

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

EA1

Escutin, Anna Franzesca, 15/02/2018

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Account Access

1



http://supplier.ariba.com/

2

Supplier Login

User Name

Password

Login

Having trouble logging in?

4

New to Ariba?

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

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 Supplier account interface. Key elements and annotations include:

- Ariba Network URL:** A red box highlights the URL in the browser address bar: `https://service.ariba.com/Supplier.aw/128435064/aw?awh=r&awssk=1WyVpPDU&dard=1`.
- Company Settings:** A yellow box labeled "Company Settings" points to the "Company Settings" dropdown menu in the top right navigation bar.
- Admin Configuration:** A yellow box labeled "Admin Configuration" points to the user profile "Michael Wagner" in the top right navigation bar.
- Help Center:** A yellow box labeled "Help Center" points to the "Help Center" link in the top right navigation bar.
- Documentation, Video Tutorials and Support:** A yellow box labeled "Documentation, Video Tutorials and Support" points to the "Documentation" and "Support" links in the bottom right footer.

The main content area includes a "Getting Started with Ariba" sidebar, a "SAP Ariba First Time User" video, a "Orders, Invoices and Payments" summary, and a 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 SAP Ariba Supplier Account Interface. The top navigation bar includes links for HOME, INBOX, OUTBOX, CATALOGS, and REPORTS. The INBOX and OUTBOX links are highlighted with red boxes. The REPORTS link is also highlighted. The main content area is divided into several sections. The 'Orders and Releases' section has a search bar and a dropdown menu. The 'Purchase Order Status' section shows a summary of orders and a table of orders. The 'Invoice Status' section shows a summary of invoices and a table of invoices. The right sidebar contains a 'Help Center' with various FAQs.

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

Invoice #	Customer	Reference	Date	Amount	Invoice Status
0002010	Ariba Procurement Training US - TEST	PO40071	18 Aug 2016	\$46.20 USD	Sent



Account Configuration



Account Access

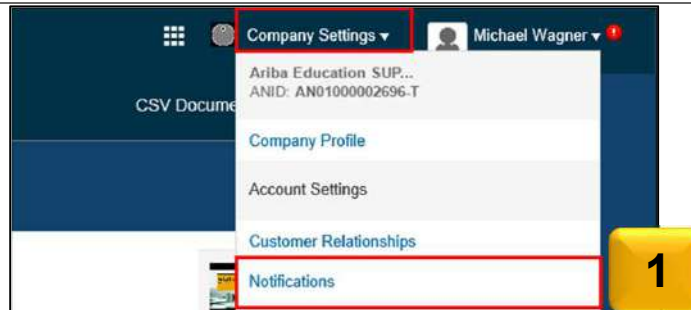


Basic Navigation



- 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	☒ Send a notification in advance of planned network downtime, unplanned downtime, and new releases.	* test@ariba.com
Certification Expiration Notifications	☐ 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	☒ Send reminders of unconfirmed orders. This notification depends upon a customer ru	3 * 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.

1 **Company Settings** ▼

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

Company Profile

...

2 **Network Settings**

Electronic Order Routing

Electronic Invoice Routing

*: Indicates a required field

Capabilities Preferences

External System Integration

3 **New Orders**

Document Type

Catalog Orders without Attachments

Catalog Orders with Attachments

Non-Catalog Orders without Attachments

Non-Catalog Orders with Attachments

4 **Routing Method**

Email

Online

cXML

Email

EDI

cXML Pending Queue

Fax

Options

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 n
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

2

Sending Method

Document Type	Routing Method
Invoices	Online ▾ Online cXML EDI

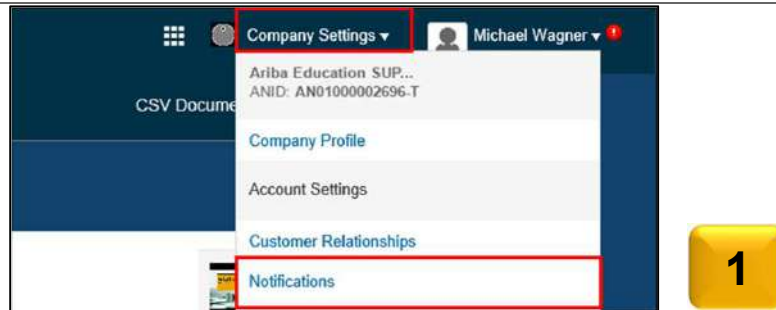
1

Notifications

Type	Send notifications when...	To email addresses (one required)
Invoice Failure	☒ Send a notification when invoices are undeliverable or rejected.	* test@ariba.com, training@ariba.com, supplier@ariba.cor
Invoice Status Change	☒ Send a notification when invoice statuses change.	* test@ariba.com, training@ariba.com, supplier@ariba.cor
Invoice Created Automatically	☒ Send a notification when an invoice is created automatically on behalf of your company.	* test@ariba.com, training@ariba.com, supplier@ariba.cor

3

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

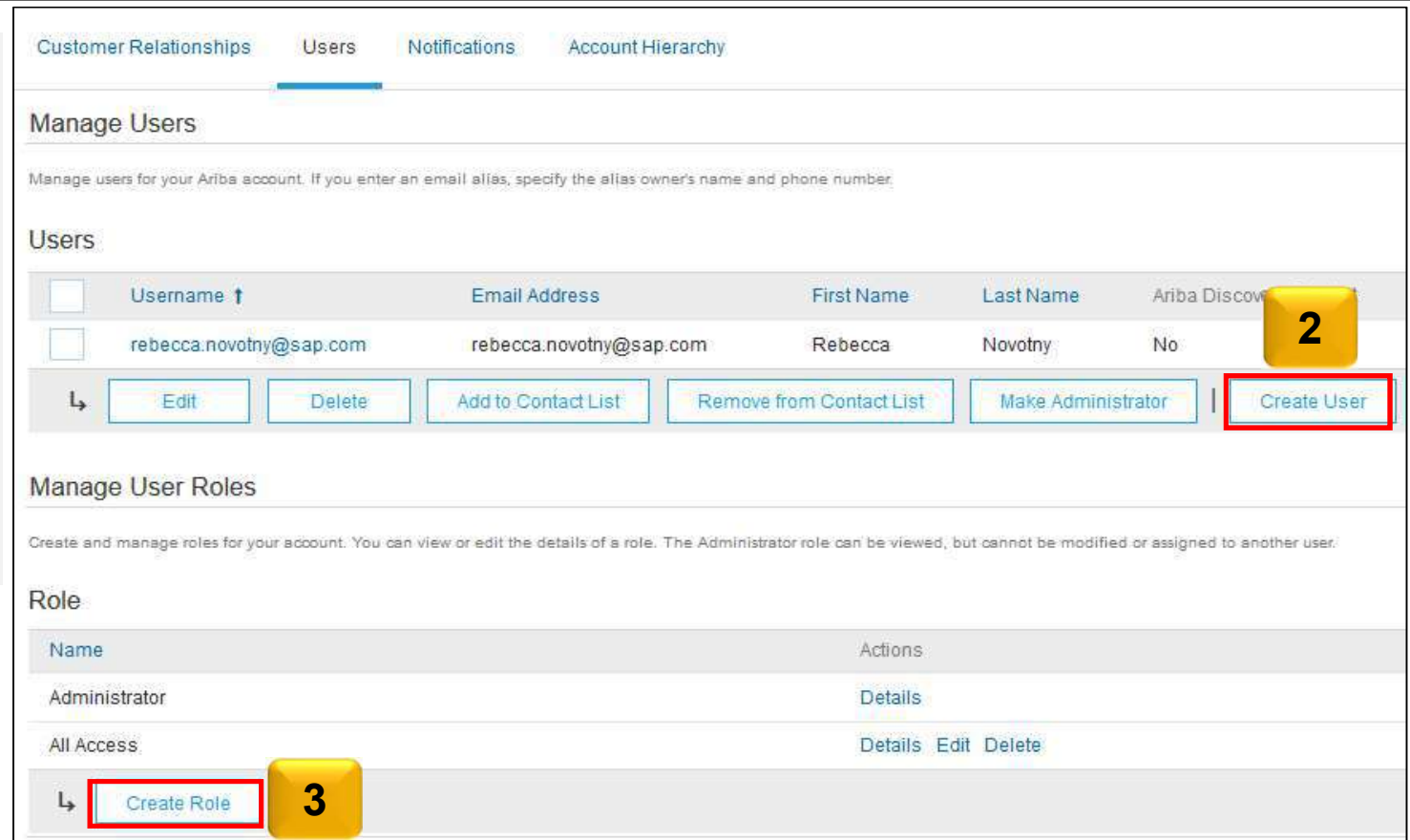
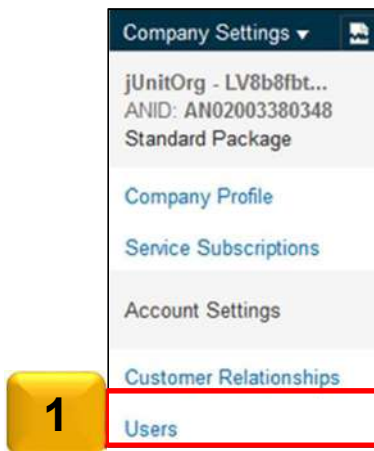
- ❖ Can have different roles, which correspond to the user's actual job responsibilities
- ❖ Responsible for updating personal user information



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**

Users

☐	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned
☐	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**

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

Reset Password



Purchase Order Management



Account Access



Basic Navigation



Configure &
Customize



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+)

Page 1

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

Purchase Order Detail

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

Purchase Order: PO40071

Create Order Confirmation

Create Ship Notice

Create Invoice

Hide

Print

Download PDF

Export cXML

Download CSV

Resend

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>Fellows 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 Arriba Network on: Tuesday 21 Mar 2017 12:29 AM GMT+05:30 This Purchase Order was sent by Arriba Training - TEST AN01006740299-T and delivered by Arriba Network.						Sub-total: \$242.81 USD Total Invoiced: \$276.85 USD

Purchase Order

(Invoiced)

PO41636

Amount: \$242.81 USD

Version: 1

Routing Status: Acknowledged

Related Documents:

Kat AR530 Demo Credi...

PO41636 Kat Lab 2-1 ...

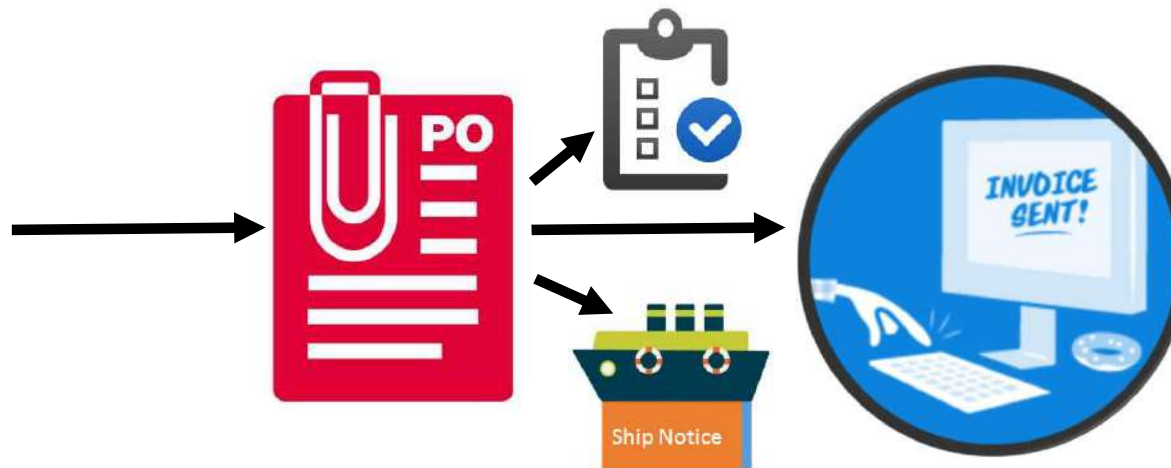
View Purchase Orders

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.

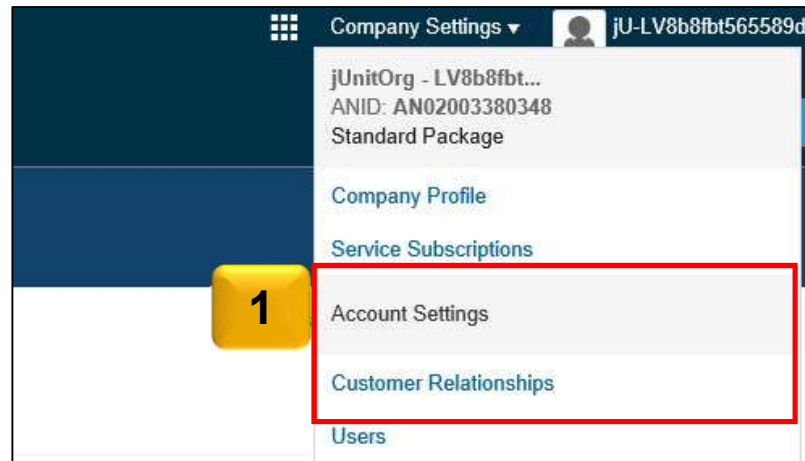


- a. Invoice Practices
- b. Creating Invoices
- c. Invoice status

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 3	
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...

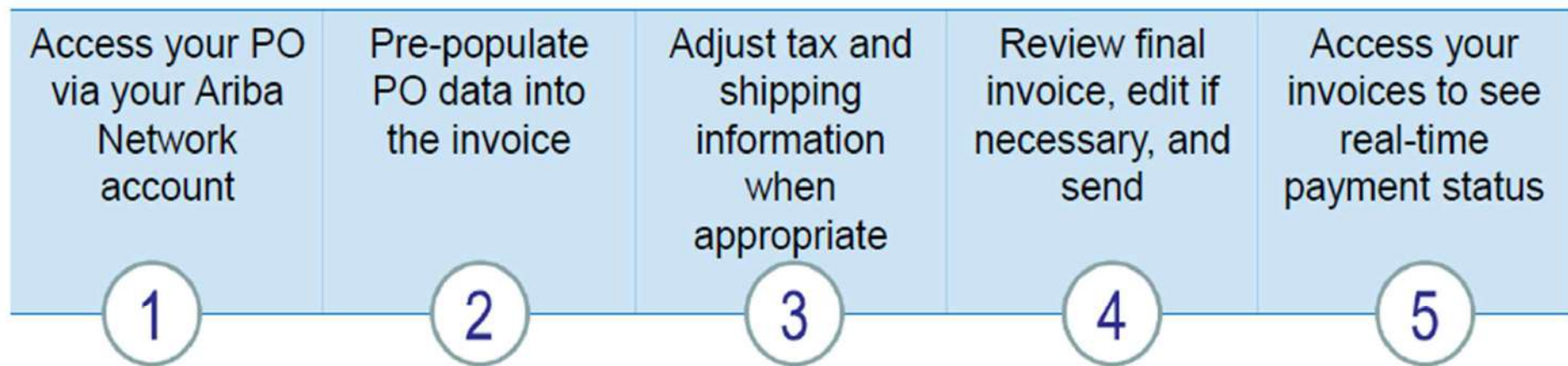
NTU specific tasks

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

Ariba Network

Test Mode

Company Settings GST Test

HOME INBOX OUTBOX CATALOGS REPORTS

CSV Documents Create

Orders and Releases Collaboration Requests Time & Expense Sheets Early Payments Scheduled Payments Receipts More...

Receipts

Search Filters

Receipts (5)

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

The screenshot shows the 'Tax Information' form in the SAP Ariba Network. The form contains the following fields and options:

- Tax Classification:** A dropdown menu currently showing '(no value)'.
- Taxation Type:** A dropdown menu currently showing '(no value)'.
- Tax ID:** A text input field containing 'Not Applicable'. This field is highlighted with a red rectangle. To its right is an information icon and the text 'Do not enter dashes'.
- State Tax Id:** A text input field. To its right is the text 'Do not enter dashes'.
- Regional Tax Id:** A text input field. To its right is the text 'Do not enter dashes'.
- Vat Id:** A text input field.
- VAT Registered:** A checkbox that is currently unchecked.

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 ⓘ

4

* Indicates required field

Add to Header ▼

Tax

Shipping Cost

Shipping Documents

Special Handling

Payment Term

Additional Reference Documents and Dates

Comment

Attachment

5

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](#)

☐	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
☒	1	☒	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

☐	No.	Include	Type	Part #	Description	Customer Part #	Quantity
☐	1	☒	MATERIAL	Not Available	Enter a description for this item.		1

8 Tax

Category: * 0% Not Applicable / Exempt

Location:

Description: Exempt

Regime:

9

11

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:

[Edit](#)

[Add](#)

[Tax](#)

[Shipping Documents](#)

[Special Handling](#)

[Discount](#)

[Allowance](#)

[Charge](#)

[Classification](#)

[Comments](#)

[Attachment](#)

[Delete](#)

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:

(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 #: *

2 Invoice Date: * 15 Feb 2018

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

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](#)

☐	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
☒	1	☒	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

☐	No.	Include	Type	Part #	Description	Customer Part #	Quantity
☐	1	☒	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

Ava

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 OUTBOX interface. The top navigation bar includes HOME, INBOX, OUTBOX (highlighted with a red box and a yellow box with the number 1), and REPORTS. Below the navigation bar, there are tabs for Invoices, Order Confirmations, Ship Notices, and Drafts. The Invoices tab is active, showing a list of invoices. A yellow box with the number 2 highlights the invoice link 'INV_20150415' in the 'Invoice #' column. The invoice details are shown below the list, including Customer (Ariba, Inc. - TEST), Reference (20150415_PO1), Submit Method (Online), Origin (Supplier), Source Doc (Order), Date (15 Apr 2016), Amount (252.25 EUR), Routing Status (Sent), and Invoice Status (Sent). Below the details, there are buttons for 'Create Line-Item Credit Memo', 'Edit', 'Copy', and 'Create Non-PO Invoice'.

The screenshot shows the SAP INBOX interface. The top navigation bar includes HOME, INBOX, OUTBOX, and REPORTS. Below the navigation bar, there are tabs for Invoices, Order Confirmations, Ship Notices, and Drafts. The Invoices tab is active, showing a list of invoices. A yellow box with the number 4 highlights the 'Edit' button. The invoice details are shown below the list, including Customer (Ariba, Inc. - TEST), Reference (20150415_PO1), Submit Method (Online), Origin (Supplier), Source Doc (Order), Date (15 Apr 2016), Amount (252.25 EUR), Routing Status (Sent), and Invoice Status (Sent). Below the details, there are buttons for 'Create Line-Item Credit Memo', 'Edit', 'Copy', and 'Create Non-PO Invoice'. A tooltip 'Fix a failed invoice.' is visible below the 'Edit' button.

Check Invoice Status

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

Status	Explanation
Obsolete	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



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**.

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

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

☐	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal	
☒	1		MATERIAL	Not Available	test Item		10	-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

Previous

Submit

Exit

Line Item Credit Note

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

Line-Item Credit Note
(Original Invoice No: 99999999999999999999)

Credit Note Number : TEST123
Credit Note Date : Friday 24 Nov 2017 4:06 PM
GMT+05:30
Original Invoice Number : 99999999999999999999
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. The top navigation bar includes links for HOME, INBOX, OUTBOX, CATALOGS, and **REPORTS** (highlighted with a yellow box labeled '1'). Below the navigation bar, a header section displays 'test', 'Manual', 'Order Summary', 'Processed', '7 Oct 2014', and '28 Jul 2014'. A yellow box labeled '2' is placed over the '7 Oct 2014' date. Below this header is a row of buttons: Run, Download, Edit, Copy, Delete, **Create** (highlighted with a red box), and Refresh Status. The main content area is titled 'Report' and contains two sections. The first section, 'Report Description', has a yellow box labeled '3' next to it. It includes a text area for 'Enter a title and description for this report...' and a 'Criteria' section. The 'Criteria' section has a red box around the 'Report Type: *' dropdown menu, which is currently set to 'Select'. A list of report types is shown on the right: Select, Early Payment Detail, **Failed Invoice** (highlighted with a red box), Failed Order, and Invoice. The second section, 'Set the parameters for this report...', has a yellow box labeled '4' next to it. It includes a 'Customer: All Customers' dropdown, a 'Filter Invoice By: Date Invoice Created' dropdown, and a 'Date Range: 8 May 2017 To 15 May 2017' section, which is highlighted with a red box. The 'Date Range' section also includes calendar icons for selecting dates.

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
 Failed Invoice	Manual	Failed Invoice	Processed	15 May 2017		15 May 2017	Tim Fabiniak	1 KB
↳ RunDownloadEditCopyDeleteCreateRefresh Status								

5

6

Confirm Run: Failed Invoice

OK

Cancel

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

7

Title ↑	Schedule Type	Report Type	Status	Last Run	Next Run	Created	Created By	Report Size	
☒ Failed Invoice	Manual	Failed Invoice	Processed	15 May 2017		15 May 2017	Tim Fabiniak	1 KB	

8

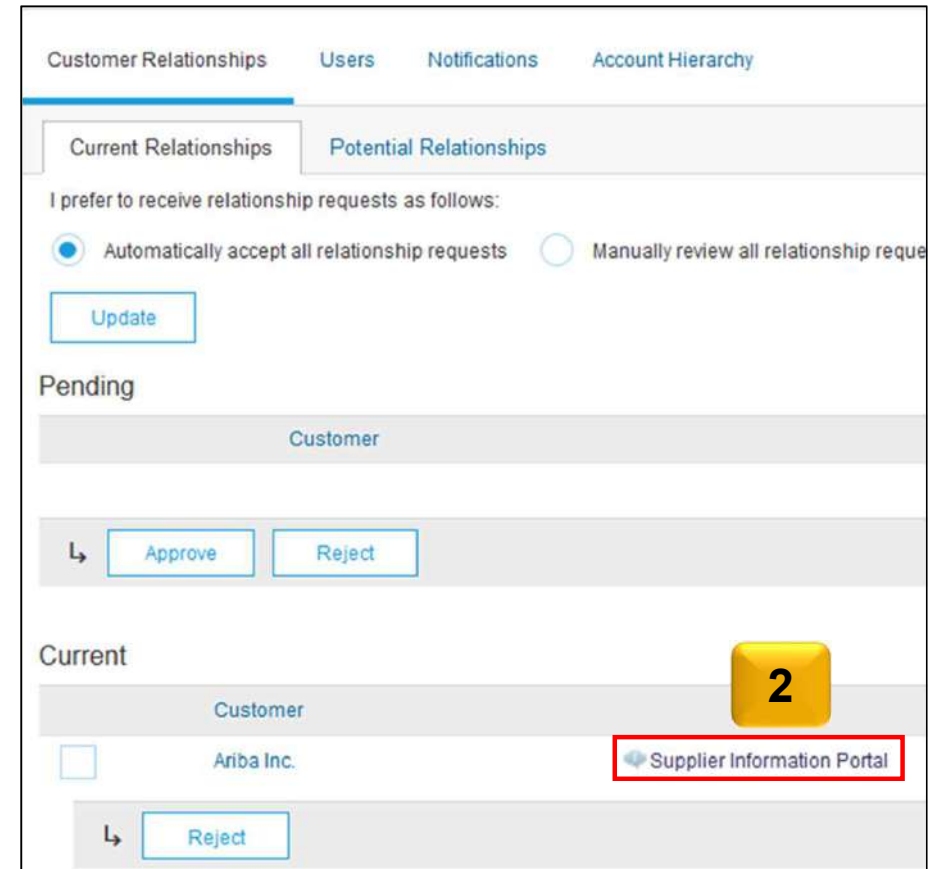
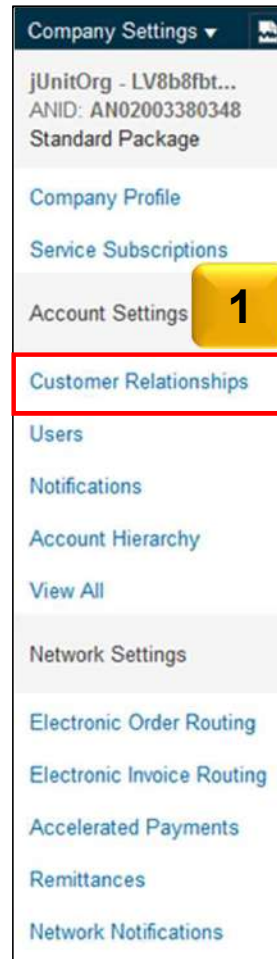
↳ Run Download Edit Copy Delete Create Refresh Status									
--	--	--	--	--	--	--	--	--	--



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



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 sequence of screenshots illustrates the Ariba support process:

- Access from Support Link:** The first screenshot shows the Ariba Exchange User Community home page. A red box highlights the 'Support' link in the bottom right corner, with a red arrow pointing to the 'Support Center' link in the second screenshot.
- Search:** The second screenshot shows the 'Support Center' page. A red box highlights the 'I need help with' search bar, with a red arrow pointing to the 'Search' button in the third screenshot.
- Matching help content:** The third screenshot shows the search results for 'browser error'. A red box highlights the 'browser error' result, with a red arrow pointing to the 'Support Center' link in the fourth screenshot.
- Web form driven Ariba Support:** The fourth screenshot shows the 'Contact SAP Ariba Customer Support Online' form. A red box highlights the 'Problem Type' dropdown menu, which is pre-filled with 'Please Select'. A red arrow points from the 'Support' link in the first screenshot to this dropdown menu.

Get Help by Phone

The screenshot displays the SAP Ariba Customer Support interface in a Google Chrome browser. The main content area is titled 'Contact SAP Ariba Customer Support' and contains a series of yes/no questions about invoice creation. Below these questions, a section titled 'Can't find what you are looking for? Let us help you.' offers four communication preferences: 'Get help by email', 'Get help by live chat', 'Get help by phone' (which is highlighted with a red rectangle), and 'Attend a live webinar'. To the right of the main content, there is a sidebar with a search bar and a list of frequently asked questions (FAQs) related to invoice payment and rejection. The top of the page features a navigation bar with the user's name 'ALAN SUBUR' and a 'Help Center' link. The bottom of the page has a footer with 'Documentation' and 'Support' links.

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?

Do you need to create an additional invoice against a purchase order?

Do you need more information about a rejected invoice?

Do you need to create a credit memo?

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 ▾

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



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