Boston University
Supplier Guide

CONFIDENTIAL

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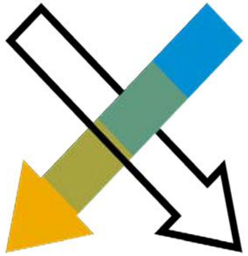
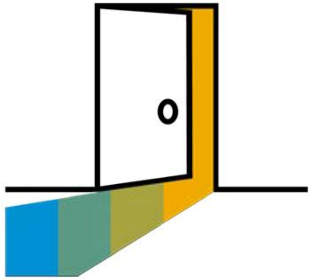
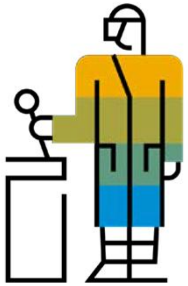






Section 1: Ariba Network Overview

[What is Ariba Network?]

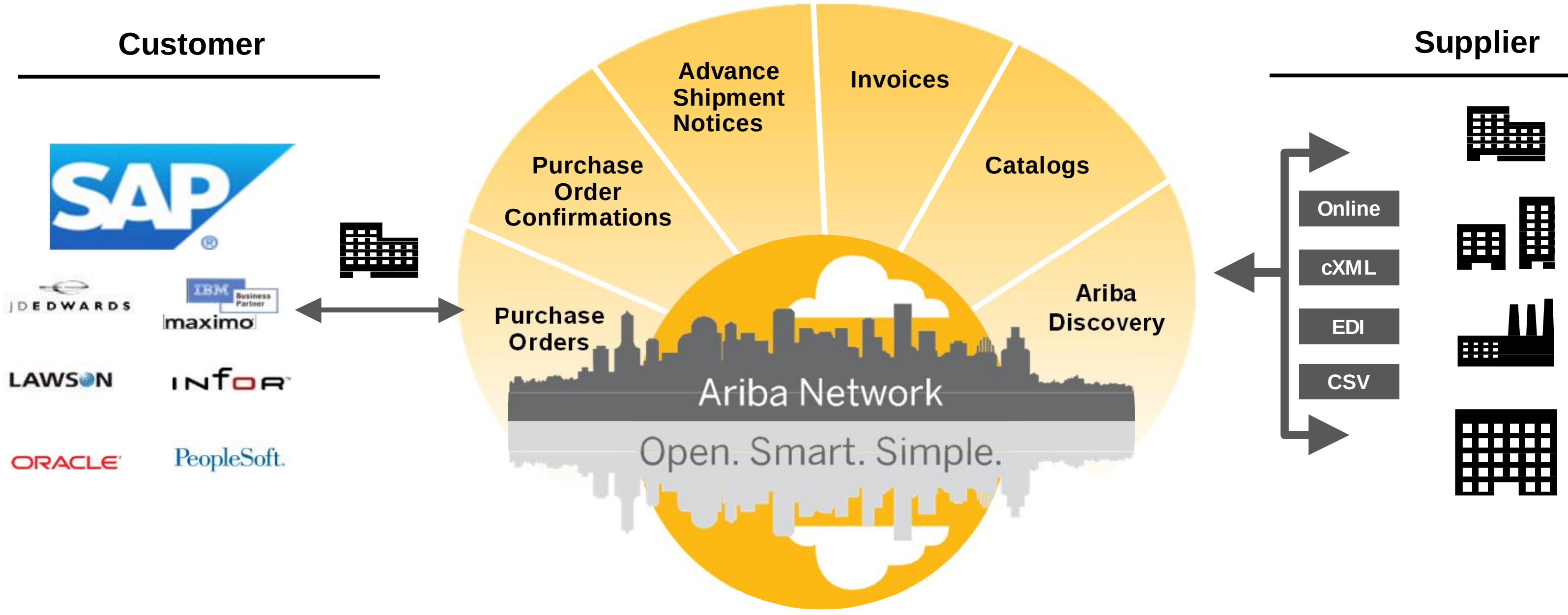
[Boston University Project Scope]

[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.



2+ million
Trading Partners

$850B
In Annual Commerce

>60%
Global 2000 use the Network

65+ million
Annual Invoices

190
Countries

60+ million
Annual Purchase Orders

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 the AN worldwide

Establish new customer relationships via Ariba Discovery

Publish your Catalogs in front of thousand buyers

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 real time

62% decrease in late payments

Receive faster payments

Help your invoice reach 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

Platinum

Gold, plus:

- Ariba LIVE pass
- Extended integration support

Gold

Silver, plus:

- Unlimited responses to sales opportunities
- eCommerce consultation services
- Priority support access

Silver

Bronze, plus:

- Express integration support
- cXML and EDI Integration
- Supplier technical support
- Two free Discovery responses

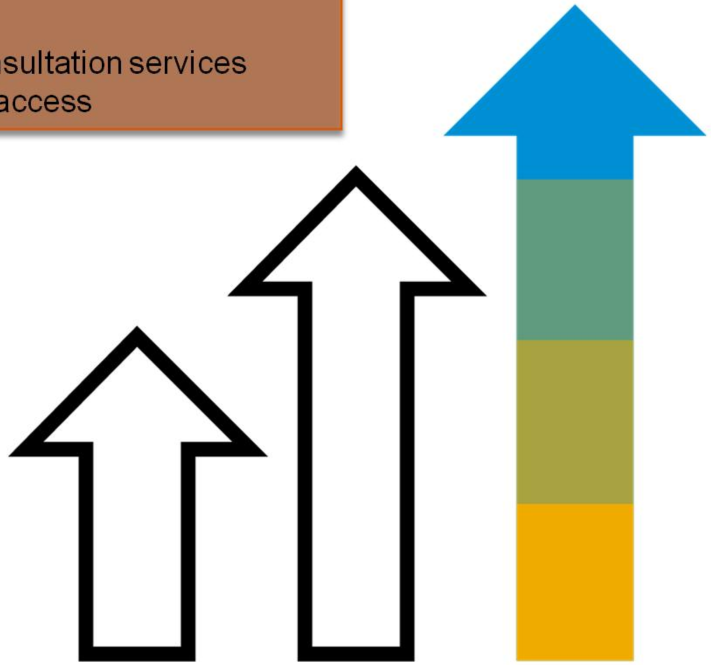
Bronze

Premium, plus:

- eCommerce consult team
- Ariba achievement badges
- Free Discovery RFI/RFQ response

Premium

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



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

+

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

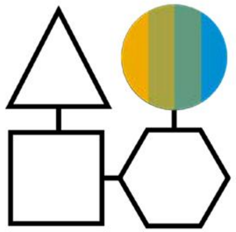
***Chargeable suppliers transacting less than $250,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

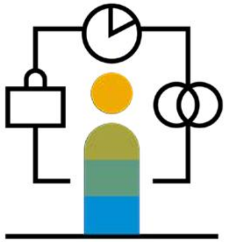
<u>**Fee Threshold**</u>

$50,000 and 5 Documents

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

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.

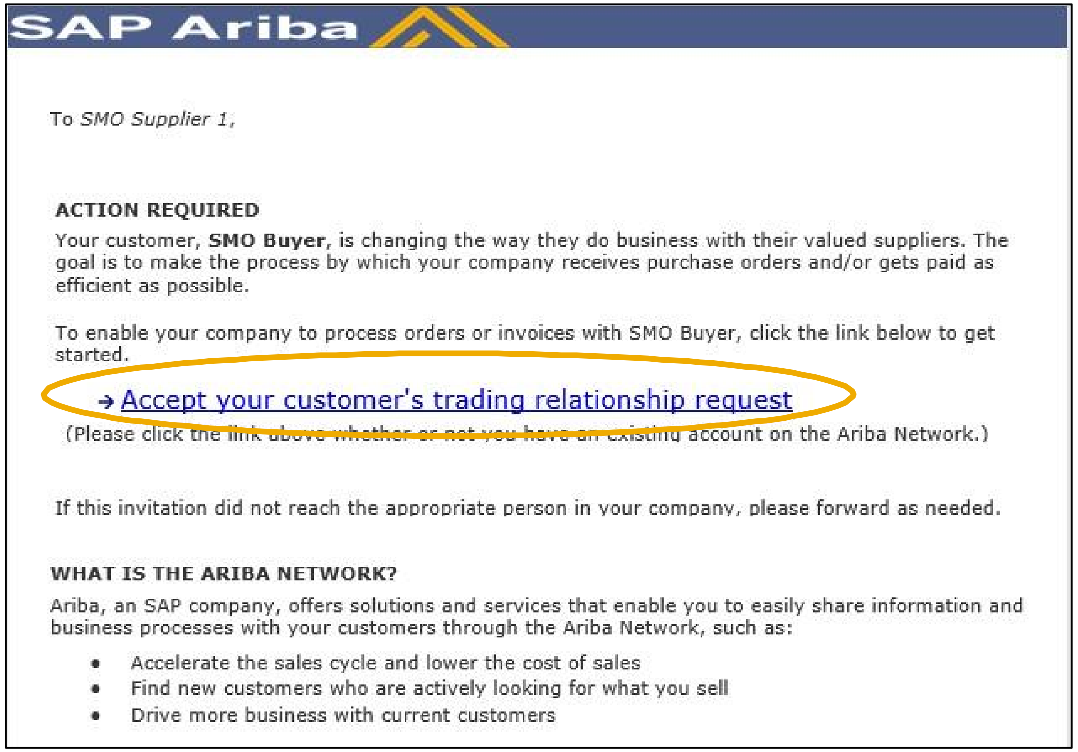
- **Payment Methods –** select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create/Edit. In the Payment methods section choose one of the following options: ACH, Check, Credit card or Wire. Complete the details.

- 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**.**


SAP Ariba

To *SMO Supplier 1*,

ACTION REQUIRED

Your customer, **SMO Buyer**, is changing the way they do business with their valued suppliers. The goal is to make the process by which your company receives purchase orders and/or gets paid as efficient as possible.

To enable your company to process orders or invoices with SMO Buyer, click the link below to get started.

→ Accept your customer's trading relationship request

(Please click the link above whether or not you have an existing account on the Ariba Network.)

If this invitation did not reach the appropriate person in your company, please forward as needed.

WHAT IS THE ARIBA NETWORK?

Ariba, an SAP company, offers solutions and services that enable you to easily share information and business processes with your customers through the Ariba Network, such as:

- Accelerate the sales cycle and lower the cost of sales
- Find new customers who are actively looking for what you sell
- Drive more business with current customers

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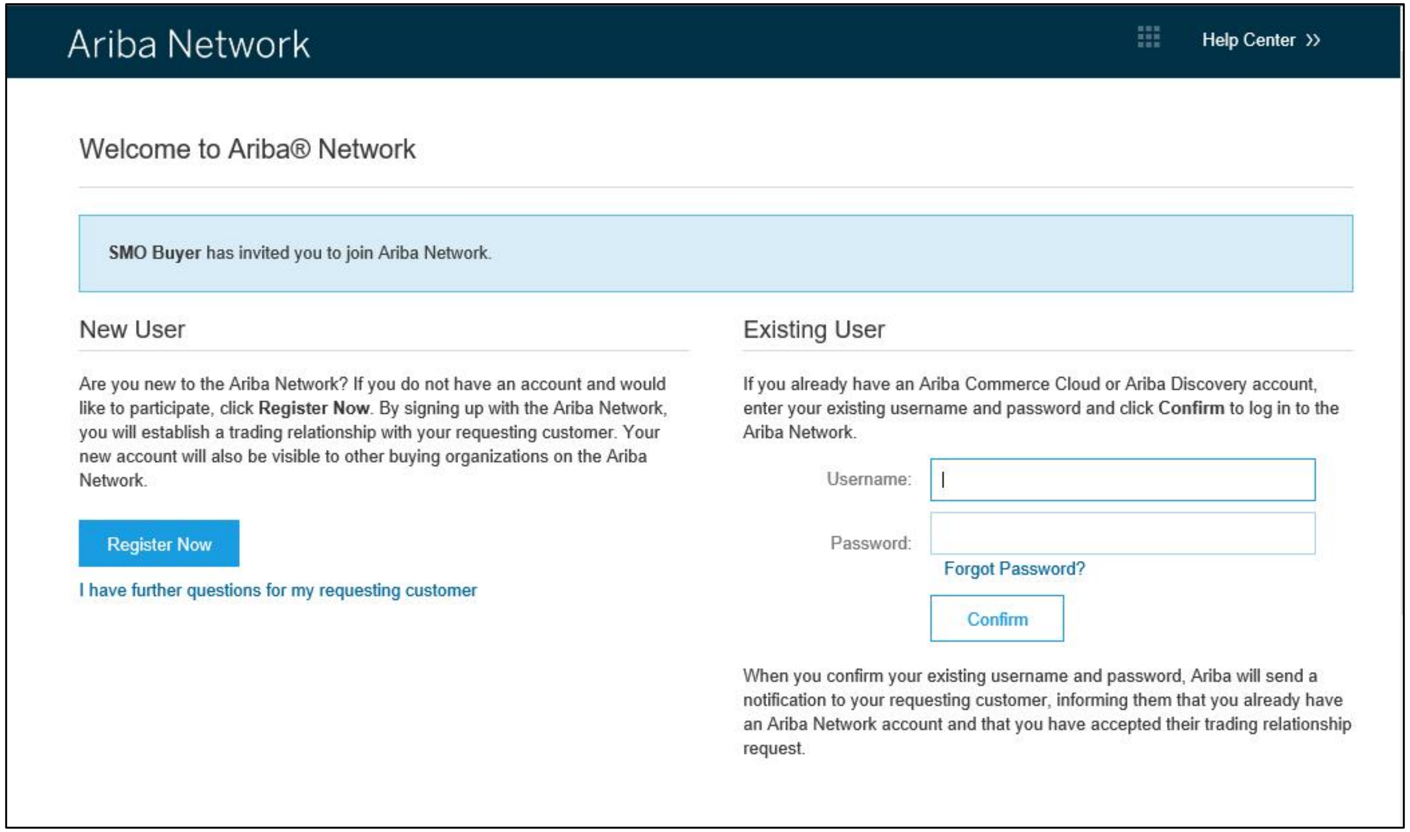
Ariba Network Overview
Account Set Up
Purchase Orders
Invoice Methods
Help Resources

Select One…

[First Time User](#)

[Existing User](#)



Register as a New User

1. Click **Register Now.**

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

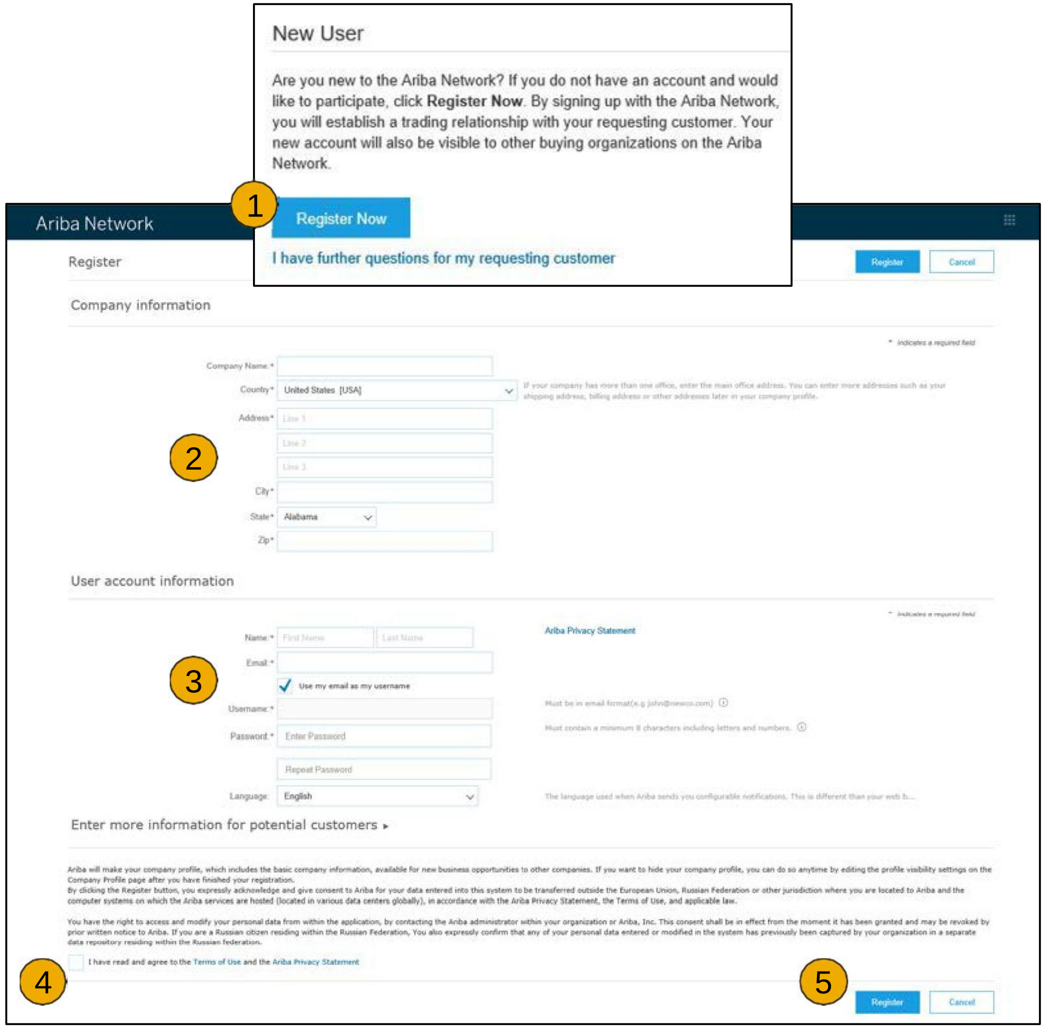
- **Company Name**
- **Country**
- **Address**

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

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

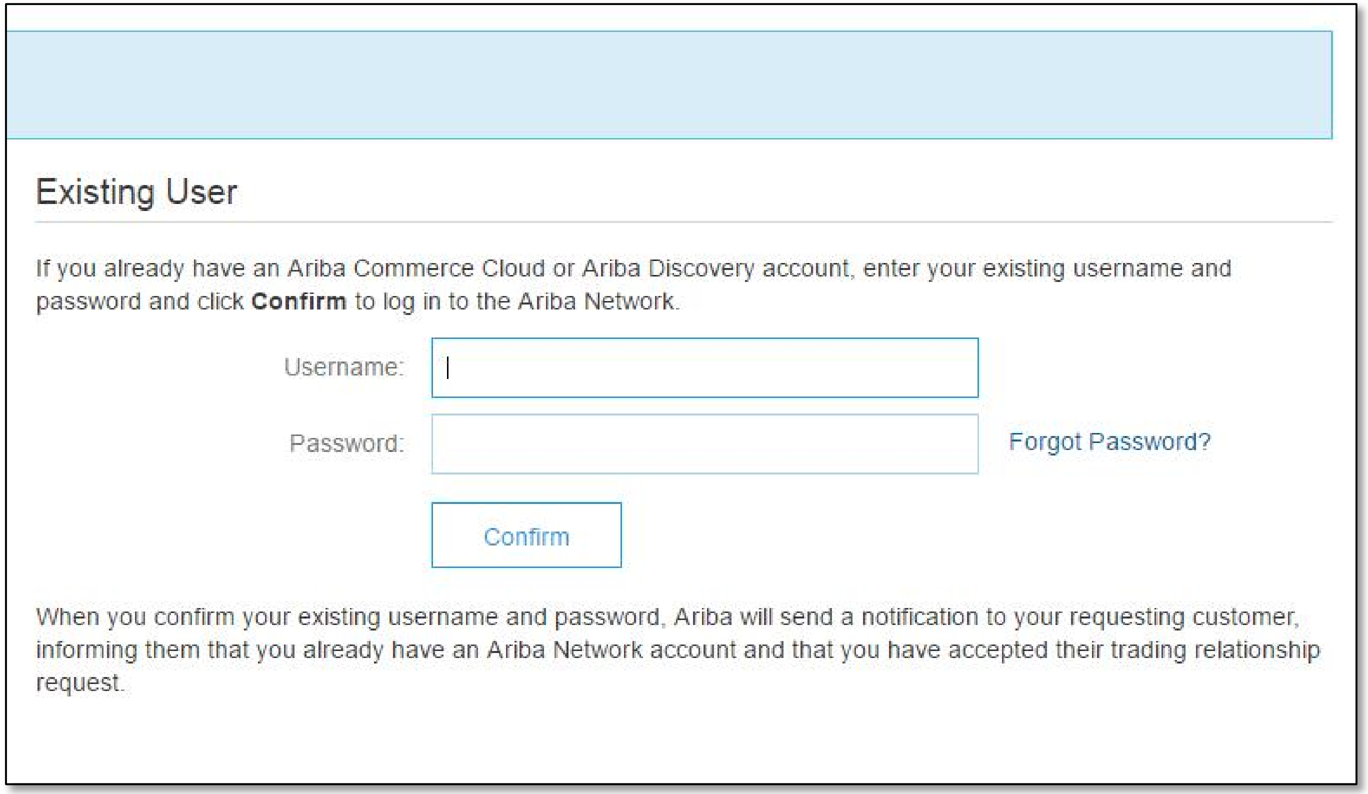
1.Accept the **Terms of Use** by checking the box.

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



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.



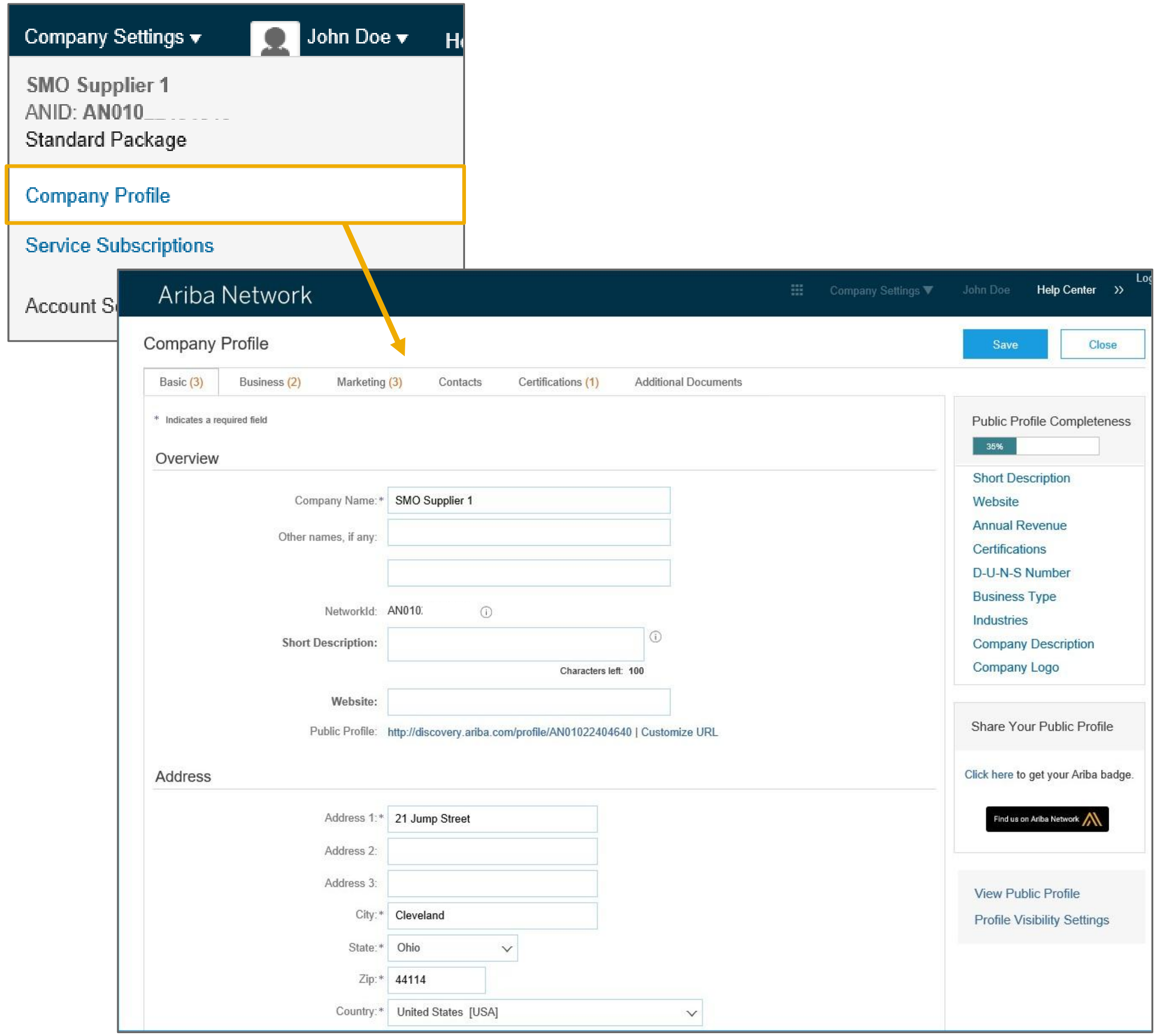
Complete Your Profile

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.



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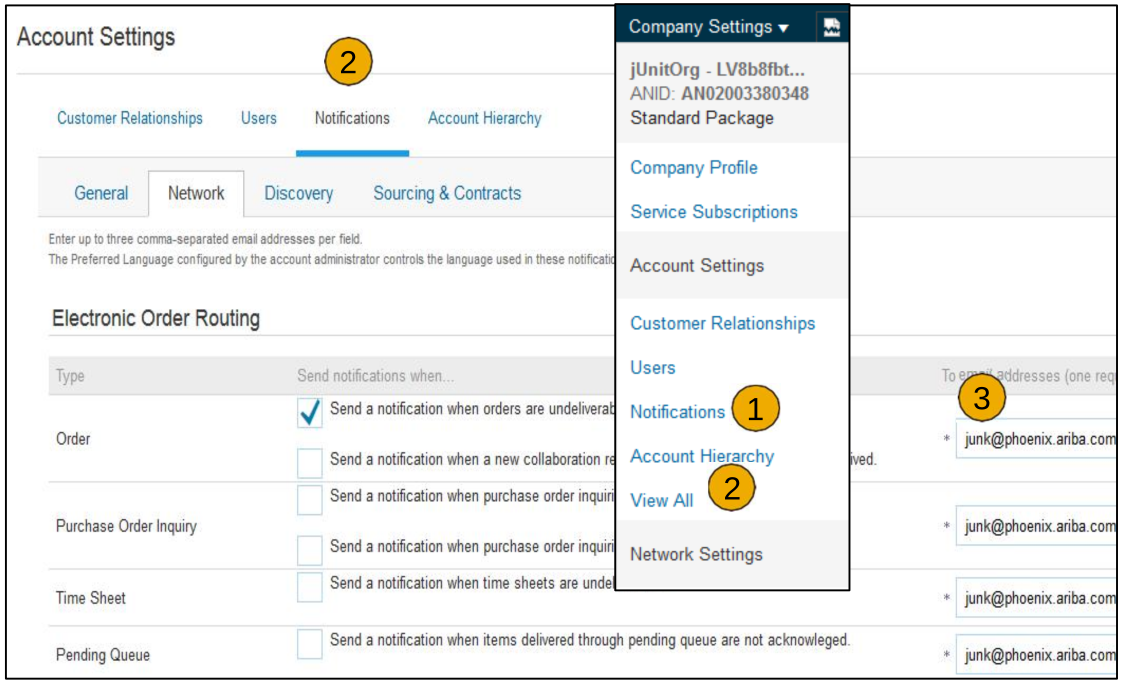
Configure Your Email Notifications

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.



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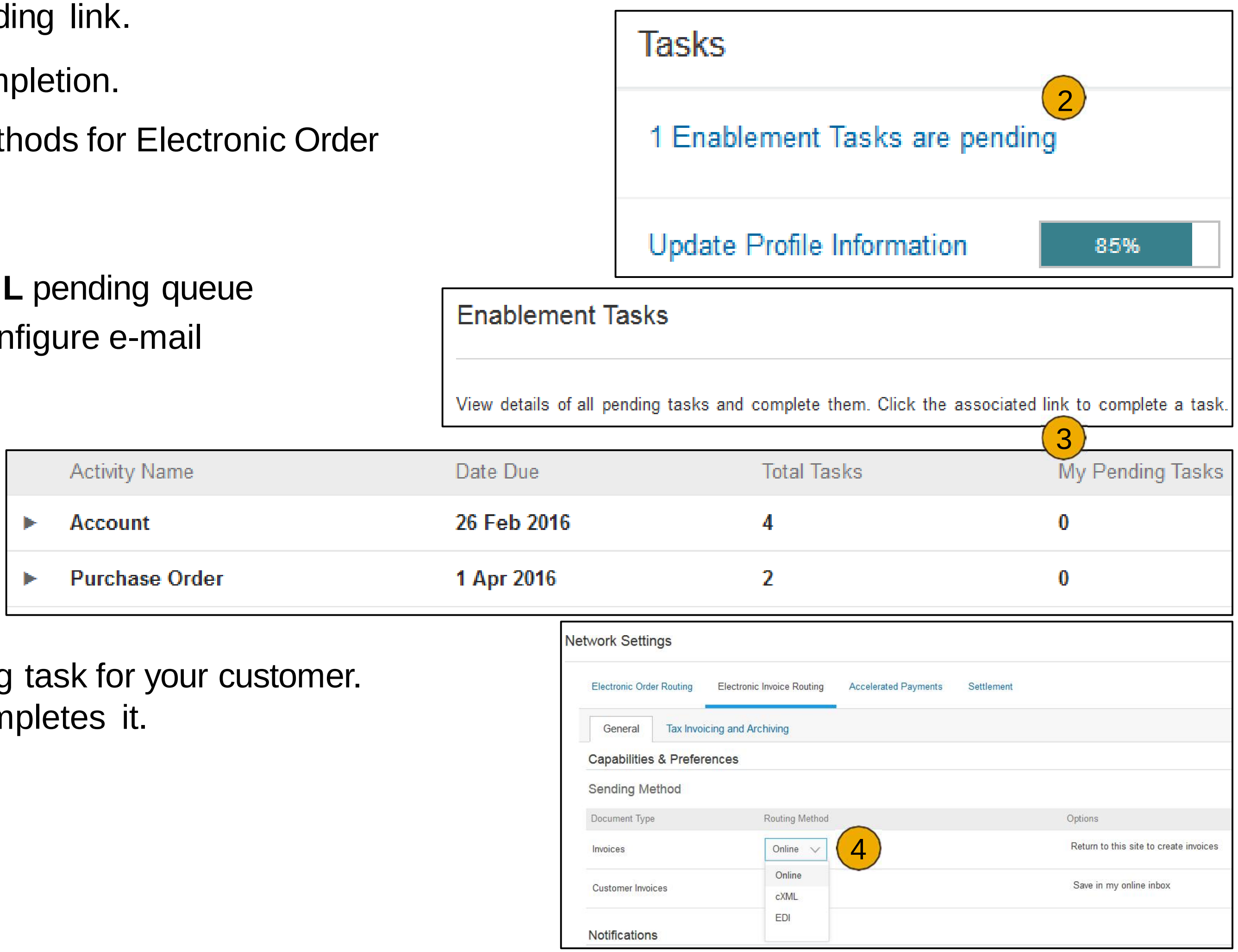
Configure Your Enablement Tasks

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

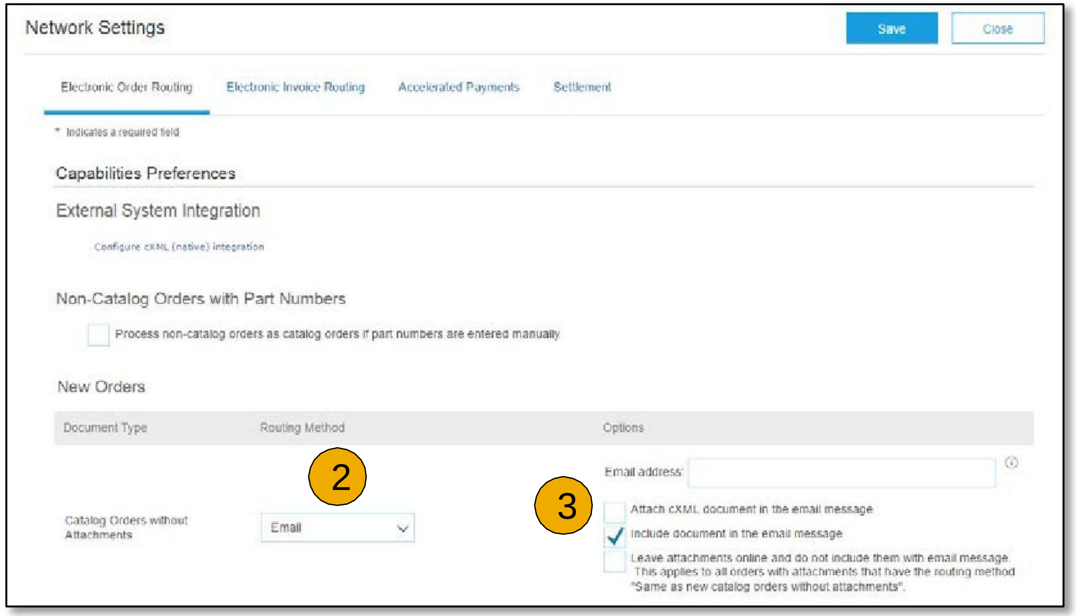
   Invoice Routing:
   Online, cXML, EDI, Email, Fax or cXML pending queue (available for Order routing only) and configure e-mail notifications.



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

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.



Route Your Purchase Orders

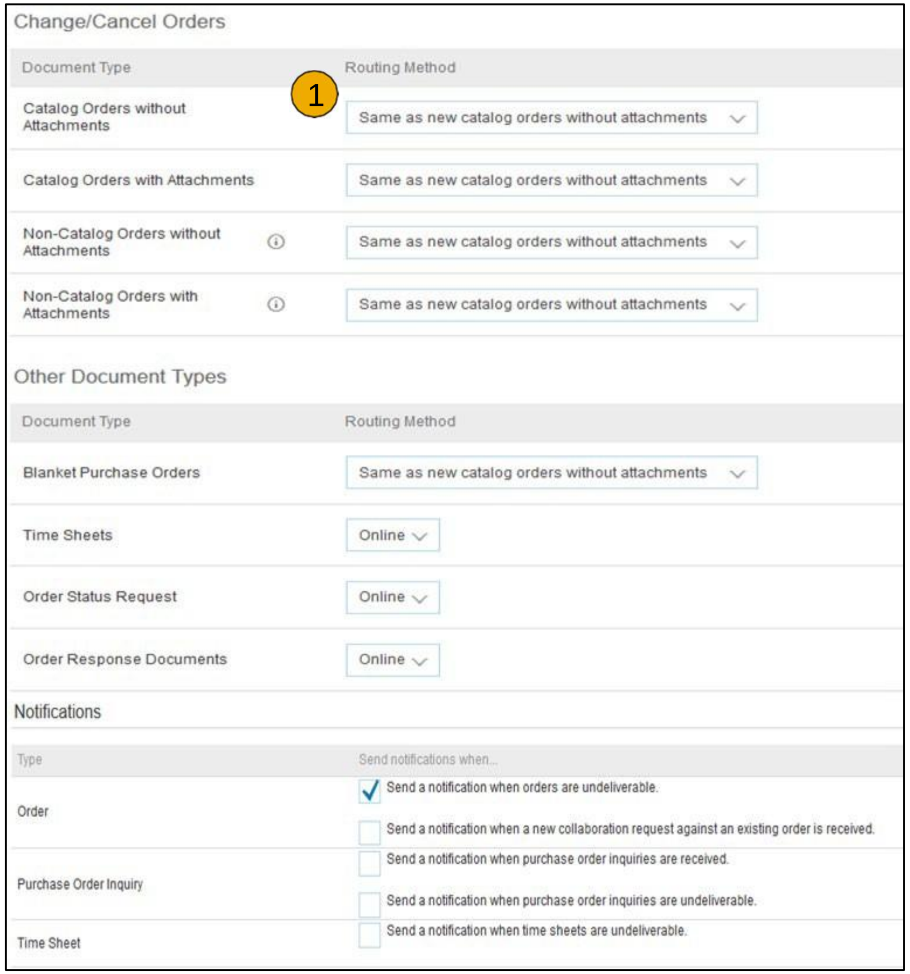
Method Details

- **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=iiKebl7oRgdM7Z7bm1u1g#Enablement-Inquiry to be connected with a Seller Integrator who will provide more information on configuration.

Select Electronic Order Routing Method

Notifications

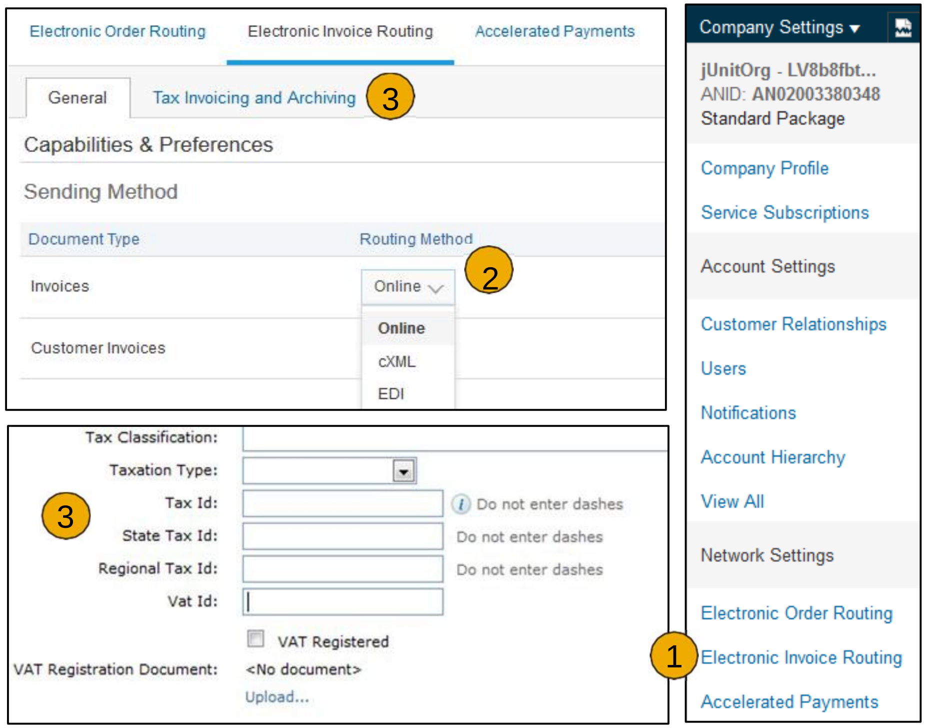
1. **Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.



Select Electronic Invoice Routing Method

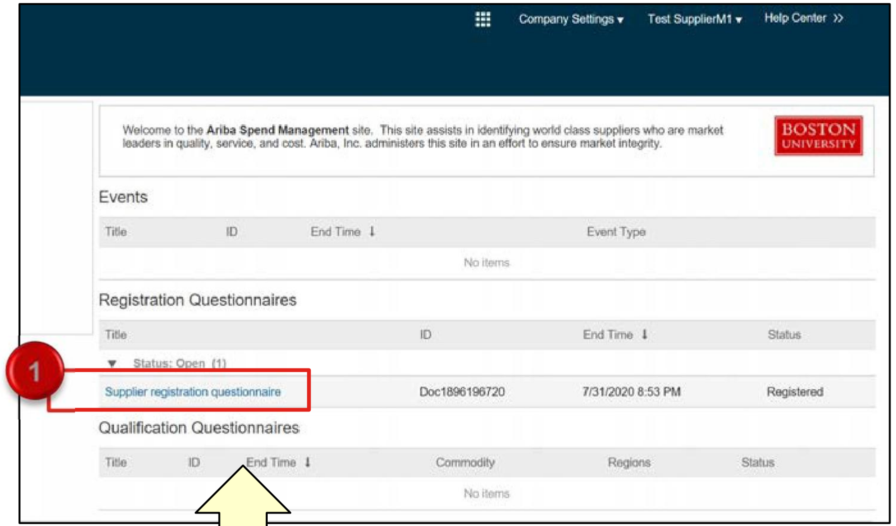
Methods and Tax Details

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.

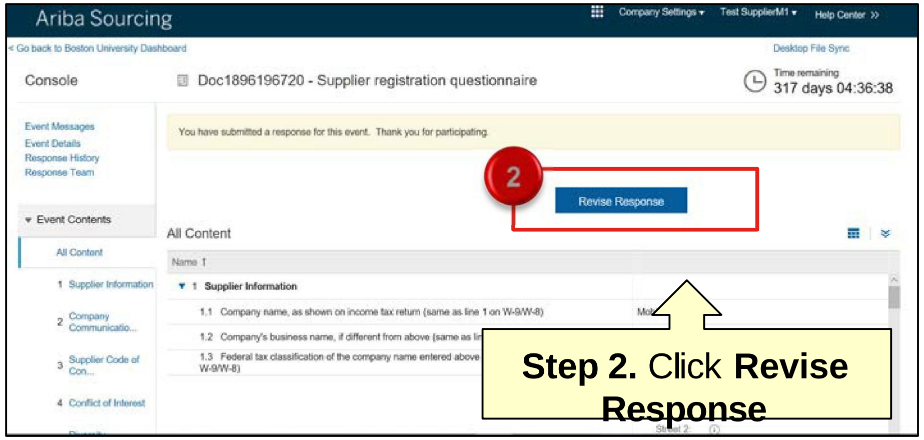


How to Update the Remit Address in the Boston University Registration *(1 of 5)*

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**

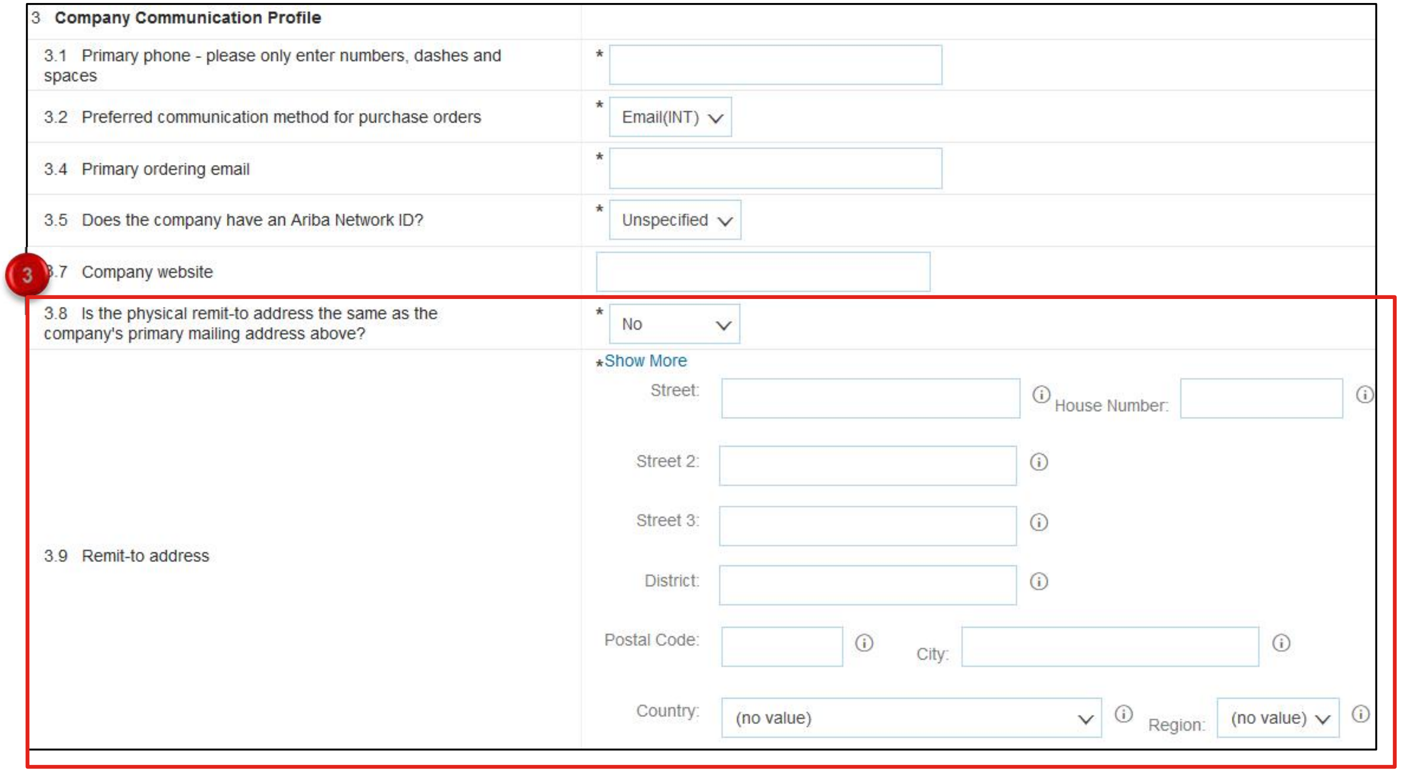
1 Click on the **Supplier registration questionnaire** link under the Registration Questionnaires section.

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 *

3.2 Preferred communication method for purchase orders * Email(INT)

3.4 Primary ordering email *

3.5 Does the company have an Ariba Network ID? * Unspecified

3.7 Company website

3.8 Is the physical remit-to address the same as the company's primary mailing address above? * No

3.9 Remit-to address *Show More

Street: House Number:

Street 2:

Street 3:

District:

Postal Code: City:

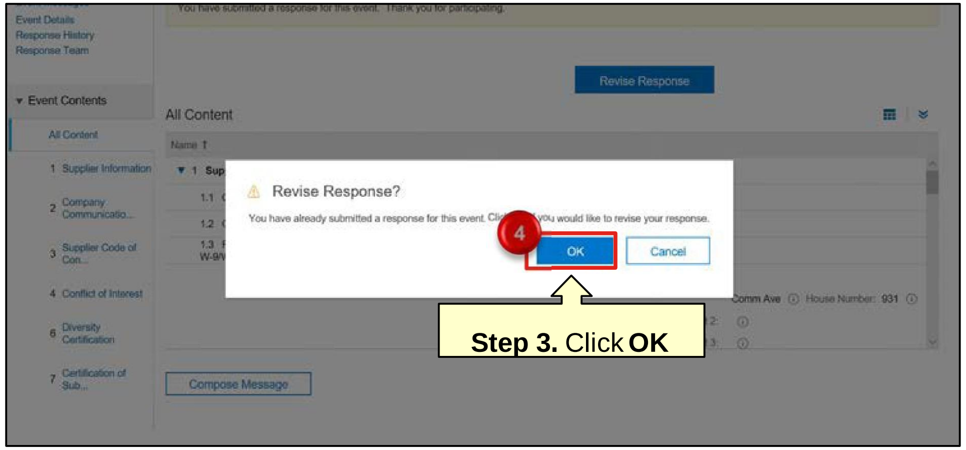
Country: (no value) Region: (no value)

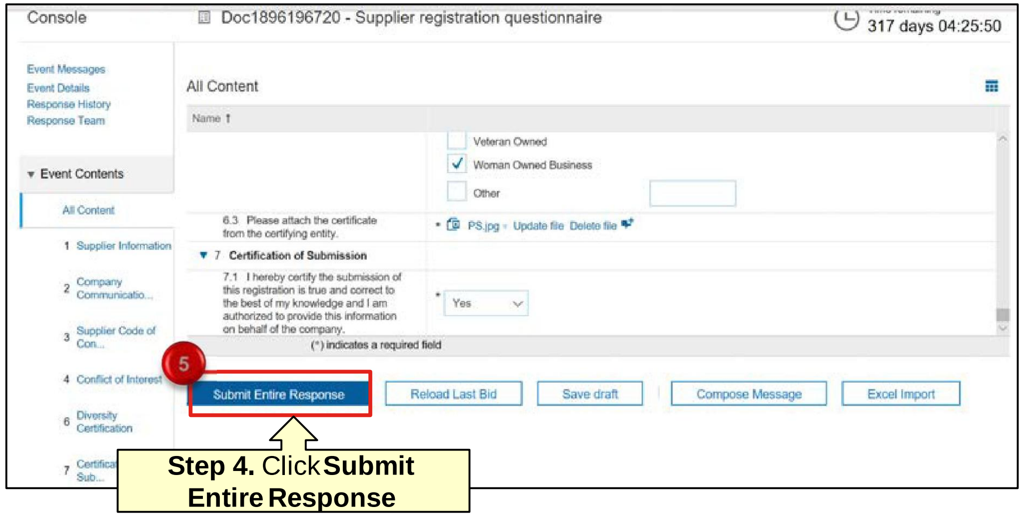
Special Instructions:

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.





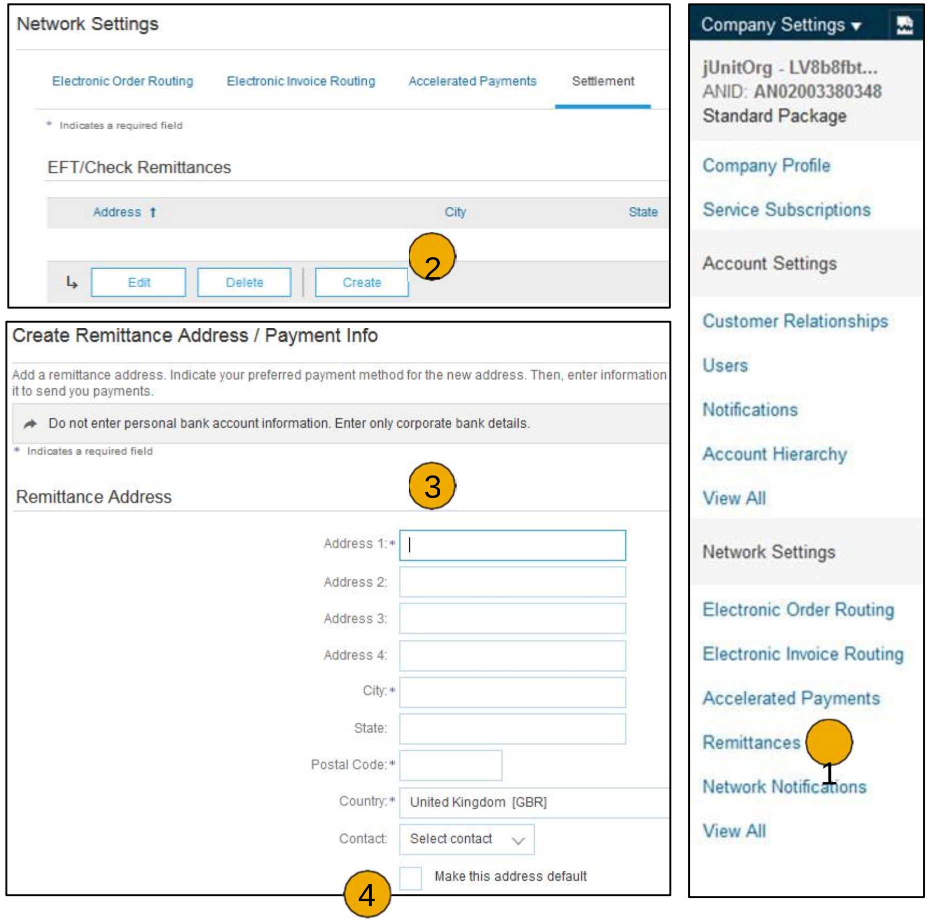
4. Click **OK** to continue.

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.

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.



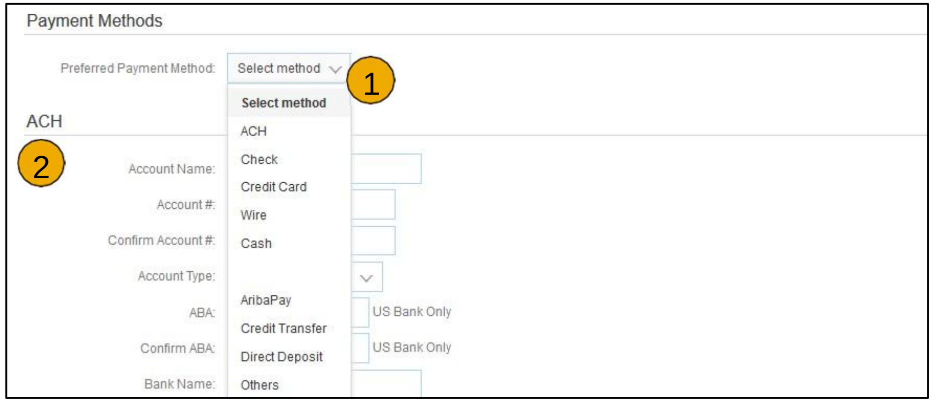
Note: If you have multiple remittance addresses and you do not know the remit ID, reach out to supplier@bu.edu. If you only have one remittance address this step is not required.

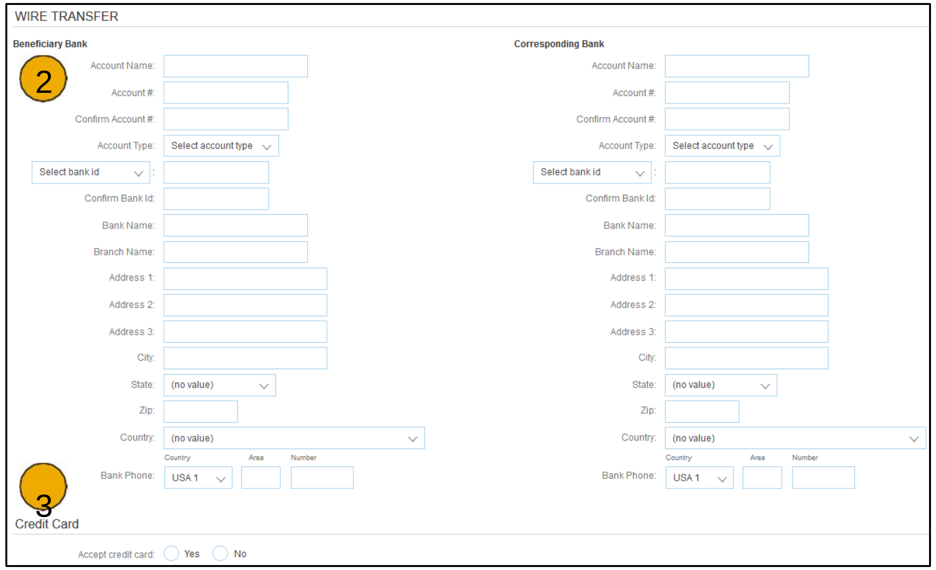
How to Update the Remit Address in the Boston University Registration

(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.

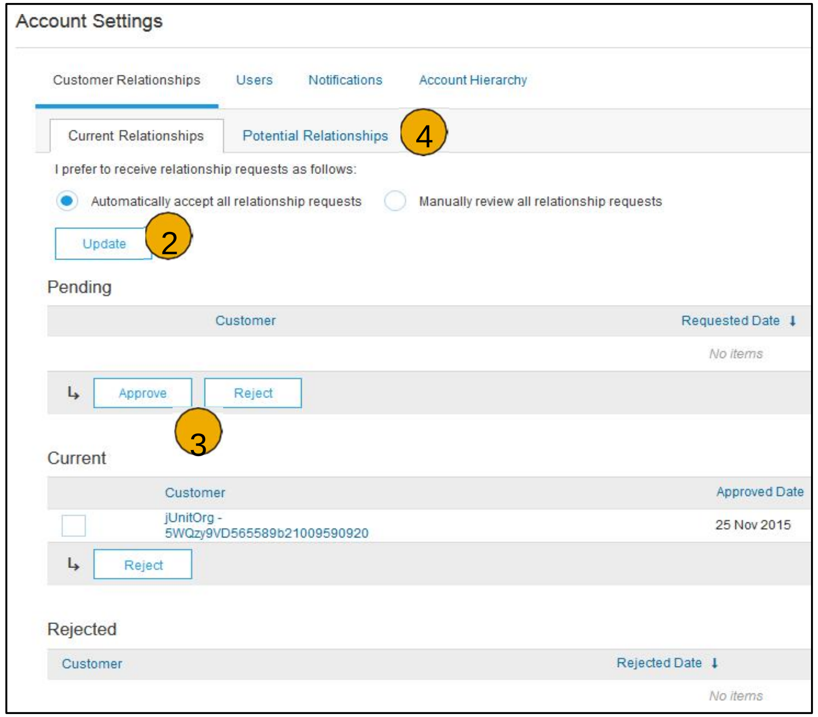




Review Your Relationships

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.



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

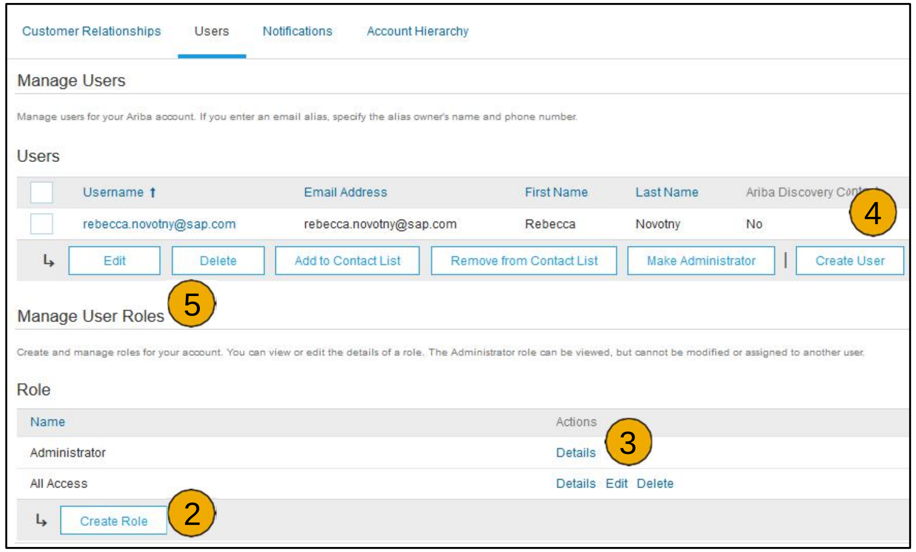
User

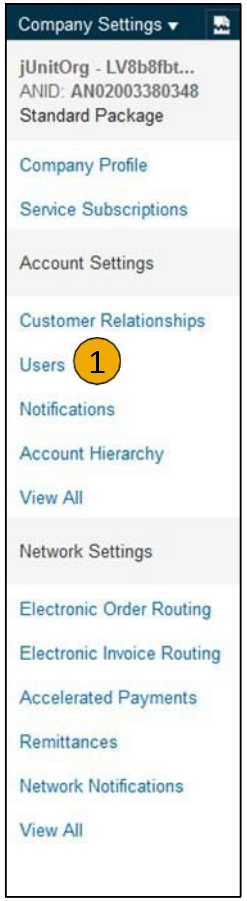
- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user’s actual job responsibilities
- Can access all or only specific customers assigned by Administrator

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.

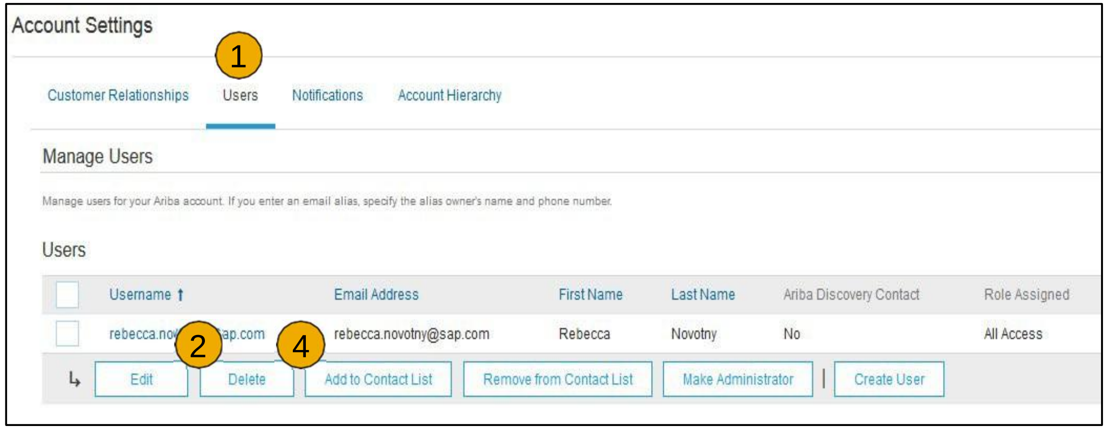


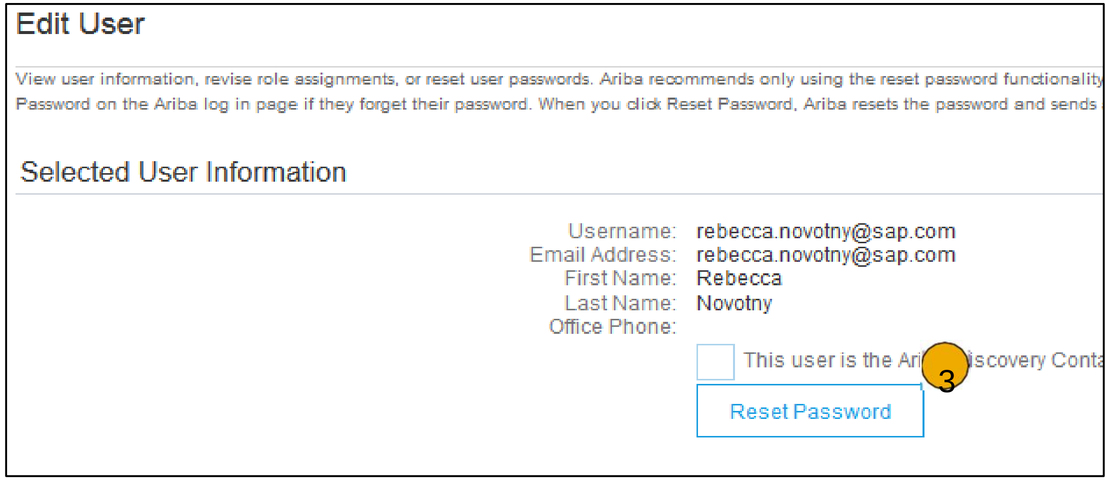


Set Up User Accounts

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



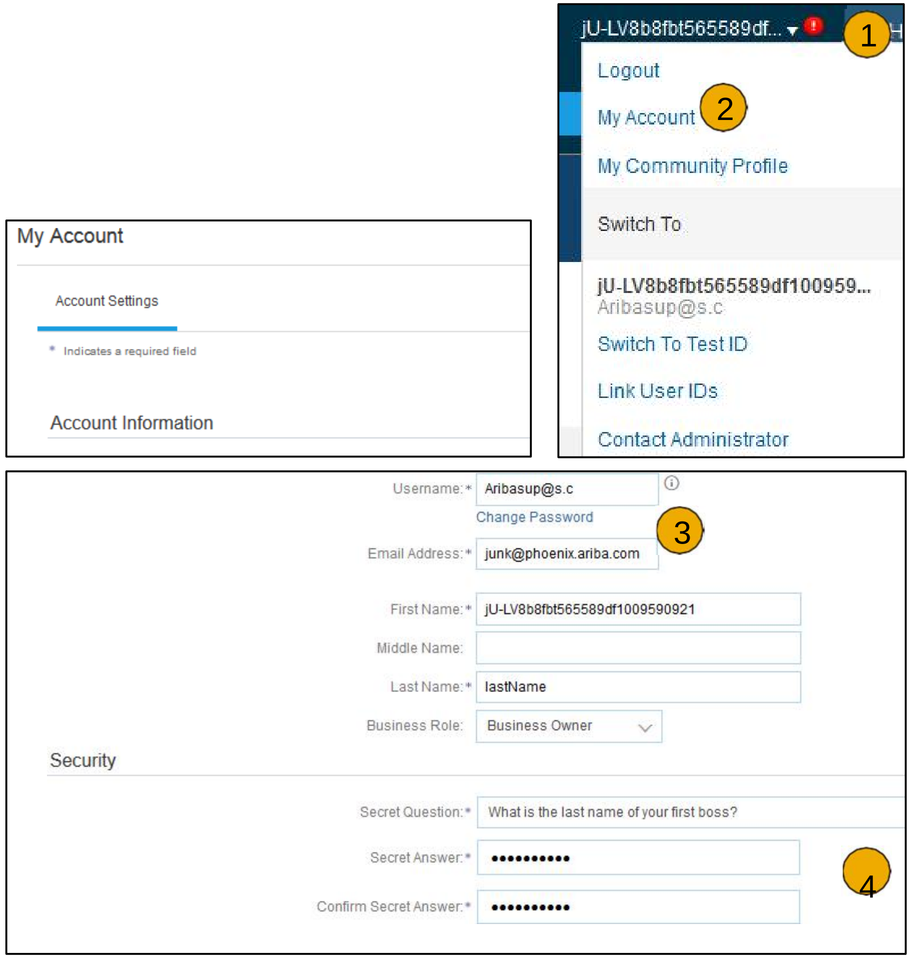


Enhanced User Account Functionality

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.



Consolidate Your Bills Through a Multi-Org

SAP Ariba

Branch 1
Parent Account
ANID 1

Branch 2 ANID 2

Branch 3 ANID 3

Branch 4 ANID 4

Multi-Org Consolidated Invoice

Branch 1 **Parent Account
- Customer X
- Customer Z

Branch 2
- Customer Y
- Customer Z

Branch 3
- Customer Y
- Customer Z

Branch 4
- No chargeable relationship

1 Master Anniversary Date

1 service invoice per quarter for all customers

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:

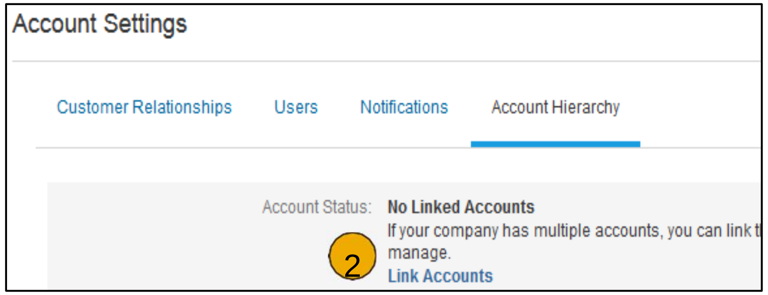
- View buyers on the Child account
- Create any documents (Invoices)
- Run Reports

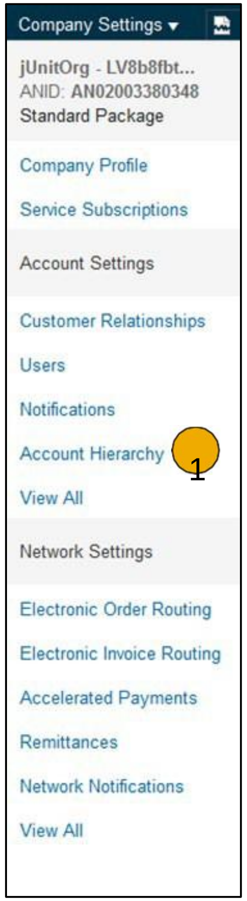
Create an Account Hierarchy

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.

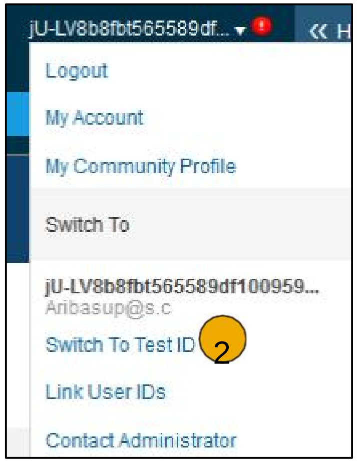


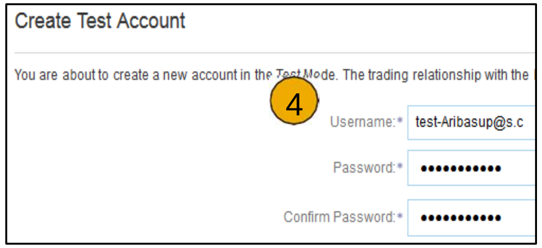


Set Up a Test Account

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.

   ŸYour 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).





Section 3: Purchase Order Management

[View Purchase Orders]

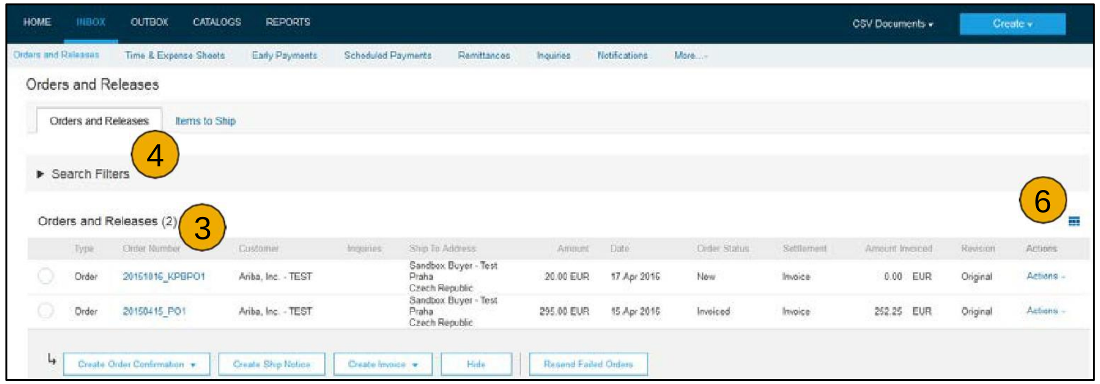
[Purchase Order Detail]

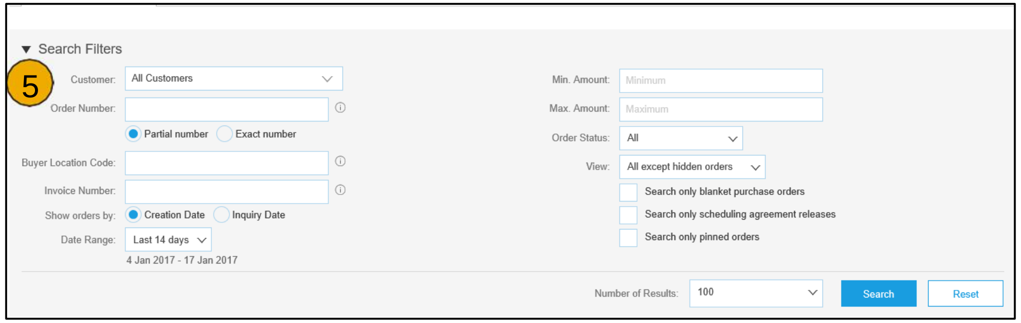
[Create PDF of Purchase Order]

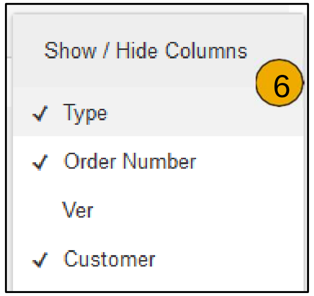
Manage POs

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.







Manage POs

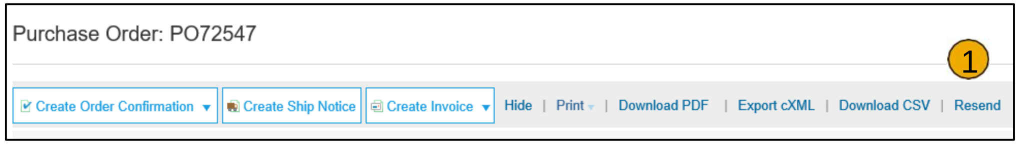
Purchase Order Detail

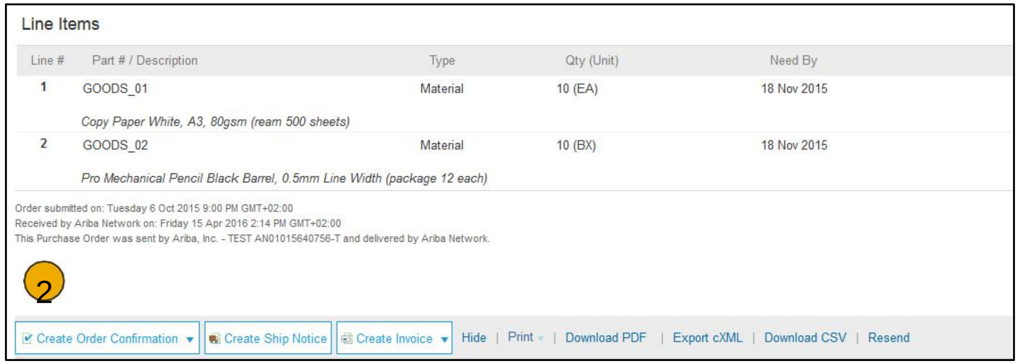
1. **View** the details of your order.
   The order header includes the order date and information about the buying organization and supplier.

   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.



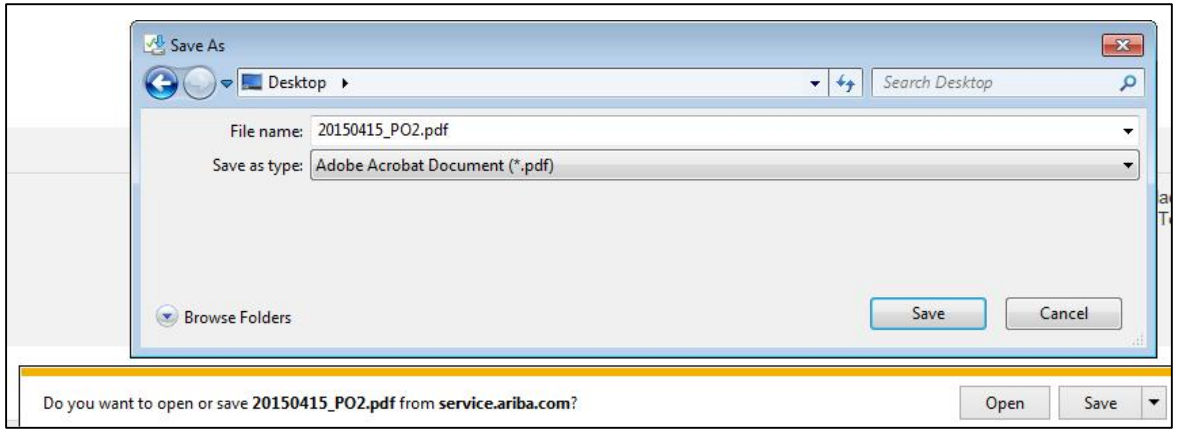


Manage POs

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.



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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

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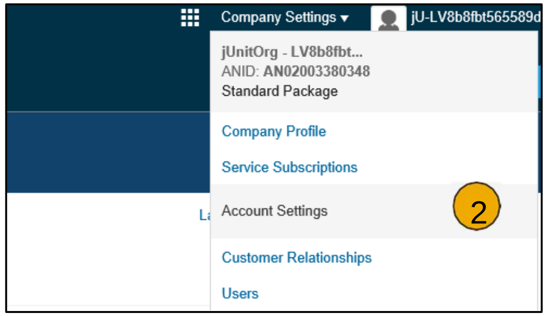
Boston University Invoice Requirements

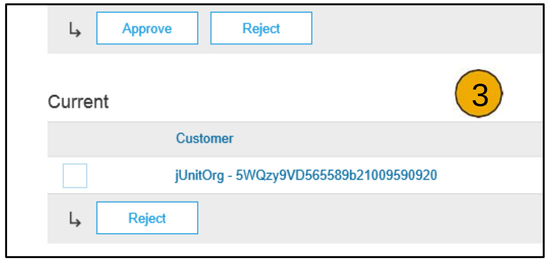
1. Suppliers can enter taxes at the header level
2. Boston University will accept duplicate invoice numbers unless invoice number has been processed and paid against
3. Shipping costs can only be entered at the header level
4. A copy of your original invoice must be attached at the header of the Invoice
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.

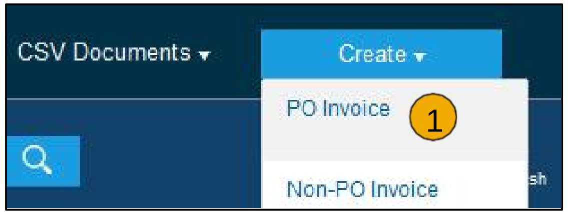


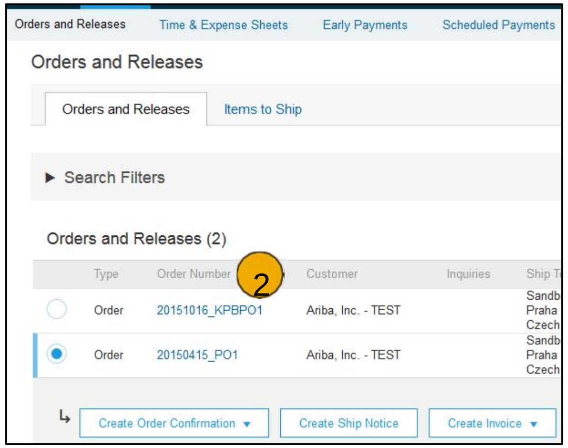


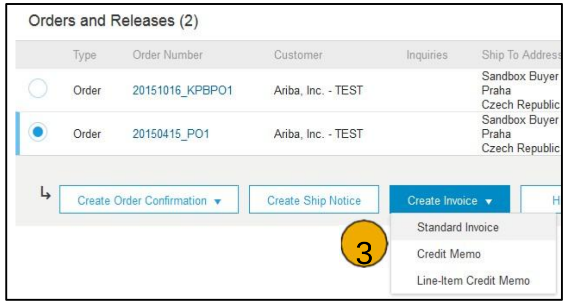
Invoice via PO Flip

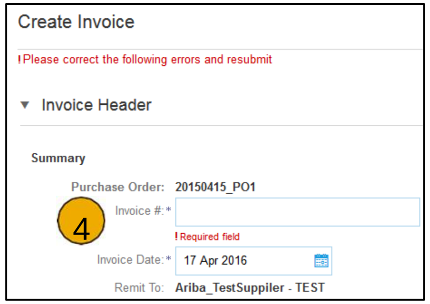
To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

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.









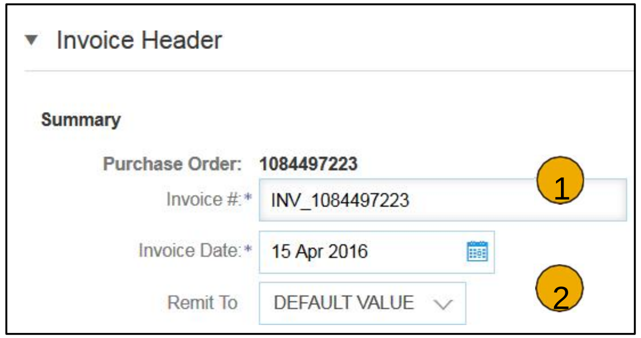
Invoice via PO Flip

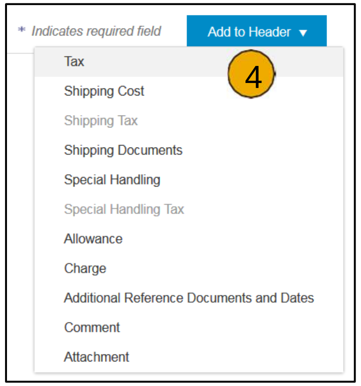
Header

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.





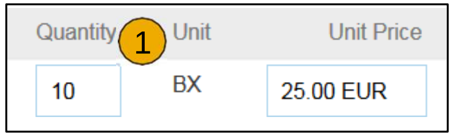
Invoice via PO Flip

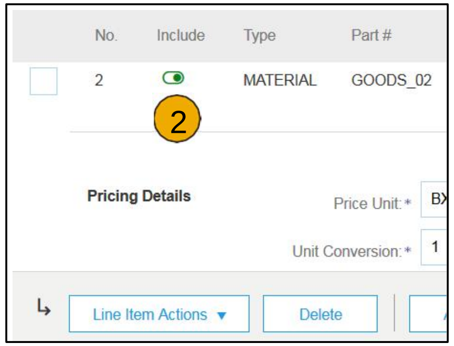
Line Items

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.





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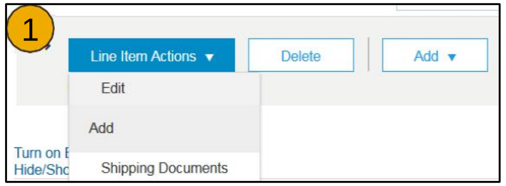
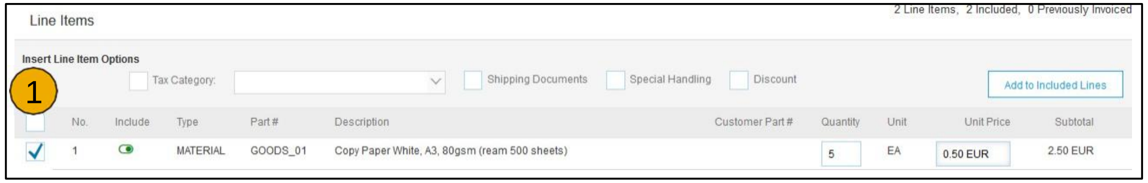
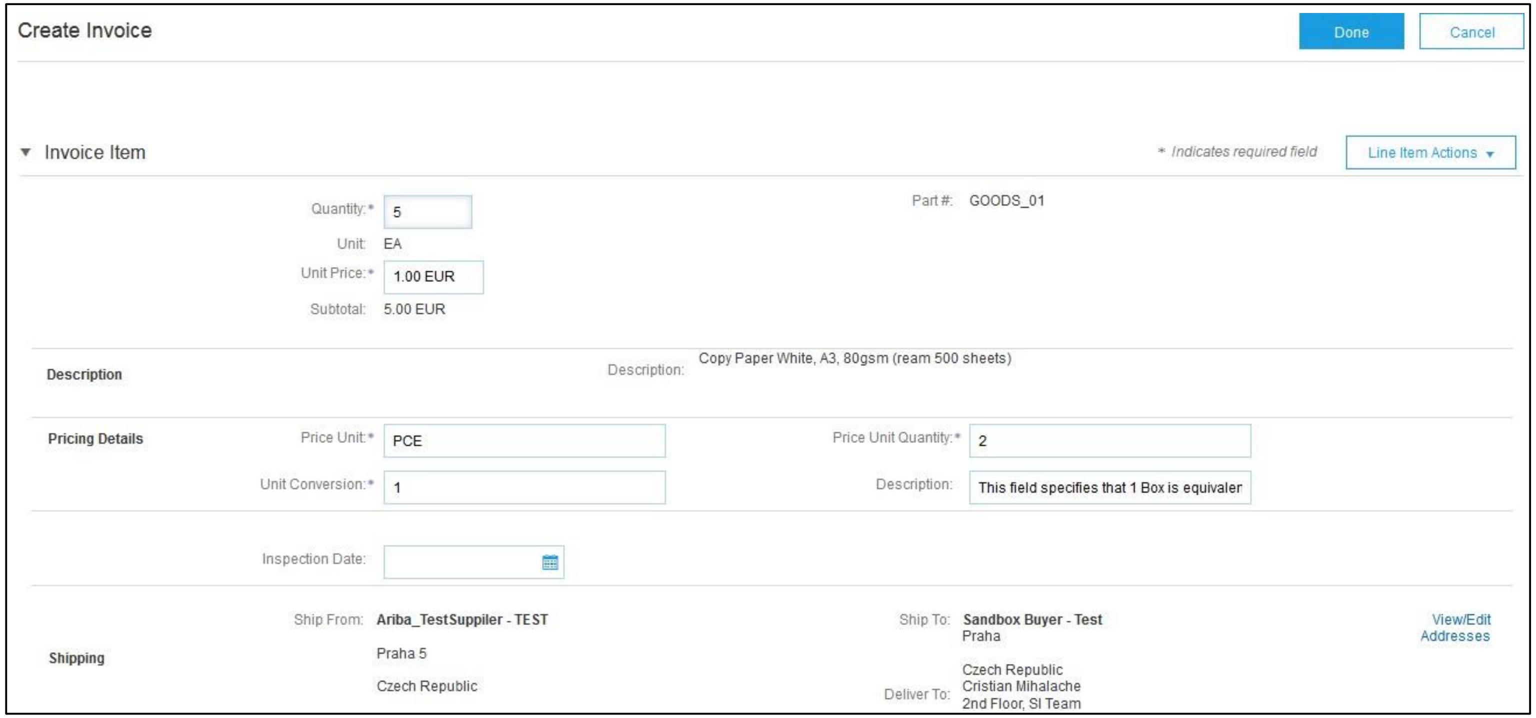
Invoice via PO Flip

Detail Line Items

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





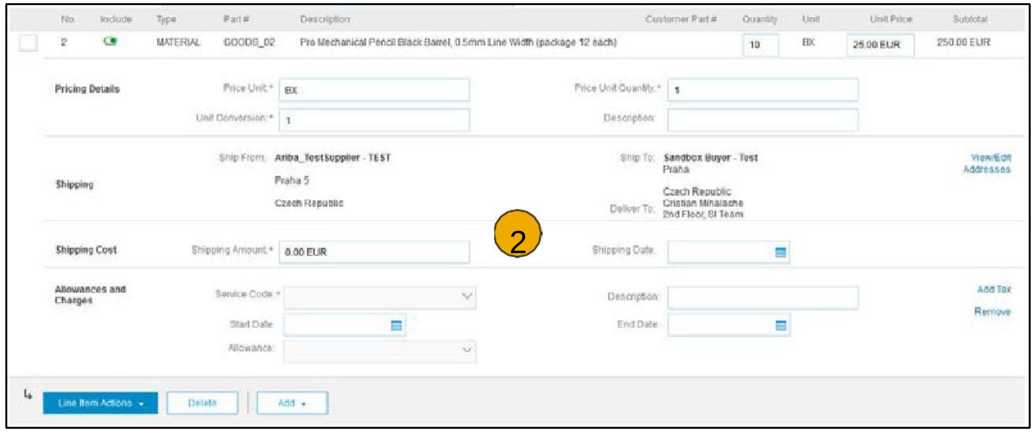


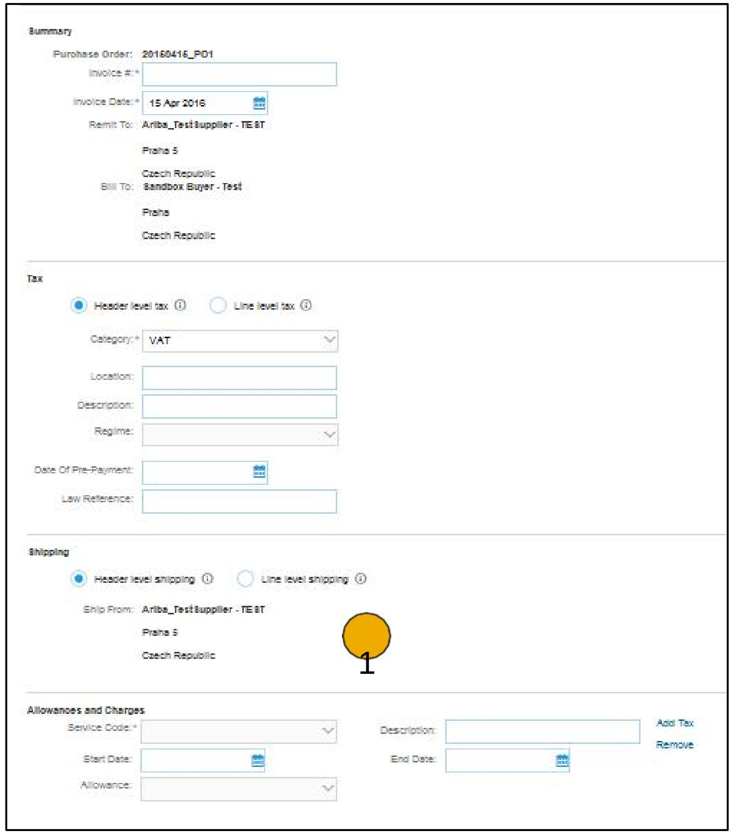
Invoice via PO Flip

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**





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.

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.

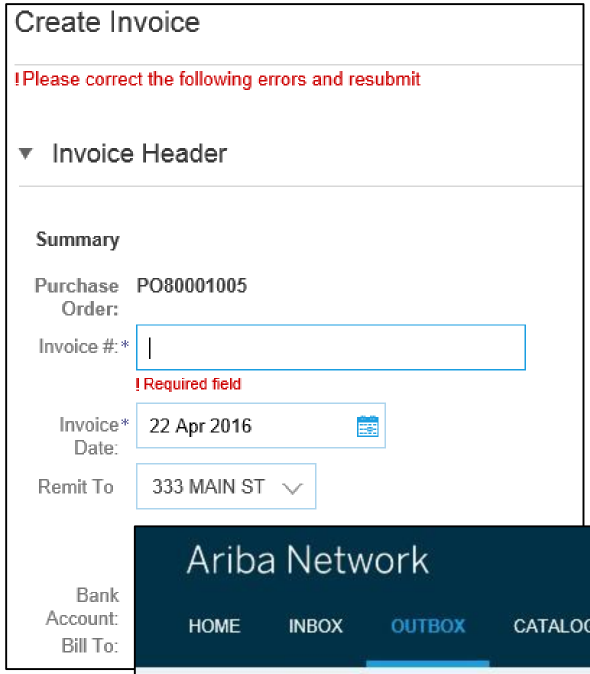
2. If no changes are needed, click **Submit** to send the invoice to Boston University.

3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.

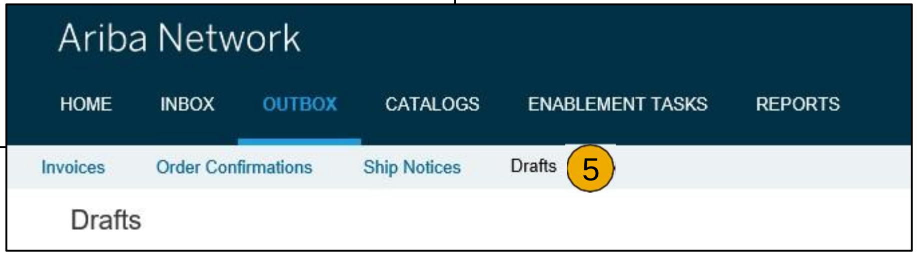
4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.

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.



Note: In the event of errors, there will be a notification in red where information must be corrected

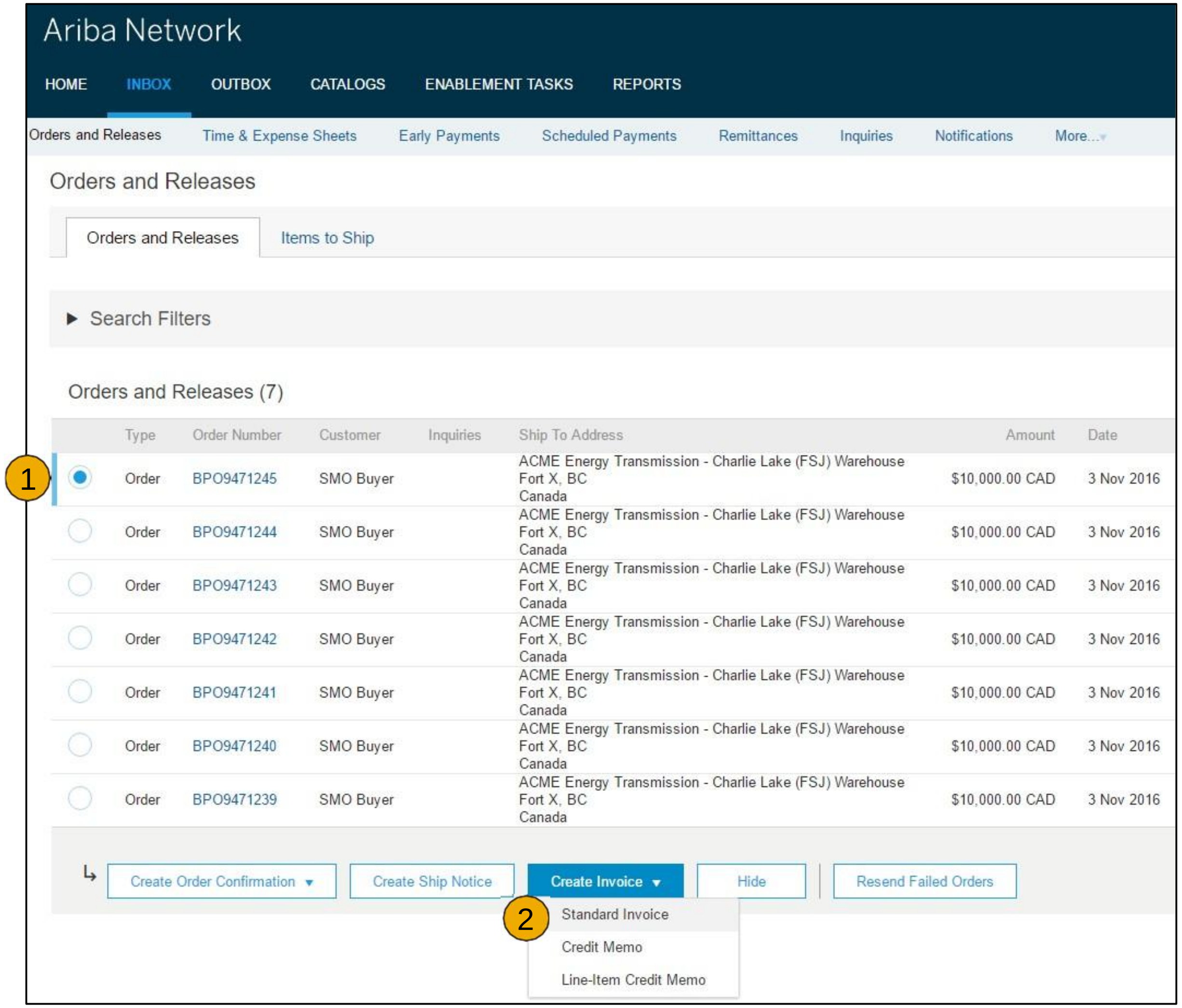


Invoice Against a Blanket Purchase Order

Locate Your BPO

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

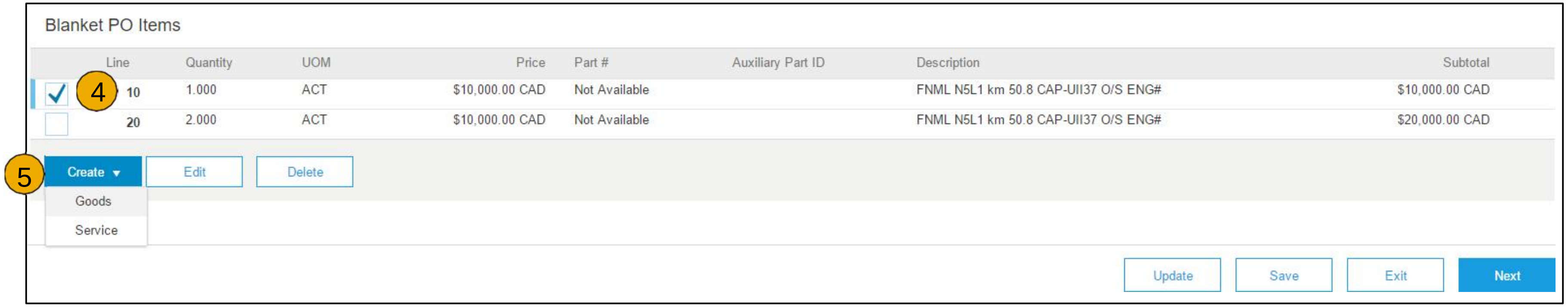
1. **Locate** BPO in Inbox.
2. **Click Create Invoice** and Select **Standard Invoice.**



Invoice Against a Blanket Purchase Order

Header Level Information

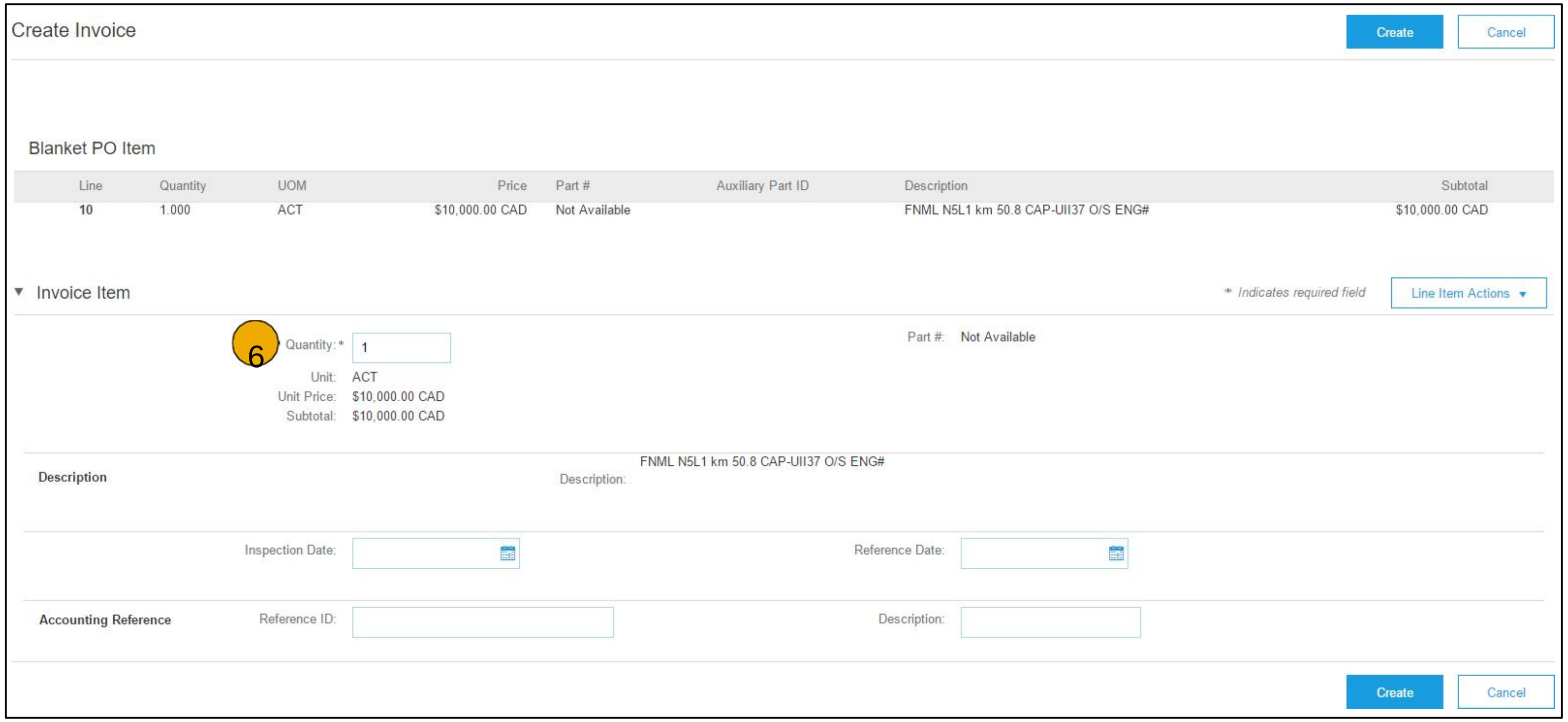
3. **Complete** Header Section information as needed, including all information marked **required** with an asterisk (*).
4. **Check** the box of the line item you plan on invoicing against.
5. **Click Create** at the bottom and select the appropriate option; Goods or Services.



Invoice Against a Blanket Purchase Order

Create a Line Item

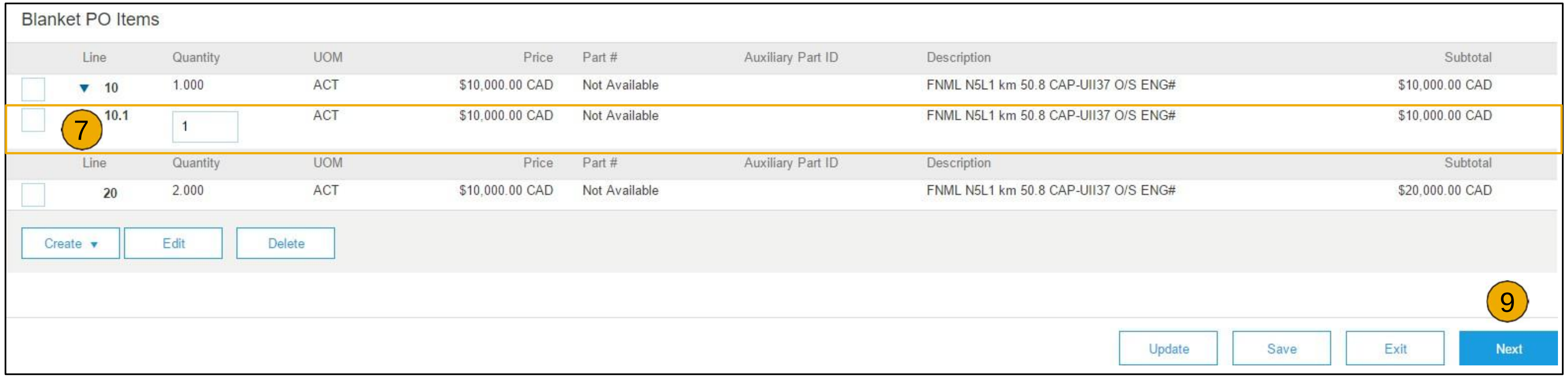
6. **Update** required fields including the Quantity and/or Price fields to create the invoice line item. Click Create when done.



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.

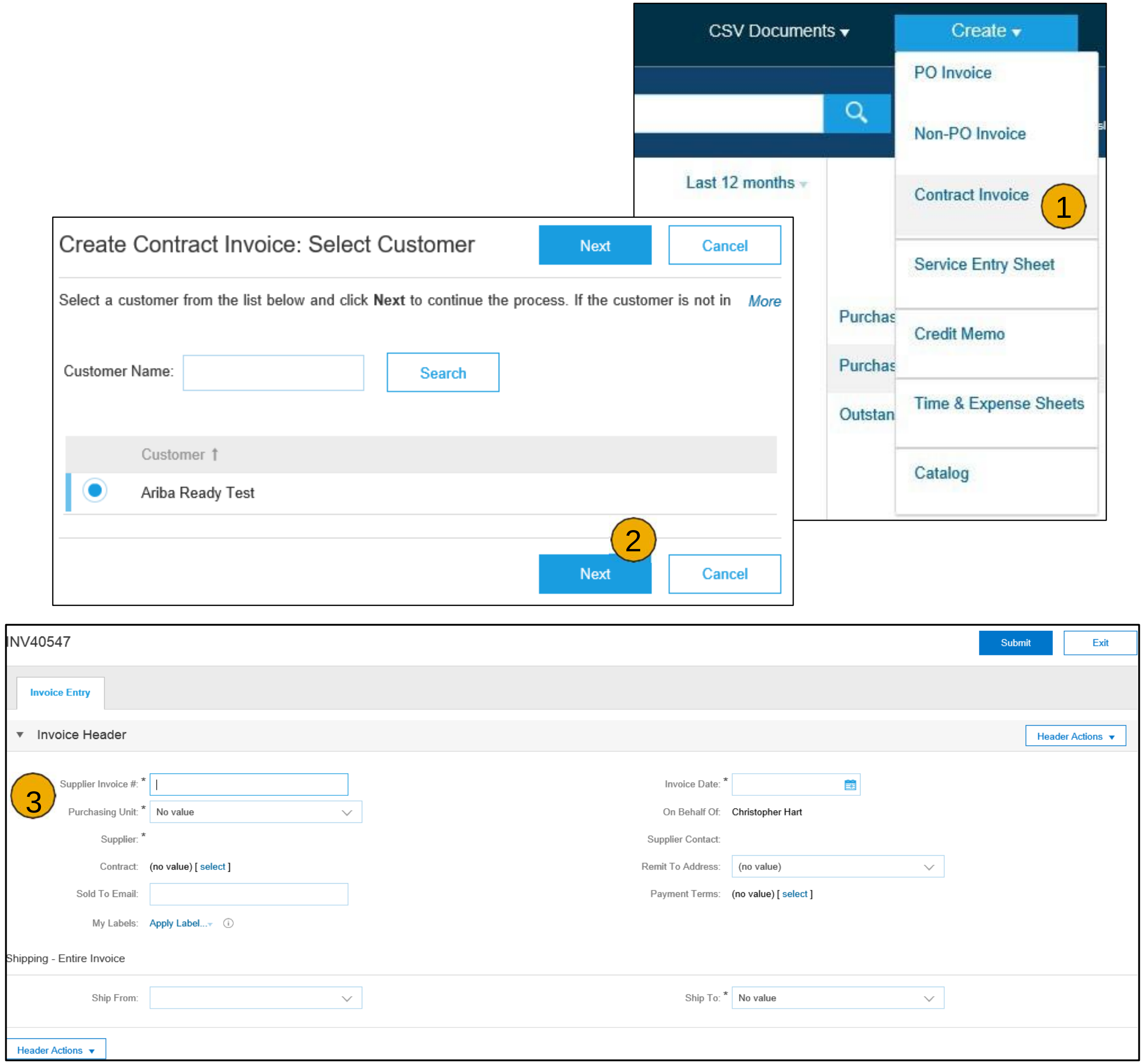


9. **Click Next** to continue.
10. **Review**, **Save** or **Submit** as Standard Invoice.

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 (*).



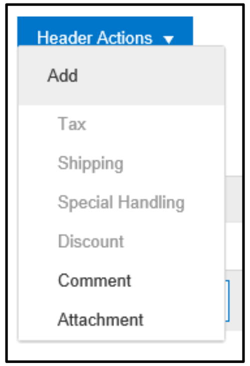
Invoice Against a Contract

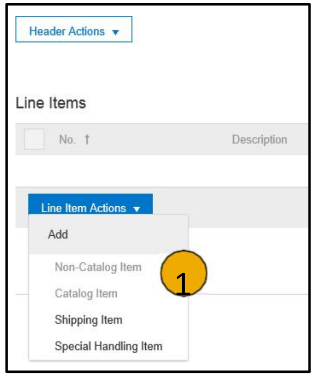
Header and Line Level Options

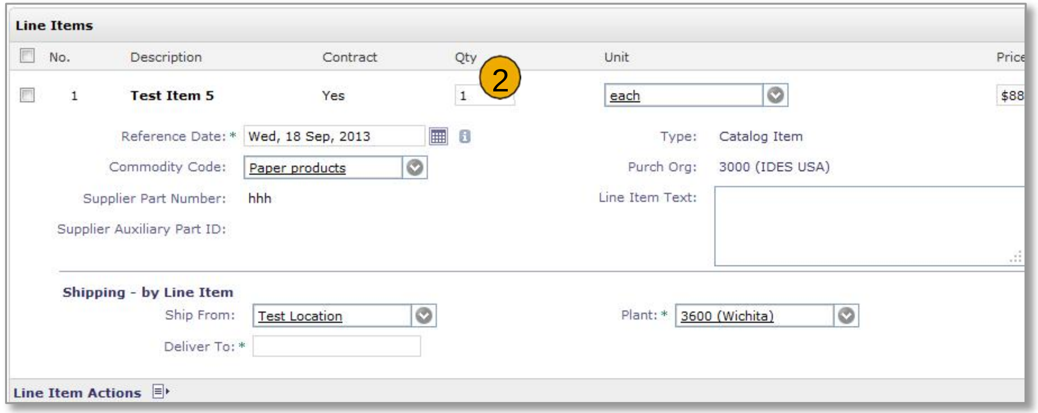
There is an option to add Tax, Shipping, Special Handling, Discount, Comments and Attachments to Contract Invoices.

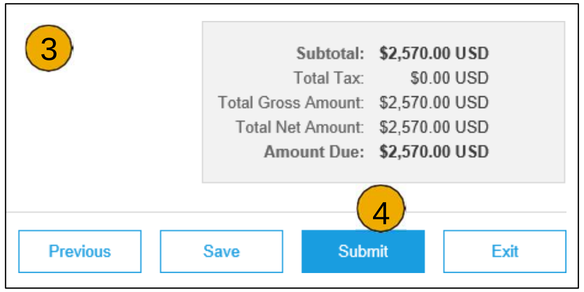
To add Line items to the Invoice:

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.

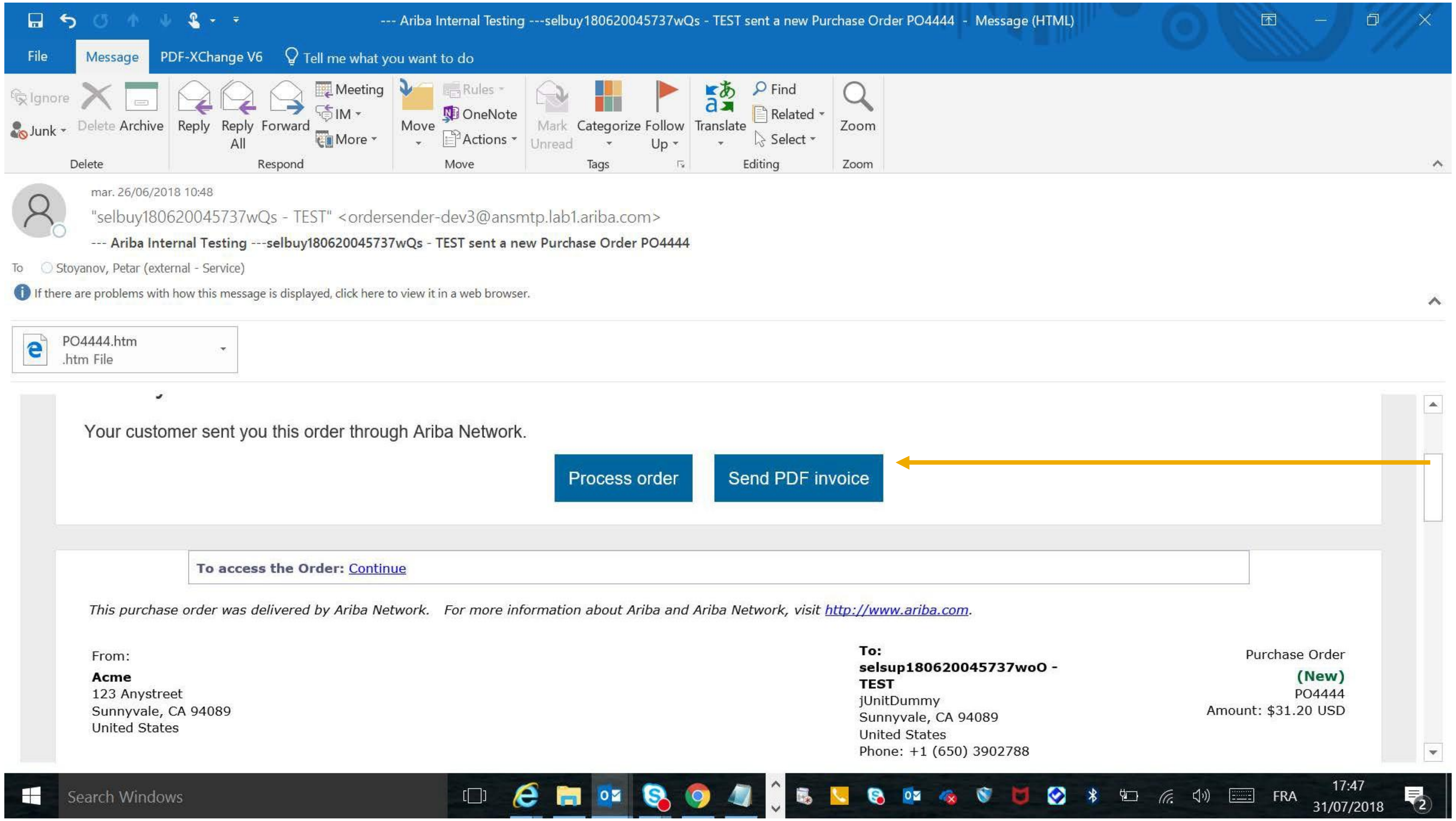






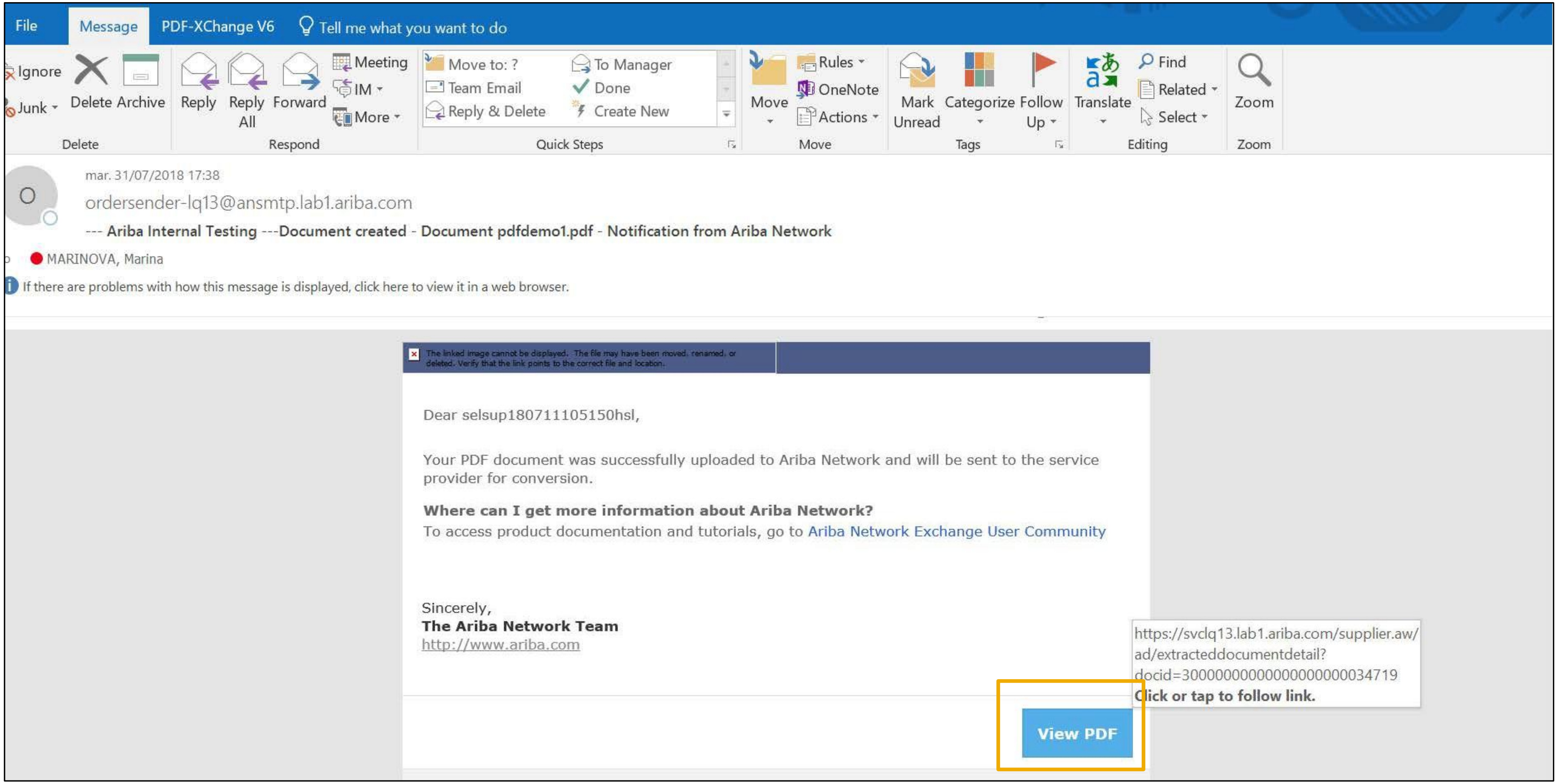


Receiving an Interactive E-mail order

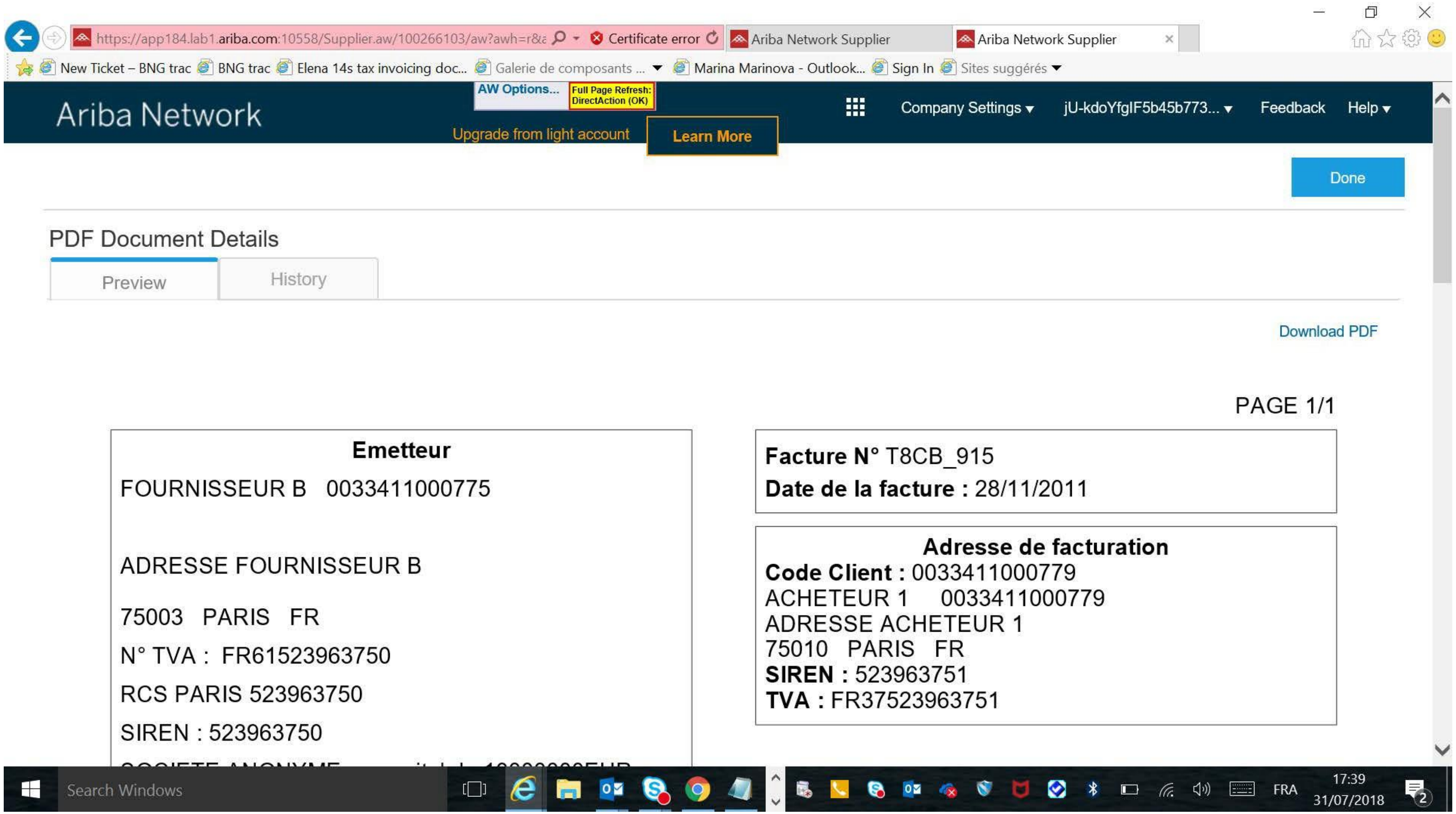


This button is available on the Interactive E-mail order only if the supplier has successfully onboarded with PDF Invoices.

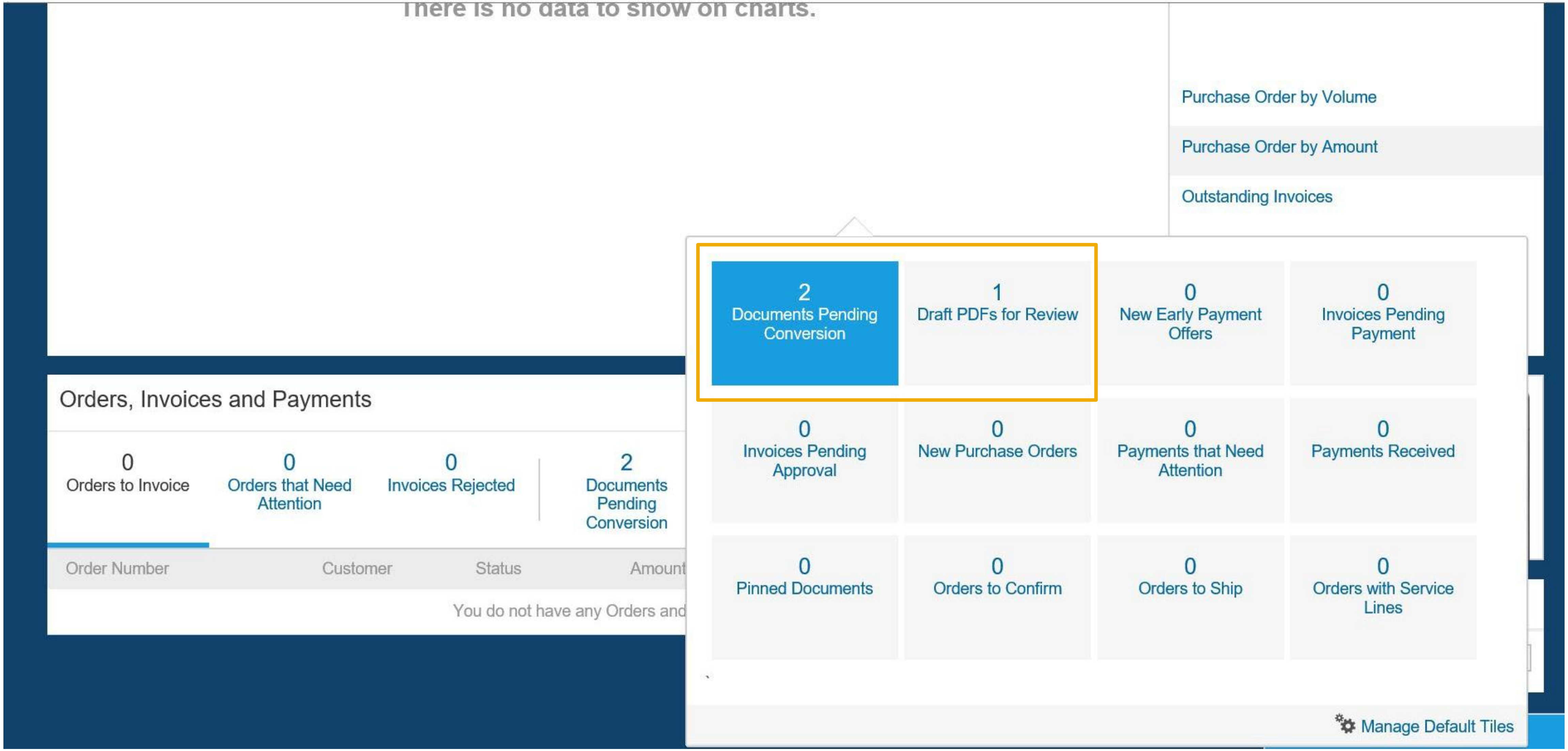
PDF Invoices Standard Account support



PDF Invoices Standard Account support



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.

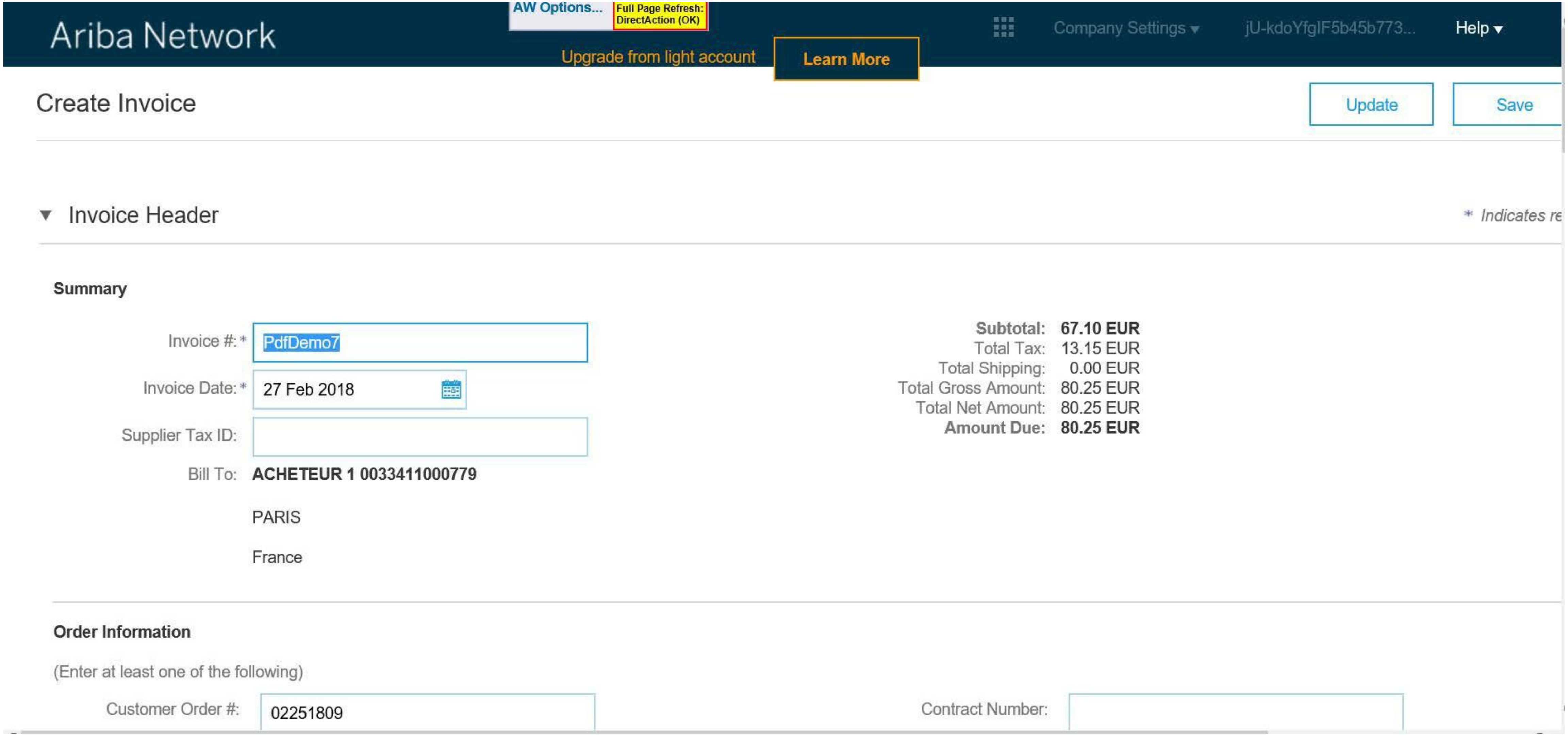
Where can I get more information about Ariba Network?

To access product documentation and tutorials, go to Ariba Network Exchange User Community

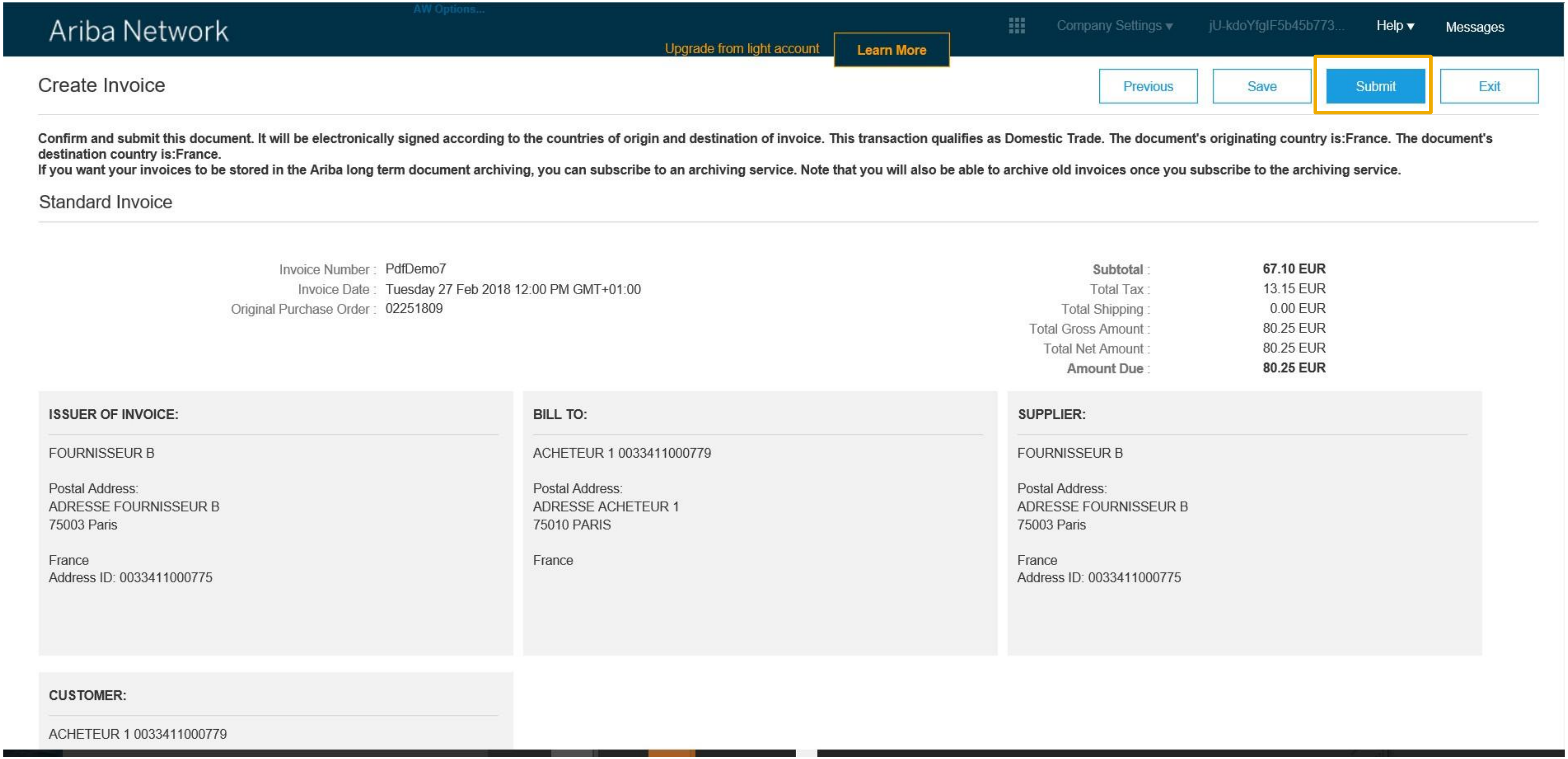
Sincerely,
The Ariba Network Team
http://www.ariba.com

Edit Draft

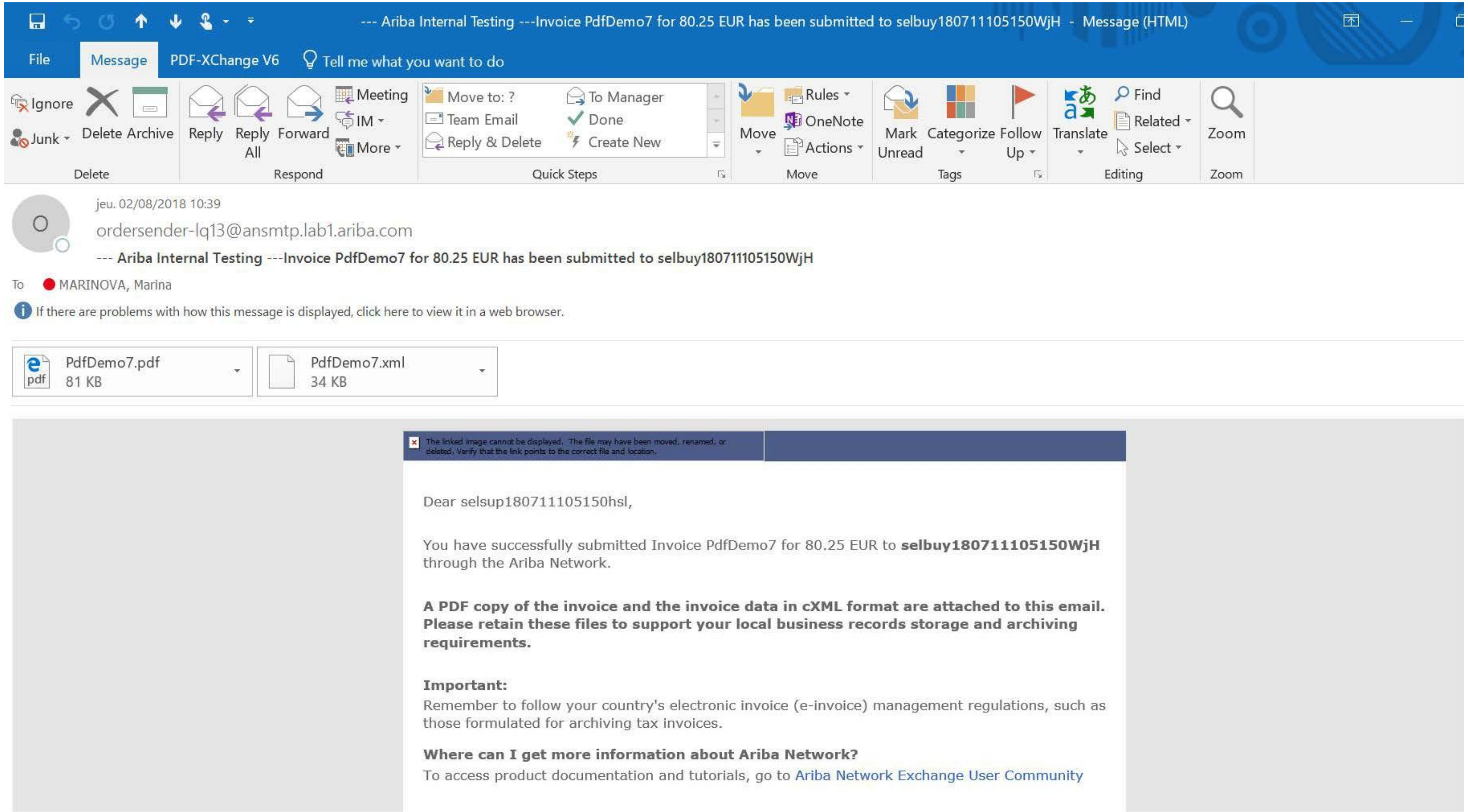
PDF Invoices Standard Account support



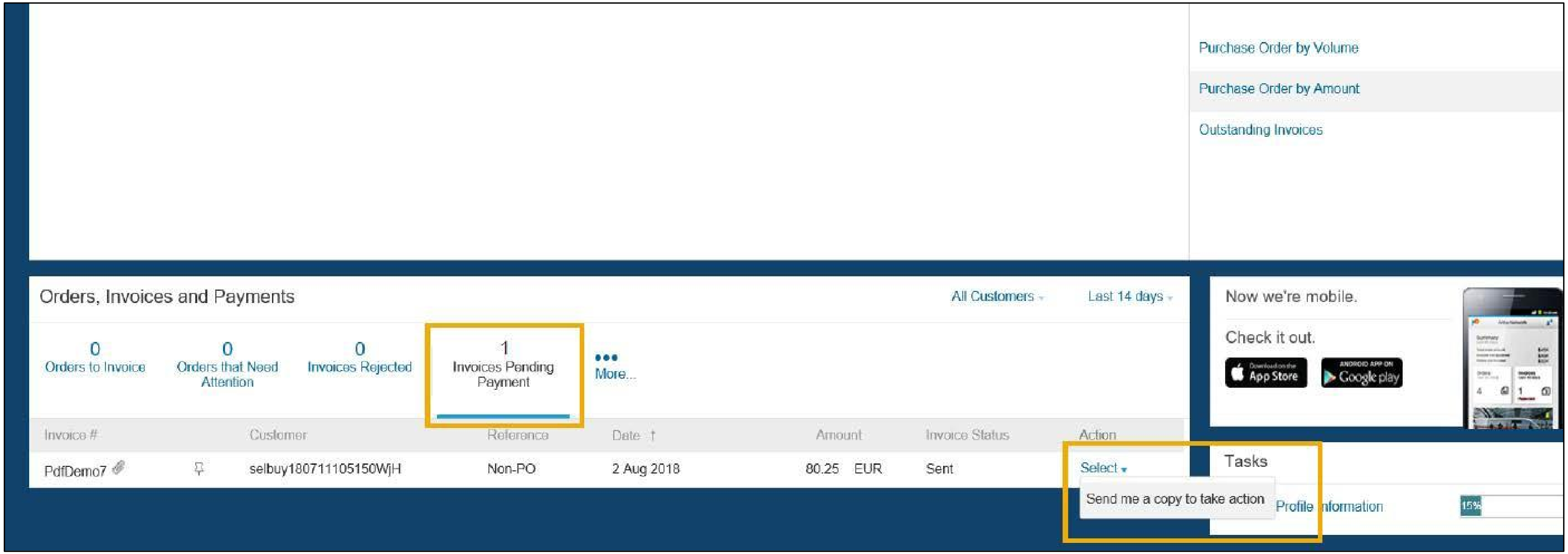
PDF Invoices Standard Account support



PDF Invoices Standard Account support



PDF Invoices Standard Account support



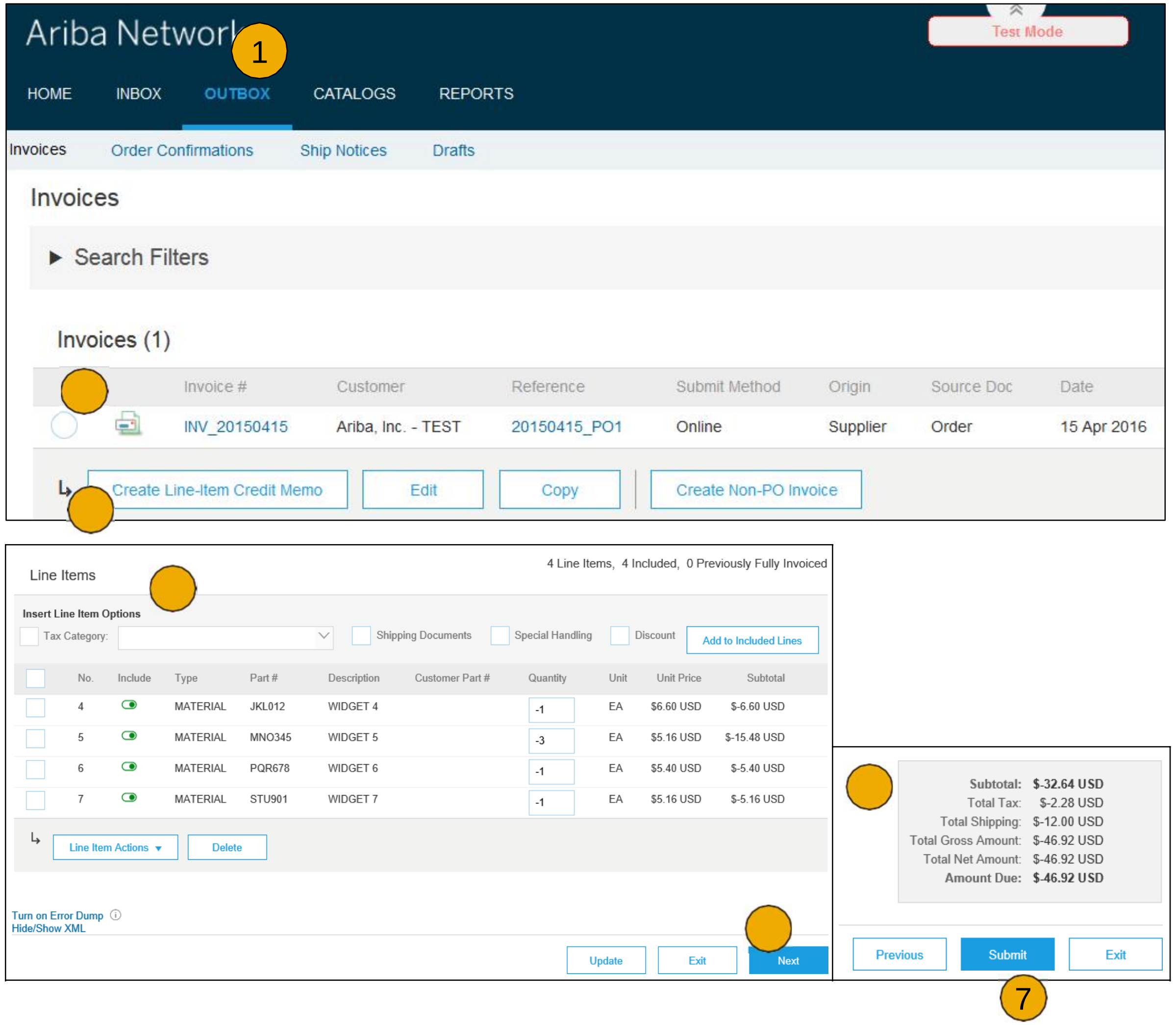
Create a Credit Memo
Line Level Detail

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**.



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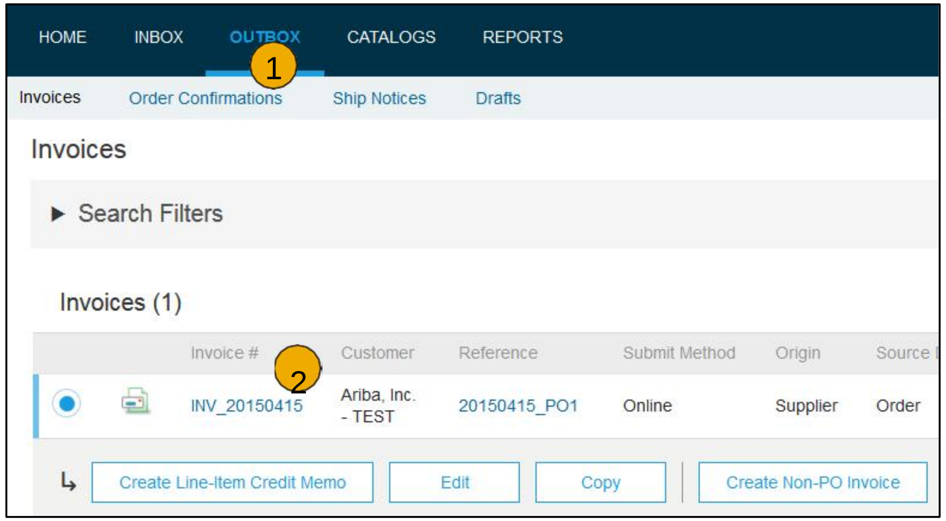
Invoice Methods
Help Resources

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

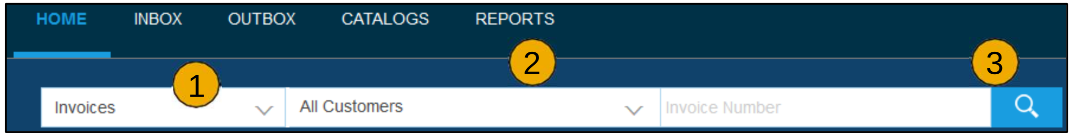
(Quick & Refined)

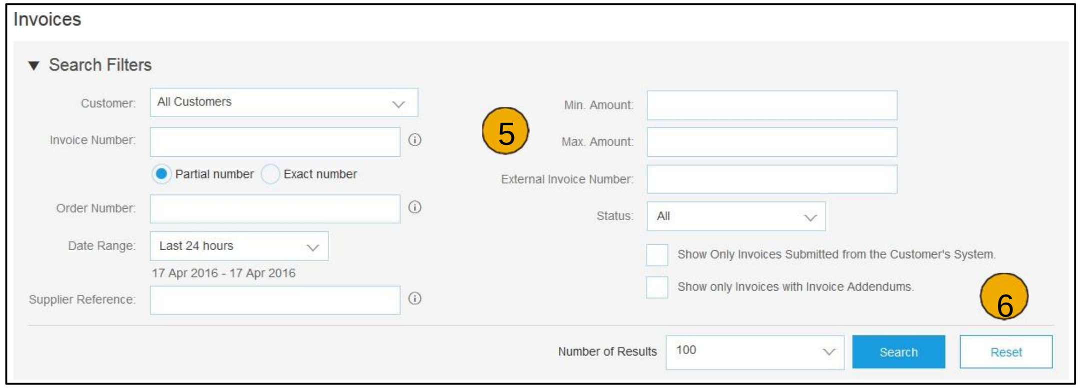
Quick Search:

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.

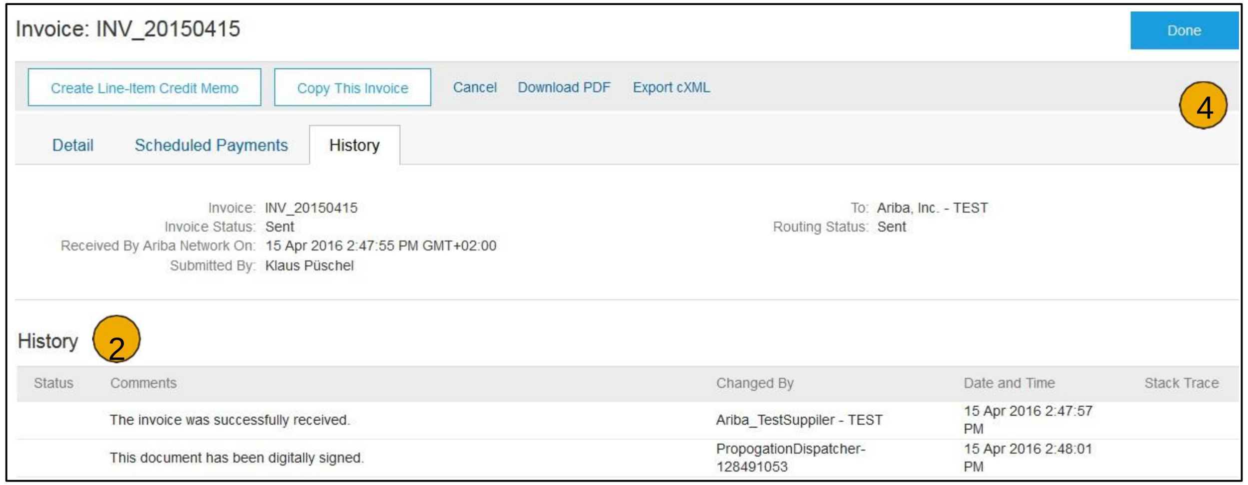
- **Sent** – The invoice is sent to the Boston University but they have not yet verified the invoice against purchase orders and receipts
- **Paid** – Boston University paid the invoice / in the process of issuing payment. Only if Boston University uses invoices to trigger payment.
- **Approved** – Boston University has verified the invoice against the purchase orders or contracts and receipts and approved if 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:

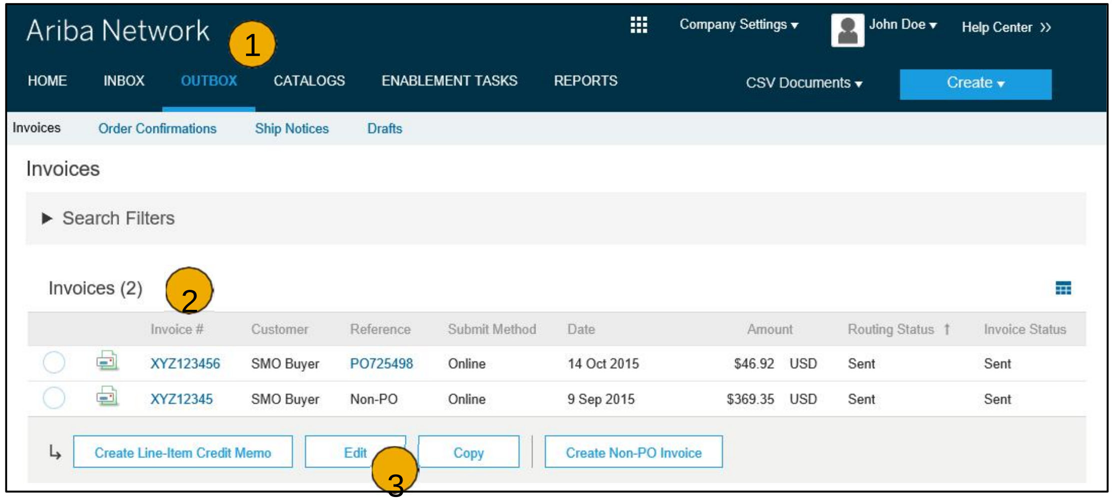
1. **Click** on the History tab to view status details and invoice history.
2. **History and status comments** for the invoice are displayed.
3. **Transaction history** can be used in problem determination for failed or rejected transactions.
4. **When you are done** reviewing the history, click Done.



Modify an Existing Invoice

Edit and Resubmit

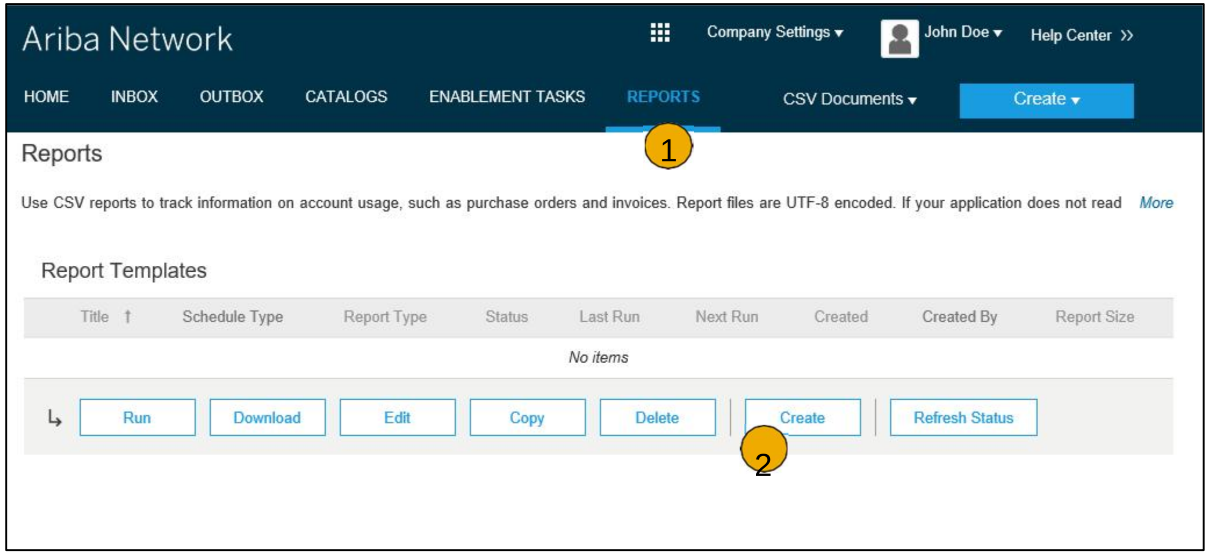
1. **Click** the **Outbox tab.**
2. **In the Invoice #** column, click a link to view details of the invoice.
3. **Click** the **Invoice #** for the failed or rejected invoice that you want to resubmit and click **Edit**.
4. **Click Submit** on the Review page to send the invoice**.**



Download Invoice Reports
Learn About Transacting

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

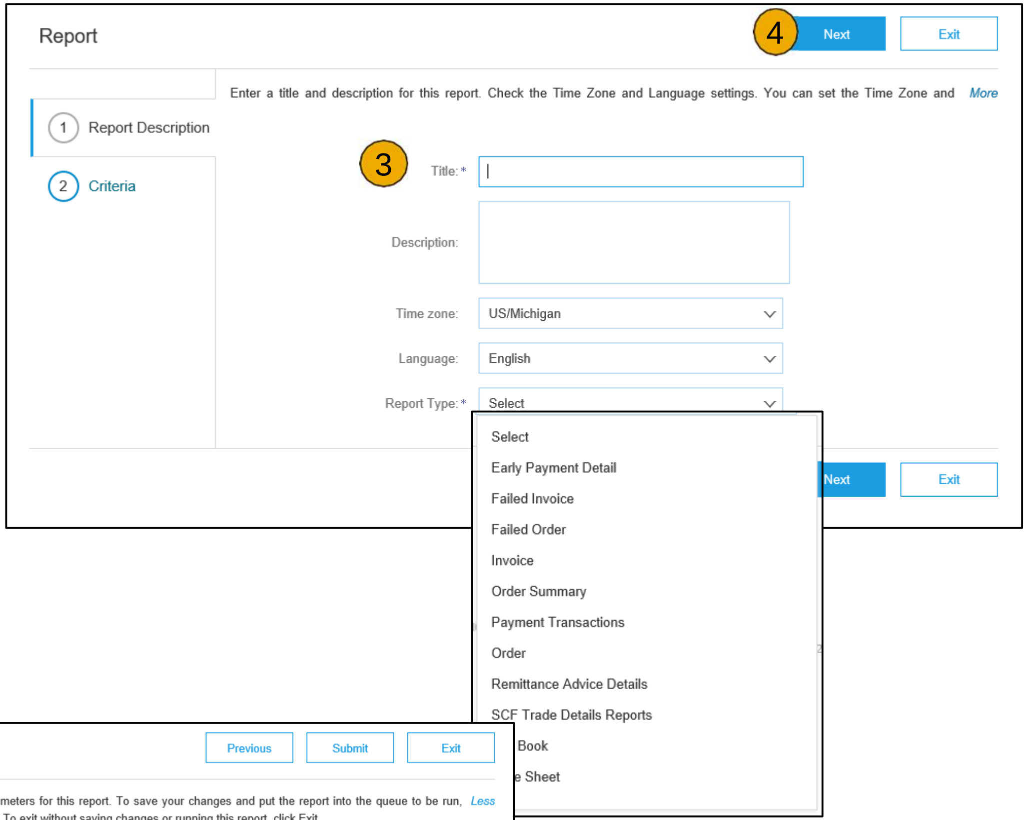
1. **Click** the **Reports** tab from the menu at the top of the page.
2. **Click Create**.



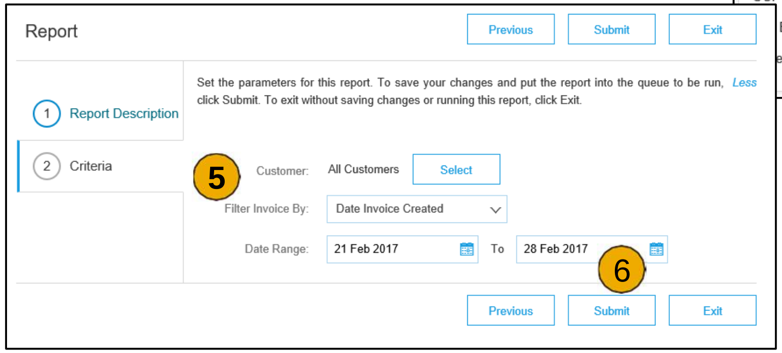
- **Invoice reports** provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.
- **Failed Invoice reports** provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail 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.



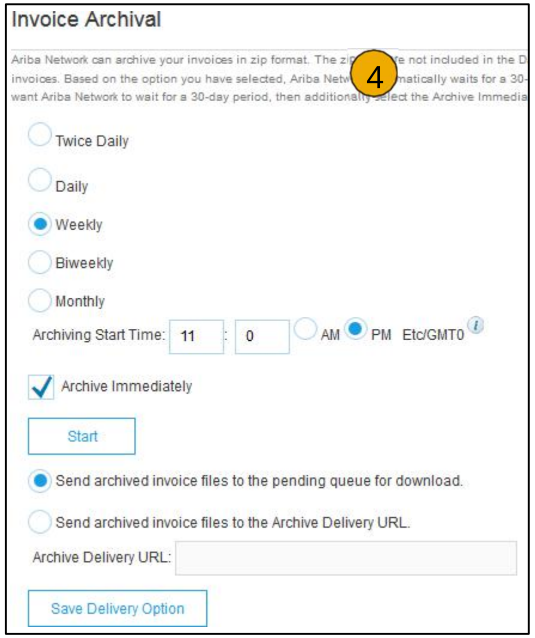
Note: For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.

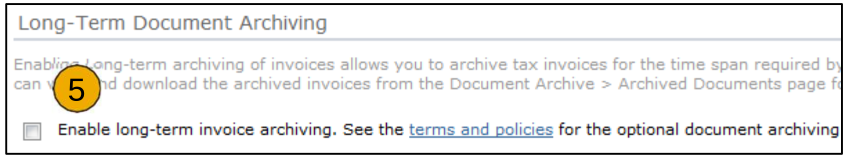


Invoice Archival

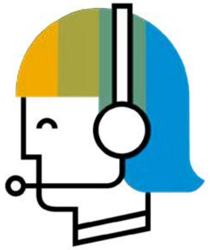
Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

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.)





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

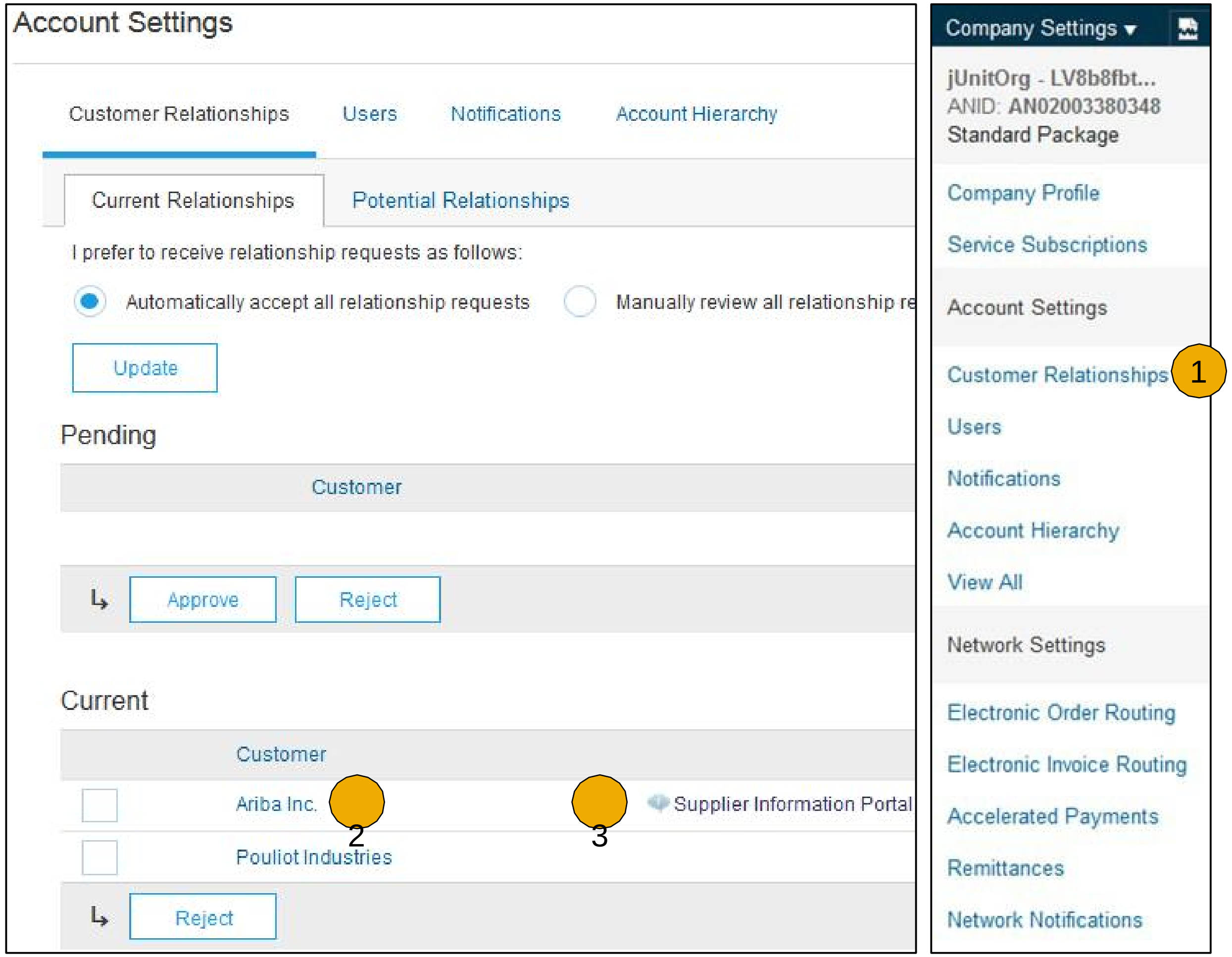
SAP Ariba Global Customer Support

- 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.



Useful Links and Webinars Available

Links

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

Webinars

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