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

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

<table>
<thead>
<tr>
<th>1</th>
<th>Account Registration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Account Registration</td>
</tr>
<tr>
<td>2.</td>
<td>Account Access</td>
</tr>
<tr>
<td>3.</td>
<td>Account Configuration</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2</th>
<th>Procurement-to-Pay (P2P)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Purchase Order Status</td>
</tr>
<tr>
<td>2.</td>
<td>Order Confirmations</td>
</tr>
<tr>
<td>3.</td>
<td>Ship Notices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>Ariba Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Invoice Practices</td>
</tr>
<tr>
<td>2.</td>
<td>Creating Invoices (Non-GST Suppliers and GST Suppliers)</td>
</tr>
<tr>
<td>3.</td>
<td>Modifying Invoices</td>
</tr>
<tr>
<td>4.</td>
<td>Invoice Status</td>
</tr>
<tr>
<td>5.</td>
<td>Line Item Credit Memo</td>
</tr>
</tbody>
</table>

- [Ariba Network Support](#)
1. Account Registration
2. Account Access
3. Account Configuration
1. Account Registration
2. Account Access
Light Account Registration

To create an invoice using a Light Account purchase order:

1. Open the interactive email that contains the purchase order sent by NTU. The purchase order details will be displayed in the body of the email. Review the details of the purchase order.

2. Click the Process order button. The Ariba Network light account registration page will be displayed.
Light Account Registration

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

2. If you are a new customer, click the **Sign up** button. The Registration page will be displayed.
Light Account Sign Up

1. Company information
   - **Company name**: ACME Supplier
   - **Country**: United States (USA)
   - **Address**: El Paso - 1234-56
     - Line 2: 
   - **ZIP code**: 99999-1804
   - **City**: El Paso
   - **State**: TX

2. User account information
   - **Name**: 
     - First: 
     - Last: 
   - **Email**: 
   - **Username**: 
   - **Password**: 
     - Enter password: 
     - Repeat password: 
   - **Email orders to**: psmith@acmesupplier.com

3. On the **Registration** page, the details in the **Company information** section will be auto-populated.

4. In the **User Account Information** section, enter the details in all the fields that are marked mandatory.

5. Select the **Terms of Use** check-box at the bottom of the page.

6. Click the **Register** button. The purchase order detail screen will be displayed.
Light Account Login

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

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

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

![Ariba Network Interface](image-url)
10. As a Light Account Supplier you will be able to view only the last 50 transactions.

11. If you cannot find the Email to process the document, login to your account.

12. Click the Select drop-down menu in the Orders, Invoices and Payments section on the Home page.

13. Select the Send me a copy to take action option. An email copy of the order will be sent to you.
2. **Account Configuration**
   a) Notifications
   b) Configure Electronic Order Routing and notifications
   c) Configure Electronic Invoice Routing
Configuring Your Account – a. Email Notifications

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

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

The settings you select are reflected in the rest of the fields. Ensure that you click the Save button, to save the settings.
Configure Company Settings – c. Electronic Invoice Routing Modes

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

<table>
<thead>
<tr>
<th>Notifications</th>
<th>send a notification</th>
<th>To email addresses (one required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice Failure</td>
<td></td>
<td><a href="mailto:test@ariba.com">test@ariba.com</a>, <a href="mailto:training@ariba.com">training@ariba.com</a>, <a href="mailto:supplier@ariba.cor">supplier@ariba.cor</a></td>
</tr>
<tr>
<td>Invoice Status Change</td>
<td></td>
<td><a href="mailto:test@ariba.com">test@ariba.com</a>, <a href="mailto:training@ariba.com">training@ariba.com</a>, <a href="mailto:supplier@ariba.cor">supplier@ariba.cor</a></td>
</tr>
<tr>
<td>Invoice Created</td>
<td></td>
<td><a href="mailto:test@ariba.com">test@ariba.com</a>, <a href="mailto:training@ariba.com">training@ariba.com</a>, <a href="mailto:supplier@ariba.cor">supplier@ariba.cor</a></td>
</tr>
</tbody>
</table>
Creating and Maintaining Sub-users

Administrator can add users in the company to process the order.
Administrators and Users

**Administrator**

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

**User**

- Can have different roles, which correspond to the user’s actual job responsibilities
- Responsible for updating personal user information
Role and User Creation

To create a user:

1. Click Create User and add all relevant information about the user including name and email address.

2. Select a role for this user in the Role Assignment section, depending on the access level.

3. If a role is not already created, go to Users screen and click 'Create Role' to select the required permission.

*You can add up to 250 users to your Ariba Network account.*
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**
2 Procure-to-Pay

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

1. Invoice Practices
2. Creating Invoices (Non-GST Suppliers and GST Suppliers)
3. Modifying Invoices
4. Invoice Status
5. Line Item Credit Memo
Procure to Pay (P2P) Cycle

- **Raise Requisition**
  - NTU raises a Requisition
  - After the Requisition is approved, A Purchase Order will be issued.

- **Purchase Order**
  - Suppliers receive the copy of the purchase order via Email
  - Suppliers sign up / log in to their Ariba Network Account
  - Suppliers Review the Purchase Order
  - Suppliers submit Order Confirmation and Ship Notice (optional)

- **Goods Receipt**
  - Suppliers are required to submit a Delivery Order / Service Delivery form with each good / service delivery
  - NTU issues a Goods Receipt in the system

- **Invoice**
  - Suppliers submit an invoice
  - NTU will do invoice reconciliation and proceed to payment

---

1 Full Account Suppliers will receive the copy of the PO in their Ariba Network Account to process as well
2 Suppliers may use pre-existing login credentials created for the Ariba Supplier Network site for PO & Invoicing (Light Account) and / or Ariba Discovery / or Ariba Sourcing.

For suppliers new to NTU, relationship established upon Supplier’s receipt of first NTU PO via Ariba Network
1. Purchase Order Status
2. Order Confirmations
3. Ship Notices
1. Purchase Order Status
View Purchase Orders via Interactive Email

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

From: NTU plant
SG
SG
SG
Singapore 560016
Singapore

To: 01 COMPUTER SYSTEM PTE LTD-TEST
0000d
SG 900006
Singapore
Phone: 
Fax: 
Email: joseph_charles@in.ey.com

Purchase Order
(New) 8100000488
Amount: $1,650.00 SGD
Version: 1

This purchase order was delivered by Ariba Network. For more information about Ariba and Ariba Network, visit http://www.ariba.com.
3. You can view the details of the PO on the Purchase Order detail screen.
## View Purchase Orders

### Order Status Descriptions

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Initial state. This is a new purchase order.</td>
</tr>
<tr>
<td>Changed</td>
<td>Existing purchase order has been canceled or replaced (&quot;obsoleted&quot;) by this subsequent (changed) order.</td>
</tr>
<tr>
<td>Confirmed</td>
<td>All sub-quantities are confirmed.</td>
</tr>
<tr>
<td>Failed</td>
<td>Ariba SN experienced a problem routing the order to the supplier. Suppliers can resend failed orders.</td>
</tr>
<tr>
<td>Shipped</td>
<td>Final state. All sub-quantities are shipped. A line item or sub-quantity that is shipped cannot be updated again.</td>
</tr>
<tr>
<td>Invoiced</td>
<td>All ordered quantities have been invoiced.</td>
</tr>
<tr>
<td>Partially Confirmed</td>
<td>Some of the ordered quantities have been confirmed.</td>
</tr>
<tr>
<td>Partially Shipped</td>
<td>Some of the ordered quantities have been shipped.</td>
</tr>
<tr>
<td>Partially Invoiced</td>
<td>Some of the ordered quantities have been invoiced.</td>
</tr>
<tr>
<td>Partially Rejected</td>
<td>Some of the ordered quantities have been rejected.</td>
</tr>
<tr>
<td>Obsoleted</td>
<td>Purchase order that has been replaced by a subsequent (changed) order.</td>
</tr>
<tr>
<td>Received</td>
<td>NTU has received all the items requested in the PO.</td>
</tr>
<tr>
<td>Partially Received</td>
<td>NTU has received some of the items requested in the PO.</td>
</tr>
</tbody>
</table>
2. Order Confirmations
Before confirming an order, please make sure to check all pricing and other items are correct. Items such as Price, Delivery Date, UOM, should be confirmed.

A confirmation of “Accepted” means that you agree with the costs and terms sent to you by NTU in the PO.

If pricing or other details are incorrect you can reject the line-item or the entire order. Make sure to put notes in the header section and contact your NTU buyer to inform them of a rejection. You can not change price or quantity on the OC. Any change in price or quantity will come in the Order Change if NTU approves the changes requested.

To access PO confirmation button, go to your Email containing the PO number and click “process order”
Order Confirmation Creation

To create an Order Confirmation:

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

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.

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 NTUsible values:
   - **Confirm**
     – You received the PO and will send the ordered items.
   - **Backorder**
     – Items are backordered. Once they 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**

**Line Items**

<table>
<thead>
<tr>
<th>Line #</th>
<th>Part # / Description</th>
<th>Item Category</th>
<th>Qty (Unit)</th>
<th>Unit Price</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>RAY41400</td>
<td></td>
<td>8 (EA)</td>
<td>$1.56 USD</td>
<td>$12.48 USD</td>
</tr>
</tbody>
</table>

**Current Order Status**

- 8 Unconfirmed

**Fields**

- **Confirm:** 7
- **Backorder:** 1
- **Reject:** 0

**Options**

- Create Order Confirmation
- Create Ship Notice
- Create Invoice

---

1

2
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.
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.

✓ Once the order confirmation is submitted, **Order Status** will display as **Partially Confirmed**
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.
3. Ship Notices
Before You Begin…

Ship Notices are not mandatory for NTU from NTU

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

To create a Ship Notice:

1. Access the email containing the PO and click the **Process order** button.
2. Login to your account and view the details of the PO.
3. Click the **Create ship notice** button on the Purchase Order Detail screen.
Note: Create the Ship Notice using your Ariba account once items are shipped. Any field with an asterisk is required.

1. The Packing Slip ID is any number you use to identify the Ship Notice.
2. Enter the Actual Shipping and Delivery Dates.
3. View/Update Ship From information by clicking on Update Address.
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**.
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
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.
1. Invoice Practices
2. Creating Invoices (Non-GST Suppliers and GST Suppliers)
3. Modifying Invoices
4. Invoice Status
5. Line Item Credit Memo
1. Invoice Practices
2. Creating Invoices
3. Invoice status
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 Invoicing: Customer Invoice Rules**

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 creating an invoice:

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

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Access your PO via your Ariba Network account</td>
</tr>
<tr>
<td>2</td>
<td>Pre-populate PO data into the invoice</td>
</tr>
<tr>
<td>3</td>
<td>Adjust tax and shipping information when appropriate</td>
</tr>
<tr>
<td>4</td>
<td>Review final invoice, edit if necessary, and send</td>
</tr>
<tr>
<td>5</td>
<td>Access your invoices to see real-time payment status</td>
</tr>
</tbody>
</table>

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

Note: Partial Receiving and Partial Invoicing is also allowed
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
To create an Invoice:

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

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

Suppliers are required to enter tax information per line item.
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**

<table>
<thead>
<tr>
<th>Tax Details:</th>
<th>Tax Category</th>
<th>Tax Rate</th>
<th>Tax Rate Type</th>
<th>Taxable Amount</th>
<th>Tax Amount</th>
<th>Tax Location</th>
<th>Description</th>
<th>Tax Regime</th>
<th>Exempt Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not Applicable</td>
<td>0%</td>
<td></td>
<td>$125,001.00 SGD</td>
<td>$0.00 SGD</td>
<td></td>
<td>Out of Scope</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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
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

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subtotal</td>
<td>$125,001.00 SGD</td>
</tr>
<tr>
<td>Total Tax</td>
<td>$0.00 SGD</td>
</tr>
<tr>
<td>Total Amount without Tax</td>
<td>$125,001.00 SGD</td>
</tr>
<tr>
<td>Amount Due</td>
<td>$125,001.00 SGD</td>
</tr>
</tbody>
</table>
```
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
- **State Tax Id:**
- **Regional Tax Id:**
- **Vat Id:**
- **VAT Registered:**
To create an Invoice:
1. Access the email containing the PO and click the **Process order** button.
2. Login to your account and view the details of the PO.
3. Click the **Create invoice** button and select the **Standard Invoice** option.
PO Flip Invoice for GST Suppliers : Header level items

1. Purchase Order: PO116
2. Invoice #:*
3. Invoice Date: 15 Feb 2018
4. Supplier Tax ID: SR1234567
5. Remit To: NTU test supplier - TEST
6. Bill To: Headquarter
7. Singapore
8. Singapore
9. Singapore
10. Singapore
11. Singapore
12. Singapore

Shipping
3. Header level shipping
4. Line level shipping

Shipping Cost
Shipping Documents
Special Handling
Payment Term
Additional Reference Documents and Dates

Comment:

Attachments
The total size of all attachments cannot exceed 10MB

Choose File No file chosen
Add Attachment

Comment

Default Invoice Comment
Text:

UUID:
PO Flip Invoice for GST Suppliers

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

<table>
<thead>
<tr>
<th>Invoice Number :</th>
<th>123456</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice Date :</td>
<td>Thursday 15 Feb 2018 4:45 PM GMT+08:00</td>
</tr>
<tr>
<td>Original Purchase Order PO117</td>
<td></td>
</tr>
<tr>
<td>Subtotal :</td>
<td>$125,001.00 SGD</td>
</tr>
<tr>
<td>Total Tax :</td>
<td>$8,750.07 SGD</td>
</tr>
<tr>
<td>Total Amount without Tax :</td>
<td>$125,001.00 SGD</td>
</tr>
<tr>
<td>Amount Due :</td>
<td>$133,751.07 SGD</td>
</tr>
</tbody>
</table>

Tax Summary

Tax Details:

<table>
<thead>
<tr>
<th>Tax Category</th>
<th>Tax Rate</th>
<th>Tax Rate Type</th>
<th>Taxable Amount</th>
<th>Tax Amount</th>
<th>Tax Location</th>
<th>Description</th>
<th>Tax Regime</th>
<th>Exempt Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>GST</td>
<td>7%</td>
<td></td>
<td>$125,001.00 SGD</td>
<td>$8,750.07 SGD</td>
<td></td>
<td>GST Standard</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Edit and Resubmit Invoices

1. Choose the Email notification for the rejected invoice.
2. Log in to your account
3. Choose to Edit and Resubmit the invoice
## Check Invoice Status

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

<table>
<thead>
<tr>
<th>Status</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent</td>
<td>The invoice is sent to the NTU but they have not yet verified the invoice against purchase orders and receipts</td>
</tr>
<tr>
<td>Cancelled</td>
<td>NTU approved the invoice cancellation</td>
</tr>
<tr>
<td>Paid</td>
<td>NTU paid the invoice or is in the process of issuing payment. This status applies only if NTU uses invoices to trigger payment</td>
</tr>
<tr>
<td>Approved</td>
<td>NTU has verified the invoice against the purchase orders and receipts and approved it for payment</td>
</tr>
<tr>
<td>Rejected</td>
<td>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)</td>
</tr>
<tr>
<td>Failed</td>
<td>Ariba Network experienced a problem routing the invoice</td>
</tr>
</tbody>
</table>

If you configured your **Invoice Notifications** as noted earlier in this presentation, you will receive emails regarding invoice status.
5. Line Item Credit Memo
To create an Line Item Credit Note for Light Account:

1. Open the Invoice Status from your mailbox
2. Click **Continue and log in to your account**.
3. Choose **Create Line-Item Credit Memo**

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

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

**Line Item Credit Memo**

(Original Invoice No: 123456)

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Memo Number</td>
<td>15785</td>
</tr>
<tr>
<td>Credit Memo Date</td>
<td>Thursday 15 Feb 2018 8:04 PM GMT+08:00</td>
</tr>
<tr>
<td>Original Invoice Number</td>
<td>123456</td>
</tr>
<tr>
<td>Original Invoice Date</td>
<td>Thursday 15 Feb 2018 4:45 PM GMT+08:00</td>
</tr>
<tr>
<td>Original Purchase Order</td>
<td>PO117</td>
</tr>
<tr>
<td>Subtotal</td>
<td>-$125,001.00 SGD</td>
</tr>
<tr>
<td>Total Tax</td>
<td>-$8,750.07 SGD</td>
</tr>
<tr>
<td>Total Amount without Tax</td>
<td>-$125,001.00 SGD</td>
</tr>
<tr>
<td>Amount Due</td>
<td>-$133,751.07 SGD</td>
</tr>
</tbody>
</table>

**Line Item Credit Memo Summary**

Subtotal: -$125,001.00 SGD  
Total Tax:  -$8,750.07 SGD  
Total Amount without Tax: -$125,001.00 SGD  
Amount Due:  -$133,751.07 SGD
NTU Specific Rules - Invoicing:

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

Technical (Ariba Customer Support)
1. Portal related technical issues (e.g., website down)
2. Password reset
3. Upgrade to Full Account

How can suppliers access?
Please refer to next to next slides

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

Who to contact?
procurement@ntu.edu.sg
Help and Support

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

2. **Web form driven Ariba Support**
   - After one time search BUT only for defects/technical issue resolution
Support

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