

Nanyang Technological University(NTU)

Buying and Invoicing

Light Account Suppliers



This User Guide is created for Light Account Suppliers trading with NTU using Ariba Network

It contains key steps for transacting purchase orders, order confirmations, ship notices, invoices with NTU through the Ariba Network

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▶ [Ariba Network Support](#)

1 Account Registration



1. Account Registration
2. Account Access
3. Account Configuration

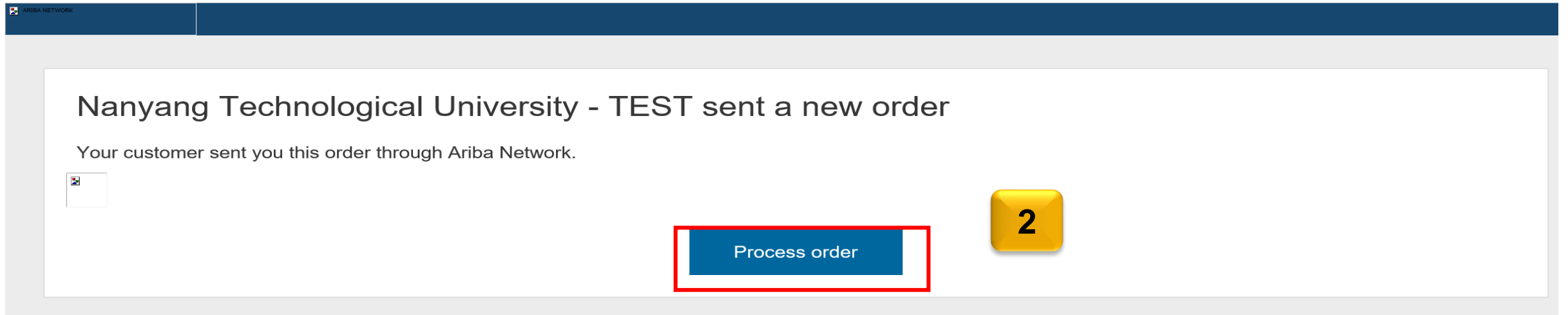
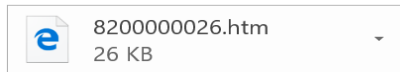
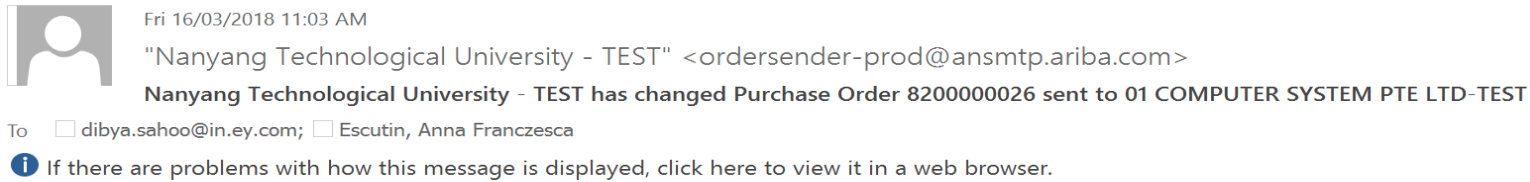


1. Account Registration
2. Account Access

Light Account Registration

To create an invoice using a Light Account purchase order:

1. Open the interactive email that contains the purchase order sent by NTU. The purchase order details will be displayed in the body of the email. Review the details of the purchase order.
2. Click the **Process order** button. The Ariba Network light account registration page will be displayed.



Light Account Registration


1. If you are an existing Light Account supplier (transacting with a different customer), click the **Log in** link. The **Ariba Network Login** page will be displayed.
2. If you are a new customer, click the **Sign up** button. The **Registration** page will be displayed.


Ariba Network


Join **your customer** on Ariba Network!

2 **Sign up** **1**

Already have an account? **Log in**

 **Strengthen relationships**
Collaborate with your customer on the same secure network.

 **Connect faster**
Exchange documents electronically and streamline communications.

 **Reach more customers worldwide**
Sign up with Ariba Discovery and increase sales leads.

Ariba Network light account is **Free**

[Learn more](#)

Light Account Sign Up

Ariba Network [purchase order](#)

Register

1. Company information **3**

Company name
ACME Supplier

Country
United States (USA) ▾

Address
El Paso - DA4-2xx
Line 2

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping, billing, or other addresses later in your company profile

ZIP code
99999-1804

City
El Paso

State
TX ▾

2. User account information **4**

Name
First Last

Email

 Use this email as your username

Username

Password
Enter password
Repeat password
We recommend mixing numbers, upper and lower case letters, and special characters

Email orders to *
psmith@acmesupplier.com
Who will we notify when customers send you orders through Ariba Network? You can change this anytime.

3. On the **Registration** page, the details in the **Company information** section will be auto-populated.
4. In the **User Account Information** section, enter the details in all the fields that are marked mandatory.
5. Select the **Terms of Use** check-box at the bottom of the page.
6. Click the **Register** button. The purchase order detail screen will be displayed.

3. Tell us more about your business >

5

I have read and agree to the [Terms of Use](#) and the [Ariba Privacy Statement](#).
Accepting the Ariba Terms of Use does not create a contract with your customer. It only governs your relationship with Ariba.

By checking the box, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, you also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian federation.

Cancel

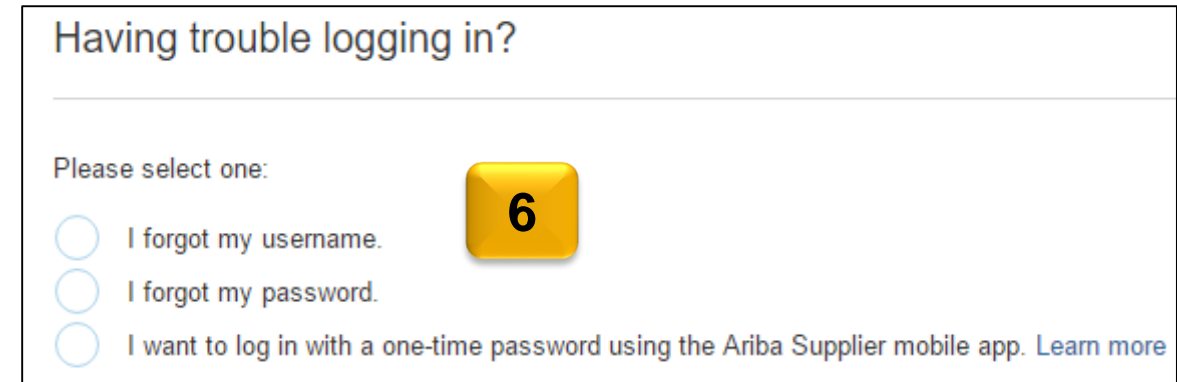
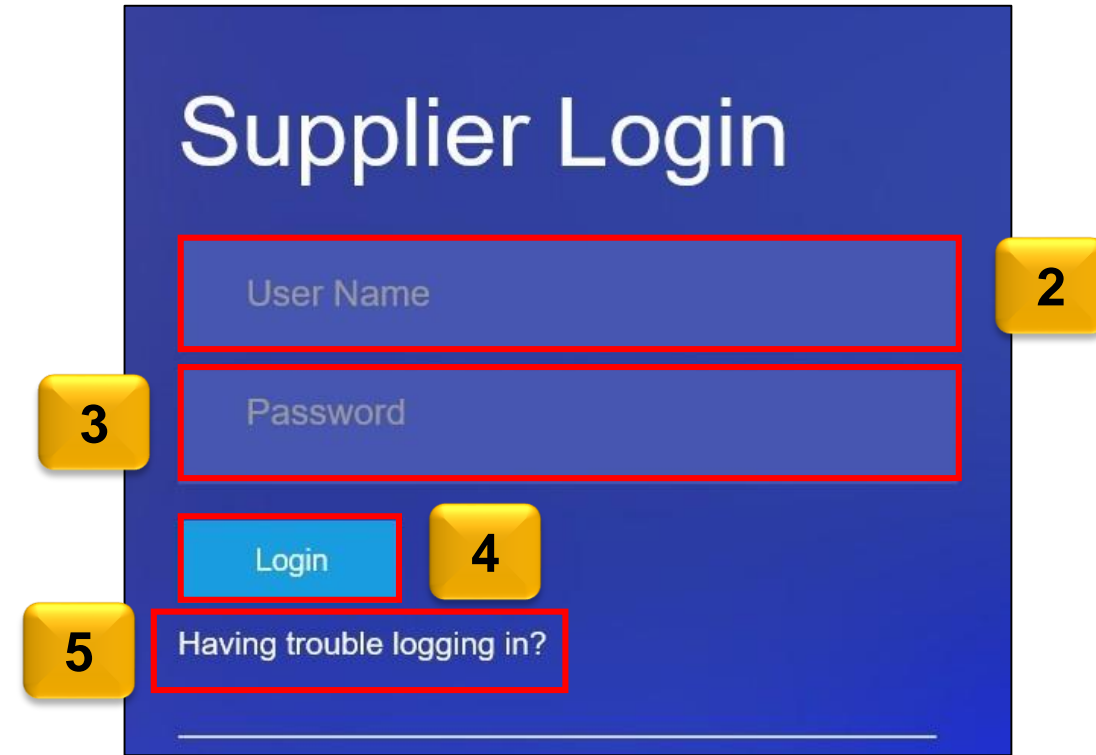
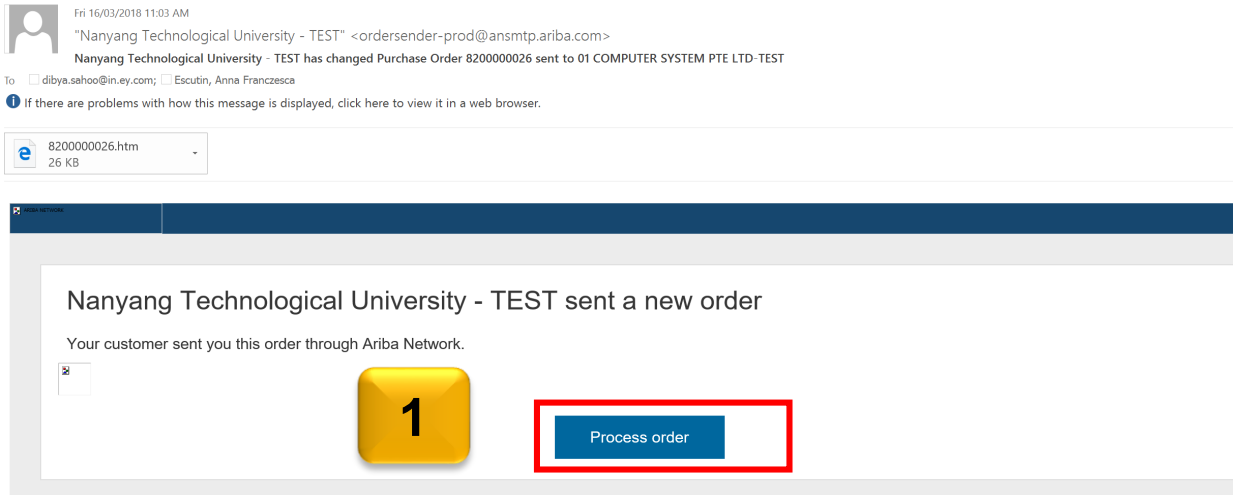
Register

6

Light Account Login

For all future NTU that you receive from NTU via email:

1. Click the **Process Order** button.
2. The **Supplier Login** Page will be displayed.
3. Enter your **User Name** and **Password** in the respective fields.
4. Click the **Login** button.
5. If you have forgotten your password/username, click the **Having trouble logging in?** link.
6. You will be able to retrieve your username or reset your password by following the instructions on the **Having trouble logging in** page.



Account Interface

7. The home page will be displayed by default.
8. Click the **Inbox** tab to view the Purchase Orders.
9. The **Outbox** tab is grayed out for Light Account suppliers. If you would like to access the **Outbox**, you will have to upgrade to a full account. Know more about the benefits of upgrading by clicking the **Learn more to Upgrade to Full Account** button.

9

The screenshot shows the Ariba Network interface. At the top left, the text 'Ariba Network' is displayed. Below it is a navigation menu with tabs: HOME, INBOX, OUTBOX, CATALOGS, ENABLEMENT TASKS, and REPORTS. The HOME, INBOX, and OUTBOX tabs are highlighted with red boxes. Below the navigation menu are two yellow buttons labeled '7' and '8'. To the right of the navigation menu, there is a link 'Upgrade from light account' and a 'Learn More' button, which is highlighted with a red box and a yellow arrow pointing to the right. Below the navigation menu, there is a section titled 'Purchase Order by Amount' with a value of '\$50'.

The screenshot shows the Ariba Network upgrade page. At the top right, there is a 'Close' button. The main heading is 'Upgrade to realize the full value of Ariba Network'. Below this, there are two columns: 'LIGHT ACCOUNT' (Your current account) and 'FULL-USE ACCOUNT'. The 'LIGHT ACCOUNT' column lists features under 'FULFILLMENT' and 'SELLING' categories. The 'FULL-USE ACCOUNT' column lists additional benefits, each with a green checkmark. A blue 'Upgrade' button is located at the top right of the 'FULL-USE ACCOUNT' column. At the bottom, there is a link 'Learn more about all the features of Ariba Network.'

	LIGHT ACCOUNT Your current account	FULL-USE ACCOUNT
FULFILLMENT		
Orders and invoices	<ul style="list-style-type: none">Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoicesCheck invoice status and create non-PO invoices, if supported by your customer	<ul style="list-style-type: none">Skip the emails. Get and manage orders and invoices all on Ariba Network.Use CSV uploads to manage large documents.
Catalogs		<ul style="list-style-type: none">Publish catalogs that detail your products and services
Integration		<ul style="list-style-type: none">Integrate with your backend systems through CXML, EDI or CSV
Legal Archive		<ul style="list-style-type: none">Access to long-term invoice archiving (regional restrictions apply)
Reporting		<ul style="list-style-type: none">Get reports to track transactions and sales activities
Support	Help Center	<ul style="list-style-type: none">Help Center, phone, chat, and web form
Fees	Free	Based on usage
SELLING		
Ariba Discovery	<ul style="list-style-type: none">Join our business matchmaking service to get high quality sales leads. Fees may apply	
Sourcing, Contract Management	<ul style="list-style-type: none">Attract potential customers with your profile and get invited to auctions and other events.	

Account Interface

10. As a Light Account Supplier you will be able to view only the last 50 transactions.
11. If you cannot find the Email to process the document, login to your account.
12. Click the **Select** drop-down menu in the **Orders, Invoices and Payments** section on the **Home** page.
13. Select the **Send me a copy to take action** option. An email copy of the order will be sent to you.

The screenshot shows a timeline from April 2016 to March 2017. Below the timeline, there is a section titled "Orders, Invoices and Payments" with filters for "All Customers" and "Last 14 days". A summary bar shows: 1 New Purchase Orders, 1 Orders to Confirm, 0 Orders that Need Attention, and 2 Orders to Invoice. A table of orders is displayed below, with a yellow callout '10' pointing to the first two rows. A yellow callout '12' points to the 'Action' column of the first row.

Order Number	Customer	Status	Amount	Date ↓	Amount Invoiced	Action
2017-03-29Tby1OSID01	Buyer 1	Partially Invoiced	20.00 EUR	29 Mar 2017	15.00 EUR	Select ▾
2017-03-23Tby1OSID01	Buyer 1	Confirmed	20.00 EUR	23 Mar 2017	0.00 EUR	Select ▾

The screenshot shows the "Supplier Login" form with fields for "User Name" and "Password", and a "Login" button. A yellow callout '11' is positioned in the top right corner of the form.

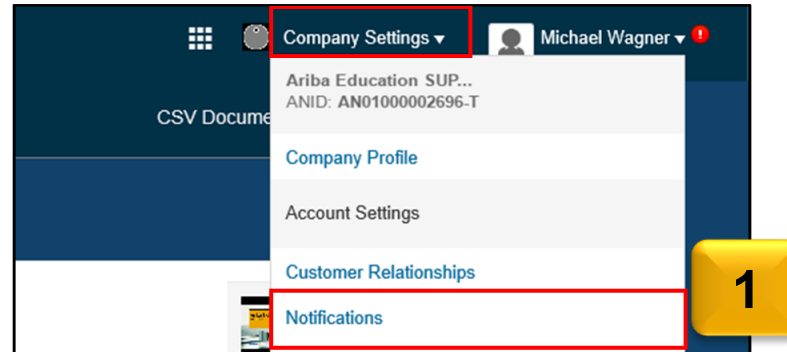
This is a close-up of the "Action" dropdown menu from the table in the previous screenshot. It shows the option "Send me a copy to take action" selected. A yellow callout '13' points to this option.



2. Account Configuration

- a) Notifications
- b) Configure Electronic Order Routing and notifications
- c) Configure Electronic Invoice Routing

Configuring Your Account – a. Email Notifications



Customer Relationships Users **Notifications** Account Hierarchy

General Network Discovery Sourcing & Contracts

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

Other Notifications

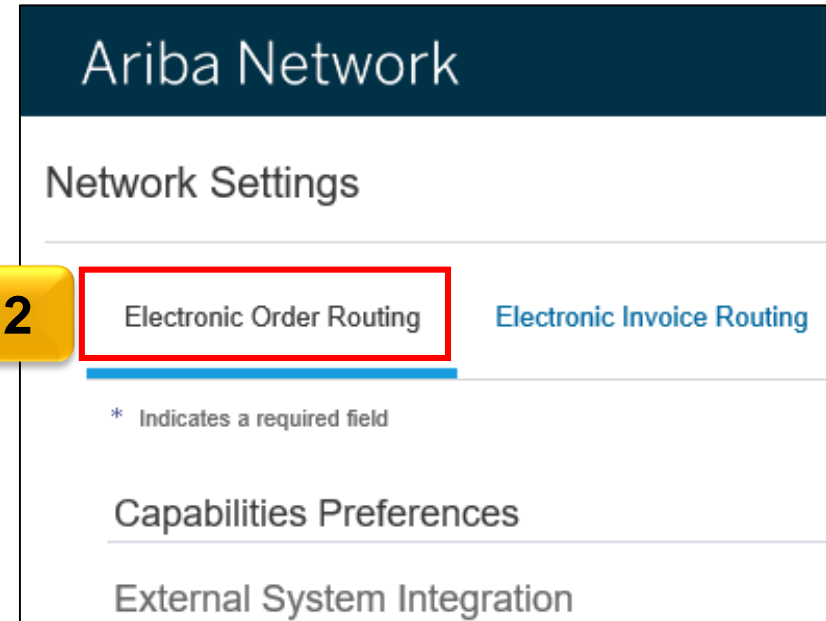
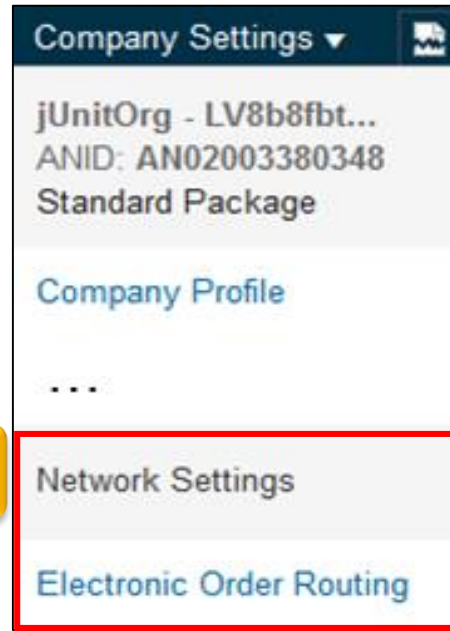
Network Service	<input checked="" type="checkbox"/>	Send a notification in advance of planned network downtime, unplanned downtime, and new releases.	* test@ariba.com
Certification Expiration Notifications	<input type="checkbox"/>	Send a notification when company certification information has expired. Examples of company certifications include, Small and Disadvantaged Business, Minority-Owned Business, and Veteran-Owned Business.	* test@ariba.com
Reminder of Unconfirmed Orders	<input checked="" type="checkbox"/>	Send reminders of unconfirmed orders. This notification depends upon a customer rule.	* test@ariba.com

You can enter up to **3** email addresses per notification type. You must separate each address with a comma.

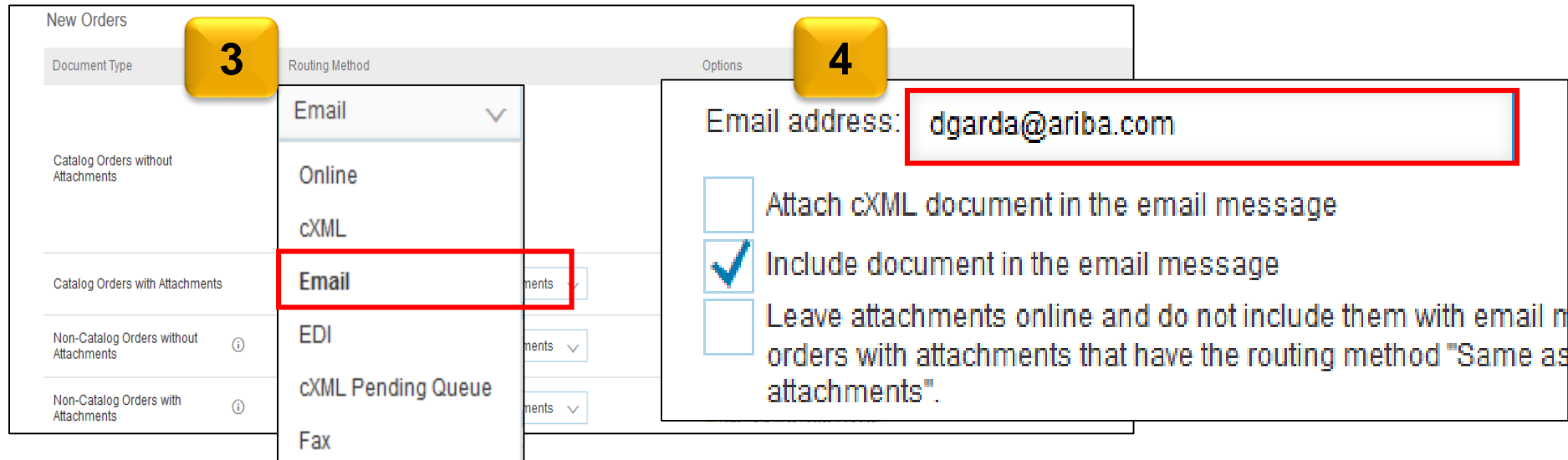
Configure Company Settings – b. Electronic Order Routing

Email Order Routing:

- You can enter up to **5** email addresses to receive the copy of the PO . You must separate each address with a comma.
- Administrator can add other recipient of the PO as users to process the order
- Include document in the email message** to include a complete copy of the PO in the email.
- It is recommended that you use a non-personalized/distribution list email.



The settings you select are reflected in the rest of the fields. Ensure that you click the **Save** button, to save the settings.



Configure Company Settings – c. Electronic Invoice Routing Modes

You can enter up to **3** email addresses per notification type. You must separate each address with a comma.

1

Company Settings ▾

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

Company Profile

...

Network Settings

Electronic Order Routing

Electronic Invoice Routing

2

Notifications

	Send notifications when...	To email addresses (one required)
Invoice Failure	<input checked="" type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	* test@ariba.com, training@ariba.com, supplier@ariba.com
Invoice Status Change	<input checked="" type="checkbox"/> Send a notification when invoice statuses change.	* test@ariba.com, training@ariba.com, supplier@ariba.com
Invoice Created Automatically	<input checked="" type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	* test@ariba.com, training@ariba.com, supplier@ariba.com



Creating and Maintaining Sub-users



Administrator can add users in the company to process the order

Administrators and Users



Administrator

- ❖ Automatically linked to the username and login entered during registration
- ❖ Responsible for account configuration and management
- ❖ Primary point of contact for users with questions or problems.
- ❖ Creates roles for the account

User

- ❖ Can have different roles, which correspond to the user's actual job responsibilities
- ❖ Responsible for updating personal user information



Role and User Creation

To create a user:

1. Click **Create User** and add all relevant information about the user including name and email address.
2. Select a **role** for this user in the **Role Assignment** section, depending on the access level.
3. If a role is not already created, go to Users screen and click 'Create Role' to select the required permission.

*You can add up to 250 users to your Ariba Network account

The screenshot displays the Ariba Network user management interface. At the top, there are navigation tabs: 'Customer Relationships', 'Users' (selected), 'Notifications', and 'Account Hierarchy'. Below the tabs is the 'Manage Users' section, which includes a sub-header and a descriptive text: 'Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.' The main content area shows a table of users with columns for 'Username', 'Email Address', 'First Name', 'Last Name', and 'Ariba Discover'. A yellow callout box with the number '2' is positioned over the 'Create User' button in the action row. Below the user table is the 'Manage User Roles' section, which includes a sub-header and a descriptive text: 'Create and manage roles for your account. You can view or edit the details of a role. The Administrator role can be viewed, but cannot be modified or assigned to another user.' The main content area shows a table of roles with columns for 'Name' and 'Actions'. A yellow callout box with the number '3' is positioned over the 'Create Role' button in the action row.

Username	Email Address	First Name	Last Name	Ariba Discover	Actions
rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No	Edit Delete Add to Contact List Remove from Contact List Make Administrator Create User

Name	Actions
Administrator	Details
All Access	Details Edit Delete
Create Role	

The screenshot shows the 'Company Settings' dropdown menu. The menu items are: 'jUnitOrg - LV8b8ft... ANID: AN02003380348 Standard Package', 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships', and 'Users'. A yellow callout box with the number '1' is positioned over the 'Users' option, which is also highlighted with a red border.

Modify Users

1. Click **Edit** for the selected user.
2. Click the **Reset Password** button to reset the password of the user.
3. Other available options are:
 - **Delete**
 - **Add to Contact List**
 - **Remove from Contact List**
 - **Make Administrator**
 - **Create User**

Users

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No	All Access
↳	Edit	Delete	Add to Contact List	Remove from Contact List	Make Administrator	Create User



Edit User

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

Selected User Information

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

This user is the Ariba Discovery Contact

2 **Reset Password**

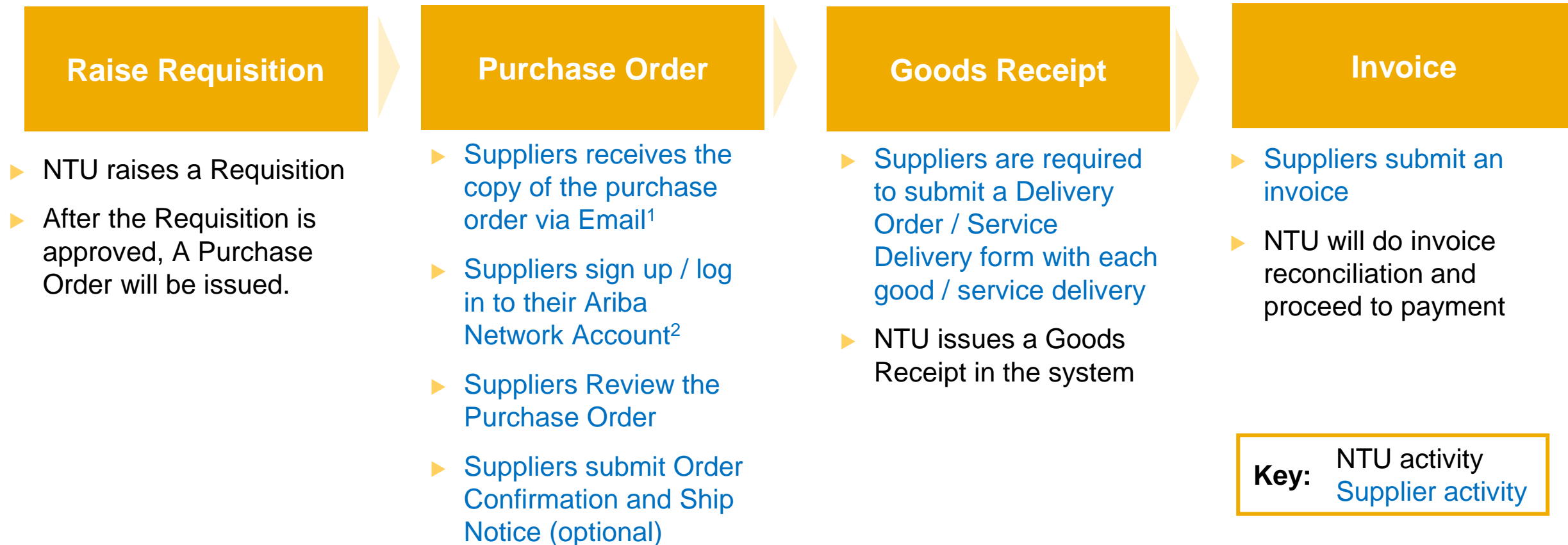


1. Purchase Order Status
2. Order Confirmations
3. Ship Notices



1. Invoice Practices
2. Creating Invoices (Non-GST Suppliers and GST Suppliers)
3. Modifying Invoices
4. Invoice Status
5. Line Item Credit Memo

Procure to Pay (P2P) Cycle



¹ Full Account Suppliers will receive the copy of the PO in their Ariba Network Account to process as well

² Suppliers may use pre-existing login credentials created for the Ariba Supplier Network site for PO & Invoicing(Light Account) and / or Ariba Discovery/ or Ariba Sourcing.

For suppliers new to NTU, relationship established upon Supplier's receipt of first NTU PO via Ariba Network




1. Purchase Order Status
2. Order Confirmations
3. Ship Notices


View Purchase Orders via Interactive Email


1. As a Light Account supplier, you can only monitor the PO status by accessing the email. You can click the **Process order** button and login to your account to view the details of the PO and its status.



Reply | Respond | Search steps | More | Reply | Forward | Zoom

 Fri 16/03/2018 10:45 AM
"Nanyang Technological University - TEST" <ordersender-prod@ansmtp.ariba.com>
Nanyang Technological University - TEST sent a new Purchase Order 8100000488

To dibya.sahoo@in.ey.com; Escutin, Anna Francesca

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

 8100000488.htm
23 KB

This purchase order was delivered by Ariba Network. For more information about Ariba and Ariba Network, visit <http://www.ariba.com>.

From: NTU plant SG SG SG Singapore 560016 Singapore	To: 01 COMPUTER SYSTEM PTE LTD-TEST 000d SG 900006 Singapore Phone: Fax: Email: joseph.charles@in.ey.com	Purchase Order (New) 8100000488 Amount: \$1,650.00 SGD Version: 1
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Payment Terms

View Purchase Orders via Interactive Email (Contd.)


- You can view the details of the PO on the Purchase Order detail screen.

Ariba Network Light account - access more features [Learn more](#) Company Settings Paul Smith Help Center

Purchase Order: POT4323ID09_noSoldTo

[Create order confirmation](#) [Create ship notice](#) [Create invoice](#) [Print](#) [Download PDF](#) [Download CSV](#) [Resend](#)

[Order Details](#) [Order History](#)

 **From:** Accounts Payable
BuyerABC (Bill To)
DA4-2xx Test Environment
El Paso - DA4-2xx Test PO, TN 99999-9999
United States

To: Schrader
Street. 33
Supplier Main address Line 2
M1H 1Y4 Muenchen
DEU
Germany
Phone: +1 (123) 213423423
Fax:
Email: oschrader@ariba.com

Purchase Order (New)
POT4323ID09_noSoldTo
Amount: \$10.00 USD

Payment Terms ⓘ
0.5% 10 NET 30 Routing Status: Sent

Comments
Terms and Conditions: <http://www.BuyerA-clark.com/termConditions.cfm>

Other Information
xxx
Website: [Terms and Conditions](#)
freightTerms: Collect
deliveryTerms: Shipping Point
specialAnnouncements: specialAnnouncements
Customer VAT/Tax ID: BuyVATid_12345
[View less](#) »

Ship All Items To	Bill To	Deliver To
BuyerABC (ShipTo) 13252 South Yale Plcae Jenks, OK 74037 United States	Accounts Payable BuyerABC (Bill To) DA4-2xx Test Environment El Paso - DA4-2xx Test PO, TN 99999-9999	Jenks Manufacturing Mill

Upgrade to download CSV files you can import into your backend system. [Learn more](#)

View Purchase Orders

Order Status Descriptions

Status	Description
New	Initial state. This is a new purchase order.
Changed	Existing purchase order has been canceled or replaced ("obsoleted") by this subsequent (changed) order.
Confirmed	All sub-quantities are confirmed.
Failed	Ariba SN experienced a problem routing the order to the supplier. Suppliers can resend failed orders.
Shipped	Final state. All sub-quantities are shipped. A line item or sub-quantity that is shipped cannot be updated again.
Invoiced	All ordered quantities have been invoiced.
Partially Confirmed	Some of the ordered quantities have been confirmed.
Partially Shipped	Some of the ordered quantities have been shipped.
Partially Invoiced	Some of the ordered quantities have been invoiced.
Partially Rejected	Some of the ordered quantities have been rejected.
Obsoleted	Purchase order that has been replaced by a subsequent (changed) order.
Received	NTU has received all the items requested in the PO.
Partially Received	NTU has received some of the items requested in the PO.



2. Order Confirmations

Before You Begin...

Order Confirmation is not mandatory for NTU from NTU

- ❖ Before confirming an order, please make sure to check all pricing and other items are correct. Items such as Price, Delivery Date, UOM, should be confirmed.
- ❖ A confirmation of "**Accepted**" means that you agree with the costs and terms sent to you by NTU in the PO
- ❖ If pricing or other details are incorrect you can reject the line-item or the entire order. Make sure to put notes in the header section and contact your NTU buyer to inform them of a rejection. You can not change price or quantity on the OC. Any change in price or quantity will come in the Order Change if NTU approves the changes requested
- ❖ To access PO confirmation button, go to your Email containing the PO number and click "process order"

Order Confirmation Creation

To create an Order Confirmation:

1. Access the email containing the PO and click the **Process order** button to
2. Login to your account and view the details of the PO.
3. Click the **Create order confirmation** button on the Purchase Order Detail screen.

Fri 16/03/2018 11:03 AM
"Nanyang Technological University - TEST" <ordersender-prod@ansmp.riba.com>
Nanyang Technological University - TEST has changed Purchase Order 8200000026 sent to 01 COMPUTER SYSTEM PTE LTD-TEST
To dibya.sahoo@in.ey.com; Escutin, Anna Franczesca
i If there are problems with how this message is displayed, click here to view it in a web browser.

8200000026.htm
26 KB

Nanyang Technological University - TEST sent a new order
Your customer sent you this order through Ariba Network.

1 **Process order**

Supplier Login

User Name

Password

2 Login

Having trouble logging in?

Ariba Network

Light account - access more features

Purchase Order: POT4323ID09_noSoldTo

3 Create order confirmation ▼ Create ship notice Create invoice ▼ Print

Order Details Order History

Create Order Confirmation: Confirm Entire Order

Ariba Network

Purchase Order: 20150415_PO2

1

Create Order Confirmation Create Ship Notice Create Invoice

Confirm Entire Order

Update Line Items

Reject Entire Order

Line Items

Line #	Part # / Description	Qty (Unit)
1	Not Available	15 (EA)

Enter a description for this item.

3

Current Order Status: 15 Confirmed

When you confirm entire order, you will not be able to edit the line item details like the Quantity (**QTY(Unit)**). All the line items and quantities will be selected by default.

2

1 Confirm Entire Order

2 Review Order Confirmation

Order Confirmation Header

Confirmation #:

Associated Purchase Order #: C50813-R2

Customer: SAP Ariba Education P2P

Supplier Reference:

SHIPPING AND TAX INFORMATION

Est. Shipping Date:

Est. Delivery Date:

Previous **Submit** Exit **4**

Click **Next** when finished. Review the order confirmation. Click **Submit**.

Enter the Confirmation Number which is any number of your choice. If you specify the Est. Shipping Date or Est. Delivery Date information, it is applied for all line items.



- ✓ Once the order confirmation is submitted, Order Status will display as **Confirmed**

Create Order Confirmation: Update Line Items

1. Select **Update Line Items**, to set the status of each line item.
2. Scroll down to view the line items and choose among NTUsible values:

Confirm

– You received the PO and will send the ordered items.

Backorder

– Items are backordered. Once they are available in stock, generate another order confirmation to set them to confirm.

Reject

– You need to reject a line item or quantities

Purchase Order: 20150415_PO2

Create Order Confirmation Create Ship Notice Create Invoice

Confirm Entire Order

1 Update Line Items

Reject Entire Order

Line Items

Line #	Part # / Description	Item Category	Qty (Unit)	Unit Price	Subtotal
1	RAY41400		8 (EA)		\$1.56 USD
	Watch/Calculator Batteries - 1.5 Silver				\$12.48 USD

Current Order Status

8 Unconfirmed

2 Confirm: Backorder: Reject: [Details](#) ⓘ

Confirm Order: Update Line Items - Backorder

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

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)
CURRENT ORDER STATUS

10 Unconfirmed

Confirm: Backorder: Reject: [Details](#) ⓘ

1

OK Cancel

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)

New Order Status: **1 Backordered**

Est. Shipping Date:

Est. Delivery Date:

Comments:

OK Cancel

2

3

Confirm Order: Update Line Items – Partial Reject

1. Enter the quantity in the **Reject** field to reject item and click details button.
2. It is **mandatory** to enter a reason for the rejection in the **Comments** field on the **Status Details** page.
3. Click **OK** when done.

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

CURRENT ORDER STATUS

10 Unconfirmed

Confirm: Backorder:

1 Reject: [Details](#) ⓘ

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

New Order Status: **1 Rejected**

Rejection Reason: *

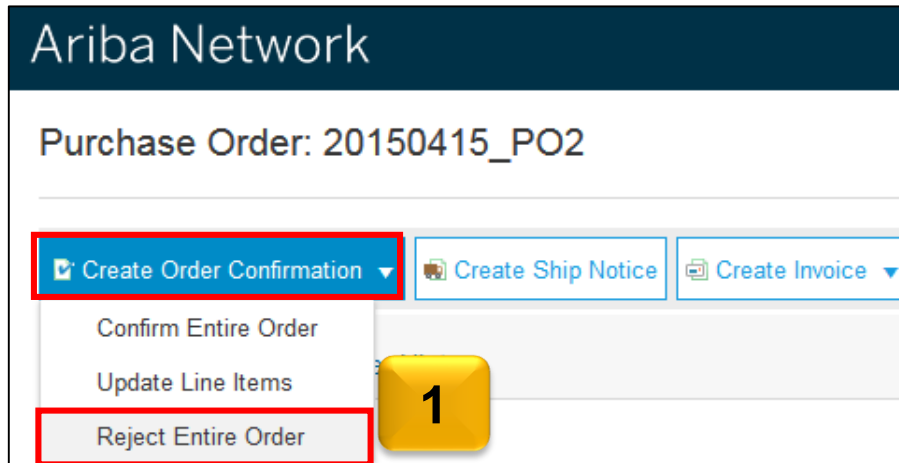
2 Comments:

3



- ✓ Once the order confirmation is submitted, **Order Status** will display as **Partially Confirmed**

Create Order Confirmation: Reject Entire Order



Ariba Network

Purchase Order: 20150415_PO2

1

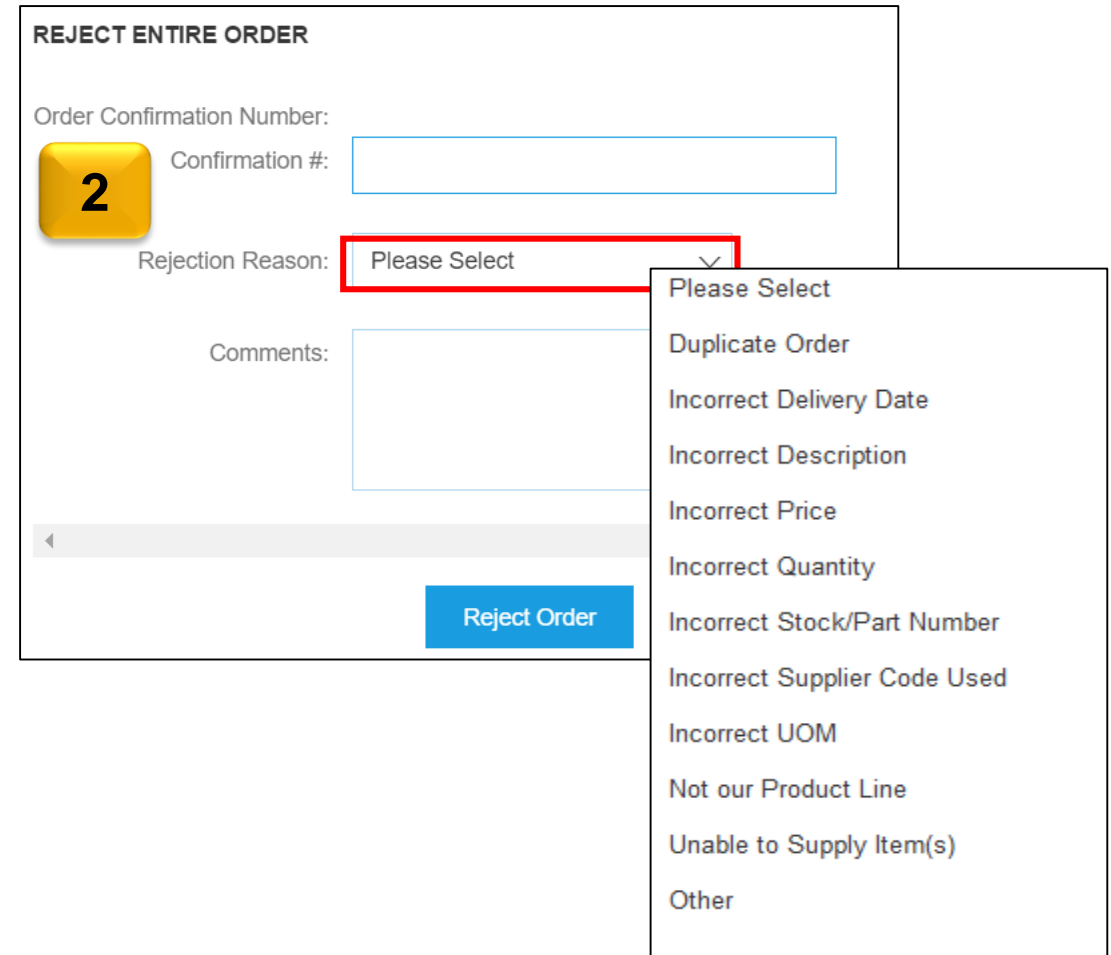
Create Order Confirmation ▼ Create Ship Notice Create Invoice ▼

Confirm Entire Order

Update Line Items

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 so. This example demonstrates the **Reject Entire Order** option.



REJECT ENTIRE ORDER

Order Confirmation Number:

2 Confirmation #:

Rejection Reason: Please Select ▼

Comments:

Reject Order

- Please Select
- Duplicate Order
- Incorrect Delivery Date
- Incorrect Description
- Incorrect Price
- Incorrect Quantity
- Incorrect Stock/Part Number
- Incorrect Supplier Code Used
- Incorrect UOM
- Not our Product Line
- Unable to Supply Item(s)
- Other



3. Ship Notices

Before You Begin...

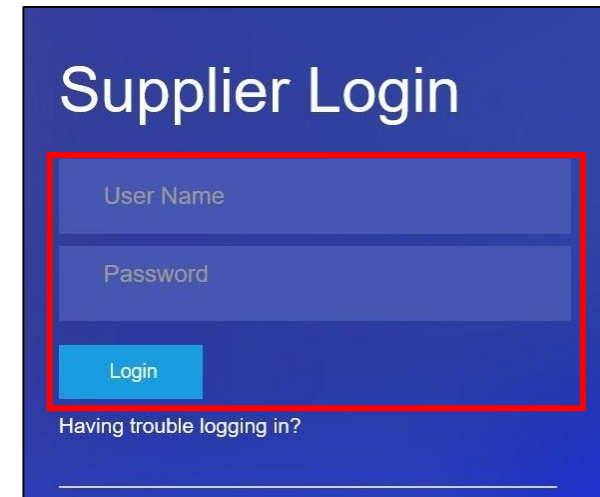
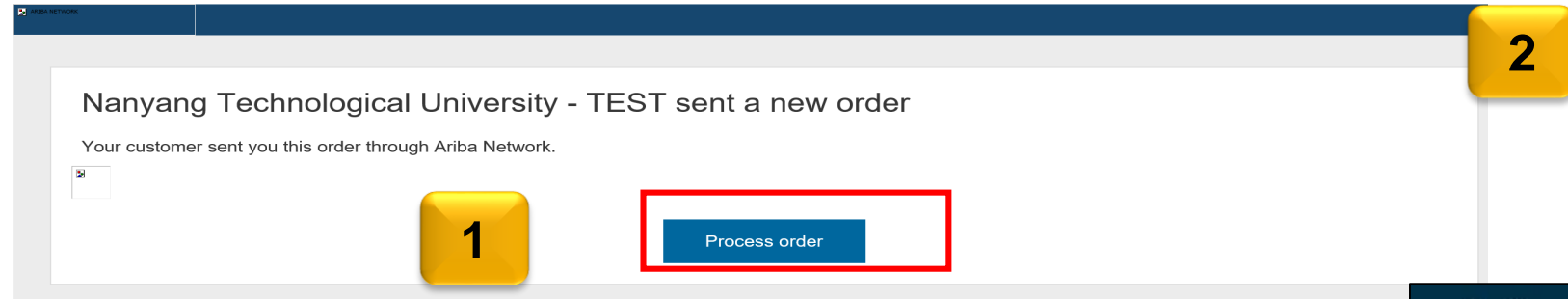
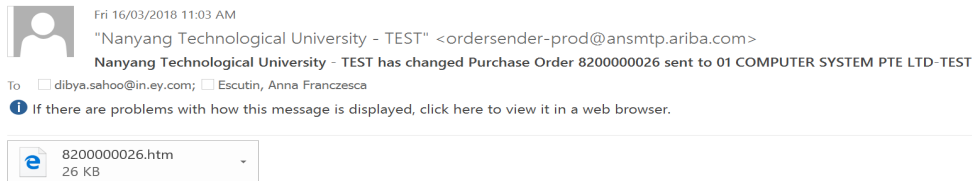
Ship Notices are not mandatory for NTU from NTU

- ❖ Advanced Ship Notices (ASNs) are requested for material NTU.
- ❖ You cannot change the amount to be shipped – it is inherited from the PO.
- ❖ If you need to ship a greater amount than the amount mentioned on the PO then, you will need to contact your NTU representative.
- ❖ To access Ship Notice button, go to your Email containing the PO number and click “process order”

Ship Notice Creation

To create a Ship Notice:

1. Access the email containing the PO and click the **Process order** button.
2. Login to your account and view the details of the PO.
3. Click the **Create ship notice** button on the Purchase Order Detail screen.



Create Ship Notice

Note: Create the Ship Notice using your Ariba account once items are shipped. Any field with an asterisk is required.

1. The **Packing Slip ID** is any number you use to identify the Ship Notice.
2. Enter the Actual Shipping and Delivery Dates.
3. View/Update **Ship From** information by clicking on **Update Address**.

3

SHIPPING

1

Packing Slip ID:

Invoice #:

Requested Delivery Date: --

Ship Notice Type:

2

Actual Shipping Date:

Actual Delivery Date:

VIEW / EDIT ADDRESSES

* Indicates required field

SHIP FROM

Name:

Department Name:

ADDRESS

Address 1:*

Address 2:

Address 3:

City:*

State:*

Zip:*

Country:*

This selection will refresh the page content.

DELIVER TO

Name:

Department Name:

ADDRESS

Address 1:

Address 2:

Address 3:

City:

State:

Zip:

Country:

This selection will refresh the page content.

Create Ship Notice - Details

1. Scroll to the **Line Item** information and update the quantity shipped for each line item. **Partial quantities** of shipment can also be updated.
2. Click **Next** to proceed to review your **Ship Notice**.

Order #	Item	Part # / Description	Customer Part #	Qty	Unit	Need By	Ship By	Unit Price	Subtotal	
PO41893	1	Not Available MK- REQ1 QCHEM		10	EA			\$100.00 USD	\$1,000.00 USD	Remove
Shipment Status										
Total Item Due Quantity: 10 EA										
Confirmation Status										
Total Confirmed Quantity: 0 EA Total Backordered Quantity: 0 EA										
Line	Ship Qty	Batch ID	Production Date	Expiry Date						
1	1 <input type="text" value="10"/>	<input type="text"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

2

Delivery Terms and Transportation Details

Optional Sections:

- Tracking details can be entered in the ship notices
- Delivery terms and other transportation details can be included on all advance ship notices

Carrier Name:	<input type="text"/>	Manage Carrier
Service Level:	<input type="text"/>	Preferred Carriers
		Default Carriers
		Airborne Express
		DHL
		FedEx
		UPS
		US Postal Service
		Other

▼ DELIVERY AND TRANSPORT INFORMATION		Collected By Customer
Delivery Terms:	<input type="text" value="Delivered at Terminal"/>	Delivery Condition
Delivery Terms Description:	<input type="text"/>	Despatch Condition
Transport Terms Description:	<input type="text"/>	Transport Condition
		Incoterms
		Ex Works
		Free Carrier

Submit Ship Notice

1. After reviewing your ship notice, click **Submit** to send **Ship Notice** to NTU. 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**. Click **Done** to return to the **Home** page.

The screenshot shows a web interface with a blue 'Done' button in the top right corner, highlighted with a red box and a yellow '3' badge. Below it, a 'Purchase Order (Shipped)' entry is shown, with the text 'Purchase Order (Shipped)' highlighted by a red box and a yellow '2' badge. The entry details are '20150415_PO2' and 'Amount: 295.00 EUR'. At the bottom, the routing status is 'Acknowledged' and related documents include 'Ship_TEST' with a checkmark and the number '312'.



1. Invoice Practices
2. Creating Invoices (Non-GST Suppliers and GST Suppliers)
3. Modifying Invoices
4. Invoice Status
5. Line Item Credit Memo

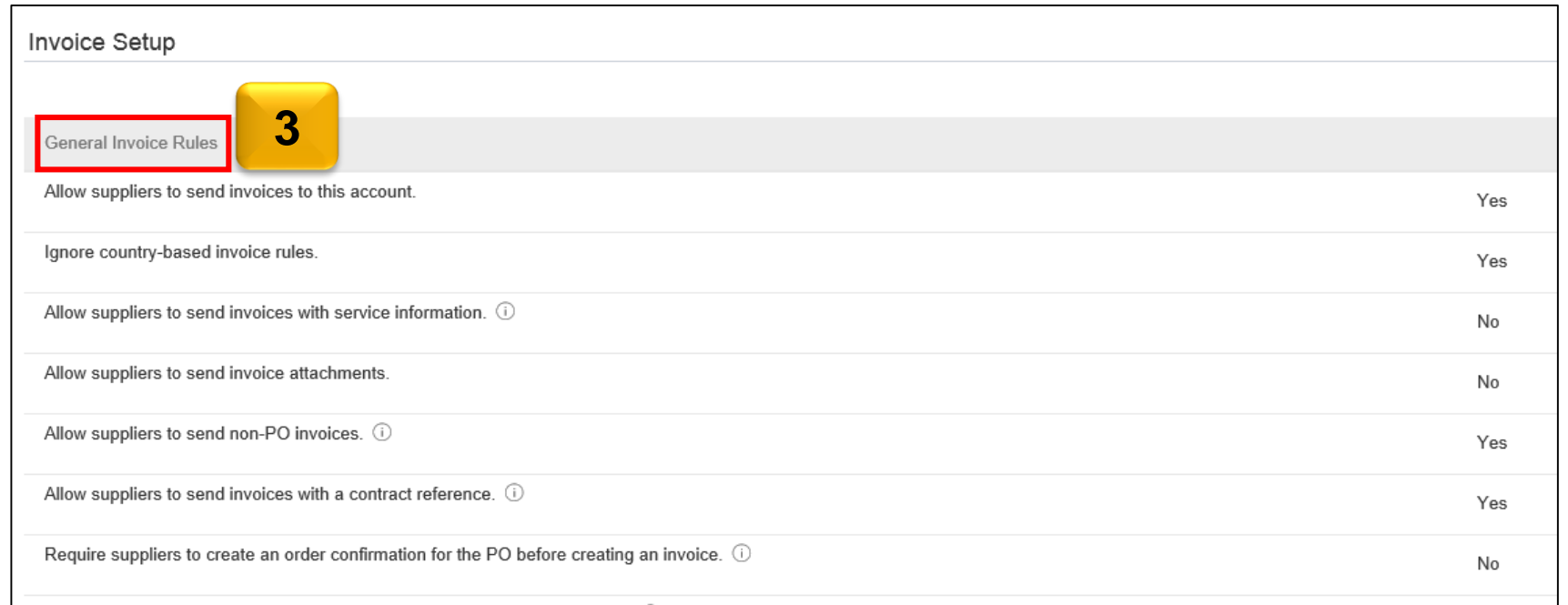
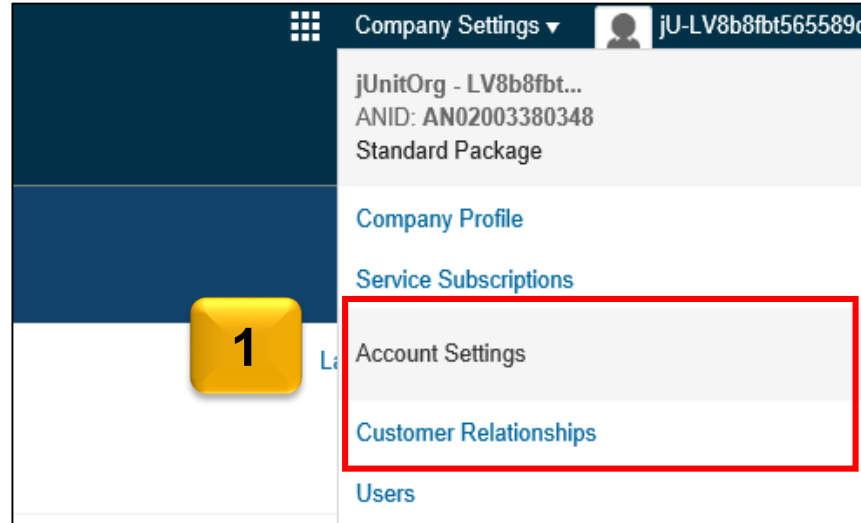


1. Invoice Practices
2. Creating Invoices
3. Invoice status

Before You Begin Invoicing: Customer Invoice Rules

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

1. Select the **Company Settings** drop-down menu and under **Account Settings**, click **Customer Relationships**.
2. A list of your Customers is displayed. Click the name of your customer (**Nanyang Technological University**).
3. Scroll down to the **Invoice Setup** section and view the **General Invoice Rules**.



Before You Begin...

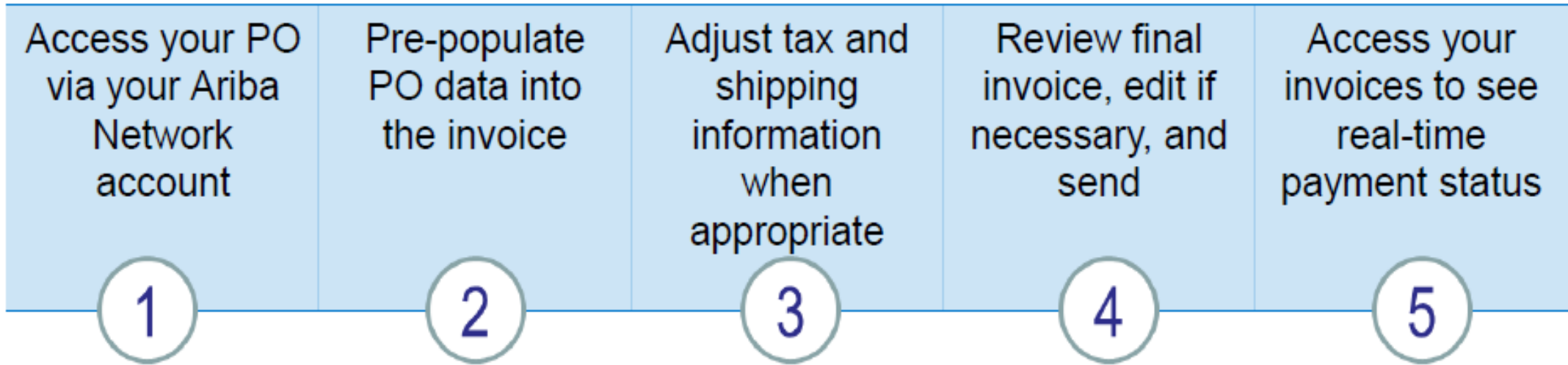
NTU specific tasks

Before creating an invoice:

- ✓ Mark your account as a GST Supplier or a non-GST Supplier in the company profile.
- ✓ Goods Receipt is a prerequisite to invoice.
- ✓ To access Create Invoice button, go to your Email containing the PO number and click “process order”

What is PO-Flip

A simple process enabled by Ariba Network that allows a seller to easily convert a purchase order into an invoice, and transmit that invoice to the customer that placed the purchase order



It takes approximately two minutes to prepare and send a PO-Flip invoice

PO Flip Invoice – Against Goods Receipt


When you click “Process Order” when receiving a Purchase Order, the “Create Invoice” button will be greyed out. This is because you are required to submit only after the customer confirms the Goods Receipt for the particular Purchase Order. Once the Goods Receipt is confirmed, the status of the Order will be changed to “**Received**” and then the “Create Invoice” button will be highlighted.

Note: Partial Receiving and Partial Invoicing is also allowed

Purchase Order: 4500241962 Done

Create Order Confirmation | Create Ship Notice | Create Invoice | Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Order Detail | Order History



**NANYANG
TECHNOLOGICAL
UNIVERSITY**
SINGAPORE

From:
Headquarter
50 Nanyang Ave
Singapore 639798
Singapore

To:
NTU test supplier - TEST D
SG
Singapore 639815
Singapore
Phone:
Fax:
Email: anna.francesca.escutin@sap.com

Purchase Order
(Received)
4500241962
Amount: RM12.00 MYR
Version: 1

Payment Terms i
NET 30

Routing Status: Acknowledged
Related Documents: [RC677](#)

Invoicing Procedure for Non-GST Suppliers

This applies to Suppliers who have updated their Tax ID as **‘Not Applicable’**

Invoicing Procedure for Non-GST Suppliers

If you are a non-GST Supplier in Singapore, you will have to update your profile on Ariba Network specifying **“not applicable”** in tax ID information

Company setting>>>Company profile>>>Business Tab>>> Tax Information

Tax Information

Tax Classification: (no value) ▾

Taxation Type: (no value) ▾

Tax ID: ⓘ Do not enter dashes

State Tax Id: Do not enter dashes

Regional Tax Id: Do not enter dashes

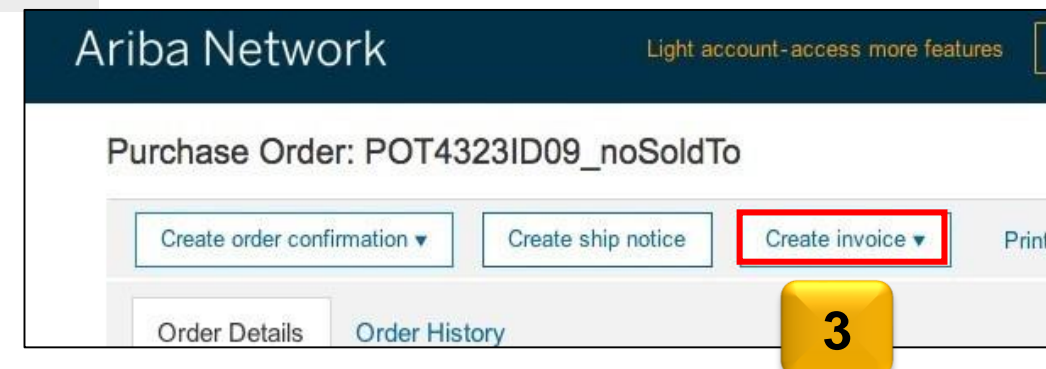
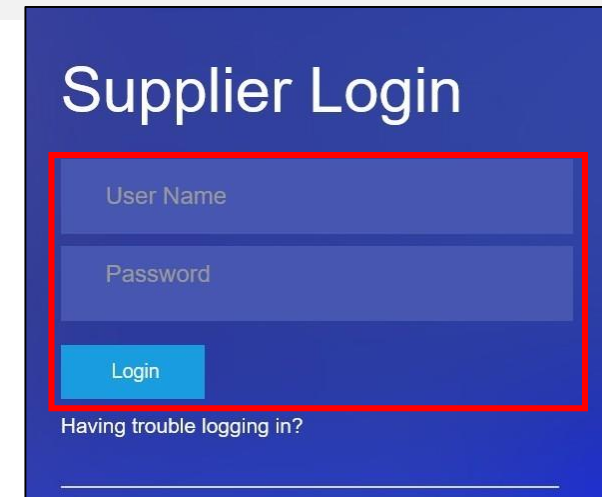
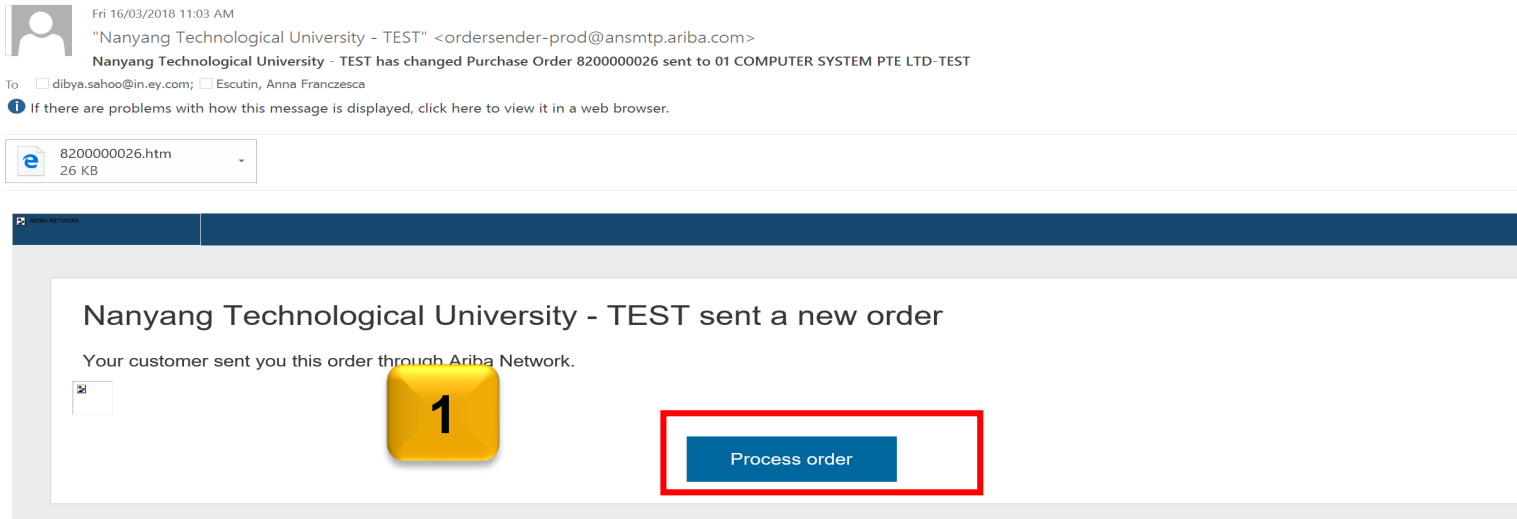
Vat Id:

VAT Registered

PO Flip Invoice - Non-GST Suppliers

To create an Invoice:

1. Access the email containing the PO and click the **Process order** button.
2. Login to your account and view the details of the PO.
3. Click the **Create invoice** button and select the **Standard Invoice** option.



PO Flip Invoice for Non-GST Suppliers : Invoice Header

▼ Invoice Header

Summary

Purchase Order: PO118

1 Invoice #: *

Invoice Date: * 15 Feb 2018

2 Supplier Tax ID: * Not applicable

Remit To: NTU test supplier - TEST

Singapore
Singapore

Bill To: **Headquarter**

Singapore
Singapore

3 Shipping

Header level shipping ⓘ Line level shipping ⓘ

* Indicates required field **Add to Header** ▼

- Tax
- Shipping Cost
- Shipping Documents
- Special Handling
- Payment Term
- Additional Reference Documents and Dates
- 4** Comment
- 5** Attachment

6 Comment

Comments:

Default Invoice Comment Text:

Attachments

The total size of all attachments cannot exceed 10MB

No file chosen

PO Flip Invoice for Non-GST Suppliers

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: GST Shipping Documents Special Handling Discount Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	Enter a description for this item.	7	1			\$125,001.00 SG

Line Items

Insert Line Item Options

Tax Category: Not Applicable Shipping Documents Special Handling Discount

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	Enter a description for this item.		1

8 Tax

Category: * 0% Not Applicable / Exempt

Location:

Description: Exempt

Regime:

9

11

Line Item Actions Delete

1 MATERIAL Not Available

10 Tax

Category: *

Location:

Description:

Regime:

Domain:

Tax

Shipping Documents

Special Handling

Discount

Allowance

Charge

Classification

Comments

Attachment

Delete

For Multiple line items, just tick the box on the left.

Suppliers are required to enter tax information per line item.

PO Flip Invoice for Non-GST Supplier: Review Invoice

Review your Invoice Summary:

- 1. In case you need to make any changes, click the **Previous** button.
- 2. Click **Submit** button to send your invoice to your customer instantly.

Tax Summary

Tax Details:

Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
Not Applicable	0%		\$125,001.00 SGD	\$0.00 SGD		Out of Scope		

Invoice Summary

Subtotal: \$125,001.00 SGD
Total Tax: \$0.00 SGD
Total Amount without Tax: \$125,001.00 SGD
Amount Due: \$125,001.00 SGD

[Previous](#) [Save](#) [Submit](#) [Exit](#)

PO Flip Invoice - for Non GST Supplier

Invoice Layout will display as below:

Standard Invoice

Invoice Number :	12345
Invoice Date :	Thursday 15 Feb 2018 4:39 PM GMT+08:00
Original Purchase Order :	PO118
Subtotal :	\$125,001.00 SGD
Total Tax :	\$0.00 SGD
Total Amount without Tax :	\$125,001.00 SGD
Amount Due :	\$125,001.00 SGD

Invoicing Procedure for GST Suppliers

This applies to Suppliers who have updated their Tax ID in Company Profile

Invoicing Procedure for GST Suppliers

If you are a GST Supplier in Singapore, you will have to update your profile on Ariba Network specifying your Tax ID information

Company setting >>> Company profile >>> Business Tab >>> Tax Information

Tax Information

Tax Classification:

Taxation Type:

Tax ID: ⓘ Do not enter dashes

State Tax Id: Do not enter dashes

Regional Tax Id: Do not enter dashes

Vat Id:

VAT Registered

PO Flip Invoice - GST Suppliers

To create an Invoice:

1. Access the email containing the PO and click the **Process order** button.
2. Login to your account and view the details of the PO.
3. Click the **Create invoice** button and select the **Standard Invoice** option.

Fri 16/03/2018 11:03 AM
"Nanyang Technological University - TEST" <ordersender-prod@ansmp.riba.com>
Nanyang Technological University - TEST has changed Purchase Order 8200000026 sent to 01 COMPUTER SYSTEM PTE LTD-TEST
To dibya.sahoo@in.ey.com; Escutin, Anna Franzcesca
If there are problems with how this message is displayed, click here to view it in a web browser.

8200000026.htm
26 KB

Nanyang Technological University - TEST sent a new order
Your customer sent you this order through Ariba Network.

1 Process order

Supplier Login

User Name

Password

Login

Having trouble logging in?

2

Ariba Network

Light account - access more features

Purchase Order: POT4323ID09_noSoldTo

Create order confirmation ▼ Create ship notice **Create invoice ▼** Print

Order Details Order History

3

PO Flip Invoice for GST Suppliers : Header level items

▼ Invoice Header

Summary

1

Purchase Order: **PO116**

Invoice #: *

Invoice Date: * 15 Feb 2018

2

Supplier Tax ID: * **SR1234567**

Remit To: NTU test supplier - TEST

Singapore
Singapore

Bill To: **Headquarter**

Singapore
Singapore

6

Attachments

The total size of all attachments cannot exceed 10MB

Choose File No file chosen

Add Attachment

UUID:

Add to Header ▼

Shipping

3

Header level shipping ⓘ

Line level shipping ⓘ

* Indicates required field

Add to Header ▼

Tax

Shipping Cost

Shipping Documents

Special Handling

Payment Term

Additional Reference Documents and Dates

4

Comment

Attachment

5

Comment

Comments:

Default Invoice Comment

Text:

UUID:

PO Flip Invoice for GST Suppliers

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

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

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	Enter a description for this item.	7	1			\$125,001.00 SG

Line Items

Insert Line Item Options

Tax Category: Not Applicable Shipping Documents Special Handling Discount

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	Enter a description for this item.		1

8 Tax

Category: * 0% Not Applicable / Exempt

Location:

Description: Exempt

Regime:

9

11

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

1 MATERIAL Not Available

Tax **10** Category: *

Edit

Add

Tax

Shipping Documents

Special Handling

Discount

Allowance

Charge

Classification

Comments

Attachment

Location:

Description:

Regime:

Domain:

[Delete](#)

For Multiple line items, just tick the box on the left. Uncheck Lines which you do not want to invoice.

Suppliers are required to enter tax information per line item.

PO Flip Invoice for GST Supplier

Invoice Layout will display as below:

Standard Invoice

Invoice Number : 123456
Invoice Date : Thursday 15 Feb 2018 4:45 PM
GMT+08:00
Original Purchase Order : PO117

Subtotal : \$125,001.00 SGD
Total Tax : \$8,750.07 SGD
Total Amount without Tax : \$125,001.00 SGD
Amount Due : \$133,751.07 SGD

Tax Summary

Tax Details:

Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
GST	7%		\$125,001.00 SGD	\$8,750.07 SGD		GST Standard		

Edit and Resubmit Invoices

1. Choose the Email notification for the rejected invoice.
2. **Log in** to your account
3. Choose to **Edit and Resubmit** the invoice

1

Fri 23/03/2018 1:13 PM
ntu ariba Test <testntuariba@gmail.com>
Fwd: Rejected - Invoice 123 - to Nanyang Technological University - TEST (ANID: AN01392586839-T) - Notification from Ariba Network

To Escutin, Anna Francesca

SAP Ariba

Your customer Nanyang Technological University - TEST updated your invoice on Ariba Network. Click **View Invoice** to log into your Ariba Network account (ANID: AN01399593412-T).

Country SG
Customer Nanyang Technological University - TEST
Invoice number 123
Invoice Status **Rejected**

Description Comment:Rejecting for Czesca (Dibya P Sahoo, 2018-03-22T22:09:08-07:00)-----Header Level Exceptions: --- PO Payment Terms mismatched The invoice's payment terms, NET30 ((0%/30, 0, 0)) are either unrecognized (ad hoc) or are different from the purchase order's payment terms of 0001 ((0%/0, 0, 0)) .---- PO Payment Terms mismatched The invoice's payment terms, NET30 ((0%/30, 0, 0)) are either unrecognized (ad hoc) or are different from the purchase order's payment terms of 0001 ((0%/0, 0, 0)) .-----Line item --- Line Number:2--- Part Number:--- Description:Exempt--- Exceptions: --- Tax Calculation Failed Tax cannot be calculated for this invoice because the invoice data does not match a valid tax configuration.---

Partial Amount 0.00

[View Invoice](#)

2

Supplier Login

User Name

Password

Login

Having trouble logging in?

3

Ariba Network

Invoice: 123

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

Detail Scheduled Payments History

Rejected Invoice:
Reasons:
Comment:Rejecting for Czesca (Dibya P Sahoo, 2018-03-22T22:09:08-07:00)

Header Level Exceptions:
PO Payment Terms mismatched The invoice's payment terms, NET30 ((0%/30, 0, 0)) are either unrecognized (ad hoc) or are different from the purchase order's payment terms of 0001 ((0%/0, 0, 0)) .
PO Payment Terms mismatched The invoice's payment terms, NET30 ((0%/30, 0, 0)) are either unrecognized (ad hoc) or are different from the purchase order's payment terms of 0001 ((0%/0, 0, 0)) .

Line item:
Line Number:2
Part Number:
Description:Exempt
Exceptions:
Tax Calculation Failed Tax cannot be calculated for this invoice because the invoice data does not match a valid tax configuration.
Tax Calculation Failed Tax cannot be calculated for this invoice because the invoice data does not match a valid tax configuration.

[Edit & Resubmit](#)

Standard Invoice / Tax Invoice

Status	Invoice: Rejected	Subtotal :	\$0.61 SGD
	Routing: Acknowledged	Total Tax :	\$0.00 SGD
	Invoice Number : 123	Total Amount without Tax :	\$0.61 SGD
	Invoice Date : Friday 9 Mar 2018 11:39 AM GMT+08:00	Amount Due :	\$0.61 SGD
	Original Purchase Order : 8300000030		

Check Invoice Status

invoice Status - Reflects the status of NTU action on the Invoice

Status	Explanation
Sent	The invoice is sent to the NTU but they have not yet verified the invoice against purchase orders and receipts
Cancelled	NTU approved the invoice cancellation
Paid	NTU paid the invoice or is in the process of issuing payment. This status applies only if NTU uses invoices to trigger payment
Approved	NTU has verified the invoice against the purchase orders and receipts and approved it for payment
Rejected	NTU has rejected the invoice or the invoice failed validation by Ariba Network. If NTU accepts 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



If you configured your **Invoice Notifications** as noted earlier in this presentation, you will receive emails regarding invoice status



5. Line Item Credit Memo

Line Item Credit Memo

To create an Line Item Credit Note for Light Account:

1. Open the Invoice Status from your mailbox
2. Click **Continue and log in to your account.**

1

Fri 23/03/2018 1:05 PM
ntu ariba Test <testntuariba@gmail.com>
Fwd: FW: Approved - Invoice test - to Nanyang Technological University - TEST (ANID: AN01392586839-T) - Notification from Ariba Network
Escutin, Anna Francesca
If there are problems with how this message is displayed, click here to view it in a web browser.

Your customer Nanyang Technological University - TEST updated your invoice on Ariba Network. Click **View Invoice** to log into your Ariba Network account (ANID: AN01394577246-T).

Country	SG
Customer	Nanyang Technological University - TEST
Invoice number	test
Invoice Status	Approved
Description	Header Level Exceptions: --- PO Closed for Invoicing The purchase order has been closed for invoicing.--- PO Closed for Invoicing The purchase order has been closed for invoicing.---

[View invoice](#)

2

Supplier Login

User Name

Password

Login

Having trouble logging in?

Line Item Credit Memo

3. Choose **Create Line-Item Credit Memo**

Note: Supplier can only create a Line item Credit memo for approved invoices

Ariba Network Test Mode Upgrade from light account Learn More Company Settings Czesca Escutin Help Center >>

Invoice: 001-VP Done

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

Detail Scheduled Payments History

Standard Invoice

Status		Subtotal :	\$0.00 SGD
Invoice: Approved		Total Tax :	\$0.00 SGD
Routing: Acknowledged		Total Special Handling :	\$0.00 SGD
Invoice Number : 001-VP		Total Shipping :	\$0.00 SGD
Invoice Date : Wednesday 28 Feb 2018 2:30 AM GMT-08:00		Total Charges :	\$0.00 SGD
Submission Method : Paper Invoice		Total Discount Amount :	\$0.00 SGD
Origin : Supplier		Amount Due :	\$0.00 SGD

Line Item Credit Note

Once the **Credit Note** is submitted, the Layout will display as below:

Line-Item Credit Memo

(Original Invoice No: 123456)

Credit Memo Number : 15765
Credit Note Date : Thursday 15 Feb 2018 8:04 PM
GMT+08:00
Original Invoice Number :123456
Original Invoice Date : Thursday 15 Feb 2018 4:
45 PM GMT+08:00
Original Purchase Order :PO117

Subtotal :	\$-125,001.00 SGD
Total Tax :	\$-8,750.07 SGD
Total Amount without Tax :	\$-125,001.00 SGD
Amount Due :	\$-133,751.07 SGD

Line Item Credit Memo Summary

Subtotal:	\$-125,001.00 SGD
Total Tax:	\$-8,750.07 SGD
Total Amount without Tax:	\$-125,001.00 SGD
Amount Due:	\$-133,751.07 SGD

NTU Specific Rules - Invoicing:

1. Suppliers are required to update their tax information in their profile. For Non GST suppliers, enter **“Not Applicable”**
2. Suppliers are required to include only received quantities on invoices.
3. Suppliers are required to enter tax information per line item(both GST and NON GST suppliers). Non GST suppliers must indicate “GST Out Of scope” in the tax category
4. Tax amounts will be copied from the Purchase Order. However, Suppliers are provided with an option to edit the taxes and choose from your list of valid tax values. Suppliers are required to ensure Tax amounts are displayed in local currency.
5. Suppliers are allowed to use any invoice number. Suppliers are allowed to reuse invoice numbers from failed and rejected invoices.
6. Suppliers are required to provide a reason for each line-item credit memo. Attachments are not required.
7. Suppliers are not allowed to cancel invoices they create. If the invoice has been approved, suppliers need to create a credit memo. If it has not been approved, contact the buyer to reject the invoice so suppliers can edit and resubmit
8. Suppliers are not allowed to submit NON PO invoices via Ariba network



1. Ariba Network Support

Training and Resources: Supplier Information Portal

1. From the **Company Settings** dropdown menu, select **Customer Relationships**
2. Click on **Supplier Information Portal** next to NTU to view the following presentations to learn more about transacting with NTU

Company Settings ▾

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

Company Profile

Service Subscriptions

Account Settings

Customer Relationships

Users

Notifications

Account Hierarchy

View All

Network Settings

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

Customer Relationships Users Notifications Account Hierarchy

Current Relationships Potential Relationships

I prefer to receive relationship requests as follows:

Automatically accept all relationship requests Manually review all relationship requests

Update

Pending

Customer
↳ Approve Reject

Current

Customer
<input type="checkbox"/> Ariba Inc. Supplier Information Portal
↳ Reject

Supplier Support (BAU)

Technical(Ariba Customer Support)

1. Portal related technical issues(eg. website down)
2. Password reset
3. Upgrade to Full Account

How can suppliers access?

Please refer to next to next slides

Business Related(NTU)

1. Request a copy of PO for Light Account
2. Functional questions (Order Confirmation, Advance Ship Notice, Goods Receipt, Invoicing)
3. Any other business related queries

Who to contact?

procurement@ntu.edu.sg

Help and Support

1. Online Help

- Ariba user community with Light Account specific Help content displayed “in-situ”
- Videos, e.g. for Invoice creation, ...

2. Web form driven Ariba Support

- After one time search BUT only for defects/ technical issue resolution

Online Help via Help Center: in-context proved via Ariba User Community

Search...

Order Confirmation Header * Indicates required field

Confirmation #:

Associated Purchase Order #: PO2017-02-02_SESID03_SESFlipped

Customer: Buyer ABC

Supplier Reference:

SHIPPING AND TAX INFORMATION

Est. Shipping Date: Est. Shipping Cost:

Est. Delivery* Date: Est. Tax Cost:

Comments:

Attachments

Name	Size (bytes)	Content Type
No items		

Browse... Add Attachment

Light Account specific

1

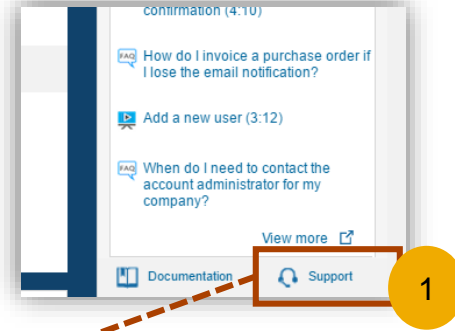
2

Did you notice a browser warning message while logging in?

Documentation Support

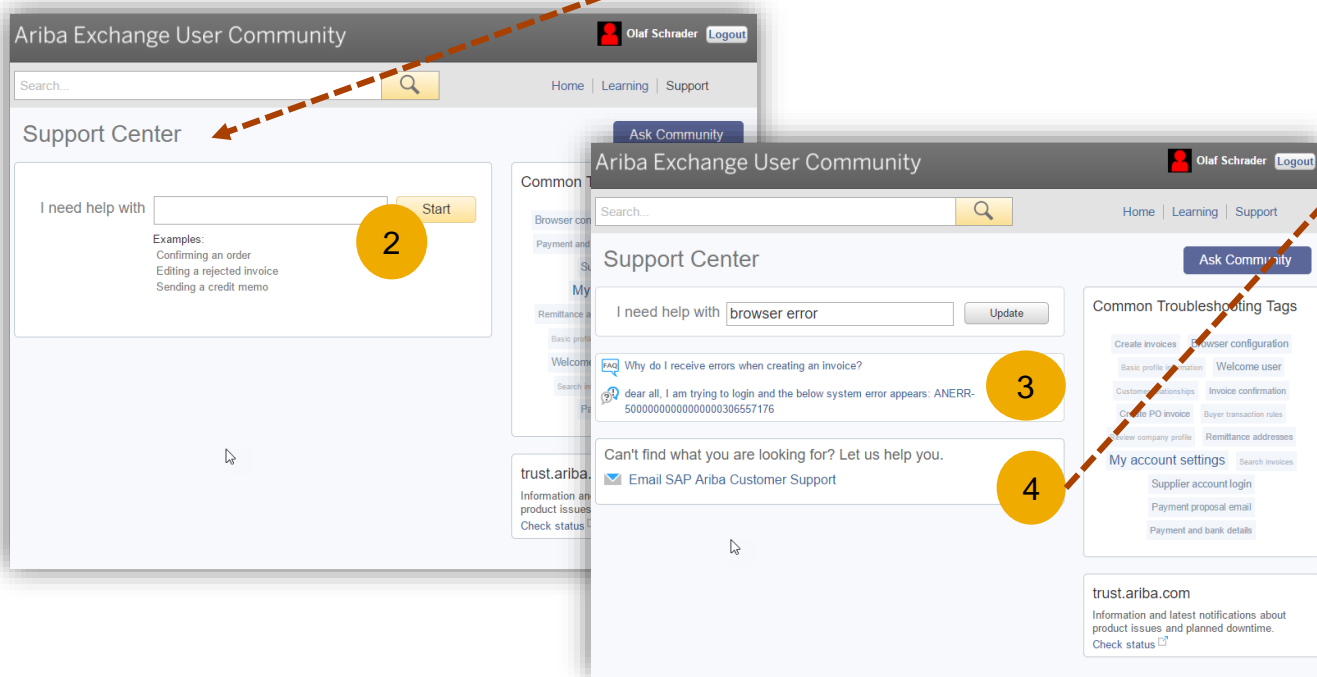
Support

1. Access from Support Link
2. Search
3. Matching help content
4. Web form driven Ariba Support



Pre-filled support form

A screenshot of the Ariba Exchange User Community support form. The form is titled 'Contact SAP Ariba Customer Support Online'. It has a search bar at the top and a navigation menu with 'Home', 'Learning', and 'Support'. The form is divided into several sections: 'Problem Description', 'File Attachment 1', 'PO/Invoice Number', and 'Contact Information'. The 'Problem Description' section is pre-filled with 'Short Description: * browser error' and 'Problem Type: * Please Select'. A dropdown menu is open for 'Problem Type', showing options: 'Please Select', 'Please Select', 'Account Configuration', 'Invoicing', 'Notifications', and 'Password Reset'. The 'Contact Information' section is also pre-filled with user details: 'First Name: * Olaf', 'Last Name: * Schrader', 'User ID: * olaf_LAC005@sap.com', 'Company: * ACME-LAC005 Inc (Supp)', 'Email: * o.schrader@sap.com', 'Phone: * Country: Please Select', 'Country Code: ###', 'Number: []', 'Extension: []', and 'Ariba Network ID: * AN01054829782'. At the bottom, there are 'Submit' and 'Cancel' buttons.



Thank you

SAP Ariba 

