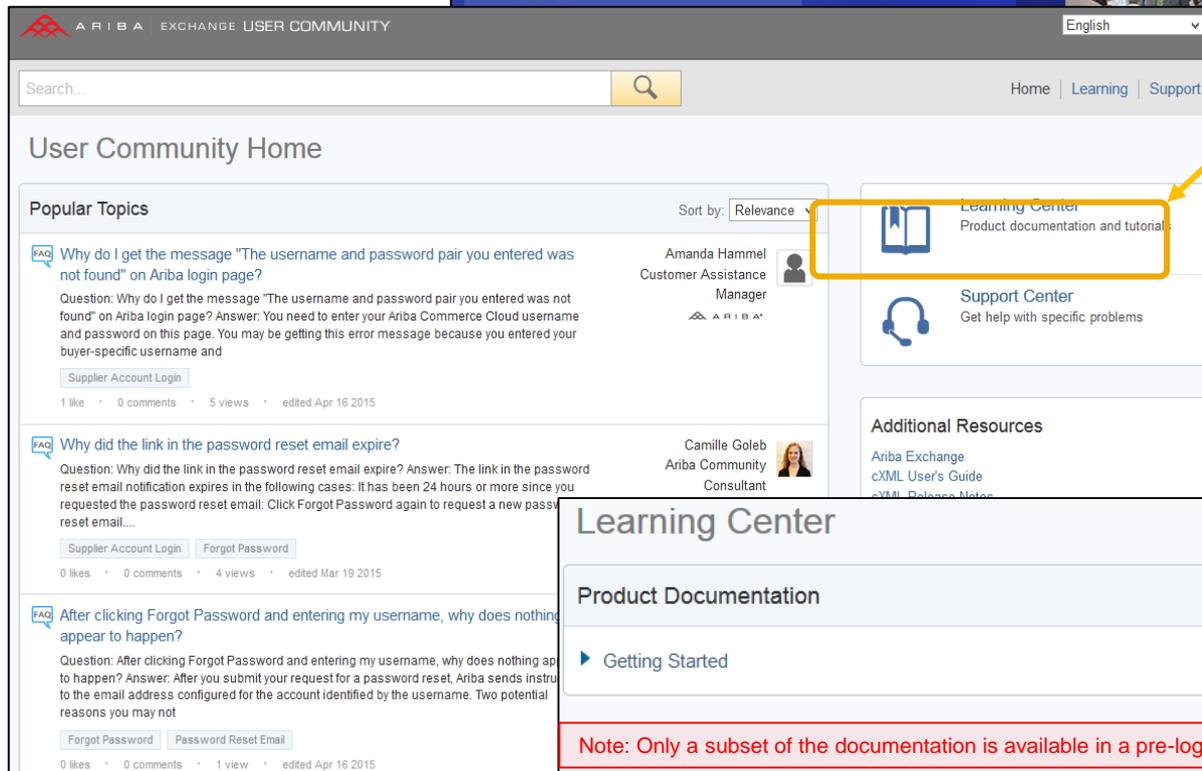
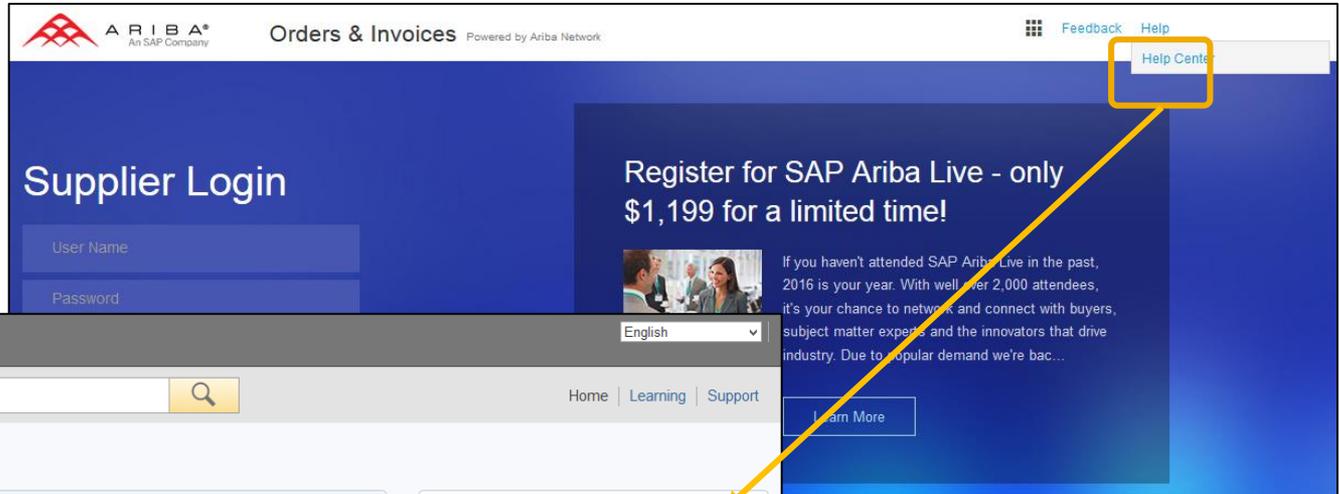
The screenshot displays the 'Account Settings' page for a user. On the left, a 'Company Settings' dropdown menu is open, showing a list of options: 'Company Profile', 'Service Subscriptions', 'Account Settings' (highlighted with a yellow box), 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Remittances', 'Network Notifications', and 'View All'. The main content area is titled 'Account Settings' and has tabs for 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. Under 'Customer Relationships', there are sub-tabs for 'Current Relationships' and 'Potential Relationships'. A message states: 'I prefer to receive relationship requests as follows:' with two radio buttons: 'Automatically accept all relationship requests' (selected) and 'Manually review all relationship requests'. Below this is an 'Update' button. A 'Pending' section shows a table with one entry: 'Customer'. Below the table are 'Approve' and 'Reject' buttons. A 'Current' section shows a table with two entries: 'Ariba Inc.' and 'Pouliot Industries'. The 'Ariba Inc.' entry has a checkbox (checked) and a yellow box around it with a '1' next to it. The 'Supplier Information Portal' link is highlighted with a yellow box and a '2' next to it. Below the 'Pouliot Industries' entry is a 'Reject' button.

# Training and Resources - Ariba Network Standard Documentation

Go to: <http://svcdev8.ariba.com/Supplier.aw/>

Click the **Help** link

Click **Help Center**, Then 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.



# Training and Resources - Ariba Network Standard Documentation

Standard Documentation can also be accessed from your account. Click on **Help Center**. Click **Documentation** to view Ariba Network Administrator's documentation

The image shows a composite screenshot of the SAP Ariba user interface. On the left, a sidebar contains navigation options like 'Company Settings', 'CSV Documents', and 'Last 12 months'. The main content area displays a 'Help Center' overlay with a search bar and a list of community questions. A 'Learning Center' overlay is also present, featuring a search bar and two columns of links: 'Product Documentation' and 'Tutorials'. The 'Product Documentation' list includes items like 'What's New', 'Getting Started', 'Managing Your User Account', 'Catalogs', 'Orders and Releases', 'Collaborating with Customers', 'Creating and Managing Invoices', 'Working with Payments and Remittances', 'Reports and Report Templates', 'Managing Discounts', 'Auctioning Invoices', 'Tracking Temporary Labor Time', 'Application Integration', and 'Administration and Configuration'. The 'Tutorials' list includes items like 'Forgot Username (1:00)', 'Overview of the Ariba Network (3:47)', 'Seller Basics (3:00)', 'Introduction to the Seller Collaboration Console (5:00)', 'What Are Electronic Catalogs? (4:30)', 'What is cXML Business Integration? (2:52)', 'What is PunchOut? (4:07)', 'Accept a Trading Relationship (1:51)', 'Add a New User (3:27)', 'Create a Customer Contact (1:44)', 'Configure Your Remittance Settings (1:57)', 'Create a Catalog (5:24)', 'Publish a Catalog (3:05)', 'Update a Catalog (1:21)', 'View a Purchase Order (4:31)', 'Send an Order Confirmation (4:42)', 'Send a Ship Notice (2:53)', 'About Invoices (3:26)', 'Send a PO-Based Invoice (4:57)', 'Send a Non-PO Invoice (3:50)', 'About Credit Memos (2:38)', 'Send a Header-Level Credit Memo (1:58)', 'Send a Line-Item Credit Memo (2:20)', 'Collaborating with Your Customers (10:00)', 'View a Payment (2:04)', and 'Change Your Account Administrator (1:32)'. A yellow arrow points from the 'Help Center' link in the sidebar to the 'Documentation' link in the Learning Center.

# Help Center – Helpful things to know...

## Popular Topics:

Title links are selected for you based on the solution that you were using when you clicked on Help, whether or not you are an administrator; and your default language.

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.

Help Center

How do I tell when my invoice will be paid?  
Question How do I tell when my invoice will be paid? Answer Your customer can update the invoice...  
Jasmine Newsome edited Jan 19 2016  
10 0 1

Do I contact Ariba or my customer when I have a...  
1 0 0

How do I tell when my invoice will be paid?  
10 0 1

How do I edit and resubmit an invoice?  
16 1 2

How do I cancel an invoice?  
11 0 0

How do I change my remittance address and banking...  
2 0 0

Trending Topics: December 1, 2015  
8 1 4

View more

Ask Community

Documentation Support

Search: Perform a search to find content not found under Popular Topics. Results can be sorted or filtered

ARIBA EXCHANGE USER COMMUNITY

English jU-LV8b8ft565589df...

Search...

Home Learning Support

User Community Home

Ask Community

Popular Topics

Sort by: Relevance

Do I contact Ariba or my customer when I have a question or issue?  
Not sure who to contact with a question or issue? We can clear that up. Your customers use Ariba according to their own internal business processes. Ariba Customer Support can help you understand how to use your account, but your customers are best qualified to explain what they need from you. The  
Ray Brooks Content Creator  
ARIBA

Invoice Status Search Purchase Orders My Account Event Content Invoice Rejection Messages Contact Account Administrator Proposals  
0 0 comments 1 view edited Jan 30 2016

How do I tell when my invoice will be paid?  
Question How do I tell when my invoice will be paid? Answer Your customer can update the invoice status to let you know when to expect payment. After you submit an invoice, your customer receives the invoice and begins to process it. If the invoice does not have any errors, your customer approves  
Jasmine Newsome Community Consultant  
ARIBA

Invoice Status Search Scheduled Payments Invoice Details  
0 1 comment 10 views edited Jan 19 2016

How do I edit and resubmit an invoice?  
Question How do I edit and resubmit an invoice after it's been sent? Answer If you need to change information on an invoice you've already submitted, the invoice must have a status of Failed or Rejected. To update the invoice details and resubmit the invoice, go to the Outbox. Access the...  
Bibi Kubra Product Solutions Engineer  
ARIBA

Invoice Status Invoice Rejection Messages  
1 2 comments 16 views edited Jan 19 2016

How do I cancel an invoice?  
Kathleen Shih

Learning Center  
Product documentation and tutorials

Support Center  
Get help with specific problems

Additional Resources  
Arriba Exchange  
cXML User's Guide  
cXML Release Notes

Popular Tags  
Catalogs Search Purchase Orders  
Supplier Account Login Contact Account Administrator  
Invoice Rejection Messages Tax Invoicing Invoices  
Invoice Details Error Messages Invoice Status  
Spotlight New Features Billing for Subscriptions  
Invoice History Company Profile

## Popular Tags:

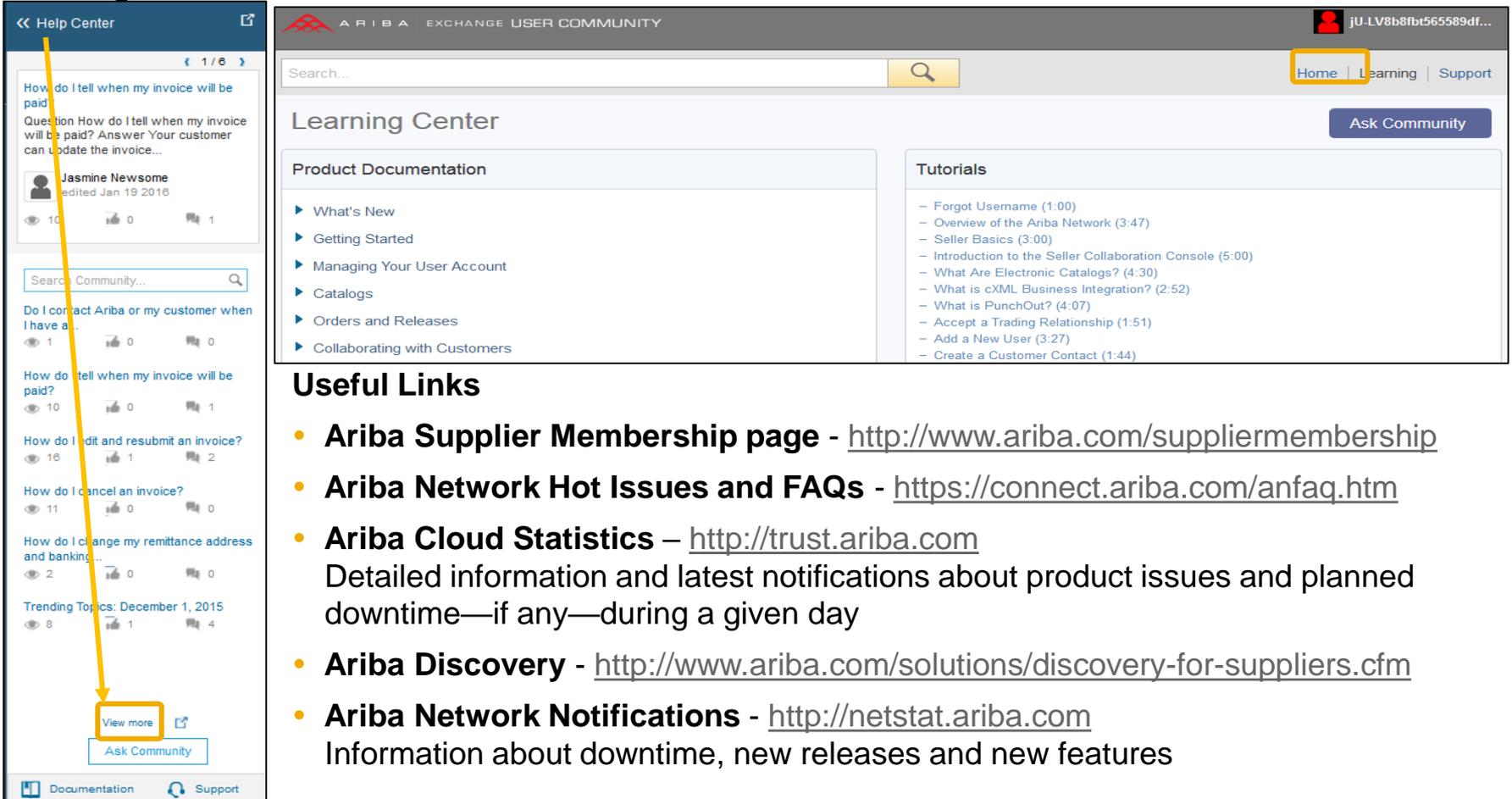
These are the tags associated with our most popular content items per solution. It is a quick way to find documents related to the topic.

# Training and resources

## Ariba Network standard documentation and useful links

Go to: <http://svcdev8.ariba.com/Supplier.aw/>

Click on the **Help Center** link in the upper right hand corner of the page, then click on **View more**. In the **Learning** center there is **Product Documentation** available for Users or Administrators.



The screenshot displays two panels from the Ariba Exchange User Community. The left panel is the Help Center, showing a list of questions with a 'View more' button highlighted. The right panel is the Learning Center, featuring a search bar, navigation links (Home, Learning, Support), and sections for Product Documentation and Tutorials.

**Product Documentation**

- ▶ What's New
- ▶ Getting Started
- ▶ Managing Your User Account
- ▶ Catalogs
- ▶ Orders and Releases
- ▶ Collaborating with Customers

**Tutorials**

- Forgot Username (1:00)
- Overview of the Ariba Network (3:47)
- Seller Basics (3:00)
- Introduction to the Seller Collaboration Console (5:00)
- What Are Electronic Catalogs? (4:30)
- What is cXML Business Integration? (2:52)
- What is PunchOut? (4:07)
- Accept a Trading Relationship (1:51)
- Add a New User (3:27)
- Create a Customer Contact (1:44)

**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?

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## Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**

Please contact [MetlifeEnablement@ariba.com](mailto:MetlifeEnablement@ariba.com) for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions.

- **MetLife Business Process Support**

Please contact the MetLife Supplier Enablement team at [Rathi.Manjunath@metlife.ae](mailto:Rathi.Manjunath@metlife.ae) for business-related questions.

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## Supplier Support Post Go-Live

- **Ariba Network Support for Actively Transacting Suppliers**

Region	Contact Number
North/South America	1 412 222 6153
USA Toll Free	1 866 218 2155
Europe, Middle East and Africa	+44 20 7187 4144
UK Toll free	0800 358 3556
Germany Toll free	0800 101 1989
France Toll free	0800 945 115
The Netherlands Toll free	0800 0200 582
Asia Pacific	+65 6311 4745

# Supplier support post Go-Live

## Help Center

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

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

To access our Help Center, log into your account or go to <http://supplier.ariba.com>.

Click the **Help** link in top right corner. Click **Help Center** and go to **Support** section.

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

Fill out our webform. Select Problem Type. Note Metlife in the **Issue Description**.

Help Center >>

## Supplier Login

User Name

Password

Login

Forgot Username or Password

New to Ariba?

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

The screenshot shows the Ariba Exchange User Community Support Center. At the top, there is a search bar and navigation links for Home, Learning, and Support. The main content area is titled "Support Center" and features a search input field with the text "I need help with invoices" and an "Update" button. Below this, there is a "Best Matches" section with several articles, including "What should I do if my invoice has been rejected?", "Creating Standard Invoices", "Canceling, Editing, and Resubmitting Invoices", and "Can I invoice for freight alone?". A "Create Online Service Request" button is highlighted at the bottom. On the right side, there is a "Common Troubleshooting Tags" section with various tags like "Invoice Details", "Invoices", "Billing for Subscriptions", "Buyer Transaction Rules", "Ariba Login", "Punchin", "Service Subscriptions", "EDI Routing", "Invoice Status", "Contract Invoices", "Add and Edit Users and Roles", "Customer Relationships", "Account Users", "Error Messages", and "New Features". At the bottom right, there is an "Ariba Cloud Status" section.