

# Nanyang Technological University(NTU)

Buying and Invoicing

Full Account Suppliers



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

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

**Slide 1**

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**EA1**

Escutin, Anna Franzesca, 15/02/2018

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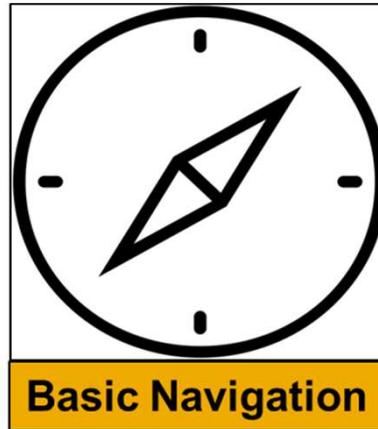
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**Account Access**



**Basic Navigation**

# Account Access

1

 <http://supplier.ariba.com/>

## Supplier Login

User Name

Password

Login

Having trouble logging in?

4

New to Ariba?

[Register Now](#) or [Learn More](#)

2

3

Having trouble logging in?

Please select one:

I forgot my username.

I forgot my password.

I want to log in with a one-time password using the Ariba Supplier mobile app. [Learn more](#)

Forgot Password

Enter your username or email address. You will receive an email message with further instructions on how to reset your password.

5

Username or Email Address:

A password reset link will be sent to your registered email address.

# Account Interface

**Ariba Network URL**: <https://service.ariba.com/Supplier.aw/128435064/aw?awh=r&awssk=1WyVpPDU&dard=1>

**Company Settings**: [Company Settings](#)

**Admin Configuration**: [Admin Configuration](#)

**Help Center**: [Help Center](#)

**Documentation, Video Tutorials and Support**: [Documentation](#) [Support](#)

**Orders, Invoices and Payments**

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
C50813-R2	SAP Ariba Education P2P	New	\$29.10 USD	29 Aug 2016	\$0.00 USD	Select
C50836-R1	SAP Ariba Education P2P	New	\$6,750.00 USD	29 Aug 2016	\$0.00 USD	Select
C50800-R1	SAP Ariba Education P2P	New	\$48.95 USD	29 Aug 2016	\$0.00 USD	Select
C50832-R2	SAP Ariba Education P2P	New	\$6,750.00 USD	29 Aug 2016	\$0.00 USD	Select
C50800-R1	SAP Ariba Education P2P	New	\$48.95 USD	29 Aug 2016	\$0.00 USD	Select
C50832-R2	SAP Ariba Education P2P	New	\$6,750.00 USD	29 Aug 2016	\$0.00 USD	Select

# Account Interface (Contd.)

**Inbox – Documents from your buyer/s**

**Reports – Run reports and extract content into Excel**

**Outbox – Your submitted documents**

**Search – Find documents within your account**

**Purchase Order Status – Number of POs and their status**

**Invoice Status – Number of Invoices and their status**

Orders, Invoices and Payments

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
C50813-R2	SAP Ariba Education P2P	New	\$29.10 USD	29 Aug 2016	\$0.00 USD	Select
C50836-R1	SAP Ariba Education P2P	New	\$6,750.00 USD	29 Aug 2016	\$0.00 USD	Select

Now we're mobile. Check it out. Download on the App Store. ANDROID APP ON Google play.

Tasks: Update Profile Information 95%

Help Center: Do I contact Ariba or my customer when I have a question or issue? Why can't I find a purchase order in my account? How do I tell when my invoice will be paid? What should I do if my invoice has been rejected? How do I edit and resubmit a failed or rejected invoice? Where do I find my customer's contact information? How do I add a new customer? How do I search by purchase order number? How do I know which type of invoice to create? Why am I on the Company Profile page? How do I cancel an invoice that I've sent? DUNS numbers: Here's what you need to know. View more



# Account Configuration



Account Access

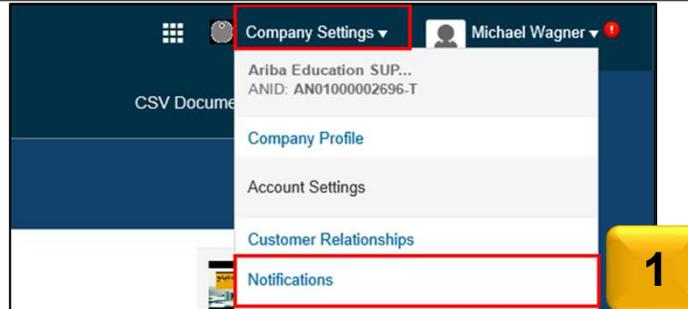


Basic Navigation



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

# Configuring Your Account – a. Email Notifications



Customer Relationships Users **Notifications** 2 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 ru	* <b>test@ariba.com</b> 3

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 per notification type. You must separate each address with a comma.

**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.

Company Settings

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

Company Profile

...

**1** Network Settings

Electronic Order Routing

Ariba Network

Network Settings

**2** Electronic Order Routing Electronic Invoice Routing

\*: Indicates a required field

Capabilities Preferences

External System Integration

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: dgarda@ariba.com
Catalog Orders with Attachments	Online	<input type="checkbox"/> Attach cXML document in the email message
Non-Catalog Orders without Attachments	cXML	<input checked="" type="checkbox"/> Include document in the email message
Non-Catalog Orders with Attachments	<b>Email</b>	<input type="checkbox"/> Leave attachments online and do not include them with email notifications with attachments that have the routing method "Same as attachments".
	EDI	
	cXML Pending Queue	
	Fax	

# 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.

Company Settings

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

Company Profile

...

Network Settings

Electronic Order Routing

**Electronic Invoice Routing**

2

Sending Method

Document Type	Routing Method
Invoices	Online

Online  
cXML  
EDI

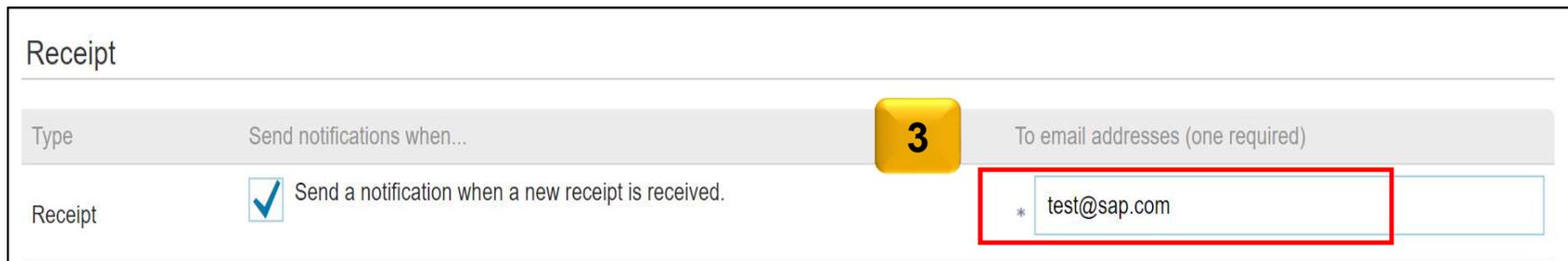
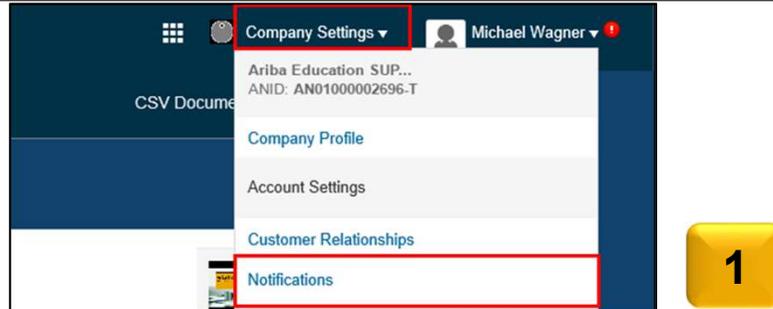
3

1

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.	* test@ariba.com, training@ariba.com, supplier@ariba.cor
Invoice Status Change	<input checked="" type="checkbox"/> Send a notification when invoice statuses change.	* test@ariba.com, training@ariba.com, supplier@ariba.cor
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.cor

# Configure Company Settings – d. Goods Receipt Notification



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



# Creating and Maintaining Sub-users



# 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

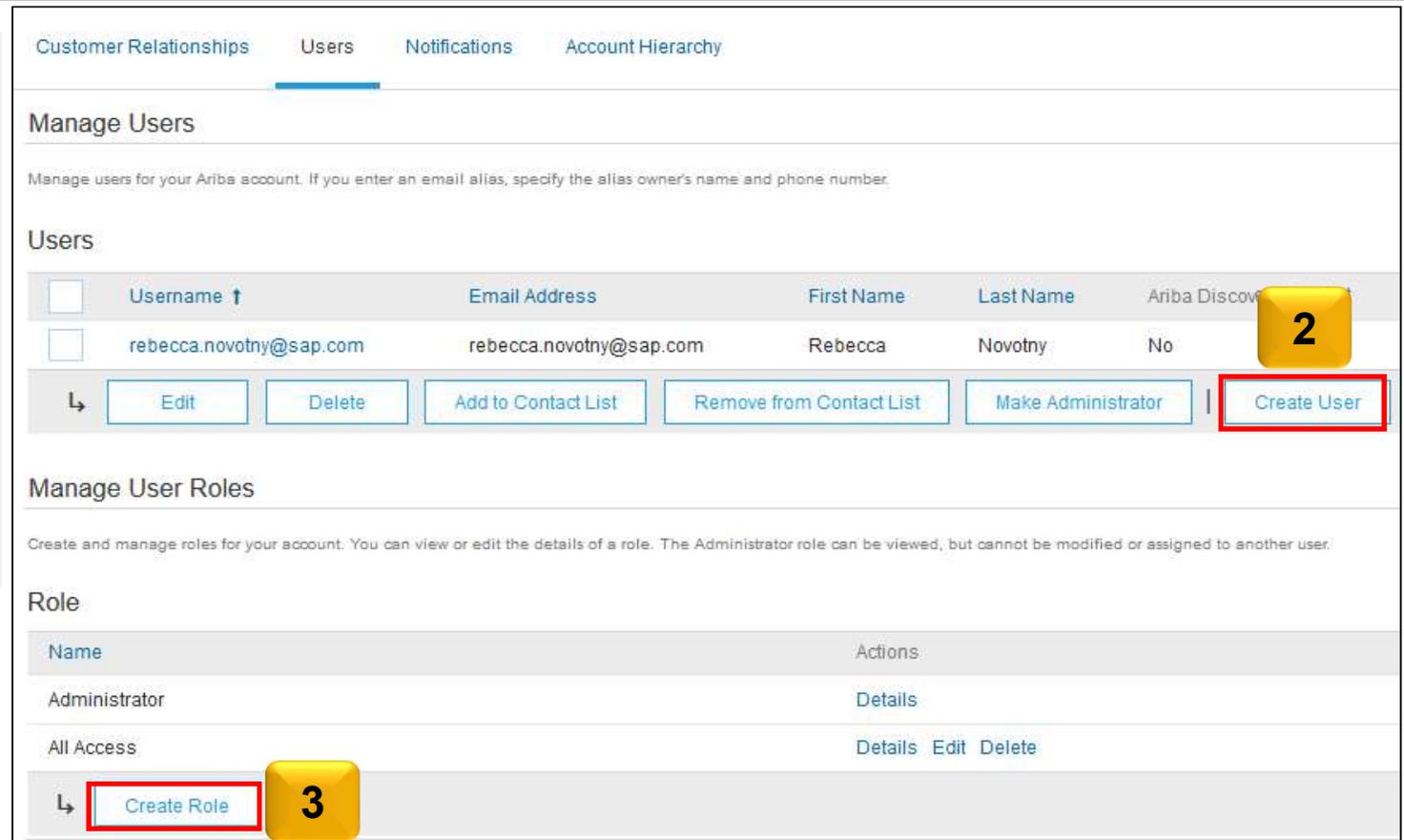
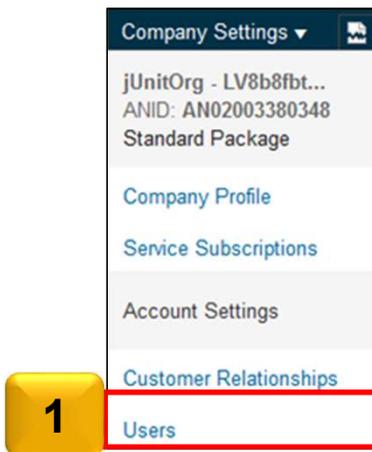
- ❖ Can have different roles, which correspond to the user's actual job responsibilities
- ❖ Responsible for updating personal user information



# 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



# 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**

The image shows two screenshots from the SAP system. The top screenshot is the 'Users' list, and the bottom screenshot is the 'Edit User' page.

**Users List:**

<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

Below the table, a row of action buttons is shown: Edit, Delete, Add to Contact List, Remove from Contact List, Make Administrator, and Create User. The 'Edit' button is highlighted with a red box and a yellow callout '1'. The 'Create User' button is highlighted with a yellow callout '3'.

**Edit User Page:**

**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

**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

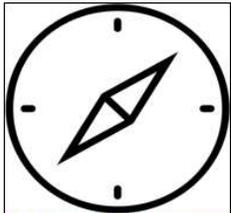
The 'Reset Password' button is highlighted with a red box and a yellow callout '2'.



# Purchase Order Management



Account Access

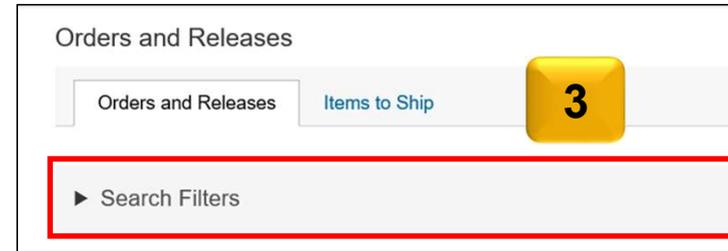


Basic Navigation



# View Purchase Orders

1. Click the **Inbox** tab to manage your Purchase Orders. **Inbox** is presented as a list of the Purchase Orders received by **NTU**.
2. Click the link in the **Order Number** column to view the purchase order details. You can sort the PO's with any column header.
3. Search filters allows you to search using multiple criteria.



Orders and Releases (10+)

Type	Order Number	Ver	Customer	Amount	Date ↓	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	<a href="#">PO41640</a>	1	Ariba Training - TEST	\$312.00 USD	23 Mar 2017	New	Invoice	\$0.00 USD	Original	Actions ▾
Order	<a href="#">PO41636</a>	1	Ariba Training - TEST	\$242.81 USD	21 Mar 2017	Invoiced	Invoice	\$276.85 USD	Original	Actions ▾
Order	<a href="#">PO41635</a>	1	Ariba Training - TEST	\$100.00 USD	16 Mar 2017	Invoiced	Invoice	\$100.00 USD	Original	Actions ▾
Order	<a href="#">PO41634</a>	1	Ariba Training - TEST	\$1.56 USD	16 Mar 2017	Invoiced	Invoice	\$1.56 USD	Original	Actions ▾
Order	<a href="#">PO41633</a>	1	Ariba Training - TEST	\$3,000.00 USD	15 Mar 2017	New	Invoice	\$0.00 USD	Original	Actions ▾
Order	<a href="#">PO41631</a>	1	Ariba Training - TEST	\$1.56 USD	15 Mar 2017	Changed	Invoice	\$0.00 USD	Cancelled	Actions ▾
Order	<a href="#">PO41631</a>	1	Ariba Training - TEST	\$1.56 USD	15 Mar 2017	Obsoleted	Invoice	\$0.00 USD	Original	Actions ▾

Page 1 ▾ >>

# Purchase Order Detail

1. Order Header
2. Line Items
3. Order History

Purchase Order: PO40071 **1**

[Create Order Confirmation](#) | [Create Ship Notice](#) | [Create Invoice](#) | [Hide](#) | [Print](#) | [Download PDF](#) | [Export cXML](#) | [Download CSV](#) | [Resend](#)

**2**

Line Items [Show Item Details](#)

Line #	Part # / Description	Type	Qty (Unit)	Price	Subtotal	
1	RAY41400 <i>Watch/Calculator Batteries - 1.5 Silver</i>	Material	1 (EA)	\$1.56 USD	\$1.56 USD	<a href="#">Details</a>
2	FEL68112 <i>Fellowes Wire File Organizers</i>	Material	7 (EA)	\$8.75 USD	\$61.25 USD	<a href="#">Details</a>
3	TEN22001 <i>Side-Load Letter Trays - Single Tray - Mirror Chrome</i>	Material	1 (EA)	\$180.00 USD	\$180.00 USD	<a href="#">Details</a>

Order submitted on: Tuesday 21 Mar 2017 12:29 AM GMT+05:30  
Received by Ariba Network on: Tuesday 21 Mar 2017 12:29 AM GMT+05:30  
This Purchase Order was sent by Ariba Training - TEST AN01006740299-T and delivered by Ariba Network.

Sub-total: \$242.81 USD  
Total Invoiced: \$276.85 USD

**3**

**Purchase Order**  
(Invoiced)  
**PO41636**  
Amount: \$242.81 USD  
Version: 1

Routing Status: Acknowledged

Related Documents: [Kat AR530 Demo Credi...](#)  
[PO41636 Kat Lab 2-1 ...](#)

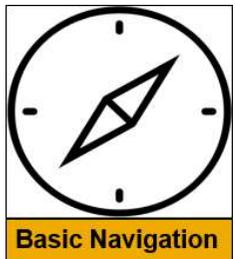
# View Purchase Orders

**Table 1: Routing Status**

Status	Explanation
<b>Accepted</b>	Ariba SN accepted the purchase order from your customer or from the catalog tester.
<b>Order Queued</b>	Ariba SN Queued the purchase order from cXML processing.
<b>Sent</b>	Ariba SN successfully converted the purchase order from cXML to EDI and has forwarded it to your VAN in an interchange.
<b>Acknowledge</b>	Ariba SN received a positive functional acknowledgment from you.
<b>Failed</b>	Ariba SN could not route the purchase order and it lists the reason for the failure.

**Table 2: Order Status Descriptions**

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

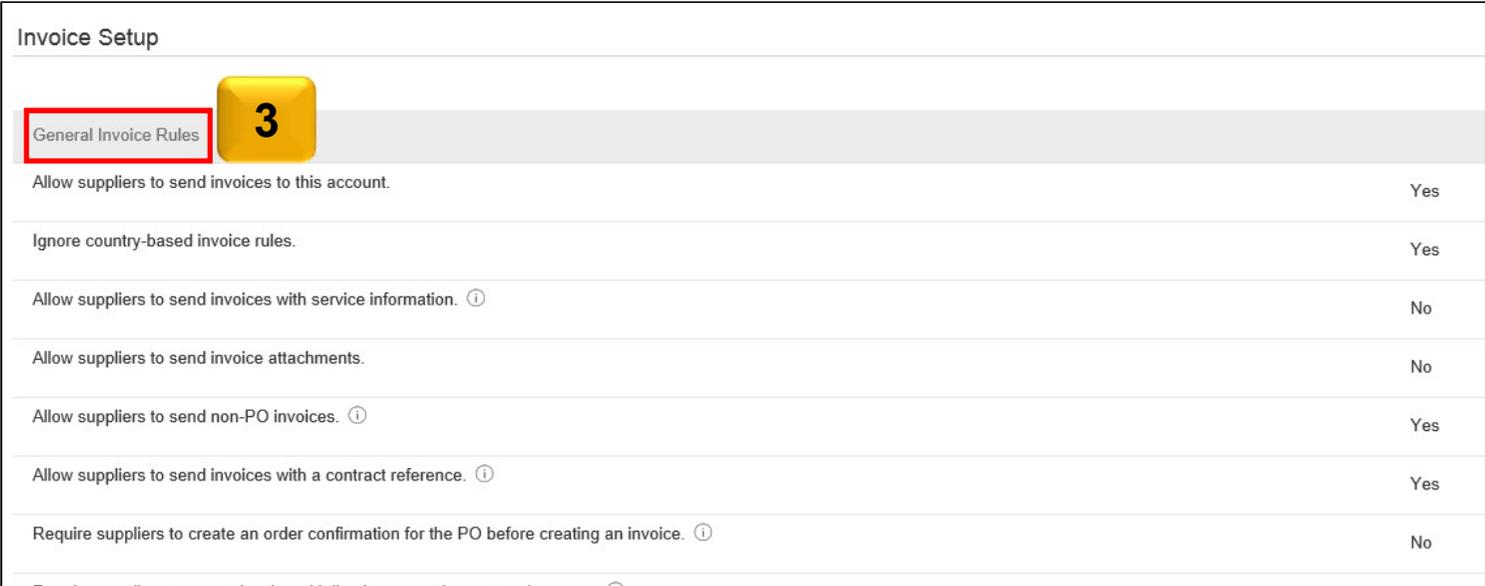
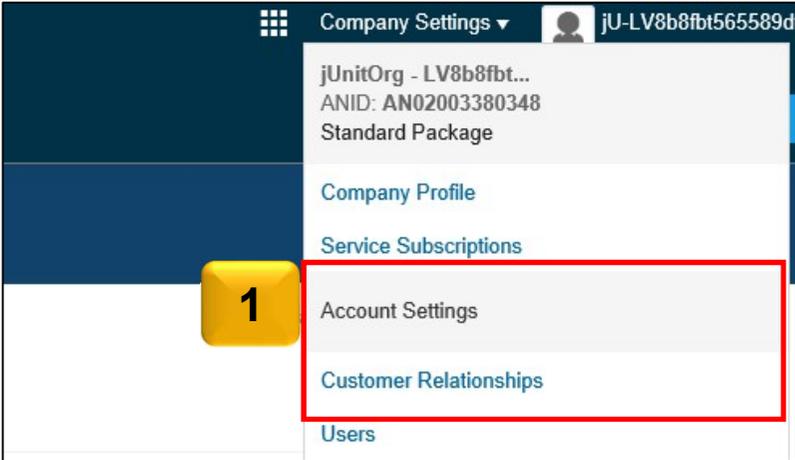


- a. Invoice Practices
- b. Creating Invoices
- c. Invoice status

# 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...

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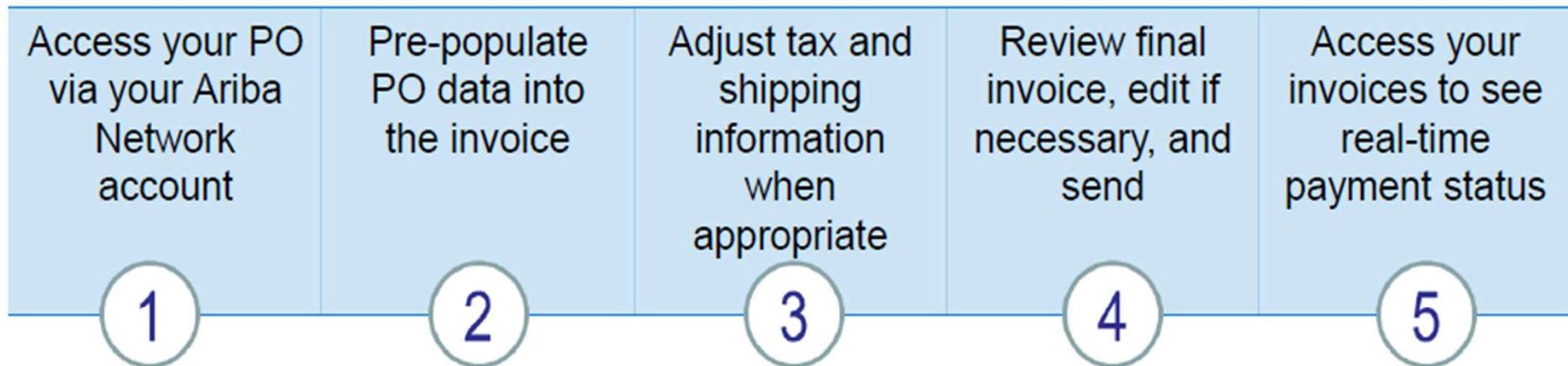
### NTU specific tasks

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.

# 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 receive 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.

1. You can view a particular receipt from the **Receipt List**. From Inbox -> More -> Receipts
2. Click the Receipt Number to view the details of the receipt.

Note: Partial Receiving and Partial Invoicing is allowed

The screenshot shows the Ariba Network interface. The top navigation bar includes 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', and 'REPORTS'. The 'INBOX' menu item is highlighted with a red box and a yellow callout '1'. Below the navigation bar, there are tabs for 'Orders and Releases', 'Collaboration Requests', 'Time & Expense Sheets', 'Early Payments', 'Scheduled Payments', 'Receipts', and 'More...'. The 'Receipts' tab is highlighted with a red box. The main content area shows a list of receipts with columns for 'Receipt Number', 'Reference', 'Customer', 'Date', and 'Routing Status'. The first row in the list has 'Receipt Number' 'RC229' highlighted with a red box and a yellow callout '2'. The table contains the following data:

Receipt Number	Reference	Customer	Date	Routing Status
RC229	PO67	Pos Malaysia Berhad - TEST	12 Dec 2017 12:21:05 PM	Sent
RC263	4500241657	Pos Malaysia Berhad - TEST	7 Dec 2017 12:12:31 PM	Sent
RC271	4500241663	Pos Malaysia Berhad - TEST	6 Dec 2017 3:18:26 PM	Sent
RC259	4500241653	Pos Malaysia Berhad - TEST	6 Dec 2017 3:18:26 PM	Sent
RC228	PO67	Pos Malaysia Berhad - TEST	22 Nov 2017 12:34:38 PM	Sent

# 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: **Not Applicable** ⓘ 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 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

## 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
- 5** Attachment

**Comment**

**6** Comments:

Default Invoice Comment Text:

## Attachments

The total size of all attachments cannot exceed 10MB

Choose File

No file chosen

**Add Attachment**

# 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

Tax 10

Category: \*

Location:

Description:

Regime:

Domain:

[Delete](#)

- Edit
- Add
- Tax**
- Shipping Documents
- Special Handling
- Discount
- Allowance
- Charge
- Classification
- Comments
- Attachment

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

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

# 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: (no value)

Taxation Type: (no value)

Tax ID: SR1234567  ⓘ 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 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

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**

**6**

Attachments

The total size of all attachments cannot exceed 10MB

No file chosen

UUID:

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

Taxes

- 0% Not Applicable / Exempt
- 7% GST / GST Standard
- 0% GST / Zero Rated
- 0% Not Applicable / GST Out of Scop...

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

1  MATERIAL Not Available

Tax 10

Category: \*

Location:

Description:

Regime:

Domain:

[Delete](#)

[Edit](#)  
[Add](#)  
[Tax](#)  
[Shipping Documents](#)  
[Special Handling](#)  
[Discount](#)  
[Allowance](#)  
[Charge](#)  
[Classification](#)  
[Comments](#)  
[Attachment](#)

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

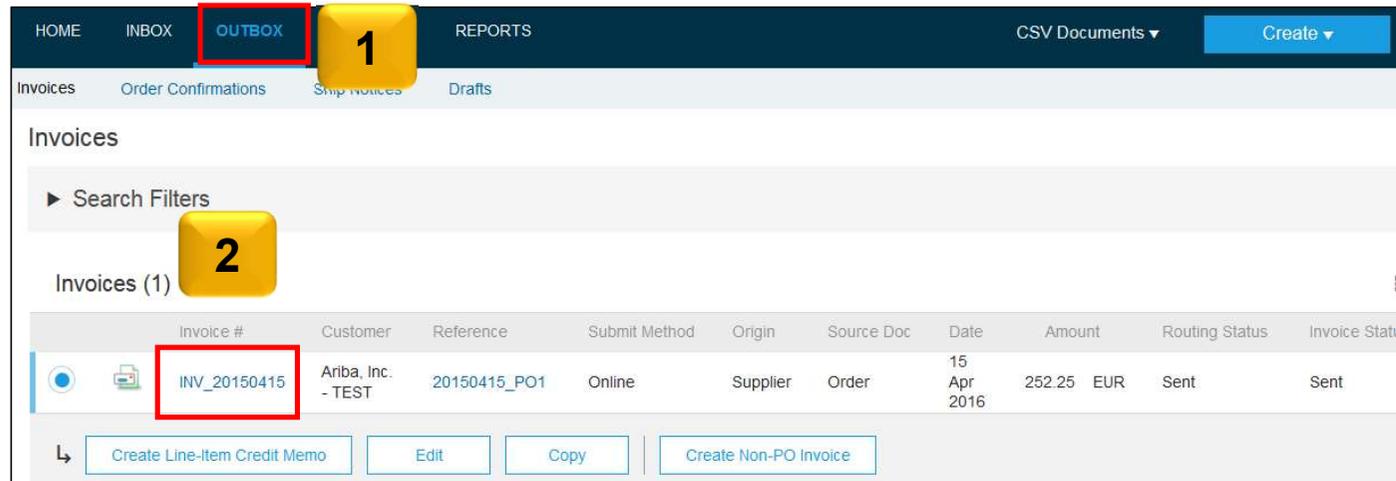
**Tax Summary**

**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		

# Cancel, Edit and Resubmit Invoices

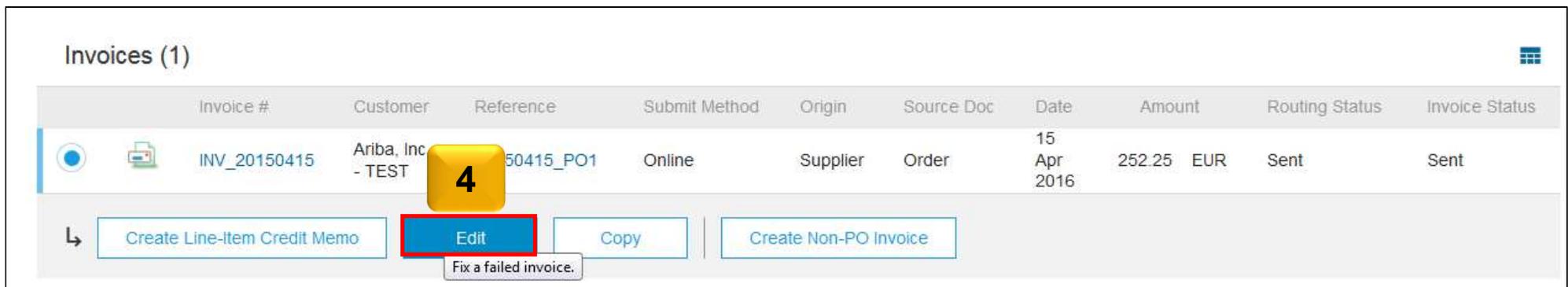
1. Select the **OUTBOX** tab.
2. In the **Invoice #** column, click the invoice link to view details of the invoice.
3. Click **Cancel**. The status of the invoice changes to **"Canceled"**.
4. Click the **Invoice #** for the failed, canceled, or rejected invoice that you want to resubmit and click **Edit**.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



The screenshot shows the SAP interface with the 'OUTBOX' tab selected. A table of invoices is displayed with the following data:

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

Below the table, there are buttons for 'Create Line-Item Credit Memo', 'Edit', 'Copy', and 'Create Non-PO Invoice'. The 'Edit' button is highlighted with a red box.



This close-up screenshot focuses on the 'Edit' button in the SAP interface. A yellow callout '4' points to the 'Edit' button, and a tooltip 'Fix a failed invoice.' is visible below it.

# Check Invoice Status

**Table 1: Routing Status** - Reflects the status of the transmission of the invoice to NTU via the Ariba Network

Status	Explanation
<b>Obsolete</b>	You canceled the invoice
<b>Failed</b>	Invoice failed NTU invoicing rules. NTU will not receive this invoice
<b>Queued</b>	Ariba Network received the invoice but has not processed it
<b>Sent</b>	Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer
<b>Acknowledged</b>	NTU invoicing application has acknowledged the receipt of the invoice ailed

**Table 2: Invoice Status** - Reflects the status of NTU's action on the Invoice

Status	Explanation
<b>Sent</b>	The invoice is sent to the NTU but they have not yet verified the invoice against purchase orders and receipts
<b>Cancelled</b>	NTU approved the invoice cancellation
<b>Paid</b>	NTU paid the invoice or is in the process of issuing payment. This status applies only if NTU uses invoices to trigger payment
<b>Approved</b>	NTU has verified the invoice against the purchase orders and receipts and approved it for payment
<b>Rejected</b>	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)
<b>Failed</b>	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. You can also check invoice status from the **Outbox**.

# Line Item Credit Note

**Ariba Network**

HOME INBOX **OUTBOX** CATALOGS REPORTS

**2** Invoices Order Confirmations Ship Notices Drafts

**3**   po61009 SAP Ariba Education P2P PO61009

**4** Create Line-Item Credit Memo Edit Copy

**8** Comment

Reason for Credit Note

Default Credit Note Comment Text:

## Create Credit Note

### Summary

**5** Credit Note:\* TEST123

**6** Credit Note Date:\* 24 Nov 2017

Original Invoice No: 567687

Original Invoice Date: 24 Nov 2017

Supplier GST\* 001214873600

Registration Number:

**7** Remit To PENGKALAN SUBUR (M) SDN BHD

Kuala Lumpur  
Malaysia

Bill To: **HQ Pos Malaysia Berhad**

Kuala Lumpur  
Malaysia

# Line Item Credit Note

<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	test Item		10	EA	RM10.00 MYR	RM-100.00 MYR

9

Tax

Category:\*

Location:

Description:

Regime:

Taxable Amount:

Rate(%):

Tax Amount:

Exempt Detail:

Remove

## GST Summary

### Tax Details:

Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
GST	6%		RM100.00 MYR	RM6.00 MYR		GST Standard Rate - 6%		

## Line-Item Credit Note Summary

11

Subtotal (excluding GST): RM100.00 MYR  
 GST Payable @ 6%: RM6.00 MYR  
 Total Amount Payable (inclusive of GST): RM106.00 MYR

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# Line Item Credit Note

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

**Line-Item Credit Note**  
(Original Invoice No: 9999999999999999)

**Credit Note Number :** TEST123  
**Credit Note Date :** Friday 24 Nov 2017 4:06 PM  
GMT+05:30  
**Original Invoice Number :** 9999999999999999  
**Original Invoice Date :** Thursday 23 Nov 2017 7:  
50 AM GMT+05:30  
**Original Purchase Order :** PO67

**Subtotal (excluding GST) :** RM100.00 MYR  
**GST Payable @ 6% :** RM6.00 MYR  
**Total Amount Payable (inclusive of GST) :** RM106.00 MYR

## Tax Details:

Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
GST	6%		RM100.00 MYR	RM6.00 MYR		GST Standard Rate - 6%		

## Line-Item Credit Note Summary

**Subtotal (excluding GST): RM100.00 MYR**  
**GST Payable @ 6%: RM6.00 MYR**  
**Total Amount Payable (inclusive of GST): RM106.00 MYR**

## 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 only allowed to enter 16 alphanumeric (A-Z, 0-9) invoice numbers. 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

# Creating 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**.
3. Fill in required Information. Select an Invoice report type — **Failed Invoice** or **Invoice**.
4. Specify **Customer** and **Created Date** in Criteria click **Submit**.

The screenshot shows the Ariba Network interface with the following elements:

- Navigation Menu:** HOME, INBOX, OUTBOX, CATALOGS, and **REPORTS** (highlighted with a yellow '1').
- Page Header:** test, Manual, Order Summary, Processed, 7 Oct 2014, **2**, 28 Jul 2014.
- Action Buttons:** Run, Download, Edit, Copy, Delete, **Create** (highlighted with a red box), Refresh Status.
- Report Creation Form:**
  - Step 1:** Report Description (highlighted with a red box).
  - Step 2:** Criteria (highlighted with a red box).
  - Form Fields:** Title (\*), Description, Time zone (America/New\_York), Language (English), Report Type (\* Select) (highlighted with a red box).
  - Report Type Selection:** Select, Early Payment Detail, **Failed Invoice** (highlighted with a red box), Failed Order, Invoice.
- Step 3:** Set the parameters for this report. To save your changes and put the report into the queue to be run, click Submit.
- Step 4:** Customer: All Customers (Select), Filter Invoice By: Date Invoice Created, Date Range: 8 May 2017 (calendar icon) To 15 May 2017 (calendar icon) (highlighted with a red box).

# Executing Invoice Reports

Once the Invoice report has been created successfully, it can be executed using the below steps:

5. Select the created report from the report templates and click **Run**
6. Confirm the Report execution. The Report status now shows as **'Queued'**
7. Click **Refresh Status**. The Report status changes to **'Processed'**
8. You can click **Download** to export and save the report into your computer.

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

**Note:** **Silver** (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

Report Templates									
Title ↑	Schedule Type	Report Type	Status	Last Run	Next Run	Created	Created By	Report Size	
<input checked="" type="radio"/>	Failed Invoice	Manual	Failed Invoice	Processed	15 May 2017		15 May 2017	Tim Fabiniak	1 KB

↳ **Run** Download Edit Copy Delete Create Refresh Status

5

6

Confirm Run: Failed Invoice

The report is going to be requeued. Are you sure you want to run this report?

By requeuing this report, you will overwrite the existing report file. If you do not want to lose the report file, cancel out of this operation and download the file to your local drive before running the report.

Failed Invoice Manual Failed Invoice **Queued** 15 May 2017 15 May 2017 Tim Fabiniak 1 KB

↳ **Run** Download Edit Copy Delete Create **Refresh Status**

7

Title ↑	Schedule Type	Report Type	Status	Last Run	Next Run	Created	Created By	Report Size	
<input checked="" type="radio"/>	Failed Invoice	Manual	Failed Invoice	<b>Processed</b>	15 May 2017		15 May 2017	Tim Fabiniak	1 KB

8

↳ **Run** **Download** Edit Copy Delete Create Refresh Status



# Ariba Network Support

# Training and Resources: NTU 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:
  - Account Configuration Guide
  - NTU Purchase Order Confirmation and Ship Notice Guide
  - NTU Invoice Guide
  - Supplier Membership Program / Supplier Registration Guide

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

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

Ariba Inc. **2** **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)

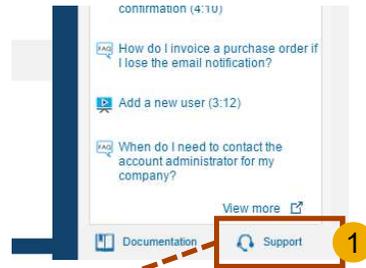
1. Light Account PO sending
2. Functional questions (Order Confirmation, Advance Ship Notice, Goods Receipt, Invoicing)
3. Any other business related queries

## Who to contact?

[procurement@ntu.edu.sg](mailto:procurement@ntu.edu.sg)

# Support

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

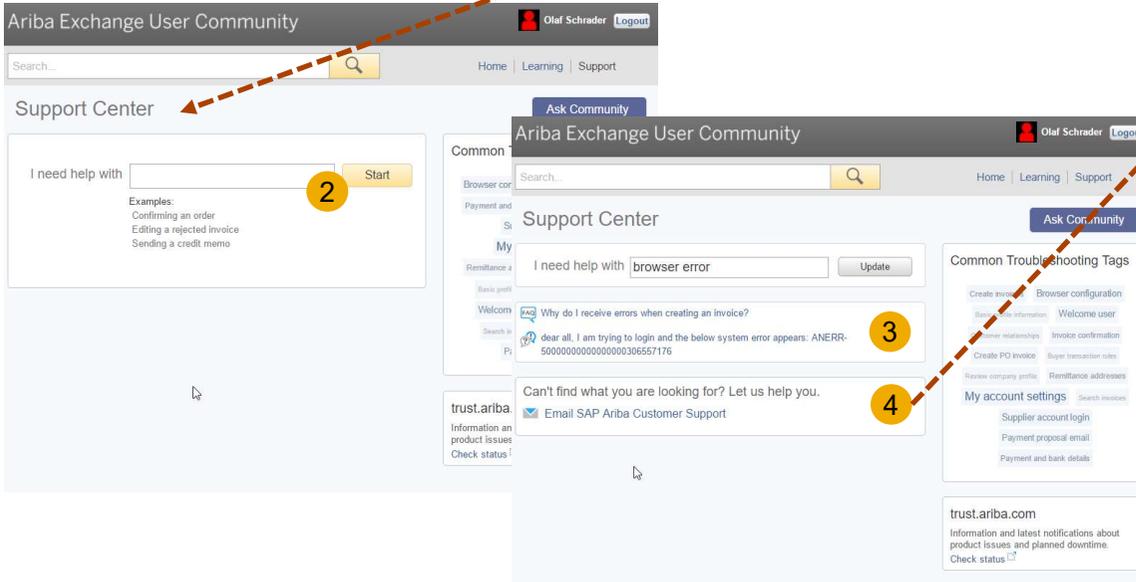


Pre-filled support form

A screenshot of the 'Contact SAP Ariba Customer Support Online' form. The form is pre-filled with the following information:

- Short Description: browser error
- Problem Type: Please Select (dropdown menu is open showing options: Please Select, Account Configuration, Invoicing, Notifications, Password Reset)
- File Attachment 1: Choose File (No file chosen)
- PO/Invoice Number: (empty)
- Contact Information:
  - 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: (empty), Extension: (empty)
  - Ariba Network ID: AN01054829782

At the bottom, there are 'Submit' and 'Cancel' buttons. A red arrow points from the 'Pre-filled support form' text to the top of the form.



# Get Help by Phone

The screenshot shows a web browser window with the URL <https://uex.ariba.com/auc/support-center-search/invoice>. The page title is "Contact SAP Ariba Customer Support". It contains several questions with "Yes" and "No" buttons:

- Are you creating a new invoice? (Yes/No)
- Do you need to create an additional invoice against a purchase order? (Yes/No)
- Do you need more information about a rejected invoice? (Yes/No)
- Do you need to create a credit memo? (Yes/No)

Below these questions, there is a section titled "Can't find what you are looking for? Let us help you." with the subtext "Choose your communication preference:". The options are:

- Get help by email
- Get help by live chat
- Get help by phone** (highlighted with a red box)
- Attend a live webinar

On the right side of the browser window, there is a "Help Center" sidebar with a search bar and a list of FAQ items:

- How do I tell when my invoice will be paid?
- What should I do if my invoice has been rejected?
- How do I know which type of invoice to create?
- Training sessions with live Q&A
- How do I create more than one invoice for a purchase order?

At the bottom of the sidebar, there is a "Top 5 FAQs" section and navigation links for "Documentation" and "Support".

---

# Thank you

SAP Ariba 

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