

# Supplier help & FAQs

## SAP-ARIBA NETWORK

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## Supplier help

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# SAP Ariba Network Important Rules

## What is SAP Ariba?

SAP Ariba is a worldwide recognized platform used by Almirall in order to establish commercial transactions with our suppliers (purchase orders, goods receipts and e-invoices).

## How to established a relationship with Almirall on Ariba?

- The email address informed in Almirall's database should be a **corporate email**.
- Almirall sent all your **open Purchase Order** to the email available in our supplier database.
- When you receive your first Purchase Order email you can **create a new** SAP-Ariba account, or you **should use your company's existing Ariba Network account to access this Purchase Order**.
- **Before creating a new Ariba Network account**, please, **check if your organization is already registered** in the Ariba Network. Failing to do so may lead to confusion and incidents as several Ariba Network ID's might be created for the same organization.
- You will receive **an email per each of the Purchase Orders** requested by Almirall. You should **store and use these e-mails every time** you want to access the Purchase Orders and proceed with invoicing.
- You cannot group several Purchase Orders in a single invoice.

# SAP Ariba account types: Light (Standard) and Enterprise (Full)

- **STANDARD account (formerly known as Light Account):**

- **Dashboard** search for last 50 documents or last 30 days. 200 documents will be from May 10th onwards.
- Process your **invoices** through Purchase Order (PO) emails.

Note that accessing via **PO email** is the only way to have edit rights in order to raise your e-invoices. Alternatively, you can access your supplier account at <https://supplier.ariba.com> and from the Ariba Network dashboard you will be able to see your latest documents (only). You can click the button “action” next to the PO you want to process, then click on “send me a copy to take action” in order to receive again the interactive email and raise your invoice from there.

- Support: Access to **self service Help** Center (more details in page 9. Note that phone support is not included).
- Free of **charge** regardless of usage.

- **ENTERPRISE account (formerly known as Full Account):**

- **Dashboard** search for unlimited document visibility.
- Process your **invoices** through the Ariba Network Dashboard.
- **Reporting** tools.
- **Support:** Access to Help Center + email and phone support.
- **Fees** may apply depending on usage (number of exchanged documents and value of transactions). If you would like to upgrade the account type, please contact SAP-Ariba directly.

# Frequently Asked Questions (I)

## Purchase Order management?

**I receive a PO by email, what should I do?**

Provide the goods/services as requested. Once Almirall has confirmed the reception of the goods/services, you will be able to raise the e-invoice against the PO within the email by clicking “process order”.

You should store the Ariba PO emails (if you have a Standard account) in order to access the Ariba platform and post your e-invoices.

## E-mail problems?

**You are receiving Purchase Orders in an email account different from the one you used to register on Ariba:**

1. Access your Ariba account and change the PO routing preferences (in Company settings/notifications).
2. Verify if more than one account coexist in your organization. In this case you should link these accounts ([click here](#))

**You have not received any emails:** most probably the email in our database was not updated. Please, contact your Lead Buyer and ask for an update.

## Document visibility problems?

**You are not able to see any Purchase Orders or Goods receipts in your Ariba account:** most probably the company has more than one Ariba account. Please, link the accounts ([click here](#)). By this way you can set-up a user which is enabled to switch from one account to the other. If this is not the case, please contact your Lead Buyer.

## Ariba Account problems?

**Your company has more than one Ariba account.** Please, link these Ariba accounts ([click here](#))

# Frequently Asked Questions (II)

## e-Invoicing issues?

**You are not able to send the invoices from Ariba Network.**

Refer to the Purchase Order (PO) email, click the “Process order” button and include the corresponding invoice. Remember that you will be able to raise the invoice once the goods receipt is accepted by Almirall.

**I am in charge of raising invoices for my Company, but someone else in my organization receives the POs.**

1. In Company settings/users, create as many users as needed.
2. Assign the relevant roles.
3. Ask the PO receiver to resend the PO e-mails so you can proceed with the invoicing process.

For further details, watch this [tutorial](#) (minute 4.30).

# Frequently Asked Questions (III)

## Almirall invoicing rules

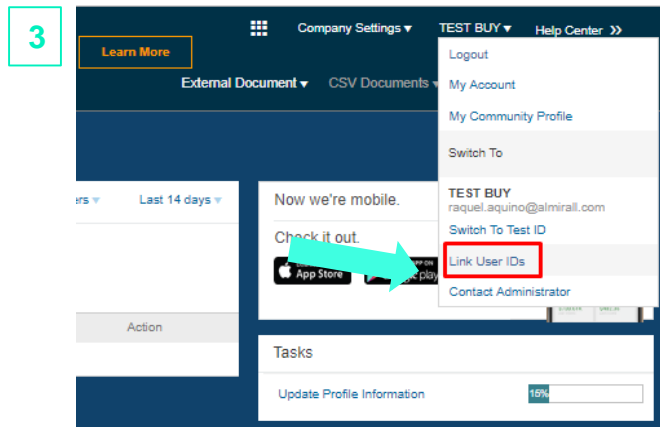
### ARIBA: Invoices Key Functionalities

- When submitting your invoice in Ariba please **add your own invoice** emitted from your own ERP in PDF format.
- **Only one PDF document can be added** with the invoice in Ariba. In case of errors, the new PDF should be sent using current channels (email to Accounts Payable).
- **One invoice covers one PO.** It will not be possible to include spend of various POs into one invoice.
- In the event that Ariba does not generate the invoice or has to generate an invoice different from the PO, please contact Almirall's PO creator.
- **Credit Notes** should also be submitted through **Ariba** if the invoice is related to the PO
- **Invoices without POs** will continue to be processed as before, **outside of Ariba**
- Through Ariba, suppliers will be able to **know at all times invoices status and payment** forecast according to Almirall payment calendar (first and third Wednesday of each month).
- The channel for **sending invoices related to a PO should always be Ariba**. Please do not send them anymore to Accounts Payable.

# Linking multiple SAP-Ariba accounts

If you have multiple user accounts in the Ariba Network, you can link your user IDs together. Please, follow these steps:

1. Go to <http://supplier.ariba.com>
2. Log into one of your SAP-Ariba accounts.
3. Go to your account settings and click on “Link User IDs”.
4. Follow the instructions on the site to link both Accounts.



4

## Link User IDs

If you have multiple user accounts, you can link your user IDs together. By linking your user IDs you can:

- Log in to all your accounts using one username and password
- Switch between your multiple accounts

### APPROVAL NEEDED

Send a link request to another account. After the request is approved by the other account, the two accounts will be linked.

Username:\*

Send link request

### NO APPROVAL NEEDED

Enter the username and password of another account to which you want to link.

Username:\*

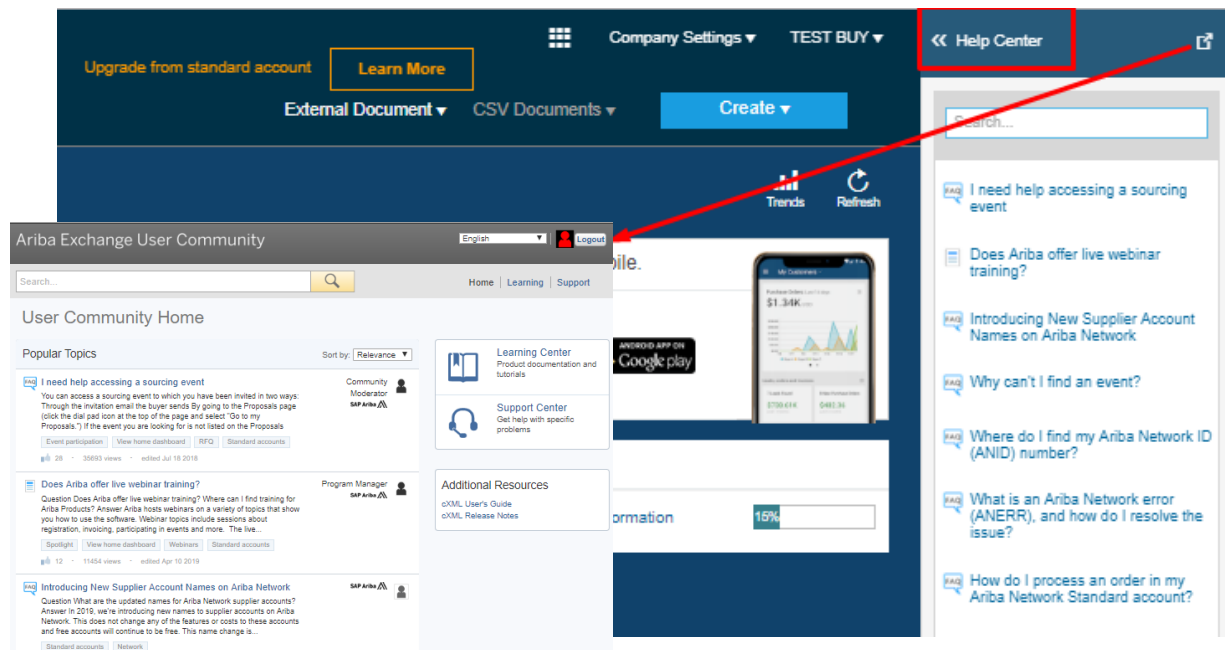
Password:\*

Link accounts



# Need Ariba Support? Introducing the Ariba Help Center

1. Go to <http://supplier.ariba.com>
2. Log into your Account.
3. Go to “Help Center”.
4. Type your question.
5. Access to useful tutorials and forums in the Ariba Exchange Community.



# Advanced Ariba Help center (needs Enterprise Account Subscription\*)

1. Repeat steps is page 8.
2. Get help by email.
3. Fill in the Form and click Submit – You will get contacted by email or phone shortly.

**1**

## Support Center

I need help with

How do I correct errors for the Bank Account field when creating an invoice?

How do I process an order in my Ariba Network Standard account?

Invoices (3:10)

Why do I receive errors when creating an invoice?

Send a non-PO invoice (3:37)

**Contact SAP Ariba Customer Support**

Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

Do you need to locate purchase order?

Do you need to create an invoice from your Standard Account?

**2**

With your subscription to an Ariba Network Standard Account, you can access our Help Center for FAQs, recorded demos, articles, and other information to help you use your account.

Need contact information or details about how to configure your account and transact with a specific customer?

Access Customer Relationships and the Supplier Information Portal

Upgrade to a Enterprise Account in order to receive additional support.

Need to report a technical issue?

☒ Get help by email

☐ Attend a live webinar

**3**

## Report a technical issue to SAP Ariba Customer Support

With your subscription to an Ariba Network Standard Account, please use our Help Center for FAQs, recorded demos, articles, and other information. You need to upgrade to a Enterprise Account to receive additional support. If you need to report a technical issue, please provide more information in the form below and we will contact you.

**Problem Description**

Short Description:

Problem Type:

Details:

For fast resolution, please include all relevant details in your case. For example:

- A detailed description of the issue including all navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to reproduce the issue.
- Attach screenshots or recordings of the issue.

File Attachment 1:

PO/Invoice Number:

**Contact Information**

First Name:

Last Name:

User ID:

Company:

Email:

Phone:

Ariba Network ID:

You expressly agree and understand that any data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (collectively located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.

\* I agree

\*only in case of a technical failure or bug a Standard accounts my use the Advanced Ariba Help Center.

# Almirall user manuals available in the Ariba platform (I)

This is training material available in the Ariba Platform:

## 1. Direct Purchasing\_ PO Reception\_PO Confirmation

- For direct suppliers (API, excipients, packaging, raw materials, finished products, starting materials)
- How to access and confirm a PO

## 2. Direct Purchasing\_ ASN

- For direct suppliers (API, excipients, packaging, raw materials, finished products, starting materials)
- How to send an advanced shipping notice

## 3. Indirect Purchasing\_ PO Reception

- For indirect suppliers (all other goods/services not listed in the direct list)
- How to access a PO

## 4. e-invoicing Header Level Tax

- For all direct and indirect suppliers
- How to send an invoice

## 5. Italian e-invoicing Legal Profile

- For Italian suppliers invoicing to an Italian company
- How to invoice

# Almirall user manuals available in the Ariba platform (II)

- Access your Ariba account and click on “Company Settings” (1) and “Customer Relationship” (2).
- In the “Current” tab, you will find the list of companies you have active SAP-Ariba business relationship with. Please choose Almirall (3) and click on “Supplier Information Portal” (4).
- Click on “Reference documents” to see the list of Almirall user manuals (5) and click on the specific manual you are interested in (6).

The screenshot shows the Ariba Network interface. A red box labeled '1' highlights the 'Company Settings' dropdown menu. A red box labeled '2' highlights the 'Customer Relationship' option within the dropdown. A red box labeled '3' highlights the 'Current' tab in the 'Orders, Invoices and Payments' section. A red box labeled '4' highlights the 'Supplier Information Portal' link for the company 'ALMIRALL' in the 'Current' tab.

Orders, Invoices and Payments

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
0045219214	ALMIRALL	New	2.00 EUR	11 Apr 2019	0.00 EUR	Selected

Current

Customer	Relationship Type	Approved Date	Routing Type
ALMIRALL	Trading	1 Apr 2019	Default

The screenshot shows the 'Supplier Information Portal of ALMIRALL'. A red box labeled '5' highlights the 'Reference Documents' tab. A red box labeled '6' highlights the 'Direct Purchasing\_PO Management' document in the list.

Supplier Information Portal of ALMIRALL

Portal Content Reference Documents Transaction Rules

Name	Created
1. Direct Purchasing_PO Management	15 Apr 2019
2. Direct Purchasing_ASN	15 Apr 2019
3. Indirect Purchasing_PO Reception	15 Apr 2019
4. e-invoicing Header Level Tax	15 Apr 2019
5. Italian e-invoicing Legal Profile	15 Apr 2019

Thank you