Supplier FAQs

Supplier FAQs

Question:

How do I accept a trading relationship request / invitation?

Answer:

A trading relationship invitation begins with an email sent by the Government of Jersey to either the Ariba Network ID number of an existing account or a link to set up a new account. This email is an invitation to connect with Government of Jersey enabling you to start receiving orders and / or submitting invoices on the SAP Business Network. Only the account administrator can click to use an existing account when establishing a trading relationship.

To accept the trading relationship request:

1. Click the link in the email that says Get started.
2. The invitation link then prompts you to either Use existing account or Create new account. Select the option which best reflects your situation.
   - If you see a message about existing accounts, you can click Review accounts to check on any accounts your company may already have enabled and find contact information for the account owners.
   - If you register a new account, be sure to click the activation link in the email sent to you to verify your email address.
1. Once logged in, in the upper-right corner of the application, click [user initials] > Settings and select Customer Relationships.
2. If necessary, select any Pending trading relationships and click Approve.
3. If you would like current or future trading relationships to be automatically accepted, please ensure that this preference is selected at the top of the page.

Additional Information

If this process was unsuccessful:

- Determine if the email link is outdated or still valid.
- Check to make sure all customer-requested surveys and tasks are completed.
- In case you are not the administrator of the account, check with the admin if your user has the Trading Invitation Account Merge permission.

Question:

How do I create a PO-based invoice?

Answer:

Click Workbench > Orders (or select another orders-based tile). Perform one of the following actions:

- Click Actions > Standard Invoice to the right of the purchase order or blanket purchase order.

- Click the purchase order number to open it, then click Create Invoice > Standard Invoice at the top or bottom of the page.

Each of these options complete the same action, but you can choose the first step based on your own preferences. After completing the first step, do the following:

- On the Create Invoice page, enter the Invoice Number, Invoice Date and other header-level information about the invoice in the Summary area.

- (Optional) Enter header-level taxes, shipping, special handling, and discounts.

- Click View/Edit Addresses in the Summary, Shipping and Additional Fields sections to review or edit address details.

- Add other elements such as payment terms, comments, or attachments by clicking Add to Header and choosing from the available options.

- Enter any other information your customer requests in the Additional Information area.

- Click Update on the top or bottom of the page to update any calculated fields if you add or modify any amount or rate fields.

- Enter or modify line item information for the invoice if necessary.

Once you complete the previous steps click Next to review the invoice before submission.

- Review the invoice and make any final changes.

- Click Submit.

Additional Information

If Create Invoice option isn't available on your purchase order, please see Question Why is the Create Invoice option greyed out? Why can't I create an invoice?

Question:

Why has my invoice or service entry sheet been rejected? What should I do if my invoice has been rejected?

Answer

Invoices are rejected either:

- Automatically by your customer's invoicing rules

- Manually by your customer

The rejection happens when the invoice violates invoicing requirements established by your customer.

To review the reason for invoice rejection:

1. Click Workbench > Rejected invoices.

2. Click the invoice number hyperlink.

3. The invoice rejection notes appear across the top of the Detail and History tabs of the invoice.

Supplier FAQs

If you understand the invoice rejection reason, you can edit and resubmit the invoice to your customer for payment. If you need more clarification, contact the Government of Jersey

Additional Information

If the invoice status is Rejected and routing status is Failed, you may need to contact SAP Ariba Customer Support for checking software settings in your account to identify and fix a reason of failure.

Question:

When will my invoice be paid?

Answer:

Payments are not processed through SAP Ariba, but your customer can upload payment details to your account for you to view.

Payment information can be found within the **Payments** tab then selecting one of the following menu items: **Early Payments, Scheduled payments, Remittances**. **Receipts** can be found by going to the **Fulfilment** tab and selecting Goods Receipts.

If your customer has not provided scheduled payment or remittance information, the best way to find out when your invoice will be paid is to contact your customer. Please note that SAP Ariba Customer Support cannot provide any information about the payment of your invoice. It is your customer's responsibility to inform you of when you will be paid.

Additional Information

After you submit an invoice, Government of Jersey receives the invoice and begins to process it. If the invoice does not have any errors, we approve the invoice for payment, which changes the invoice status to Approved. Typically, payment should be received based on the set Net Payment Terms provided in the order succeeding the date that the invoice was approved.

Question:

How do I edit and resubmit an invoice that I have sent?

Answer:

If you need to change information on an invoice that is already submitted, the invoice must have a status of Failed or Rejected.

To update the invoice details and resubmit the invoice:

1. Click Workbench > Rejected Invoices.
2. Click the invoice number you want to edit
3. On the invoice details page, click Edit & Resubmit to edit the invoice.

If the invoice is not in Failed or Rejected status, you can do one of the following:

1. Cancel the invoice and create a new invoice with the correct information. Check your customer's invoicing rules to see if this is allowed.

2. Ask your Government of Jersey to manually reject the invoice. This lets you edit and resubmit the invoice.

Additional Information

Contact Government of Jersey if the purchase order contains incorrect information.

The edited invoice contains the same invoice number and invoice date by default. If permitted by your customer's invoicing rules you can reuse the original invoice number. Otherwise, you need to make the invoice number unique.

Question:

Why is the Create Invoice option greyed out? Why can't I create an invoice?

Answer:

Hover your cursor over the Create Invoice button to see more information. There are a couple of reasons you are not able to create an invoice from your purchase order (PO):

- A receipt may be required in order to create an invoice. Contact your Government of Jersey requisitioner to have them submit a receipt if needed.

- The cXML line in the PO <Extrinsic name="Ariba.invoicingAllowed">No</Extrinsic> prevents invoice creation. View your PO's cXML information to see if this line is the cause.

Additional Information

The transaction rules to look for are:

- Allow suppliers to send invoices to this account.

- Require suppliers to create an order confirmation for the PO before creating an invoice.

- Require suppliers to create a ship notice for the PO before creating an invoice.

- Require suppliers to create approved service entry sheet before creating an invoice.

Question:

If I have already invoiced my purchase order once, how do I invoice for the remaining amount?

Answer:

When creating an invoice on the Ariba Network, the Include column lets you add or remove each individual line item on the invoice.

Line items that you have already invoiced for the full amount, or the partial amount display a gray toggle icon (⊙) in the Include column. These line items are not included on the invoice by default.

However, you can add these line items to the invoice by clicking the gray toggle icon (⊙), which causes a green toggle icon (⊙) to appear. You can edit the Quantity and Unit Price fields for the included items to update the invoice subtotal.

Additional Information

Supplier FAQs

Each of your customers might have different invoicing rules. Some customers only let you edit the Quantity and not the Unit Price.

Question:

How do I change my remittance address and banking information? How do I add bank info to my account?

Answer:

You edit your bank information when defining your remittance address:

1. Log into to your SAP Business Network account.

2. Click [Initials] in the upper-right corner of the application > Settings.

3. Click Remittances.

4. Click Create in the EFT/Check Remittance section.

5. Add or update your bank account information.

6. Tick the box to the left of Include Bank Account Information in invoices.

7. Click OK, then click Save.

Your updated remit-to information will appear on new invoices you create.

Additional Information

You must be the administrator or have the Payment Profile permission to access the Remittances page.

Some customers require their suppliers to provide bank details on invoices. You'll receive an error message on the invoice if your customer requires it but you haven't added bank information to your remittance address. If see you an error, you can click Add bank accounts details to configure your remittance address with bank information. After you add bank information, you are returned to the invoice entry page and can submit the invoice to your customer.

You can add a remittance address without providing bank account information. However, if you want to provide direct deposit information to your customer, specify your bank account details in the ACH or Wire Transfer sections.

If you update your bank account information while you have unpaid invoices, contact your customer to make sure they update the information in their system.

Question:

How do I create an order confirmation? How do I confirm an order?

Answer:

If an order contains line items or services that are temporarily unavailable or no longer offered, you can confirm the parts of the order than you can fulfill, back-order other line items, or reject line items.

To submit an order confirmation:

1. Click Workbench > Orders (or another orders-based tile).

2. Click on the PO number you want to confirm.

3. Click Create Order Confirmation > Update Line Items.

4. In the Order Confirmation Header section, enter a confirmation number. You can also add estimated shipping cost, estimated tax, and comments.

5. Choose Enter the shipping and tax information at the line item level if you want to enter the estimated shipping date, delivery date shipping cost, delivery cost or comments for each line item that you confirm.

The next part of the order confirmation is confirming or rejecting these items to inform your customer if their order is possible or will need to be put on backorder.

1. Do one of the following:

   - For material items, enter numeric values in one or more of the Confirm, Backorder, and Reject fields

   - For service items, choose Confirm or Reject.

2. Click Details within a line item and do any of the following:

   - Edit shipping and delivery dates, shipping and tax cost information, advanced pricing information, and comments.

   - For rejected quantities, choose a Rejection Reason. If you select Other for the Rejection Reason field, you need to enter a value in the Comments field.

3. Click OK when you have finished updating the line-item details.

4. Click Next.

5. Click Submit to send the order confirmation to your customer and return to the purchase order details page.

Additional Information

- You can confirm partial orders or update advanced pricing details only if your customers have configured their accounts to allow you to confirm orders or update advanced pricing details at the line level.

- You can confirm partial service orders only if your customers have configured their accounts to allow you to confirm orders at the line level and to enter service details on order confirmations.

- You can partially or fully reject line items only if your customers allow it.

Question:

How do I update/edit/change a purchase order (PO)?

Answer:

Suppliers cannot directly make changes/edits/updates to a PO. Your customer can submit a change order with edits. The change order will have the same PO number but a new version number.

Supplier FAQs

Please contact your customer directly to ask them to submit changes.

Question:

Why can't I find a purchase order?

Answer:

1. First, make sure that you have an active trading relationship with your customer:

- Log in your SAP Ariba Network account.

- Click [user initials] > Settings in the upper-right corner of the page and select Customer Relationships.

Your customer should be listed underneath the Current Relationships tab.

If you do not have a trading relationship with the customer in question, you will have to provide them with your Ariba Network ID (ANID) and have them send you a Trading Relationship Request.

2. If you have an active trading relationship, search for your order:

- Go to the Workbench tab at the top of the page.

- Select Orders to view all orders.

- Click Edit filter to expand the filter options.

- Enter the PO number in the Order numbers field.

- Check the Exact match radio button below the PO number.

- Click Apply.

Tiles on the workbench are set to default to show documents from the last 31 days, but you can modify the date range to show documents within a 365-day range. Click Save filter after you have clicked to Apply search parameters to easily filter document results.

3. If you still don't see your purchase order:

- Confirm with your customer that the purchase order was sent through the Ariba system to your ANID and not a different one.

- If you are not the account administrator, make sure that you have the appropriate permissions to view the order. You can find the account administrator's contact information by clicking [user initials] in the upper-right corner of the screen and selecting Contact Administrator.

- You may have been invited to register on the Ariba Network through a purchase order (a process called Quick Enablement) even though you already have an account. If the link in the invitation doesn't allow you to access the purchase order, contact your customer to send it again.

Additional Information

Sometimes you might receive information from your customer about an order in progress but you will not be able to find it in your account. For example, if an order document ID begins with "PR" this might represent a purchase requisition number. This means that your customer's request needs to be approved

internally before you are able to receive the order. Contact your customer to check the approval status of the order.

If the PO you are looking for is over 365 days old, refer to Why can't I find an older purchase order under Orders drop-down menu? instead.

Question:

Why can't I find an older purchase order under Orders drop-down menu?

Answer:

The Orders drop-down menu can only show a maximum of 500 documents and purchase orders over 365 days may not be displayed automatically. You can still search by exact number to find your order.

Please follow the below steps to find the orders which are older than 365 days (applicable only for enterprise account suppliers):

1. Login to your Business Network account
2. Click on the Orders drop down
3. Select Purchase Orders
4. Click Search Filters
5. Change the search to Exact Number and click Search

Question:

How do I edit where my purchase orders are sent? How do I change my order routing settings and notifications?

Answer:

You can change how you receive purchase orders by updating your Electronic Order Routing method:

1. In the upper-right corner of the application, click [Initials] > Settings > Electronic Order Routing.
2. Select the routing preference (online, email, fax, cXML, or EDI) for each type of document. If the routing method will be the same for each option, select Same as new catalog orders without attachments.
3. Enter the corresponding information for your routing choice.
4. Click Save.

Note: If you are configuring cXML as the routing method, click the Configure cXML setup link to configure parameters used when connecting to your cXML-enabled application.

Additional Information

You can also enable customer-specific order routing to set different rules for each of your customers.

To access Electronic Order Routing, you must be an account administrator or a user with the Company Information permission.

Contact your account administrator if you need additional assistance setting order routing method.

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Question:

How do I create a ship notice?

Answer:

1. Click Workbench > Orders (or another order-based tile).

2. Click on the order number you want to ship.

3. Click Create Ship Notice from the top or bottom of the order details page.

4. In the Ship Notice Header section, enter the required information specified by your customer (marked with an asterisk*).

Descriptions of fields that may be required and what can be done in those fields follow:

- To help you identify and search for documents you send out, you can add an internal reference code in the Supplier Reference field. This can take any form. For example, it might be a number or the name of a person who is dealing with that order.

- In the Item section, one of the following:

    o For each line item, in the Ship Qty field, enter the number of that item that is included in this shipment.

    o To indicate that none of a particular item is included in this shipment, click the Remove link to the right of that line item. This removes the item from the current ship notice but not from the source purchase order. The item remains available for future ship notices.

- Enter the ID number for the batch in which each item was made into the Batch ID field.

- If you need to add shipping information on line item level, click Details for a line item to show the Create Ship Notice Shipping Details page.

- To enter hazardous materials instructions, enter a description of the hazardous materials to be shipped, select a hazardous materials code system from the Code Type menu, and enter the code.

- To change the terms of delivery, enter the necessary information in the Delivery Information section.

- To enter serial numbers or asset information, enter the item's serial number or asset tag and click Add. Repeat as necessary to add more serial numbers or asset tags.

To submit, click Next, then Submit.

Additional Information

If the order contains advanced pricing details, Ariba Network shows the pricing details for the line items when you create ship notices. If the customer flagged an item as completed on the order, the following warning appears for the item: The buyer has marked this as Completed.

This warning does not prevent you from submitting the ship notice.

Question:

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Why is the Create Ship Notice button grayed out/unavailable? Why do I see the message There is no shippable line item in the order when trying to create an Advance Ship Notice (ASN)?

Answer:

Your customer has sent the purchase order with an expiration date that is prior to today. The expiration date can be found to the right, below the order header when viewing the order online.

If you believe this order should still be open for shipping, contact your customer asking for a change order with a different expiration date.

Additional Information

If you are seeing a slightly different error message in red when trying to create an ASN (and not hovering over Create Ship Notice), see question below..

Question:

Why do I receive the red warning message There is no shippable line item in the PO when trying to create an Advance Ship Notice (ASN)?

Answer:

Your buyer has closed the purchase order for receiving in the latest receipt. If you believe this order should still be open for shipping, please contact your customer to reverse the receipt.

Additional Information

The line item of the PO will be set as closed for receiving if the following cXML tag is included in the PO:

<ReceiptOrder closeForReceiving="yes">

Question:

How do I create a service entry sheet?

Answer:

1. Click Workbench > Orders (or another orders-based tile). Perform one of the following actions:
2. Click Actions > Service Entry Sheet to the right of the purchase order.
3. Click the purchase order to open it, and then click Create Service Sheet.
4. Enter the Service Sheet #, Service Sheet Date and other header-level information about the service entry sheet in the Summary section.

Optionally:

- To add a comment, click the Add to Header>Add Comment and enter comment text.
- To add attachments, click the Add to Header>Add Attachment, click Choose File to browse and add the attachment file, and click Add Attachment. You can only add attachments to service sheets at the header level; customers can set a business rule to require you to add at least one attachment per service sheet.

Next you will move to the Service Sheet Line Items in order to adjust the details of the service or material that you are sending this sheet for.

1. In the Service Sheet Line Items area, choose any purchase order lines you don't want to include in the service sheet, and then click Delete.

2. Note: A service sheet needs to include at least one service line.

3. Enter details of the services you performed for the included lines, such as quantities, unit prices, and service period start and end dates.

4. By default, service lines use the service period start and end dates specified on the purchase order.

5. If your customer's business rules allow you to add ad hoc items to service sheets, choose a purchase order item group and click Add Ad Hoc Item to add the item under it, and then perform the following steps:

   - Choose the type of line you want to add: Service for a service line or Material for a material goods line.

   - Enter a part number and description for the item.

   - Enter the Quantity, Unit, Unit Price, and Subtotal for the item. Unit and Subtotal are required for service lines.

   - (Optional) Add or edit the service period start and end dates.

   - By default, the individual ad hoc lines you add to a service sheet use the service period from the service sheet's header if it has them; otherwise, they are blank. Ad hoc lines you add as grouped items under an item group use the item group's service period dates if it has them by default; otherwise they use the header dates. You can edit any default service dates for ad hoc lines.

   - (Optional) Click Comments and enter comment text for the line.

6. If your customer allows you to punch in to their site to add contract or catalog items to service sheets, choose a purchase order item group and click Add Contract/Catalog Item to add the item under it, and then perform the following steps:

   - The Add Item page opens to display items configured for invoicing on the related contract. Depending on the type of contract and the way your customer has configured the catalog, the Add Item page either displays the catalog main view or the item list view. For example, an item-level contract displays all available items for invoicing directly in item list view mode, while a supplier-level contract displays the catalog main view for browsing and searching. On the catalog main page, browse by category, follow the category links, or search by keyword or part number to narrow the list of items.

   - On the catalog item's listing page, click Add Item to add the item to the shopping cart. Note that the price you see on this page reflects the price before contract pricing terms are applied. Contract pricing terms are applied when you add the item to the service sheet.

   - If your customer allows you to add non-catalog items to service sheets during punch in, click Add Non-Catalog Item and enter information for the item.

- Click the shopping cart icon in the upper right corner of the screen at any time to edit your shopping cart contents.

- Click Done.

7. Click Next.

8. Review the information you entered and click Submit.

Additional Information

The Ariba Network sends the service sheet to your customer. You can view it via Fulfillment > Service Sheets or under Related Documents when viewing the associated purchase order. The status of a service line in a purchase order is set to Serviced once you create service sheets against it up to the subtotal amount. If the line is unplanned and has a hidden maximum amount larger than the subtotal, you can continue to create service sheets against it up to that maximum amount.

Question:

Where is my saved service sheet?

Answer

Click Invoices > Drafts from the upper-left of the home page and select Service Sheets.

You must submit a saved sheet within seven days of its original creation date or it is automatically deleted from your account.

Additional Information

This document type tracks billable work hours and other costs related to an ongoing project, so it is recommended to complete service sheets during a current project when the accurate hours and costs are readily available. Maintaining accurate figures for these costs remains important to your customer's allotted budget, which is why saved service sheets are deleted automatically after seven days.

Question:

As a supplier, how do I cancel a service entry sheet (SES)?

Answer:

If your customer's transaction rules allow it, you can cancel the SES by clicking Cancel on the SES. If there is no Cancel button, you will have to contact your customer and request that they manually reject the service sheet. Once the service sheet is in Rejected status, you have the option of editing and resubmitting it.

Additional Information

Please note that you can only cancel a service sheet if the status is Sent or Failed.

Additionally, your customer must enable the rule Allow suppliers to cancel service sheets that they create. for you to see the Cancel button.

Question:

How do I create a credit memo?

Answer:

To create PO-based or service header level credit memo:

1. Click Workbench > Orders.

2. Click the PO number hyperlink to open the order.

3. Click Create Invoice > Credit Memo for a header level credit memo.

4. Click Create Invoice > Line Item Credit Memo for a line item credit memo.

5. Enter the invoice number and adjustment amounts (in negative numbers) in the fields provided.

6. Click Next to review then click Submit.

Additional Information

If your customer's invoice rules allow, you can add a discount to the credit memo by selecting Add to Header > Discount. This will allow you to add a discount percentage or amount.

Question

How do I create a catalogue?

Answer:

1. On the home dashboard, click the Catalogs tab.

2. Click Create Standard to create a standard catalog. Ariba Network displays the first page of the Ariba Network create wizard.

3. Enter a unique catalog name and a brief description of your catalog. Customers can search for catalogs using this information.

4. To classify the products and services in your catalog, do the following:

   - Click Add in the Commodities section. Ariba Network shows the Product and Service Category Selection page, which lists product and service categories, based on the United Nations Standard Products and Services Code (UNSPSC).

   - On the Search tab, enter a keyword or search phrase and click Search, or click the Browse the Categories tab to drill down through commodity families, classes, and individual commodities.

   - Choose a product and service category level and click Add. The My Selections area shows the selected product and service category level.

   - Click OK.

   - Click Next.

5. Choose who should see your catalog:

   - Private: Ariba Network makes your catalog visible only to customers that you specify. You can choose this option for catalogs that contain contract prices. This option automatically creates a subscription to the catalog for all customers you choose.

- Public: Ariba Network makes your catalog visible to all customers. To receive a catalog, a customer must establish a relationship with you.

6. To punch in to your customer's site and view the catalog content rules specified by your customer, click the View link in the Catalog Validation Rules column.

7. Click Done to return to the catalog creation wizard on Ariba Network.

8. Click Next to reach the Content page.

9. Click Browse to choose a catalog file to upload. You can download the catalog template in this step.

10. Click Validate And Publish.

Note

Large catalog files can take a long time to upload, depending on the speed of your network connection. When uploading very large catalogs, you might encounter timeout errors. To avoid these problems, you can zip your catalog files to compress them, which substantially decreases upload time. Zip catalogs in CIF and cXML format that are larger than 10 MB to avoid a timeout error. Ariba Network automatically unzips catalogs after upload. You can use any zip utility, such as WinZip. Each zip file can contain only one catalog, and the filename extension must be .zip.

Your web browser uploads the file to Ariba Network, validates and publishes it. Do not navigate in the browser window until the next page shows up, as interrupting your web browser aborts the upload process. Your customers are subscribed to the current catalog version and are notified of its availability.

Next Steps

After Ariba Network uploads the catalog, you can do the following:

- Review and fix CIF catalog errors (for cXML catalogs, you must edit the catalog file and repeat the upload process)

- Qualify the catalog for additional customers

- Perform catalog management tasks, such as editing, downloading, and deleting catalogs

After Ariba Network completes validation, it changes the catalog status from Validating to one of the following statuses:

- Validated means that your catalog is error-free.

- Published means that your private catalog has been validated and published.

- Errors Found by means that Ariba Network detected catalog content that violates syntactic validation rules, standards-based semantic validation rules, or a customer's catalog rules.

Question:

Why can't my customer see my catalog?

Answer:

Your customer can only see catalogs in Published status. If your catalog is in Errors Found or Validated status, then your buyer will not be able to see it.

For standard catalogs:

- You must select the customer(s) who will be able to see your catalog. If your catalog is set to private, ensure your customer is listed under Subscriptions > Customers.

- If the catalog passes the validation process, it is automatically published to those customers you selected.

- If the catalog fails validation, it moves to Errors Found status. You will then need to correct the errors to re-validate the catalog.

For punchout catalogs, the catalog only moves to Validated status. To publish a punchout catalog:

1. Access the catalog.

2. Navigate to the Subscriptions page.

3. Select the buyer(s) to whom you want to grant access.

4. Click the Validate and Publish button.

Question:

How do I replace a catalog in Bad File Format status?

Answer:

To upload a new version of the catalog, you must first delete the file in Bad File Format status:

1. On the Catalogs tab, click the radio button to the left of the catalog version in Bad File Format status.

2. At the bottom of the list of catalogs, click Delete > Latest Version Only.

This action deletes only the latest version of the catalog. Now, you can upload a new version of the catalog. If only one version exists for the catalog you delete, create the catalog again using the Create Standard option.

Additional Information

A catalog status of Bad File Format means that you must fix the catalog formatting errors before the Ariba Network can validate the contents of your catalog.

Clicking on View/Edit for a catalog in status Bad File Format will result in an Unexpected Error message.

Question:

What is the complete PunchOut catalog workflow for buyers and suppliers?

Answer:

PunchOut catalogs are interactive catalogs that suppliers host on their website.

PunchOut catalogs accept PunchOut requests from procurement applications, identify the buyer, and display the appropriate products and prices in HyperText Markup Language (HTML) format. Users then select items, configure them, and select options if appropriate.

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At the end of the PunchOut session, the PunchOut site sends descriptions of the users' selections to the procurement applications in commerce eXtensible Markup Language (cXML) format.

Here is the complete end-to-end flow for PunchOut catalogs in Ariba solutions:

The buyer clicks to access the supplier's PunchOut catalog from the buyer's site.

1. The buyer's site sends the cXML PunchOutSetupRequest (including the buyer's shared secret) to the Ariba Network via HTTPS post.

2. The Ariba Network sends the PunchOutSetupRequest (including the supplier's shared secret) to the supplier's PunchOut catalog URL via HTTPS post.

3. The supplier sends the PunchOutSetupResponse, which contains the shopping website URL, to the buyer's site via HTTPS post.

4. The buyer accesses the supplier's PunchOut catalog using the URL provided in the PunchOutSetupResponse via iFrame in Ariba.

The buyer selects items in the supplier's catalog and checks out.

1. The supplier sends the PunchOutOrderMessage to the buyer's site via HTML BrowserForm post.

2. The buyer submits the requisition that contains the PunchOut catalog items for approval.

3. The fully approved requisition generates a purchase order.

4. The purchase order transmits to the supplier's Ariba Network account.

5. If applicable, the purchase order transmits electronically to the supplier.

Additional Information

SAP Ariba relies on HTTP headers and session ID and does not rely on cookies for session information

Web server applications that use programming languages like Active Server Pages (ASP), JavaScript, or Common Gateway Interface (CGI) make PunchOut catalogs possible. These applications also manage buyer users' PunchOut sessions.

Question:

How do I set up a basic PunchOut catalog?

Answer:

After your catalog site is functional, you need to complete two steps in your account to configure a PunchOut catalog:

- Specify the PunchOut details in your account settings.

- Add the catalog on the Catalogs tab of your account.

1. To configure the PunchOut details:

2. In the upper-right corner of the application, click [User Initials] > Settings and select Electronic Order Routing.

3. Click Configure cXML setup.

4. Enter the application's URL in the PunchOutSetupRequestURL field.

5. Enter the shared secret that will be used to authenticate with your application.

6. Click Save, then click Close.

There are a few alternative options for these steps, such as using a certificate to authenticate instead of a shared secret. These are referenced in the Ariba Network cXML Solutions Guide.

After configuring your cXML PunchOut settings, take these steps to set up the catalog:

1. Exit the Electronic Order Routing page to return to the Home tab.

2. Access the Catalogs tab.

3. Click Create Punchout Only.

4. Complete the required fields: Catalog name, PunchOut URL, UN/SPSC code, and Brief Description.

5. Click OK.

To specify a customer for the newly created PunchOut catalog:

1. After returning to the Catalogs page, click the PunchOut catalog name to access the details.

2. Navigate to the Subscriptions step on the left side of the page.

3. Keep the visibility set to Private and select a customer from the list.

4. Click Validate and Publish.

Question:

Why are the Create Standard and Create Punchout Only buttons grayed out on the Catalogs page?

Answer:

To create a catalog, you must first establish a trading relationship with a customer.

Question:

How do I view my customer's catalog validation preferences?

Answer:

There are two ways to view your customer's catalog validation preferences:

In the Customer Relationships section:

1. In the upper-right corner of the application, click [your initials] > Settings and select Customer Relationships.

2. Select Actions > Catalog Validation Preferences next your customer's name.

3. Click one of the View Buyer Specific Validation Rules links to access your customer's site.

4. View the catalog validation rules and/or download the customer's Catalog Interchange Format (CIF) template.

Supplier FAQs

From a validating catalog:

Click the Catalogs tab.

1. Click the name of the catalog to be validated.

2. Navigate to the Subscriptions step of the catalog process.

3. Click View next to your customer.

4. View the catalog validation rules and/or download the customer's Catalog Interchange Format (CIF) template.

Additional Information

As a best practice, view your customer's catalog rules before uploading a catalog. In some cases, when you punch into your customer's site for the first time to access the site, you receive the following error:

Cannot access customer's site. Your buying organization must approve your access to their system before you proceed with this action. Please try again later.

This error only occurs when your customer has not yet approved your access to the site. Contact your customer to request access.

Question:

How do I configure a Level 2 PunchOut catalog to receive pricing updates?

Answer:

1. In the upper-right corner of the application, click your initials > Settings and select Electronic Order Routing.

2. Click the Configure cXML (native) integration link.

3. Click either the PunchOut site URL or Custom URL link under the Pricing Updates section.

4. Enter the correct URL to enable pricing updates.

5. Click Save twice.

Additional Information

These updates are pulled into your customers' Ariba solutions automatically through the Update price availability information for catalogs scheduled task, which runs every day at 4:00 AM Eastern Standard Time (EST).

End