

# Source to Pay- Supplier Enablement FAQ's

# Frequently Asked Questions

## SECTION 1 – ABOUT ARIBA AND THE ARIBA NETWORK

1. [What is the Ariba Network?](#)
2. [What is electronic invoicing?](#)
3. [What are the different Ariba Network Account types?](#)
4. [How to register for an Enterprise Account on the Ariba Network](#)
5. [What if I already have Ariba network account with another customer?](#)
6. [What are the benefits of using the Ariba Network?](#)
7. [What infrastructure do I need to use the Ariba® Network?](#)
8. [How secure is the Ariba Network?](#)
9. [What is the privacy policy for registration and company information?](#)
10. [Does the Ariba Network support Country specific regulatory requirements](#)

## SECTION 2 – ABOUT CCEP'S SUPPLIER ENABLEMENT PROGRAMME

11. [Why CCEP is moving to electronic invoicing?](#)
12. [Is invoicing via Ariba Network a requirement for doing business with CCEP?](#)
13. [What if I don't want to participate?](#)
14. [What date will I start transacting with CCEP over the Ariba Network?](#)
15. [Will there be training offered to teach me how to use the Ariba Network?](#)
16. [Will this process include all CCEP Legal entities?](#)
17. [Is it possible to still be receiving Purchase Orders through the old system after go live?](#)
18. [Where I can find Ariba Network – CCEP Specific Supplier Education Materials?](#)

## SECTION 3 – TRANSACTING ON THE ARIBA NETWORK

19. [What will happen to existing Purchase Orders \(POs\) at go-live?](#)
20. [How will I know when CCEP receives my invoice and schedule for payment?](#)
21. [Can I send an invoice from my own billing system?](#)
22. [Are we going to receive Purchase Orders without prices?](#)
23. [My Purchase Order has incorrect data – what should I do?](#)
24. [Can we attach supporting documents on Ariba while submitting invoices? And How?](#)
25. [What e-invoicing options does Ariba offer to suppliers using their network?](#)
26. [How do I Integrate my ERP with the Ariba Network?](#)

27. I already send some invoice data directly to other customers; can I send EDI/cXML Invoices directly to CCEP?
28. Can I send electronic invoices using Ariba Network to all of my customers?
29. Can I send transactions for more than one customer in one file?
30. What are the meanings of the 'Routing Status' and 'Invoice Status' codes in the Ariba Network?
31. What are the meanings of the Purchase Order status codes in the Ariba Network?

## **SECTION 4 – MISCELLANEOUS**

32. What if I forget my password?
33. Will I need to use this service if my account is currently paid on time?
34. What if my Administrator has left?
35. What should I do if e-mails like these are going into my spam filter?

## SECTION 1 – ABOUT ARIBA AND THE ARIBA NETWORK

### 1. What is the Ariba Network?

The Ariba Network is a global electronic invoicing network. As the world's largest web-based trading community, the Ariba Network connects leading global organizations with their trading partners and provides a broad-based platform for all key business collaboration needs. It is home to more than 4 million trading partners, with a new company joining every minute and with over \$3 trillion transactions annually (equivalent to the GDP of the United Kingdom). Ariba provides fast and efficient transmission, tracking, and processing of orders and invoices.

### 2. What is electronic invoicing?

Electronic invoicing (e-invoicing) is a communication methodology that utilizes the Internet to allow CCEP to receive invoice information directly from suppliers without the need to print and mail paper invoice copies.

### 3. What are the different Ariba Network Account types?

There are two different Ariba Network Account types:

- **Standard Accounts** are free of charge, simple to set up and use and are suitable for suppliers with low volumes of transactions. With a Standard Account you process invoices (and other documents) from the Interactive e-mail order which is triggered when CCEP issue a Purchase Order through the Ariba Network.
- **Enterprise Accounts** offers additional functionality and customer support and are suitable for suppliers with higher volumes of transactions. Enterprise Accounts are necessary if you wish to publish or integrate a catalogue or integrate your own billing system with the Ariba Network.

For more details of the two different Network Account types and features click: [Here](#)

### 4. How to register for an Enterprise Account on the Ariba Network?

- **Register on the Ariba Network.** Follow the instructions within the E-Commerce Trading Relationship Request communication that you will receive from CCEP
- **Connect with CCEP through your Ariba account.** After registration is complete, ensure that you have accepted the Relationship Request with CCEP in the **Customer Relationships** area of your account.
- **Configure your Ariba account.** Ensure that your account is configured to receive purchase orders and send invoices in the manner that can be supported by your organization.
- **Create a Test account.** Creating a Test account will allow you to become familiar with CCEP's processes in a Test environment prior to moving into the live (Production) environment. If you are setting up a catalogue on the Ariba Network this will allow you to test the interfaces and transactions
- **Review training materials.** CCEP will provide you training materials to assist you with the tasks listed above. You will be invited to attend training if you need more help with these processes.

### 5. What if I already have Ariba Network account with another customer?

If you already have an account with Ariba, and you receive an interactive e-mail order please do the following:

- Click **Process order** in the interactive email order to proceed with your Ariba Network account registration

- Click **X** to close the potential existing accounts review
- Click **Log in** to add the new order to your existing account
- Log in with the administrator **username** and **password** for the existing account
- If you merged the new customer relationship with an Enterprise account, **the documents from your new relationship are added to your Inbox**
- You'll also receive an email notification from SAP Ariba when the customer relationship and documents are fully transferred to your existing account
- If you don't see the documents immediately, you might have to log out and log back into your existing account for the changes to take effect

#### 6. What are the benefits of using the Ariba Network?

- **Secure and guaranteed invoice delivery** - no more lost invoices
- **You can check the status of your invoice** online - from delivery through to payment
- **Reduced processing time** - we receive your invoices faster which means we are able to pay you on time
- **Instant invoice validation** - Fewer delays due to missing information
- **Any-to-any data formatting technology** - no additional software or hardware
- Higher processing transparency and better cash flow management due to 24/7 access and reporting

#### 7. What infrastructure do I need to use the Ariba Network?

A regular Internet connection and a web browser are the only requirements as the Ariba Network is web based

#### 8. How secure is the Ariba Network?

The Ariba Network uses Secure Hypertext Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers, and the Ariba Network. HTTPS is the standard for secure Internet communication and uses Secure Socket Layer (SSL) with RSA Labs encryption. Additionally, accounts on the Ariba Network are password protected. [You can learn more about Ariba data security policies here.](#)

#### 9. What is the privacy policy for registration and company information?

By registering on the Ariba Network, suppliers make their company profile information available to their current customers as well as other buying organizations on the network. Your customers use this information to conduct transactions with you through the network, and prospective buyers use it to initiate new business relationships.

Protected account information, such as Tax ID and account settings, is not shared. Suppliers do not have access to the account information of other suppliers.

#### 10. Does the Ariba Network support Country specific regulatory requirements?

SAP Ariba has a 10+ year history of providing e-invoicing solutions considering the relevant tax regulations. The Ariba Network supports regulatory consistent e-invoicing for the [following countries](#).

The approach has been continuously improved over the years and aims to provide solutions which allow suppliers on the Ariba Network to create and receive electronic e-invoices in accordance with the relevant local and regional regulations including:

- **The tax invoice format**, i.e. the structure for tax purposes. In most countries the cXML invoice becomes the official tax invoice. A PDF invoice is also provided in the console or by e-mail for Standard Accounts as a human readable format but clearly stating that it is a copy and not a tax invoice.

- **Integrity, authenticity and legibility** is supported. Ariba digitally signs the cXML invoice based on local qualified certificates. In most European countries signing is based on an integration with TrustWeaver, a market leading cloud compliance company.
- **Which fields must be populated**; this is defined by EU directives and local tax regulations. Ariba Network business rules ensure that mandatory fields are validated before an invoice can be issued successfully
- **Long term archiving of the invoice** in accordance with the regulated country specific retention periods in the domiciled country of both the buyer and supplier, for ease of access as may be required periodically for tax authorities and ensuring the invoice integrity is maintained (i.e. can't be modified) during the retention period. This can be either through the Ariba Network's long-term archiving functionality, which is a simple self-configurable solution (some companies will prefer to use on-premise archiving using their own technical solutions). TrustWeaver provides an external archiving solution which is integrated into the Ariba Network
- **Contractual obligations which may require country specific invoicing processes** The Ariba Network considers those contractual obligations in the terms of use which all suppliers accept prior to invoicing through the Ariba Network. Examples include data protection requirements

To register on the document archiving service, you can do this through your Ariba Network Account under Network Settings > General > Tax Invoicing and Archiving. Once you have registered a new tab will appear in your Ariba Network Account: 'Document Archive' which allows you to search and retrieve these official tax invoices in the case of a tax audit in both the cXML and human readable PDF format.

## **SECTION 2 – ABOUT CCEP’S SUPPLIER ENABLEMENT PROGRAMME**

### **11. Why CCEP is moving to electronic invoicing?**

E-invoicing reduces the cost of manually handling the large volume of paper invoices received daily **and supports CCEP’s sustainability commitments** without the associated costs and complexity of traditional paper methods. This allows better matching and tracking of invoices, immediate response to payment inquiries, reduces unnecessary errors and result in a more efficient process. And more:

- you will be instantly notified when CCEP creates new POs,
- effortlessly flip a PO into an electronic invoice
- you will have 24/7 access to the status of your invoices
- Instant access to rich remittance details for easy payment reconciliation
- know the moment a payment has been initiated for your submitted invoices

### **12. Is invoicing via Ariba Network a requirement for doing business with CCEP?**

CCEP is actively phasing out the processing of paper invoices to take advantage of the benefits that electronic invoicing provides to our business and our suppliers. Going forward this will be preferred method of receiving invoices for CCEP.

### **13. What if I don’t want to participate?**

CCEP is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered critical and valuable to the ongoing business of CCEP and are thus expected to comply with this process change to ensure continuity of a successful working relationship.

### **14. What date will I start transacting with CCEP over the Ariba Network?**

Once you have accepted the Trading Relationship Request (TRR) and have registered on the Ariba Network you will be able to begin transacting. If you do not receive a TRR, the first Purchase Order you receive from CCEP will be in the format of an *Interactive e-mail order* which you can process via the link in the e-mail which will invite you to register on and create your first invoice on the Ariba Network

### **15. Will there be training offered to teach me how to use the Ariba Network?**

Yes, CCEP and Ariba are hosting Functional Training sessions to teach suppliers how to use the Ariba Network. Depending on the volume and value of your business with CCEP, you will either be invited to attend one of these training sessions or a recording will be made available on the CCEP Supplier portal: <https://cocacolaep.com/about-us/suppliers/>

### **16. Will this process include all CCEP Legal entities?**

Yes. Although the roll-out will be in phases as follows:

Germany: Went live in March 2021

Spain & Portugal: Went live in July 2021

UK, France, Luxemburg, Norway, Sweden, The Netherlands, Belgium, Bulgaria: November 2021

**17. Is it possible to still be receiving Purchase Orders through the old system after Go-Live?**

Based on the phasing above, if you supply to CCEP in multiple countries, you may find you receive a PO through the Ariba Network from one country and continue to receive a PO in a non-electronic format from another country for a period of time until that country goes live

If you supply direct materials to CCEP as well as services and non-stocked items, you will find you receive POs in slightly different formats and with different number sequences.

After the Go-Live you will not receive any more non-electronic POs. For any POs received via the Ariba Network, the corresponding invoice must be transmitted by the Ariba Network.

**18. Where I can find Ariba Network – CCEP Specific Supplier Education Materials?**

General information on the [Ariba Network, account configuration and electronic document creation can be found here](#).

Additional CCEP specific details can be found [here](#).

## **SECTION 3 – TRANSACTING ON THE ARIBA NETWORK**

### **19. What will happen to existing Purchase Orders (POs) at go-live?**

Any existing POs due for completion after go-live will not require transitioning immediately **and you can continue to invoice against them in the way you do today**. If they are scheduled beyond three months, CCEP will be in contact with you to support the transition of these as required.

### **20. How will I know when CCEP receives my invoice and it is scheduled for payment?**

The Ariba service provides you with visibility into invoice and payment processing by tracking the status of the invoice through the CCEP processes. You can see that the invoice has been received and when it has been approved for payment. The payment will be made in accordance with the existing CCEP terms and conditions. Correct invoicing according to amount and price on the PO will speed the process via auto matching of Invoice and Purchase Order.

### **21. Can I send an invoice from my own billing system?**

No, the invoice must be processed in Ariba against the PO received via email from CCEP. Please do not send a second paper or PDF invoice as it will not be processed and may create confusion and delay.

### **22. Are we going to receive Purchase Orders without prices?**

POs generated in Ariba need to have the value of the products or services being purchased. In cases where an exact amount cannot be supplied the PO will contain a reasonable estimate of the value of the products or services to be delivered.

### **23. My Purchase Order has incorrect data – what should I do?**

Contact your CCEP buyer via Ariba Network account or if it is an urgent matter – over the phone or e-mail.

### **24. Can we attach supporting documents on Ariba while submitting invoices? And how?**

Yes. CCEP have enabled supporting documents to be transmitted with the invoice.

### **25. What e-invoicing options does Ariba offer to suppliers using their network?**

**PO Flipping:** PO flipping is designed for companies who receive the POs through Ariba and you can 'flip' the PO into invoice which means the majority of the PO data fields such as price and quantity are mapped onto the invoice and there are few extra fields to add to the invoice (depending on the format of the PO). The Ariba Network offers a secure connection and guarantees delivery of the invoice to CCEP within minutes.

**Integrated Solution: (EDI)** The Integrated Solution gives a fully automated process where invoice data is extracted directly from your billing system and delivered directly into the CCEP's finance system and purchase orders can be extracted directly from CCEP's finance system and delivered directly to your billing system. You can also choose one way or two-way integration, i.e. to only integrate the PO or invoice or both as well as integrating other documents such as the Order Confirmations and Ship Notices.

**PDF Solution:** The PDF solutions allows you to send or load multiple invoices at once. The PDF solution is provided by a third party, CloudTrade and requires some up-front configuration. You would need to upload five representative sample PDF invoices on the Ariba Network and then CloudTrade develops the conversion map from PDF to cXML. Typically, this solution takes 4-6 weeks to test and implement. This solution is not as accurate and reliable as invoice creation through PO flip due to the

risk that conversion to cXML doesn't automatically capture all relevant information from your PDF invoice

## **26. How do I Integrate my ERP with the Ariba Network?**

The Ariba Network offers possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. For more information please refer to the guides available on the Supplier Information Portal accessible from your Ariba Network account.

### **Integration Testing**

All suppliers transacting through the Ariba Network using one of the following integration methods will be required to test with CCEP:

- cXML Transactions
- EDI Transactions

## **27. I already send some invoice data directly to other customers; can I send EDI/cXML Invoices directly to CCEP?**

No, EDI and cXML are just data formats, therefore you can use this preferred format to deliver the data via the Ariba Network but CCEP cannot and will not take any electronic invoices directly from suppliers.

## **28. Can I send electronic invoices using Ariba Network to all of my customers?**

Ariba Network allows you to send electronic invoices to any other customers that are using the Ariba Network once you have signed up. You can choose to have one Ariba Network Account for each customer or combine all their customers on the same account and can have a mix of free Standard Accounts and paid Enterprise Accounts depending on how you transact with each customer, your invoice and PO volumes and whether you are publishing a catalogue on the Ariba Network. You pay a subscription fee for each Enterprise Account, so it is more cost efficient to have a single Enterprise Account for multiple customers if it is practically possible.

## **29. Can I send transactions for more than one customer in one file?**

For the Integrated, CSV and PDF Solutions, the Ariba Network can accept data files in any format covering as many customers as you require. The Ariba Network will agree with you how each customer is identified in your data file and will then deliver each transaction to the correct customer.

## **30. What are the meanings of the 'Routing Status' and 'Invoice Status' codes in the Ariba Network?**

**Routing Statuses:** Routing Status shows if the invoice has been received in invoice management system

- Obsolete – you cancelled the invoice
- Sent – invoice has been submitted
- Acknowledge – invoice has been received in CCEP
- Failed – Invoice failed CCEP pre-defined invoicing rules
- Queued – Ariba Network received the invoice but has not processed it

### **Invoice Statuses:**

- Sent – Invoice has been sent to CCEP
- Approved – Invoice has been approved by CCEP

- Rejected – Invoice has been rejected by CCEP and will require corrections
- Paid – Invoice has been paid
- Failed – Ariba Network experience a problem routing the invoice
- Cancelled – CCEP approved the invoice cancellation

### **31. What are the meanings of the Purchase Order status codes in the Ariba Network?**

- Confirmed – the PO has been accepted and CCEP is expecting delivery.
- Rejected – The PO has been rejected by your side
- Partially confirmed – The PO has been only partially confirmed by you
- Delivered – Goods receipt
- Invoiced- Invoice has been processed against the PO – can be fully invoiced or partially invoiced

## **SECTION 4 – MISCELLANEOUS**

### **32. What if I forget my password?**

If you forget your Ariba Network Password, click the **Forgot Password** link at <http://supplier.ariba.com> to be prompted through the password reset process.

Ariba will forward an email to the email address on record on the Ariba Network after your Username/Password recovery request was submitted, for the protection of your company information.

You can also contact Ariba Support for assistance if you follow these steps:

- Go to [supplier.ariba.com](http://supplier.ariba.com)
- Click on the 'Question mark' sign in top right corner
- Click Support in bottom right corner
- Enter a search term
- If you require someone to call you, click on the option: 'Get help by phone'

### **33. Will I need to use this service if my account is currently paid on time?**

Your use of Ariba Network will ensure that we continue to pay you on time. In addition, you will receive notification when your invoice has been received by us along with the status of your invoice.

### **34. What if my Ariba Administrator has left?**

You will need to contact Ariba Help and request for a new Administrator to be assigned to your account as it is not possible to have more than one administrator. The administrator can set up additional user profiles on your account.

### **35. What should I do if e-mails like these are going into my spam filter?**

You need to make the following e-mail address trusted in your outlook settings

[ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com)

Please keep checking your spam filter in case this doesn't work and contact your IT department for further support