Ariba Network

Invoice Guide

Content

Introduction

Procure-to-Pay Process

- This document contains the requirements and training for your organization to create and submit invoices online to Allianz via the Ariba Network.
- Allianz requires suppliers enabled on Ariba Network to submit electronic invoices through Ariba Network.
- Note: Suppliers uploading CSV Invoices or utilizing cXML or EDI technologies should refer to the specification documents available on the Allianz Supplier Information Portal.

2. Invoice Practices

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Invoice Practices
Supported

Allianz project specifics:

- ***Tax data*** is accepted at the line item level of the invoice.
- ***Purchase Order Confirmations*** apply against a whole PO or line items
- ***Shipping data*** is accepted at the header/summary level or at the line item level

Supported

- **Detail Invoices**

  Apply against a single purchase order referencing a line item
- **Partial Invoices**

  Apply against specific line items from a single purchase order
- **Contract Invoices**

  Apply against contracts
- **Service Invoices**

  Invoices that require service line item details
- **Credit Invoices**

  Item level credits; price/quantity adjustments
- **Paper Invoices** are still possible, yet should be strongly avoided from the beginning
- **Invoice cancellation**

  Apply against failed invoices
- **Header Level Credit Memos**

  The Header Level Credit Memo feature is not supported by Allianz

Invoice Practices
Not Supported

Not Supported

- **Non-PO Invoices**

  Only invoices for purchase orders send out from the Ariba System should be submitted through the Ariba Network. Invoices with no relation to a PO should not be submitted through the Ariba Network.

- **Invoicing for Purchasing Cards (P-Cards)**

  An invoice for an order placed using a purchasing card; not accepted by Allianz

- **Duplicate Invoices**

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

3. Before You Begin Invoicing

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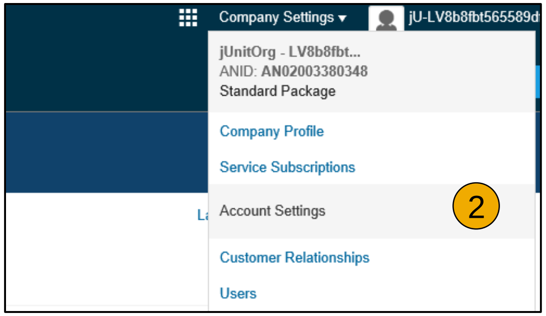
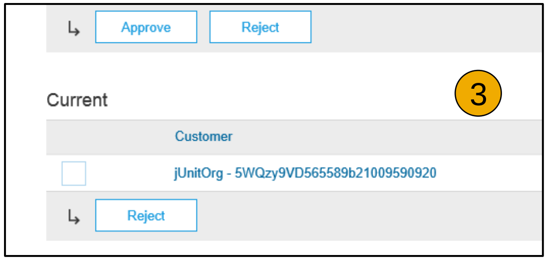
Customer Invoice Rules

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

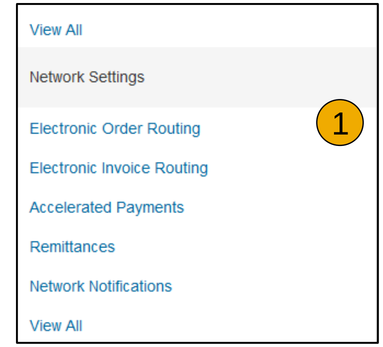
1. **Login** to your Ariba Network account.
2. **Click** on the Administration Navigator on the top right hand corner and then on Customer Relationships under Account Settings.
3. **A list** of your Customers is displayed. Click the name of your customer **Allianz** to view their invoice rules.
4. **Scroll** down to the Invoice setup section and view the invoice rules.
5. **If Allianz** 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.

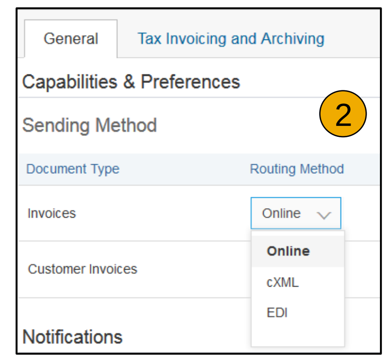


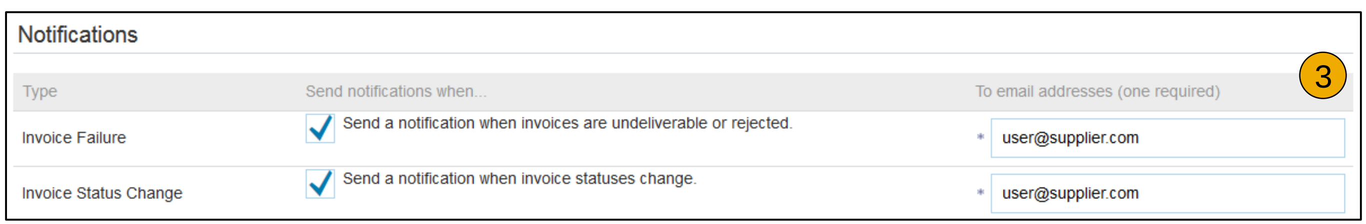


Electronic Invoice Routing and notifications

1. **Click** on Electronic Invoice Routing at Administration Navigator.
2. **Choose** one of the following Invoice routing methods: **Online, cXML, EDI**
3. **Configure** Notifications to emails (the same way as in Order Routing).







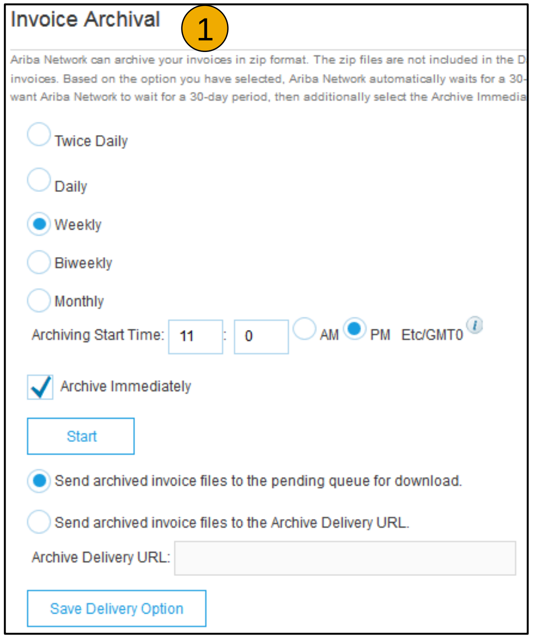
Account Configuration

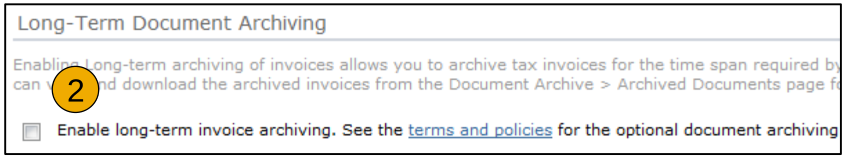
Allianz project specific tasks:

- **VAT ID / TAX ID** – select your company name in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your VAT ID / Tax ID.
- **Remittance address and bank account information** – select your company name in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk.
- **Payment methods** – select your company name in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create/Edit. In the Payment methods section choose one of the following options: ACH, Check, Credit card or Wire. Complete the details.
- **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.”
- **Currency** The currency that Ariba Network uses in the service subscription area of your account is controlled by your organization’s location, which you specify in **User Account Navigator > My Account > Preferences**

Invoice Archival

1. **Click** on Configure Invoice Archival link to export invoices to your system for legal compliance:
   - Select frequency (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.
2. **Subscribe** to Long-Term Document Archiving for an integrated archiving solution. Please read the applicable terms and policies and supported list of countries. After you enable the service you have access to Document Archive tab where you can search and view Archived Documents and request to download multiple documents.





4. Creating Invoices

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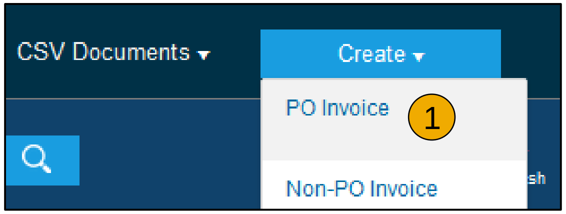
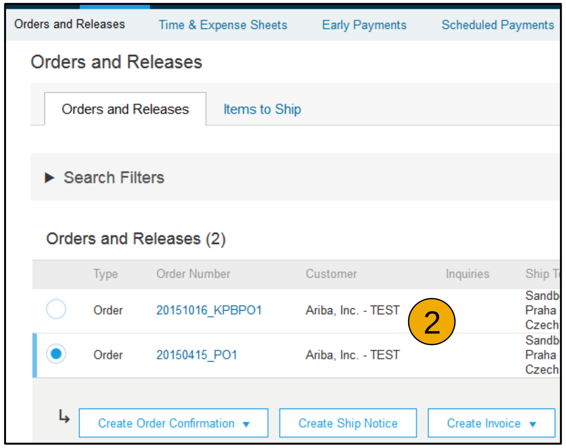
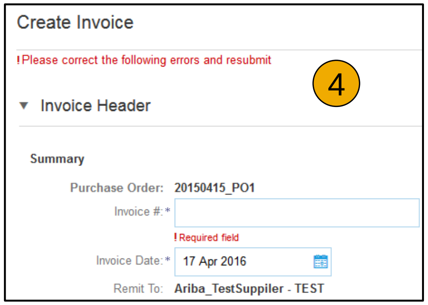
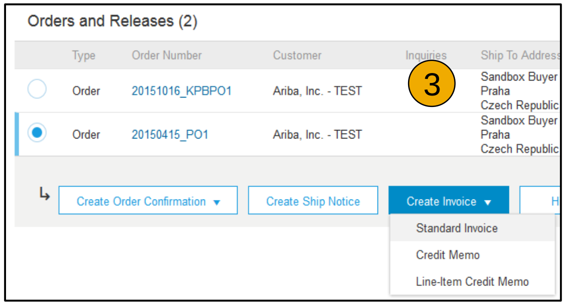
PO Flip Invoice - Overview

1. **To create** a PO-Flip invoice, select the PO Invoice link under the Create section in the top-right corner.
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 Allianz.





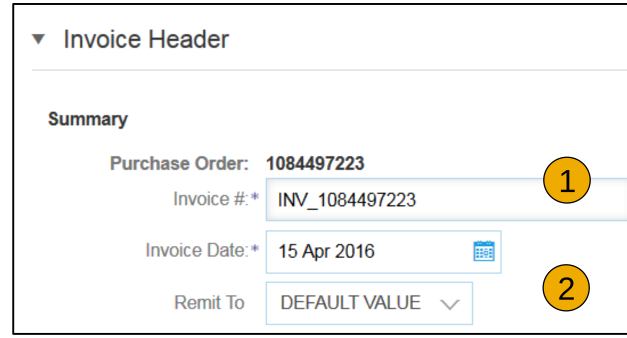


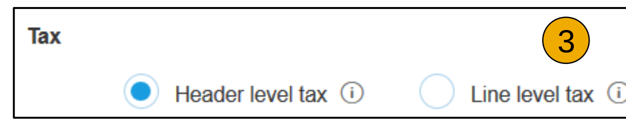


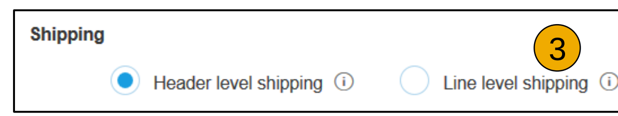
PO Flip Invoice-Header

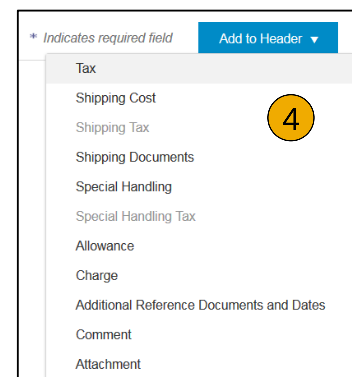
Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

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.





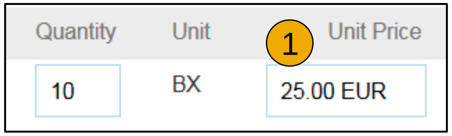


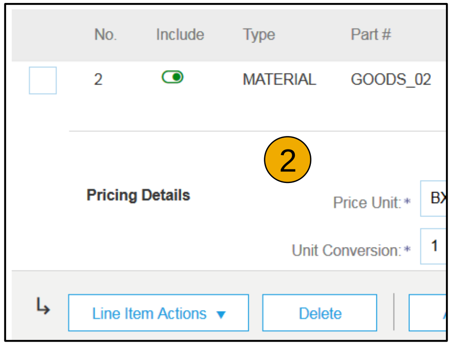


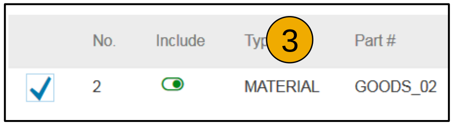
PO Flip Invoice- Line Items

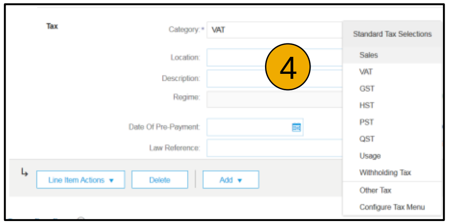
Line Items section shows the line items from the Purchase Order.

1. **Review** or update Quantity for each line item you are invoicing.
2. **Click** on the line item's Green check mark 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. (see next Slide for additional details)





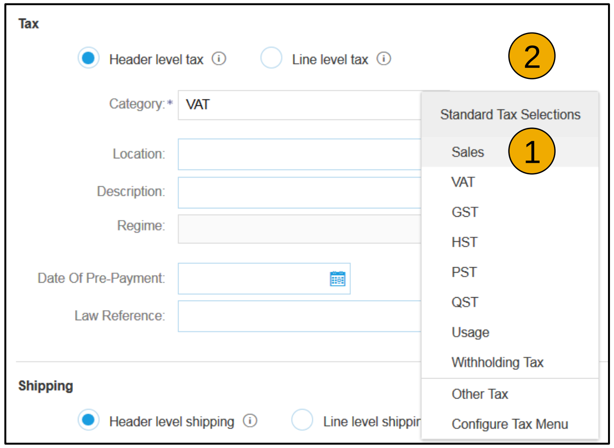


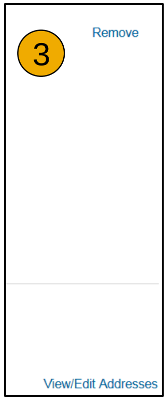


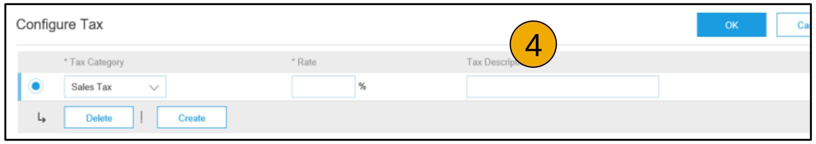
PO Flip Invoice-
Additional Tax Options & Line Item Shipping

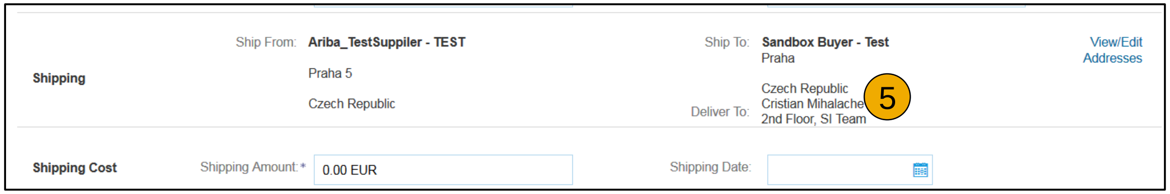
To configure additional tax options click “Configure Tax Menu” under the Tax Category drop down. Create new tax categories and as needed.

1. **To apply** different tax rates to each line item select the Line Item.
2. **Click** Line Item Actions > Add > Tax. Upon refresh, the Tax fields will display for each selected line item.
3. **To remove** a tax line item, click Remove.
4. **Within** each line item, select Category, then either populate the Rate(%) or Tax Amount. Click Update**.**
5. **If line level shipping** has been selected at the line level, enter shipping cost to the applicable line items.



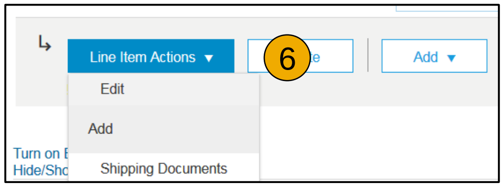


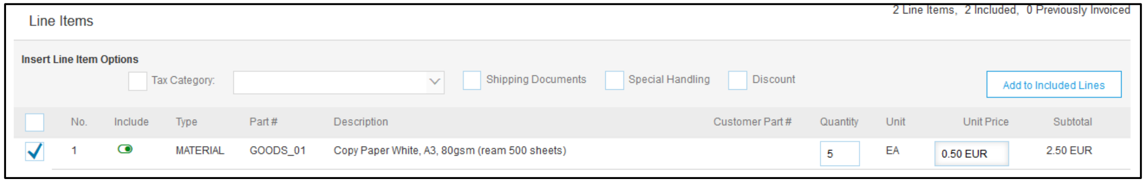


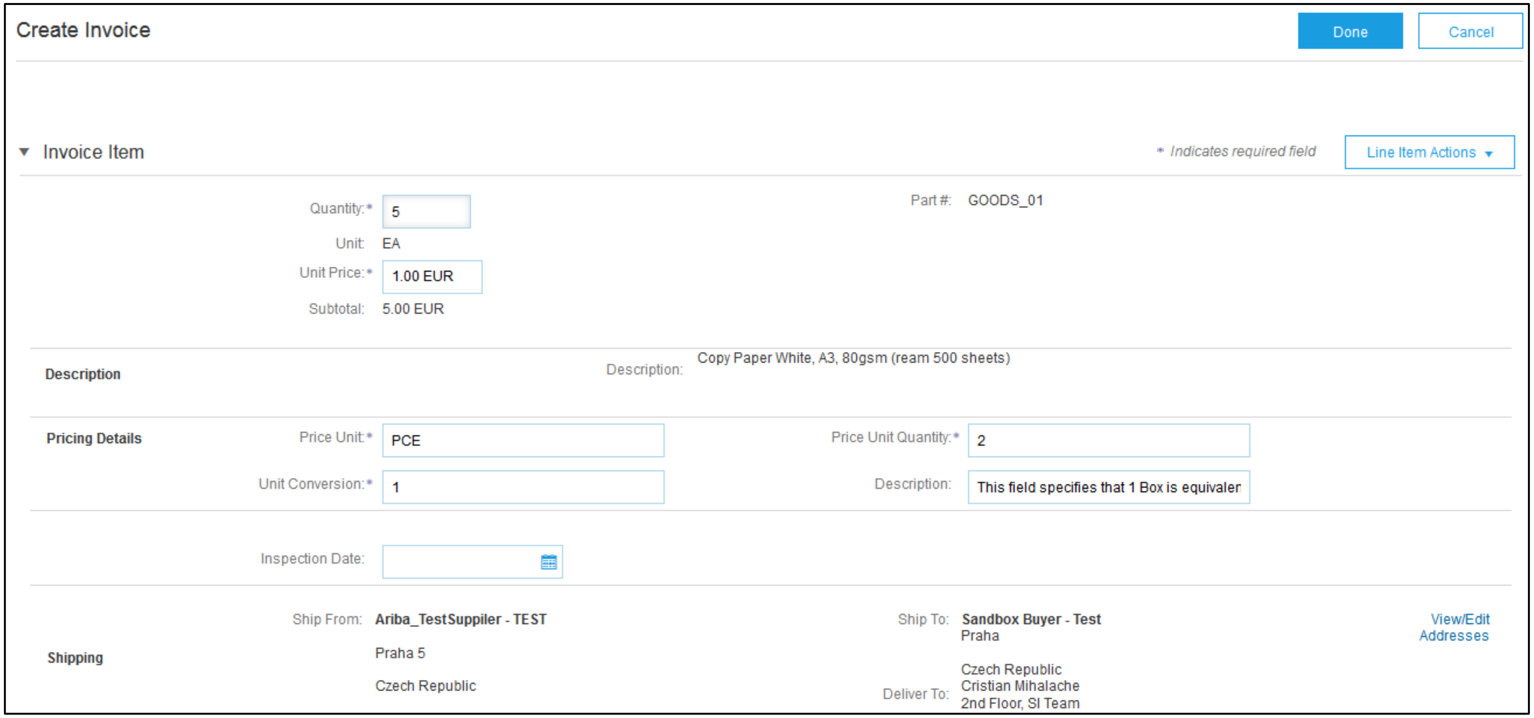


PO Flip Invoice- Detail Line Items

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

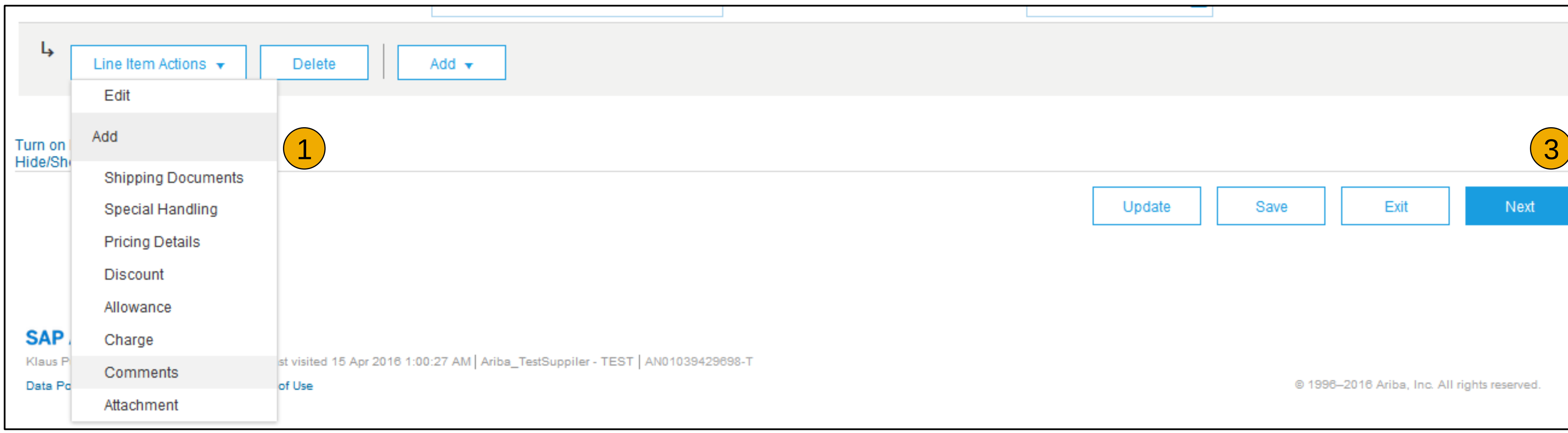


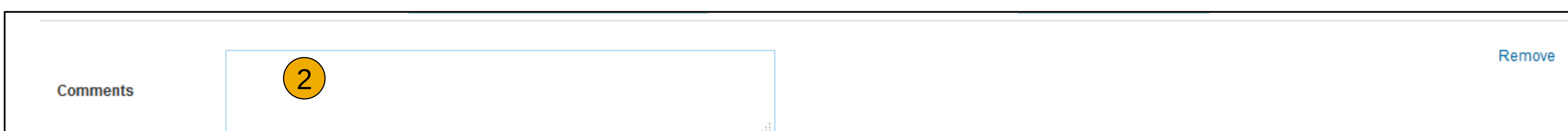




PO Flip Invoice – Line Item Comments

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.

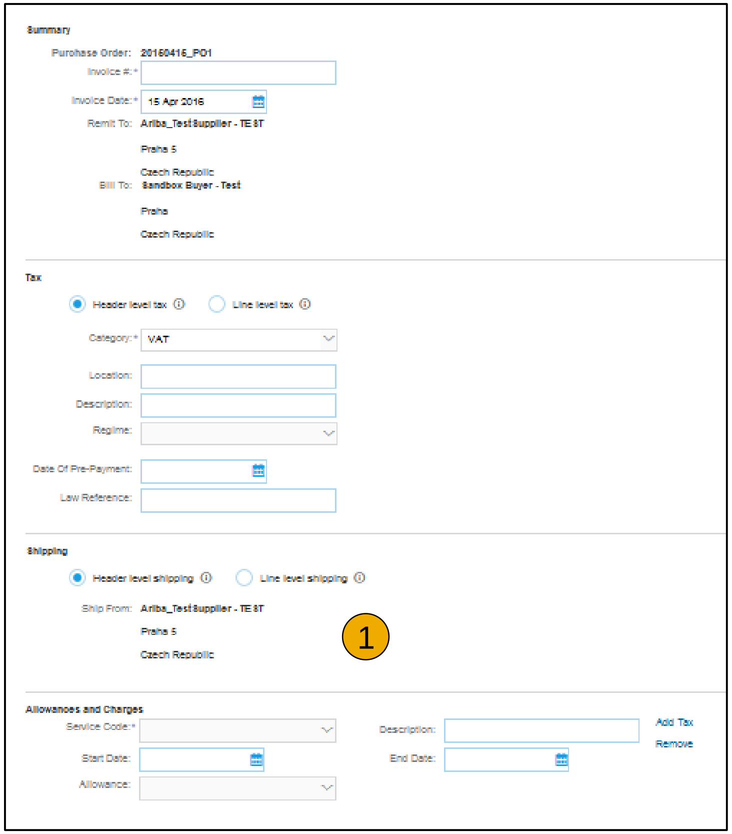


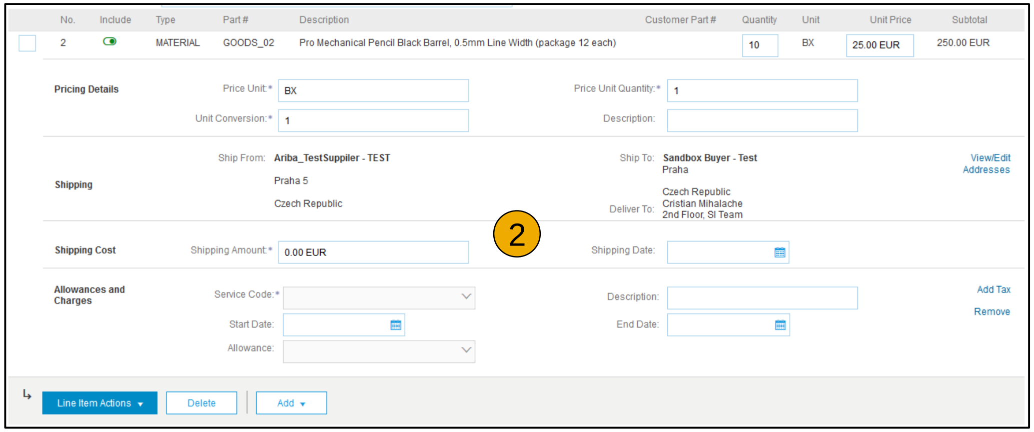


PO Flip Invoice – With Allowances and Charges

If Allowances and Charges are included in the PO, these will convert to the Invoice at either Invoice Header or Lined Item Level based on where the information is on PO

1. **Header Allowance and Charges**
2. **Line level Allowance and Charges**

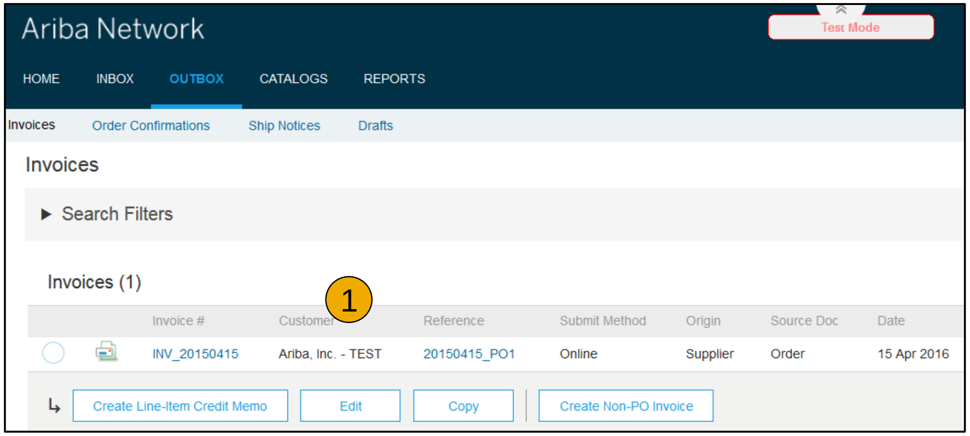


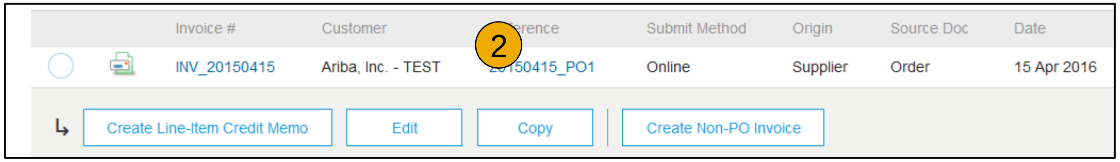


Credit Memo / Negative Invoice

To create a credit memo against an Invoice,

1. **Select** your previously created invoice in your Outbox.
2. **Click** the button on the Invoice screen for Create Line-Item Credit Memo.
3. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisk are filled in.
4. **Click** Next once done.
5. **Review** Credit Memo.
6. **Click** Submit.



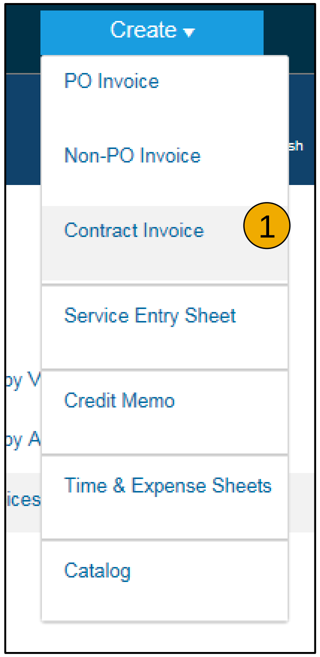


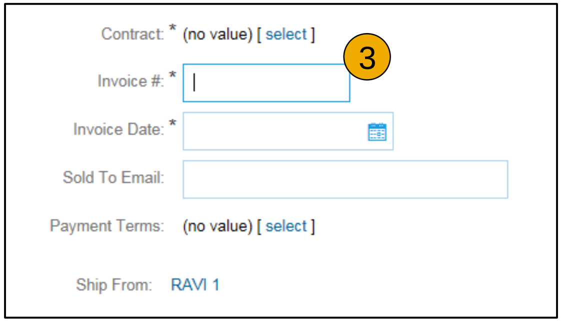
Contract Invoices / BPO without release

If you have a BPO/Contract with Allianz you can invoice against this contract. This was specifically communicated to the respective supplier.

To create an invoice without a PO:

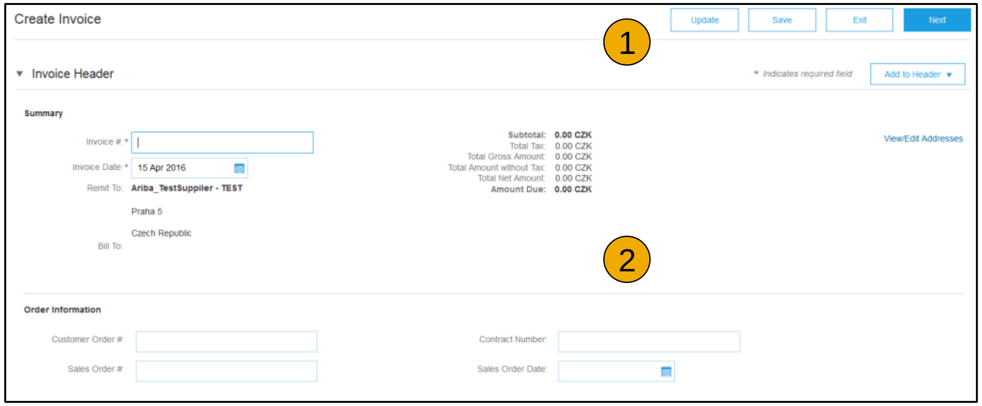
1. **Select** Non-PO Invoice under Create on the navigation menu.
2. **Select** Allianz from the Customer list
3. **Select** the Contract, with clicking on *select* and fill out the other mandatory fields
4. **Click** Next.

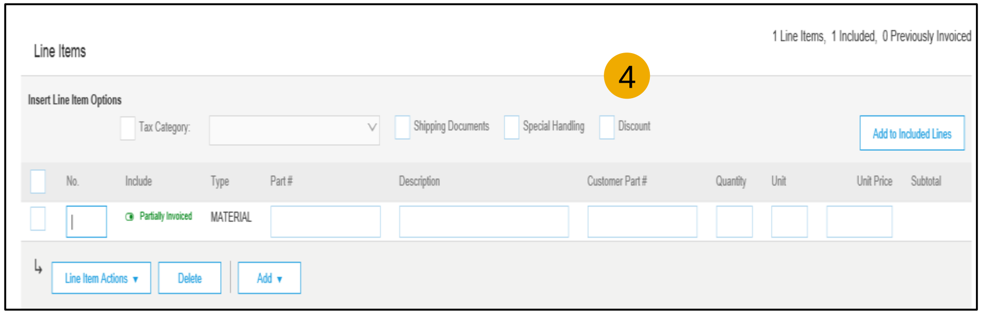




Contract Invoices / BPO without release

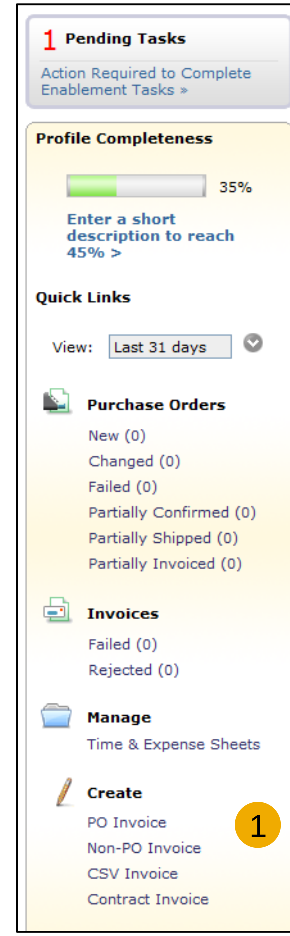
1. **Complete** all required fields marked with an asterisk (*).
2. **Complete** at least 1 of the Order Information Fields. If your customer disables the rule you are not required to enter info in Order Information section. Note: Add a customer Email address to have the document properly routed to the right approver.
3. **Use** Add Item or Add Service Item button to add the details of the item(s) being invoiced. Note: Be certain to provide COMPLETE details of the items or services provided.
4. **Add** Tax and Shipping as appropriate.
5. **Click** Next to continue. Then Review, Save or Submit as Standard Invoice.





CSV Invoices Upload

1. **To access** a customer's CSV file template, go to Administration > Customer Relationships > Click the customer name > Download CSV Invoice Template.
2. **Populate** the template and upload it from Create> CSV Invoice > Browse > Import.
3. **The CSV file** is processed by Ariba Network and forwarded to the customer in the form of cXML message.
4. **For more information**, please read the CSV Upload Guide available from the Supplier Information Portal.



“Copy This Invoice”

Copy Invoice Feature:

Suppliers can copy an existing invoice to use as a basis for a new invoice. The copy includes all fields except the invoice date, invoice number, exchange rate, and attachments. The supplier can edit and submit the new invoice without having to reenter a lot of information. This feature applies to standard invoices and contract-based invoices. Invoices can be copied regardless of status.

Common uses for this feature include:

- Submitting invoices for a balance due
- Submitting corrected invoices in cases where the first attempt was rejected

Enabling This Feature

This is an out-of-the-box feature available to all customers. It requires no action to configure it.

Limitations

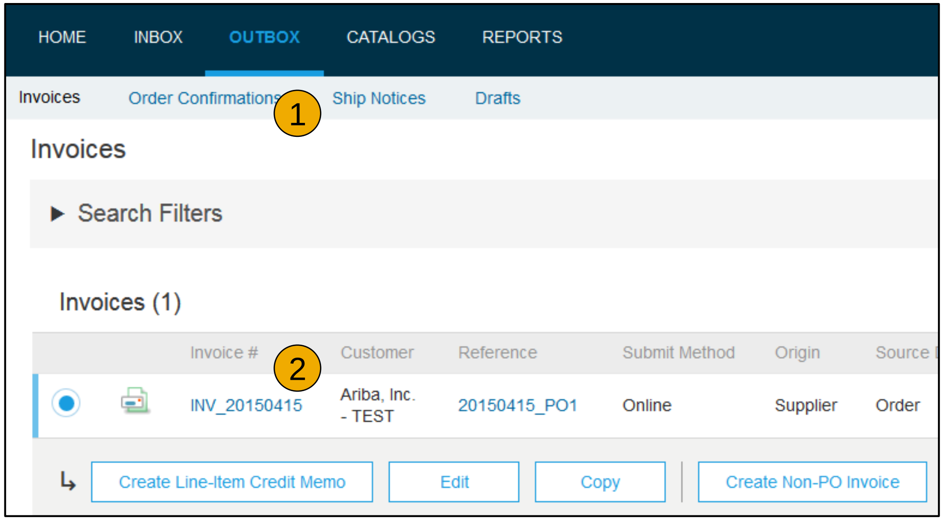
You cannot copy the following:

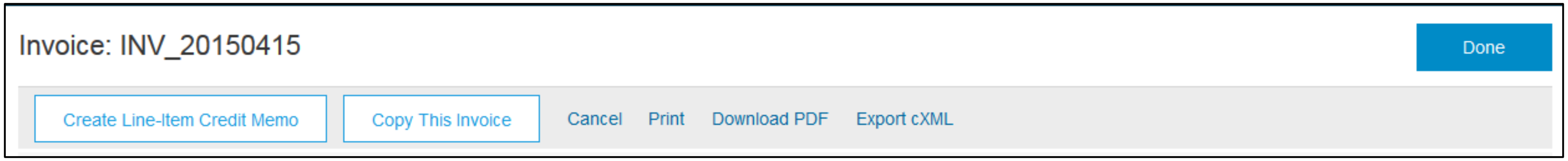
- Summary invoices (invoices that refer to multiple purchase orders)
- Credit memos and line-level credit memos
- Self-signed invoices (invoices that are digitally signed by the supplier)
- Invoices with 1000 or more invoice lines

How to Copy this Invoice

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

1. **Go** to the Outbox On Ariba Network.
2. **Either** select the radio button for the invoice you want to copy, and click Copy. **OR** open the invoice you want to copy, and on the Detail tab, click Copy This Invoice.
3. **Enter** an 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. **Click Next**, review the invoice, and save or submit it.



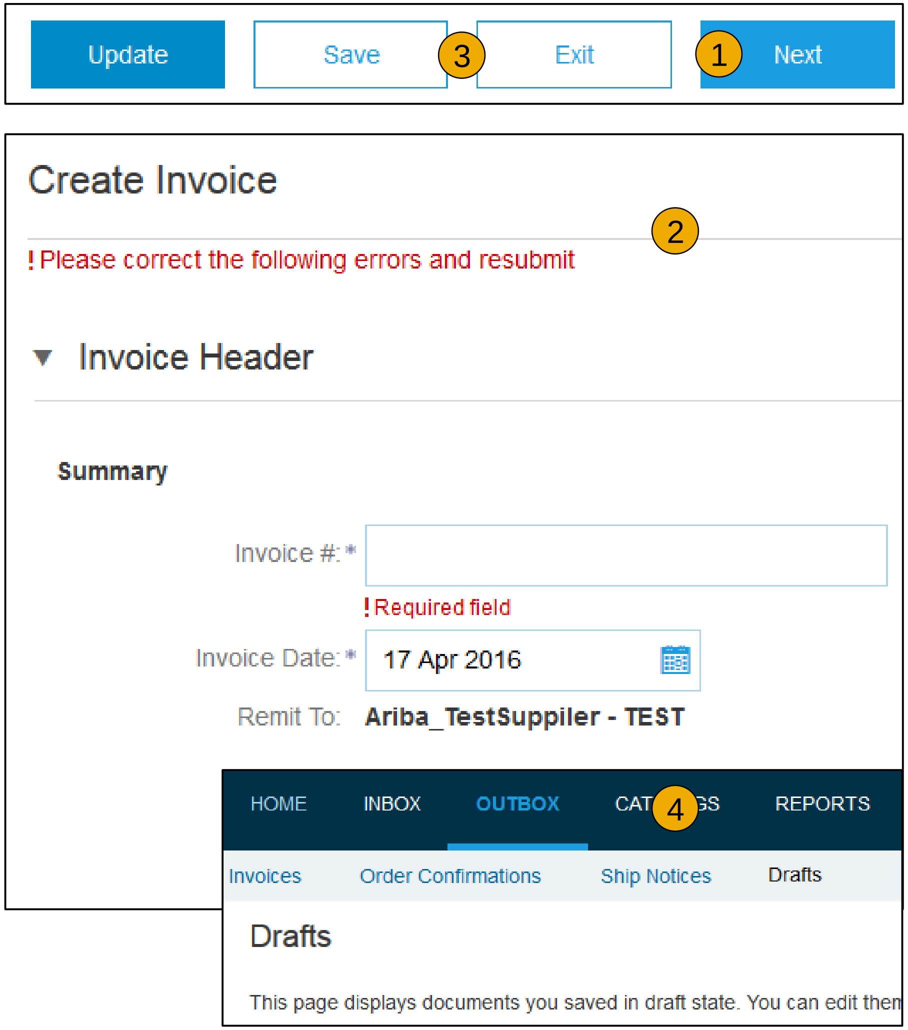


5. Modifying Invoices

PO Flip Invoice – Review, Save, Submit

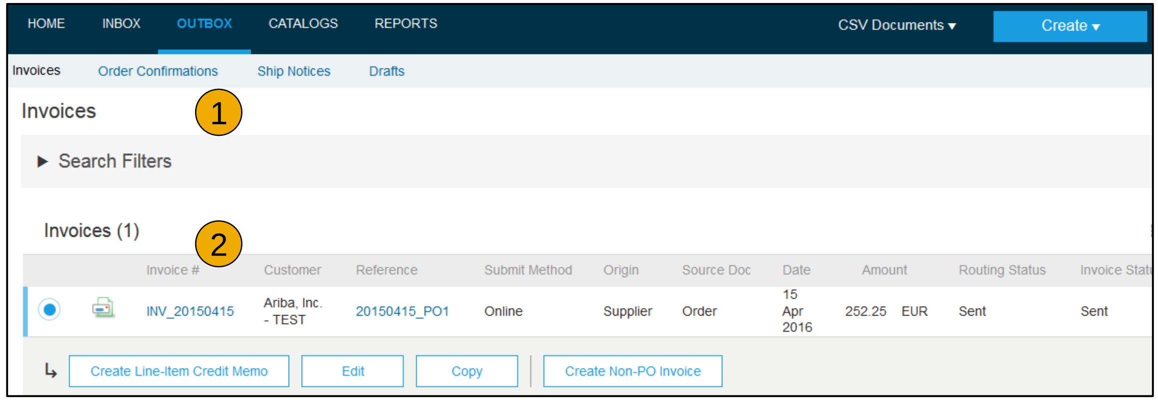
1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.
2. **In case of any errors**, you will get a notification in red where information should be corrected.
3. **If no changes** are needed, click “Submit” to send the invoice to Allianz **If changes** are needed, click “Previous” to return to previous screens and make corrections before submitting.
   Alternatively, save your invoice at anytime during invoice creation to work on it later.
4. **You may resume** working on the invoice by selecting it from Outbox> Drafts on your Home page.

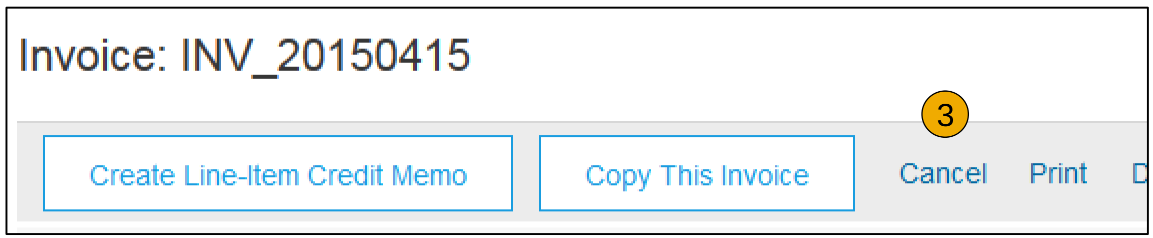
   Note: You can keep draft invoices for up to 7 days.

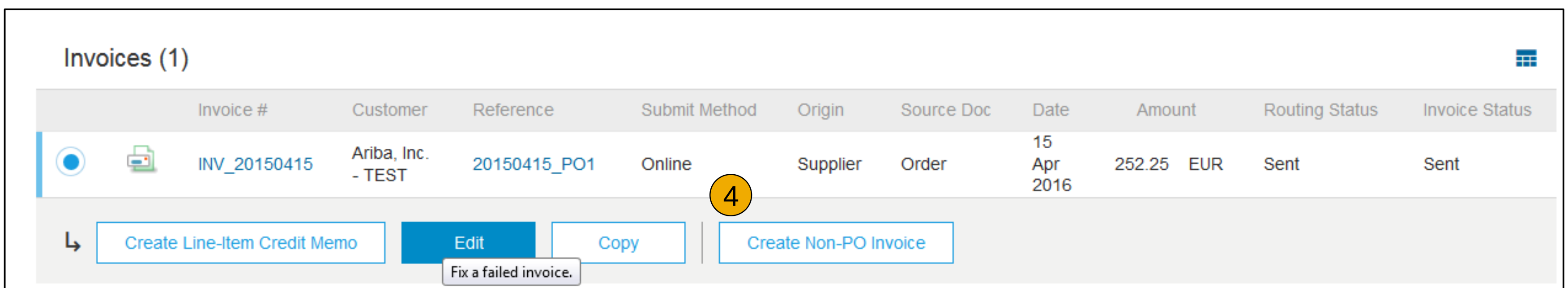


Cancel, Edit and Resubmit Invoices

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.







6. Document Status, Searches, and Reports

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Check Invoice Status

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**.

There are two status information available:

a) **Routing status:** status of the transmission of the invoice

b) **Invoice status:** status of Allianz‘s action on the invoice

Routing Status

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

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

Check Invoice Status

Invoice Status

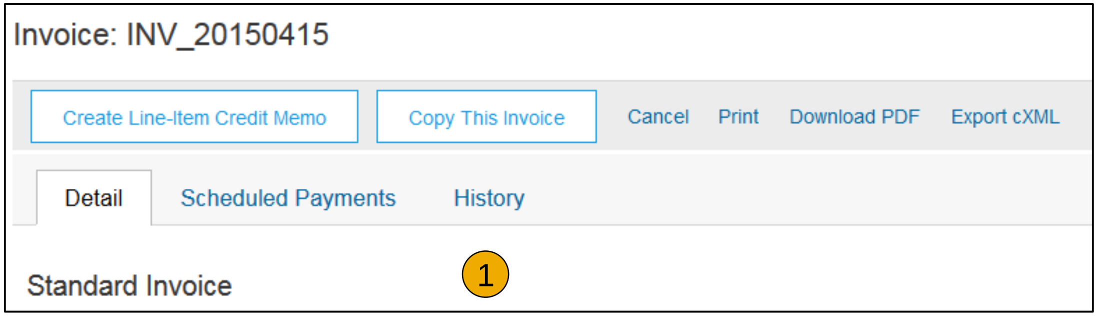
Reflects the status of Allianz’s action on the Invoice.

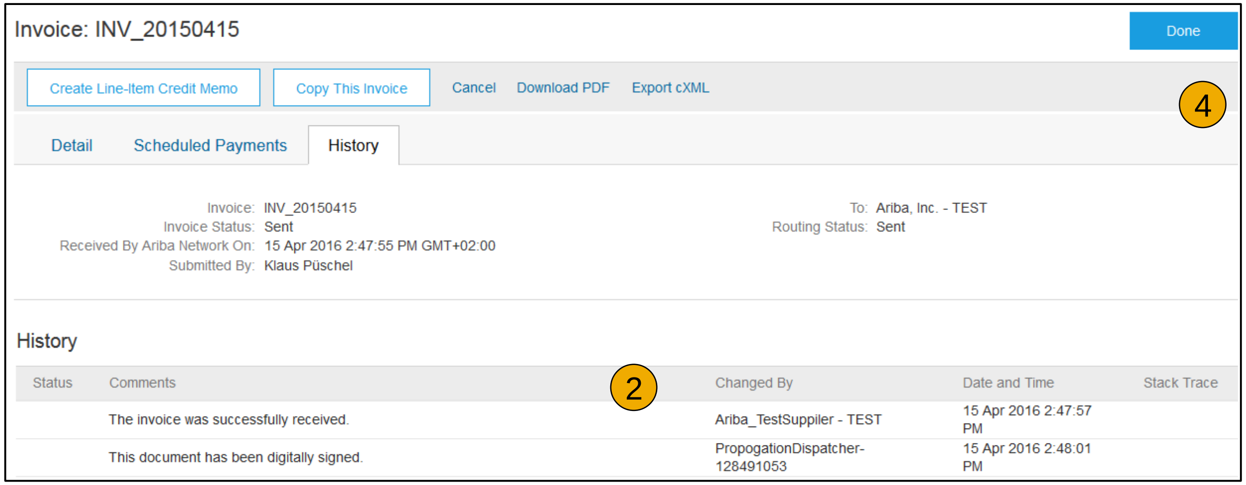
- **Sent** – The invoice is sent to the Allianz but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Allianz approved the invoice cancellation
- **Paid** – Allianz paid the invoice / in the process of issuing payment. Only if Allianz uses invoices to trigger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

Check Invoice History

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”.





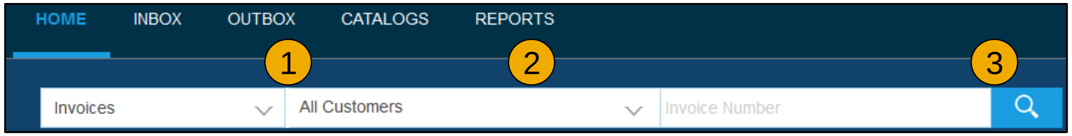
Search for invoice - Quick Search and Refined Search

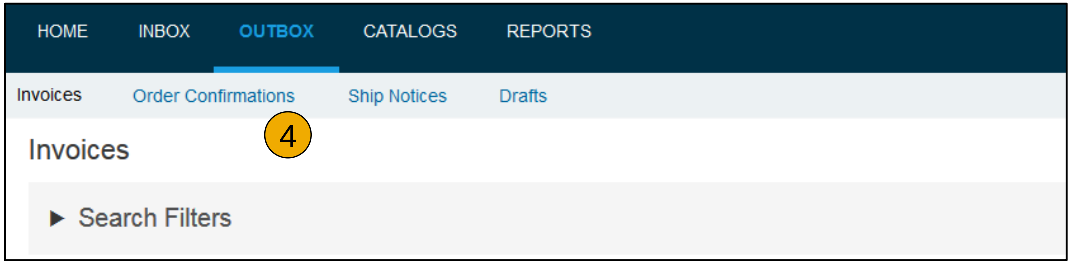
Quick Search:

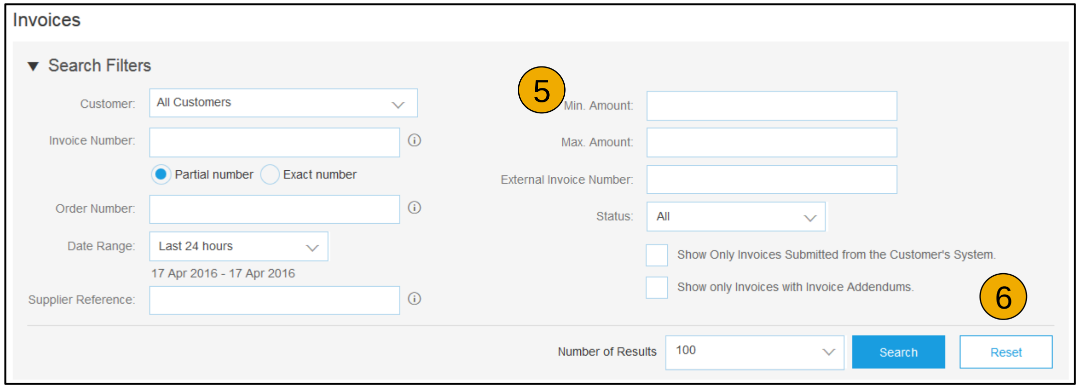
1. **From the Home Tab,** Select Invoices in the Document type to search,
2. **Select** Allianz from Customer Drop down menu**.**
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

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.







Search for invoice - Reports

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.

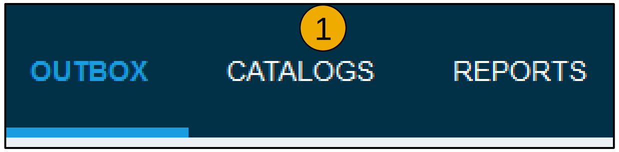
Failed Invoice reports provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.

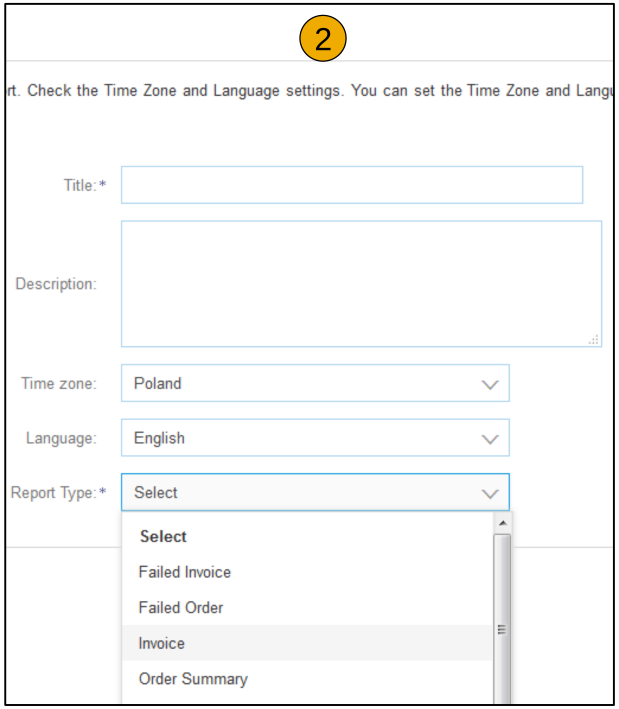
Note: Reports can be created by Administrator or User with appropriate permissions.

1. **Click** the Reports tab from the menu at the top of the page.
2. **Click** Create. Fill in required Information. Select an Invoice report type — Failed Invoice or Invoice.
3. **Click** Next.

Note: Select (and higher) members may choose Manual or Scheduled report. Set scheduling information if Scheduled report is selected. After specifying Customer and Created Date in Criteria click Submit. 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.



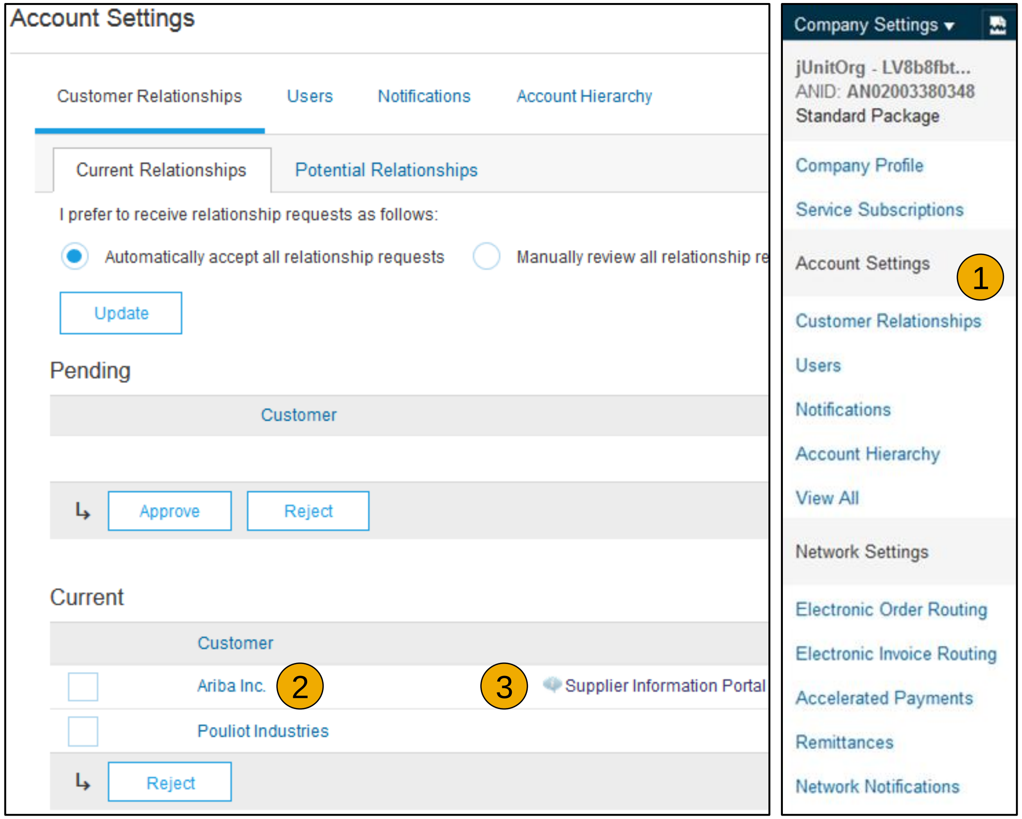


7. Ariba Network Support

Training and Resources

Allianz Supplier Information Portal

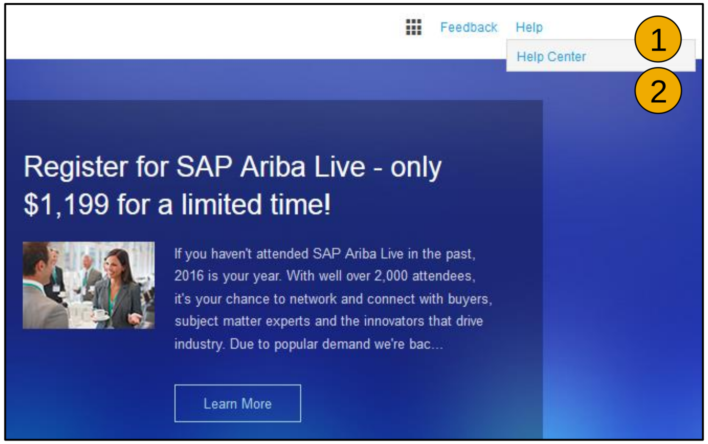
1. **Select** the name of your company in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name to view transactional rules: The Customer Invoice Rules determine what you can enter when you create invoices
3. **Select** Supplier Information Portal to view the following presentations to learn more about transacting with Allianz :
   - Account Configuration Guide
   - Allianz Purchase Order Confirmation and Ship Notice Guide
   - Allianz Invoice Guide
   - Supplier Membership Program / Supplier Registration Guide

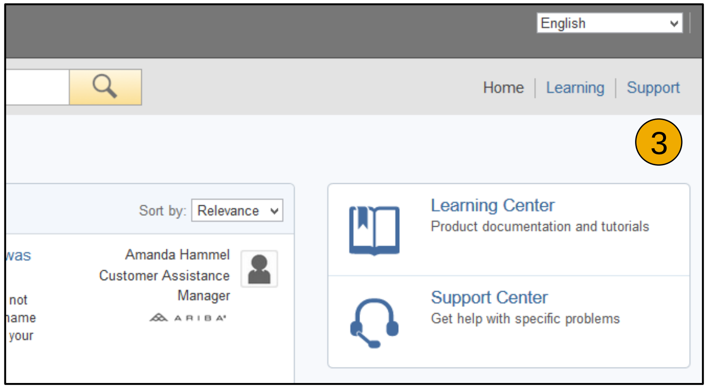


Training and Resources
Ariba Network Standard Documentation

1. **Go** to: http://supplier.ariba.com and click the Help link.
2. **Click** Help Center.
3. **Click** on Learning Center to access Product Documentation. The Learning Center was created for users interested in technical product documentation. The Learning Center was design to allow you to browse the full library of product documentation and tutorials.

   Note: Only a subset of the documentation is available in a pre-login state.

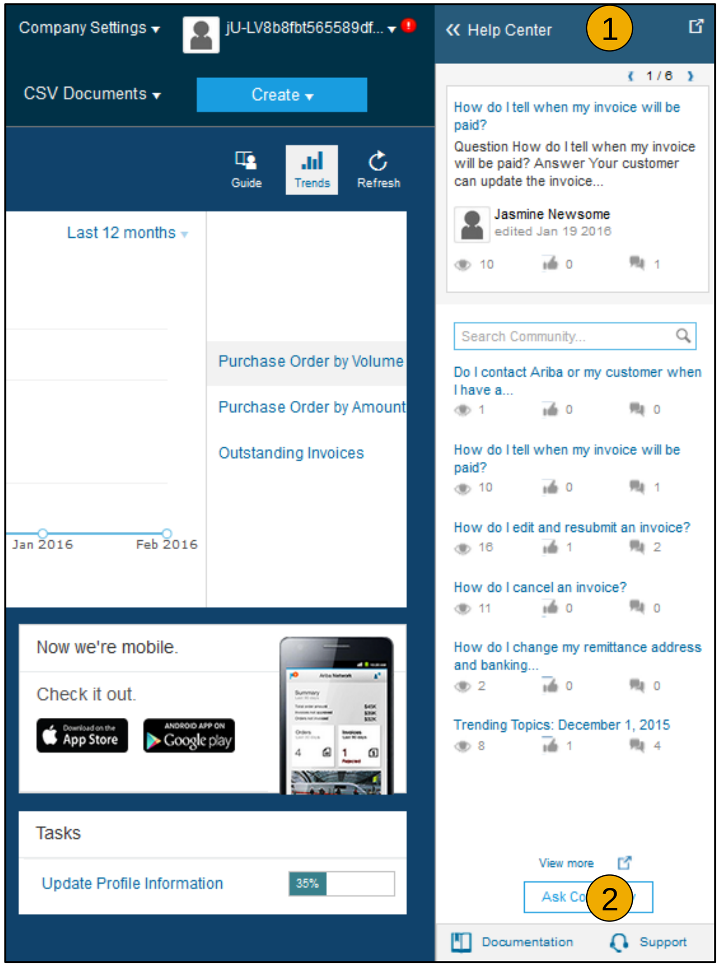


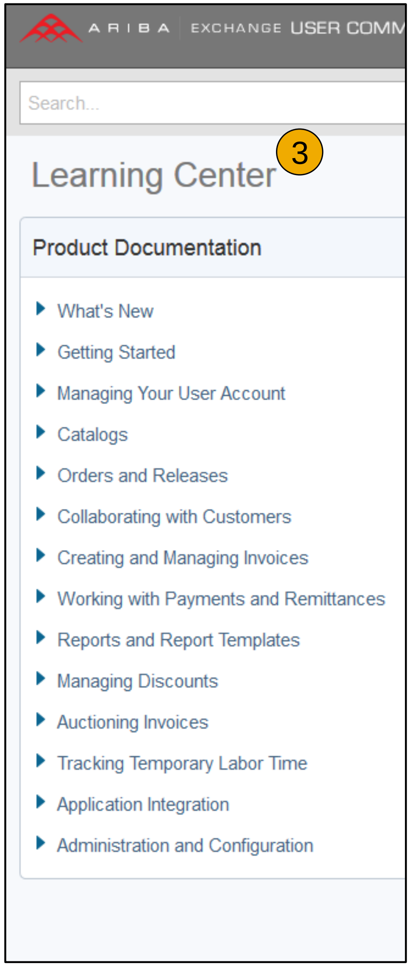


Training and Resources

Ariba Network Standard Documentation

1. **Click** on Help Center to access Standard Documentation material.
2. **Click** Documentation (bottom)
3. **View** Ariba Network Administrator's documentation.

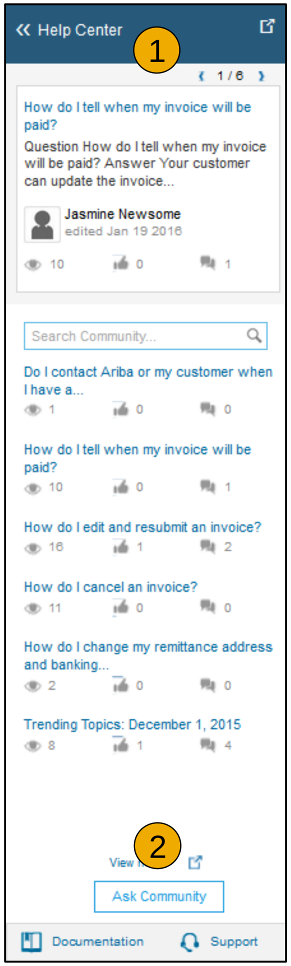


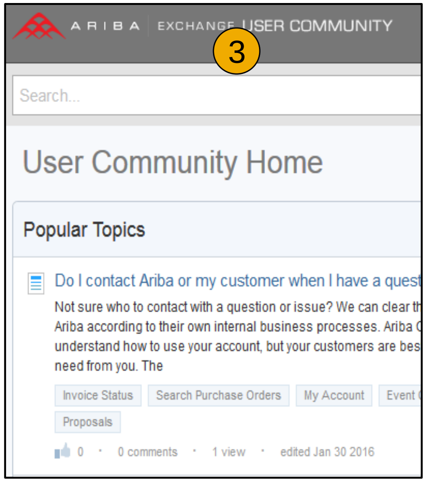


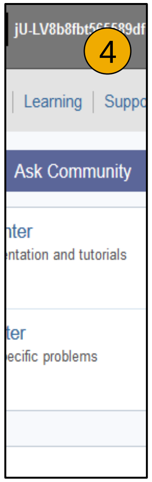
Help Center

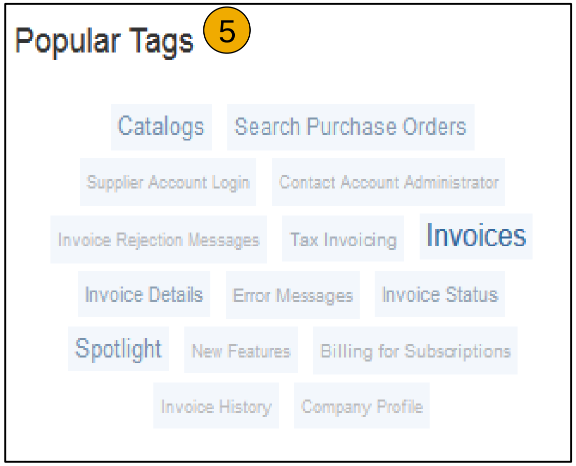
Helpful things to know

1. **Popular Topics:** Title links are selected for you based on the solution that you were using, privileges & default language when you clicked on Help.
2. **Click** on the link to view the content item. You will be able engage with the content: author, view how many community users have viewed the content and have flagged the content as being helpful to you, and report problems with the content.
3. **Perform** a search to find content not found under Popular Topics. Results can be sorted or filtered.
4. **Under Learning** you can find the Product Documentation available for Users or Administrators.
5. **Popular Tags**: These are the tags associated with our most popular content items per solution. It is a quick way to find documents related to the topic.









Training and resources

Ariba Network standard documentation and useful links

- **Useful Links**
- **Ariba Supplier Membership page** - http://www.ariba.com/suppliermembership
- **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

Supplier Support Post Go-Live

Ariba Network Support for Actively Transacting Suppliers

Region	Contact Number
North/South America	1 412 222 6153
USA Toll Free	1 866 218 2155
Europe, Middle East and Africa	+44 20 7187 4144
UK Toll free	0800 358 3556
Germany Toll free	0800 101 1989
France Toll free	0800 945 115
The Netherlands Toll free	0800 0200 582
Asia Pacific	+65 6311 4745

Supplier support post Go-Live
Help Center

1. **Go** to http://supplier.ariba.com
2. **In the case** click on the link Forgot Username or Forgot Password.
3. **Click** the Help link in the top right corner and click Help Center and go to Support section at the bottom.
4. **Search** for any topic you would like to know more about. If none of the articles answers your question, click on the Create Online Service Request button to contact our Customer Support.
5. **Fill** out our web form. Select Problem Type. Note Allianz in the Issue Description.