



Together, We See Further

SUPPLIER TRAINING
Purchase Order Scenario – Enterprise Account

October 23, 2019

IX. FREQUENTLY ASKED QUESTIONS



FAQ	Next Steps
Who should I contact for doubts with my purchase order?	<ul style="list-style-type: none">• If you have doubts related to your purchase order information as price, quantity or ship to, contact directly to your requester, buyer or negotiator contact.• If you have doubts related to how to manage your purchase order contact to Ariba Vitro Support team at ARIBAITSUPPORT@Vitro.com
Why I did not received my purchase order?	<ul style="list-style-type: none">• The sending of your purchase order may failed, contact to ARIBAITSUPPORT@Vitro.com and provide your ANID in order to verify or re-submit your purchase order.
Why I cannot create order confirmations at line item level?	<ul style="list-style-type: none">• This rule is disable due Vitro rules and policies. For this reason is required to fully confirm or fully reject your purchase order.
Why my invoice button is grayed out?	<ul style="list-style-type: none">• If the purchase order you are trying to invoice is a 35XXXXXXXXX or a 45XXXXXXXXX, you require a good receipt in order to create an invoice. Wait until your good receipt is received on your site.• If the purchase order you are trying to invoice is a 37XXXXXXXXX please contact to ARIBAITSUPPORT@Vitro.com and MASTERDATA@Vitro.com and request to assign you the permission to invoice without good receipt.
Which email should I use on Email Vitro field?	<ul style="list-style-type: none">• Use your requester, buyer or negotiator contact. Make sure use the Vitro domain in lower case as follow: USERID@Vitro.com

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Why am I receiving an error message when trying to invoice?	<ul style="list-style-type: none">• Error message: 'Cannot generate an invoice for this order because there are no receipts. At least one receipt is required' is received when a good receipt is required to invoice. Review with your plant receiver or procurement contact if your good receipt was created.
Why I have not received my good receipt?	<ul style="list-style-type: none">• You plant receiver has not received the item or service in the system.• By process definition the good receipts are sent to your site once a day in the night. If your receiver confirmed your items were received, wait until your good receipt reference is shown on your side. If your still can't find your receipt, contact to ARIBAITSUPPORT@Vitro.com
Why I cannot change the price on my invoice?	<ul style="list-style-type: none">• This rule is disable due Vitro rules and policies. If you require to modify your purchase order price, please contact to your requester, buyer or negotiator contact and request the price update.
Why I cannot increase the quantity on my invoice?	<ul style="list-style-type: none">• This rule is disable due Vitro rules and policies. If you require to modify your purchase order quantity, please contact to your requester, buyer or negotiator contact and request the quantity update or an additional purchase order in order to invoice the quantity difference.
Why my invoice has not been paid?	<ul style="list-style-type: none">• If your invoice due date has pass please contact to our Accounts Payable team at accountpayablepgw@Vitro.com (PGW) or accountspayable@Vitro.com (Flat Glass).
Who should I contact for doubts with my payment?	<ul style="list-style-type: none">• Depending on the business unit you are working with, contact to accountpayablepgw@Vitro.com for PGW or accountspayable@Vitro.com for Flat Glass.



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Contract Compliance Scenario – Enterprise Account

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VI. FREQUENTLY ASKED QUESTIONS



FAQ	Next Steps
Who should I contact for doubts with my contract?	<ul style="list-style-type: none">• If you have doubts related to your contract information as price, quantity or ship to, contact directly to your requester or negotiator contact.• If you have doubts related to how to manage your contract, contact to Ariba Vitro Support team at ARIBAITSUPPORT@vitro.com
Why I cannot view my contract?	<ul style="list-style-type: none">• System may have an error on your profile configuration, contact to ARIBAITSUPPORT@vitro.com and provide your ANID in order to verify your contract.
Why I cannot change the price on my invoice?	<ul style="list-style-type: none">• This rule is disable due Vitro rules and policies. If you require to modify your contract item price, please contact to your requester or negotiator contact and request the price update.
Why my invoice was rejected?	<ul style="list-style-type: none">• Your invoice could be rejected due different reasons, review your invoice history tab to verify the comments associated to your invoice rejection. If you have troubles finding the reason contact to contact to ARIBAITSUPPORT@vitro.com
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