SAP Ariba Supplier Master Guide

This guidance has been provided so that suppliers who are interested in participating in an HMRC sourcing event and/or have been successful in being awarded a contract are aware of how to register on the Ariba Network to be able to transact purchase orders and invoices with HMRC.

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Purpose

HMRC, VOA & RCDTS use the SAP Ariba Buying & Invoicing platform to transact purchase orders and invoices with suppliers, and where appropriate manage catalogue content. Suppliers will not incur any fees when transacting with HMRC, VOA and RCDTS through the Ariba Network; however, fees may apply when transacting with your other customers over the Ariba Network.

The purpose of this guide is to provide suppliers with an overview of the necessary actions that will be required to enable them to transact purchase orders with and invoices to HMRC, VOA & RCDTS over the Ariba Network.

We are able to provide a more detailed version of this guide that includes screenshots of how to register on the Ariba Network and set up, configure and use an SAP Ariba supplier account – if you would like to receive a copy of that more detailed version, or if you have any questions, please email the HMRC Supplier Enablement Team at: hmrc.aribasupplierenablement@hmrc.gov.uk; we aim to reply within 2 working days.

Setting up your account

Registration through an email:

The invitation is also referred to as the Trading Relationship Request. Click the link in the email message. When Ariba Network shows the welcome page, do one of the following:

- If you already have an account, click **Log in**.
- If you don't already have an account, click **Sign up**.
- If you received a purchase order welcome letter that contains a temporary ID and secure code, you can use a web browser to go to the web address contained in the welcome letter. Enter your temporary ID and secure code to activate the account. After you activate your account, the temporary ID becomes your username.
- If you received a purchase order or other first-time document from your customer, click the action button in the email, such as **Process order.** From the landing page, choose **Sign up** to register a free, light account, or choose **Log in** to add the document to your existing Ariba Network account.

If you run into any problems while registering, please see What are some common issues when registering an account?

Multiple accounts

Your company can have multiple Ariba accounts, depending on your business needs. For example, if your company has several locations around the world, you might want a separate account for each region.

Most companies choose to have one account with multiple customer relationships, which provides a centralised location to maintain their company profile information and all of their customer relationships.

Only your company's account administrator can add users to your account. If you are the account administrator, you can add users with the following steps:

To add users to the account, you must first create at least one role. You can assign multiple users to the same role or create a separate role for each user. To create a role:

1. Click Company Account Settings in the upper right corner of the Home page.
2. Select Users under Account Settings.
3. Click Create Role.
4. Enter a Name for the role.
5. Select the appropriate permissions using the check boxes.
6. Click Save.

To create a user:

1. Click Company Account Settings in the upper right corner of the Home page.
2. Select Users under Account Settings.
3. Click Create User.
4. Enter the user's information (Username, Email Address, First Name, Last Name and Phone).
5. Assign the user a role in the Role Assignment section.
6. Click Save.

Once you've created the user they will receive an email with the username and a temporary password. The user must access the account and change the password when logging in for the first time.

Define user roles and create users

Assign user roles and permissions to employees based on their functional roles in your company, such as:

- Company profile manager
- Leads creator/manager
- Proposal and contract manager
- Order manager
- Invoice manager

Inform individual users and teams in your company about the SAP Ariba account to which they are assigned, so they can be well prepared to respond to and collaborate with buyers. If you participate in sourcing events, be sure to assign the appropriate users in your company the **Access Proposals and Contracts** permission so that SAP Ariba Sourcing buyers can view and approve them to join events. You can add up to 250 users to your Ariba Network 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.

1. From Company Settings click on Notifications.
2. Go to Network Notifications.
3. You can enter up to three email addresses. Separate each email address with a comma but include no spaces.

Configure Your Enablement Tasks

1. Select the Enablement tab.
2. Click on the Enablement Tasks are pending link.
3. Select necessary pending tasks for completion.

Select Electronic Order Routing Method

1. Select Tasks to configure your account.
2. If you choose for integration, select Configure Ariba Cloud Integration Gateway.
3. If you are using the online portal, choose one of the following routing methods:
    - Online (Default): orders are received within your account, but notifications are not sent out.
    - Email (Recommended): email notifications are sent out and will include a copy of the PO, when orders are received within your AN Account.
4. Configure e-mail notifications.
5. 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.
6. Specify a method and a user for sending Order Response Documents (Confirmations and Ship Notices).

Select Electronic Invoice Routing Method

Methods and Tax Details

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

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.

Purchase Orders

Although Ariba enables Purchase Order Confirmation and Advance Ship Notification functionality HMRC have chosen not to request these document types from our suppliers.

The currency that Ariba Network uses in the service subscription area of your account is controlled by your organisation's location.

HMRC only transact in GBP, EUR or USD.

View Purchase Orders

1. Go to your inbox tab to manage your purchase orders;
2. your inbox is presented as a list of the purchase orders received by HMRC;
3. select the order number column to view the purchase order details;

4. select the arrow next to the search filters to display the query fields and enter your criteria to search;

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 use the resend button to resend a purchase order not sent to your email address, cXML or EDI correctly.

   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 HMRC wants to purchase. HMRC is not using order confirmations so there is no need to use the Create Order Confirmation tool. The sub-total is located at the bottom of the purchase order.

Manage Purchase Orders

To create a PDF version of the purchase order select download PDF. If the document exceeds 1000 lines or is larger than 1MB in size, details will not be included in the PDF generated.

Invoice methods

HMRC Invoice Requirements

Invoice formats include:

- Purchase order-based invoices
- Contract-based invoices

It is also possible to integrate ERP systems to enable documents to flow automatically between Ariba Network and the IT system of the supplier. This is normally used where there is a high volume of transactions and will be completed at your expense. For more information contact:
hmrc.aribasupplierenablement@hmrc.gov.uk

Review HMRC Invoice Rules

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

1. from company settings, go to account settings, then customer relationships;
2. from the list of your customers displayed, select HMRC;
3. from the invoice setup section view the general invoice rules;
4. if HMRC enabled country-based invoice rules then you can select your Originating Country of Invoice from the drop down menu.

Invoice through Purchase Order Flip

To create a Purchase Order Flip invoice (or an invoice derived from a purchase order that you received via Ariba Network):

1. from the home screen within your Ariba Network account, select the Create dropdown menu and select Purchase Order Invoice;
2. for purchase order invoice select a purchase order number;
3. select create invoice, then choose standard Invoice;
4. invoice is automatically pre-populated with the purchase order data. Complete all fields marked with an asterisk and add tax as applicable. Select review to review your invoice for accuracy;
5. If no changes are needed, click Submit to send the invoice to HMRC.

Note: The Supplier Commercial Identifier is the supplier’s company number registered with Companies House.

Header

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

1. Enter the unique number for invoice identification. The invoice date will auto-populate.
2. Select Remit-To address from the drop-down menu if you have entered more than one.
3. Tax and Shipping can be entered at the line level by selecting the appropriate radio button.
4. You can also add some additional information to the header of the invoice, including special handling, payment term, comment, attachment and shipping documents.

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.

Additional Tax Options and 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. select Line Item Actions, Add, then Tax. The Tax fields will display for each selected line item.
3. Select category within each line item, then either populate the percentage rate or tax amount, then update.
4. Enter shipping cost to the applicable line items if line level shipping has been selected.
5. Additional information can be viewed by editing the line item.
6. To add any required comments select line item actions, add, then comments.

Invoice Against a Back To Front Purchase Order

1. From the home screen within your Ariba Network account, select the 'Inbox' and then select 'Orders and Releases'.
2. Select the PO you wish to invoice against.

3. Select ‘Create Invoice’ and select ‘Standard Invoice’ in drop down list.
4. Enter Invoice Number
5. Select Invoice Date – invoices cannot be backdated further than 14 days.
6. **Select** ‘Header level shipping’.
7. **Enter** Supplier VAT/Tax ID
8. **Enter** Supplier Commercial Identifier – this may also be known as your organisation’s registration number.
9. **Enter** the **Net value** of the invoice in the ‘**Quantity**’ field. **Do not** update the unit price field.
10. **Select** the tick box next to the line item
11. **Select** ‘Line Item Actions’, then **select** ‘Tax’
12. **Enter** VAT amount in ‘Rate (%)’ field and press enter.
13. **Click** ‘Next’
14. **Click** ‘Submit’

Invoice Against a Blanket Purchase Order

1. **From the home screen** within your Ariba Network account, **select** the **Create** dropdown menu and select **Contract Invoice**.
2. **Select** HMRC from the Customer dropdown list then **click** ‘Next’
3. **Click ‘Select’** next to ‘Contract:’
4. **Click ‘Select’** on the line of the BPO you need to invoice against. This can be identified by the **Title**.
5. **Enter** your Invoice number
6. **Enter** the Invoice date (this cannot be back dated more than 14 days)
7. **Enter the service description** – best practice is to use the title of the BPO.
8. **Enter** your VAT/Tax ID
9. **Enter** your Supplier Commercial Identifier – this is your organisation’s Companies House registration number.
10. **Enter GB888848141** in the Customer VAT/Tax ID field.

In the ‘Line Items’ section:

11. **Select** ‘Add Items’
12. **Select** ‘Create a Non-Catalog Item’
13. **Do not** enter any details in the ‘Supplier Part #’ field
14. **Enter** the Net value of the invoice in the ‘Price’ field
15. **Click** the drop down list in the Commodity Code field and
16. **Click ‘Search More’**

17. **Click 'Select**' next to the listed commodity code (this has been preselected by HMRC on the BPO) then click **'Done'.**
18. **Enter Full Description** this **<u>must</u> <u>be</u>** the same as the title of the BPO. Click 'Save', then 'Done'.
19. **Click** the tick box next to the line item
20. **Click** 'Line Item Actions'
21. **Click** 'Tax'
22. **Enter** the tax percentage as a figure and press enter – this will automatically calculate.
23. **Attachments** - If you need to add an attachment follow steps 1 and 2, then click 'Attachment'. Then click 'Browse', select document and then click 'Add Attachment'.

    Note: only 1 attachment can be included up to 10MB.
24. **Click** 'Next', once complete.
25. **Click** 'Submit'.

Invoice via CSV

To download the template:

1. access a customer's CSV file template, by going to CSV Documents and select CSV Templates under Download;
2. select the correct template by finding HMRC on the drop-down menu, check the radio button for the invoice, and select Download;
3. populate the template and upload it from Create, CSV Invoice, Browse, then Import;
4. CSV files are processed by Ariba Network and forwarded to the customer in the form of a cXML message.

To upload a completed CSV:

1. populate the template and upload it from Create, CSV Invoice, Browse, then Import;
2. populate the template and upload it from CSV Documents, upload, then Invoice CSV;
3. CSV files are processed by Ariba Network and forwarded to the customer in the form of a cXML message.

For more information, please read the CSV Upload Guide available from the Supplier Information Portal.

Create a Credit Memo

Line Level Detail

To create a line level credit memo against an invoice:

1. from your outbox, select your invoice;
2. select Create Line-Item Credit Memo on the Invoice screen;
3. complete information in the form of Credit Memo (the amount and taxes will automatically be negative) by making sure that all required fields marked with an asterisk are completed;
4. select review credit memo;
5. Select submit.

Copy an Existing Invoice

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

1. From your outbox select the radio button for the invoice you want and copy, or open the invoice you want to copy;
2. Select copy this invoice from the detail menu;.
3. enter a new invoice number;
4. for VAT lines, make sure the date of supply at the line level is correct;
5. edit the other fields as necessary;
6. review the invoice, and select save or submit.

Search for Invoice
(Quick & Refined)

Quick Search:

1. from the homepage select invoices in the document type to search;
2. select HMRC from the customer menu;
3. you can use a refined search of invoices from your outbox for the last 90 days.

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 HMRCvia a the Ariba Network.

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

Review invoice status with your customer

Invoice Status – this reflects the status of HMRC's action on each invoice:

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

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.

Invoice Reports

1. Enter required information. Select an Invoice report type — Failed Invoice or Invoice.
2. Click Next.
3. Specify Customer and Created Date in Criteria.
4. Click Submit.

5. 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. To use this:

1. go to Company Settings and select Electronic Invoice Routing;
2. select Tax Invoicing and Archiving;
3. select 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 and click start;
5. you can enter an Archive Delivery URL for Ariba to deliver automatically archived zip files to you.