

Ariba Invoicing Guide for Ventia Suppliers





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1 Overview – About Ariba standard account and interactive email

Standard Account on the Ariba Network is Ventia's prescribed method of Procure to Pay (P2P) document transmission.

Previously, Ventia Suppliers have received Purchase Orders in a variety of formats and on some occasions through a verbal confirmation of the Purchase Order (PO) number. This has led to significant delays in invoice processing due to inconsistencies with the content of the PO with that of the services/goods invoiced.

After registering on the Ariba Network with a Standard Account, Suppliers will receive:

- Interactive Emails to ensure they receive, confirm and invoice purchase orders directly.
- Invoice status updates from the Ariba network.
- A PDF copy of the invoice with the invoice confirmation email, which Suppliers can retain to support their local business records storage and archiving requirements.

Suppliers can forward Interactive Email Purchase Orders to another person in their company or create additional User IDs within their account. For example, a supplier receives an Interactive Email Purchase Order from a buyer and forwards it to another person within their company. The second supplier user then creates an order confirmation or invoice, and the Ariba Network notifies both supplier user 1 and supplier user 2.

Suppliers can also send multiple invoices for a purchase order where partial quantities or split deliveries are applicable.

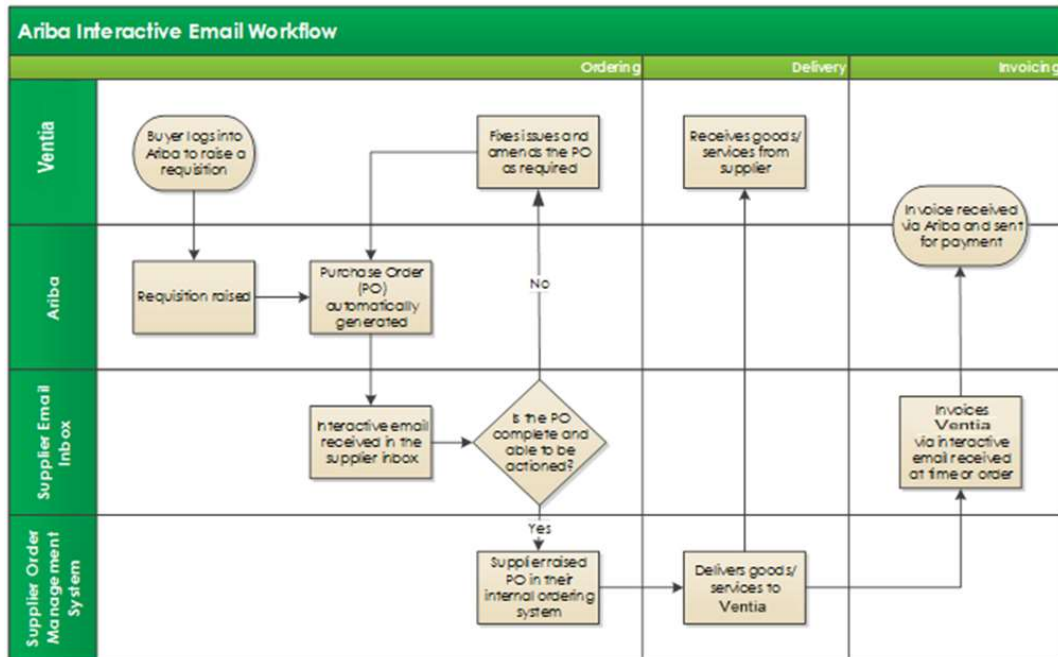
With an Ariba Standard Account, Suppliers can upgrade to an Ariba Enterprise account where they may benefit from additional services, including, but not limited to:

- Improved document processing efficiency
- Electronic integration
- Catalogue creation
- Other document type exchanges such as Advanced Shipment Notification
- Access to Ariba Customer Support
- Ariba Discovery.

For more information, please refer to <https://www.ariba.com/ariba-network/ariba-network-for-suppliers>.



The below diagram illustrates the interactive end to end procurement email workflow using Arriba.





2 Processing and managing the purchase order

Once a Purchase Order has been created by Ventia, Suppliers will immediately receive an Interactive Email from Ariba. The supplier can then review the Purchase Order details to ensure they are correct before supplying the required goods/services. Invoice submission can then follow by clicking on the **Process Order** button in the email.

Note: If the Purchase Order has been updated, the invoice needs to be submitted through the **Process Order** button of the most recent “Change Order” email received. Please note **all Ventia’s Purchase Orders are based on net price (before tax)**. Please refer to Processing the Invoice on page 10 for how to apply tax on your invoice.

2.1 Ariba interactive purchase order from Ventia (example)

1. Click **Process order**.

Ventia Australia Pty Ltd - TEST sent a new Purchase Order 4700007507 Ventia PO's x

"Ventia Australia Pty Ltd - TEST" <ordersender-prod@ansmtp.ariba.com> [Unsubscribe](#) Nov 25, 2020, 5:30 PM (12 days ago) ☆ ↶ ⋮

You can reply to this message. Ariba Network or other Ariba cloud services will send your reply to the appropriate message recipient(s) and link it to its corresponding document. SAP Ariba stores your contact information (email and name) according to the policy at <https://service.ariba.com/w/collab-platform/common/tou/en/MessagingPolicy.html>. By replying to this message, you're accepting the terms in the policy.

SAP Ariba

Ventia Australia Pty Ltd - TEST sent a new order

If more than one email address is associated with your organization for PO delivery, then the copy of this purchase order would be sent to them as well. Your customer sends their orders through Ariba Network. You'll get a FREE Ariba Network standard account to process this order. If you have an account, you can use it and [log in now](#).

Process order

This purchase order was delivered by Ariba Network. For more information about Ariba and Ariba Network, visit <https://www.ariba.com>.

<p>From: Ventia Australia Pty Ltd 80 Pacific Highway NORTH SYDNEY NSW 2060 Australia Phone: +61 (02) 94641000 Fax: +61 (02) 94641111</p>	<p>To: LACC Supplier Demo 261120-TEST 1 Main Street NORTH SYDNEY NSW 2000 Australia Phone: +61 (01) 11112222 Fax: +61 (01) 3333444444 Email: bill.smithers@gmail.com</p>	<p>Purchase Order (New) 4700007507 Amount: \$10,000.00 AUD Version: 1</p>
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2. Review the Purchase Order details carefully and ensure all details are correct.

Note: Your payment will be based on the information contained within this document.



Purchase Order: 4700007621

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

Order Detail | Order History

From:
Ventia Australia Pty Ltd
 80 Pacific Highway
 NORTH SYDNEY NSW 2060
 Australia
 Phone: +61 (02) 94641000
 Fax: +61 (02) 94641111

To:
Light Account Test Vendor #2-TEST
 151 South Terrace
 Adelaide South Australia 5000
 Australia
 Phone: +61 (08) 55550000
 Fax: +61 (08) 55550000
 Email: bil.smith@ns@gmail.com

Purchase Order
 (New)
4700007621
 Amount: \$5,000.00 AUD
 Version: 1

Payment Terms
 NET 30

Comments
 Comment Type: Terms and Conditions
 Body:

Unit prices are exclusive of GST. Any GST amounts must be shown separately on your tax invoice.

Please supply the goods and/or services:
 a) On the terms and conditions of any appli ... [View more](#)

Other Information
 Payment Terms: us in 30 days ZN30E
 Ordering Address: Light Account Test Vendor #2
 151 South Terrace
 Adelaide, SA 5000
 Australia
 Company Code: 7020
[View more](#)

receivingCompanyID: 11093114553

Ship All Items To
Ventia Asset Infra Services
 Level 4, 495 Victoria Ave
 Chatswood NSW 2067
 Australia
 Ship To Code: 7020_273313
 Email: justin.hopkins@broadpectrum.com

Bill To
Ventia Australia Pty Ltd
 80 Pacific Highway
 NORTH SYDNEY NSW 2060
 Australia
 Phone: +61 (02) 94641000
 Fax: +61 (02) 94641111

Deliver To
 Main Store Ext 12345
 Ventia Asset Infra Services

Line Items
[Show Item Details](#)

Line #	Deliveries	Part # / Description	Type	Return	Qty (Unit)	Need By	Unit Price	Subtotal	
1		Not Available	Material		1 (EA)	22 Dec 2020	\$5,000.00 AUD	\$5,000.00 AUD	Details
Supply Goods / Services to Ventia									

Order submitted on: Tuesday 8 Dec 2020 3:20 PM GMT+10:30
 Received by Arriba Network on: Tuesday 8 Dec 2020 3:20 PM GMT+10:30
 This Purchase Order was sent by Ventia - TEST A10204111254-T and delivered by Arriba Network.

Sub-total: \$5,000.00 AUD

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

[Done](#)

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Note: For Service-related Purchase Orders, the Quantity should reflect the estimated dollar value of the services to be provided with the Unit Price of \$1. As invoicing is based on a Quantity amount, this allows the supplier to submit multiple invoices against the one Purchase Order.



2.2 Incorrect purchase order

1. If the Purchase Order is incorrect, please email the Ventia 'Contact' referenced under the **Ship All Items To** section on your Purchase Order to request the necessary updates prior to delivery and or invoicing.

Ship All Items To

Ventia Asset Infra Services
 Level 4, 495 Victoria Ave
 Chatswood NSW 2067
 Australia
 Ship To Code: 7020_273313
 Email: bill.smithbrs@gmail.com

2. The Ventia Purchase Order contact will then update the Purchase Order accordingly.
3. Once updated, Ariba will email through a changed PO titled "Ventia has changed Purchase Order 47xxxxxx" outlining all the changes made to the Purchase Order.

SAP Ariba

Ventia - TEST changed an order

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

Process order

This purchase order was delivered by Ariba Network. For more information about Ariba and Ariba Network, visit <https://www.ariba.com>.

From:
 Ventia NZ Operations Limited
 600-604 Level 2, Building C Gr
 Ellerslie, Auckland AKL
 1051
 New Zealand
 Phone: +64 (09) 5239900
 Fax: +64 (09) 5239999
 Buyer ABN: 9.42904E+12

To:
 Light Account Test Vendor NZ-TEST
 277 Broadway
 New Market Auckland
 1149
 New Zealand
 Phone: +64 (1234) 1234
 Fax:
 Email: bill.smithbrs@gmail.com

Purchase Order (+Partially Invoiced)
 4700007716
 Amount: \$ 18,000.00 NZD
 Amounts-\$ 55,000.00-NZD
 Version: 3

4. Within your Standard Account portal, the Purchase Order will reflect a **Changed Status**.

SAP Ariba Network Standard Account Upgrade

Home | Enablement | Workbench | Orders | Fullscreen | Invoices | Payments | Catalogs | Reports | Messages

Workbench

33 Orders (Last 31 days) | 50 Invoices (Last 31 days) | 12 Invoices pending approval (Last 31 days)

Orders (33) | Edit filter | Save filter | Last 365 days

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced	Actions
4700389658	Ventia	\$310.56 AUD	Apr 11, 2021	Changed		...
4700388888	Ventia	\$228.36 AUD	Apr 7, 2021	Invoiced	\$228.36 AUD	...

5. If the Purchase Order details are complete and accurate, process the Purchase Order in your internal ordering system according to your Business process.



2.3 Re-sending a copy of the purchase order

As an **Ariba Standard Account Supplier**, invoicing and responding to the Purchase Order can only be done from the Interactive Email that it was transmitted to.

If a **Purchase Order email is misplaced or deleted**, you can re-send a copy of the email from Ariba to submit an invoice:

1. Log-in into your Ariba Standard Account with the following link:

<https://service.ariba.com/Supplier.aw/128481093/aw?awh=r&awssk=.eO69Ue1&da rd=1>

2. Search for the relevant Purchase Order in the Workbench tab.
3. Click on ... from the **Action** column, then **Send me a copy to take action.**

The screenshot shows the SAP Ariba Network Workbench interface. At the top, there are navigation tabs: Home, Enablement, Workbench (selected), Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Messages. Below the navigation, there are three summary cards: 33 Orders (Last 31 days), 50 Invoices (Last 31 days), and 12 Invoices pending approval (Last 31 days). The main content area displays a table of orders with columns: Order Number, Customer, Amount, Date, Order Status, Amount Invoiced, and Actions. The table contains several rows of data. A dropdown menu is open for the 'Actions' column of the first row, with the option 'Send me a copy to take action' highlighted.

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced	Actions
4700389608	Ventia	\$310.56 AUD	Apr 11, 2021	New		Send me a copy to take action, Confirm entire order, Update line items, Reject entire order, Create ship notice, Create service sheet, Standard Invoice
4700388888	Ventia	\$228.36 AUD	Apr 7, 2021	Invoiced		
4700388886	Ventia	\$20,000.00 AUD	Apr 7, 2021	New		
4700382483	Ventia	\$124.56 AUD	Mar 21, 2021	New		
4700380303	Ventia	\$630.72 AUD	Mar 16, 2021	Partially Invoiced		
4700374158	Ventia	\$14,605.24 AUD	Mar 25, 2021	Partially Invoiced		

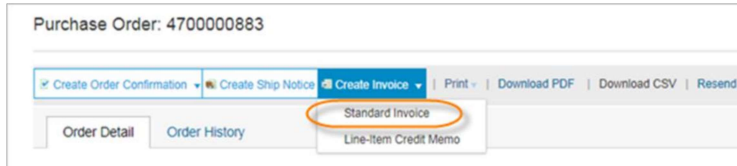
4. Retrieve the email from the designated mailbox and process the Purchase Order.



3 Processing the invoice

If the Purchase Order is correct and upon providing the Goods or Services, you are now ready to submit your invoice for payment:

1. On the most recent Interactive Purchase Order Email, click the **Process Order** button.
2. Log in with your Ariba Standard Account credentials.
3. Click on the **Create Invoice** dropdown and select **Standard Invoice**.



4. In the **Create Invoice** screen:
 - Enter the **Invoice number** generated from your Accounting software
 - Confirm/Enter your **Supplier Tax ID** (Australian ABN / NZ GST Tax ID)
 - Select the appropriate option to indicate if the tax is applicable at **Header** or **Line level**, i.e., multiple items with different tax rates.

5. Scroll down to review the line item details of the invoice:
 - Review and de-select the line items not to be invoiced by clicking on the Include button at line level
 - If Line level tax is selected above, then under the Insert Line Item Options section:
 - Tick the **Tax Category** check box
 - Select the tax rate applicable using the dropdown selections
 - Click on **Add to Included Lines**
6. For line items requiring a different tax rate, update the relevant lines using the dropdown selection at line level.



7. Confirm the Quantity:

- Line quantities can be amended down to reflect a partial invoice where applicable. Additional invoices can be raised using the same process at a later stage.
- For some Purchase Orders the Quantity may reflect the estimated dollar value of the services provided with the Unit Price of \$1. In these instances, the quantity can be changed to match the value of your invoice.

8. Confirm the Price:

- Ventia does not allow the Unit Price to be increased at the time of invoicing. If the Purchase Order price is incorrect, please contact the Ventia 'Contact' referenced on your Purchase Order to correct as per section 2.2 Incorrect Purchase Order.
- Invoices can be submitted with a lower Unit Price by changing the Unit Price during this step.

9. To Add Supporting Documentation (i.e., invoice/timesheets/site approvals):

- Click on **Add to Header** then **Attachment**. This will add an 'Attachments' section to the Invoice
- Click on the **Choose file** button, navigate to your file location, select the file, and click on **Open**
- Click **Add Attachment**.

10. Click **Next**.

11. Review the Invoice details again for accuracy then click on the **Next** button.

12. Check and confirm the invoice sub-totals match those from your system generated invoice, then click on the **Submit** button.

13. Click **Exit**.



14. Ariba will send a confirmation email of the invoice submitted and a pdf copy for your records.

4 Processing a credit memo

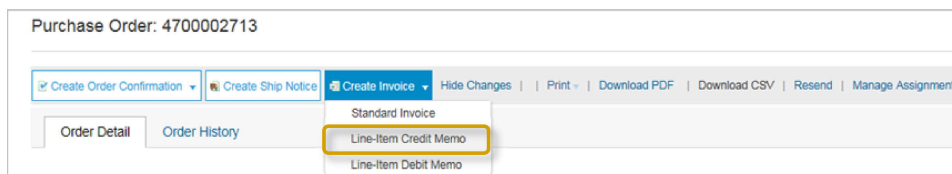
Credit memo conditions

There may be a time where you will need to create a credit in Ariba for an invoice already submitted:

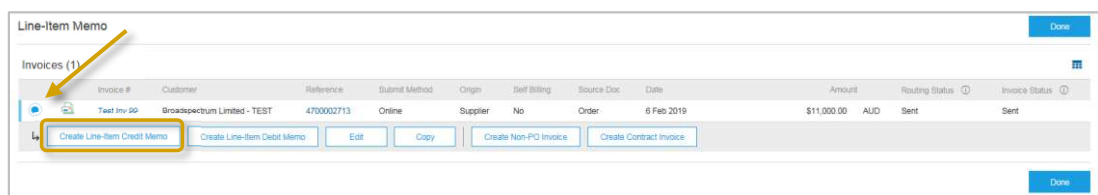
- For Service-related Purchase Orders, the Quantity previously invoiced may reflect the dollar value of the services provided with the Unit Price of \$1. In these instances, a Credit can be processed by changing the Quantity to match the value of the Credit.
- In the case of material/goods Purchase Orders, where there is a quantity of 1 as a unit price, the unit price cannot be changed, and the Credit is applied by a Quantity amount.

Steps to process a credit memo

1. On the most recent associated Purchase Order Email, click the **Process Order** button.
2. Log in with your Ariba Standard Account credentials.
3. Click on the **Create Invoice** dropdown and select **Line-Item Credit Memo**.



4. A screen showing the original invoice processed will be displayed. Tick the **radio** button to select the Invoice the credit is to be applied to.
5. Click on the **Create Line-Item Credit Memo** button.



6. In the Create Line-Item Credit Memo screen:
 - Enter the **Credit Memo number** generated from your Accounting software
 - Select the **Credit Memo Date**
 - Confirm/Enter your **Supplier Tax ID** (Australian ABN / NZ GST Tax ID).



Create Line-Item Credit Memo

Update Save Exit Next

Credit Memo Type
You are creating a Credit Memo with Quantity Adjustment

Invoice Header * Indicates required field Add to Header

Summary

Credit Memo #	Inv 12345 Credit	Subtotal:	\$-400.00 AUD
Credit Memo Date	25 Feb 2019	Total Tax:	\$0.00 AUD
Original Invoice No	Inv 12345	Total Gross Amount:	\$-400.00 AUD
Original Invoice Date	25 Feb 2019	Total Net Amount:	\$-400.00 AUD
Supplier Tax ID	1561561561	Amount Due:	\$-400.00 AUD
Remit To	509 St Kilda		

View/Edit Addresses

Melbourne
Australia
Bill To: Broadspectrum (Aus) PL
NORTH SYDNEY NSW
Australia

7. Scroll down to the **Comment** section and enter a reason for the Credit.
8. In the **Line Items** details section:
 - Review and de-select the line items not being credited, by clicking on the **Include** button at line level
 - Confirm the Quantity and change it if required.
9. Click the **Update** button.
10. If no error messages are displayed, click **Next**.

Line Items 2 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: 0% GST / AU / NZ GST Fre... Shipping Documents Special Handling Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	GST Applicable	TEST		0	EA	\$200.00 AUD	\$0 AUD
Excluded line items cannot be modified									
2	<input type="checkbox"/>	MATERIAL	GST Free	TEST		-2	EA	\$200.00 AUD	\$-400.00 AUD

Tax

Category: GST
Location:
Description: AU / NZ GST Free - 0%
Regime:

Taxable Amount: \$-400.00 AUD
Rate(%): 0
Tax Amount: \$0.00 AUD
Exempt Detail: (no value)

Remove

Line Item Actions Delete

Update Save Exit Next

11. The **Confirm and submit the line-item credit memo** screen will be displayed. Review the summary, then click **Submit**.





5 Accessing your supplier portal / resetting your password

You can access your Ariba Supplier portal directly via the following link:

https://service.ariba.com/Supplier.aw/128422092/aw?awh=r&awssk=wYw3_92y&dard=1

If you have **forgotten your password**, follow the steps below to reset it.

1. Click on the **Having trouble logging in?** link.

2. Select the I forgot my password option, then click .
3. Enter your email address, then click on .
4. Follow the details received in the email to reset your password.

Note: The email address must be the same as that linked to the account. If not or unsure, please refer to the “How to Contact or Re-Assign Your Account Administrator” section in the Optimising Ariba Standard Account for Ventia suppliers guide.

6 References

Additional training references:

- Ariba Registration Guide for Ventia Suppliers
- Optimising Ariba Standard Account for Ventia Suppliers
- https://support.ariba.com/interactive_email
- <https://www.youtube.com/channel/UCKcJ4y50b6EaWvXhHFD1uIA>

Ariba Standard Enablement Support:

If you have questions, please see the Frequently Asked Questions on Ariba or email our Supplier Enablement Team at AribaSupplierSupport@ventia.com.