

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.

Contents



- Account Registration
- Account Access
- Account Configuration



- Ariba Network Support



- Purchase Order Management
- Order Confirmations
- Ship Notices



- Invoice Practices
- Creating Invoices:
 - Non-GST Suppliers
 - GST Suppliers
- Modifying Invoices
- Invoice Status
- Line Item Credit Note
- Invoice Reports

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

The screenshot shows the Ariba Network account interface. Key elements include:

- URL:** `https://service.ariba.com/Supplier.aw/128435064/aw?awh=r&awssk=1WyVpPDU&dard=1` (highlighted in red)
- Company Settings:** A dropdown menu in the top right navigation bar.
- User Profile:** Michael Wagner (highlighted in red)
- Admin Configuration:** A yellow callout box pointing to the Company Settings dropdown.
- Help Center:** A sidebar on the right containing a search bar and a list of frequently asked questions (FAQs).
- Documentation, Video Tutorials and Support:** A yellow callout box pointing to the Documentation and Support links at the bottom of the Help Center sidebar.
- Orders, Invoices and Payments:** A summary section showing 14 orders to invoice, 0 orders needing attention, 0 orders with service lines, and 51 invoices pending payment.
- Table of Orders:**

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

The screenshot shows the Ariba Network account interface. At the top, there are navigation tabs: HOME, INBOX, OUTBOX, CATALOGS, and REPORTS. The INBOX and OUTBOX tabs are highlighted with red boxes. Below the navigation, there is a search bar with the text 'Orders and Releases' and a dropdown menu set to 'All Customers'. A search icon is also present. The main content area features a video player titled 'Ariba First Time User' with a play button. To the right, there is a 'Help Center' sidebar with a search bar and several FAQ items. Below the video, there is a section for 'Purchase Order Status' with a table showing the number of orders, invoices pending payment, and other metrics. The table has columns for Order Number, Customer, Status, Amount, Date, Amount Invoiced, and Action. Two rows are visible, both with a status of 'New'. Below this, there is a section for 'Invoice Status' with a table showing the number of new purchase orders, orders needing attention, invoices rejected, payments received, and invoices pending approval. The table has columns for Invoice #, Customer, Reference, Date, Amount, and Invoice Status. One row is visible with an invoice status of 'Sent'.

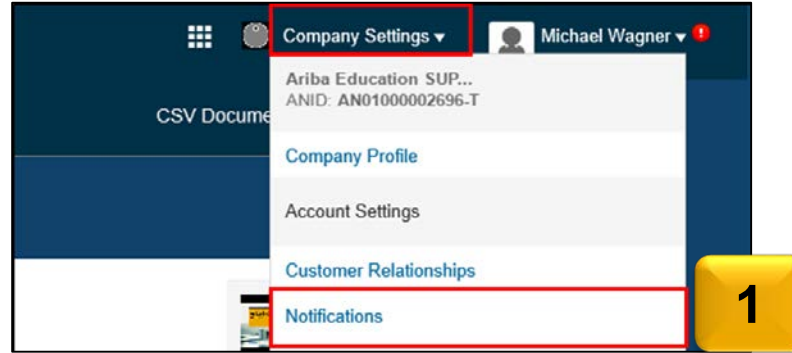


Account Configuration



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

Configuring Your Account – a. Email Notifications



Customer Relationships Users **Notifications** Account Hierarchy

General Network Discovery Sourcing & Contracts

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

Other Notifications

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

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

Configure Company Settings – b. Electronic Order Routing

Email Order Routing:

You can enter up to **5** email addresses 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 - LV8b8fht...
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	3 Routing Method	Options
Catalog Orders without Attachments	Email	
Catalog Orders with Attachments	EDI	ers without attachments ✓
Non-Catalog Orders without Attachments	cXML Pending Queue	ers without attachments ✓
Non-Catalog Orders with Attachments	Fax	
	Same as new catalog orders without attachments	✓

4 Email address: dgarda@ariba.com

Attach cXML document in the email message

Include document in the email message

Leave attachments online and do not include them with email messages for orders with attachments that have the routing method "Same as attachments".

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

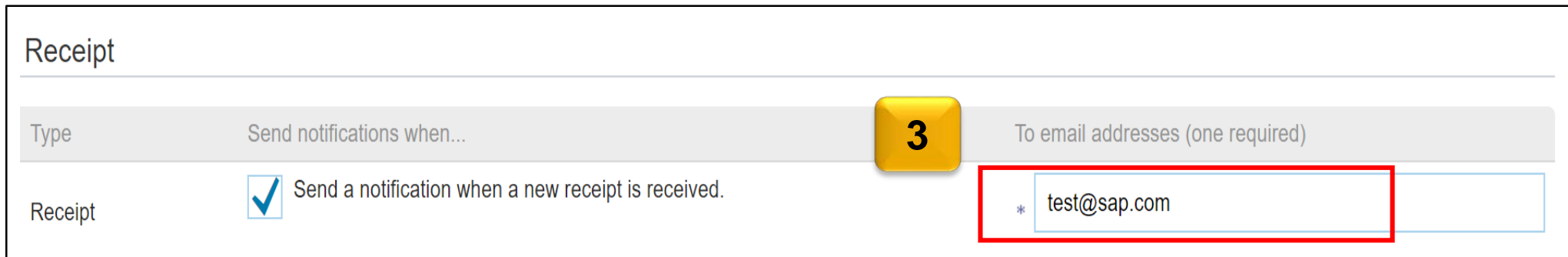
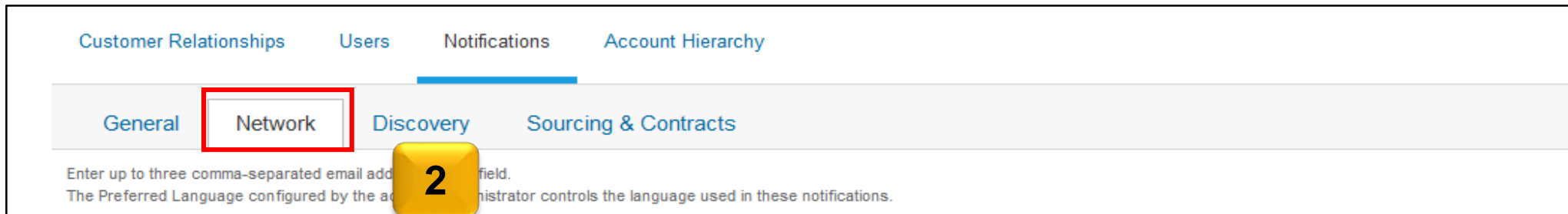
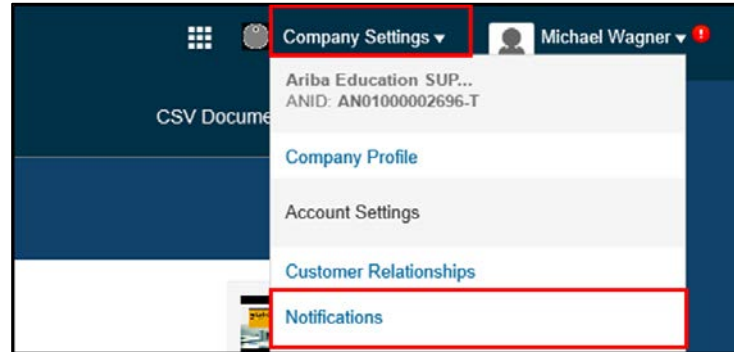
Sending Method

Document Type	Routing Method
Invoices	Online Online cXML EDI

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.com
Invoice Status Change	<input checked="" type="checkbox"/> Send a notification when invoice statuses change.	* test@ariba.com, training@ariba.com, supplier@ariba.com
Invoice Created Automatically	<input checked="" type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	* test@ariba.com, training@ariba.com, supplier@ariba.com

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

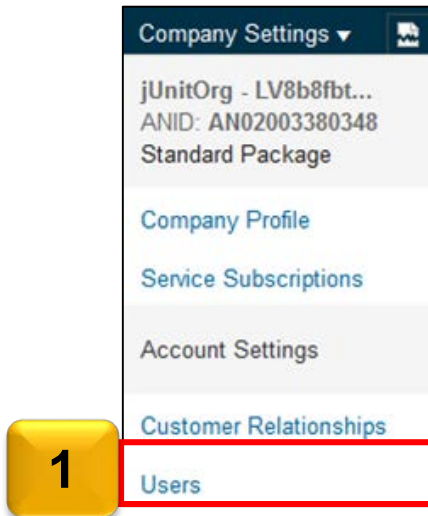
- ❖ Can have different roles, which correspond to the user's actual job responsibilities
- ❖ Responsible for updating personal user information



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



The screenshot shows the 'Manage Users' and 'Manage User Roles' sections of the Ariba Network interface. The 'Manage Users' section has a table with columns: Username, Email Address, First Name, Last Name, and Ariba Discover. A row for 'rebecca.novotny@sap.com' is shown. Below the table are buttons for 'Edit', 'Delete', 'Add to Contact List', 'Remove from Contact List', 'Make Administrator', and 'Create User'. The 'Create User' button is highlighted with a red box and a yellow callout bubble containing the number '2'. The 'Manage User Roles' section has a table with columns: Name and Actions. Roles listed include 'Administrator' and 'All Access'. A 'Create Role' button is highlighted with a red box and a yellow callout bubble containing the number '3'.

Username	Email Address	First Name	Last Name	Ariba Discover
rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No

Name	Actions
Administrator	Details
All Access	Details Edit Delete

Modify Users

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

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

1

3

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

2

Reset Password

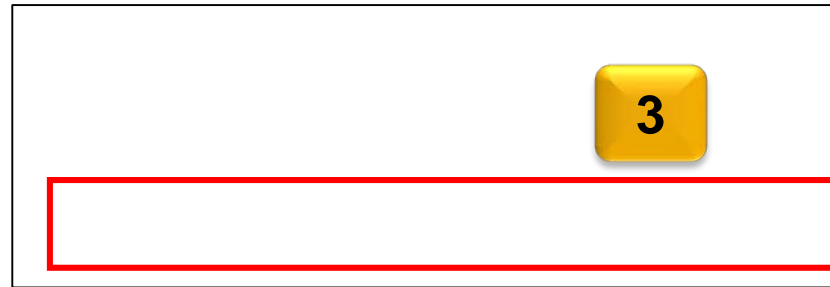
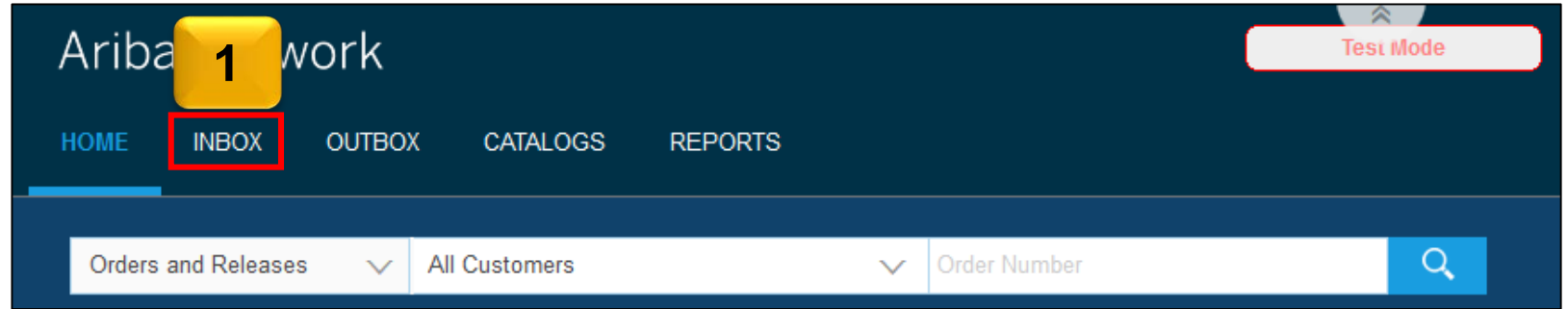


Purchase Order Management



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
<input type="radio"/> Order	PO41640	1	Ariba Training - TEST	\$312.00 USD	23 Mar 2017	New	Invoice	\$0.00 USD	Original	Actions ▾
<input type="radio"/> Order	PO41636	1	Ariba Training - TEST	\$242.81 USD	21 Mar 2017	Invoiced	Invoice	\$276.85 USD	Original	Actions ▾
<input type="radio"/> Order	PO41635	1	Ariba Training - TEST	\$100.00 USD	16 Mar 2017	Invoiced	Invoice	\$100.00 USD	Original	Actions ▾
<input type="radio"/> Order	PO41634	1	Ariba Training - TEST	\$1.56 USD	16 Mar 2017	Invoiced	Invoice	\$1.56 USD	Original	Actions ▾
<input type="radio"/> Order	PO41633	1	Ariba Training - TEST	\$3,000.00 USD	15 Mar 2017	New	Invoice	\$0.00 USD	Original	Actions ▾
<input type="radio"/> Order	PO41631	1	Ariba Training - TEST	\$1.56 USD	15 Mar 2017	Changed	Invoice	\$0.00 USD	Cancelled	Actions ▾
<input type="radio"/> Order	PO41631	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	Details
2	FEL68112 <i>Fellowes Wire File Organizers</i>	Material	7 (EA)	\$8.75 USD	\$61.25 USD	Details
3	TEN22001 <i>Side-Load Letter Trays - Single Tray - Mirror Chrome</i>	Material	1 (EA)	\$180.00 USD	\$180.00 USD	Details

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

Table 2: Order Status Descriptions

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

Before You Begin...

Order Confirmation is not mandatory for POs from NTU

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

Create Order Confirmation: Confirm Entire Order

Ariba Network

Purchase Order: 20150415_PO2

1

Create Order Confirmation (dropdown menu)
Confirm Entire Order
Update Line Items
Reject Entire Order

Create Ship Notice
Create Invoice (dropdown menu)

Line Items

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

Enter a description for this item.

3

Current Order Status: 15 Confirmed

1 Confirm Entire Order

2 Review Order Confirmation

2

Order Confirmation Header

Confirmation #:

Associated Purchase Order #: C50813-R2
Customer: SAP Ariba Education P2P
Supplier Reference:

SHIPPING AND TAX INFORMATION

Est. Shipping Date:

Est. Delivery Date:

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

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

Previous **Submit** Exit

4

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



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

Create Order Confirmation: Update Line Items

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

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

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

Reject – You need to reject a line item or quantities

Purchase Order: 20150415_PO2

Create Order Confirmation Create Ship Notice Create Invoice

Confirm Entire Order

1 Update Line Items

Reject Entire Order

Line #	Part # / Description	Item Category	Qty (Unit)	Unit Price	Subtotal
1	RAY41400		8 (EA)		\$1.56 USD
	Watch/Calculator Batteries - 1.5 Silver				\$12.48 USD
	Current Order Status				
	<input checked="" type="radio"/> 8 Unconfirmed				
2	Confirm: <input type="text" value="7"/>	Backorder: <input type="text" value="1"/>	Reject: <input type="text" value="0"/>	<input type="button" value="Details"/>	<input type="button" value="i"/>

Confirm Order: Update Line Items - Backorder

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

Line Items

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

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

10 Unconfirmed

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

1

OK Cancel

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

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

New Order Status: **1 Backordered**

Est. Shipping Date:

Est. Delivery Date:

Comments:

OK Cancel

2

3

Confirm Order: Update Line Items – Partial Reject

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

Line Items

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

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

CURRENT ORDER STATUS

10 Unconfirmed

Confirm: Backorder:

1 Reject: [Details](#) ⓘ

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

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

New Order Status: **1 Rejected**

Rejection Reason: *

2 Comments:

3



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

Create Order Confirmation: Reject Entire Order

Ariba Network

Purchase Order: 20150415_PO2

Create Order Confirmation (dropdown) | Create Ship Notice | Create Invoice (dropdown)

Confirm Entire Order

Update Line Items

Reject Entire Order (selected)

1

1. From the PO view, click the **Create Order Confirmation** button and select to **Confirm Entire Order**, **Update Line Items** for individual line items or **Reject Entire Order**.
2. Enter a reason for rejecting the order in case your buyer requires so. This example demonstrates the **Reject Entire Order** option.

REJECT ENTIRE ORDER

Order Confirmation Number:

2 Confirmation #:

Rejection Reason: Please Select (dropdown)

Comments:

Reject Order

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

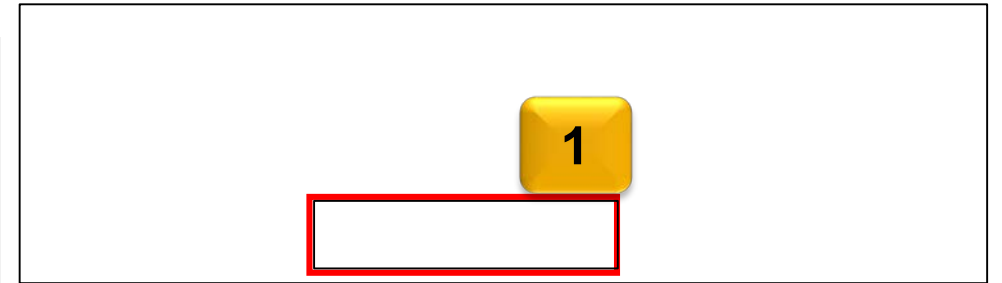
Before You Begin...

Ship Notices are not mandatory for POs from NTU

- ❖ Advanced Ship Notices (ASNs) are requested for material POs.
- ❖ You cannot change the amount to be shipped – it is inherited from the PO.
- ❖ If you need to ship a greater amount than the amount mentioned on the PO then, you will need to contact your NTU representative.

Create Ship Notice

1. Create Ship Notice using your Ariba account once items were shipped.
 2. The **Packing Slip ID** is any number you use to identify the Ship Notice.
 3. View/Update **Ship From** information by clicking on **Update Address**.
- Any field with an asterisk is required.



SHIPPING

2

Packing Slip ID:

Invoice #:

Requested Delivery Date: --

Ship Notice Type:

Actual Shipping Date:

Actual Delivery Date:

VIEW / EDIT ADDRESSES

** Indicates required field*

SHIP FROM

Name:

Department Name:

ADDRESS

Address 1: *

Address 2:

Address 3:

City: *

State: *

Zip: *

Country: *

This selection will refresh the page content.

DELIVER TO

Name:

Department Name:

ADDRESS

Address 1:

Address 2:

Address 3:

City:

State:

Zip:

Country:

This selection will refresh the page content.

3

Create Ship Notice - Details

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

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

2

Delivery Terms and Transportation Details

Optional Sections:

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

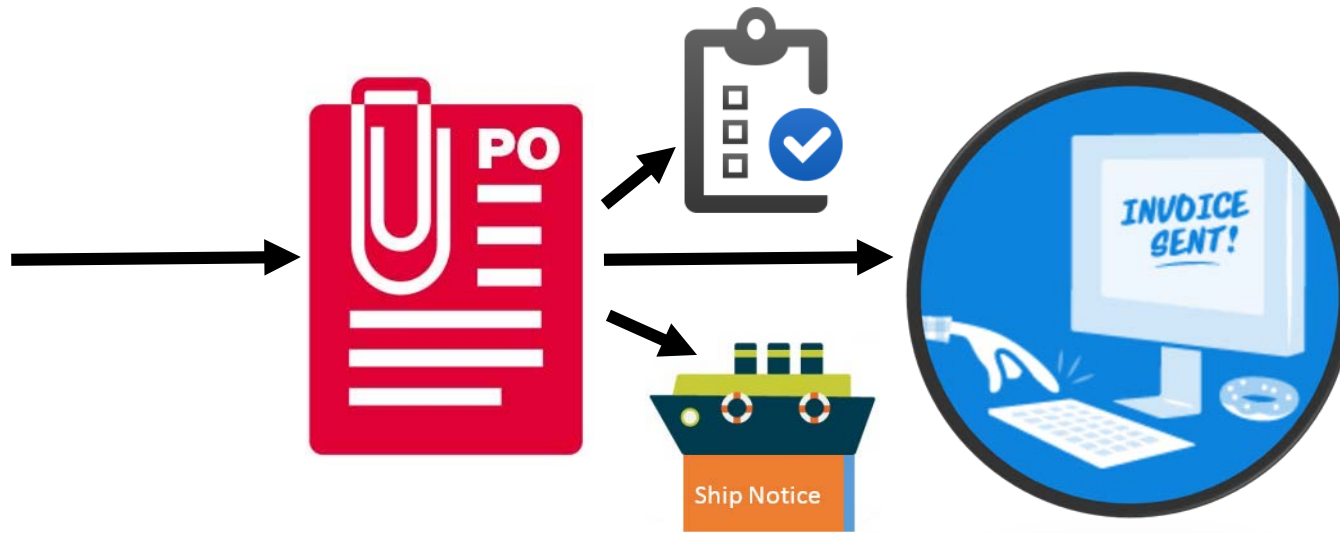
Carrier Name:	<input type="text"/>	Manage Carrier
Service Level:	<input type="text"/>	Preferred Carriers
		Default Carriers
		Airborne Express
		DHL
		FedEx
		UPS
		US Postal Service
		Other

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

Submit Ship Notice

1. After reviewing your ship notice, click **Submit** to send **Ship Notice** to NTU. Ship Notices provide improved communications to help avoid unnecessary calls to order support department.
2. After submitting your Ship Notice, the **Order Status** will be updated to **Shipped**. Click **Done** to return to the **Home** page.

The screenshot displays a SAP interface with a blue button labeled "Done" in the top right corner, highlighted with a red box. A yellow callout bubble with the number "3" is positioned to the right of the "Done" button. Below this, there is a greyed-out section. Further down, a "Purchase Order (Shipped)" entry is shown, with the text "Purchase Order (Shipped)" highlighted by a red box. A yellow callout bubble with the number "2" is placed to the right of this text. Below the highlighted text, the details "20150415_PO2" and "Amount: 295.00 EUR" are visible. At the bottom of the interface, the text "Routing Status: Acknowledged" and "Related Documents: Ship_TEST 312" is displayed.

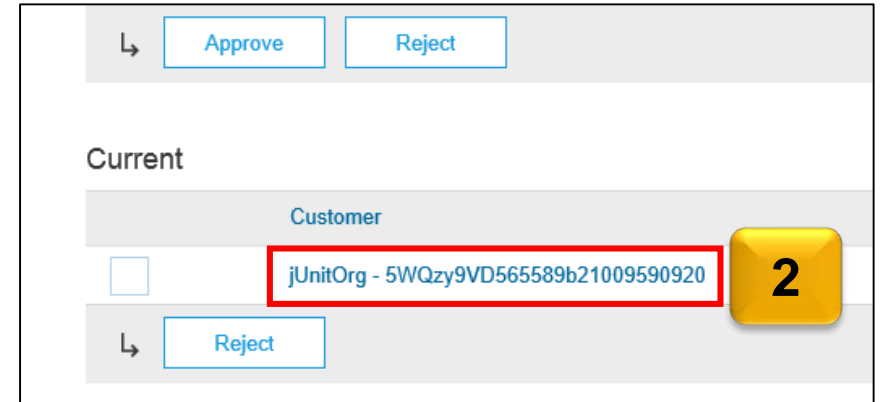
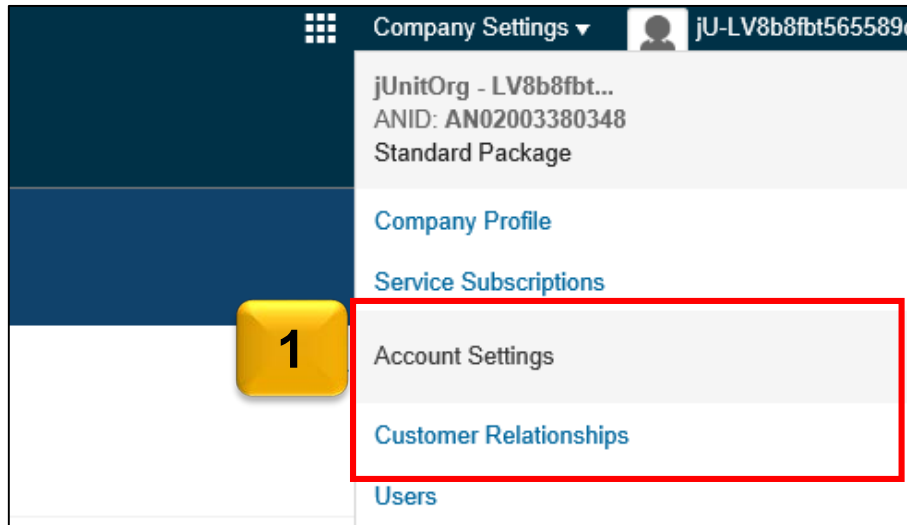


- a. Invoice Practices
- b. Creating Invoices
- c. Invoice status

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**.



Invoice Setup
General Invoice Rules
Allow suppliers to send invoices to this account. Yes
Ignore country-based invoice rules. Yes
Allow suppliers to send invoices with service information. ⓘ No
Allow suppliers to send invoice attachments. No
Allow suppliers to send non-PO invoices. ⓘ Yes
Allow suppliers to send invoices with a contract reference. ⓘ Yes
Require suppliers to create an order confirmation for the PO before creating an invoice. ⓘ No

Before You Begin...

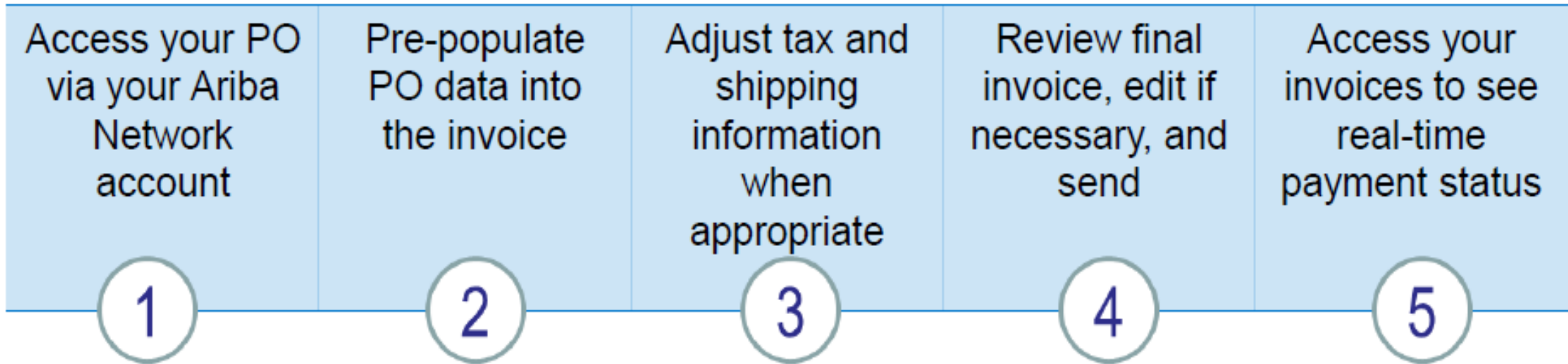
NTU specific tasks

Before creating an invoice:

- ✓ Mark your account as a GST Supplier or a non-GST Supplier in the company profile.
- ✓ Goods Receipt is a prerequisite to invoice.

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 displays the Ariba Network interface. At the top, the 'INBOX' menu item is highlighted with a red box and a yellow callout '1'. Below the main navigation bar, the 'Receipts' menu item is highlighted with a red box. The main content area shows a list of receipts with the following columns: Receipt Number, Reference, Customer, Date, and Routing Status. The first row in the list has 'RC229' in the Receipt Number column, which is highlighted with a red box and a yellow callout '2'. The other rows in the list are:

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

1 Purchase Order: PO118
invoice #: *

Invoice Date: * 15 Feb 2018

2 Supplier Tax ID: * Not applicable

Remit To: NTU test supplier - TEST

Singapore
Singapore

Bill To: **Headquarter**

Singapore
Singapore

3 Shipping

Header level shipping ⓘ Line level shipping ⓘ

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

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

6 Comment

Comments:

Default Invoice Comment Text:

Attachments

The total size of all attachments cannot exceed 10MB

No file chosen

PO Flip Invoice for Non-GST Suppliers

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

Insert Line Item Options

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

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

Line Items

Insert Line Item Options

Tax Category: **Not Applicable** Shipping Documents Special Handling Discount

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

8 Tax

Category: * **0% Not Applicable / Exempt**

Location:

Description: **Exempt**

Regime:

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

11 Taxes

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

1 MATERIAL Not Available

Tax 10 Category: *

[Edit](#)

[Add](#)

Tax [Delete](#)

[Shipping Documents](#)

[Special Handling](#) Domain:

[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

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

Invoicing Procedure for GST Suppliers

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

Invoicing Procedure for GST Suppliers

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

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

Tax Information

Tax Classification:

Taxation Type:

Tax ID: ⓘ Do not enter dashes

State Tax Id: Do not enter dashes

Regional Tax Id: Do not enter dashes

Vat Id:

VAT Registered

PO Flip Invoice 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

3 Shipping

Header level shipping ⓘ Line level shipping ⓘ

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

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

6 Attachments

The total size of all attachments cannot exceed 10MB

Choose File No file chosen **Add Attachment**

UUID:

Add to Header ▼

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: **11**

Description: Exempt

Regime:

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

Taxes

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

1 MATERIAL Not Available

Tax 10 Category: *

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

Location:
Description:
Regime:
Domain:
[Delete](#)

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

Suppliers are required to enter tax information per line item.

PO Flip Invoice for GST Supplier

Invoice Layout will display as below:

Standard Invoice

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

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

Tax Summary

Tax Details:

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

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.

HOME INBOX **OUTBOX** 1 REPORTS CSV Documents Create

Invoices Order Confirmations Ship Notices Drafts

Invoices

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

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.

Check Invoice Status

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

Status	Explanation
Obsoleted	You canceled the invoice
Failed	Invoice failed NTU invoicing rules. NTU 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	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
Sent	The invoice is sent to the NTU but they have not yet verified the invoice against purchase orders and receipts
Cancelled	NTU approved the invoice cancellation
Paid	NTU paid the invoice or is in the process of issuing payment. This status applies only if NTU uses invoices to trigger payment
Approved	NTU has verified the invoice against the purchase orders and receipts and approved it for payment
Rejected	NTU has rejected the invoice or the invoice failed validation by Ariba Network. If NTU accepts invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
Failed	Ariba Network experienced a problem routing the invoice



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

12

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 :999999999999999999
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 for creating reports. It is divided into four numbered steps:

- Step 1:** The 'REPORTS' tab is highlighted in the top navigation menu.
- Step 2:** The 'Create' button is highlighted in the action bar.
- Step 3:** The 'Report Description' section is shown. The 'Report Type' dropdown menu is open, and 'Failed Invoice' is selected. The 'Criteria' section is also visible.
- Step 4:** The 'Criteria' section is shown. The 'Customer' is set to 'All Customers' and the 'Date Range' is set to '8 May 2017' to '15 May 2017'.

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.

OK **Cancel**

<input type="radio"/>	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

<input checked="" type="radio"/>	Failed Invoice	Manual	Failed Invoice	Processed	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

Customer Relationships

Users

Notifications

Account Hierarchy

View All

Network Settings

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

Customer Relationships Users Notifications Account Hierarchy

Current Relationships Potential Relationships

I prefer to receive relationship requests as follows:

Automatically accept all relationship requests Manually review all relationship requests

Update

Pending

Customer
↳ Approve Reject

Current

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

Supplier Support (BAU)

Technical(Ariba Customer Support)

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

How can suppliers access?

Please refer to next to next slides

Business Related(NTU)

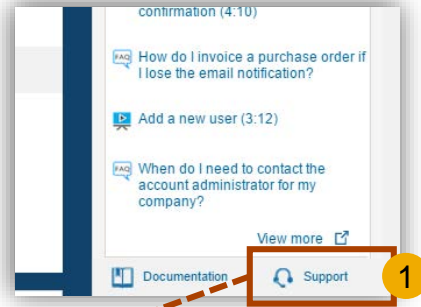
1. Light Account PO sending
2. Functional questions (Order Confirmation, Advance Ship Notice, Goods Receipt, Invoicing)
3. Any other business related queries

Who to contact?

procurement@ntu.edu.sg

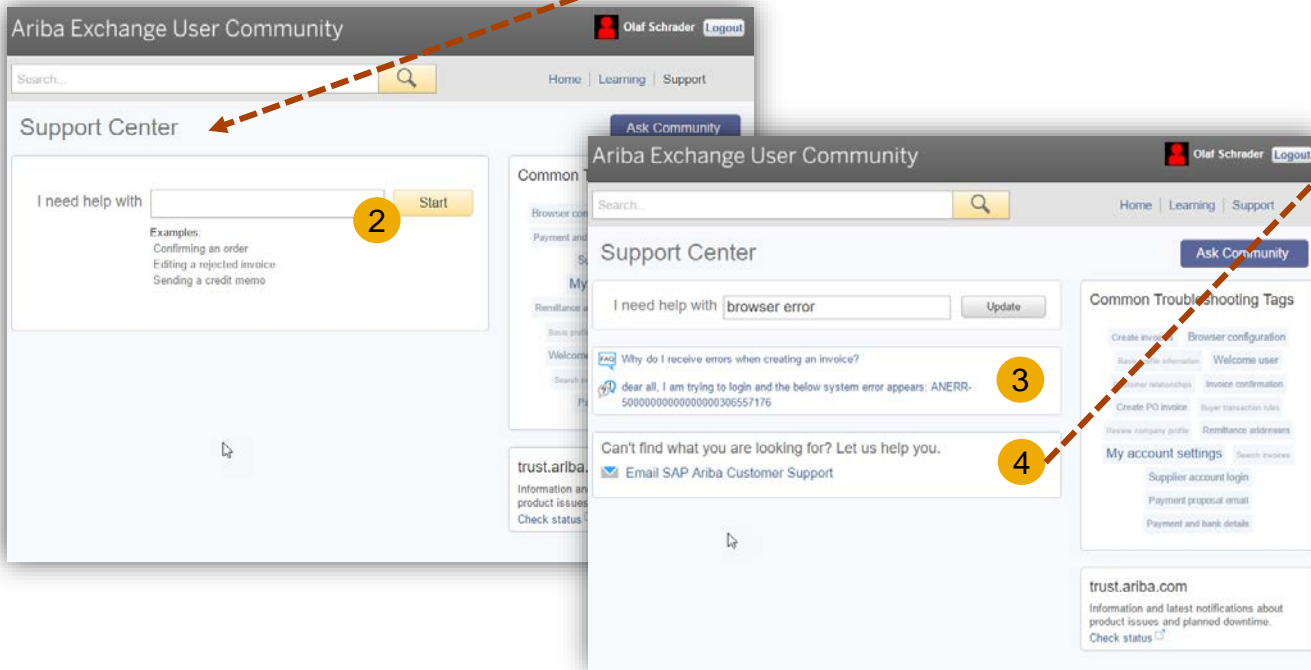
Support

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



Pre-filled support form

The screenshot shows the 'Ariba Exchange User Community' support form. The 'Problem Description' section is pre-filled with 'Short Description: * browser error' and 'Problem Type: * Please Select'. A dropdown menu is open for 'Problem Type', showing options: 'Please Select', 'Please Select', 'Account Configuration', 'Invoicing', 'Notifications', and 'Password Reset'. The 'Contact Information' section is also pre-filled with user details: 'First Name: * Olaf', 'Last Name: * Schrader', 'User ID: * olaf_LAC005@sap.com', 'Company: * ACME-LAC005 Inc (Supp)', 'Email: * o.schrader@sap.com', 'Phone: * Country: Please Select', 'Country Code: ### Number: Extension: ', and 'Ariba Network ID: * AN01054829782'. The form includes a 'Submit' button and a 'Cancel' button.



Get Help by Phone

The screenshot shows a web browser window with two tabs. The active tab is 'Help & Support - Google Chrome' with the URL <https://uex.ariba.com/auc/support-center-search/invoice>. The page content includes a 'Contact SAP Ariba Customer Support' section with four questions and 'Yes/No' buttons. Below this is a section for communication preferences, where 'Get help by phone' is highlighted with a red box. Other options include 'Get help by email', 'Get help by live chat', and 'Attend a live webinar'. A secondary browser window is visible in the background, showing a 'Help Center' page with a search bar and a list of FAQs.

Help & Support - Google Chrome

Secure | <https://uex.ariba.com/auc/support-center-search/invoice>

Contact SAP Ariba Customer Support

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

Can't find what you are looking for? Let us help you.

Choose your communication preference:

- Get help by email
- Get help by live chat
- Get help by phone**
- Attend a live webinar

trust.ariba.com

Information and latest notifications about product issues and planned downtime.

Check status

ALAN SUBUR

Help Center

CSV Documents

Search...

- 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?

View more

Top 5 FAQs

Documentation Support

Thank you

SAP Ariba 

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