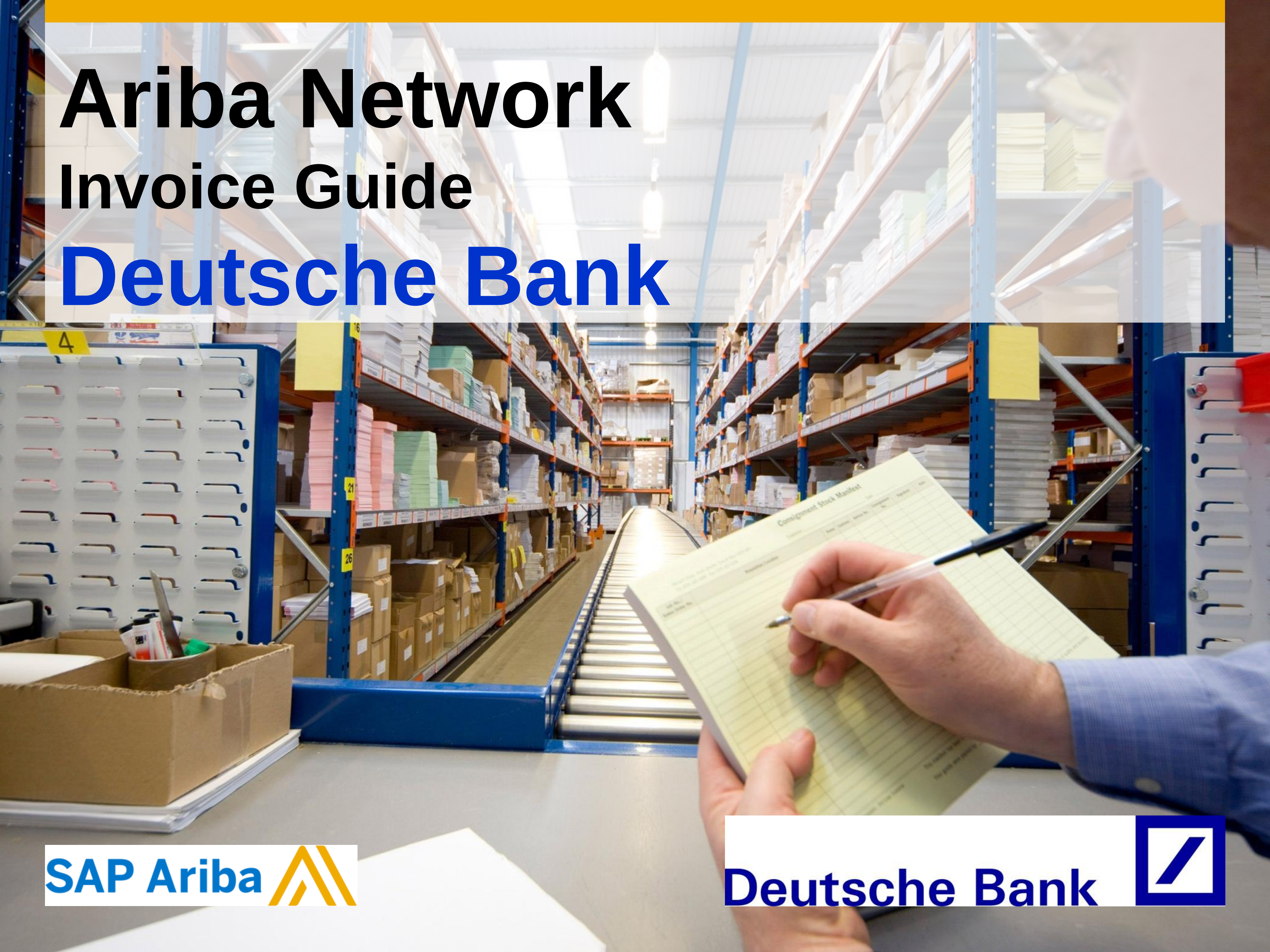
Ariba Network

Invoice Guide

Deutsche Bank



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Content

Introduction

Procure-to-Pay Process

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

2. Invoice Practices

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Deutsche Bank specifics

Deutsche Bank currently supports E-invoicing in the following DB countries:

- **Italy**
- **Netherlands**
- **Ireland**
- **Japan**
  Note: Japanese suppliers are **NOT** required to enter Customer and Supplier Tax ID

Note to **Global Suppliers**: select VAT tax rates accordingly to DB entity being invoiced. When supplier is from a different country than DB entity, the VAT Tax rate should be 0%.

Complete list of VAT rates per country is available on slide 20.

Invoice Practices
Supported

Deutsche Bank project specifics:

- ***Tax data*** is accepted at the line item level of the invoice.
- ***Shipping data*** is accepted at the line item level.

Supported

- **Purchase Order Confirmations**

  Apply against a whole PO or line items
- **Advance Shipment Notices**

  Apply against PO when items are shipped
- **Detail Invoices**

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

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

  Item level credits; price/quantity adjustments
- **CSV Invoices**

Invoice Practices
Not Supported

Not Supported:

- **Summary or Consolidated Invoices**

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

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

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

  Deutsche Bank requires invoices to be submitted electronically through the Ariba Network; Deutsche Bank will no longer accept paper invoices
- **Header Level Credit Memos**

  The Header Level Credit Memo feature is not supported by Deutsche Bank
- **Non-PO Invoices**

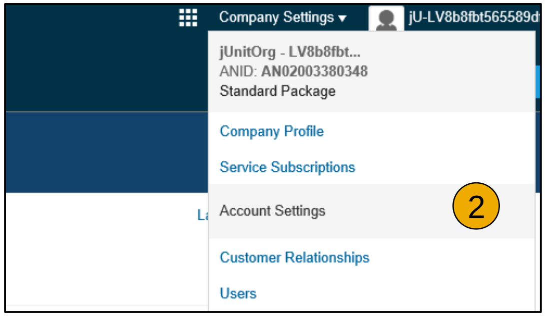
  DB does not accept invoices created against a PO not received through Ariba Network
- **Service Invoices**
  DB does not accept invoices with service line item details
- **Contract Invoices**
  DB does not accept invoices against contracts

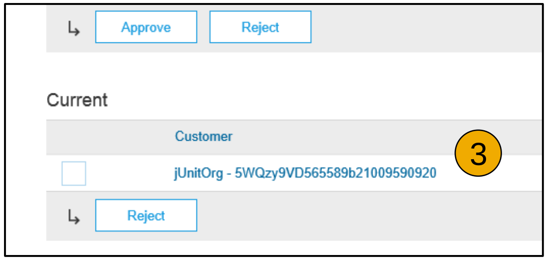
3. Before You Begin Invoicing

Customer Invoice Rules

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

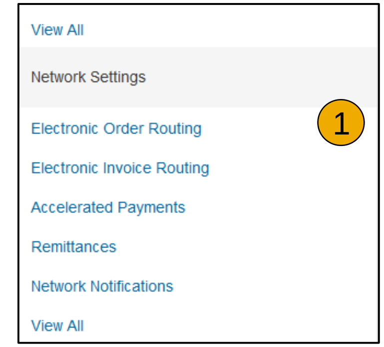
1. **Login** to your Ariba Network account.
2. **Click** on the Administration Navigator on the top right hand corner and then on Customer Relationships under Account Settings.
3. **A list** of your Customers is displayed. Click the name of your customer (**Deutsche Bank**) to view their invoice rules.
4. **Scroll** down to the Invoice setup section and view the invoice rules.
5. **If Deutsche Bank** enabled Country-Based Invoice Rules then you will be able to choose your Country in Originating Country of Invoice from the drop down menu
6. **Click** Done when finished.

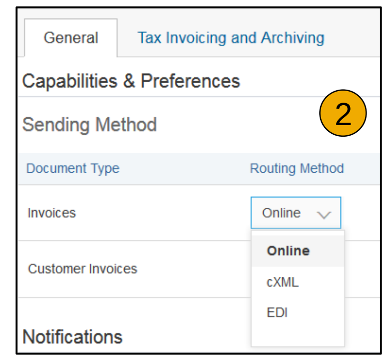


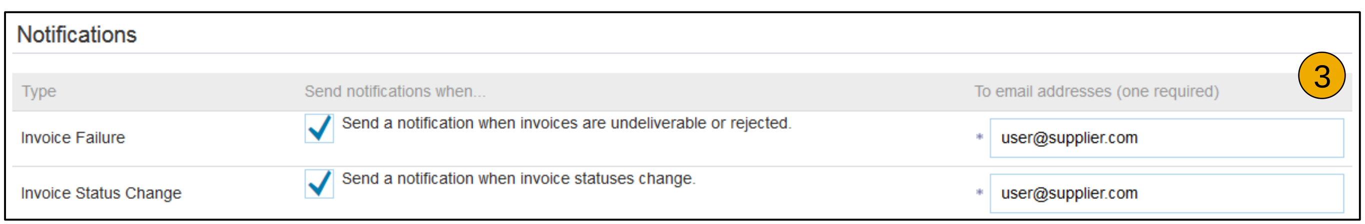


Electronic Invoice Routing and notifications

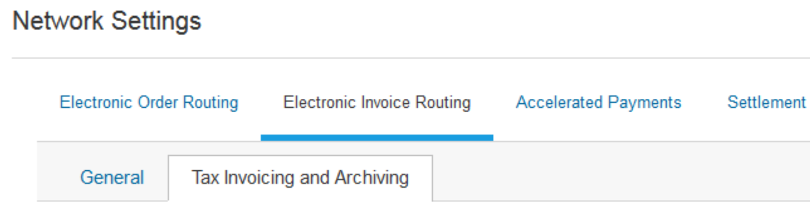
1. **Click** on Electronic Invoice Routing at Administration Navigator.
2. **Choose** one of the following Invoice routing methods: **Online, cXML, EDI**
3. **Configure** Notifications to emails (the same way as in Order Routing).

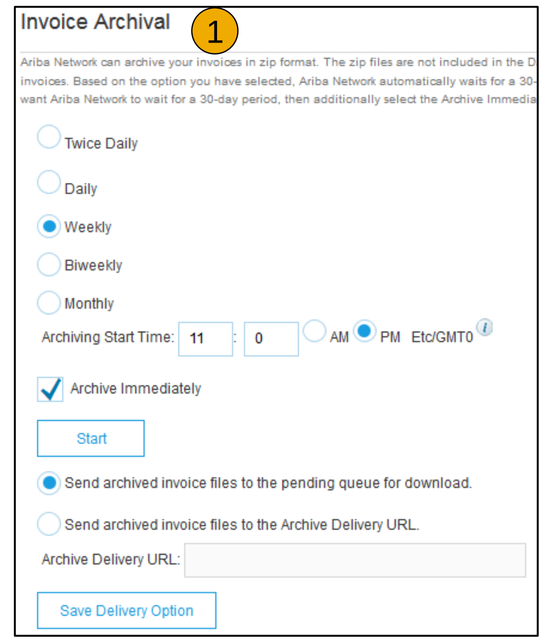


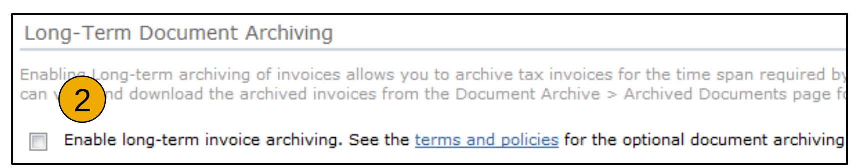




Invoice Archival







1. **Click** on Configure Invoice Archival link to export invoices to your system for legal compliance:
   - Select frequency (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.
2. **Subscribe** to Long-Term Document Archiving for an integrated archiving solution. Please read the applicable terms and policies and supported list of countries. After you enable the service you have access to Document Archive tab where you can search and view Archived Documents and request to download multiple documents.

Account Configuration

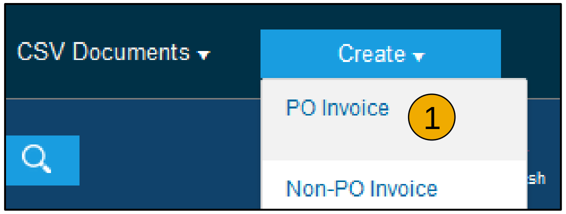
Deutsche Bank project specific tasks:

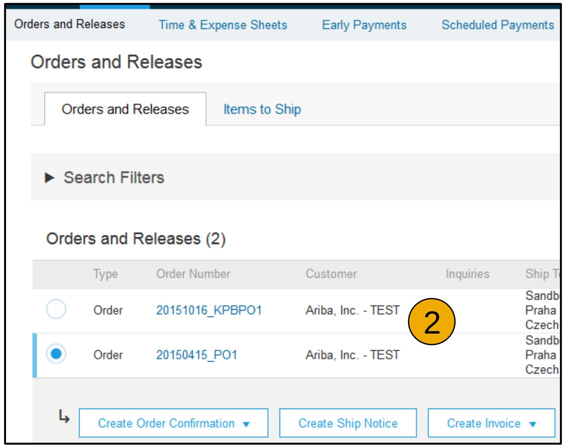
- **VAT ID / TAX ID** – select your company name in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID.

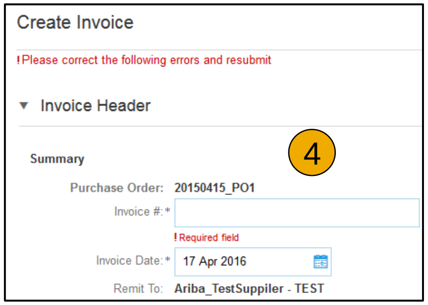
4. Creating Invoices

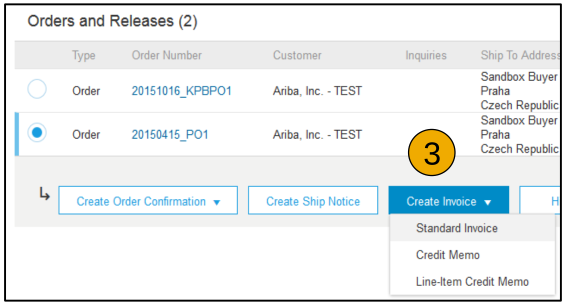
PO Flip Invoice

1. **To create** a PO-Flip invoice, select the PO Invoice link under the Create section in the top-right corner.
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 Deutsche Bank.







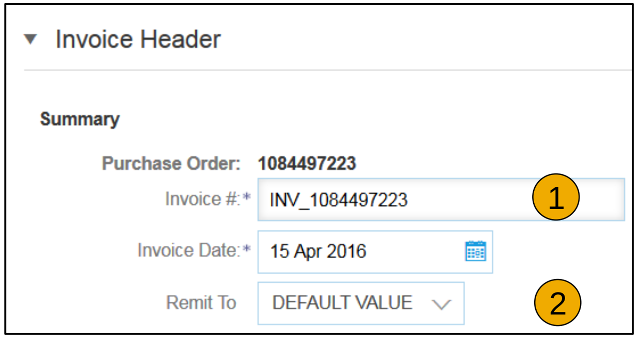


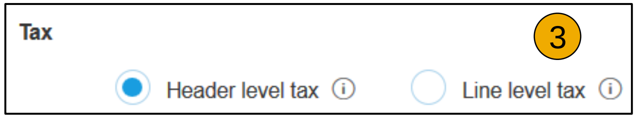
PO Flip Invoice-Header

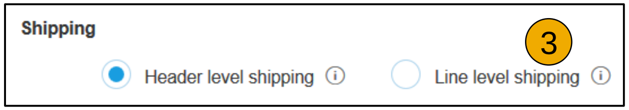
Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

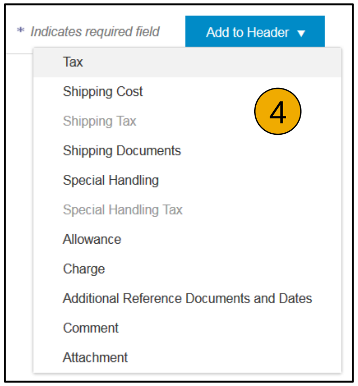
1. **Enter** an Invoice # which is your unique number for invoice identification. The Invoice Date* will auto-populate.
2. **Select** Remit-To address from the drop down box if you have entered more than one.
3. **Tax and Shipping can be entered** at either the Header or Line level by selecting the appropriate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

Note: Support of additional Reference Documents & Dates is applicable for CSC customers only; Attachment file size should not exceed 40MB.









PO Flip Invoice - Header (Withholding Tax)

Deutsche Bank requires that suppliers subject to **withholding tax** enter the following information when submitting electronic invoices via the Ariba Network

Withholding Tax Description: please provide the description of the type of withholding tax you are subject to (this is a free-text entry)

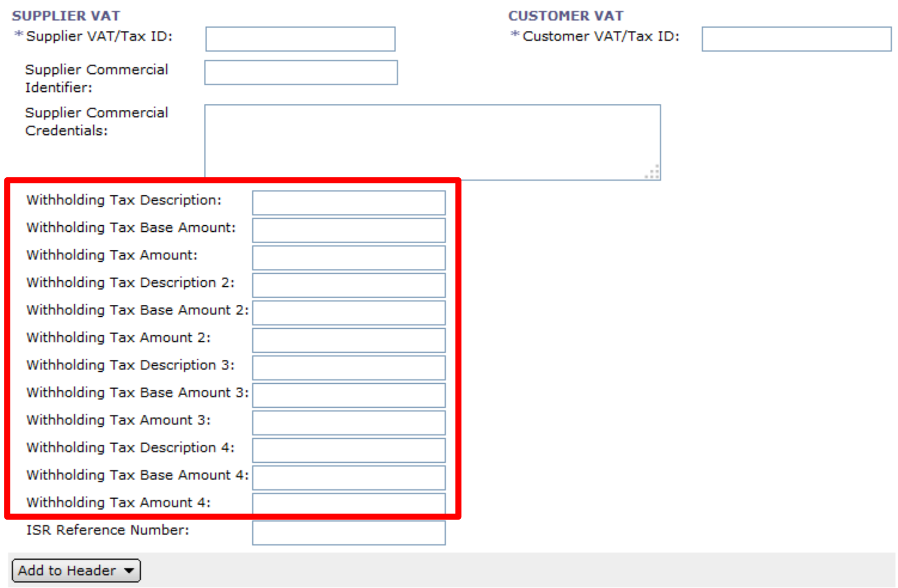
Withholding Tax Base Amount: please enter withholding tax base amount – this amount must NOT exceed the total invoice amount

Withholding Tax Amount: please enter the withholding tax amount – this amount must be less than the Withholding Tax Base Amount

Note: All fields can be blank. However if WHT base amount populated, WHT amount must also be populated.
None of the fields can be lower than zero.

Suppliers from locations with **multiple withholding taxes** to be applied to particular invoices can use sets 1 to 4, starting from 1st set:

- suppliers from Philippines can use set 1 and 2 only
- suppliers from Mexico can use set 1 and 2 only
- suppliers from Brazil can use set 1, 2, 3 and 4



PO Flip Invoice - Header (Withholding Tax)

Withholding Tax Description 2: This field can only be used by vendors from locations with multiple withholding taxes, which includes Philippines, Mexico and Brazil. It must not be used by vendors from any other locations.
Please provide the description of the type of withholding tax you are subject to (this is a free-text entry)
Withholding Tax Base Amount 2: This field can only be used by vendors from locations with multiple withholding taxes, which includes Philippines, Mexico and Brazil. It must not be used by vendors from any other locations.
Please enter withholding tax base amount – this amount must NOT exceed the total invoice amount
Withholding Tax Amount 2:
This field can only be used by vendors from locations with multiple withholding taxes, which includes Philippines, Mexico and Brazil. It must not be used by vendors from any other locations.
Please enter the withholding tax amount – this amount must be less than the Withholding Tax Base Amount
Note: All fields can be blank. However if WHT base amount 2 is populated, WHT amount 2 must also be populated.
None of the fields can be lower than zero.

Withholding Tax Description 3: This field can only be used by vendors domiciled in Brazil, where more than 2 withholding taxes can be applicable for a particular invoice. It must not be used by vendors from any other locations.
Please provide the description of the type of withholding tax you are subject to (this is a free-text entry)
Withholding Tax Base Amount 3: This field can only be used by vendors domiciled in Brazil, where more than 2 withholding taxes can be applicable for a particular invoice. It must not be used by vendors from any other locations.
Please enter withholding tax base amount – this amount must NOT exceed the total invoice amount
Withholding Tax Amount 3:
This field can only be used by vendors domiciled in Brazil, where more than 2 withholding taxes can be applicable for a particular invoice. It must not be used by vendors from any other locations.
Please enter the withholding tax amount – this amount must be less than the Withholding Tax Base Amount
Note: All fields can be blank. However if WHT base amount 3 is populated, WHT amount 3 must also be populated.
None of the fields can be lower than zero.

PO Flip Invoice - Header (Withholding Tax)

Withholding Tax Description 4: This field can only be used by vendors domiciled in Brazil, where more than 3 withholding taxes can be applicable for a particular invoice. It must not be used by vendors from any other locations.
Please provide the description of the type of withholding tax you are subject to (this is a free-text entry)

Withholding Tax Base Amount 4: This field can only be used by vendors domiciled in Brazil, where more than 3 withholding taxes can be applicable for a particular invoice. It must not be used by vendors from any other locations.
Please enter withholding tax base amount – this amount must NOT exceed the total invoice amount

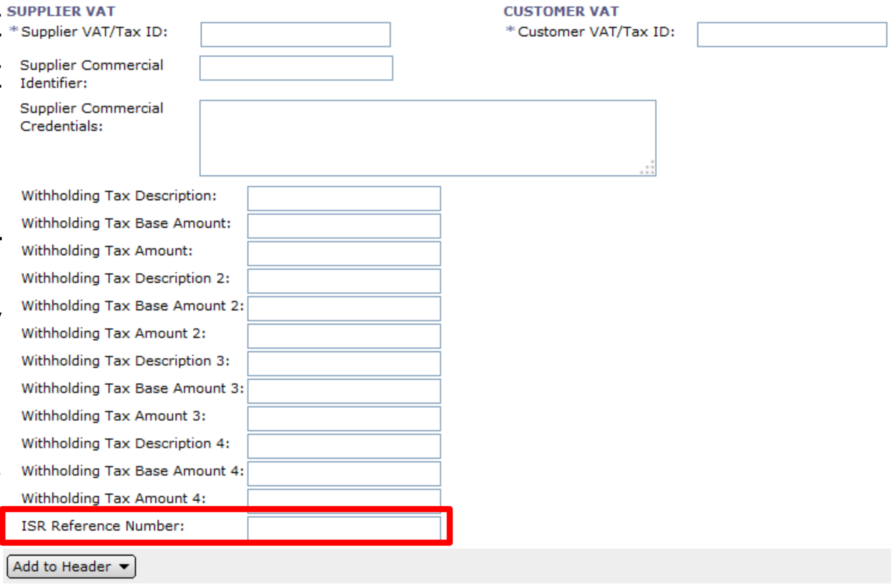
Withholding Tax Amount 4:
This field can only be used by vendors domiciled in Brazil, where more than 3 withholding taxes can be applicable for a particular invoice. It must not be used by vendors from any other locations.
Please enter the withholding tax amount – this amount must be less than the Withholding Tax Base Amount
Note: All fields can be blank. However if WHT base amount 4 is populated, WHT amount 4 must also be populated.
None of the fields can be lower than zero.

PO Flip Invoice - Header (ISR Reference)

ISR Reference : ISR stands for inpayment slip with reference number, a special payment procedure of the Swiss Postal Service.

The field is therefore <u>only relevant in Switzerland</u>. It is exclusively for selected Swiss vendors and must NOT be used by vendors in other locations.

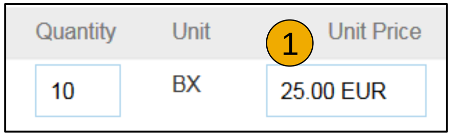
Every vendor who participates in this procedure receives a subscriber number and must populate this field when submitting invoices to DB.

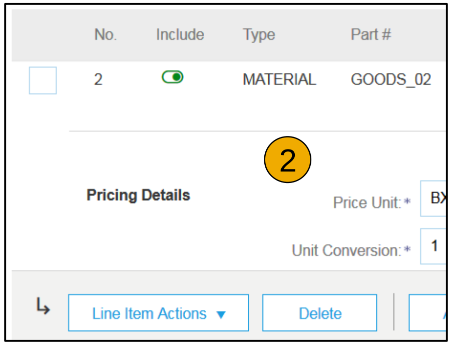


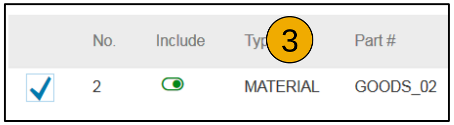
PO Flip Invoice- Line Items

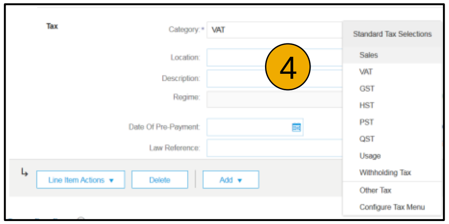
Line Items section shows the line items from the Purchase Order.

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









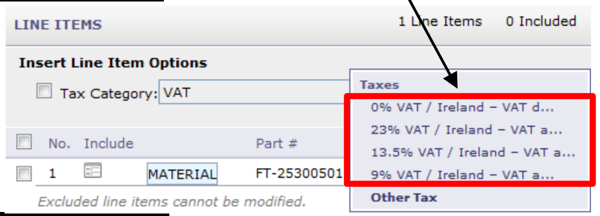
PO Flip Invoice – Available VAT rates

VAT tax rates configured for you by Deutsche Bank needs to be assigned according to DB country, e.g. if you invoice a PO sent by DB Ireland, select from list of VAT tax rates related to Ireland.

ITALY		
VAT	0.0%	Italy-Not liable for VAT (both for Italian and non Italian suppliers)
VAT	4.0%	Italy-VAT at 4%
VAT	10.0%	Italy-VAT at 10%
VAT	22.0%	Italy-VAT at 22%

NETHERLANDS		
VAT	0.0%	Netherlands-Not liable for VAT (both for Netherlands and non-Netherlands suppliers
VAT	6.0%	Netherlands-VAT at 6%
VAT	21.0%	Netherlands-VAT at 21%

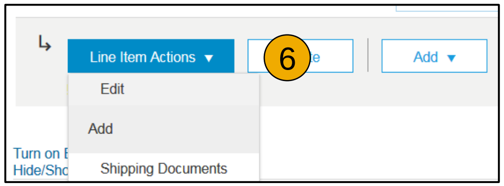
IRELAND		
VAT	0.0%	Ireland – VAT domestic and foreign at 0%
VAT	9.0%	Ireland – VAT at 9%
VAT	13.5%	Ireland – VAT at 13.5%
VAT	23.0%	Ireland – VAT at 23%

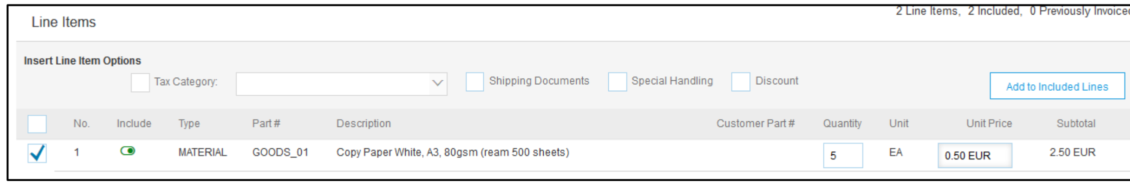


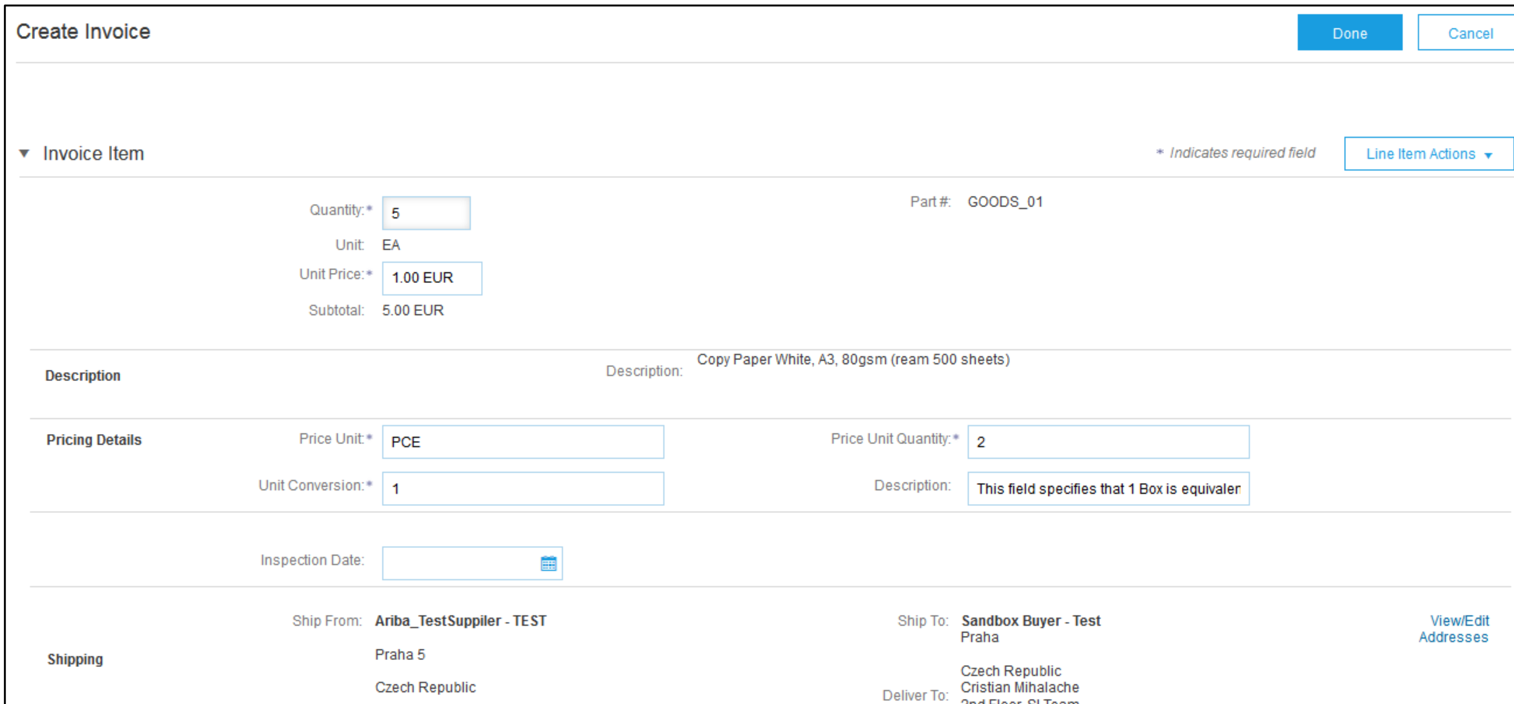
JAPAN		
VAT	0.0%	Japan Consumption Tax at 0% or non-taxable transactions
VAT	5.0%	Japan Consumption Tax at 5%
VAT	8.0%	Japan Consumption Tax at 8%
VAT	10.0%	Japan Consumption Tax at 10%

PO Flip Invoice- Detail Line Items

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

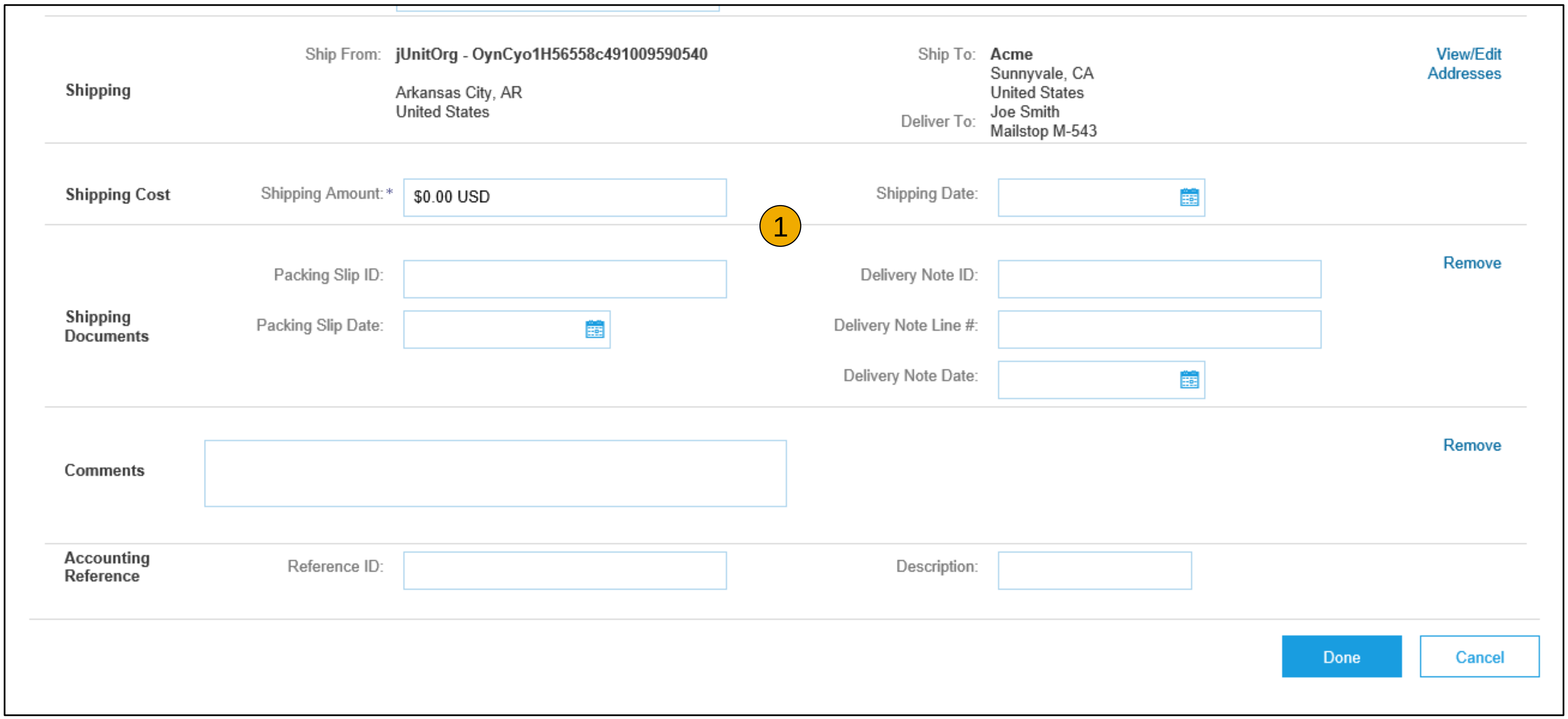






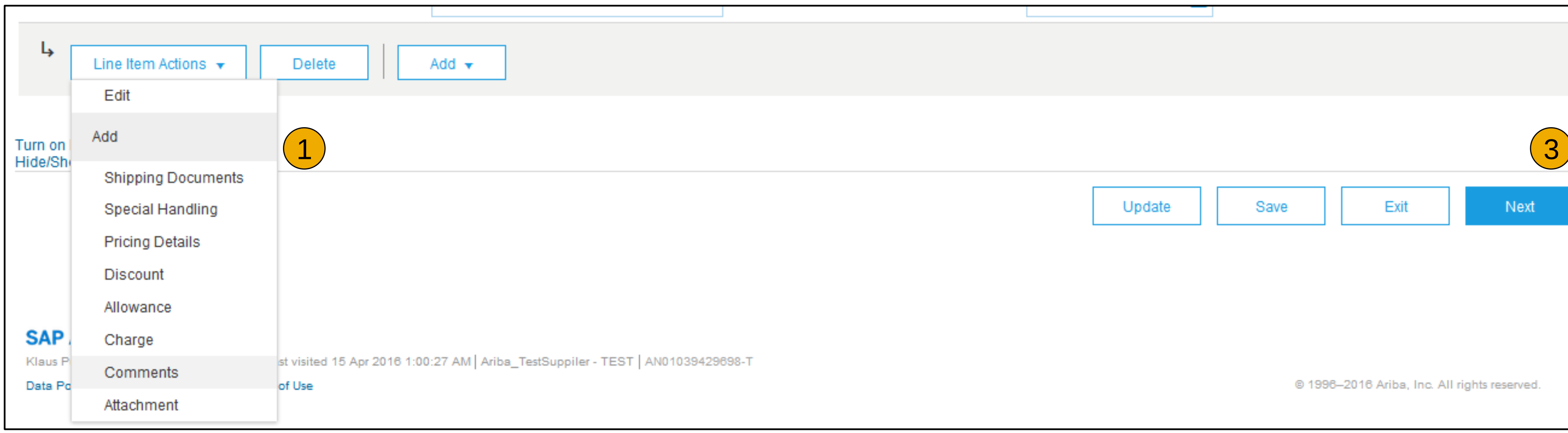
PO Flip Invoice – Line Item Shipping

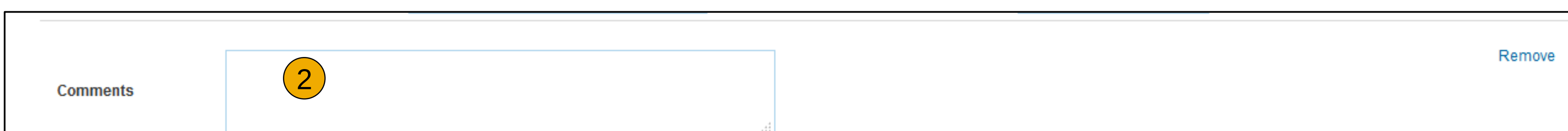
Enter Retail Details, Shipping Document Information and Informational Pricing related to the line item, if line level shipping has been selected and CSC enabled.



PO Flip Invoice – Line Item Comments

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

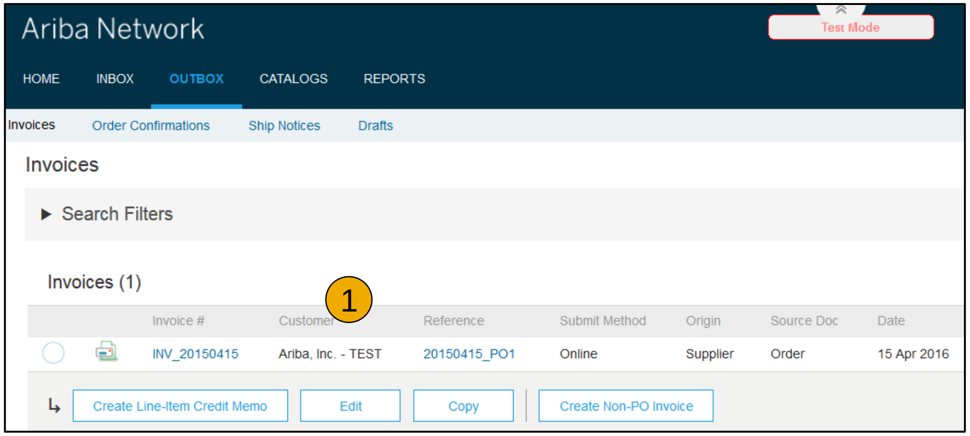


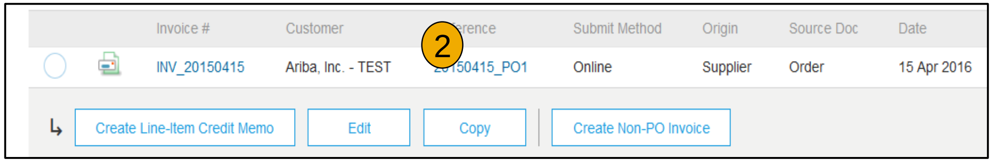


Credit Memo / Negative Invoice

To create a credit memo against an Invoice,

1. **Select** your previously created invoice in your Outbox.
2. **Click** the button on the Invoice screen for Create Line-Item Credit Memo.
3. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisk are filled in.
4. **If *Withholding tax* has been applied on invoice**, WHT needs to be reflected also on credit memo.
   For more details see following slide.
5. **Click** Next once done.
6. **Review** Credit Memo.
7. **Click** Submit.

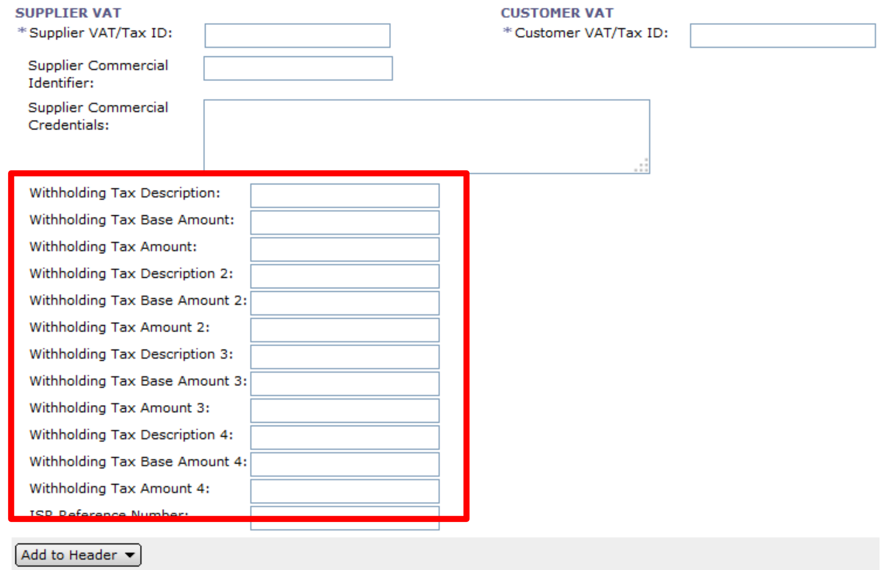




Credit Memo / Negative Invoice – Withholding Tax

If you applied one or more Withholding Taxes (applicable only to suppliers based in Italy, Philippines, Mexico and Brazil – details on slides 15-17) on the invoice you need to credit, follow the instructions bellow.

- **WHT base amount must be equal or higher than total invoice amount (amount due in the form)**
- **WHT amount must be higher than WHT base amount**
- **If one is empty then the other must be empty and vice versa**
- **None can be higher than zero.**



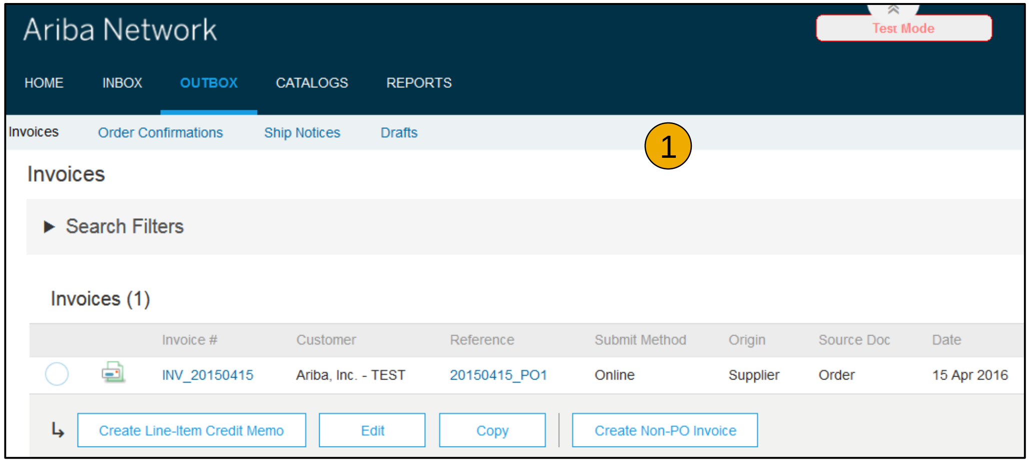
Non PO Invoice

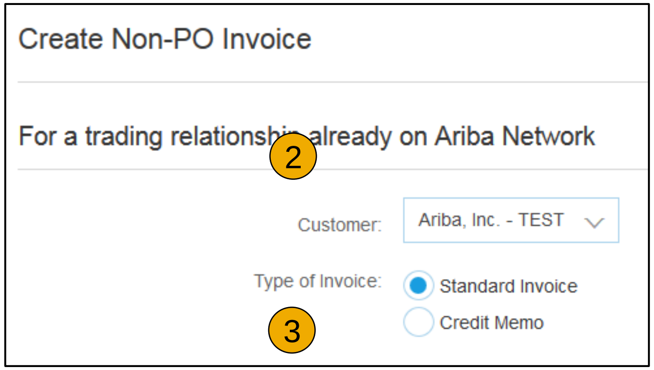
To create an invoice without a PO:

1. **Select** Non-PO Invoice under Create on the navigation menu.
2. **Select** Deutsche Bank from the Customer dropdown list
3. **Select** Standard Invoice.

   If you need to invoice a new customer click Invoice New Customer.

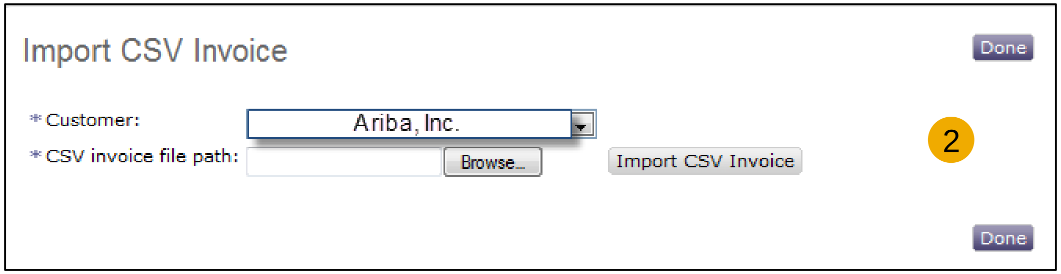
   Note: Your customer must generate a code for you to create non-PO invoices.
4. **Click** Next.

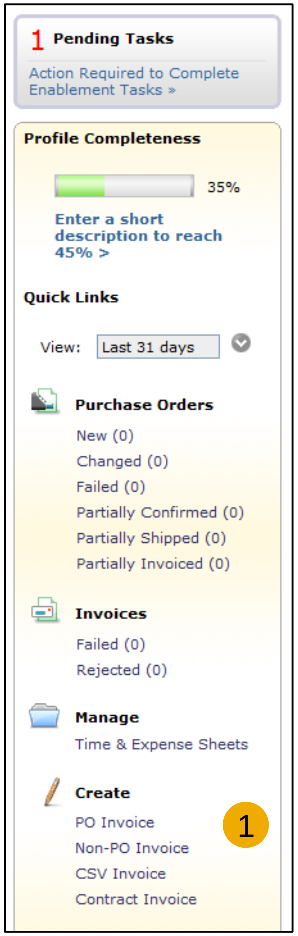




CSV Invoices Upload

1. **To access** a customer's CSV file template, go to Administration > Customer Relationships > Click the customer name > Download CSV Invoice Template.
2. **Populate** the template and upload it from Create> CSV Invoice > Browse > Import.
3. **The CSV file** is processed by Ariba Network and forwarded to the customer in the form of cXML message.
4. **For more information**, please read the CSV Upload Guide available from the Supplier Information Portal.





5. Copy this Invoice Feature

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“Copy This Invoice”

Copy Invoice Feature:

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

Common uses for this feature include:

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

Enabling This Feature

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

Limitations

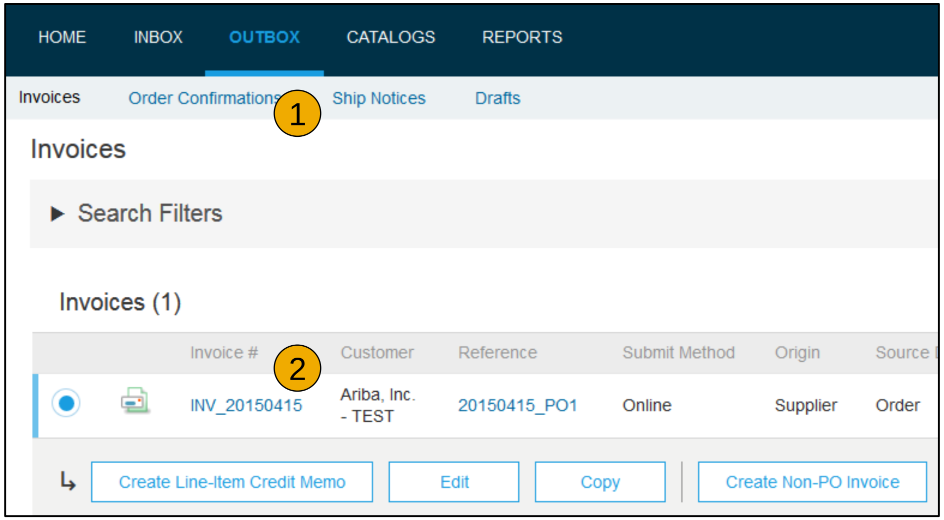
You cannot copy the following:

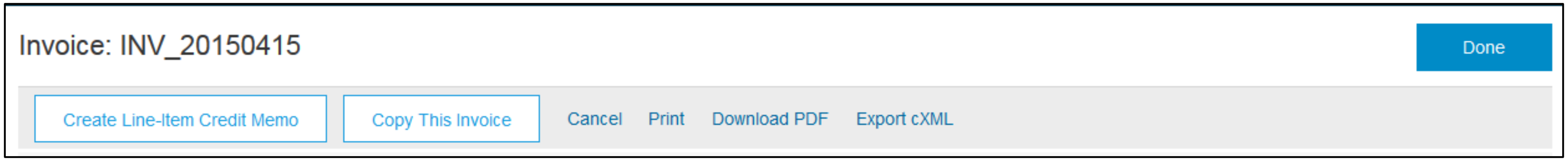
- Summary invoices (invoices that refer to multiple purchase orders)
- Credit memos and line-level credit memos
- Self-signed invoices (invoices that are digitally signed by the supplier)
- Invoices with 1000 or more invoice lines

How to Copy this Invoice

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

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



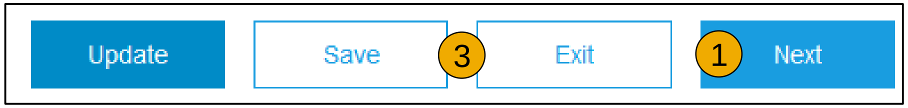


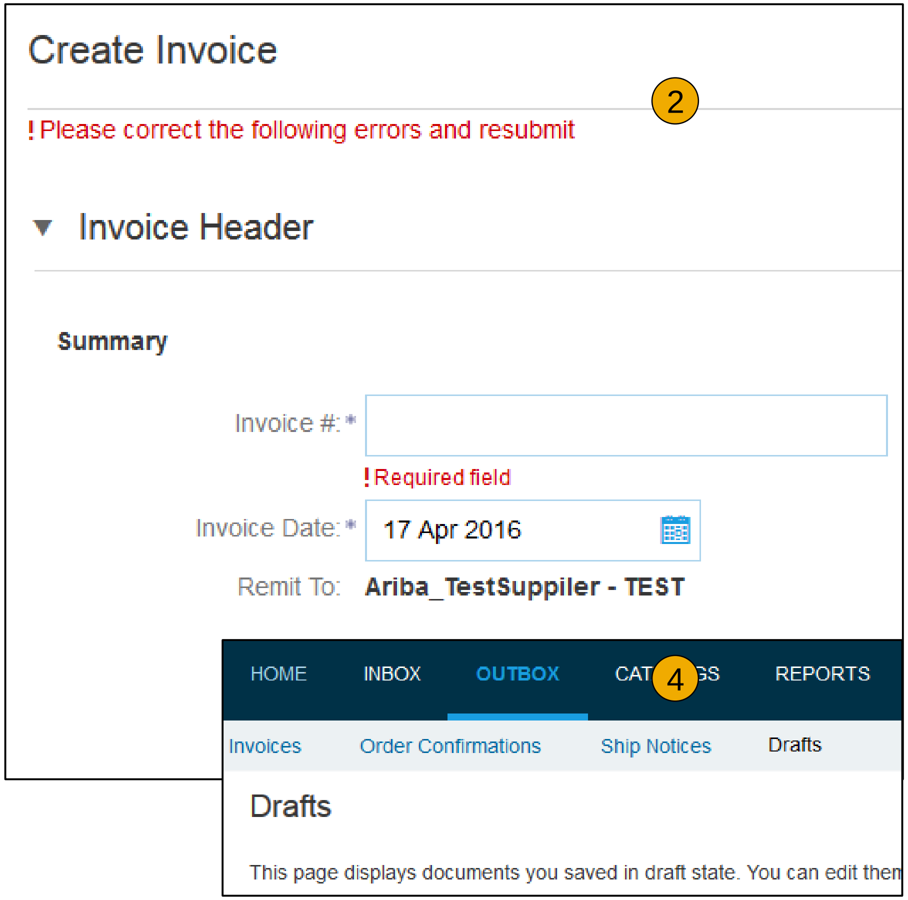
6. Modifying Invoices

PO Flip Invoice – Review, Save, Submit

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

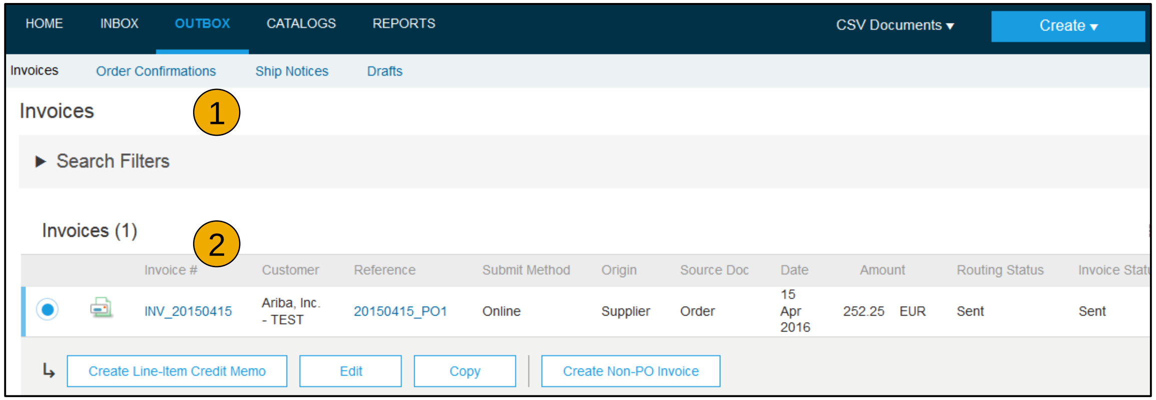
Note: You can keep draft invoices for up to 7 days.

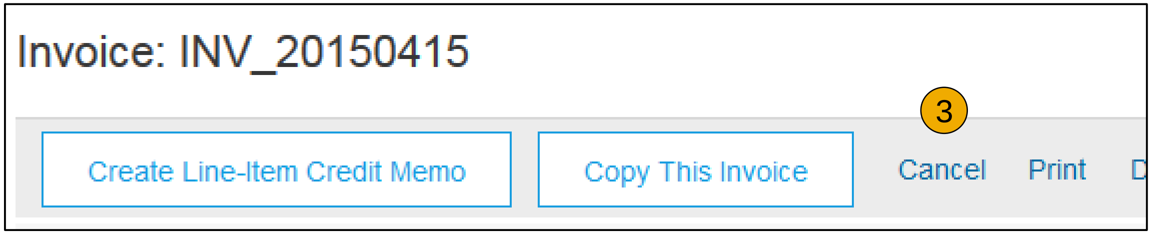


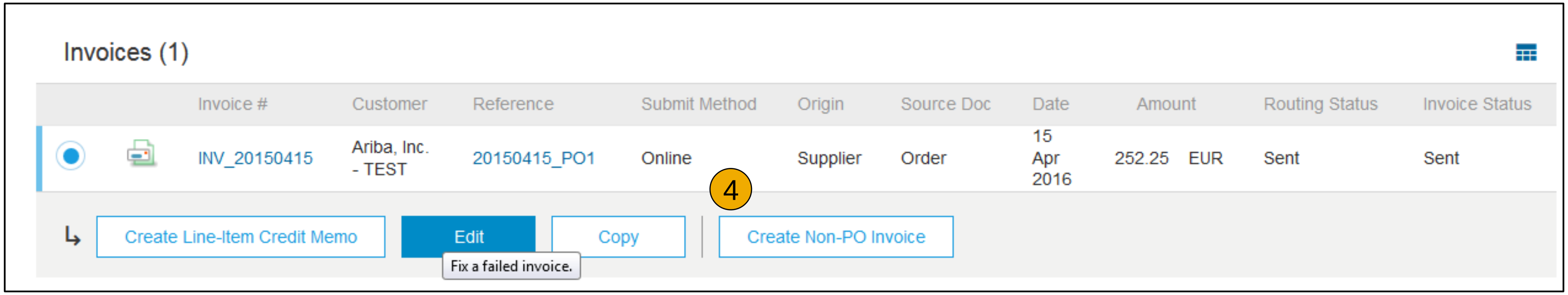


Cancel, Edit and Resubmit Invoices

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







7. Document Status, Searches, and Reports

SAP Ariba

Deutsche Bank

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**.

Routing Status

Reflects the status of the transmission of the invoice to Deutsche Bank (DB) via the Ariba Network.

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

Check Invoice Status

Invoice Status

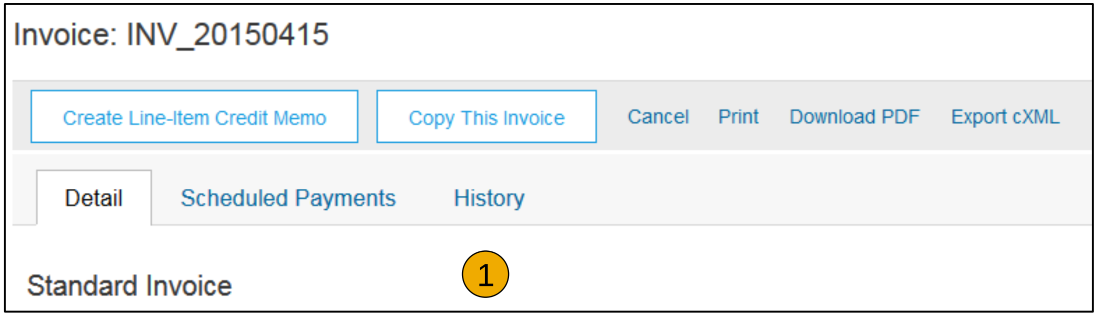
Reflects the status of Deutsche Bank's action on the Invoice.

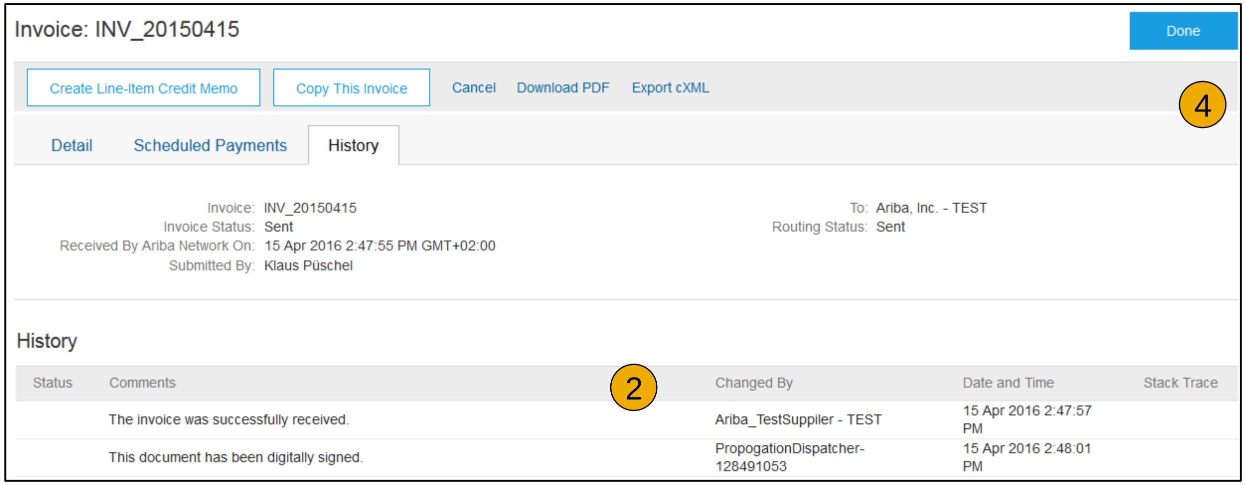
- **Sent** – The invoice is sent to the Deutsche Bank but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Deutsche Bank approved the invoice cancellation
- **Paid** – Deutsche Bank paid the invoice / in the process of issuing payment. Only if Deutsche Bank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

Check Invoice History

Access any invoice:

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





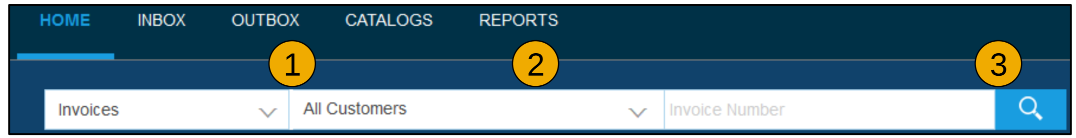
Search for invoice - Quick Search and Refined Search

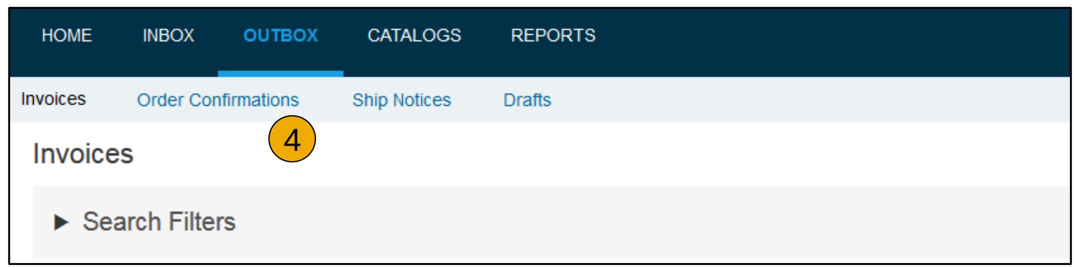
Quick Search:

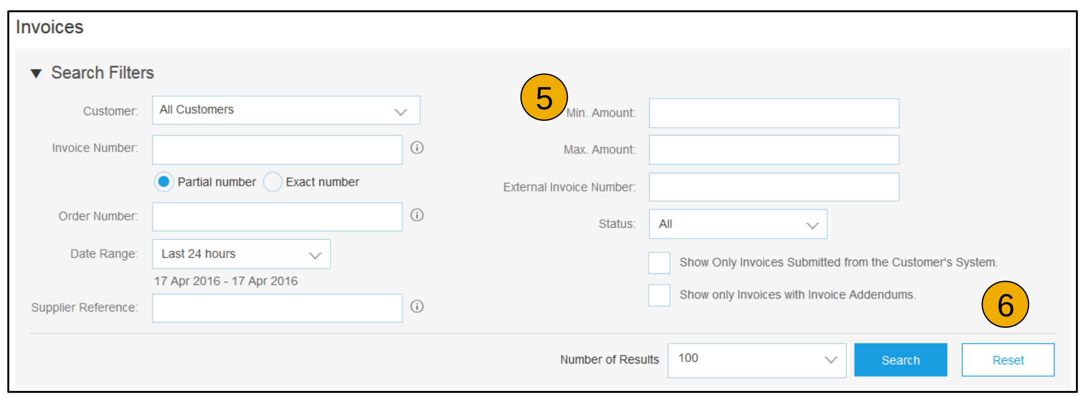
1. **From the Home Tab,** Select Invoices in the Document type to search,
2. **Select** Deutsche Bank from Customer Drop down menu**.**
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

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

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







Search for invoice - Reports

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

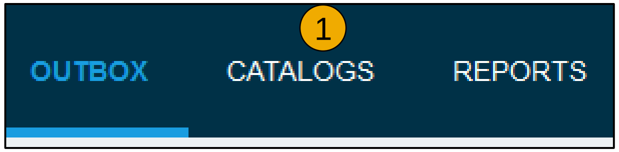
Failed Invoice reports provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.

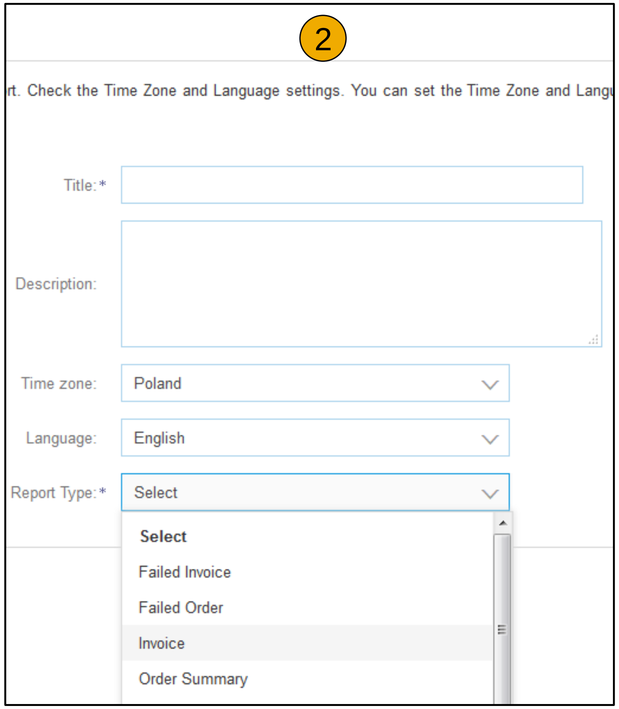
Note: Reports can be created by Administrator or User with appropriate permissions.

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

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

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





8. Ariba Network Support

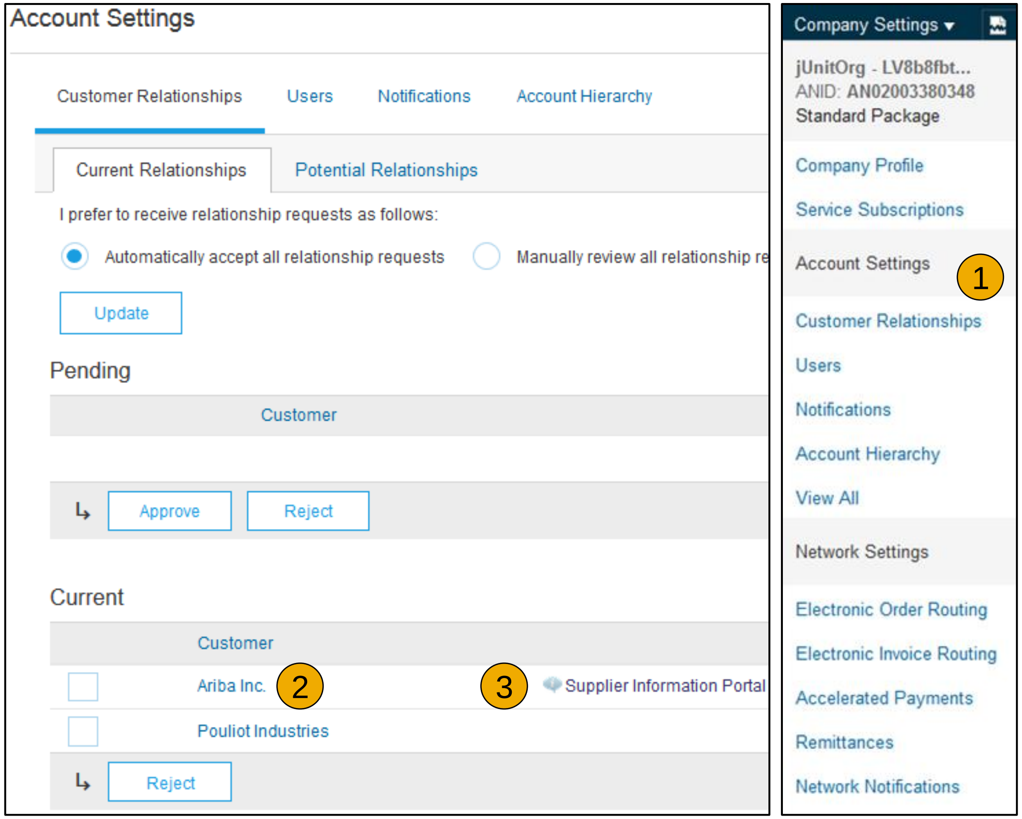
SAP Ariba

Deutsche Bank

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

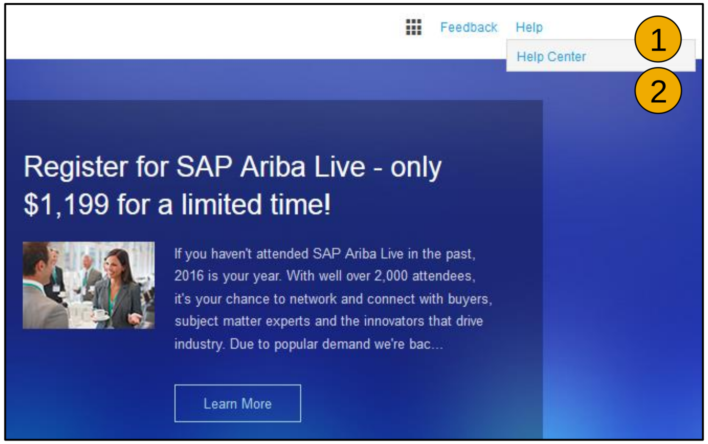


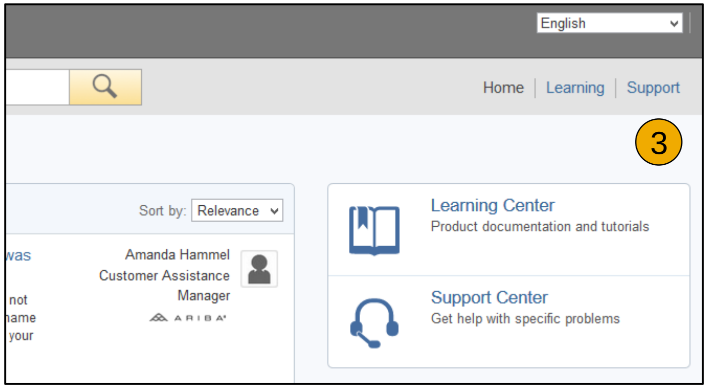
Training and Resources

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.

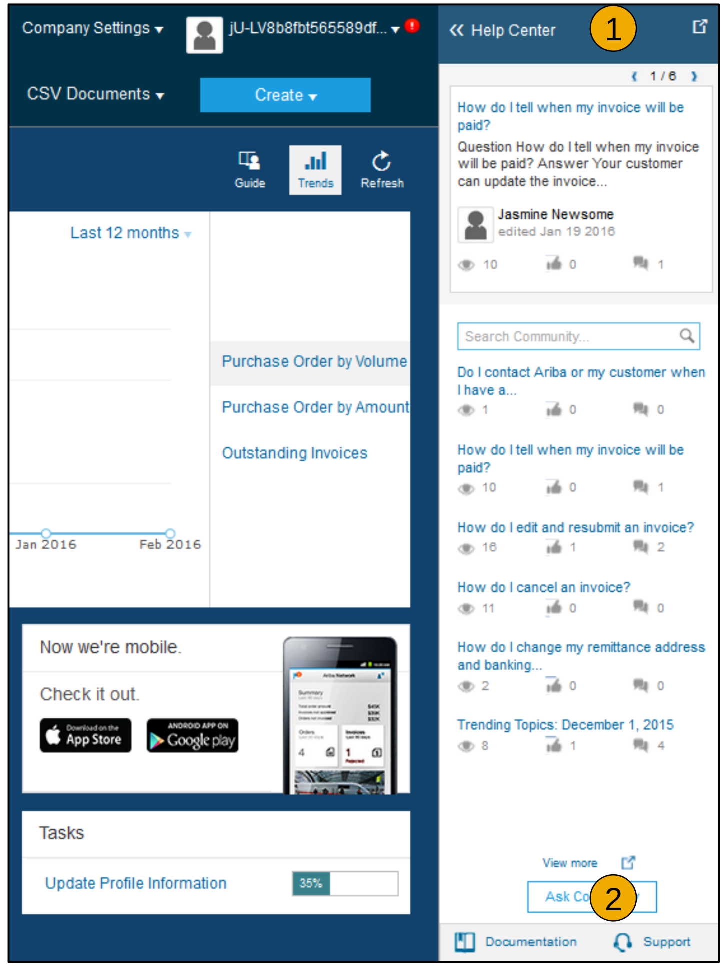


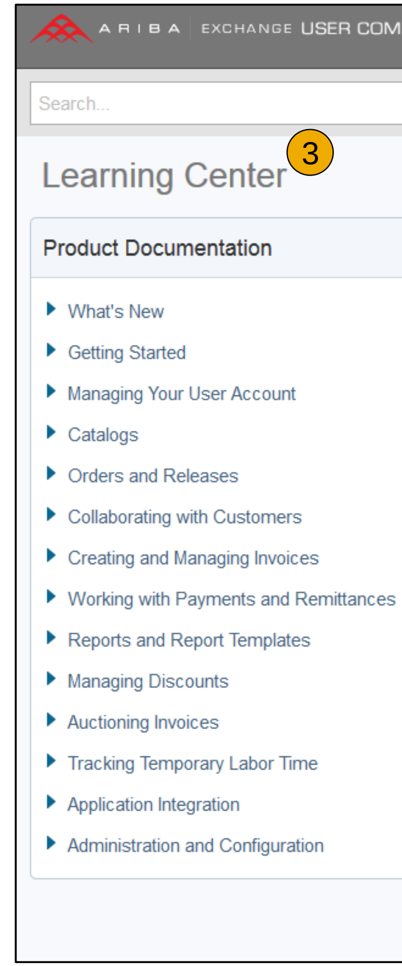


Training and Resources

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.

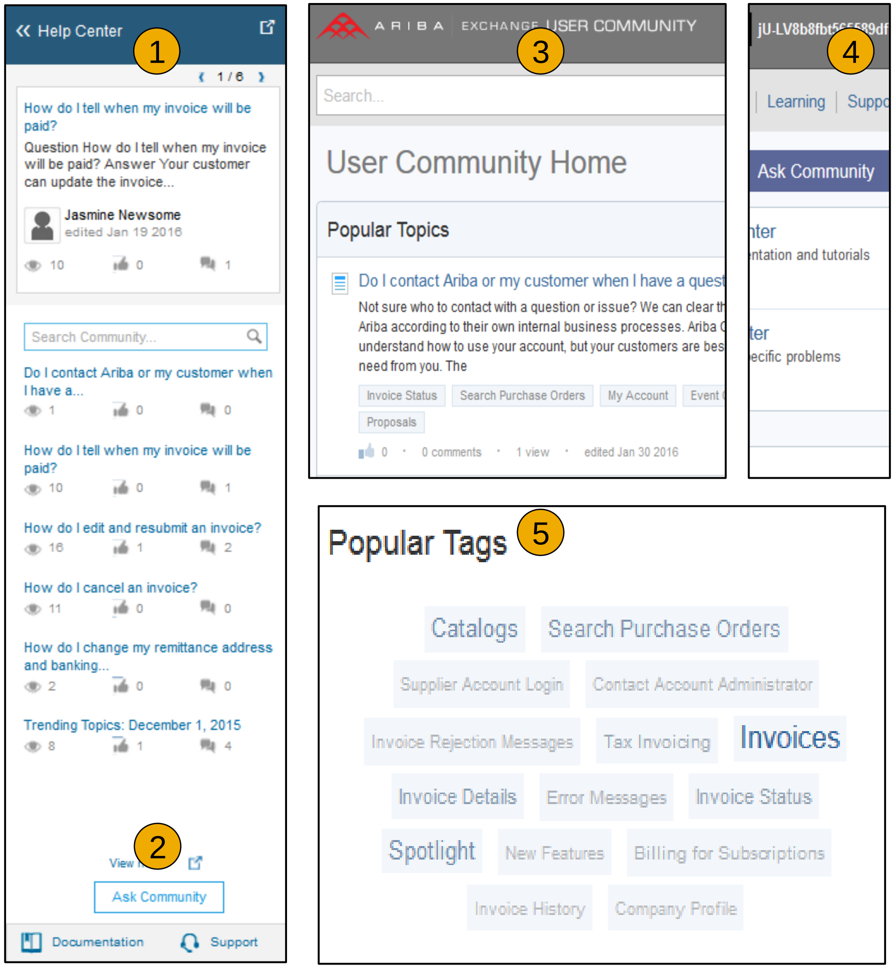




Help Center

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

- **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 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 for business-related questions.
  - Suppliers of DB Netherlands may contact DB Enablement team at 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	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

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.