

# Ariba Network

## Purchase Order Guide

### Deutsche Bank



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- 2. Purchase Order Management**
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# 1. Introduction

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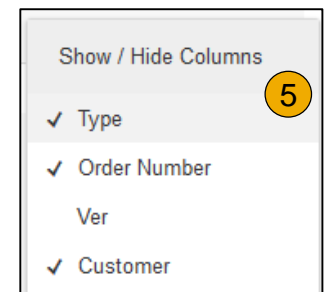
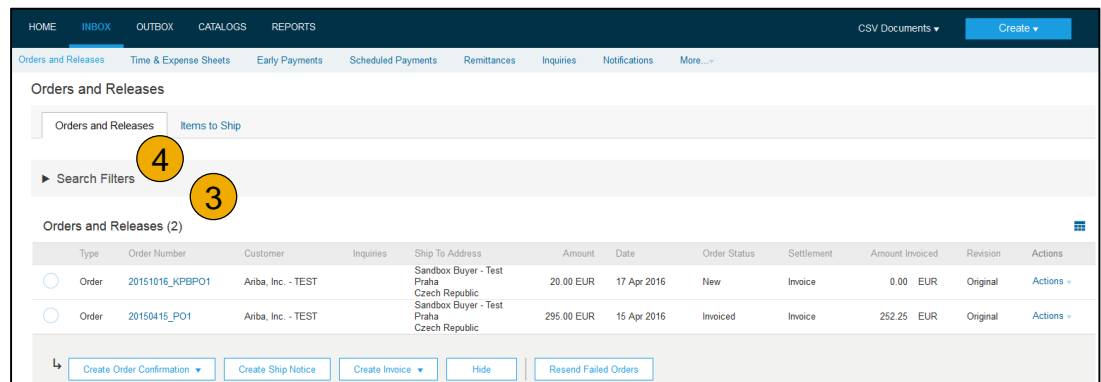
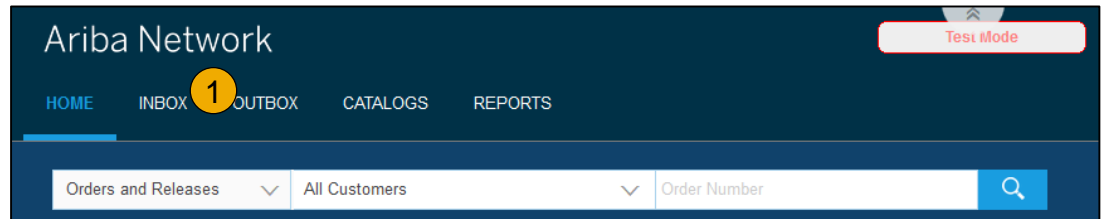
## . Deutsche Bank e-Procurement Process

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



# View Purchase Orders

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





# Purchase Order Detail

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

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

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

## Purchase Order: 20150415\_PO1

1

Create Order Confirmation ▼

Create Ship Notice

Create Invoice ▼

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

2. **Line Items section** describes the ordered items. Each line describes a quantity of items Deutsche Bank 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



# Create Order Confirmation: Confirm Entire Order

This slide explains how to Confirm Entire Order.

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

The screenshot shows the 'Confirming PO' interface. At the top right are 'Exit' and 'Next' buttons. On the left is a navigation pane with '1 Confirm Entire Order' and '2 Review Order Confirmation'. The main area is titled 'Order Confirmation Header' and contains fields for 'Confirmation #' (with callout 1), 'Associated Purchase Order #' (20150415\_PO1), 'Customer' (Ariba, Inc. - TEST), and 'Supplier Reference'. Below this is the 'SHIPPING AND TAX INFORMATION' section with callout 2, containing fields for 'Est. Shipping Date', 'Est. Delivery Date', 'Est. Shipping Cost', and 'Est. Tax Cost'. A 'Comments' field is at the bottom. Callout 4 points to a '\* Indicate' link in the top right corner.

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.

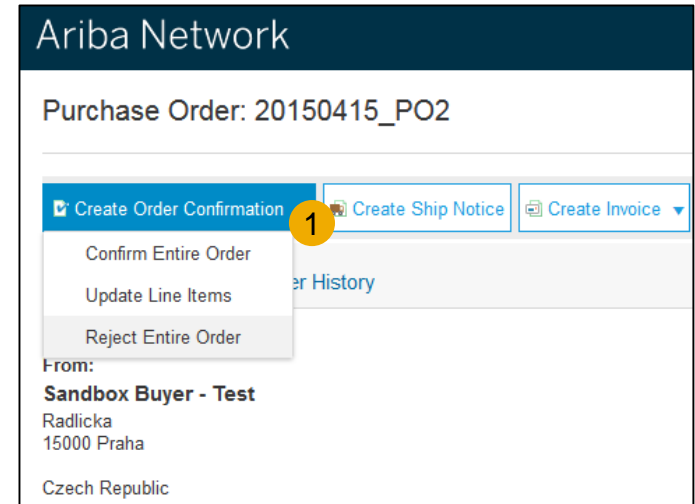
NOTE: If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.



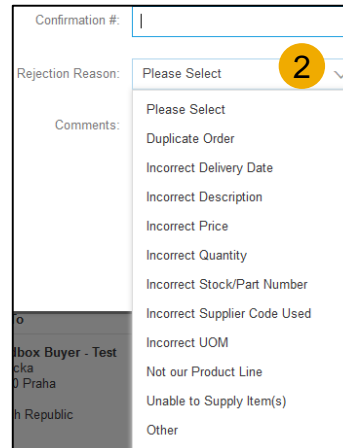
# Create Order Confirmation: Reject Entire Order

1. 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.
2. Enter a reasons for rejecting the order in case your buyer requires so

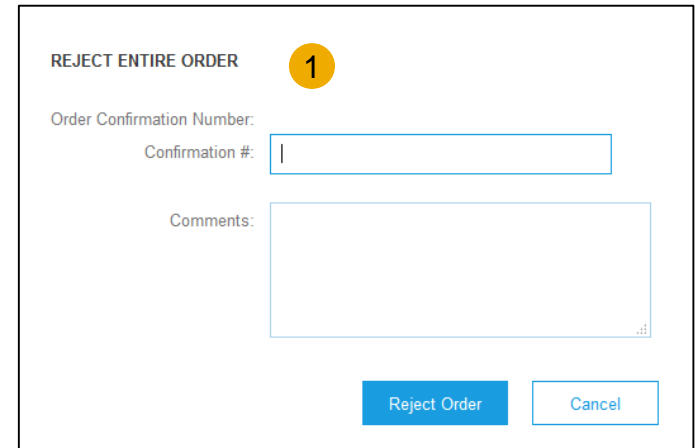
This example demonstrates the Reject Entire Order option. (Updating with Different Status will be explained later in the presentation)



The screenshot shows the Ariba Network interface for Purchase Order 20150415\_PO2. A dropdown menu is open for the 'Create Order Confirmation' button, which is highlighted with a yellow circle and the number 1. The menu options are 'Confirm Entire Order', 'Update Line Items', and 'Reject Entire Order'. Below the menu, the 'From' field shows 'Sandbox Buyer - Test' with address details: Radlicka, 15000 Praha, Czech Republic.



The screenshot shows the 'Rejection Reason' dropdown menu, which is highlighted with a yellow circle and the number 2. The menu options include 'Please Select', 'Duplicate Order', 'Incorrect Delivery Date', 'Incorrect Description', 'Incorrect Price', 'Incorrect Quantity', 'Incorrect Stock/Part Number', 'Incorrect Supplier Code Used', 'Incorrect UOM', 'Not our Product Line', 'Unable to Supply Item(s)', and 'Other'.



The screenshot shows the 'REJECT ENTIRE ORDER' form, which is highlighted with a yellow circle and the number 1. The form includes fields for 'Order Confirmation Number:', 'Confirmation #:', and 'Comments:'. At the bottom, there are two buttons: 'Reject Order' and 'Cancel'.

# Create Order Confirmation: Update Line Items

1. **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:
4. **Confirm** – You received the PO and will send the ordered items.
5. **Backorder** – Items are backordered. Once they are available in stock, generate another order confirmation to set them to confirm.
6. **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.

Purchase Order: 20150415\_PO2

☒ Create Order Confirmation
 ☐ Create Ship Notice
 ☐ Create Invoice

Confirm Entire Order
 Update Line Items
 Reject Entire Order

From:

**Sandbox Buyer - Test**

Radlicka  
15000 Praha  
Czech Republic

Confirming PO

1 Update Item Status

2 Review Confirmation

Order Confirmation Header

Confirmation #:

Associated Purchase Order # 20150415\_PO2

Customer: Inc. - TEST

Supplier Reference:

SHIPPING AND TAX INFORMATION

☐ Enter shipping and tax information at the line item level.

Est. Shipping Date:

Est. Delivery Date:

Line Items					
Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR
Copy Paper White, A3, 80gsm (ream 500 sheets)					
CURRENT ORDER STATUS					
<input checked="" type="radio"/> 10 Unconfirmed					
Confirm: <input type="text"/> Backorder: <input type="text"/> Reject: <input type="text"/> <input type="button" value="Details"/>					

# 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.

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

CURRENT ORDER STATUS

☒ 10 Unconfirmed

Confirm:  Backorder:  Reject:

[Details](#) ⓘ

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

New Order Status: **1 Backordered**

Est. Shipping Date:  ⓘ

Est. Delivery Date:  ⓘ

Comments:

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

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

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)

CURRENT ORDER STATUS

☒ 10 Unconfirmed **1**

Confirm:  Backorder:  Reject:  **2** [Details](#) ⓘ

Item	Part # / Description	Qty	Unit	Need By
1	GOODS_01	10	EA	18 Nov 2015

Copy Paper White, A3, 80gsm (ream 500 sheets)

New Order Status: **1 Confirmed**

Est. Shipping Date:

Est. Delivery Date:

Unit Price:  **3**

Price Unit Quantity: \*

Unit Conversion: \*

Price Unit: \*  **4**

Supplier Part:

Comments:

# 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.

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)

CURRENT ORDER STATUS

☒ 10 Unconfirmed

Confirm:  Backorder:  Reject:  1 2 [Details](#) ⓘ

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)

New Order Status: **1 Rejected**

Rejection Reason: \*

Comments:

3



# Confirm Order: Update Line Items

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 Deutsche Bank.
3. **The Order Status will display** as Partially Confirmed if items were backordered or not fully confirmed.
4. **Generate** another order confirmation to set them to confirm if needed.
5. **Click Done** to return to the Inbox.

Purchase Order: 20150415\_PO2

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

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

**From:**  
Sandbox Buyer - Test  
Radlicka  
15000 Praha  
Czech Republic

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

5 [Done](#)

Purchase Order  
(Partially Confirmed)  
20150415\_PO2  
Amount: 295.00 EUR

3

Routing Status: Acknowledged  
Related Documents: [312](#)

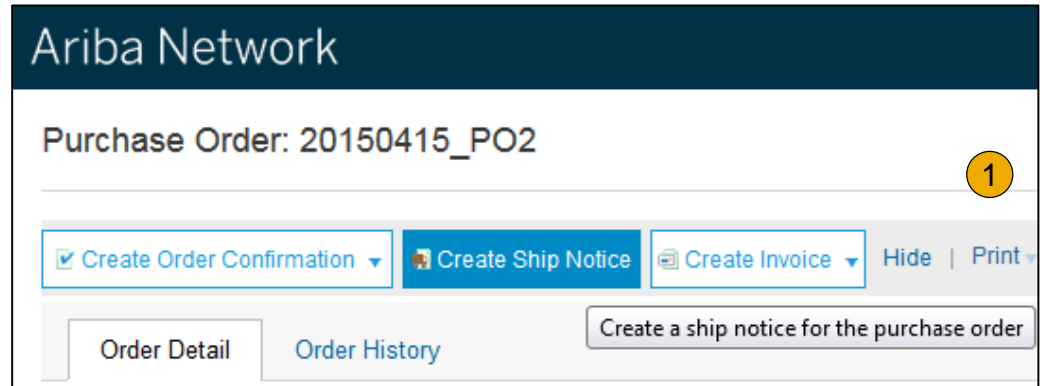
Deliver To



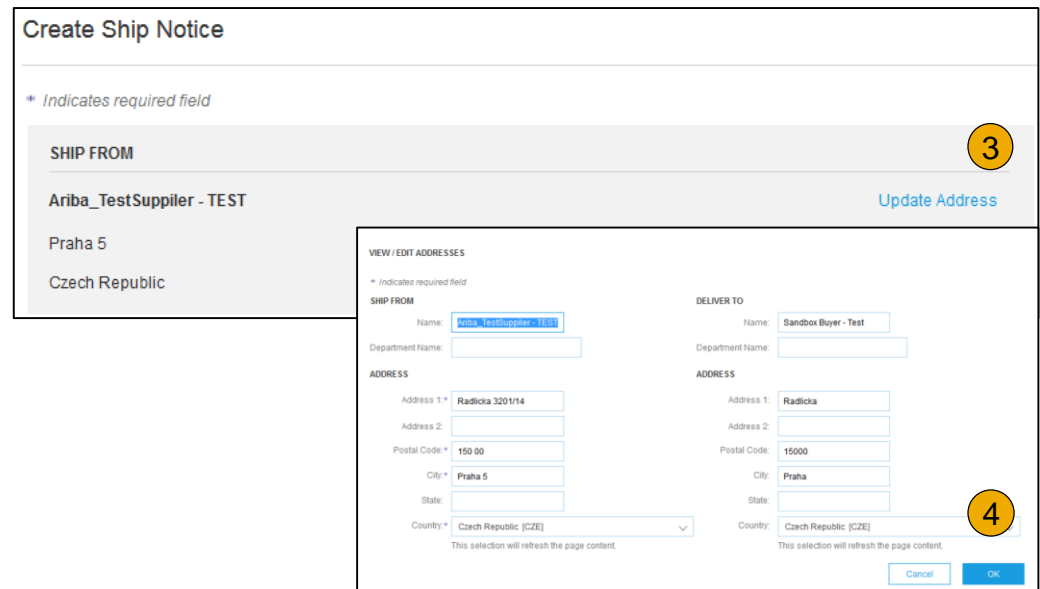
## 4. Ship Notices

# 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. 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.



The screenshot shows the Ariba Network interface for Purchase Order: 20150415\_PO2. At the top, there are three buttons: 'Create Order Confirmation', 'Create Ship Notice' (highlighted with a yellow circle 1), and 'Create Invoice'. To the right of these buttons are 'Hide' and 'Print' links. Below the buttons, there are two tabs: 'Order Detail' and 'Order History'. A button labeled 'Create a ship notice for the purchase order' is located at the bottom right of the interface.



The screenshot shows the 'Create Ship Notice' form. It is divided into two main sections: 'SHIP FROM' and 'DELIVER TO'. The 'SHIP FROM' section has a button 'Update Address' (highlighted with a yellow circle 3). The 'DELIVER TO' section has a button 'OK' (highlighted with a yellow circle 4). Both sections contain fields for Name, Department Name, Address 1, Address 2, Postal Code, City, State, and Country. The 'SHIP FROM' section also has a 'Country' dropdown menu. The 'DELIVER TO' section has a 'Country' dropdown menu. The form also includes a 'VIEW / EDIT ADDRESSES' section with a note '\* Indicates required field'.

# 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.

Carrier Name:	<input type="text"/>	<a href="#">Manage Carrier</a> Preferred Carriers Default Carriers Airborne Express 1 DHL FedEx UPS US Postal Service Other
Service Level:	<input type="text"/>	

▼ DELIVERY AND TRANSPORT INFORMATION		Collected By Customer
Delivery Terms:	<input type="text" value="Delivered at Terminal"/>	Delivery Condition
Delivery Terms Description:	<input type="text"/>	Despatch Condition
Transport Terms Description:	<input type="text"/>	Transport Condition
		Incoterms
		Ex Works
		Free Carrier

# Create Ship Notice - Details

1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Customer Part #** is visible when Collaborative Supply Chain (CSC) is implemented
3. **Click Next** to proceed to review your Ship Notice.

20150415\_PO2    2    **GOODS\_02**  
*Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)*

**Shipment Status**  
Total Item Due Quantity: **10 BX**

**Confirmation Status**  
Total Confirmed Quantity: **0 BX**      Total Backordered Quantity: **0 BX**

Line	Ship Qty
1	<input type="text" value="10"/>

[Add Ship Notice Line](#)

20150415\_PO2    2    **GOODS\_02**    10    BX    18 Nov 2015    25.00 EUR    250.00 EUR    [Remove](#)  
*Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)*

**Shipment Status**  
Total Item Due Quantity: **10 BX**

**Confirmation Status**  
Total Confirmed Quantity: **0 BX**      Total Backordered Quantity: **0 BX**

Line	Ship Qty	Batch ID	Production Date	Expiry Date	
1	<input type="text" value="10"/>	<input type="text"/>	<input type="text" value="18 Nov 2015"/>	<input type="text" value="18 Nov 2015"/>	<a href="#">Add Details</a>

[Add Ship Notice Line](#)

[Add Order Line Item](#) **3**

[Next](#) [Exit](#)



# Submit Ship Notice

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to Deutsche Bank. 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.

1

Done

Purchase Order  
(Shipped)  
20150415\_PO2  
Amount: 295.00 EUR

Routing Status: Acknowledged  
Related Documents: Ship\_TEST  
 312

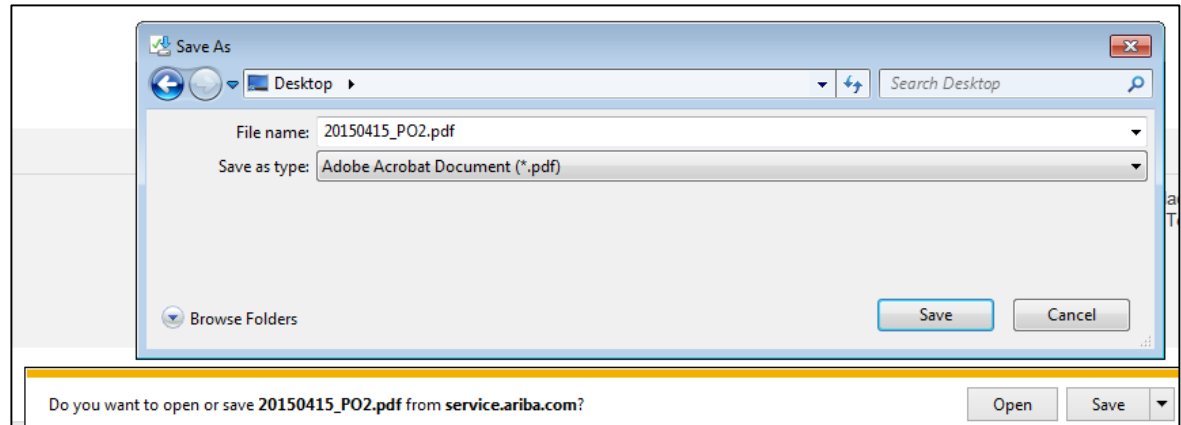
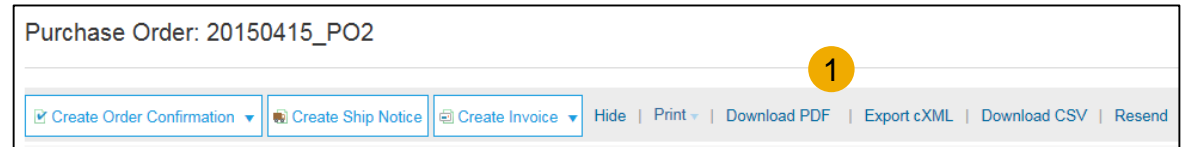


## 8. PDF Generation

# PDF Generation

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

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





# 9. Ariba Network Support

# Training and Resources

## Deutsche Bank Supplier Information Portal

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

**Account Settings**

Customer Relationships Users Notifications Account Hierarchy

Current Relationships Potential Relationships

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests ☐ Manually review all relationship requests

[Update](#)

Pending

Customer	Approve	Reject

Current

Customer		
<input type="checkbox"/> Ariba Inc.	2	3 <a href="#">Supplier Information Portal</a>
<input type="checkbox"/> Pouliot Industries		

[Reject](#)

**Company Settings**

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

[Company Profile](#)

[Service Subscriptions](#)

[Account Settings](#) 1

[Customer Relationships](#)

[Users](#)

[Notifications](#)

[Account Hierarchy](#)

[View All](#)

[Network Settings](#)

[Electronic Order Routing](#)

[Electronic Invoice Routing](#)

[Accelerated Payments](#)

[Remittances](#)

[Network Notifications](#)

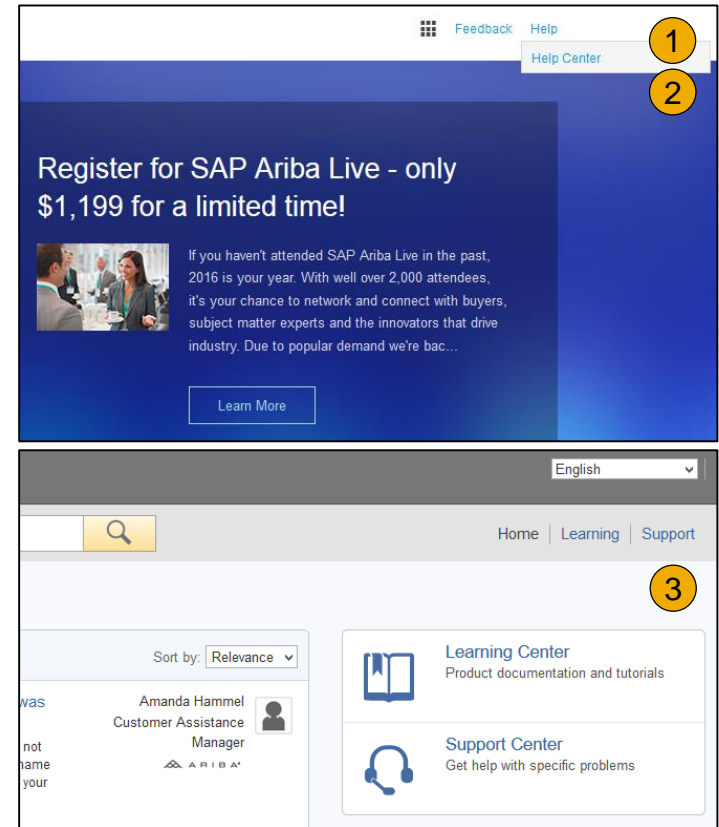


# Training and Resources

## Ariba Network Standard Documentation

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

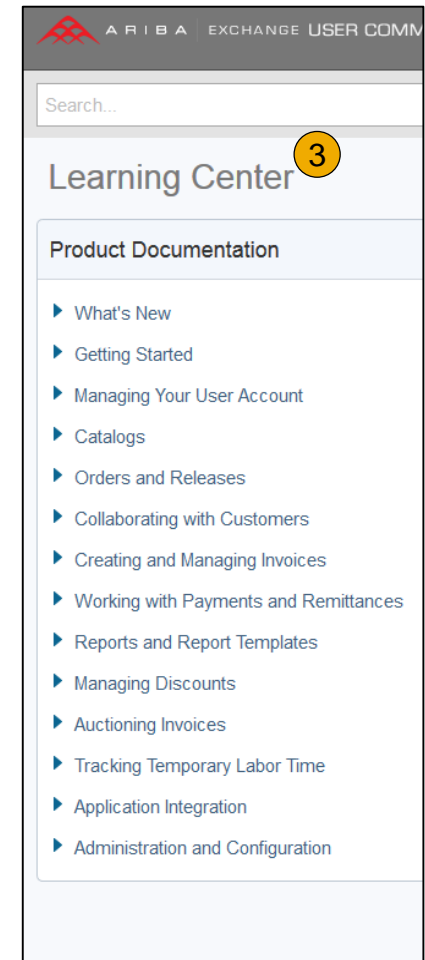
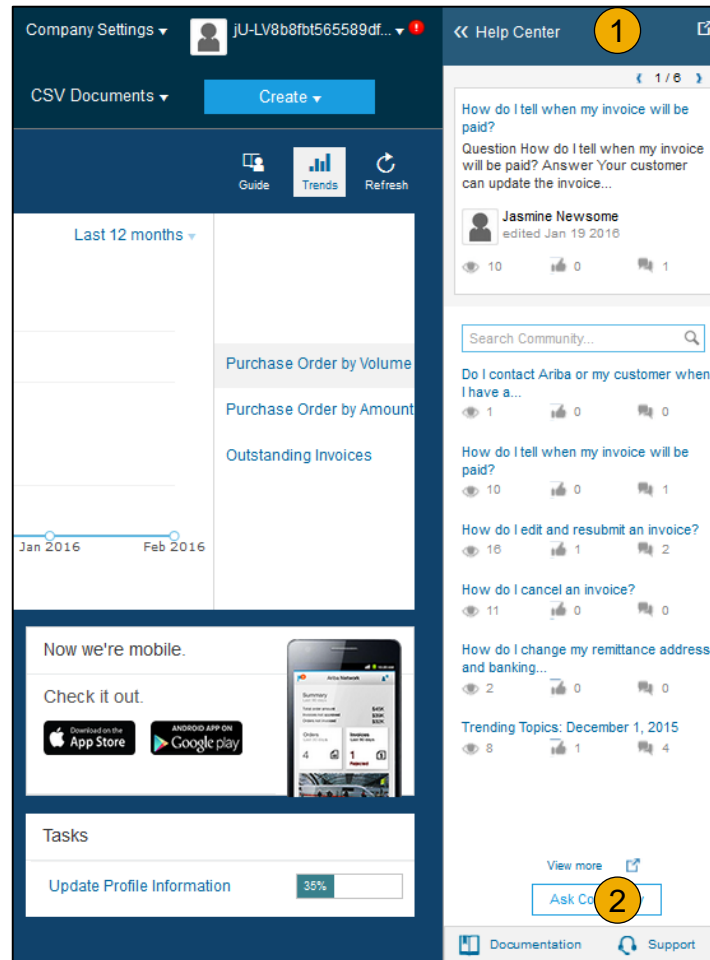
**Note:** Only a subset of the documentation is available in a pre-login state.



# Training and Resources

## Ariba Network Standard Documentation

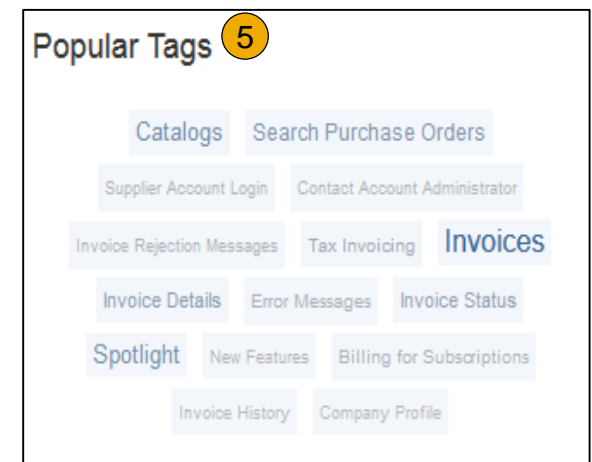
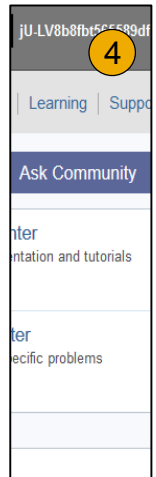
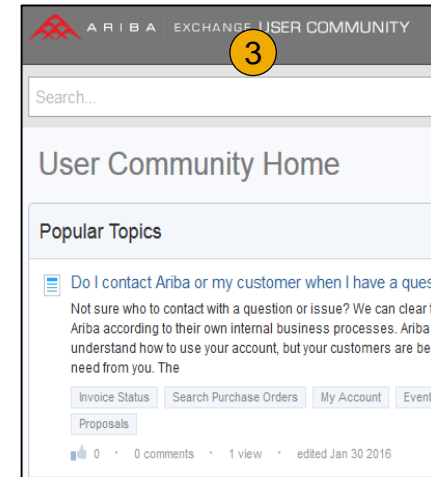
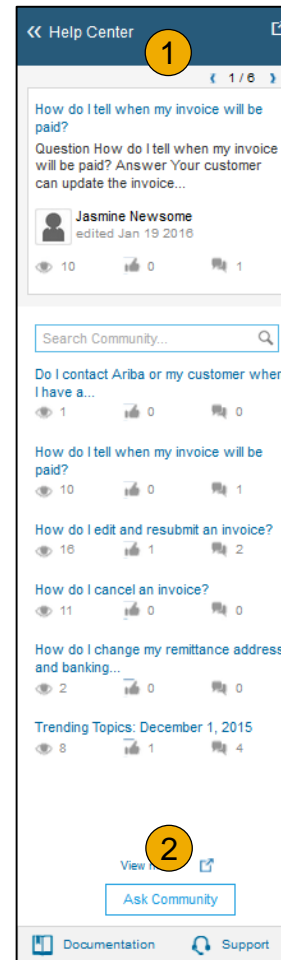
1. **Click** on Help Center to access Standard Documentation material.
2. **Click** Documentation (bottom)
3. **View** Ariba Network Administrator's documentation.



# Help Center

## Helpful things to know

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



# Training and resources

## Ariba Network standard documentation and useful links

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### • 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 [DBSupplierEnablement@ariba.com](mailto:DBSupplierEnablement@ariba.com) for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions.
- **Deutsche Bank Business Process Support**
  - Suppliers may contact their usual Deutsche Bank contact person.
  - Suppliers of DB Italy may contact DB Enablement team at [Dbbuyer.italy@db.com](mailto:Dbbuyer.italy@db.com) for business-related questions.
  - Suppliers of DB Netherlands may contact DB Enablement team at [adam.ap@db.com](mailto:adam.ap@db.com) for business-related questions.

## Supplier Support Post Go-Live

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

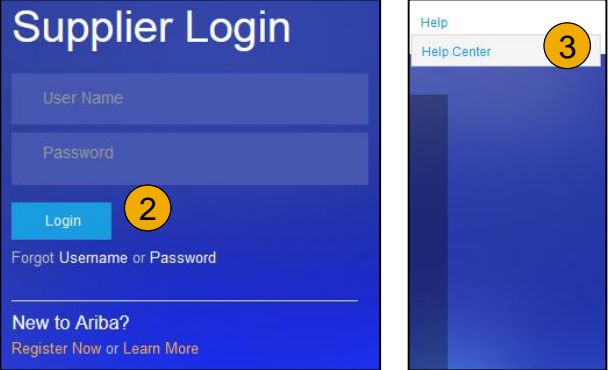
Region	Contact Number
North/South America	412 222 6153
USA Toll Free	1 866 218 2155
<b>Europe, Middle East and Africa</b>	<b>+44 20 7187 4144</b>
UK Toll free	0800 358 3556
Germany Toll free	0800 101 1989
France Toll free	0800 945 115
The Netherlands Toll free	0800 0200 582
Asia Pacific	+65 6311 4745



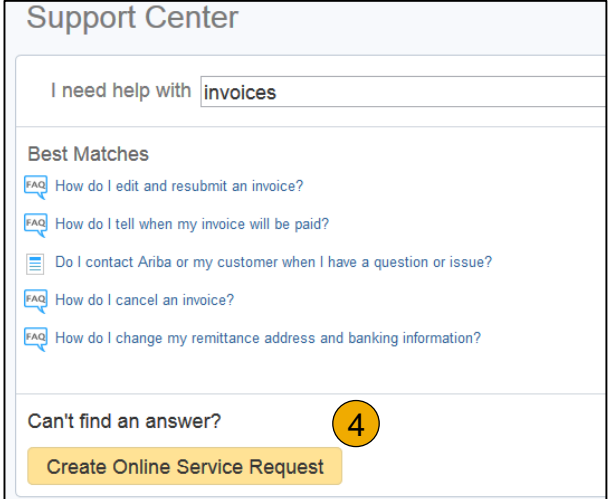
# Supplier support post Go-Live

## Help Center

1. **Go** to <http://supplier.ariba.com>
2. **In the case** click on the link Forgot Username or Forgot Password.
3. **Click** the Help link in the top right corner and click Help Center and go to Support section at the bottom.
4. **Search** for any topic you would like to know more about. If none of the articles answers your question, click on the Create Online Service Request button to contact our Customer Support.
5. **Fill** out our web form. Select Problem Type. Note Deutsche Bank in the Issue Description.



The image shows the 'Supplier Login' page. It has a blue header with the title 'Supplier Login'. Below the title are two input fields: 'User Name' and 'Password'. A blue 'Login' button is positioned below the password field, with a yellow circle containing the number '2' next to it. Below the login button is a link 'Forgot Username or Password'. At the bottom, there is a section 'New to Ariba?' with links 'Register Now' and 'Learn More'. On the right side of the page, there is a vertical sidebar with a 'Help' link and a 'Help Center' link, with a yellow circle containing the number '3' next to the 'Help Center' link.



The image shows the 'Support Center' page. It has a light blue header with the title 'Support Center'. Below the title is a search bar with the text 'I need help with' and the word 'invoices' entered. Below the search bar is a section 'Best Matches' with five FAQ items: 'How do I edit and resubmit an invoice?', 'How do I tell when my invoice will be paid?', 'Do I contact Ariba or my customer when I have a question or issue?', 'How do I cancel an invoice?', and 'How do I change my remittance address and banking information?'. At the bottom, there is a section 'Can't find an answer?' with a yellow button 'Create Online Service Request', which has a yellow circle containing the number '4' next to it.

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