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ORDER & INVOICE STATUS IN ARIBA

This guide is relevant if you need to locate or check the status of your order or invoice in the Ariba portal

1. SUPPLIER ARIBA WORKBENCH

The easiest way to access your Ariba account is via supplier.ariba.com

- From your **Workbench,** click on each tile to see an overview of your Orders and Invoices by their status.

Note all Tiles default to search range which includes the last 31 days but this can be expanded to default of 365 days if preferred

Useful PO (Purchase Order) categories you may want to view on your workbench;
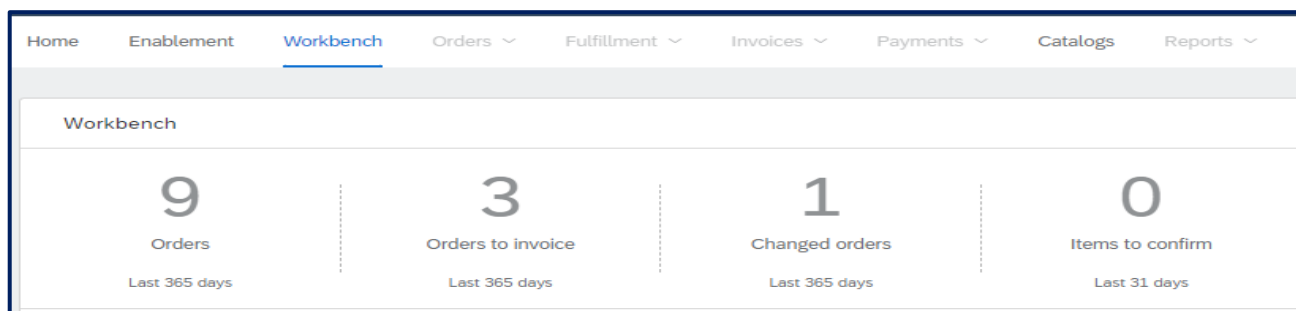
- **Orders** – A list of all POs within your chosen date range
- **Orders to Invoice** – A list of all open POs with **amounts remaining to be invoiced**
- **Changed Orders** – A list of all POs that have been amended or updated – invoices should always be submitted against the latest version of a PO
- **Items to confirm** – Orders remaining to confirm *(If Order Confirmations are required)*

Useful Invoice categories you may want to view on your workbench;
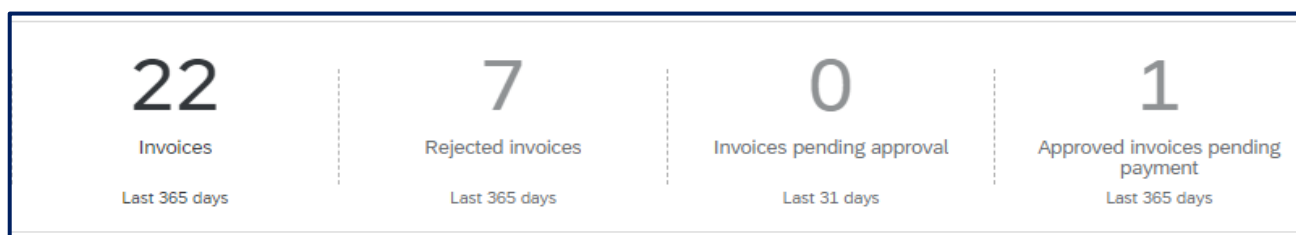
- **Invoices** – A list of all invoices which have been submitted within your chosen date range
- **Rejected Invoices** – See page 6 below
- **Invoices pending approval** – A list of all invoices awaiting approval (either from Business Approver if Framework PO or Goods Receipt match if Standard PO)
- **Approved invoices pending payment** –Invoices released for payment as per your agreed payment terms

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KEY BENEFITS

➢ **You can now search your Ariba documents by:**
  - PO Number or Status
  - Invoice Number or Status
  - Creation Date
  - Value

➢ **You can export your search results to excel, to assist with reporting**

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1. LOCATING YOUR DOCUMENT IN THE WORKBENCH

- Select the relevant tile for the document type you are trying to locate (Orders / Invoices)
- Click Edit Filter
- Enter the document number in the Order Number / Invoice Number field
- Click Apply

Workbench

23	14	2	24	5
Orders	Orders to invoice	Changed orders	Invoices	Rejected invoices
Last 365 days	Last 365 days	Last 365 days	Last 365 days	Last 365 days

Orders to invoice (14)

∨ Edit filter

Customers	Order numbers	Creation date	Order status
Select or type selections	Type selection	Last 365 days ∨	Include ∨
	◉ Partial match ○ Exact match		

Purchasing organizations	Customer locations	Order type	Routing status
Select or type selections	Type selection	All ∨	All
		☐ Show hidden orders only	

- You have the option to expand your search date range to up to 365 days by updating the **'Creation Date'** field
- Note **documents that are older than 365 days** will need to be searched by entering the PO/Invoice number in the **Order Number / Invoice Number field**

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- You can export your search results to excel by clicking on 'Export

- You can also customize your search results view by clicking on 'settings' to include only columns that are relevant to you

- Use the drag & drop option in **Table settings** to tailor your view to suit you!

2. PURCHASE ORDERS

Within the 'Orders' tile you may see POs with the below Status:

- o **New** – PO is approved but **not yet receipted** (ie GRN* not yet booked/delivery of goods/services not confirmed)
- o **Received** – PO has been receipted / GRN booked – i.e. receipt of **delivery** of goods/services has been **confirmed** by the Glanbia PO requester
- o **Partially Received** – PO has been partially receipted / GRN booked – i.e. receipt of delivery of some of the goods/services included on this PO have been confirmed by the Glanbia PO requester
- o **Invoiced** – PO is fully invoiced – **no further invoices can be submitted**
- o **Changed** – PO has been amended, please refer to the **Changed Orders tile** to submit your invoice against the latest version of the PO
- o **Cancelled** – PO has been cancelled and is not available to invoice against

Workbench						ᐰᐰ Customize
9	**3**	**1**	**22**	**7**	**0**	**1**
Orders	Orders to invoice	Changed orders	Invoices	Rejected invoices	Invoices pending approval	Approved invoices pending payment
Last 365 days	Last 365 days	Last 365 days	Last 365 days	Last 365 days	Last 31 days	Last 365 days

Orders (9)

> Edit filter | Save filter | Last 365 days

Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
4590058455	Glanbia Plc	€742.99 EUR	Aug 23, 2021	Partially Received		...
4590058454	Glanbia Plc	€150.18 EUR	Aug 23, 2021	Changed		...
4590058453	Glanbia Plc	€150.18 EUR	Aug 23, 2021	Invoiced	€150.18 EUR	...
4590009492	Glanbia Plc	€586.50 EUR	Jul 7, 2021	Partially Received		...
4590009491	Glanbia Plc	€108.60 EUR	Jul 7, 2021	Partially Received		...
4790001808	Glanbia Plc	Undisclosed	Jun 24, 2021	New		...
4790001806	Glanbia Plc	Undisclosed	Jun 21, 2021	Partially Invoiced	€100.00 EUR	...
4790001803	Glanbia Plc	Undisclosed	Apr 11, 2021	New		...
4590009233	Glanbia Plc	€100,000.00 EUR	Mar 26, 2021	Partially Invoiced	€1,000.00 EUR	...

GRN = Goods Receipt Note

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3. INVOICE STATUS

Within the 'Invoices' tile you may see Invoices with the below Status:

- o **Sent** – Invoices which have been submitted and sent for processing, but are not yet approved for payment
- o **Approved** – Invoices which have been approved for payment on your vendor account. These will be paid in line with your agreed payment terms
- o **Paid** – Invoices which you have received payment for
- o **Rejected** – Invoices which have failed due to an error ,or been rejected by the Business Approver

Workbench   ⚙ Customize

0	2	1	97	110	1	0
New orders	Orders	Rejected invoices	Orders to invoice	Invoices	Invoices pending approval	Approved invoices pending payment
Last 31 days	Last 31 days	Last 31 days	Last 31 days	Last 31 days	Last 31 days	Last 31 days

Invoices (110)

> Edit filter | Save filter | Last 365 days

Type	Invoice Number	Invoice Status	Customer	Reference	Date ↓	Amount	Actions
Standard Invoice	9187ERP	Approved	Glanbia Plc	4590009187	Mar 11, 2021	€200.00 EUR	…
Standard Invoice	4590009186	Paid	Glanbia Plc	4590009186	Mar 11, 2021	€100.00 EUR	…
Standard Invoice	4590009185	Approved	Glanbia Plc	4590009185	Mar 11, 2021	€200.00 EUR	…
Standard Invoice	14590009175	Paid	Glanbia Plc	4590009175	Mar 5, 2021	€100.00 EUR	…
Standard Invoice	4790001796	Sent	Glanbia Plc	4790001796	Mar 5, 2021	$20,000.00 USD	…
Standard Invoice	4590009175	Rejected	Glanbia Plc	4590009175	Mar 5, 2021	€100.00 EUR	…

INVOICES PENDING APPROVAL

The 'Invoices Pending Approval' tile will display all invoices that are still awaiting approval.

- ➤ For Standard POs the approval may be awaiting a Goods Receipt (GRN), or further information
- ➤ For Framework POs the approval may be pending with your Glanbia Business Approver

The Invoice status will always show as "Sent" here.

Type	Invoice Number	Customer	Reference	Date ↓	Amount	Invoice Status
Standard Invoice	SS Invoice Test	Glanbia Plc	4900065143	Jun 14, 2021	$100.00 USD	Sent
Standard Invoice	ZFAR PI Test	Glanbia Plc	4790001805	May 20, 2021	$106,000.00 USD	Sent
Standard Invoice	test pi change	Glanbia Plc	4590009339	May 20, 2021	$1,104.00 USD	Sent
Standard Invoice	933821	Glanbia Plc	4590009338	Apr 29, 2021	$1,104.00 USD	Sent
Standard Invoice	9336	Glanbia Plc	4590009336	Apr 29, 2021	$1,104.00 USD	Sent
Standard Invoice	459 Reg Test	Glanbia Plc	4590009270	Apr 12, 2021	$584.00 USD	Sent

From here, the invoice status will automatically progress to 'Approved' or 'Rejected'

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APPROVED INVOICES PENDING PAYMENT

All Unpaid Approved Invoices will appear in this tile.

Type	Invoice Number	Customer	Reference	Date ↓	Amount	Invoice Status
Standard Invoice	3335	Glanbia Plc	4590009335	Apr 29, 2021	$1,104.00 USD	Approved
Standard Invoice	3334	Glanbia Plc	4590009334	Apr 29, 2021	$1,104.00 USD	Approved
Standard Invoice	9333	Glanbia Plc	4590009333	Apr 29, 2021	$1,104.00 USD	Approved
Standard Invoice	9231	Glanbia Plc	4590009231	Mar 25, 2021	€200.00 EUR	Approved
Standard Invoice	16Mar01	Glanbia Plc	4790001800	Mar 16, 2021	$800.00 USD	Approved

REJECTED INVOICES

Invoices in this section have either been rejected by the Ariba System due to a technical error, or have been rejected by your Glanbia approver for a business reason.

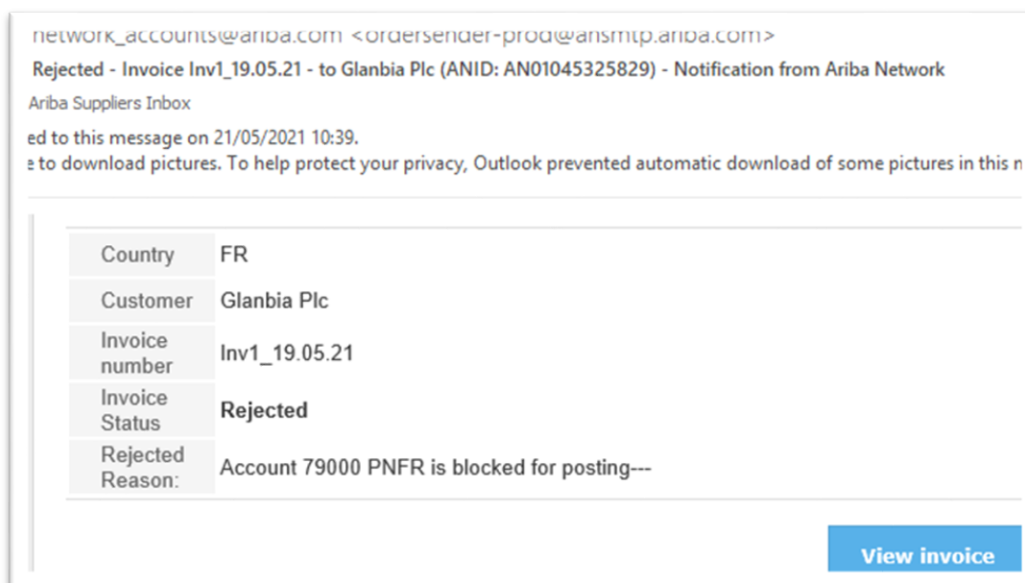| Type	Invoice Number	Customer	Reference	Origin	Date ↓	Amount	Invoice Status
Standard Invoice	SG attach test	Glanbia Plc	4590009405	supplier	Jun 24, 2021	€110.00 EUR	Rejected
Standard Invoice	4590009175	Glanbia Plc	4590009175	supplier	Mar 5, 2021	€100.00 EUR	Rejected
Standard Invoice	4590009110	Glanbia Plc	4590009113	supplier	Feb 9, 2021	€1,798.20 EUR	Rejected
Standard Invoice	Park Test	Glanbia Plc	4590008996	supplier	Dec 15, 2020	€340.00 EUR	Rejected
Standard Invoice	Ship Cost Tst 3	Glanbia Plc	4900064915	supplier	Oct 20, 2020	$115.50 USD	Rejected

Reasons for System Rejection can include:

o   Multiple VAT/ Tax rates submitted against a single PO line
o   Incorrect VAT/ Tax application
o   Other incorrect data entered

Reasons for Business Approver Rejection can include:

o   Incorrect Framework Order Used
o   Incorrect quantity/ value submitted

You should have received a Rejection Notification email for each Rejected Invoice which will look like this:

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Once you have identified the reason for the Invoice Rejection, you can amend and resubmit this document in the following way:

1. Locate the Rejection Notification email (as above)
2. Click 'View Invoice'
3. Click 'Edit and Resubmit'
4. Amend the required data, and resubmit your invoice.

FAQ'S / USEFUL INFORMATION

➢ You can find your payment terms on the original Purchase Order email you received in the 'Payment Terms' section.
➢ Remittance information for payments is not visible in Ariba, but will be emailed to your nominated email address. If you are not receiving these please contact purchasedata@glanbia.com to request this be updated.