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Introduction

MetLife e-Procurement Process

This document contains training for your organization around transacting purchase orders, order confirmations and ship notices with MetLife through the Ariba Network.

View Purchase Orders

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

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

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

Search filters allows you to search using multiple criteria.

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

The screenshot displays the SAP Ariba Network interface. At the top, there are navigation tabs: HOME, INBOX, OUTBOX, CATALOGS, ENABLEMENT TASKS, and REPORTS. The INBOX tab is selected. Below the navigation, there is a search bar with 'Orders and Releases' and 'All Customers' filters. A bar chart shows 'Outstanding Invoices' for the month of December 2015, with a value of approximately \$132.80. To the right of the chart, there are options for 'Purchase Order by Volume', 'Purchase Order by Amount', and 'Outstanding Invoices'. Below the chart, there is a table of 'Orders and Releases (3)'. The table has columns for Type, Order Number, Customer, Inquiries, Ship To Address, Amount, Date, Order Status, Settlement, and Amount Invoiced. The first row shows an 'Order' with Order Number 'DO10686114', Customer 'jUnitOrg - 5WQzy9VD565589621009590920', Ship To Address 'Acme Sunnyvale, CA United States', Amount '\$132.80 USD', Date '30 Nov 2015', Order Status 'Invoiced', Settlement 'Invoice', and Amount Invoiced '\$132.80 USD'. The second row shows an 'Order' with Order Number 'DO10686095', Customer 'jUnitOrg - 5WQzy9VD565589621009590920', Ship To Address 'Acme Sunnyvale, CA United States', Amount '\$216.40 USD', Date '30 Nov 2015', Order Status 'New', Settlement 'Invoice', and Amount Invoiced '\$0.00 USD'. The third row shows an 'Order' with Order Number 'DO10686094', Customer 'jUnitOrg - 5WQzy9VD565589621009590920', Ship To Address 'Acme Sunnyvale, CA United States', Amount '\$124.80 USD', Date '30 Nov 2015', Order Status 'New', Settlement 'Invoice', and Amount Invoiced '\$0.00 USD'. Below the table, there are buttons for 'Create Order Confirmation', 'Create Ship Notice', 'Create Invoice', 'Hide', and 'Resend Failed Orders'. On the right side of the interface, there is a 'Show / Hide Columns' dropdown menu with a list of columns: Type, Order Number, Ver, Customer, Inquiries, Ship To Address, Amount, and Date. The 'Show / Hide Columns' menu is open, and the 'Type' column is checked.

Click this icon for additional display and Group-by options.

Type	Order Number	Customer	Inquiries	Ship To Address	Amount	Date	Order Status	Settlement	Amount Invoiced
Order	DO10686114	jUnitOrg - 5WQzy9VD565589621009590920		Acme Sunnyvale, CA United States	\$132.80 USD	30 Nov 2015	Invoiced	Invoice	\$132.80 USD
Order	DO10686095	jUnitOrg - 5WQzy9VD565589621009590920		Acme Sunnyvale, CA United States	\$216.40 USD	30 Nov 2015	New	Invoice	\$0.00 USD
Order	DO10686094	jUnitOrg - 5WQzy9VD565589621009590920		Acme Sunnyvale, CA United States	\$124.80 USD	30 Nov 2015	New	Invoice	\$0.00 USD

- ✓ Type
- ✓ Order Number
- Ver
- ✓ Customer
- ✓ Inquiries
- ✓ Ship To Address
- ✓ Amount
- ✓ Date

Purchase Order Detail

View the details of your order.

The order header includes the order date and information about the buying organization and supplier.

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

Order Detail | Order History

From: Acme
To: jUnitOrg - LV8b8f8t565589df109590921
jUnitDummy

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

Line Items section describes the ordered items.

Each line describes a quantity of items MetLife 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** value.

Line Items

Line #	Part # / Description	Type	Qty (Unit)
1	AX4518 BULLNOSE SHELVES 4 PK	Material	4 (PK)

Order submitted on: Monday 30 Nov 2015 7:00 AM GMT-06:00
Received by Ariba Network on: Monday 30 Nov 2015 7:00 AM GMT-06:00
This Purchase Order was sent by jUnitOrg - 5WQzy9VD565589b21009590920 AN02003380347 and delivered by Ariba Network.

Show Item Details

Subtotal
\$132.80 USD [Details](#)

Sub-total: \$ 132.80 USD
Total Invoiced: \$ 132.80 USD

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

Done

1 Create Order Confirmation: Confirm Entire Order

This slide explains how to **Confirm Entire Order**.

Enter **Confirmation Number** which is any number you use to identify the order confirmation.

If you specify **Est. Shipping Date** or **Est. Delivery Date** information, it is applied for all line items.

You can group related line items or kit goods so that they can be processed as a unit.

Click **Next** when finished.

Review the order confirmation and click **Submit**.

Your order confirmation is sent to MetLife.

Confirming PO Exit Next

* Indicates required field

1 Confirm Entire Order

2 Review Order Confirmation

▼ Order Confirmation Header

Confirmation #:

Associated Purchase Order #: DO10686114

Customer: jUnitOrg - 5WQzy9VD565589b21009590920

Supplier Reference:

SHIPPING AND TAX INFORMATION

Est. Shipping Date:

Est. Delivery Date:

Est. Shipping Cost:

Est. Tax Cost:

Comments:

Line Items

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.

2 Create Order Confirmation: Reject Entire Order

From the PO view, click the **Create Order Confirmation** button and select to **Confirm Entire Order**, **Update Line Items** for individual line items or **Reject Entire Order**.

Purchase Order: DO10686095 Done

Create Order Confirmation | Create Ship Notice | Create Invoice | Hide | Print | Download PDF | Export cXML | Download CSV | Resend

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

From:
Acme
123 Anystreet
Sunnyvale, CA 94089
United States

To:
jUnitOrg - LV8b8f8t565589df1009590921
jUnitDummy
Arkansas City, AR 71630
United States

Purchase Order (New)
DO10686095
Amount: \$218.40 USD

REJECT ENTIRE ORDER

Order Confirmation Number:

Comments:

This example demonstrates the Reject Entire Order option.
(Updating with Different Status will be explained later in the presentation)

3 Confirm Order: Update Line Items

Select **Update Line Items**, to set the status of each line item.

Fill in the requested information (the same as for **Confirm All** option).

Scroll down to view the line items and choose among possible values:

- **Confirm** – You received the PO and will send the ordered items.
- **Backorder** – Items are backordered. Once they are available in stock, generate another order confirmation to set them to confirm.
- **Reject** – Enter a reason why these items are rejected in the **Comments** field by clicking the **Details** button.

Purchase Order: DO10686114

Navigation: Create Order Confirmation | Create Ship Notice | Create Invoice | Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Confirm Entire Order | **Update Line Items** | Order History | Reject Entire Order

Confirming PO

1 Update Item Status | Order Confirmation Header

2 Review Confirmation

Confirmation #: []

Associated Purchase Order #: DO10686114

Customer: jUnitOrg - 5WQzy9VD565589b21009590920

Supplier Reference: []

SHIPPING AND TAX INFORMATION

Enter shipping and tax information at the line item level.

Est. Shipping Date: []

Est. Delivery Date: []

Est. Shipping Cost: []

Est. Tax Cost: []

Comments: []

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	AX4518	4 (PK)	21 Sep 2008	\$33.20 USD	\$132.80 USD

BULLNOSE SHELVES 4 PK

CURRENT ORDER STATUS

4 Unconfirmed

Confirm: [] Backorder: [] Reject: [] Details []

Confirm All

3 Confirm Order: Update Line Items - Backorder

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

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

Click **OK** when done.

Note: If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.

Click **Next**.

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price
1	AX4518 BULLNOSE SHELVES 4 PK	4 (PK)	21 Sep 2008	\$33.20 USD

CURRENT ORDER STATUS

4 Unconfirmed

Confirm: Backorder: Reject: [Details](#)

[Confirm All](#)

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	AX4518 BULLNOSE SHELVES 4 PK	4	PK	21 Sep 2008	\$33.20 USD	\$132.80 USD

New Order Status: 2 Backordered

Est. Shipping Date:

Est. Delivery Date:

Comments:

[OK](#) [Cancel](#)

3 Confirm Order: Update Line Items - Price Change

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

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

Note the new price in the **Unit Price** field on the **Status Details** page for the line item. Enter a **Comment** regarding the price change, if needed.

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

The screenshot shows two SAP interface panels. The top panel, titled 'Line Items', displays a table with columns: Line #, Part # / Description, Qty (Unit), Need By, Unit Price, and Subtotal. Row 1 shows Line # 1, Part # AX4518, Qty 4 (PK), Need By 21 Sep 2008, Unit Price \$33.20 USD, and Subtotal \$132.80 USD. Below the table, the text 'BULLNOSE SHELVES 4 PK' and 'CURRENT ORDER STATUS' is shown. A '4 Unconfirmed' status is indicated. A 'Confirm:' field contains the value '3'. A 'Details' button is highlighted with a yellow box. A 'Confirm All' button is also visible.

The bottom panel, titled 'Status Details', shows the same line item with 'New Order Status: 3 Confirmed'. It includes fields for 'Est. Shipping Date' and 'Est. Delivery Date'. A yellow box highlights the 'Unit Price' field (showing \$33.20 USD), the 'Supplier Part' field (showing AX4518), and the 'Comments' field. The 'Description' field shows 'BULLNOSE SHELVES 4 PK'. The 'Subtotal' is shown as \$99.60 USD.

Update the **Description** as needed.

Click **OK** when done.

3 Confirm Order: Update Line Items - Reject

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

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

Click **OK** when done.

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	AX4518 BULLNOSE SHELVES 4 PK CURRENT ORDER STATUS	7 (PK)	21 Sep 2008	\$31.20 USD	\$218.40 USD
7 Unconfirmed					
Confirm:	<input type="text"/>	Backorder:	<input type="text"/>	Reject: <input type="text" value="1"/>	<input type="button" value="Details"/> ⓘ

Item	Part # / Description	Qty	Unit	Need By	Unit Price
1	AX4518 BULLNOSE SHELVES 4 PK	7	PK	21 Sep 2008	\$31.20 USD
New Order Status: 1 Rejected					
Comments: <input type="text" value=""/>					

3 Confirm Order: Update Line Items

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

Review the order confirmation and click **Submit**. Your order confirmation is sent to MetLife.

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

Generate another order confirmation to set them to confirm if needed.

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

Purchase Order: DO10686095 Done

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

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

From:
Acme
123 Anystreet
Sunnyvale, CA 94089
United States

To:
jUnitOrg - LV8b8ft565589df1009590921
jUnitDummy
Arkansas City, AR 71630
United States
Phone: +1 (650) 3902788
Fax: +1 (650) 3902788
Email: junk@phoenix.ariba.com

Purchase Order
(Partially Confirmed)
DO10686095
Amount: \$218.40 USD

Routing Status: Acknowledged
Related Documents: [09754](#)

<p>Ship All Items To</p> <hr/> <p>Acme 123 Anystreet Sunnyvale, CA 94089 United States</p>	<p>Bill To</p> <hr/> <p>Acme 123 Anystreet Sunnyvale, CA 94089 United States</p>	<p>Deliver To</p> <hr/> <p>Joe Smith Mailstop M-543</p>
---	---	--

1 Create Ship Notice

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.

Purchase Order: DO10686095



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.

VIEW / EDIT ADDRESSES

* Indicates required field

SHIP FROM	DELIVER TO
Name: <input type="text" value="jUnitOrg - LV8b8fb1565589df1"/>	Name: <input type="text" value="Acme"/>
Department Name: <input type="text"/>	Department Name: <input type="text"/>
ADDRESS	
Address 1:* <input type="text" value="jUnitDummy"/>	Address 1: <input type="text" value="123 Anystreet"/>
Address 2: <input type="text"/>	Address 2: <input type="text"/>
Address 3: <input type="text"/>	Address 3: <input type="text"/>
City:* <input type="text" value="Arkansas City"/>	City: <input type="text" value="Sunnyvale"/>
State:* <input type="text" value="Arkansas"/>	State: <input type="text" value="California"/>
Zip:* <input type="text" value="71630"/>	Zip: <input type="text" value="94089"/>
Country:* <input type="text" value="United States [USA]"/>	Country: <input type="text" value="United States [USA]"/>
This selection will refresh the page content.	
<input type="button" value="Cancel"/> <input type="button" value="OK"/>	

Enter **Ship From** information by clicking on **Update Address**. Any field with an asterisk is required. Check if Deliver to information is correct. Click **OK**.

2 Delivery Terms and Transportation Details

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

Carrier Name:

Service Level:

- Manage Carrier
- Preferred Carriers
- Default Carriers
- Airborne Express
- DHL
- FedEx
- UPS
- US Postal Service
- Other

DELIVERY AND TRANSPORT INFORMATION

Delivery Terms:

Delivery Terms Description:

Transport Terms: Ex Works

Transport Terms Description:

Shipping Payment Method: Account

Contract Number:

Shipping Instructions:

ADDITIONAL FIELDS

Item	Part # / Description	Need By	Unit Price	Subtotal
10	Test-1178 test item	1 May 2013	10.00EUR	1,000.00EUR

Delivery Terms

- Collected By Customer
- Delivery Condition
- Despatch Condition
- Transport Condition

Incoterms

- Ex Works
- Free Carrier
- Delivered at Terminal
- Delivered at Place
- Carriage Paid To
- Carriage and Insurance Paid to
- Delivered Duty Paid
- Free Alongside Ship
- Free on Board

3 Create Ship Notice - Details

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

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

Item	Part # / Description	Qty (Unit)	Need By
10	Test-1178 test item	100 (C62)	1 May 2013
Shipped: <input type="text" value="20"/> of 20 Confirmed As Is (Estimated Delivery Date: 29 Aug 2013)			
<input type="text" value="80"/> of 80 Unconfirmed			
<input type="button" value="Details"/>			
20	Test-1179 test item	100 (C62)	1 May 2013
Shipped: <input type="text" value="100"/> of 100 Unconfirmed			
<input type="button" value="Details"/>			

20	Test-1179 test item	100 (C62)	1 May 2013	10.00EUR	1,000.00EUR
Shipped: <input type="text" value="100"/> of 100 Unconfirmed					
<input type="button" value="Details"/>					
					<input type="button" value="Next >"/>
					<input type="button" value="Exit"/>

3 Submit Ship Notice

After reviewing your Ship Notice, click **Submit** to send Ship Notice to MetLife.

Ship Notices provide improved communications to help avoid unnecessary calls to order support department.

Create Ship Notice [Previous](#) [Submit](#) [Exit](#)

SHIP FROM jUnitOrg - OynCyo1H56558c491009590540 jUnitDummy Arkansas City, AR 71630 United States	DELIVER TO Acme 123 Anystreet Sunnyvale, CA 94089 United States
---	--

Ship Notice Header

SHIPPING Packing Slip ID: 231 Invoice #: -- Requested Delivery Date: -- Ship Notice Type: Actual	TRACKING Tracking information not provided.
---	---

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.

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

Order Detail [Order History](#)

From: jUnitOrg - OynCyo1H56558c491009590540 jUnitDummy 123 Anystreet Sunnyvale, CA 94089 United States	To: jUnitOrg - OynCyo1H56558c491009590540 jUnitDummy Arkansas City, AR 71630 United States Phone: +1 (650) 3902788 Fax: +1 (650) 3902788 Email: junk@phoenix.ariba.com	Purchase Order (Shipped) DO10686115 Amount: \$468.00 USD
---	---	--



PDF Generation

PDF Generation

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

Purchase Order: DOI0686114

Order Detail | Order History

From: Acme
123 Anystreet
Sunnyvale, CA 94089
United States

Ship All Items To: Acme
123 Anystreet
Sunnyvale, CA 94089
United States

Deliver To: Joe Smith
Mailstop M-543

Download PDF | Export cXML | Download CSV | Resend

Save As

Libraries

Name	Date modified	Type
Documents	10/28/2015 9:07 AM	Library
Music	10/28/2015 9:07 AM	Library
Pictures	10/28/2015 9:07 AM	Library
Videos	10/28/2015 9:07 AM	Library

File name: DOI0686114.pdf
Save as type: Adobe Acrobat Document (*.pdf)

Do you want to open or save DOI0686114.pdf from svcdev8.ariba.com?

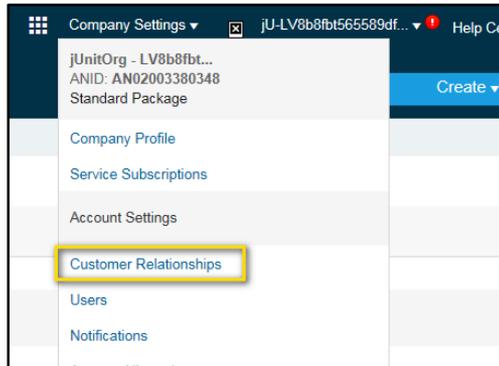
Line #	Part # / Description	Type	Qty (Unit)	Need By	Price
1	AX4518 BULLNOSE SHELVES 4 PK				

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

Training and Resources

Metlife Supplier Information Portal

Buyer specific information is available in one place. Select the option **Customer Settings** in the top right corner and then click the **Customer Relationships** link.



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

- Customer Invoice Rules determine what you can enter when you create invoices

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

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



SUPPLIER INFORMATION PORTAL

Introduction and Overview

Dear Supplier,

Welcome to MetLife Supplier Information Portal! This portal provides information for all suppliers that are conducting business with MetLife via the Ariba Network (AN). Your customer selected SAP Ariba as their electronic transaction provider and will use the Ariba Network to exchange purchase orders.

What information are you looking for?

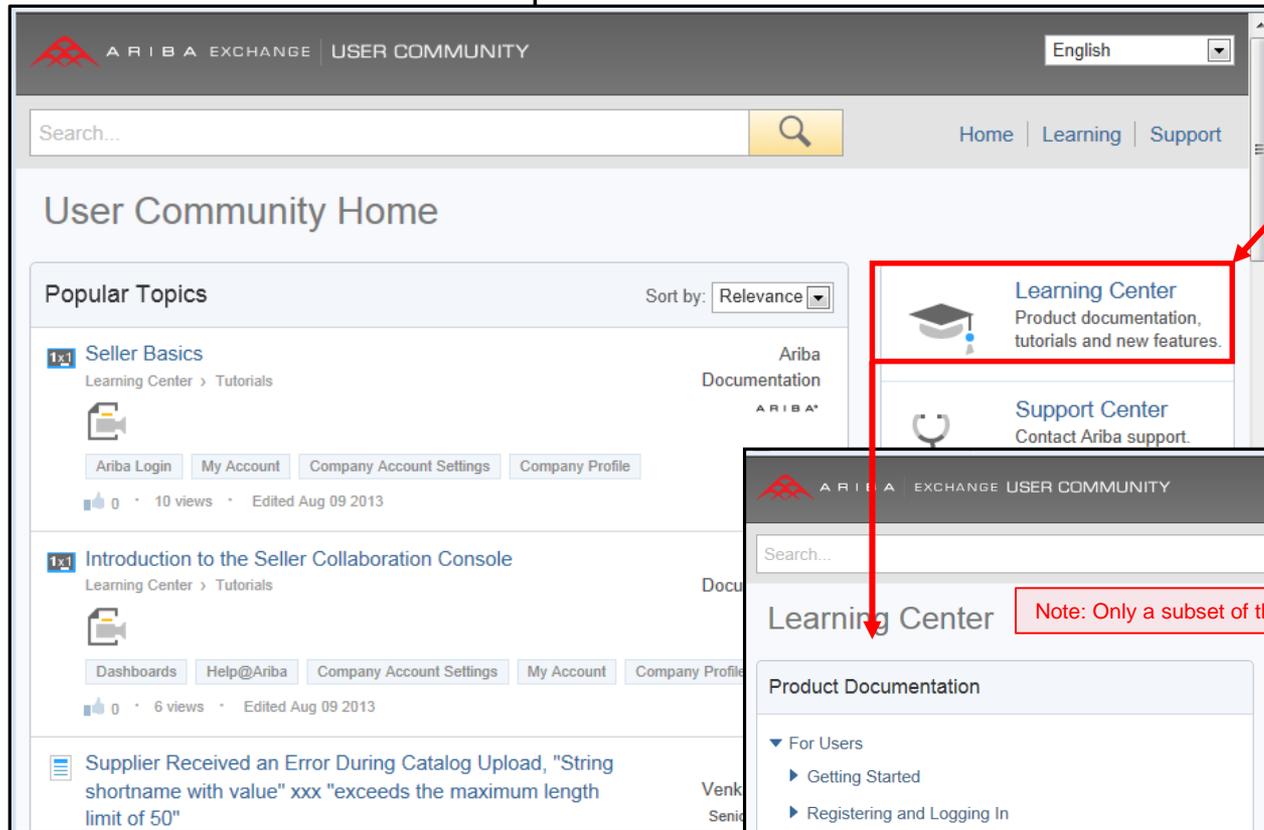
 <p>Welcome to Ariba Network</p> <ul style="list-style-type: none"> • Getting Started • Useful links 	 <p>Pricing for suppliers</p> <p>How much does it cost to use Ariba Network?</p>
 <p>Supplier Education & Support</p> <p>Access guides, videos, tutorials and support from our team</p>	 <p>Go further with Ariba Network</p> <ul style="list-style-type: none"> • Ariba Discovery • Catalogs • ERP Integration

Training and Resources - Ariba Network Standard Documentation

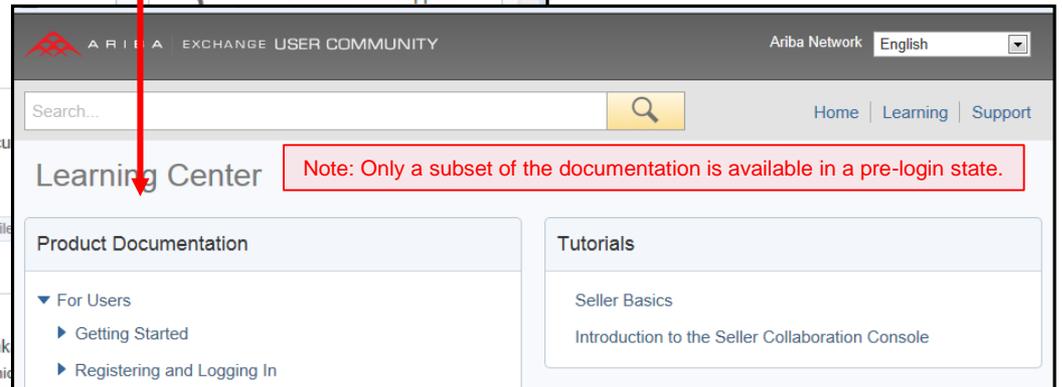
Go to: <http://supplier.ariba.com>

Click **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 be accessed also from your account. Click on **Help** button on Home page of your account, **click Help Center**

Click **For Users** or **For Administration** tab to view Ariba Network Administrator's documentation

The image shows a screenshot of the Ariba Network account interface. The top navigation bar includes 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', 'ENABLEMENT TASKS', and 'REPORTS'. A red box highlights the 'Create' button in the top right corner. Below the navigation bar, there is a search bar with 'Orders and Releases' and 'All Customers' filters. The main content area displays a 'Purchase Order by Volume' chart. An inset window shows the 'Ariba Exchange User Community' page, which features a 'Learning Center' section. A red arrow points from the 'Create' button in the main interface to the 'Product Documentation' section in the Learning Center. The 'Product Documentation' section has two sub-items: 'For Users' and 'For Administrators'. The 'Tutorials' section lists various topics such as 'Registration and Account Setup', 'Seller Basics', and 'Introduction to the Seller Collaboration Console'. The footer of the inset window includes links for 'Privacy Statement', 'Terms of Use', 'Security Disclosure', and 'Legal Notices', along with the copyright notice '@1996-2013 Ariba, Inc. All Rights Reserved'.

Help Center – Helpful things to know...

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

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 link to view the content item. You will be able engage with the content: author, how many community users have viewed the content, flagged the content as being helpful to you, and report problems with the content.

The screenshot shows the Ariba Exchange User Community Home page. At the top, there is a search bar and navigation links for Home, Learning, and Support. The main content area is titled 'User Community Home' and features a 'Popular Topics' section. This section includes a search bar, a 'Sort by: Relevance' dropdown, and three article cards. The first card is 'Seller Basics' by Ariba Documentation, with 10 views and edited on Aug 09 2013. The second card is 'Introduction to the Seller Collaboration Console' by Ariba Documentation, with 6 views and edited on Aug 09 2013. The third card is 'Supplier Received an Error During Catalog Upload, "String shortname with value" xxx "exceeds the maximum length limit of 50"' by Krishnan Venkataramani, Senior Associate. To the right of the 'Popular Topics' section are the 'Learning Center' and 'Support Center' sections. The 'Support Center' section has a red arrow pointing to it from the 'Popular Tags' section. The 'Popular Tags' section lists various tags such as Purchase Orders, Invoice Status, cXML Routing, cXML Invoice, Line-Item Credit Memo, PO Invoices, Error Messages, Discovery Postings, EDI Routing Invoices, Company Profile, Invoice Details, Header Level Credit Memo, and Non PO.

Popular Tags:

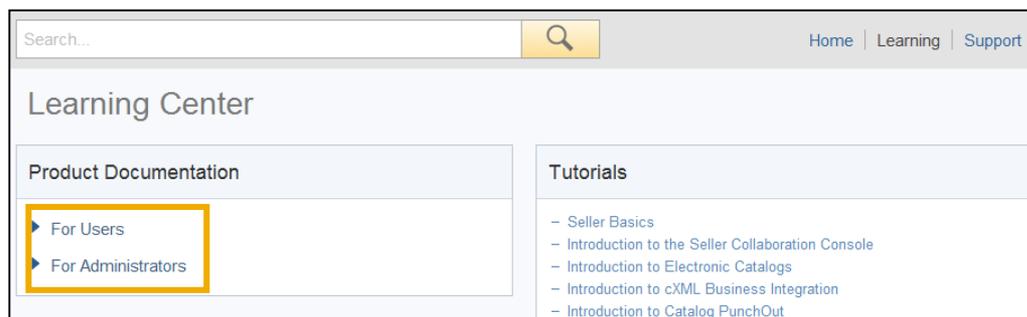
These are the tags associated with our most popular content items per solution. It is a quick way to find documents related to the topic.

Training and resources

Ariba Network standard documentation and useful links

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

Click on the **Help** link in the upper right hand corner of the page to access **Help Center**. In **Learning** center there is **Product Documentation** available for Users or Administrators.



Useful Links

- **Ariba Supplier Membership page** - <http://www.ariba.com/suppliermembership>
- **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>
- **Ariba Cloud Statistics** – <http://trust.ariba.com>

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

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

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

Information about downtime, new releases and new features

Who should you contact?

Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**

Please contact 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 for business-related questions.

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

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 search results, including "What should I do if my invoice has been rejected?", "Creating Standard Invoices", "Canceling, Editing, and Resubmitting Invoices", "Can I invoice for freight alone?", and "Invoice Comments and Attachments Fields". 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.