



Dragon Oil SAP Transformation
SAP Ariba Supplier PO Transaction Guide
January 2021

About This Course



Purpose

This document will provide you with an step-by-step guide for PO transactions.



Audience

Dragon Oil Suppliers



Course Prerequisites

No Prerequisites



Duration

This guide takes approximately 1 hour

Course Agenda

Agenda Items

Glossary of Terms

Overview – Process Scenario

Lesson 1: Create Supplier Account

Lesson 2: Set Up Your Account

Lesson 3: View Purchase orders

Lesson 4: Create OC, ASN

Lesson 5: Invoice Methods

Lesson 6: Ariba Network Help Resources

Glossary of Terms

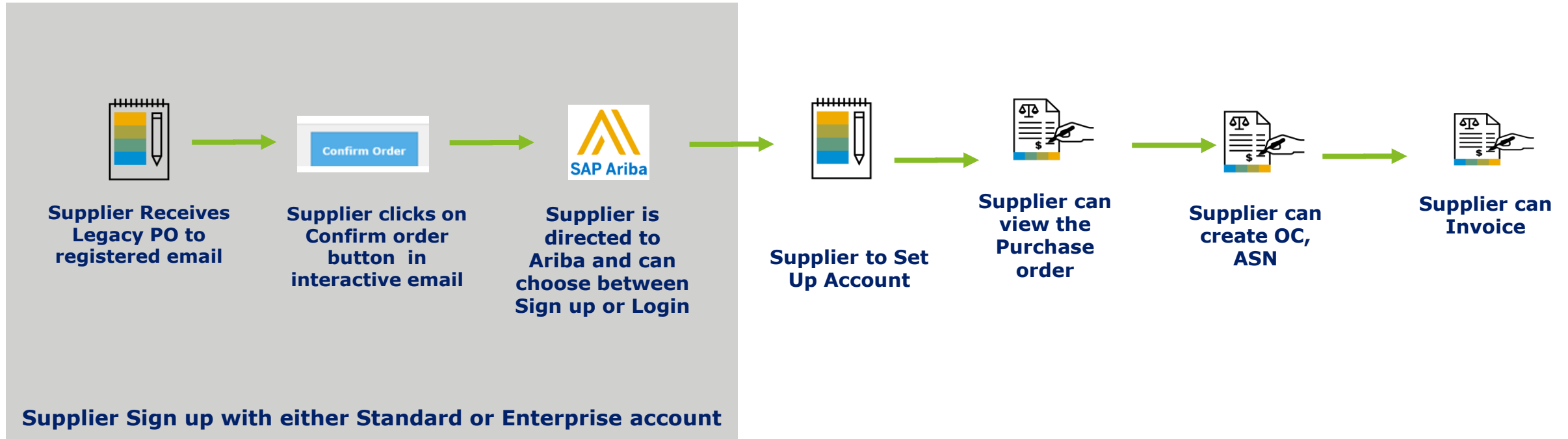
The following includes key terms and definitions used in this course:

Term	Definition
ACH	Method of electronic funds transfer that sellers may use to pay their SMP fees, and that buyers may use to pay their suppliers (North America only; limited supported banks; payment formats CTX, CCD, and CCD+ supported only). Also known as <i>Automated Clearing House</i>
Ariba Network ID (ANID)	The Ariba Network ID is a unique identifier for a buyer or supplier. The term is also referred to as Network ID in some CSV files and was formerly called Ariba Supplier Network (SN) ID. Suppliers and buyers both have ANIDs
Credit Memo	Credit memos reduce the amount owed under the terms of an earlier invoice. They are a type of invoice with the amount due as a negative number. The negative amount represents the amount the supplier owes to the buyer. Suppliers send credit memos for ordering, shipping, or billing problems they encounter in their day-to-day operations. Credit memos enable the account reconciliation and balancing required due to problems that trading partners regularly encounter. They do not automatically move money from the supplier to the buyer.
Incoterms	The Incoterms rules, or International Commercial Terms, are a series of pre-defined commercial terms published by the International Chamber of Commerce (ICC) that are widely used in international commercial transactions or procurement processes
Invoice	A request for payment, typically sent by a supplier. Invoices are usually created by the supplier and reflect an amount due for a purchase order or a contract. In the most typical case, invoices are sent to the buyer as cXML documents, over Ariba Network, and loaded into the procurement solution. Buyers can enter invoices on behalf of a supplier, for example, when a supplier sends a paper invoice
Purchase Order	An official request from a buyer to a supplier, asking the supplier to make a shipment. A purchase order is typically created after the purchase requisition has been fully approved
Remittance Advice	Remittance advice data contains details about why, when, and how a payment was made. The data typically indicates the invoices included in the payment, the payment method used, bank information, discount amounts, and other information. Ariba Network routes remittance advice information to the buyer and the supplier, so both parties can verify the status of their payment activity. Invoicing solutions from SAP Ariba create a payment transaction document after receiving remittance advice data
Withholding Tax	A withholding tax is a government requirement for the payer of an item of income to withhold or deduct tax from the payment, and pay that tax to the government. In most jurisdictions, withholding tax applies to employment income



Overview – Process Scenario

Overview – Process Scenario



For SLP registration and process please refer to guide Dragon Oil SAP Ariba Supplier Onboarding and Bidding Guide



01

Supplier Sign up

Supplier Accounts Types

**Click here for Standard
account**

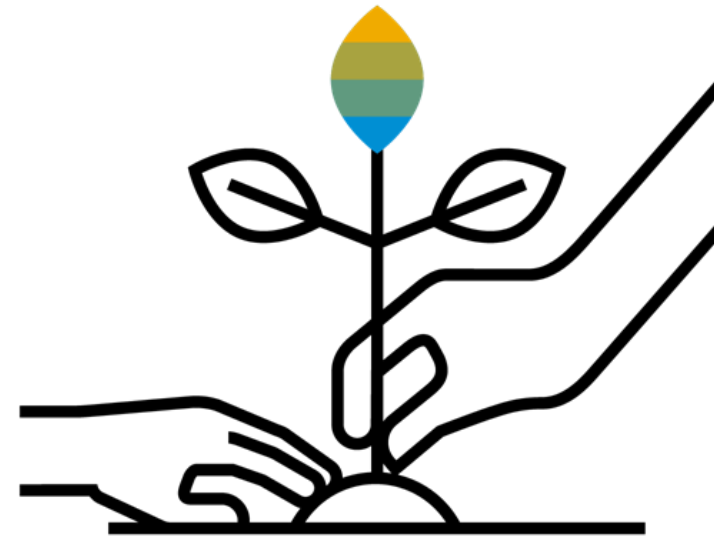
**Click here for Enterprise
account**

Standard Account



What is an Ariba Network, Standard Account?

- Basic Account that gives you access to Ariba Network
- Receive interactive email purchase orders
- Invoice through the Ariba network
- No fees
- Intended for low volume suppliers



Register for a Standard Account



Note: The next PO you receive, you will still click Confirm Order, but you will log in instead of creating an account. If you already have a Standard Account, simply sign in using your username/password

Step 1 & 2 – Receive Interactive Email Order From Customer

Click the **Confirm Order** button in the PO notification (interactive email)



From: "Dragon Oil Sourcing" <ordersender-prod@ansmtp.ariba.com>

Sent: Monday, November 2, 2020 4:37 PM

To: [Redacted]

Subject: Dragon Oil Sourcing sent a new Purchase Order 101 [Redacted]

SAP Ariba

Dear [Redacted]

Dragon Oil Sourcing sent you a purchase order through the [Ariba Network](#).

If more than one email address is associated with your organization for PO delivery, then the copy of this purchase order would be sent to them as well.

Sincerely,
The Ariba Network Team
<http://www.ariba.com>

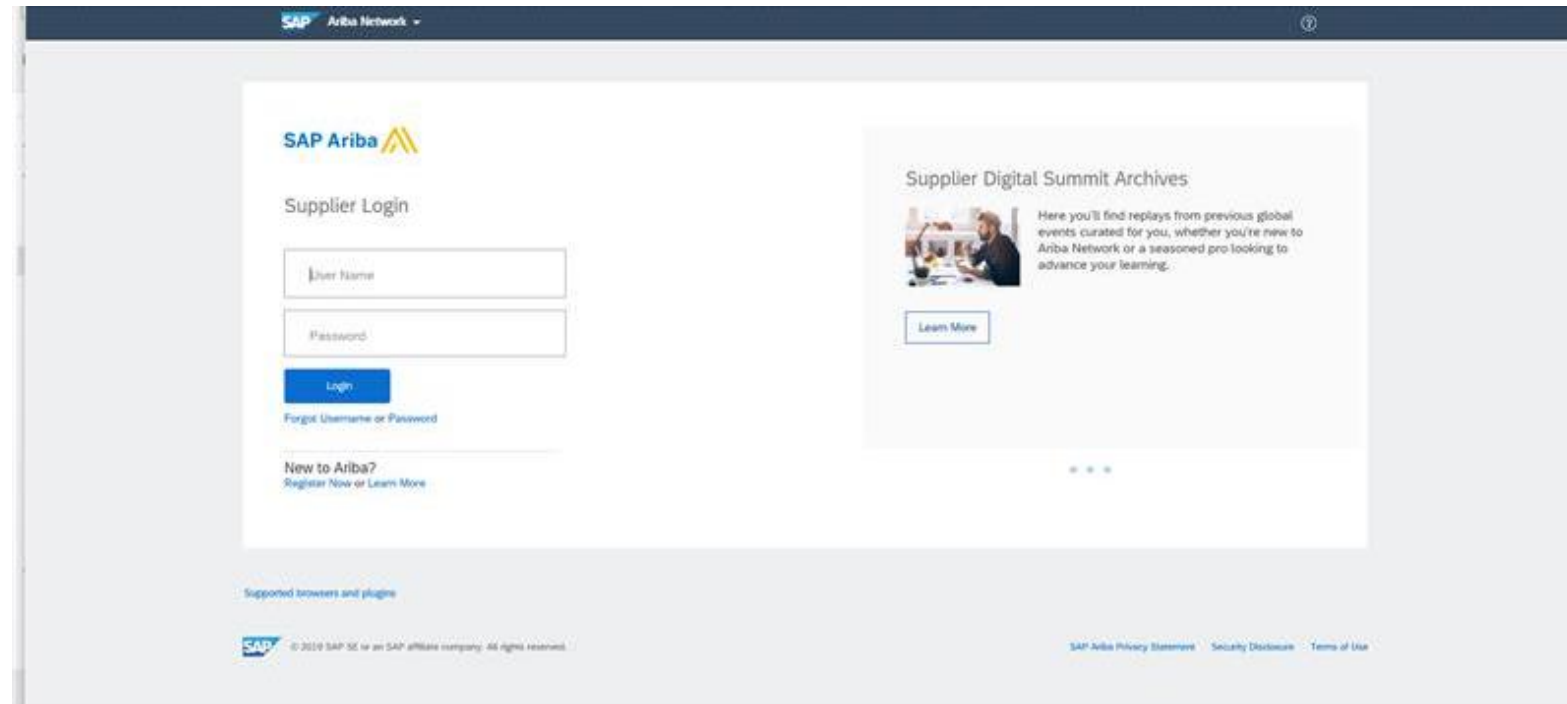
Confirm Order **Create Invoice**

NOTE:

Only registered email with Dragon oil shall be receiving the PO communication from ordersender-prod@ansmtp.ariba.com.

Step 3 - Sign Up For Standard Account

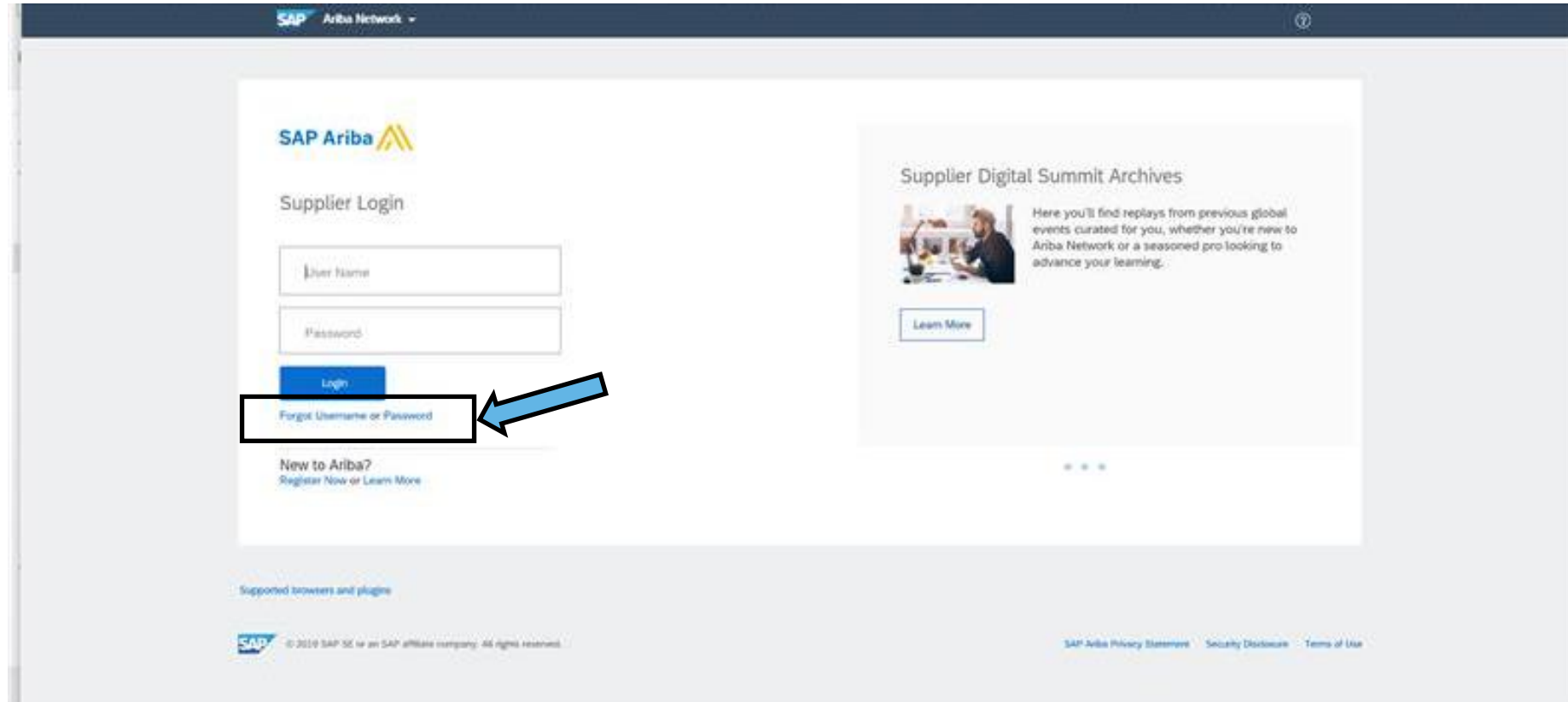
Select the **Sign up** option to create a new Standard Account



Above is the screen that shall be displayed once Sign up option is clicked

Step 3 - Sign Up For Standard Account

How to **resolve** any Log in Issue?

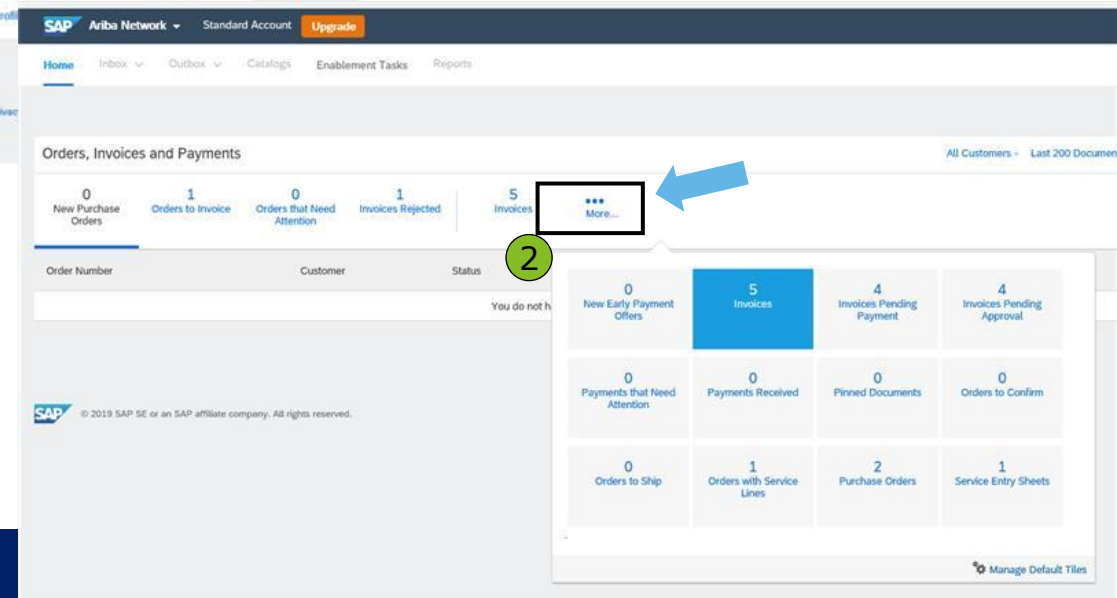
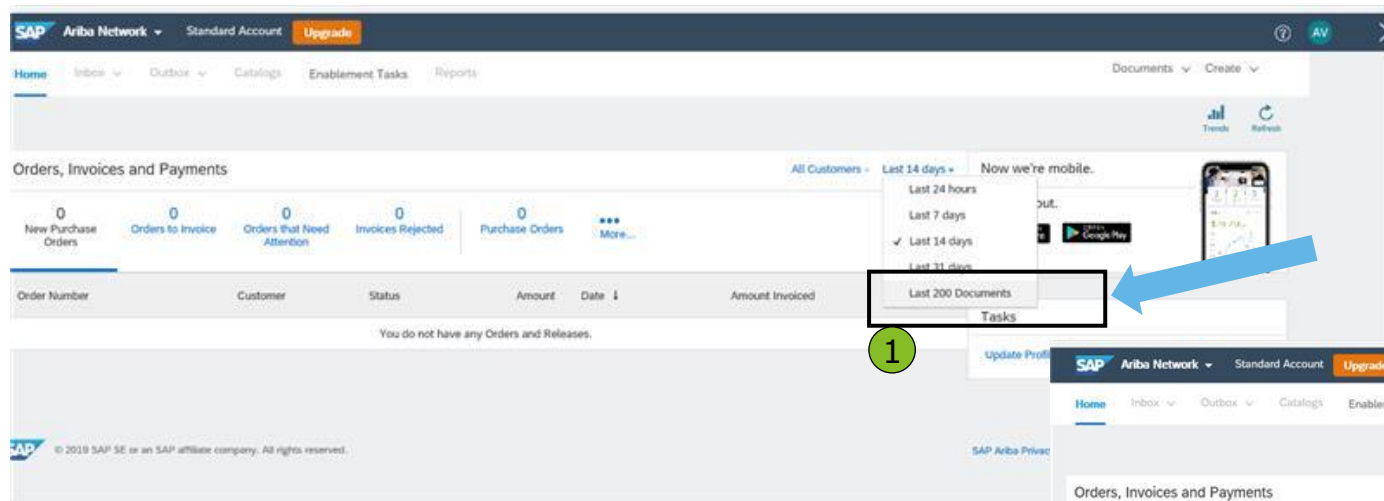


If you forget your log in credentials, please click on Forget Username Or Password

Step 3 - Sign Up For Standard Account

Use your existing Standard Account by clicking on **Log in**

3
Sign up for a Standard Account OR log in to existing Standard Account



Once you log in please select the Last 200 Documents option as shown above

How To Upgrade from Standard Account To **Enterprise Account**



The screenshot displays the Ariba Network user interface. At the top left, the text "Ariba Network" is visible. In the top right, there is a link "Upgrade from standard account" and a "Learn More" button. A dropdown menu is open, showing account details for "Dev3 OlafA" (ANID: AN02001023933) and listing options like "Company Profile", "Service Subscriptions", "Account Settings", "Customer Relationships", "Users", and "Notifications".

The main content area is titled "Orders, Invoices and Payments" and shows "0 Pinned Documents". A modal window titled "Upgrade to realize the full value of Ariba Network" is overlaid on the right. It compares two account types:

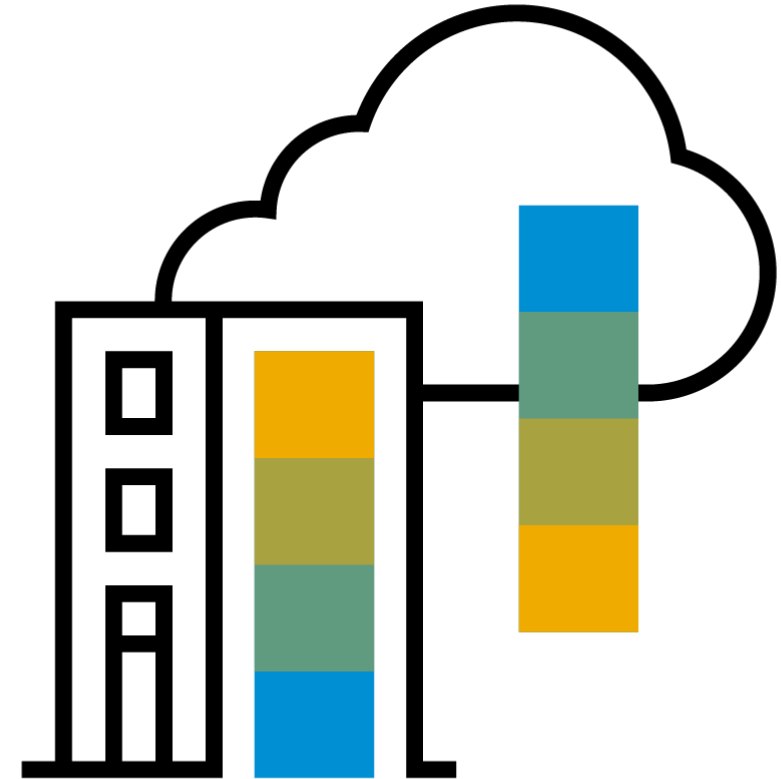
- LIGHT ACCOUNT** (Current account):
 - FULFILLMENT**
 - Orders and invoices: Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices; Check invoice status and create non-PO invoices, if supported by your customer.
 - Catalogs
 - Integration
 - Legal Archive
 - Reporting
 - Support: Help Center
 - Fees: Free
 - SELLING**
 - Ariba Discovery
 - Sourcing, Contract Management
- FULL-USE ACCOUNT** (Upgrade button):
 - Skip the emails. Get and manage orders and invoices all on Ariba Network.
 - Use CSV uploads to manage large documents.
 - Publish catalogs that detail your products and services.
 - Integrate with your backend systems through CXML, EDI or CSV.
 - Access to long-term invoice archiving (regional restrictions apply).
 - Get reports to track transactions and sales activities.
 - Help Center, phone, chat, and web form.
 - Based on usage.

Additional text in the modal: "By the way, you can use these with any account."

- Join our business matchmaking service to get high quality sales leads. Fees may apply.
- Attract potential customers with your profile and get invited to auctions and other events.

A "Learn more" link is provided at the bottom of the modal.

Enterprise Account And Upgrade



Standard Account Vs. Enterprise Account On Ariba Network

Features	Standard Account	Enterprise Account
Access	Through email notifications	Online dashboard
Company Profile	P	P
Purchase Order, Order confirmation (full & partial), Ship Notice, Service Entry Sheet, (Non-PO) Invoice, Credit Memo	P	P
Electronic Catalogs	O	P
Invoice status	Email notifications	Outbox with easy access from any browser
Legal Archive	Email notification and online download	<ul style="list-style-type: none"> • Long-term invoice archiving for global compliance (Regional restrictions apply) • Capability to mass download invoices for local archiving
Ariba Support	Online Help Center	<ul style="list-style-type: none"> • Support via phone, chat, or email • Direct access to enablement experts for onboarding assistance • Technical support for configuration and integration assistance • Online educational training courses
Integration	O	P
Reporting	O	P
Multiple customer relationships	P	P
Multi users	P	P
Mobile App	P	P
Ariba Discovery	P Fees may apply to respond to leads. Click here for more information.	P Fees may apply to respond to leads. Click here for more information.
Fees	FREE	Fees may apply, See complete details .

Log in with Enterprise Account

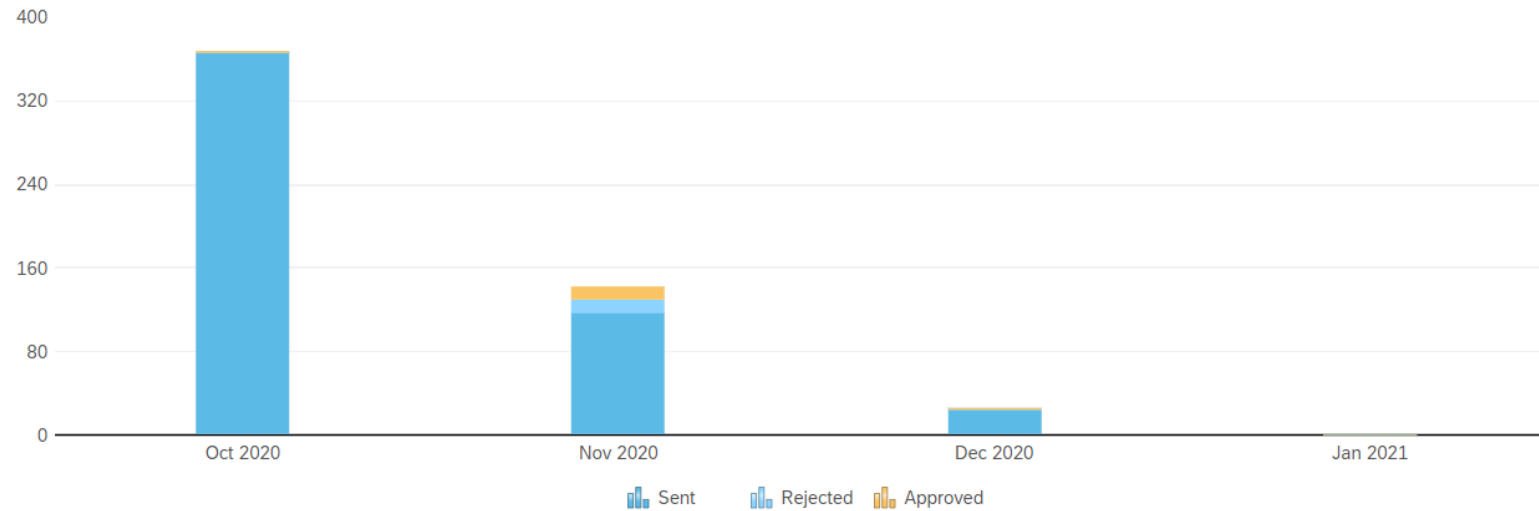


Orders and Releases All Customers Order Number

Guide Trends Refresh

Outstanding Invoices

All Customers



Purchase Order by Volume

Purchase Order by Amount

Outstanding Invoices

Feedback

Enterprise Account **Enhanced** Features And Functionalities



Document exchange
(purchase orders,
invoices and more)

- Skip the e-mails; exchange and manage purchase orders and invoices directly on your Ariba Network account
 - Use CSV uploads to manage large document counts
 - Access to an Inbox and Outbox for organizing your incoming and outgoing documents and search for them
-



Automation through
Integration

- Integrate your back-end system with Ariba Network through CXML, EDI or CSV
-



Electronic Catalogs

- Create and publish electronic catalogs to enhance PO accuracy, or link your current e-shop to your Ariba Network account
-



Reporting

- Track transactions and sales activities with access to full reports creation and automation
-



SAP Ariba support

- Access the entire documentation database and contact the help centre by phone, chat, or Web form



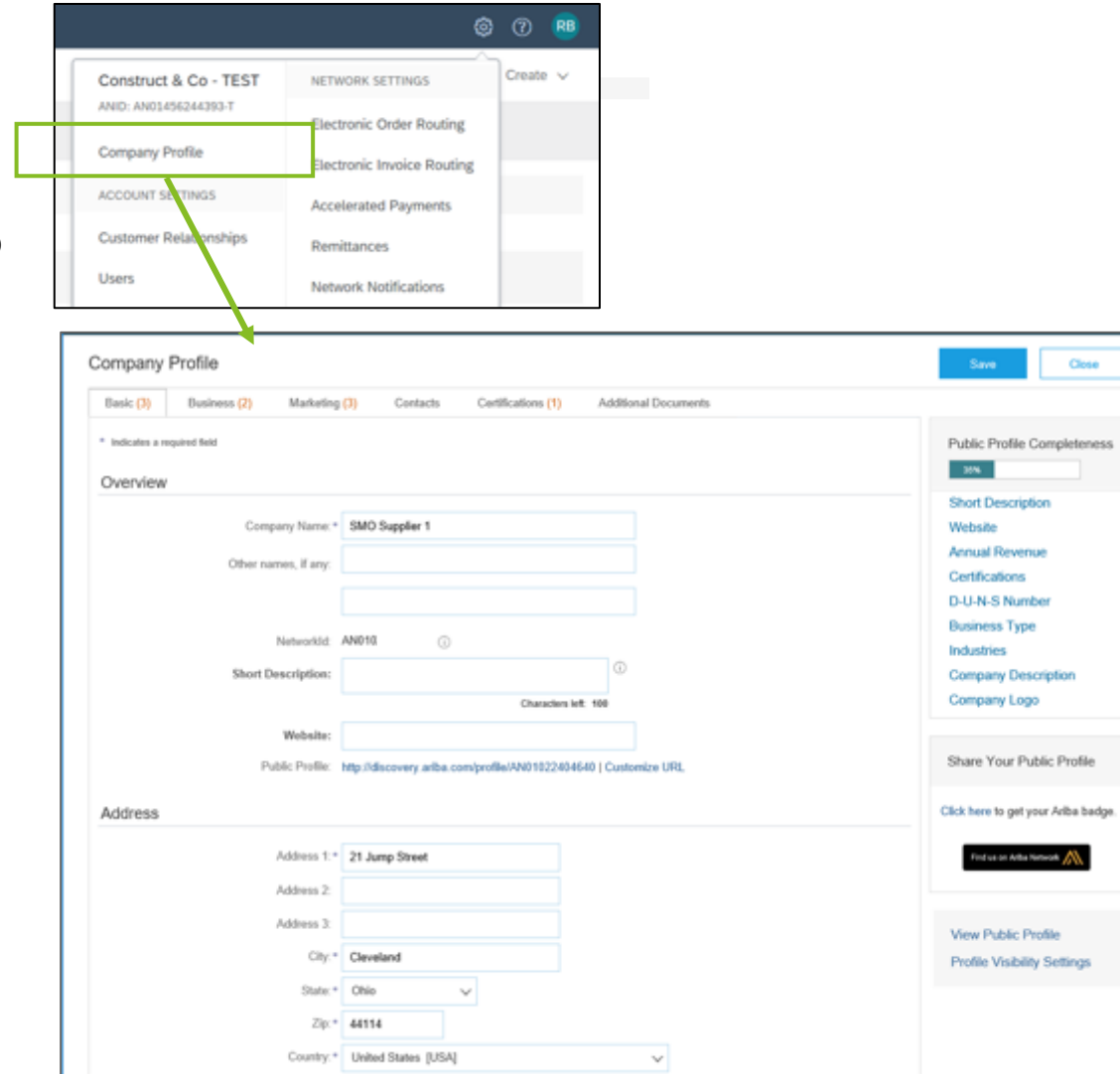
02

Set Up Your Account

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.



The screenshot displays the 'Company Profile' configuration page. At the top, a settings menu for 'Construct & Co - TEST' is visible, with 'Company Profile' highlighted. The main form is titled 'Company Profile' and features several tabs: 'Basic (3)', 'Business (2)', 'Marketing (3)', 'Contacts', 'Certifications (1)', and 'Additional Documents'. The 'Overview' tab is selected, showing a 'Public Profile Completeness' meter at 33%. Below the meter is a list of fields to be completed: Short Description, Website, Annual Revenue, Certifications, D-U-N-S Number, Business Type, Industries, Company Description, and Company Logo. The 'Address' section includes fields for Address 1, 2, and 3, City (Cleveland), State (Ohio), Zip (44114), and Country (United States [USA]).

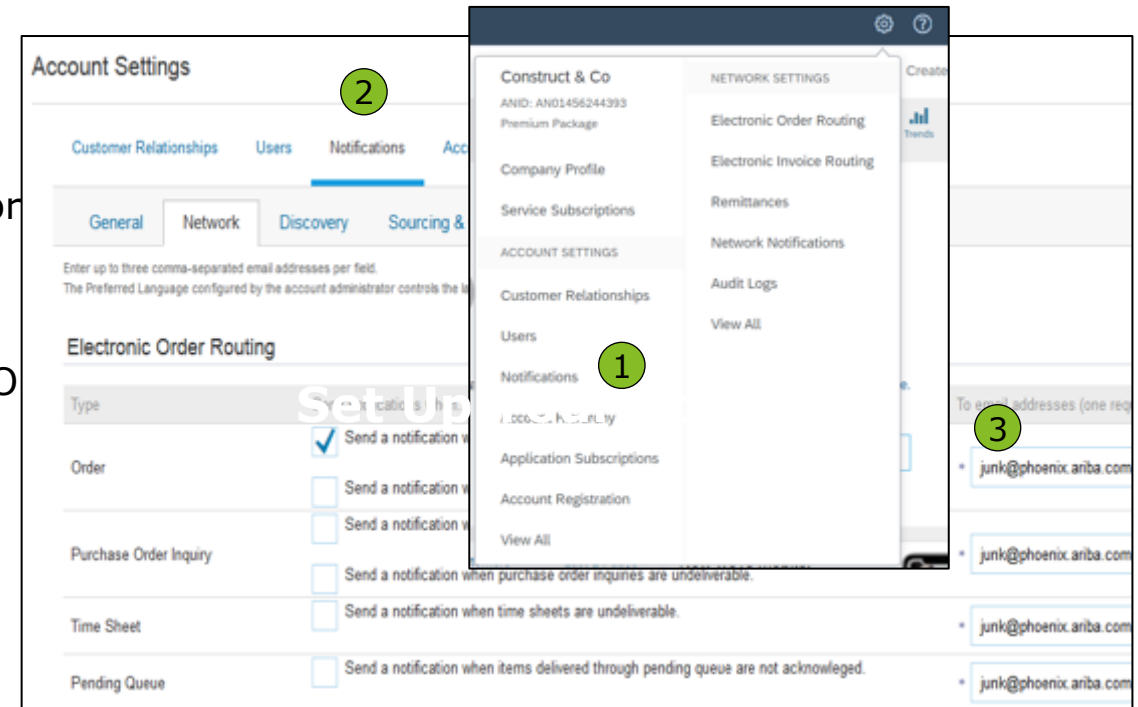
NOTE: Screens remain the same for both Standard and Enterprise Account.

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.

NOTE: Screens remain the same for both Standard and Enterprise Account.

1. **Click** on Notifications under 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.



Note: If you are out of the office, make sure to include in your auto-reply messages one of the following phrases. This will prevent Ariba Network from failing orders sent to mailboxes responding using an auto-reply feature: *Out of office, OOTO, On vacation, on holiday, out of town, away from the office, away until, out of the country, an off site meeting.* When Ariba Network detects an auto-reply containing one of these phrases, it indicates that it received the auto-reply in the order history log and does not fail the order.

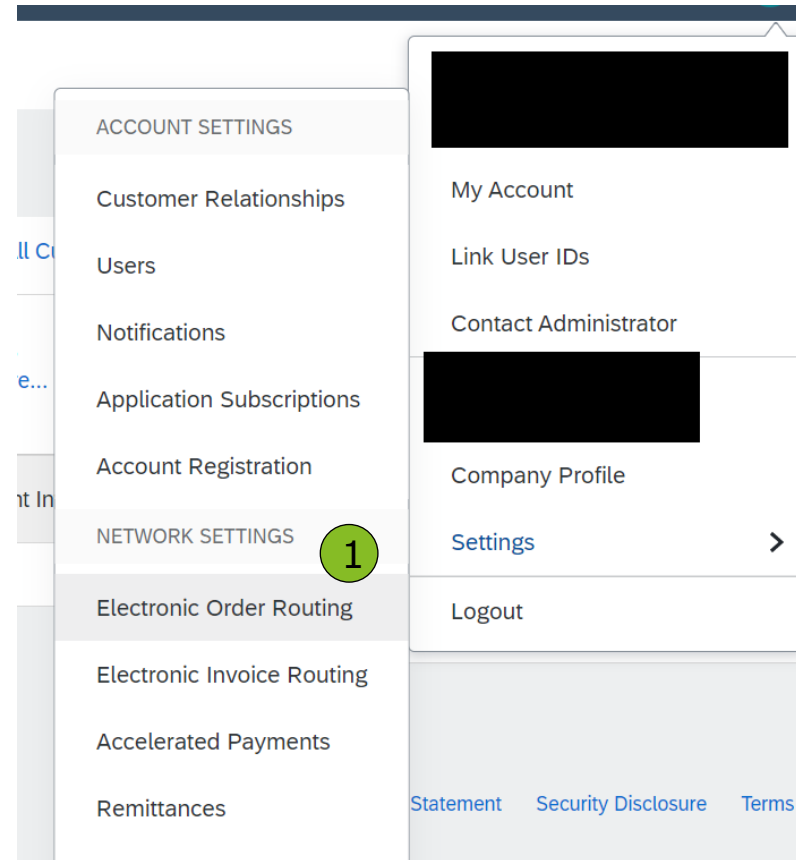
Select Electronic Order Routing Method

1. Click on Settings > Electronic Order Routing 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.



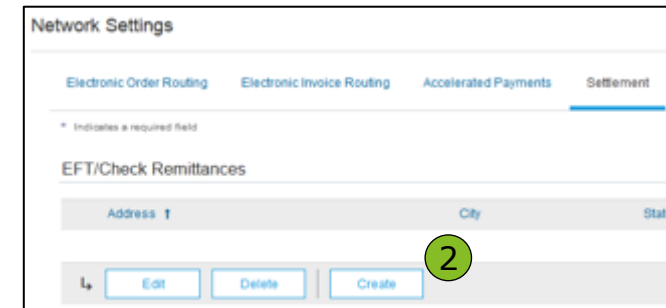
New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email 2	Email address: <input type="text" value="[Redacted]"/> i <input type="checkbox"/> Attach cXML document in the email message <input checked="" type="checkbox"/> 3 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". <input type="checkbox"/> Attach PDF document in the email message

NOTE: Screens remain the same for both Standard and Enterprise Account.

Configure Your Remittance Information

1. From the **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. Please enter ***eft@dragonoil.com*** for **Remittance IDs**



Network Settings

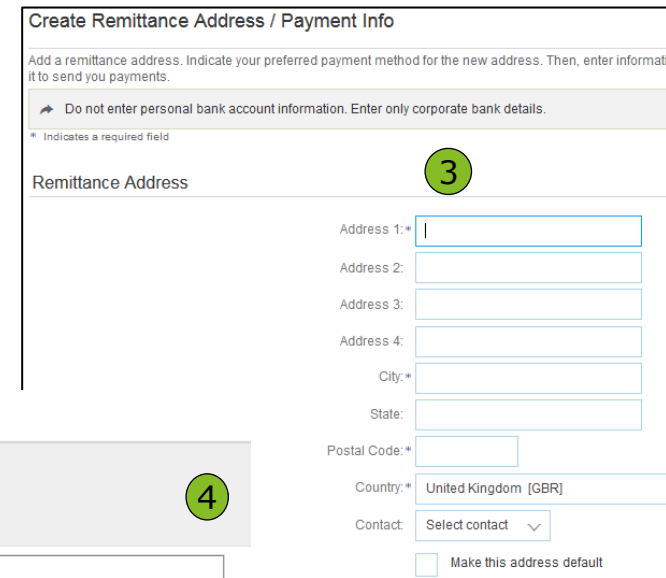
Electronic Order Routing Electronic Invoice Routing Accelerated Payments Settlement

* Indicates a required field

EFT/Check Remittances

Address 1 City State

↓ Edit Delete Create



Create Remittance Address / Payment Info

Add a remittance address. Indicate your preferred payment method for the new address. Then, enter information it to send you payments.

→ Do not enter personal bank account information. Enter only corporate bank details.

* Indicates a required field

Remittance Address

Address 1:* |

Address 2: |

Address 3: |

Address 4: |

City:* |

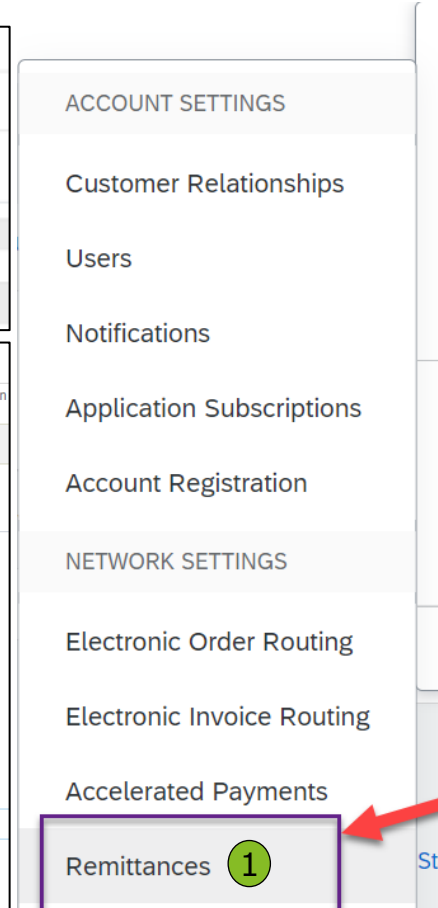
State: |

Postal Code:* |

Country:* United Kingdom [GBR]

Contact: Select contact v

Make this address default



ACCOUNT SETTINGS

Customer Relationships

Users

Notifications

Application Subscriptions

Account Registration

NETWORK SETTINGS

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

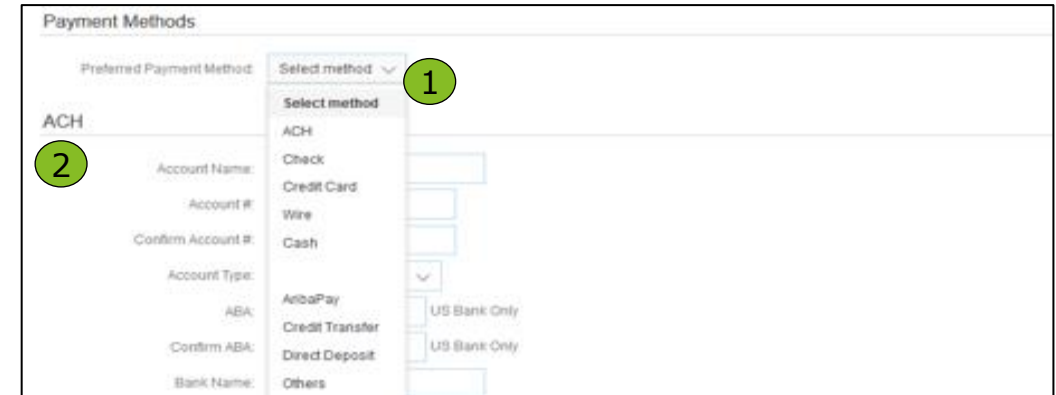
Remittance ID Assignment	
Customer ↑	Remittance ID
Dragon Oil Sourcing -	eft@dragonoil.com

NOTE: Screens remain the same for both Standard and Enterprise Account.

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 #:

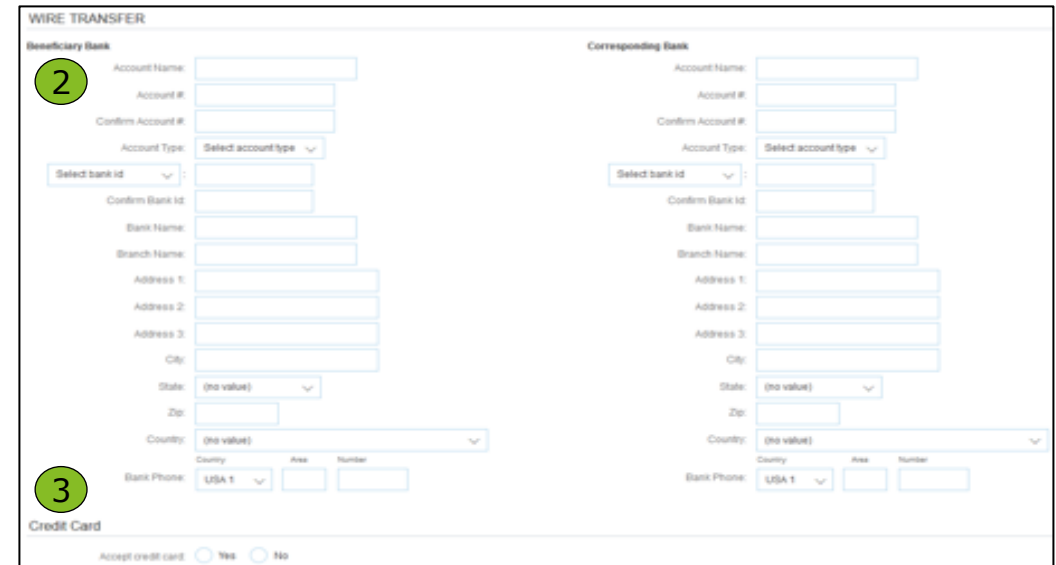
Confirm Account #:

Account Type: Select 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)

Bank Phone: USA 1

3

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)

Bank Phone: USA 1

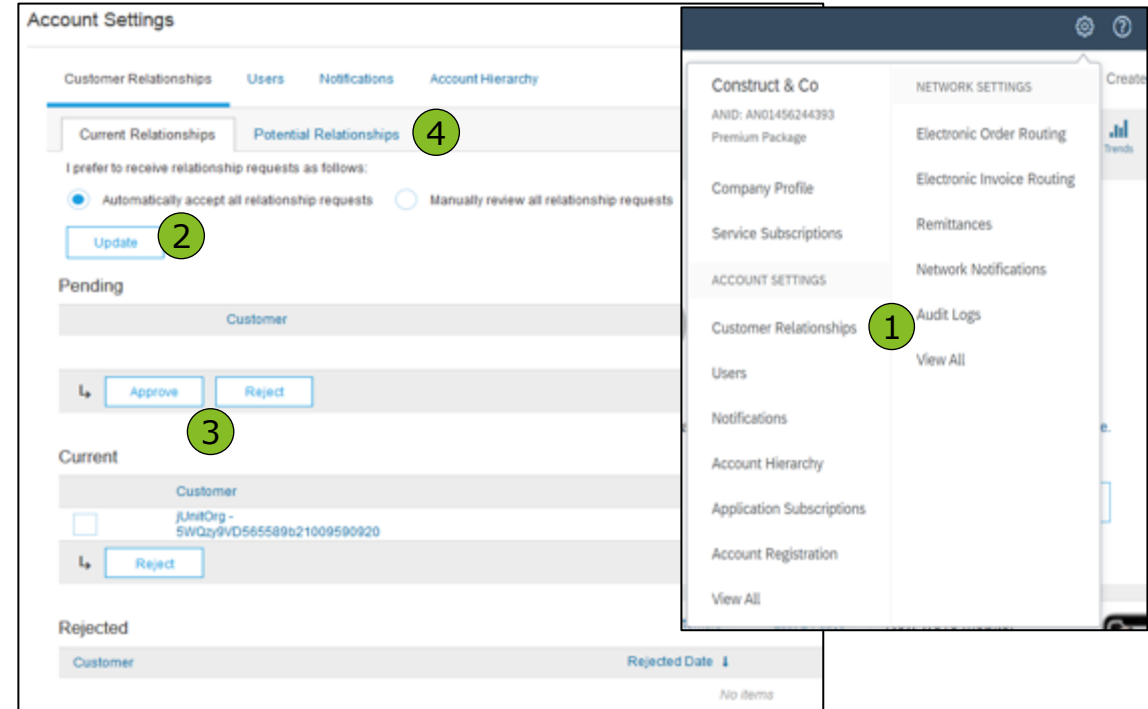
Accept credit card Yes No

NOTE: Screens remain the same for both Standard and Enterprise Account.

Review Your Relationships

Current and Potential

1. **Click** on the Customer Relationships link in the **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' page with the 'Customer Relationships' tab selected. The interface includes sections for 'Current Relationships' and 'Potential Relationships' (marked with a green circle 4). Below these are options to 'I prefer to receive relationship requests as follows:' with radio buttons for 'Automatically accept all relationship requests' (selected) and 'Manually review all relationship requests'. An 'Update' button (marked with a green circle 2) is present. The 'Pending' section shows a 'Customer' entry with 'Approve' and 'Reject' buttons (marked with a green circle 3). The 'Current' section shows a 'Customer' entry with a 'Reject' button. The 'Rejected' section is currently empty. A navigation menu on the right shows 'Customer Relationships' (marked with a green circle 1) under the 'ACCOUNT SETTINGS' section.

NOTE: Screens remain the same for both Standard and Enterprise Account.

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

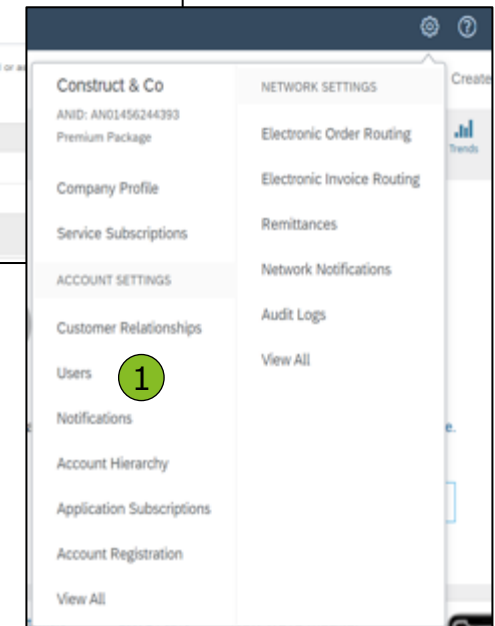
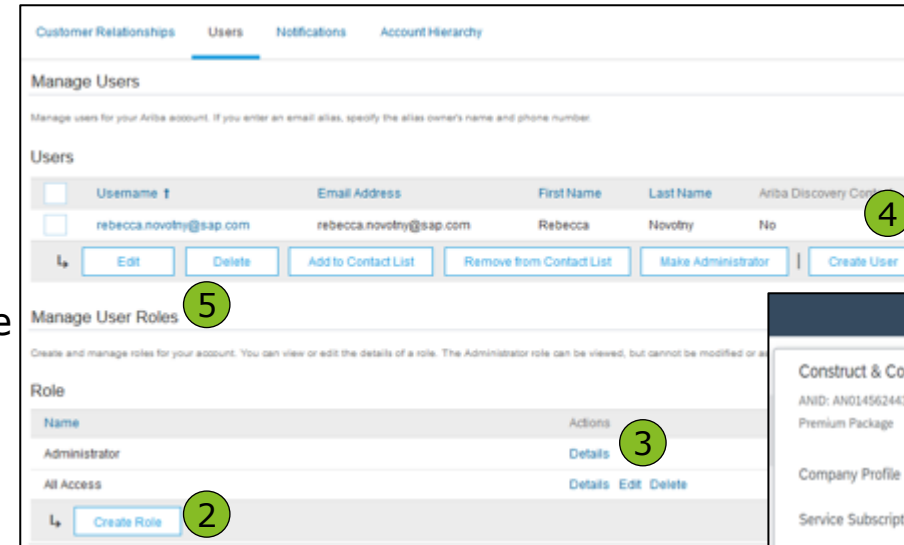
User

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

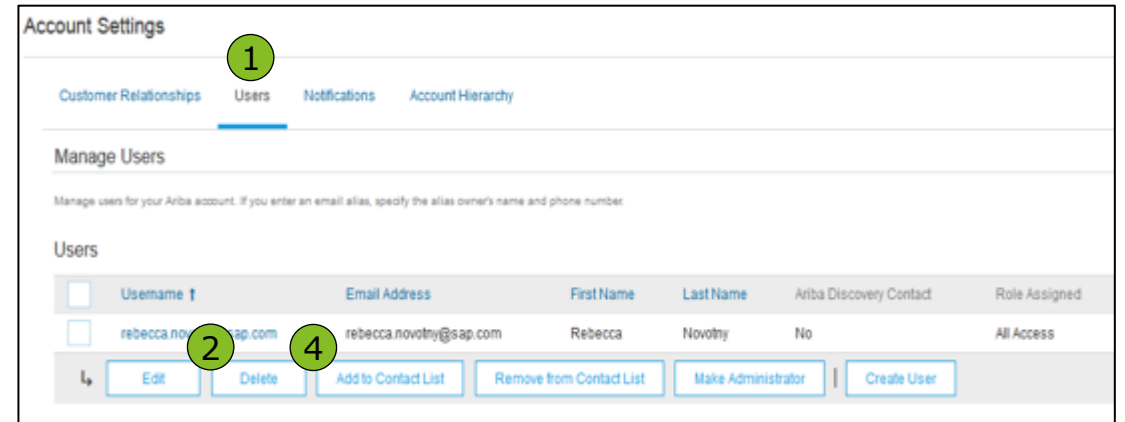


NOTE: Screens remain the same for both Standard and Enterprise Account.

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 User

View user information, revise role assignments, or reset user passwords. Ariba recommends only using the reset password functionality. Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends

Selected User Information

Username: rebecca.novotny@sap.com
 Email Address: rebecca.novotny@sap.com
 First Name: Rebecca
 Last Name: Novotny
 Office Phone:

This user is the Ariba Discovery Contact

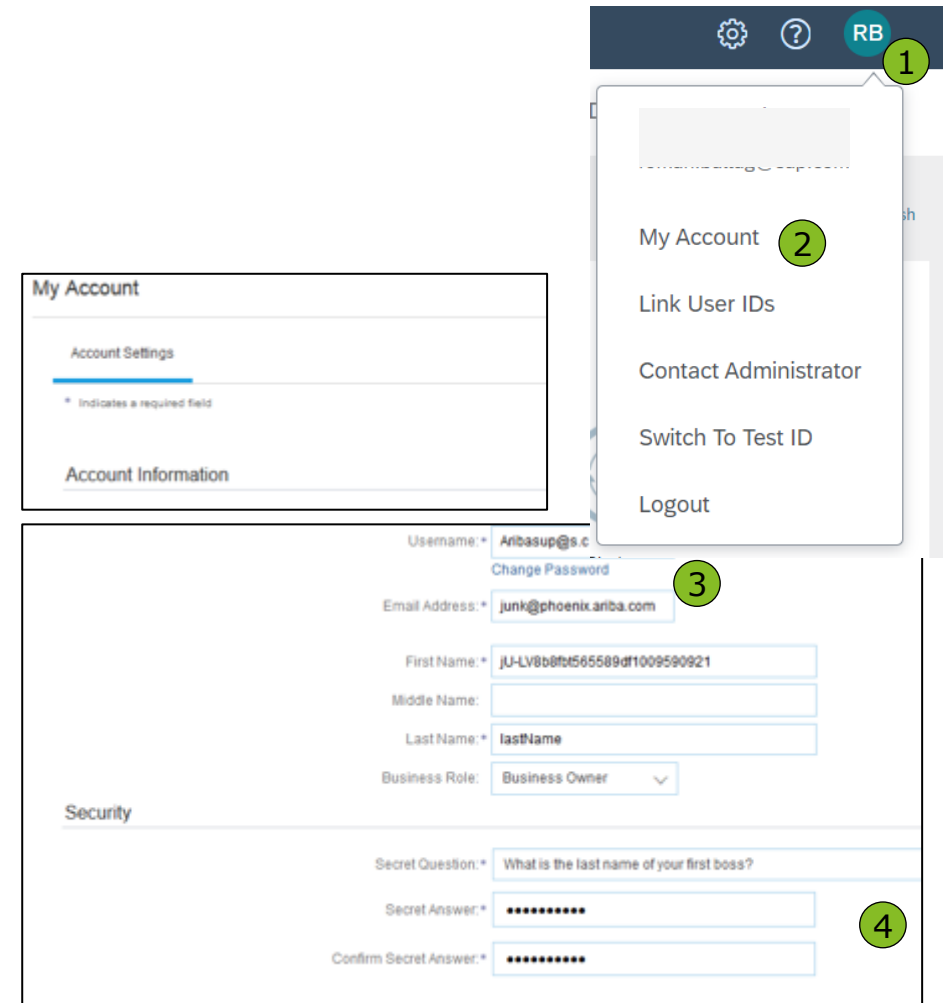
NOTE: Screens remain the same for both Standard and Enterprise Account.

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.

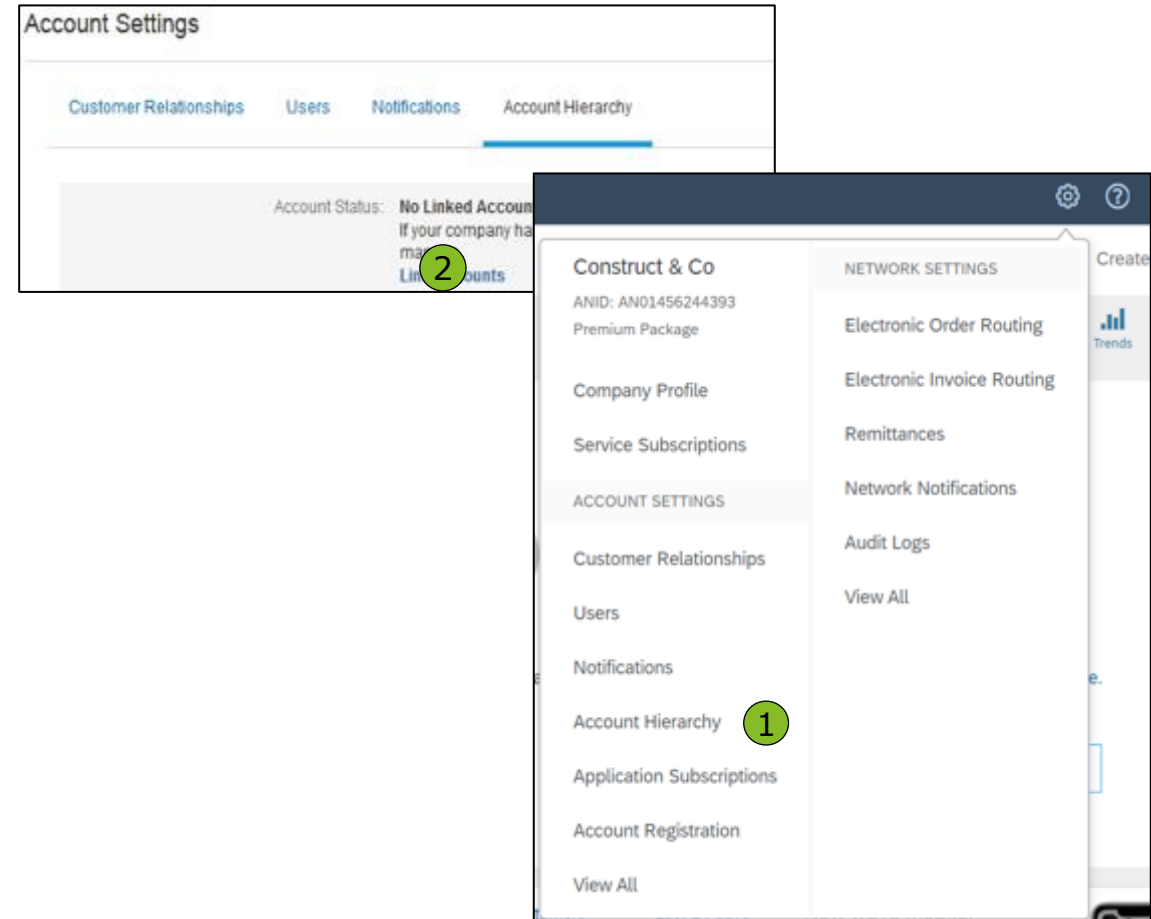
- 2. Click** on My Account to view your user settings.
- 3. Click** Complete or update all required fields marked by an asterisk.
Note: If you change username or password, remember to use it at your next login.
- 4. Hide** personal information if necessary by checking the box in the Contact Information Preferences section.



NOTE: Screens remain the same for both Standard and Enterprise Account.

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** either log in as an Administrator or send a request through an online form as a Not Administrator.
5. **Once** the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.



NOTE: Screens remain the same for both Standard and Enterprise Account.



03

Supplier can view Purchase Order

Manage POs | View Purchase Orders using Standard account

- **Suppliers with standard account cannot access the Inbox/outbox functionality. However they can view the overview of last 200 documents in the dashboard view**
- **Suppliers can use *Select -> Send me a copy to take action* to resend documents to their mailbox**
- **Suppliers must process all POs by going back to their email from *ordersender-prod@ansmtp.ariba.com* and clicking the confirm order button.**
- **Suppliers cannot process POs by logging in directly to their supplier account.**

Orders, Invoices and Payments All Customers ▾ Last 200 Documents ▾

0
New Purchase Orders

1
Orders to Invoice

0
Orders that Need Attention

1
Invoices Rejected

5
Invoices

⋮
More...

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
██████████	Dragon Oil	Partially Invoiced	██████████	2 Nov 2020	██████████ USD	Select ▾

Send me a copy to take action Inf

Now we're mob

Check it out.

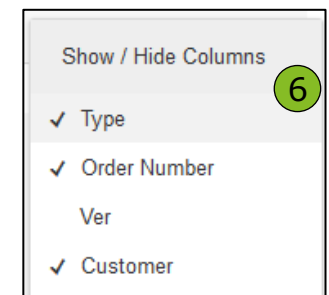
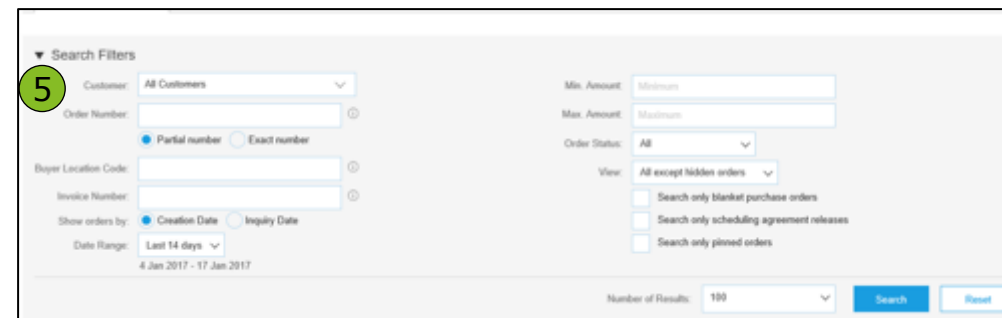
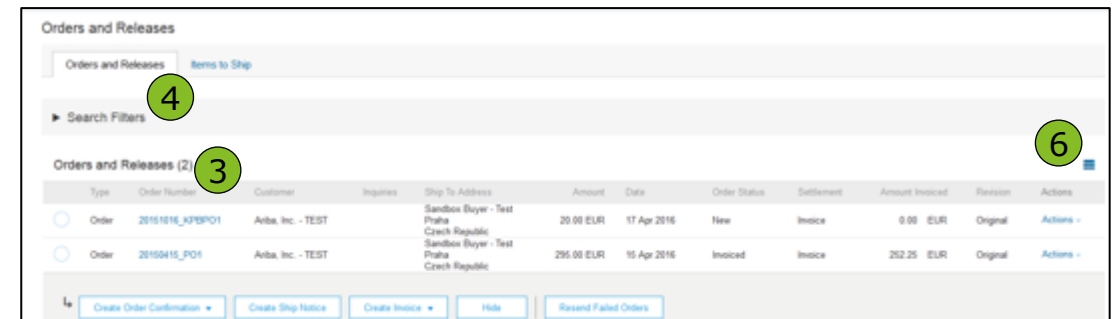
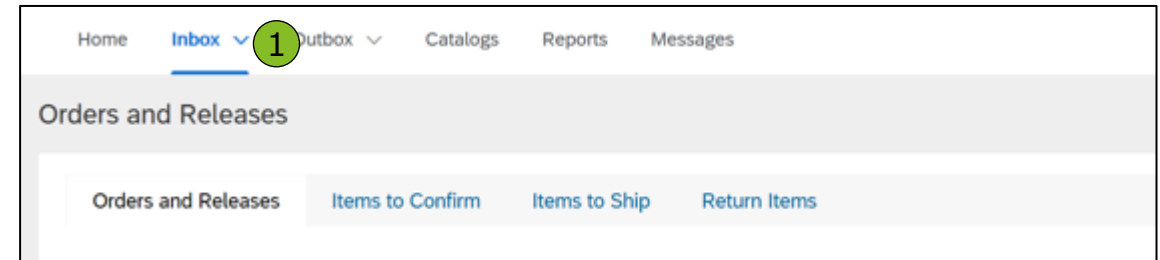
Download on the App Store

GET IT ON Google Play

Tasks

Manage POs | View Purchase Orders using Enterprise account

1. **Click** on Inbox tab to manage your Purchase Orders.
2. **Inbox** is presented as a list of the Purchase Orders received by Dragon Oil.
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 Dragon Oil 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 Copy Paper White, A3, 80gsm (ream 500 sheets)	Material	10 (EA)	18 Nov 2015
2	GOODS_02 Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)	Material	10 (BX)	18 Nov 2015

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

2

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

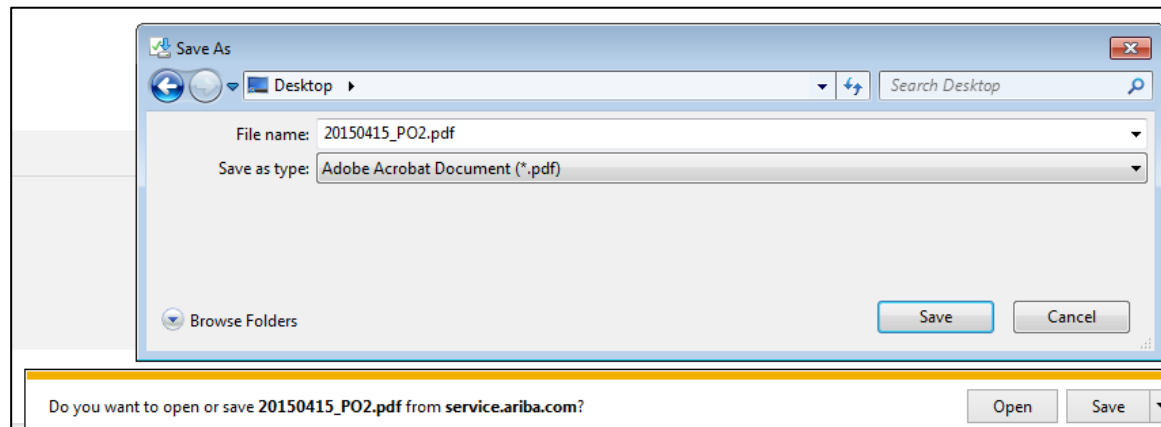
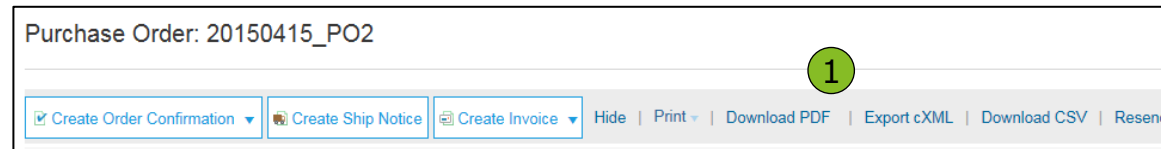
NOTE: Screens remain the same for both Standard and Enterprise Account.

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.



NOTE: Screens remain the same for both Standard and Enterprise Account.



04

Suppliers can create Order Confirmation and Advance Shipment Notification

Create Order Confirmation

Confirm Entire Order

This slide explains how to Confirm Entire Order.

- 1. Enter** Confirmation Number which is any number you use to identify the order confirmation.
- 2. If you specify** Est. Shipping Date or Est. Delivery Date information, it is applied for all line items.
- 3. You can group** related line items or kit goods so that they can be processed as a unit.
- 4. Click** Next when finished.
- 5. Review** the order confirmation and click Submit.
- 6. Your order confirmation is sent to Dragon Oil.**

Note: If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.



Once the order confirmation is submitted, the Order Status will display as Confirmed. When viewing documents online, links to all related documents are displayed. Click Done to return to the Inbox.

NOTE: Screens remain the same for both Standard and Enterprise Account.

[Trouble With Your OC?](#)

Create Order Confirmation

Reject Entire Order

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

Purchase Order: 20150415_PO2

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#)

- Confirm Entire Order **1**
- Update Line Items
- Reject Entire Order

Order History

From:
Sandbox Buyer - Test
Radlicka
15000 Praha
Czech Republic

Confirmation #:

Rejection Reason: **Please Select** **2**

Comments:

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

Sandbox Buyer - Test
Radlicka
15000 Praha
Czech Republic

REJECT ENTIRE ORDER **1**

Order Confirmation Number:

Confirmation #:

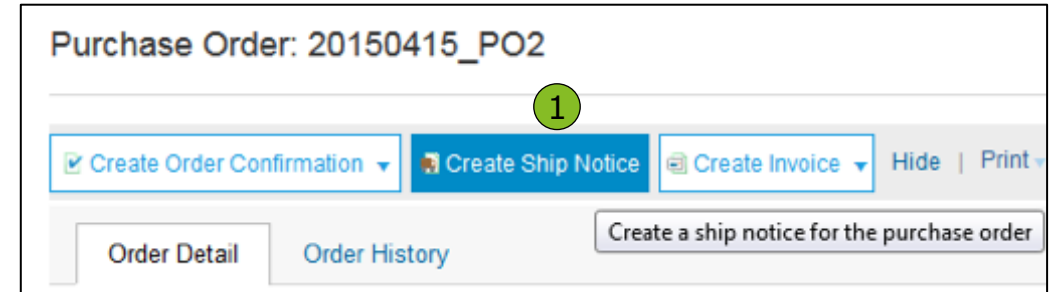
Comments:

[Reject Order](#) [Cancel](#)

NOTE: Screens remain the same for both Standard and Enterprise Account.

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. Gross Volume and Gross Weight are optional fields when Collaborative Supply Chain (CSC) is enabled.
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.

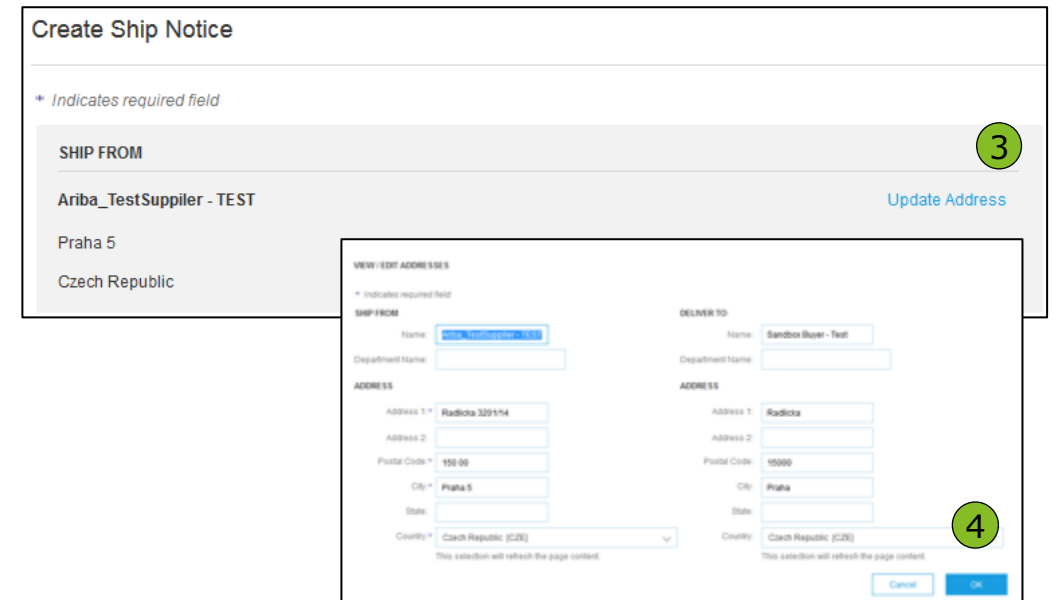


Purchase Order: 20150415_PO2

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

Ariba_TestSupplier - TEST Update Address

Praha 5

Czech Republic

VIEW/EDIT ADDRESSES

* Indicates required field

SHIP FROM

Name: Ariba_TestSupplier

Department Name:

ADDRESS

Address 1*: Radicka 3201/14

Address 2:

Postal Code*: 150 00

City*: Praha 5

State:

Country*: Czech Republic (CZ) This selection will refresh the page content.

DELIVER TO

Name: Sandico Super - Test

Department Name:

ADDRESS

Address 1: Radicka

Address 2:

Postal Code: 15000

City: Praha

State:

Country: Czech Republic (CZ) This selection will refresh the page content.

Cancel OK

3

4

NOTE: Screens remain the same for both Standard and Enterprise Account.

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:

Service Level:

- Manage Carrier
- Preferred Carriers
- Default Carriers
- 1** Airborne Express
- DHL
- FedEx
- UPS
- US Postal Service
- Other

▼ DELIVERY AND TRANSPORT INFORMATION

Delivery Terms:

Delivery Terms Description:

Transport Terms Description:

- Collected By Customer
- Delivery Condition
- Despatch Condition
- Transport Condition
- Incoterms
- Ex Works
- Free Carrier

NOTE: Screens remain the same for both Standard and Enterprise Account.

Create Ship Notice Details

1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Customer Part #** is visible when Collaborative Supply Chain (CSC) is implemented.
3. **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"/>

[Add Ship Notice Line](#)

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"/>	Add Details

[Add Ship Notice Line](#)

[Add Order Line Item](#)

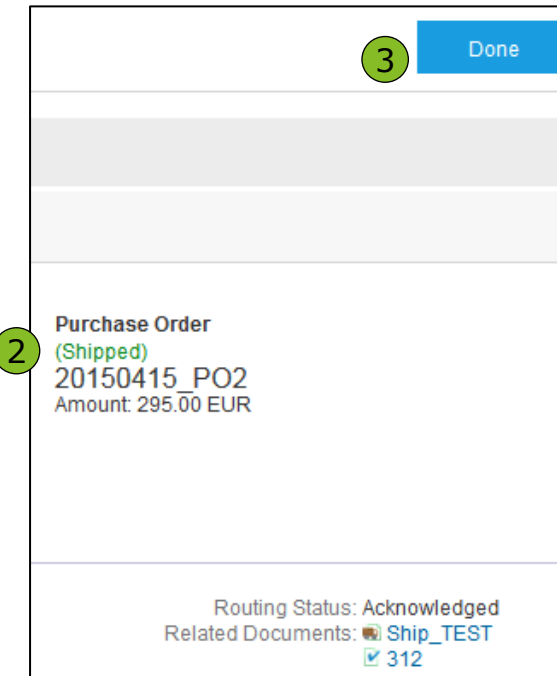
3 [Next](#) [Exit](#)

NOTE: Screens remain the same for both Standard and Enterprise Account.

Submit Ship Notice

Details

- 1. After reviewing** your Ship Notice, click Submit to send Ship Notice to Dragon Oil. 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.



NOTE: Screens remain the same for both Standard and Enterprise Account.

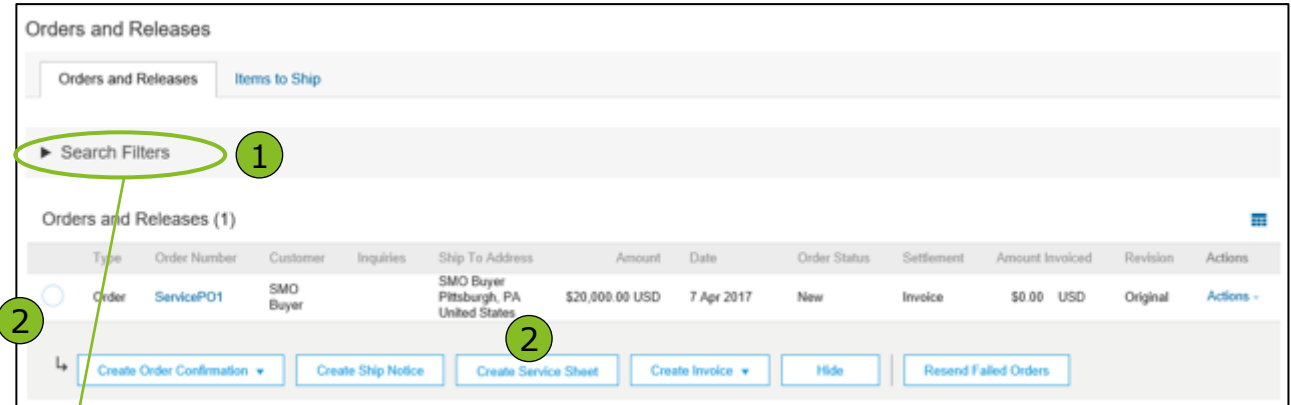
Create a Service Entry Sheet

Locate a Service POs

1. Locate your Service PO within your Inbox.

Note: Utilize the **Advanced Search Filters** at the top of your inbox to narrow your view to Service POs only by checking the **Search Only Service Purchase Orders** box and clicking **Search**.

2. Select the radio button next to the desired PO and click **Create Service Sheet** OR click the **Order Number Hyperlink** to view the Service PO.



Orders and Releases

Orders and Releases | Items to Ship

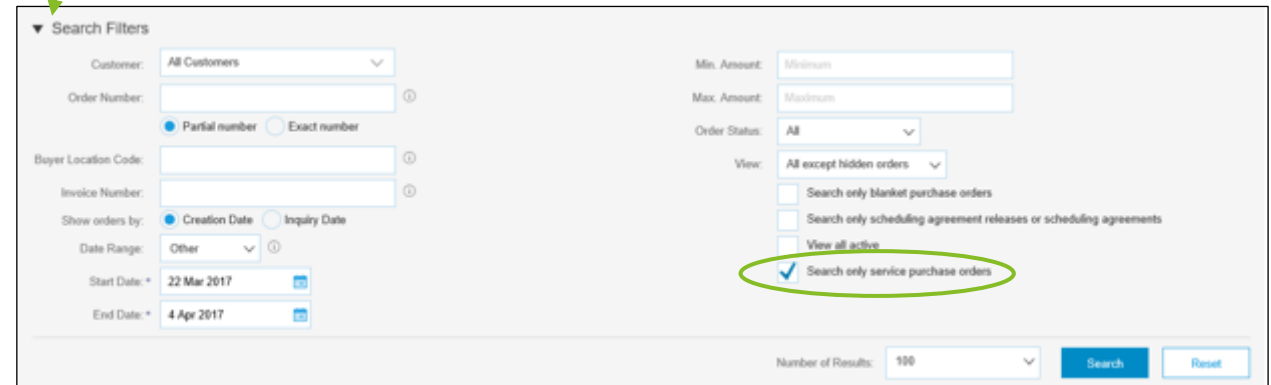
▶ Search Filters 1

Orders and Releases (1)

Type	Order Number	Customer	Inquiries	Ship To Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
<input type="radio"/>	ServicePO1	SMO Buyer		SMO Buyer Pittsburgh, PA United States	\$20,000.00 USD	7 Apr 2017	New	Invoice	\$0.00 USD	Original	Actions -

2

Create Order Confirmation | Create Ship Notice | Create Service Sheet | Create Invoice | Hide | Resend Failed Orders



▼ Search Filters

Customer: All Customers

Order Number: ⓘ

Partial number Exact number

Buyer Location Code: ⓘ

Invoice Number: ⓘ

Show orders by: Creation Date Inquiry Date

Date Range: Other ⓘ

Start Date: * 22 Mar 2017 ⓘ

End Date: * 4 Apr 2017 ⓘ

Min. Amount: Minimum

Max. Amount: Maximum

Order Status: All

View: All except hidden orders

Search only blanket purchase orders

Search only scheduling agreement releases or scheduling agreements

View all active

Search only service purchase orders

Number of Results: 100

Search | Reset

NOTE: Screens remain the same for both Standard and Enterprise Account.

Create a Service Entry Sheet

Review Service PO

1. After reviewing your PO for accuracy, click **Create Service Sheet** at the top of bottom of your PO.

Note: Services will be indicated with the Service Icon next to the Line Type.

Purchase Order: ServicePO1 Done

Create Order Confirmation
 Create Service Sheet
 Create Invoice
 Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Order Detail Order History

From:
 SMO Buyer
 123 Fake Street
 Pittsburgh, PA 15222
 United States

To:
 SMO Supplier 1
 21 Jump Street
 Cleveland, OH 44114
 United States
 Phone:
 Fax:
 Email: m.bohart@sap.com

Purchase Order (New)
 ServicePO1
 Amount: \$20,000.00 USD


Payment Terms ⓘ
 0.000% 45

Routing Status: Sent

Ship All Items To


SMO Buyer
 123 Fake Street
 Pittsburgh, PA 15222
 United States

Line Items Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
1		 Service	1.0 (DAY)	9 Apr 2017	\$20,000.00 USD	\$20,000.00 USD	Details

Test services-Item 1

Order submitted on: Friday 7 Apr 2017 8:00 AM GMT-04:00
 Received by Ariba Network on: Friday 7 Apr 2017 1:21 PM GMT-04:00
 This Purchase Order was sent by SMO Buyer AN01025123159 and delivered by Ariba Network.

 Service Sheet Required

Sub-total: \$20,000.00 USD

Create Order Confirmation
 Create Service Sheet
 Create Invoice
 Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Done

NOTE: Screens remain the same for both Standard and Enterprise Account.

Create a Service Entry Sheet

Header Information

1. **Complete** any required fields that have an asterisk (*).
2. **Enter** additional fields as requested by your customer, including Contractor Information, Approver, etc.

Create Service Sheet

▼ Service Sheet Header
* Indicates required field

Summary

Purchase Order: ServicePO1	Subtotal: \$0.00 USD
1 Service Sheet #: *	Service Start Date:
Service Sheet Date: *	Service End Date:

Additional Fields **2**

Supplier Reference:	To: SMO Buyer
From: SMO Supplier 1	123 Fake Street
21 Jump Street	Pittsburgh, PA 15222
Cleveland, OH 44114	United States
United States	

Field Contractor:	Field Engineer:
Name:	Name:
Email:	Email:
Phone: USA 1	Phone: USA 1

Approver:	
Name: *	
Email: *	
Phone: USA 1	

NOTE: Screens remain the same for both Standard and Enterprise Account.

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Create a Service Entry Sheet

Line Item Section

3. **Update** quantities of line items.
4. **Enter** Service Start and End Dates if available, as well as any additional comments as needed.
5. **Click** Next to proceed to review screen

Service Entry Sheet Lines

Line #	Part # / Description	Contract #																		
▼ 1	Not Available TESTINGSERVICECHG	Add ▼																		
<input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">Include</th> <th style="width: 5%;">Part # / Description</th> <th style="width: 15%;">Type</th> <th style="width: 15%;">Qty / Unit</th> <th style="width: 15%;">Price</th> <th style="width: 20%;">Subtotal</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>000000000003015848</td> <td style="text-align: center;">Service ▼</td> <td style="text-align: center;">1,000 KGM</td> <td style="text-align: right;">\$2.57 USD</td> <td style="text-align: right;">\$2,570.00 USD</td> </tr> <tr> <td colspan="6" style="padding-left: 20px;">MAT CONSTR MATERIAL IT005 K</td> </tr> </tbody> </table>	Include	Part # / Description	Type	Qty / Unit	Price	Subtotal	<input type="checkbox"/>	000000000003015848	Service ▼	1,000 KGM	\$2.57 USD	\$2,570.00 USD	MAT CONSTR MATERIAL IT005 K						Delete
Include	Part # / Description	Type	Qty / Unit	Price	Subtotal															
<input type="checkbox"/>	000000000003015848	Service ▼	1,000 KGM	\$2.57 USD	\$2,570.00 USD															
MAT CONSTR MATERIAL IT005 K																				
SERVICE PERIOD																				
4	Start Date: <input type="text"/>	End Date: <input type="text"/>																		
PRICING DETAILS																				
Price Unit: KGM		Price Unit Quantity: 1																		
Unit Conversion: 1		Description:																		
COMMENTS																				
Add Comments: <input style="width: 100%;" type="text"/>																				
Add Pricing Details																				
<small>Turn on Error Dump ⓘ Hide/Show XML</small>																				
Update Save Exit		5 Next																		

NOTE: Screens remain the same for both Standard and Enterprise Account.

Submit a Service Entry Sheet

6. From the Review Screen, check your Service Sheet for accuracy. If there are errors, click **Previous** to return to the Create Service Sheet screen. To submit to your customer, click the **Submit** Button.

Create Service Sheet

Previous
Save
Submit
Exit

Confirm and submit this document.

Service Sheet
 TestServiceSES
 Date: 10 Apr 2017
 Purchase Order: ServicePOExample
 Subtotal: \$2,570.00 USD

Subtotal: \$2,570.00 USD

From
SMO Supplier 1
 21 Jump Street
 Cleveland, OH 44114
 United States
 Phone:
 Fax:

To
SMO Buyer
 123 Fake Street
 Pittsburgh, PA 15222
 United States

Service Entry Sheet Lines [Show Item Details](#)

Line #	Type	Service # / Description	Contract #	Qty (Unit)	Unit Price	Subtotal	
▼ 1		Not Available TESTINGSERVICECHG					
1	Service	00000000003015848 MAT CONSTR MATERIAL IT005 KG		1000 (KGM)	\$2.57 USD	\$2,570.00 USD	Details

Service Entry Summary
 Subtotal: \$2,570.00 USD

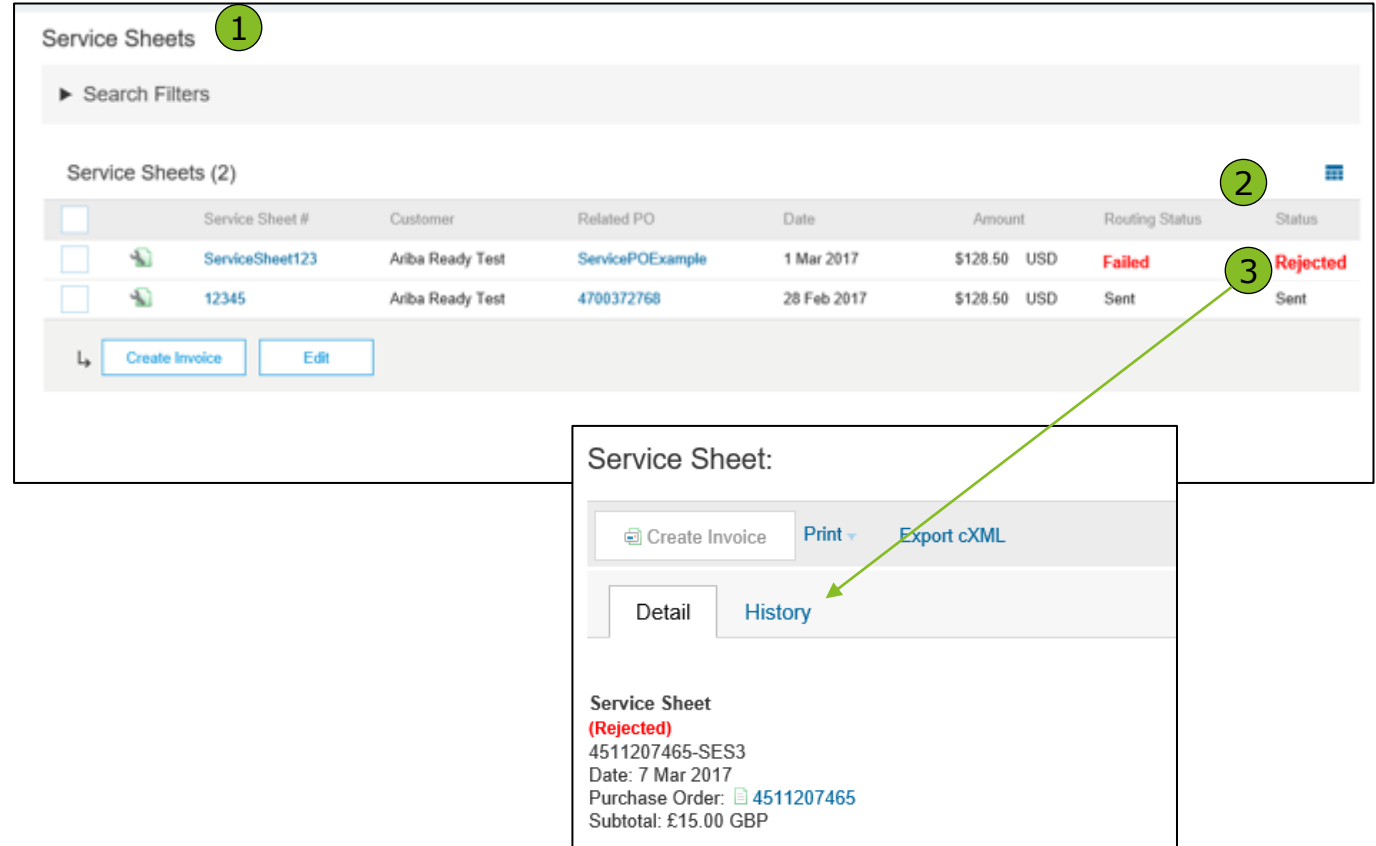
Previous
Save
Submit
Exit

6

NOTE: Screens remain the same for both Standard and Enterprise Account.

Check Service Sheet Status

1. Click **Outbox** and select **Service Sheets** Tab.
2. **Routing** and **Approval Status** will be visible on each line.
3. If a **Service Sheet is rejected or failed**, view the reason by opening the Service Sheet and clicking the **History** Tab.



Service Sheets 1

► Search Filters

Service Sheets (2)

<input type="checkbox"/>	Service Sheet #	Customer	Related PO	Date	Amount	Routing Status	Status
<input type="checkbox"/>	ServiceSheet123	Ariba Ready Test	ServicePOExample	1 Mar 2017	\$128.50 USD	Failed	Rejected
<input type="checkbox"/>	12345	Ariba Ready Test	4700372768	28 Feb 2017	\$128.50 USD	Sent	Sent

↳ [Create Invoice](#) [Edit](#)

Service Sheet:

[Create Invoice](#) [Print](#) [Export cXML](#)

[Detail](#) [History](#)

Service Sheet
(Rejected)
 4511207465-SES3
 Date: 7 Mar 2017
 Purchase Order: [4511207465](#)
 Subtotal: £15.00 GBP

NOTE: Screens remain the same for both Standard and Enterprise Account.



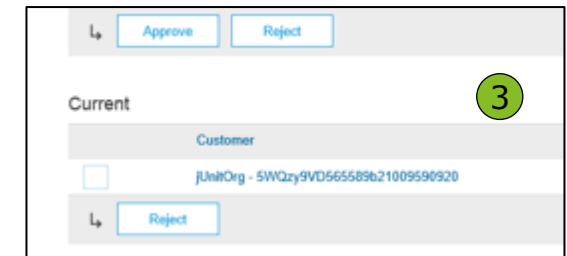
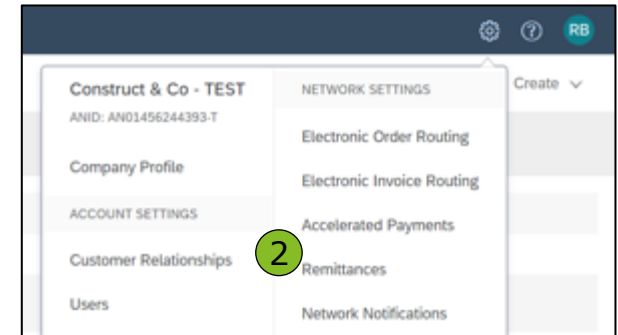
05

Supplier Can Invoice

Review Dragon Oil 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 (Dragon Oil).
4. Scroll down to the Invoice Setup section and view the General Invoice Rules.
5. If Dragon Oil 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.



NOTE: Screens remain the same for both Standard and Enterprise Account.

Supplier Try to Create Invoice but Create Invoice Button not Enabled

Purchase Order: TML4000822

⚠️ SAP Ariba has partnered with Uber Freight to provide suppliers with real-time pricing and reliable capacity, especially

Create Order Confirmation ▼

Create Ship Notice

Create Invoice ▼

Order Detail

Order History

Invoice option is in display mode since no GR is made against the PO. Once GR is received, you can create Invoice.

Supplier with Standard Account

Send me a copy to take action

Orders, Invoices and Payments All Customers ▾ Last 200 Documents ▾

0 New Purchase Orders
1 Orders to Invoice
0 Orders that Need Attention
1 Invoices Rejected
5 Invoices
More...

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
[REDACTED]	Dragon Oil	Partially Invoiced	[REDACTED]	2 Nov 2020	[REDACTED] USD	Select ▾ Send me a copy to take action

Now we're mob
Check it out.
Download on the App Store
GET IT ON Google Play
Tasks

Suppliers with standard account cannot directly Invoice from their account. Instead they need to select "Send me a copy to take action" to receive the PO in their registered email. Once the PO notification is triggered to their email, they can submit the Invoice

Supplier with Enterprise Account

Path to follow: Home > Inbox > Orders and Releases

SAP Ariba Network Enterprise Account TEST MODE

Home **Inbox** Outbox Catalogs Reports Documents Create

Orders and Releases

Orders and Releases **Items to Confirm** Items to Ship Return Items

⚠️ SAP Ariba has partnered with Uber Freight to provide suppliers with real-time pricing and reliable capacity, especially crucial during times of disruption. [Learn more](#)

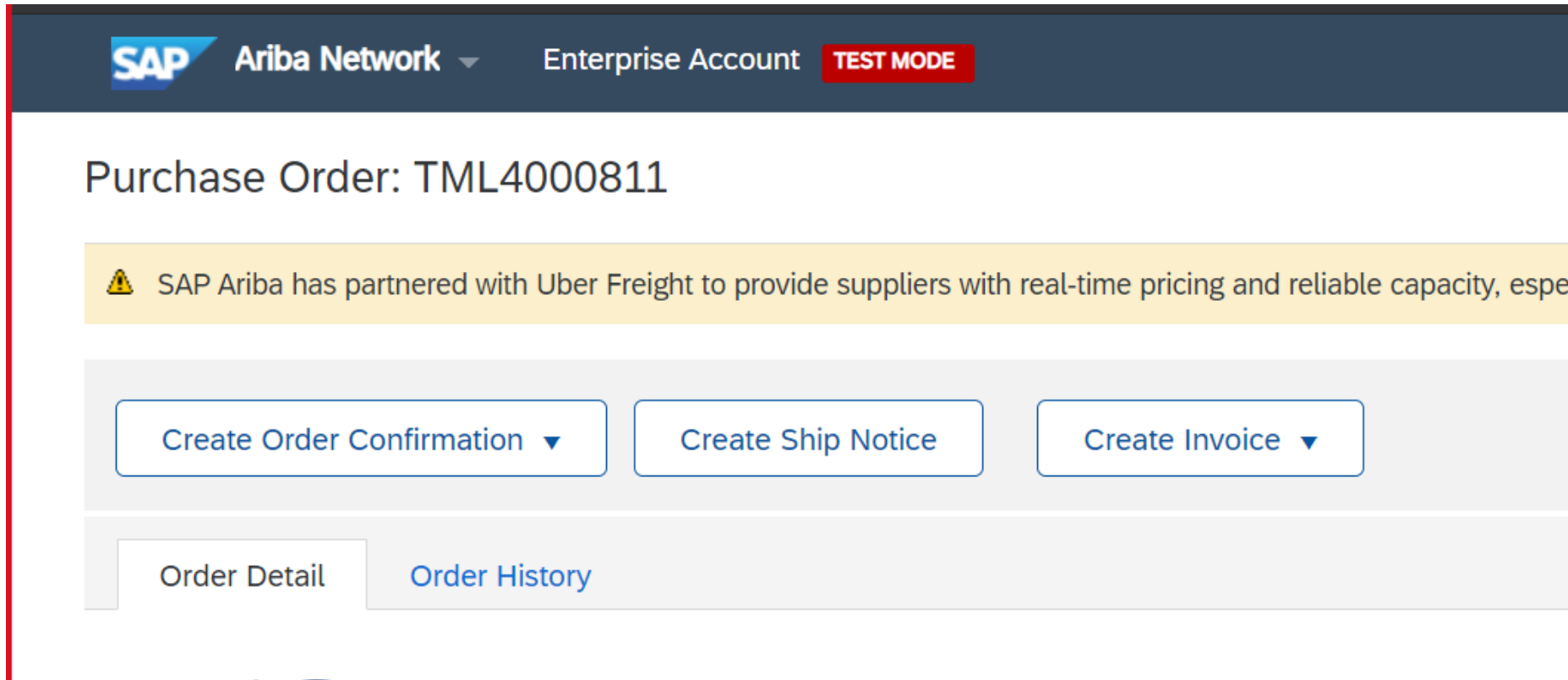
▶ Search Filters

Orders and Releases (100+) Page 1

Type	Order Number	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	TML4000822	Dragon Oil Sourcing - TEST		Hazar Plant Hazar, B Turkmenistan	JC VALVULAS ME FZC SHARJAH United Arab Emirates	\$4,000.00 USD	7 Jan 2021	New	Invoice	\$0.00 USD	Original	Actions
Order	TML4000821	Dragon Oil Sourcing - TEST		Hazar Plant Hazar, B Turkmenistan	JC VALVULAS ME FZC SHARJAH United Arab Emirates	\$1,000.00 USD	7 Jan 2021	New	Invoice	\$0.00 USD	Original	Actions
Order	TML4000819	Dragon Oil Sourcing - TEST		Hazar Plant Hazar, B Turkmenistan	JC VALVULAS ME FZC SHARJAH United Arab Emirates	\$1,000.00 USD	7 Jan 2021	Changed	Invoice	\$0.00 USD	Changed	Actions

Supplier with Enterprise Account

Click on the PO you want to Invoice for



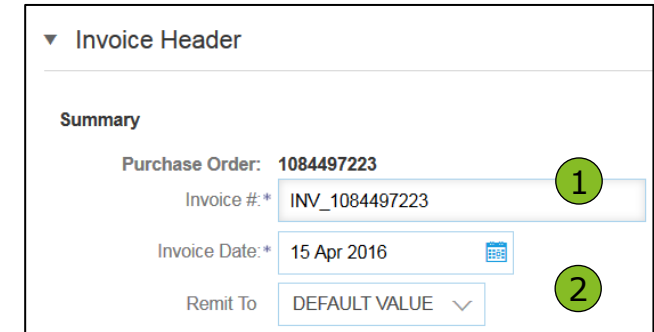
The screenshot shows the SAP Ariba Network interface for an Enterprise Account in TEST MODE. The main heading is 'Purchase Order: TML4000811'. A yellow notification banner states: 'SAP Ariba has partnered with Uber Freight to provide suppliers with real-time pricing and reliable capacity, especially for long-haul and heavy-haul shipments.' Below this, there are three buttons: 'Create Order Confirmation', 'Create Ship Notice', and 'Create Invoice'. At the bottom, there are two tabs: 'Order Detail' and 'Order History'.

Invoice against PO 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.
- 3. Tax and Shipping can be entered** at either the Header or Line level by selecting the appropriate radio button.
- 4. You can also add some additional information** to the Header of the invoice such as: Special Handling, Payment Term, Comment, Attachment, Shipping Documents.
- 5. Scroll** down to the Line items section to select the line items being invoiced.

Note: Support of additional Reference Documents & Dates is applicable for CSC customers only; Attachment file size should not exceed 40MB.



▼ Invoice Header

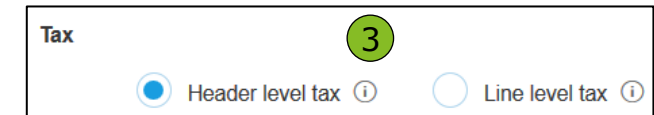
Summary

Purchase Order: 1084497223

Invoice #: * INV_1084497223 1

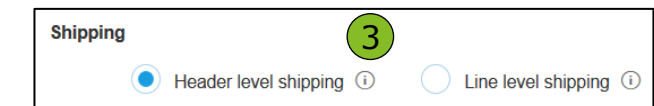
Invoice Date: * 15 Apr 2016 2

Remit To: DEFAULT VALUE ▾ 2



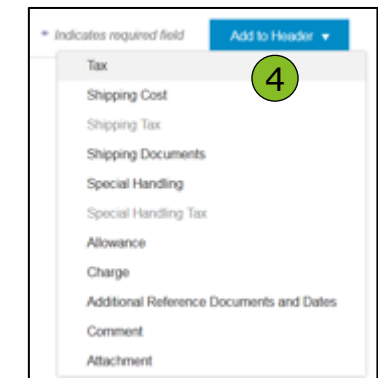
Tax 3

Header level tax ⓘ Line level tax ⓘ



Shipping 3

Header level shipping ⓘ Line level shipping ⓘ



* Indicates required field 4 Add to Header ▾

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

NOTE: Screens remain the same for both Standard and Enterprise Account.

Invoice

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

- 1. Review or update Quantity** for each line item you are invoicing.
- 2. Click** on the line item's Green slider to exclude it from the invoice, if line item should not be invoiced OR click the check box on the left of the item and click Delete to remove the line item from the invoice. You can generate another invoice later to bill for that 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.
- 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 checked="" 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 checked="" type="checkbox"/>	MATERIAL	GOODS_02

Tax

Category: * VAT

Location: []

Description: []

Region: []

Date of this Payment: []

Law Reference: []

Standard Tax Selections

- Sales
- VAT
- IGT
- PIF
- IGT
- Change
- Withholding Tax
- Other Tax
- Configure Tax Menu

Line Item Actions Delete Add

Add to Included Lines

NOTE: Screens remain the same for both Standard and Enterprise Account.

Invoice | Tax Options

Header Level Tax

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

1. Select Category available from the drop down.

Tax ⓘ

Header level tax ⓘ
 Line level tax ⓘ

Category:* 0% VAT / No Tax Taxes
 Taxable Amount: \$3,000.00 USD

Location:
 Tax Rate Type:

Description: No Tax
 Rate(%): 0

Regime: 0% VAT / UAE - VAT 0%
 Tax Amount: \$0.00 USD

5% VAT / UAE - VAT 5%
 Exempt Detail: (no value) ▾

Date Of Pre-Payment: ⓘ
 Date Of Supply:* 8 Jan 2021 ⓘ

Law Reference:
 Triangular Transaction

NOTE: Screens remain the same for both Standard and Enterprise Account.

Invoice | Tax Options

Line item Level Tax

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 available from the drop down.

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

Insert Line Item Options

Tax Category: 0% VAT / No Tax Taxes Special Handling Discount [Add to Included Lines](#)

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Item Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	10	<input checked="" type="checkbox"/>	MATERIAL		BEARING,B	000000200000005	1	PCE	\$3,000.00 USD	\$3,000.00 USD

Pricing Details Price Unit: PCE Price Unit Quantity: 1
Unit Conversion: 1 Description:

Tax

↳ [Line Item Actions](#) [Delete](#)

NOTE: Screens remain the same for both Standard and Enterprise Account.

Review, Save, or Submit Invoice

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 Dragon Oil.
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 1

! 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 ▼

Manitoba MB
Canada

Bank Account:
Bill To:

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

Create Invoice
Update
4 Save
Exit
Next

Outbox ▼ Catalogs

Invoices

Order Confirmations

Ship Notices

Drafts 5

NOTE: Screens remain the same for both Standard and Enterprise Account.

Invoice Error

Bank Details Missing

Note: To fix this error please maintain the remittance Id in the Remittances section. Kindly refer to Section Set Up Account> [Configure Your Remittance Information](#)

Sydney Victoria
Australia

Bank Account:

! No bank account details found. Buyer Dragon Oil Sourcing - TEST requires this on all invoices.

[Add bank accounts details](#)

Bill To: **Dragon Oil (Turkmenistan) Limited**

Turkmenistan

NOTE: Screens remain the same for both Standard and Enterprise Account.

Search for Invoice

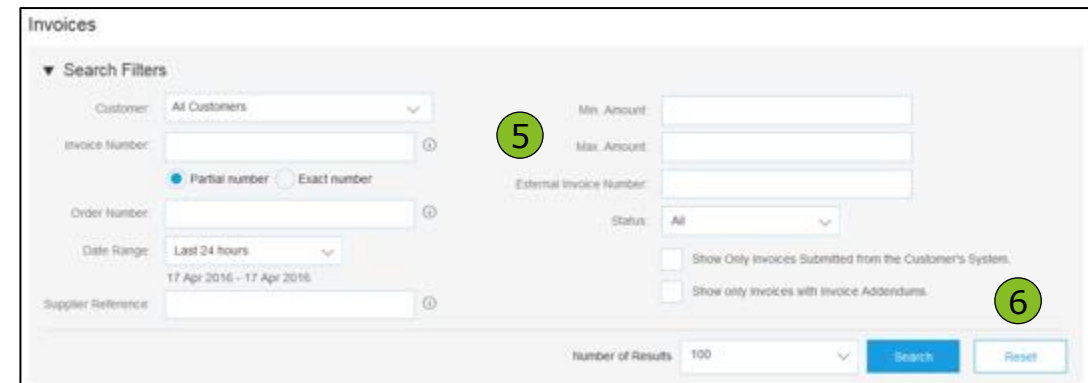
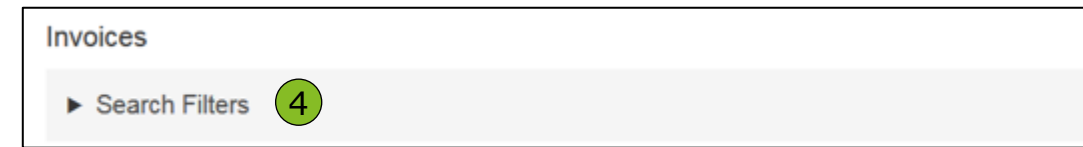
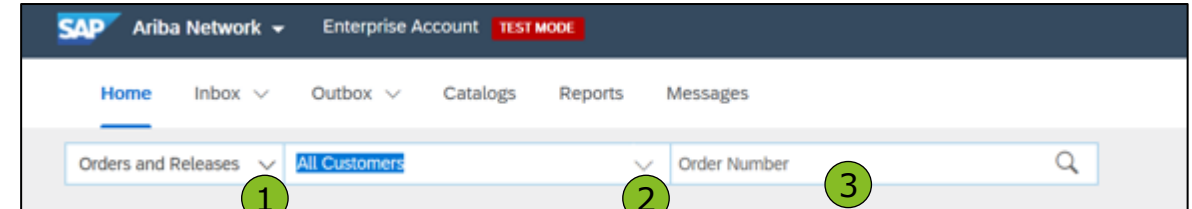
Available only for Enterprise Account

Quick Search:

1. **From the Home Tab**, Select Invoices in the Document type to search.
2. **Select** Dragon Oil 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.



NOTE: Screens is for both Enterprise Account.



Supplier Support During Deployment



Ariba Network Registration or Configuration Support

- Registration, Supplier Fees, Account configuration
- Email: vendoradmin@dragonoil.com



Enablement Business Process Support

- Business-Related Questions
- Email: vendorsupport@dragonoil.com



Supplier Information Portal

- [How to Find the Supplier Information Portal](#)

Supplier Support Post Go-Live



Global Customer Support

Use the Help Center directly from your Ariba Network Account.

Supplier Support During Deployment



Supplier Information Portal

- [How to Find the Supplier Information Portal](#)

Supplier Support Post Go-Live



Global Customer Support

Use the Help Center directly from your Ariba Network Account.

Customer Support



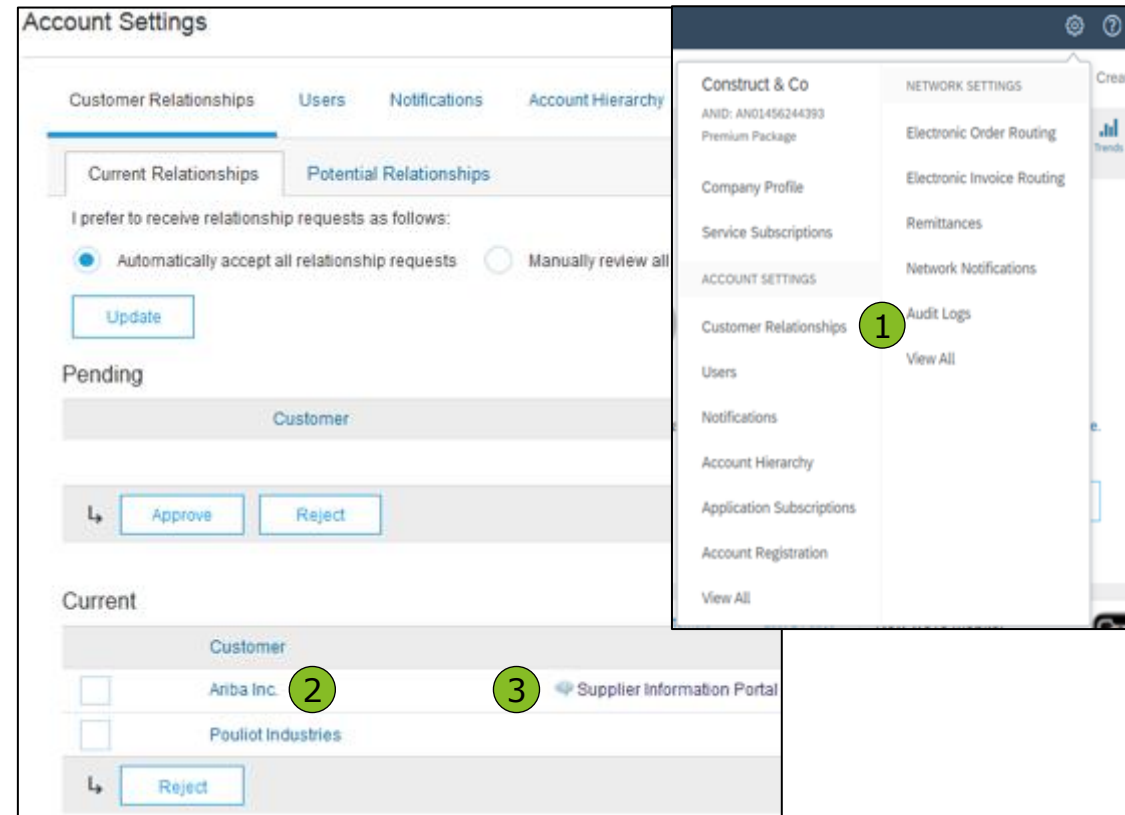
Segregation of Support

Question Type	Support channel	Team Responsible
<ul style="list-style-type: none"> I cannot find a Purchase Order Purchase order/Invoice error when submitting I cannot remember what my username is I have forgotten my password / cannot log in Account is locked I would like to change some of our Company details on my Ariba cloud profile I cannot access my account Change Admin of my Ariba account What is DUNS id 	<ul style="list-style-type: none"> Ariba Global Support (help centre guide attached). This channel is available at all times with the supplier Ariba Local Team Buyer Landing page (can be shared once both upstream and downstream supplier guides are shared with Ariba, so that we can upload) Kindly update 	Ariba
<ul style="list-style-type: none"> Did not receive registration Invite Please send registration invite to another contact Cannot see questionnaire What documents to submit for bank details Did not receive RFP/RFI/RFQ email How to respond to RFP/RFQ I would like to update contacts/company information on questionnaire (Similar questions added to FAQ for reference) Receipt for Purchase order is not done 	<ul style="list-style-type: none"> Please add the correct DO Names and emails here 	Dragon Oil
<ul style="list-style-type: none"> If there are technical issues where in a document fails to reach the network 	Please create an Service Request (SR); Ariba local team can only help in following up internally for critical issues	

Training & Resources

Dragon Oil 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.



The screenshot displays the 'Account Settings' page for 'Construct & Co'. The interface includes a top navigation bar with tabs for 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. Below this, there are sub-tabs for 'Current Relationships' and 'Potential Relationships'. A section titled 'I prefer to receive relationship requests as follows:' contains two radio buttons: 'Automatically accept all relationship requests' (selected) and 'Manually review all'. An 'Update' button is located below this section. A 'Pending' section shows a table with a 'Customer' header and an 'Approve' button. A 'Current' section shows a table with columns for 'Customer' and 'Supplier Information Portal'. The table lists 'Aniba Inc.' and 'Pouliot Industries'. A green circle '1' highlights the 'Customer Relationships' link in the left sidebar. A green circle '2' highlights the 'Aniba Inc.' row in the 'Current' table. A green circle '3' highlights the 'Supplier Information Portal' link in the 'Current' table.

NOTE: Screens remain the same for both Standard and Enterprise Account.

Useful Links

Useful Links

- **Ariba Supplier Pricing page** - <http://www.ariba.com/suppliers/ariba-network-fulfillment/pricing>
- **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>
- **Ariba Cloud Statistics** – <http://trust.ariba.com>
 - Detailed information and latest notifications about product issues and planned downtime
- if any - during a given day
- **Ariba Discovery** - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>
- **Ariba Network Cloud Status** - <https://www.sap.com/about/trust-center/cloud-service-status.html#sap-ariba>
(Information about downtime)

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?

Troubleshoot Your Invoice Issues

Supplier didn't receive PO notification in email

Supplier Try to Create Invoice but Create Invoice Button not Enabled

Supplier Try to Create Invoice But System prompts for Bank Details

Supplier wants to split Invoices based on Goods Receipt

Supplier has Standard Account Ariba Network Account and expects to see Purchase Order / Invoices in their Inbox

Supplier didn't receive PO notification in email