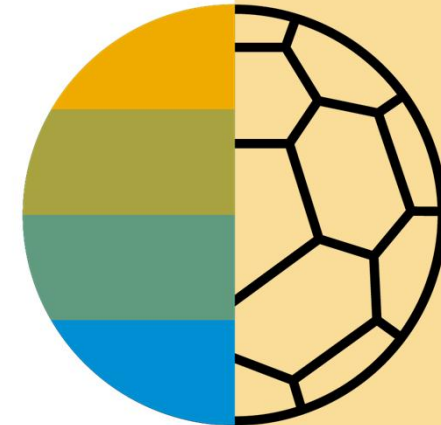




Boston University Supplier Guide

CONFIDENTIAL



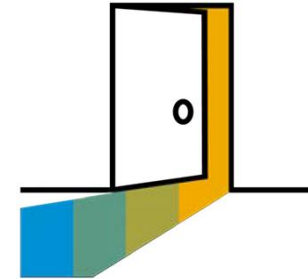
HOME- Table of Contents



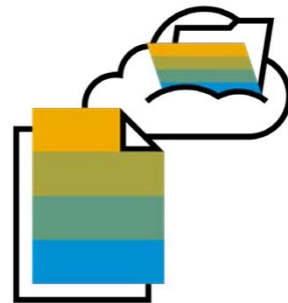
[Section 1:](#)
[Ariba Network Overview](#)



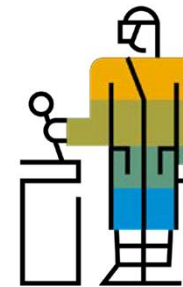
[Section 2:](#)
[Account Set Up](#)



[Section 3:](#)
[Purchase Orders](#)

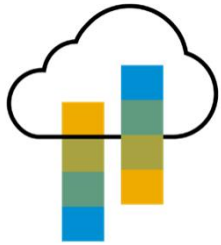


[Section 4:](#)
[Invoice Methods](#)



[Section 5:](#)
[Help Resources](#)

Section 1: Ariba Network Overview



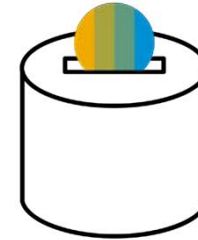
[What is Ariba Network?](#)



[Boston University Project Scope](#)



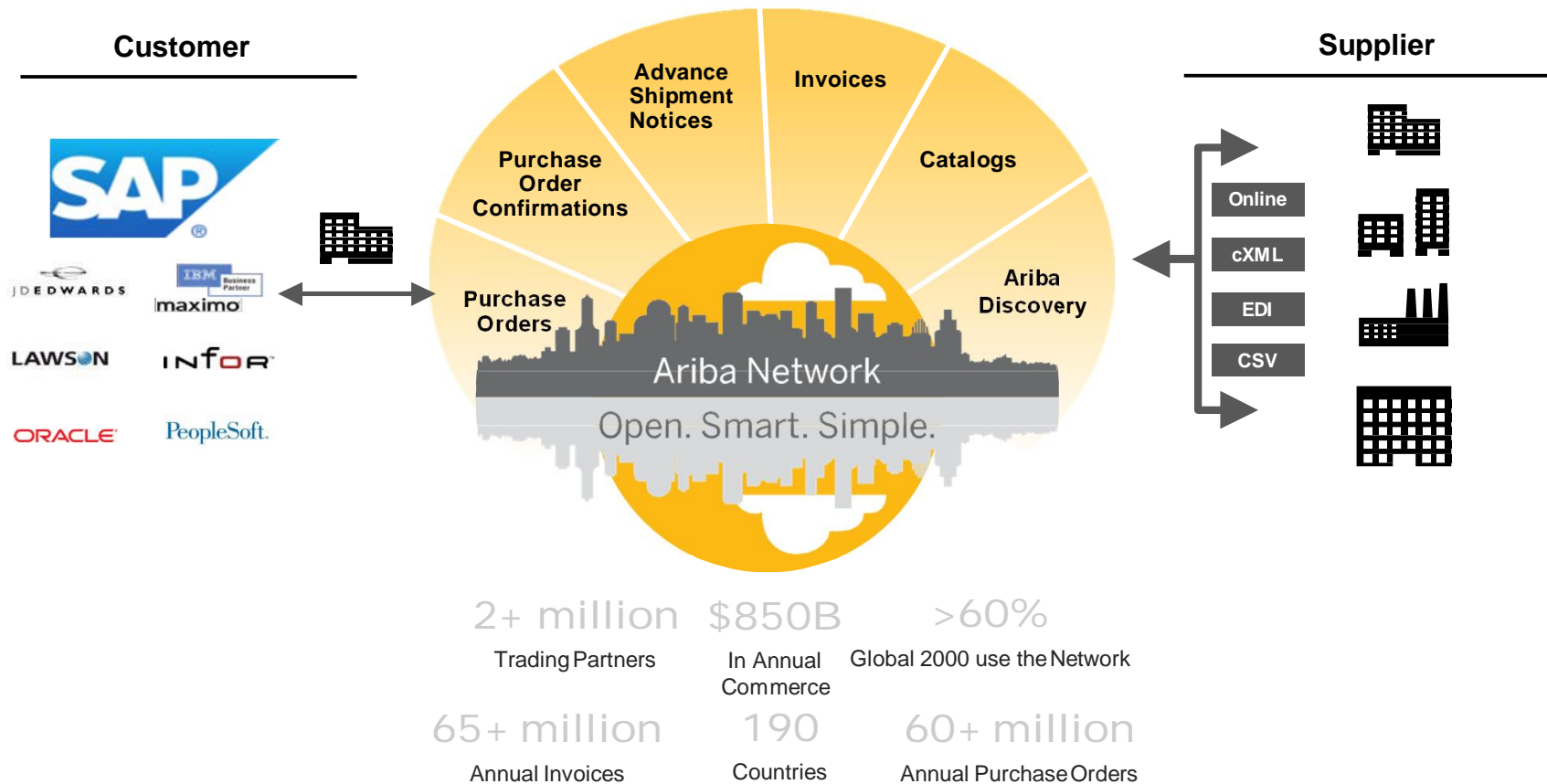
[Supplier Value](#)



[Fee Schedule](#)

What is Ariba Network?

Boston University has selected Ariba Network as their electronic transaction provider. As a Boston University supplier, you have been invited by your customer to join Ariba Network and start transacting electronically with them.



Boston University Objectives

Business Objectives

- Provide our shoppers with a streamlined, intuitive eCatalog experience that helps them quickly identify and select the goods and services they need, and;
- To automate our P2P processes so we can transact digitally through the Ariba Network. For non-integrated suppliers, this includes options for electronically receiving orders and sending invoices via PDF Invoicing or PO Flip

Benefits to Suppliers

- eCommerce transaction automation
- Streamlined payment processing
- Potential additional business volume with preferred status through Ariba Guided Buying
- Self-service visibility into all transactions and payments with Boston University
- Exposure to new potential customers through Ariba Discovery and the Ariba Network

Review Boston University Specifications

Supported Documents

Boston University project specifics:

- **Tax data** is accepted at the header/summary level on the invoice.
- **Shipping data** is accepted at the header/summary level and the Location is accepted at the line item level.

Supported

- **Detail Invoices**
Apply against a single purchase order referencing a line item
- **Partial Invoices**
Apply against specific line items from a single purchase order
- **BPO Invoices**
Invoices against a blanket purchase order
- **Contract Invoices**
Apply against contracts
- **Line Level Credit Invoices/Credit Memos**
Item level credits; quantity adjustments
- **Duplicate Invoices**
Suppliers may reuse invoice numbers for invoices in the cancelled, rejected, or failed state

Review Boston University Specifications

NOT Supported Documents

NOT Supported:

- **Summary or Consolidated Invoices**

Apply against multiple purchase orders; not accepted by Boston University

- **Invoicing for Purchasing Cards (P-Cards)**

An invoice for an order placed using a purchasing card; not accepted by Boston University

- **Paper Invoices**

Boston University requires invoices to be submitted electronically through Ariba Network; Boston University will no longer accept paper invoices

- **Header Level Credit Memos**

Credit Memos applied against whole invoices; not accepted by Boston University

- **Service Entry Sheets**

Apply against a single purchase order referencing a line item; not accepted by Boston University

- **Non-PO Invoices**

Apply against a PO not received through Ariba Network; not accepted by Boston University

- **Service Invoices**

Invoices that require service line item details; not accepted by Boston University

SAP Ariba Helps You...



60% average reduction in operating costs

Lower costs

- Reduce time and paper usage
- Eliminate postage costs
- Reduce costs associated with Resources used to generate/ rework the invoices



30% growth in existing accounts
35% growth in new business

Increase your revenue

- Become searchable customers using theAN worldwide
- Establish new customer relationships viaAriba Discovery
- Publish your Catalogs in front of thousandbuyers



15% increase in customer retention

Satisfy your customer

- Support your customer's strategic business plan
- Become a preferred supplier
- Simplify the communication process

80% efficiency & transform business operations



Stay organized

- Consolidate Network relationships under one account
- Enjoy a simple way to store POs and invoices
- Get better visibility into customers' spend and payments
- View invoice status in realtime

62% decrease in late payments



Receive faster payments

- Help your invoicereach the correct contact in the approval flow
- No need to confirm the orders via email/phone
- Feel confident all order information is complete and accurate
- Prevent errors through system checks

Subscription Levels



Premium

- Unlimited portal access
- Electronic catalogs
- Supply Chain Collaboration
- Customer support
- Long-Term Invoice Archiving
- Reporting

Bronze

- Premium, plus:
- eCommerce consult team
 - Ariba achievement badges
 - Free Discovery RFI/RFQ response

Silver

- Bronze, plus:
- Express integration support
 - cXML and EDI Integration
 - Supplier technical support
 - Two free Discovery responses

Gold

- Silver, plus:
- Unlimited responses to sales opportunities
 - eCommerce consultation services
 - Priority support access

Platinum

- Gold, plus:
- Ariba LIVE pass
 - Extended integration support



Read more about subscription levels, calculate your fees & check out other currencies on our website
<https://www.ariba.com/ariba-network/ariba-network-for-suppliers>

Supplier Fee Schedule

Transaction Fees

Billed every quarter

Per-relationship fee cap: \$20,000/year

Without Service Entry Sheets

0.155% of transaction volume

With Service Entry Sheets

0.35% of transaction volume



Fee Threshold

\$50,000 and 5 Documents

Suppliers who do not cross the Fee Threshold will not be charged fees

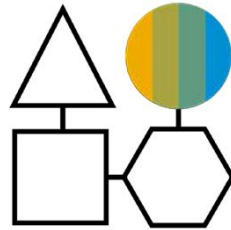
Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
Up to 4 documents	Premium	Free
5 to 24 documents	*Bronze	\$50
25 to 99 documents or EDI/cXML usage	Silver	\$750
100 to 499 documents	Gold	\$2,250
500 and more documents	Platinum	\$5,500

***Chargeable suppliers transacting less than \$250,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

Section 2: Set Up Your Account



[Basic Account Configurations](#)

[Suggested Configuration](#)

[Accept Invitation](#)

[Profile Completion](#)

[Email Notifications](#)



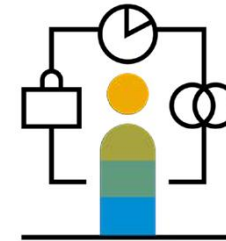
[Enablement Tasks](#)

[Enablement Tasks](#)

[Purchase Order Routing](#)

[Invoice Notifications Tax](#)

[Details Remittances](#)



[Advanced Account Configuration](#)

[Customer Relationships](#)

[Roles and Users](#)

[Enhanced User Account Functionality](#)

[Multi-Orgs](#)

[Test Accounts](#)

Boston University Specific Account Configuration

- **VAT ID / TAX ID** – select Company Settings in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID.
- **Test Account Creation (testing is required for integrated and catalog suppliers)** – To create a test account, select your name in top right corner and choose “Switch to Test ID.”

Boston University Update for Remittance Information

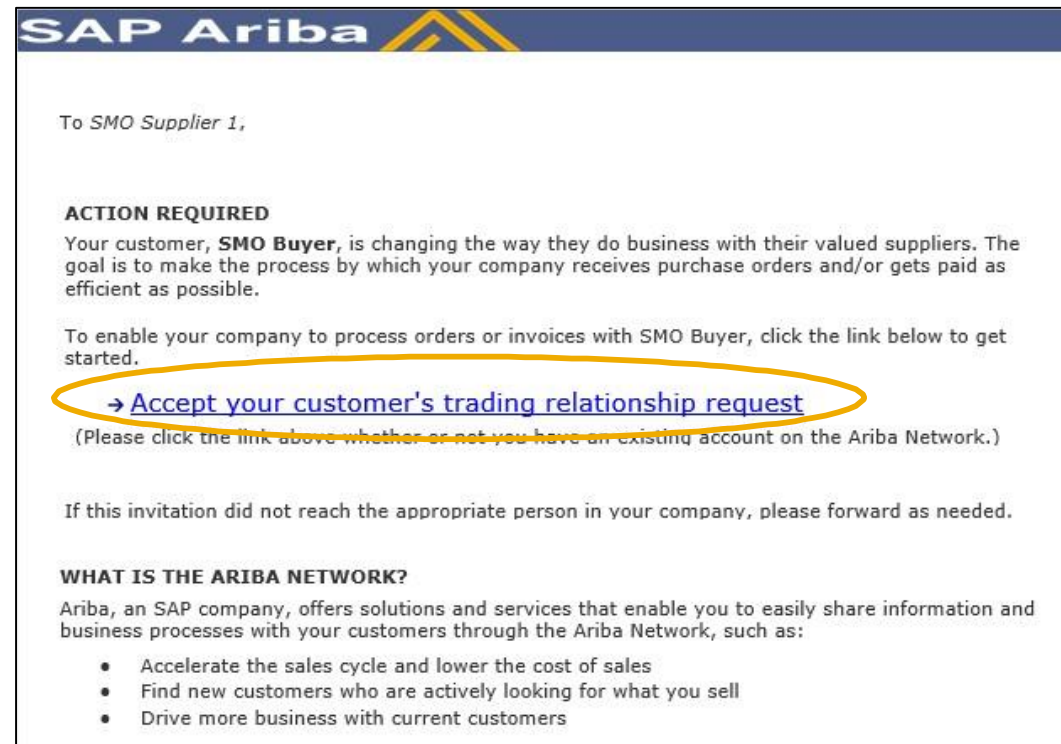
Suppliers with multiple remittance addresses

- **New Remittance Address Update** – If you have a new remittance address, provide an update to Boston University via a supplier registration questionnaire. Boston University will then provide you with a Remit ID associated with the new address.
- **Add the Remittance Address and ID to the Ariba Network** - select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk.
- **Payment Methods** – select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create/Edit. In the Payment methods section choose one of the following options: ACH, Check, Credit card or Wire. Complete the details.
- **Note – If you have multiple remittance addresses** Boston University will provide you with the associated Remit ID and this information must be loaded in the Ariba Network else invoices will be rejected. **If you have only one remittance address**, Boston University will not provide you with a Remit ID and the above steps are not necessary.

Accept Your Invitation

The invitation is also referred to as the **Trading Relationship Request**, or TRR. This e-mail contains information about transacting electronically with your customer.

1. **Click** the link in the emailed letter to proceed to the landing page.



Select One...

[First Time User](#)

[Existing User](#)

Ariba Network

Help Center >>

Welcome to Ariba® Network

SMO Buyer has invited you to join Ariba Network.

New User

Are you new to the Ariba Network? If you do not have an account and would like to participate, click **Register Now**. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.

Register Now

I have further questions for my requesting customer

Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password:

[Forgot Password?](#)

Confirm

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

Register as a New User

1. Click **Register Now**.

2. Enter Company Information fields marked required with an asterisk (*) including:

- **Company Name**
- **Country**
- **Address**

3. Enter User Account information marked required with an asterisk (*) including:

- **Name**
- **Email Address**
- **Username (if not the same as email address)**
- **Password**

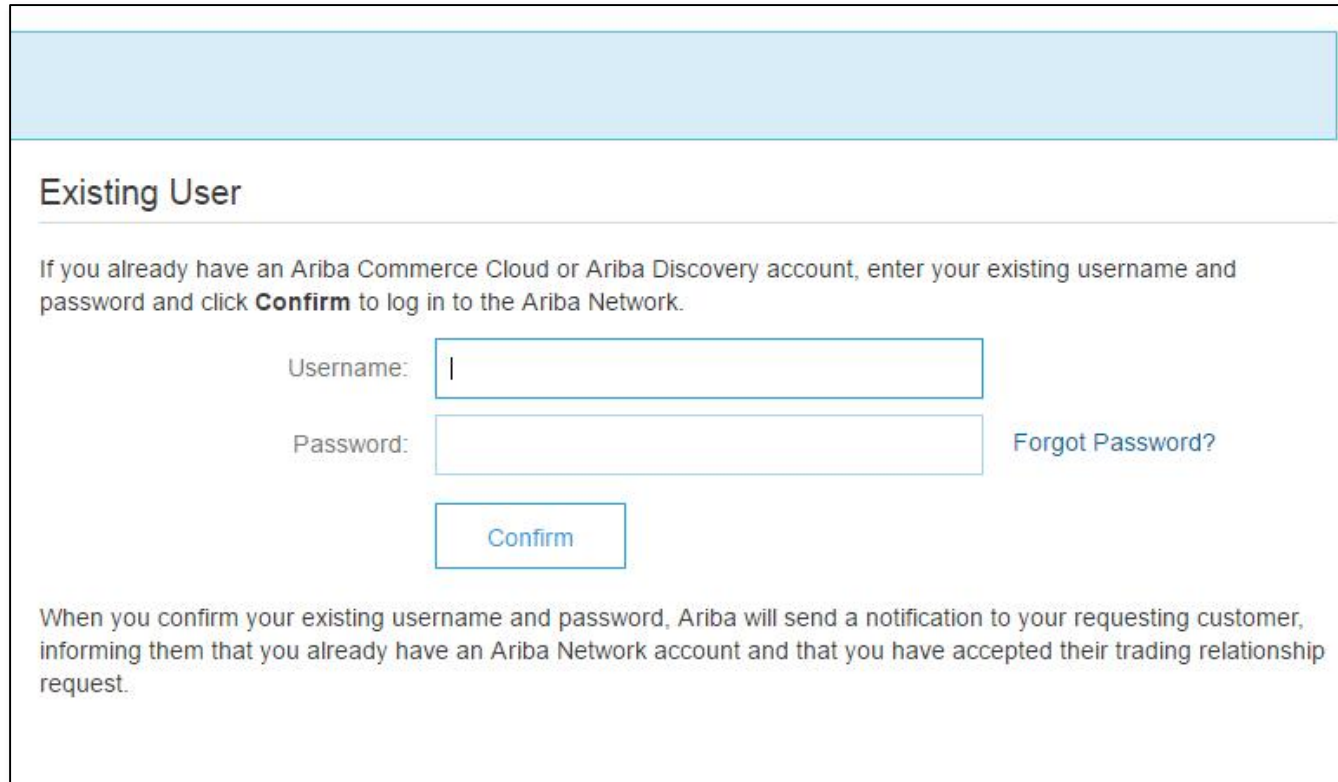
1. Accept the **Terms of Use** by checking the box.

2. Click **Register** to proceed to your home screen.

The screenshot shows the Ariba Network registration page. A callout box at the top left, labeled '1', contains the text: 'New User. Are you new to the Ariba Network? If you do not have an account and would like to participate, click **Register Now**. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.' Below this, the 'Register Now' button is highlighted with a yellow circle labeled '1'. The form is divided into two main sections: 'Company information' and 'User account information'. In the 'Company information' section, the 'Company Name' field is highlighted with a yellow circle labeled '2'. In the 'User account information' section, the 'Email' field is highlighted with a yellow circle labeled '3'. At the bottom of the form, the 'I have read and agree to the Terms of Use and the Ariba Privacy Statement' checkbox is highlighted with a yellow circle labeled '4', and the 'Register' button is highlighted with a yellow circle labeled '5'.

Accept Relationship as an Existing User

1. **Log in** using your current Ariba username and password in order to accept the relationship with your customer.



The screenshot shows a web interface for logging in as an existing user. At the top is a light blue header bar. Below it, the section is titled 'Existing User'. A paragraph of text explains that users with an Ariba Commerce Cloud or Ariba Discovery account should enter their existing username and password and click 'Confirm' to log in. There are two input fields: 'Username:' and 'Password:'. The 'Username:' field contains a single character 'I'. To the right of the 'Password:' field is a link labeled 'Forgot Password?'. Below the input fields is a blue button labeled 'Confirm'. At the bottom, a paragraph states that confirming the username and password will result in a notification to the requesting customer, informing them that the user already has an Ariba Network account and has accepted their trading relationship request.

Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password:

[Forgot Password?](#)

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

Complete Your Profile

1. Select Company Profile from the Company Settings dropdown menu.
2. Complete all suggested fields within the tabs to best represent your company.
3. Fill the Public Profile Completeness meter to 100% by filling in the information listed below it.

Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.

The screenshot displays the Ariba Network user interface for completing a company profile. An inset window shows the 'Company Settings' dropdown menu with 'Company Profile' selected. The main window shows the 'Company Profile' form with the following sections:

- Company Profile Overview:**
 - Company Name: SMO Supplier 1
 - Other names, if any:
 - NetworkId: AN010
 - Short Description: (100 characters left)
 - Website:
 - Public Profile: <http://discovery.ariba.com/profile/AN01022404640> | Customize URL
- Address:**
 - Address 1: 21 Jump Street
 - Address 2:
 - Address 3:
 - City: Cleveland
 - State: Ohio
 - Zip: 44114
 - Country: United States [USA]
- Public Profile Completeness:** 32% (meter)
- Share Your Public Profile:** Click here to get your Ariba badge.
- View Public Profile:** Profile Visibility Settings

Configure Your Email Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

Account Settings

Company Settings ▾

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

Company Profile
Service Subscriptions
Account Settings
Customer Relationships
Users
Notifications 1
Account Hierarchy
View All 2
Network Settings

Customer Relationships Users Notifications Account Hierarchy

General Network Discovery Sourcing & Contracts

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

Electronic Order Routing

Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when orders are undelivered.
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when a new collaboration request is received.
Time Sheet	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
Pending Queue	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
	<input type="checkbox"/> Send a notification when time sheets are undelivered.
	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.

To email addresses (one required)

* junk@phoenix.ariba.com 3

* junk@phoenix.ariba.com

* junk@phoenix.ariba.com

* junk@phoenix.ariba.com

Configure Your Enablement Tasks

1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.
4. **Choose** one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:
Online, cXML, EDI, Email, Fax or cXML pending queue (available for Order routing only) and configure e-mail notifications.

Tasks

2

1 Enablement Tasks are pending

Update Profile Information

85%

Enablement Tasks

3

View details of all pending tasks and complete them. Click the associated link to complete a task.

Activity Name	Date Due	Total Tasks	My Pending Tasks
▶ Account	26 Feb 2016	4	0
▶ Purchase Order	1 Apr 2016	2	0

Note: There may be times you see a pending task for your customer. This will not go away until your customer completes it.

Network Settings

Electronic Order Routing Electronic Invoice Routing Accelerated Payments Settlement

General Tax Invoicing and Archiving

Capabilities & Preferences

Sending Method

Document Type	Routing Method	Options
Invoices	Online	Return to this site to create invoices
Customer Invoices	cXML	Save in my online inbox
	EDI	

Notifications

4

Select Electronic Order Routing Method

1. **Click** on the Tasks link to configure your account.
2. **Choose** one of the following routing methods:
 - **Online**
 - **cXML**
 - **EDI**
 - **Email**
 - **cXML pending queue**
(available for Order routing only)
3. **Configure** e-mail notifications.

Network Settings

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

* Indicates a required field

Capabilities Preferences

External System Integration

Configure cXML (native) integration

Non-Catalog Orders with Part Numbers

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

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	<p>Email address: <input type="text"/></p> <p><input type="checkbox"/> Attach cXML document in the email message</p> <p><input checked="" type="checkbox"/> Include document in the email message</p> <p><input type="checkbox"/> Leave attachments online and do not include them with email message This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".</p>

Route Your Purchase Orders

Method Details

- **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
- **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.
- **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please contact <https://connectsupport.ariba.com/sites/Company?ANID=AN01000816573NAM&h=iiKebI7oRgdM7Z7bm1u1g#Enablement-Inquiry> to be connected with a Seller Integrator who will provide more information on configuration.

Select Electronic Order Routing Method Notifications

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

Change/Cancel Orders	
Document Type	Routing Method
Catalog Orders without Attachments	1 Same as new catalog orders without attachments
Catalog Orders with Attachments	Same as new catalog orders without attachments
Non-Catalog Orders without Attachments	Same as new catalog orders without attachments
Non-Catalog Orders with Attachments	Same as new catalog orders without attachments

Other Document Types	
Document Type	Routing Method
Blanket Purchase Orders	Same as new catalog orders without attachments
Time Sheets	Online
Order Status Request	Online
Order Response Documents	Online

Notifications	
Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.
	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.

Select Electronic Invoice Routing Method

Methods and Tax Details

1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI; PDF. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.

Electronic Order Routing Electronic Invoice Routing Accelerated Payments

General Tax Invoicing and Archiving 3

Capabilities & Preferences

Sending Method

Document Type	Routing Method
Invoices	Online 2
Customer Invoices	Online

Tax Classification:

Taxation Type: [v]

Tax Id: [] *Do not enter dashes*

State Tax Id: [] *Do not enter dashes*

Regional Tax Id: [] *Do not enter dashes*

Vat Id: []

☐ VAT Registered

VAT Registration Document: <No document> Upload...

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

Company Profile

Service Subscriptions

Account Settings

Customer Relationships

Users

Notifications

Account Hierarchy

View All

Network Settings

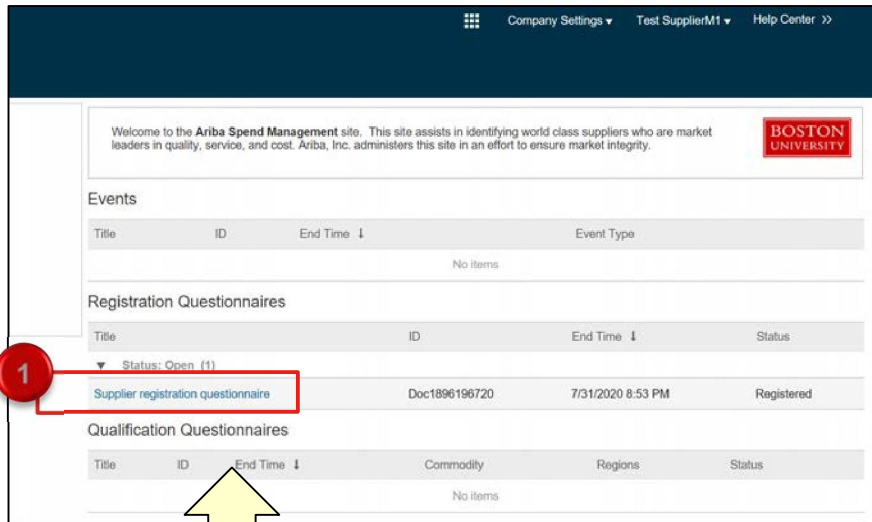
Electronic Order Routing

Electronic Invoice Routing 1

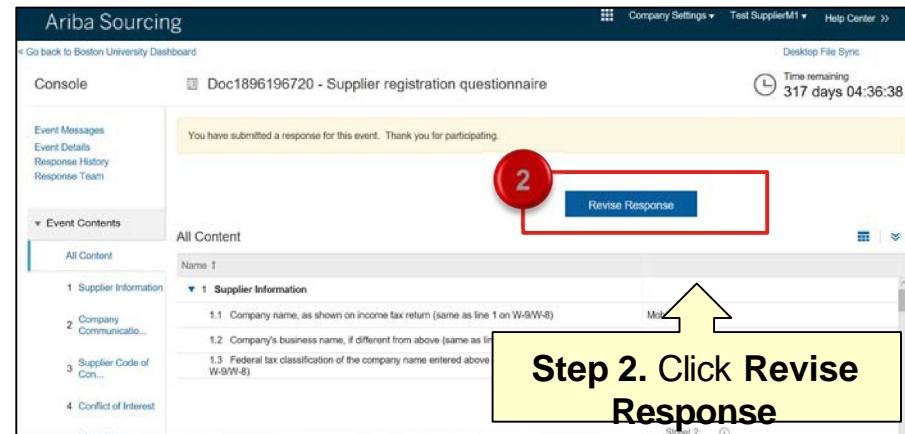
Accelerated Payments

How to Update the Remit Address in the Boston University Registration (1 of 5)

Log in to bu.supplier.ariba.com. After you log in, the supplier registration questionnaire link is available on the home page.



Step 1. Click Supplier Registration Questionnaire



Step 2. Click Revise Response

1 Click on the **Supplier registration questionnaire** link under the Registration Questionnaires section.

2 Click **Revise Response** to edit the responses.

Note: Modifying a questionnaire after it has been submitted will restart the registration approval workflow.

How to Update the Remit Address in the Boston University Registration (2 of 5)

Identify company communication profile in section 3.

3 Company Communication Profile	
3.1 Primary phone - please only enter numbers, dashes and spaces	* <input type="text"/>
3.2 Preferred communication method for purchase orders	* Email(INT) ▼
3.4 Primary ordering email	* <input type="text"/>
3.5 Does the company have an Ariba Network ID?	* Unspecified ▼
3.7 Company website	<input type="text"/>
3.8 Is the physical remit-to address the same as the company's primary mailing address above?	* No ▼
*Show More	
3.9 Remit-to address	Street: <input type="text"/> ⓘ House Number: <input type="text"/> ⓘ
	Street 2: <input type="text"/> ⓘ
	Street 3: <input type="text"/> ⓘ
	District: <input type="text"/> ⓘ
	Postal Code: <input type="text"/> ⓘ City: <input type="text"/> ⓘ
	Country: (no value) ▼ ⓘ Region: (no value) ▼ ⓘ

Special Instructions:

- 3 If the company physical remit-to address is different than the company's primary address entered in **line 1.4**, select no in **line 3.8**. Enter the remit-to address in **line 3.9**.

How to Update the Remit Address in the Boston University Registration (3 of 5)

When you choose to update a completed questionnaire, you will be prompted to confirm that you would like to proceed.

Event Details
Response History
Response Team

▼ Event Contents

All Content

1 Supplier Information

2 Company Communication...

3 Supplier Code of Con...

4 Conflict of Interest

6 Diversity Certification

7 Certification of Sub...

Revise Response

Revise Response?

You have already submitted a response for this event. Click OK if you would like to revise your response.

OK Cancel

Step 3. Click OK

4 Click **OK** to continue.

5 Click **Submit entire response** and **OK** on the confirming prompt.

Note: Once the response is submitted by the supplier, an approval work flow is triggered at Boston University based on the response received. Boston University can approve/reject/request additional info base on the response submitted.

Console Doc1896196720 - Supplier registration questionnaire 317 days 04:25:50

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

All Content

1 Supplier Information

2 Company Communication...

3 Supplier Code of Con...

4 Conflict of Interest

6 Diversity Certification

7 Certification of Sub...

6.3 Please attach the certificate from the certifying entity.

7.1 I hereby certify the submission of this registration is true and correct to the best of my knowledge and I am authorized to provide this information on behalf of the company.

(*) indicates a required field

Submit Entire Response Reload Last Bid Save draft Compose Message Excel Import

Step 4. Click Submit Entire Response

How to Update the Remit Address in the Boston University Registration (4 of 5)

1. From the **Company Settings** dropdown menu, click on **Remittances**.
2. Click **Create** to create new company remittance information, or **Edit**, if you need to change existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. If needed, assign **Remittance IDs** for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs.

Note: If you have multiple remittance addresses and you do not know the remit ID, reach out to supplier@bu.edu. If you only have one remittance address this step is not required.

The screenshot displays the SAP system interface for managing remittance addresses. On the left, the 'Network Settings' screen is shown with the 'Settlement' tab selected. Below the tabs, there is a section for 'EFT/Check Remittances' with a table containing columns for 'Address', 'City', and 'State'. At the bottom of this section are buttons for 'Edit', 'Delete', and 'Create'. A yellow circle with the number '2' highlights the 'Create' button. On the right, the 'Company Settings' sidebar is visible, showing a list of settings including 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Remittances', and 'Network Notifications'. A yellow circle with the number '1' highlights the 'Remittances' option. Below the sidebar, the 'Create Remittance Address / Payment Info' screen is shown. It contains a section for 'Remittance Address' with fields for 'Address 1' through 'Address 4', 'City', 'State', 'Postal Code', 'Country', and 'Contact'. A yellow circle with the number '3' highlights the 'Address 1' field. At the bottom of this section is a checkbox labeled 'Make this address default', which is highlighted by a yellow circle with the number '4'. The 'Country' field is pre-filled with 'United Kingdom [GBR]'.

How to Update the Remit Address in the Boston University Registration

(5 of 5) Payment Methods

1. **Select** Preferred Payment Method from a drop-down box: Check, Credit card or Wire.
2. **Complete** the details for ACH or Wire transfers.
3. **Select** if you do or do not accept credit cards and click OK when finished.

Note: This does not change the method of payment from your customer, unless specified.

Payment Methods

Preferred Payment Method: Select method

ACH

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type

ABA: US Bank Only

Confirm ABA: US Bank Only

Bank Name:

WIRE TRANSFER

Beneficiary Bank

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type

Select bank id: Select bank id

Confirm Bank Id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State: (no value)

Zip:

Country: (no value)

Country: USA 1 Area: Number:

Bank Phone:

Credit Card

Accept credit card: ☐ Yes ☐ No

Review Your Relationships

Current and Potential

1. **Click** on the Customer Relationships link in the **Company Settings** menu.
2. **Choose** to accept customer trading relationship request either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** potential customers in Potential Relationships tab.

The screenshot displays the 'Account Settings' interface with a sidebar menu on the right and a main content area. The sidebar menu includes 'Company Settings' (expanded), 'jUnitOrg - LV8b8ft...', 'ANID: AN02003380348', 'Standard Package', 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships' (highlighted with a yellow circle 1), 'Users', 'Notifications', 'Account Hierarchy', 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', and 'Accelerated Payments'. The main content area is titled 'Account Settings' and has tabs for 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. The 'Customer Relationships' tab is active, showing sub-tabs for 'Current Relationships' and 'Potential Relationships' (highlighted with a yellow circle 4). Below the sub-tabs, there is a section 'I prefer to receive relationship requests as follows:' with two radio buttons: 'Automatically accept all relationship requests' (selected) and 'Manually review all relationship requests'. An 'Update' button (highlighted with a yellow circle 2) is below this section. The 'Pending' section shows a table with columns 'Customer' and 'Requested Date', and a 'No items' message. Below the table are 'Approve' and 'Reject' buttons (highlighted with a yellow circle 3). The 'Current' section shows a table with columns 'Customer' and 'Approved Date'. It contains one entry: 'jUnitOrg - 5WQzy9VD565589b21009590920' with an 'Approved Date' of '25 Nov 2015'. Below the table is a 'Reject' button. The 'Rejected' section shows a table with columns 'Customer' and 'Rejected Date', and a 'No items' message.

Set Up User Accounts

Roles and Permission Details

Administrator

- There can only be one administrator per ANID
- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems
- Creates users and assigns roles/permissions to users of the account

User

- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user's actual job responsibilities
- Can access all or only specific customers assigned by Administrator

Set Up User Accounts

Create Roles and Users (Administrator Only)

1. **Click** on the Users tab on the **Company Settings** menu.
The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add Permissions to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done.

The screenshot displays the 'Manage Users' and 'Manage User Roles' interface. The 'Users' tab is selected in the top navigation bar. The 'Manage Users' section shows a table with columns: Username, Email Address, First Name, Last Name, and Ariba Discovery Connect. A user named 'rebecca.novotny@sap.com' is listed. The 'Manage User Roles' section shows a table with columns: Name, Actions. A role named 'Administrator' is listed. The 'Create Role' button is highlighted with a yellow circle and the number 2. The 'Create User' button is highlighted with a yellow circle and the number 4. The 'Details' link for the 'Administrator' role is highlighted with a yellow circle and the number 3. The 'Create Role' button in the 'Manage User Roles' section is highlighted with a yellow circle and the number 5. The 'Users' link in the left sidebar is highlighted with a yellow circle and the number 1.

Username	Email Address	First Name	Last Name	Ariba Discovery Connect
rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No

Name	Actions
Administrator	Details
All Access	Details Edit Delete

Set Up User Accounts

Modifying User Accounts (Administrator Only)

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

Account Settings

Customer Relationships Users Notifications Account Hierarchy

Manage Users

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

Users

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

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

Edit User

View user information, revise role assignments, or reset user passwords. Ariba recommends only using the reset password functionality. Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends...

Selected User Information

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

☐ This user is the Ariba Discovery Contact

Reset Password

Enhanced User Account Functionality

1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
 - Quickly access your personal user account information and settings
 - Link your multiple user accounts
 - Switch to your test account

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

2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk.

Note: If you change username or password, remember to use it at your next login.

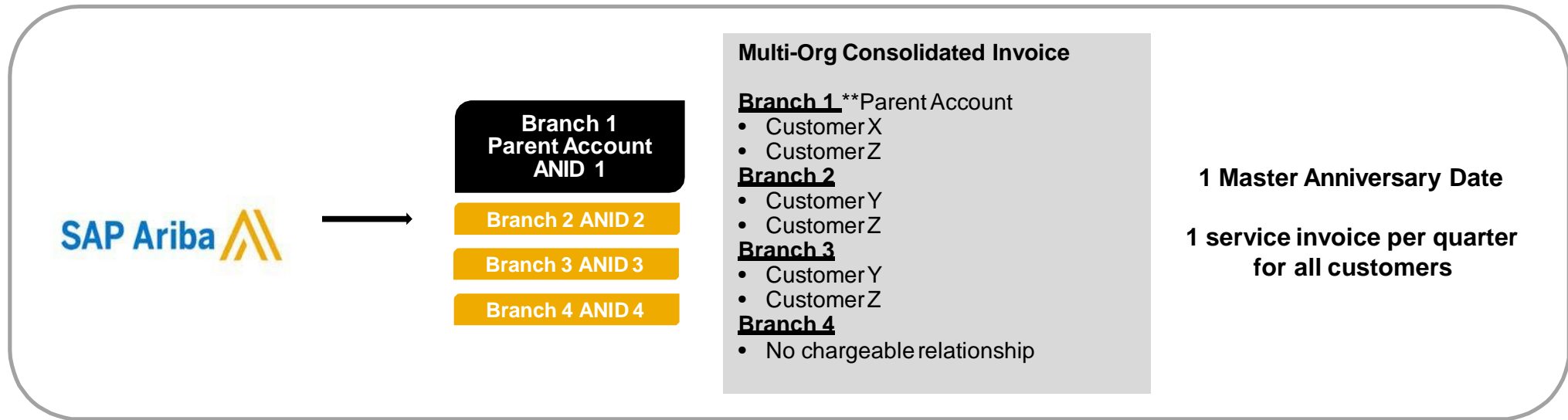
4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.

The image shows a screenshot of the SAP User Account Navigator and the 'My Account' settings page. Numbered callouts highlight key features:

- 1:** The user's name and ID in the top right corner of the Navigator.
- 2:** The 'My Account' link in the Navigator menu.
- 3:** The 'Change Password' link in the 'My Account' settings page.
- 4:** The 'Confirm Secret Answer' field in the 'Security' section of the 'My Account' settings page.

The 'My Account' page is divided into two sections: 'Account Settings' and 'Account Information'. The 'Account Settings' section includes a 'Change Password' link and a 'Security' section with fields for 'Secret Question', 'Secret Answer', and 'Confirm Secret Answer'. The 'Account Information' section includes fields for 'Username', 'Email Address', 'First Name', 'Middle Name', 'Last Name', and 'Business Role'.

Consolidate Your Bills Through a Multi-Org



Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.

Participate in a Multi-Org

Guidelines

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID's to be included on the invoice.
- A Multi-Org is NOT:
 - A way to merge accounts.
 - A way to get a discount on Transaction Fees.

Structure Your Multi-Org

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.

Link Accounts Via an Account Hierarchy

Linkage between individual accounts for account management purposes

The administrator of the Parent account can log into the child account and take the following actions:

- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

The administrator of the Parent account cannot take following actions:

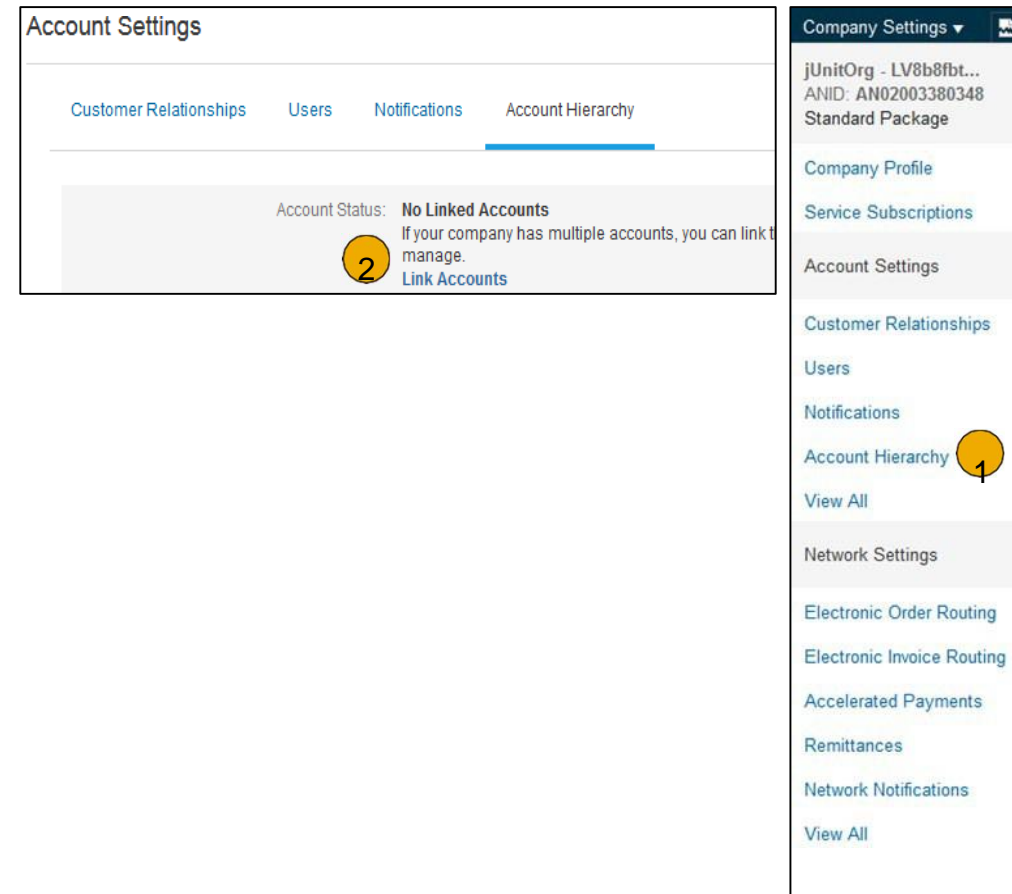
- View buyers on the Child account
- Create any documents (Invoices)
- Run Reports

Create an Account Hierarchy

1. From the **Company Settings** menu, click Account Hierarchy.
2. To add child accounts click on Link Accounts.
3. The **Network** will detect if there is an existing account with corresponding information.
4. On the next page log in if you are the Administrator of the account.

Note: If you are not the Administrator of the account, you can send a request as a 'Non Administrator' to the Administrator through an online form.

5. Once the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.



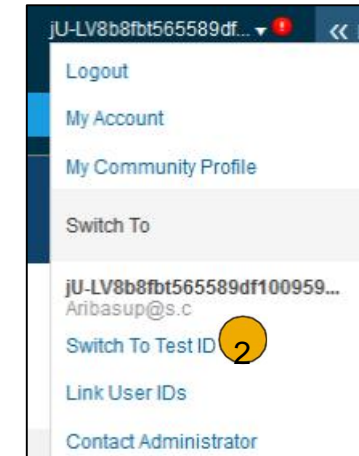
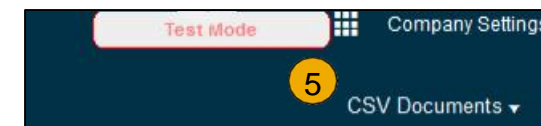
Set Up a Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.

⚠ Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.

Note: Test account transactions are free of charge.

5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).

A screenshot of the 'Create Test Account' form. It contains a warning message: 'You are about to create a new account in the Test Mode. The trading relationship with the...'. Below the message are three input fields: 'Username:*' with the value 'test-Aribasup@s.c', 'Password:*' with masked characters, and 'Confirm Password:*' with masked characters. A yellow circle with the number 4 is placed over the warning message.

Section 3: Purchase Order Management



[View Purchase Orders](#)



[Purchase Order Detail](#)

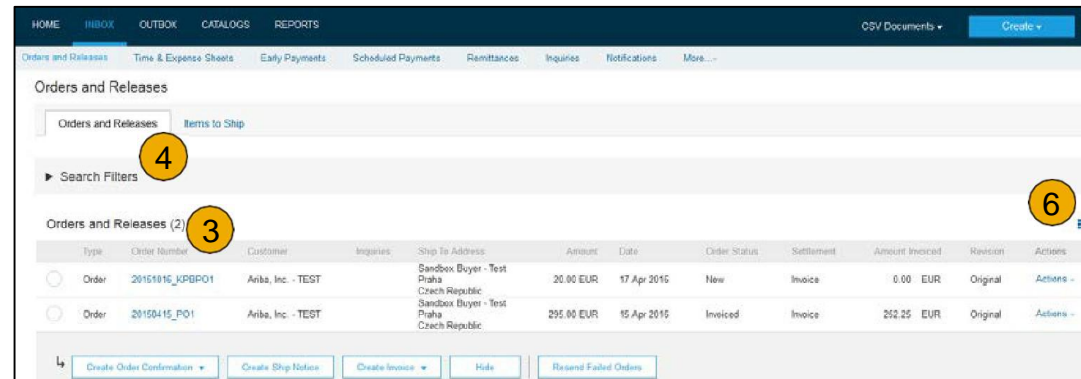


[Create PDF of Purchase Order](#)

Manage POs

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 Boston University.
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**.
6. **Toggle** the Table Options Menu to view ways of organizing your Inbox.



The screenshot shows the 'Search Filters' dialog box. It contains various search criteria fields: Customer (All Customers), Order Number, Buyer Location Code, Invoice Number, Show orders by (Creation Date, Inquiry Date), Date Range (Last 14 days), Min. Amount, Max. Amount, Order Status (All), View (All except hidden orders), and checkboxes for 'Search only blanket purchase orders', 'Search only scheduling agreement releases', and 'Search only pinned orders'. The 'Number of Results' is set to 100. The 'Search' button is highlighted.

The screenshot shows the 'Show / Hide Columns' dialog box. It contains a list of columns with checkboxes: Type, Order Number, Ver, and Customer. The 'Order Number' checkbox is highlighted with a yellow circle 6.

Manage POs

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.

2. **Line Items section** describes the ordered items. Each line describes a quantity of items Boston University wants to purchase. Set the status of each line item by sending order confirmations clicking Create Order Confirmation. The sub-total is located at the bottom of the purchase order.

Purchase Order: PO72547

1

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

Line Items				
Line #	Part # / Description	Type	Qty (Unit)	Need By
1	GOODS_01 <i>Copy Paper White, A3, 80gsm (ream 500 sheets)</i>	Material	10 (EA)	18 Nov 2015
2	GOODS_02 <i>Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)</i>	Material	10 (BX)	18 Nov 2015

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.

2

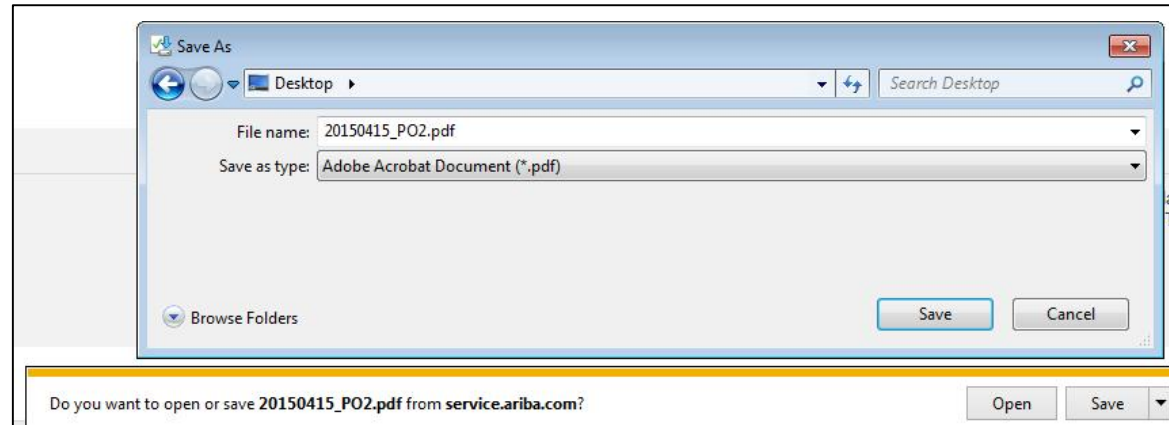
[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) [Hide](#) | [Print](#) | [Download PDF](#) | [Export cXML](#) | [Download CSV](#) | [Resend](#)

Manage POs

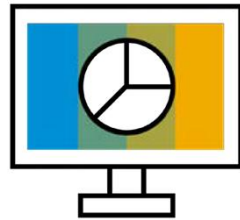
Create PDF of PO

1. Select “Download PDF” 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.



Section 4: Invoice Methods



[Invoice Information](#)

[Customer Specifications](#)

[Invoice Rules](#)



[Invoice Methods](#)

[PO Flip](#)

[PDF Invoices](#)

[Blanket Purchase Order \(BPO\) Invoices](#)

[Contract Invoices](#)

[Credit Memo](#)

[Copy Invoices](#)



[Invoice Management](#)

[Search for Invoice](#)

[Check Invoice Status](#)

[Invoice History](#)

[Modifying Invoices](#)

[Invoice Reports](#)

[Invoice Archival](#)

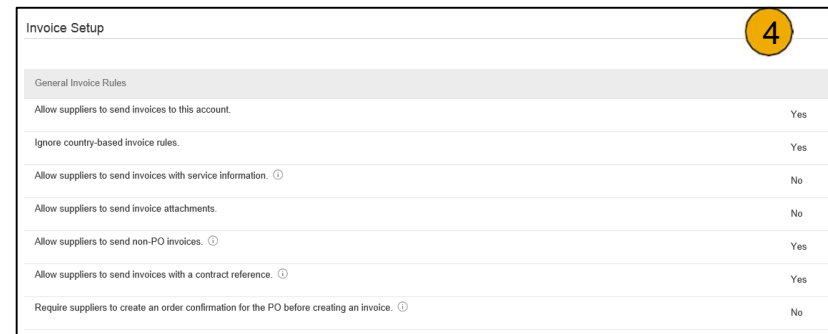
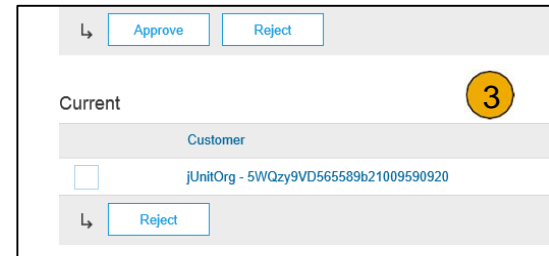
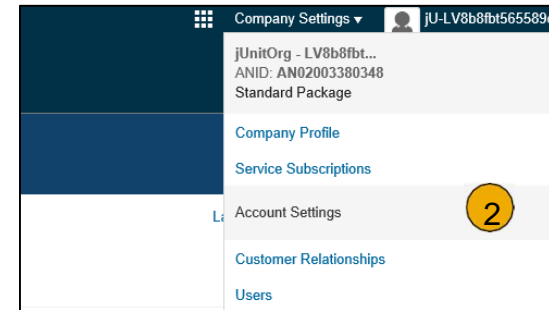
Boston University Invoice Requirements

1. Suppliers can enter taxes at the header level
2. Boston University will accept duplicate invoice numbers unless invoice number has been processed and paid against
3. Shipping costs can only be entered at the header level
4. A copy of your original invoice must be attached at the header of the Invoice
5. Additional line items cannot be added to a PO invoice by suppliers
6. Suppliers can only submit Credit Memos at the line item level
7. If a supplier submits a Line Item Credit Memo, Quantity Adjustments can only be made
8. Suppliers are required to provide a Reason for every Credit Memo
9. A copy of your original Credit Memo must be attached at the header of the Credit Memo

Review Boston University Invoice Rules

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

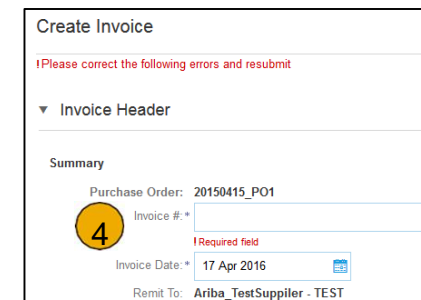
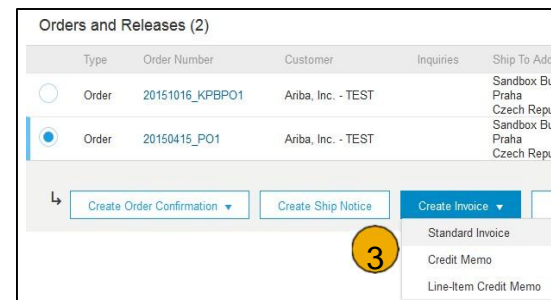
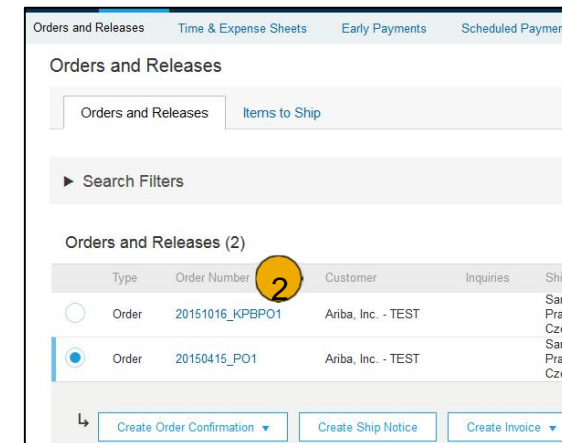
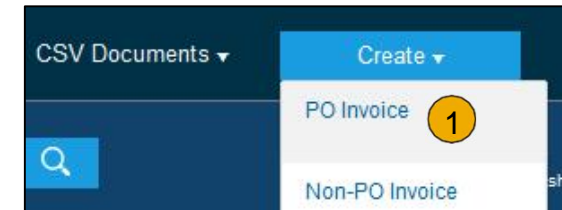
1. Login to your Ariba Network account via supplier.ariba.com
2. Select the Company Settings dropdown menu and under Account Settings, click Customer Relationships.
3. A list of your Customers is displayed. Click the name of your customer (Boston University).
4. Scroll down to the Invoice Setup section and view the General Invoice Rules.
5. Click Done when finished.



Invoice via PO Flip

To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

1. From the home screen within your Ariba Network account, select the **Create** dropdown menu and select **PO Invoice**.
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 Boston University.



Invoice via PO Flip 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 the Header 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, Comment, Attachment, Shipping Documents.
5. **Scroll** down to the Line items section to select the line items being invoiced.

Note: Attachment file size should not exceed 40MB.

▼ Invoice Header

Summary

Purchase Order: 1084497223

Invoice #: * INV_1084497223 1

Invoice Date: * 15 Apr 2016 2

Remit To: DEFAULT VALUE ▾ 2

Tax 3

☒ Header level tax ⓘ ☐ Line level tax ⓘ

Shipping 3

☒ Header level shipping ⓘ ☐ Line level shipping ⓘ

* Indicates required field Add to Header ▾ 4

Tax

Shipping Cost

Shipping Tax

Shipping Documents

Special Handling

Special Handling Tax

Allowance

Charge

Additional Reference Documents and Dates

Comment

Attachment

Invoice via PO Flip

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. **If you wish** to exclude a line item from the invoice, click on the line item's green slider. You can also exclude the line item by clicking the check box to the left and clicking 'Delete'.

Note: You can generate another invoice later to bill for the excluded item.

Quantity	Unit	Unit Price
10	BX	25.00 EUR

No.	Include	Type	Part #
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02

2

Pricing Details

Price Unit: * BX

Unit Conversion: * 1

↳ [Line Item Actions](#) [Delete](#)

Invoice via PO Flip

Detail Line Items

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

The screenshot displays the SAP PO Flip interface for editing a line item. It is divided into three main sections: a top-left 'Line Item Actions' panel, a top-right 'Line Items' table, and a large 'Create Invoice' form.

Line Item Actions Panel: A yellow circle with the number '1' highlights the 'Line Item Actions' dropdown menu. The menu is open, showing options: 'Edit', 'Add', 'Delete', 'Shipping Documents', and 'Turn on f Hide/Shc'.

Line Items Table: A yellow circle with the number '1' highlights the first line item. The table has columns: No., Include, Type, Part #, Description, Customer Part #, Quantity, Unit, Unit Price, and Subtotal. The first row shows: 1, [checked], MATERIAL, GOODS_01, Copy Paper White, A3, 80gsm (ream 500 sheets), [blank], 5, EA, 0.50 EUR, 2.50 EUR.

Create Invoice Form: The form is titled 'Create Invoice' and has 'Done' and 'Cancel' buttons. It contains several sections:

- Invoice Item:** Includes fields for Quantity (* 5), Unit (EA), Unit Price (* 1.00 EUR), and Subtotal (5.00 EUR). The Part # is GOODS_01. A description field shows 'Copy Paper White, A3, 80gsm (ream 500 sheets)'. A 'Line Item Actions' button is on the right.
- Pricing Details:** Includes Price Unit (* PCE), Price Unit Quantity (* 2), Unit Conversion (* 1), and a description field with the text 'This field specifies that 1 Box is equivalent to 2 reams'.
- Shipping:** Includes 'Ship From' (Ariba_TestSupplier - TEST, Praha 5, Czech Republic) and 'Ship To' (Sandbox Buyer - Test, Praha, Czech Republic, Cristian Mihalache, 2nd Floor, SI Team). A 'View/Edit Addresses' button is on the right.

Invoice via PO Flip

Review Allowances and Charges

If Allowances and Charges are included in the PO, these will convert to the Invoice at either Invoice Header or Line Item Level based on where the information is on PO:

1. Header Allowance and Charges
2. Line level Allowance and Charges

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
2	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02	Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)		10	BX	25.00 EUR	250.00 EUR

Pricing Details	
Price Unit: *	EX
Price Unit Quantity: *	1
Unit Conversion: *	1
Description:	

Shipping	
Ship From: Arriba_TestSupplier - TEST	Ship To: Sandbox Buyer - Test
Praha 5	Praha
Czech Republic	Czech Republic
Deliver To: Cristian Mihaiache	2nd Floor, St Team

Shipping Cost	
Shipping Amount: *	0.00 EUR
Shipping Date:	

Allowances and Charges	
Service Code: *	
Description:	
Start Date:	
End Date:	
Allowance:	

[Line Item Actions](#) [Delete](#) [Add](#)

Summary

Purchase Order: 20160416_PO1

Invoice #:

Invoice Date: 15 Apr 2016

Remit To: Arriba_TestSupplier - TEST

Praha 5

Czech Republic

Bill To: Sandbox Buyer - Test

Praha

Czech Republic

Tax

☒ Header level tax [?] ☐ Line level tax [?]

Category: VAT

Location:

Description:

Regime:

Date Of Pre-Payment:

Law Reference:

Shipping

☒ Header level shipping [?] ☐ Line level shipping [?]

Ship From: Arriba_TestSupplier - TEST

Praha 5

Czech Republic

Allowances and Charges

Service Code:

Description:

Start Date:

End Date:

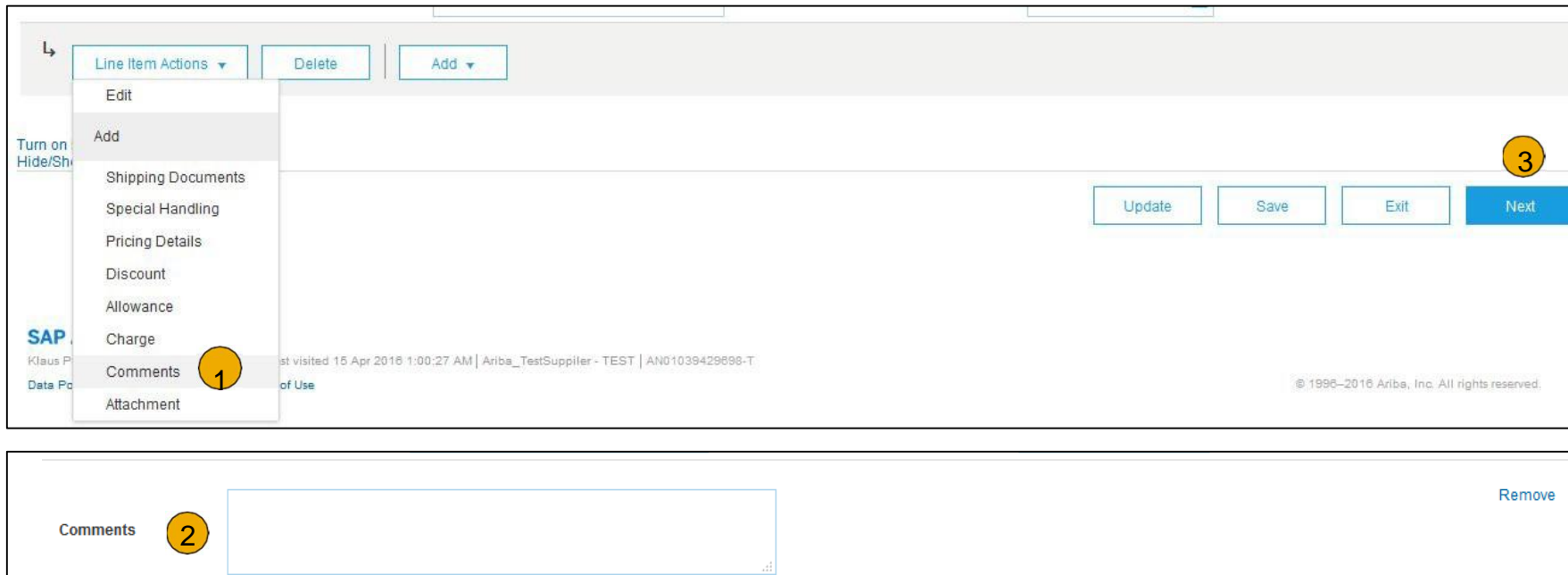
Allowance:

[Add Tax](#) [Remove](#)

Invoice via PO Flip

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.



The screenshot displays the SAP PO Flip interface. At the top, there is a header bar with buttons for 'Line Item Actions', 'Delete', and 'Add'. A dropdown menu is open under 'Line Item Actions', showing options like 'Edit', 'Add', 'Shipping Documents', 'Special Handling', 'Pricing Details', 'Discount', 'Allowance', 'Charge', 'Comments' (marked with a yellow circle 1), and 'Attachment'. Below the dropdown, there is a section for 'Comments' (marked with a yellow circle 2) containing a text input field and a 'Remove' button. To the right of the input field, there are buttons for 'Update', 'Save', 'Exit', and 'Next' (marked with a yellow circle 3). The bottom of the screen shows a footer with copyright information: '© 1996–2016 Ariba, Inc. All rights reserved.'

Invoice via PO Flip

Review, Save, or Submit to Customer

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.
2. If no changes are needed, click **Submit** to send the invoice to Boston University.
3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.
4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.
5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.
6. You can keep draft invoices for up to 7 days.

Invoice Against a Blanket Purchase Order

Locate Your BPO

To Create an Invoice from a Blanket Purchase Order (BPO):

1. **Locate BPO in Inbox.**
2. **Click Create Invoice** and Select **Standard Invoice**.

Ariba Network

HOME INBOX OUTBOX CATALOGS ENABLEMENT TASKS REPORTS

Orders and Releases Time & Expense Sheets Early Payments Scheduled Payments Remittances Inquiries Notifications More...

Orders and Releases

Orders and Releases Items to Ship

Search Filters

Orders and Releases (7)

Type	Order Number	Customer	Inquiries	Ship To Address	Amount	Date
<input checked="" type="radio"/>	Order BPO9471245	SMO Buyer		ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order BPO9471244	SMO Buyer		ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order BPO9471243	SMO Buyer		ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order BPO9471242	SMO Buyer		ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order BPO9471241	SMO Buyer		ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order BPO9471240	SMO Buyer		ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016
<input type="radio"/>	Order BPO9471239	SMO Buyer		ACME Energy Transmission - Charlie Lake (FSJ) Warehouse Fort X, BC Canada	\$10,000.00 CAD	3 Nov 2016

Create Order Confirmation Create Ship Notice Create Invoice Hide Resend Failed Orders

Standard Invoice
Credit Memo
Line-Item Credit Memo

Invoice Against a Blanket Purchase Order

Header Level Information

- 3. Complete** Header Section information as needed, including all information marked **required** with an asterisk (*).
- 4. Check** the box of the line item you plan on invoicing against.
- 5. Click Create** at the bottom and select the appropriate option; Goods or Services.

▼ Invoice Header

Summary

Blanket Order: BPO9471245

Invoice #: * INV12345

Invoice Date: * 4 Nov 2016

Supplier Tax ID:

Remit To: SMO Supplier 1

Cleveland, OH
United States

Bill To: West Energy (Acme Energy Company)

Toronto ONTARIO
Canada

Subtotal: \$0.00 CAD
Total Tax: \$0.00 CAD
Total Gross Amount: \$0.00 CAD
Total Net Amount: \$0.00 CAD
Amount Due: \$0.00 CAD

Blanket PO Items

Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
<input checked="" type="checkbox"/> 4 10	1.000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00 CAD
<input type="checkbox"/> 20	2.000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$20,000.00 CAD

5 Create ▼ Edit Delete

Goods
Service

Update Save Exit Next

Invoice Against a Blanket Purchase Order

Create a Line Item

6. **Update** required fields including the Quantity and/or Price fields to create the invoice line item. Click Create when done.

Create Invoice

Create

Cancel

Blanket PO Item

Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
10	1.000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00 CAD

▼ Invoice Item

* Indicates required field

Line Item Actions ▼

6

Quantity: * 1

Unit: ACT

Unit Price: \$10,000.00 CAD

Subtotal: \$10,000.00 CAD

Part #: Not Available

Description

Description: FNML N5L1 km 50.8 CAP-UII37 O/S ENG#

Inspection Date:

Reference Date:

Accounting Reference

Reference ID:

Description:

Create

Cancel

Invoice Against a Blanket Purchase Order

Review Your Information

7. **Once** completed, your invoice line will appear as a sub-line (i.e. 1.1) showing the quantity being invoiced.
8. **Repeat** process as needed for each line.

Blanket PO Items							
Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
<input type="checkbox"/> 10	1.000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00 CAD
<input type="checkbox"/> 10.1	<input type="text" value="1"/>	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00 CAD
Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
<input type="checkbox"/> 20	2.000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$20,000.00 CAD
<div>Create Edit Delete</div>							
<div>Update Save Exit Next</div>							

9. **Click Next** to continue.
10. **Review, Save or Submit** as Standard Invoice.

Invoice Against a Contract

To create a Contract Invoice:

1. **From the home screen** within your Ariba Network account, **select** the **Create** dropdown menu and select **Contract Invoice**.
2. **Select** Boston University from the Customer dropdown list.
3. **Complete** invoice entry with all fields marked with asterisk (*).

The image shows two parts of the Ariba Network interface. On the right, a 'Create' dropdown menu is open, showing options: PO Invoice, Non-PO Invoice, Contract Invoice (marked with a yellow circle 1), Service Entry Sheet, Credit Memo, Time & Expense Sheets, and Catalog. On the left, a 'Create Contract Invoice: Select Customer' dialog is shown. It has a 'Next' button (marked with a yellow circle 2) and a 'Cancel' button. The dialog contains a search bar for 'Customer Name' and a list of customers, with 'Ariba Ready Test' selected (marked with a yellow circle 2).

The image shows the 'Invoice Entry' form for invoice INV40547. The form is divided into sections: 'Invoice Header' and 'Shipping - Entire Invoice'. The 'Invoice Header' section contains fields for 'Supplier Invoice #', 'Purchasing Unit', 'Supplier', 'Contract', 'Sold To Email', 'My Labels', 'Invoice Date', 'On Behalf Of', 'Supplier Contact', 'Remit To Address', and 'Payment Terms'. The 'Shipping - Entire Invoice' section contains fields for 'Ship From' and 'Ship To'. A yellow circle 3 is placed over the 'Supplier Invoice #' field. The form also includes 'Submit' and 'Exit' buttons at the top right and a 'Header Actions' dropdown at the bottom left.

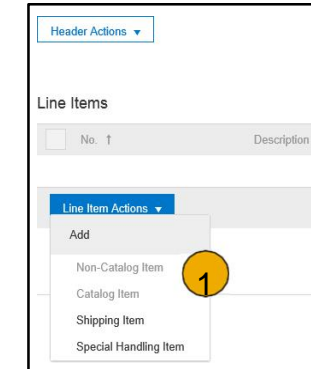
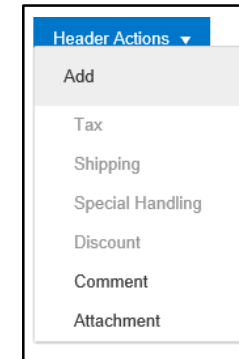
Invoice Against a Contract

Header and Line Level Options

There is an option to add Tax, Shipping, Special Handling, Discount, Comments and Attachments to Contract Invoices.

To add Line items to the Invoice:

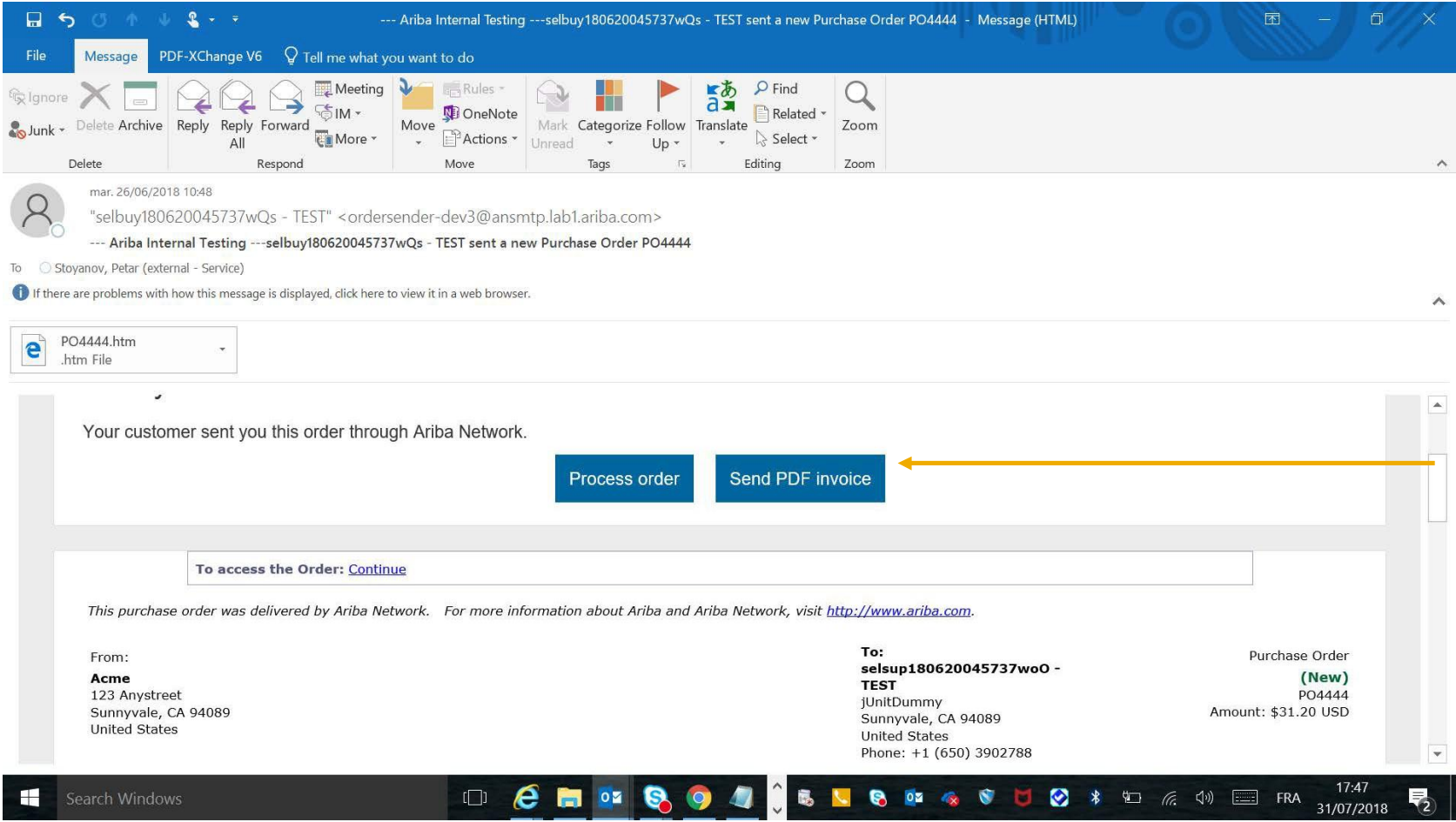
1. **Choose** from Non-catalog or Catalog options.
2. **Enter** required fields marked with an asterisk (*).
3. **Update** Total.
4. **Click** on Submit button to submit the invoice.



A screenshot of the 'Line Items' form. The form displays a table with columns: No., Description, Contract, Qty, Unit, and Price. The first row is highlighted with a yellow circle containing the number '2'. Below the table, there are fields for Reference Date, Type, Commodity Code, Purch Org, Supplier Part Number, and Line Item Text. At the bottom, there are fields for Shipping - by Line Item, Ship From, Deliver To, and Plant. The 'Submit' button is highlighted with a yellow circle containing the number '3'.

A screenshot of the invoice summary and action buttons. The summary shows: Subtotal: \$2,570.00 USD, Total Tax: \$0.00 USD, Total Gross Amount: \$2,570.00 USD, Total Net Amount: \$2,570.00 USD, and Amount Due: \$2,570.00 USD. Below the summary are four buttons: Previous, Save, Submit, and Exit. The 'Submit' button is highlighted with a yellow circle containing the number '4'.

Receiving an Interactive E-mail order

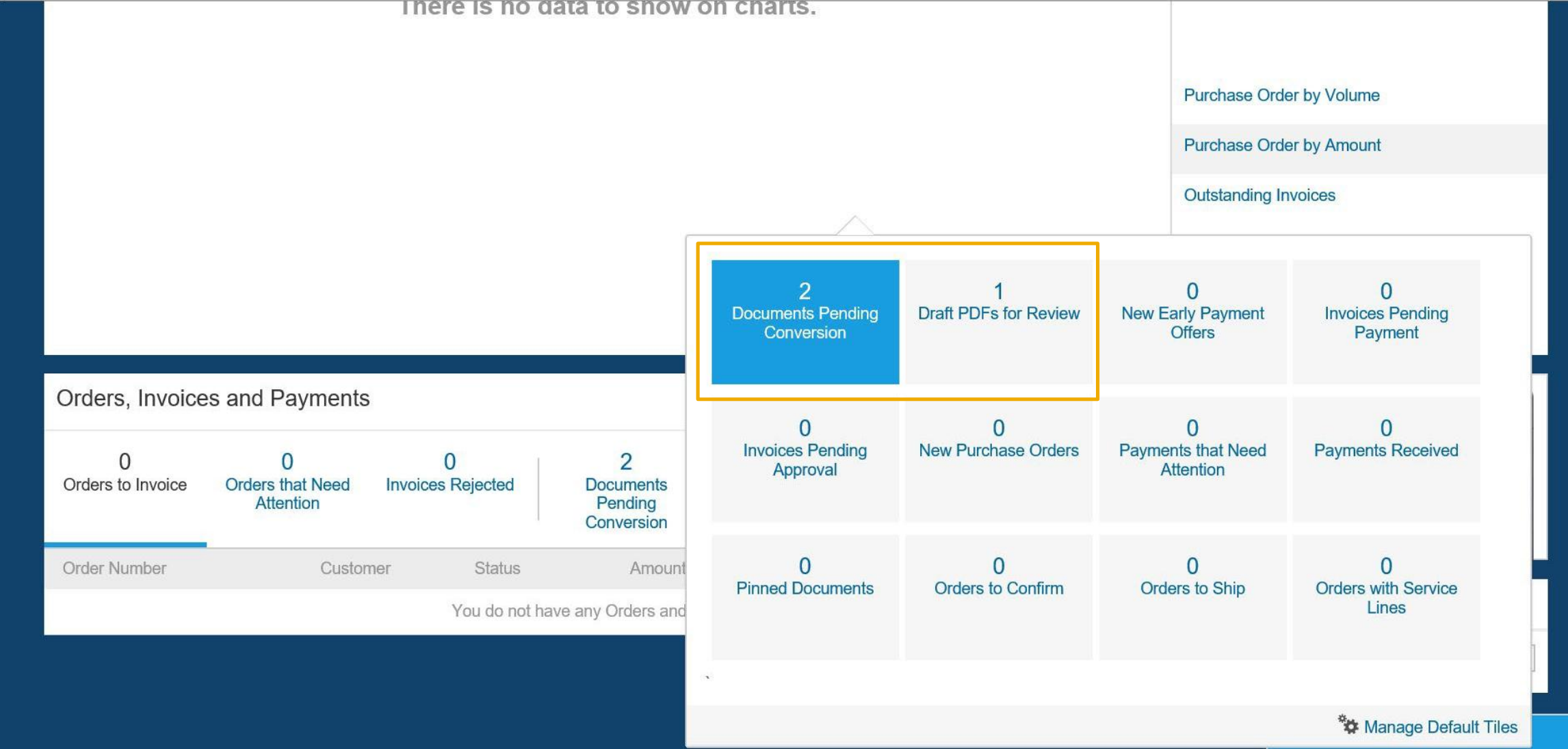


This button is available on the Interactive E-mail order only if the supplier has successfully onboarded with PDF Invoices.


Table of Contents	Ariba Network Overview	Account Set Up	Purchase Orders	Invoice Methods	Help Resources
-----------------------------------	--	--------------------------------	---------------------------------	---------------------------------	--------------------------------

© 2019 SAP SE or an SAP affiliate company. All rights reserved. | CONFIDENTIAL

PDF Invoices Standard Account support



PDF Invoices Standard Account support

 The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.

Dear selsup180711105150hsl,

Your PDF document was successfully converted and a draft invoice was created on Ariba Network for your review.

Important:

Remember to follow your country's electronic invoice (e-invoice) management regulations, such as those formulated for archiving tax invoices.

Where can I get more information about Ariba Network?

To access product documentation and tutorials, go to [Ariba Network Exchange User Community](#)

Sincerely,

The Ariba Network Team

<http://www.ariba.com>

[Edit Draft](#)

PDF Invoices Standard Account support

Ariba Network

AW Options...Full Page Refresh: DirectAction (OK)

Company Settings ▼jU-kdoYfglF5b45b773...Help ▼

Upgrade from light accountLearn More

Create Invoice

UpdateSave

▼ Invoice Header

Summary

Invoice #: *PdfDemo7

Invoice Date: *27 Feb 2018

Supplier Tax ID:

Bill To: ACHETEUR 1 0033411000779

PARIS

France

Subtotal: 67.10 EUR

Total Tax: 13.15 EUR

Total Shipping: 0.00 EUR

Total Gross Amount: 80.25 EUR

Total Net Amount: 80.25 EUR

Amount Due: 80.25 EUR

Order Information

(Enter at least one of the following)

Customer Order #: 02251809

Contract Number:

PDF Invoices Standard Account support

Ariba Network

AW Options...

Company Settings ▾

jU-kdoYfglF5b45b773...

Help ▾

Messages

Upgrade from light account

Learn More

Create Invoice

PreviousSaveSubmitExit

Confirm and submit this document. It will be electronically signed according to the countries of origin and destination of invoice. This transaction qualifies as Domestic Trade. The document's originating country is:France. The document's destination country is:France.

If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Standard Invoice

Invoice Number : PdfDemo7

Invoice Date : Tuesday 27 Feb 2018 12:00 PM GMT+01:00

Original Purchase Order : 02251809

Subtotal : 67.10 EUR

Total Tax : 13.15 EUR

Total Shipping : 0.00 EUR

Total Gross Amount : 80.25 EUR

Total Net Amount : 80.25 EUR

Amount Due : 80.25 EUR

ISSUER OF INVOICE:

FOURNISSEUR B

Postal Address:
ADRESSE FOURNISSEUR B
75003 Paris

France
Address ID: 0033411000775

BILL TO:

ACHETEUR 1 0033411000779

Postal Address:
ADRESSE ACHETEUR 1
75010 PARIS

France

SUPPLIER:

FOURNISSEUR B

Postal Address:
ADRESSE FOURNISSEUR B
75003 Paris

France
Address ID: 0033411000775

CUSTOMER:

ACHETEUR 1 0033411000779

PDF Invoices Standard Account support

FileMessagePDF-XChange V6Tell me what you want to do

IgnoreDeleteArchiveReplyReplyAllForwardMore

MeetingIM

Move to: ?Team EmailReply & Delete

To ManagerDoneCreate New

MoveOneNoteActions

Mark UnreadCategorizeFollow Up

TranslateFindRelatedSelect

ZoomZoom

jeu. 02/08/2018 10:39

ordersender-lq13@ansmtp.lab1.ariba.com

--- Ariba Internal Testing ---Invoice PdfDemo7 for 80.25 EUR has been submitted to selbuy180711105150WjH

To MARINOVA, Marina

If there are problems with how this message is displayed, click here to view it in a web browser.

PdfDemo7.pdf81 KB

PdfDemo7.xml34 KB

The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.

Dear selsup180711105150hsl,

You have successfully submitted Invoice PdfDemo7 for 80.25 EUR to **selbuy180711105150WjH** through the Ariba Network.

A PDF copy of the invoice and the invoice data in cXML format are attached to this email. Please retain these files to support your local business records storage and archiving requirements.

Important:
Remember to follow your country's electronic invoice (e-invoice) management regulations, such as those formulated for archiving tax invoices.

Where can I get more information about Ariba Network?
To access product documentation and tutorials, go to [Ariba Network Exchange User Community](#)

PDF Invoices Standard Account support

Purchase Order by Volume

Purchase Order by Amount

Outstanding Invoices

Orders, Invoices and Payments

All Customers ▾ Last 14 days ▾

0 Orders to Invoice

0 Orders that Need Attention

0 Invoices Rejected

1 Invoices Pending Payment

More...

Invoice #	Customer	Reference	Date ↑	Amount	Invoice Status	Action
PdfDemo7	selbuy180711105150WjH	Non-PO	2 Aug 2018	80.25 EUR	Sent	<div>Select ▾<div>Send me a copy to take action</div></div>

Tasks

Profile information

15%

Now we're mobile.

Check it out.

Download on the App Store

ANDROID APP ON Google play

Create a Credit Memo

Line Level Detail

To create a line level credit memo against an invoice:

1. **Select** the **OUTBOX** tab.
2. **Select** your previously created invoice.
3. **Click** the button on the Invoice screen for **Create Line-Item Credit Memo**.
4. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks (*) are filled in.

NOTE: Suppliers are **REQUIRED** to provide a Reason for every Credit Memo

5. **Click Next.**
6. **Review** Credit Memo.
7. **Click Submit.**

Ariba Network (1)

HOME INBOX **OUTBOX** CATALOGS REPORTS

Invoices Order Confirmations Ship Notices Drafts

Invoices

► Search Filters

Invoices (1)

Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date
INV_20150415	Ariba, Inc. - TEST	20150415_PO1	Online	Supplier	Order	15 Apr 2016

Create Line-Item Credit Memo Edit Copy Create Non-PO Invoice

Line Items (4 Line Items, 4 Included, 0 Previously Fully Invoiced)

Insert Line Item Options

☐ Tax Category: ☐ Shipping Documents ☐ Special Handling ☐ Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
4	<input checked="" type="checkbox"/>	MATERIAL	JKL012	WIDGET 4		-1	EA	\$6.60 USD	\$-6.60 USD
5	<input checked="" type="checkbox"/>	MATERIAL	MNO345	WIDGET 5		-3	EA	\$5.16 USD	\$-15.48 USD
6	<input checked="" type="checkbox"/>	MATERIAL	PQR678	WIDGET 6		-1	EA	\$5.40 USD	\$-5.40 USD
7	<input checked="" type="checkbox"/>	MATERIAL	STU901	WIDGET 7		-1	EA	\$5.16 USD	\$-5.16 USD

Line Item Actions Delete

Subtotal: \$-32.64 USD
Total Tax: \$-2.28 USD
Total Shipping: \$-12.00 USD
Total Gross Amount: \$-46.92 USD
Total Net Amount: \$-46.92 USD
Amount Due: \$-46.92 USD

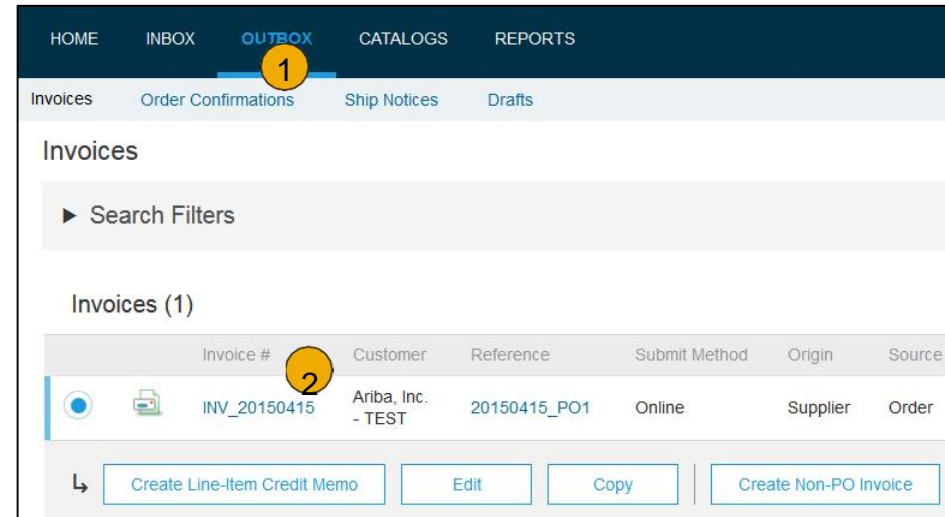
Update Exit Next Previous Submit Exit

7

Copy an Existing Invoice

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

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



Search for Invoice

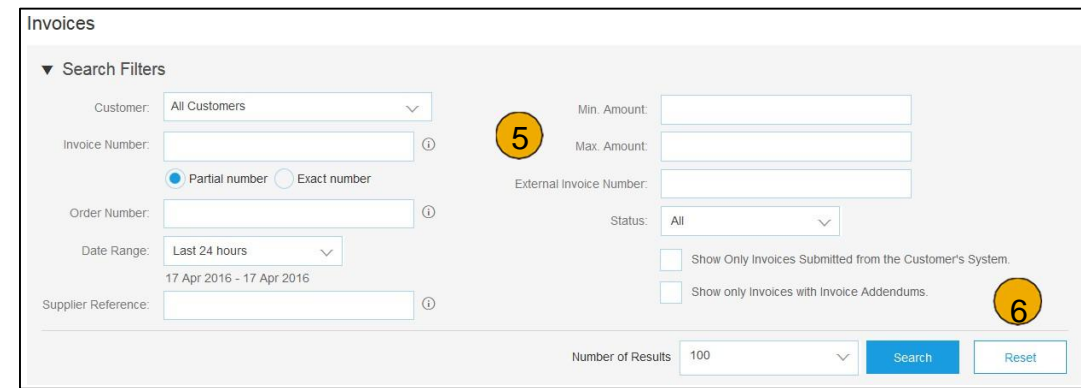
(Quick & Refined)

Quick Search:

1. **From the Home Tab**, Select Invoices in the Document type to search.
2. **Select** Boston University 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**.



Check Invoice Status

Routing Status To Your Customer

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** by selecting the invoice link.

Routing Status

Reflects the status of the transmission of the invoice to Boston University via the Ariba Network.

- **Failed** – Invoice failed Boston University invoicing rules. Boston University 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** – Boston University invoicing application has acknowledged the receipt of the invoice

Check Invoice Status

Review Invoice Status With Your Customer

Invoice Status

Reflects the status of Boston University's action on the Invoice.

- **Sent** – The invoice is sent to the Boston University but they have not yet verified the invoice against purchase orders and receipts
- **Paid** – Boston University paid the invoice / in the process of issuing payment. Only if Boston University uses invoices to trigger payment.
- **Approved** – Boston University has verified the invoice against the purchase orders or contracts and receipts and approved it for payment
- **Rejected** – Boston University has rejected the invoice or the invoice failed validation by Ariba Network. If Boston University accepts the 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

Review Invoice History

Check Status Comments

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.

Invoice: INV_20150415

Create Line-Item Credit Memo Copy This Invoice Cancel Print Download PDF Export cXML

Detail Scheduled Payments History 1

Standard Invoice

Invoice: INV_20150415 Done

Create Line-Item Credit Memo Copy This Invoice Cancel Download PDF Export cXML 4

Detail Scheduled Payments History

Invoice: INV_20150415
Invoice Status: Sent
Received By Ariba Network On: 15 Apr 2016 2:47:55 PM GMT+02:00
Submitted By: Klaus Püschel

To: Ariba, Inc. - TEST
Routing Status: Sent

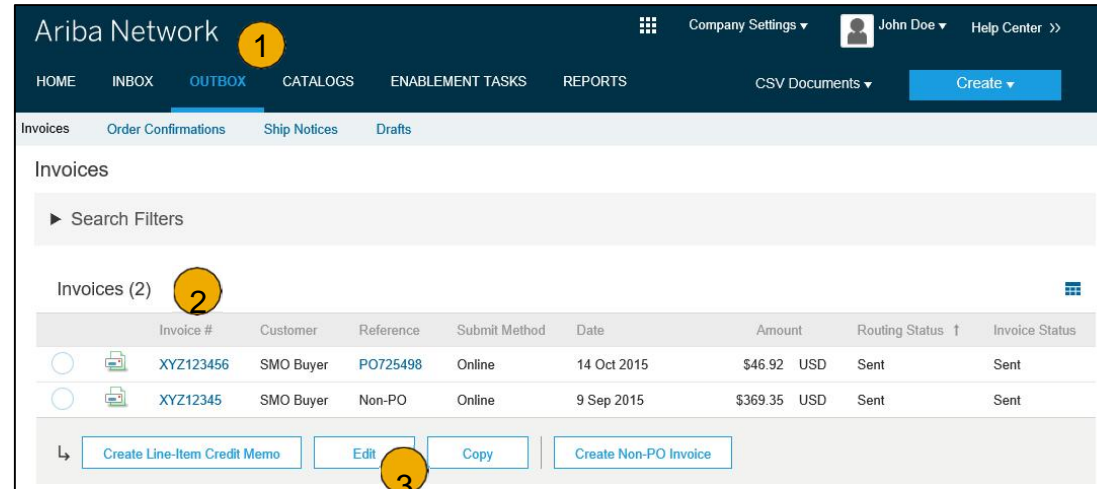
History 2

Status	Comments	Changed By	Date and Time	Stack Trace
	The invoice was successfully received.	Ariba_TestSupplier - TEST	15 Apr 2016 2:47:57 PM	
	This document has been digitally signed.	PropogationDispatcher-128491053	15 Apr 2016 2:48:01 PM	

Modify an Existing Invoice

Edit and Resubmit

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



Ariba Network

Company Settings | John Doe | Help Center

HOME INBOX **OUTBOX** CATALOGS ENABLEMENT TASKS REPORTS CSV Documents Create

Invoices Order Confirmations Ship Notices Drafts

Invoices

Search Filters

Invoices (2)

Invoice #	Customer	Reference	Submit Method	Date	Amount	Routing Status	Invoice Status
XYZ123456	SMO Buyer	PO725498	Online	14 Oct 2015	\$46.92 USD	Sent	Sent
XYZ12345	SMO Buyer	Non-PO	Online	9 Sep 2015	\$369.35 USD	Sent	Sent

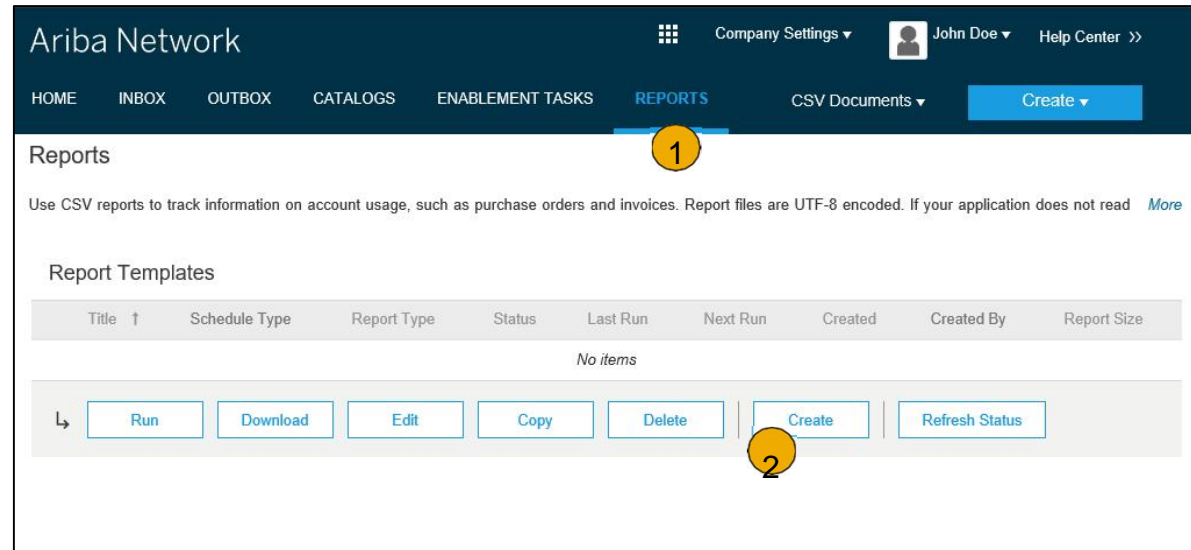
Create Line-Item Credit Memo Edit Copy Create Non-PO Invoice

Download Invoice Reports

Learn About Transacting

Reports help provide additional information and details on transactions on the Network in a comprehensive format.

1. Click the **Reports** tab from the menu at the top of the page.
2. Click **Create**.



- **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.
- Reports can be created by Administrator or User with appropriate permissions.
- **Bronze** (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

Invoice Reports

3. Enter required information. Select an Invoice report type — Failed Invoice or Invoice.
4. Click Next.
5. Specify Customer and Created Date in Criteria.
6. Click Submit.
7. You can view and download the report in CSV format when its status is Processed.

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

Report

Enter a title and description for this report. Check the Time Zone and Language settings. You can set the Time Zone and [More](#)

1 Report Description

2 Criteria

3 Title: *

Description:

Time zone: US/Michigan

Language: English

Report Type: *

Select

Early Payment Detail

Failed Invoice

Failed Order

Invoice

Order Summary

Payment Transactions

Order

Remittance Advice Details

SCF Trade Details Reports

Book

Sheet

Next Exit

Report

Set the parameters for this report. To save your changes and put the report into the queue to be run, click Submit. To exit without saving changes or running this report, click Exit. [Less](#)

1 Report Description

2 Criteria

5 Customer: All Customers Select

Filter Invoice By: Date Invoice Created

Date Range: 21 Feb 2017 To 28 Feb 2017

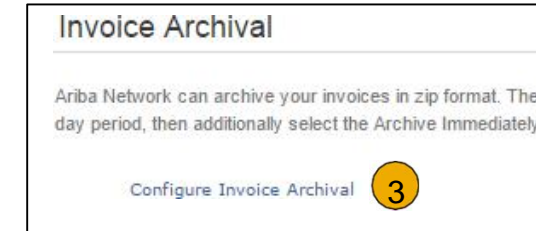
6

Previous Submit Exit

Invoice Archival

Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

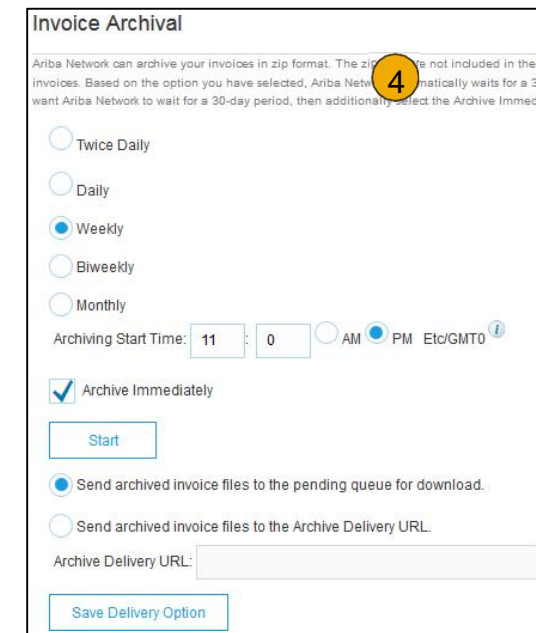
1. From the **Company Settings** dropdown menu, select **Electronic Invoice Routing**.
2. Select the tab **Tax Invoicing and Archiving**.
3. Scroll down to **Invoice Archival** and select the link for **Configure Invoice Archival**.
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), 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.
5. You may navigate back to the **Tax Invoicing and Archiving** screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the [Terms and Policies](#) link.)



Invoice Archival

Ariba Network can archive your invoices in zip format. The zip file is not included in the Document Archive. Based on the option you have selected, Ariba Network automatically waits for a 30-day period, then additionally select the Archive Immediately option.

[Configure Invoice Archival](#) **3**



Invoice Archival

Ariba Network can archive your invoices in zip format. The zip file is not included in the Document Archive. Based on the option you have selected, Ariba Network automatically waits for a 30-day period, then additionally select the Archive Immediately option.

☐ Twice Daily
☐ Daily
☒ Weekly
☐ Biweekly
☐ Monthly

Archiving Start Time: 11 : 0 ☐ AM ☒ PM Etc/GMT0 ⓘ

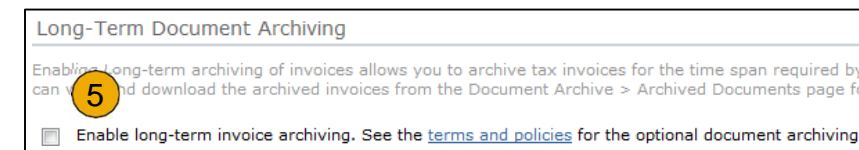
☒ Archive Immediately

[Start](#)

☒ Send archived invoice files to the pending queue for download.
☐ Send archived invoice files to the Archive Delivery URL.

Archive Delivery URL:

[Save Delivery Option](#)



Long-Term Document Archiving

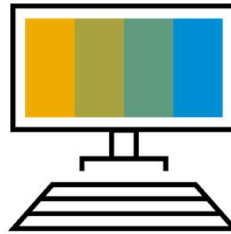
Enabling Long-term archiving of invoices allows you to archive tax invoices for the time span required by your business and download the archived invoices from the Document Archive > Archived Documents page for your review.

☐ Enable long-term invoice archiving. See the [terms and policies](#) for the optional document archiving

Section 5: Ariba Network Help Resources



[Customer Support](#)



[Supplier
Information Portal](#)



[Additional
Resources](#)

[Useful Links and
Webinars](#)

[Troubleshoot Your
Invoice](#)

Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Email SAP Ariba Enablement Team at <https://connectsupport.ariba.com/sites/Company?ANID=AN01000816573NAM&h=iiKebl7oRgdM7Z7bm1u1g#Enablement-Inquiry>
- Registration/ Account Configuration
 - Supplier Fees
 - General Ariba Network Questions

Boston University Enablement Business Process Support

- Email Boston University Enablement Team at BUP2P@bu.edu
 - Business-Related Questions

Boston University Supplier Information Portal

- Find your supplier information portal [HERE](#)

Supplier Support Post Go-Live

SAP Ariba Global Customer Support

- [Click here](#) to find your appropriate customer support phone number

Training & Resources

Boston University Supplier Information Portal

1. **Select** the Company Settings Menu 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 documents provided by your buyer.

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

☐ Ariba Inc. ☐ Pouliot Industries [Supplier Information Portal](#)

Reject

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

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

Useful Links and Webinars Available

Links

- Y [Ariba Supplier Pricing page](#)
- Y [Ariba Network Hot Issues and FAQs](#)
- Y [Ariba Cloud Statistics and Network Notification](#)
 - Y Detailed information and latest notifications about product issues and planned downtime – if any – during a given day
- Y [SAP Ariba Discovery](#)
- Y [Ariba Network Overview](#)
- Y [Support Center](#)
- Y [Learning Center](#)

Webinars

- Y [Supplier Success Sessions](#)
 - Y Created by Ariba Network Customer Support
 - Y Example topics:
 - Y Introduction to Ariba Network
 - Y Registration
 - Y Invoicing
 - Y Using the help center
- Y [30 on Thursdays](#)
 - Y Information sessions on Supplier best practices
 - Y Example Sessions:
 - Y Uncover Advanced Functionality to Maximize Value
 - Y Introduction to Supplier Electronic Integration
 - Y Roadmap to Your Ariba Network Subscription
- Y [Live Demonstrations](#)
 - Y Understand SAP Ariba's solutions
 - Y Example Demos:
 - Y PunchOut for e-Commerce managers
 - Y Creating electronic catalogs
 - Y Integrating with your customers through cXML

Troubleshoot Your Invoice Issues

How do I know
which type of
invoice to
create?

What does this
error message
mean?

How do I cancel
an invoice that
I've sent?

How do I edit and
resubmit an
invoice that I've
sent?

What should I do
if my invoice has
been rejected?

Can I resend a
failed or rejected
invoice with the
same invoice
number?

How do I tell
when my invoice
will be paid?

Thank you.