




# Cisco Supplier Guide


CONFIDENTIAL



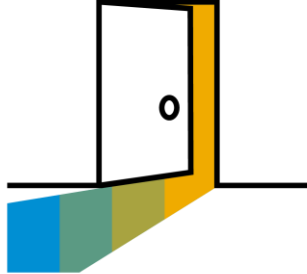
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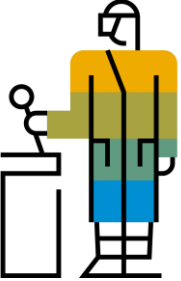
**Section 3:  
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**Where are you in the enablement process?**



**Transaction Readiness**



**What do you need to do?**



Supplier **has accepted** the TRR and **set up Ariba account**



**Ready to transact**



**NO ACTION REQUIRED**



Supplier **has accepted** the TRR but have **not set up Ariba account**



**NOT ready to transact**



**Set up account with username and password and complete necessary tasks for account set up**



Supplier has **not accepted** the TRR and **not set up** Ariba account



**NOT ready to transact**



**Accept the TRR, set up username and password and complete necessary tasks for account set up**

# SECTION 1: Ariba Network Overview



**What is Ariba Network?**



**Cisco Project Scope**

Cisco Message

Supported Documents

Not Supported Documents



**Supplier Value**



**Fee Schedule**

Subscription Offerings

\$USD

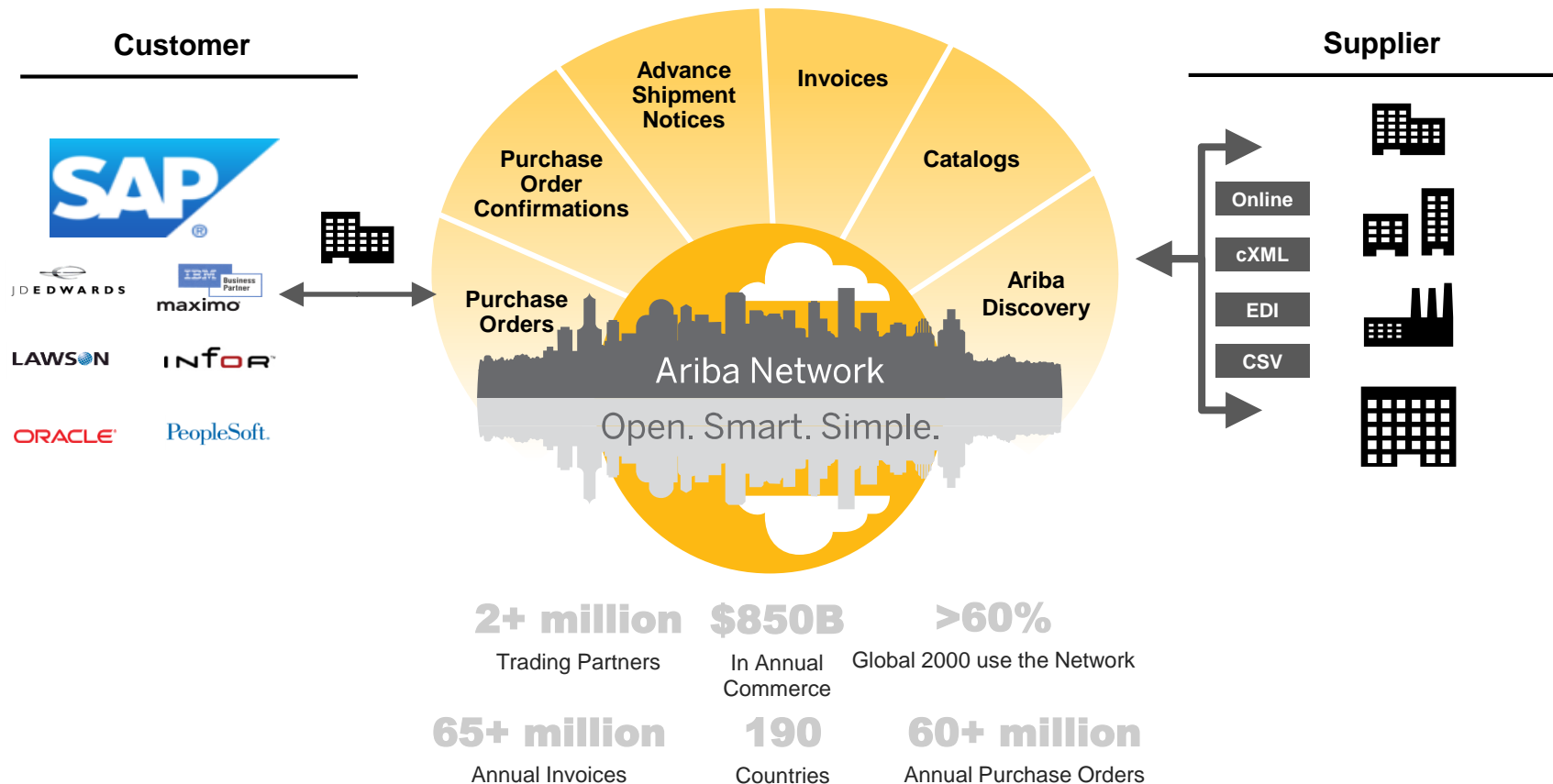
£GBP

€EUR

\$AUD

# What is Ariba Network?

Cisco has selected Ariba Network as their electronic transaction provider. As a valued supplier and partner, you have been invited by your customer to join Ariba Network and start transacting electronically with them.



# Cisco Message

Dear Valued Supplier,

With the rapidly changing digital age, it's more important than ever to continually evolve. It's been our vision in procurement to reshape the function both inside Cisco and across the industry, and having a fully digitized, modern end-to-end buying experience allows us to optimize our value – together. The time has now arrived where you will begin to see this become real.

We are excited to announce that Cisco will be implementing a world-class procure-to-pay (P2P) cloud-based technology solution from SAP Ariba in the Fall of 2018. The Ariba Network is an end to end solution which makes it easy for Cisco and their suppliers to collaborate on transactions, strengthen relationships, and discover new business opportunities. This is a big change for all of you and we recognize that. As such, we want to give you ample time to understand what to expect, what this means for you and give you the time to prepare for the changes that are on the horizon.

## What you can expect

This solution will be rolling out in a phased approach beginning in the Fall of 2018 starting with a subset of suppliers doing business with Cisco in the U.S. and Canada. To provide you with more details, we invite you to join us for a supplier kick off session where you will learn about this change from our leadership and hear more about what you need to do as a next step. This session is targeted at key individuals who manage your strategic relationship with Cisco and oversee PO and invoicing processes.

It is our expectation that each of you will support this transformational effort and be ready for the go live date.

*Note: Between now and go live, suppliers are expected to follow existing processes.*

**Call to Action:** If any of these processes for Cisco are handled by others within your organization, it is **critical** that you forward this message and include them in these communications.

## Steps to establish a trading relationship with Cisco through the Ariba Full Enablement Option

**Call to Action:** If any of these processes for Cisco are handled by others within your organization, it is **critical** that you forward this message and include them in these communications.

## Steps to establish a trading relationship with Cisco through the Ariba Full Enablement Option

- **Step 1:** Complete the request form sent by Cisco
- **Step 2:** If your company already does business through the Ariba Network, you are required to provide the appropriate account ID to [ciscosuppliersupport@cisco.com](mailto:ciscosuppliersupport@cisco.com) as soon as possible
- **Step 3:** Attend the supplier kick off session organized by Cisco and Ariba to understand and learn more about the strategic program and Ariba features and benefits
- **Step 4:** Accept the trading relationship request when it is sent by Ariba

# Cisco Message

## Questions?

To help you through this transition and answer any of your questions or concerns (or if you feel this has reached you in error), we have established a dedicated Cisco team to answer any questions or concerns: [ciscosuppliersupport@cisco.com](mailto:ciscosuppliersupport@cisco.com)

For any questions about the Ariba network or the enablement process, please contact: [ciscosupplierenablement@ariba.com](mailto:ciscosupplierenablement@ariba.com)

## Learn More

More information about Ariba and frequently asked questions can be found by [clicking here](#).

Cisco values our partnership with you. We need your cooperation and support to complete all requested steps in a timely manner to continue to conduct business together.

Thank you for your willingness and flexibility to collectively improve the way we do business – together.

Sincerely,

**Alexandra Lopez**

*Chief Procurement Officer and Vice President  
Cisco Systems, Inc.*

How you transact today	How you will transact in the future	Key benefits of transacting with this new solution (full enablement)
<ul style="list-style-type: none"><li>✓ Invoices are generated and sent to us manually</li><li>✓ Invoices are processed through Oracle using OCR</li><li>✓ Invoices are sent electronically using EDI</li></ul>	<ul style="list-style-type: none"><li>✓ <b>PO's will be accessed</b> and processed in your Ariba account</li><li>✓ <b>Invoices</b> will be created in your Ariba account</li><li>✓ <b>Status notifications</b> for invoices and remittance will be received via the <b>Ariba Network</b></li></ul>	<ul style="list-style-type: none"><li>✓ <b>Real time PO and invoice</b> delivery for quicker fulfillment, payment and status reporting</li><li>✓ <b>Reduced costs</b> through reduction in administrative business expenses</li><li>✓ <b>Increased revenue</b> through global network reach and new customers</li><li>✓ <b>Faster payments</b> due to a streamlined and efficient process</li><li>✓ <b>Real time invoice status updates</b> and better organization of PO's and invoices</li><li>✓ Technical capability to host <b>catalogs</b> giving better visibility to products</li></ul>
<a href="#">Click here to learn more about the Ariba Network</a>		

# Review Cisco Specifications

## Supported Documents

### Cisco project specifics:

- **Tax data** is accepted at the line item level of the invoice only.
- **Shipping data** is accepted at the line item level only.

### Supported

- **Advance Shipment Notices**  
Apply against PO when items are shipped
- **Detail Invoices**  
Apply against a single purchase order referencing a line item
- **Partial Invoices**  
Apply against specific line items from a single purchase order
- **Service Invoices**  
Invoices that require service line item details
- **Line Level Credit Invoices/Credit Memos**  
Item level credits; price/quantity adjustments



# Review Cisco Specifications

## NOT Supported Documents

### NOT Supported:

- **Summary or Consolidated Invoices**  
Apply against multiple purchase orders; not accepted by Cisco
- **Invoicing for Purchasing Cards (P-Cards)**  
An invoice for an order placed using a purchasing card; not accepted by Cisco
- **Duplicate Invoices**  
A new and unique invoice number must be provided for each invoice; Cisco will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on Ariba Network
- **Paper Invoices**  
Cisco requires invoices to be submitted electronically through Ariba Network; Cisco will no longer accept paper invoices
- **Non-PO Invoices**  
Apply against a PO not received through Ariba Network
- **Header Level Credit Memos**  
Credit Memos applied against whole invoices; not accepted by Cisco
- **Purchase Order Confirmations**  
Apply against a whole PO or line items
- **Service Entry Sheets**  
Apply against a single purchase order referencing a line item

# SAP Ariba Helps You...



**60% average reduction in operating costs**

## Lower costs

- Reduce time and paper usage
- Eliminate postage costs
- Reduce costs associated with Resources used to generate/ rework the invoices



**30% growth in existing accounts**  
**35% growth in new business**

## Increase your revenue

- Become searchable customers using the AN worldwide
- Establish new customer relationships via Ariba Discovery
- Publish your Catalogs in front of thousand buyers



**15% increase in customer retention**

## Satisfy your customer

- Support your customer's strategic business plan
- Become a preferred supplier
- Simplify the communication process

**80% efficiency & transform business operations**



## Stay organized

- Consolidate Network relationships under one account
- Enjoy a simple way to store POs and invoices
- Get better visibility into customers' spend and payments
- View invoice status in real time

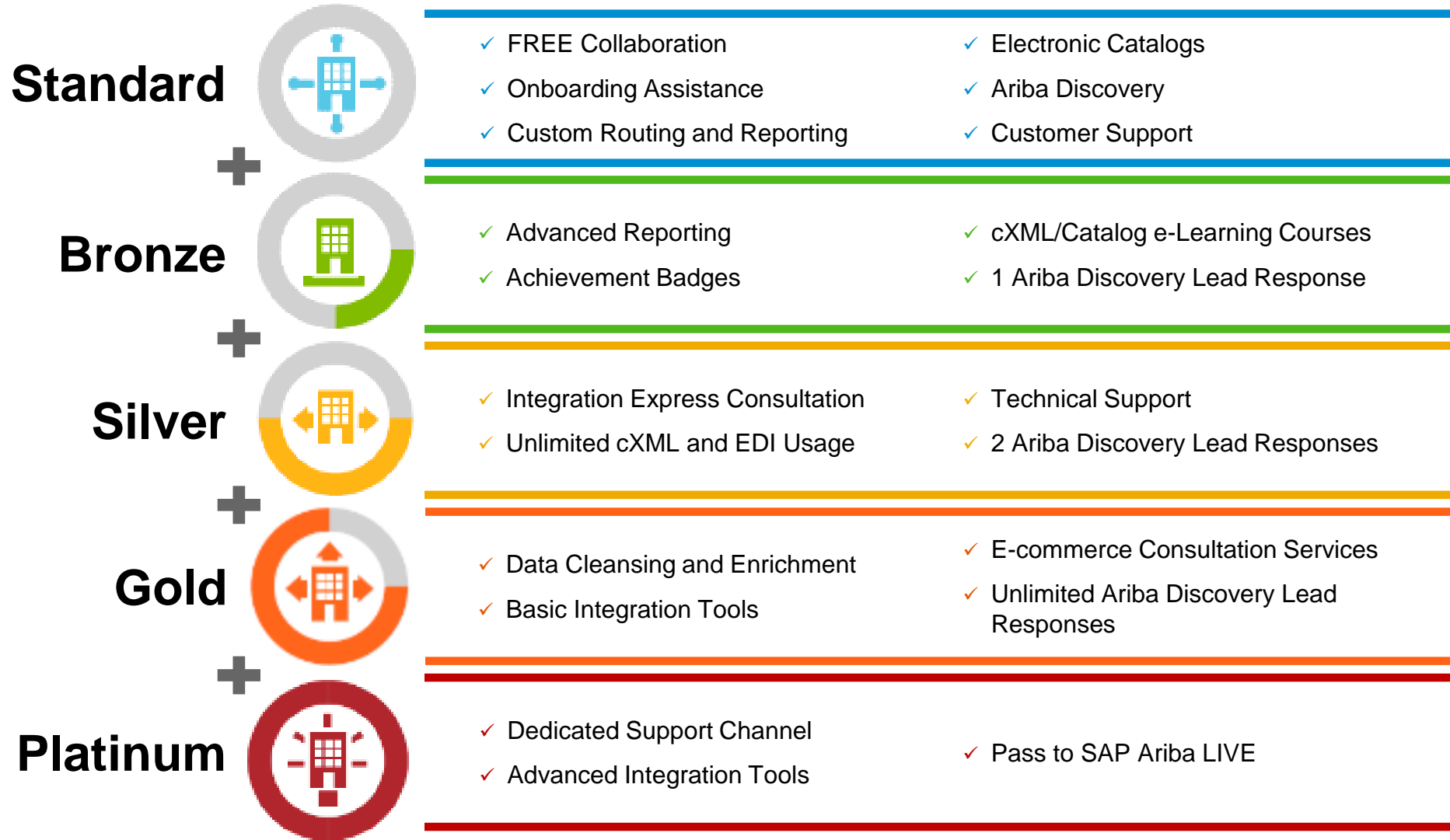
**62% decrease in late payments**



## Receive faster payments

- Help your invoice reach the correct contact in the approval flow
- No need to confirm the orders via email/phone
- Feel confident all order information is complete and accurate
- Prevent errors through system checks

# Ariba Network Supplier Subscription Offerings



# Supplier Fee Schedule

Please select your currency:



\$USD



GBP



EUR



AUD

# Supplier Fees - USD

## Transaction Fees

Billed every quarter

**0.155% of transaction volume**  
Capped at \$20,000/year (per relationship)



## Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
5 to 24 documents	*Bronze	\$50
25 to 99 documents	Silver	\$750
100 to 499 documents	Gold	\$2,250
500 and more documents	Platinum	\$5,500

**\*Chargeable suppliers transacting less than \$250,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

### Fee Threshold

**\$50,000 and 5 Documents**

**Suppliers who do not cross the Fee Threshold will not be charged fees**

# Supplier Fees - GBP

## Transaction Fees

Billed every quarter

**0.155% of transaction volume**  
Capped at £13,200/year (per relationship)



## Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
5 to 24 documents	*Bronze	£35
25 to 99 documents	Silver	£500
100 to 499 documents	Gold	£1,500
500 and more documents	Platinum	£3,770

**\*Chargeable suppliers transacting less than £155,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

### Fee Threshold

**£34,250 and 5 Documents**

**Suppliers who do not cross the Fee Threshold will not be charged fees**

# Supplier Fees - EUR

## Transaction Fees

Billed every quarter

**0.155% of transaction volume**  
Capped at €15,500/year (per relationship)



## Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
5 to 24 documents	*Bronze	€45
25 to 99 documents	Silver	€670
100 to 499 documents	Gold	€2,000
500 and more documents	Platinum	€4,900

**\*Chargeable suppliers transacting less than €185,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

### Fee Threshold

**€44,600 and 5 Documents**

**Suppliers who do not cross the Fee Threshold will not be charged fees**

# Supplier Fees - AUD

## Transaction Fees

Billed every quarter

**0.155% of transaction volume**  
Capped at A\$20,000/year (per relationship)



## Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
5 to 24 documents	*Bronze	A\$50
25 to 99 documents	Silver	A\$750
100 to 499 documents	Gold	A\$2,250
500 and more documents	Platinum	A\$5,500

**\*Chargeable suppliers transacting less than A\$235,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

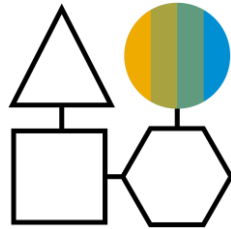
### Fee Threshold

**A\$50,000 and 5 Documents**

**Suppliers who do not cross the Fee Threshold will not be charged fees**



# SECTION 2: Set Up Your Account



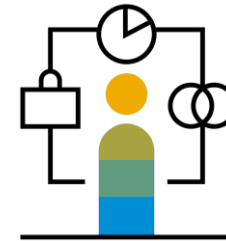
## Basic Account Configurations

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## Enablement Tasks

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## Advanced Account Configuration

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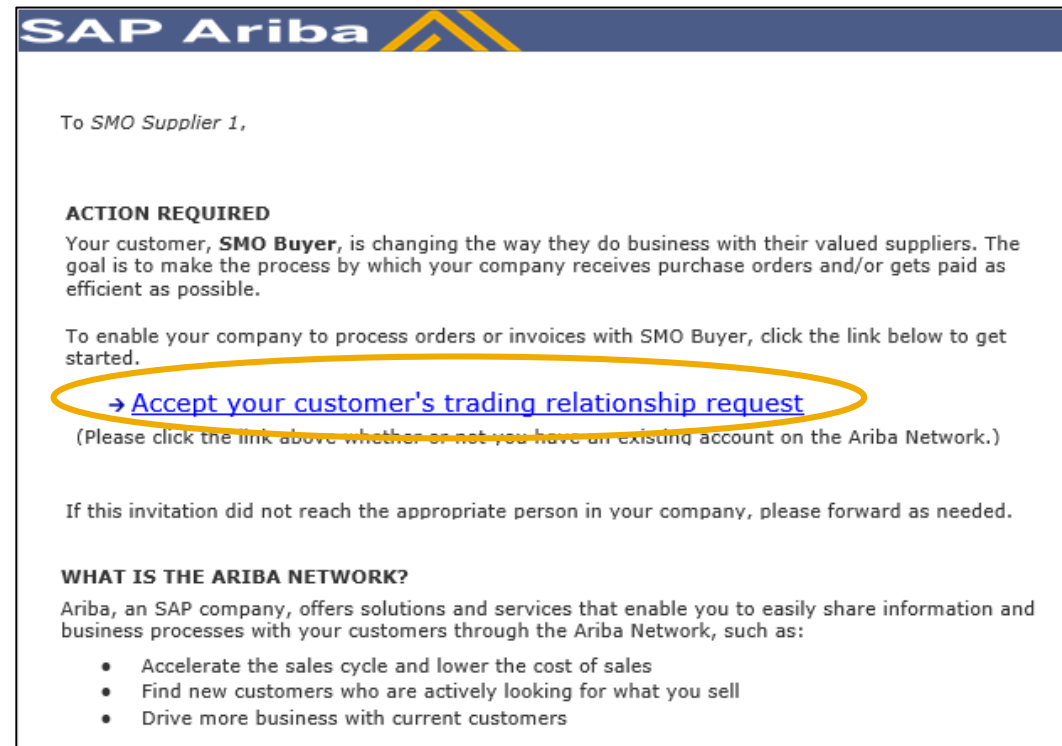
# Cisco Specific Account Configuration

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

# Accept Your Invitation

The invitation is also referred to as the **Trading Relationship Request**, or TRR. This e-mail contains information about transacting electronically with your customer.

1. **Click** the link in the emailed letter to proceed to the landing page.



# Select One...

**First Time  
User**

**Existing  
User**

Ariba Network Help Center >>

Welcome to Ariba® Network

SMO Buyer has invited you to join Ariba Network.

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### New User

Are you new to the Ariba Network? If you do not have an account and would like to participate, click **Register Now**. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.

[Register Now](#)

[I have further questions for my requesting customer](#)

### Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password:

[Forgot Password?](#)

[Confirm](#)

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

# Register as a New User

1. Click **Register Now**.

2. Enter Company Information fields marked required with an asterisk (\*) including:

- **Company Name**
- **Country**
- **Address**

3. Enter User Account information marked required with an asterisk (\*) including:

- **Name**
- **Email Address**
- **Username (if not the same as email address)**
- **Password**

1. Accept the **Terms of Use** by checking the box.

2. Click **Register** to proceed to your home screen.

The screenshot shows the 'Ariba Network' registration page. At the top, there is a 'Register Now' button (callout 1) and a link for 'I have further questions for my requesting customer'. Below this is the 'Company information' section, which includes fields for 'Company Name' (callout 2), 'Country' (set to 'United States [USA]'), 'Address' (three lines), 'City', 'State' (set to 'Alabama'), and 'Zip'. The 'User account information' section includes 'Name' (first and last name), 'Email' (with a checked box for 'Use my email as my username'), 'Username', 'Password' (with a 'Repeat Password' field), and 'Language' (set to 'English'). A 'Privacy Statement' link is also present. At the bottom, there is a checkbox for 'I have read and agree to the Terms of Use and the Ariba Privacy Statement' (callout 4) and a 'Register' button (callout 5). A 'Cancel' button is also visible.

# Accept Relationship as an Existing User

1. **Log in** using your current Ariba username and password in order to accept the relationship with your customer.

## Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password:  [Forgot Password?](#)

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

# Complete Your Profile

1. Select Company Profile from the Company Settings dropdown menu.
2. Complete all suggested fields within the tabs to best represent your company.
3. Fill the Public Profile Completeness meter to 100% by filling in the information listed below it.

Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.

Company Settings ▾ John Doe ▾ H

SMO Supplier 1  
ANID: AN010  
Standard Package

Company Profile

Service Subscriptions

Account S

Ariba Network

Company Profile

Basic (3) Business (2) Marketing (3) Contacts Certifications (1) Additional Documents

\* Indicates a required field

Overview

Company Name: \* SMO Supplier 1

Other names, if any:

NetworkId: AN010 ⓘ

Short Description: ⓘ Characters left: 100

Website:

Public Profile: <http://discovery.ariba.com/profile/AN01022404640> | Customize URL

Address

Address 1: \* 21 Jump Street

Address 2:

Address 3:

City: \* Cleveland

State: \* Ohio ▾

Zip: \* 44114

Country: \* United States [USA] ▾

Public Profile Completeness

35%

Short Description

Website

Annual Revenue

Certifications

D-U-N-S Number

Business Type

Industries

Company Description

Company Logo

Share Your Public Profile

Click here to get your Ariba badge.

Find us on Ariba Network

View Public Profile

Profile Visibility Settings

# Configure Your Email Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

The screenshot displays the 'Account Settings' interface. At the top, 'Company Settings' is expanded, and 'Notifications' is selected. Below this, the 'Network' tab is active. A dropdown menu is open, showing 'Notifications' selected. The 'To email addresses' field is populated with 'junk@phoenix.ariba.com'.

Type	Send notifications when...	To email addresses (one req...)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undelivered.	* junk@phoenix.ariba.com
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when a new collaboration request is received.	* junk@phoenix.ariba.com
Time Sheet	<input type="checkbox"/> Send a notification when purchase order inquiries are received.	* junk@phoenix.ariba.com
Pending Queue	<input type="checkbox"/> Send a notification when time sheets are undelivered.	* junk@phoenix.ariba.com
	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.	* junk@phoenix.ariba.com



# Configure Your Enablement Tasks

1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.
4. **Choose** one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:  
**Online, cXML, EDI, Email, Fax or cXML** pending queue (available for Order routing only) and configure e-mail notifications.

Activity Name	Date Due	Total Tasks	My Pending Tasks
▶ Account	26 Feb 2016	4	0
▶ Purchase Order	1 Apr 2016	2	0

**Note:** There may be times you see a pending task for your customer. This will not go away until your customer completes it.

# Select Electronic Order Routing Method

1. **Click** on the Tasks link to configure your account.
2. **Choose** one of the following routing methods:
  - **Online**
  - **cXML**
  - **EDI**
  - **Email**
  - **Fax**
  - **cXML pending queue**  
(available for Order routing only)
3. **Configure** e-mail notifications.

Network Settings Save Close

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement

\* Indicates a required field

Capabilities Preferences

External System Integration

Configure cXML (native) integration

Non-Catalog Orders with Part Numbers

Process non-catalog orders as catalog orders if part numbers are entered manually

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email <span>2</span>	Email address: <input type="text"/> ⓘ <span>3</span> <input type="checkbox"/> Attach cXML document in the email message <input checked="" type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".

# Route Your Purchase Orders

## Method Details

- **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
- **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.
- **Fax:** Notifications of new orders are sent via Facsimile, and can include a copy of the PO as well as a cover sheet.
- **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please contact [ciscosupplierenablement@ariba.com](mailto:ciscosupplierenablement@ariba.com) to be connected with a Seller Integrator who will provide more information on configuration.

# Select Electronic Order Routing Method Notifications

1. **Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).

Change/Cancel Orders	
Document Type	Routing Method
Catalog Orders without Attachments	1 Same as new catalog orders without attachments
Catalog Orders with Attachments	Same as new catalog orders without attachments
Non-Catalog Orders without Attachments	Same as new catalog orders without attachments
Non-Catalog Orders with Attachments	Same as new catalog orders without attachments

Other Document Types	
Document Type	Routing Method
Blanket Purchase Orders	Same as new catalog orders without attachments
Time Sheets	Online
Order Status Request	2 Online
Order Response Documents	Online

Notifications	
Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.
	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.

# Select Electronic Invoice Routing Method

## Methods and Tax Details

1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.

The screenshot displays the SAP S/4HANA configuration interface for Electronic Invoice Routing. The interface is divided into three main sections:

- Electronic Invoice Routing:** This section is at the top and contains three tabs: "Electronic Order Routing", "Electronic Invoice Routing" (selected), and "Accelerated Payments". Below the tabs are two sub-tabs: "General" and "Tax Invoicing and Archiving" (selected). A yellow circle with the number "3" is placed over the "Tax Invoicing and Archiving" sub-tab. Below the sub-tabs is a "Capabilities & Preferences" section, followed by a "Sending Method" section. A table with two columns, "Document Type" and "Routing Method", is shown. The "Invoices" row has "Online" selected in the "Routing Method" column, indicated by a yellow circle with the number "2".
- Tax Invoicing and Archiving:** This section is in the middle and contains a "Tax Classification" section. It has a "Taxation Type" dropdown menu. Below it are four input fields: "Tax Id", "State Tax Id", "Regional Tax Id", and "Vat Id". Each of these fields has a yellow circle with the number "3" next to it. To the right of the "Tax Id" field is a blue information icon and the text "Do not enter dashes". Below the "Vat Id" field is a checkbox labeled "VAT Registered".
- Tax Classification:** This section is at the bottom and contains a "VAT Registration Document" field with the value "<No document>" and an "Upload..." button. A yellow circle with the number "1" is placed over the "Upload..." button.

On the right side of the interface is a sidebar with a "Company Settings" dropdown menu. Below the dropdown menu are several links: "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" (selected), and "Accelerated Payments".

# Configure Your Remittance Information

1. From the **Company Settings** dropdown menu, select click on **Remittances**.
2. **Click** Create to create new company remittance information, or Edit, if you need to change existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. If needed, assign **Remittance IDs** for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs.

**Note:** You can use remittance addresses without including remittance IDs.

The screenshot displays the SAP configuration interface for remittance information. It is divided into three main sections:

- Network Settings:** Located at the top, it contains tabs for 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', and 'Settlement'. Below these is the 'EFT/Check Remittances' section, which includes a table with columns for 'Address', 'City', and 'State'. A 'Create' button is highlighted with a yellow circle containing the number '2'.
- Create Remittance Address / Payment Info:** This section provides instructions and a form for adding a new address. It includes a warning: 'Do not enter personal bank account information. Enter only corporate bank details.' The form fields are: 'Remittance Address' (with a yellow circle '3' above it), 'Address 1-\*', 'Address 2:', 'Address 3:', 'Address 4:', 'City:\*', 'State:', 'Postal Code:\*', 'Country:\*' (pre-filled with 'United Kingdom [GBR]'), and 'Contact:' (with a dropdown menu). A 'Make this address default' checkbox is at the bottom, highlighted with a yellow circle '4'.
- Company Settings:** A sidebar on the right shows the current company profile: 'jUnitOrg - LV8b8ft...' with ANID: AN02003380348 and Standard Package. A list of settings is shown, with 'Remittances' highlighted by a yellow circle '1'.

# Configure Your Remittance Information

## Payment Methods

1. **Select** Preferred Payment Method from a drop-down box: Check, Credit card or Wire.
2. **Complete** the details for ACH or Wire transfers.
3. **Select** if you do or do not accept credit cards and click OK when finished.

**Note:** This does not change the method of payment from your customer, unless specified.

Payment Methods

Preferred Payment Method: Select method 1

ACH 2

Account Name:

Account #:

Confirm Account #:

Account Type:

ABA:  US Bank Only

Confirm ABA:  US Bank Only

Bank Name:

WIRE TRANSFER

**Beneficiary Bank** 2

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type

Select bank id

Confirm Bank Id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State: (no value)

Zip:

Country: (no value)

Country:  Area:  Number:

Bank Phone: USA 1

**Corresponding Bank**

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type

Select bank id

Confirm Bank Id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State: (no value)

Zip:

Country: (no value)

Country:  Area:  Number:

Bank Phone: USA 1

**Credit Card** 3

Accept credit card:  Yes  No

# Review Your Relationships

## Current and Potential

1. **Click** on the Customer Relationships link in the **Company Settings** menu.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** potential customers in Potential Relationships tab.

The screenshot displays the 'Account Settings' interface. The main content area is divided into several sections: 'Customer Relationships' (with sub-tabs for 'Current Relationships' and 'Potential Relationships'), 'Users', 'Notifications', and 'Account Hierarchy'. The 'Potential Relationships' tab is highlighted with a yellow circle labeled '4'. Below this, there are radio buttons for 'Automatically accept all relationship requests' (selected) and 'Manually review all relationship requests'. An 'Update' button is highlighted with a yellow circle labeled '2'. The 'Pending' section shows a table with columns for 'Customer' and 'Requested Date', and buttons for 'Approve' and 'Reject' are highlighted with a yellow circle labeled '3'. The 'Current' section shows a table with columns for 'Customer' and 'Approved Date', and a 'Reject' button is highlighted with a yellow circle labeled '3'. The 'Rejected' section shows a table with columns for 'Customer' and 'Rejected Date'. On the right side, the 'Company Settings' sidebar is visible, with 'Customer Relationships' highlighted by a yellow circle labeled '1'. The sidebar also shows other settings like 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Users', 'Notifications', 'Account Hierarchy', 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', and 'Accelerated Payments'.



# Set Up User Accounts

## Roles and Permission Details

### Administrator

- There can only be one administrator per ANID
- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems
- Creates users and assigns roles/permissions to users of the account

### User

- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user's actual job responsibilities
- Can access all or only specific customers assigned by Administrator

# Set Up User Accounts

## Create Roles and Users (Administrator Only)

1. **Click** on the Users tab on the **Company Settings** menu. The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add Permissions to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done.

The screenshot displays the SAP 'Company Settings' interface. The 'Users' tab is selected, showing a table with one user entry: 'rebecca.novotny@sap.com'. A yellow circle with the number '4' highlights the 'Create User' button. Below the table, the 'Manage User Roles' section is visible, featuring a 'Create Role' button circled in yellow with the number '2'. The 'Administrator' role is listed with a 'Details' button circled in yellow with the number '3'. On the right-hand side, the 'Company Settings' menu is open, and the 'Users' option is circled in yellow with the number '1'.

# Set Up User Accounts

## Modifying User Accounts (Administrator Only)

1. **Click** on the Users tab.
2. **Click** on Edit for the selected user.
3. **Click** on the Reset Password Button to reset the password of the user.
4. **Other options:**
  - Delete User
  - Add to Contact List
  - Remove from Contact List
  - Make Administrator

Account Settings

Customer Relationships **Users** Notifications Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

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

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 an email to the user.

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

# Enhanced User Account Functionality

1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
  - Quickly access your personal user account information and settings
  - Link your multiple user accounts
  - Switch to your test account

**Note:** After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.

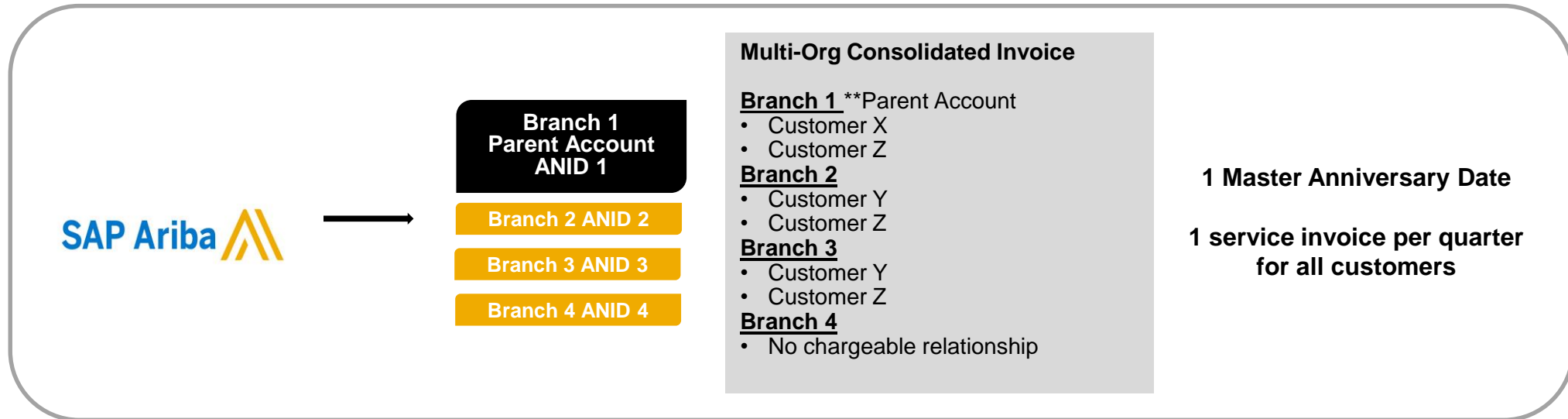
2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk.

**Note:** If you change username or password, remember to use it at your next login.

4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.

The image shows a user interface for account management. On the right, a dropdown menu is open, showing options: Logout, My Account (circled 2), My Community Profile, Switch To, and a user profile section with 'jU-LV8b8ft565589df100959...' and 'Aribasup@s.c'. Below this are links for 'Switch To Test ID', 'Link User IDs', and 'Contact Administrator'. On the left, a 'My Account' section is visible with 'Account Settings' and 'Account Information' tabs. Below this, a form contains fields for Username (Aribasup@s.c), Email Address (junk@phoenix.ariba.com), First Name (jU-LV8b8ft565589df1009590921), Middle Name, Last Name (lastName), and Business Role (Business Owner). A 'Change Password' link is circled 3. Below the form is a 'Security' section with 'Secret Question' (What is the last name of your first boss?), 'Secret Answer', and 'Confirm Secret Answer' fields, with the last field circled 4.

# Consolidate Your Bills Through a Multi-Org



## Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.

# Participate in a Multi-Org Guidelines

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID's to be included on the invoice.
- A Multi-Org is NOT:
  - A way to merge accounts.
  - A way to get a discount on Transaction Fees.

# Structure Your Multi-Org

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.

# Link Accounts Via an Account Hierarchy

## Linkage between individual accounts for account management purposes

The administrator of the Parent account can log into the child account and take the following actions:

- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

The administrator of the Parent account cannot take following actions:

- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

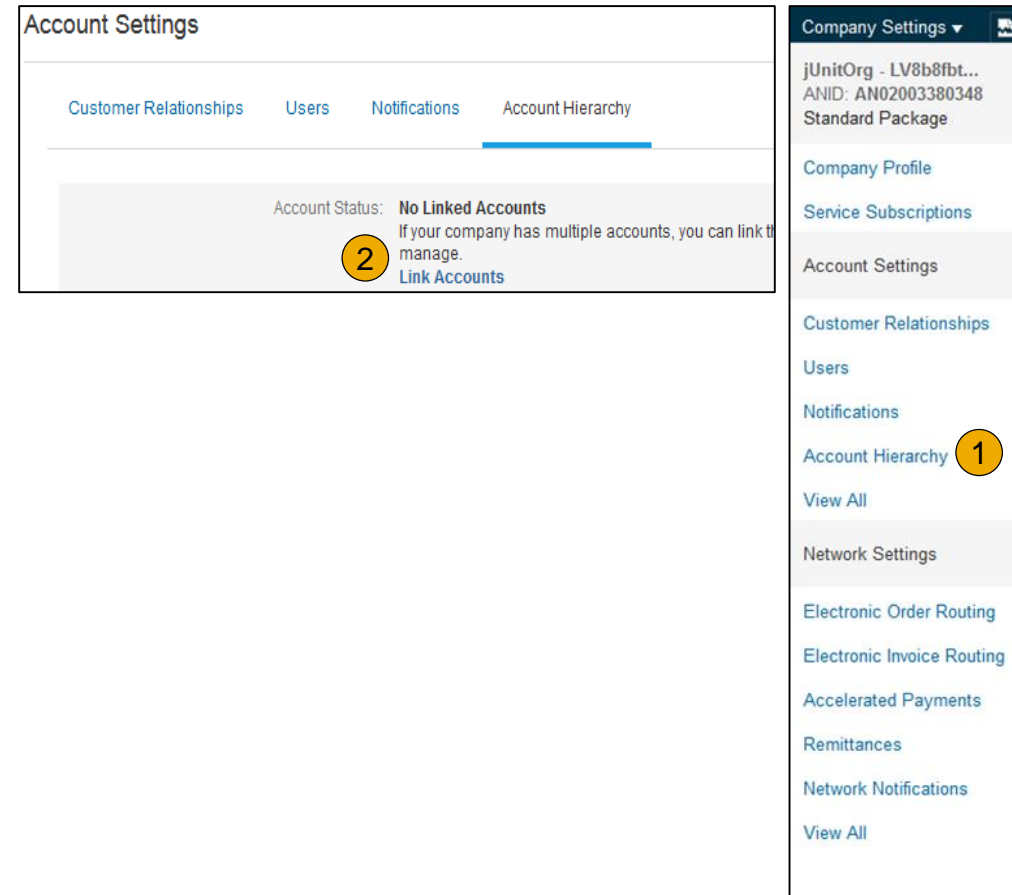


# Create an Account Hierarchy

1. From the **Company Settings** menu, click Account Hierarchy.
2. To add child accounts click on Link Accounts.
3. The **Network** will detect if there is an existing account with corresponding information.
4. On the next page log in if you are the Administrator of the account.

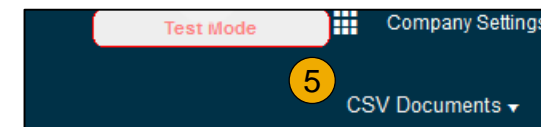
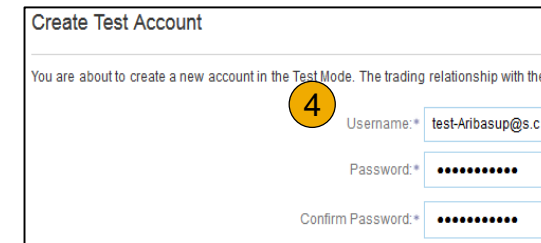
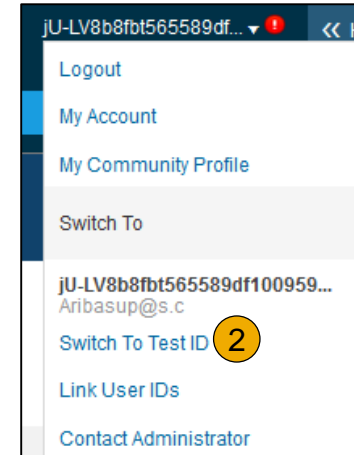
**Note:** If you are not the Administrator of the account, you can send a request as a 'Non Administrator' to the Administrator through an online form.

5. Once the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.



# Set Up a Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.
  - Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.**Note:** Test account transactions are free of charge.
5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).



# Section 3: Purchase Order Management



**View Purchase Orders**



**Purchase Order Detail**

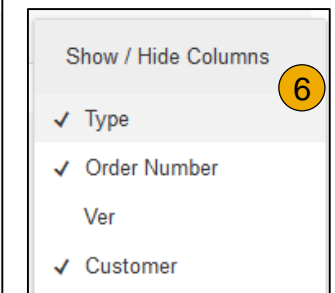
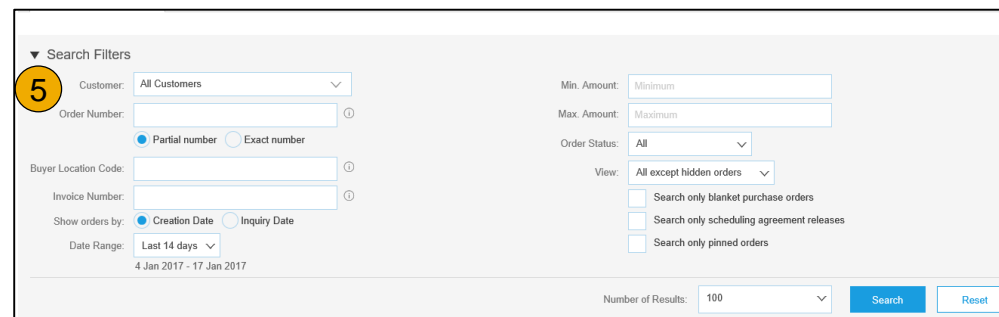
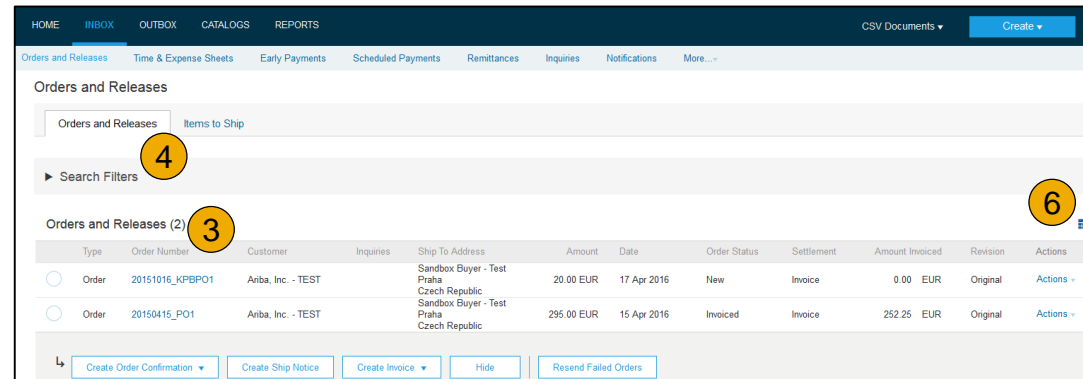
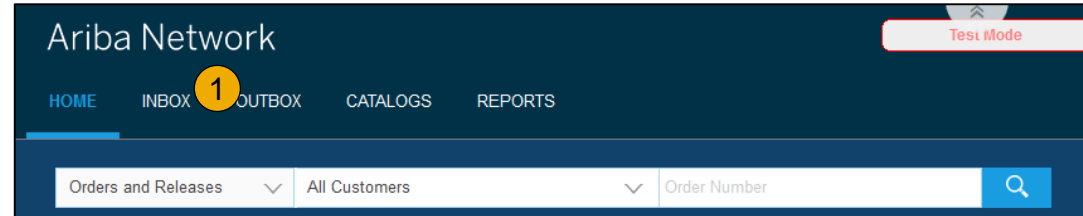


**Create PDF of Purchase Order**

# Manage POs

## View Purchase Orders

1. **Click** on Inbox tab to manage your Purchase Orders.
2. **Inbox** is presented as a list of the Purchase Orders received by Cisco.
3. **Click** the link on the Order Number column to view the purchase order details.
4. **Search** filters allows you to search using multiple criteria.
5. **Click** the arrow next to Search Filters to display the query fields. Enter your criteria and click Search.
6. **Toggle** the Table Options Menu to view ways of organizing your Inbox.



# Manage POs

## Purchase Order Detail

### 1. View the details of your order.

The order header includes the order date and information about the buying organization and supplier.

**Note:** You can always Resend a PO which was not sent to your email address, cXML or EDI properly clicking **Resend** button.

Additional options: **Export cXML** to save a copy of the cXML source information **Order History** for diagnosing problems and for auditing total value.

### 2. Line Items section describes the ordered items. Each line describes a quantity of items Cisco wants to purchase. Set the status of each line item by sending order confirmations clicking Create Order Confirmation. The sub-total is located at the bottom of the purchase order.

Purchase Order: PO72547 1

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

Line Items

Line #	Part # / Description	Type	Qty (Unit)	Need By
1	GOODS_01 <i>Copy Paper White, A3, 80gsm (ream 500 sheets)</i>	Material	10 (EA)	18 Nov 2015
2	GOODS_02 <i>Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)</i>	Material	10 (BX)	18 Nov 2015

Order submitted on: Tuesday 6 Oct 2015 9:00 PM GMT+02:00  
Received by Ariba Network on: Friday 15 Apr 2016 2:14 PM GMT+02:00  
This Purchase Order was sent by Ariba, Inc. - TEST AN01015640756-T and delivered by Ariba Network.

2

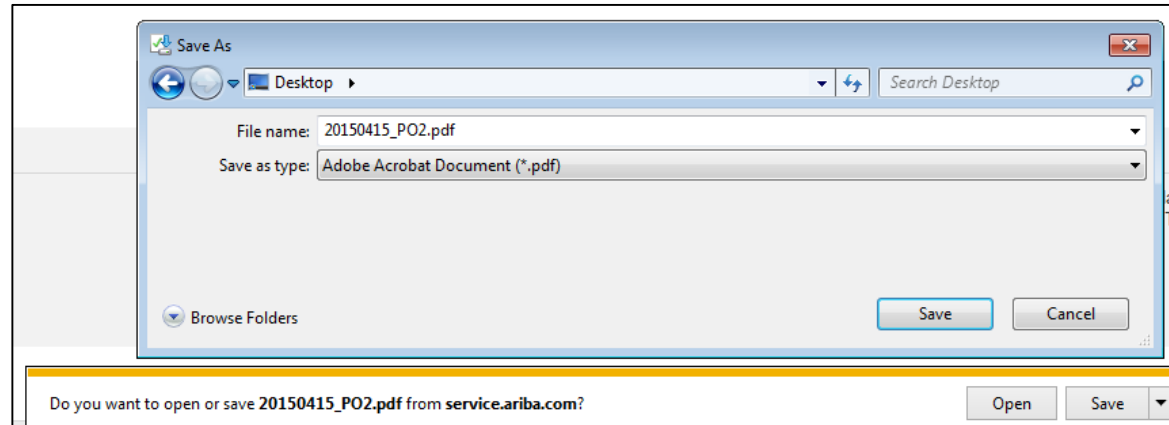
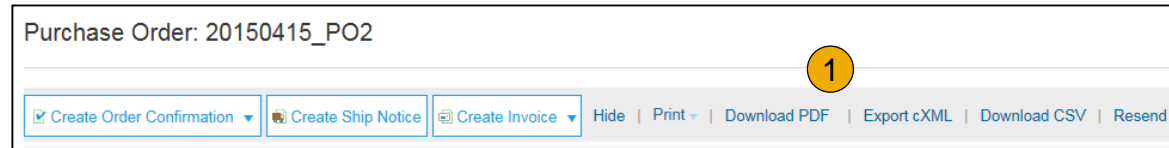
[Create Order Confirmation](#) | [Create Ship Notice](#) | [Create Invoice](#) | [Hide](#) | [Print](#) | [Download PDF](#) | [Export cXML](#) | [Download CSV](#) | [Resend](#)

# Manage POs

## Create PDF of PO

1. Select “Download PDF” as shown.

**Note:** If the document exceeds 1000 lines or is larger than 1MB size, details are not shown in the UI. Therefore the detail is not included in the PDF generated.



# Section 4: Other Documents



## Advanced Ship Notices (ASN)

[Create Ship Notice](#)

[Delivery Terms and Transportation Details](#)

[Details](#)

[Submit Ship Notice and Status](#)

# Create Ship Notice

- 1. Create** Ship Notice using your Ariba account once items were shipped.  
Multiple ship notices per purchase order might be sent. Click the Create Ship Notice button.
- 2. Fill out** the requested information on the Shipping PO form. The Packing Slip ID is any number you use to identify the Ship Notice. Choose Carrier Name and then Tracking # and Shipping Method will appear.
- 3. Enter** Ship From information by clicking on Update Address. Any field with an asterisk is required.
- 4. Check** if Deliver to information is correct. Click OK.

Ariba Network

Purchase Order: 20150415\_PO2

1

Create Order Confirmation  Create Ship Notice  Create Invoice Hide | Print

Order Detail Order History Create a ship notice for the purchase order

Create Ship Notice

\* Indicates required field

SHIP FROM 3

Ariba\_TestSupplier - TEST Update Address

Praha 5

Czech Republic

VIEW / EDIT ADDRESSES

\* Indicates required field

SHIP FROM

Name: Ariba\_TestSupplier - TEST

Department Name:

ADDRESS

Address 1:\* Radicka 3201/14

Address 2:

Postal Code:\* 150 00

City:\* Praha 5

State:

Country:\* Czech Republic [CZE] 4

DELIVER TO

Name: Sandbox Buyer - Test

Department Name:

ADDRESS

Address 1: Radicka

Address 2:

Postal Code: 15000

City: Praha

State:

Country: Czech Republic [CZE]

This selection will refresh the page content.

Cancel OK



# Create Ship Notice

## Delivery Terms and Transportation Details

- 1. Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.

Carrier Name:	<input type="text"/>	<a href="#">Manage Carrier</a>
Service Level:	<input type="text"/>	Preferred Carriers
		Default Carriers
		Airborne Express
		DHL
		<b>1</b> FedEx
		UPS
		US Postal Service
		Other

<b>▼ DELIVERY AND TRANSPORT INFORMATION</b>		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
		<b>Incoterms</b>
		Ex Works
		Free Carrier

# Create Ship Notice Details

1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Click Next** to proceed to review your Ship Notice.

20150415\_PO2 2 GOODS\_02  
*Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)*

**Shipment Status**  
Total Item Due Quantity: 10 BX

**Confirmation Status**  
Total Confirmed Quantity: 0 BX Total Backordered Quantity: 0 BX

Line	Ship Qty
1	<input type="text" value="10"/>

20150415\_PO2 2 GOODS\_02 10 BX 18 Nov 2015 25.00 EUR 250.00 EUR Remove  
*Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)*

**Shipment Status**  
Total Item Due Quantity: 10 BX

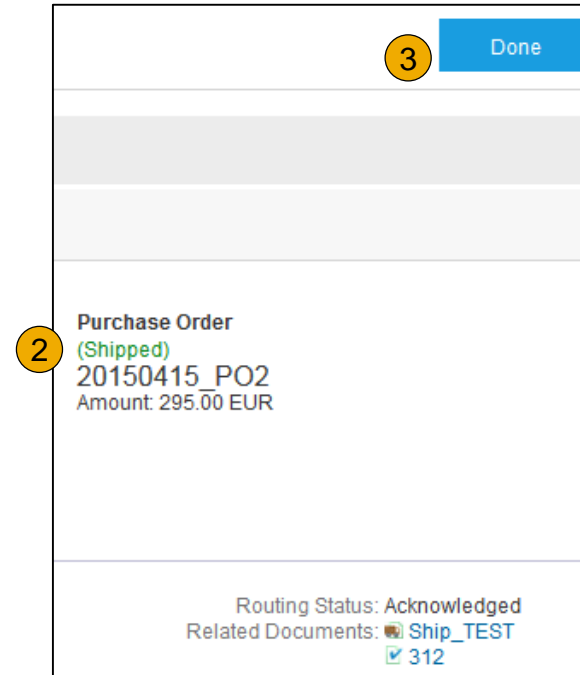
**Confirmation Status**  
Total Confirmed Quantity: 0 BX Total Backordered Quantity: 0 BX

Line	Ship Qty	Batch ID	Production Date	Expiry Date	
1	<input type="text" value="10"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Add Details"/>

2

# Submit Ship Notice

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to Cisco. 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. Submitted Ship Notices can be viewed from Outbox or by clicking the link under the Related Documents from the PO View.
3. **Click Done** to return to the Home page.



# Section 5: Invoice Methods



## Invoice Information

[Customer Specifications](#)  
[Invoice Rules](#)



## Invoice Methods

[PO Flip](#)  
[Non-PO Invoice](#)  
[Contract Invoices](#)  
[Credit Memo](#)  
[Copy Invoices](#)



## Invoice Management

[Search for Invoice](#)  
[Check Invoice Status](#)  
[Invoice History](#)  
[Modifying Invoices](#)  
[Invoice Reports](#)  
[Invoice Archival](#)

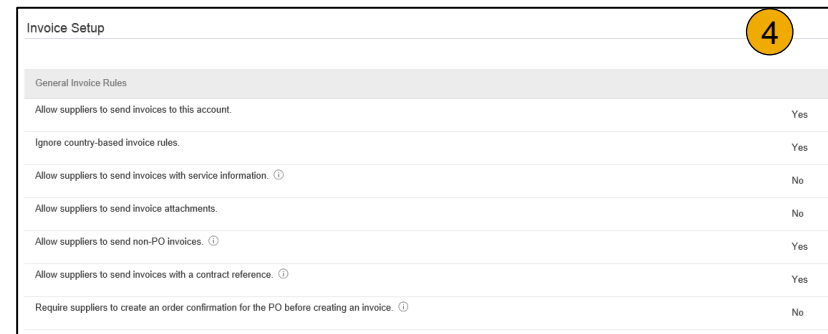
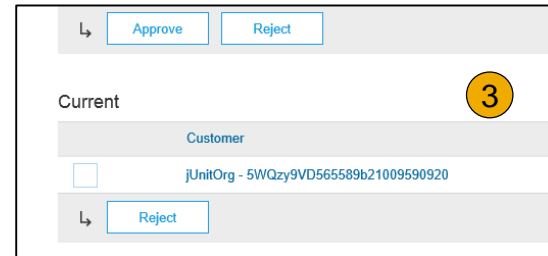
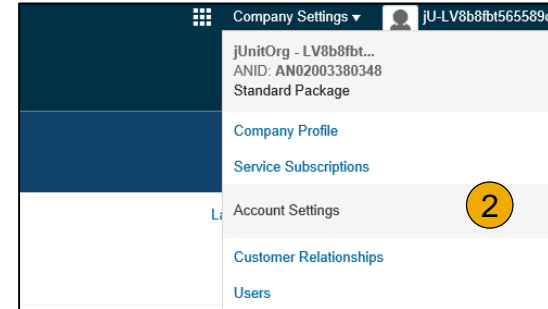
# Cisco Invoice Requirements

1. Suppliers are required to include a Remit To address and Remit ID on invoice
2. Suppliers are allowed to back date invoices for 5 days
3. Suppliers must enter taxes at the line item level
4. Suppliers must enter shipping and special handling taxes at the header level.
5. Suppliers must include their ERP Generated Invoice in a PDF format as an attachment on the SAP Ariba Invoice form.

# Review Cisco Invoice Rules

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

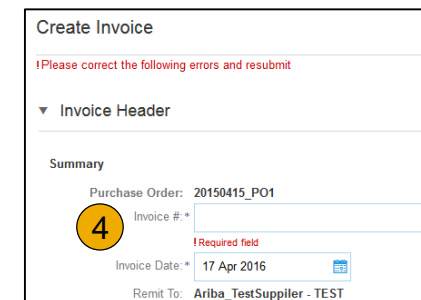
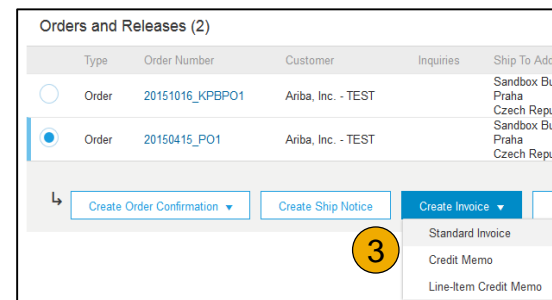
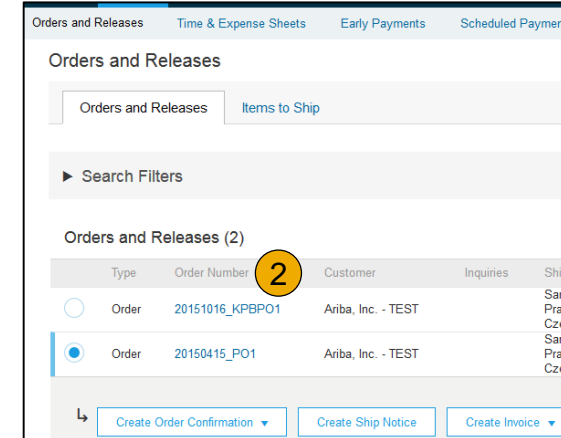
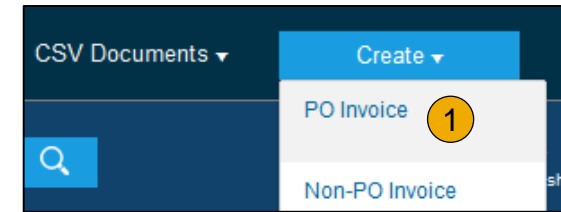
1. Login to your Ariba Network account via [supplier.ariba.com](http://supplier.ariba.com)
2. Select the Company Settings dropdown menu and under Account Settings, click Customer Relationships.
3. A list of your Customers is displayed. Click the name of your customer (Cisco).
4. Scroll down to the Invoice Setup section and view the General Invoice Rules.
5. If Cisco enabled Country-Based Invoice Rules then you will be able to choose your Country in Originating Country of Invoice from the drop down menu.
6. Click Done when finished.



# Invoice via PO Flip

To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

1. From the home screen within your Ariba Network account, select the **Create** dropdown menu and select **PO Invoice**.
2. For PO Invoice select a **PO number**.
3. Click on the **Create Invoice** button and then choose **Standard Invoice**.
4. Invoice is automatically pre-populated with the PO data. **Complete all fields marked with an asterisk and add tax as applicable.** Review your invoice for accuracy on the **Review** page. If no changes are needed, click **Submit** to send the invoice to Cisco.



# Invoice via PO Flip Header

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

1. **Enter an Invoice #** which is your unique number for invoice identification. The Invoice Date will auto-populate.
2. **Select Remit-To** address from the drop down box if you have entered more than one. **Note:** You must include a Remit-To address on invoices
3. **Shipping and special handling** should be entered at the header level.
4. **ERP Generated invoice** will be attached on the Header Level.
5. **Tax information is required** at Line level only by selecting the Line level tax radio button.
6. **You can also add some additional information** to the Header of the invoice such as: Special Handling, Payment Term, Comment, Attachment, Shipping Documents.
7. **Scroll** down to the Line items section to select the line items being invoiced.

**Note:** Attachment file size should not exceed 40MB.

▼ Invoice Header

Summary

Purchase Order: 1084497223

Invoice #: \* INV\_1084497223

Invoice Date: \* 15 Apr 2016

Remit To: DEFAULT VALUE

Line Item Actions

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

\* Indicates required field

Add to Header

- Tax
- Shipping Cost
- Shipping Tax
- Shipping Documents
- Special Handling
- Special Handling Tax
- Allowance
- Charge
- Additional Reference Documents and Dates
- Comment
- Attachment



# Invoice via PO Flip

## Line Items

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

1. **Review or update Quantity** for each line item you are invoicing.
2. **If you wish** to exclude a line item from the invoice, click on the line item's green slider. You can also exclude the line item by clicking the check box to the left and clicking 'Delete'.

**Note:** You can generate another invoice later to bill for the excluded item.

3. **Select** the line item to which tax is to be applied using the Line Item # checkbox. To apply the same tax to multiple line items, select those line items to be taxed at the desired rate.
4. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.
5. **Check** Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines.

Quantity	Unit	Unit Price
10	BX	25.00 EUR

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

Pricing Details

Price Unit: \* BX  
Unit Conversion: \* 1

Line Item Actions Delete

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

Tax

Category: VAT

Location:

Description:

Regime:

Date Of Pre-Payment:

Law Reference:

Standard Tax Selections

- Sales
- VAT
- OST
- HST
- PST
- QST
- Usage
- Withholding Tax
- Other Tax
- Configure Tax Menu

Line Item Actions Delete Add

Add to Included Lines

# Invoice via PO Flip

## Additional Tax Options & Line Item Shipping

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

1. **Select** the **Line Item** to apply different tax rates to each line item.
2. **Click Line Item Actions > Add > Tax.**  
Upon **refresh**, the Tax fields will display for each selected line item.
3. **Click** Remove to remove a tax line item, if not necessary.
4. **Select** Category within each line item, then either populate the rate (%) or tax amount and click update.
5. **Enter** shipping cost to the applicable line items

# Invoice via PO Flip

## Detail Line Items

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

The screenshot illustrates the SAP Line Item Level interface. On the left, a 'Line Item Actions' menu is open, with a circled '6' next to the 'Edit' option. The main area shows a table of line items with a circled '6' next to the first row. Below the table, the 'Create Invoice' form is displayed, showing details for the selected line item.

**Line Item Actions Menu:**

- Line Item Actions (dropdown)
- Delete
- Add (dropdown)
- Edit
- Add
- Shipping Documents

**Line Items Table:**

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	GOODS_01	Copy Paper White, A3, 80gsm (ream 500 sheets)		5	EA	0.50 EUR	2.50 EUR

**Create Invoice Form:**

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

Quantity: 5 Part #: GOODS\_01  
Unit: EA  
Unit Price: 1.00 EUR  
Subtotal: 5.00 EUR

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

**Pricing Details**

Price Unit: PCE Price Unit Quantity: 2  
Unit Conversion: 1 Description: This field specifies that 1 Box is equivalent to 2 units

Inspection Date:

**Shipping**

Ship From: Ariba\_TestSupplier - TEST Ship To: Sandbox Buyer - Test Praha  
Praha 5  
Czech Republic Deliver To: Czech Republic  
Cristian Mihalache  
2nd Floor, SI Team

# Invoice via PO Flip

## Review Allowances and Charges

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

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

No.	Include	Type	Part#	Description	Customer Part#	Quantity	Unit	Unit Price	Subtotal
2	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02	Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)		10	BX	25.00 EUR	250.00 EUR
<b>Pricing Details</b> Price Unit: BX      Price Unit Quantity: 1 Unit Conversion: 1      Description:									
<b>Shipping</b> Ship From: Ariba_TestSupplier - TEST      Ship To: Sandbox Buyer - Test Praha 5      Praha Czech Republic      Czech Republic Cristian Mihalache 2nd Floor, SI Team									
<b>Shipping Cost</b> Shipping Amount: 0.00 EUR      Shipping Date:									
<b>Allowances and Charges</b> Service Code:      Description:      Add Tax Start Date:      End Date:      Remove Allowance:									
<input type="button" value="Line Item Actions"/> <input type="button" value="Delete"/> <input type="button" value="Add"/>									

Summary
Purchase Order: 20160416_PO1 Invoice #: <input type="text"/> Invoice Date: 15 Apr 2016 Remit To: Ariba_TestSupplier - TEST Praha 5 Czech Republic Bill To: Sandbox Buyer - Test Praha Czech Republic
<b>Tax</b> <input checked="" type="radio"/> Header level tax <input type="radio"/> Line level tax Category: VAT Location: <input type="text"/> Description: <input type="text"/> Regime: <input type="text"/> Date Of Pre-Payment: <input type="text"/> Law Reference: <input type="text"/>
<b>Shipping</b> <input checked="" type="radio"/> Header level shipping <input type="radio"/> Line level shipping Ship From: Ariba_TestSupplier - TEST <b>1</b> Praha 5 Czech Republic
<b>Allowances and Charges</b> Service Code:      Description:      Add Tax Start Date:      End Date:      Remove Allowance:

# Invoice via PO Flip

## Line Item Comments

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

The image shows two screenshots from the SAP interface. The top screenshot displays the 'Line Item Actions' dropdown menu, which is open and shows the 'Add' option selected. The 'Add' dropdown is further open, showing the 'Comments' option highlighted with a yellow circle containing the number '1'. Other options in the 'Add' dropdown include Shipping Documents, Special Handling, Pricing Details, Discount, Allowance, Charge, and Attachment. In the background, there are buttons for 'Delete', 'Add', 'Update', 'Save', 'Exit', and 'Next'. The 'Next' button is highlighted with a yellow circle containing the number '3'. The bottom screenshot shows a 'Comments' field with a yellow circle containing the number '2' next to it. The field is empty, and there is a 'Remove' button to its right.

# Invoice via PO Flip

## Add Service Lines to Invoices

1. **Select the Add dropdown menu and select Add General Service OR Add Labor Service.**
2. **Enter details for General or Labor Service. General Service lines ask for limited details, including Service Start and End dates. Labor Service contains additional fields includes rate, term, and contractor information.**

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

Insert Line Item Options  Tax Category:   Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00 CZK

Service Period Service Start Date:  Service End Date:

Line Item Actions  **1** 

- Add General Service
- Add Labor Service
- Add Material

Turn on Error Dump  Hide/Show XML

Insert Line Item Options  Tax Category:   Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00 USD

Rate **2**

*Term	*Rate	*Unit
<input type="text"/>	<input type="text"/>	<input type="text"/>

Time Sheet Number:

Contractor Name:  Supervisor Name:

Contractor Identifier: (no value)  Work Location:

Job Description:

Address 1:

Address 2:

Address 3:

City:

State: (no value)

Zip:

Country: (no value)

This selection will refresh the page content.

Line Items

Insert Line Item Options  Tax Category:   Discount

No.	Include	Type	Part #	Description
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE	<input type="text"/>	<input type="text"/>

Service Period **2** Service Start Date:  Service End Date:

Line Item Actions

# Invoice via PO Flip

## Review, Save, or Submit to Customer

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.
2. If no changes are needed, click **Submit** to send the invoice to Cisco.
3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.
4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.
5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.
6. You can keep draft invoices for up to 7 days.

Create Invoice

Update Save Exit Next

Create Invoice

! Please correct the following errors and resubmit

▼ Invoice Header

Summary

Purchase Order: PO80001005

Invoice #\*:

! Required field

Invoice\* Date: 22 Apr 2016

Remit To: 333 MAIN ST

Bank Account: Bill To:

Ariba Network

HOME INBOX **OUTBOX** CATALOGS ENABLEMENT TASKS REPORTS

Invoices Order Confirmations Ship Notices Drafts **5**

Drafts

**Note:** In the event of errors, there will be a notification in red where information must be corrected

# Create a Credit Memo

## Line Level Detail

To create a line level credit memo against an invoice:

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

**Note:** You must provide a reason for each credit memo.

Ariba Network

HOME INBOX **OUTBOX** CATALOGS REPORTS

Invoices Order Confirmations Ship Notices Drafts

Invoices

Search Filters

Invoices (1)

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

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

Line Items 4 Line Items, 4 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: Shipping Documents Special Handling Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
4	<input checked="" type="checkbox"/>	MATERIAL	JKL012	WIDGET 4		-1	EA	\$6.60 USD	-\$6.60 USD
5	<input checked="" type="checkbox"/>	MATERIAL	MNO345	WIDGET 5		-3	EA	\$5.16 USD	-\$15.48 USD
6	<input checked="" type="checkbox"/>	MATERIAL	PQR678	WIDGET 6		-1	EA	\$5.40 USD	-\$5.40 USD
7	<input checked="" type="checkbox"/>	MATERIAL	STU901	WIDGET 7		-1	EA	\$5.16 USD	-\$5.16 USD

Line Item Actions Delete

Turn on Error Dump Hide/Show XML

Update Exit Next

Subtotal: **-\$32.64 USD**  
 Total Tax: **-\$2.28 USD**  
 Total Shipping: **-\$12.00 USD**  
 Total Gross Amount: **-\$46.92 USD**  
 Total Net Amount: **-\$46.92 USD**  
 Amount Due: **-\$46.92 USD**

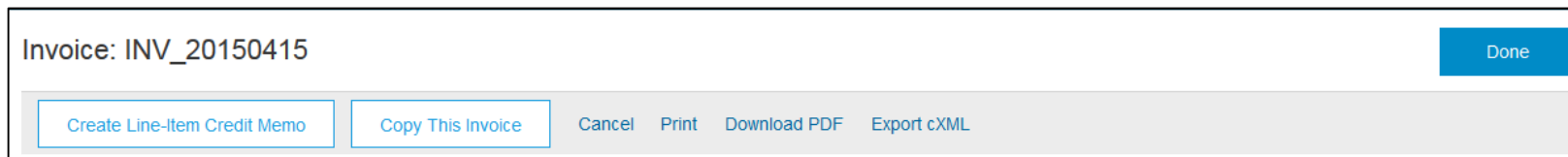
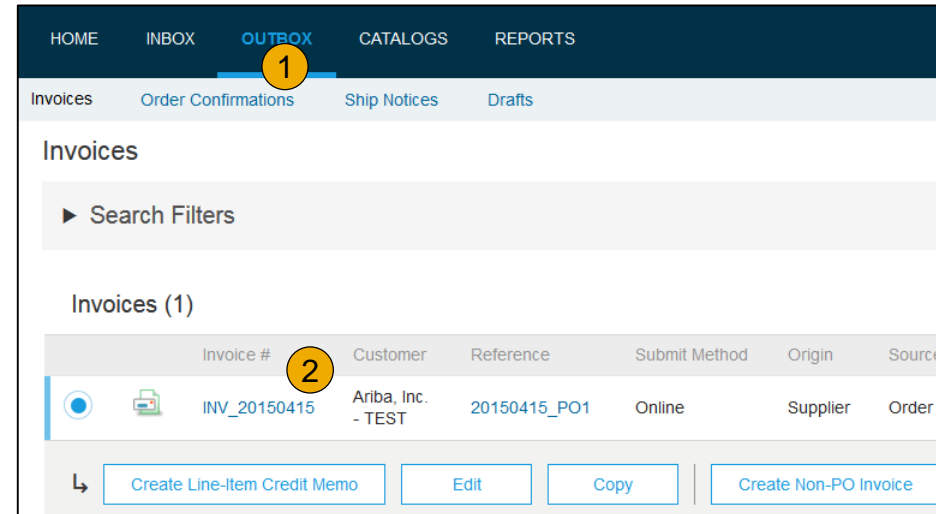
Previous Submit Exit



# Copy an Existing Invoice

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

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



# Search for Invoice

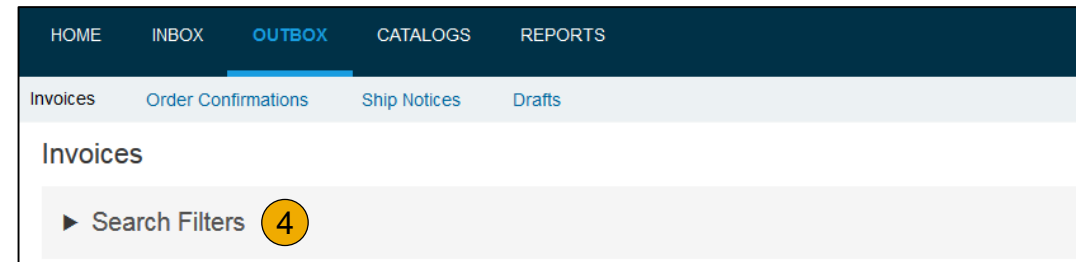
## (Quick & Refined)

### Quick Search:

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

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

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



# Check Invoice Status

## Routing Status To Your Customer

### Check Status:

If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status. You can also check invoice status from the **Outbox** by selecting the invoice link.

### Routing Status

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

- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed Cisco invoicing rules. Cisco 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** – Cisco invoicing application has acknowledged the receipt of the invoice

# Check Invoice Status

## Review Invoice Status With Your Customer

### Invoice Status

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

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

# Review Invoice History

## Check Status Comments

Access any invoice:

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

Invoice: INV\_20150415

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

Detail Scheduled Payments History **1**

Standard Invoice

Invoice: INV\_20150415 Done

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

Detail Scheduled Payments History

Invoice: INV\_20150415 To: Ariba, Inc. - TEST  
Invoice Status: Sent Routing Status: Sent  
Received By Ariba Network On: 15 Apr 2016 2:47:55 PM GMT+02:00  
Submitted By: Klaus Püschel

History **2**

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

**4**

# Modify an Existing Invoice

## Cancel, Edit, and Resubmit

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

The screenshot shows the Ariba Network interface. The top navigation bar includes 'HOME', 'INBOX', 'OUTBOX' (highlighted with a yellow circle 1), 'CATALOGS', 'ENABLEMENT TASKS', and 'REPORTS'. Below the navigation bar, there are tabs for 'Invoices', 'Order Confirmations', 'Ship Notices', and 'Drafts'. The 'Invoices' tab is active, showing a search filter and a table of invoices. The table has columns for 'Invoice #', 'Customer', 'Reference', 'Submit Method', 'Date', 'Amount', 'Routing Status', and 'Invoice Status'. Two invoices are listed: XYZ123456 and XYZ12345. Below the table, there are buttons for 'Create Line-Item Credit Memo', 'Edit' (circled with a yellow circle 4), 'Copy', and 'Create Non-PO Invoice'.

The screenshot shows the details page for invoice XYZ123456. The page title is 'Invoice: XYZ123456'. Below the title, there are buttons for 'Copy This Invoice', 'Cancel' (circled with a yellow circle 3), 'Print', 'Download PDF', and 'Export cXML'. At the bottom, there are tabs for 'Detail', 'Scheduled Payments', and 'History'.

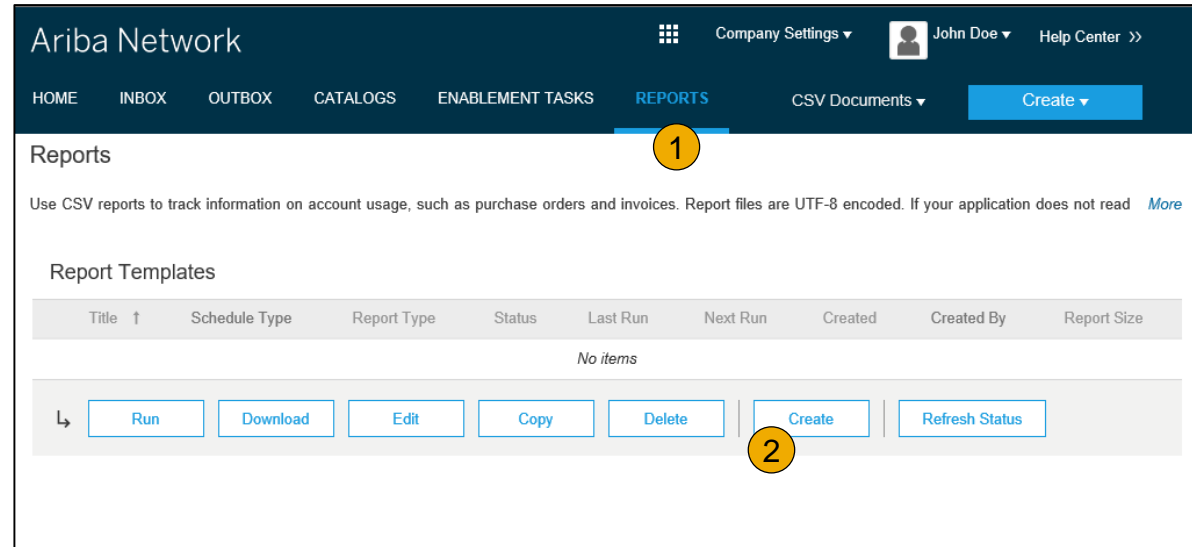
The screenshot shows a confirmation dialog titled 'Cancel Invoice?' (circled with a yellow circle 3). The dialog asks 'Are you sure you want to cancel this invoice?' and has two buttons: 'Yes' and 'No'.

# Download Invoice Reports

## Learn About Transacting

Reports help provide additional information and details on transactions on the Network in a comprehensive format.

1. Click the **Reports** tab from the menu at the top of the page.
2. Click **Create**.



- **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.
- Reports can be created by Administrator or User with appropriate permissions.
- **Bronze** (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

# Invoice Reports

3. Enter required information. Select an Invoice report type — Failed Invoice or Invoice.
4. Click Next.
5. Specify Customer and Created Date in Criteria.
6. Click Submit.
7. You can view and download the report in CSV format when its status is Processed.

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

Report

Enter a title and description for this report. Check the Time Zone and Language settings. You can set the Time Zone and [More](#)

1 Report Description

2 Criteria

3 Title: \*

Description:

Time zone: US/Michigan

Language: English

Report Type: \*

Select

Next Exit

- Select
- Early Payment Detail
- Failed Invoice
- Failed Order
- Invoice
- Order Summary
- Payment Transactions
- Order
- Remittance Advice Details
- SCF Trade Details Reports
- Book
- e Sheet

Report

Set the parameters for this report. To save your changes and put the report into the queue to be run, click Submit. To exit without saving changes or running this report, click Exit. [Less](#)

1 Report Description

2 Criteria

5 Customer: All Customers [Select](#)

Filter Invoice By: Date Invoice Created

Date Range: 21 Feb 2017 To 28 Feb 2017

6

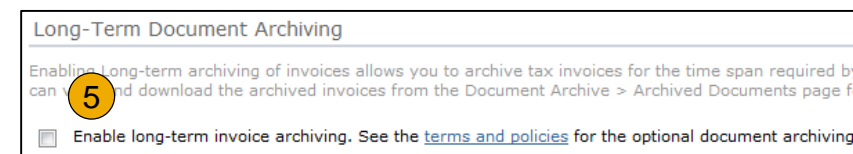
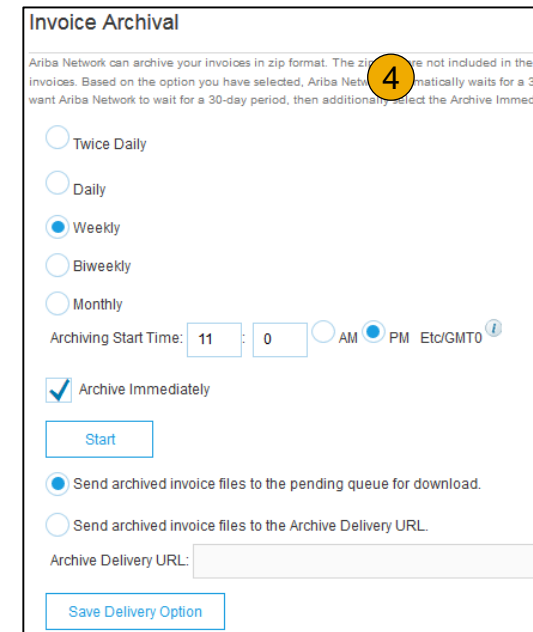
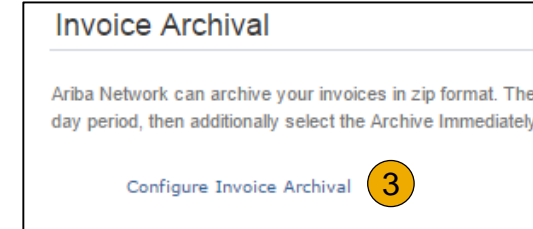
Previous Submit Exit



# Invoice Archival

Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

1. From the **Company Settings** dropdown menu, select **Electronic Invoice Routing**.
2. Select the tab **Tax Invoicing and Archiving**.
3. Scroll down to **Invoice Archival** and select the link for **Configure Invoice Archival**.
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), choose **Archive Immediately** to archive without waiting 30 days, and click **Start**.
  - If you want Ariba to deliver automatically archived zip files to you, also enter an Archive Delivery URL (otherwise you can download invoices from your Outbox, section Archived Invoices).
  - **Note:** After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.
5. You may navigate back to the **Tax Invoicing and Archiving** screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the Terms and Policies link.)



# Section 6: Ariba Network Help Resources



**Customer Support**



**Supplier  
Information Portal**



**Additional  
Resources**

[Useful Links and  
Webinars](#)

[Troubleshoot Your  
Invoice](#)

# Customer Support

## Supplier Support During Deployment

### Ariba Network Registration or Configuration Support

- Email SAP Ariba Enablement Team at [ciscosupplierenablement@ariba.com](mailto:ciscosupplierenablement@ariba.com)
  - Registration/ Account Configuration
  - Supplier Fees
  - General Ariba Network Questions

### Cisco Enablement Business Process Support

- Email Cisco Enablement Team at [ciscosuppliersupport@cisco.com](mailto:ciscosuppliersupport@cisco.com)
  - Business-Related Questions

### Cisco Supplier Information Portal

- Find your supplier information portal [HERE](#)

## Supplier Support Post Go-Live

### SAP Ariba Global Customer Support

- [Click here](#) to find your appropriate customer support phone number

# Training & Resources

## Cisco Supplier Information Portal

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name to view transactional rules: The Customer Invoice Rules determine what you can enter when you create invoices.
3. **Select** Supplier Information Portal to view documents provided by your buyer.

**Account Settings**

Customer Relationships | Users | Notifications | Account Hierarchy

Current Relationships | Potential Relationships

I prefer to receive relationship requests as follows:

Automatically accept all relationship requests  Manually review all relationship requests

[Update](#)

**Pending**

Customer
<a href="#">Approve</a> <a href="#">Reject</a>

**Current**

Customer
<input type="checkbox"/> Ariba Inc. <a href="#">Supplier Information Portal</a>
<input type="checkbox"/> Pouliot Industries
<a href="#">Reject</a>

**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](#)

# Useful Links and Webinars Available

## Links

- [Ariba Supplier Pricing page](#)
- [Ariba Network Hot Issues and FAQs](#)
- [Ariba Cloud Statistics and Network Notification](#)
  - Detailed information and latest notifications about product issues and planned downtime – if any – during a given day
- [SAP Ariba Discovery](#)
- [Ariba Network Overview](#)
- [Support Center](#)
- [Learning Center](#)

## Webinars

- [Supplier Success Sessions](#)
  - Created by Ariba Network Customer Support
  - Example topics:
    - Introduction to Ariba Network
    - Registration
    - Invoicing
    - Using the help center
- [30 on Thursdays](#)
  - Information sessions on Supplier best practices
  - Example Sessions:
    - Uncover Advanced Functionality to Maximize Value
    - Introduction to Supplier Electronic Integration
    - Roadmap to Your Ariba Network Subscription
- [Live Demonstrations](#)
  - Understand SAP Ariba's solutions
  - Example Demos:
    - PunchOut for e-Commerce managers
    - Creating electronic catalogs
    - Integrating with your customers through cXML

# Troubleshoot Your Invoice Issues

How do I know  
which type of  
invoice to  
create?

What does this  
error message  
mean?

How do I cancel  
an invoice that  
I've sent?

How do I edit and  
resubmit an  
invoice that I've  
sent?

What should I do  
if my invoice has  
been rejected?

Can I resend a  
failed or rejected  
invoice with the  
same invoice  
number?

How do I tell  
when my invoice  
will be paid?

**Thank you.**