⊕ Tirlán

ARIBA ORDER AND INVOICING FAQ's

Section 1: Account Settings FAQ's

Section 2: Purchase Order & Invoicing FAQ's

Account Settings FAQ's

1: ACCOUNT REGISTRATION - DUPLICATE ACCOUNT WARNING
When setting up your Ariba account, you may sometimes see the below warning message.   **'We have noticed that there may already be an Ariba Network account registered by your company'.**   This can happen if another organisation (or someone in your organisation) has already registered an Ariba account with a similar name. Please review the accounts listed before you create a new account.   Click Review Accounts   • From this screen you can review other accounts that may be relevant to your company   • You can view the details of each account by clicking ᵒᵒᵒ > View Profile   • If you are able to locate the correct account you should be using, click Contact Admin   • Fill in the required fields and click Send Email   • This will send an email to the admin of the account with your contact information so they can contact you

Document Reference: Ariba: Order and Invoicing FAQs
Version: 04
Last Updated: 8th Sept 2023
Updated By: Maryjane Ahern

⊕ Tirlán

The account Administrator will need to add you as a user or share log in details so you can use that account to login to access the purchase order.

If none of the accounts shown are relevant click 'Continue Account Creation' (see below continued…)

- If Continue Account Creation is not an option, click '**Return to Previous Page'**, then click the **X** in the top right corner of the pop up box to close it.

2: CHANGING THE ADMINISTRATOR ON YOUR ARIBA ACCOUNT OR ADDING USERS

To add users to the account you must first create at least one role.

If you are the account administrator, you can add users with the following steps:

To create a role:

1. In the upper-right corner of the application, click your initials
2. Click **Settings** select **Users**.
3. Under the **Manage Roles** tab, click ╋ .
4. Enter a **Name** for the role.
5. Select the appropriate permissions using the check boxes.
6. Click **Save**.

To create a user:

1. In the upper-right corner of the application, click your initials
2. Click **Settings** select **Users**.
3. Under the **Manage Users** tab, click ╋ .
4. Enter the user's information (**Username**, **Email Address**, **First Name**, **Last Name** and **Phone**).
5. Select a role in the **Role Assignment** section.
6. Assign to Customer (**All customers** or **Select Customers**).
7. Click **Save**.

After you create the user, the user receives 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.

3: HOW DO I SAVE MY VAT/TAX INFORMATION TO MY ARIBA PROFILE

We recommend you save your VAT information in your profile, so that this detail will prepopulate in to each invoice created.

- o Click your '**Initials'** in the top right and select '**Company Profile'**
- o Click to the '**Business'** Tab
- o Scroll down to '**Tax information'**
- o Enter your Tax/Vat ID in **both the Tax ID and Vat ID field**
- o Click **Save** and ensure you see the green message at the top confirming profile changes saved.

This will prevent you having to enter this data manually each time when creating each invoice.

Document Reference: Ariba: Order and Invoicing FAQs
Version: 04
Last Updated: 8th Sept 2023
Updated By: Maryjane Ahern

⊕ Tirlán

4: HOW DO I TURN ON GOODS RECEIPT (GRN) NOTIFICATIONS?

Log into your Ariba account

- o Click your '**Initials'** in the top right
- o Then select '**Settings'** and then **'Network Notifications'**
- o Scroll down the **Receipt** section.
- o Enable this notification putting a blue tick in the box as per below.
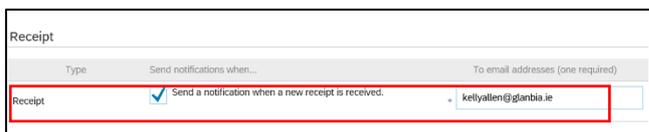
| Receipt		
Type	Send notifications when...	To email addresses (one required)
Receipt	✓ Send a notification when a new receipt is received.	kellyallen@glanbia.ie

- o Click '**Save'** and ensure you see the green message at the top confirming profile changes saved.

5: HOW DO I MANAGE INVOICE NOTIFICATIONS?

Each time the status of an invoice changes (i.e., Submitted, Processed, Parked, Paid, Rejected) Ariba will send an invoice status notification.

If you would like to stop receiving these multiple notifications, please follows these steps:

- o Log into your Ariba account
- o Click your '**Initials'** in the top right
- o Then select '**Settings'** and then '**Electronic Invoice Routing'**
- o Deselect the notification '**Send a notification when invoice statuses change'**
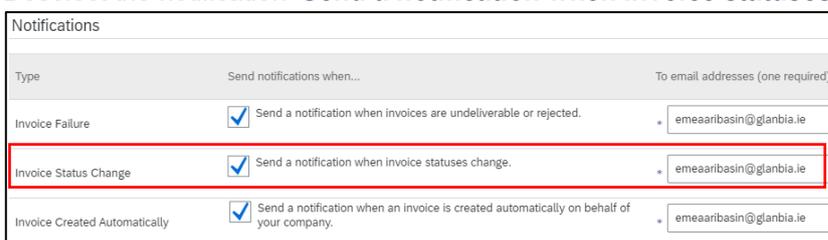
Notifications		
Type	Send notifications when...	To email addresses (one required)
Invoice Failure	✓ Send a notification when invoices are undeliverable or rejected.	emeaaribasin@glanbia.ie
Invoice Status Change	✓ Send a notification when invoice statuses change.	emeaaribasin@glanbia.ie
Invoice Created Automatically	✓ Send a notification when an invoice is created automatically on behalf of your company.	emeaaribasin@glanbia.ie

- o Click '**Save'** and ensure you see the green message at the top confirming profile changes saved

6: Ariba Support Browsers

SAP Ariba cloud solutions support the following browsers as of Jan 5th 2022;

- ✚ Apple Safari (64-bit)
- ✚ Google Chrome (64-bit)
- ✚ Microsoft Edge (32-bit)
- ✚ Microsoft Edge Chromium (32-bit and 64-bit)
- ✚ Mozilla Firefox (64-bit)

As of December 31, 2021, SAP Ariba will no longer support Microsoft (MS) Internet Explorer, as a browser for accessing SAP Ariba solutions. This browser may work as of now, but SAP don't guarantee ongoing Ariba performance if you continue to use this browser

Document Reference: Ariba: Order and Invoicing FAQs
Version: 04
Last Updated: 8th Sept 2023
Updated By: Maryjane Ahern

⊕ Tirlán

7: WHERE CAN I FIND MY TIRLAN BUSINESS CONTACT INFORMATION

If you have a query in relation to a Purchase Order or Goods Receipt (GRN) that you have received, you should reach out to your Tirlan Business Contact.

You can find their details in the PO email you received. See below;

8: THE PO I HAVE RECEIVED IS INCORRECT, CAN I STILL SUBMIT AN INVOICE?

No. You will only be able to submit an invoice that matches the PO. If you receive an incorrect/ insufficient PO, please contact the PO requester (refer to point 6 above) and request an amendment to the PO as soon as you notice this.

9: CAN I SUBMIT MULTIPLE INVOICES AGAINST ONE PO IN ARIBA?

Yes, it is possible to submit multiple invoices against one PO in Ariba.

However, you must submit each invoice **individually** against the PO and amend the quantity for each submission.

When you first receive your PO, ensure there is sufficient value and quantity on the PO to cover all expected invoices!

10: I HAVE MADE AN ERROR ON MY ARIBA INVOICE SUBMISSION; HOW CAN I FIX THIS?

A: If you have submitted an incorrect invoice, you must submit a credit memo. Please refer to Step Action Guide **- 07Ariba_Submitting Credit Memos Tirlan**

11: I AM NOT VAT REGISTERED, CAN I STILL SUBMIT AN INVOICE THROUGH ARIBA?

Yes, if you are not registered for VAT enter your Supplier Tax ID as IE0000000 when creating your invoice (this is a mandatory field). For VAT exempt invoices select 0% from the tax category dropdown.

Document Reference: Ariba: Order and Invoicing FAQs
Version: 04
Last Updated: 8th Sept 2023
Updated By: Maryjane Ahern

⊕ Tirlán

12: THE CREATE INVOICE BUTTON IS UNAVAILABLE (GREYED OUT) IN ARIBA

The Create Invoice can be unavailable in Ariba for multiple reasons.

1. Your Invoice requires a Goods Receipt which has not been completed.
   In this scenario if you hover over the 'Create Invoice' button, you will see a message which reads 'One or more Receipts required for this order'.
   Please follow up with your Tirlan business contact (see Q1 above).
2. You have accessed an outdated version of the PO.
   When a PO is amended, you will receive a new PO notification email from Ariba. You must always access the invoice creation from the most recent version of this PO email which you can access from your workbench by clicking on the 'Changed Orders' Tile.
   In this scenario on the Invoice Creation screen, to the right you will see a status of 'Obsoleted'.
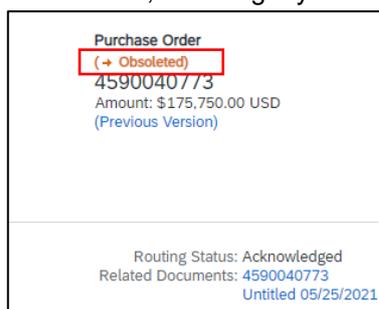
13: THE VAT/TAX OPTIONS I AM SEEING IN ARIBA ARE NOT CORRECT

The VAT/Tax rates which appear in Ariba when creating an invoice are **driven by the company address maintained in your Ariba profile**.

If the VAT/Tax options you see when creating an invoice are incorrect *(ie you see GB VAT rates when Invoicing from an IE entity)* please follow these steps:

o Click your '**Initials'** in the top right
o Then select '**Settings'** and then '**Company Profile'**
o Update your company address as required

It is possible to maintain multiple addresses in your Ariba profile, if you are registered for VAT/Tax in multiple jurisdictions.

o Following the steps above go to '**Additional company addresses'** and click '**Create'** – from here you can add the second entity including name, address and VAT/Tax ID

Document Reference: Ariba: Order and Invoicing FAQs
Version: 04
Last Updated: 8th Sept 2023
Updated By: Maryjane Ahern

⊕ Tirlán

14: WHAT TO DO WITH A REJECTED INVOICE NOTIFICATION?

If you have received a Rejected Invoice notification from Ariba, please review the document to ensure you have entered everything correctly.

Invoices can be rejected for multiple reasons

1: **Business Approver Rejection** e.g. – Incorrect PO used, or incorrect quantity/ value submitted
2: **System Rejection** e.g. - Multiple VAT/ Tax rates submitted against a single PO line, or other incorrect data entered

If you are unsure why your invoice has been rejected please reach out to your Tirlan Business Contact or your local Tirlan AP Support @ apcustomersupport@tirlan.com

15: FURTHER SUPPORT OPTIONS

Accounts Payable/ Invoicing General Support:

apcustomersupport@tirlan.com

PO/ GRN Queries or discrepancies

o Refer to point **6** above to find this information

Further Ariba Technical Support :

i.e. cannot access account (Admin has left the company), or technical error messages

o Please refer to the **Ariba Help Centre**
o If your query is not covered here then you can contact Ariba by:

1. Click the **help** ⑦ **icon** in the upper-right corner of the application
2. Click **Support** at the top of the help menu
3. Click the **Contact us** tab
4. **Enter a brief description** of your question or issue in the Start here to find your answer field
5. Click the **search ⬚ icon**
6. In the options provided for - What do you need help with? Click **Something else**
7. A bar will appear on the bottom of the screen - **Can't find what you're looking for?**
   Click **Contact us** on the right
8. Fill out the form with as much detail as possible
9. Click **One last step** in the bottom-right
10. Select contact method **Email** and click **Submit**
11. You will be prompted to confirm submission of your request – **Click OK**
12. **You will receive an email** from customer_support_sr_update@sap.com **confirming that your request has been received**
13. An Ariba Customer Support specialist will contact you regarding your Service Request