SAP Ariba

Walgreens Boots Alliance
Supplier Guide

CONFIDENTIAL

Walgreens

THE BEST RUN SAP

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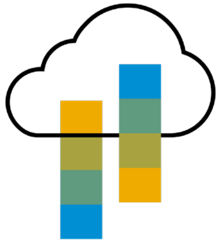
Section 1: Ariba Network Overview



What is Ariba Network?

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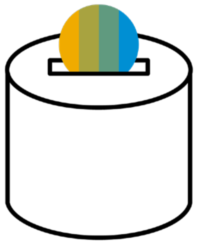

Fee Schedule

Subscription Levels

$USD

£GBP

€EUR

$AUD

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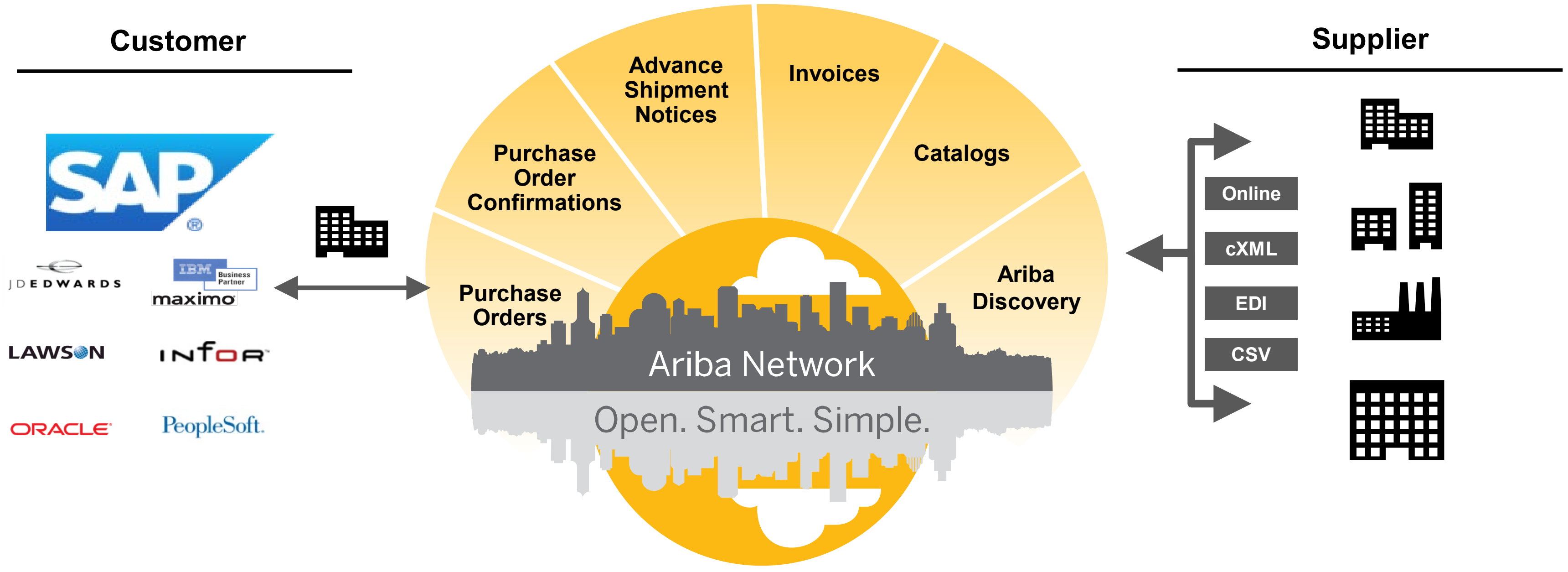
What is Ariba Network?

Walgreens Boots Alliance has selected Ariba Network as their electronic transaction provider. As a preferred 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

Review Walgreens Boots Alliance Specifications
Supported Documents

Walgreens Boots Alliance project specifics:

- ***Tax data*** is accepted at the header/summary level or at the line item level of the invoice.
- ***Shipping data*** is accepted at the header/summary level or at the line item level.

Supported

- **Purchase Order Confirmations**
  Apply against a whole PO or line items
- **Advance Shipment Notices**
  Apply against PO when items are shipped
- **Detail Invoices**
  Apply against a single purchase order referencing a line item
- **Partial Invoices**
  Apply against specific line items from a single purchase order
- **Service Entry Sheets**
  Apply against a single purchase order referencing a line item
- **BPO Invoices**
  Invoices against a blanket purchase order
- **Service Invoices**
  Invoices that require service line item details
- **Contract Invoices**
  Apply against contracts
- **Line Level Credit Invoices/Credit Memos**
  Item level credits; price/quantity adjustments
- **Header Level Credit Memos**
  Credit Memos applied against whole invoices

Review Walgreens Boots Alliance Specifications

NOT Supported Documents

NOT Supported:

- **Summary or Consolidated Invoices**

  Apply against multiple purchase orders
- **Invoicing for Purchasing Cards (P-Cards)**

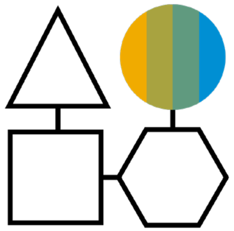
  An invoice for an order placed using a purchasing card
- **Duplicate Invoices**

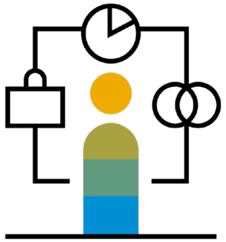
  A new and unique invoice number must be provided for each invoice; Walgreens Boots Alliance will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on Ariba Network
- **Paper Invoices**

  Walgreens Boots Alliance requires invoices to be submitted electronically through Ariba Network
- **Non-PO Invoices**

  Apply against a PO not received through Ariba Network

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

Walgreens Boots Alliance 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.
- **Remittance Address –** 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. The Remittance ID will be communicated to you by your buyer.
- **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."
- **Currency –** The currency that Ariba Network uses in the service subscription area of your account is controlled by your organization's location, which you specify in User Account Navigator > My Account > Preferences.

Please note:

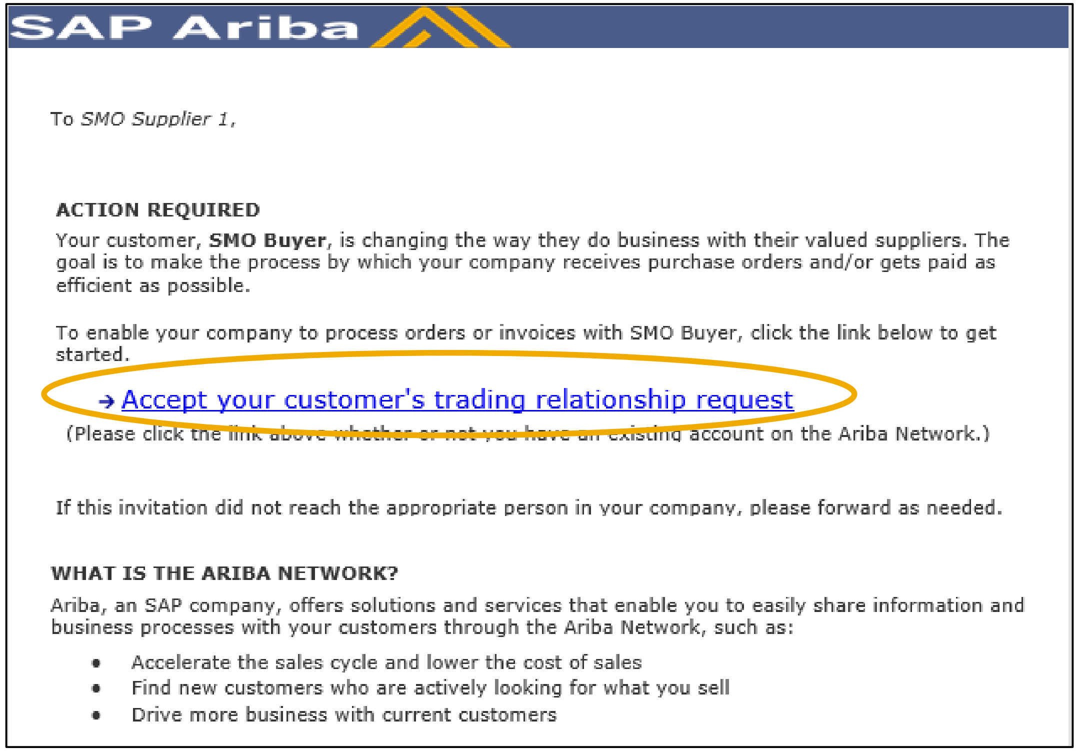
WBA supplier master data is governed through the Ariba Supplier Lifecycle Performance tool. Supplier information and updates must first be entered in SLP and is subject to Walgreens approval. Suppliers should ensure that their account information on Ariba Network is reflective of the information agreed upon with Walgreens within SLP.

Payment method settings and updates should be directed to eft.payment@walgreens.com

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?

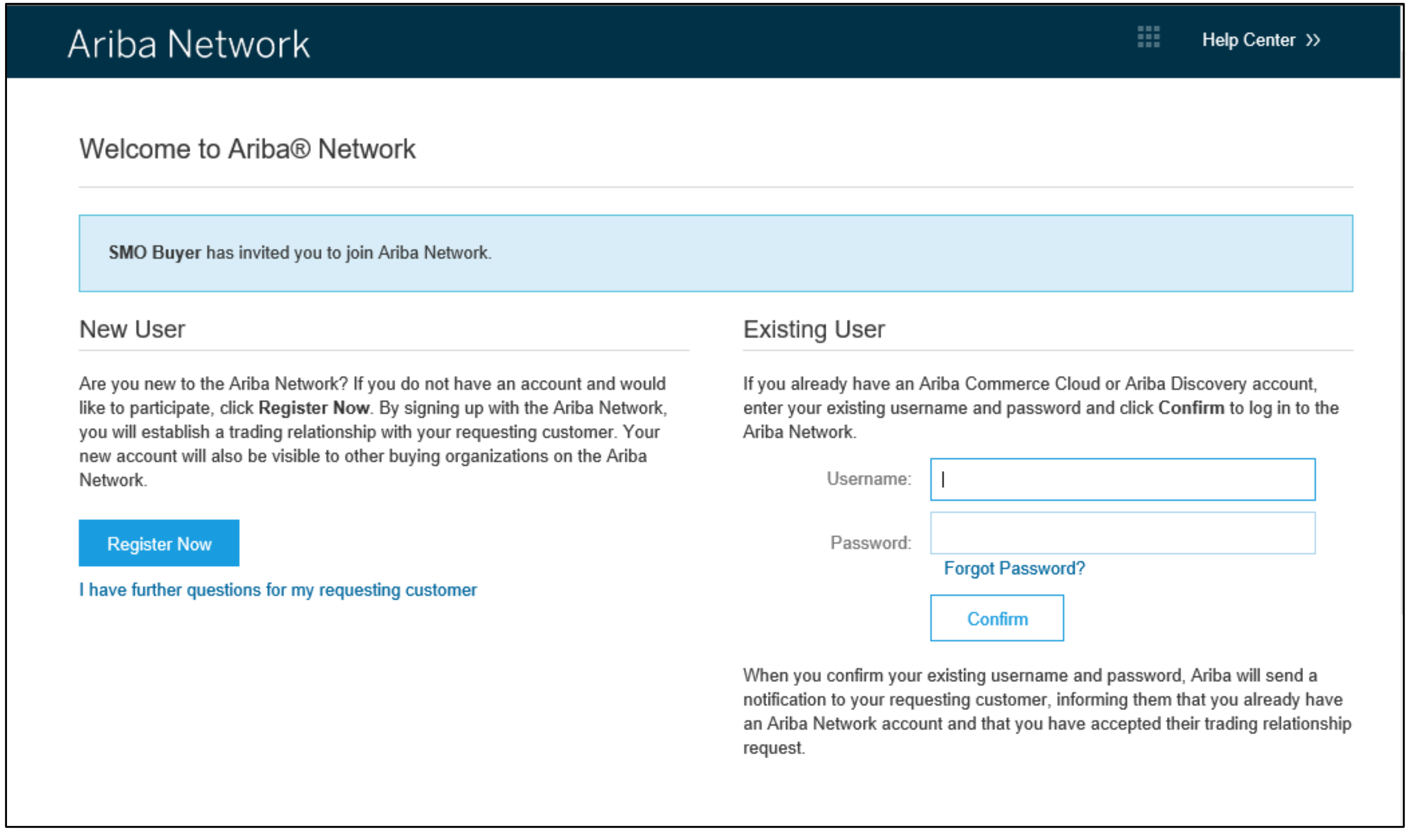
Ariba, an SAP company, offers solutions and services that enable you to easily share information and business processes with your customers through the Ariba Network, such as:

- 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

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:

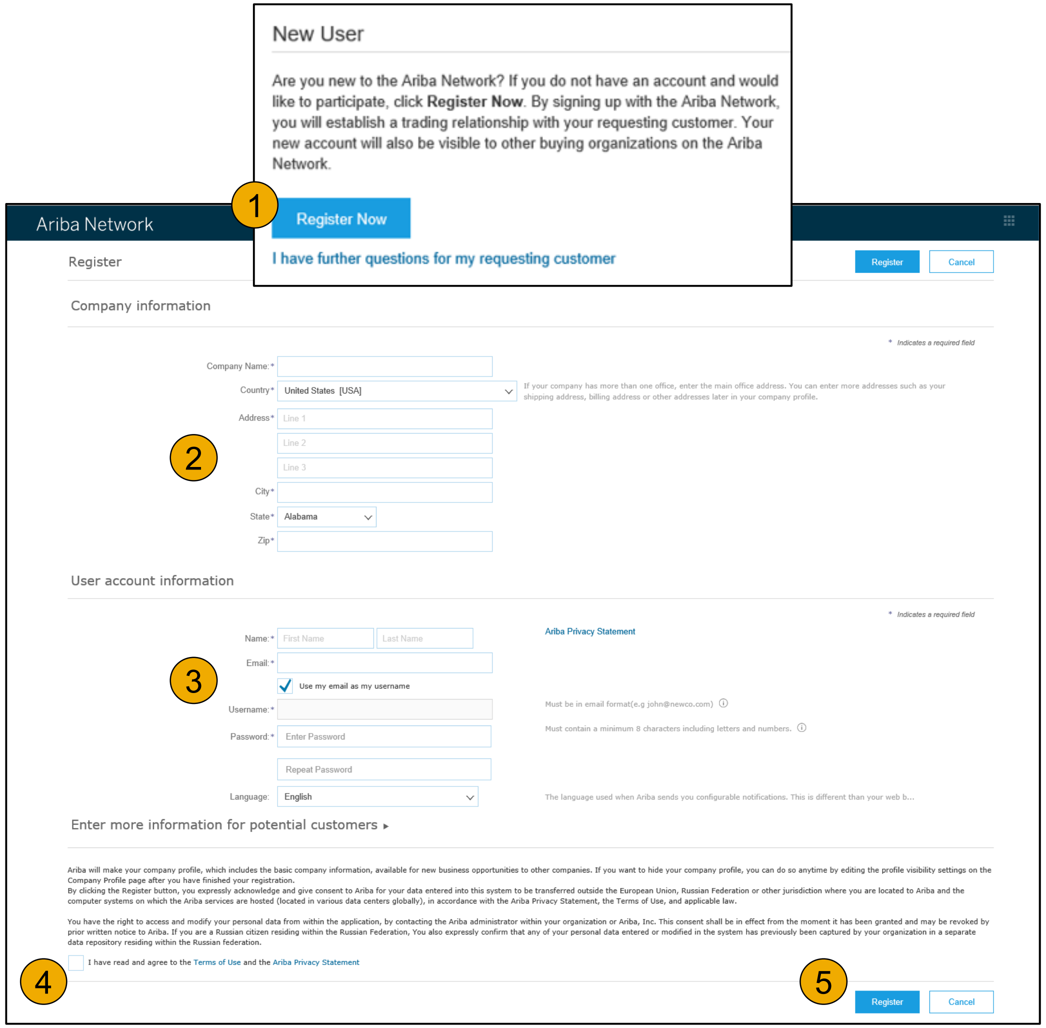
   - **Company Name**
   - **Country**
   - **Address**

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

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

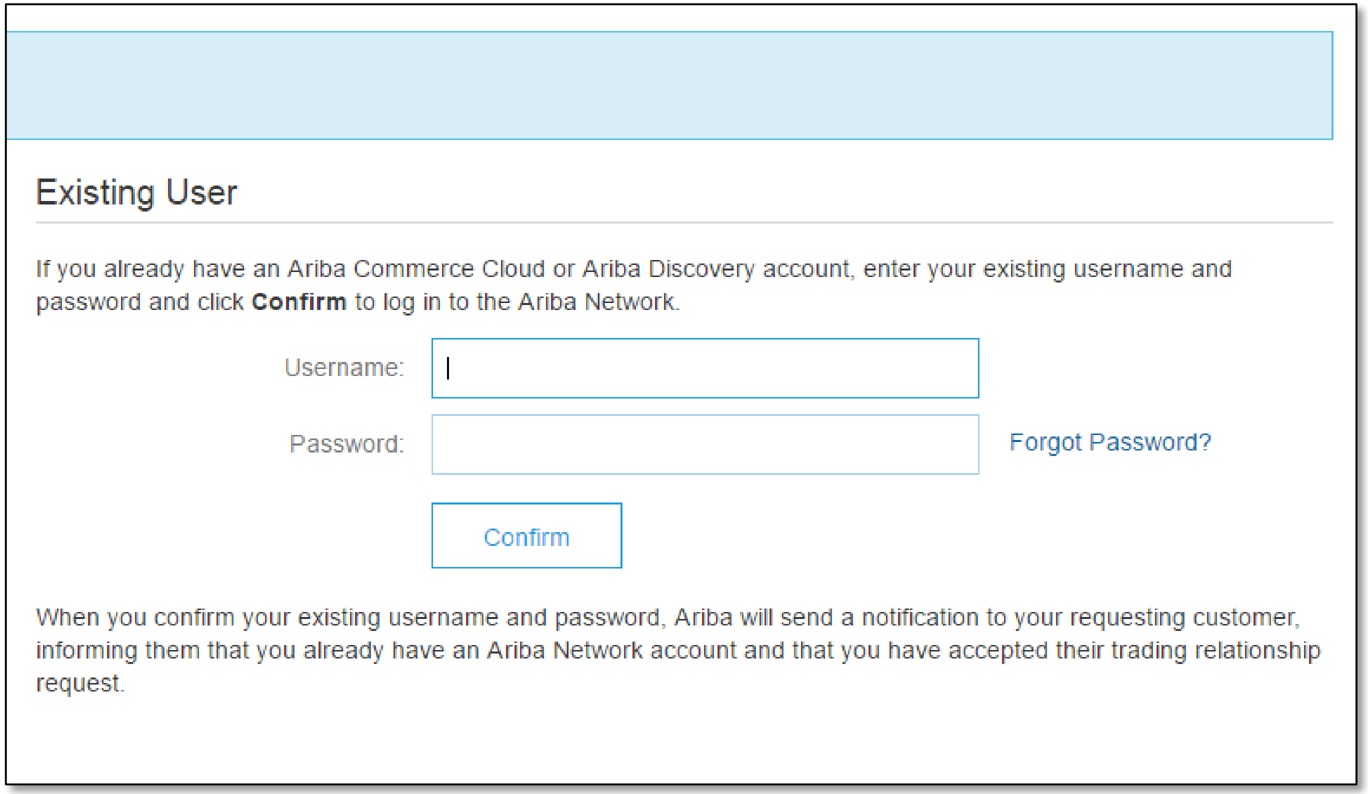
1. Accept the **Terms of Use** by checking the box.

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



Accept Relationship as an Existing User

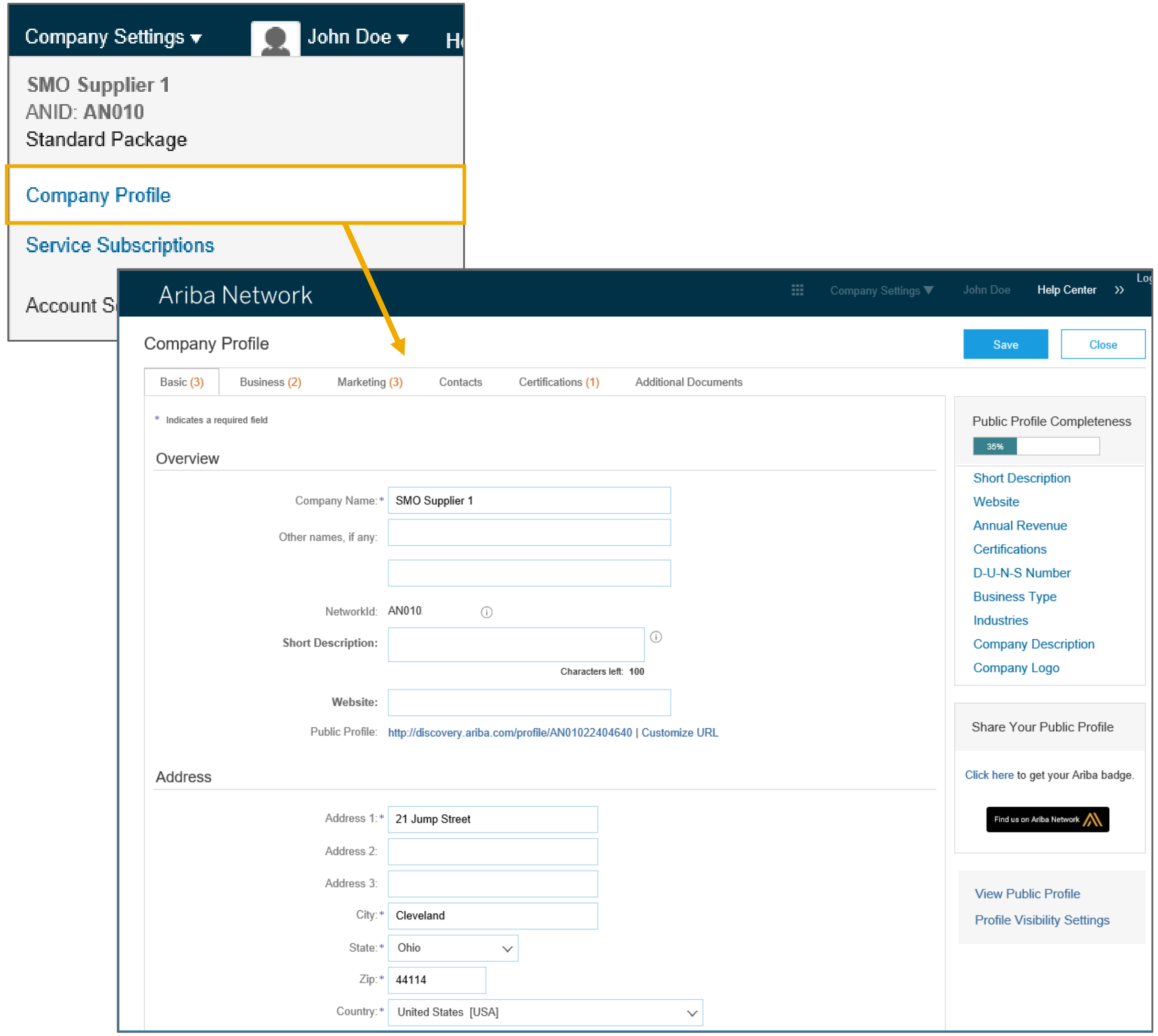
1. **Log in** using your current Ariba username and password in order to accept the relationship with your customer.



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.

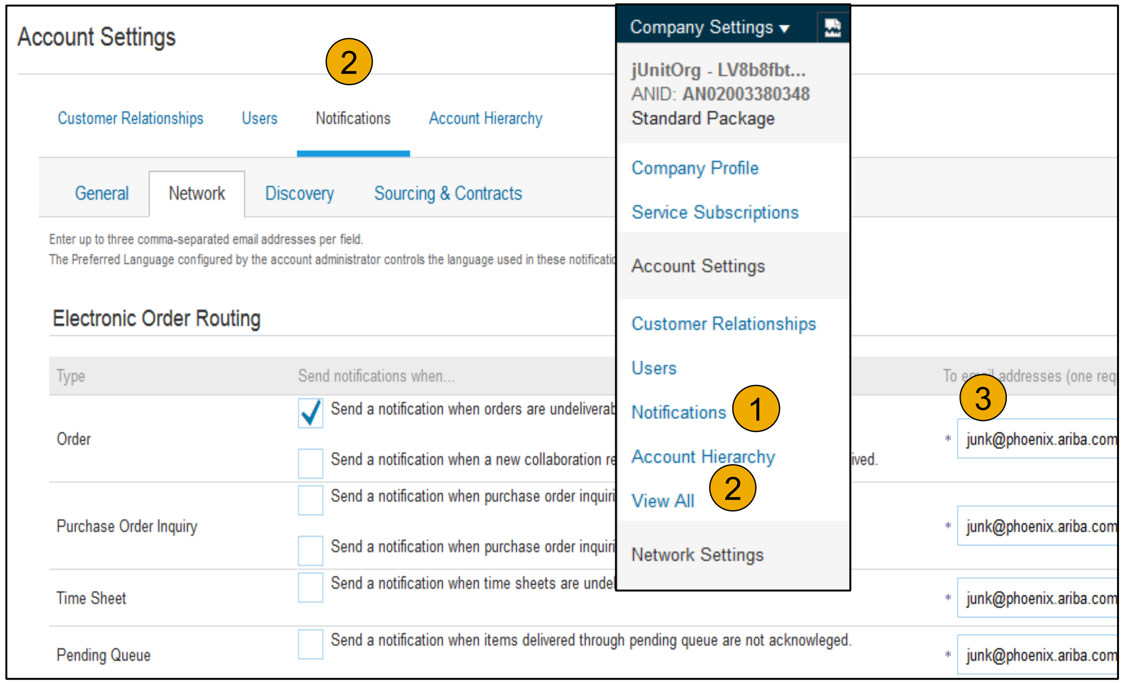
Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.



Configure Your Email Notifications

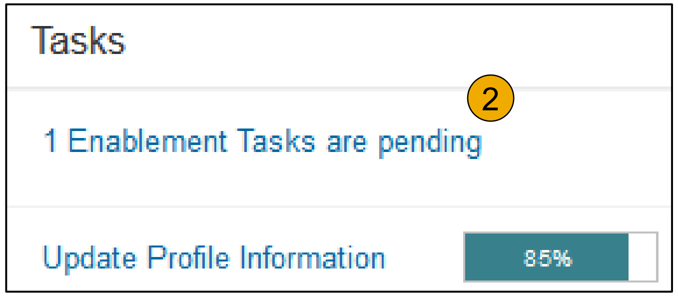
The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

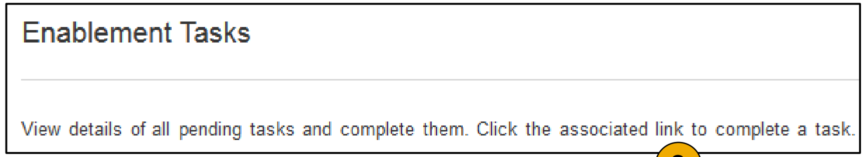
1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include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

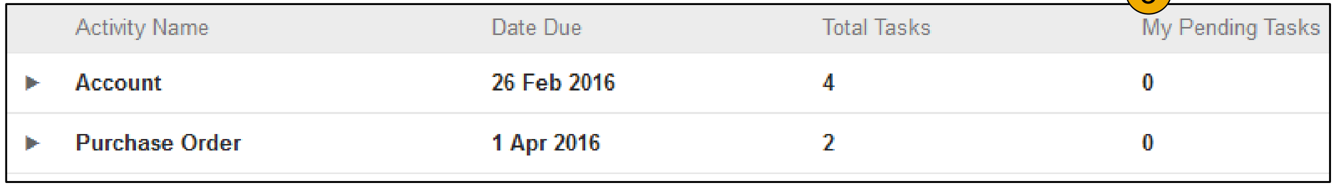


Configure Your Enablement Tasks

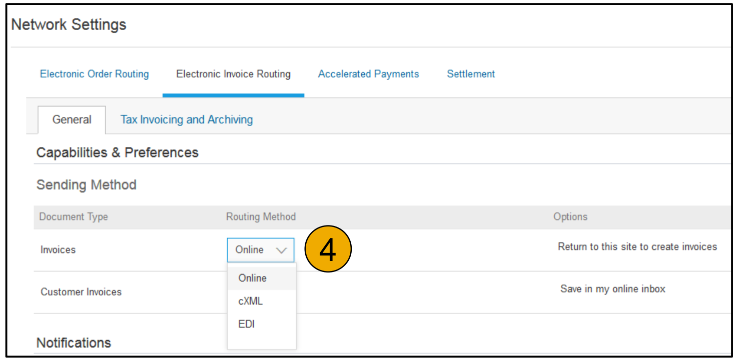
1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.
4. **Choose** one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:
   Online, cXML, EDI, Email, 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.



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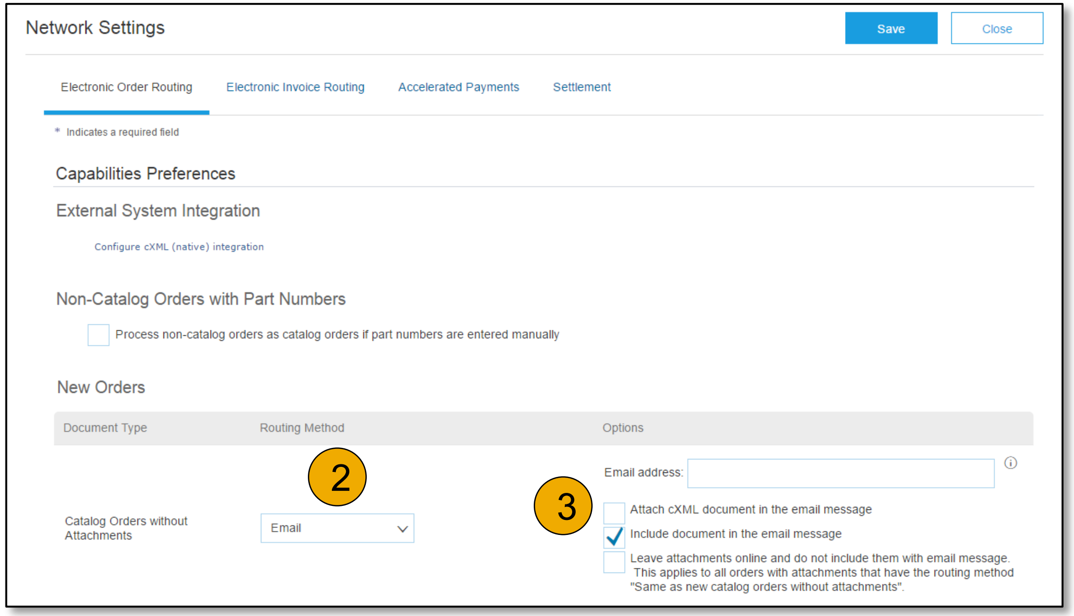
Select Electronic Order Routing Method

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



Route Your Purchase Orders

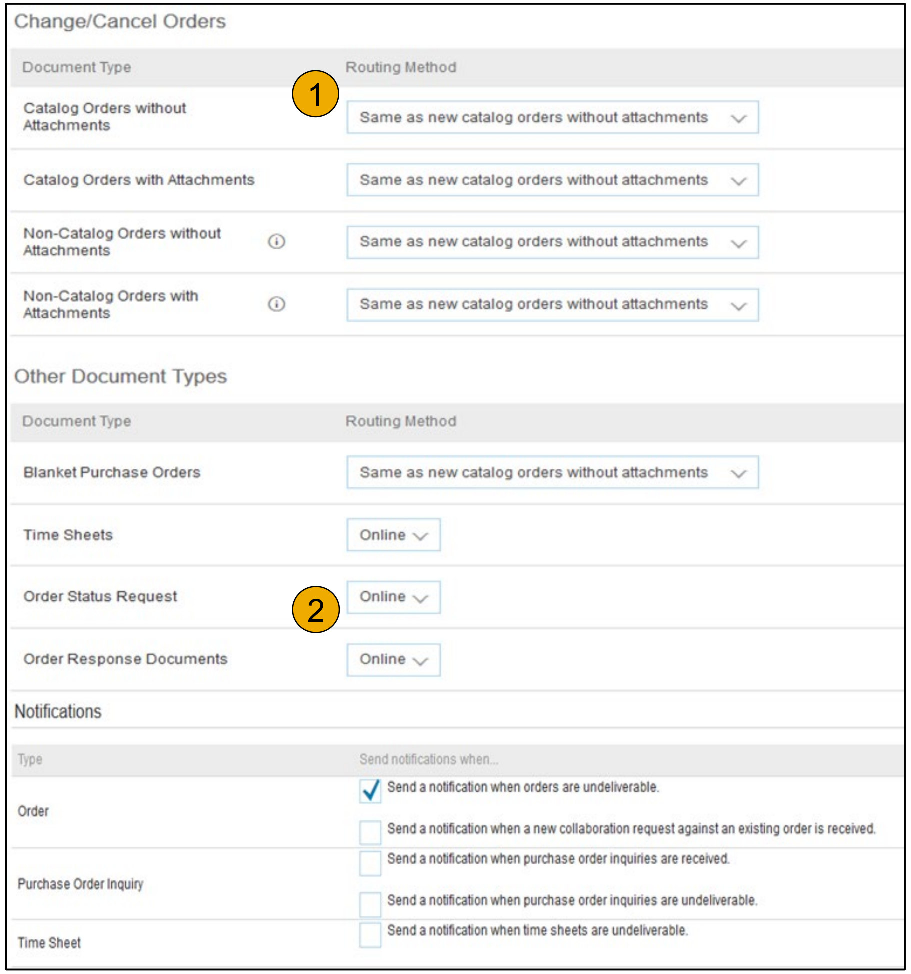
Method Details

- **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.
- **Fax:** Notifications of new orders are sent via Facsimile, and can include a copy of the PO as well as a cover sheet.
- **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please Click Here 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.
2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).



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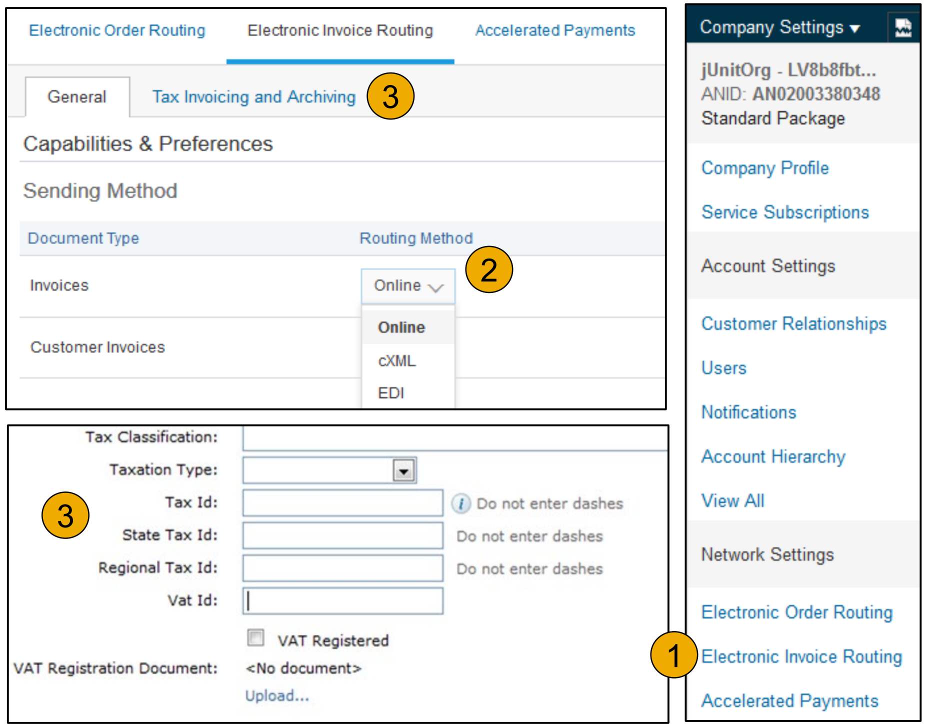
Select Electronic Invoice Routing Method

Methods and Tax Details

1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. 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.



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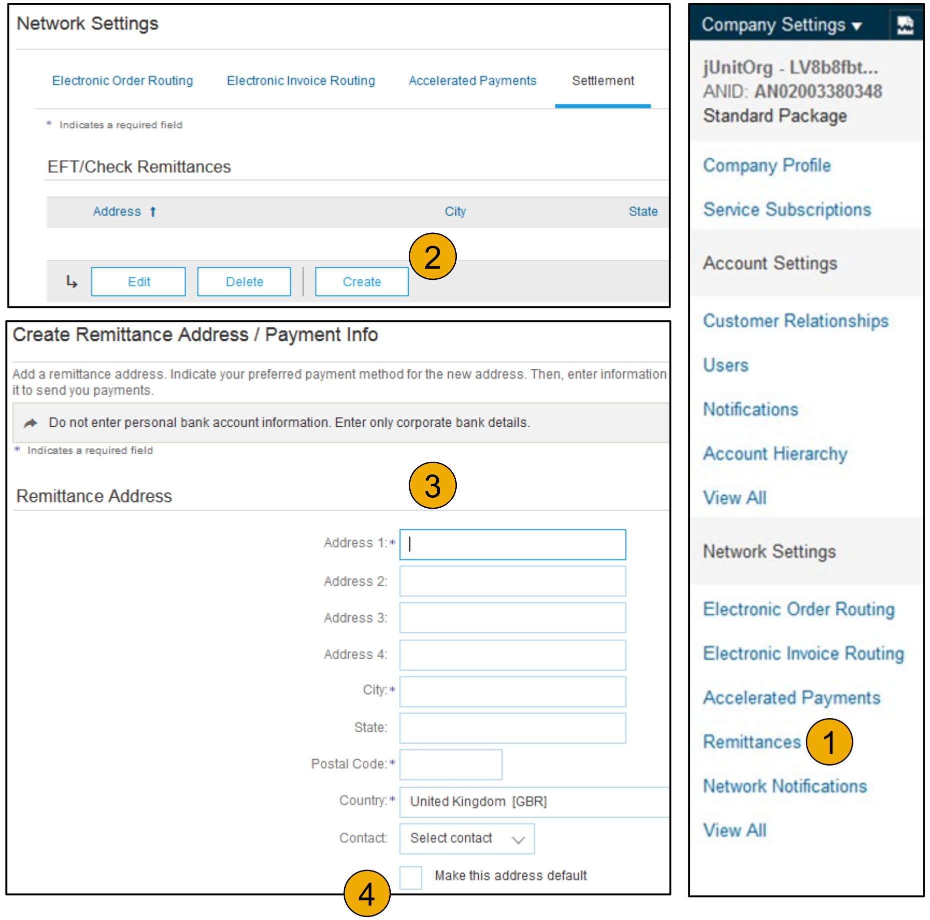
Configure Your Remittance Information

1. **From the Company Settings** dropdown menu, select 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:** Suppliers that are utilizing Remittance Addresses with Walgreens Boots Alliance must have a Remittance ID assigned to the address

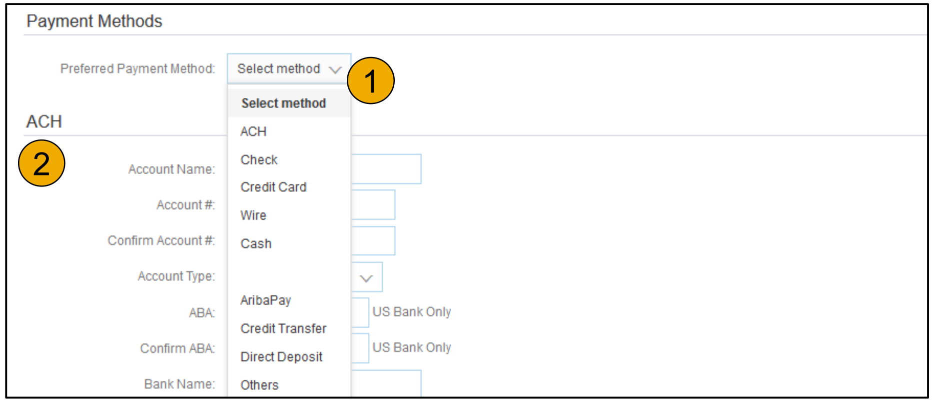


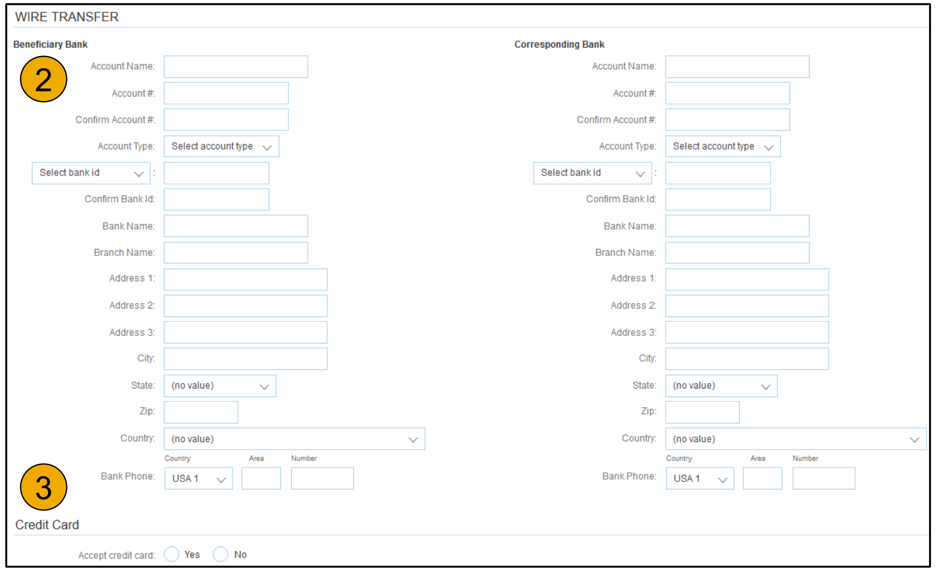
Configure Your Remittance Information

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.

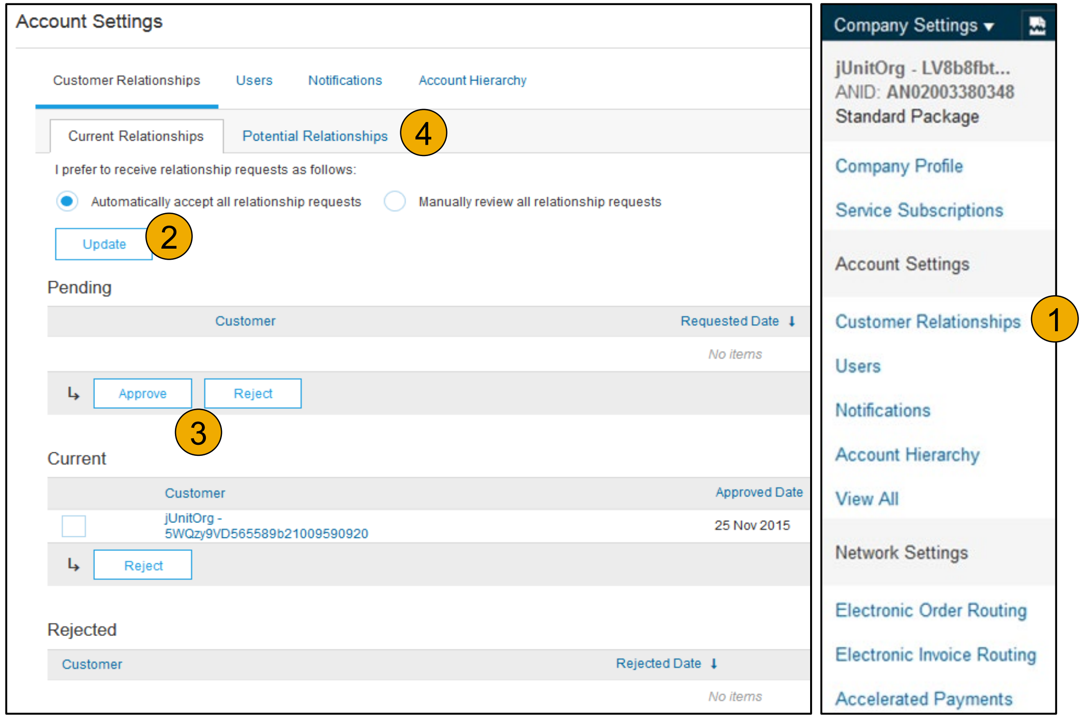




Review Your Relationships

Current and Potential

1. **Click** on the Customer Relationships link in the **Company Settings** menu.
2. **Choose** to accept customer relationships 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

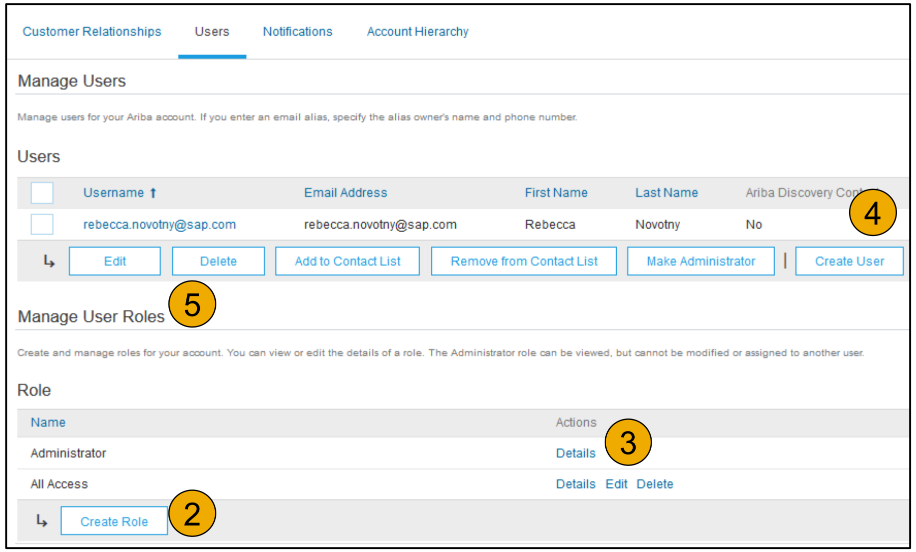
User

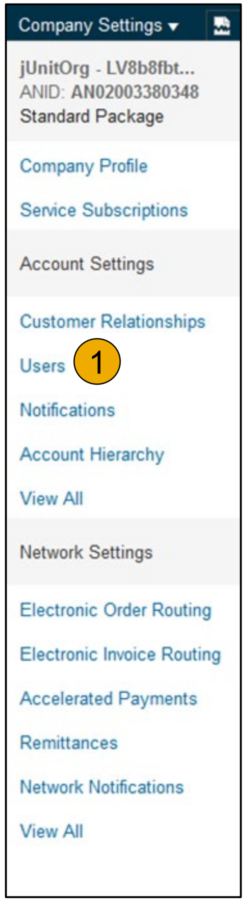
- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user’s actual job responsibilities
- Can access all or only specific customers assigned by Administrator

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.

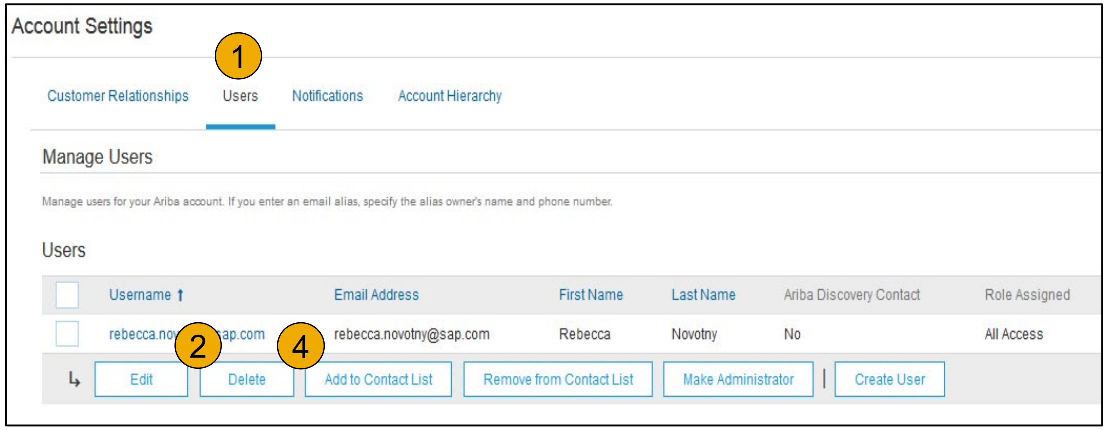


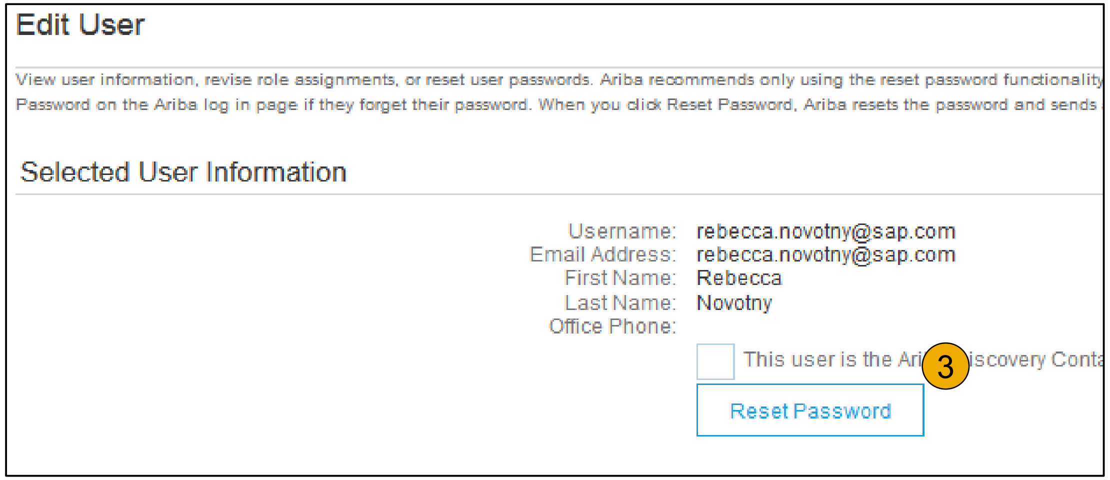


Set Up User Accounts

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



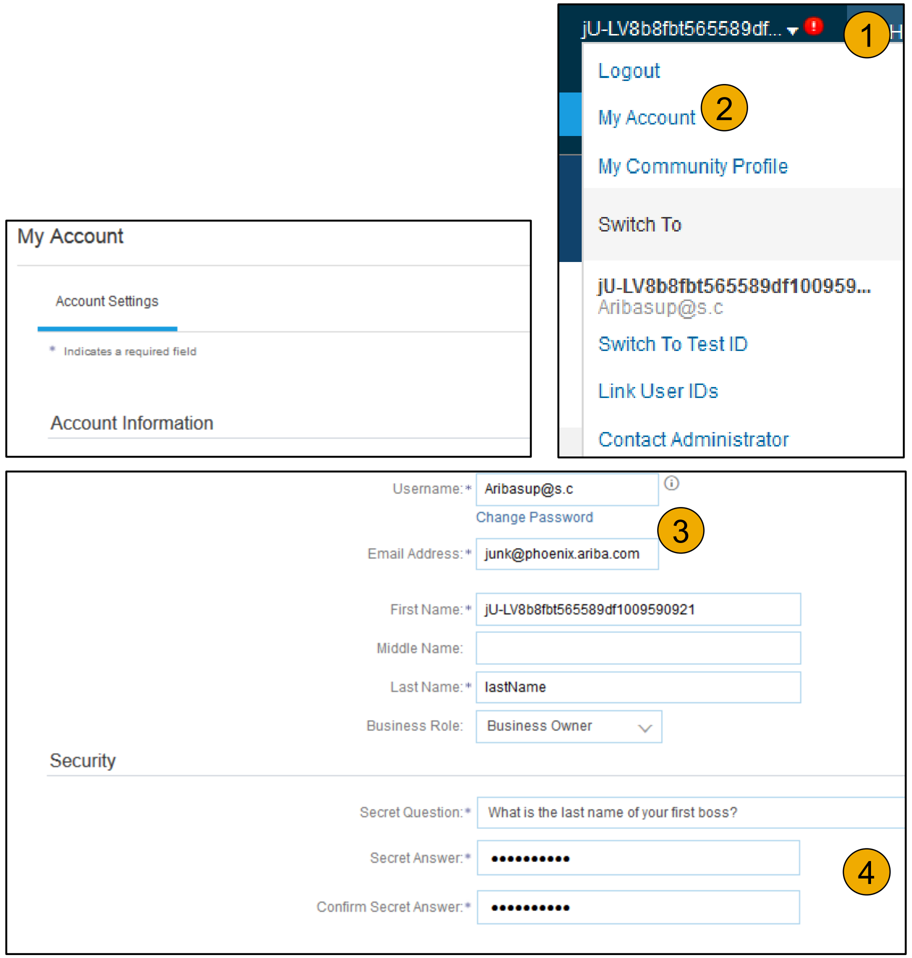


Enhanced User Account Functionality

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.



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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:

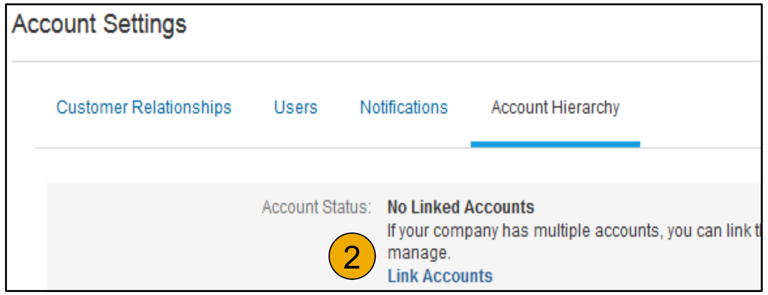
- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

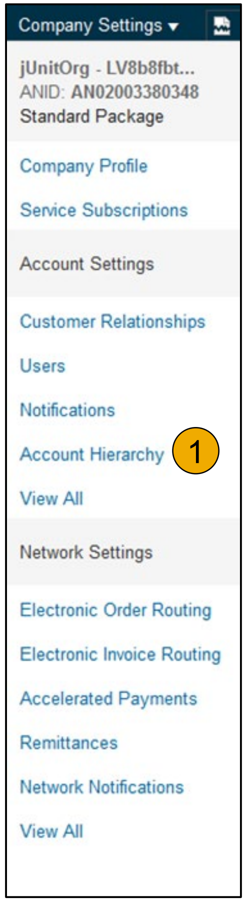
Create an Account Hierarchy

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.





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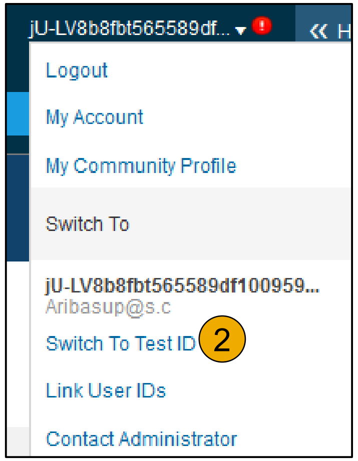
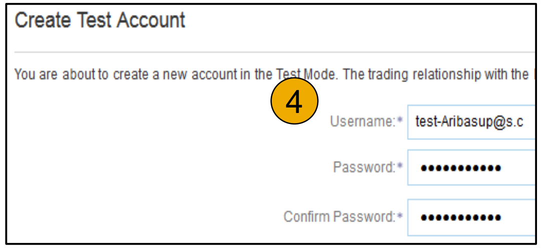
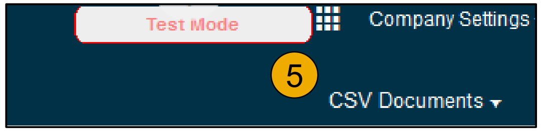
Set Up a Test Account

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).







Section 3: Purchase Order Management

View Purchase Orders

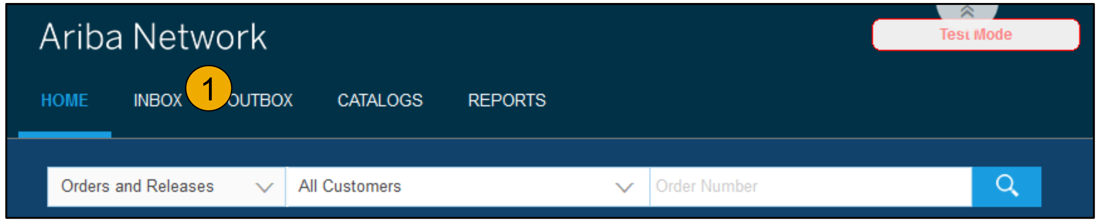
Purchase Order Detail

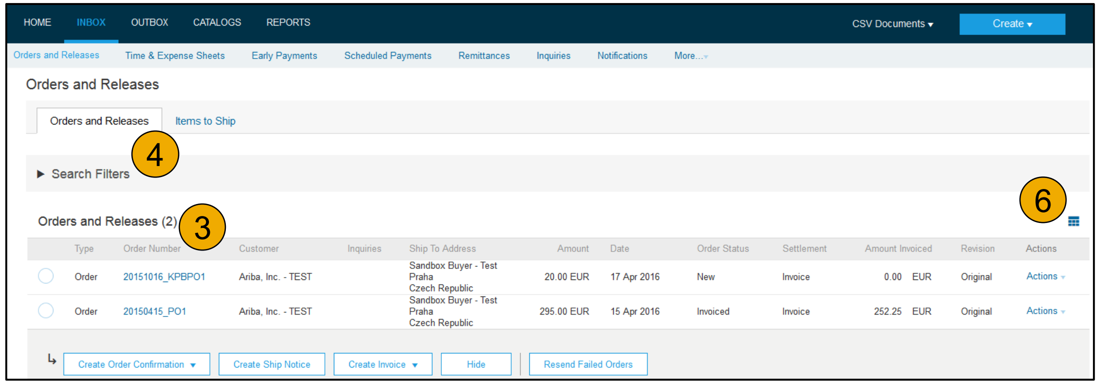
Create PDF of Purchase Order

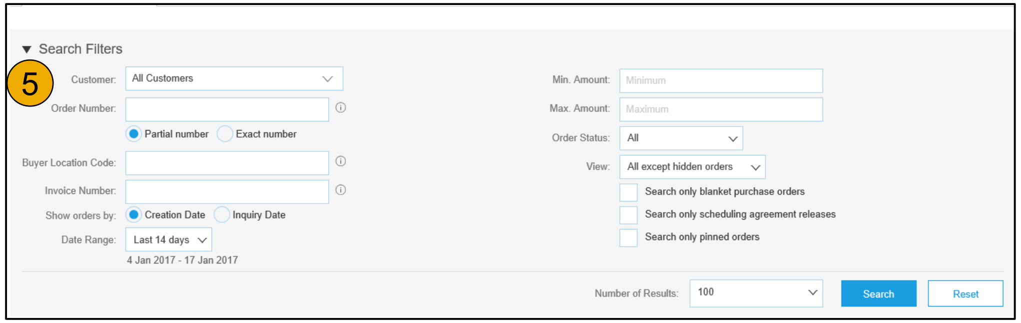
Manage POs

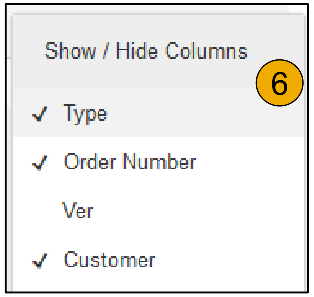
View Purchase Orders

1. **Click** on Inbox tab to manage your Purchase Orders.
2. **Inbox** is presented as a list of the Purchase Orders received by Walgreens Boots Alliance.
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

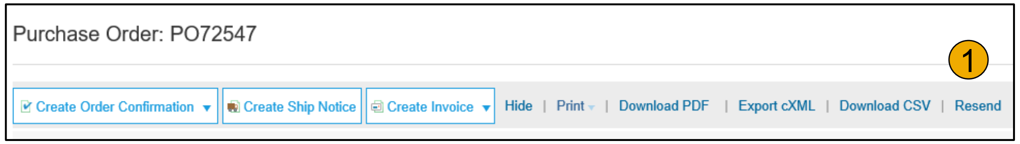
Purchase Order Detail

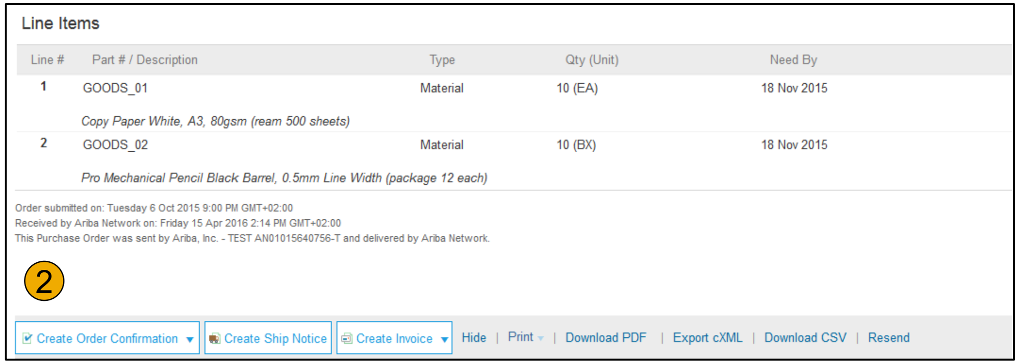
1. **View** the details of your order.
   The order header includes the order date and information about the buying organization and supplier.

   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 Walgreens Boots Alliance 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.



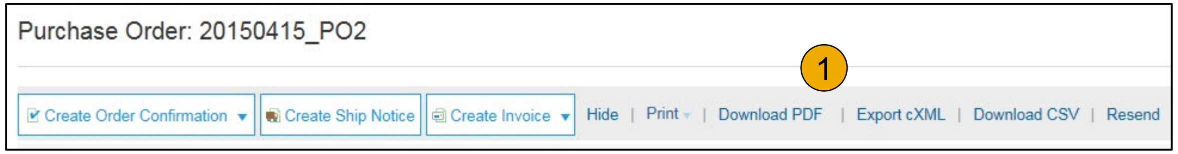


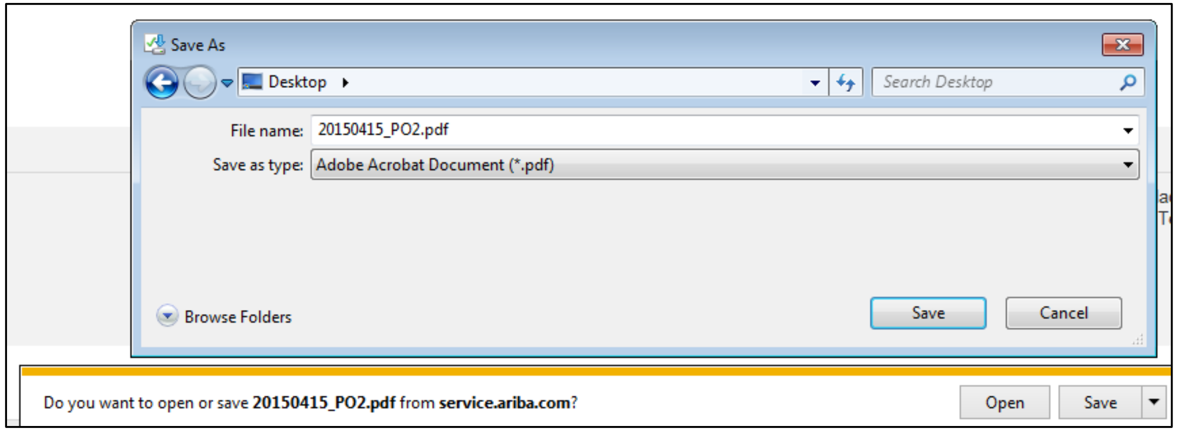
Manage POs

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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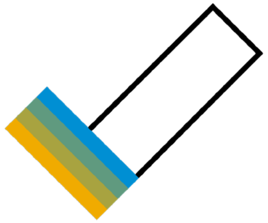
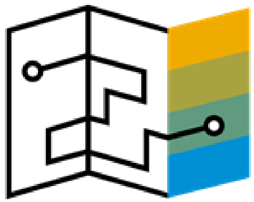
Section 4: Other Documents





Order Confirmations (OC)

- Confirm Entire Order
- Reject Entire Order
- Update Line Items

Advanced Ship Notices (ASN)

- Create Ship Notice
- Delivery Terms and Transportation Details
- Details
- Submit Ship Notice and Status

Service Entry Sheet

- Locate a Service PO
- Create Service Sheet
- Submit Service Sheet
- Check Status

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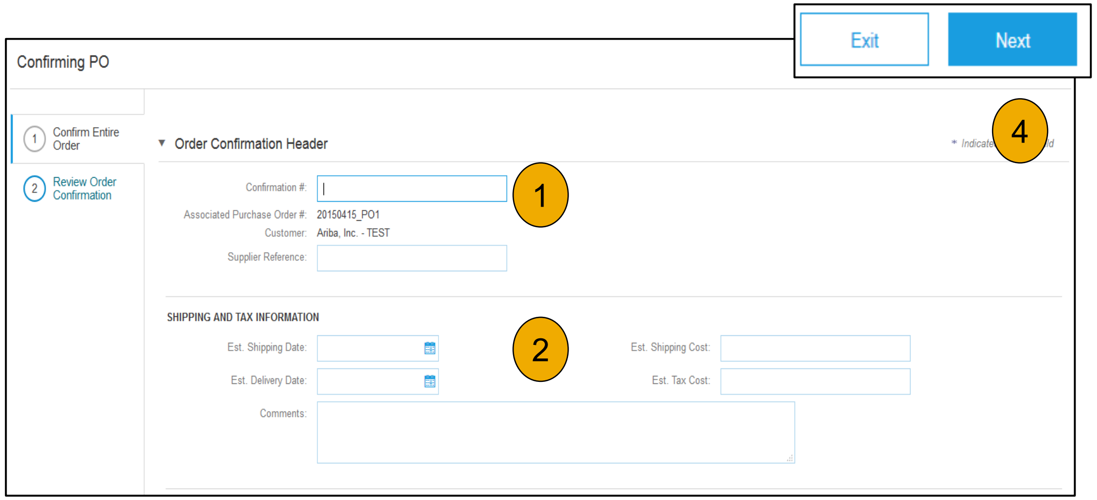
Create Order Confirmation

Confirm Entire Order

This slide explains how to Confirm Entire Order.

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



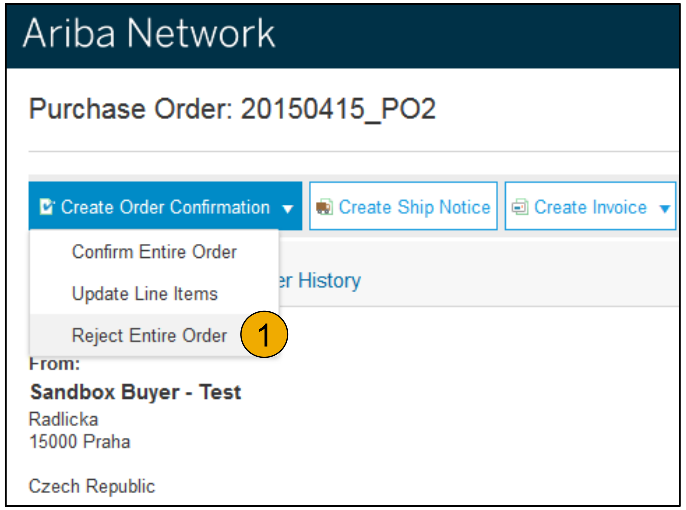
Once the order confirmation is submitted, the Order Status will display as Confirmed. When viewing documents online, links to all related documents are displayed.
Click Done to return to the Inbox.

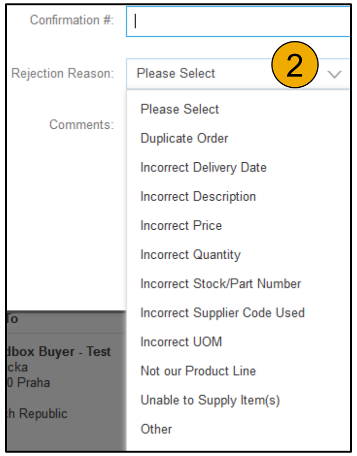
Create Order Confirmation

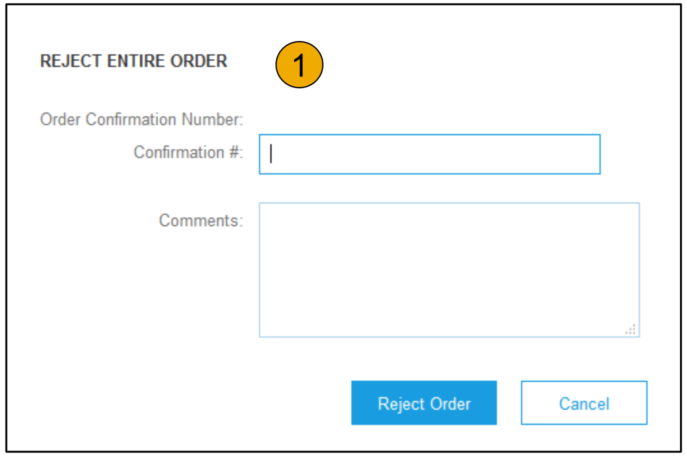
Reject Entire Order

1. **From the PO view**, click the Create Order Confirmation button and select to Confirm Entire Order, Update Line Items for individual line items or Reject Entire Order.
2. **Enter a reason for rejecting** the order in case your buyer requires.

This example demonstrates the Reject Entire Order option. (Updating with Different Statuses will be explained on the next few slides.)







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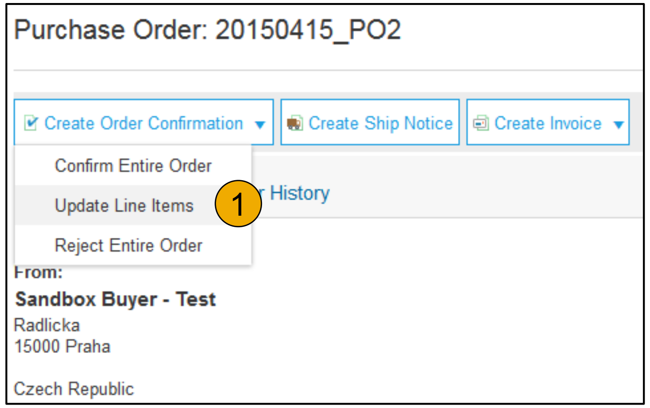
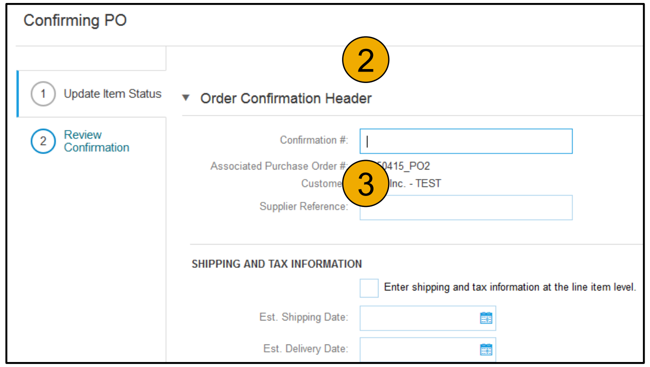
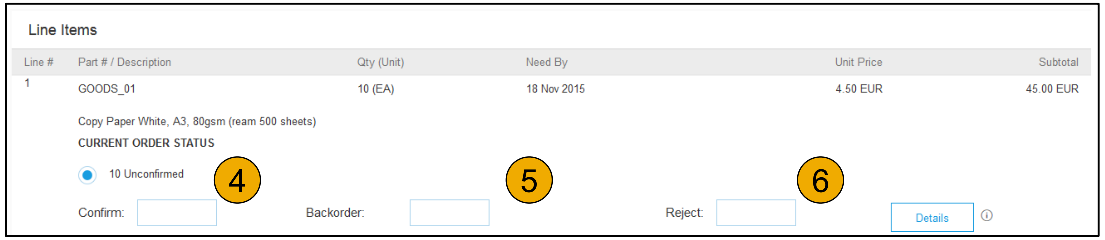
Create Order Confirmation
Update Line Items

1. **Select** Update Line Items, to set the status of each line item.
2. **Fill** in the requested information (the same as for Confirm All option).
3. **Scroll** down to view the line items and choose among possible values:
4. **Confirm** – You received the PO and will send the ordered items.
5. **Backorder** – Items are backordered. Once they available in stock, generate another order confirmation to set them to confirm.
6. **Reject –** Enter a reason why these items are rejected in the Comments field by clicking the Details button.

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







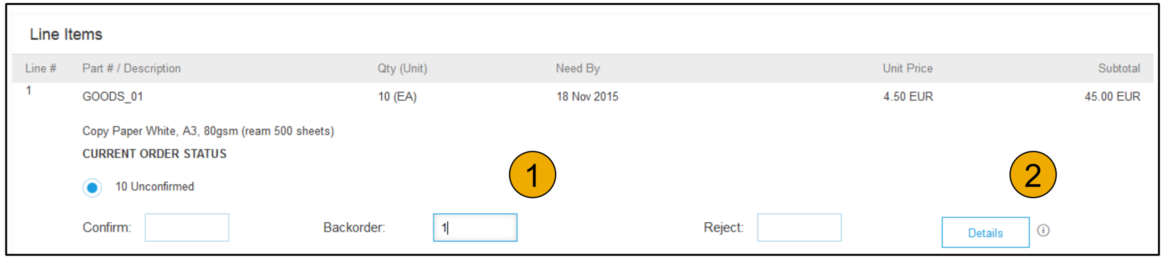
Confirm Order

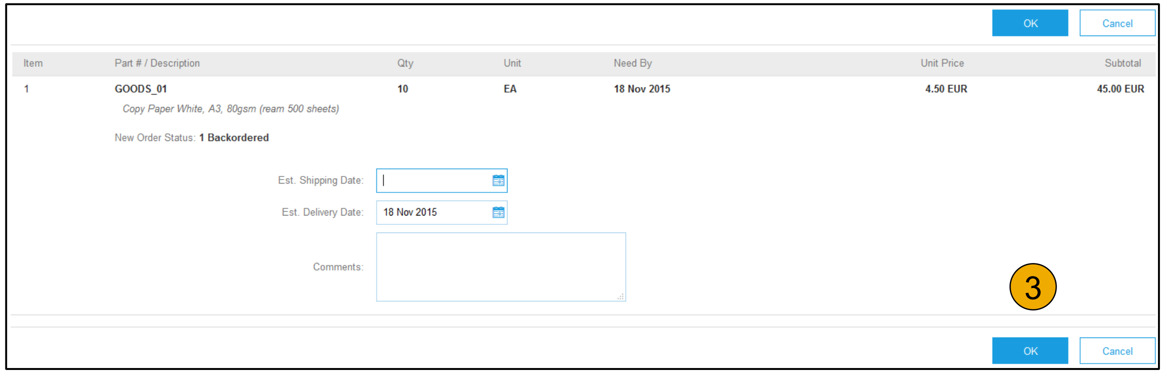
Update Line Items - Backorder

1. **Enter** the quantity backordered in the Backorder data entry field.
2. **Click** Details to enter Comments and Estimated Shipping and Delivery Dates for the backordered items on the Status Details page.
3. **Click** OK when done.

Note: If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.

4. **Click** Next.





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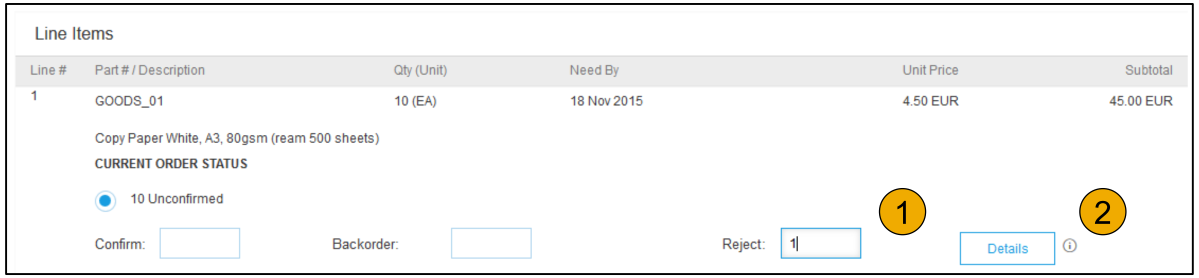
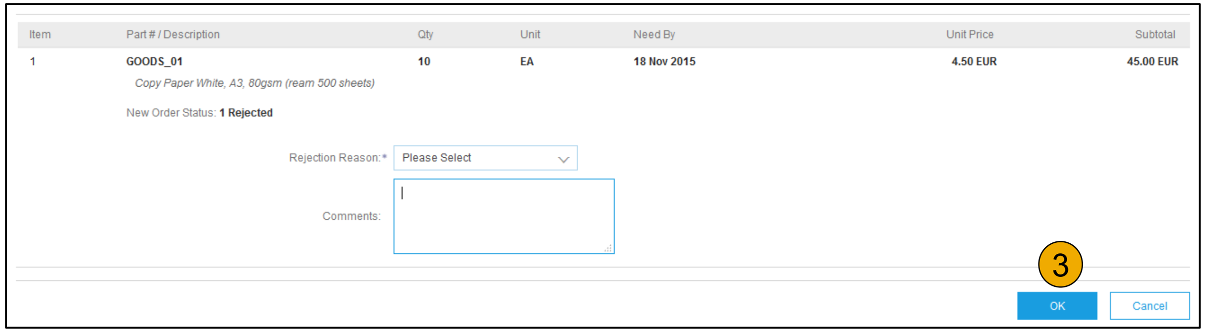
Confirm Order

Update Line Items - Reject

1. **Enter** the quantity in the Reject data entry field to reject item.
2. **Click** the Details button to enter a reason for the rejection in the Comments field on the Status Details page.
3. **Click OK** when done.





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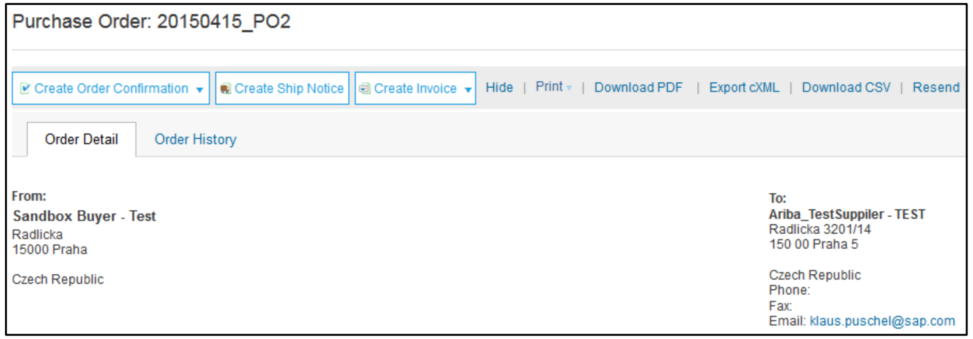
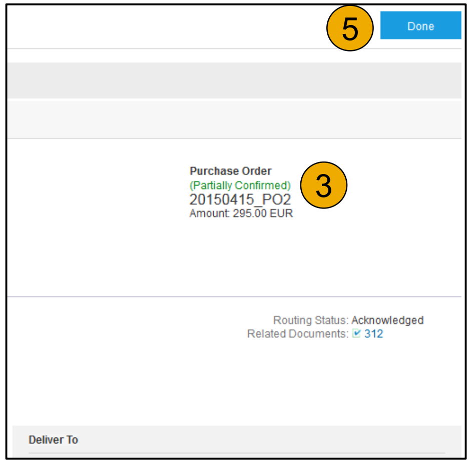
Confirm Order
Update Line Items

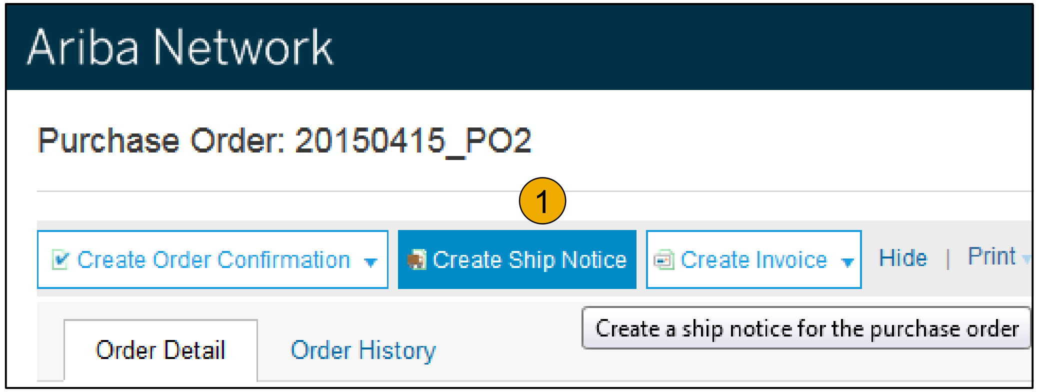
1. **Continue** to update the status for each line item on the purchase order. Once finished, click Next to proceed to the review page.
2. **Review** the order confirmation and click Submit. Your order confirmation is sent to Walgreens Boots Alliance.
3. **The Order Status will display** as Partially Confirmed if items were backordered or not fully confirmed.
4. **Generate** another order confirmation to set them to confirm if needed.
5. **Click** Done to return to the Inbox.

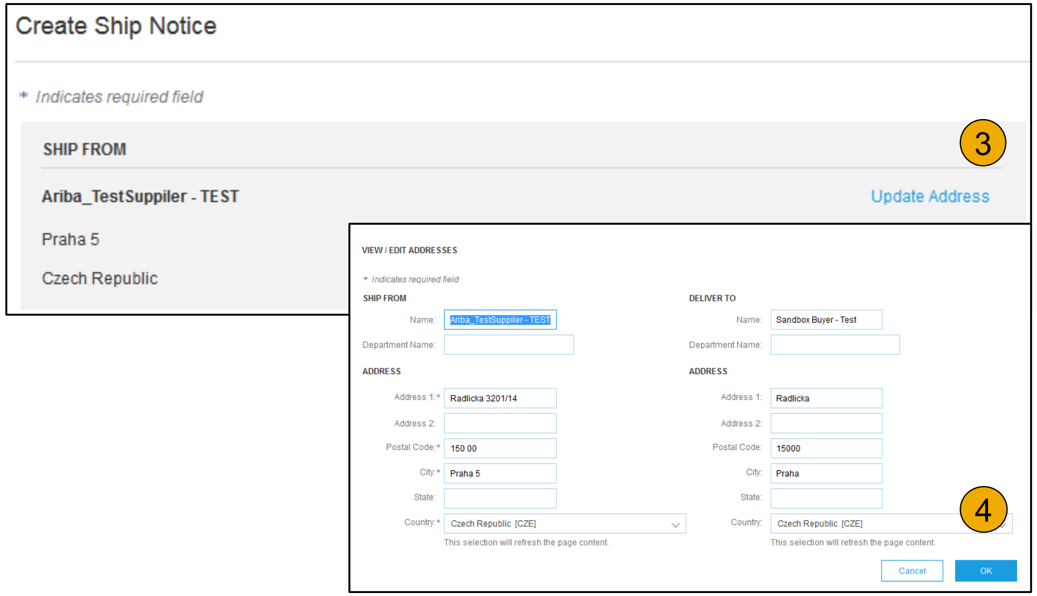




Create Ship Notice

1. **Create** Ship Notice using your Ariba account once items were shipped.
   Multiple ship notices per purchase order might be sent. Click the Create Ship Notice button.
2. **Fill out** the requested information on the Shipping PO form. The Packing Slip ID is any number you use to identify the Ship Notice. Choose Carrier Name and then Tracking # and Shipping Method will appear.
3. **Enter** Ship From information by clicking on Update Address. Any field with an asterisk is required.
4. **Check** if Deliver to information is correct. Click OK.

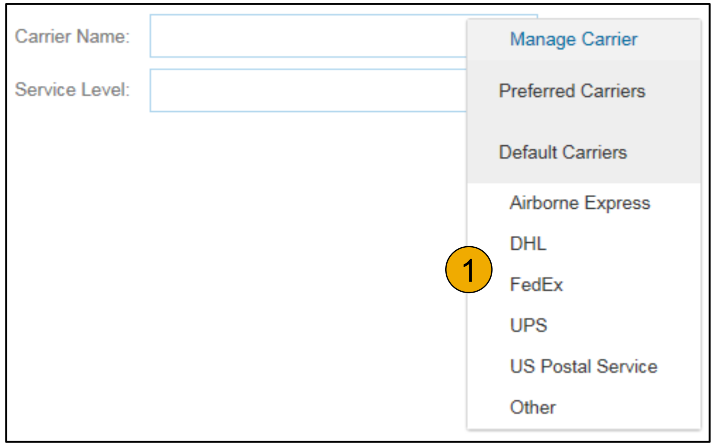


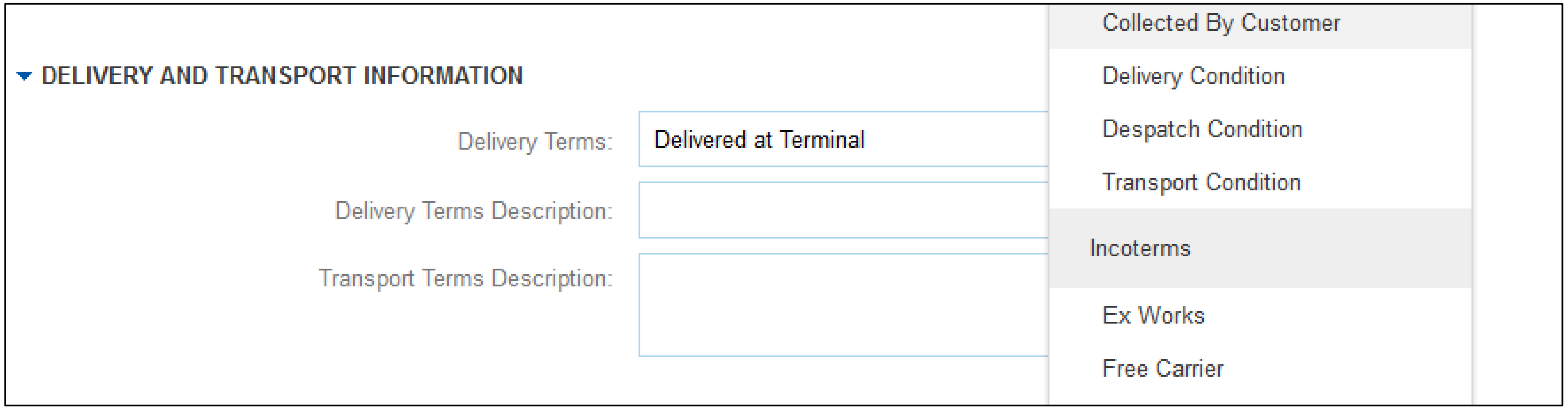


Create Ship Notice

Delivery Terms and Transportation Details

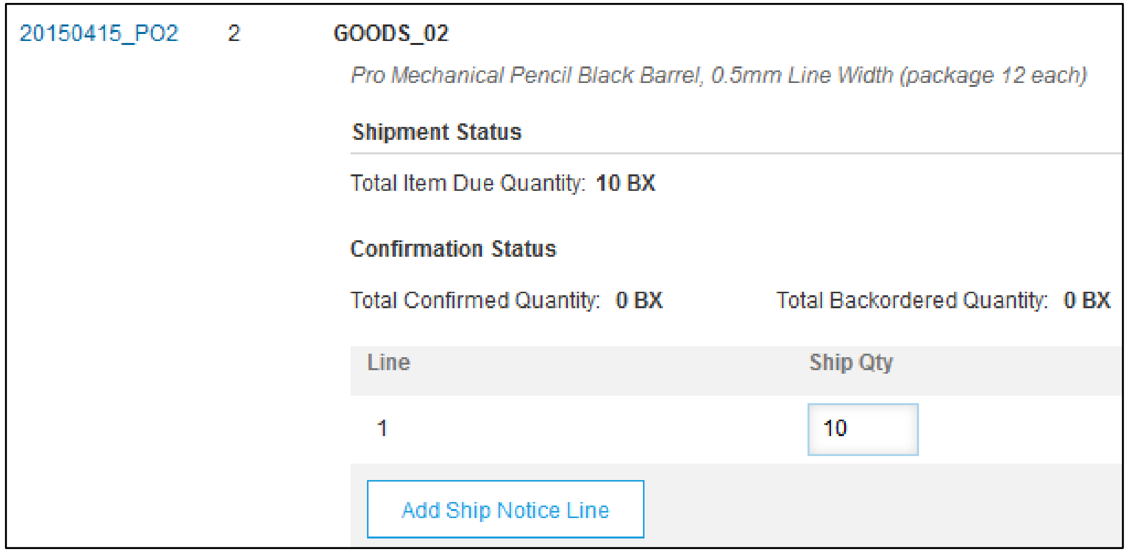
1. **Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.

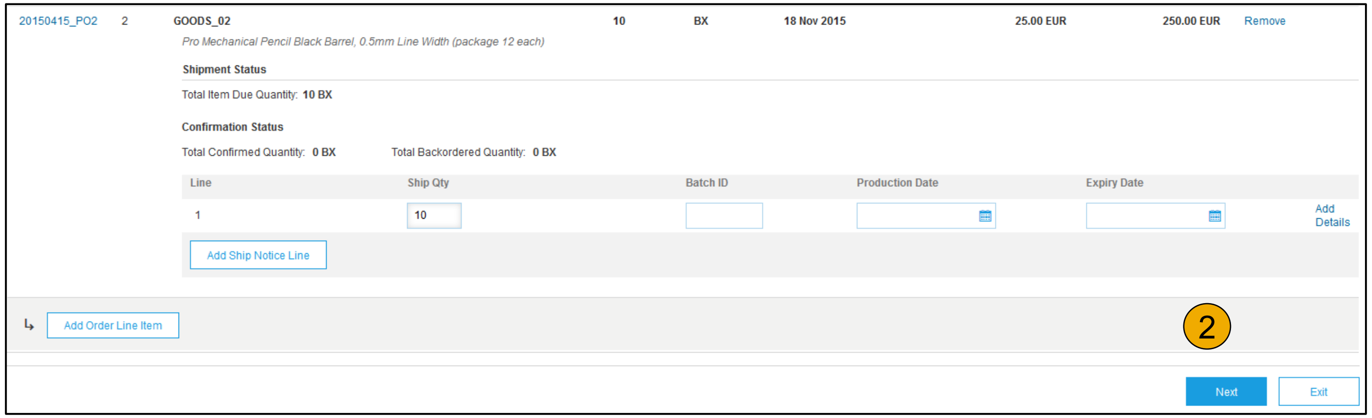




Create Ship Notice
Details

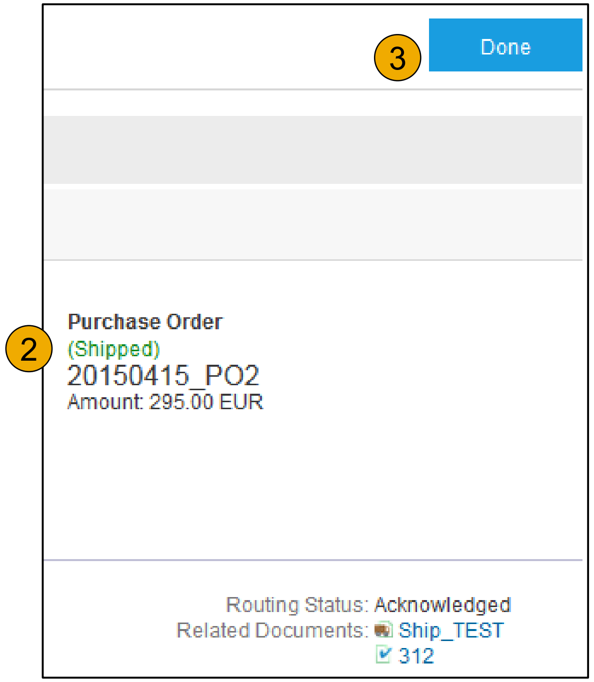
1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Click Next** to proceed to review your Ship Notice.





Submit Ship Notice

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to Walgreens Boots Alliance. Ship Notices provide improved communications to help avoid unnecessary calls to order support department.
2. **After submitting** your Ship Notice, the Order Status will be updated to Shipped. Submitted Ship Notices can be viewed from Outbox or by clicking the link under the Related Documents from the PO View.
3. **Click** Done to return to the Home page.



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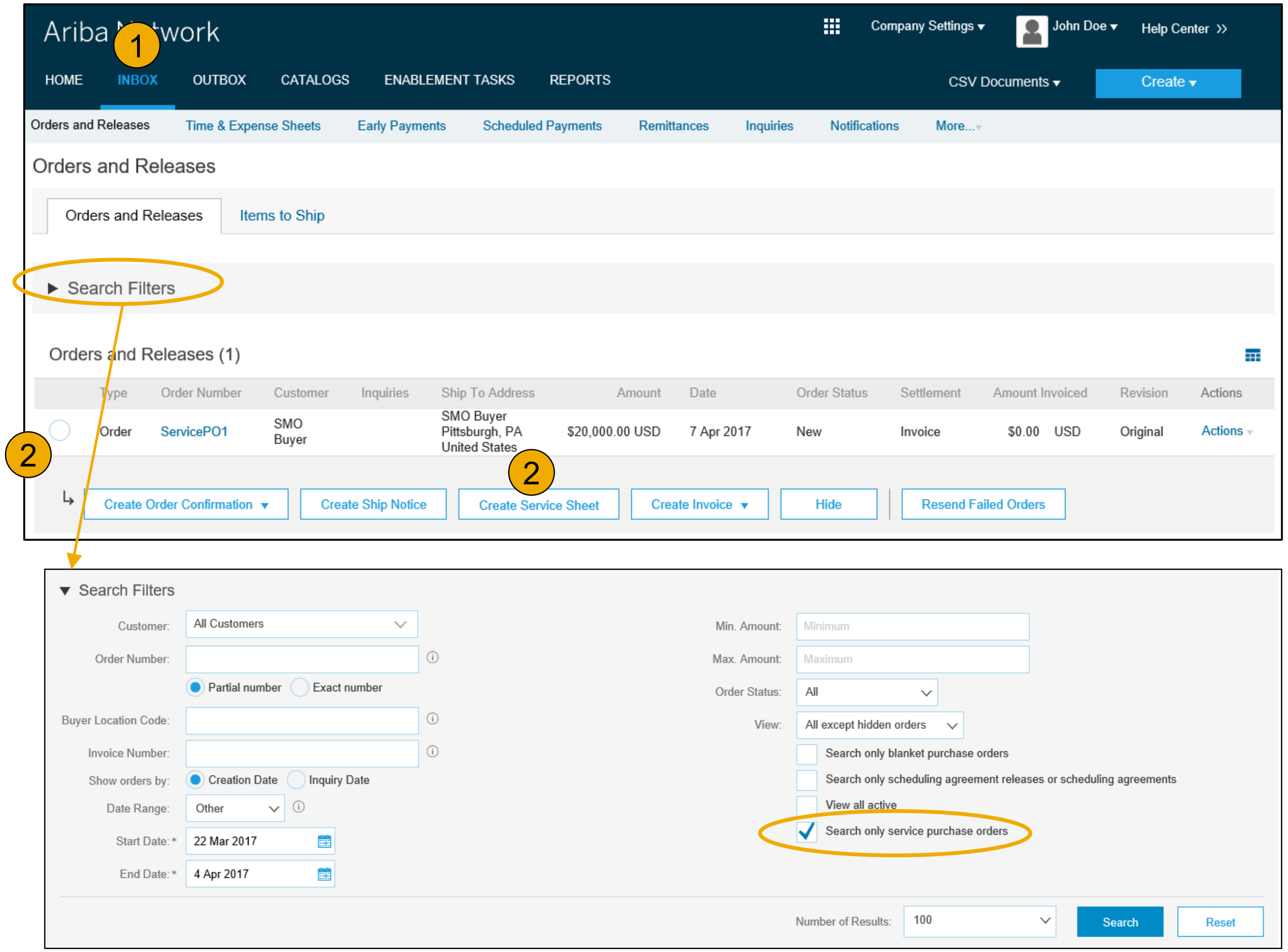
Create a Service Entry Sheet

Locate a Service PO

1. **Locate** your Service PO within your Inbox.

•**Note:** Utilize the **Advanced Search Filters** at the top of your inbox to narrow your view to Service POs only by checking the **Search Only Service Purchase Orders** box and clicking **Search**.

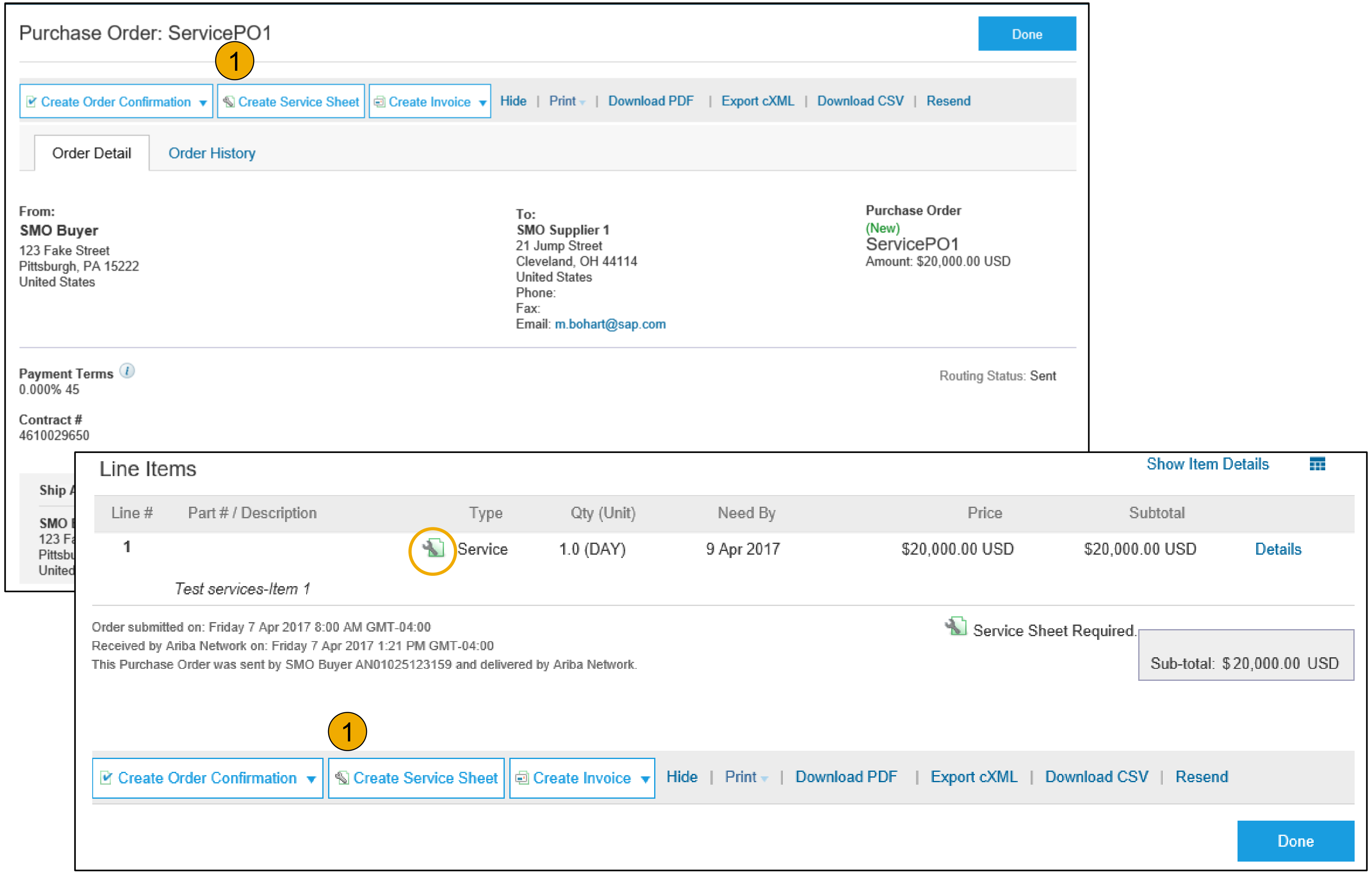
2. **Select** the radio button next to the desired PO and click **Create Service Sheet** OR click the **Order Number Hyperlink** to view the Service PO.



Create a Service Entry Sheet

Review Service PO

1. **After** reviewing your PO for accuracy, click **Create Service** Sheet at the top of bottom of your PO**.**

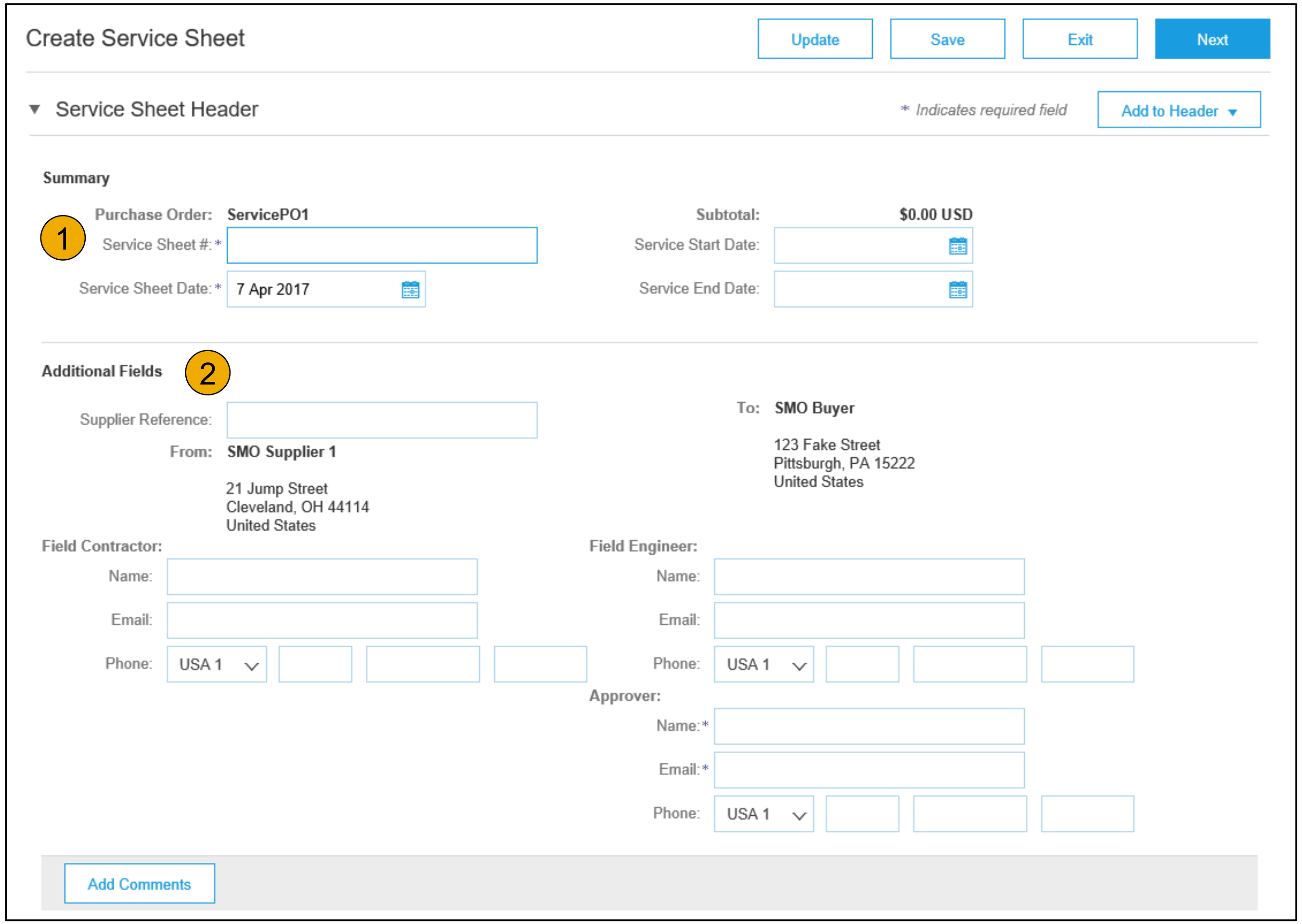


Note: Services will be indicated with the Service Icon next to the Line Type.

Create a Service Entry Sheet

Header Information

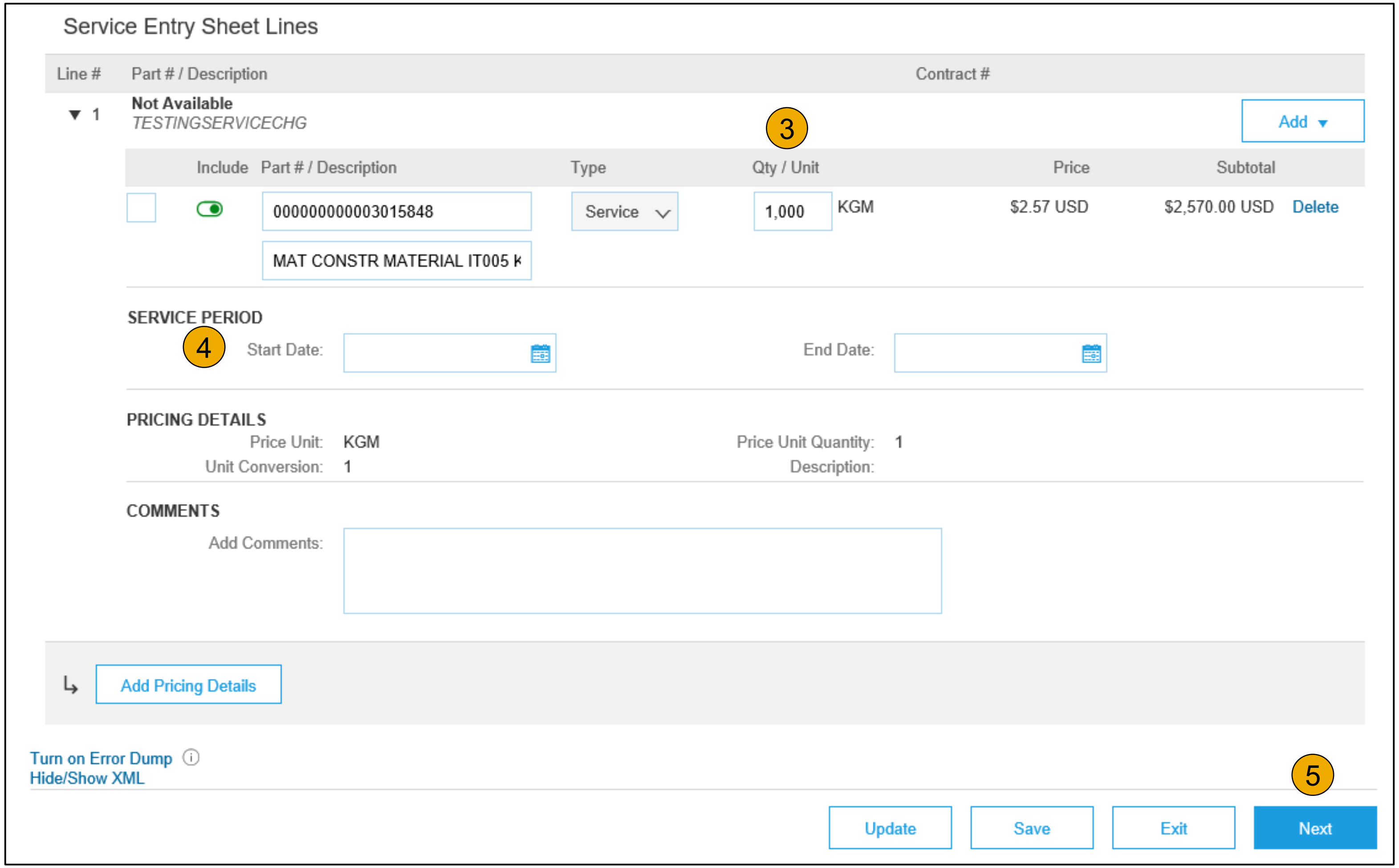
1. **Complete** any required fields that have an asterisk (*).
2. **Enter** additional fields as requested by your customer, including Contractor Information, Approver, etc.



Create a Service Entry Sheet

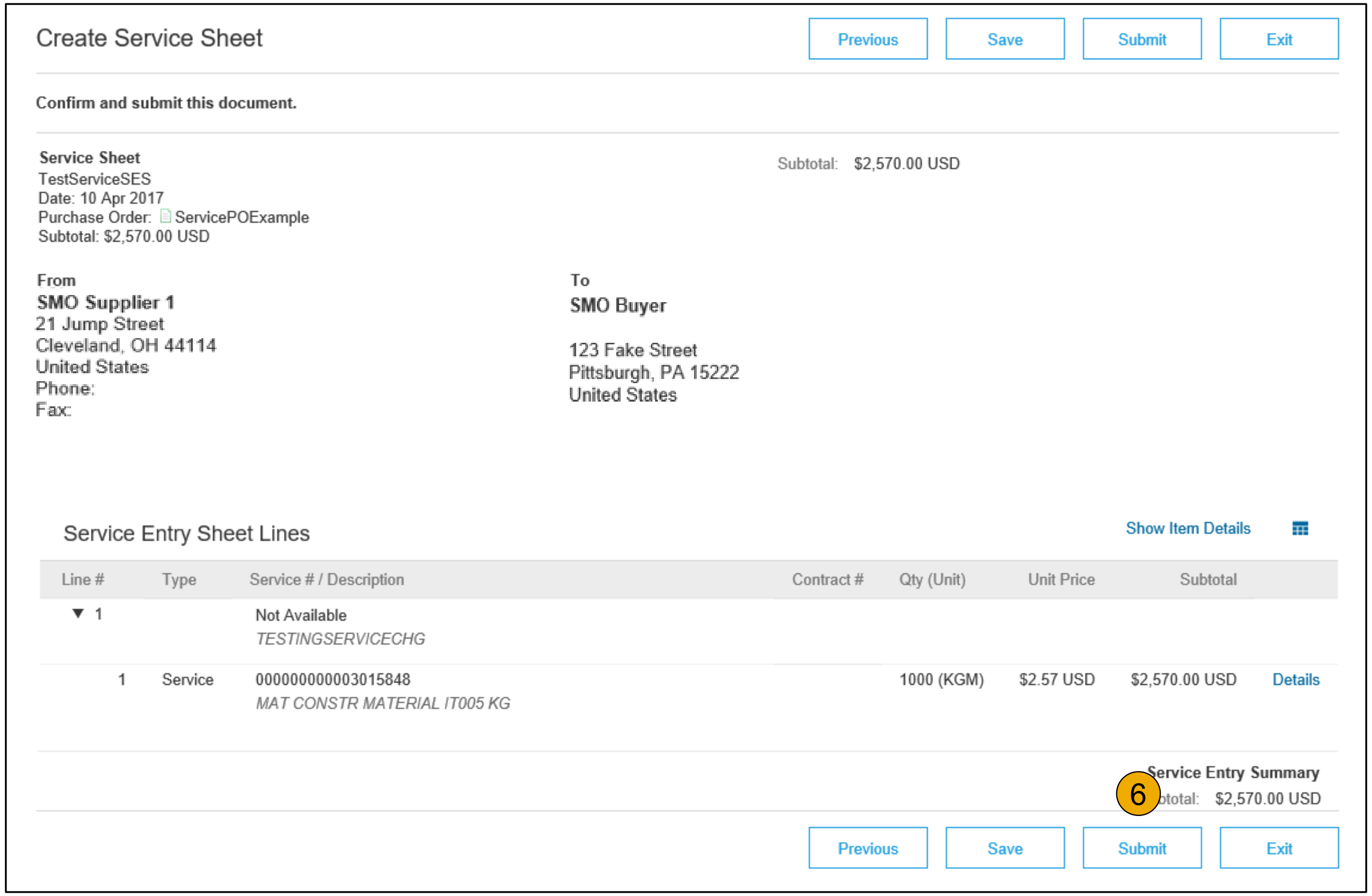
Line Item Section

3. **Update** quantities of line items.
4. **Enter** Service Start and End Dates if available, as well as any additional comments as needed.
5. **Click** Next to proceed to review screen.



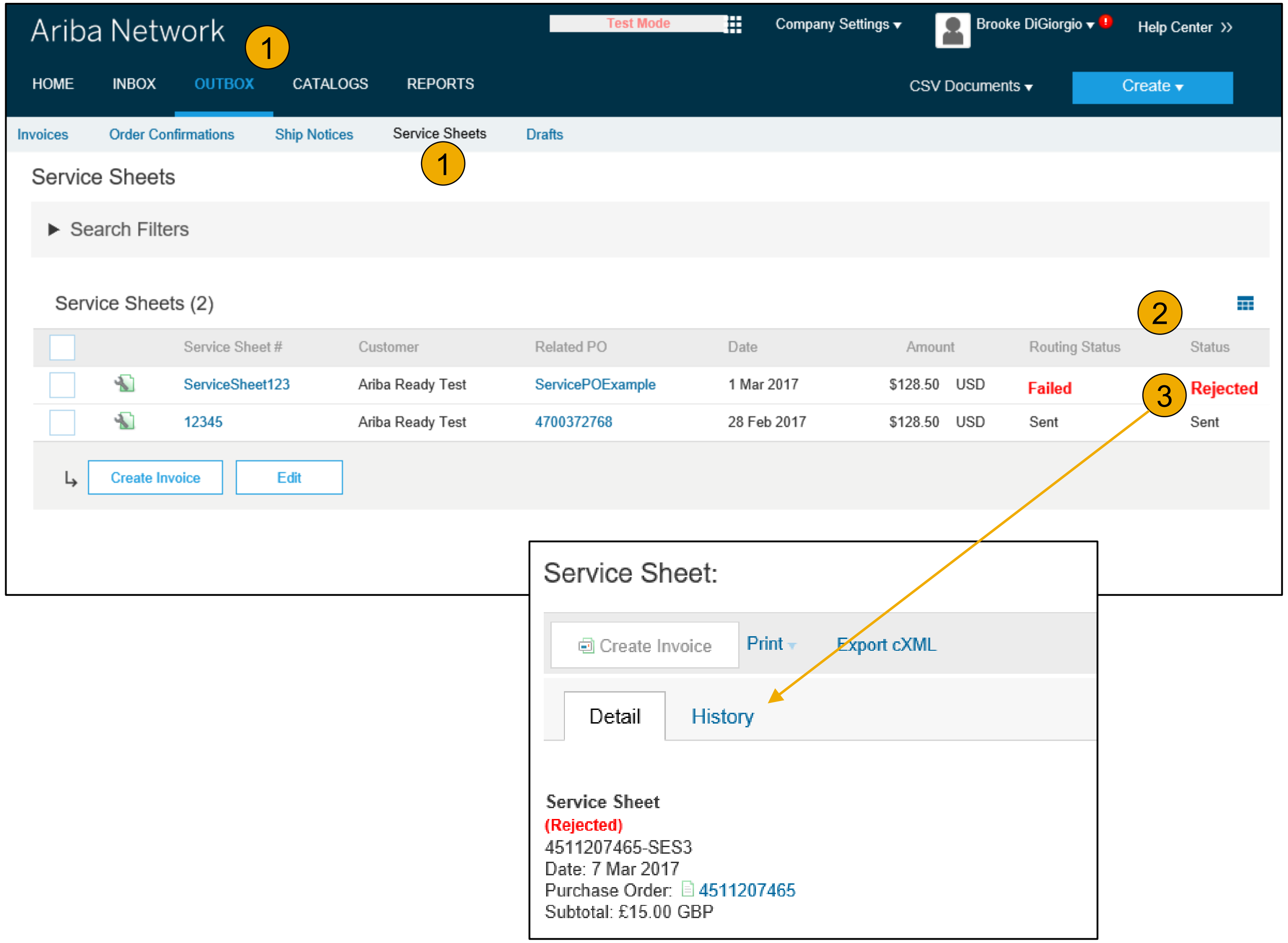
Submit a Service Entry Sheet

6. **From** the Review Screen, check your Service Sheet for accuracy. If there are errors, click **Previous** to return to the Create Service Sheet screen. To submit to your customer, click the **Submit** Button.



Check Service Sheet Status

1. **Click Outbox** and select **Service Sheets** Tab.
2. **Routing** and **Approval Status** will be visible on each line.
3. **If a Service Sheet is rejected or failed**, view the reason by opening the Service Sheet and clicking the **History** Tab.



Section 5: Invoice Methods

Invoice Information	Invoice Methods	Invoice Management
Customer Specifications	PO Flip	Search for Invoice
Invoice Rules	Blanket Purchase Order Invoices	Check Invoice Status
	Contract Invoices	Invoice History
	Invoice via CSV Upload	Modifying Invoices
	Invoice via Service Entry Sheet	Invoice Reports
	Credit Memo	Invoice Archival
	Copy Invoices	

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Walgreens Boots Alliance Invoicing Requirements

General:

1. Supplier Remittance IDs are required.
2. Non-PO Invoicing in Ariba is not in scope with Walgreens at this time.
3. Vendors should invoice once goods/ services have been rendered.
4. Payments will be made according to the payment terms and payment methods agreed to with Walgreens. Vendors cannot change these at the invoice level within Ariba.
5. Invoice Status Awareness: Vendors are expected to frequently check the status of invoices submitted through the Ariba Network. Any rejected invoices should be actioned in a timely manner to prevent delays in payment.

Invoice Formatting:

1. Invoice numbers must be unique and cannot exceed 16 characters. Numbers can only be reused if the prior invoices has a status of : failed, cancelled or rejected. Walgreens recommends avoiding special characters, however, the following are permitted if needed (“-”; “_”; “!” and “#”)
2. Taxes must be entered at the line item level. If shipping to a location in which shipping charges are taxable, shipping and the corresponding tax should be assigned at the line item level.
3. Credit Memos must be created at a line item level, not a header level and require the “Reason” field be populated.
4. No Special Handling: Vendors should not charge “special handling.” Any freight related charges, if agreed to by Walgreens should be entered as “Shipping Charges” only.
5. During invoice creation, supplier cannot change any of the following to a value that is different than what was on the PO (quantity exceeding PO, currency, unit price, unit of measure, item part number, add additional line items, payment terms, sold to address, ship to address). Vendors can however, partially ship/ invoice orders if needed.

Walgreens Boots Alliance Invoicing Requirements

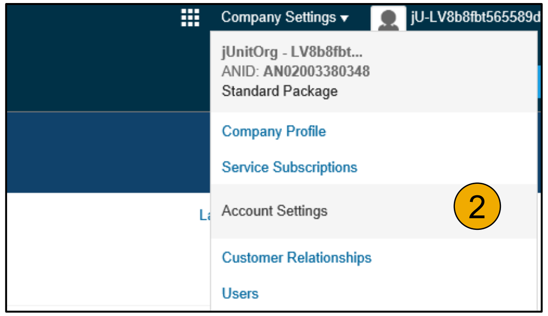
Payment Status and Invoice Exception Management:

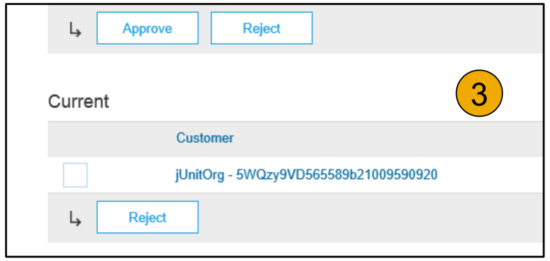
1. The Ariba Network provides up-to-date information on invoice payment status, including detail such as check number, payment date and remittance advices. Vendors are expected to use the self-service information on the Ariba Network prior to contacting Walgreens regarding payment status.
2. Invoices will not pay until a “3 way match” reconciliation occurs between the invoice, purchase order and goods receipt/ confirmation. Invoices that do not achieve this match will remain in Ariba until resolved (either through action on the Walgreens side or through a credit memo issued by the vendor), cancelled and/or rejected.
3. If an invoice is visible through the Ariba Network, but in a “reconciling” status, the vendor should first contact the individual reference on the purchase order for assistance resolving the issue.
4. If a vendor provides goods/ services to Walgreens through multiple systems and processes outside of Ariba (for example Replenishment PO’s received from Distribution Centers or StoreCare+) they should utilize the 3S (Supplier Self Service) reporting available through Walgreens’ supplier portal “Suppliernet” to monitor the status of all invoices. To use this reporting tool, vendors must first register on Suppliernet. To register, follow the directions available on the Suppliernet log in screen. (http://suppliernet.walgreens.com/SupplierNet/login.htm)

Review Walgreens Boots Alliance 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 (Walgreens Boots Alliance).
4. Scroll down to the Invoice Setup section and view the General Invoice Rules.
5. If Walgreens Boots Alliance enabled Country-Based Invoice Rules then you will be able to choose your Country in Originating Country of Invoice from the drop down menu.
6. Click Done when finished.





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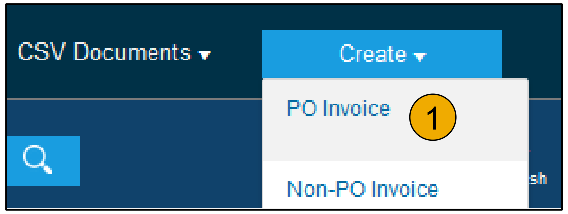
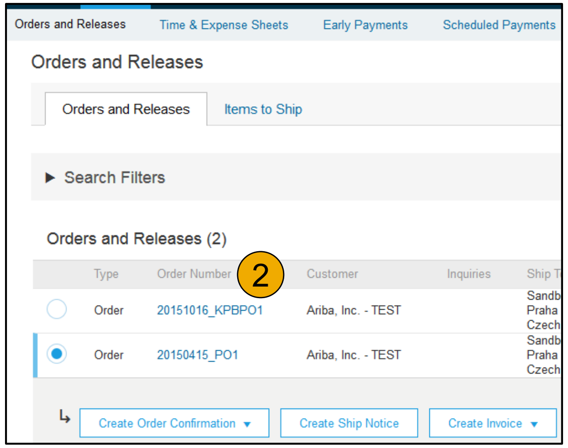
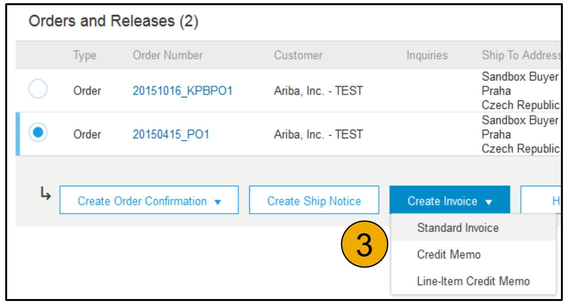
Invoice via PO Flip

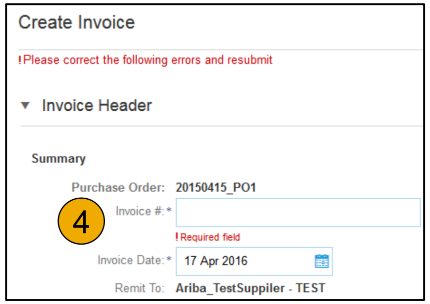
To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

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 Walgreens Boots Alliance.









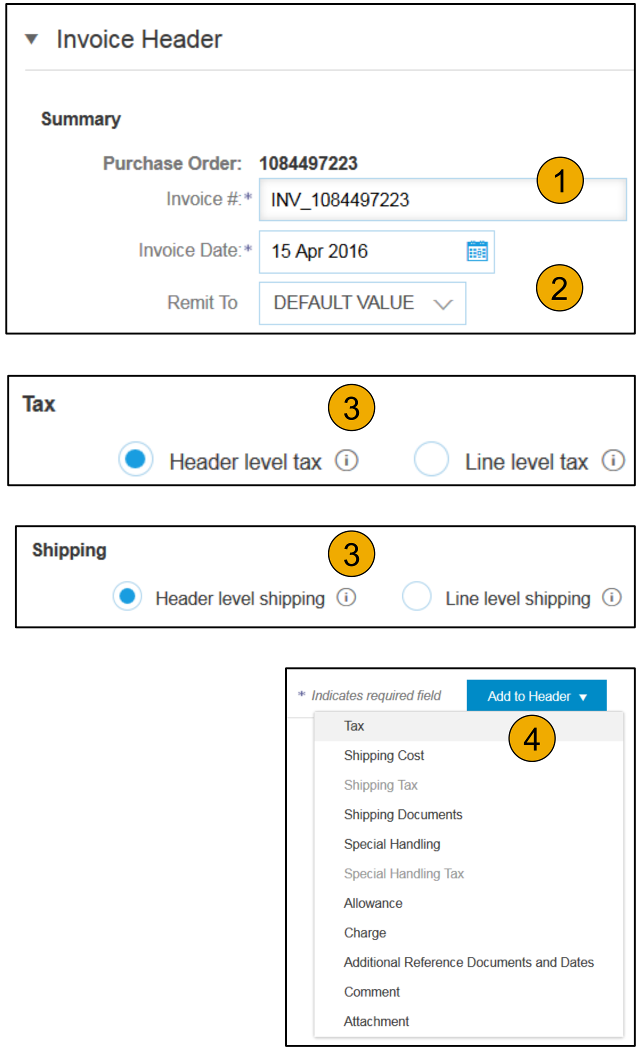
Invoice via PO Flip

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 either the Header or Line level by selecting the appropriate radio button.
4. **You can also add some additional information** to the Header of the invoice such as: Special Handling, Payment Term, Comment, Attachment, Shipping Documents.
5. **Scroll** down to the Line items section to select the line items being invoiced.

Note: Attachment file size should not exceed 40MB.



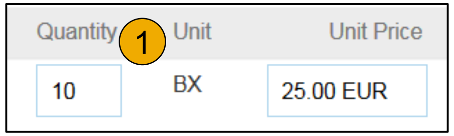
Invoice via PO Flip
Line Items

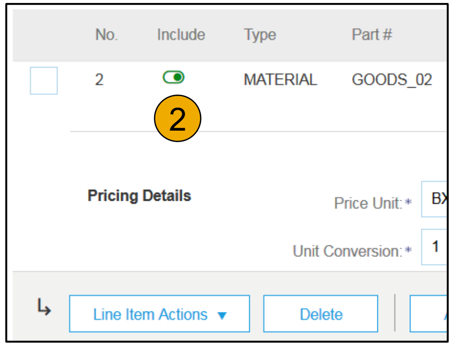
Line Items section shows the line items from the Purchase Order.

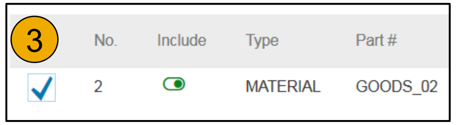
1. **Review or update Quantity** for each line item you are invoicing.
2. **If you wish** to exclude a line item from the invoice, click on the line item's green slider. You can also exclude the line item by clicking the check box to the left and clicking 'Delete'.

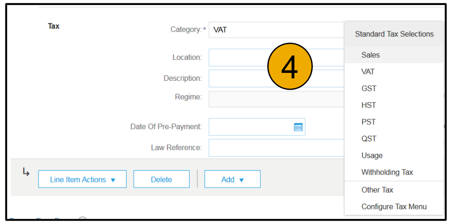
Note: You can generate another invoice later to bill for the excluded item.

3. **Select** the line item to which tax is to be applied using the Line Item # checkbox. To apply the same tax to multiple line items, select those line items to be taxed at the desired rate.
4. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.
5. **Check** Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines.







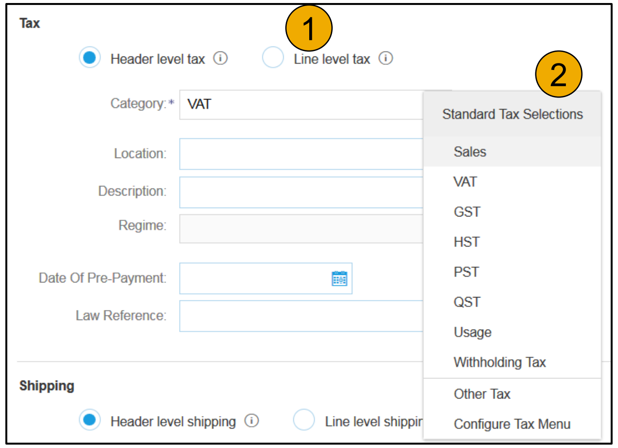


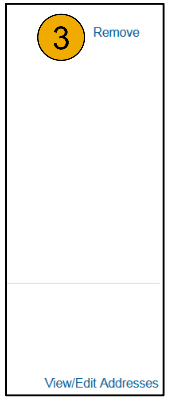
Invoice via PO Flip

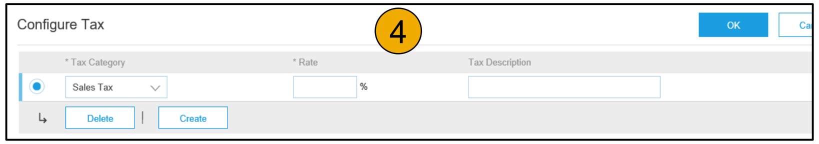
Additional Tax Options & Line Item Shipping

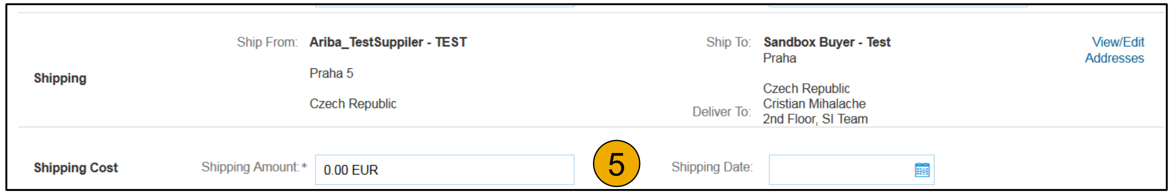
To configure additional tax options click Configure Tax Menu under the Tax Category drop down. Create new tax categories and as needed.

1. **Select** the **Line Item** to apply different tax rates to each line item.
2. **Click Line Item Actions > Add > Tax.**
   Upon **refresh**, the Tax fields will display for each selected line item.
3. **Click** Remove to remove a tax line item, if not necessary.
4. **Select** Category within each line item, then either populate the rate (%) or tax amount and click update.
5. **Enter** shipping cost to the applicable line items if line level shipping has been selected.





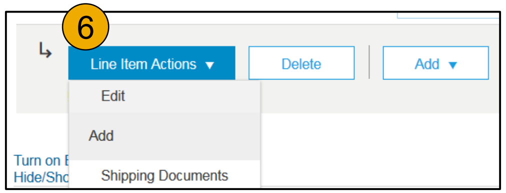


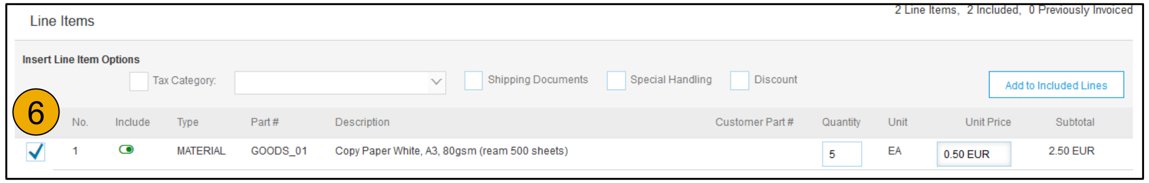


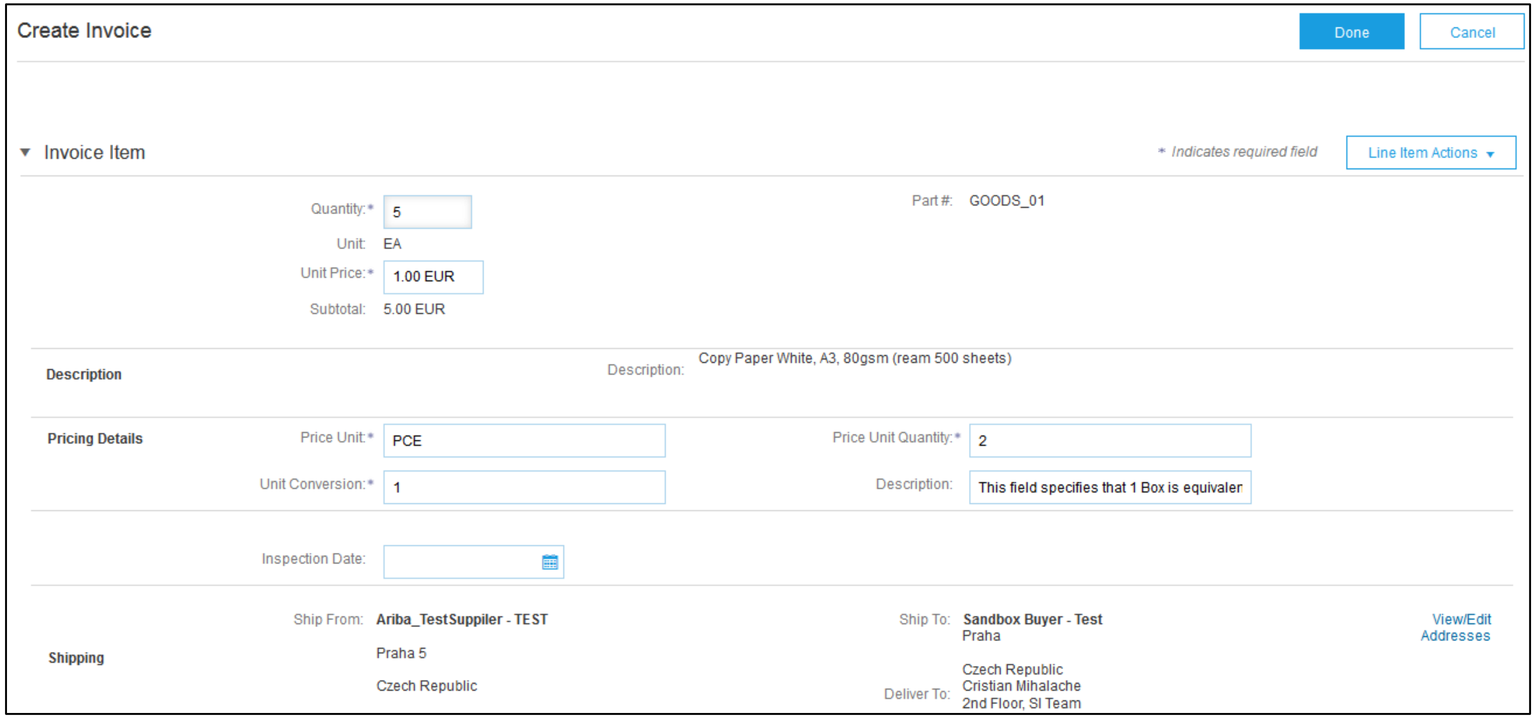
Invoice via PO Flip

Detail Line Items

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







Invoice via PO Flip

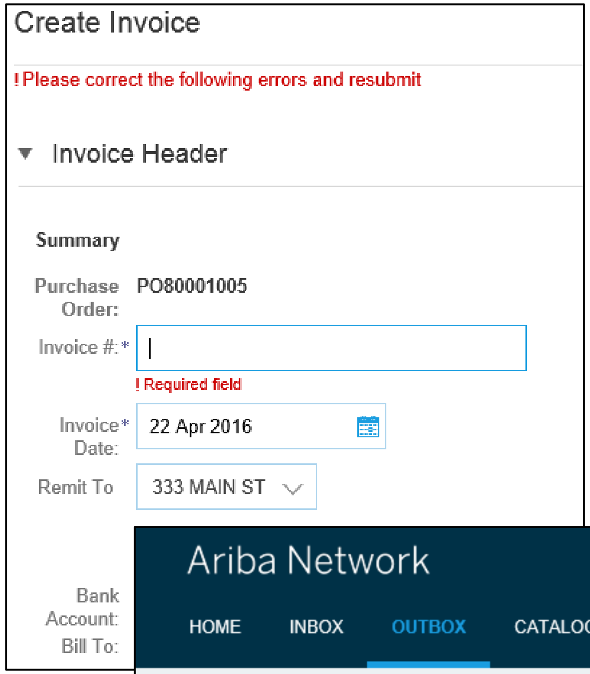
Line Item Comments

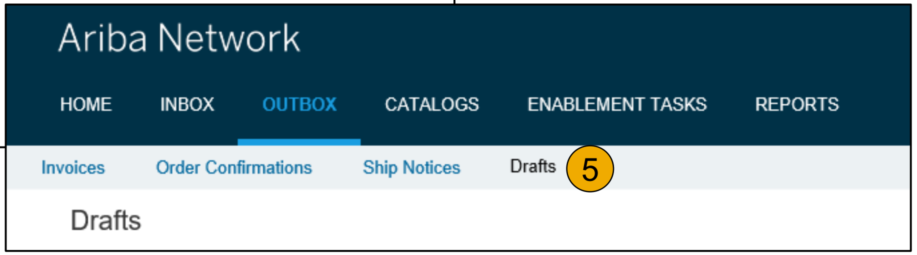
1. To add comments at the line items select **Line Items**, then click at Line Item **Actions >Add > Comments**.
2. Upon refresh or **Update**, the Comments field will display. Enter applicable Comments in this field.
3. Click Next.

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 Walgreens Boots Alliance.
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.





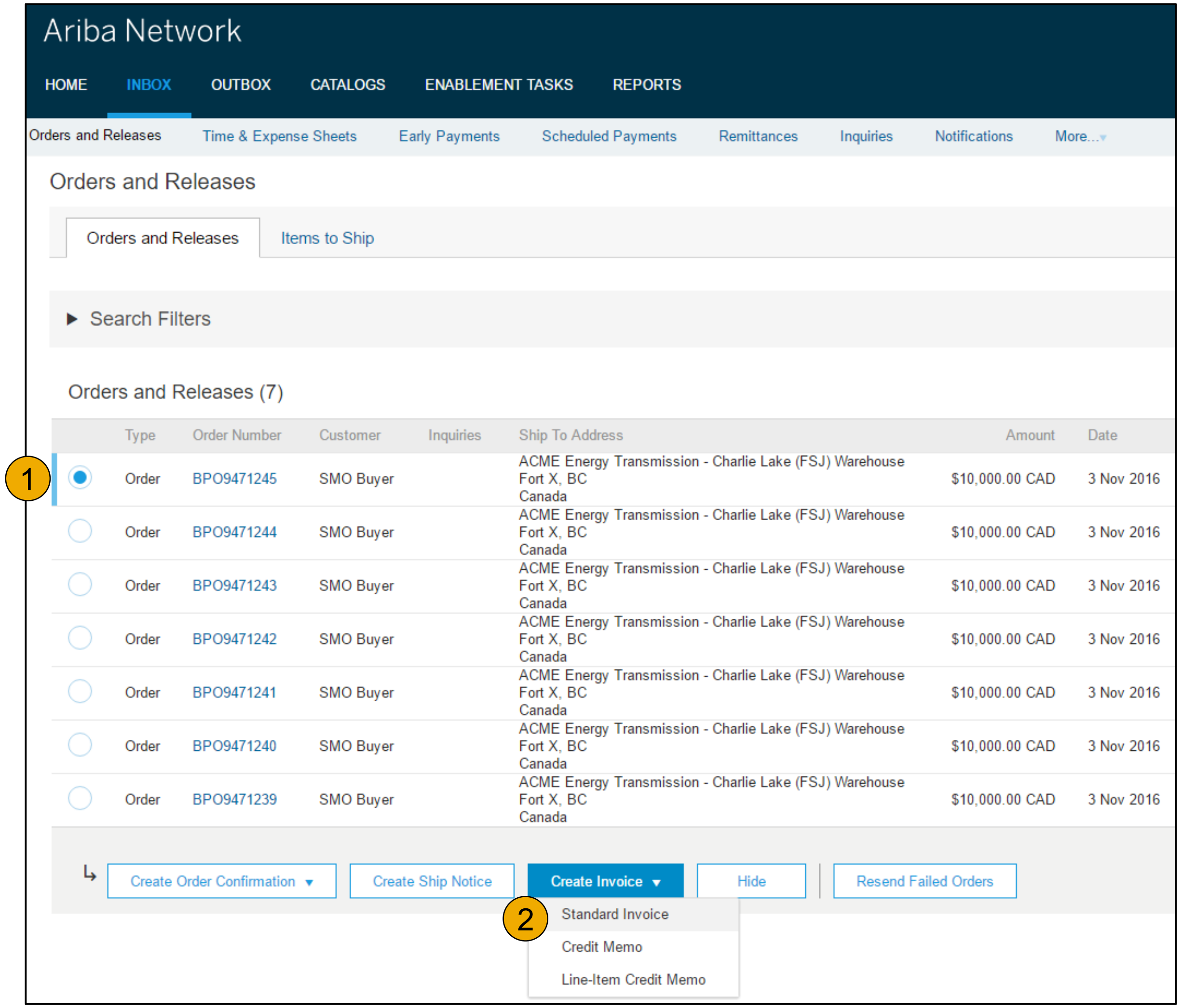
Note: In the event of errors, there will be a notification in red where information must be corrected

Invoice Against a Blanket Purchase Order

Locate Your BPO

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

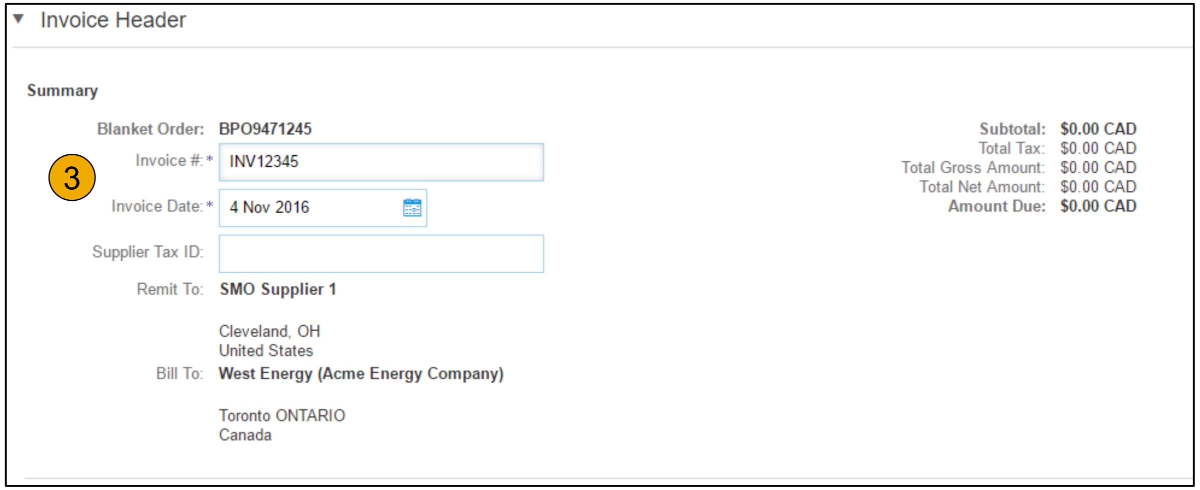
1. **Locate** BPO in Inbox.
2. **Click Create Invoice** and Select **Standard Invoice.**

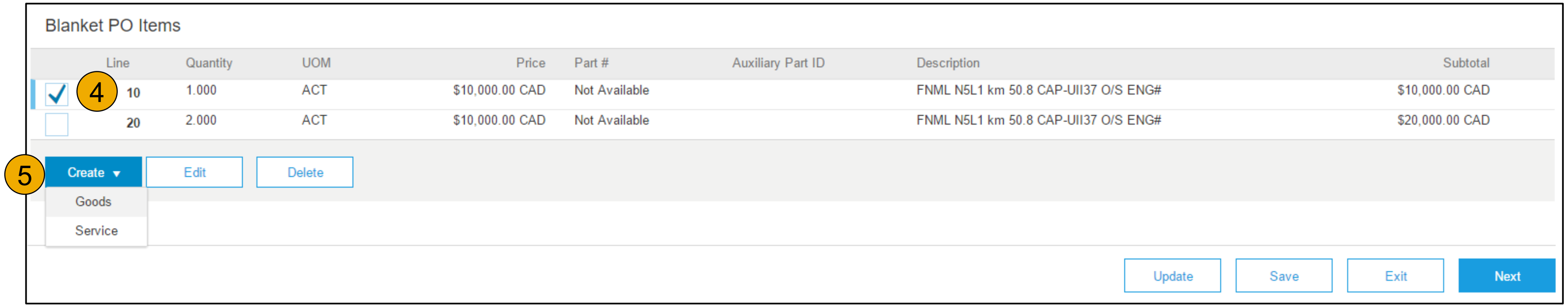


Invoice Against a Blanket Purchase Order

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.

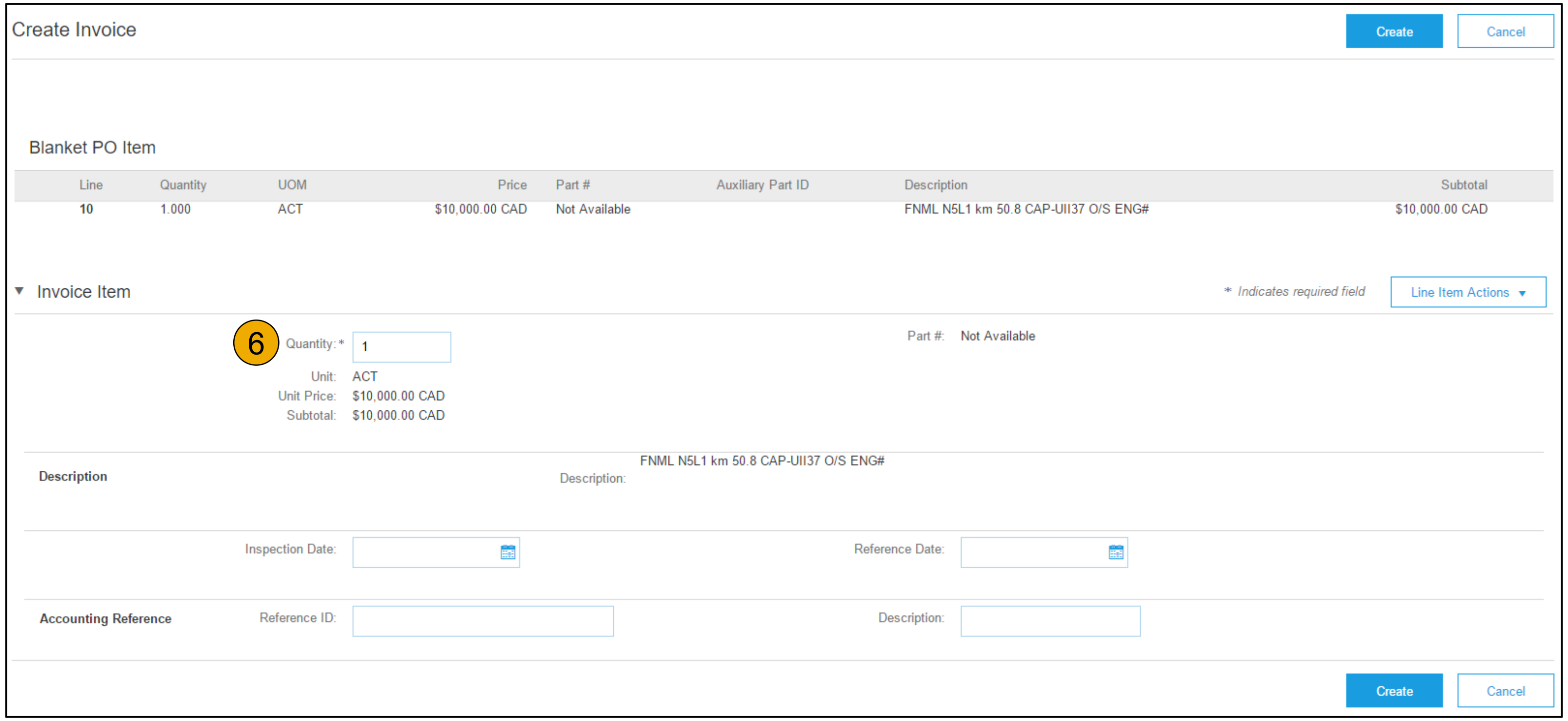




Invoice Against a Blanket Purchase Order

Create a Line Item

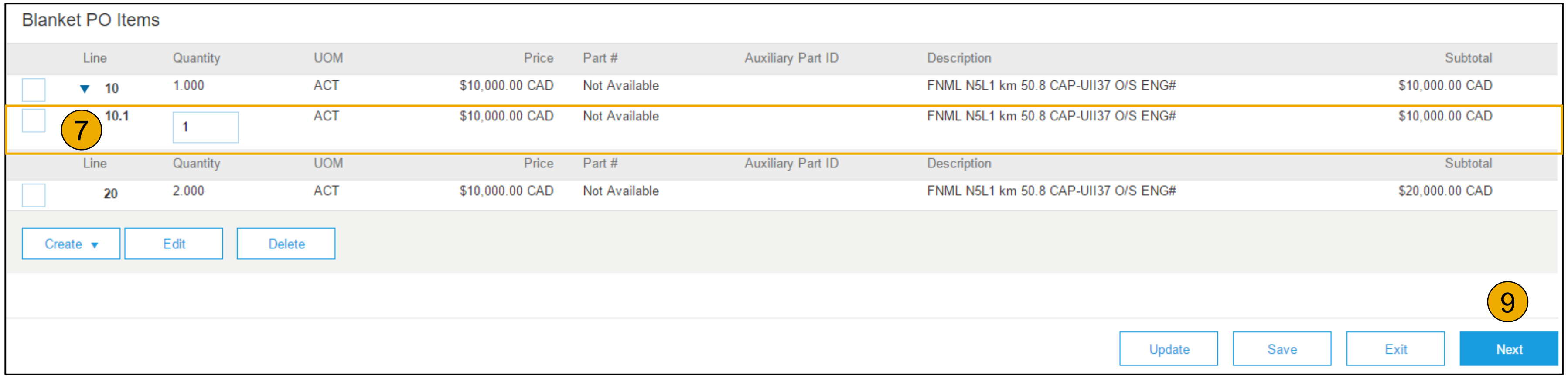
6. **Update** required fields including the Quantity and/or Price fields to create the invoice line item. Click Create when done.



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.

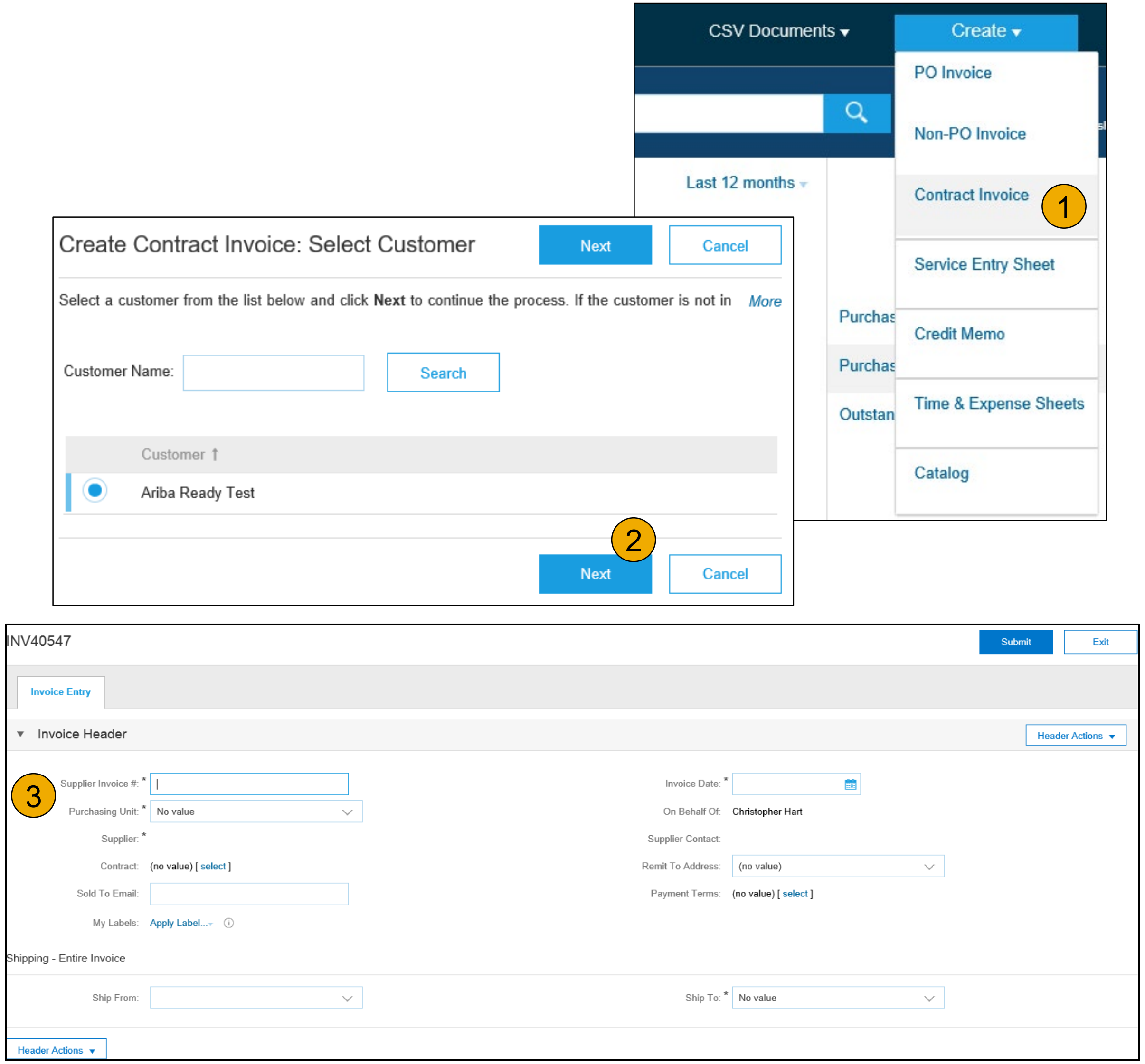


9. **Click Next** to continue.
10. **Review**, **Save** or **Submit** as Standard Invoice.

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** Walgreens Boots Alliance from the Customer dropdown list.
3. **Complete** invoice entry with all fields marked with asterisk (*).

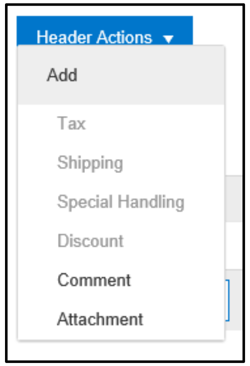


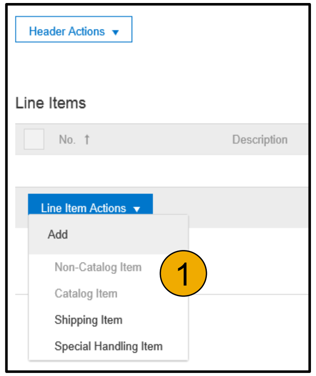
Invoice Against a Contract
Header and Line Level Options

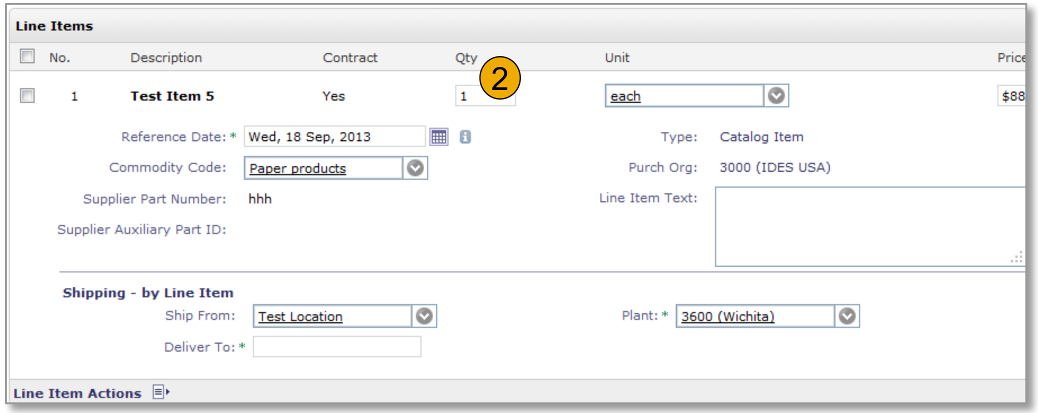
There is an option to add Tax, Shipping, Special Handling, Discount, Comments and Attachments to Contract Invoices.

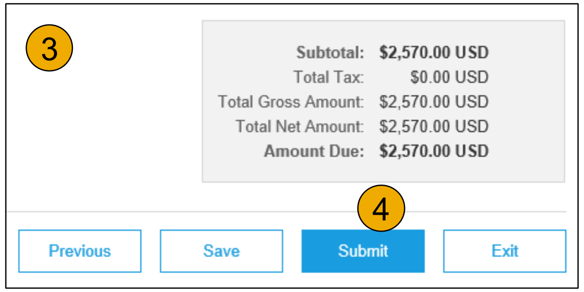
To add Line items to the Invoice:

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.



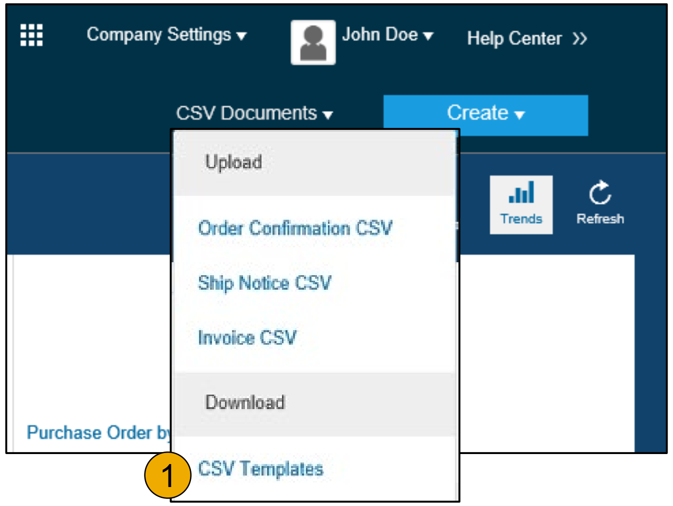


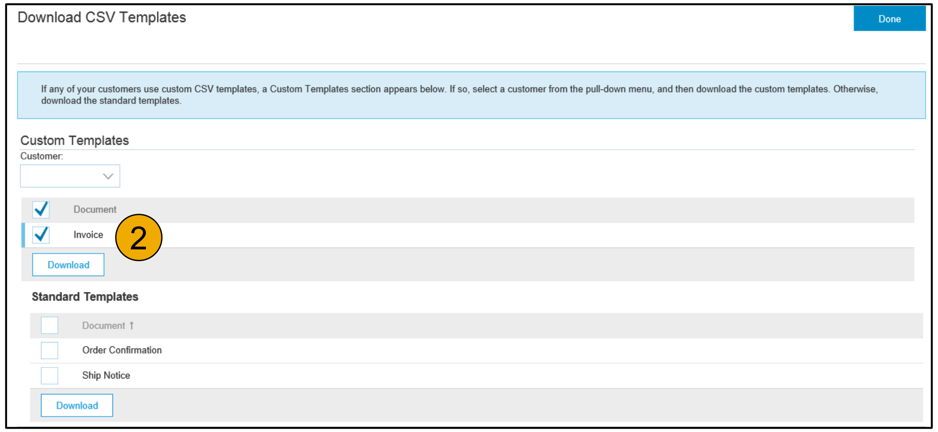




Invoice via CSV
Download Template

1. **Access** a customer's CSV file template, by going to **CSV Documents** and choosing **CSV Templates** under Download.
2. **Select** the correct template by finding Walgreens Boots Alliance on the drop down menu, checking the radio button for Invoice, and clicking Download.
3. **Populate** the template and upload it from Create> CSV Invoice > Browse > Import.
4. **CSV files** are processed by Ariba Network and forwarded to the customer in the form of cXML message.
5. **For more information**, please read the CSV Upload Guide available from the Supplier Information Portal.

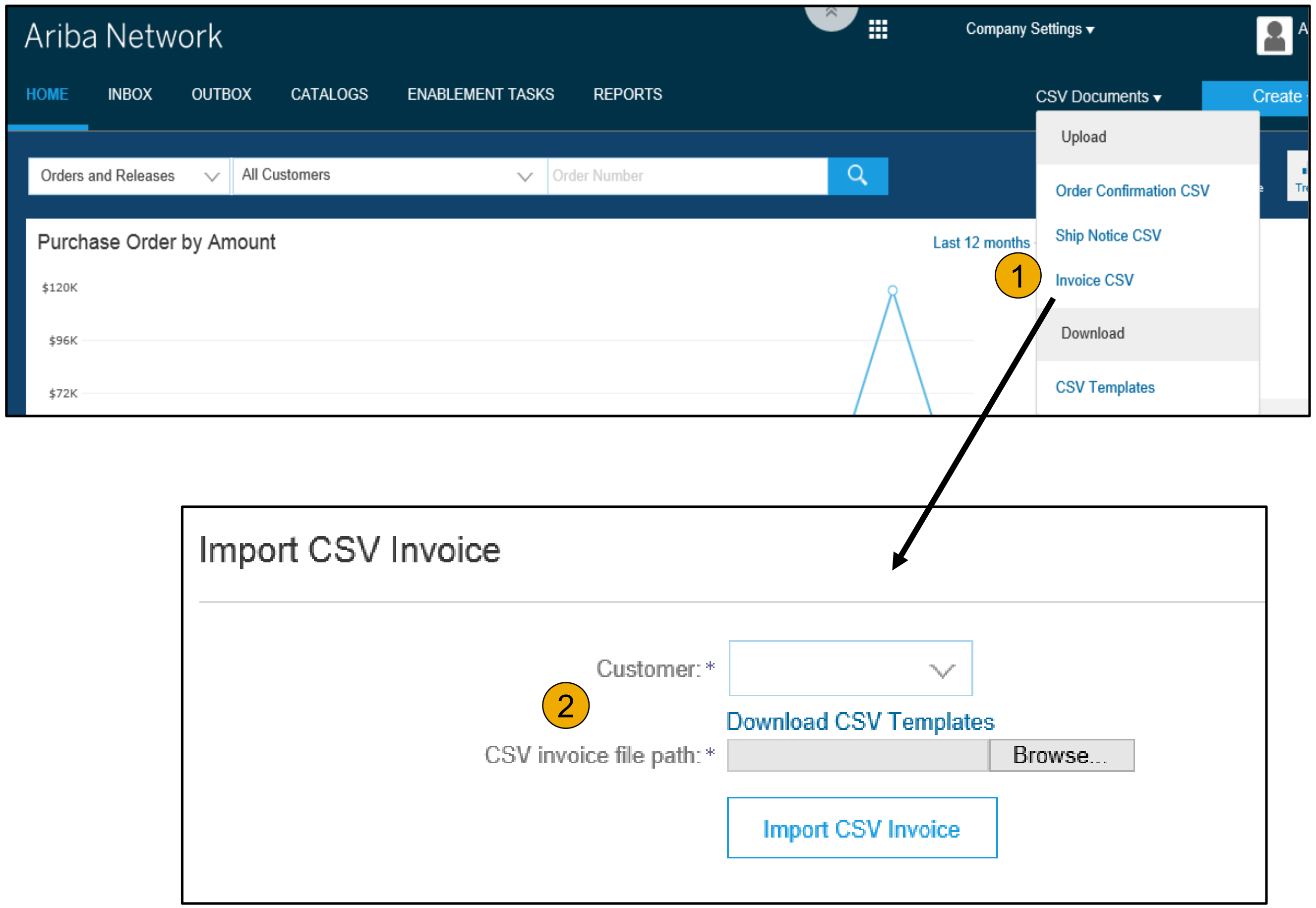




Invoice via CSV

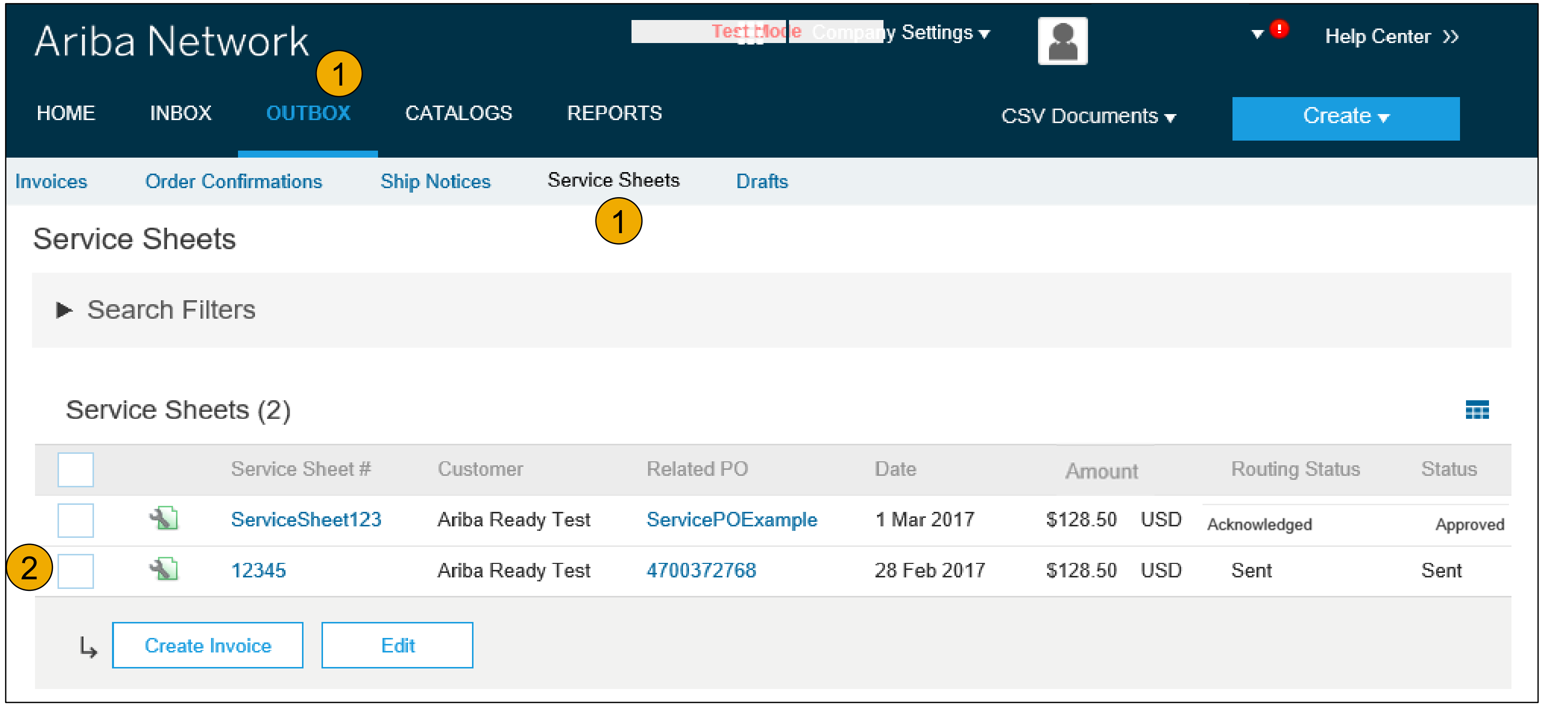
Upload Completed CSV

1. **Populate** the template and upload it from **CSV Documents > Upload > Invoice CSV.**
2. **CSV files** are processed by Ariba Network and forwarded to the customer in the form of cXML message.
3. **For more information**, please read the CSV Upload Guide available from the Supplier Information Portal.



Invoice from a Service Sheet

Locate Approved Service Sheet



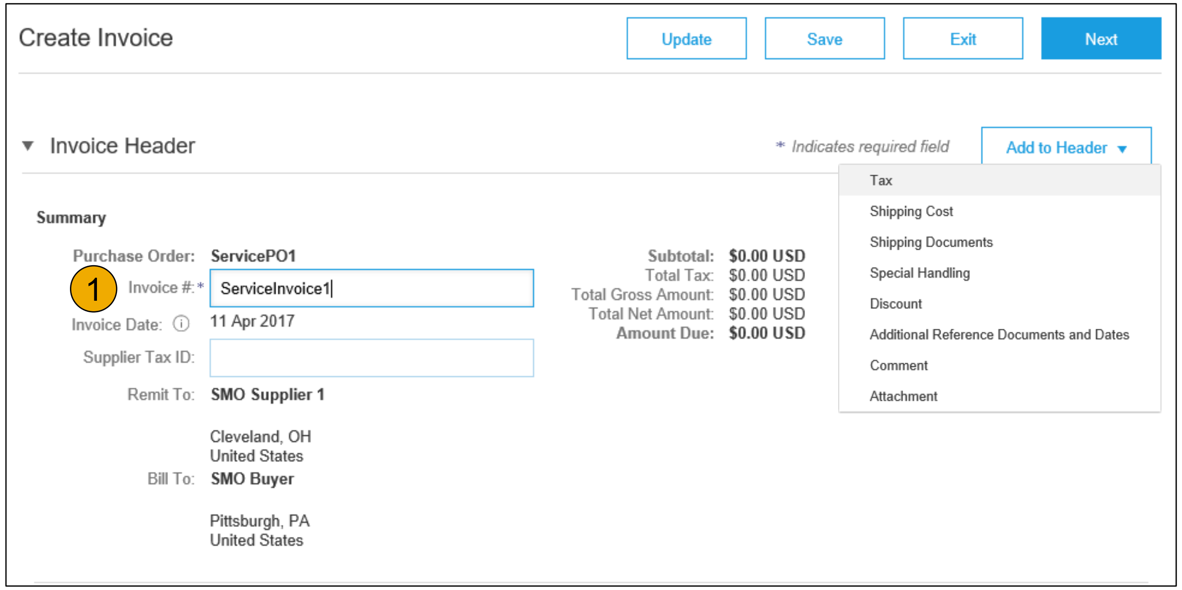
1. **Click Outbox** and select **Service Sheets** Tab.
2. **Select** the checkbox next to the approved Service Sheet and click the **Create Invoice** button to open up the **Create Invoice** screen **OR** click the **Service Sheet #** to open the Service Sheet for review before invoicing.

Note: You will ONLY be able to create an invoice against an Approved Service Sheet.

Invoice from a Service Sheet
Invoice Header Information

Invoice information will automatically pre-populate from the Service Sheet.

1. **Complete** all fields marked with required with an asterisk (*). Enter your Invoice Number. Invoice date will automatically populate.



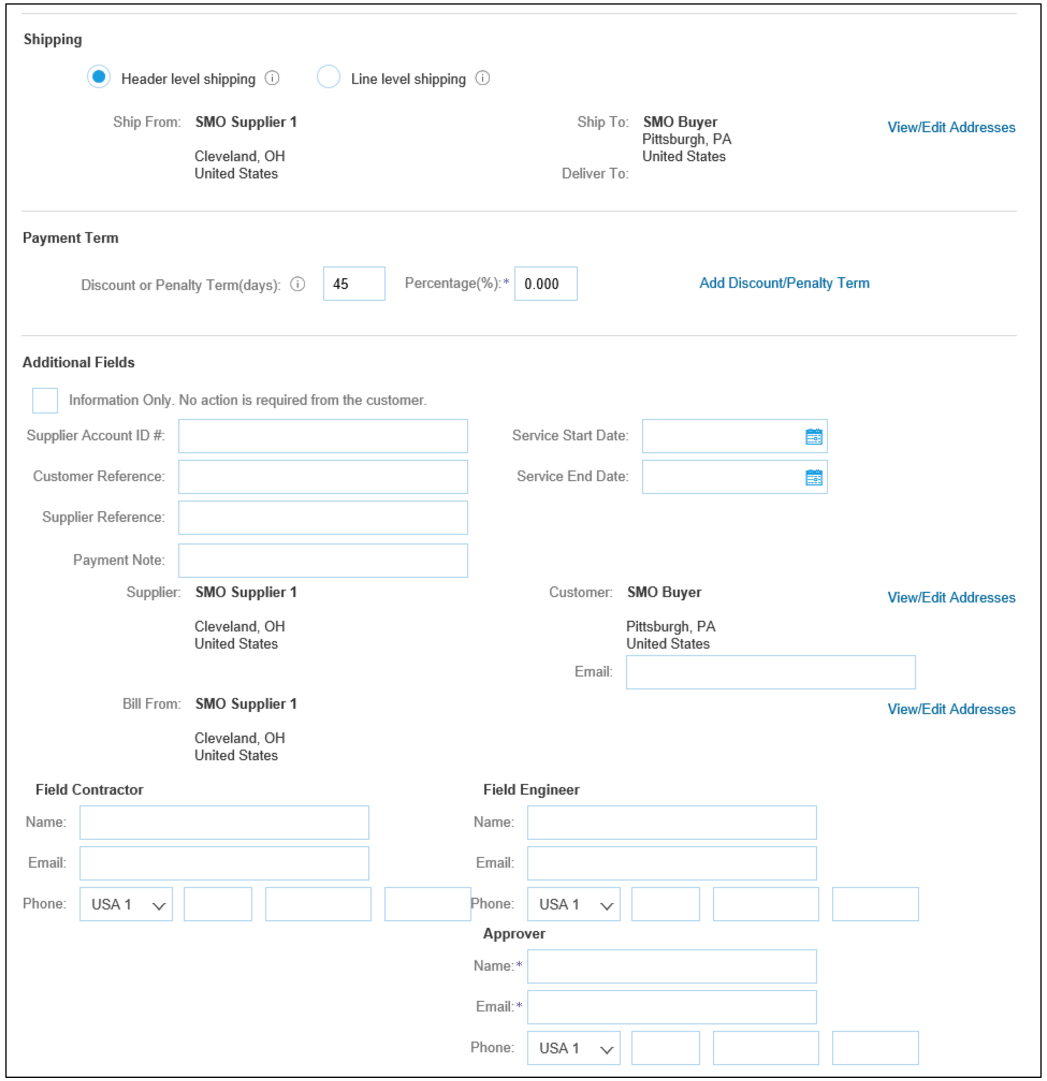
Note: Add to Header button allows for shipping cost, shipping documents, amount details, special handling, and additional reference documents and dates. Comments and attachments may also be added at header.

Invoice from a Service Sheet
Header Level Detail

Header Level information can be entered after the screen refreshes. Complete each section as needed before proceeding to the Line Section.

The Additional Fields section includes optional fields such as reference numbers, service period dates, and Approver Email.

Note: Some fields at the Header Level might be required by your customer. Check for fields marked with an asterisk (*), and enter information as required.

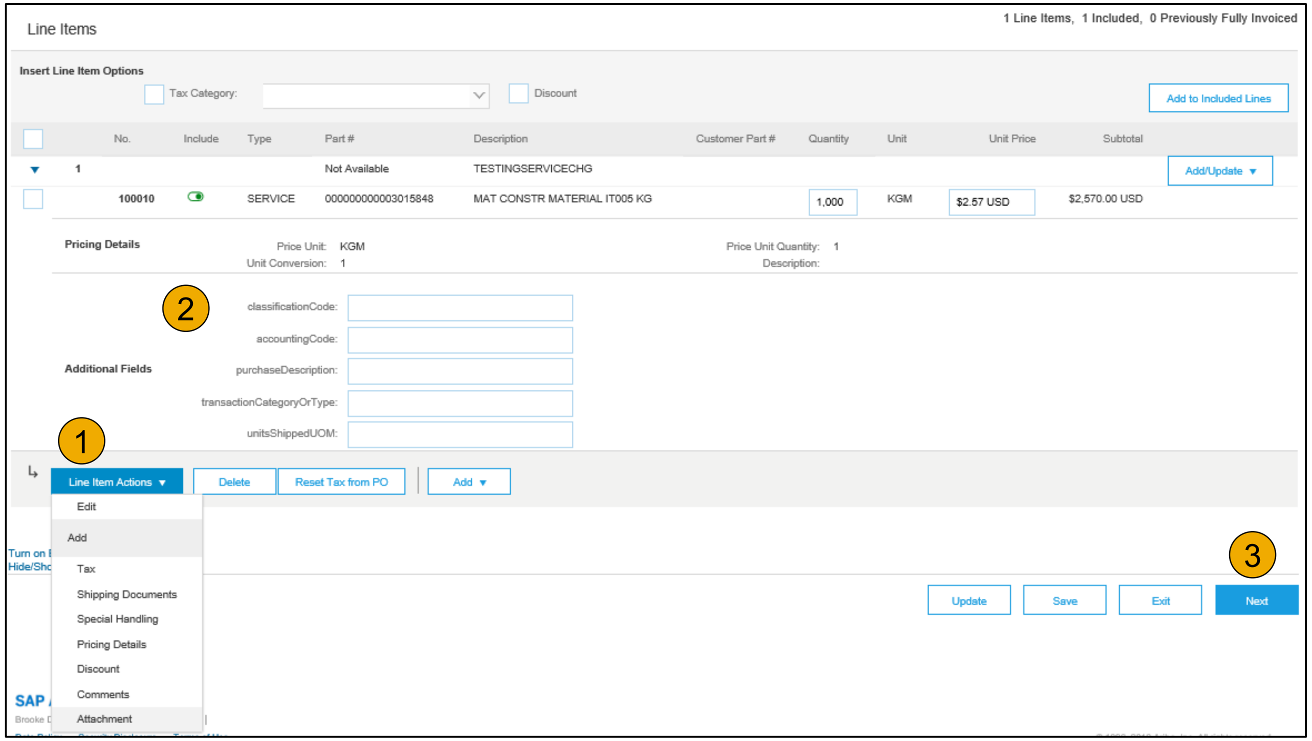


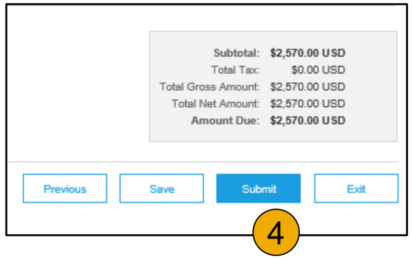
Invoice from a Service Sheet

Line Item Details

Invoice information will automatically pre-populate from the Service Sheet.

1. **Add** line level information, including comments and attachments, by selecting the line and clicking the **Line Item Actions** button. The screen will automatically refresh and you will be able to fill in the detail.
2. **Update** each line item as needed until all items are complete.
3. **Click** Next to proceed to review screen.
4. **From** the Review Screen, check your Invoice for accuracy. If there are errors, click **Previous** to return to the Create Invoice screen and make corrections. To submit to your customer after corrected, click the **Submit** Button.



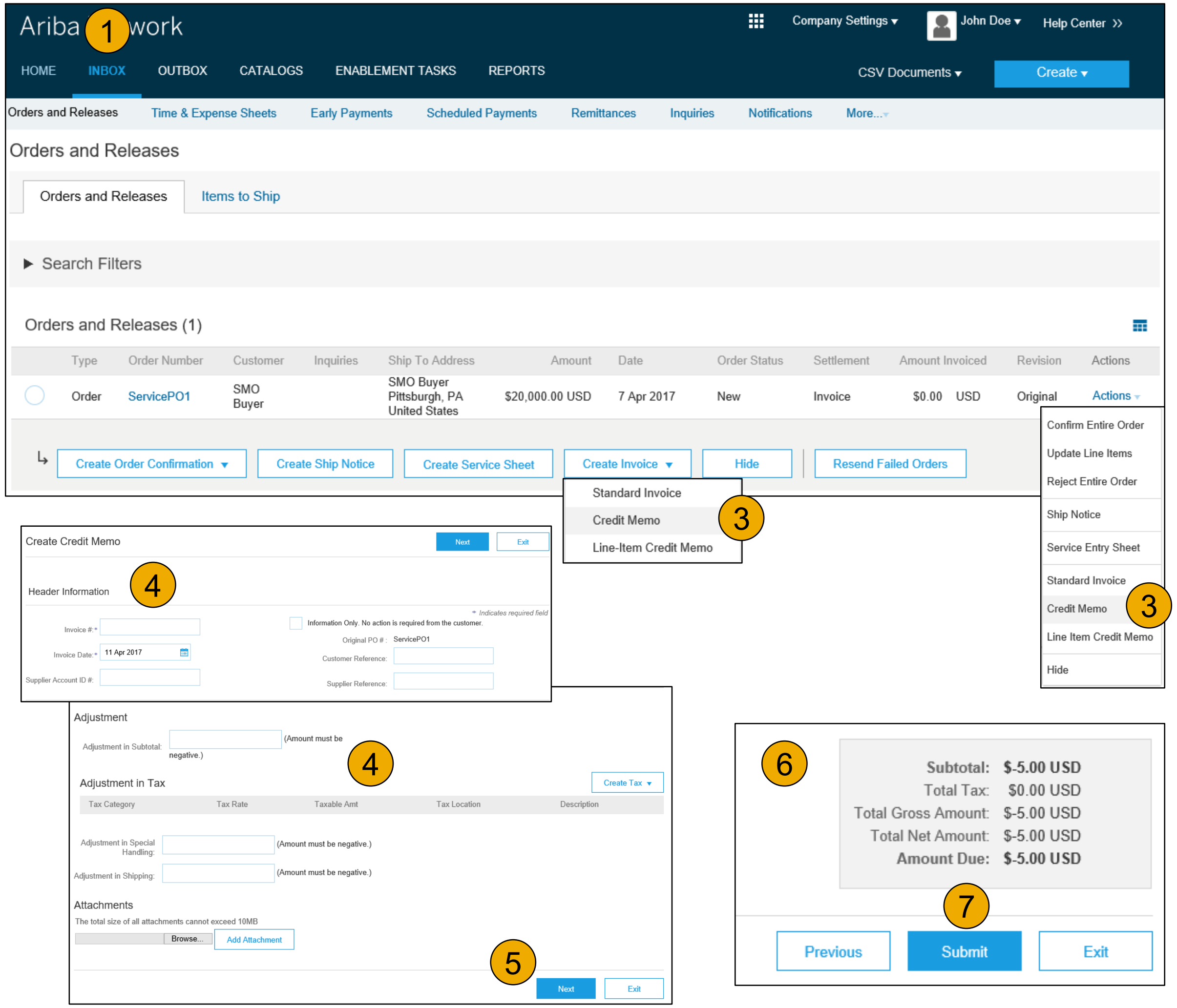


Create a Credit Memo

Header Level

To create a credit memo against an entire invoice:

1. **Select** the **INBOX** tab.
2. **Select** the PO to be credited by clicking the radio button on the PO.
3. **Click** on **Create Invoice** and choose **Credit Memo** OR select **Credit Memo** from the **Actions** dropdown menu.
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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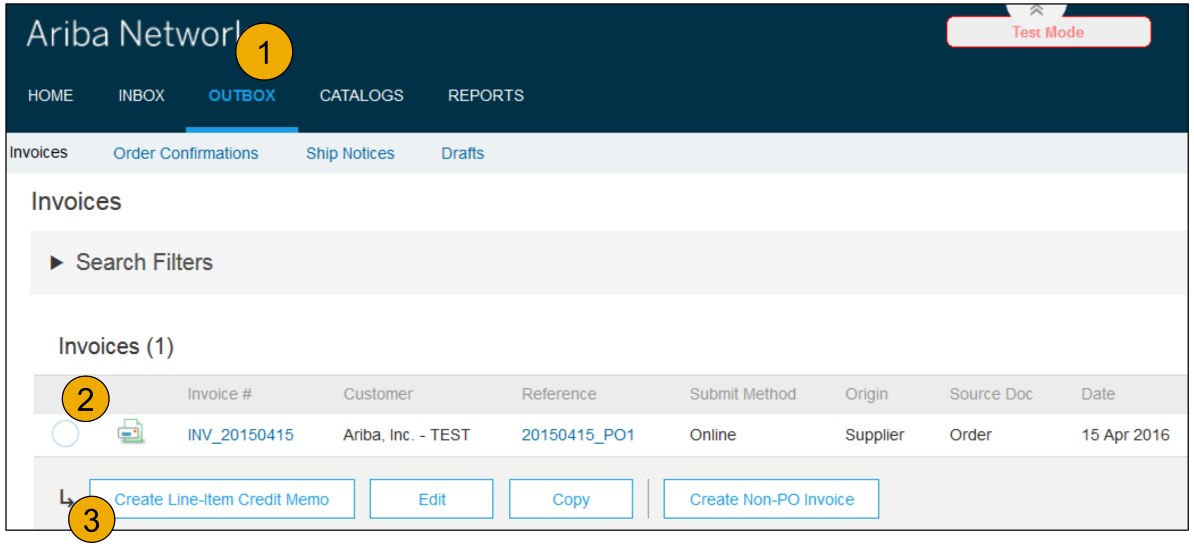
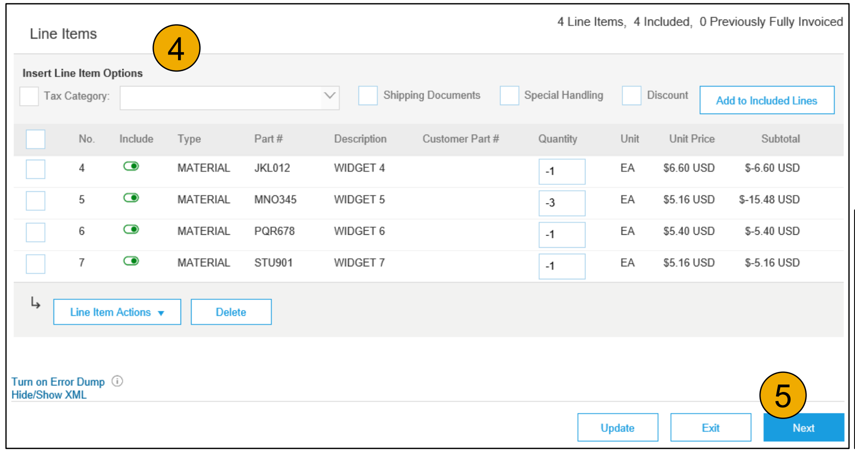
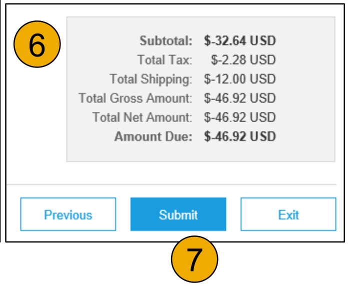
Create a Credit Memo
Line Level Detail

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.
    - **<u>NOTE:</u>** 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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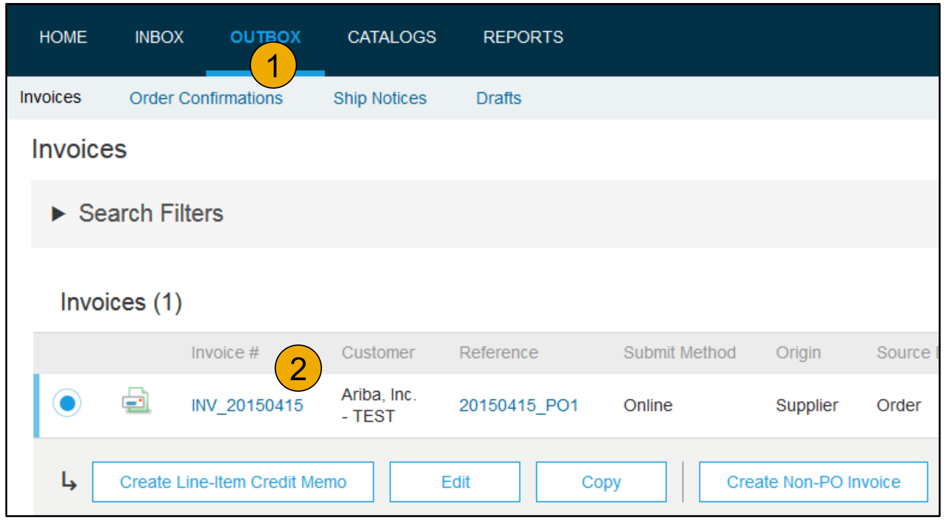
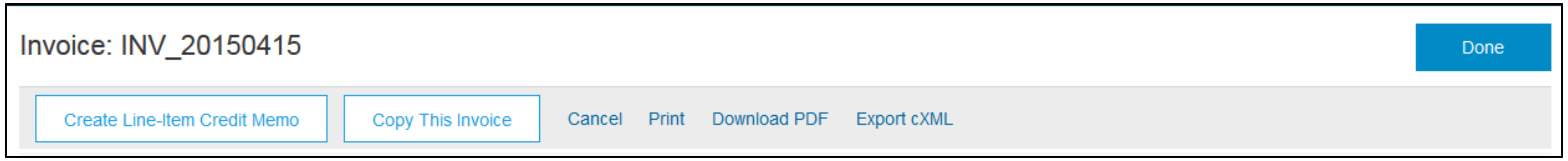
Copy an Existing Invoice

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.





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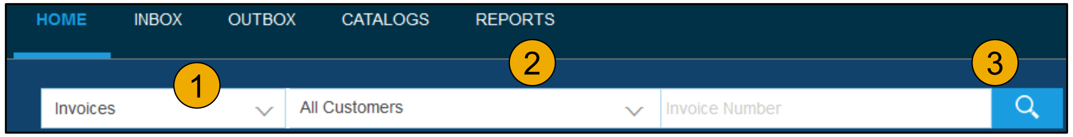
Search for Invoice
(Quick & Refined)

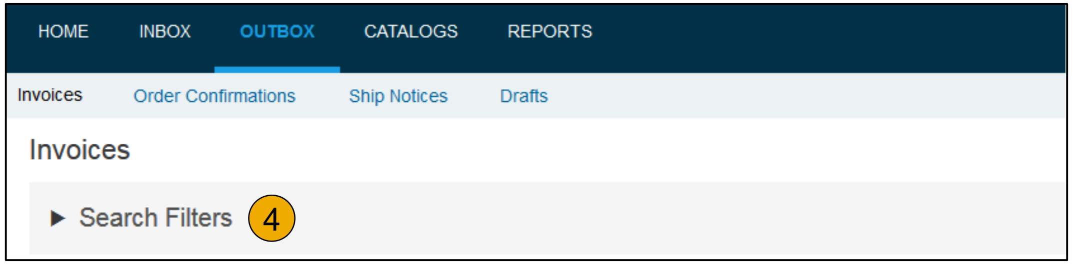
Quick Search:

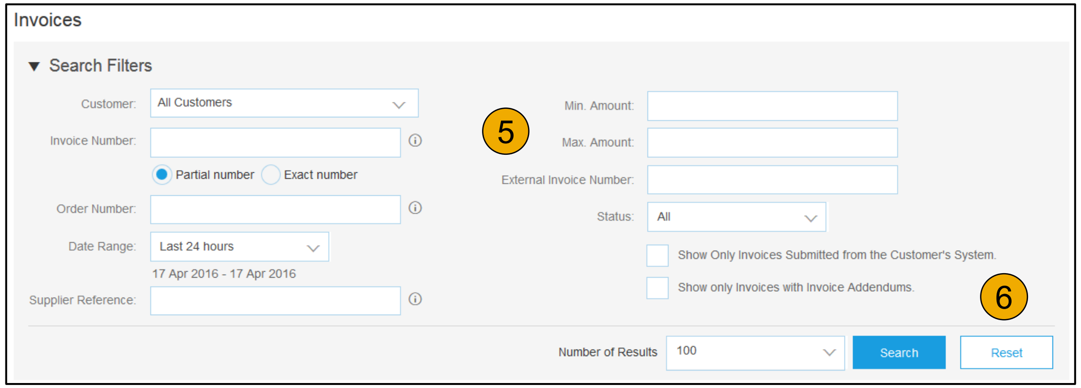
1. **From the Home Tab,** Select Invoices in the Document type to search.
2. **Select** Walgreens Boots Alliance from Customer Drop down menu**.**
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

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 Walgreens Boots Alliance via the Ariba Network.

- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed Walgreens Boots Alliance invoicing rules. Walgreens Boots Alliance 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** – Walgreens Boots Alliance invoicing application has acknowledged the receipt of the invoice

Check Invoice Status

Review Invoice Status With Your Customer

Invoice Status

Reflects the status of Walgreens Boots Alliance's action on the Invoice.

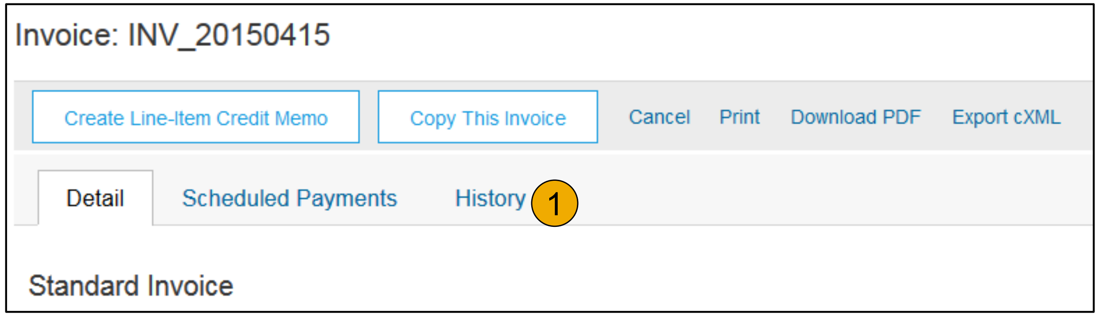
- **Sent** – The invoice is sent to the Walgreens Boots Alliance but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Walgreens Boots Alliance approved the invoice cancellation
- **Paid** – Walgreens Boots Alliance paid the invoice / in the process of issuing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

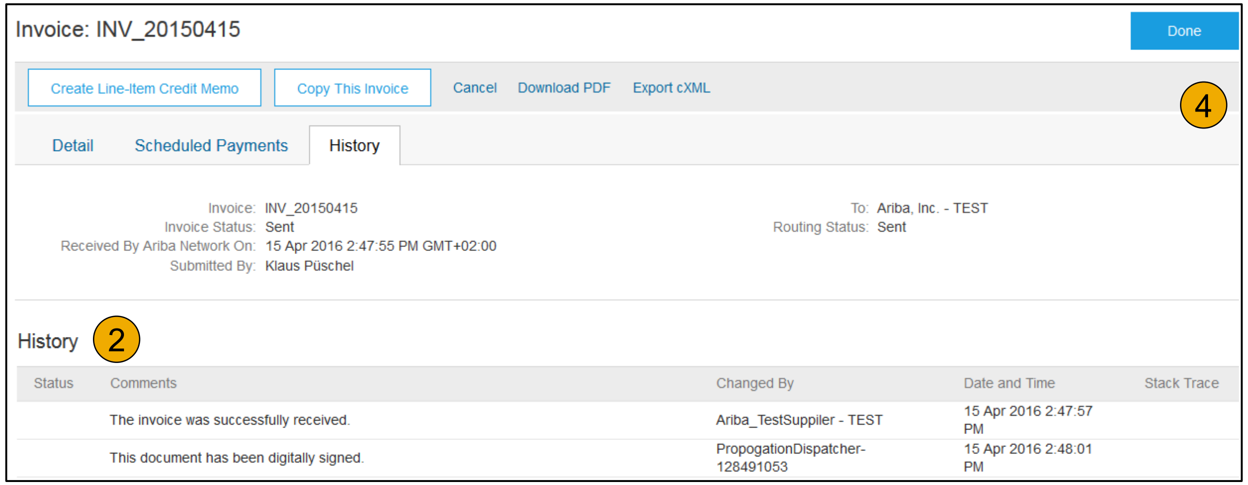
Review Invoice History

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.

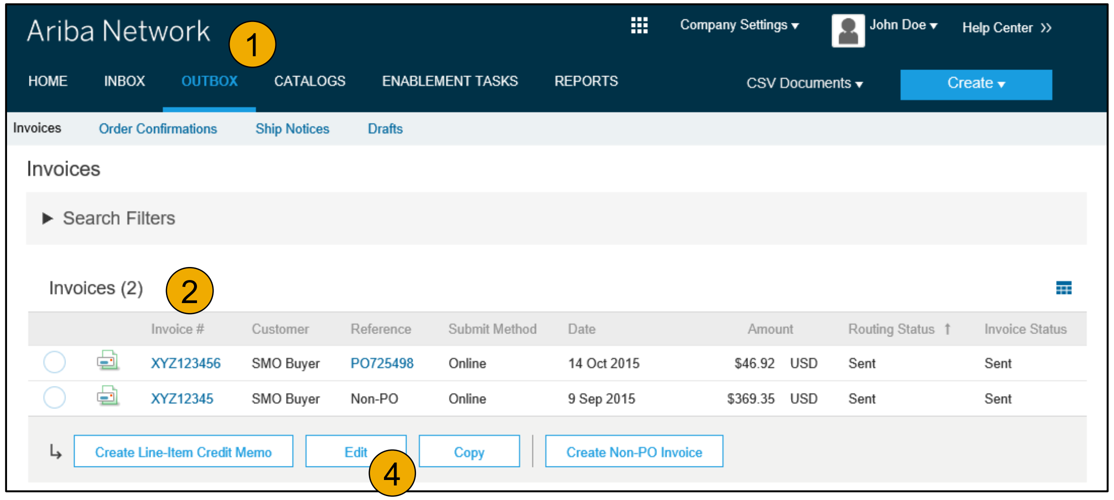


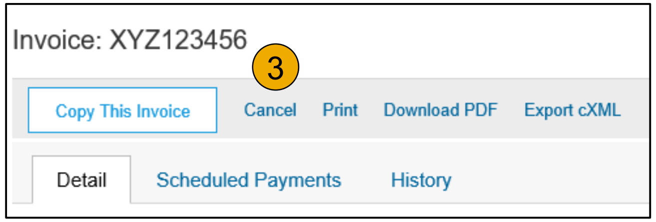


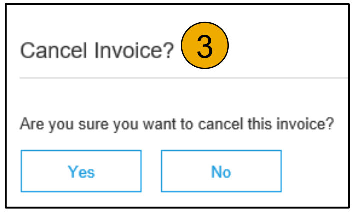
Modify an Existing Invoice

Cancel, Edit, and Resubmit

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





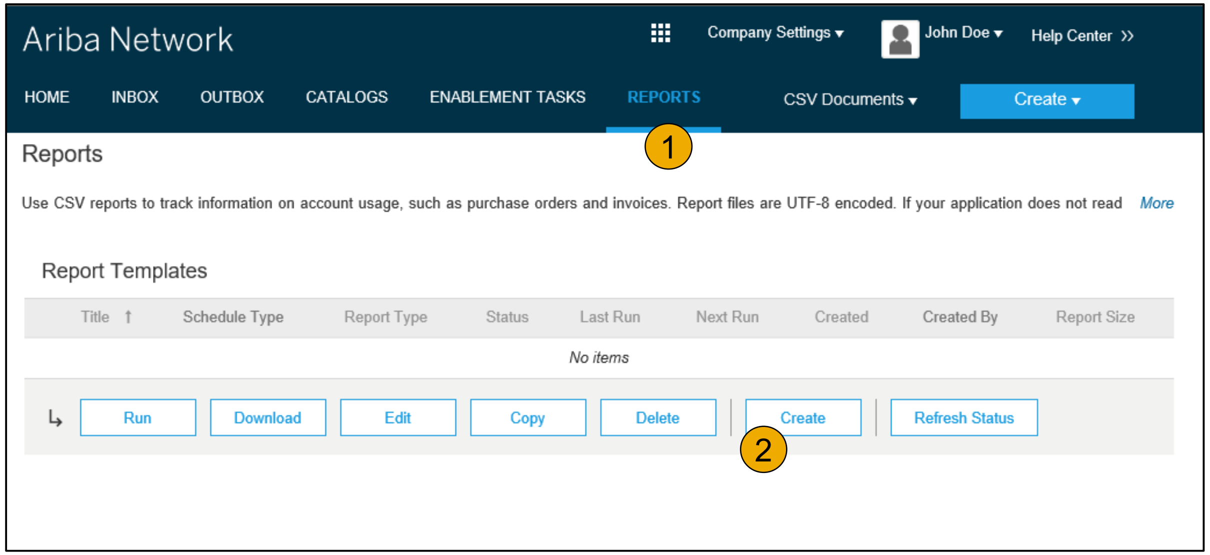


Download Invoice Reports

Learn About Transacting

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

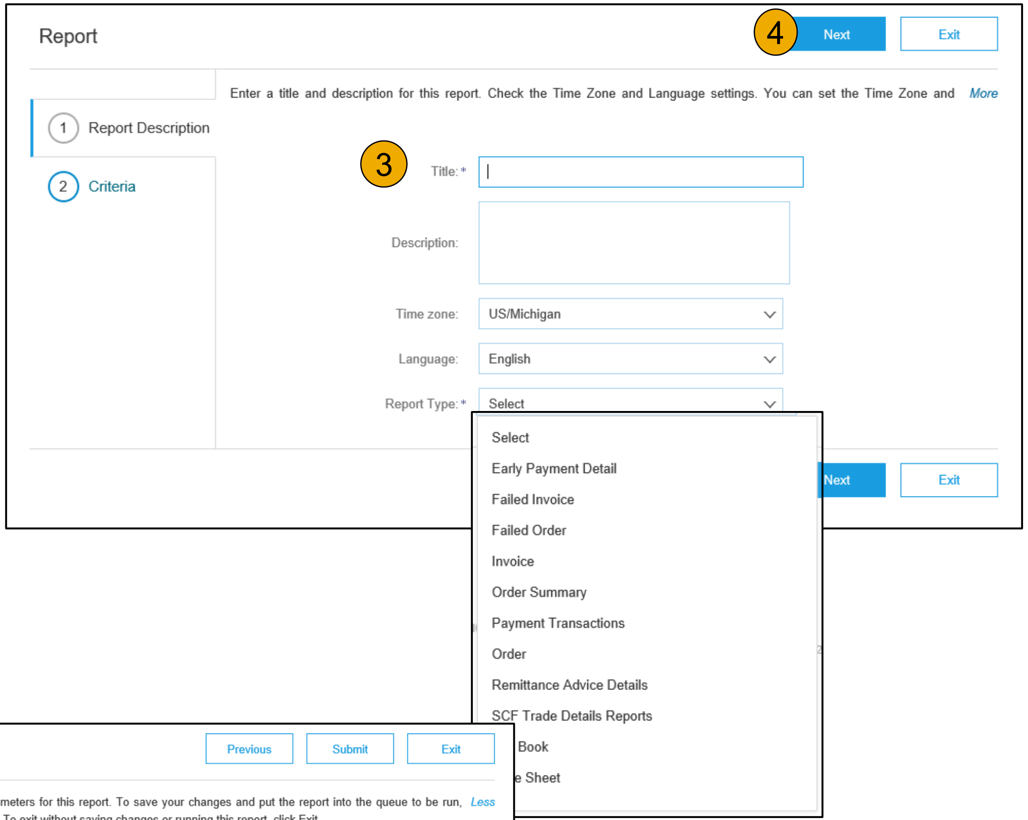
1. **Click** the **Reports** tab from the menu at the top of the page.
2. **Click Create.**



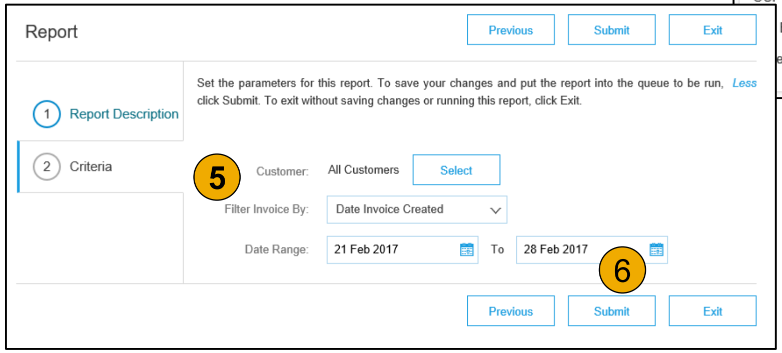
- **Invoice reports** provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.
- **Failed Invoice reports** provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail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



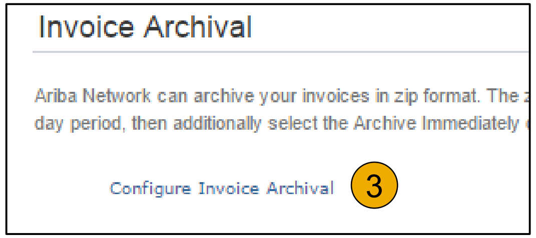
Note: For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.

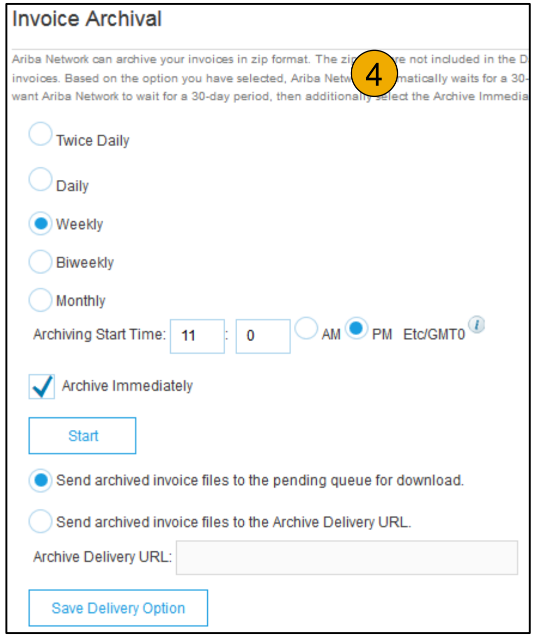


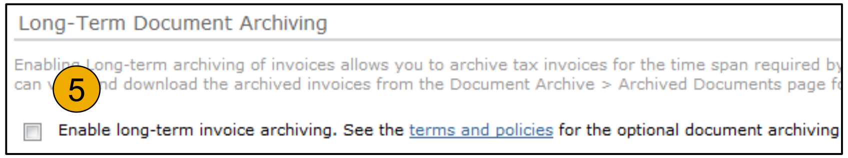
Invoice Archival

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:

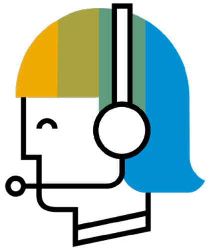
1. From the **Company Settings** dropdown menu, select **Electronic Invoice Routing.**
2. Select the tab **Tax Invoicing and Archiving.**
3. Scroll down to **Invoice Archival** and select the link for **Configure Invoice Archival.**
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), 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.)



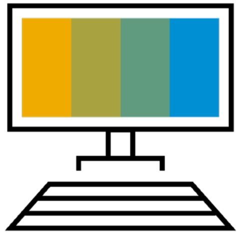




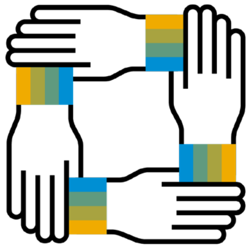
Section 6: Ariba Network Help Resources



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 by Clicking Here
  - Registration/ Account Configuration
  - Supplier Fees
  - General Ariba Network Questions

Walgreens Boots Alliance Enablement Business Process Support

- Email Walgreens Boots Alliance Enablement Team at SupplierEnablement@Walgreens.com
  - Business-Related Questions

Walgreens Boots Alliance Supplier Information Portal

- Find your supplier information portal HERE

Supplier Support Post Go-Live

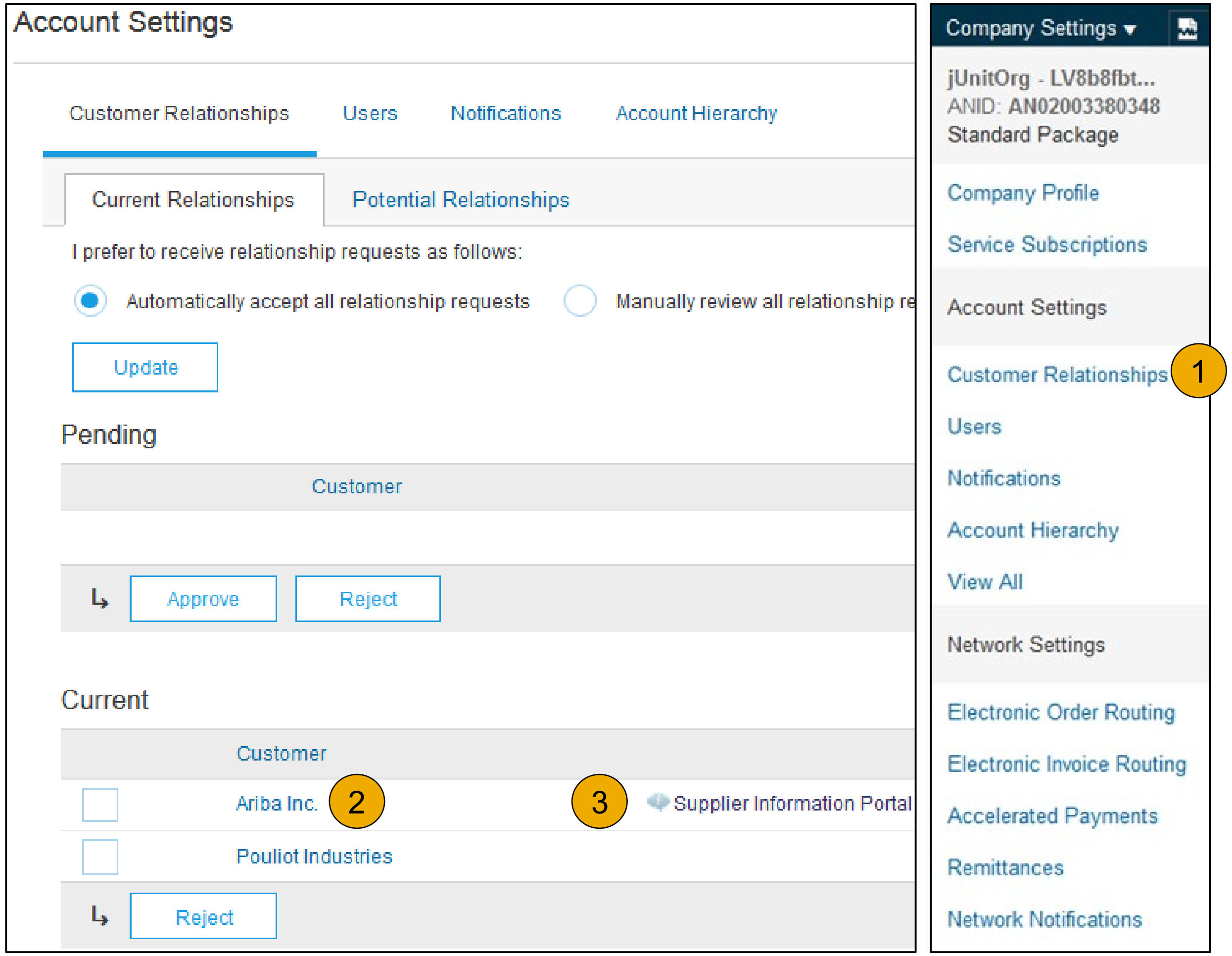
SAP Ariba Global Customer Support

- Click here to find your appropriate customer support phone number

Training & Resources

Walgreens Boots Alliance 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
- ADAPT Training

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

Walgreens Support and Resources

Accounts Payable Inquiries:

http://vendor.walgreens.com

AP-Helpdesk@walgreens.com

ePro cutover & Ariba enablement questions for WBA:

SupplierEnablement@walgreens.com

Procurement, No PO No Pay & purchasing policy inquiries:

Procurementdesk@walgreens.com

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?

SAP Ariba

Thank you.

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