

Frequently Asked Questions

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SECTION 1 – ABOUT Ariba AND THE Ariba NETWORK

1. What is the Standard Account Capability of the Ariba Network?

The Ariba Network Standard Account is a free way to link Purchase Orders to Invoices and automatically schedule payment, the benefit of this is on time payment & reduced errors. There is no need to upgrade to an Ariba Enterprise Account, unless you are ready for advanced capabilities such as support for catalogues, backend integration, or to manage larger document volumes through online access. Please note that you may be subject to fees if you upgrade from a Standard Account to an Enterprise Account.

For more information click here: [Standard account introduction](#)

2. What is the difference between Ariba Network Standard Account and Ariba Network Enterprise Account?

Standard Accounts are free, easy-to-use accounts that allow suppliers to exchange an unlimited number of basic documents such as purchase orders, order confirmations, invoices, and view status of their orders. Enterprise Accounts offers suppliers greater functionality and support but are subject to fees depending on transaction volume. Some of the benefits on offer to a supplier that upgrades to an

Enterprise Account include:

- Ability to process Purchase Orders and other documents directly in the inbox rather than by e-mail
- Complete visibility of all previous purchase orders you received and access all documents you have created (a Standard Account only provides visibility of the last 200 documents).
- Reporting on order history, document statuses and customer transactions
- Potential Integration of your order fulfilment and invoicing systems to the Ariba Network
- Ability to upload and maintain catalogues and pricing specific to each buyer/client
- 24/7 online support whereas Standard Account has self-service training material and limited support.

For further information on upgrading to an Enterprise Account, we recommend discussing options with SAP Ariba support or referring to the SAP Ariba web page <https://support.ariba.com/item/view/169827>.

3. How do I register for a Standard Account?

You will be able to register and access your Standard Account from the Interactive Email containing the original order from DXC Technology.

4. What if I lost the interactive e-mail Order?

If you are already registered for Standard Account and misplace the interactive email containing the link to your order, you can resend it by logging in to your Ariba Network Standard Account. In the Orders, Invoices and Payments search box on the home dashboard of your account, in the Action column next to the Purchase Order, click Select > Send me a copy

5. What if I have already signed up for an Ariba Enterprise Account, can I downgrade it to a Standard Account?

If you are already using Ariba Enterprise Account, in order to downgrade you must complete the following steps.

Your account may be eligible for a downgrade if the following criteria are met:

- You must not have any outstanding [supplier fees](#).
- You must not have any integration configured (cXML, Electronic Data Interchange (EDI), SAP Ariba Cloud Integration Gateway (CIG)).
- Your SAP Ariba Supply Chain Collaboration relationship status must be disabled. Respective buyers can [disable](#) the SAP Ariba Supply Chain Collaboration relationship.
- We recommend not having any pending [Enablement Tasks](#). For more information, see [How to stop enablement for a supplier](#) topic.
- You must not have [Long Term Document Archiving](#) configured or you will lose access to the archive.
- You must not have [Invoice Archiving](#) configured or you will lose access to the archive.

If you are using catalogues, integrations or value the inbox/outbox functionality provided by the Ariba Network, you should carefully compare functionality before abandoning your existing account.

6. Can I have a Standard Account for one customer and an Enterprise Account for another?

It is possible to have multiple accounts for different customers as it allows you to have different Account Administrators for each customer or groups of customers but you may find it more efficient to manage all customer relationships through the same Ariba Network Account. You will only have a single administrator but that administrator can set up additional profiles on the account and there are different permissions that can be assigned from the ability to generate invoices from POs or just the ability to view order and invoice history. Please also bear in mind that for every Standard Accounts you upgrade to an Enterprise Accounts you will pay a subscription fee, whereas you would only pay a single subscription fee for multiple customer accounts using the same Ariba Network Account

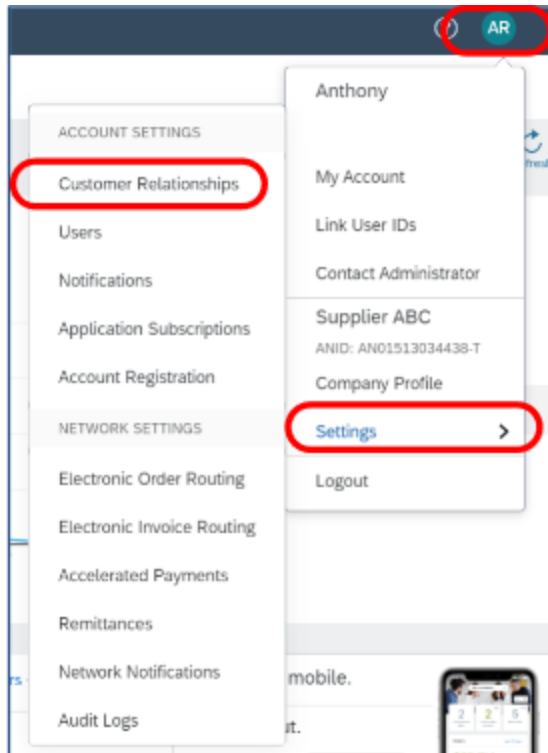
7. If I have an existing Standard Account with other customers, can I use it to transact with DXC?

Yes. When you receive the first purchase order via interactive email from a new buyer, you can login using your existing Ariba Supplier Network credentials. This will automatically establish a trading relationship with your existing Ariba Supplier Network account and the new buyer

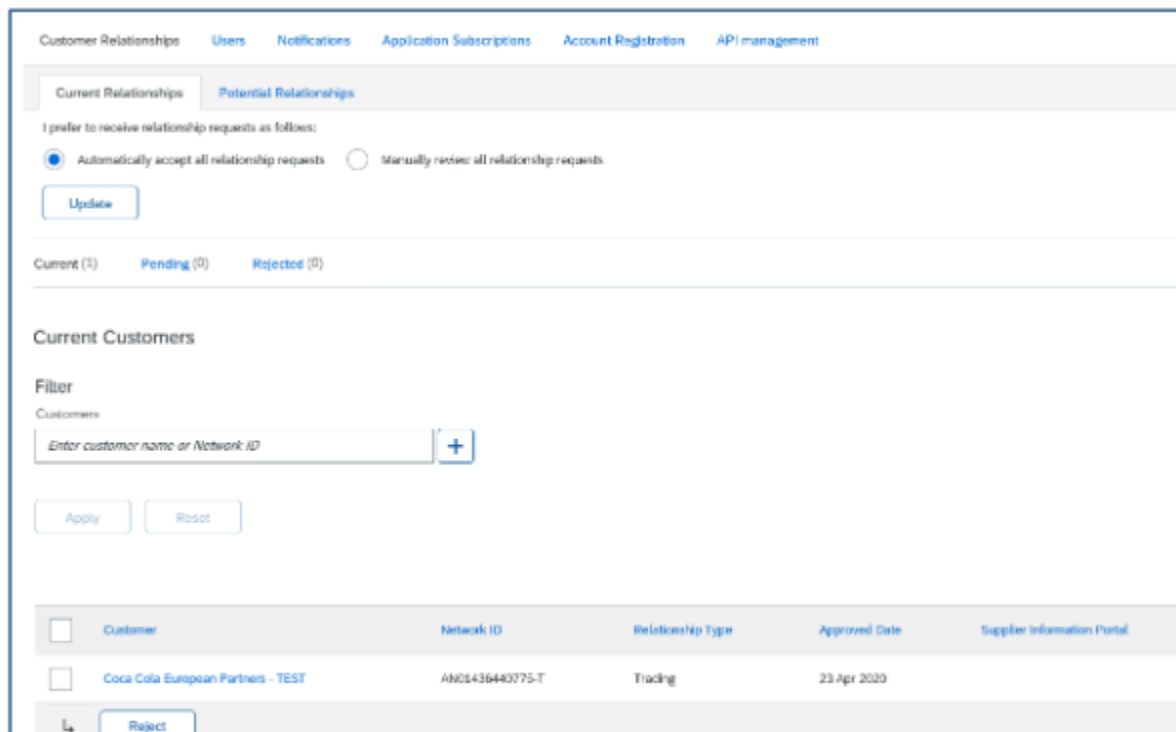
8. How can I find a Purchase Order?

First, make sure that you have an active trading relationship with **DXC Technology Services LLC (ANID AN01454454130)**.

A trading relationship is a link between your Ariba Network Standard Account and DXCs Buyer Account on the Ariba Network. It allows for the transfer of documents such as purchase orders and invoices between you and DXC. To check your trading relationships, click on **Account Settings** at the top right-hand corner of your Standard Account homepage and select **Settings/Customer Relationships**:



Select the Current Relationships tab. You will be able to see all Pending, Current and Rejected trading relationships you have with customers. Please ensure that **DXC Technology Services LLC** is Current. To move a relationship from Pending to Current, select the checkbox next to the supplier and click Approve.



If you do not have a trading relationship with DXC, you will not be able to invoice or complete any related actions.

- a) To search for the purchase order:
 - a) Log in to your Standard Account
 - b) Scroll down to the Orders, Invoices and Payments search box and use the two drop down menus in the top right-hand corner to filter POs based on customers, date PO was sent (e.g. last 31 days) or by recent documents (e.g. last 200 documents).
 - c) Confirm with your DXC representative that the Purchase Order has been sent through Ariba.
 - d) Confirm that the Purchase Order has been sent to the correct account, as it is possible that your company has multiple Ariba accounts and the order was sent to one of them. If you received the Order through email, look for an Ariba Network ID (ANID) in the email notification. The Ariba Network ID contains the letters 'AN' and is followed by 11 numbers. Make sure this ANID matches the ANID of the current account.
 - e) If the ANID is different, please contact the administrator of that account to access the Order. DXC can also check in their Buyer Account to find out the ANID for the account.
 - f) Check with the account administrator to make sure you have the appropriate role and customer assignment to view the order. Go to Company Settings > Accounts Settings > Users to manage access with your Standard Account.

9. How do I submit an invoice from a Standard Account?

If you already have an account registered and have used it to transact with your customer before:

1. Log in to your account and go to the **Workbench** tab at the top of the page.
2. Select the appropriate tile (eg. **Orders to invoice**).
3. Click the PO number to open the order.
4. At the top of the order, select **Create Invoice > Standard Invoice**.
5. On the **Create Invoice** page, enter the **Invoice #**, **invoice date** and other header-level information about the invoice in the **SUMMARY** area. You can also enter header-level taxes, shipping, special handling, and discounts if needed (Optional).
6. Click **View/Edit Addresses** in the **Summary**, **Shipping** and **Additional Fields** sections to review or edit address details.
7. Add other elements such as payment terms, comments, or attachments by clicking **Add to Header** and choosing from the available options.
8. Enter any other information your customer requests in the **Additional Information** area.
9. Click **Update** on the top or bottom of the page to update any calculated fields if you add or modify any amount or rate fields.

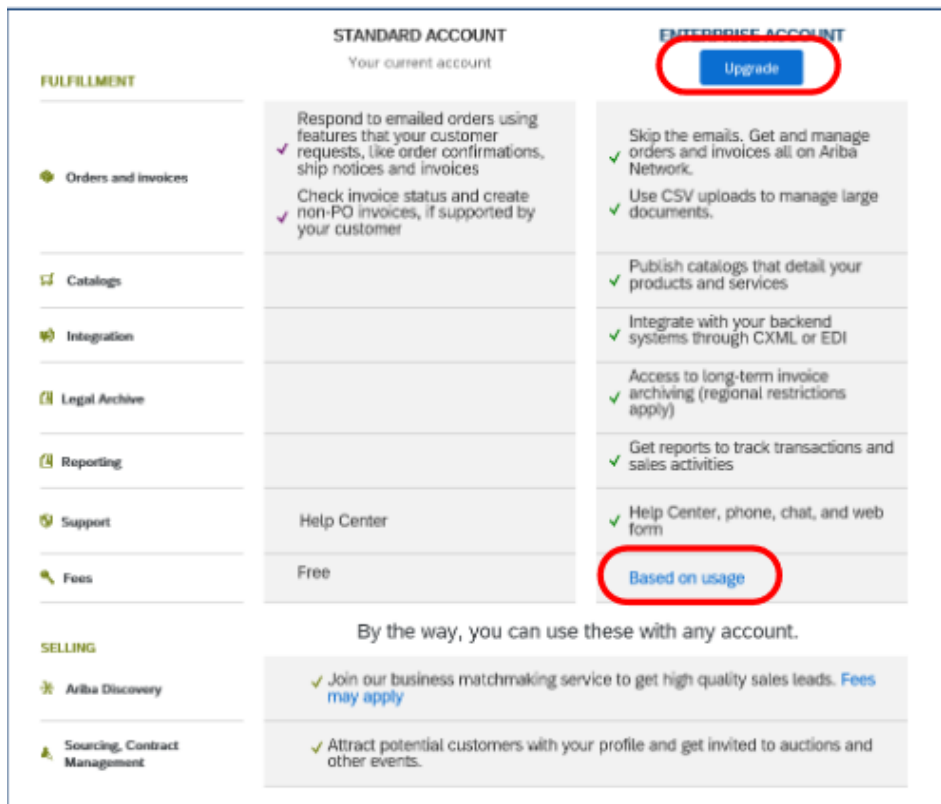
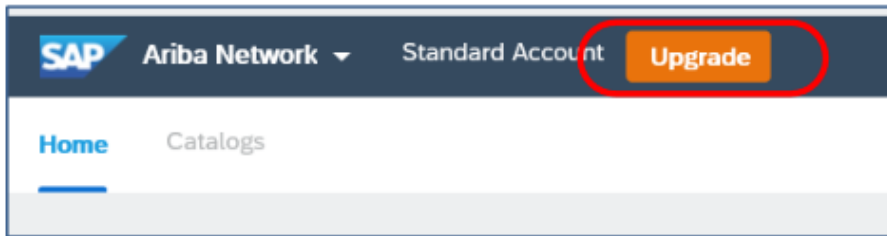
10. Enter or modify line item information for the invoice if necessary.
11. Once you complete these steps, click **Next** to review the invoice before submission. Click **Submit** when you are done.

If you have not already registered an account, or you have not yet transacted with your customer using your existing account:

1. Click **Process Order** from the purchase order email notification that you should've received from your customer.
2. Either create a new account or log in with your existing account.
3. At the top of the order, select **Create Invoice > Standard Invoice** and follow the directions mentioned in the section above.

10. How do I find out about upgrading to an Enterprise Account?

At the top of your Standard Account homepage there is text that reads: Upgrade - click this button to find out more details on an Enterprise Account as well as further instructions on how to upgrade. Please note that transaction fees may be chargeable by SAP Ariba under an Enterprise Account, depending on the number and total amount of invoices you send us – details of this are available via the Based on usage link below.



For further information on upgrading to an Enterprise Account, we recommend discussing options with SAP Ariba support.

11. How do I know when my invoice will be paid?

Scroll down to the Orders, Invoices and Payments search box and click on More to reveal an increased selection of tiles. The scheduled payment date for an Invoice is visible under the 'Invoice Pending Payment' section and is calculated by applying the agreed payment terms.

12. Do I need to include tax when creating an invoice?

Yes, if the goods and/or services are taxable then tax must be applied to each invoice line.

13. How do I add tax to the invoice?

Scroll down to Line Items

- Click in Tax Category
- Click in the Tax Category field to display the drop-down box
- Select the applicable tax category (VAT)
- Click on Add to Included Line

Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☒ Tax Category: ☐ Standard Tax Selections ☐ Special Handling ☐ Discount

No.	Include	Type	Part #	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	CC11		15	EA	7.95 EUR	119.25 EUR

Tax

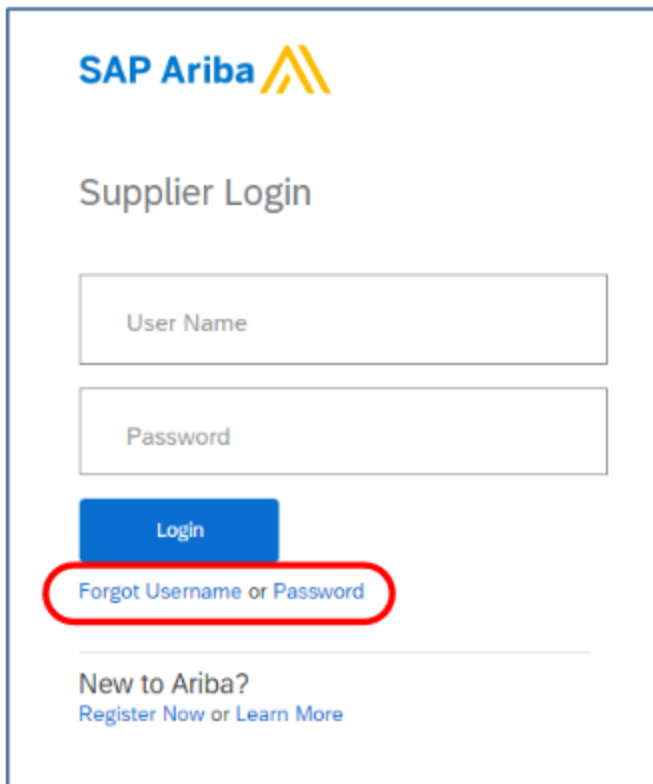
14. Who do I contact if I've been locked out of my Account?

If your account becomes locked from entering the wrong username and password combination several times in a row, reset your password to unlock your account immediately.

Otherwise, your account will be unlocked automatically after a few hours. You can try your username and password combination again at this point.

Follow this procedure to unlock your account immediately:

Click Forgot Username or Password on the login page of <http://supplier.ariba.com> and follow the prompts to reset your details and access your account



The image shows the SAP Ariba Supplier Login interface. At the top is the SAP Ariba logo. Below it is the heading 'Supplier Login'. There are two input fields: 'User Name' and 'Password'. Below these is a blue 'Login' button. A red oval highlights the link 'Forgot Username or Password'. At the bottom, there is a section for 'New to Ariba?' with links for 'Register Now' and 'Learn More'.

SECTION 2 – ABOUT DXC’S SUPPLIER ENABLEMENT PROGRAM

15. Why DXC is moving to electronic invoicing?

E-invoicing reduces the cost of manually handling the large volume of paper invoices received daily and supports DXC’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 DXC 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

16. Is invoicing via Ariba Network a requirement for doing business with DXC?

Invoicing through Ariba Network is required. DXC Technology will no longer accept paper invoices and requires invoices to be submitted electronically through the Ariba Network, **unless statutory law states otherwise**. Where statutory law for a specific country requires an alternative invoice submission method, the DXC PO will specify the instructions suppliers must follow for invoice submission.

17. What if I don't want to participate?

DXC 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 DXC and are thus expected to comply with this process change to ensure continuity of a successful working relationship.

18. What date will I start transacting with DXC over the Ariba Network?

Once you have accepted the Trading Relationship Request (TRR) with DXC 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 DXC 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.

19. Will there be training offered to teach me how to use the Ariba Network?

DXC is providing suppliers Training Links & Users Guides which will provide suppliers instructions & guidance on how to transact on the Ariba Network.

20. Will this process include all DXC Legal entities?

Yes. Although the roll-out will be in phases during FY21/22 based on geography and DXC entities.

* A few DXC entities including the Xchanging business & a few client accounts will be out of scope of this initiative

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

You may still receive orders (**legacy POs**) from legacy DXC procurement systems from other DXC entities/geographies during the deployment period; please continue to process these orders using the existing processes and tools for the submission of invoices. Legacy PO numbers will have a number sequence that does **NOT** start with the letter “L,” “X,” “G” or “C.”

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

22. Where I can find Ariba Network – DXC Specific Supplier Education Materials?

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

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

SECTION 3 – TRANSACTING ON THE ARIBA NETWORK

23. 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 through the existing process & tools. At a future date DXC will reach out about transitioning these existing POs as required.

24. How will I know when DXC 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 DXC 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 DXC 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.

25. 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 DXC. Please do not send a second paper or PDF invoice as it will not be processed and may create confusion and delay.

26. 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.

27. My Purchase Order has incorrect data – what should I do?

Contact your DXC Requester, per the DXC Email ID listed under the: Ship All Items to Section of the Purchase Order.

28. Can we attach supporting documents on Ariba while submitting invoices? And how?

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

29. What e-invoicing options does Ariba offer to suppliers with Standard Accounts?

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 DXC within minutes.

30. 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.**

31. 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 DXC
- **Failed** – Invoice failed DXC pre-defined invoicing rules
- **Queued** – Ariba Network received the invoice but has not processed it

Invoice Statuses:

- **Sent** – Invoice has been sent to DXC
- **Approved** – Invoice has been approved by DXC
- **Rejected** – Invoice has been rejected by DXC and will require corrections
- **Paid** – Invoice has been paid
- **Failed** – Ariba Network experience a problem routing the invoice
- **Cancelled** – DXC approved the invoice cancellation

32. What are the meanings of the Purchase Order status codes in the Ariba Network?

- **Confirmed** – the PO has been aDXCted and DXC 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

33. 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
- 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'

34. 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.

35. 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.

36. 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.riba.com

37. Where can I go for additional support?

Click on the '?' icon in the top right-hand corner of the Ariba Supplier log-in page which is the link to the Help Centre.

****For Additional Questions & Support please**

- **DXC Business questions?** Contact DXC at DXC-supplierenablement@dx.com.
- **Payment (Invoice) Status queries:** Contact [DXC Accounts Payable](#)
- **Purchase Order queries:** Contact the DXC Requester, per the DXC Email ID listed under the: Ship All Items to Section of the Purchase Order.
- **For Ariba Registration, Configuration, or Transaction Related questions:** Contact the Ariba Enablement Team via the [DXC Enablement Portal](#) or the Supplier Enablement Helpdesk at +1 800-974-4899 (North America only).
- **General Technical Issues:** Contact the Ariba Support Team by clicking on the **question mark** in the upper right-hand corner of your account then Support to submit a Case to Ariba Support. Be as clear as possible in your communication and provide any screenshots to expedite your request.