Cisco
Supplier Guide

CONFIDENTIAL

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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

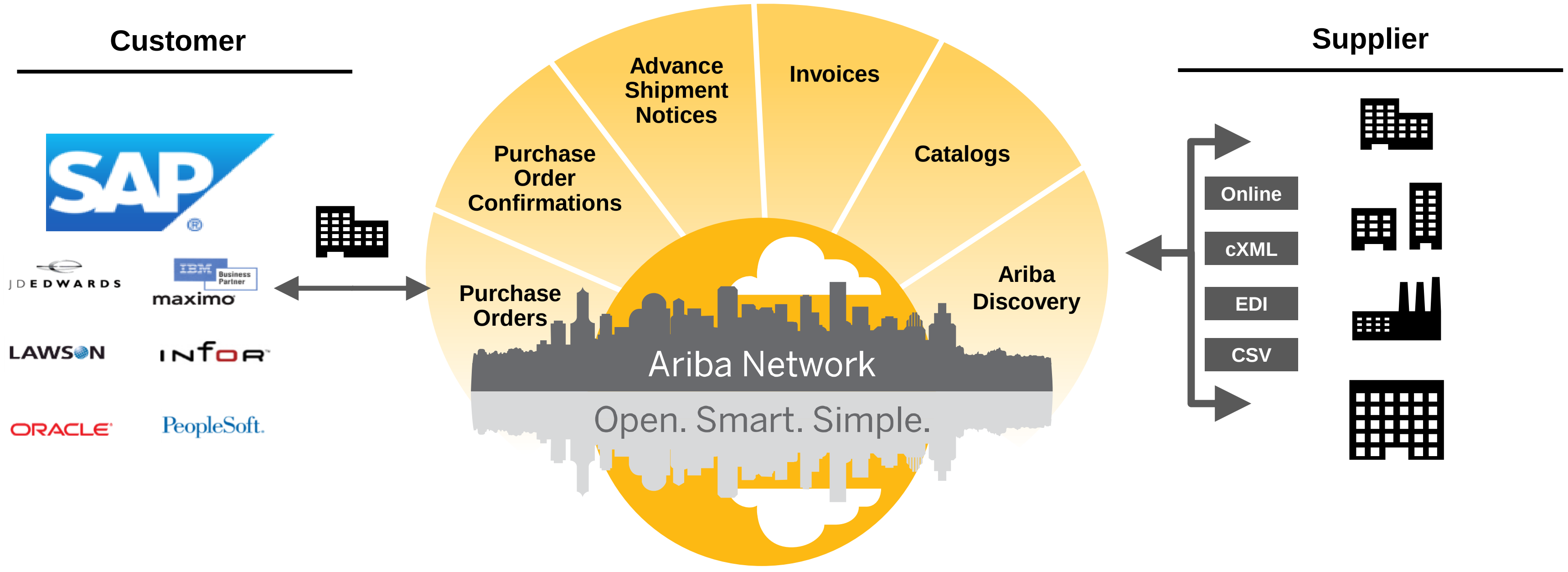
£GBP

€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.



2+ million Trading Partners

$850B In Annual Commerce

>60% Global 2000 use the Network

65+ million Annual Invoices

190 Countries

60+ million Annual Purchase Orders

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 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

For any questions about the Ariba network or the enablement process, please contact: 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)
✓ Invoices are generated and sent to us manually ✓ Invoices are processed through Oracle using OCR ✓ Invoices are sent electronically using EDI	✓ **PO's will be accessed** and processed in your Ariba account ✓ **Invoices** will be created in your Ariba account ✓ **Status notifications** for invoices and remittance will be received via the **Ariba Network**	✓ **Real time PO and invoice** delivery for quicker fulfillment, payment and status reporting ✓ **Reduced costs** through reduction in administrative business expenses ✓ **Increased revenue** through global network reach and new customers ✓ **Faster payments** due to a streamlined and efficient process ✓ **Real time invoice status updates** and better organization of PO's and invoices ✓ Technical capability to host **catalogs** giving better visibility to products
Click here to learn more about the Ariba Network		

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

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Ariba Network Supplier Subscription Offerings

Standard

- ✓ FREE Collaboration
- ✓ Onboarding Assistance
- ✓ Custom Routing and Reporting
- ✓ Electronic Catalogs
- ✓ Ariba Discovery
- ✓ Customer Support

\+

Bronze

- ✓ Advanced Reporting
- ✓ Achievement Badges
- ✓ cXML/Catalog e-Learning Courses
- ✓ 1 Ariba Discovery Lead Response

\+

Silver

- ✓ Integration Express Consultation
- ✓ Unlimited cXML and EDI Usage
- ✓ Technical Support
- ✓ 2 Ariba Discovery Lead Responses

\+

Gold

- ✓ Data Cleansing and Enrichment
- ✓ Basic Integration Tools
- ✓ E-commerce Consultation Services
- ✓ Unlimited Ariba Discovery Lead Responses

\+

Platinum

- ✓ Dedicated Support Channel
- ✓ Advanced Integration Tools
- ✓ Pass to SAP Ariba LIVE

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Supplier Fee Schedule

Please select your currency:

$USD

GBP

EUR

AUD

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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 All 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 All 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 All 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 All 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

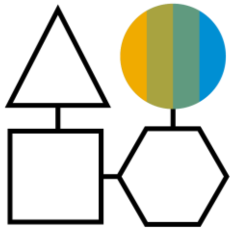
***Chargeable suppliers transacting less than A$235,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

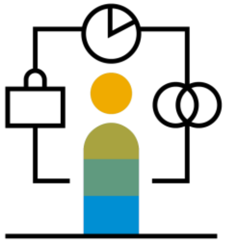
Fee Threshold

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	Enablement Tasks	Advanced Account Configuration
Suggested Configuration	Enablement Tasks	Customer Relationships
Accept Invitation	Purchase Order Routing	Roles and Users
Profile Completion	Invoice Notifications	Enhanced User Account Functionality
Email Notifications	Tax Details	Multi-Orgs
	Remittances	Test Accounts

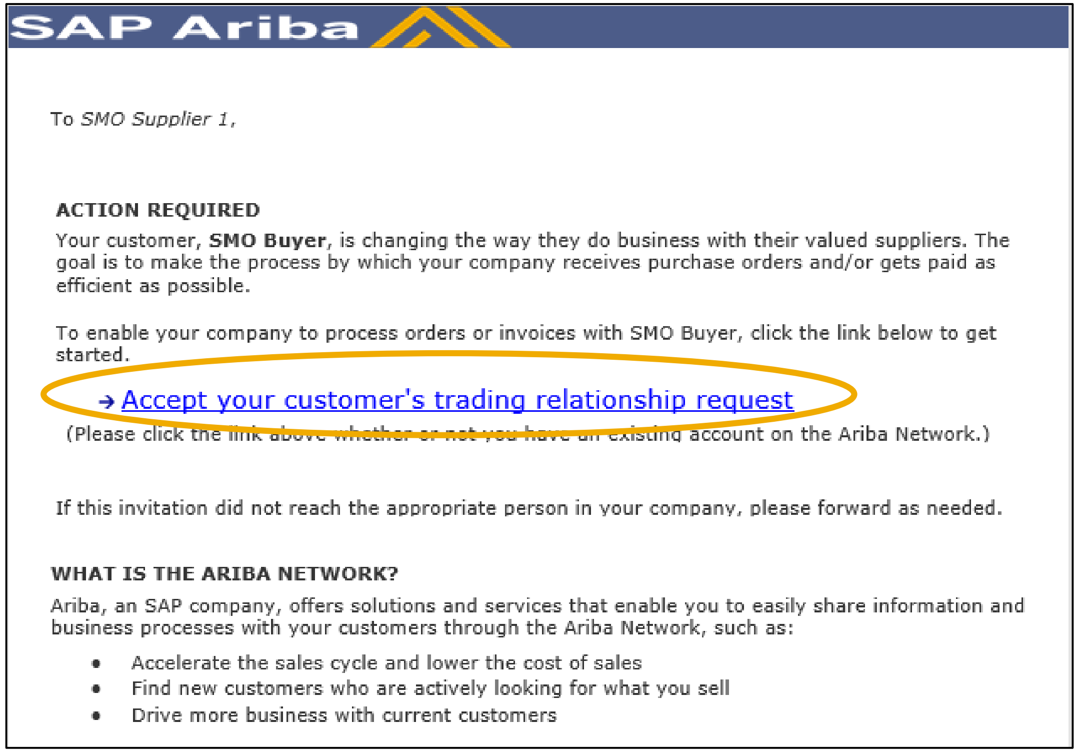
Cisco Specific Account Configuration

- **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**.**


SAP Ariba

To *SMO Supplier 1*,

ACTION REQUIRED

Your customer, **SMO Buyer**, is changing the way they do business with their valued suppliers. The goal is to make the process by which your company receives purchase orders and/or gets paid as efficient as possible.

To enable your company to process orders or invoices with SMO Buyer, click the link below to get started.

→ Accept your customer's trading relationship request

(Please click the link above whether or not you have an existing account on the Ariba Network.)

If this invitation did not reach the appropriate person in your company, please forward as needed.

WHAT IS THE ARIBA NETWORK?

Ariba, an SAP company, offers solutions and services that enable you to easily share information and business processes with your customers through the Ariba Network, such as:

- Accelerate the sales cycle and lower the cost of sales
- Find new customers who are actively looking for what you sell
- Drive more business with current customers

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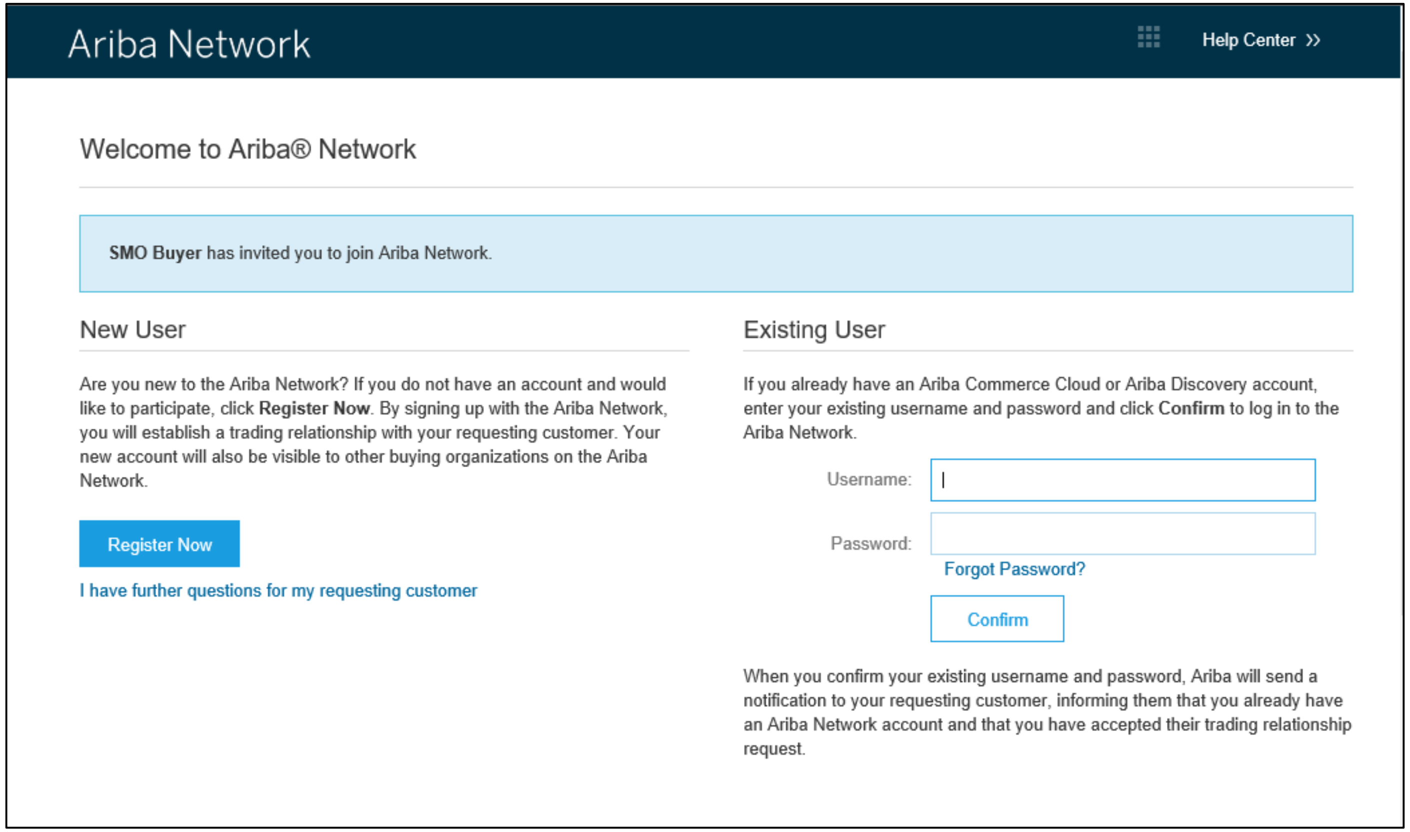
Select One…

First Time User

Existing User



Register as a New User

1. Click **Register Now.**

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

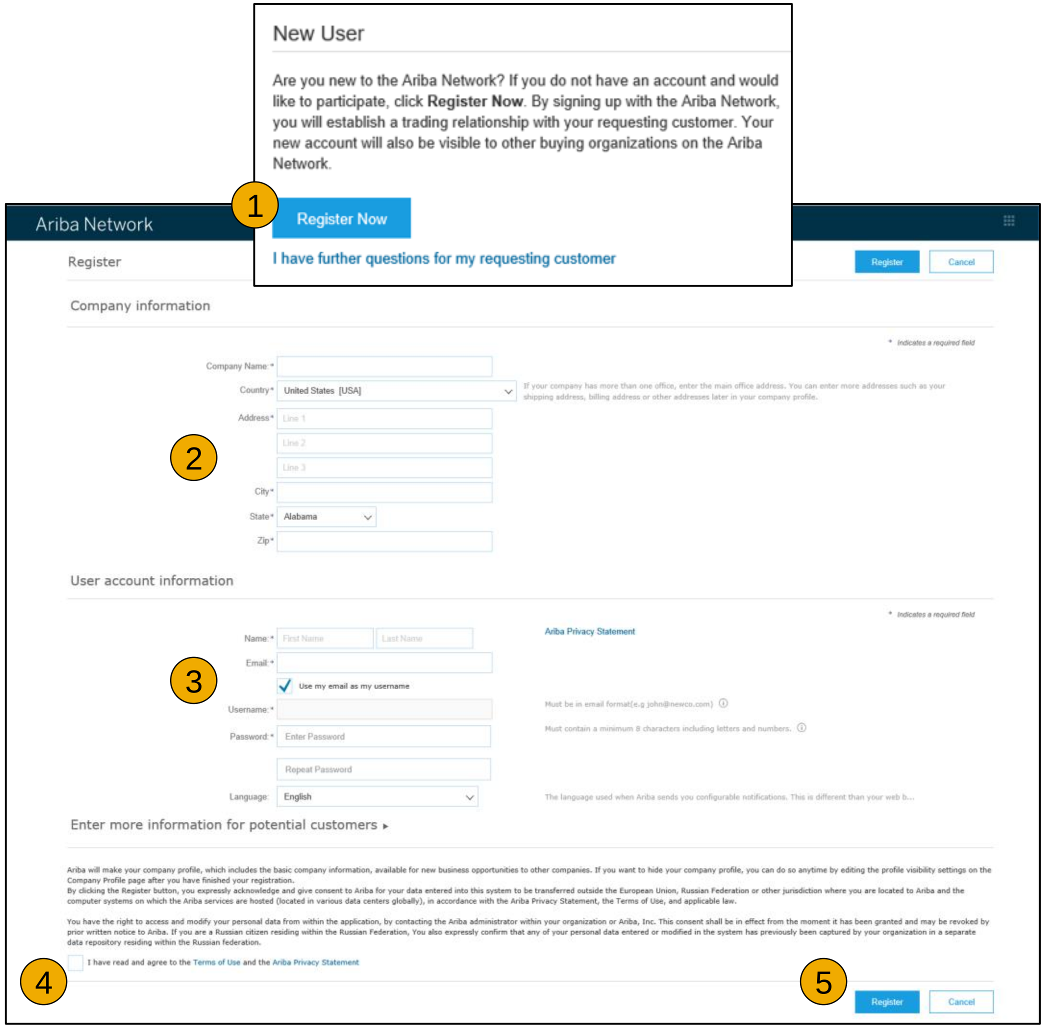
- **Company Name**
- **Country**
- **Address**

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

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

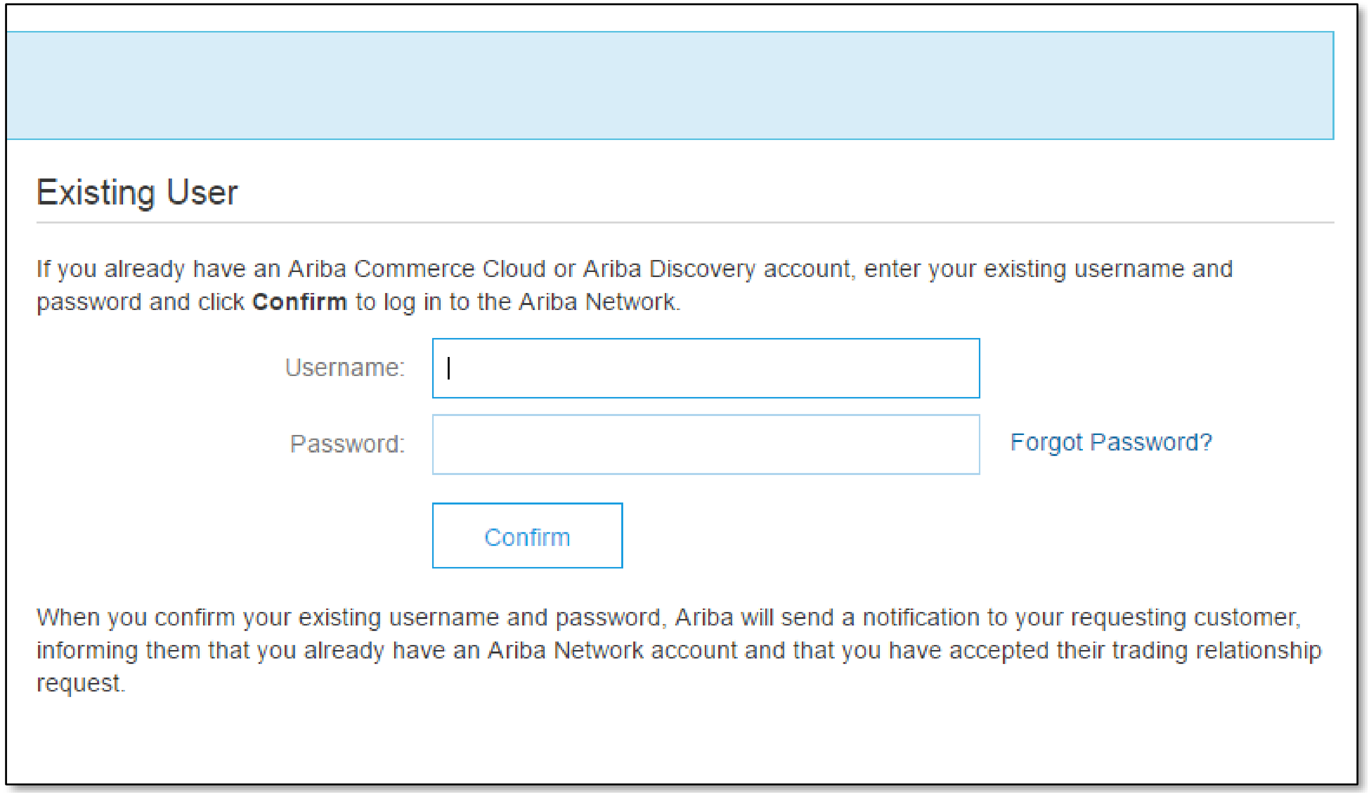
1. Accept the **Terms of Use** by checking the box.

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



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.



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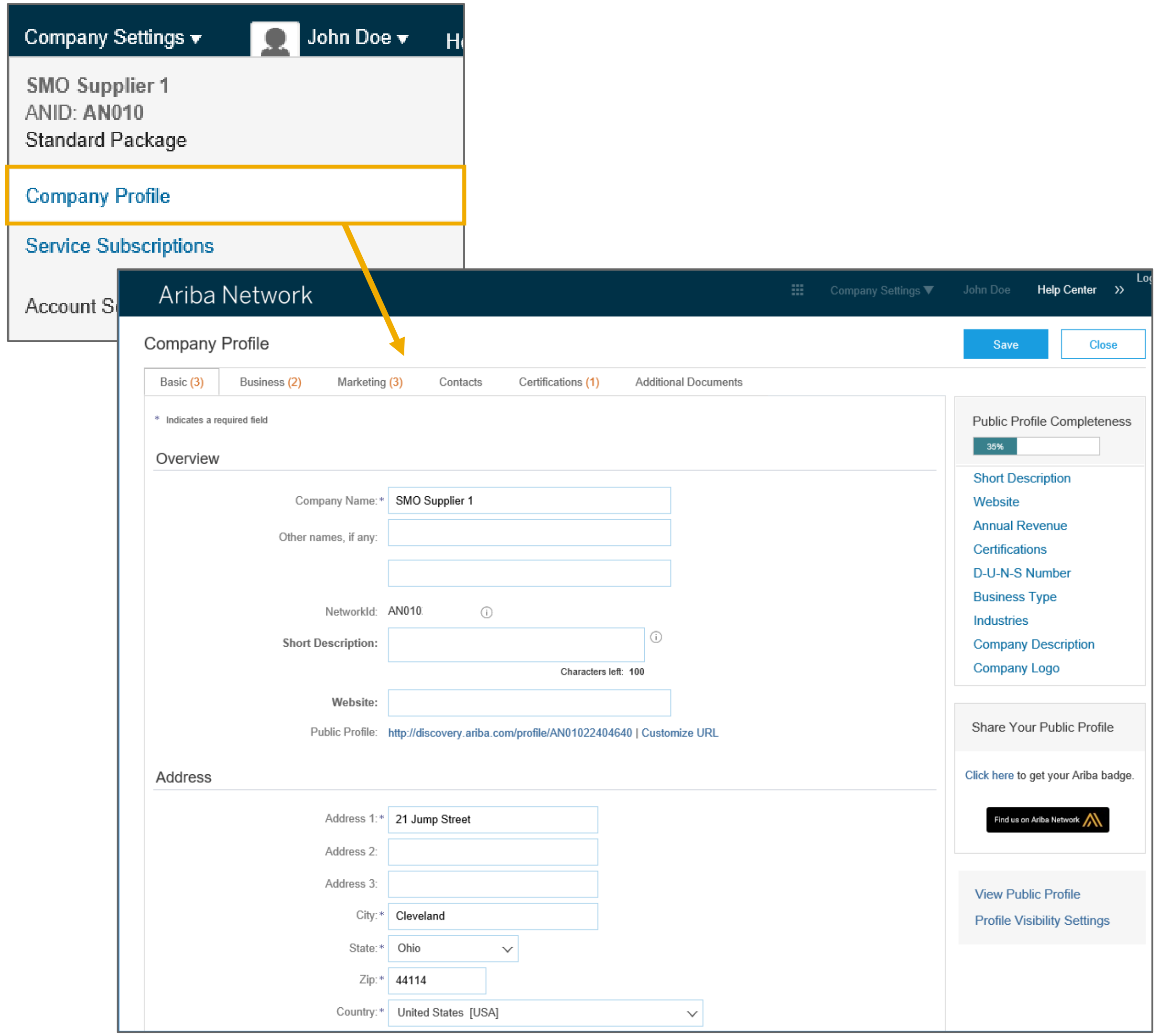
Complete Your Profile

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.

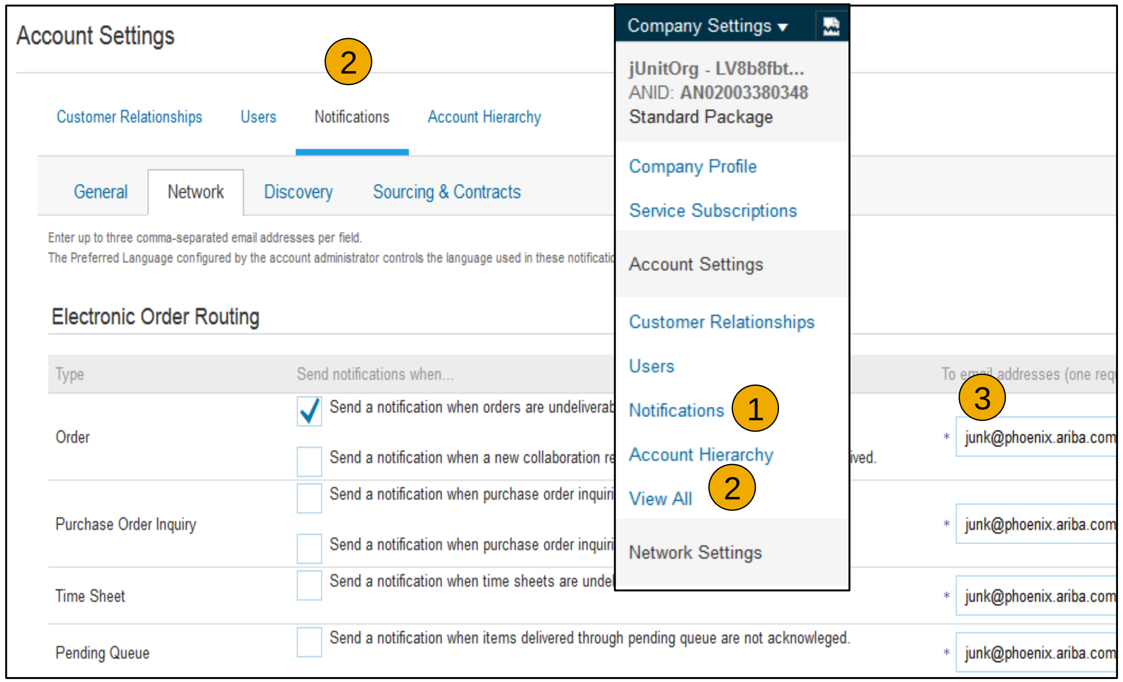
Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.



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.



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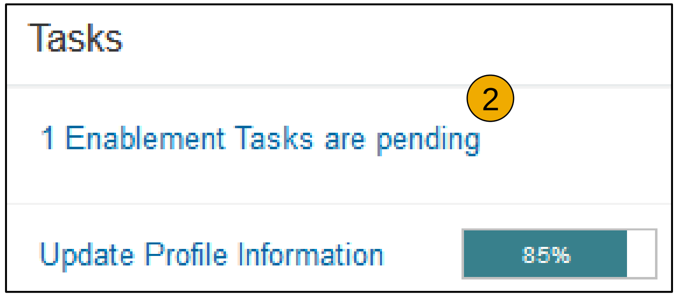
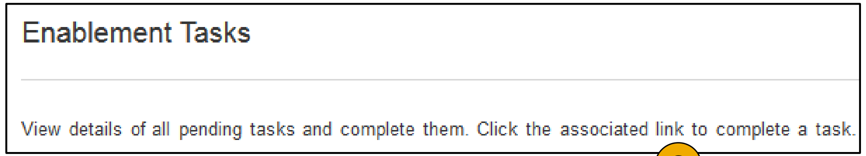
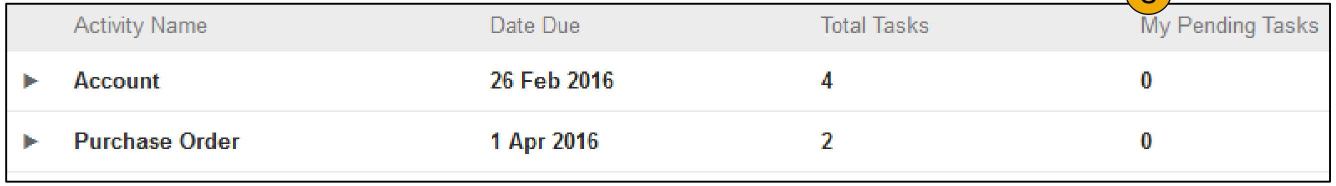
Configure Your Enablement Tasks

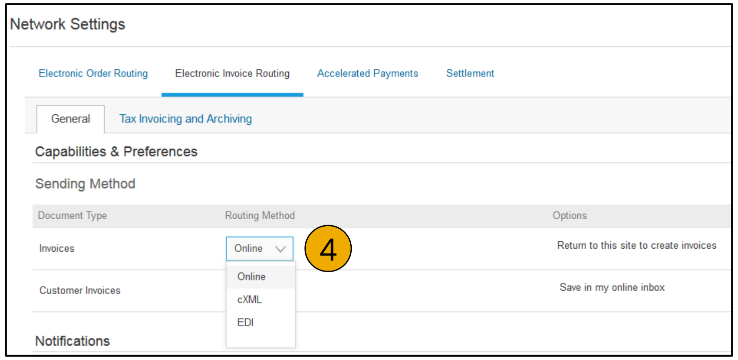
1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.
4. **Choose** one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing: **Online, cXML, EDI, Email,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







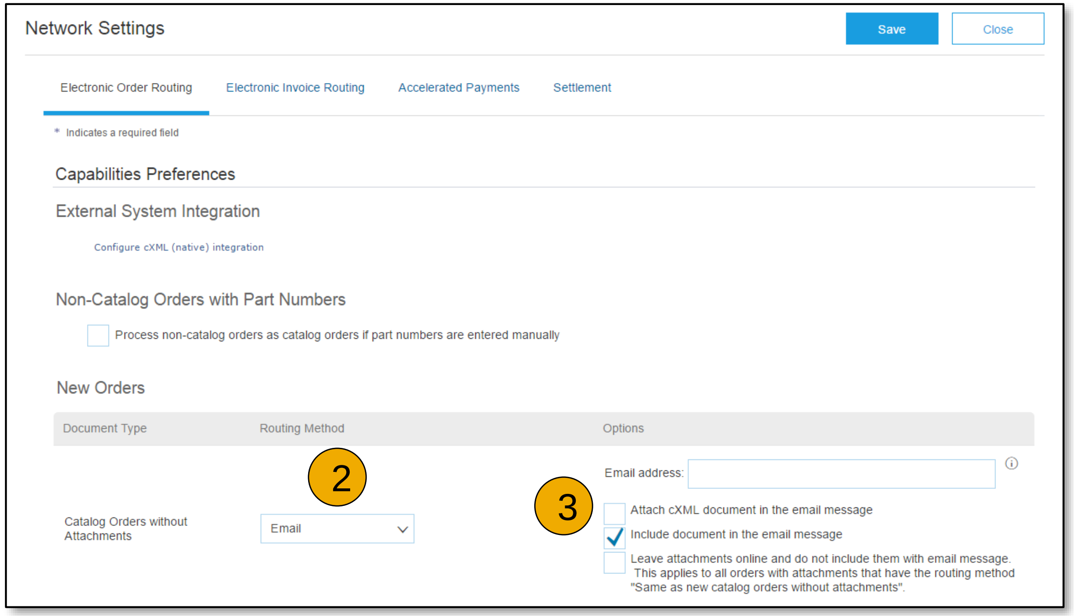
Activity Name	Date Due	Total Tasks	My Pending Tasks
Account	26 Feb 2016	4	0
Purchase Order	1 Apr 2016	2	0



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.



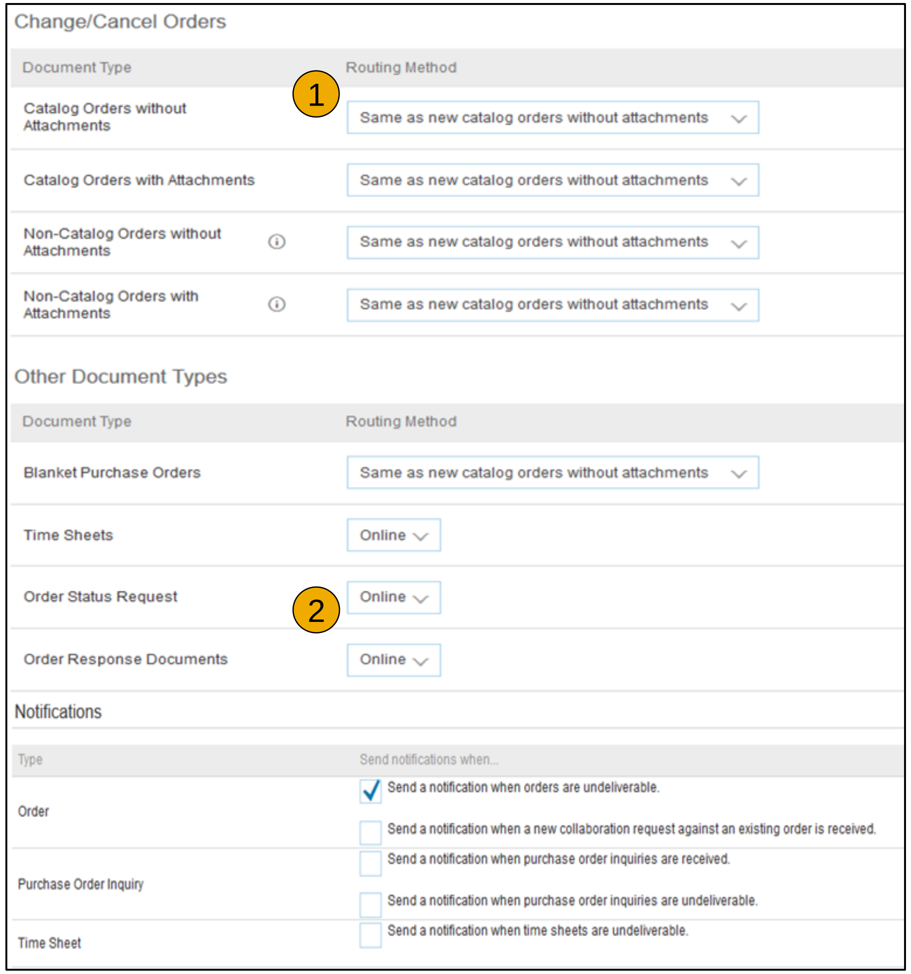
Route Your Purchase Orders
Method Details

- **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 to be connected with a Seller Integrator who will provide more information on configuration.

Select Electronic Order Routing Method

Notifications

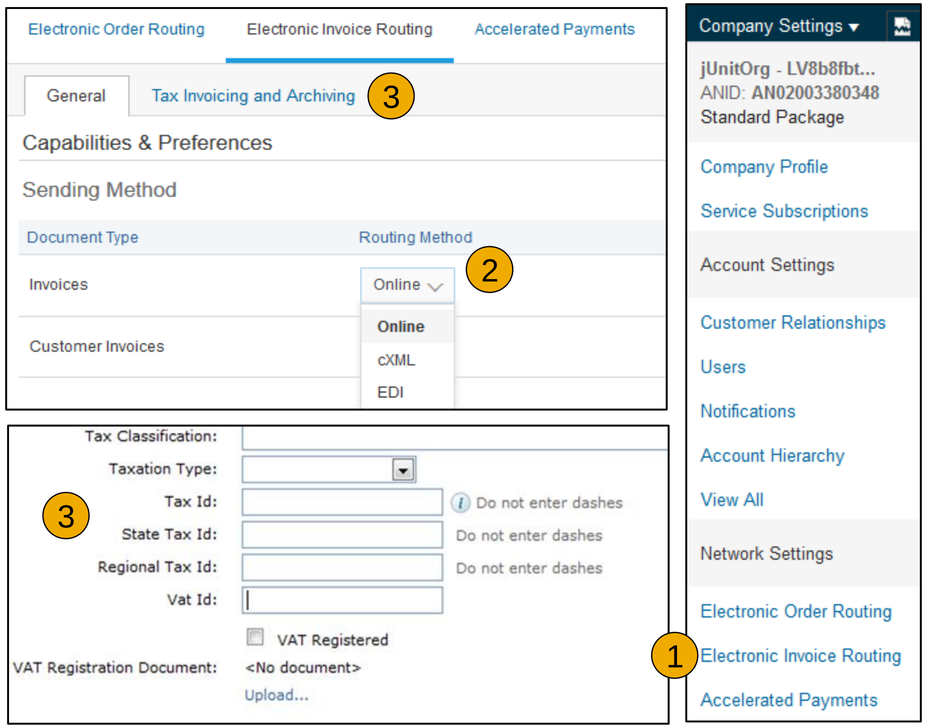
1. **Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).



Select Electronic Invoice Routing Method

Methods and Tax Details

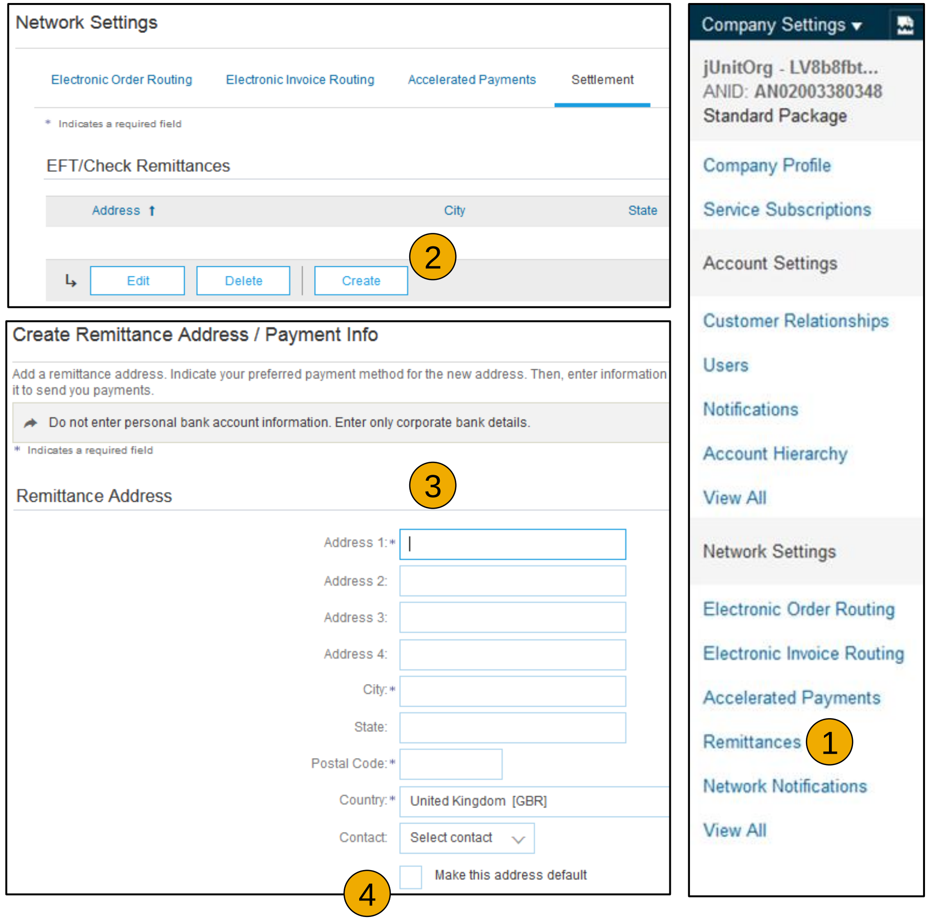
1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to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



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.

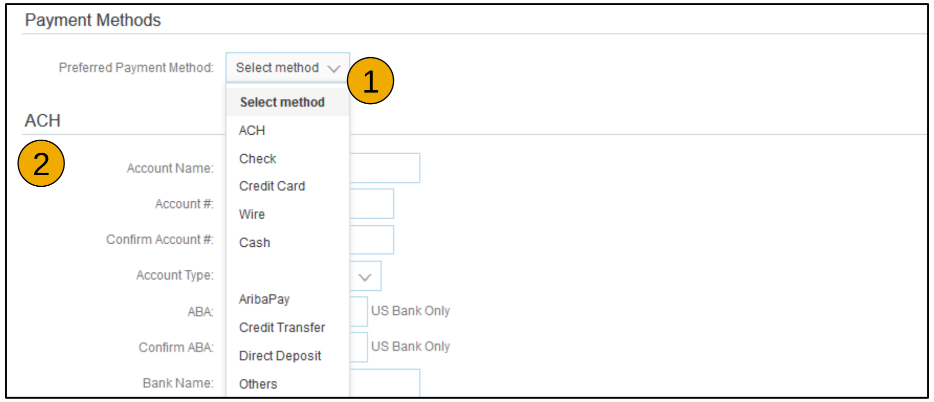


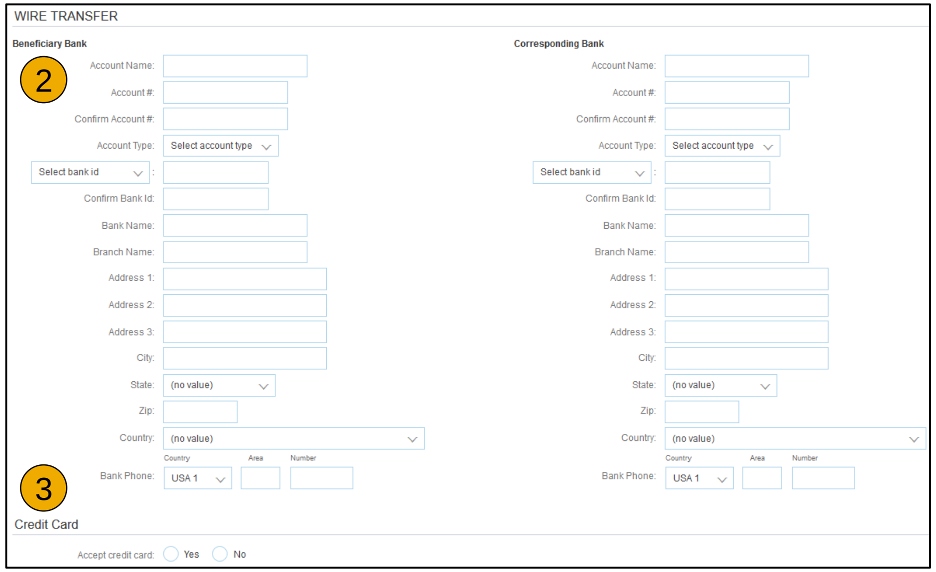
Configure Your Remittance Information

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.





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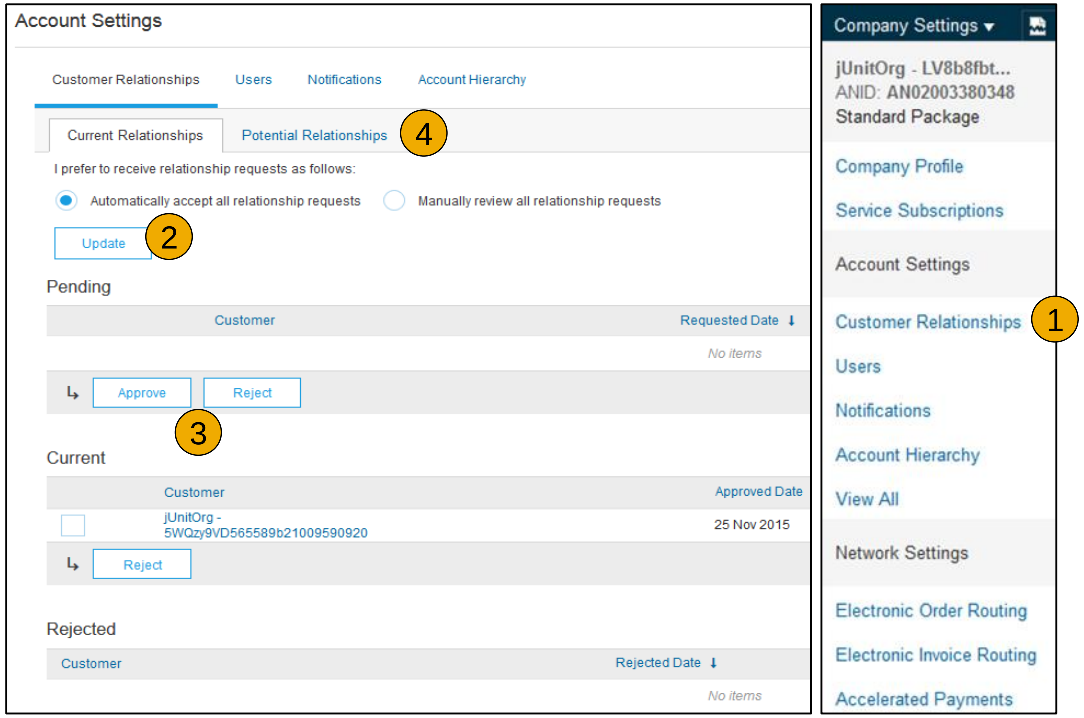
Review Your Relationships

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.



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

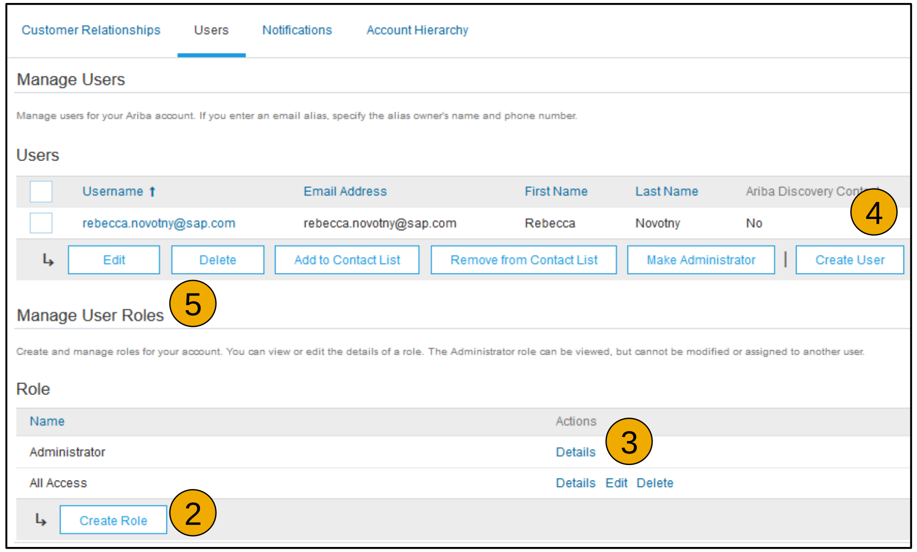
User

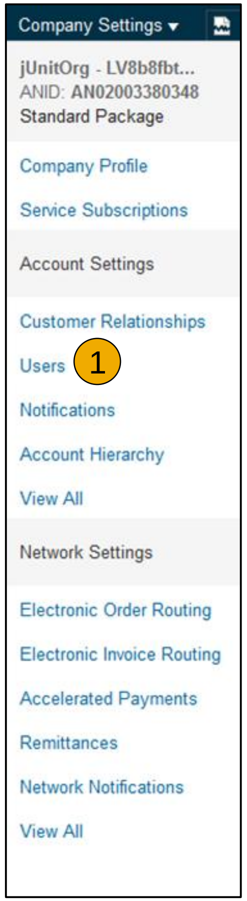
- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user’s actual job responsibilities
- Can access all or only specific customers assigned by Administrator

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.

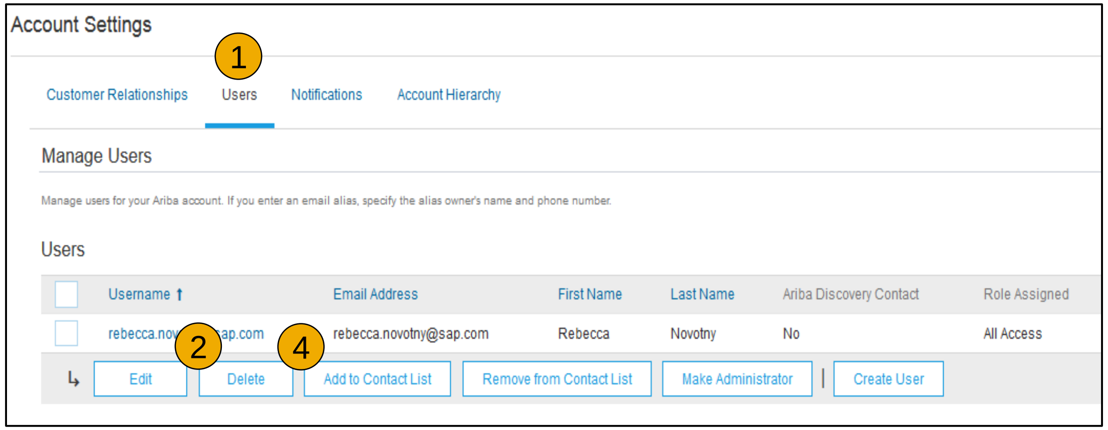


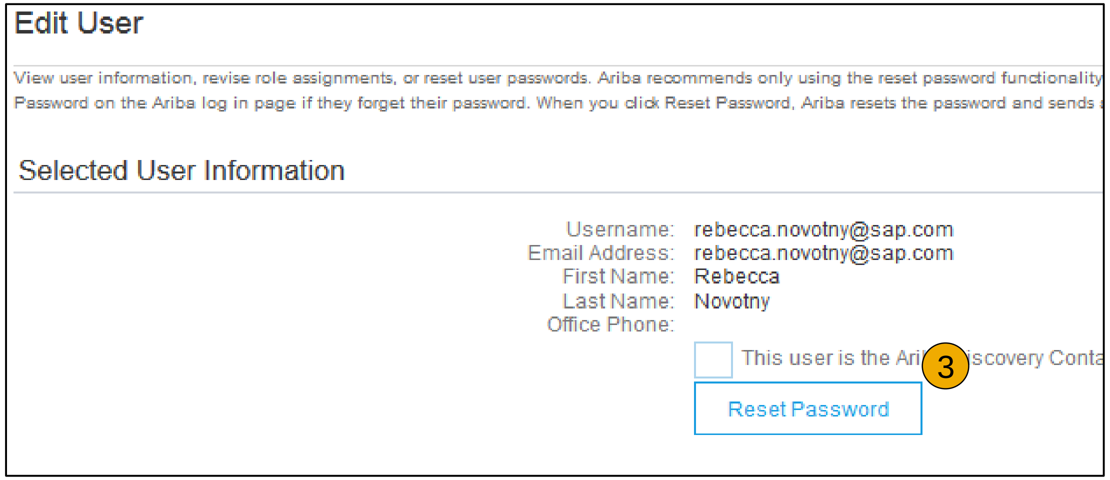


Set Up User Accounts

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





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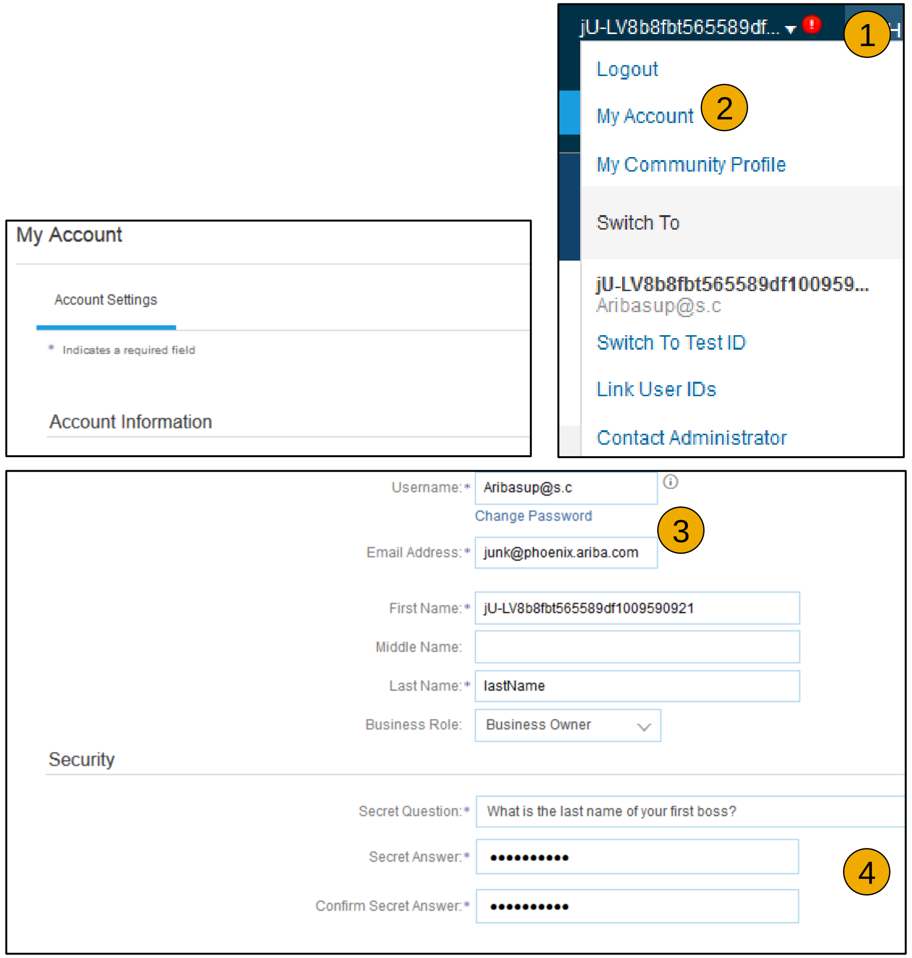
Enhanced User Account Functionality

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.



Consolidate Your Bills Through a Multi-Org

Branch 1
Parent Account
ANID 1

Branch 2 ANID 2

Branch 3 ANID 3

Branch 4 ANID 4

Multi-Org Consolidated Invoice

Branch 1 **Parent Account
- Customer X
- Customer Z

Branch 2
- Customer Y
- Customer Z

Branch 3
- Customer Y
- Customer Z

Branch 4
- No chargeable relationship

1 Master Anniversary Date

1 service invoice per quarter for all customers

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 <u>account management</u> 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:

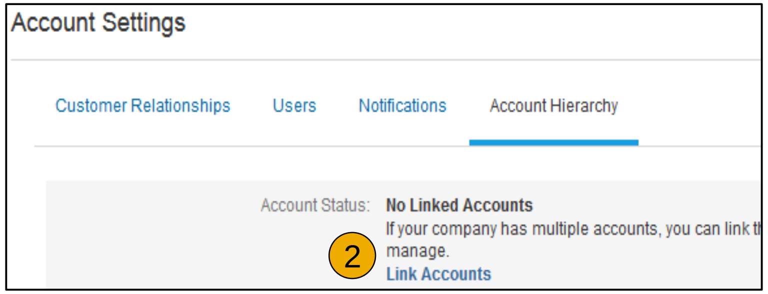
- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

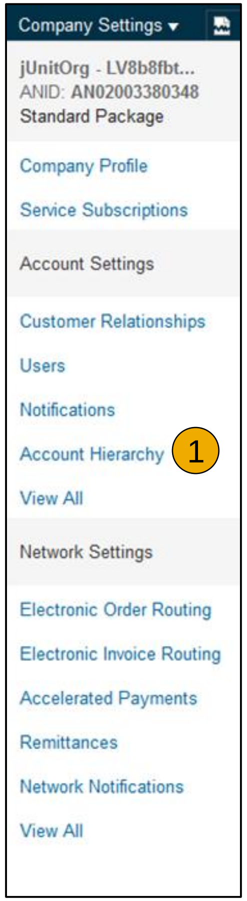
Create an Account Hierarchy

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.





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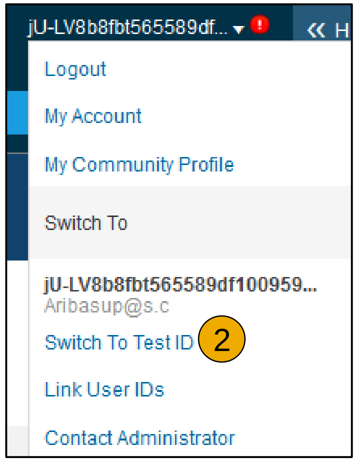
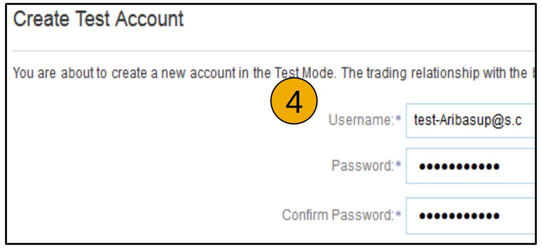
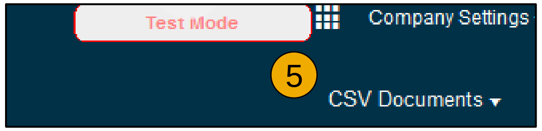
Set Up a Test Account

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

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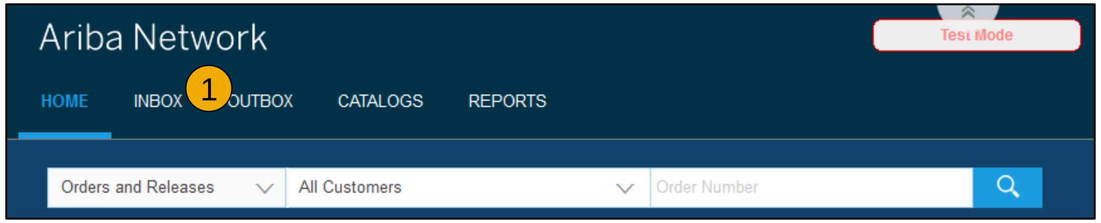
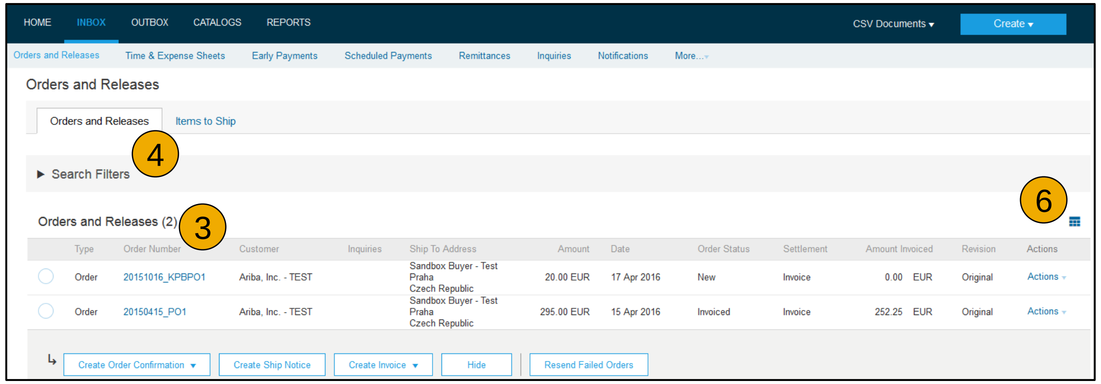
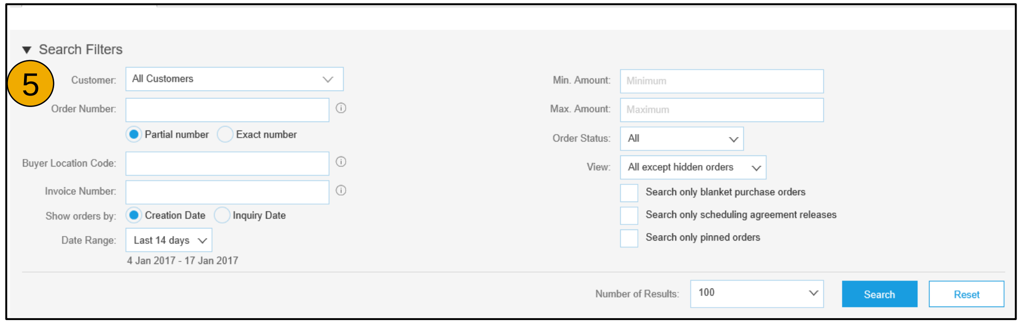
Manage POs

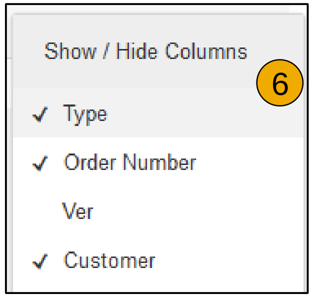
View Purchase Orders

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.









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Manage POs

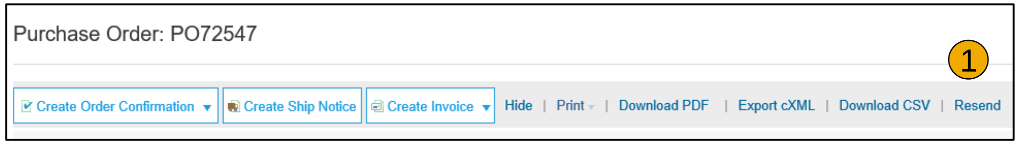
Purchase Order Detail

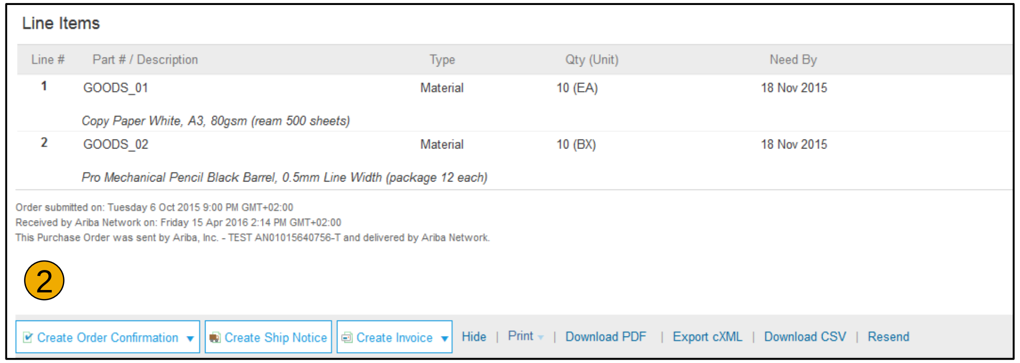
1. **View** the details of your order.
The order header includes the order date and information about the buying organization and supplier.

   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.



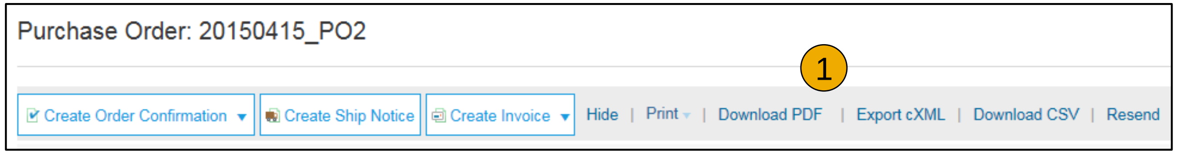


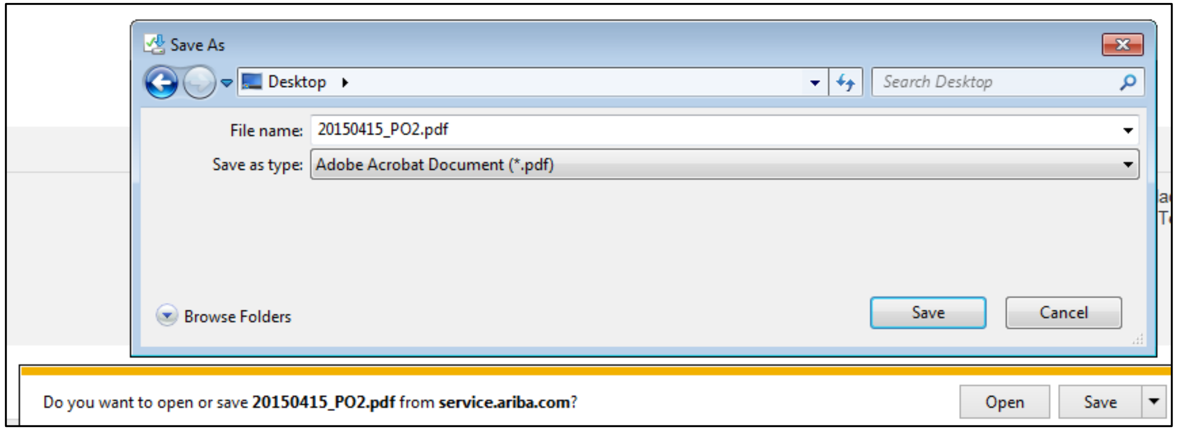
Manage POs

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.





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Section 4: Other Documents

Advanced Ship Notices (ASN)

Create Ship Notice

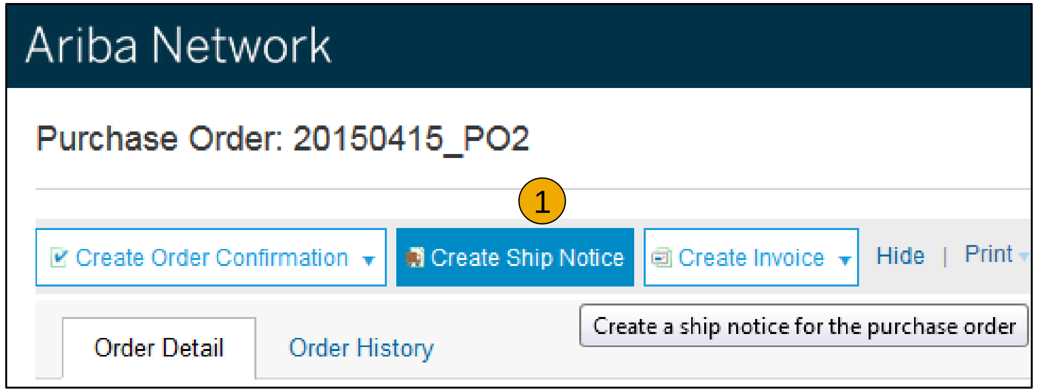
Delivery Terms and Transportation Details

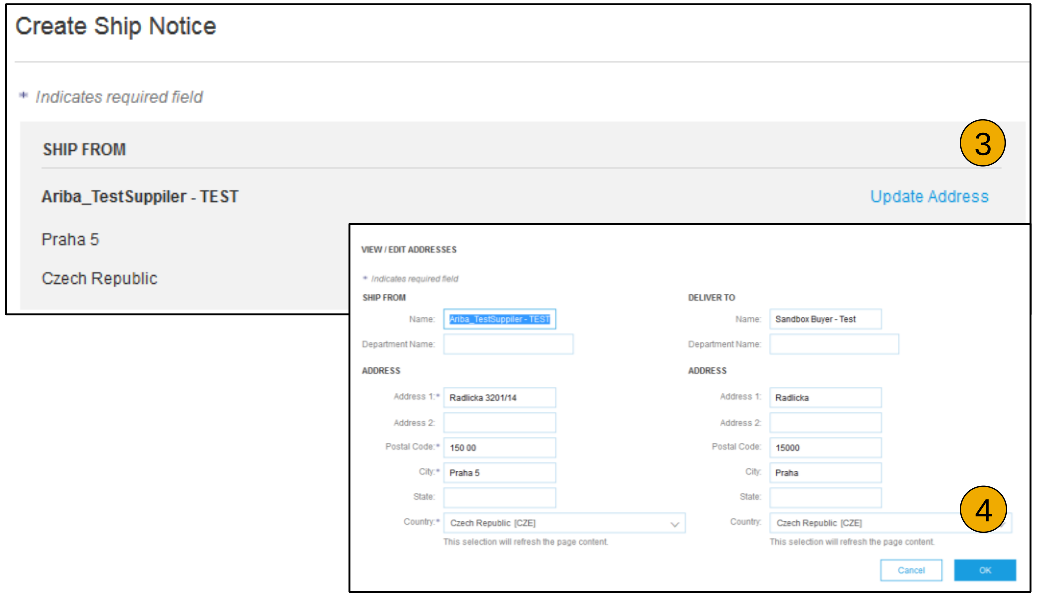
Details

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.

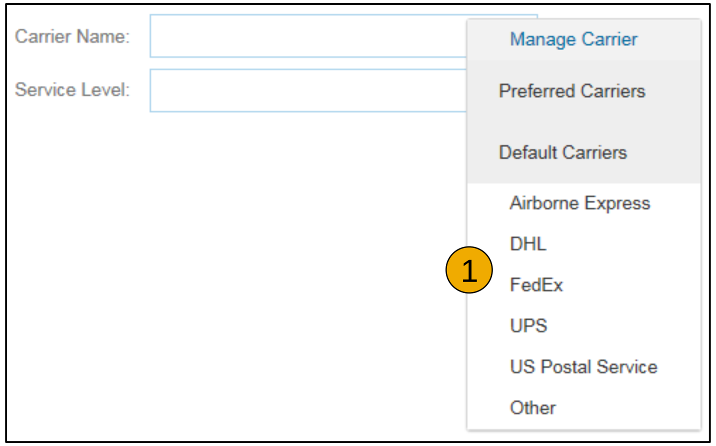


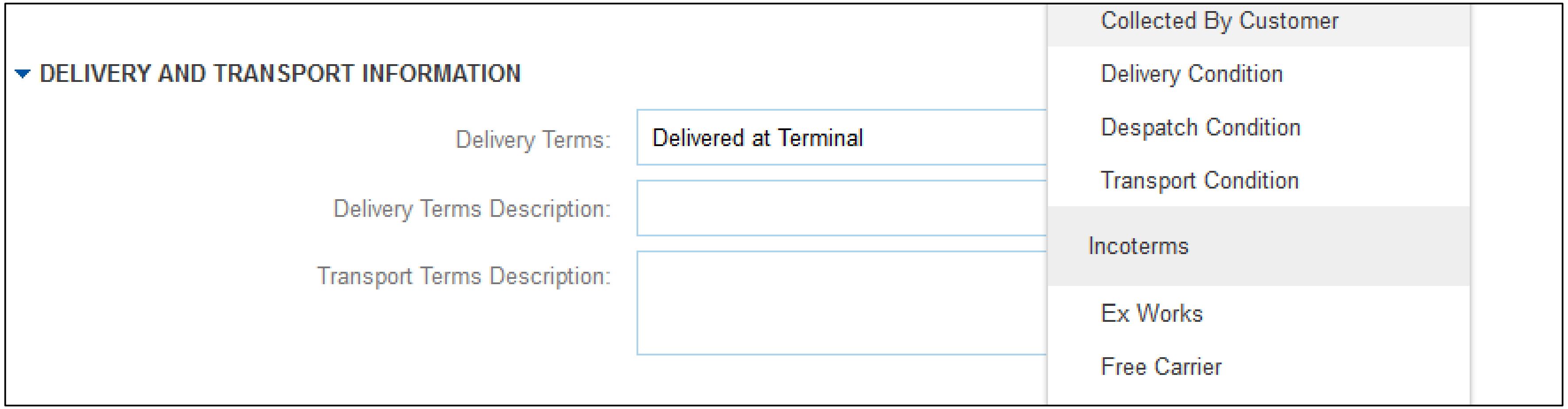


Create Ship Notice

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.





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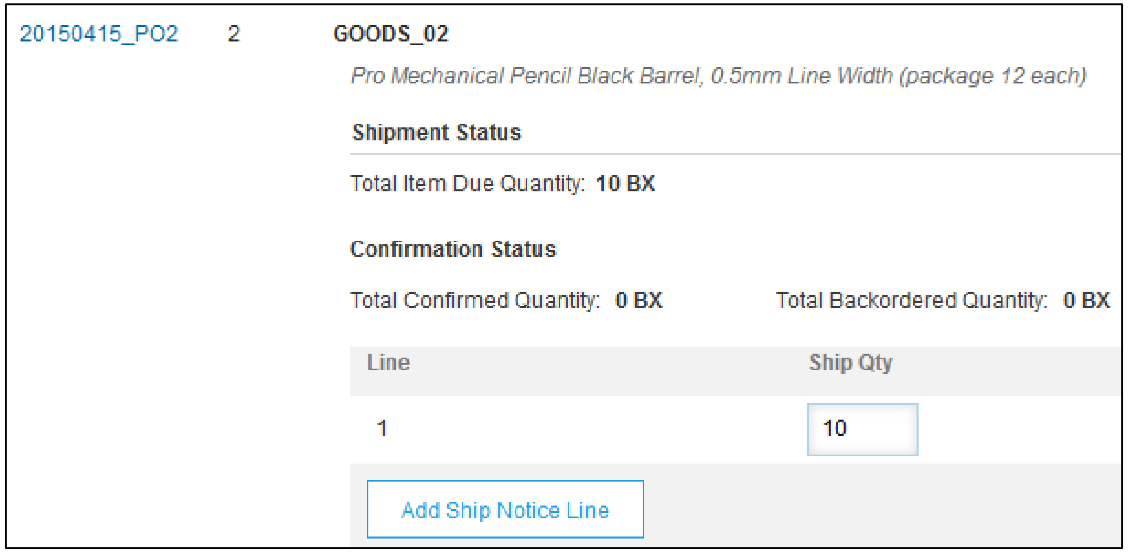
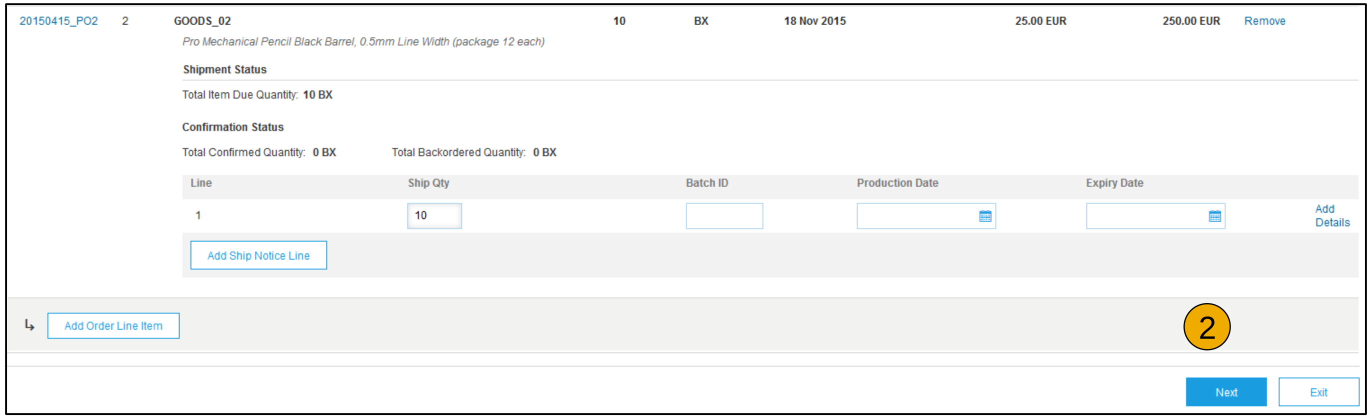
Create Ship Notice

Details

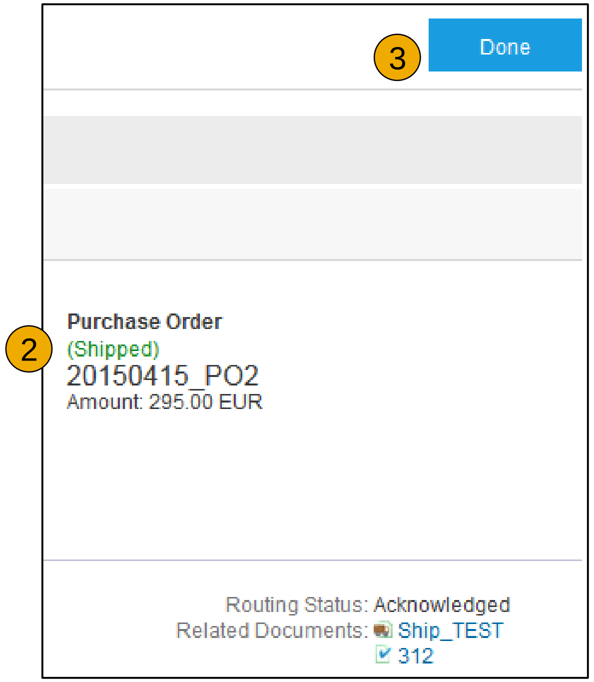
1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Click Next** to proceed to review your Ship Notice.





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](#)

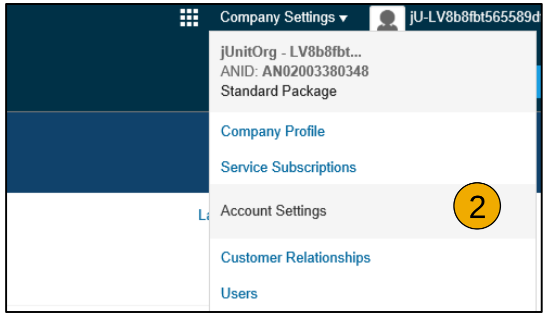
Cisco Invoice Requirements

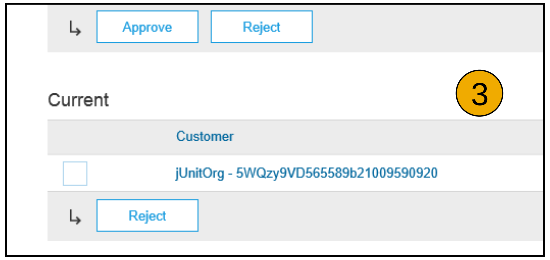
1. Suppliers are required to include a Remit To address and Remit ID on invoice
2. Suppliers are allowed to back date invoices for 5 days
3. Suppliers must enter taxes at the line item level
4. Suppliers must enter shipping and special handling taxes at the header level.
5. Suppliers must include their 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
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.





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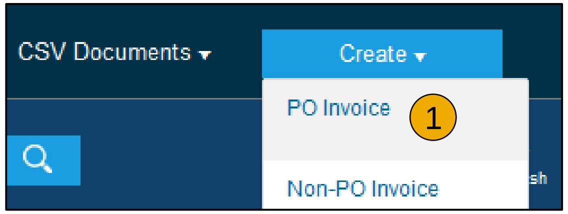
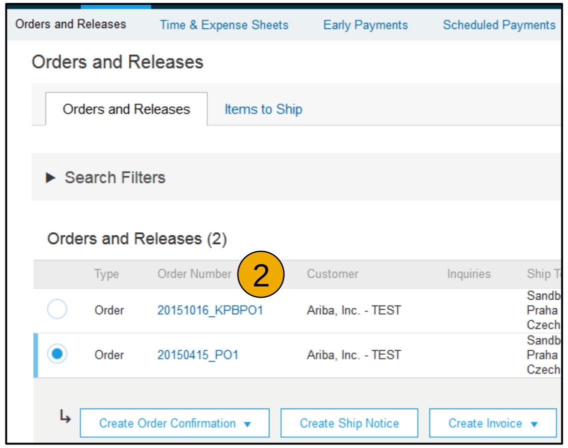
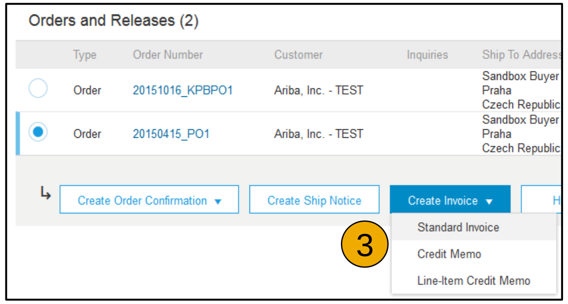
Invoice via PO Flip

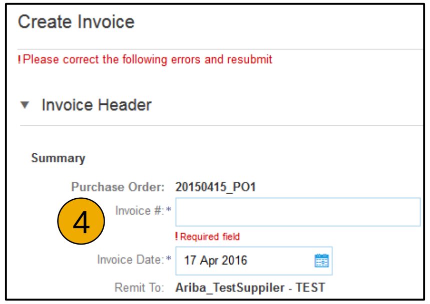
To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

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.







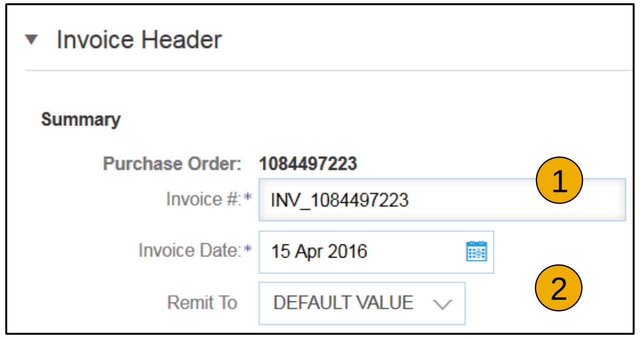


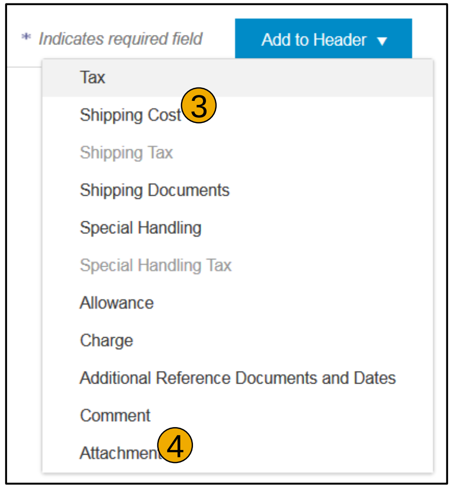
Invoice via PO Flip
Header

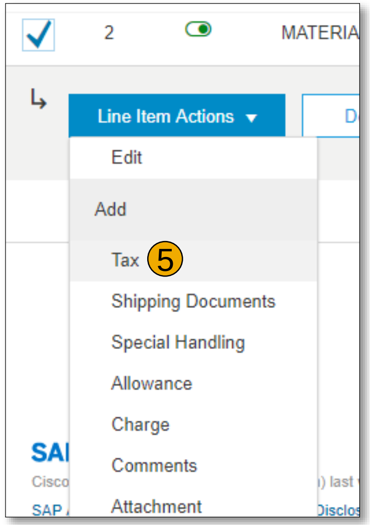
Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

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.







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Invoice via PO Flip

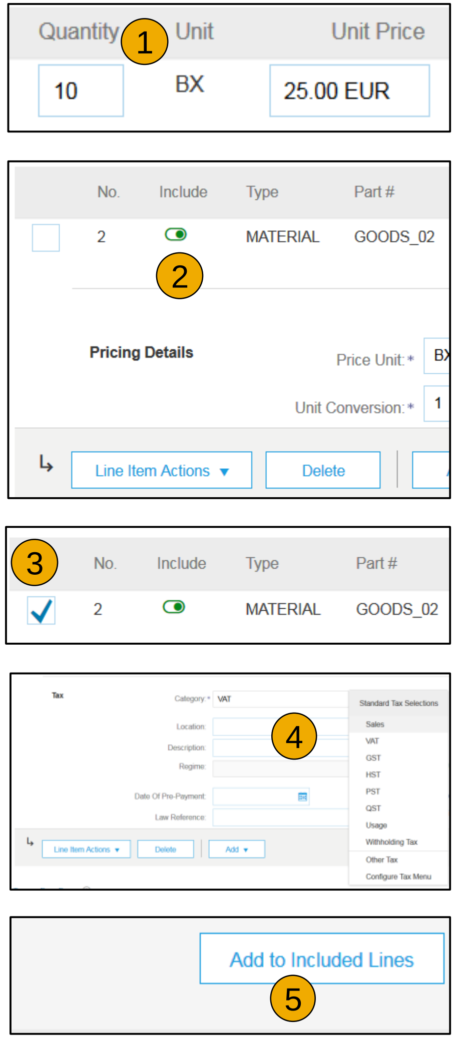
Line Items

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.

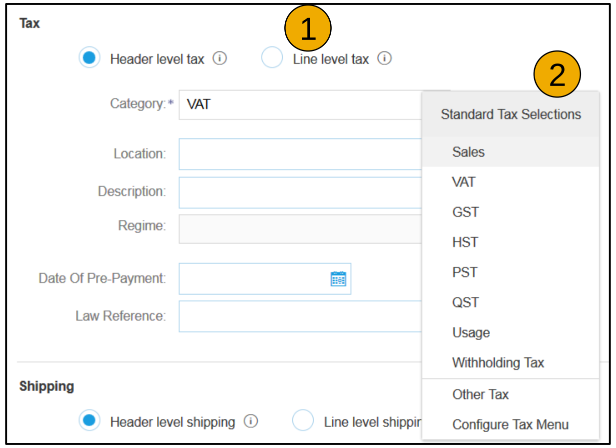


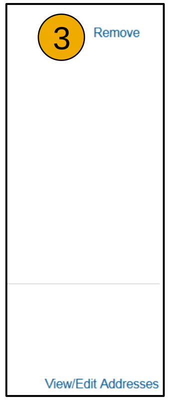
Invoice via PO Flip

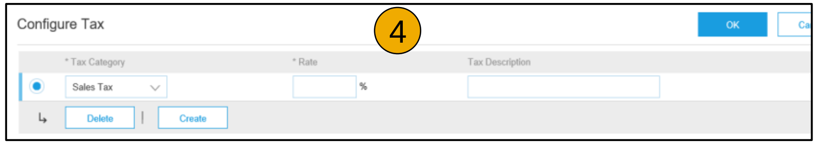
Additional Tax Options & Line Item Shipping

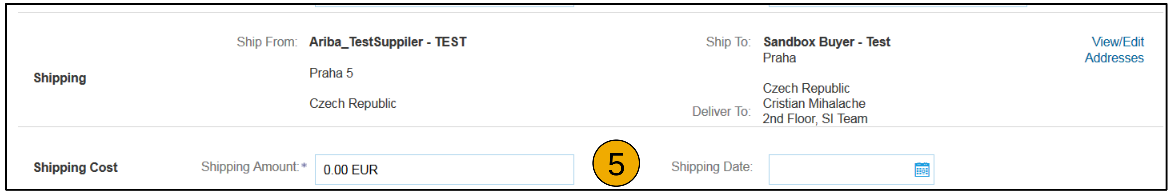
To configure additional tax options click Configure Tax Menu under the Tax Category drop down. Create new tax categories and as needed.

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





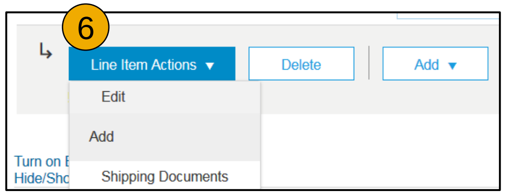


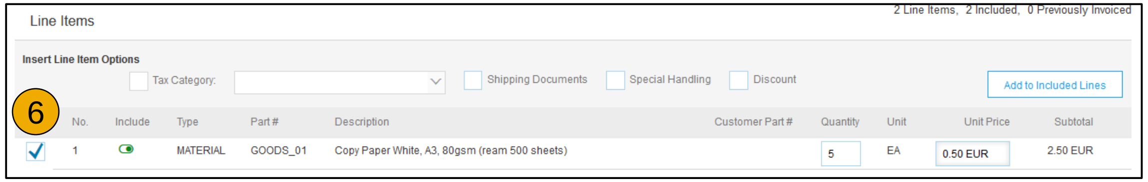


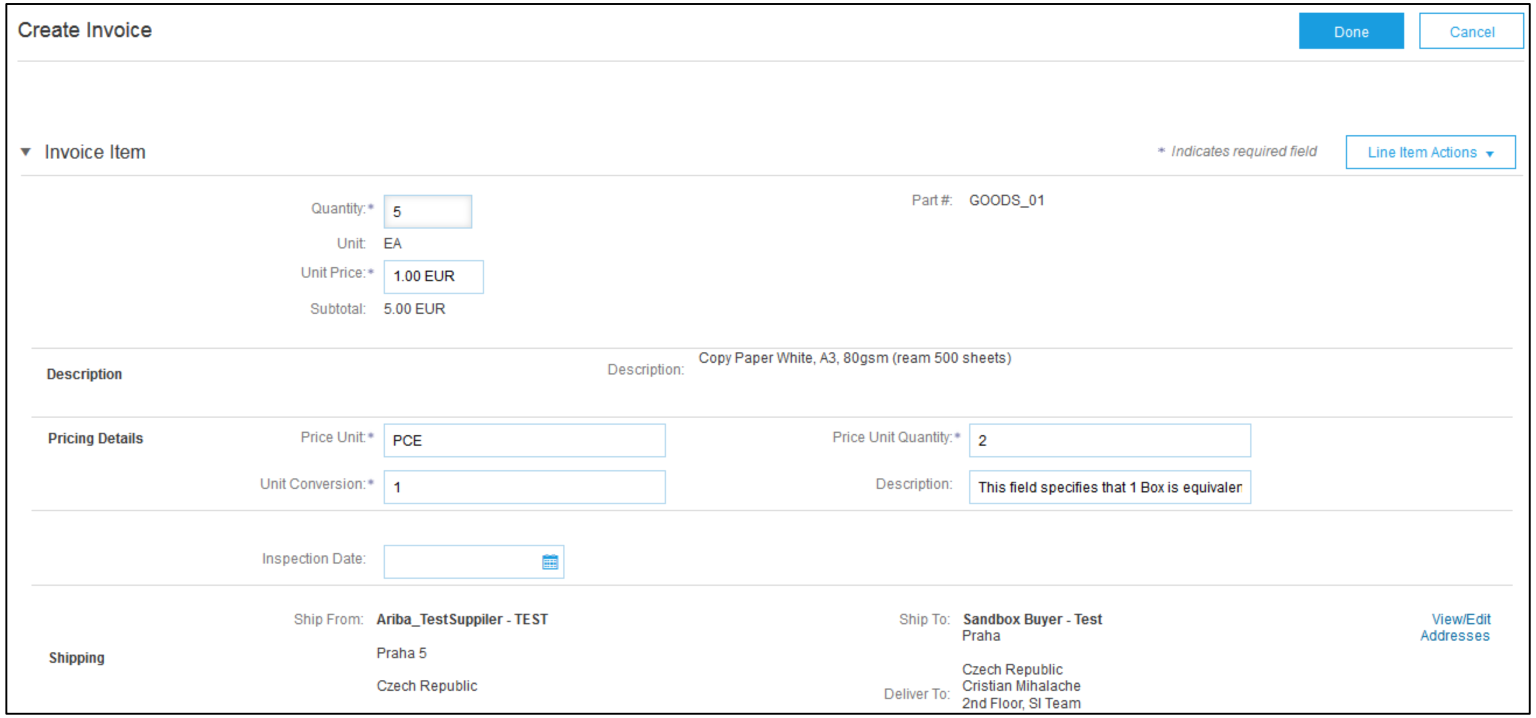
Invoice via PO Flip

Detail Line Items

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



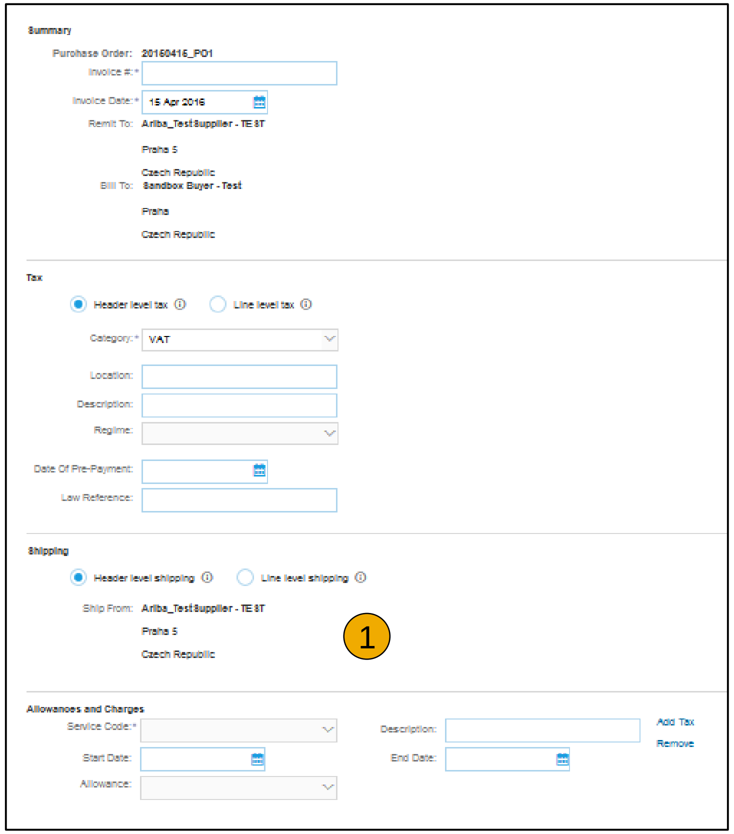


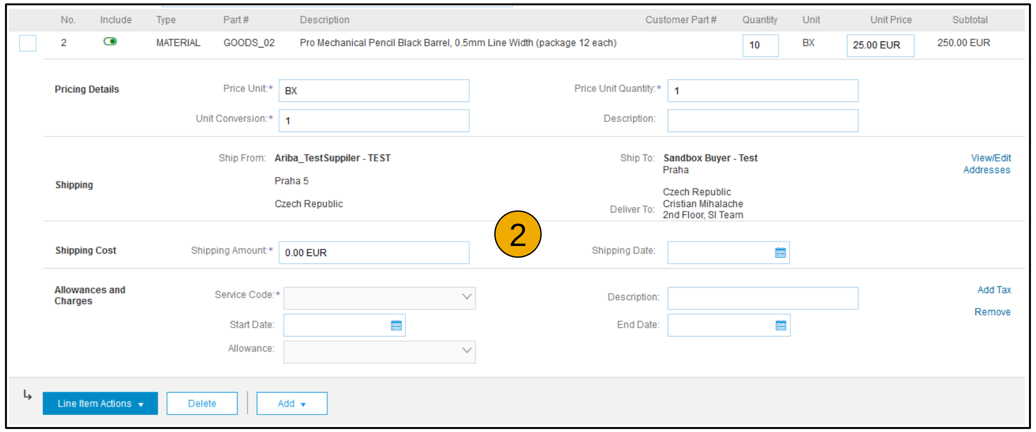


Invoice via PO Flip
Review Allowances and Charges

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**





Invoice via PO Flip

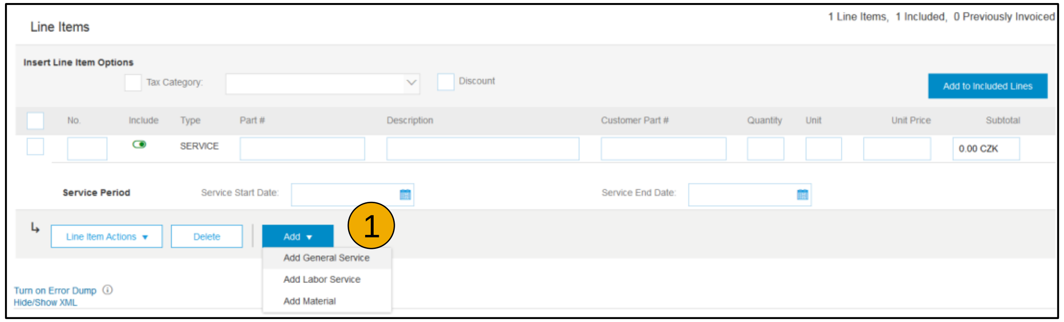
Line Item Comments

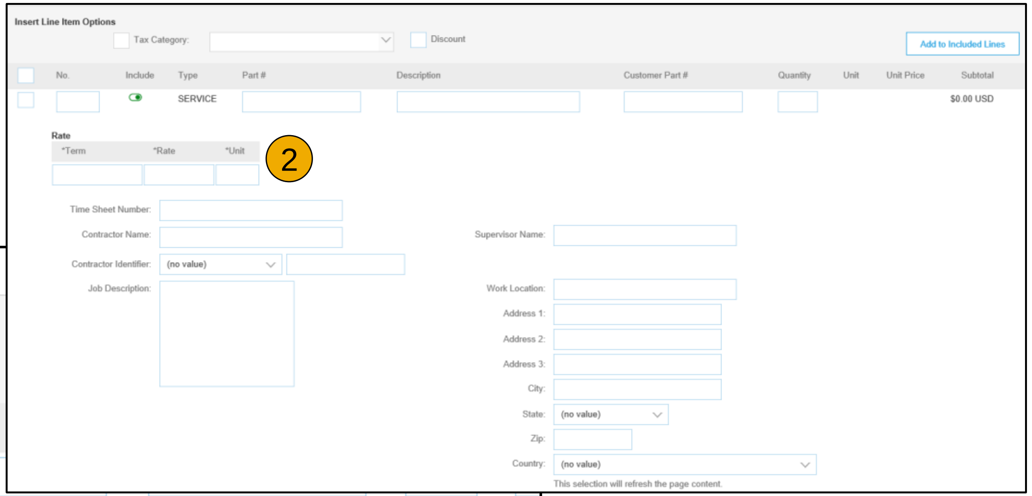
1. To add comments at the line items select **Line Items**, then click at Line Item **Actions >Add > Comments**.
2. Upon refresh or **Update**, the Comments field will display. Enter applicable Comments in this field.
3. Click Next.

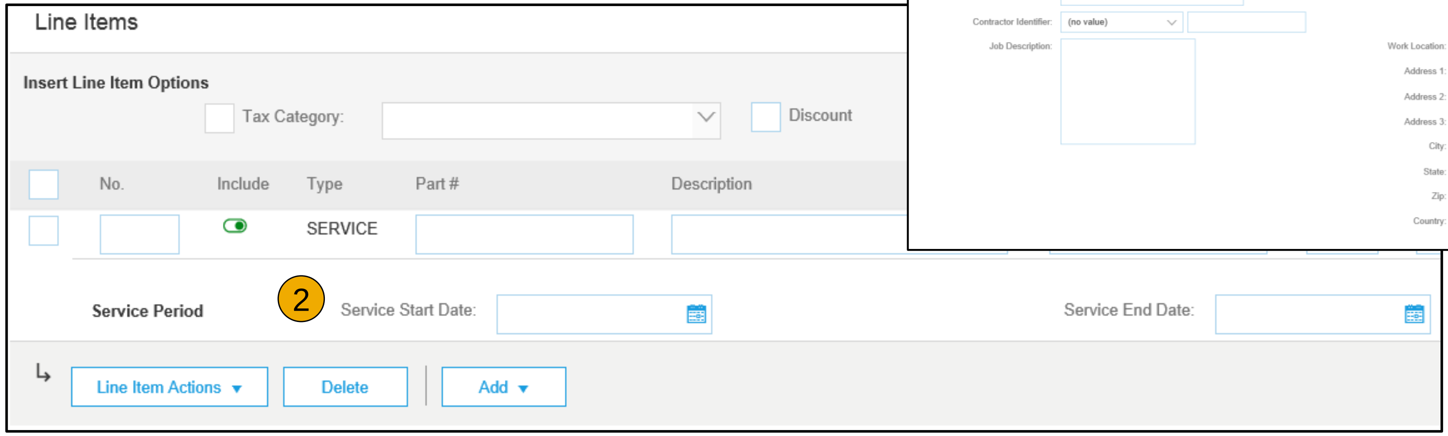
Invoice via PO Flip

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.







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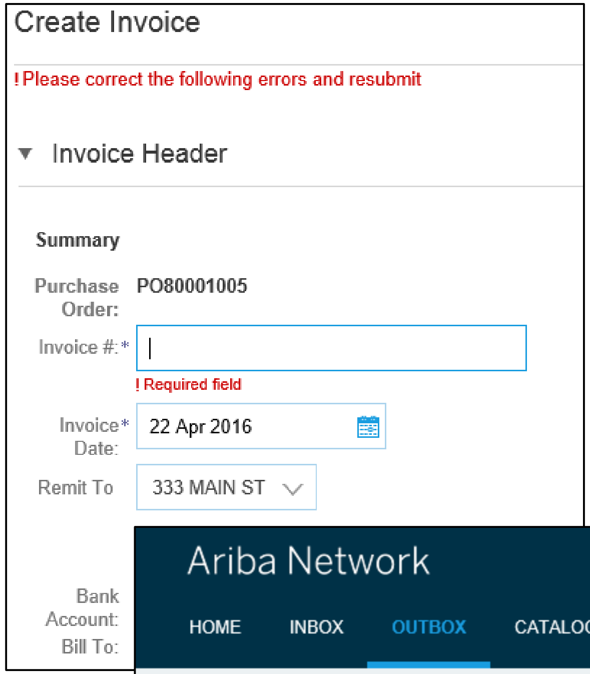
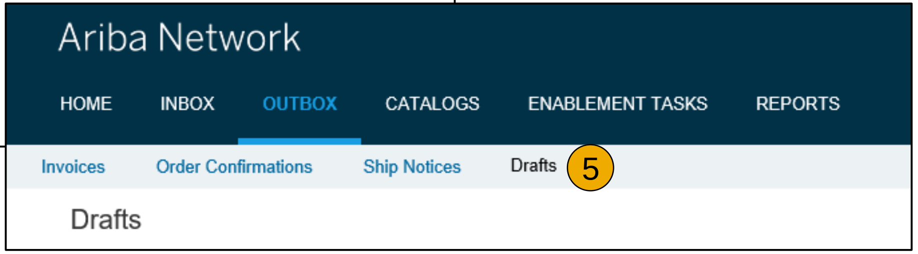
Invoice via PO Flip

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.





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

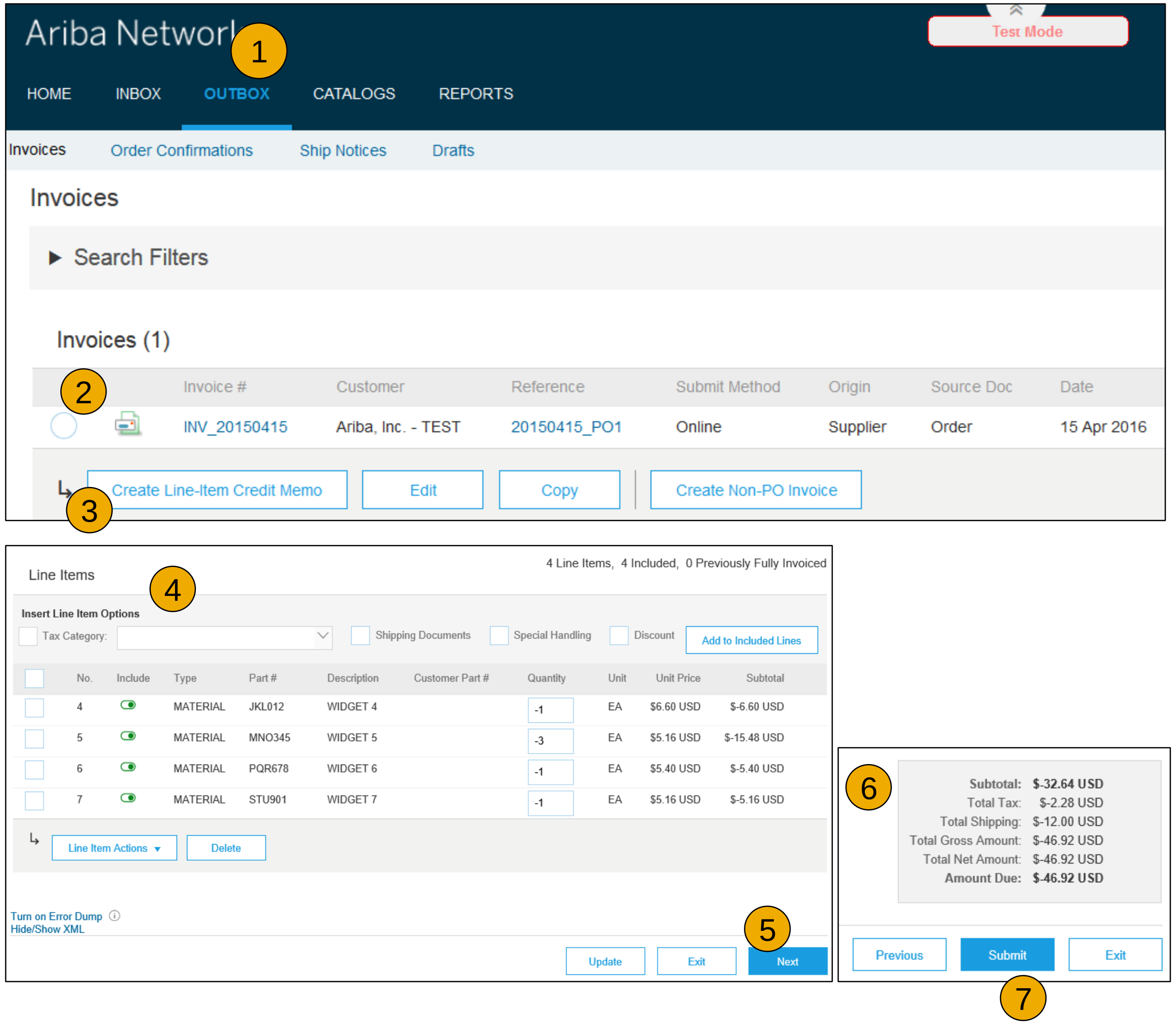
Create a Credit Memo

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**.

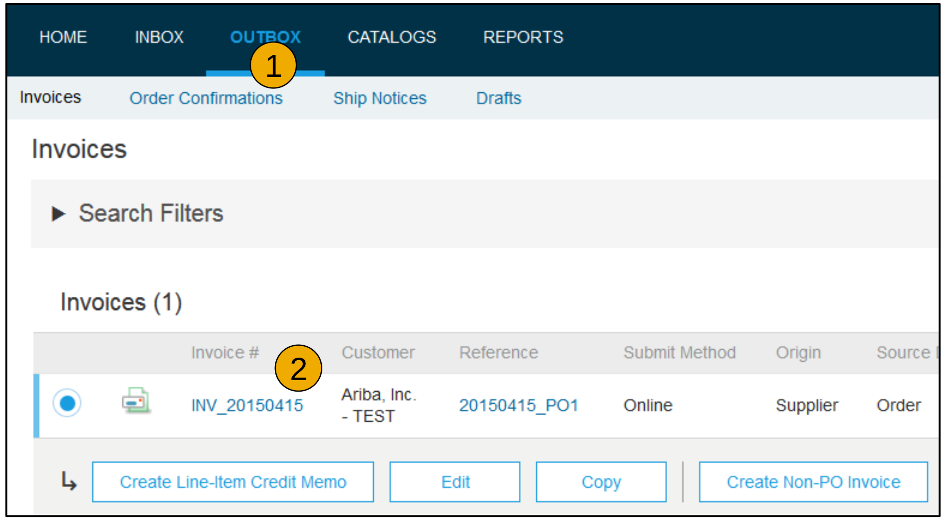
Note: You must provide a reason for each credit memo.

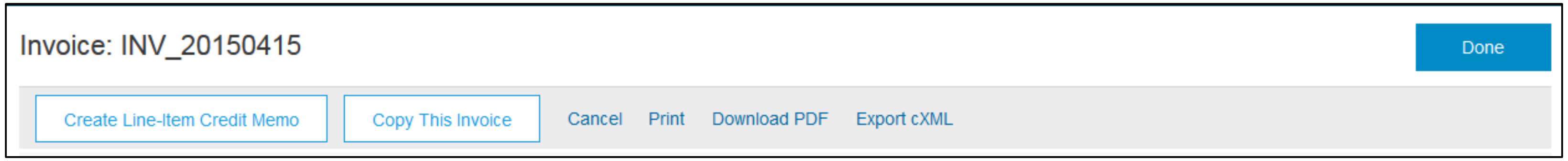


Copy an Existing Invoice

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.





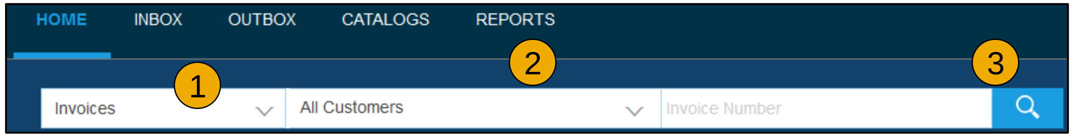
Search for Invoice
(Quick & Refined)

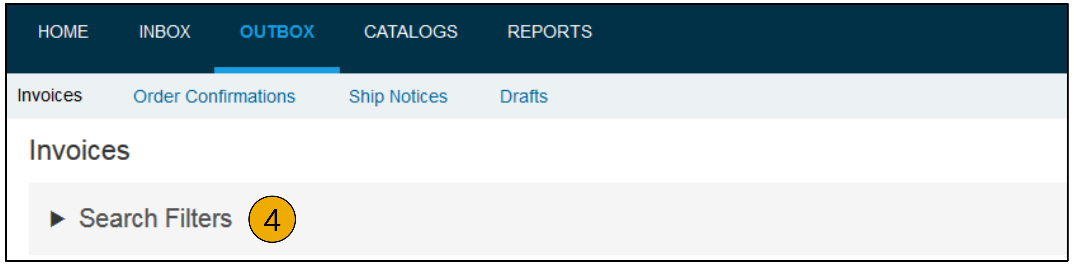
Quick Search:

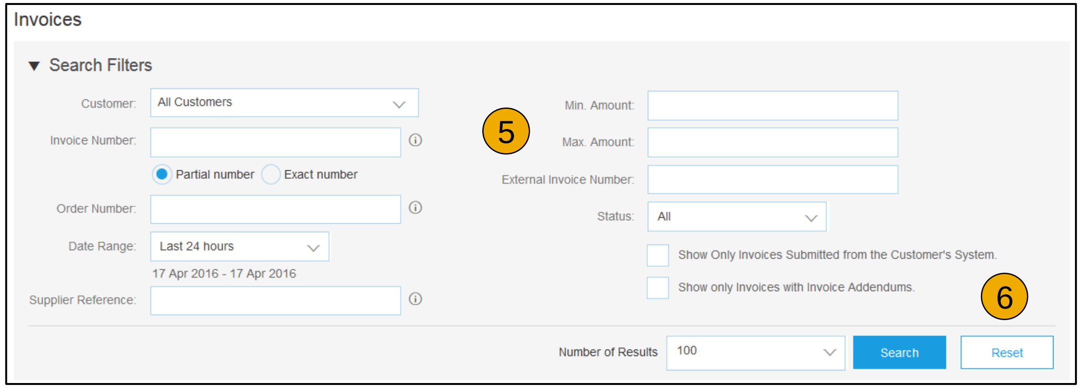
1. **From the Home Tab,** Select Invoices in the Document type to search.
2. **Select** Cisco from Customer Drop down menu**.**
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

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.







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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.

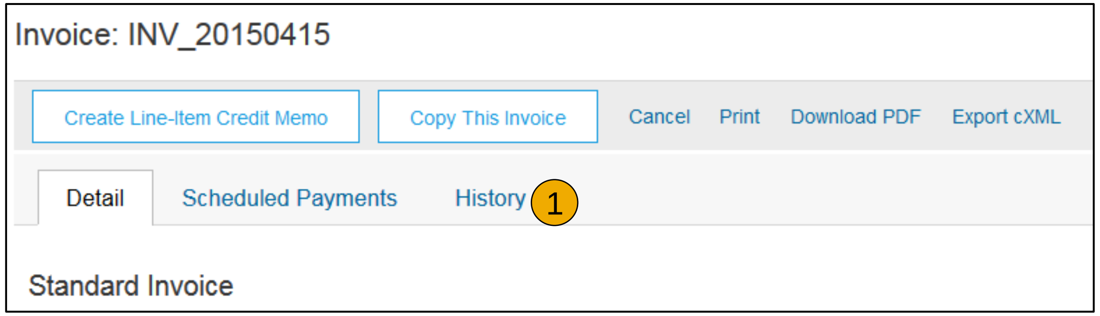
- **Sent** – The invoice is sent to the Cisco but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Cisco approved the invoice cancellation
- **Paid** – Cisco paid the invoice / in the process of issuing payment. Only if Cisco uses invoices to trigger payment.
- **Approved** – Cisco has verified the invoice against the purchase orders or contracts and receipts and approved if 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

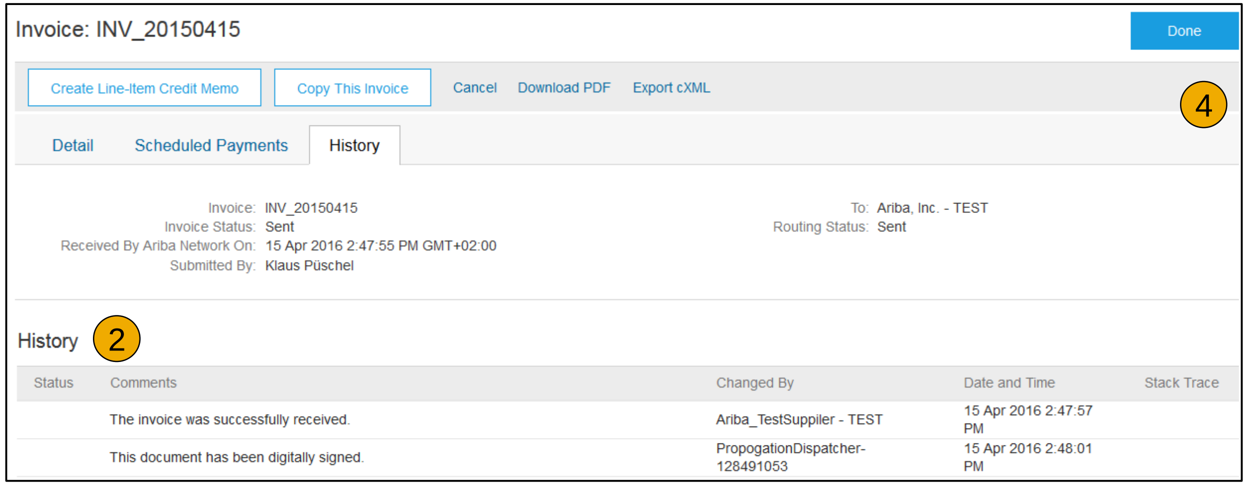
Review Invoice History

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.

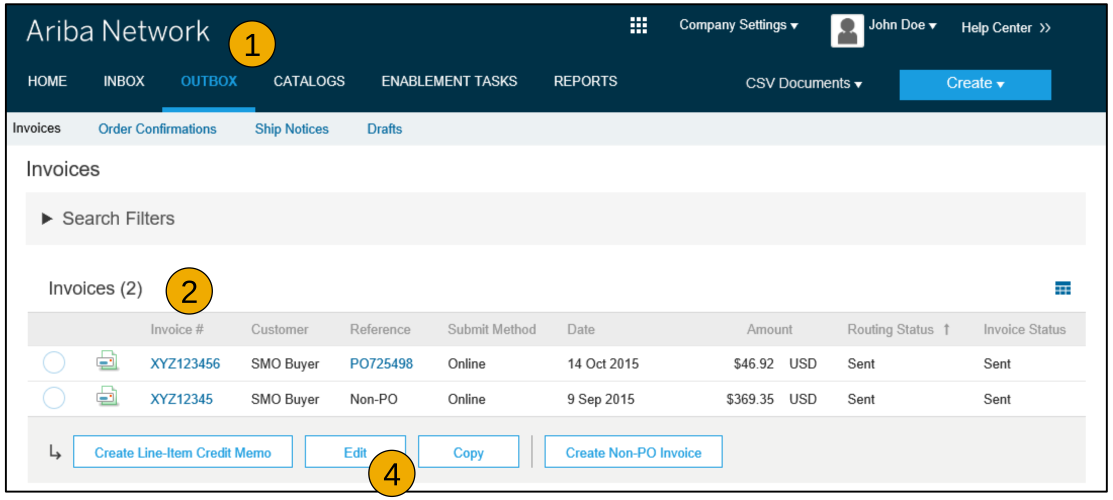


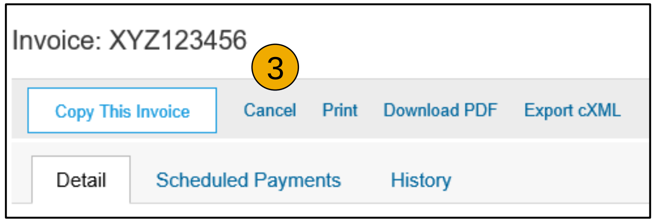


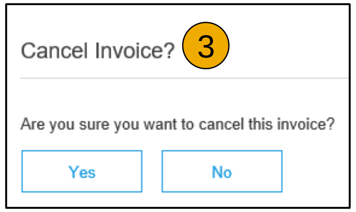
Modify an Existing Invoice

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**.**





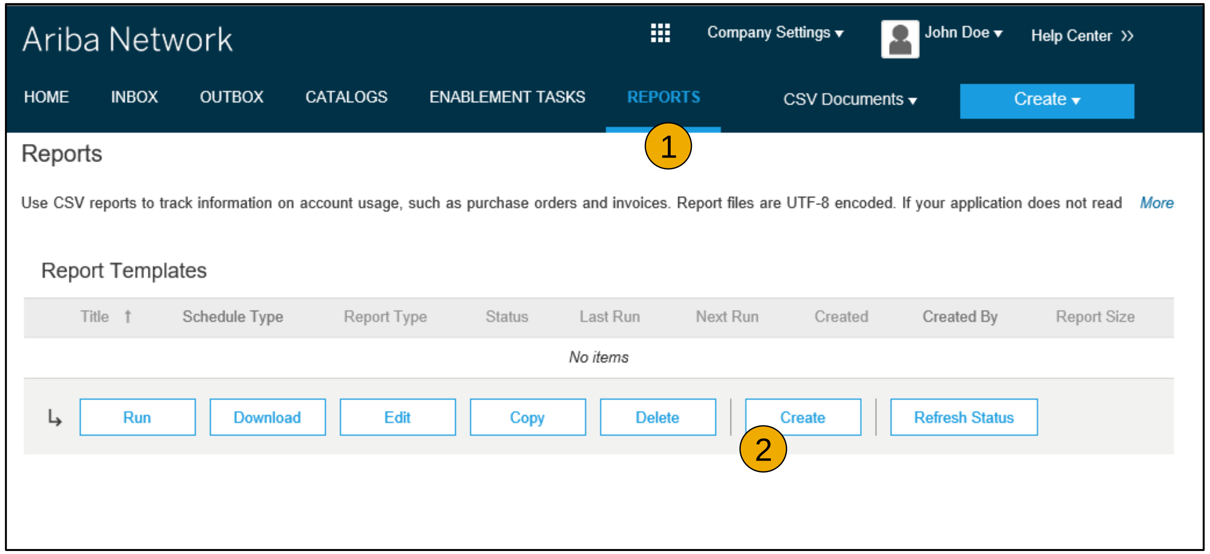


Download Invoice Reports

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.

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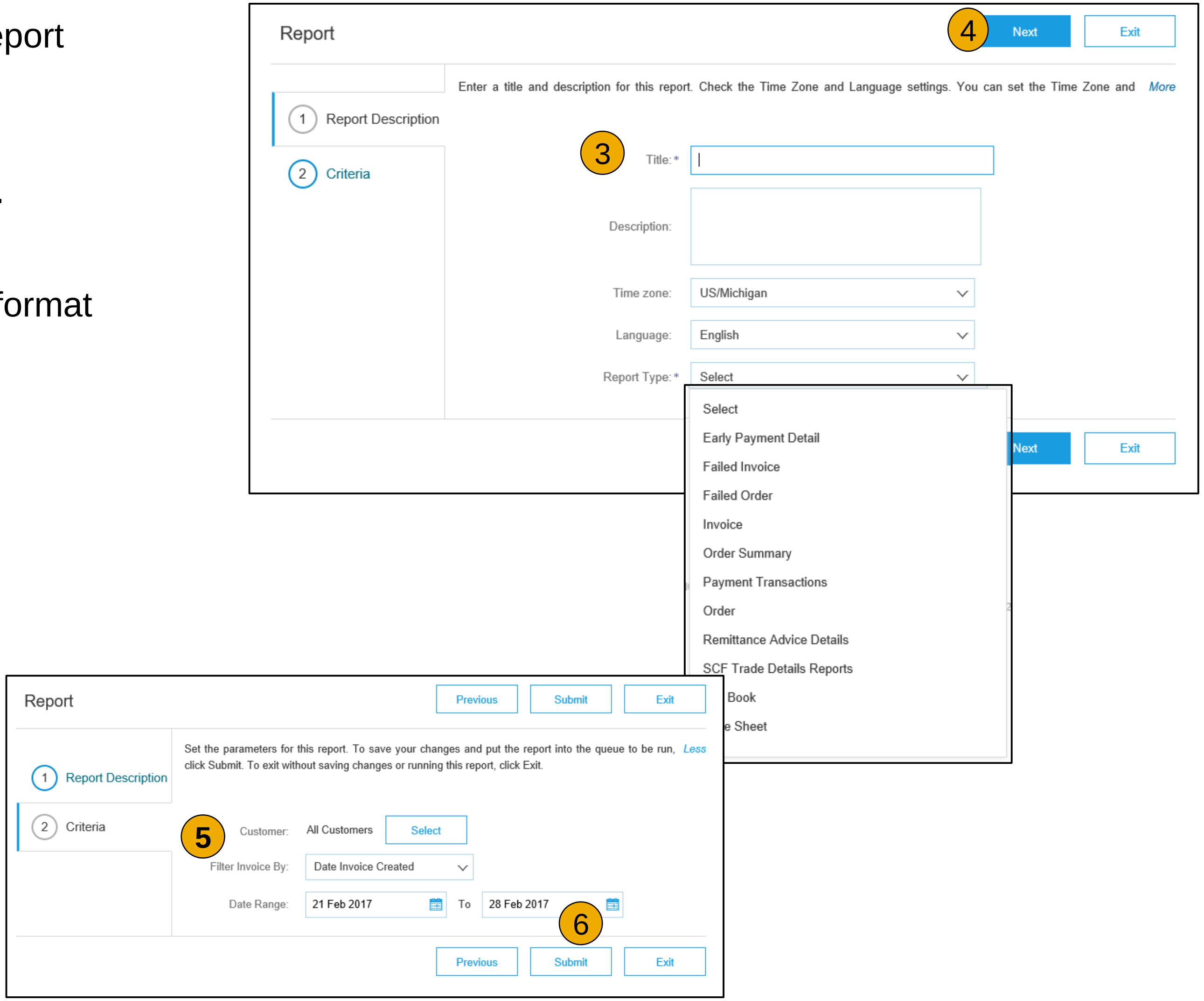
Invoice Reports

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.



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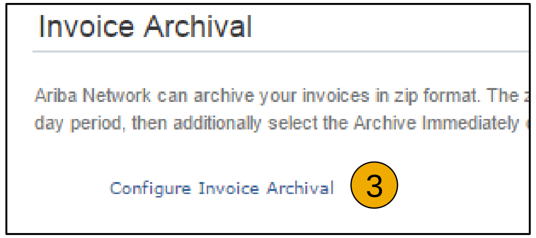
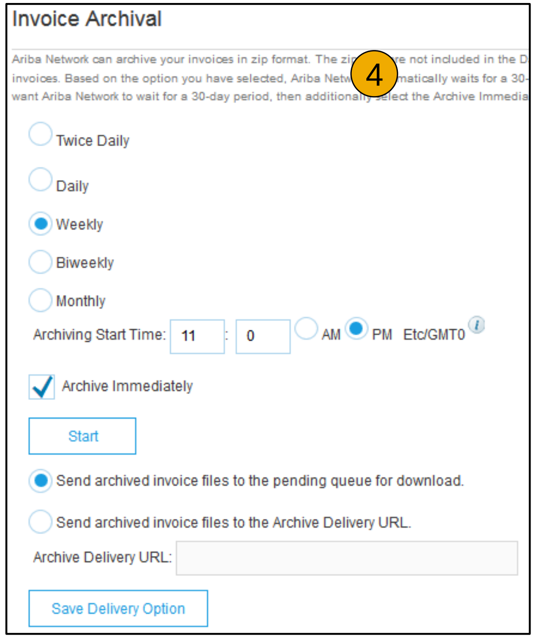
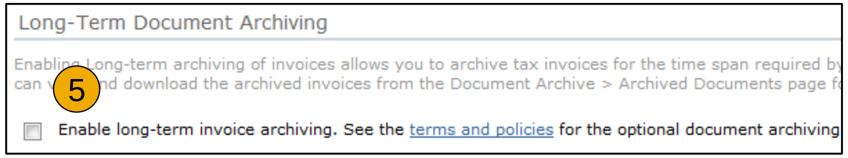
Invoice Archival

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

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Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Email SAP Ariba Enablement Team at 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
  - Business-Related Questions

Cisco Supplier Information Portal

- Find your supplier information portal HERE

Supplier Support Post Go-Live

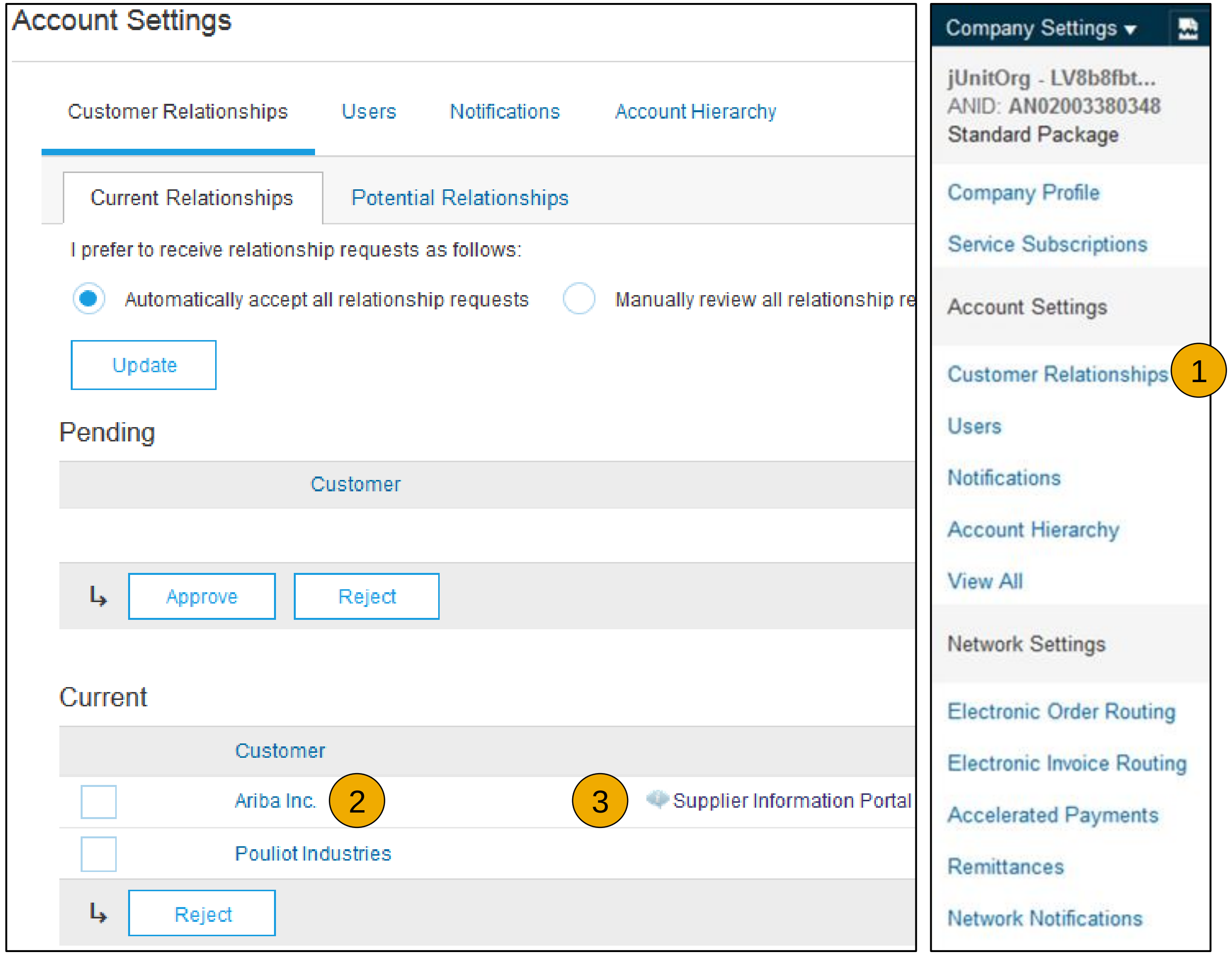
SAP Ariba Global Customer Support

- 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.



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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.