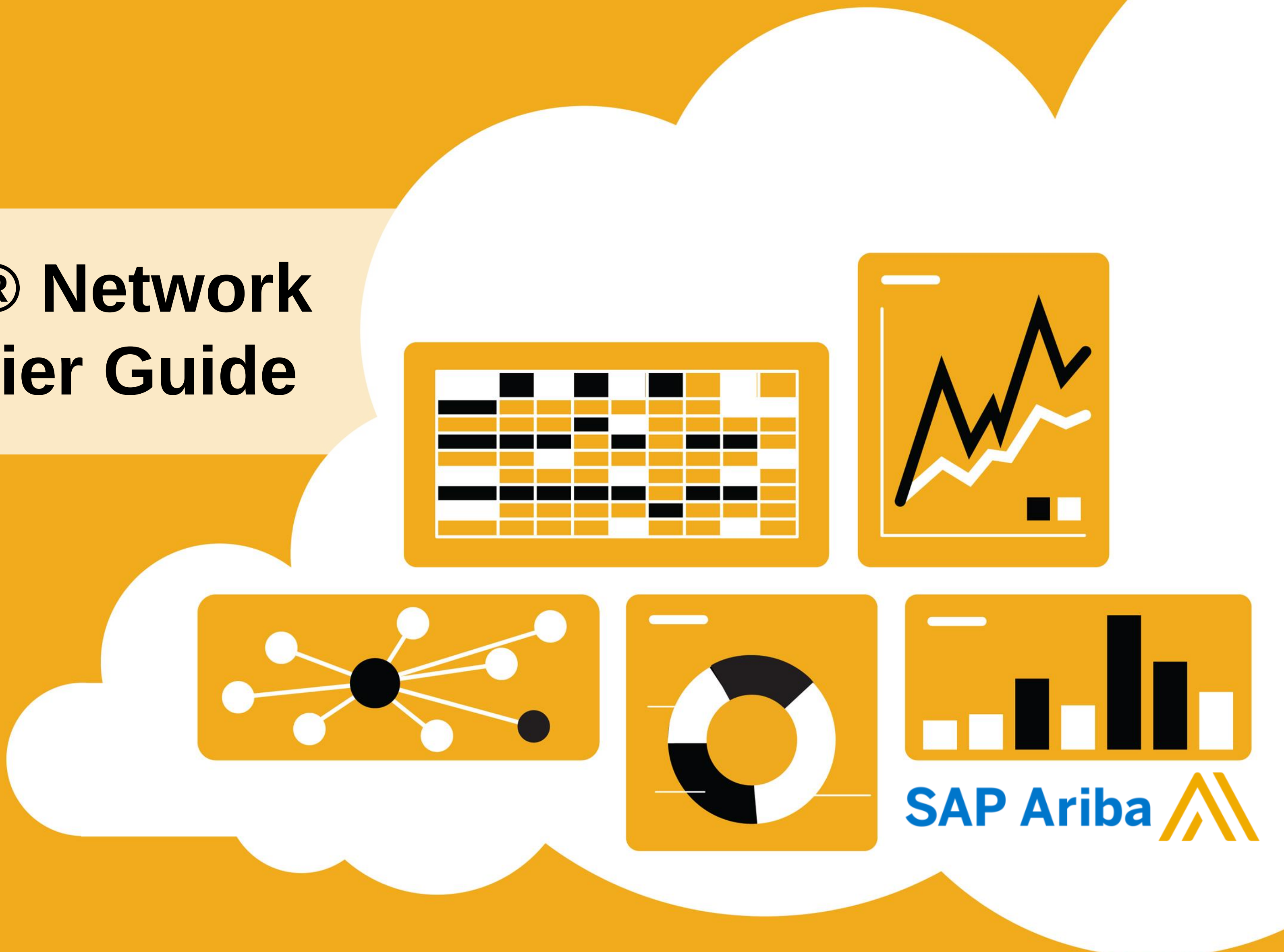
Ariba® Network Supplier Guide



SAP Ariba

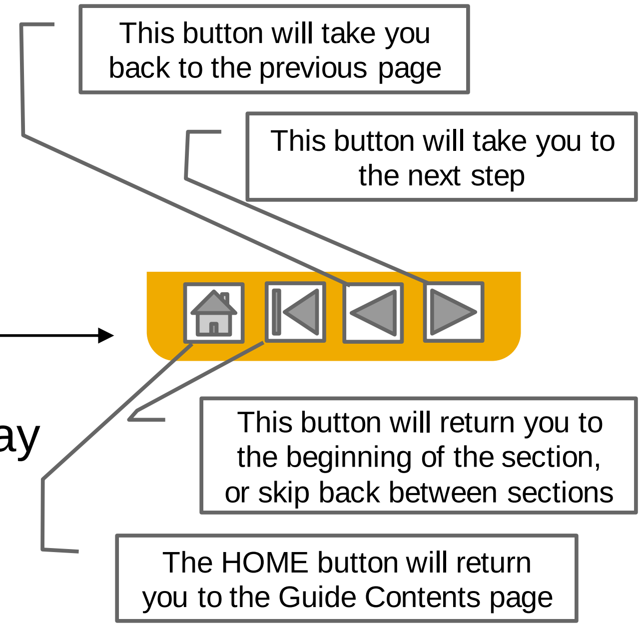
Get Started

Using This Guide

The purpose of this guide is to help suppliers understand the business processes required by Etihad.

You may navigate this guide by:

- Clicking the buttons in the toolbar
- Clicking the hyperlinks on the pages – Hyperlinks may be words or shapes within the graphics
- Using the bookmark panel to the left



If you need additional help, you will find a help button at the bottom of each page that will assist you in finding the appropriate support contact.

Tabs in the lower left corner link out to our Community Support pages. Look for these to answer your most common questions.

HOME – Table of Contents

SECTION 1: Ariba Network Overview

What is Ariba Network? → **Etihad Project Scope** → **Supplier Value** → **Fee Schedule**

Etihad Project Scope

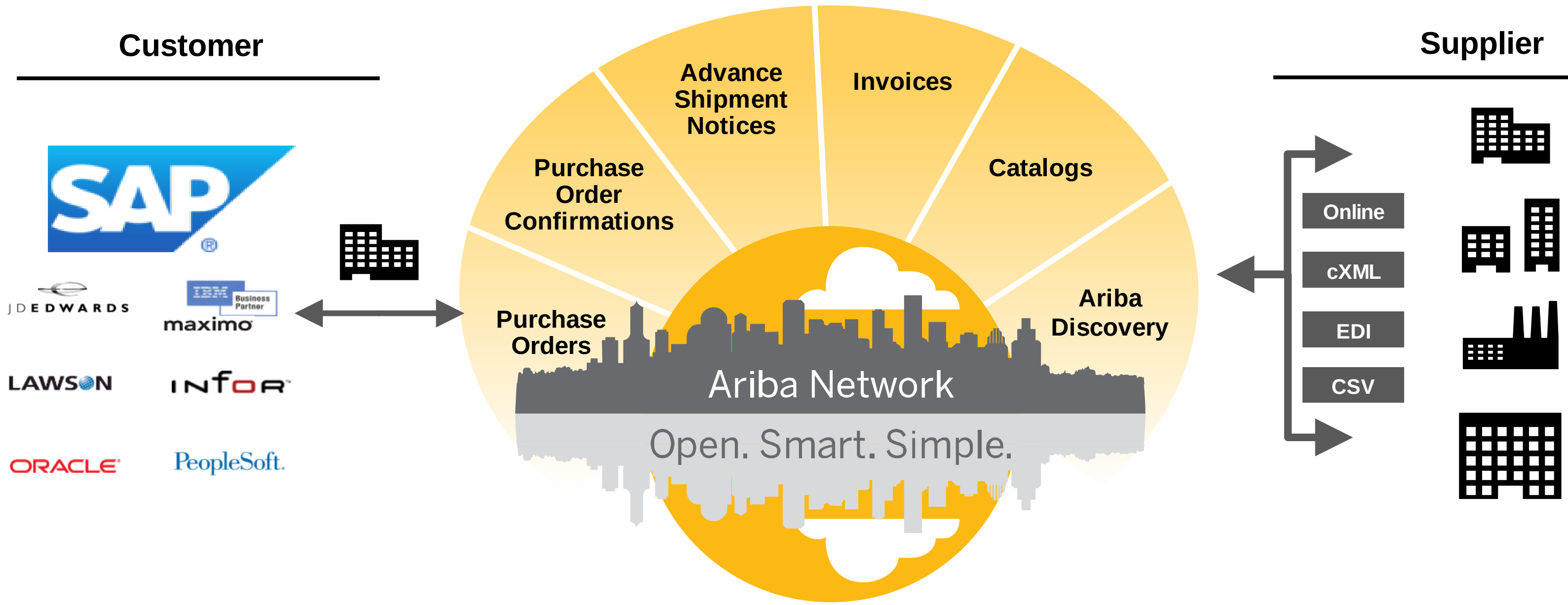
- Etihad Message
- Supported Documents
- Not Supported Documents

Fee Schedule

- $USD
- £GBP
- €EUR

What is Ariba Network?

Etihad has selected Ariba Network as their electronic transaction provider. As a preferred supplier, 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

Etihad Airways Message

ETIHAD AIRWAYS : Supplier Enablement Workshop 23 Jan 2020 9 AM

NH Nasimul Haque <NHaque@etihad.ae>
To

Reply | Reply All | Forward | ...

Mon 1/13/2020 1:30 PM

This message was sent with High importance.

Dear Supplier,

Etihad is enhancing our SAP Ariba Buying Module to include Supplier Enablement, this will further streamline the way we operate and transact with our suppliers.
Starting from mid Feb 2020 we will send Purchase Orders and receive invoices through the ARIBA Network. We are confident this change will be mutually beneficial for both of our organizations.

To explain these changes, and what is required from you we are inviting you to a **Supplier Enablement Workshop on 23/01/2019 at Etihad Innovation Center, Bain Al Jesrain** – please see below for full details.
Attendance to the workshop is mandatory, please contact us if you are unable to attend on the scheduled date.

It is mandatory to complete the Ariba re-registration before this event. We have resent the link to you, please complete the re-registration as soon as possible.

Event Details

Etihad Supplier Enablement Workshop
09:00 - 12:00 HRS 23/01/2019
Etihad Innovation Center

We will send out an Outlook Calendar invite separately, containing further details regarding meeting room location , parking and visitor registration

Topics Covered

During the workshop, we will cover the following:

a) Introduction to Ariba Network (AN)
b) Benefits of Ariba Network
c) Registration on Ariba Network
d) Taking ownership of your Ariba Network account
e) How to manage your Ariba Network account
f) How to receive electronic purchase order and create electronic invoices for Etihad using Ariba Network.

Actions Required

1. Please confirm your attendance **latest by 15 Jan 4PM** by replying to this email
   a) **Due to the capacity restrictions at the venue, Maximum of 2 representative from each organization can be accommodated. The person using Ariba to respond to RFP and manage supplier profile must be present for this session.**
2. Provide following details of your nominated attendee, and attach a copy of their ID in order to arrange access to the building and security passes
   a. Full Name
   b. Email Address
   c. Contract Number
3. Please attend the session, and ensure you bring a laptop or tablet so that we may assist you with registration and you may participate in the training

If you have any questions please don't hesitate to contact us on suppliercomms@etihad.ae

At Etihad, we are committed to working with our key suppliers to achieve mutual benefits and improved efficiency. We realize that this initiative represents a change for our suppliers and therefore, Etihad and the SAP Ariba team is doing their best to make this transition as easy and smooth as possible.

We thank you in advance for support of this change.

Kind regards,
Etihad Supplier Management team

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http://www.etihad.com/

Review Etihad Specifications
Supported Documents

Etihad project specifics:

- ***Tax data*** is accepted at the at the line item level of the invoice.
- ***Shipping data*** is accepted at the header/summary level or at the line item level.

Supported

- **Purchase Order Confirmations**
  Apply against a whole PO or line items
- **Advance Shipment Notices**
  Apply against PO when items are shipped
- **Service Entry Sheets**
  Apply against a single purchase order referencing a line item
- **Detail Invoices**
  Apply against a single purchase order referencing a line item
- **Partial Invoices**
  Apply against specific line items from a single purchase order
- **Invoice Attachments – PDF format**
- **Service Invoices**
  Invoices that require service line item details
- **Credit Memos**
  Item level credits; price/quantity adjustments

Review Etihad Specifications

Not Supported Documents

NOT Supported:

- **Summary or Consolidated Invoices**

  Apply against multiple purchase orders; not accepted by Etihad
- **Non-PO invoices**
- **Invoicing for Purchasing Cards (P-Cards)**

  An invoice for an order placed using a purchasing card; not accepted by Etihad
- **Duplicate Invoices**

  A new and unique invoice number must be provided for each invoice; Etihad will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on Ariba Network
- **Paper Invoices**

  Etihad requires invoices to be submitted electronically through Ariba Network; Etihad will no longer accept paper invoices
- **Header Level Credit Memos**

  The Header Level Credit Memo feature is not supported by Etihad

SAP Ariba Can Help You...

Collaborate immediately with all trading partners

- Immediate access to online invoice creation tool
- Automation and catalog posting for your buyers in <8 weeks

Turn paper into efficient electronic transactions

- 75% faster deal closure
- 75% order processing productivity gains via cXML
- 80% increase in order accuracy through PunchOut

Catch errors and correct them – before they even happen

- 64% reduction in manual intervention

Track invoice and payment status online in real time and accelerate receivables

- 62% decrease in late payments
- 68% improvement in reconciling payments

See opportunities you're missing and have the ability to trade globally

- 15% increase in customer retention
- 30% growth in existing accounts
- 35% growth in new business

Supplier Fee Schedule – Enterprise Account only

Please select your currency:

$USD

£GBP

€EUR

Can’t Find Your Currency?

Supplier Fee Schedule - USD

Transaction fees (billed quarterly)

Less than 5 documents* OR less than USD 50,000	**FREE** usage
More than 5 documents * AND more than USD 50,000	0.155% of transacted volume for relationships without Service Entry Sheets
	0.35% of transacted volume for relationships with Service Entry Sheets
*only POs, invoices, service entry sheets, and service entry sheet responses	Capped at USD 20,000 per customer relationship

Subscription fees (billed annually)

Annual Document Count across all customer relationships	**Subscription level**	**Annual Fee**
Up to 4 documents	Premium	USD 0
5 to 24 documents or < USD 250,000	Bronze	USD 50
25 to 99 documents and > USD 250,000	Silver	USD 750
100 to 499 documents and > USD 250,000	Gold	USD 2,250
500 and more documents and > USD 250,000	Platinum	USD 5,500

Supplier Fee Schedule - GBP

Transaction fees (billed quarterly)

Less than 5 documents* OR less than GBP 38,750	**FREE** usage
More than 5 documents * AND more than GBP 38,750	0.155% of transacted volume for relationships without Service Entry Sheets
	0.35% of transacted volume for relationships with Service Entry Sheets
*only POs, invoices, service entry sheets, and service entry sheet responses	Capped at GBP 15,500 per customer relationship

+

Subscription fees (billed annually)

Annual Document Count across all customer relationships	**Subscription level**	**Annual Fee**
Up to 4 documents	Premium	GBP 0
5 to 24 documents or < GBP 193,750	Bronze	GBP 35
25 to 99 documents and > GBP 193,750	Silver	GBP 500
100 to 499 documents and > GBP 193,750	Gold	GBP 1,500
500 and more documents and > GBP 193,750	Platinum	GBP 3,770

Supplier Fee Schedule - EUR

Transaction fees (billed quarterly)

Less than 5 documents* OR less than 43 250 EUR	**FREE** usage
More than 5 documents * AND more than 43 250 EUR	0,155% of transacted volume for relationships without Service Entry Sheets
	0,35% of transacted volume for relationships with Service Entry Sheets
*only POs, invoices, service entry sheets, and service entry sheet responses	Capped at 17 300 EUR per customer relationship

Subscription fees (billed annually)

Annual Document Count across all customer relationships	**Subscription level**	**Annual Fee**
Up to 4 documents	Premium	€0
5 to 24 documents or < € 216 250	Bronze	€45
25 to 99 documents and > € 216 250	Silver	€670
100 to 499 documents and > € 216 250	Gold	€2 000
500 and more documents and > € 216 250	Platinum	€4 900

SECTION 2: Set Up Your Account

Basic Account Configuration

- Configuration Requirements
- Accept Invitation
- Profile Completion
- Email Notifications

Enablement Tasks

- Enablement Tasks
- Purchase Order Routing
- Invoice Notifications
- Tax Details
- Remittances

Advanced Account Configuration

- Customer Relationships
- Roles and Users
- Enhanced User Account Functionality
- Multi-Orgs
- Test Accounts

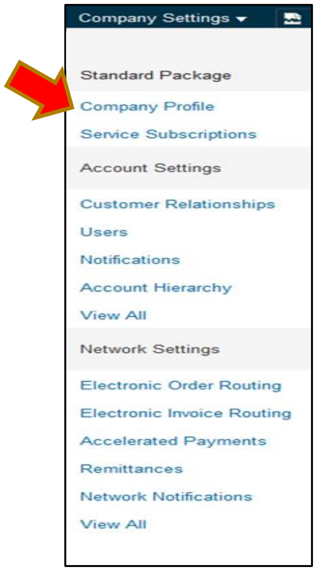
Etihad Specific Account Configuration

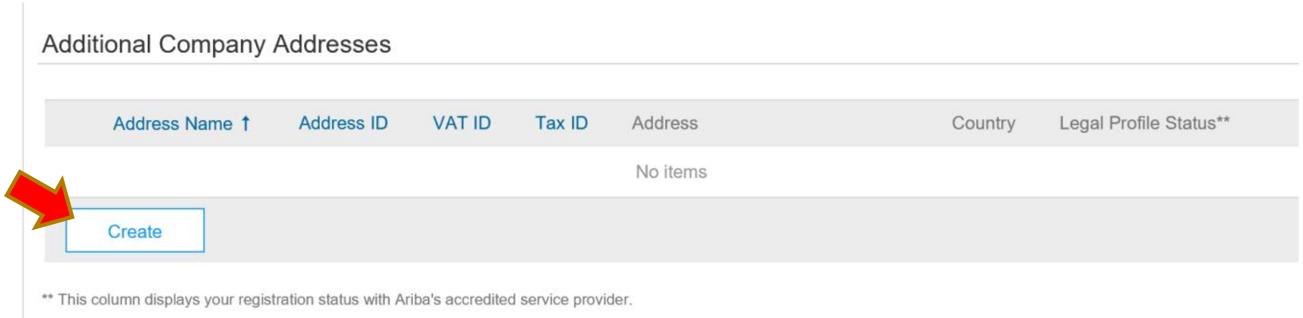
- **VAT ID / TAX ID –** select Company Settings in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID.
- **GR Based Invoicing –** Etihad will require a valid GR (goods receipt) for material orders to be processed in the system, before suppliers will be able to submit their invoices on Ariba Network
- **SES Based Invoicing** – Etihad will require a valid SES (service entry sheet) to be submitted by suppliers in Ariba Network for service orders. The SES then needs to be approved by Etihad, before suppliers will be able to submit their invoices on Ariba Network.
- **PDF Invoice Attachments** – Etihad will require a PDF attachment of the invoice to be submitted along with the Ariba Network electronic invoice.
- **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.”

Etihad Specific Account Configuration
– Only for UAE suppliers

- **VAT ID (For domestic UAE suppliers) –** For domestic UAE (United Arab Emirates) suppliers it is a requirement to maintain your VAT ID in your company profile to comply with the UAE e-invoicing standards.

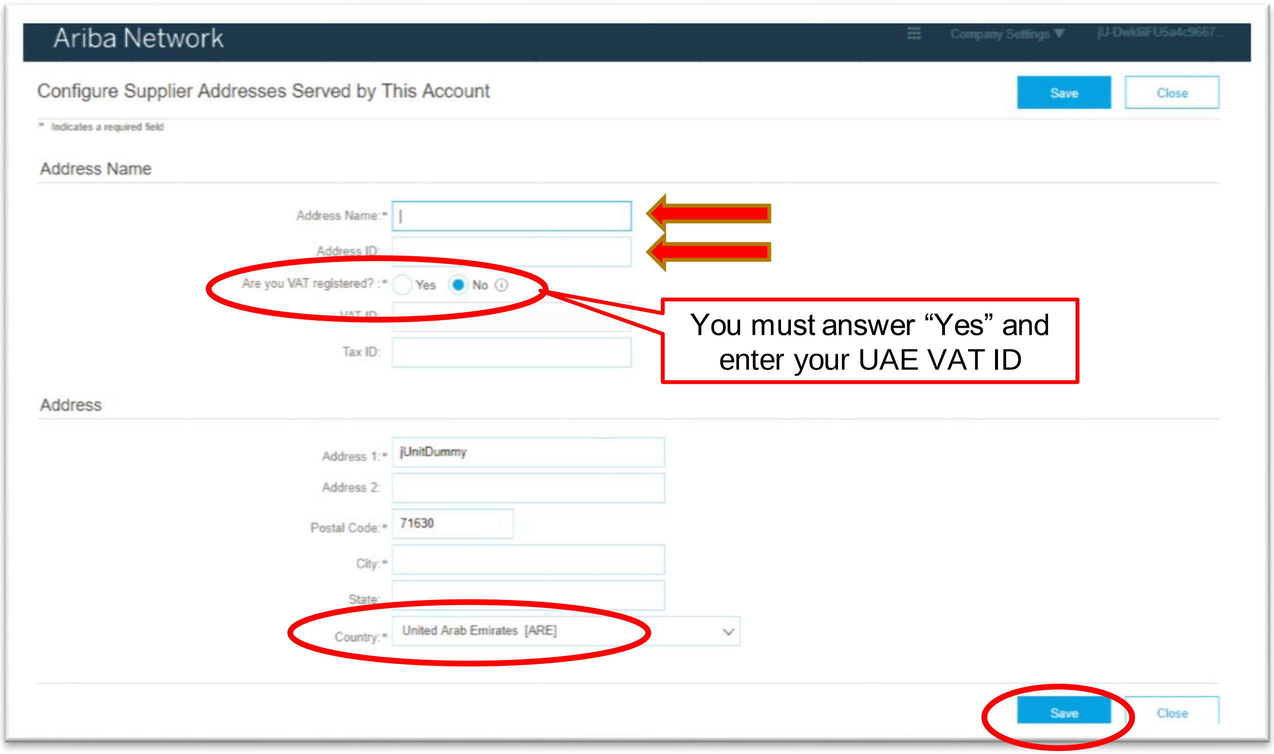
1. The step must be done once prior to creating your first UAE VAT Invoice
2. From the Home Screen click the **Company Settings** menu dropdown.
3. Click on **Company Profile**
4. Under the **Basic** tab, go to the Additional Company Addresses section and click '**Create**'





Etihad Specific Account Configuration – Only for UAE suppliers

Updating your VAT ID (For domestic UAE suppliers)



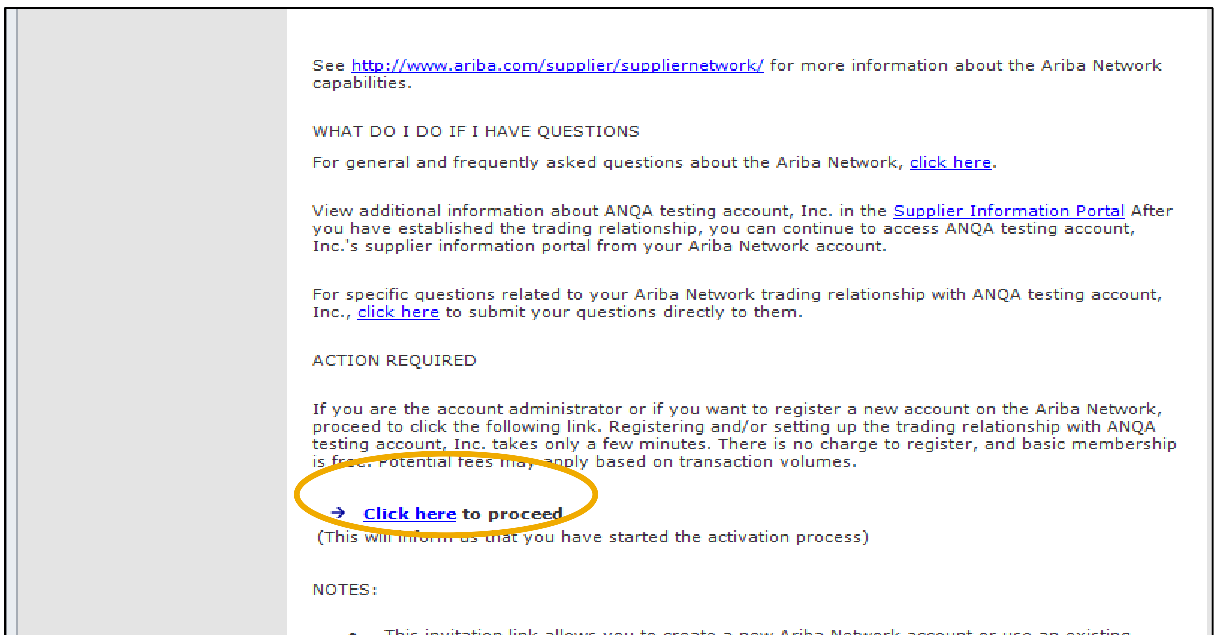
1. Fill in Address Name (i.e. 'UAE'), Address, Postal Code, City, Country
2. Fill in your **VAT ID (15 digit numeric)**
3. Answer **YES**, for question 'Are you VAT registered'
4. Click Save

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.

Note: Etihad will be sending you the Purchase Orders via email. You will need to click the "Process Order" button and "Login" with your existing Ariba Network account. This will create the Trading Relationship with Etihad.

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



See http://www.ariba.com/supplier/suppliernetwork/ for more information about the Ariba Network capabilities.

WHAT DO I DO IF I HAVE QUESTIONS

For general and frequently asked questions about the Ariba Network, click here.

View additional information about ANQA testing account, Inc. in the Supplier Information Portal After you have established the trading relationship, you can continue to access ANQA testing account, Inc.'s supplier information portal from your Ariba Network account.

For specific questions related to your Ariba Network trading relationship with ANQA testing account, Inc., click here to submit your questions directly to them.

ACTION REQUIRED

If you are the account administrator or if you want to register a new account on the Ariba Network, proceed to click the following link. Registering and/or setting up the trading relationship with ANQA testing account, Inc. takes only a few minutes. There is no charge to register, and basic membership is free. Potential fees may apply based on transaction volumes.

→ **Click here to proceed**
(This will inform us that you have started the activation process)

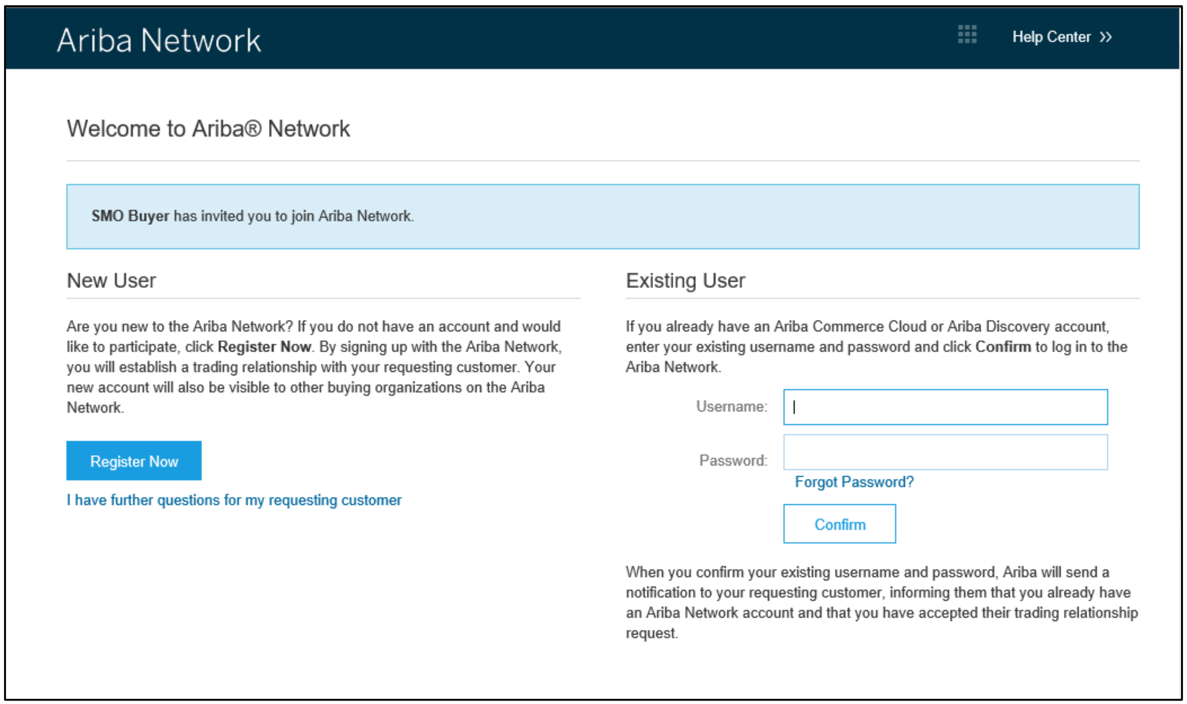
NOTES:

- This invitation link allows you to create a new Ariba Network account or use an existing

Select One…

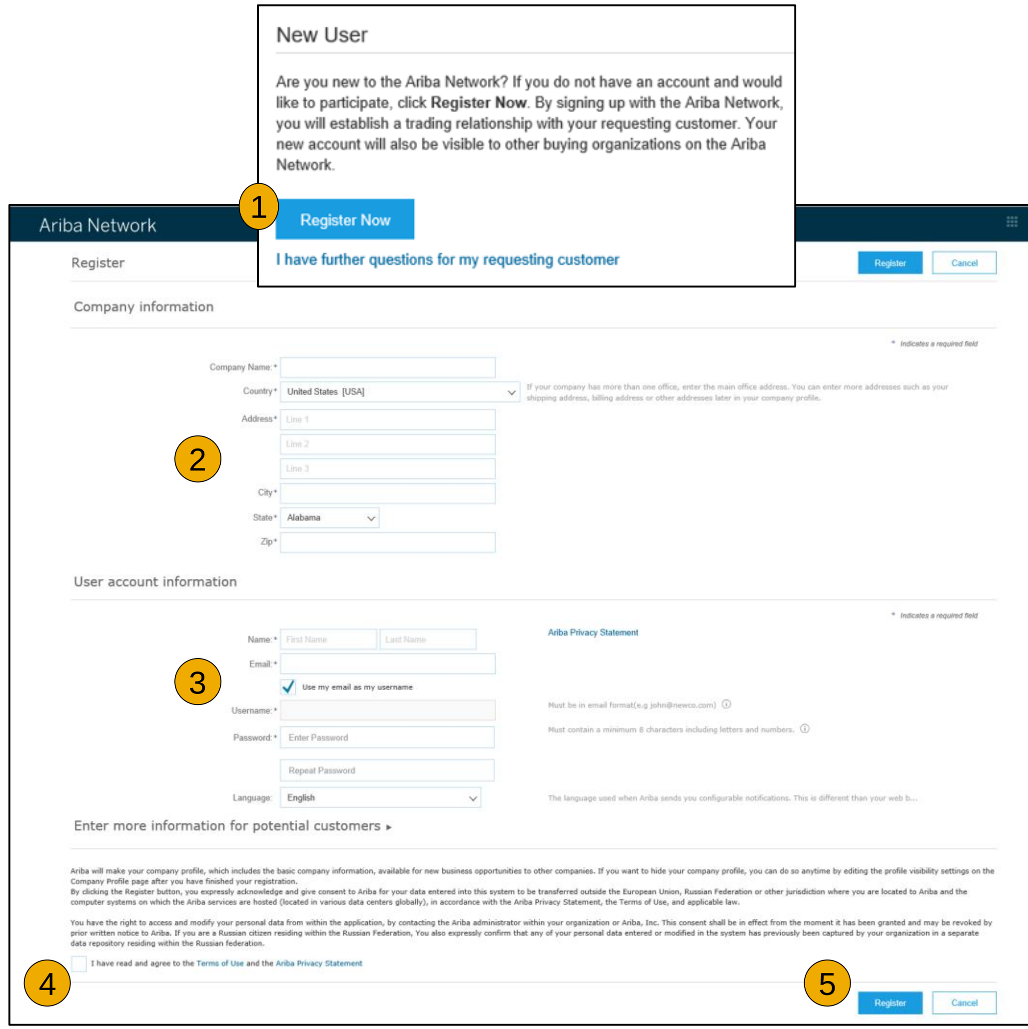
First Time User

Existing User



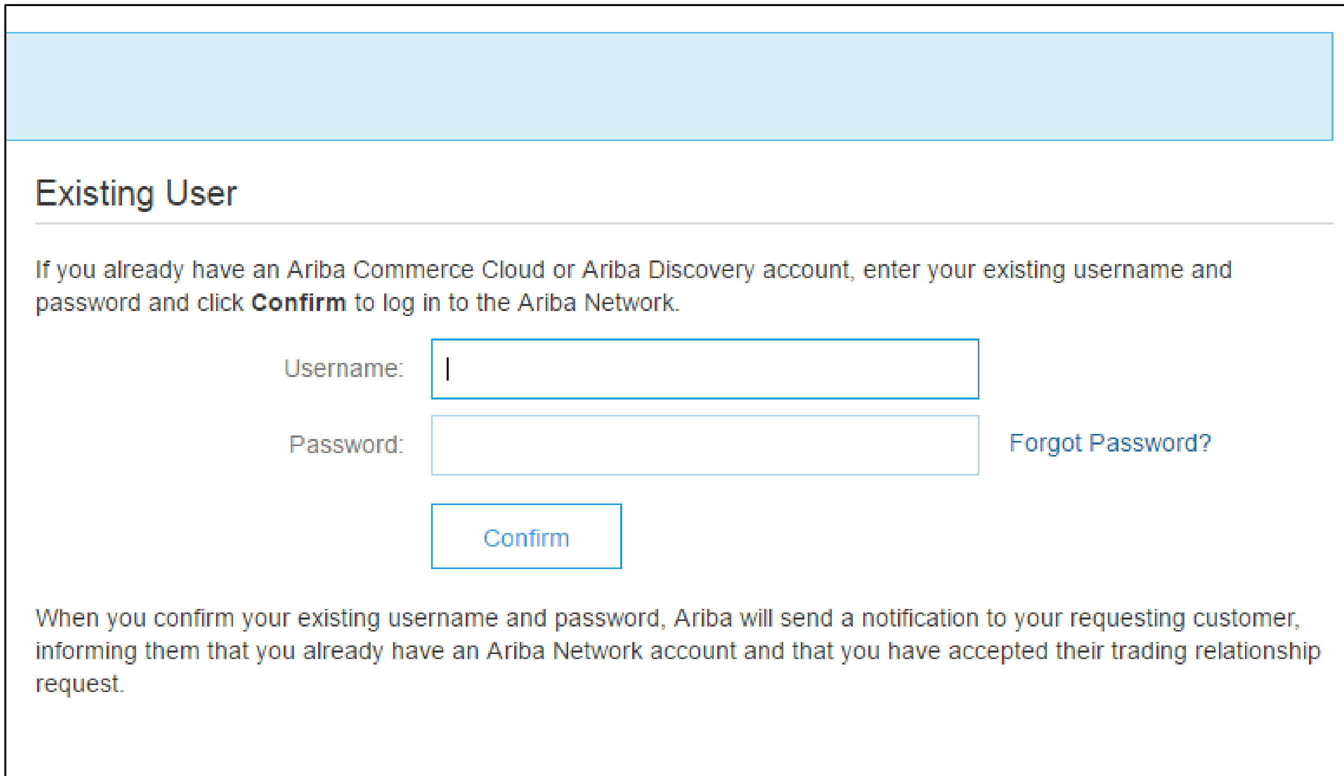
Register as New User

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**
4. Accept the **Terms of Use** by checking the box.
5. Click **Register** to proceed to your home screen.



Accept Relationship as Existing User

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



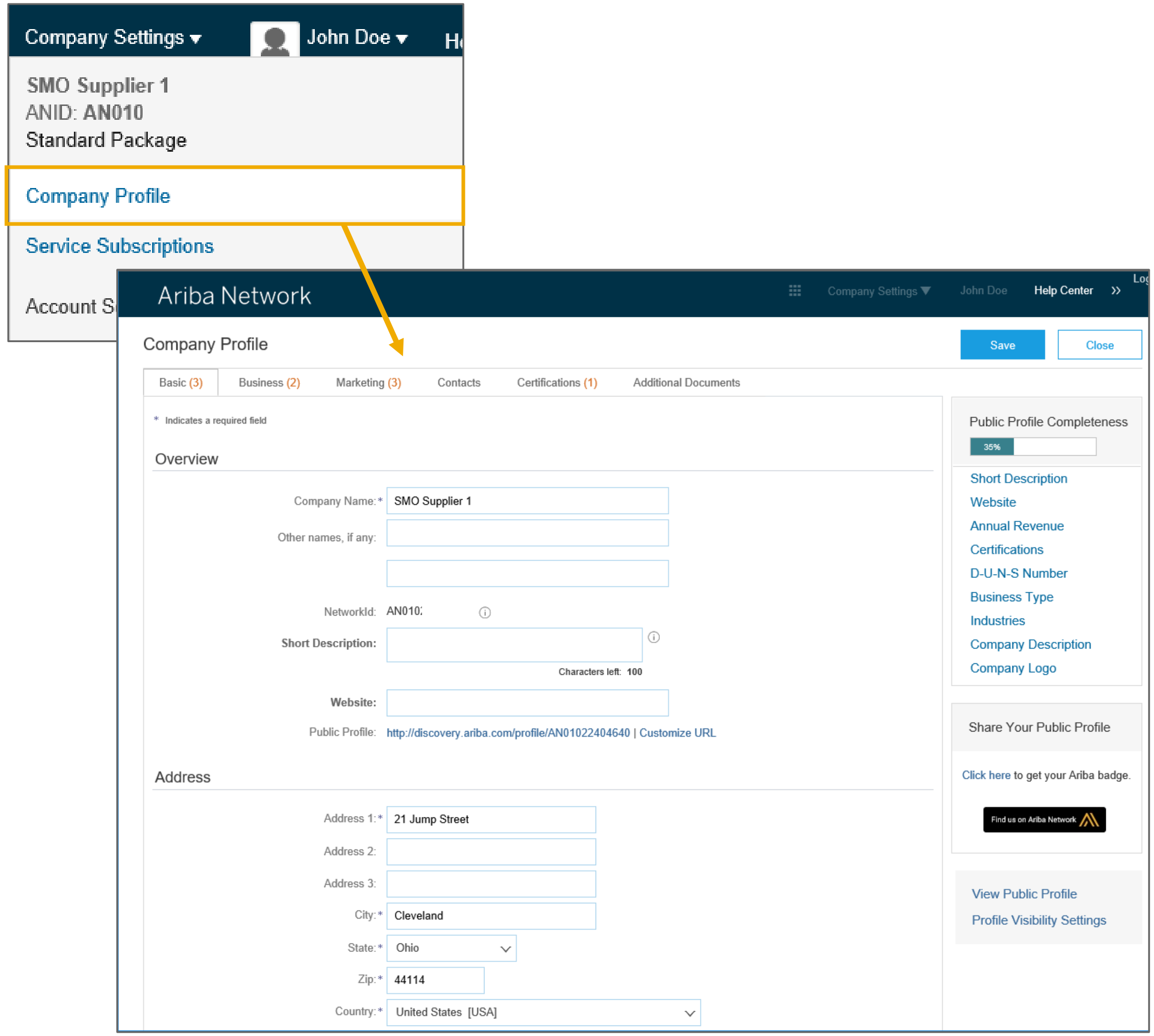
[Trouble Logging In?]

[More Than One 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.

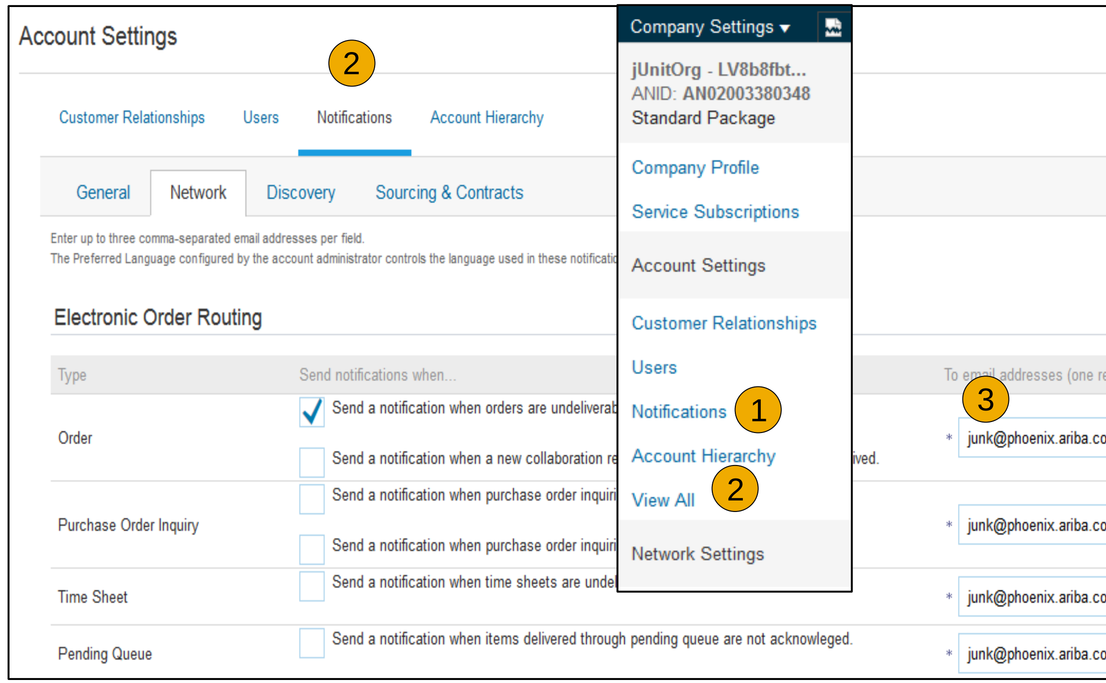
Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.



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.

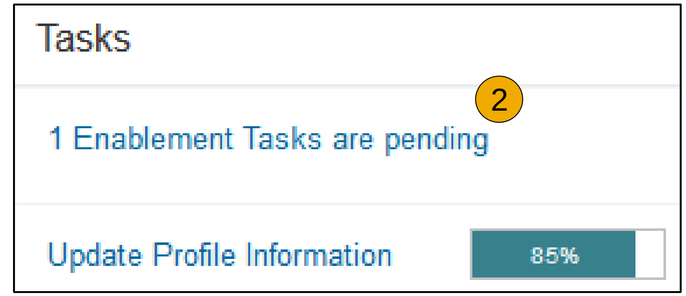
1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include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

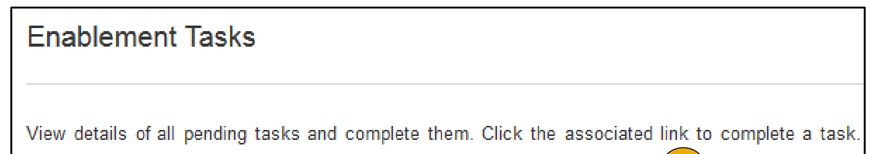


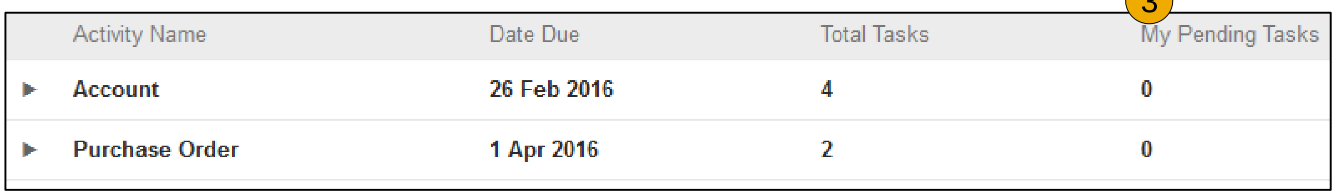
Note: If you are out of the office, make sure to include in your auto-reply messages one of the following phrases. This will prevent Ariba Network from failing orders sent to mailboxes responding using an auto-reply feature:
Out of office, OOTO, On vacation, on holiday, out of town, away from the office, 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.

Configure Your Enablement Tasks

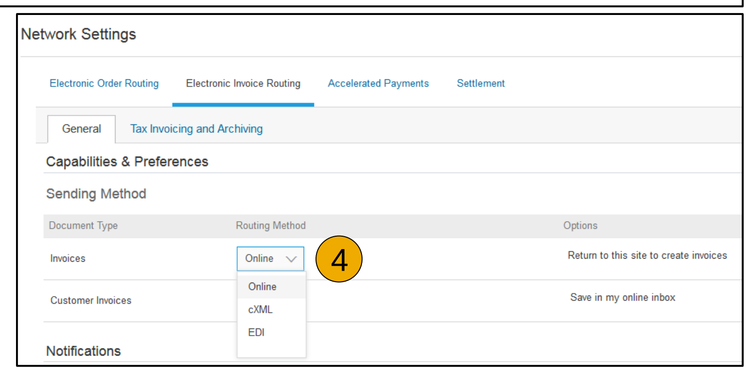
1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.
4. **Choose** one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:
   Online, cXML, EDI, Email,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





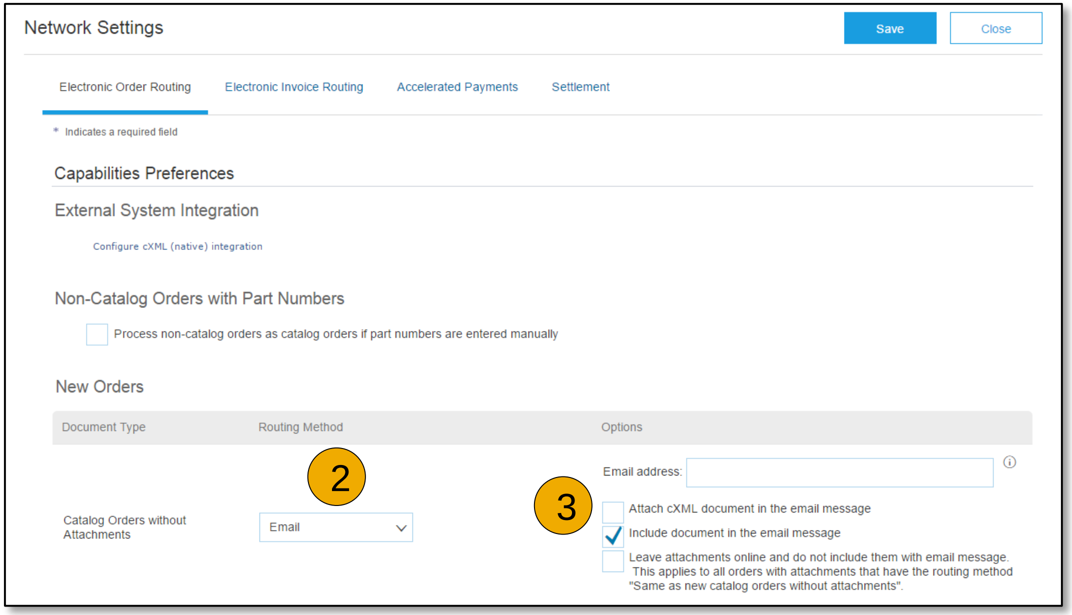


Note: There may be times you see a pending task for your customer. This will not go away until your customer completes it.



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

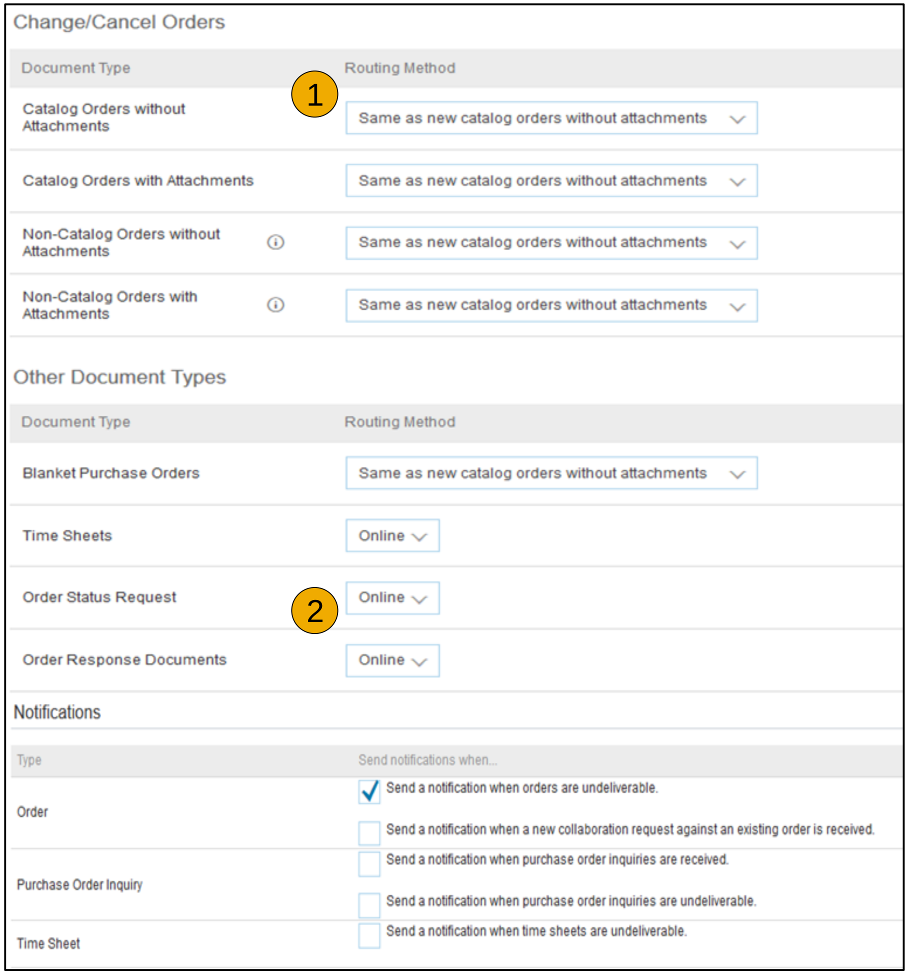
Method Details

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

Select Electronic Order Routing Method

Notifications

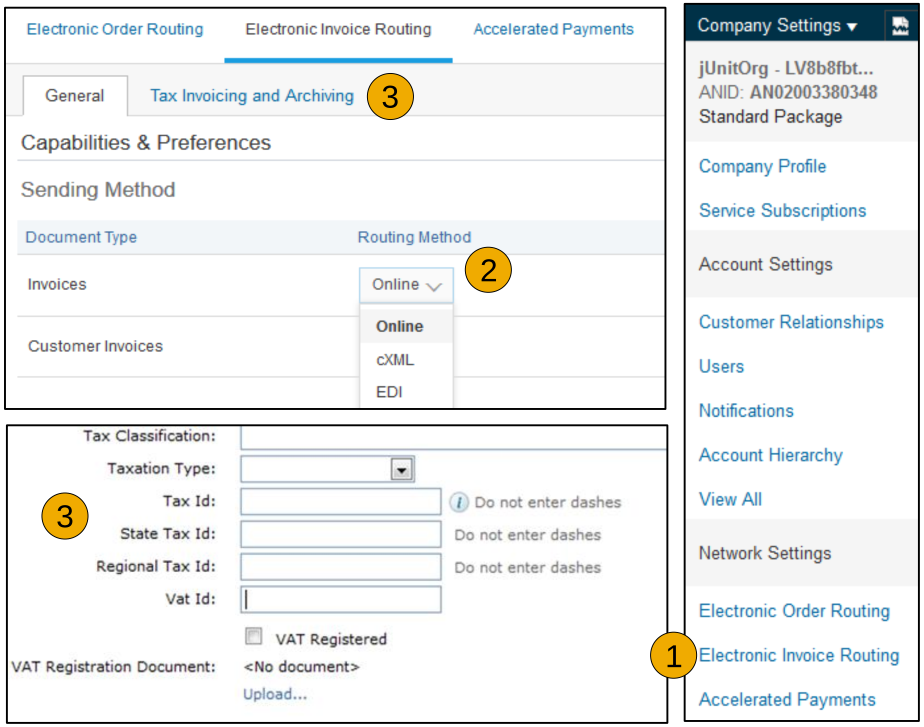
1. **Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).



Select Electronic Invoice Routing Method

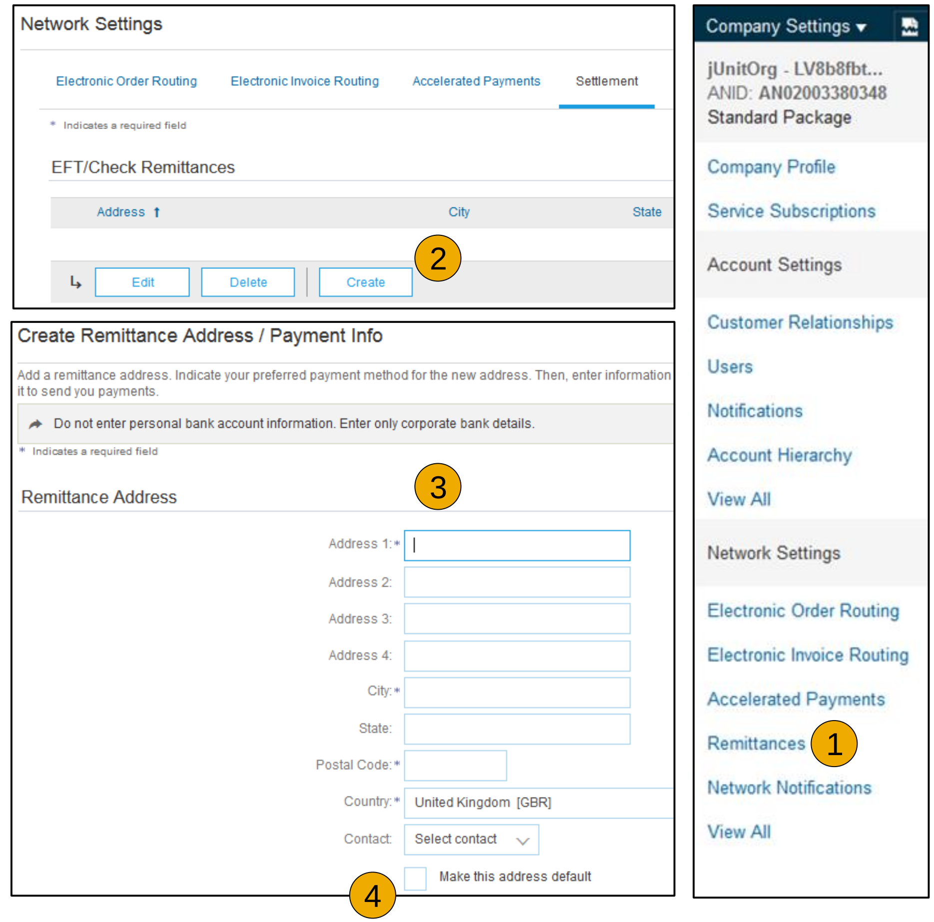
Methods and Tax Details

1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI.
3. **It is recommended** to configure **Notifications** to email (the same way as in Order Routing).
4. **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.

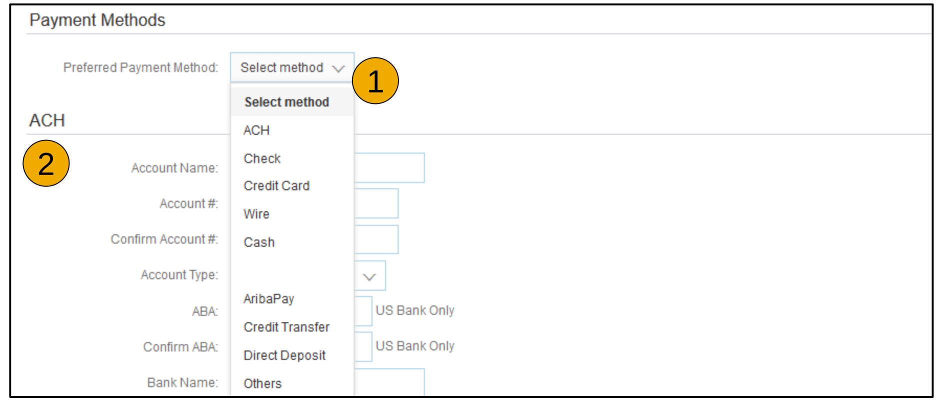


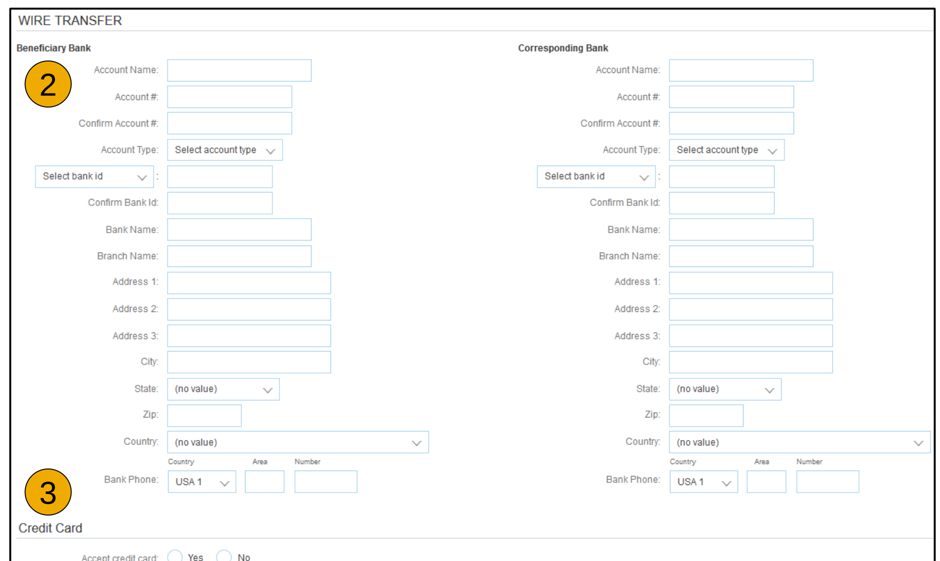
Configure Your Remittance Information

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.

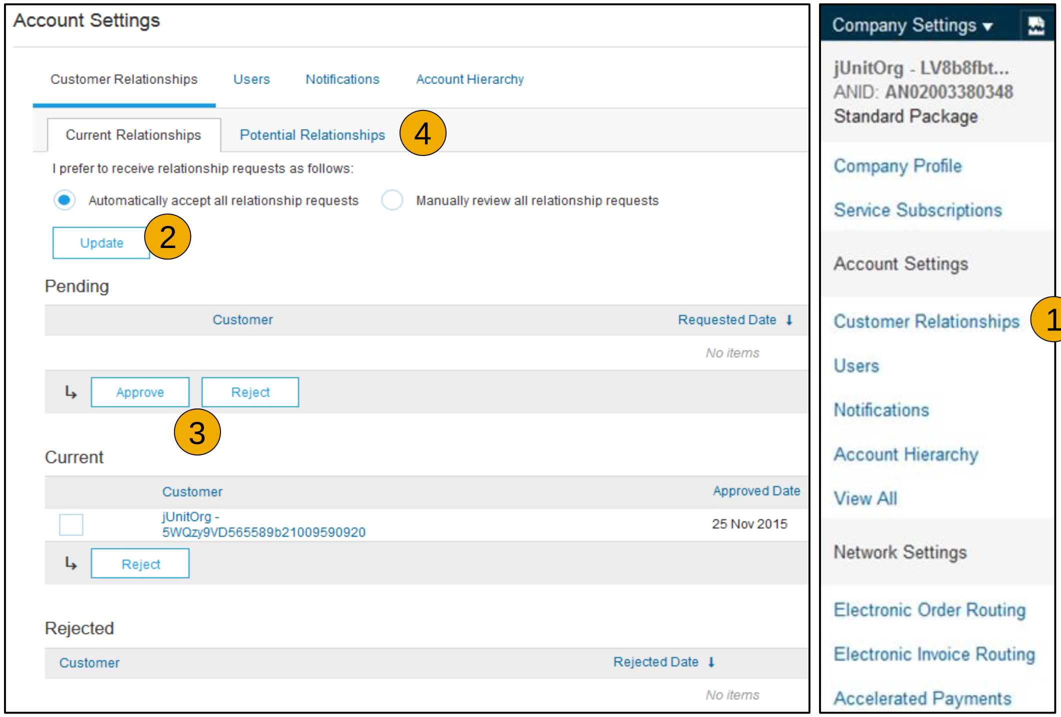




Review Your Relationships

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

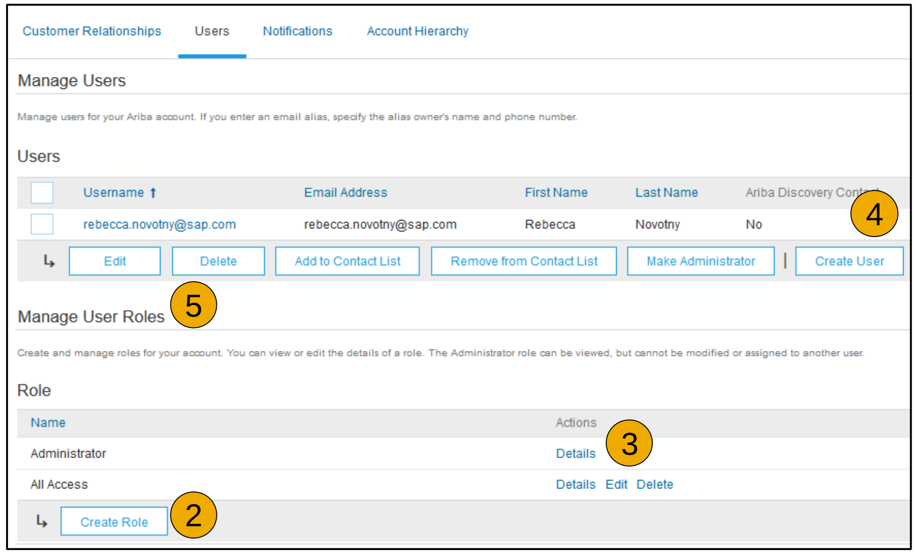
User

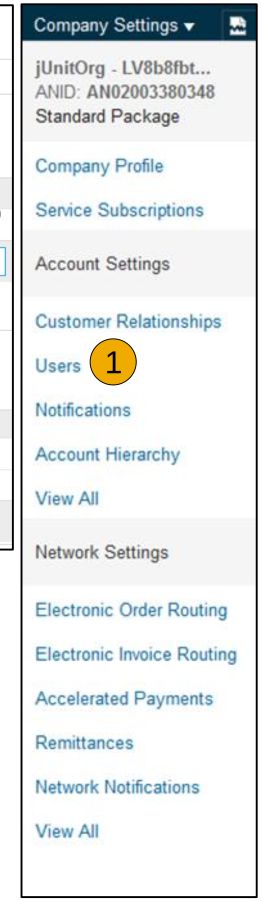
- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user's actual job responsibilities
- Can access all or only specific customers assigned by Administrator

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.



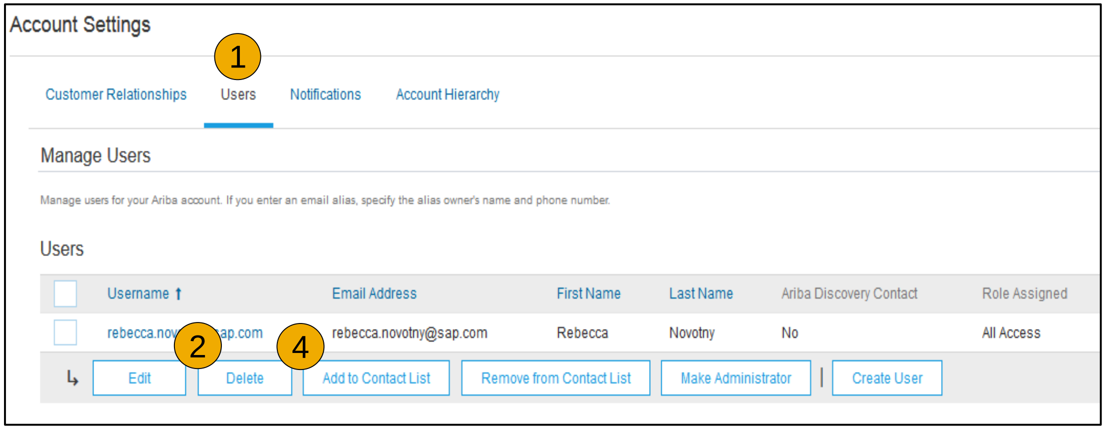


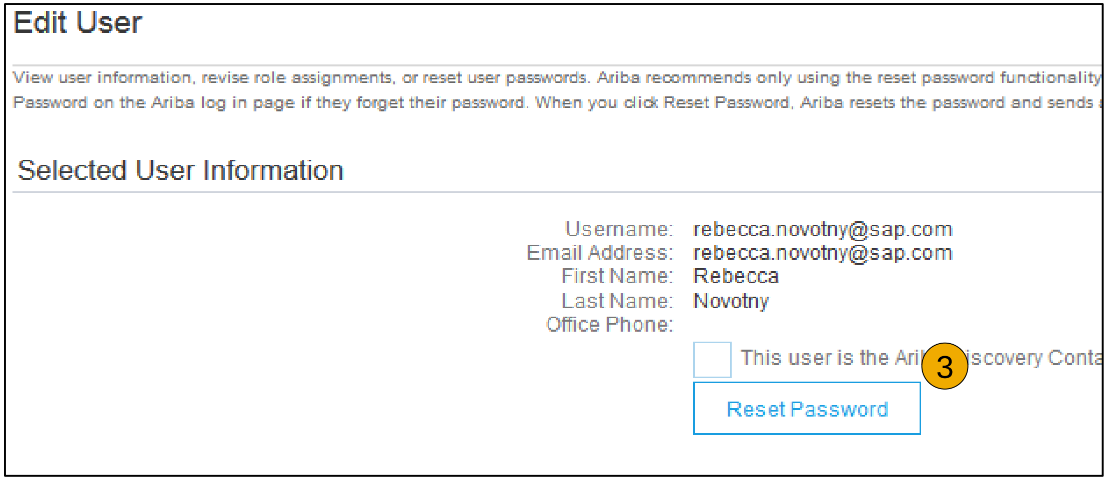
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account.

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

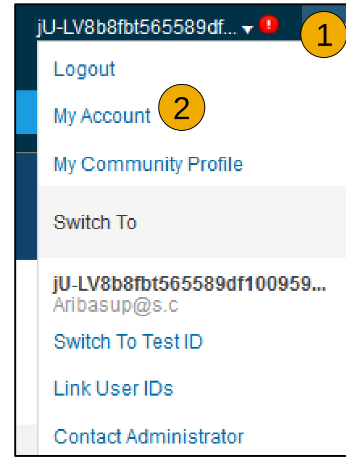


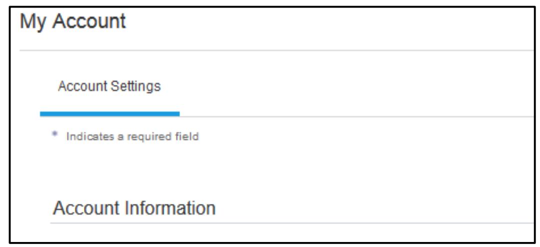


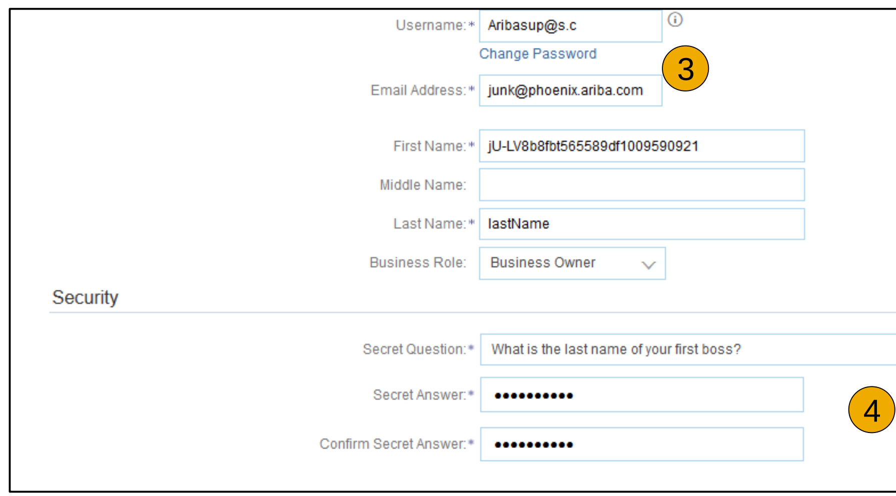
Enhanced User Account Functionality

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

SAP Ariba →

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:

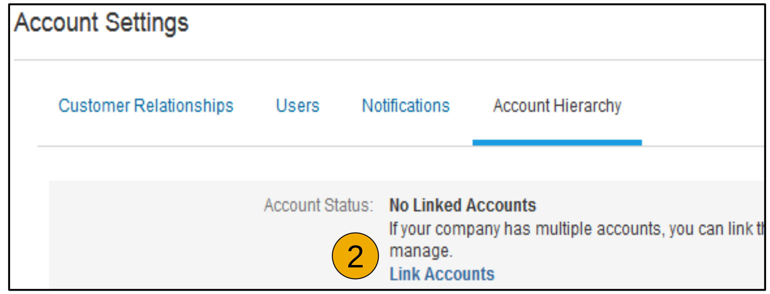
- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

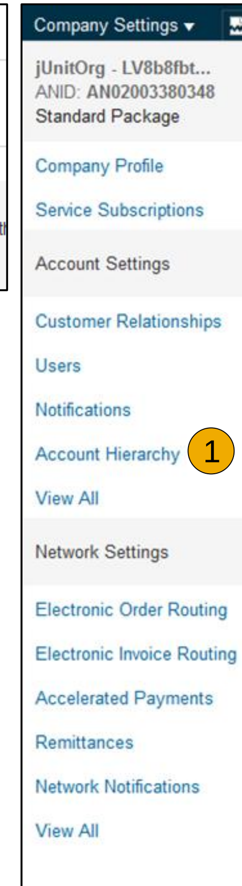
The administrator of the Parent account cannot take following actions:

- 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** 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.



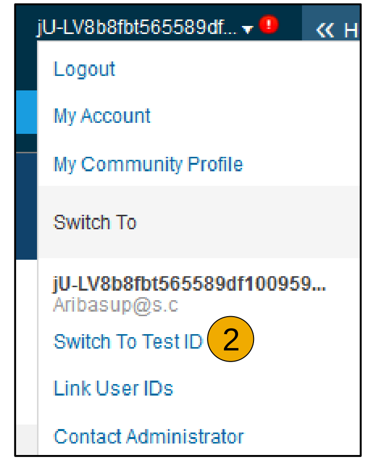


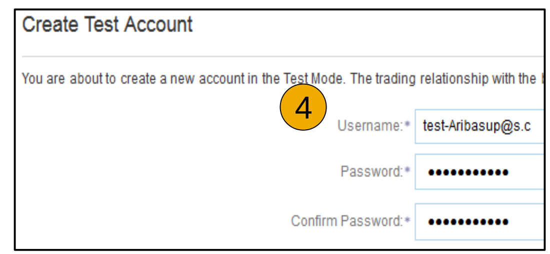
Set Up a Test Account

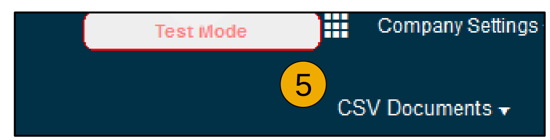
1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create 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

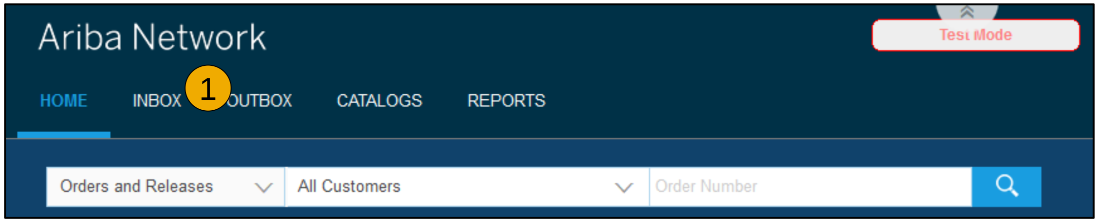
View Purchase Orders → Purchase Order Detail → Create PDF of PO

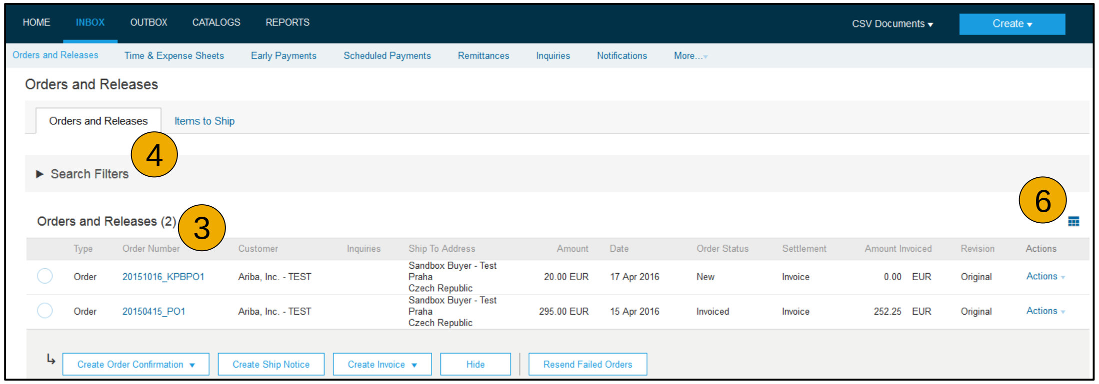
Manage POs

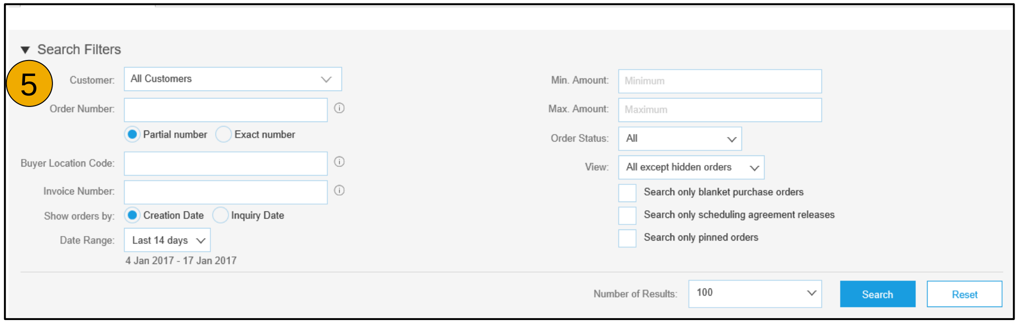
View Purchase Orders

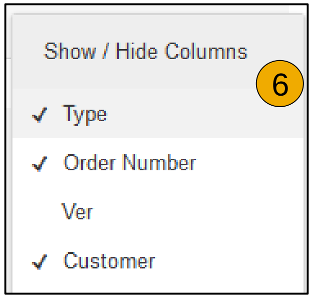
Note: Inbox/Outbox/Catalogs and Reports are only applicable for Enterprise Accounts

1. **Click** on Inbox tab to manage your Purchase Orders.
2. **Inbox** is presented as a list of the Purchase Orders received by Etihad.
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.









Can't Find Your PO?

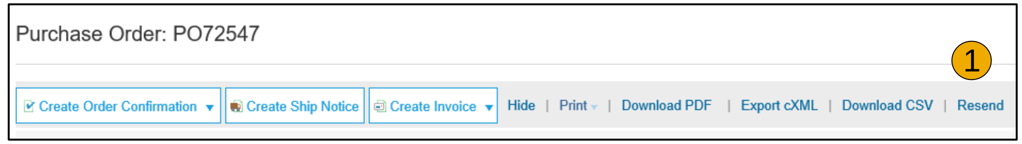
Manage POs

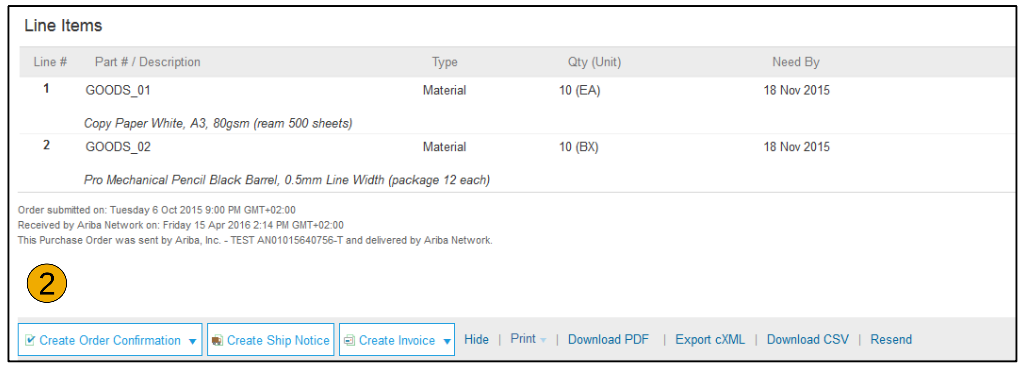
Purchase Order Detail

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 cXM**L to save a copy of the cXML source information **Order History** for diagnosing problems and for auditing total value.





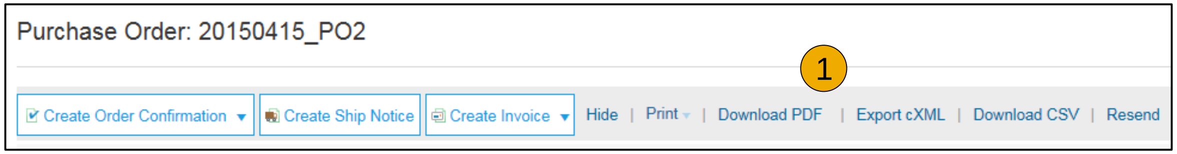
2. **Line Items section** describes the ordered items. Each line describes a quantity of items Etihad wants to purchase. Set the status of each line item by sending order confirmations clicking Create Order Confirmation. The sub-total is located at the bottom of the purchase order.

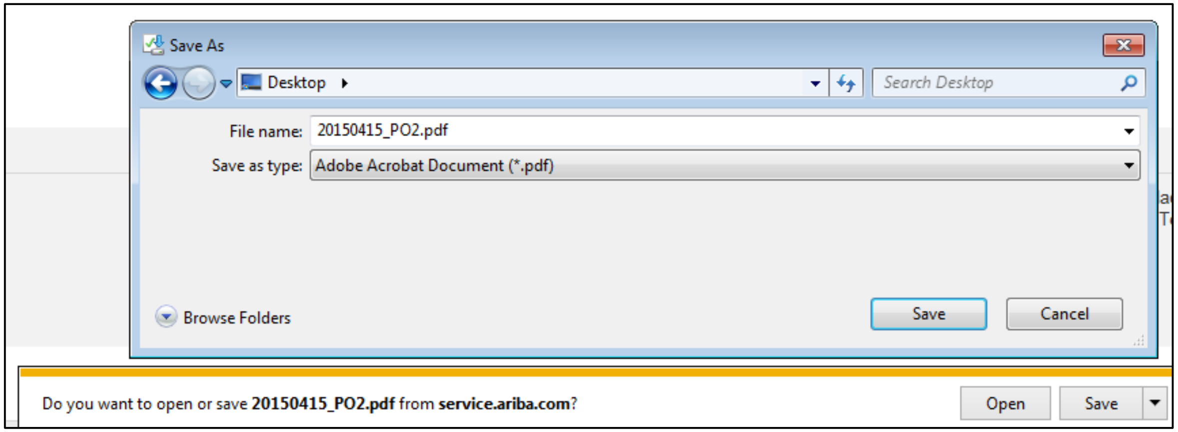
Manage POs

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.





SECTION 4: Other Documents

Order Confirmations (OC)

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

Advanced Ship Notices (ASN)

- Create Ship Notice
- Delivery Terms and Transportation Details
- Details
- Submit Ship Notice and Status

Service Entry Sheets (SES)

- Locate a Service PO
- Create Service Sheet
- Submit Service Sheet
- Check Status

Goods Receipt information

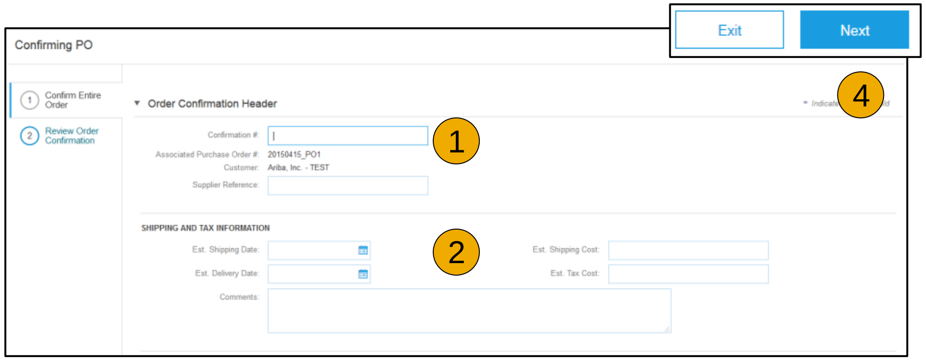
- View Goods Receipt on PO
- Update notifications to receive Goods Receipt notifications by email

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 Etihad.**



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.

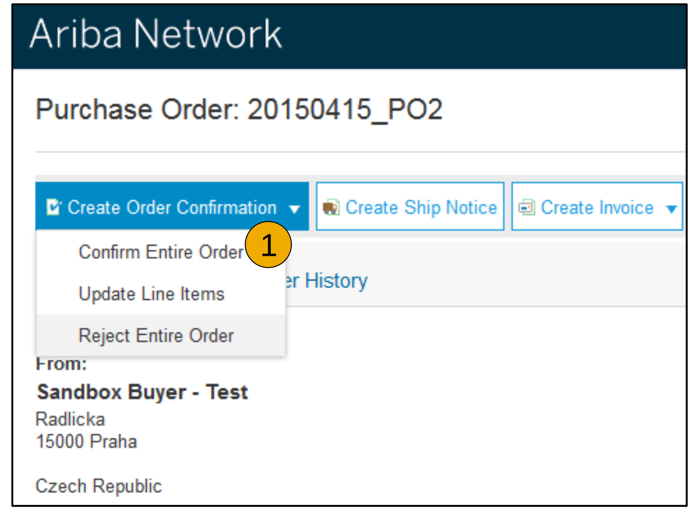
Note: If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.

Trouble With Your OC?

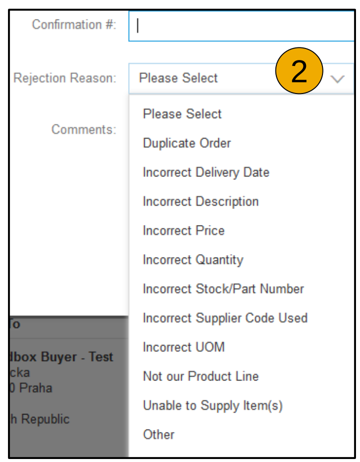
Create Order Confirmation

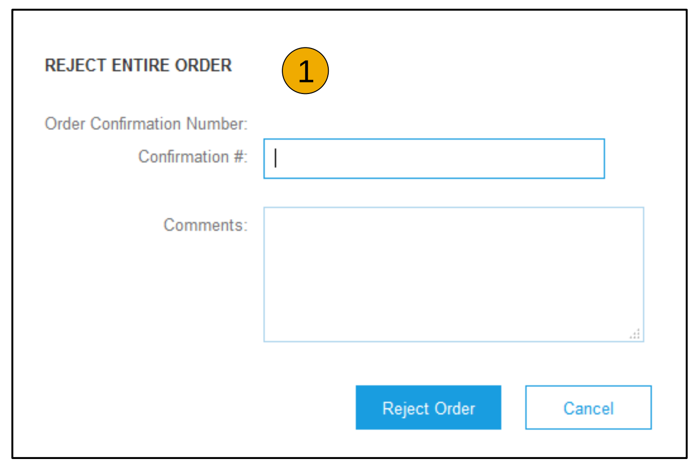
Reject Entire Order

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.



This example demonstrates the Reject Entire Order option. (Updating with Different Status will be explained later in the presentation)



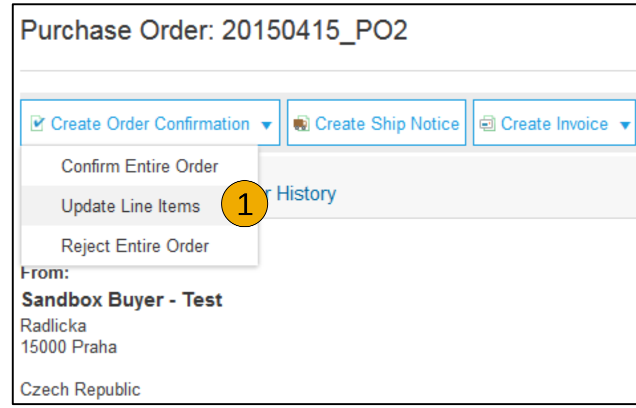


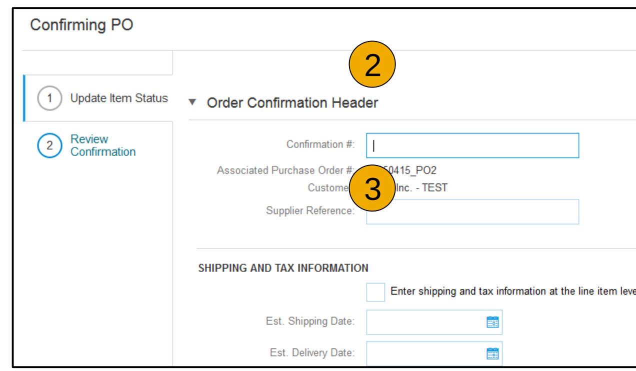
Create Order Confirmation

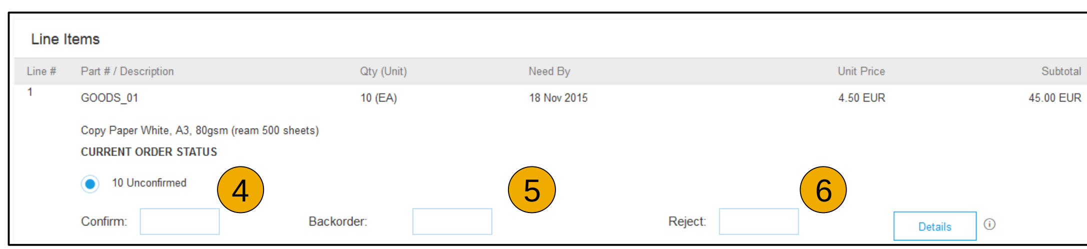
Update Line Items

1. **Select** Update Line Items, to set the status of each line item.
2. **Fill** in the requested information (the same as for Confirm All option).
3. **Scroll** down to view the line items and choose among possible values:
4. **Confirm** – You received the PO and will send the ordered items.
5. **Backorder** – Items are backordered. Once they available in stock, generate another order confirmation to set them to confirm.
6. **Reject –** Enter a reason why these items are rejected in the Comments field by clicking the Details button.

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







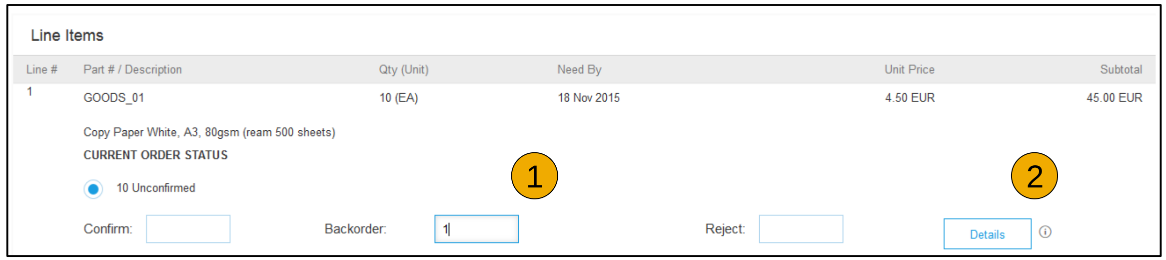
Confirm Order

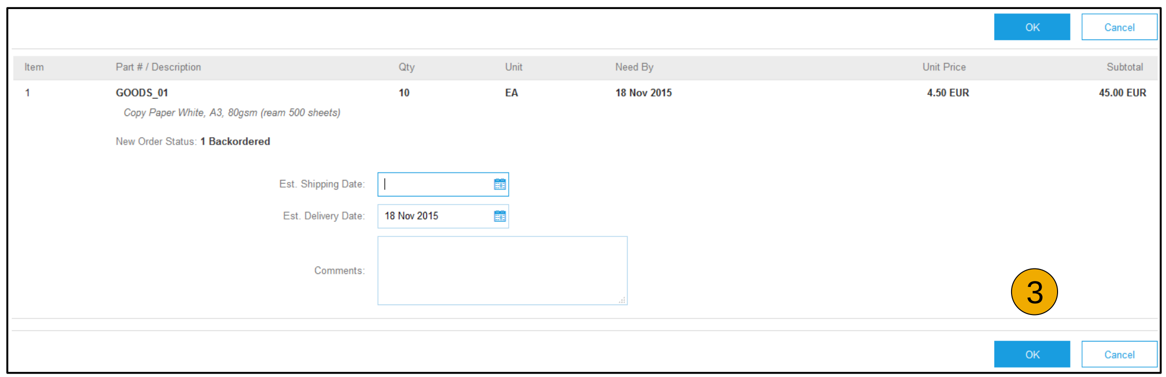
Update Line Items - Backorder

1. **Enter** the quantity backordered in the Backorder data entry field.
2. **Click** Details to enter Comments and Estimated Shipping and Delivery Dates for the backordered items on the Status Details page.
3. **Click** OK when done.

Note: If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.

4. **Click** Next.

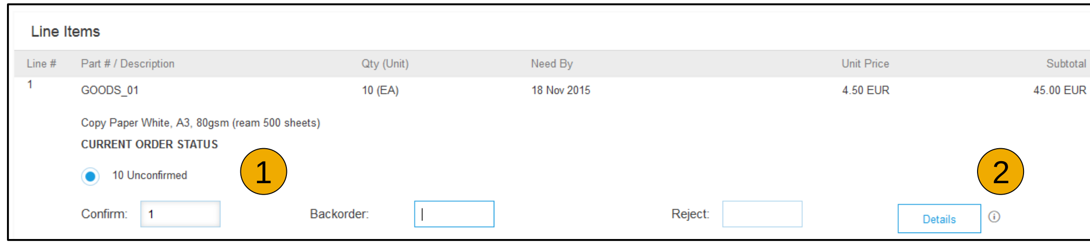


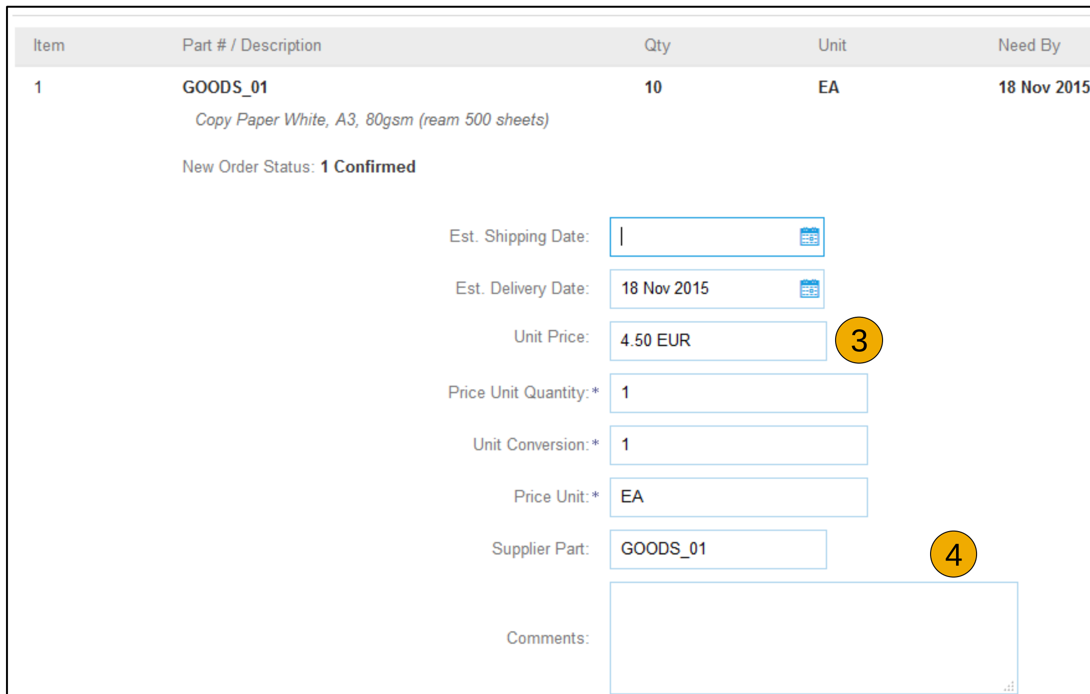


Confirm Order

Update Line Items - Price Change

1. **Enter** the quantity in the Confirm data entry field.
2. **Click** Details to enter the details regarding the price change.
3. **Note** the new price in the Unit Price field on the Status Details page for the line item. Enter a Comment regarding the price change, if needed.
   Item substitutions for the requested part can also be communicated using the Supplier Part field.
4. **Update** the Description as needed and click OK when done.

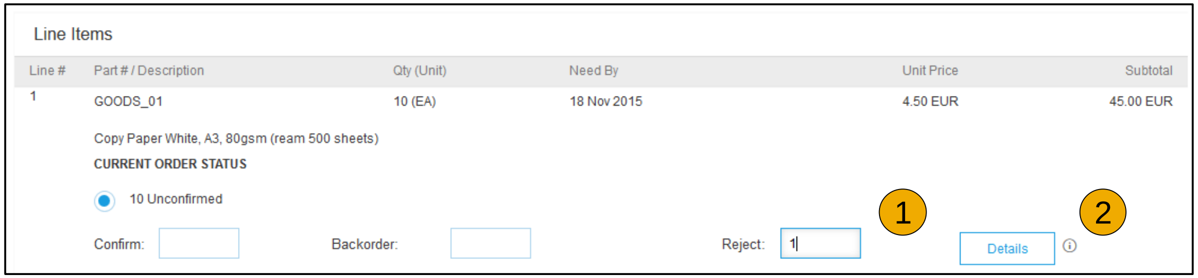


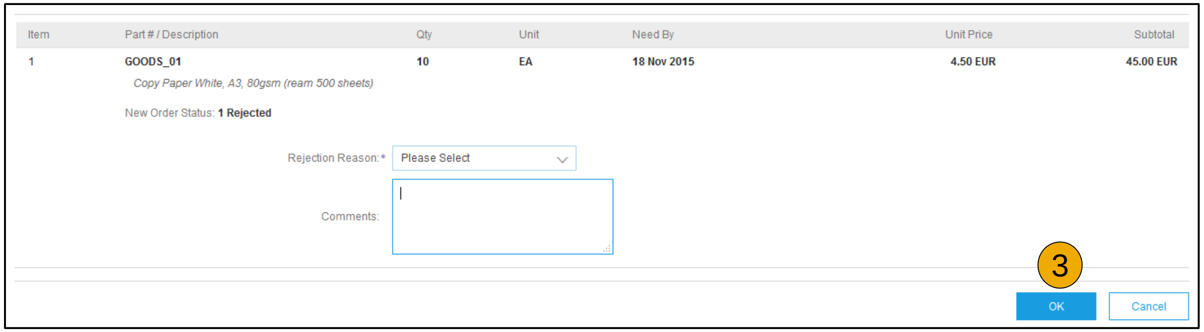


Confirm Order

Update Line Items - Reject

1. **Enter** the quantity in the Reject data entry field to reject item.
2. **Click** the Details button to enter a reason for the rejection in the Comments field on the Status Details page.
3. **Click OK** when done.

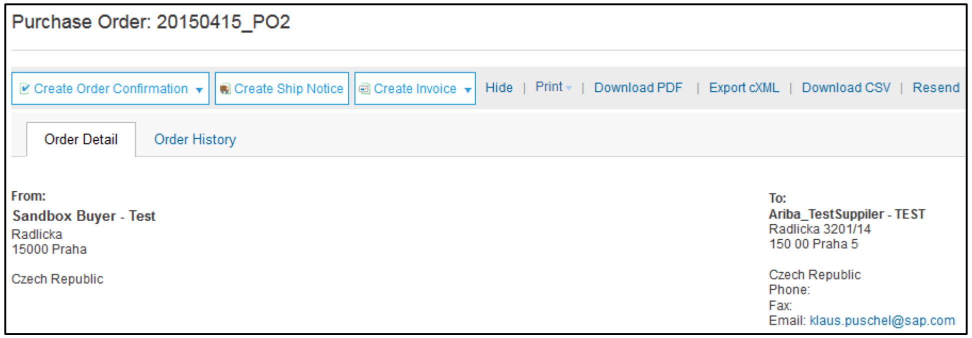


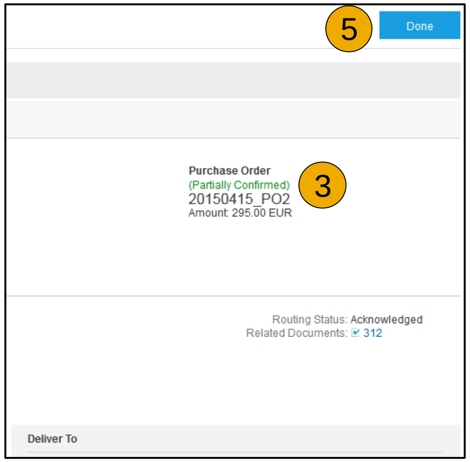


Confirm Order

Update Line Items

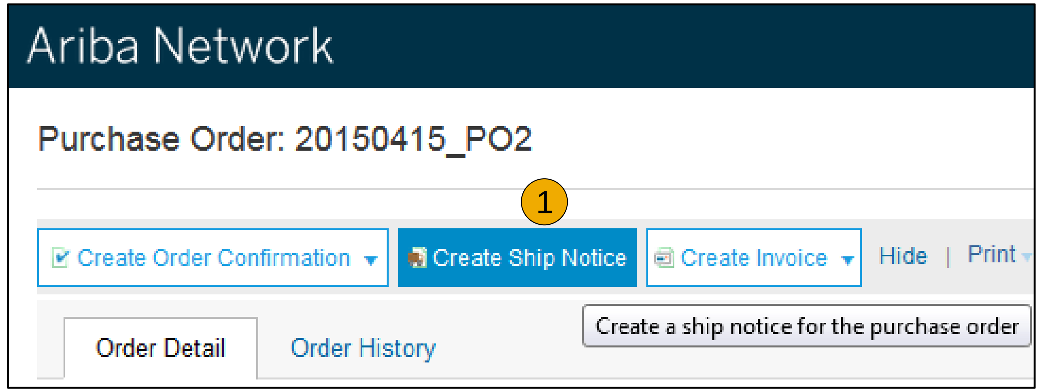
1. **Continue** to update the status for each line item on the purchase order. Once finished, click Next to proceed to the review page.
2. **Review** the order confirmation and click Submit. Your order confirmation is sent to Etihad.
3. **The Order Status will display** as Partially Confirmed if items were backordered or not fully confirmed.
4. **Generate** another order confirmation to set them to confirm if needed.
5. **Click** Done to return to the Inbox.

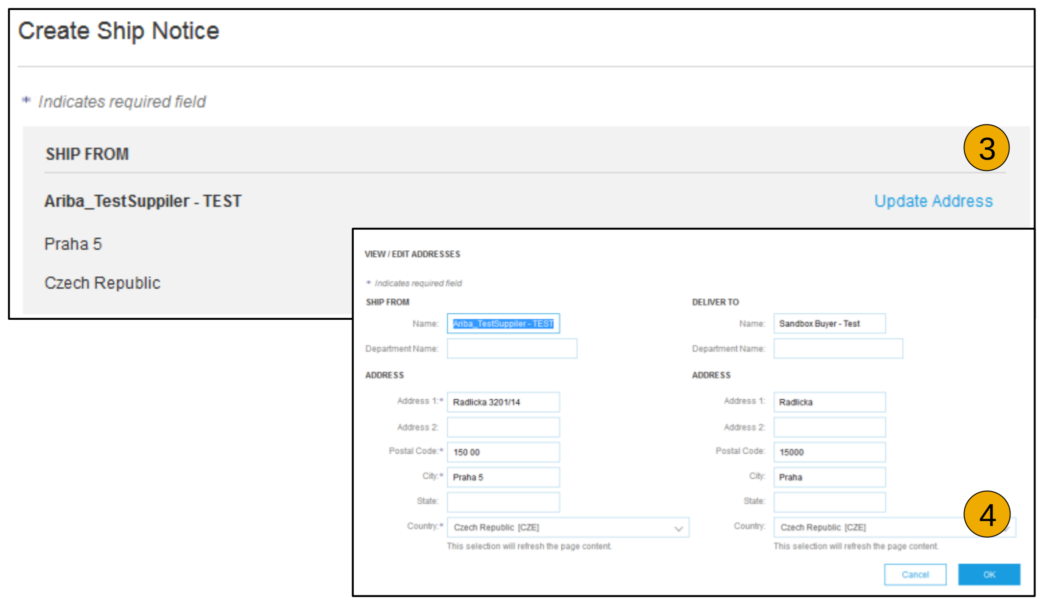




Create Ship Notice

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.

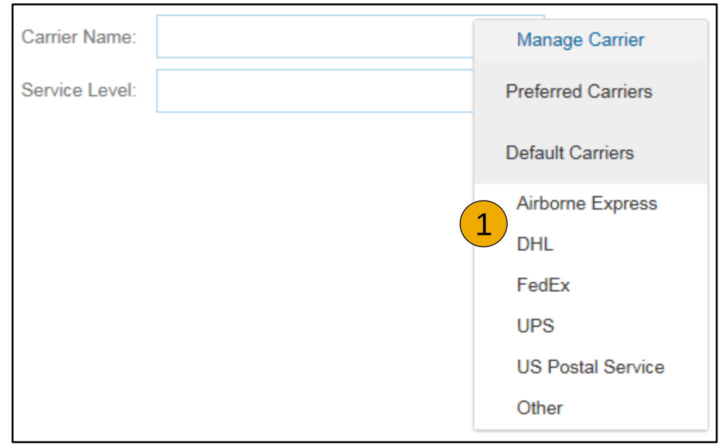


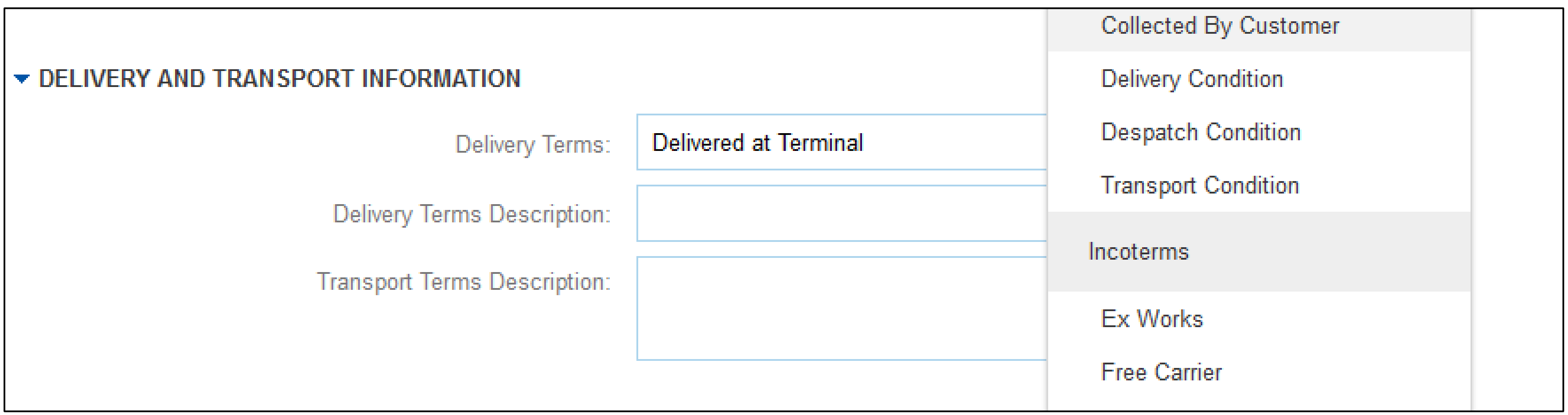


Create Ship Notice

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.

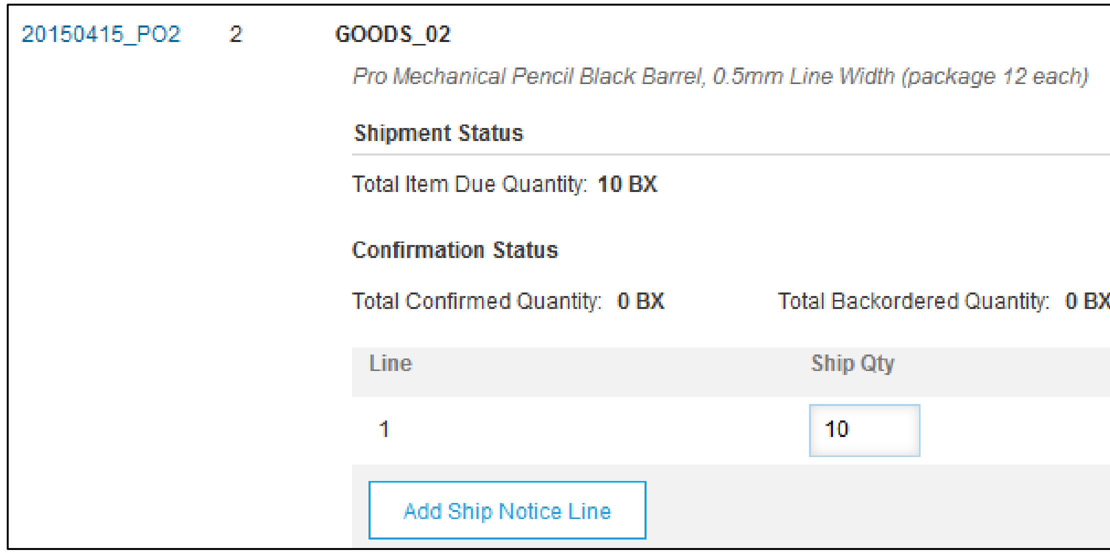


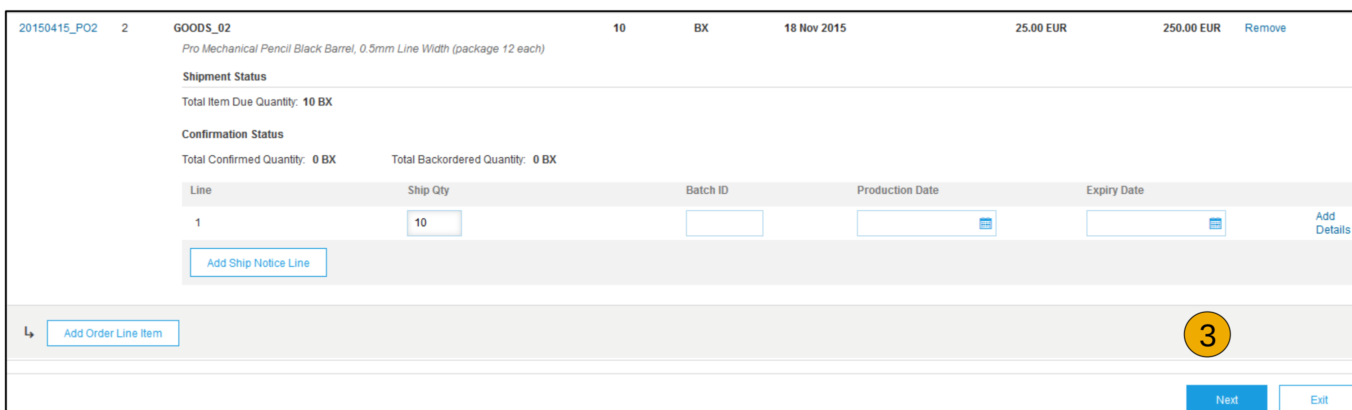


Create Ship Notice

Details

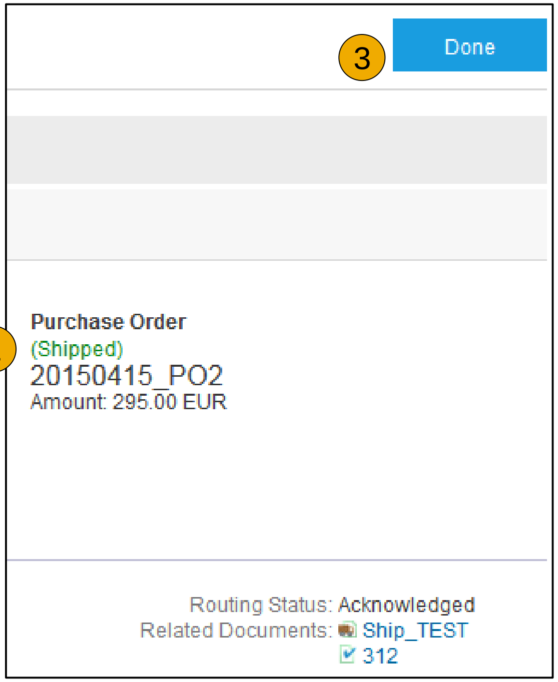
1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Customer Part #** is visible when Collaborative Supply Chain (CSC) is implemented.
3. **Click Next** to proceed to review your Ship Notice.





Submit Ship Notice

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to Etihad. 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.



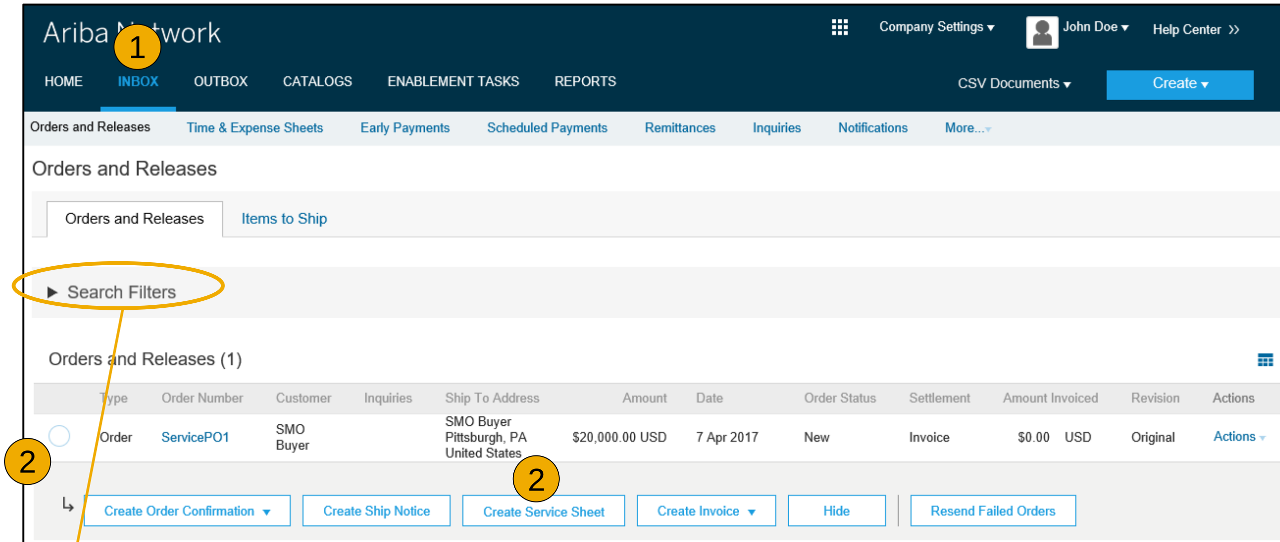
Create a Service Entry Sheet

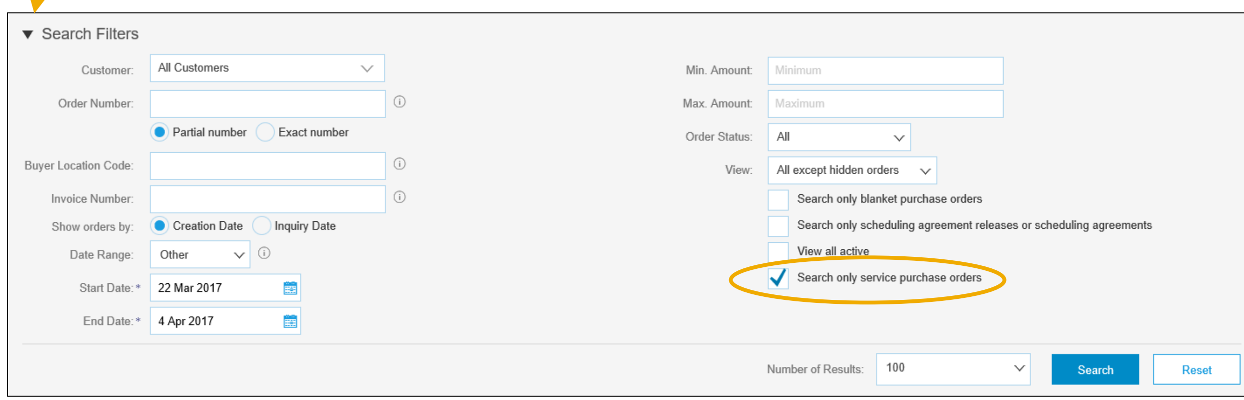
Locate a Service PO

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**.

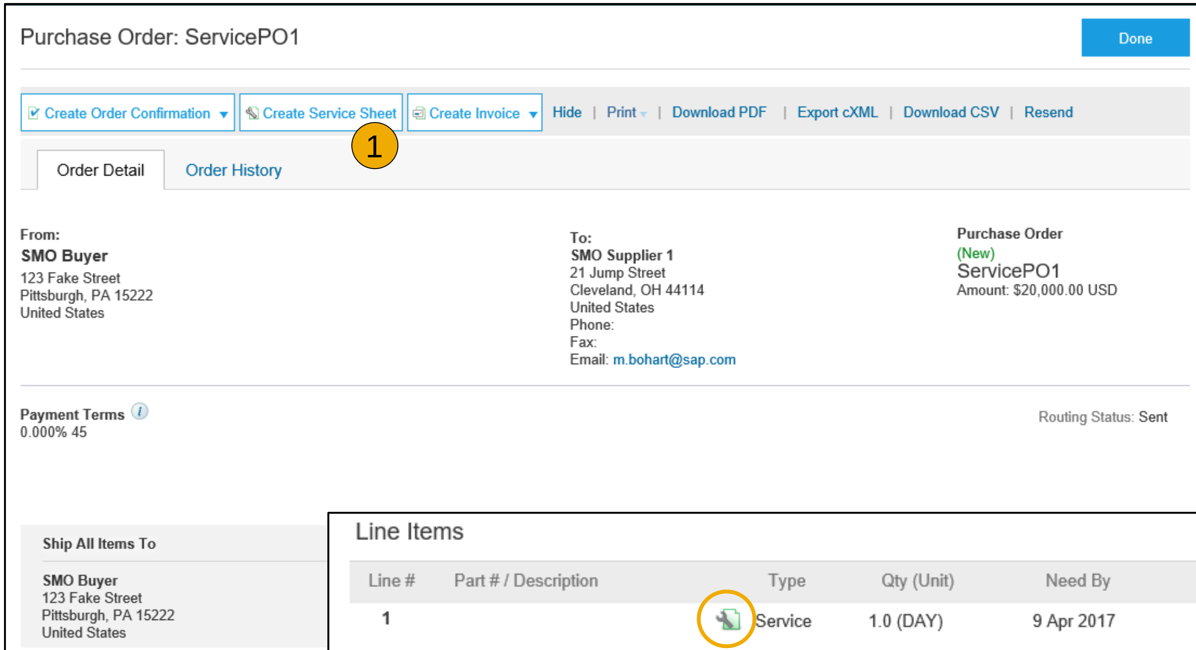
2. **Select** the radio button next to the desired PO and click **Create Service Sheet** OR click the **Order Number Hyperlink** to view the Service PO.

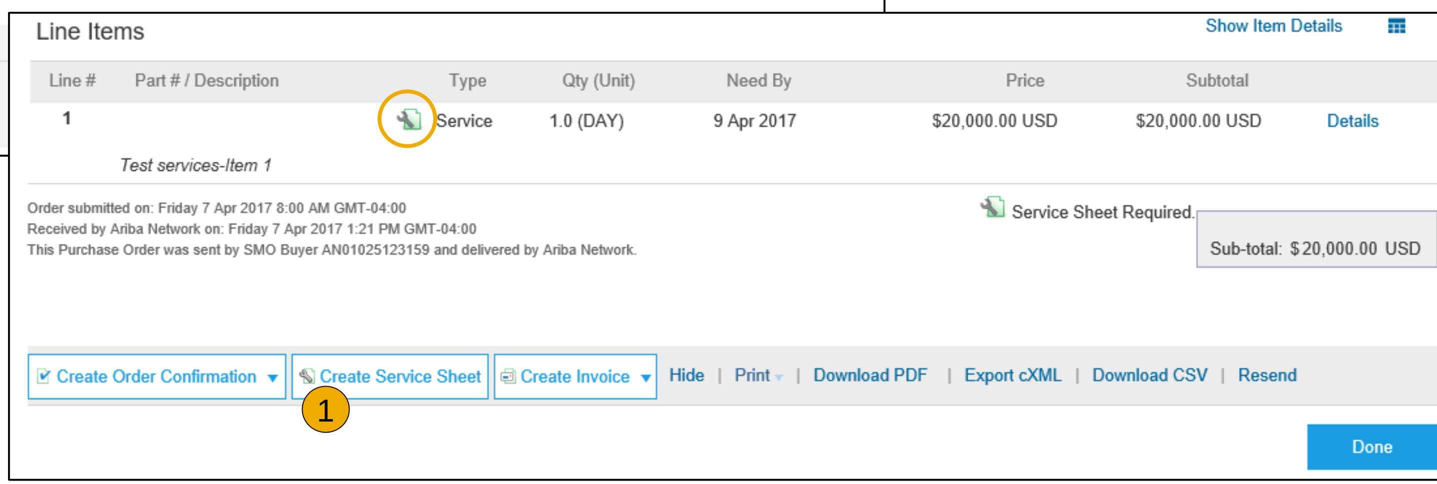




Create a Service Entry Sheet

Review Service PO





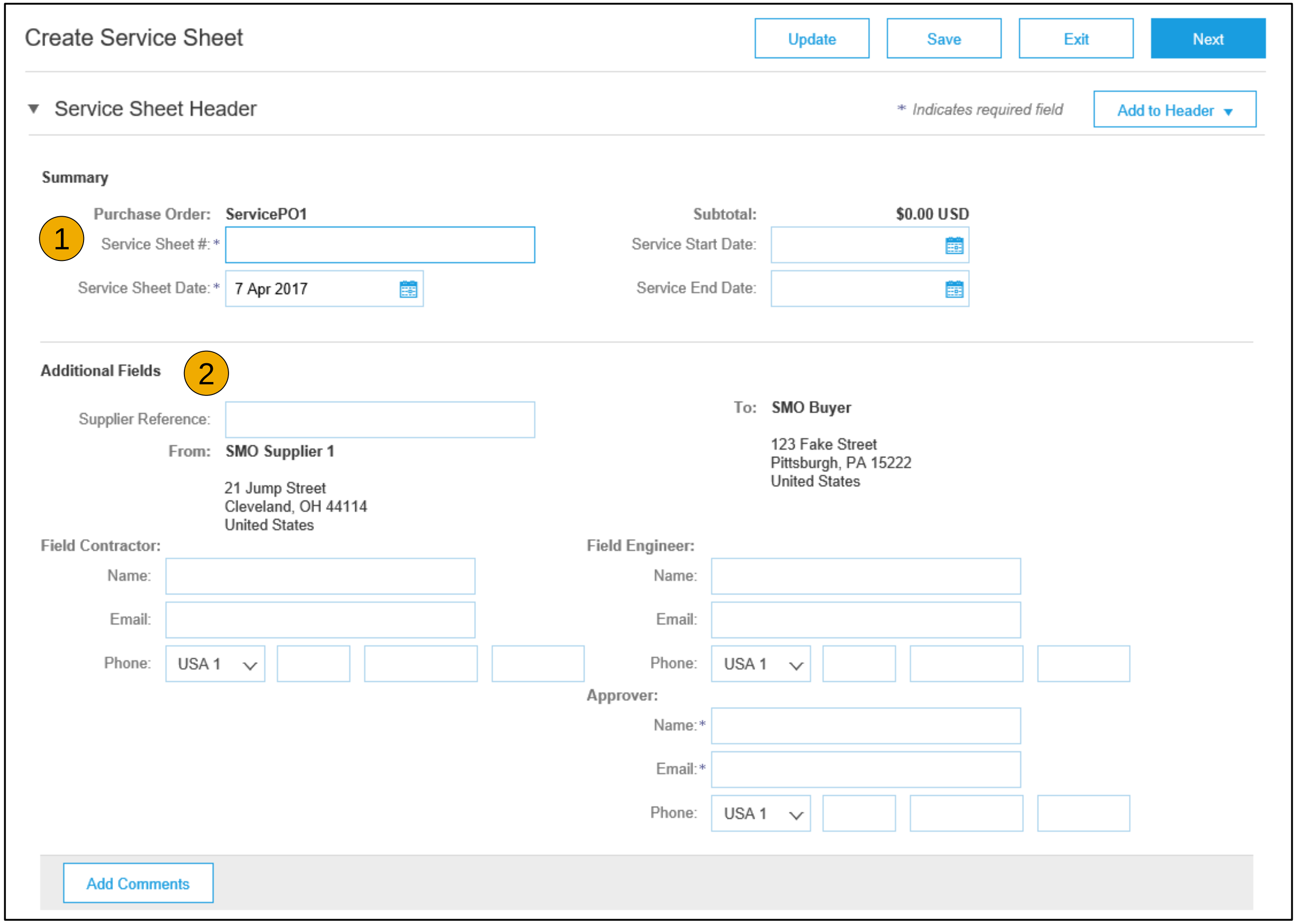
1. **After** reviewing your PO for accuracy, click **Create Service** Sheet at the top of bottom of your PO**.**

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

Create a Service Entry Sheet

Header Information

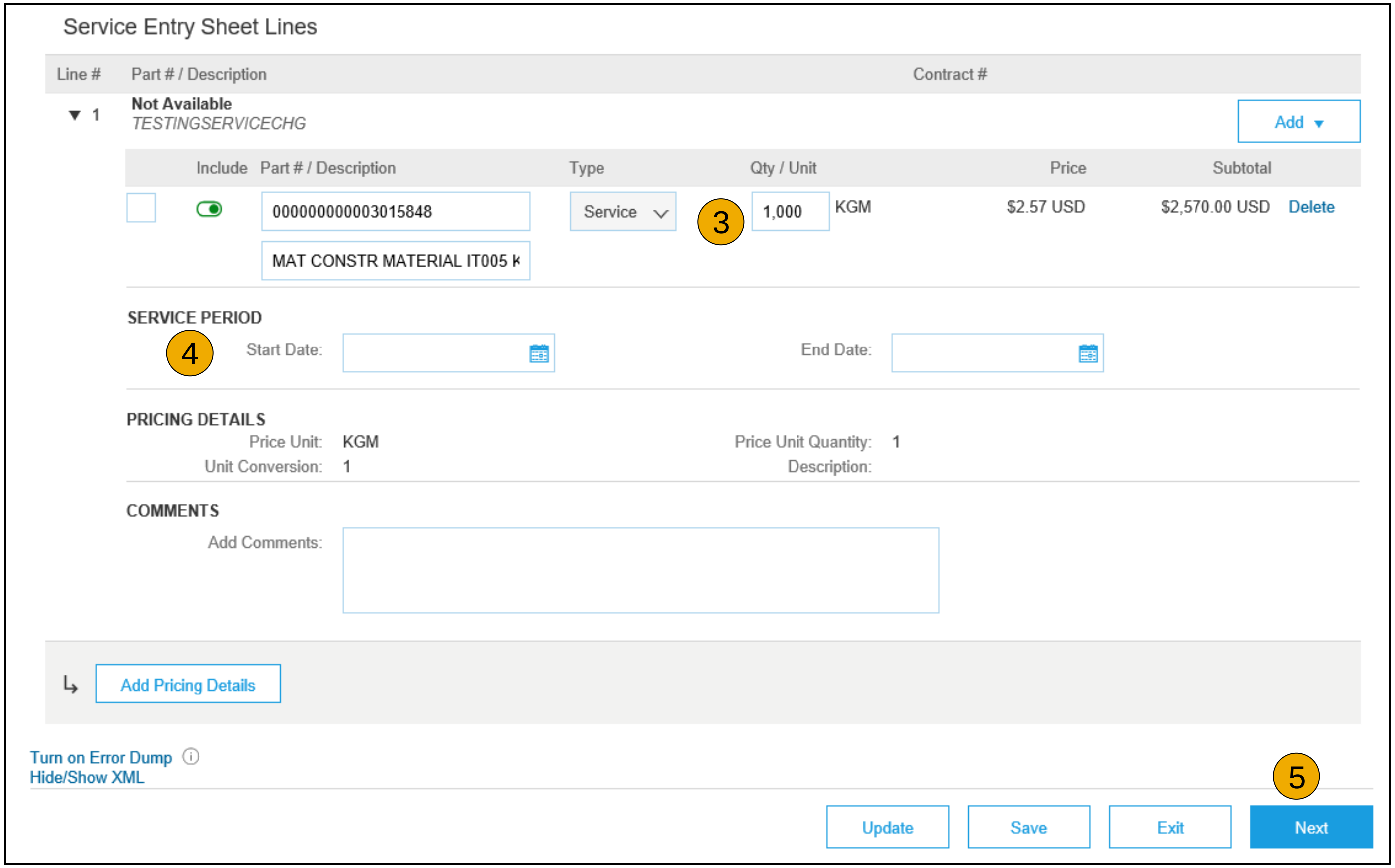
1. **Complete** any required fields that have an asterisk (*).
2. **Enter** additional fields as requested by your customer, including Contractor Information, Approver, etc.



Create a Service Entry Sheet

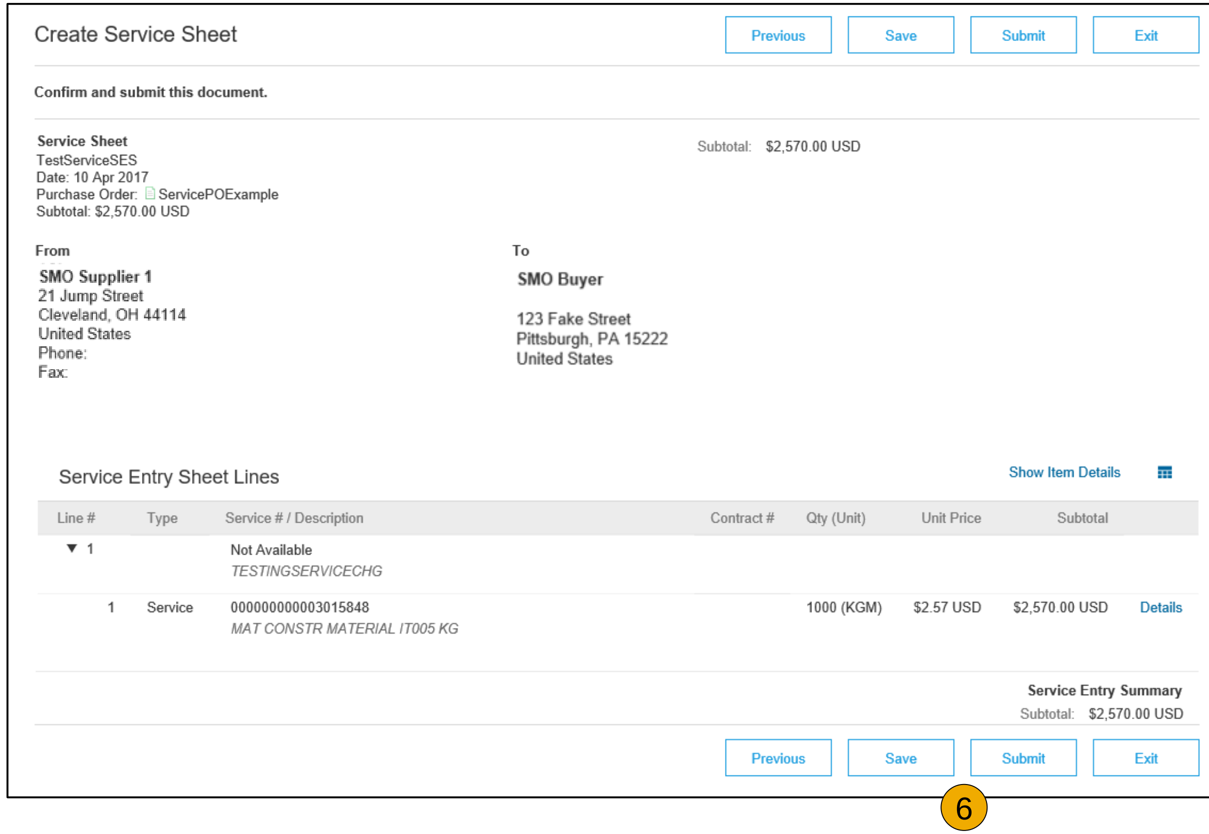
Line Item Section

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.



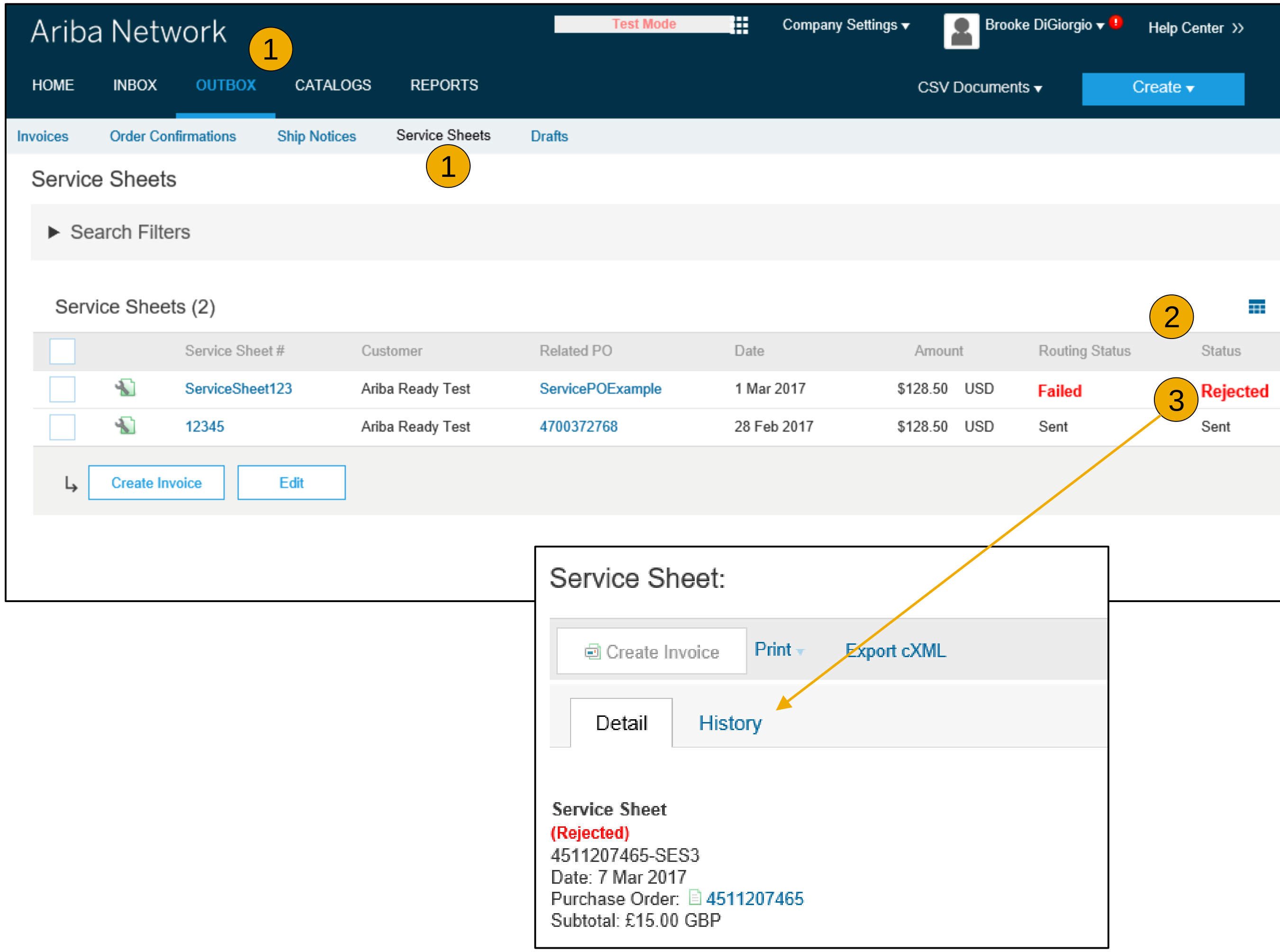
Submit a Service Entry Sheet

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.



Check Service Sheet Status

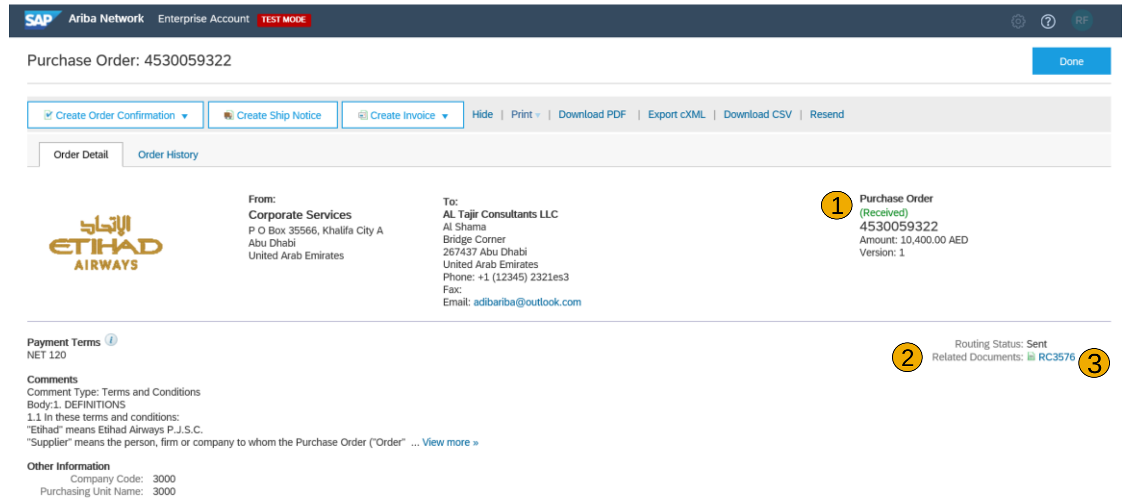
1. **Click Outbox** and select **Service Sheets** Tab.
2. **Routing** and **Approval Status** will be visible on each line.
3. **If a Service Sheet is rejected or failed**, view the reason by opening the Service Sheet and clicking the **History** Tab.

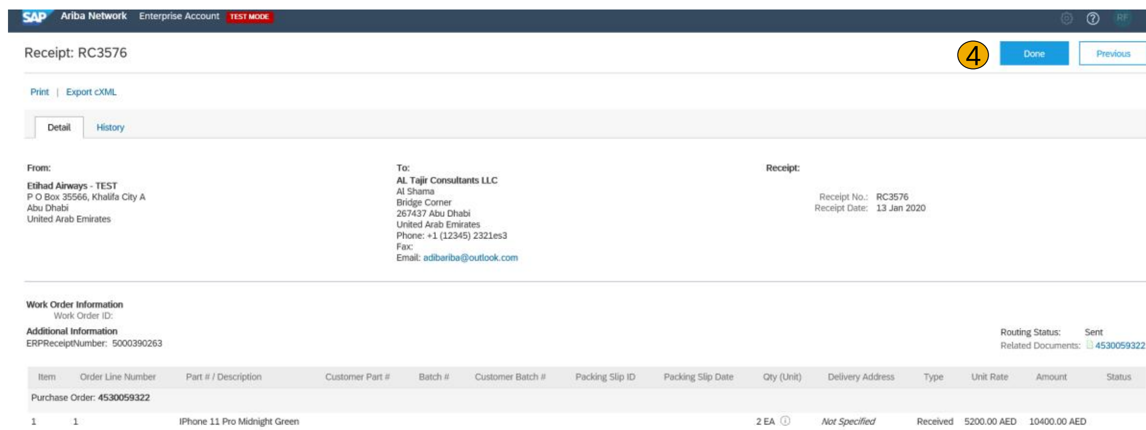


View Goods Receipt on Purchase Order

This slide explains how to view the Goods Receipt information on the Purchase Order

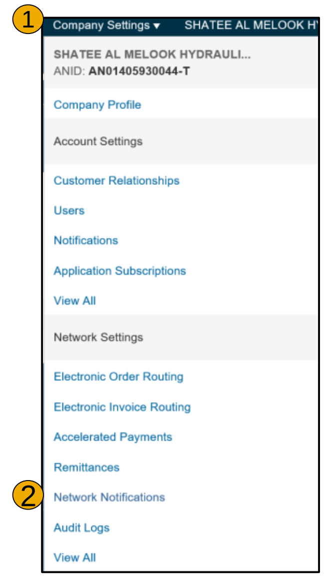
1. **Open** the Purchase Order in Ariba Network and view the PO status as **“Received”** for those PO’s which have been fully received by Etihad. For those PO’s only partially received in the system, the status will be **“Partially Received”**
2. **Under “Related Documents”** you will see the Receipt number mentioned.
3. **Click** on the Receipt Number to view further details of the Receipt information
4. **Click “Done”** to go back to the Purchase Order





Update notifications to receive Goods Receipt notifications by email

1. **Click on Company Settings** on your Ariba Network account home page
2. **Click Network Notifications**
3. **Tick the checkbox under Receipt** and add **email address** to receive the Good Receipt notification email
4. **Click Save** to save your changes



SECTION 5: Invoice Methods

Invoice Information

Invoice Methods

Invoice Management

Etihad Invoice Requirements

- **GR Based Invoicing –** Etihad will require a valid GR (goods receipt) for material orders to be processed in the system, before suppliers will be able to submit their invoices on Ariba Network

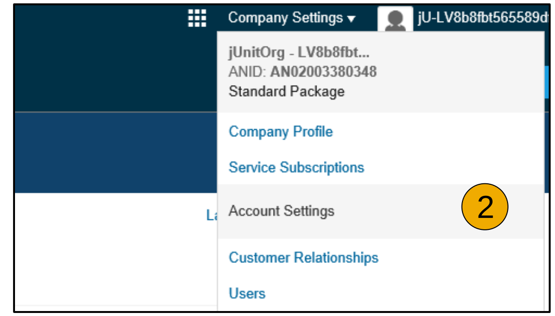
- **SES Based Invoicing** – Etihad will require a valid SES (service entry sheet) to be submitted by suppliers in Ariba Network for service orders. The SES then needs to be approved by Etihad, before suppliers will be able to submit their invoices on Ariba Network.

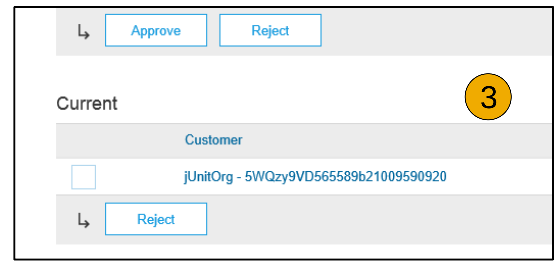
- **PDF Invoice Attachments** – Etihad will require a PDF attachment of the invoice to be submitted along with the Ariba Network electronic invoice.

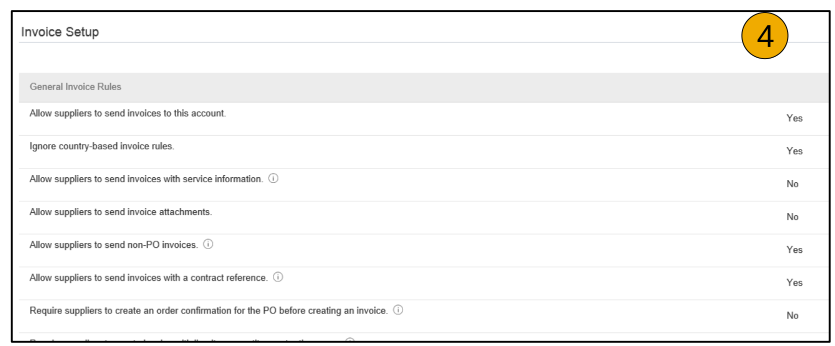
Review Etihad Invoice Rules

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 **(Etihad).**
4. Scroll down to the **Invoice Setup** section and view the **General Invoice Rules**.
5. If **Etihad** enabled Country-Based Invoice Rules then you will be able to choose your Country in Originating Country of Invoice from the drop down menu.
6. Click **Done** when finished.



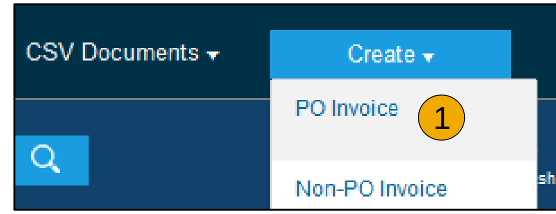


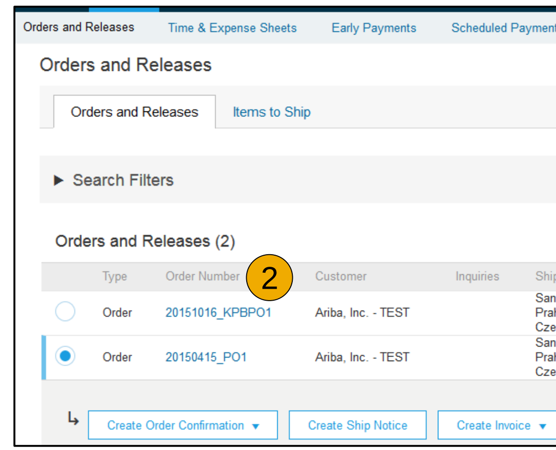


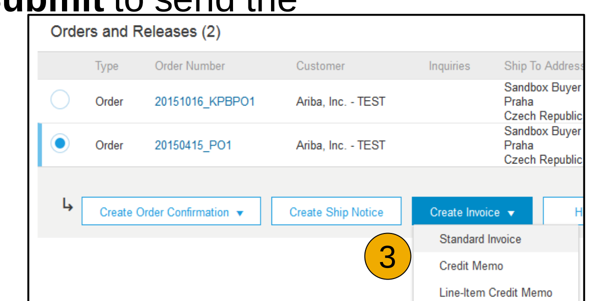
Invoice via PO Flip

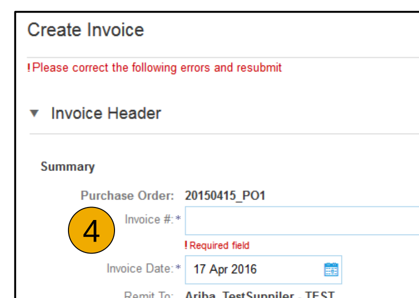
To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

1. From the home screen within your Ariba Network account, select the **Create** dropdown menu and select **PO Invoice or open the Purchase Order Email** for Standard Account.
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 Etihad.









Can’t Find Your PO?

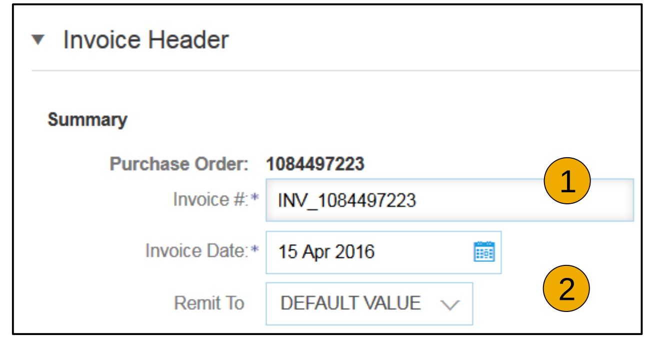
Invoice via PO Flip

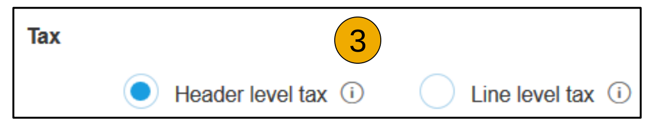
Header

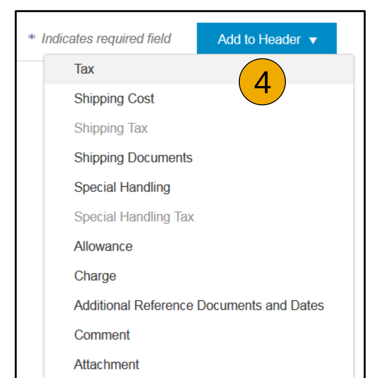
Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

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.
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.

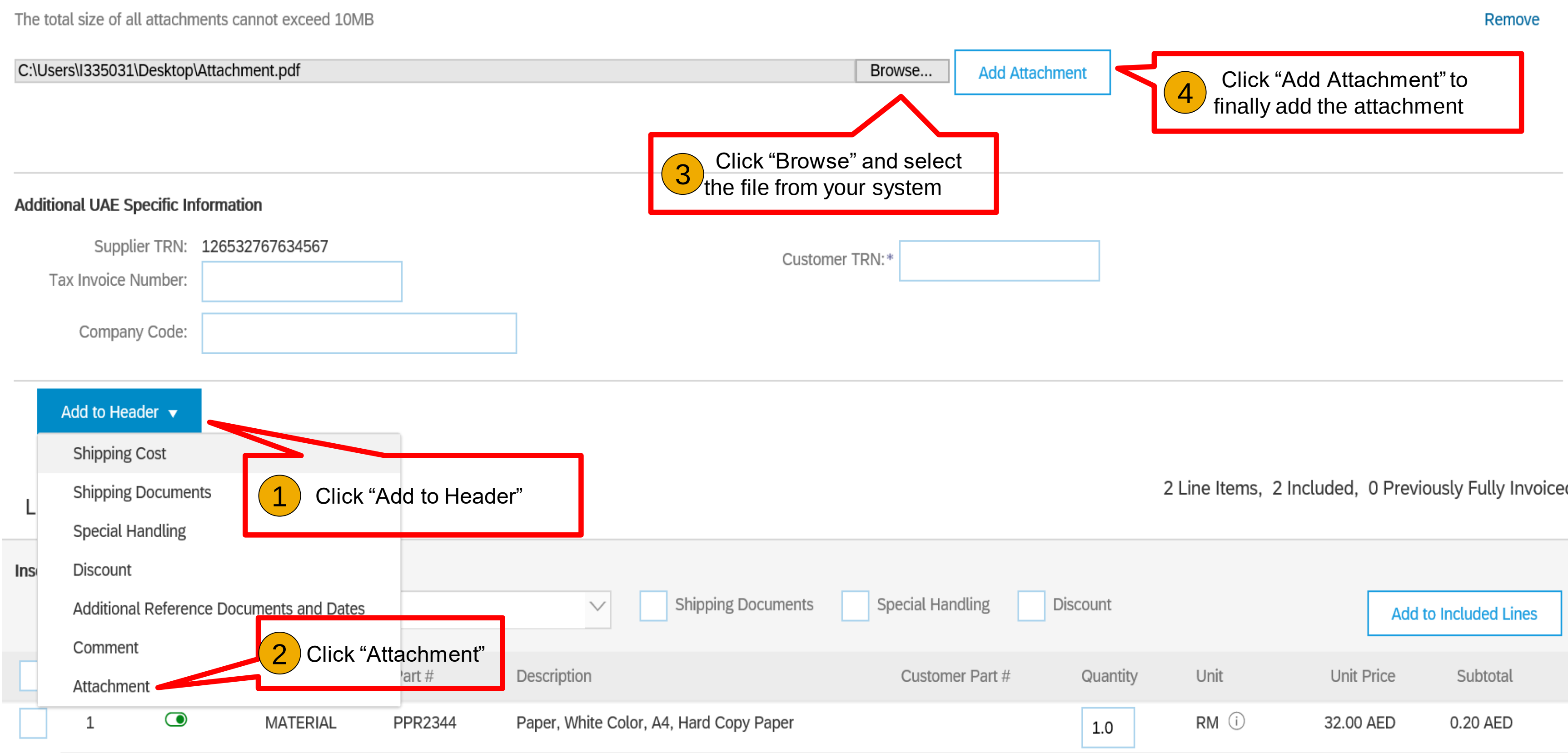






Invoice via PO Flip

Add invoice attachments

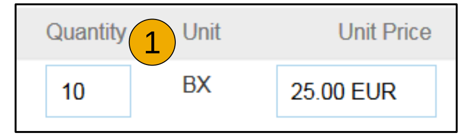


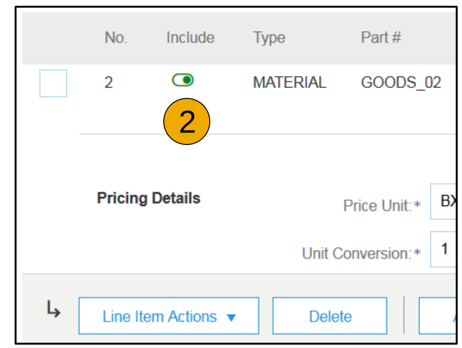
Invoice via PO Flip

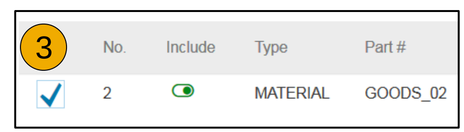
Line Items

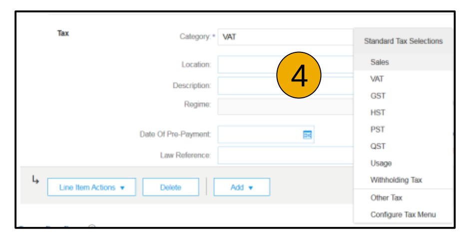
Line Items section shows the line items from the Purchase Order.

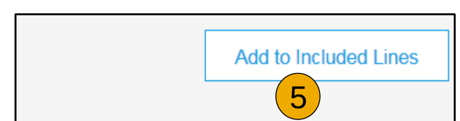
1. **Review or update Quantity** for each line item you are invoicing.
2. **Click** on the line item's Green slider to exclude it from the invoice, if line item should not be invoiced OR click the check box on the left of the item and click Delete to remove the line item from the invoice. You can generate 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.
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.









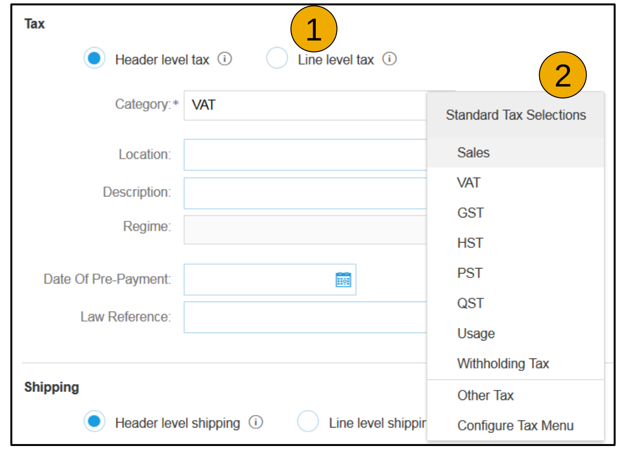


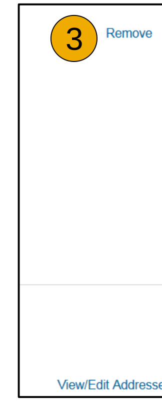
Invoice via PO Flip

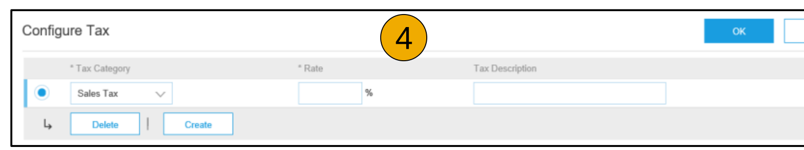
Additional Tax Options & Line Item Shipping

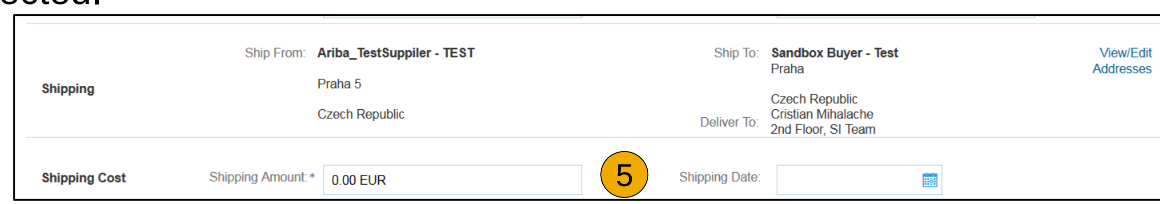
To configure additional tax options click Configure Tax Menu under the Tax Category drop down. Create new tax categories and as needed.

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 if line level shipping has been selected.





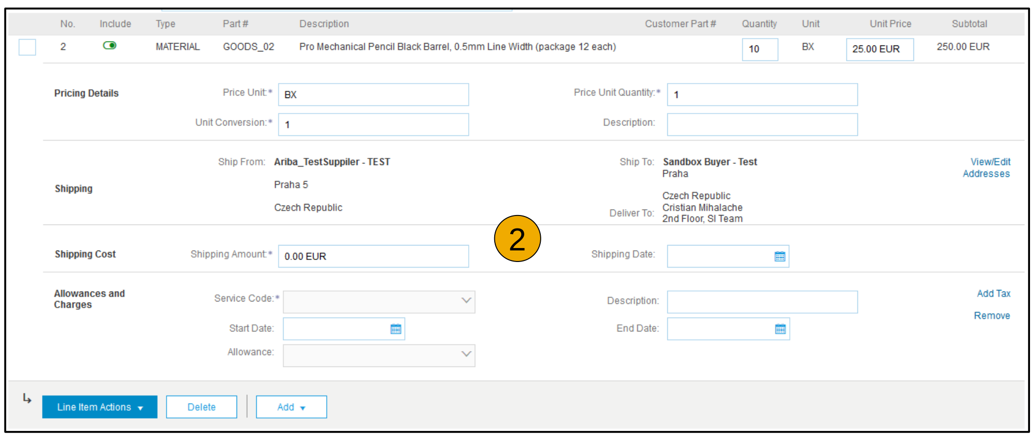


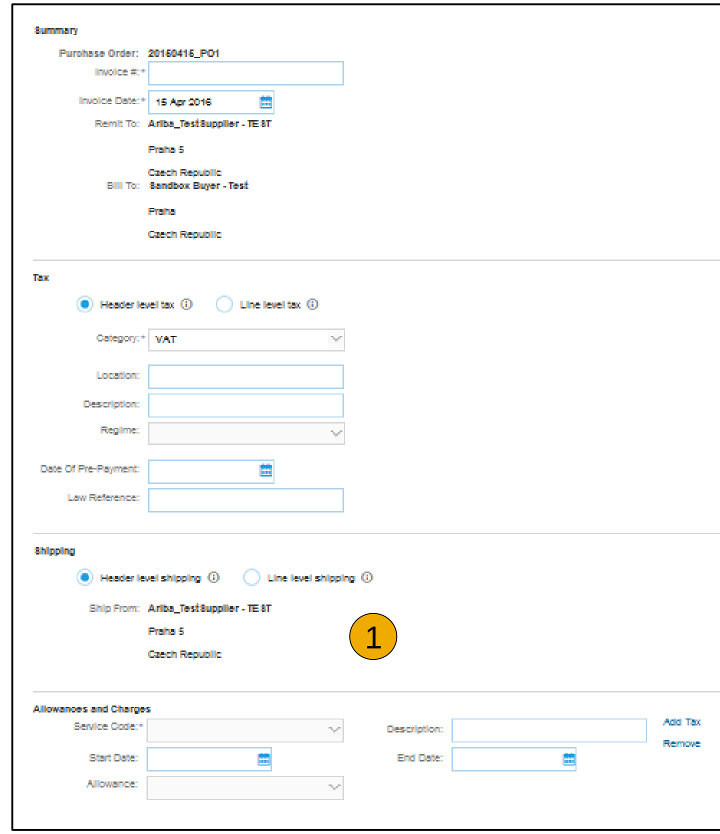


Review Invoice Allowances and Charges

If applicable, 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**

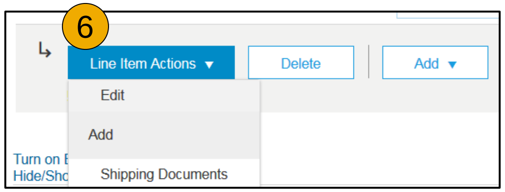


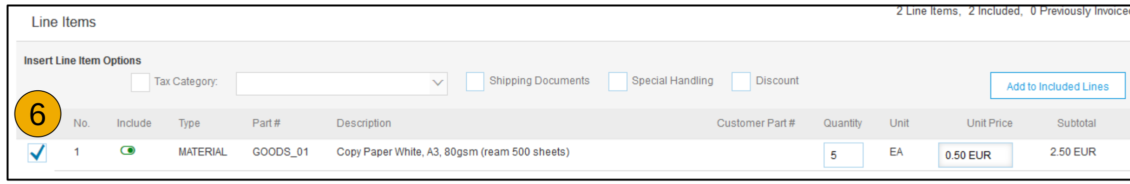


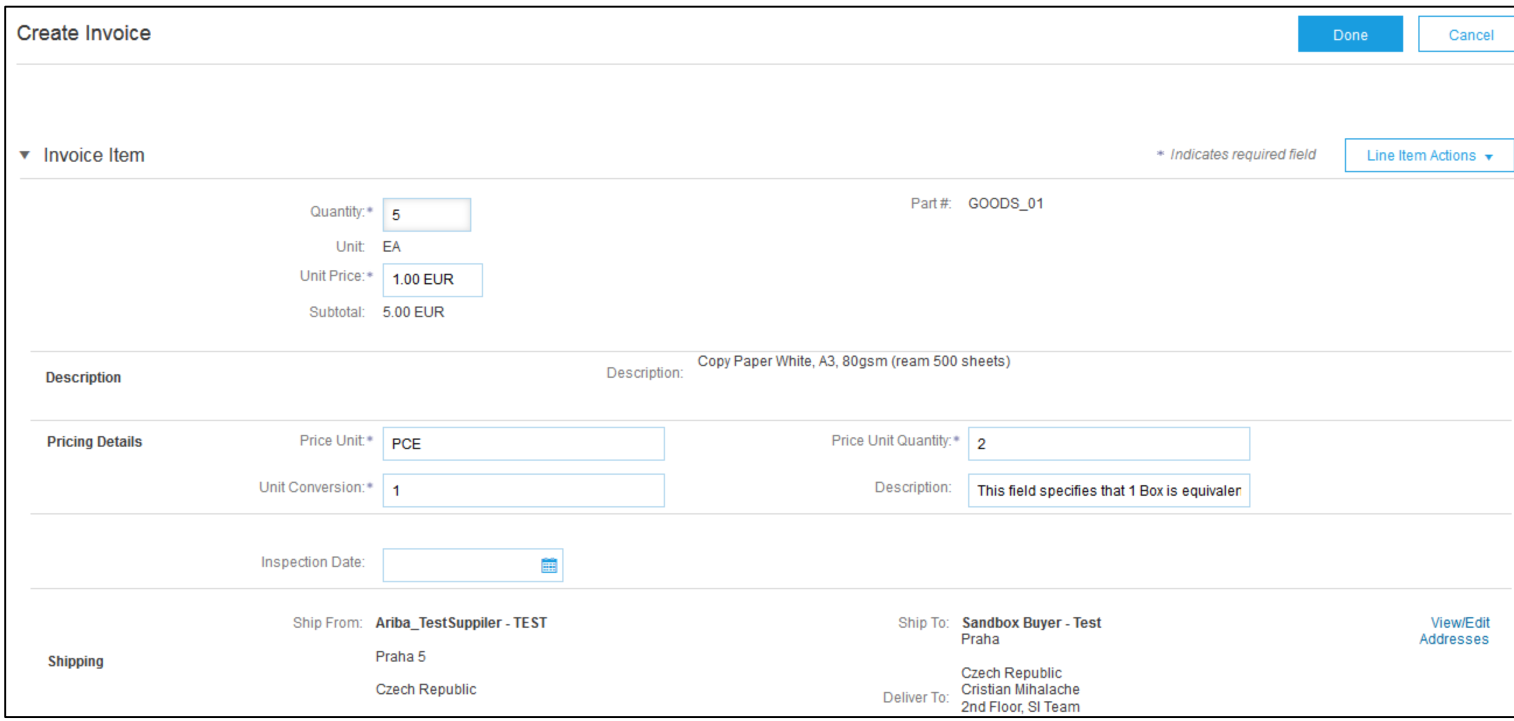
Invoice via PO Flip

Detail Line Items

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







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.

Having Problems?

Invoice via PO Flip

Against Goods Receipt

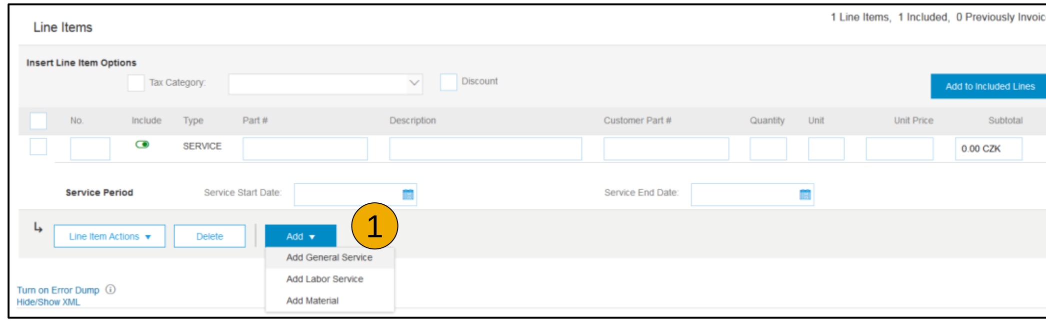
You are required to include only received quantities on invoices.

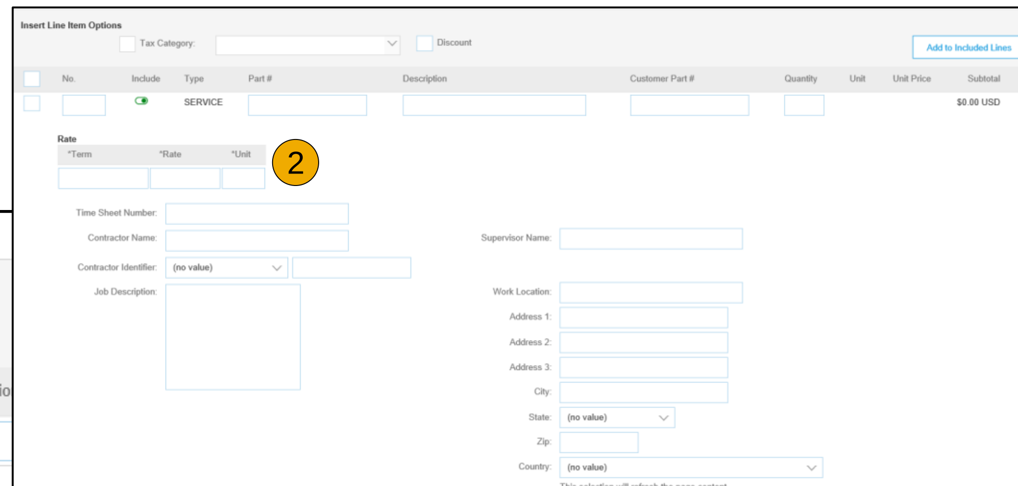
1. **Click** the **INBOX** tab for Enterprise Accounts or open the **Purchase Order Email** for Standard Accounts
2. **Select** the Purchase Order you wish to invoice against.
3. **Select** the item(s) from the Receipt List that you would like to invoice.
4. **The invoice is now pre-populated** with the items within the Goods Receipt. You now have the ability to select the items to include and/or modify the Quantities on the invoice.

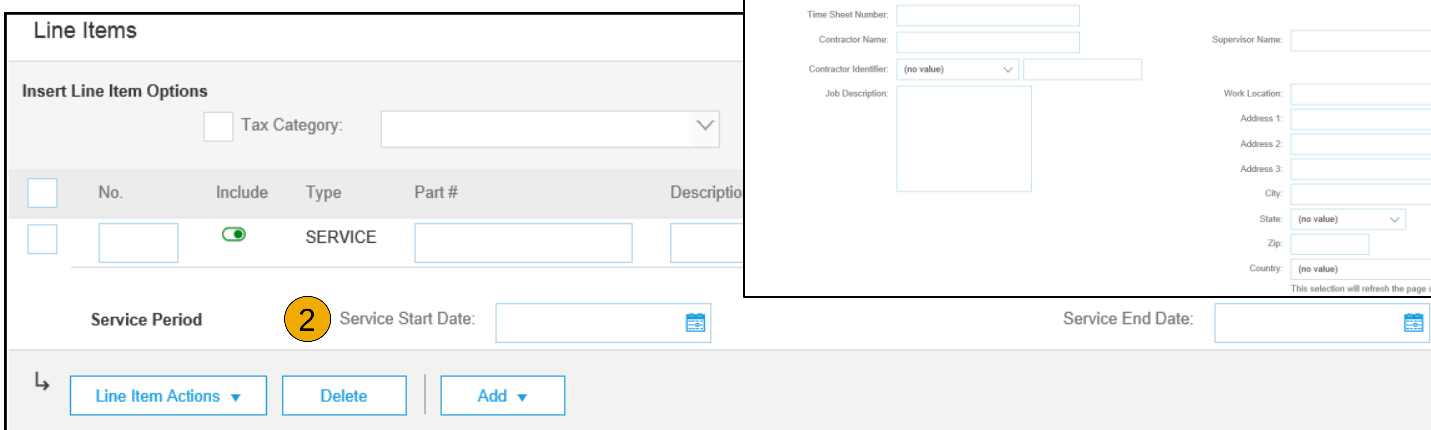
Invoice For Services

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.

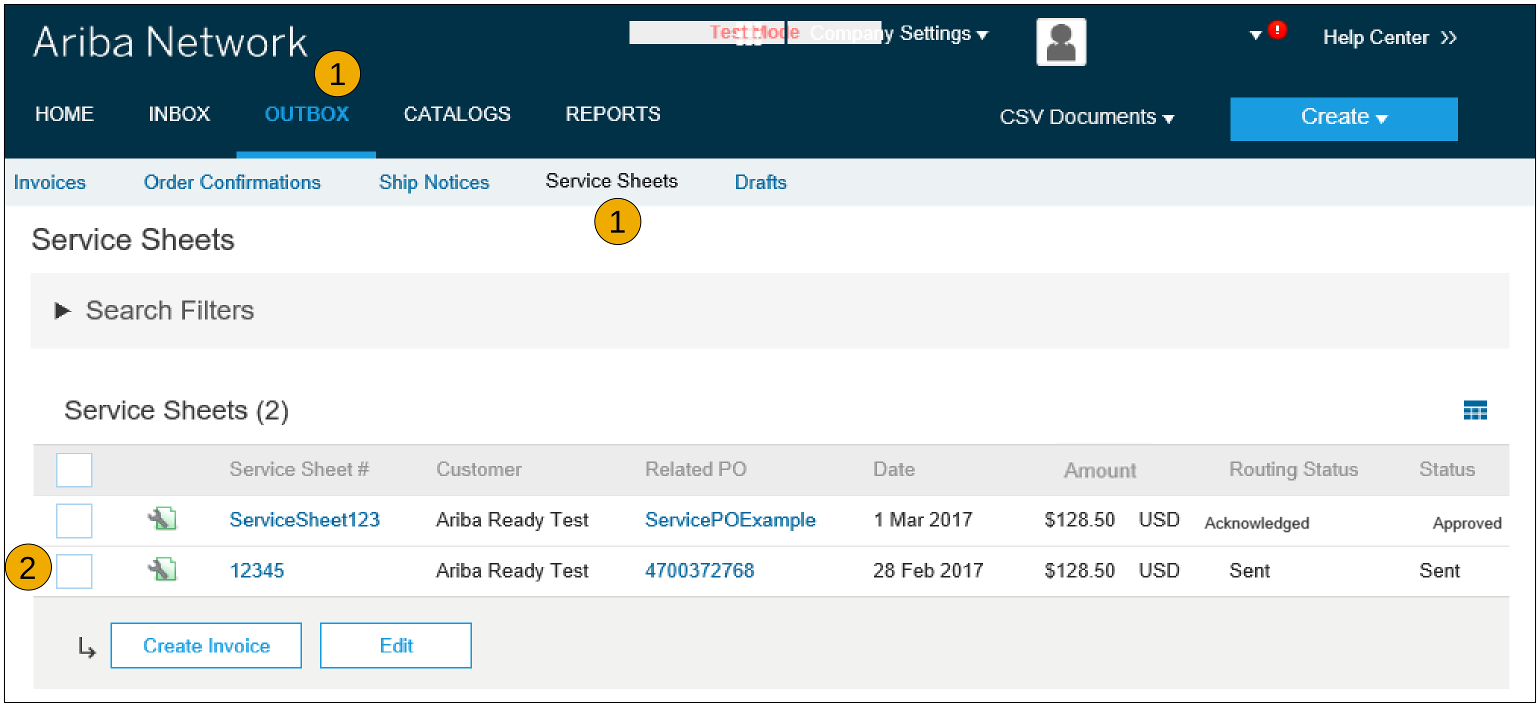






Invoice from a Service Sheet

Locate Approved Service Sheet – Enterprise Accounts only



1. **Click Outbox** and select **Service Sheets** Tab.
2. **Select** the checkbox next to the approved Service Sheet and click the **Create Invoice** button to open up the **Create Invoice** screen **OR** click the **Service Sheet #** to open the Service Sheet for review before invoicing.

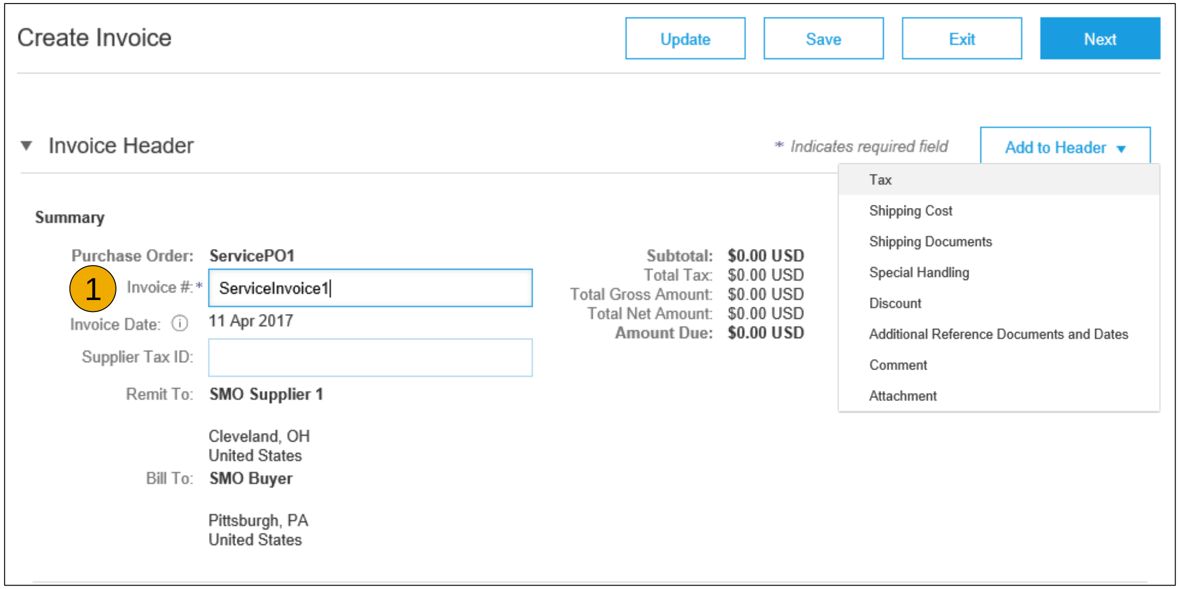
Note: You will ONLY be able to create an invoice against an Approved Service Sheet.

Invoice from a Service Sheet

Invoice Header Information

Invoice information will automatically pre-populate from the Service Sheet.

1. **Complete** all fields marked with required with an asterisk (*). Enter your Invoice Number. Invoice date will automatically populate.



Note: Add to Header button allows for shipping cost, shipping documents, amount details, special handling, and additional reference documents and dates. Comments and attachments may also be added at header.

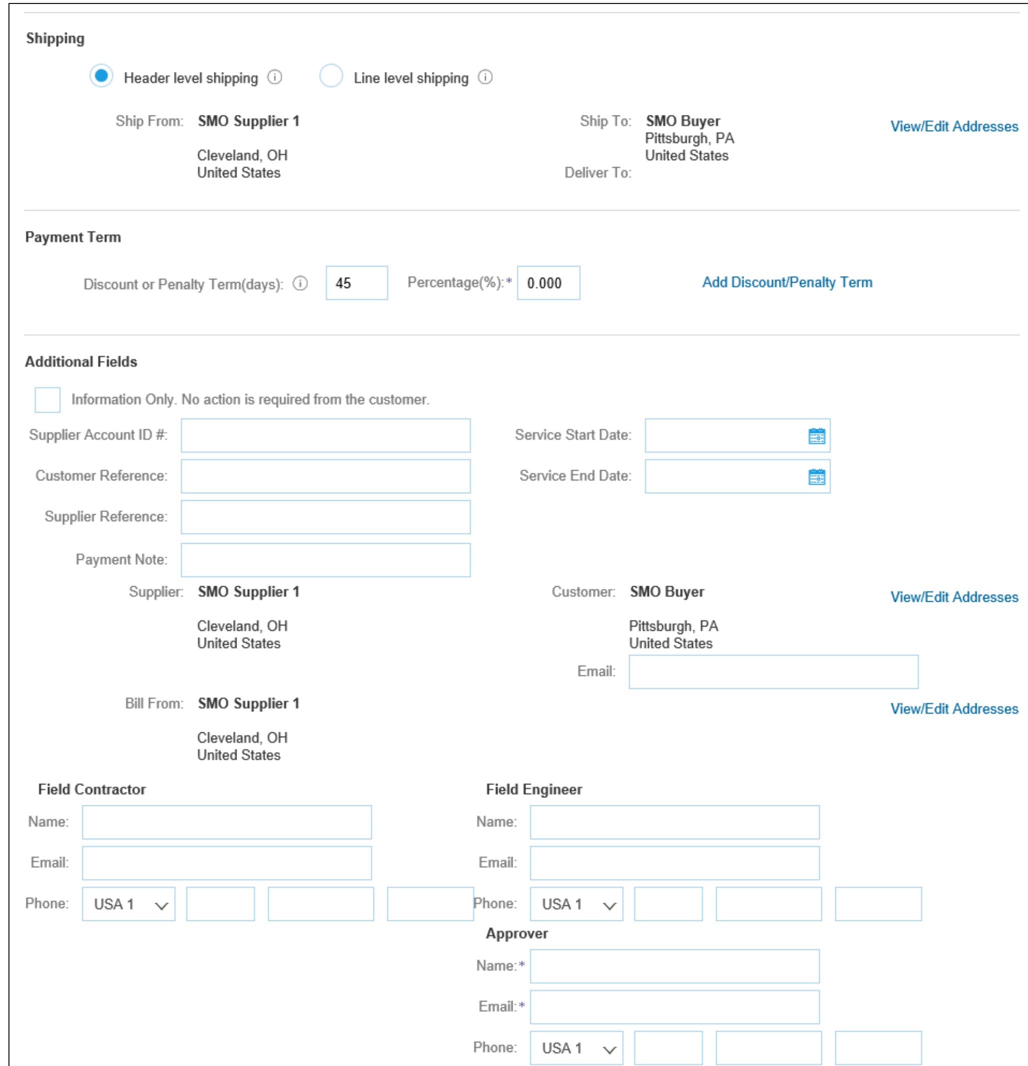
Invoice from a Service Sheet

Header Level Detail

Header Level information can be entered after the screen refreshes. Complete each section as needed before proceeding to the Line Section.

The Additional Fields section includes optional fields such as reference numbers, service period dates, and Approver Email.

Note: Some fields at the Header Level might be required by your customer. Check for fields marked with an asterisk (*), and enter information as required.

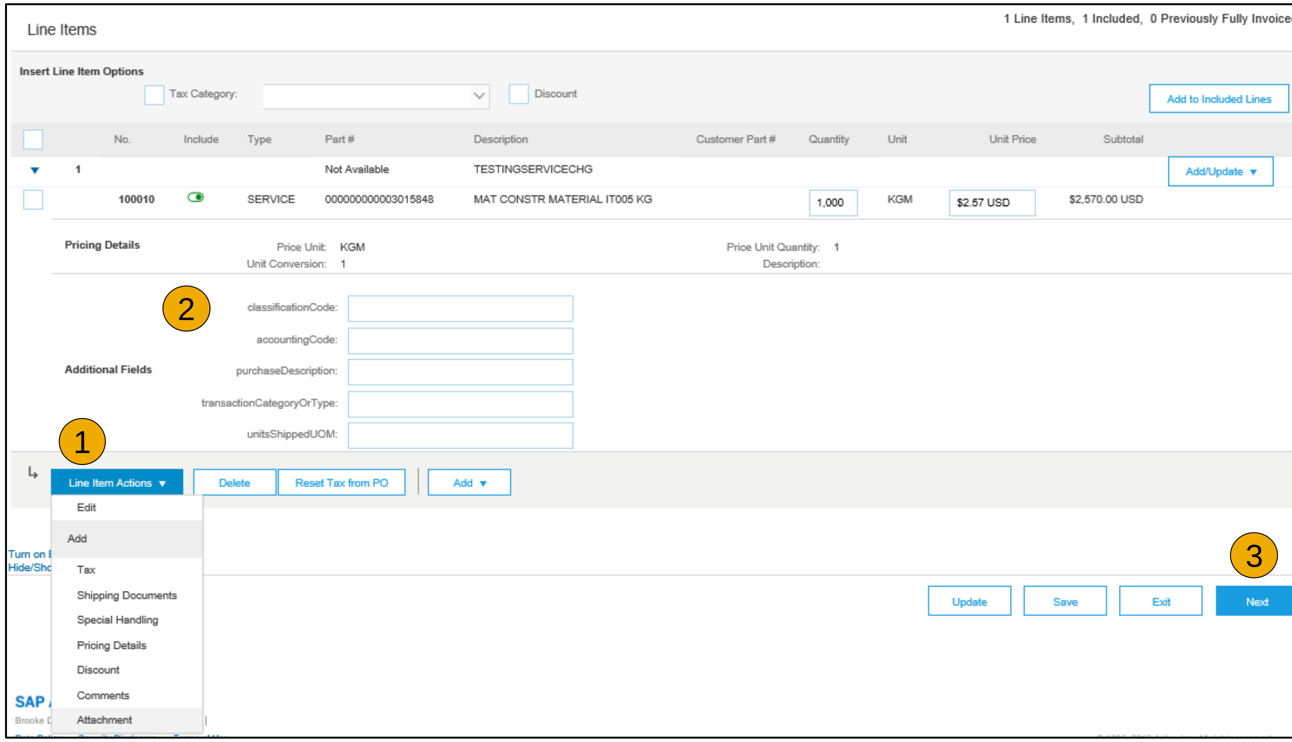


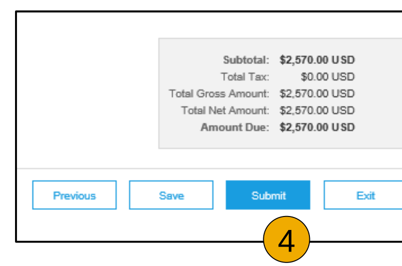
Invoice from a Service Sheet

Line Item Details

Invoice information will automatically pre-populate from the Service Sheet.

1. **Add** line level information, including comments and attachments, by selecting the line and clicking the **Line Item Actions** button. The screen will automatically refresh and you will be able to fill in the detail.
2. **Update** each line item as needed until all items are complete.
3. **Click** Next to proceed to review screen.
4. **From** the Review Screen, check your Invoice for accuracy. If there are errors, click **Previous** to return to the Create Invoice screen and make corrections. To submit to your customer after corrected, click the **Submit** Button.

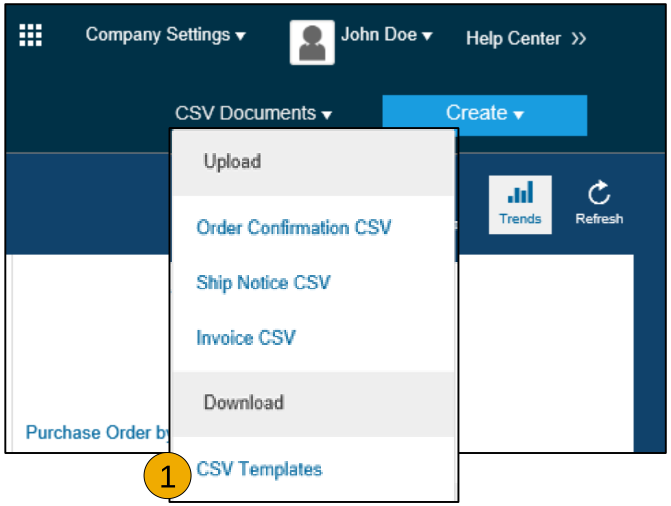


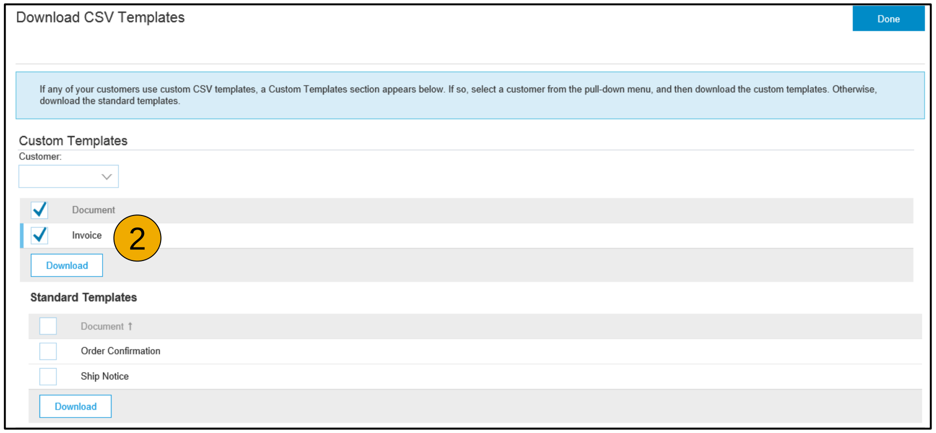


Invoice via CSV

Download Template – Enterprise Accounts Only

1. **Access** a customer's CSV file template, by going to **CVS Documents** and choosing **CSV Templates** under Download.
2. **Select** the correct template by finding Etihad on the drop down menu, checking the radio button for Invoice, and clicking Download.
3. **Populate** the template and upload it from Create> CSV Invoice > Browse > Import.
4. **CSV files** are processed by Ariba Network and forwarded to the customer in the form of cXML message.
5. **For more information**, please read the CSV Upload Guide available from the Supplier Information Portal.

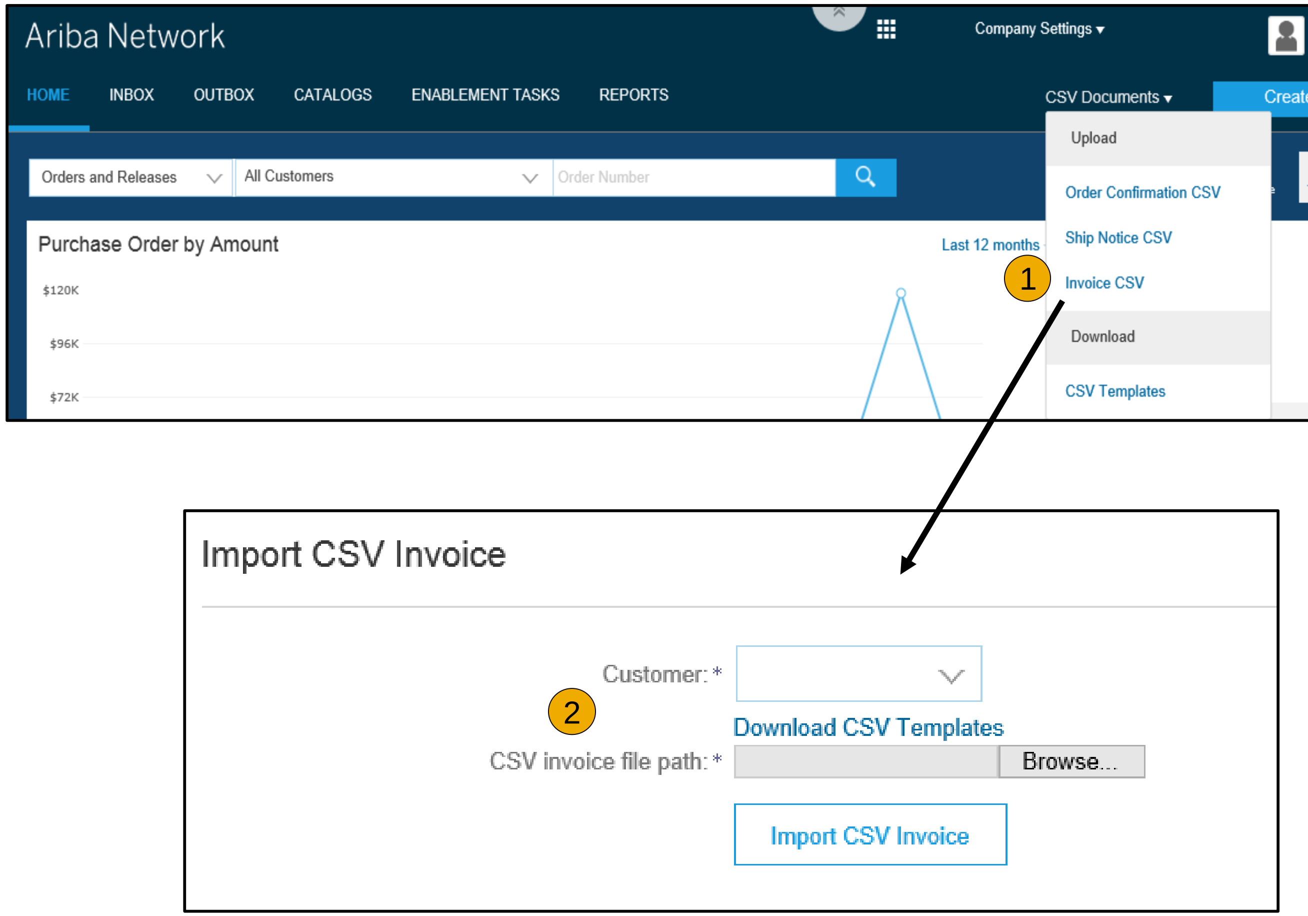




Invoice via CSV

Upload Completed CSV

1. **Populate** the template and upload it from **CSV Documents > Upload > Invoice CSV.**
2. **CSV files** are processed by Ariba Network and forwarded to the customer in the form of cXML message.
3. **For more information**, please read the CSV Upload Guide available from the Supplier Information Portal.

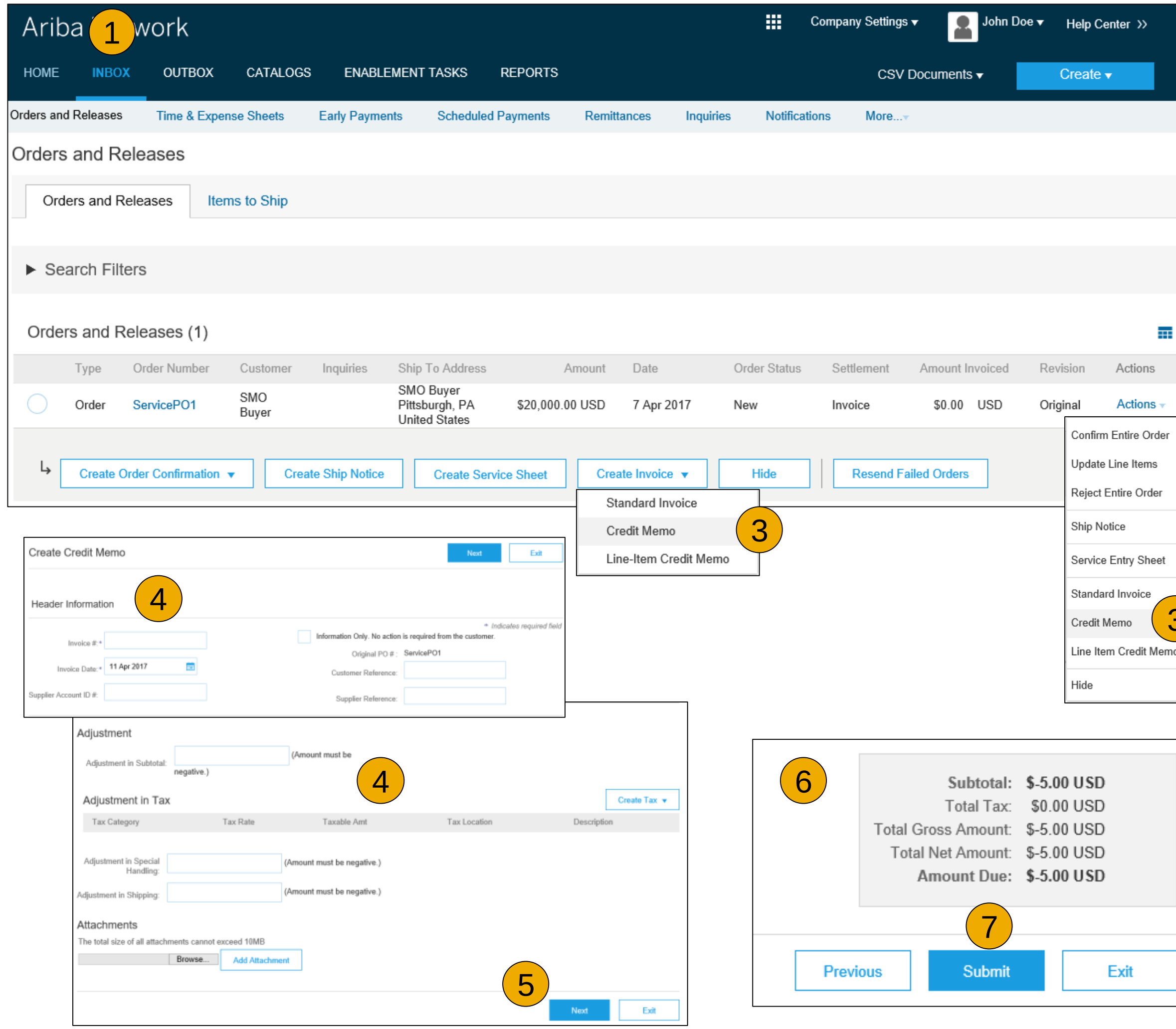


Create a Credit Memo

Header Level

To create a credit memo against an entire invoice:

1. **Select** the **INBOX** tab or open the **Purchase Order email**
2. **Select** the PO to be credited by clicking the radio button on the PO.
3. **Click** on **Create Invoice** and choose **Credit Memo** OR select **Credit Memo** from the **Actions** dropdown menu**.**
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.**

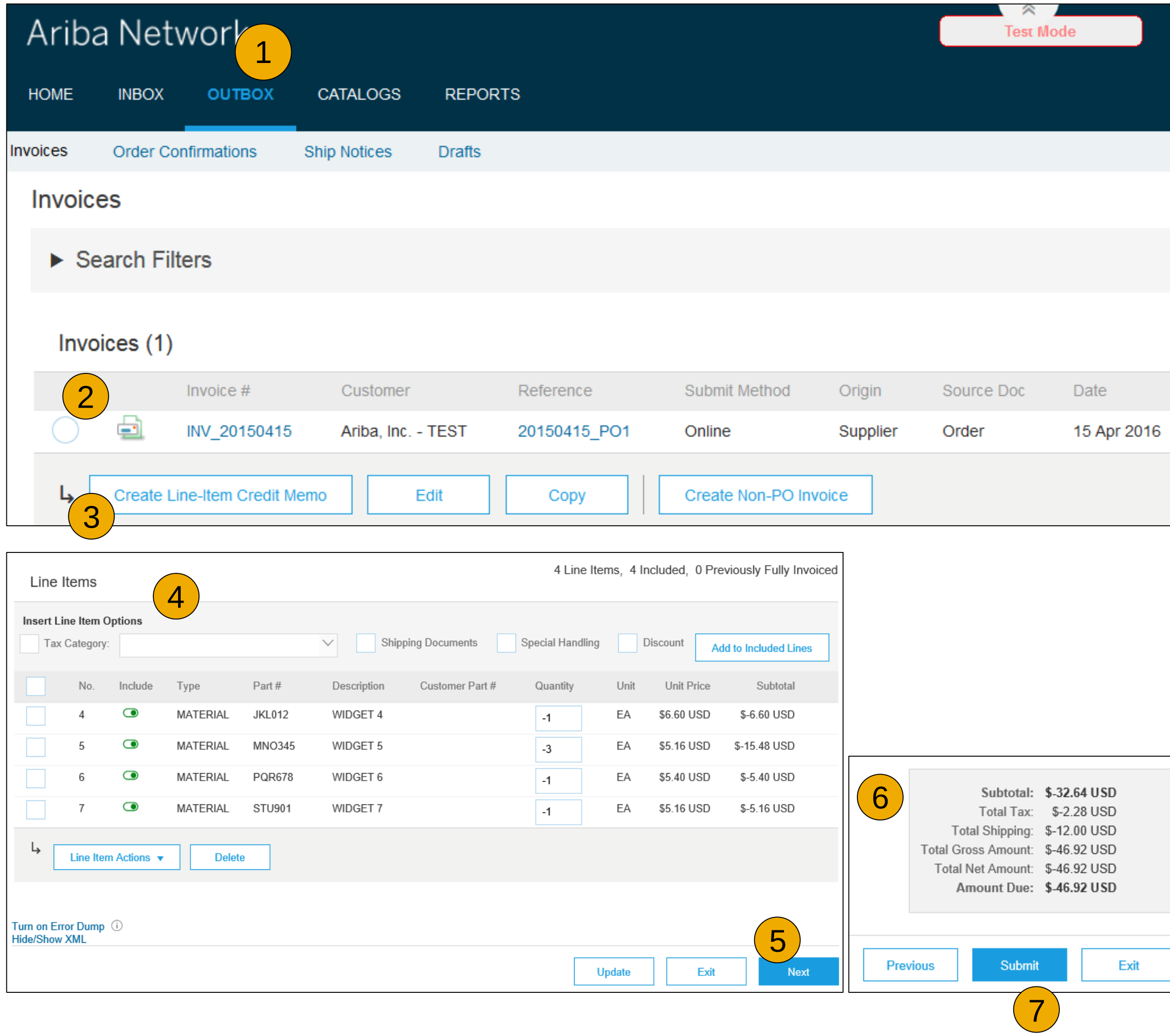


Create a Credit Memo

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**.



Review, Save, or Submit Invoice

PO-Flip Invoice

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.

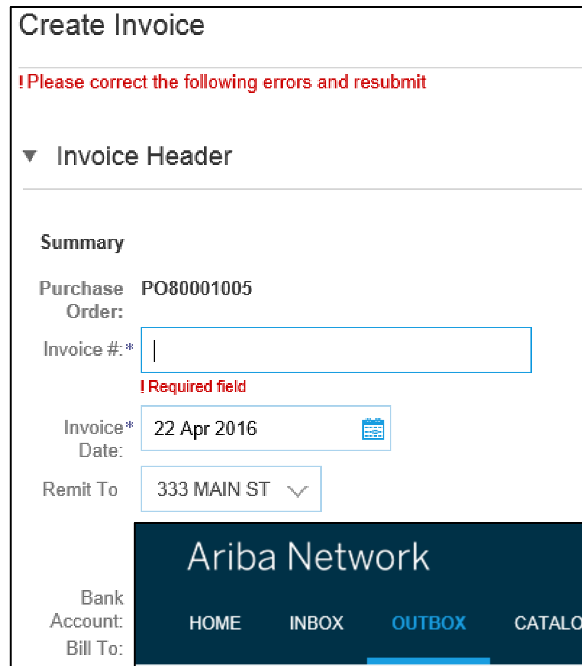
2. If no changes are needed, click **Submit** to send the invoice to Etihad.

3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.

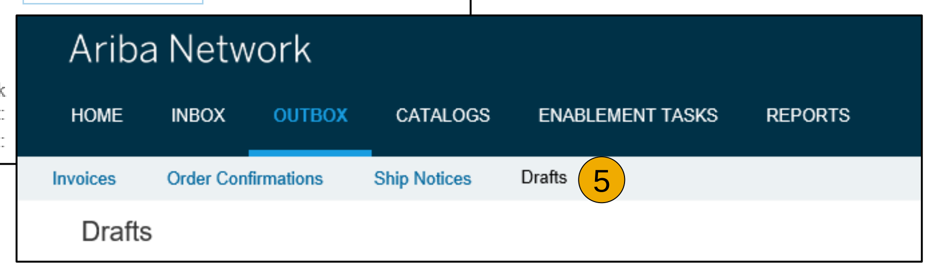
4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.

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.



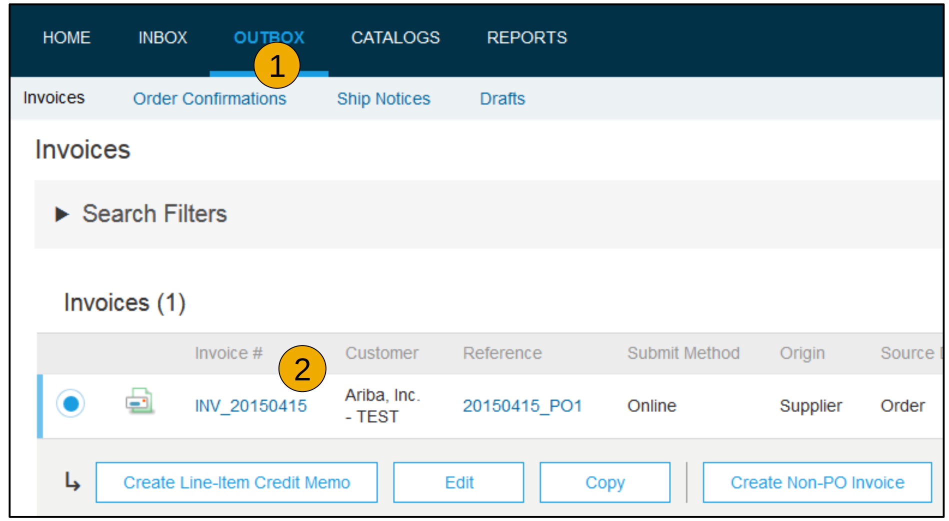
Note: In the even of errors, there will be a notification in red where information must be corrected

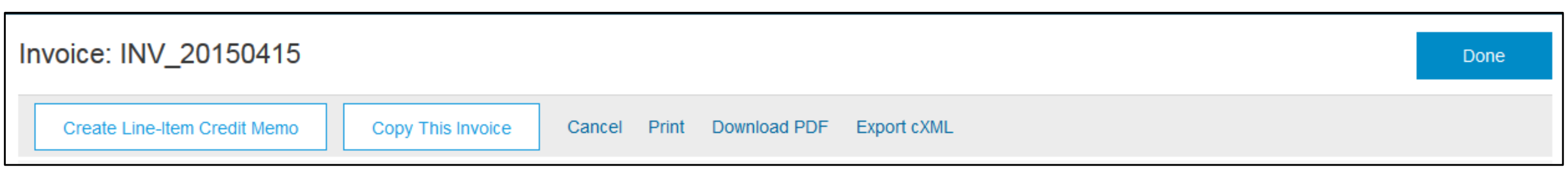


Copy an Existing Invoice – Enterprise Accounts

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.





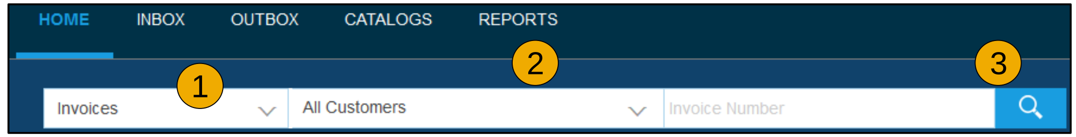
Search for Invoice
(Quick & Refined)

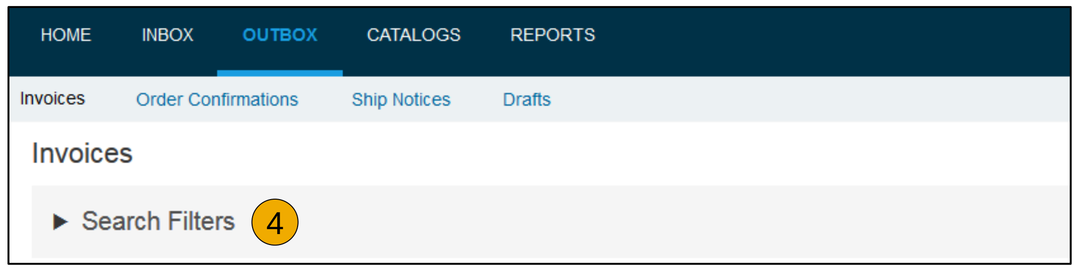
Quick Search:

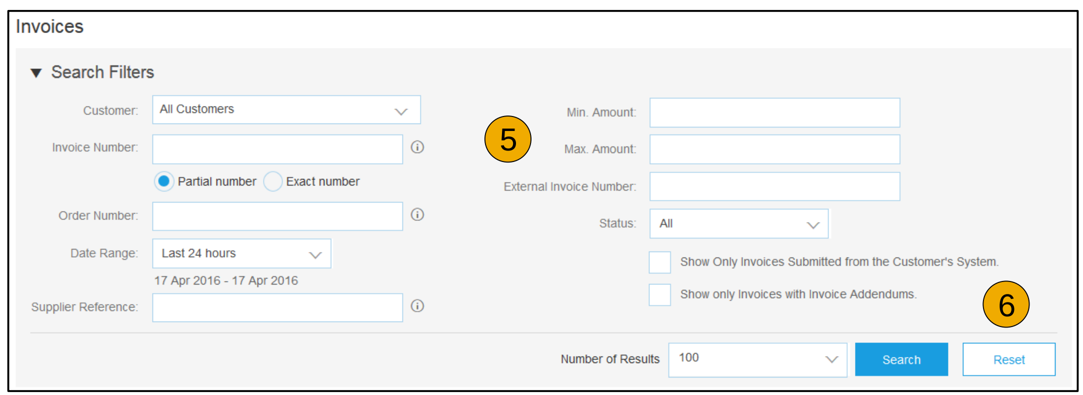
1. **From the Home Tab,** Select Invoices in the Document type to search.
2. **Select** Etihad from Customer Drop down menu**.**
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

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

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







Check Invoice Status

Routing Status To Your Customer

Check Status:

If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status.

You can also check invoice status from the **Outbox** by selecting the invoice link.

Routing Status

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

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

Check Invoice Status

Review Invoice Status With Your Customer

Invoice Status

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

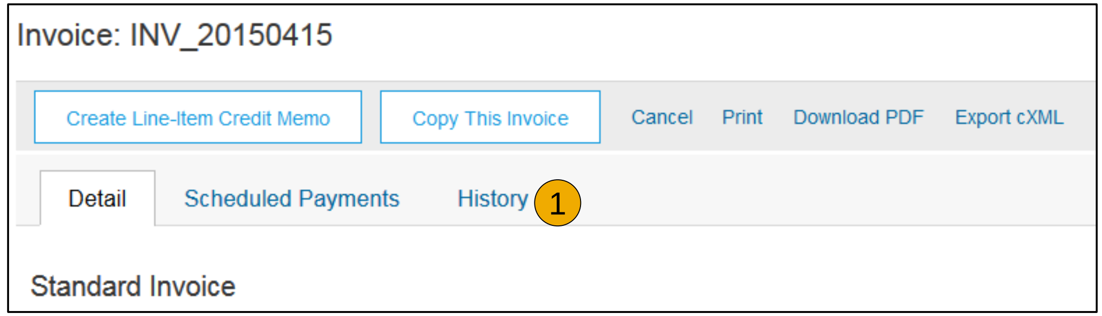
- **Sent** – The invoice is sent to the Etihad but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Etihad approved the invoice cancellation
- **Approved** – Etihad has verified the invoice against the purchase orders or contracts and receipts and approved if for payment
- **Rejected** – Etihad has rejected the invoice or the invoice failed validation by Ariba Network. If Etihad accepts invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
- **Failed** – Ariba Network experienced a problem routing the invoice

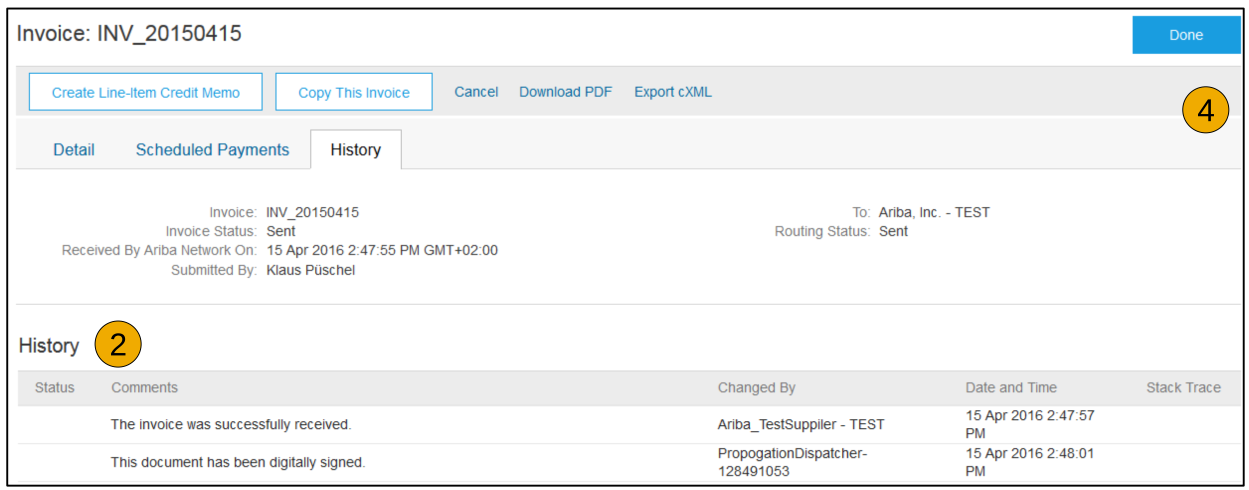
Review Invoice History

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.

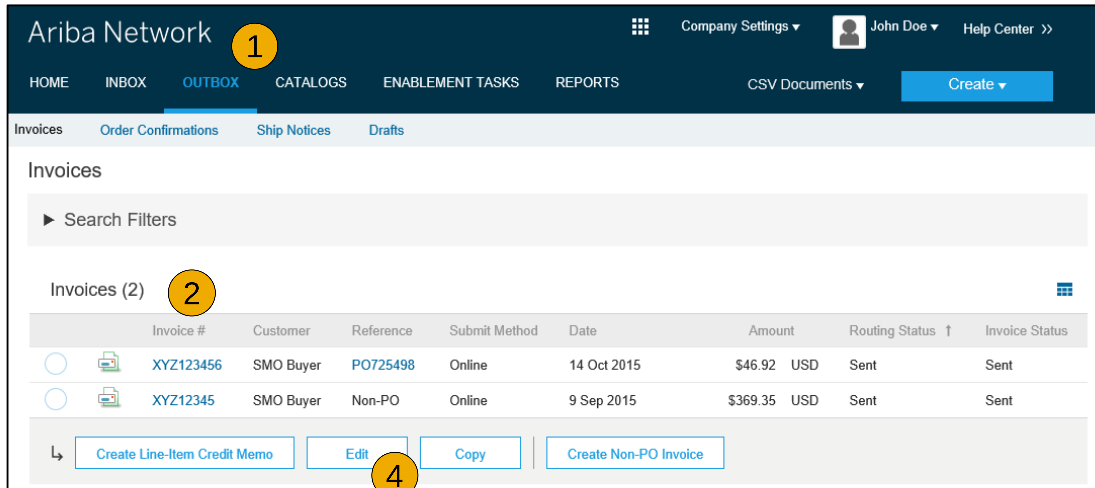


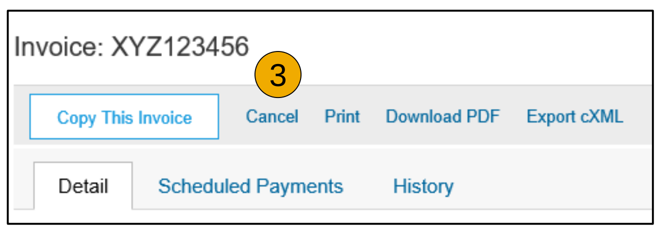


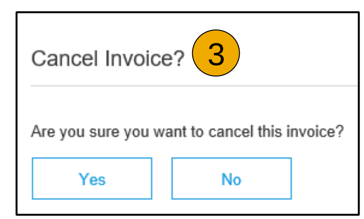
Modify an Existing Invoice

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**.**





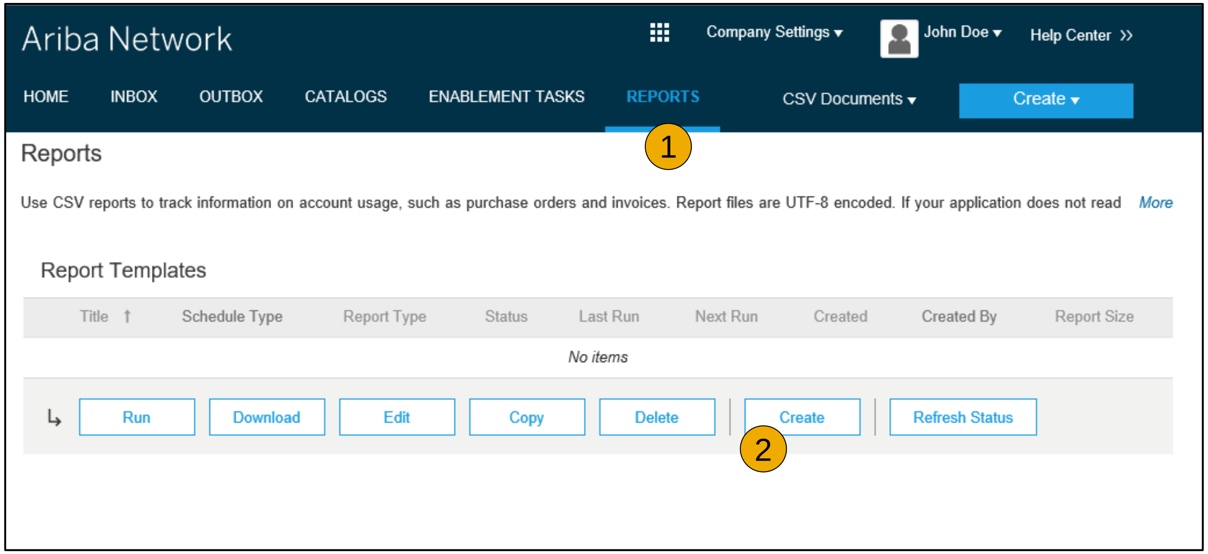


Download Invoice Reports – Enterprise Account

Learn About Transacting

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

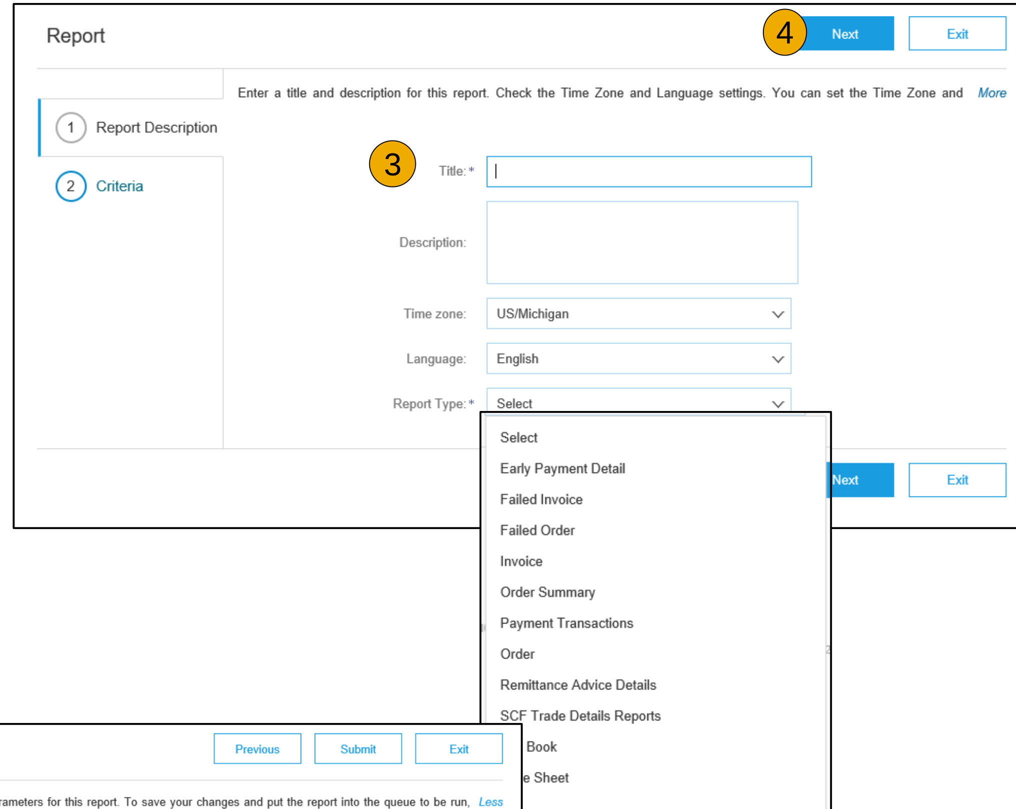
1. **Click** the **Reports** tab from the menu at the top of the page.
2. **Click Create**.



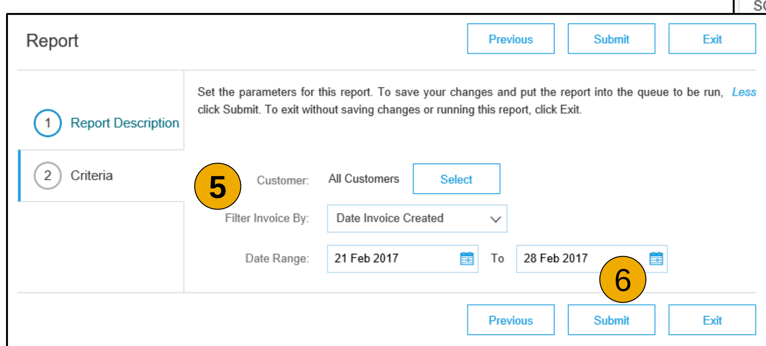
- **Invoice reports** provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.
- **Failed Invoice reports** provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.
- Reports can be created by Administrator or User with appropriate permissions.
- **Bronze** (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

Invoice Reports

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



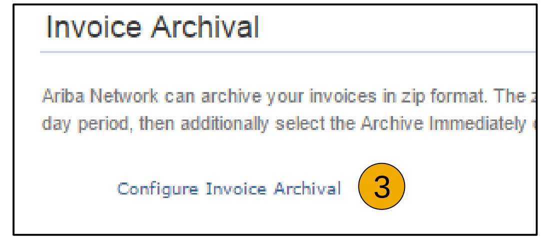
For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.

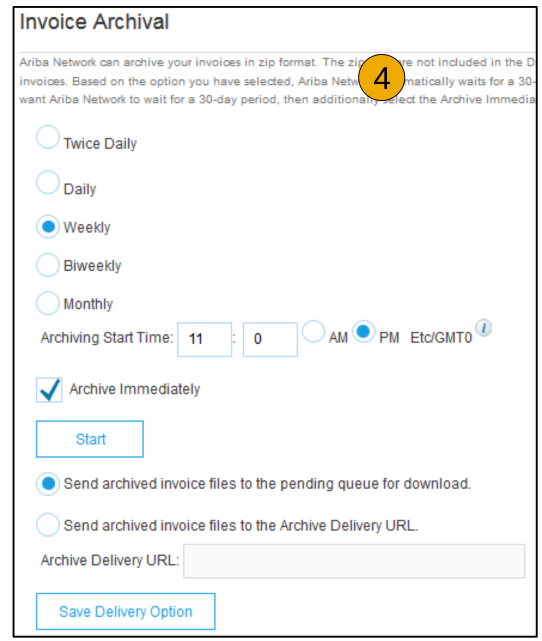


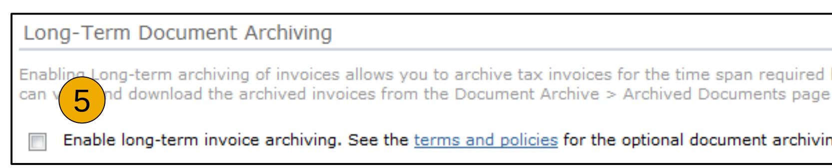
Invoice Archival

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.)







Ariba Network Help Resources

Customer Support → **Supplier Information Portal** → **Additional Resources**

[Ariba.com Links]

[Troubleshoot Your Invoices]

Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Registration, Supplier Fees, Account configuration
- Email: SupplierEnablement@Etihad.ae

Enablement Business Process Support

- Business-Related Questions
- Email: etihadsupplierenablement@ariba.com

Supplier Information Portal

- How to Find the Supplier Information Portal

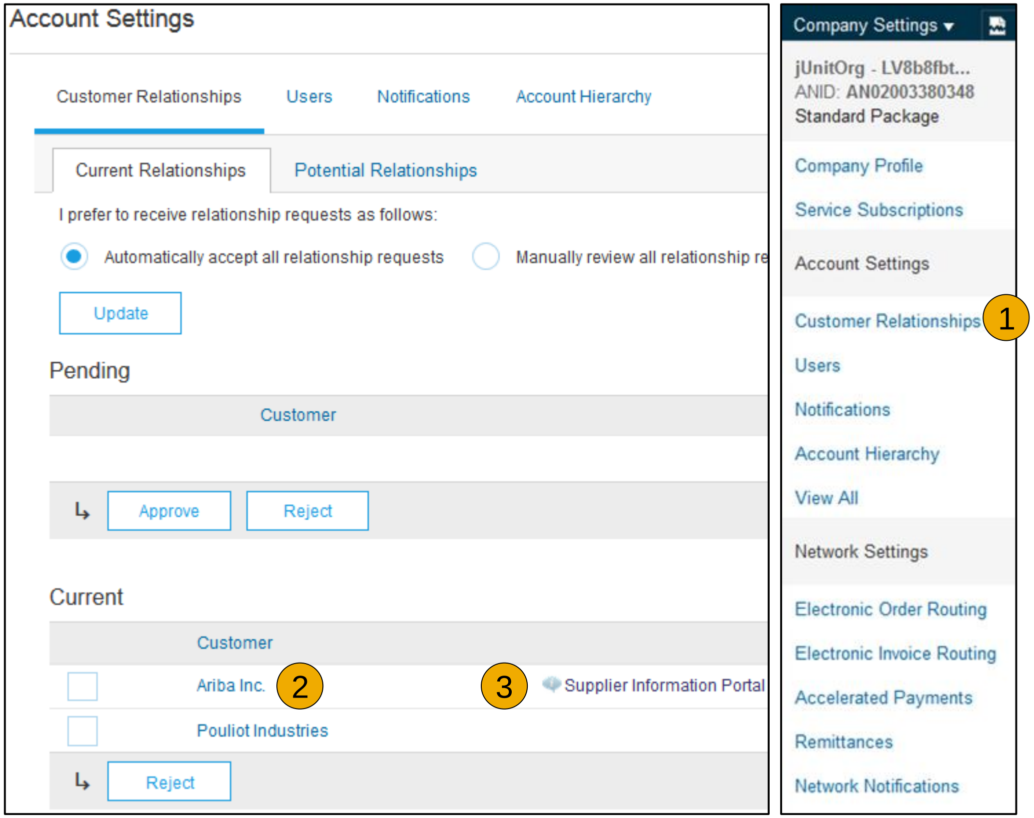
Supplier Support Post Go-Live

Global Customer Support
Use the Help Center directly from your Ariba Network Account.

Training & Resources

Etihad 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.



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 Notifications** - http://netstat.ariba.com
  - Information about downtime, new releases and new features

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?

Back to Invoicing

Thank you for joining the Ariba Network!