

Ariba Network Invoice Guide

Allianz 

SAP Ariba 

 SAP

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Introduction

Procure-to-Pay Process

- This document contains the requirements and training for your organization to create and submit invoices online to Allianz via the Ariba Network.
- Allianz requires suppliers enabled on Ariba Network to submit electronic invoices through Ariba Network.
- Note: Suppliers uploading CSV Invoices or utilizing cXML or EDI technologies should refer to the specification documents available on the Allianz Supplier Information Portal.

Invoice Practices

Supported

Allianz project specifics:

- **Tax data** is accepted at the line item level of the invoice.
- **Purchase Order Confirmations** apply against a whole PO or line items
- **Shipping data** is accepted at the header/summary level or at the line item level

Supported

- **Detail Invoices**

Apply against a single purchase order referencing a line item

- **Partial Invoices**

Apply against specific line items from a single purchase order

- **Contract Invoices**

Apply against contracts

- **Service Invoices**

Invoices that require service line item details

- **Credit Invoices**

Item level credits; price/quantity adjustments

- **Paper Invoices** are still possible, yet should be strongly avoided from the beginning

- **Invoice cancellation**

Apply against failed invoices

- **Header Level Credit Memos**

The Header Level Credit Memo feature is not supported by Allianz

Invoice Practices

Not Supported

Not Supported

- **Non-PO Invoices**

Only invoices for purchase orders send out from the Ariba System should be submitted through the Ariba Network. Invoices with no relation to a PO should not be submitted through the Ariba Network.

- **Invoicing for Purchasing Cards (P-Cards)**

An invoice for an order placed using a purchasing card; not accepted by Allianz

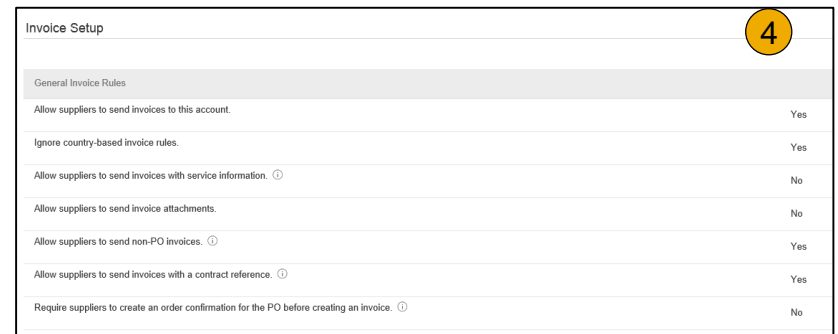
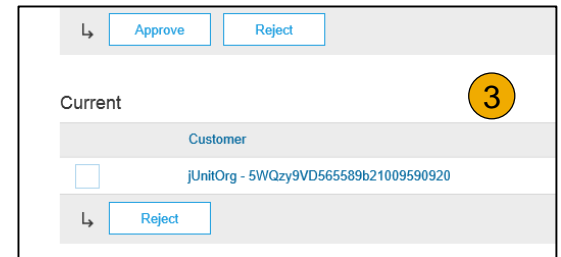
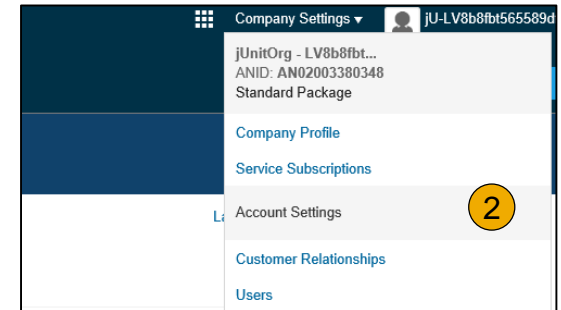
- **Duplicate Invoices**

A new and unique invoice number must be provided for each invoice; Allianz will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on the Ariba Network

Customer Invoice Rules

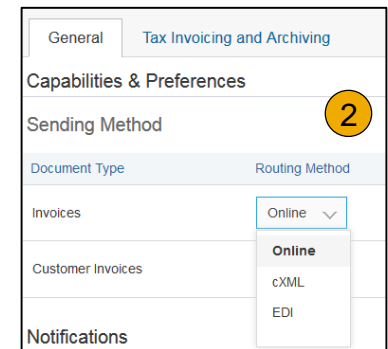
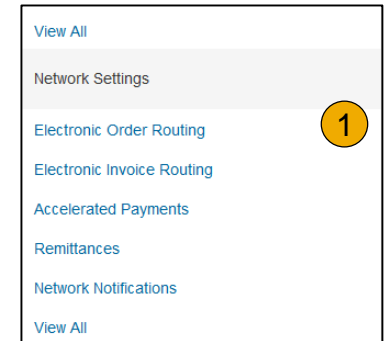
These rules determine what you can enter when you create invoices.

1. **Login** to your Ariba Network account.
2. **Click** on the Administration Navigator on the top right hand corner and then on Customer Relationships under Account Settings.
3. **A list** of your Customers is displayed. Click the name of your customer **Allianz** to view their invoice rules.
4. **Scroll** down to the Invoice setup section and view the invoice rules.
5. **If Allianz** enabled Country-Based Invoice Rules then you will be able to choose your Country in Originating Country of Invoice from the drop down menu
6. **Click Done** when finished.



Electronic Invoice Routing and notifications

1. **Click** on Electronic Invoice Routing at Administration Navigator.
2. **Choose** one of the following Invoice routing methods: **Online, cXML, EDI**
3. **Configure** Notifications to emails (the same way as in Order Routing).



Notifications		
Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input checked="" type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	* user@supplier.com
Invoice Status Change	<input checked="" type="checkbox"/> Send a notification when invoice statuses change.	* user@supplier.com

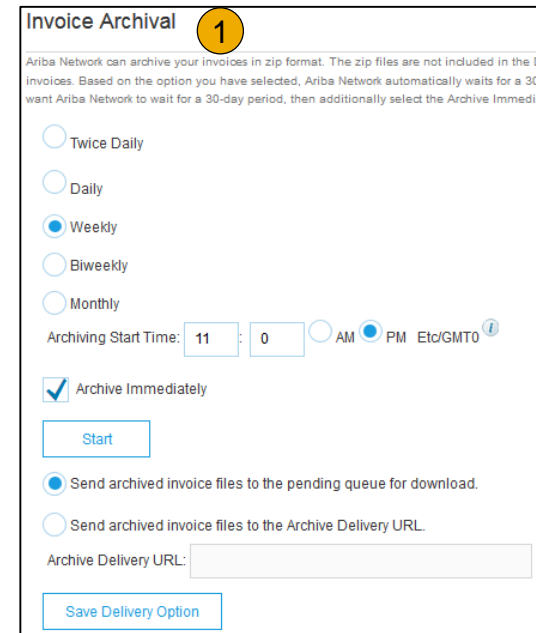
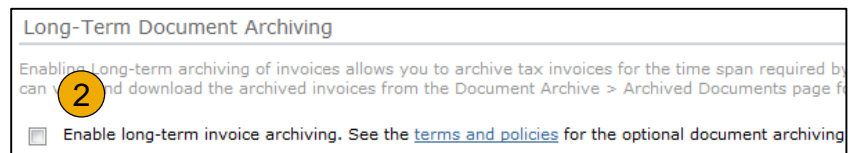
Account Configuration

Allianz project specific tasks:

- **VAT ID / TAX ID** – select your company name in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your VAT ID / Tax ID.
- **Remittance address and bank account information** – select your company name in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk.
- **Payment methods** – select your company name in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create/Edit. In the Payment methods section choose one of the following options: ACH, Check, Credit card or Wire. Complete the details.
- **Test account creation** (testing is required for **integrated** and **catalog** suppliers) - to create a test account, select your name in top right corner and choose “Switch to Test ID.”
- **Currency** The currency that Ariba Network uses in the service subscription area of your account is controlled by your organization’s location, which you specify in **User Account Navigator > My Account > Preferences**

Invoice Archival

- 1. Click** on Configure Invoice Archival link to export invoices to your system for legal compliance:
 - Select frequency (Weekly, Biweekly or Monthly), choose “Archive Immediately” to archive without waiting 30 days, and click “Start”.
 - If you want Ariba to deliver automatically archived zip files to you, also enter an “Archive Delivery URL” (otherwise you can download invoices from your Outbox, section Archived Invoices).
 - **Note:** After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.
- 2. Subscribe** to Long-Term Document Archiving for an integrated archiving solution. Please read the applicable terms and policies and supported list of countries. After you enable the service you have access to Document Archive tab where you can search and view Archived Documents and request to download multiple documents.

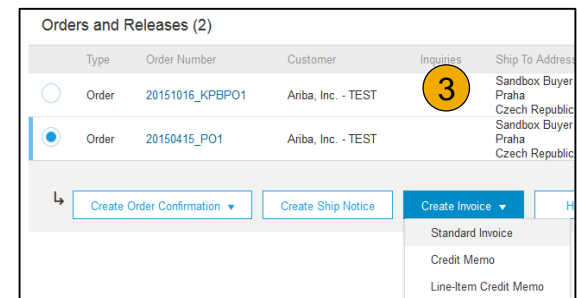
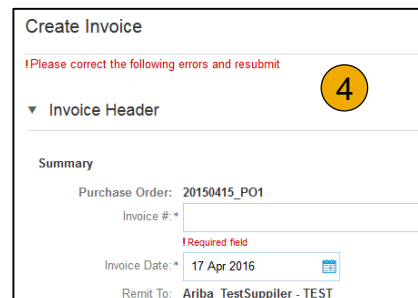
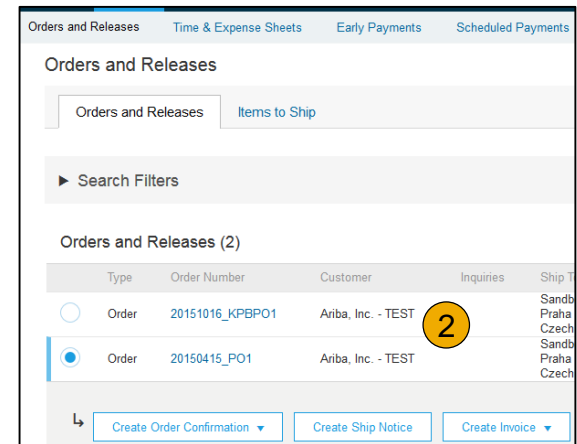
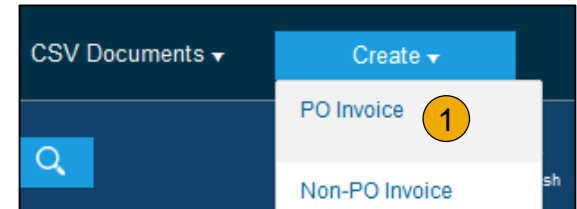
A screenshot of the 'Invoice Archival' configuration form. The title 'Invoice Archival' is at the top left, with a yellow circle containing the number '1' next to it. Below the title is a paragraph of text: 'Ariba Network can archive your invoices in zip format. The zip files are not included in the D invoices. Based on the option you have selected, Ariba Network automatically waits for a 30 want Ariba Network to wait for a 30-day period, then additionally select the Archive Immedia'. There are five radio button options for frequency: 'Twice Daily', 'Daily', 'Weekly' (selected), 'Biweekly', and 'Monthly'. Below these is the 'Archiving Start Time' field, showing '11' and '0' in separate boxes, followed by 'AM' and 'PM' radio buttons (PM is selected), and 'Etc/GMT0' with an information icon. There is a checked checkbox for 'Archive Immediately' and a 'Start' button. Below that are two more radio button options: 'Send archived invoice files to the pending queue for download.' (selected) and 'Send archived invoice files to the Archive Delivery URL.'. There is an 'Archive Delivery URL:' text input field and a 'Save Delivery Option' button.A screenshot of the 'Long-Term Document Archiving' configuration form. The title 'Long-Term Document Archiving' is at the top left. Below it is a paragraph of text: 'Enabling Long-term archiving of invoices allows you to archive tax invoices for the time span required by can v and download the archived invoices from the Document Archive > Archived Documents page f'. There is a yellow circle containing the number '2' next to the first sentence. At the bottom, there is a checkbox labeled 'Enable long-term invoice archiving. See the [terms and policies](#) for the optional document archiving'.



4. Creating Invoices

PO Flip Invoice - Overview

1. To create a PO-Flip invoice, select the PO Invoice link under the Create section in the top-right corner.
2. For PO Invoice select a PO number.
3. Click on the Create Invoice button and then choose Standard Invoice.
4. Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable. Review your invoice for accuracy on the Review page. If no changes are needed, click Submit to send the invoice to Allianz.



PO Flip Invoice-Header

Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

- 1. Enter** an Invoice # which is your unique number for invoice identification. The Invoice Date* will auto-populate.
- 2. Select** Remit-To address from the drop down box if you have entered more than one.
- 3. Tax and Shipping can be entered** at either the Header or Line level by selecting the appropriate radio button.
- 4. You can also add some additional information** to the Header of the invoice such as: Special Handling, Payment Term, Comment, Attachment**, Shipping Documents
- 5. Scroll** down to the Line items section to select the line items being invoiced.

▼ Invoice Header

Summary

Purchase Order: 1084497223

Invoice #: * INV_1084497223 1

Invoice Date: * 15 Apr 2016 2

Remit To: DEFAULT VALUE 2

Tax 3

Header level tax ⓘ Line level tax ⓘ

Shipping 3

Header level shipping ⓘ Line level shipping ⓘ

* Indicates required field Add to Header ▼

Tax

Shipping Cost 4

Shipping Tax

Shipping Documents

Special Handling

Special Handling Tax

Allowance

Charge

Additional Reference Documents and Dates

Comment

Attachment

PO Flip Invoice- Line Items

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

1. **Review** or update Quantity for each line item you are invoicing.
2. **Click** on the line item's Green check mark to exclude it from the invoice, if line item should not be invoiced OR click the check box on the left of the item and click "Delete" to remove the line item from the invoice. You can generate another invoice later to bill for that item.
3. **Select** the line item to which tax is to be applied using the Line Item # checkbox. To apply the same tax to multiple line items select those line items to be taxed at the desired rate.
4. **To configure** additional Tax Options within the Tax Category tool, use the Configure Tax Menu option.
5. **Check** Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines. (see next Slide for additional details)

Quantity	Unit	Unit Price
10	BX	25.00 EUR

No.	Include	Type	Part #
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02

Pricing Details

Price Unit: * BX

Unit Conversion: * 1

Line Item Actions Delete

No.	Include	Type	Part #
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02

Tax

Category: VAT

Location:

Description:

Regime:

Date Of Pro Payment:

Law Reference:

Standard Tax Selections

- Sales
- VAT
- GST
- HST
- PST
- GST
- Usage
- Withholding Tax
- Other Tax
- Configure Tax Menu

Line Item Actions Delete Add

Add to Included Lines

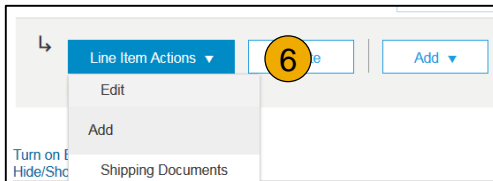
PO Flip Invoice- Additional Tax Options & Line Item Shipping

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

1. **To apply** different tax rates to each line item select the Line Item.
2. **Click** Line Item Actions > Add > Tax. Upon refresh, the Tax fields will display for each selected line item.
3. **To remove** a tax line item, click Remove.
4. **Within** each line item, select Category, then either populate the Rate(%) or Tax Amount. Click Update.
5. **If line level shipping** has been selected at the line level, enter shipping cost to the applicable line items.

PO Flip Invoice- Detail Line Items

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



Line Items 2 Line Items, 2 Included, 0 Previously Invoiced

Insert Line Item Options

Tax Category: 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	GOODS_01	Copy Paper White, A3, 80gsm (ream 500 sheets)		5	EA	0.50 EUR	2.50 EUR

Create Invoice [Done](#) [Cancel](#)

▼ Invoice Item * Indicates required field [Line Item Actions](#)

Quantity: * Part #: GOODS_01
 Unit: EA
 Unit Price: *
 Subtotal: 5.00 EUR

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

Pricing Details

Price Unit: * Price Unit Quantity: *
 Unit Conversion: * Description:

Inspection Date:

Shipping

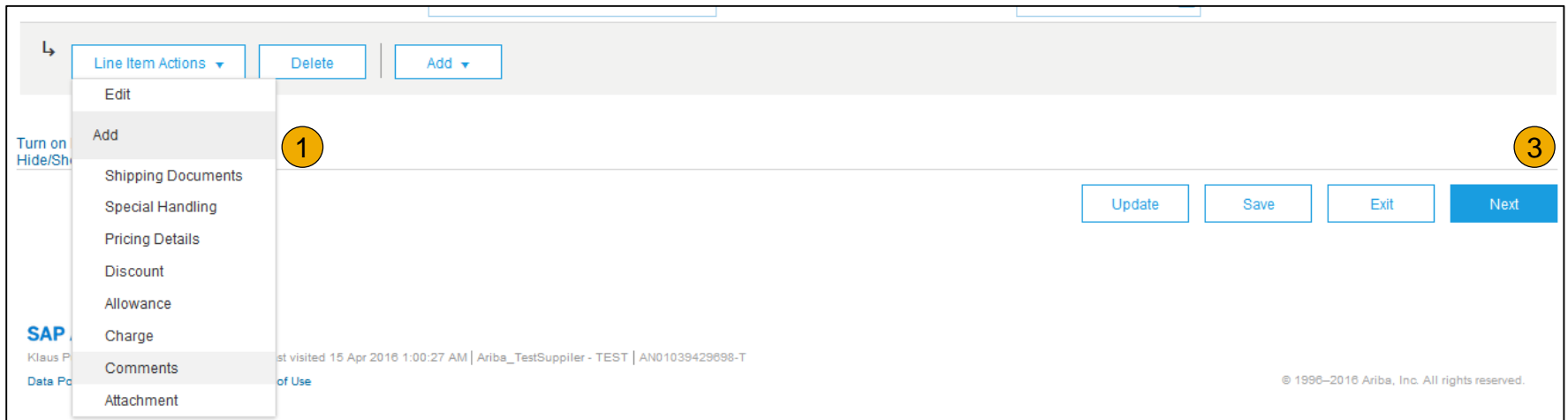
Ship From: Ariba_TestSupplier - TEST
 Praha 5
 Czech Republic

Ship To: Sandbox Buyer - Test
 Praha
 Czech Republic
 Deliver To: Cristian Mihalache
 2nd Floor, SI Team

[View/Edit Addresses](#)

PO Flip Invoice – Line Item Comments

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



The screenshot shows the SAP Line Item Actions menu. The 'Add' option is highlighted with a yellow circle labeled '1'. The 'Comments' option is also highlighted with a yellow circle labeled '3'. The 'Next' button is highlighted with a yellow circle labeled '3'. The 'Update' button is also visible. The background shows the SAP interface with the text 'SAP Klaus P Data P' and '© 1996–2016 Ariba, Inc. All rights reserved.'



The screenshot shows the SAP Comments field. The 'Comments' label is on the left. The text input field is highlighted with a yellow circle labeled '2'. The 'Remove' button is on the right. The background shows the SAP interface with the text '© 2016 SAP SE or an SAP affiliate company. All rights reserved.'

PO Flip Invoice – With Allowances and Charges

If Allowances and Charges are included in the PO, these will convert to the Invoice at either Invoice Header or Lined Item Level based on where the information is on PO

1. Header Allowance and Charges
2. Line level Allowance and Charges

No.	Include	Type	Part#	Description	Customer Part#	Quantity	Unit	Unit Price	Subtotal
2	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02	Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)		10	BX	25.00 EUR	250.00 EUR

Pricing Details	
Price Unit:* BX	Price Unit Quantity:* 1
Unit Conversion:* 1	Description:

Shipping	Ship From: Ariba_TestSupplier - TEST Praha 5 Czech Republic	Ship To: Sandbox Buyer - Test Praha Czech Republic Cristian Mihalache 2nd Floor, SI Team	View/Edit Addresses
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Shipping Cost	Shipping Amount:* 0.00 EUR	Shipping Date:
----------------------	----------------------------	----------------

Allowances and Charges	Service Code:*	Description:	Add Tax
	Start Date:	End Date:	Remove
	Allowance:		

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

Summary

Purchase Order: 20160416_PO1

Invoice #:

Invoice Date: 15 Apr 2016

Remit To: Ariba_TestSupplier - TEST
Praha 5
Czech Republic
Sandbox Buyer - Test
Praha
Czech Republic

Tax

Header level tax Line level tax

Category: VAT

Location:

Description:

Regime:

Date Of Pre-Payment:

Law Reference:

Shipping

Header level shipping Line level shipping

Ship From: Ariba_TestSupplier - TEST
Praha 5
Czech Republic

Allowances and Charges

Service Code:*

Start Date:

End Date:

Description:

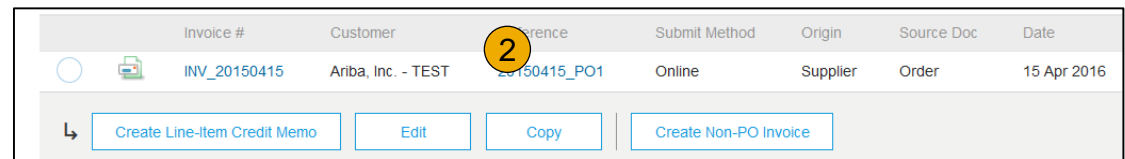
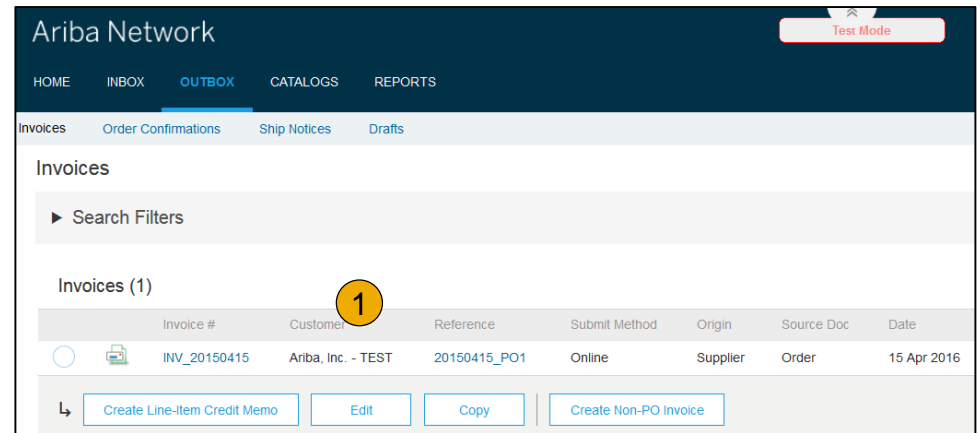
[Add Tax](#)

[Remove](#)

Credit Memo / Negative Invoice

To create a credit memo against an Invoice,

1. **Select** your previously created invoice in your Outbox.
2. **Click** the button on the Invoice screen for Create Line-Item Credit Memo.
3. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisk are filled in.
4. **Click Next** once done.
5. **Review** Credit Memo.
6. **Click Submit**.



Contract Invoices / BPO without release

- 1. Complete** all required fields marked with an asterisk (*).
- 2. Complete** at least 1 of the Order Information Fields. If your customer disables the rule you are not required to enter info in Order Information section. Note: Add a customer Email address to have the document properly routed to the right approver.
- 3. Use** Add Item or Add Service Item button to add the details of the item(s) being invoiced. Note: Be certain to provide COMPLETE details of the items or services provided.
- 4. Add** Tax and Shipping as appropriate.
- 5. Click** Next to continue. Then Review, Save or Submit as Standard Invoice.

Create Invoice

Update Save Exit Next

Invoice Header

* Indicates required field Add to Header

Summary

Invoice #: 1

Invoice Date: 15 Apr 2016

Remit To: Ariba_TestSupplier - TEST

Praha 5

Czech Republic

Bill To:

Subtotal: 0.00 CZK
Total Tax: 0.00 CZK
Total Gross Amount: 0.00 CZK
Total Amount without Tax: 0.00 CZK
Total Net Amount: 0.00 CZK
Amount Due: 0.00 CZK

View/Edit Addresses

Order Information

Customer Order #: Contract Number:

Sales Order #: Sales Order Date:

Additional Fields

Information Only. No action is required from the customer.

Supplier Account ID #:

Customer Reference:

Supplier Reference:

Payment Note:

Supplier: jUnitOrg - LV8b8fb565589df1009590921
pittsburgh, PA
United States

Customer: jUnitOrg - 5WQzy9VD565589b21009590920
Sunnyvale, CA
United States

Bill From: jUnitOrg - LV8b8fb565589df1009590921

Email:

Line Items

1 Line Items, 1 Included, 0 Previously Invoiced

Insert Line Item Options

Tax Category: Shipping Documents Special Handling Discount

Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	Partially Invoiced	MATERIAL						

Line Item Actions Delete Add

CSV Invoices Upload

1. **To access** a customer's CSV file template, go to Administration > Customer Relationships > Click the customer name > Download CSV Invoice Template.
2. **Populate** the template and upload it from Create> CSV Invoice > Browse > Import.
3. **The CSV file** is processed by Ariba Network and forwarded to the customer in the form of cXML message.
4. **For more information**, please read the CSV Upload Guide available from the Supplier Information Portal.

Import CSV Invoice

* Customer: Ariba, Inc.

* CSV invoice file path: Browse...

Import CSV Invoice

Done

1 Pending Tasks

Action Required to Complete Enablement Tasks >

Profile Completeness

35%

Enter a short description to reach 45% >

Quick Links

View: Last 31 days

Purchase Orders

- New (0)
- Changed (0)
- Failed (0)
- Partially Confirmed (0)
- Partially Shipped (0)
- Partially Invoiced (0)

Invoices

- Failed (0)
- Rejected (0)

Manage

Time & Expense Sheets

Create

- PO Invoice
- Non-PO Invoice
- CSV Invoice
- Contract Invoice

“Copy This Invoice”

Copy Invoice Feature:

Suppliers can copy an existing invoice to use as a basis for a new invoice. The copy includes all fields except the invoice date, invoice number, exchange rate, and attachments. The supplier can edit and submit the new invoice without having to reenter a lot of information. This feature applies to standard invoices and contract-based invoices. Invoices can be copied regardless of status.

Common uses for this feature include:

- Submitting invoices for a balance due
- Submitting corrected invoices in cases where the first attempt was rejected

Enabling This Feature

This is an out-of-the-box feature available to all customers. It requires no action to configure it.

Limitations

You cannot copy the following:

- Summary invoices (invoices that refer to multiple purchase orders)
- Credit memos and line-level credit memos
- Self-signed invoices (invoices that are digitally signed by the supplier)
- Invoices with 1000 or more invoice lines

How to Copy this Invoice

To copy an existing invoice in order to create a new invoice:

1. **Go** to the Outbox On Ariba Network.
2. **Either** select the radio button for the invoice you want to copy, and click Copy. **OR** open the invoice you want to copy, and on the Detail tab, click Copy This Invoice.
3. **Enter** an invoice number.
4. **For VAT lines**, make sure the date of supply at the line level is correct.
5. **Edit** the other fields as necessary.
6. **Click Next**, review the invoice, and save or submit it.

HOME INBOX **OUTBOX** CATALOGS REPORTS

Invoices Order Confirmations **1** Ship Notices Drafts

Invoices

► Search Filters

Invoices (1)

	Invoice #	Customer	Reference	Submit Method	Origin	Source
<input checked="" type="radio"/>	INV_20150415	Ariba, Inc. - TEST	20150415_PO1	Online	Supplier	Order

↳ Create Line-Item Credit Memo Edit Copy Create Non-PO Invoice

Invoice: INV_20150415 Done

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



5. Modifying Invoices

PO Flip Invoice – Review, Save, Submit

- 1. Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.
- 2. In case of any errors**, you will get a notification in red where information should be corrected.
- 3. If no changes** are needed, click “Submit” to send the invoice to Allianz **If changes** are needed, click “Previous” to return to previous screens and make corrections before submitting.
Alternatively, save your invoice at anytime during invoice creation to work on it later.
- 4. You may resume** working on the invoice by selecting it from Outbox> Drafts on your Home page.
Note: You can keep draft invoices for up to 7 days.

Update Save Exit Next

Create Invoice

! Please correct the following errors and resubmit

▼ Invoice Header

Summary

Invoice #: *

! Required field

Invoice Date: * 17 Apr 2016

Remit To: Ariba_TestSupplier - TEST

HOME INBOX OUTBOX CATALOGS REPORTS

Invoices Order Confirmations Ship Notices Drafts

Drafts

This page displays documents you saved in draft state. You can edit them

Cancel, Edit and Resubmit Invoices

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

HOME INBOX **OUTBOX** CATALOGS REPORTS CSV Documents Create

Invoices Order Confirmations Ship Notices Drafts

Invoices 1

Search Filters

Invoices (1) 2

Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date	Amount	Routing Status	Invoice Status
INV_20150415	Ariba, Inc. - TEST	20150415_PO1	Online	Supplier	Order	15 Apr 2016	252.25 EUR	Sent	Sent

Create Line-Item Credit Memo Edit Copy Create Non-PO Invoice

Invoice: INV_20150415

Create Line-Item Credit Memo Copy This Invoice Cancel Print

Invoices (1)

Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date	Amount	Routing Status	Invoice Status
INV_20150415	Ariba, Inc. - TEST	20150415_PO1	Online	Supplier	Order	15 Apr 2016	252.25 EUR	Sent	Sent

Create Line-Item Credit Memo Edit Copy Create Non-PO Invoice

Fix a failed invoice.



6. Document Status, Searches, and Reports

Check Invoice Status

Check Status:

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

You can also check invoice status from the **Outbox**.

There are two status information available:

- a) **Routing status:** status of the transmission of the invoice
- b) **Invoice status:** status of Allianz's action on the invoice

Routing Status

Reflects the status of the transmission of the invoice to Allianz via the Ariba Network.

- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed Allianz invoicing rules. Allianz will not receive this invoice
- **Queued** – Ariba Network received the invoice but has not processed it
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer
- **Acknowledged** – Allianz invoicing application has acknowledged the receipt of the invoice

Check Invoice Status

Invoice Status

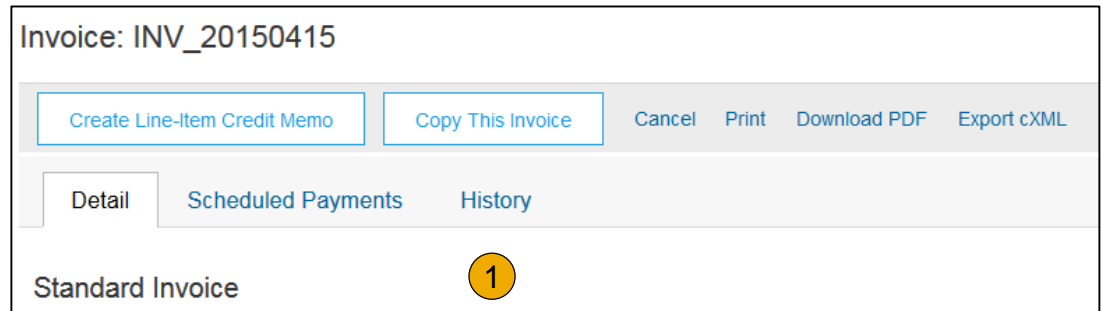
Reflects the status of Allianz's action on the Invoice.

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

Check Invoice History

Access any invoice:

1. **Click** on the History tab to view status details and invoice history.
2. **History and status comments** for the invoice are displayed.
3. **Transaction history** can be used in problem determination for failed or rejected transactions.
4. **When you are done** reviewing the history, click “Done”.

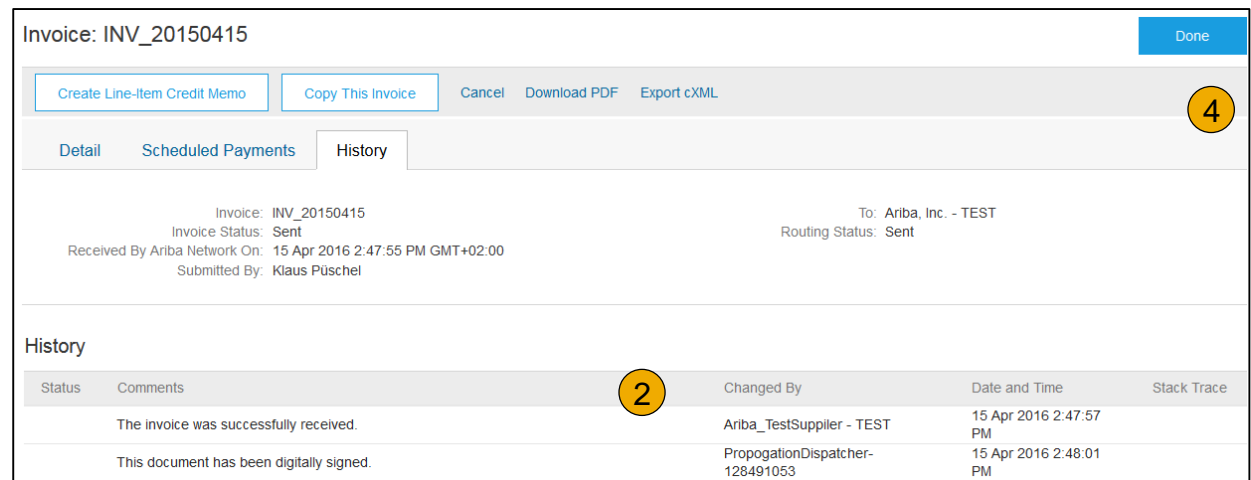


Invoice: INV_20150415

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

Detail Scheduled Payments **History**

Standard Invoice **1**



Invoice: INV_20150415 Done

Create Line-Item Credit Memo Copy This Invoice Cancel Download PDF Export cXML **4**

Detail Scheduled Payments History

Invoice: INV_20150415
Invoice Status: Sent
Received By Ariba Network On: 15 Apr 2016 2:47:55 PM GMT+02:00
Submitted By: Klaus Püschel

To: Ariba, Inc. - TEST
Routing Status: Sent

History

Status	Comments	Changed By	Date and Time	Stack Trace
	The invoice was successfully received.	Ariba_TestSupplier - TEST	15 Apr 2016 2:47:57 PM	
	This document has been digitally signed.	PropogationDispatcher-128491053	15 Apr 2016 2:48:01 PM	

2

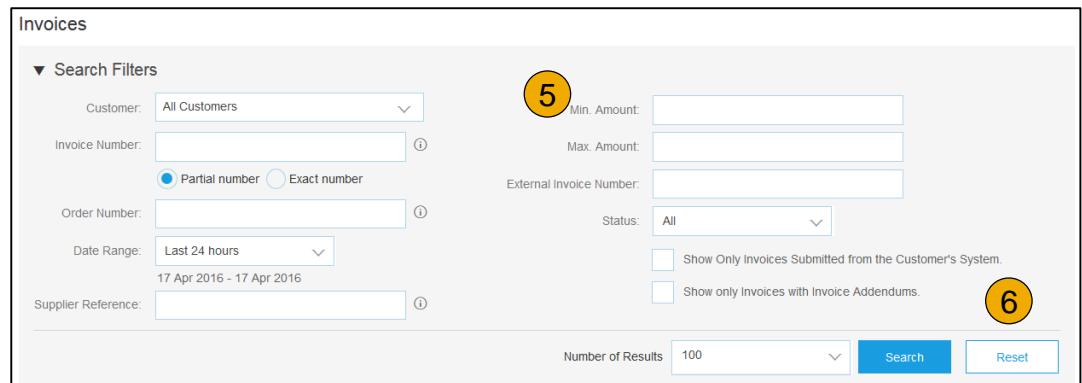
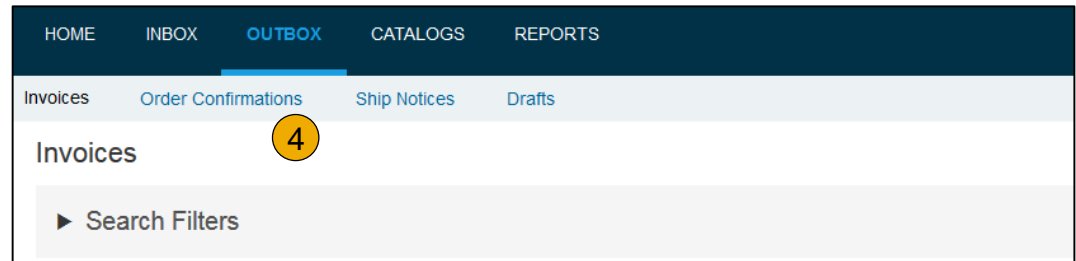
Search for invoice - Quick Search and Refined Search

Quick Search:

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

Refined Search: Allows a refined search of Invoices within up to 90 last days.

4. **Search** Filters from Outbox (Invoices).
5. **Enter** the criteria to build the desired search filter.
6. **Click** Search.



Search for invoice - Reports

Invoice reports provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.

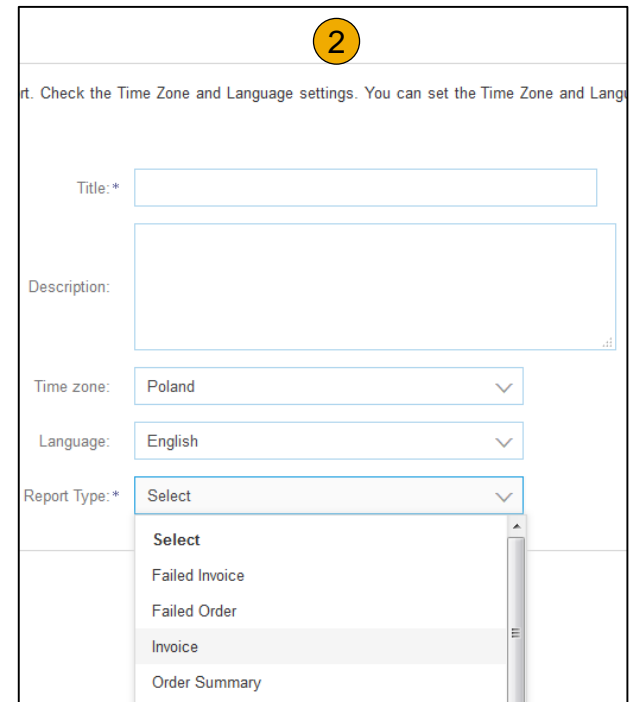
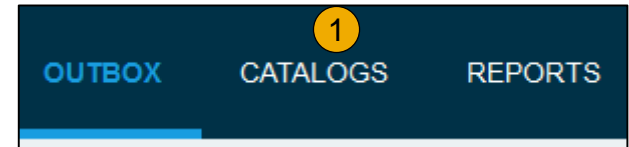
Failed Invoice reports provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.

Note: Reports can be created by Administrator or User with appropriate permissions.

1. **Click** the Reports tab from the menu at the top of the page.
2. **Click** Create. Fill in required Information. Select an Invoice report type — Failed Invoice or Invoice.
3. **Click** Next.

Note: Select (and higher) members may choose Manual or Scheduled report. Set scheduling information if Scheduled report is selected. After specifying Customer and Created Date in Criteria click Submit. You can view and download the report in CSV format when its status is Processed.

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

A screenshot of a web form for creating a report. At the top, there is a yellow circle with the number '2'. Below it, the text reads: 'rt. Check the Time Zone and Language settings. You can set the Time Zone and Lang'. The form contains several fields: 'Title: *' with a text input box; 'Description:' with a larger text area; 'Time zone:' with a dropdown menu showing 'Poland'; 'Language:' with a dropdown menu showing 'English'; and 'Report Type: *' with a dropdown menu. The dropdown menu for 'Report Type' is open, showing options: 'Select', 'Failed Invoice', 'Failed Order', 'Invoice', and 'Order Summary'. The 'Invoice' option is highlighted.



7. Ariba Network Support

Training and Resources

Allianz Supplier Information Portal

- 1. Select** the name of your company in the top right corner and then click the Customer Relationships link.
- 2. Select** the buyer name to view transactional rules: The Customer Invoice Rules determine what you can enter when you create invoices
- 3. Select** Supplier Information Portal to view the following presentations to learn more about transacting with Allianz :
 - Account Configuration Guide
 - Allianz Purchase Order Confirmation and Ship Notice Guide
 - Allianz Invoice Guide
 - Supplier Membership Program / Supplier Registration Guide

Account Settings

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
<input type="checkbox"/> Pouliot Industries

[Reject](#)

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

Company Profile

Service Subscriptions

Account Settings **1**

Customer Relationships

Users

Notifications

Account Hierarchy

View All

Network Settings

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

Training and Resources

Ariba Network Standard Documentation

1. **Go** to: <http://supplier.ariba.com> and click the Help link.
2. **Click** Help Center.
3. **Click** on Learning Center to access Product Documentation. The Learning Center was created for users interested in technical product documentation. The Learning Center was design to allow you to browse the full library of product documentation and tutorials.

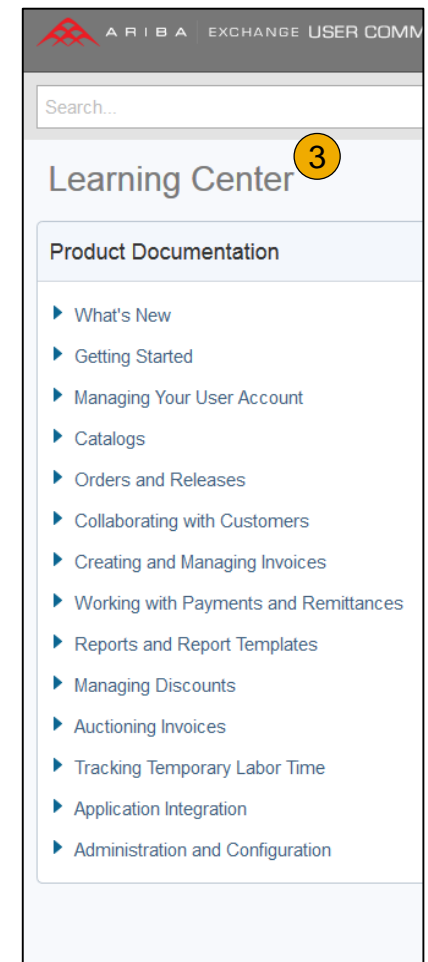
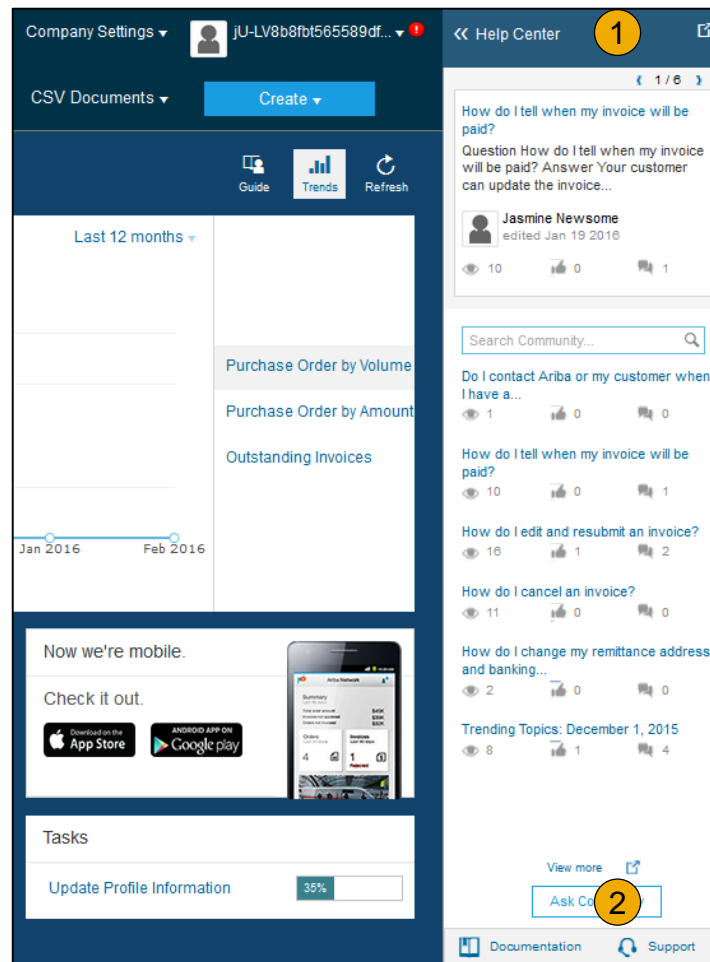
Note: Only a subset of the documentation is available in a pre-login state.

The screenshot displays the SAP Ariba Help Center interface. At the top right, there are links for 'Feedback' and 'Help' (1). Below these is a 'Help Center' dropdown menu (2). The main content area features a promotional banner for 'SAP Ariba Live' with a 'Learn More' button. Below the banner is a search bar and a navigation menu with 'Home', 'Learning', and 'Support' links. The 'Learning Center' (3) and 'Support Center' are highlighted in the navigation menu. The 'Learning Center' link is accompanied by a book icon and the text 'Product documentation and tutorials'. The 'Support Center' link is accompanied by a headset icon and the text 'Get help with specific problems'.

Training and Resources

Ariba Network Standard Documentation

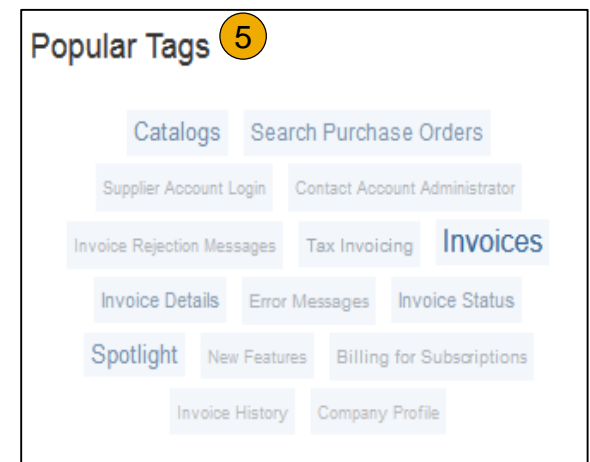
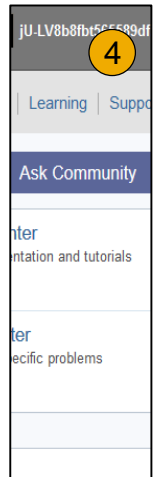
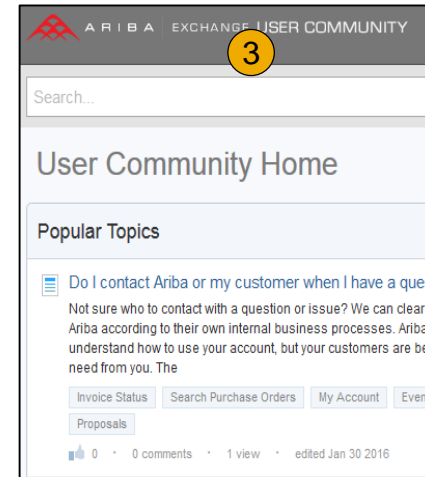
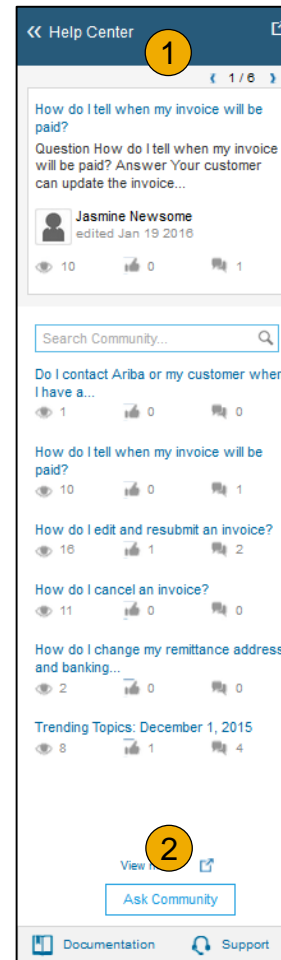
1. **Click** on Help Center to access Standard Documentation material.
2. **Click** Documentation (bottom)
3. **View** Ariba Network Administrator's documentation.



Help Center

Helpful things to know

- 1. Popular Topics:** Title links are selected for you based on the solution that you were using, privileges & default language when you clicked on Help.
- 2. Click** on the link to view the content item. You will be able engage with the content: author, view how many community users have viewed the content and have flagged the content as being helpful to you, and report problems with the content.
- 3. Perform** a search to find content not found under Popular Topics. Results can be sorted or filtered.
- 4. Under Learning** you can find the Product Documentation available for Users or Administrators.
- 5. Popular Tags:** These are the tags associated with our most popular content items per solution. It is a quick way to find documents related to the topic.



Training and resources

Ariba Network standard documentation and useful links

•Useful Links

- **Ariba Supplier Membership page** - <http://www.ariba.com/suppliermembership>
- **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>
- **Ariba Cloud Statistics** – <http://trust.ariba.com>
 - Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- **Ariba Discovery** - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>
- **Ariba Network Notifications** - <http://netstat.ariba.com>
 - Information about downtime, new releases and new features

Supplier Support Post Go-Live

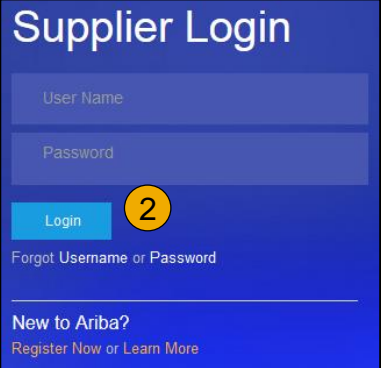
Ariba Network Support for Actively Transacting Suppliers

Region	Contact Number
North/South America	1 412 222 6153
USA Toll Free	1 866 218 2155
Europe, Middle East and Africa	+44 20 7187 4144
UK Toll free	0800 358 3556
Germany Toll free	0800 101 1989
France Toll free	0800 945 115
The Netherlands Toll free	0800 0200 582
Asia Pacific	+65 6311 4745

Supplier support post Go-Live

Help Center

1. **Go** to <http://supplier.ariba.com>
2. **In the case** click on the link Forgot Username or Forgot Password.
3. **Click** the Help link in the top right corner and click Help Center and go to Support section at the bottom.
4. **Search** for any topic you would like to know more about. If none of the articles answers your question, click on the Create Online Service Request button to contact our Customer Support.
5. **Fill** out our web form. Select Problem Type. Note Allianz in the Issue Description.



Supplier Login

User Name

Password

Login

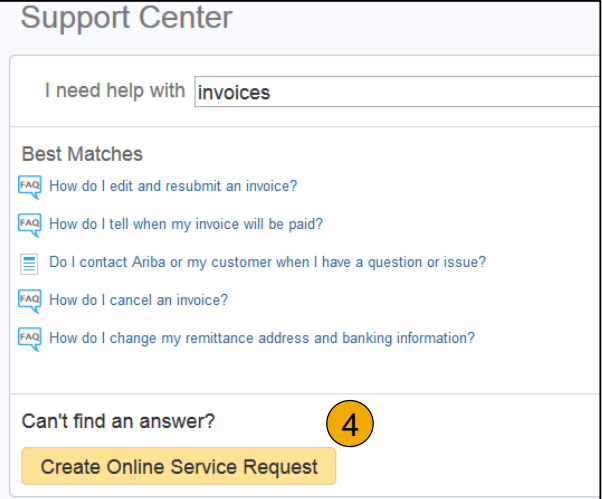
Forgot Username or Password

New to Ariba?
Register Now or Learn More

Help
Help Center

3

Detailed description: This is a screenshot of the 'Supplier Login' page. It features a blue header with the text 'Supplier Login'. Below the header are two input fields: 'User Name' and 'Password'. A blue 'Login' button is positioned below the password field, with a yellow circle containing the number '2' next to it. Below the login button is a link for 'Forgot Username or Password'. At the bottom of the login section, there is a link for 'New to Ariba?' with sub-links for 'Register Now' and 'Learn More'. On the right side of the page, there is a vertical navigation menu with a 'Help' link and a 'Help Center' link, with a yellow circle containing the number '3' next to the 'Help Center' link.



Support Center

I need help with

Best Matches

- FAQ How do I edit and resubmit an invoice?
- FAQ How do I tell when my invoice will be paid?
- Do I contact Ariba or my customer when I have a question or issue?
- FAQ How do I cancel an invoice?
- FAQ How do I change my remittance address and banking information?

Can't find an answer?

Create Online Service Request

4

Detailed description: This is a screenshot of the 'Support Center' page. It has a light blue header with the text 'Support Center'. Below the header is a search bar with the text 'I need help with' and a text input field containing the word 'invoices'. Underneath the search bar is a section titled 'Best Matches' which lists five FAQ items, each with a blue speech bubble icon. The items are: 'How do I edit and resubmit an invoice?', 'How do I tell when my invoice will be paid?', 'Do I contact Ariba or my customer when I have a question or issue?', 'How do I cancel an invoice?', and 'How do I change my remittance address and banking information?'. At the bottom of the page, there is a section titled 'Can't find an answer?' with a yellow button labeled 'Create Online Service Request' and a yellow circle containing the number '4' next to it.

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