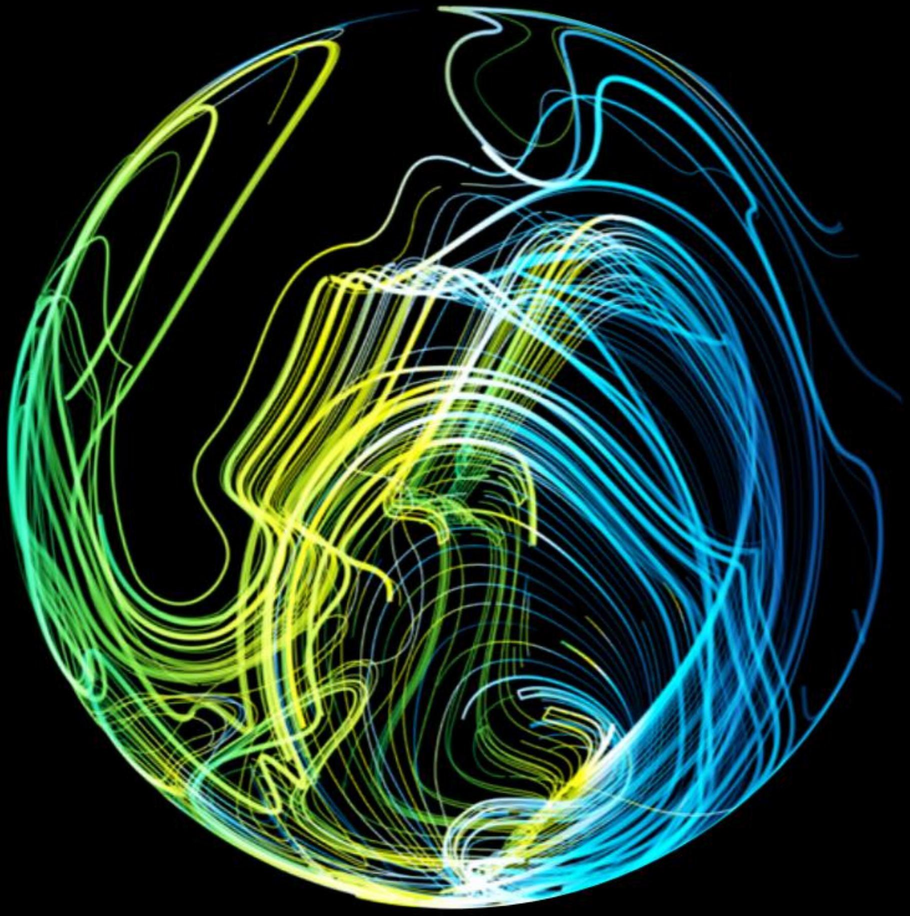


Dragon Oil SAP Transformation

SAP Ariba Supplier PO Transaction Guide

January 2021

About This Course

Purpose

This document will provide you with an step-by-step guide for PO transactions.

Audience

Dragon Oil Suppliers

Course Prerequisites

No Prerequisites

Duration

This guide takes approximately 1 hour

Course Agenda

Agenda Items
Glossary of Terms
Overview – Process Scenario
Lesson 1: Create Supplier Account
Lesson 2: Set Up Your Account
Lesson 3: View Purchase orders
Lesson 4: Create OC, ASN
Lesson 5: Invoice Methods
Lesson 6: Ariba Network Help Resources

Glossary of Terms

The following includes key terms and definitions used in this course:

Term	Definition
ACH	Method of electronic funds transfer that sellers may use to pay their SMP fees, and that buyers may use to pay their suppliers (North America only; limited supported banks; payment formats CTX, CCD, and CCD+ supported only).Also known as *Automated Clearing House*
Ariba Network ID (ANID)	The Ariba Network ID is a unique identifier for a buyer or supplier. The term is also referred to as Network ID in some CSV files and was formerly called Ariba Supplier Network (SN) ID. Suppliers and buyers both have ANIDs
Credit Memo	Credit memos reduce the amount owed under the terms of an earlier invoice. They are a type of invoice with the amount due as a negative number. The negative amount represents the amount the supplier owes to the buyer. Suppliers send credit memos for ordering, shipping, or billing problems they encounter in their day-to-day operations. Credit memos enable the account reconciliation and balancing required due to problems that trading partners regularly encounter. They do not automatically move money from the supplier to the buyer.
Incoterms	The Incoterms rules, or International Commercial Terms, are a series of pre-defined commercial terms published by the International Chamber of Commerce (ICC) that are widely used in international commercial transactions or procurement processes
Invoice	A request for payment, typically sent by a supplier. Invoices are usually created by the supplier and reflect an amount due for a purchase order or a contract. In the most typical case, invoices are sent to the buyer as cXML documents, over Ariba Network, and loaded into the procurement solution. Buyers can enter invoices on behalf of a supplier, for example, when a supplier sends a paper invoice
Purchase Order	An official request from a buyer to a supplier, asking the supplier to make a shipment. A purchase order is typically created after the purchase requisition has been fully approved
Remittance Advice	Remittance advice data contains details about why, when, and how a payment was made. The data typically indicates the invoices included in the payment, the payment method used, bank information, discount amounts, and other information. Ariba Network routes remittance advice information to the buyer and the supplier, so both parties can verify the status of their payment activity. Invoicing solutions from SAP Ariba create a payment transaction document after receiving remittance advice data
Withholding Tax	A withholding tax is a government requirement for the payer of an item of income to withhold or deduct tax from the payment, and pay that tax to the government. In most jurisdictions, withholding tax applies to employment income

Overview – Process Scenario

Overview – Process Scenario

Confirm Order

SAP Ariba

Supplier Receives Legacy PO to registered email

Supplier clicks on Confirm order button in interactive email

Supplier is directed to Ariba and can choose between Sign up or Login

Supplier Sign up with either Standard or Enterprise account

Supplier to Set Up Account

Supplier can view the Purchase order

Supplier can create OC, ASN

Supplier can Invoice

For SLP registration and process please refer to guide Dragon Oil SAP Ariba Supplier Onboarding and Bidding Guide

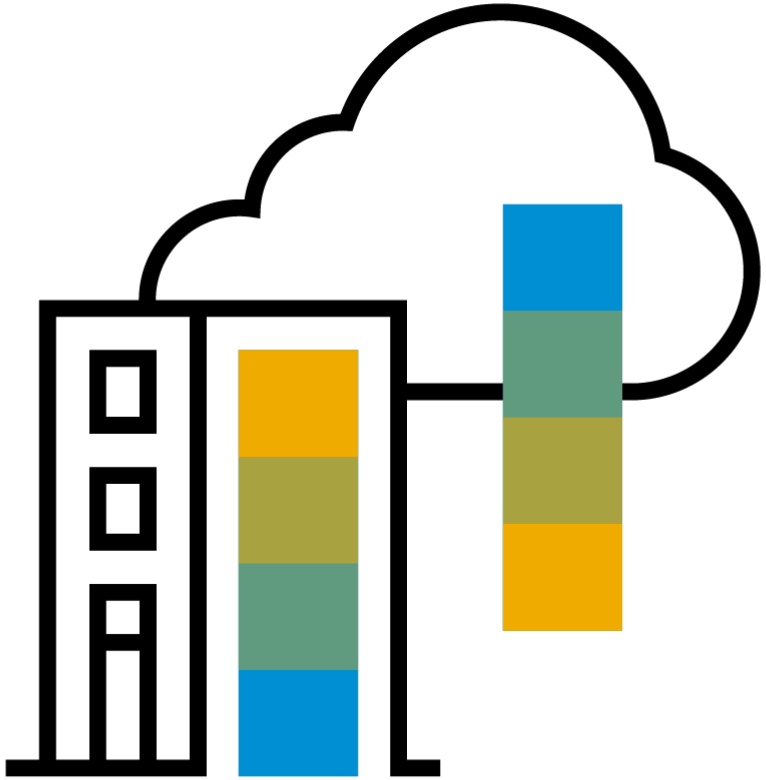
01 Supplier Sign up

Supplier Accounts Types

Click here for Standard account

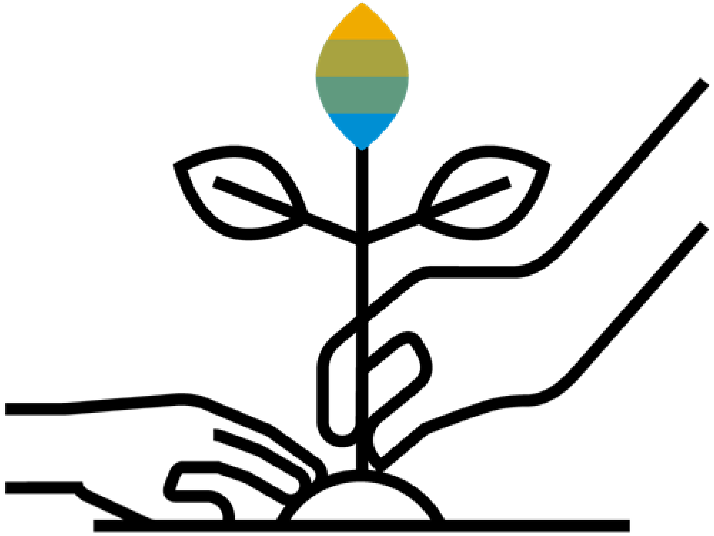
Click here for Enterprise account

Standard Account



What is an Ariba Network, Standard Account?

- Basic Account that gives you access to Ariba Network
- Receive interactive email purchase orders
- Invoice through the Ariba network
- No fees
- Intended for low volume suppliers



Register for a Standard Account

1 **Receive interactive email Purchase Order**

2 **Click "Confirm Order"**

3 **Sign up for a Standard Account OR log in to existing Standard Account**

Note: The next PO you receive, you will still click Confirm Order, but you will log in instead of creating an account. If you already have a Standard Account, simply sign in using your username/password

Step 1 & 2 – Receive Interactive Email Order From Customer

Click the **Confirm Order** button in the PO notification (interactive email)

From: "Dragon Oil Sourcing" <ordersender-prod@ansmtp.ariba.com>
Sent: Monday, November 2, 2020 4:37 PM
T[redacted]
Subject: Dragon Oil Sourcing sent a new Purchase Order 101[redacted]

SAP Ariba

Dear [redacted]

Dragon Oil Sourcing sent you a purchase order through the Ariba Network.

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.

Sincerely,
The Ariba Network Team
http://www.ariba.com

Confirm Order | Create Invoice

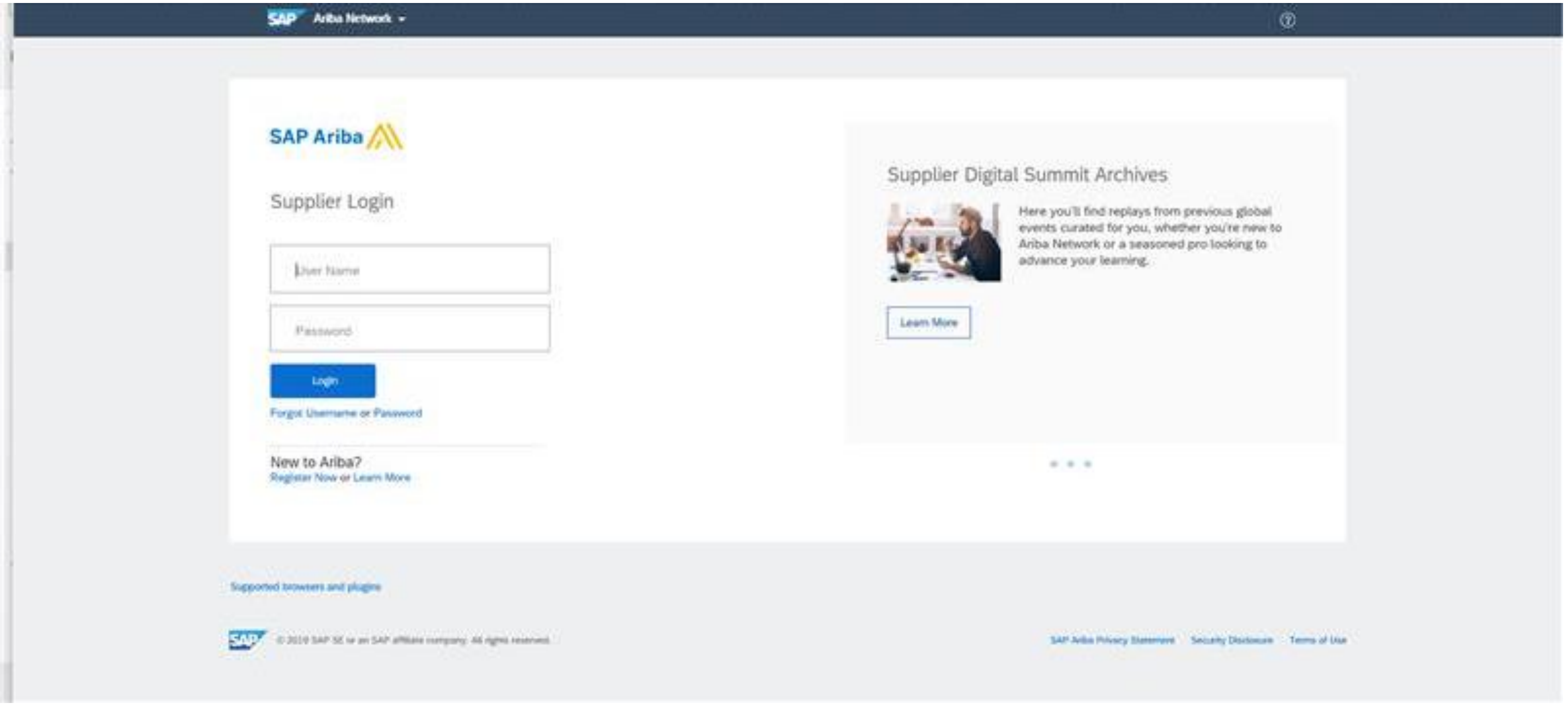
NOTE:
Only registered email with Dragon oil shall be receiving the PO communication from ordersender-prod@ansmtp.ariba.com.

Step 3 - Sign Up For Standard Account

Select the **Sign up** option to create a new Standard Account

3

Sign up for a
Standard Account
OR log in to existing
Standard Account



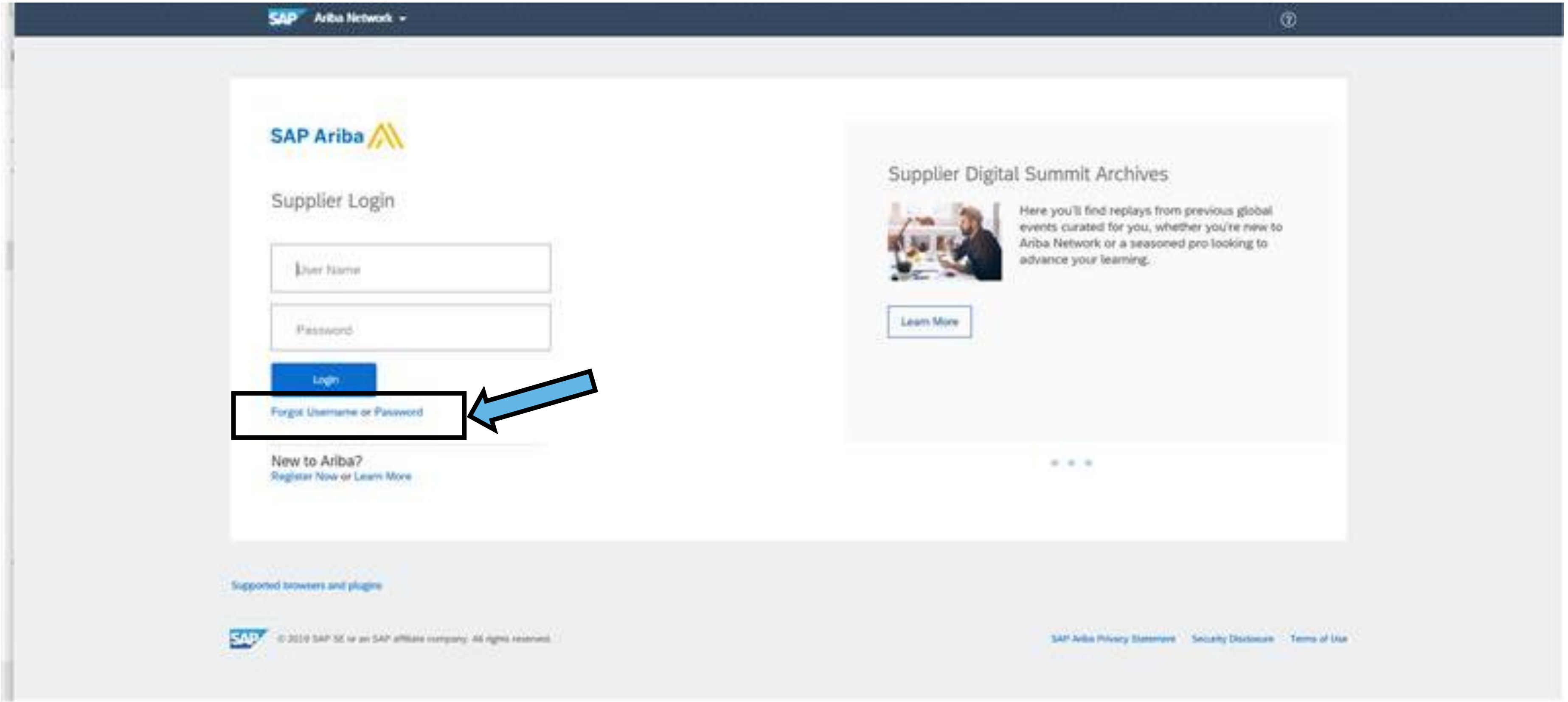
Above is the screen that shall be displayed once Sign up option is clicked

Step 3 - Sign Up For Standard Account

How to **resolve** any Log in Issue?

3

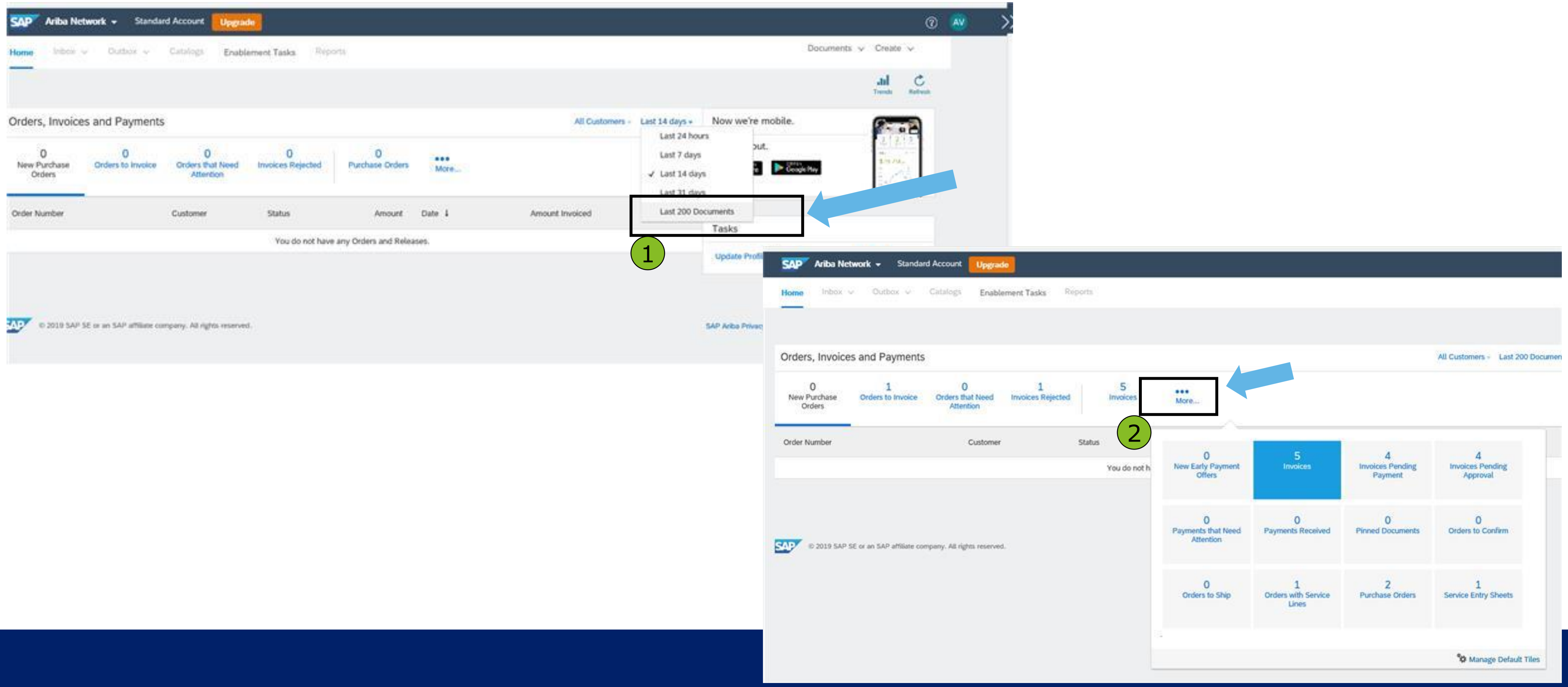
Sign up for a Standard Account OR log in to existing Standard Account



If you forget your log in credentials, please click on Forget Username Or Password

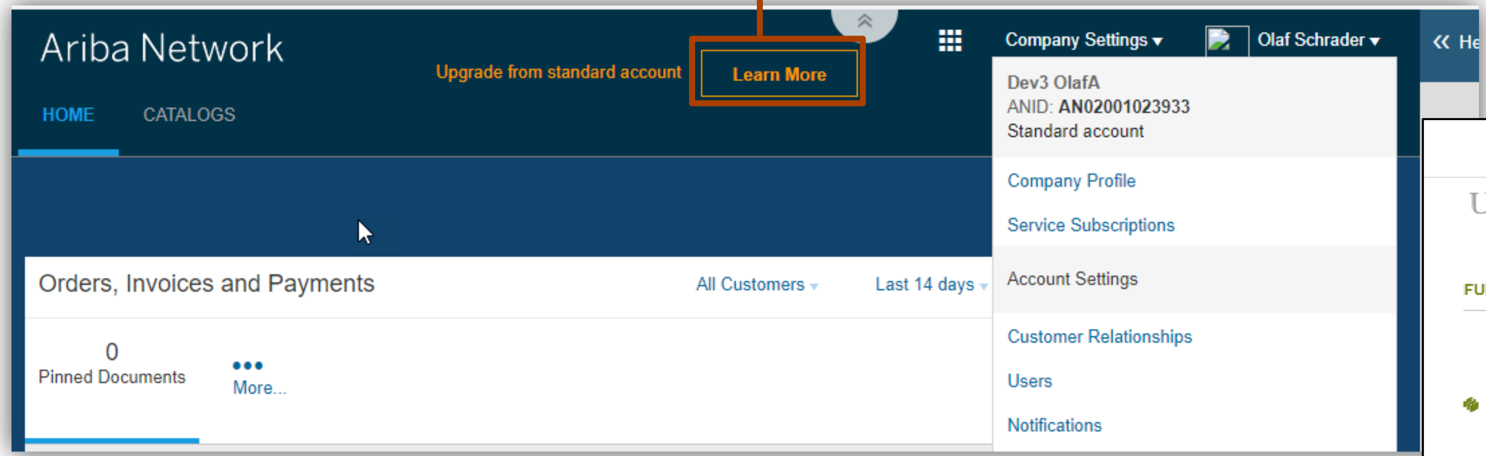
Step 3 - Sign Up For Standard Account

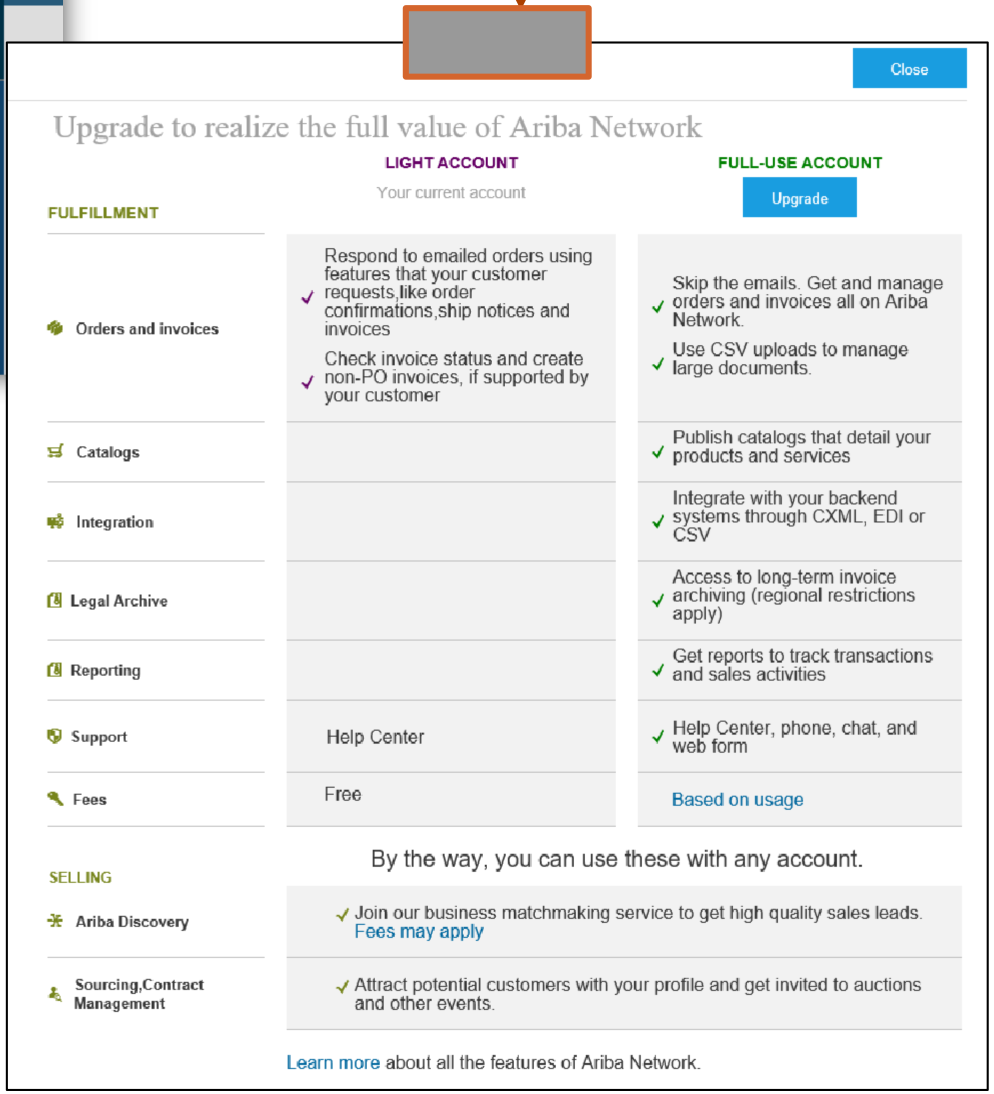
Use your existing Standard Account by clicking on **Log in**



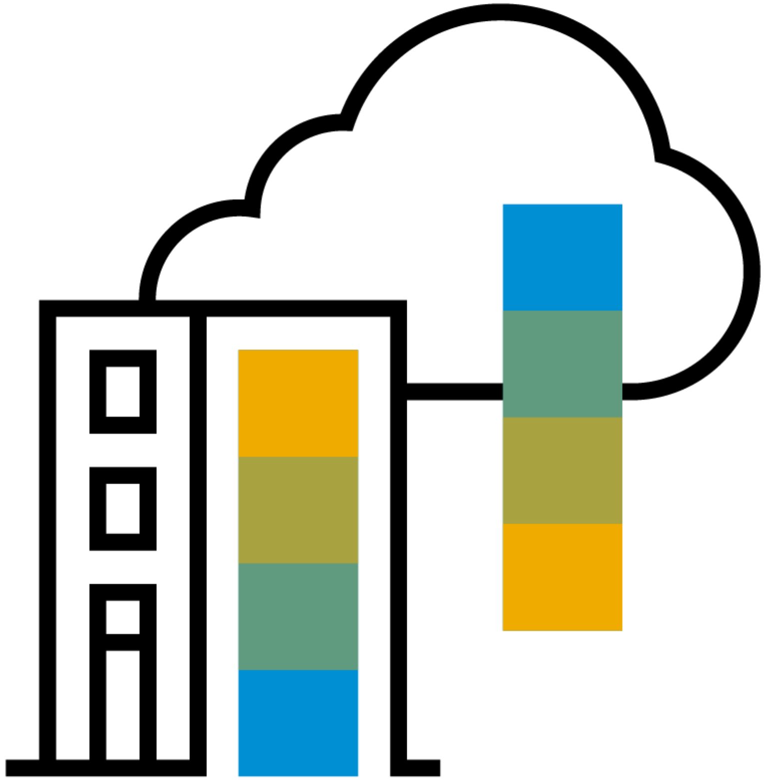
Once you log in please select the Last 200 Documents option as shown above

How To Upgrade from Standard Account To **Enterprise Account**





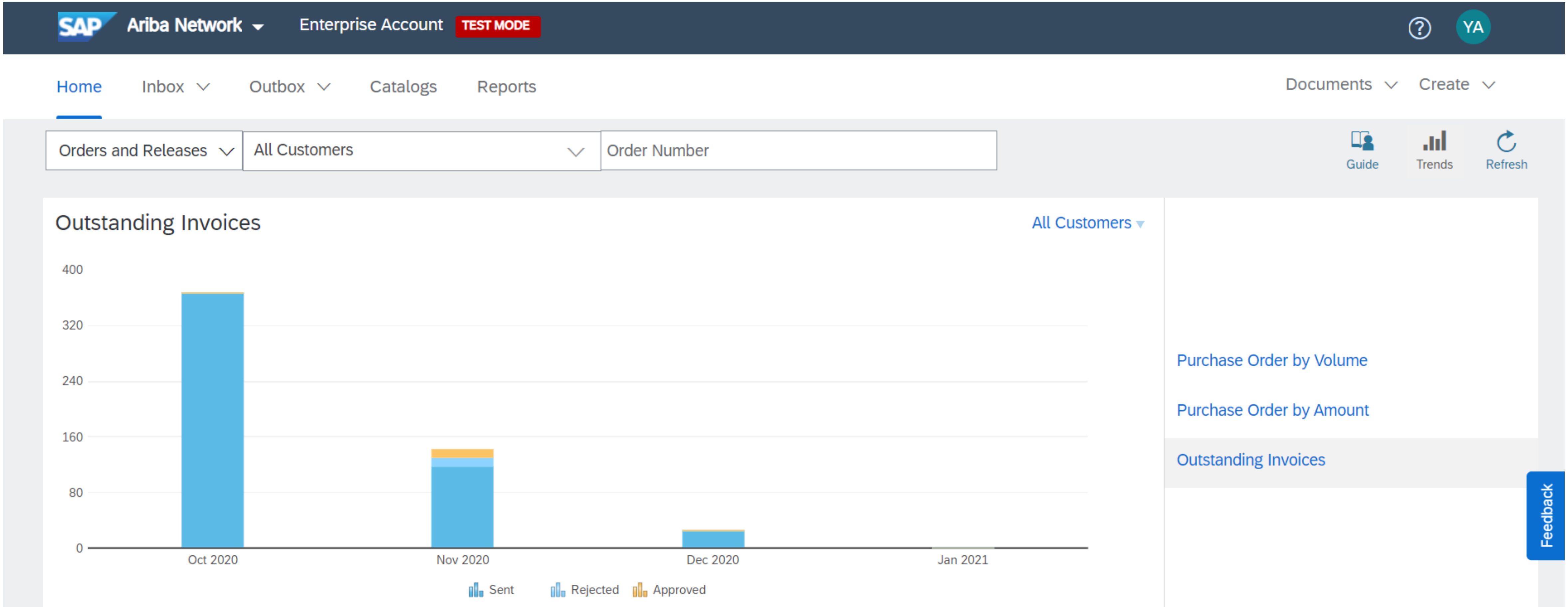
Enterprise Account And Upgrade



Standard Account Vs. Enterprise Account On Ariba Network

Features	Standard Account	Enterprise Account
Access	Through email notifications	Online dashboard
Company Profile	P	P
Purchase Order, Order confirmation (full & partial), Ship Notice, Service Entry Sheet, (Non-PO) Invoice, Credit Memo	P	P
Electronic Catalogs	O	P
Invoice status	Email notifications	Outbox with easy access from any browser
Legal Archive	Email notification and online download	• Long-term invoice archiving for global compliance (Regional restrictions apply) • Capability to mass download invoices for local archiving
Ariba Support	Online Help Center	• Support via phone, chat, or email • Direct access to enablement experts for onboarding assistance • Technical support for configuration and integration assistance • Online educational training courses
Integration	O	P
Reporting	O	P
Multiple customer relationships	P	P
Multi users	P	P
Mobile App	P	P
Ariba Discovery	P Fees may apply to respond to leads. Click here for more information.	P Fees may apply to respond to leads. Click here for more information.
Fees	FREE	Fees may apply, See complete details.

Log in with Enterprise Account



Enterprise Account **Enhanced** Features And Functionalities

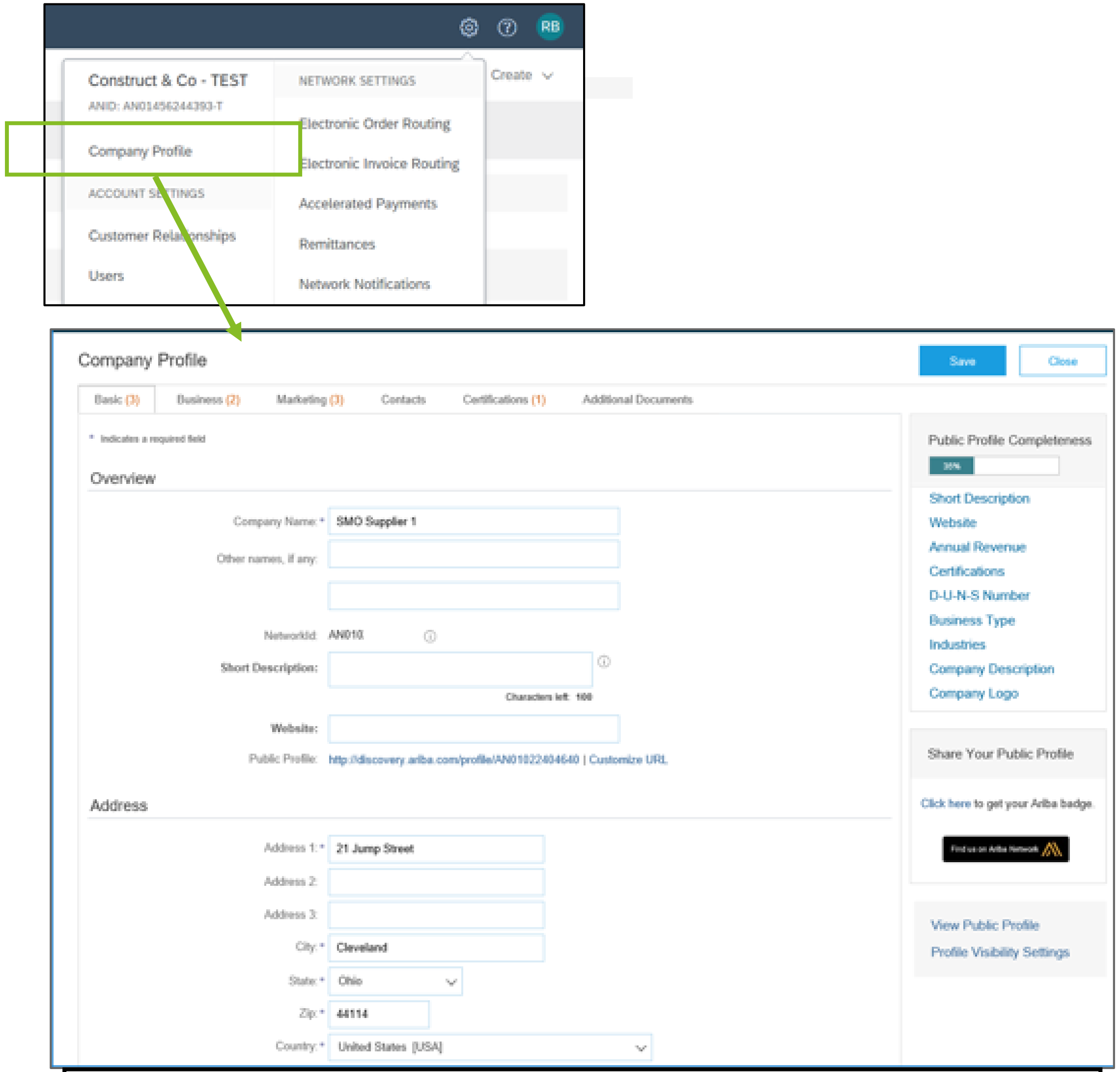
Document exchange (purchase orders, invoices and more)	• Skip the e-mails; exchange and manage purchase orders and invoices directly on your Ariba Network account • Use CSV uploads to manage large document counts • Access to an Inbox and Outbox for organizing your incoming and outcoming documents and search for them
Automation through Integration	• Integrate you back-end system with Ariba Network through CXML, EDI or CSV
Electronic Catalogs	• Create and publish electronic catalogs to enhance PO accuracy, or link your current e- shop to your Ariba Network account
Reporting	• Track transactions and sales activities with access to full reports creation and automation
SAP Ariba support	• Access the entire documentation database and contact the help centre by phone, chat, or Web form

02 Set Up Your Account

Complete Your Profile

1. Select Company Profile from the Company Settings dropdown menu.
2. Complete all suggested fields within the tabs to best represent your company.
3. Fill the Public Profile Completeness meter to 100% by filling in the information listed below it.

Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.



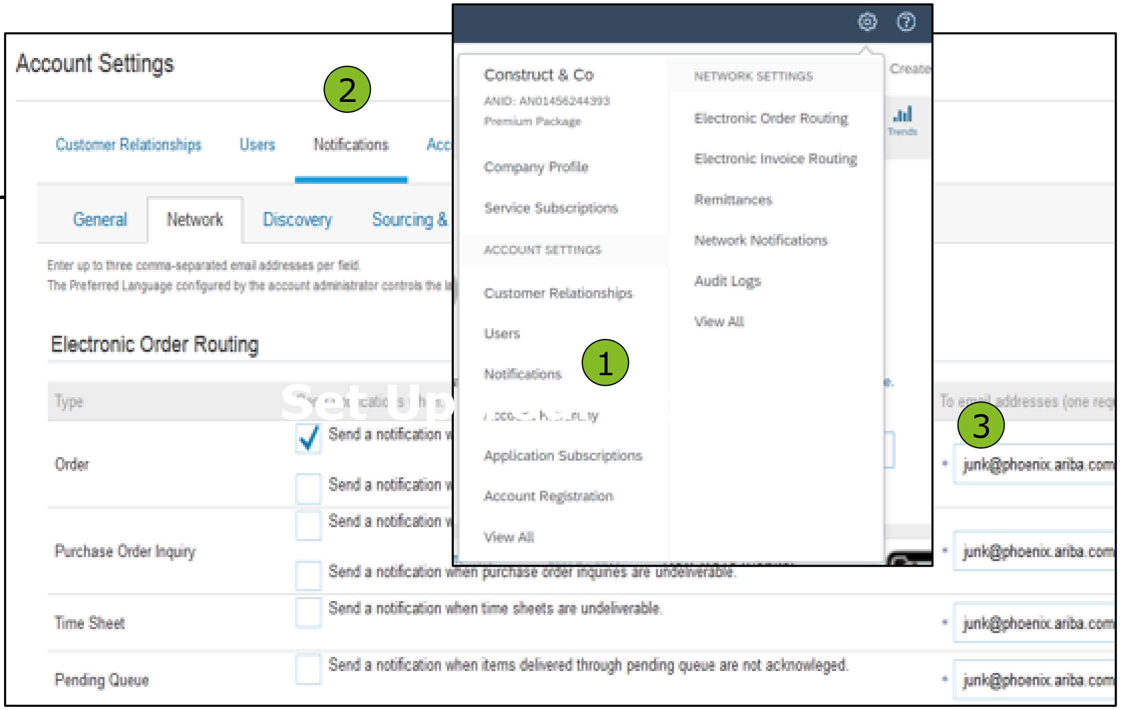
NOTE: Screens remain the same for both Standard and Enterprise Account.

Configure Your Email Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

NOTE: Screens remain the same for both Standard and Enterprise Account.

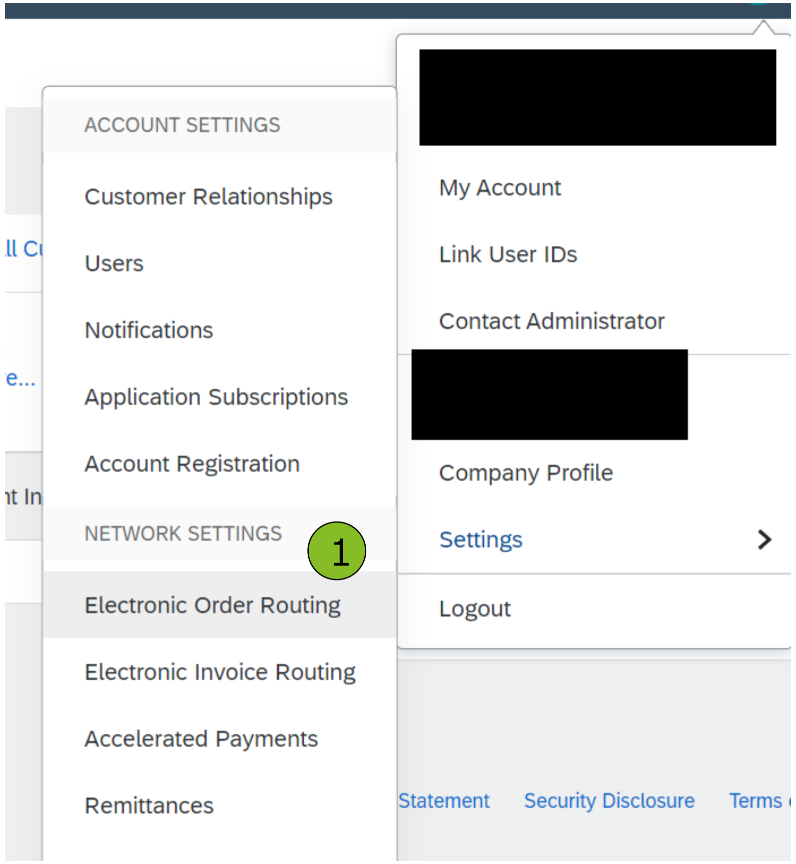
1. **Click** on Notifications under Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

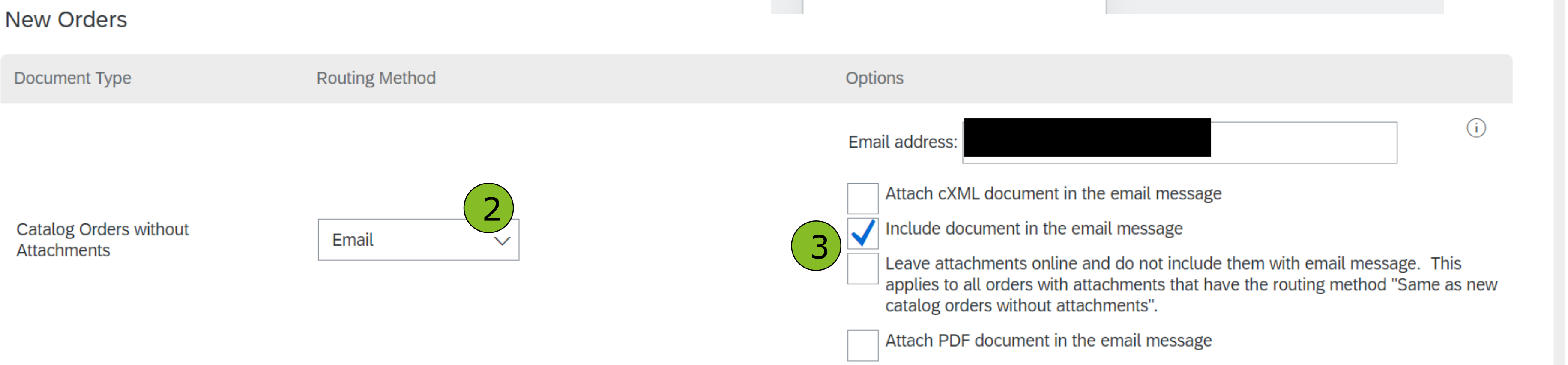


Note: If you are out of the office, make sure to include in your auto-reply messages one of the following phrases. This will prevent Ariba Network from failing orders sent to mailboxes responding using an auto-reply feature:*Out of office, OOTO, On vacation, on holiday, out of town, away from the office, away until, out of the country, an off site meeting.*
When Ariba Network detects an auto-reply containing one of these phrases, it indicates that it received the auto-reply in the order history log and does not fail the order.

Select Electronic Order Routing Method

1. **Click** on Settings> Electronic Order Routing to configure your account.
2. **Choose** one of the following routing methods:
   - **Online**
   - **cXML**
   - **EDI**
   - **Email**
   - **Fax**
   - **cXML pending queue** (available for Order routing only)
3. **Configure** e-mail notifications.

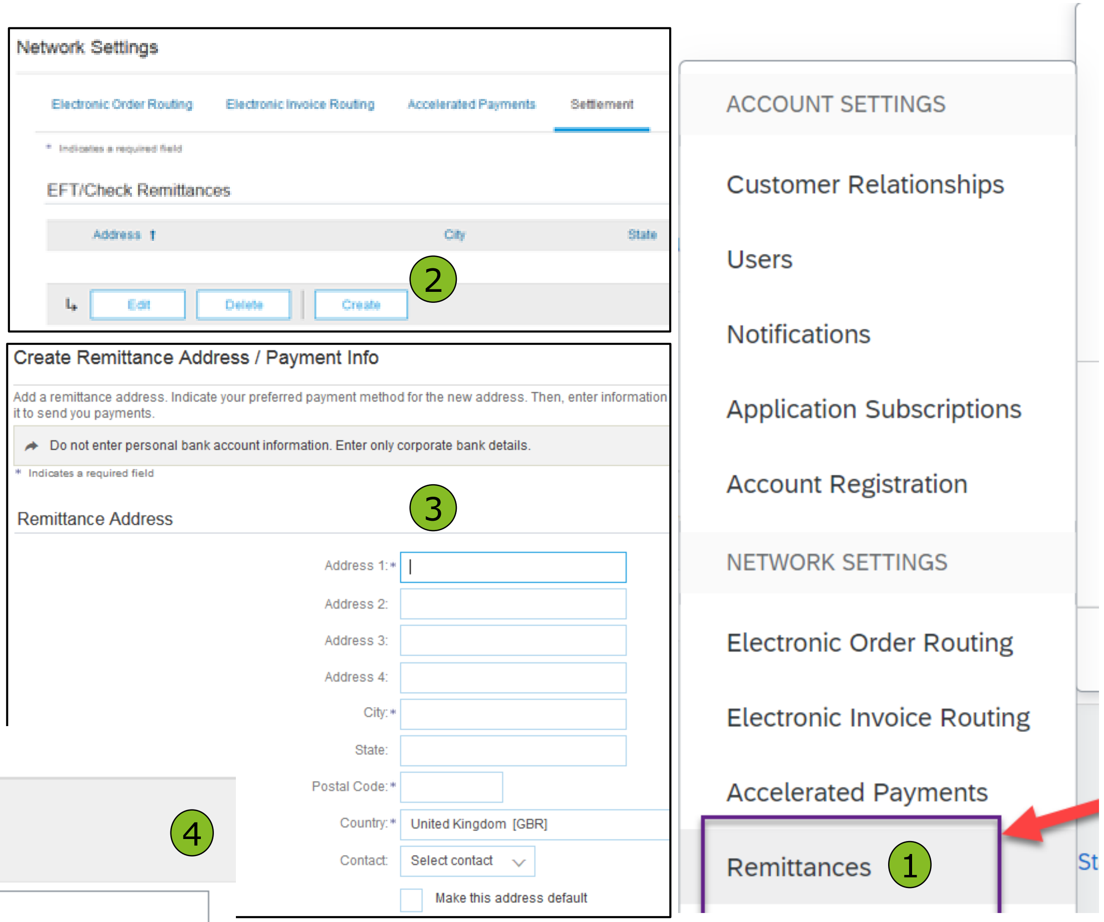


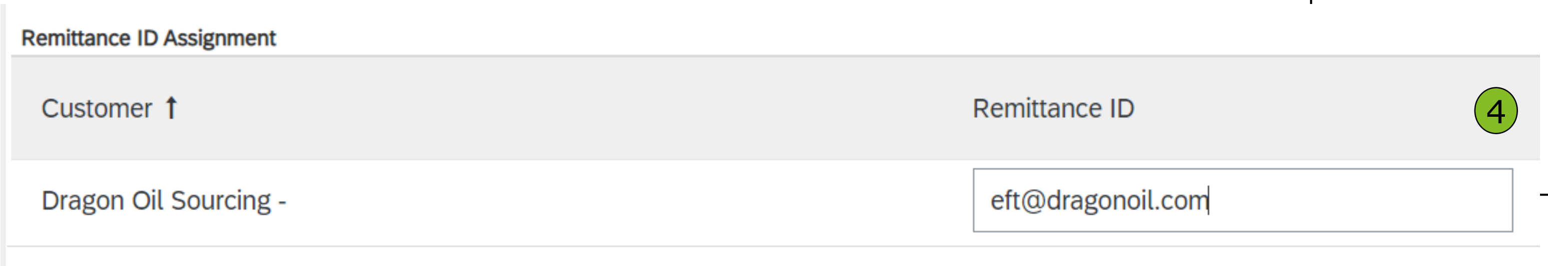


NOTE: Screens remain the same for both Standard and Enterprise Account.

Configure Your Remittance Information

1. From the **Settings** dropdown menu, select click on **Remittances.**
2. **Click** Create to create new company remittance information, or Edit, if you need to change existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. Please enter ***eft@dragonoil.com*** for **Remittance IDs**





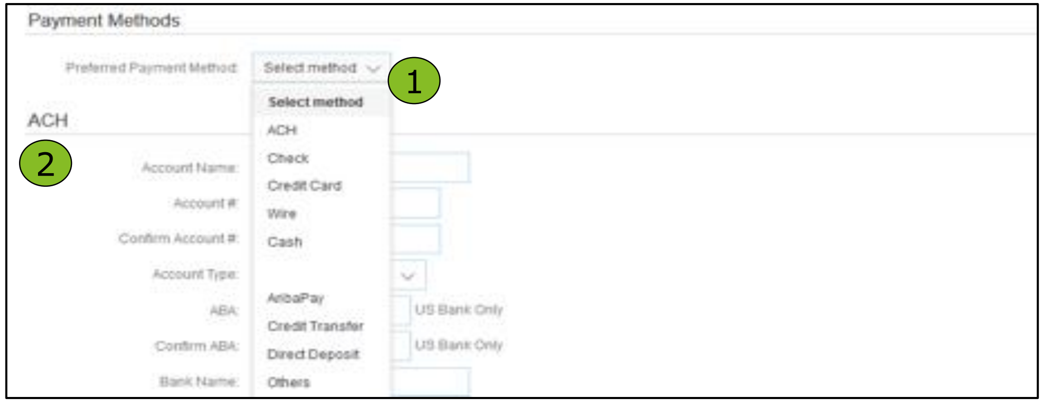
NOTE: Screens remain the same for both Standard and Enterprise Account.

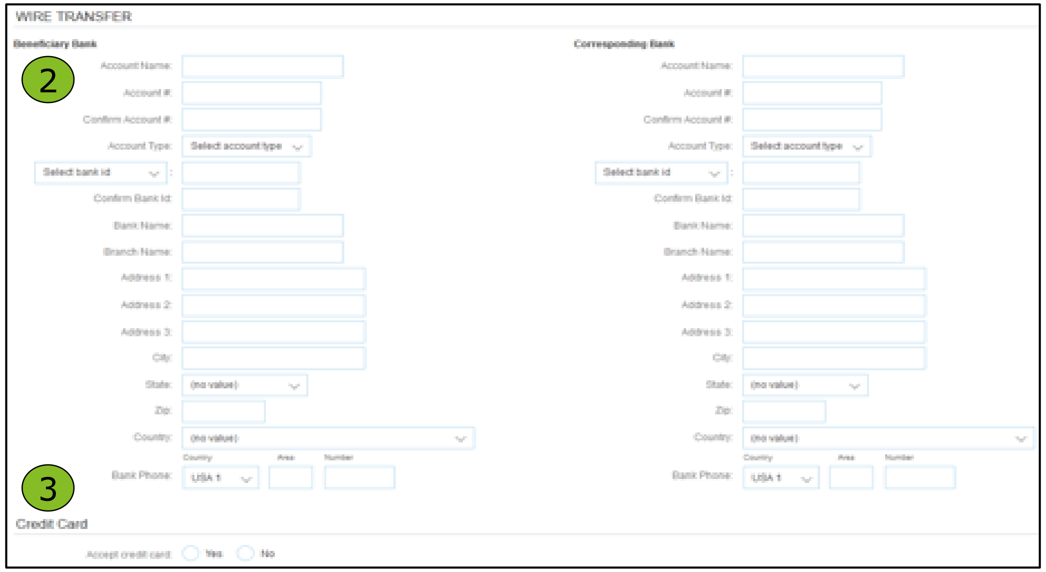
Configure Your Remittance Information

Payment Methods

1. **Select** Preferred Payment Method from a drop-down box: Check, Credit card or Wire.
2. **Complete** the details for ACH or Wire transfers.
3. **Select** if you do or do not accept credit cards and click OK when finished.

Note: This does not change the method of payment from your customer, unless specified.

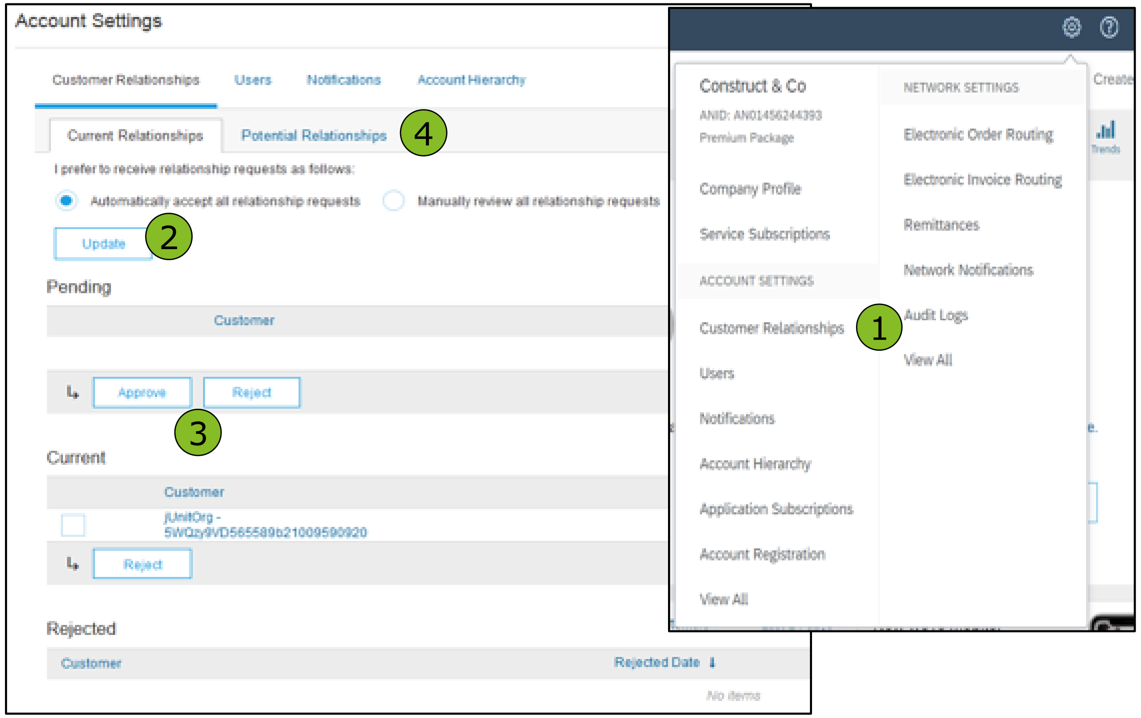




NOTE: Screens remain the same for both Standard and Enterprise Account.

Review Your Relationships
Current and Potential

1. **Click** on the Customer Relationships link in the **Settings** menu.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** potential customers in Potential Relationships tab.



NOTE: Screens remain the same for both Standard and Enterprise Account.

Set Up User Accounts
Roles and Permission Details

Administrator

- There can only be one administrator per ANID
- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems
- Creates users and assigns roles/permissions to users of the account

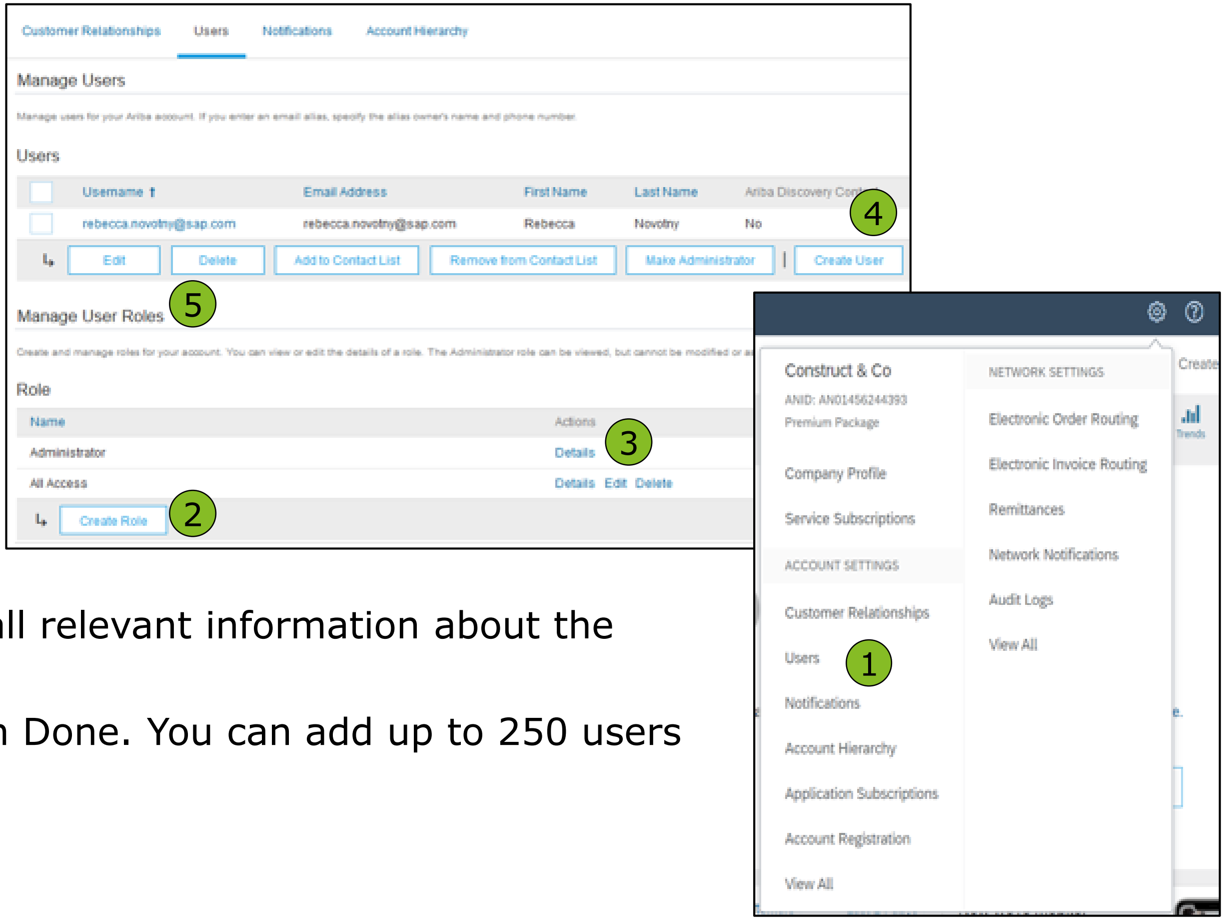
User

- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user’s actual job responsibilities
- Can access all or only specific customers assigned by Administrator

Set Up User Accounts

Create Roles and Users (Administrator Only)

1. **Click** on the Users tab on the **Settings** menu.
   The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add** Permissions **to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.



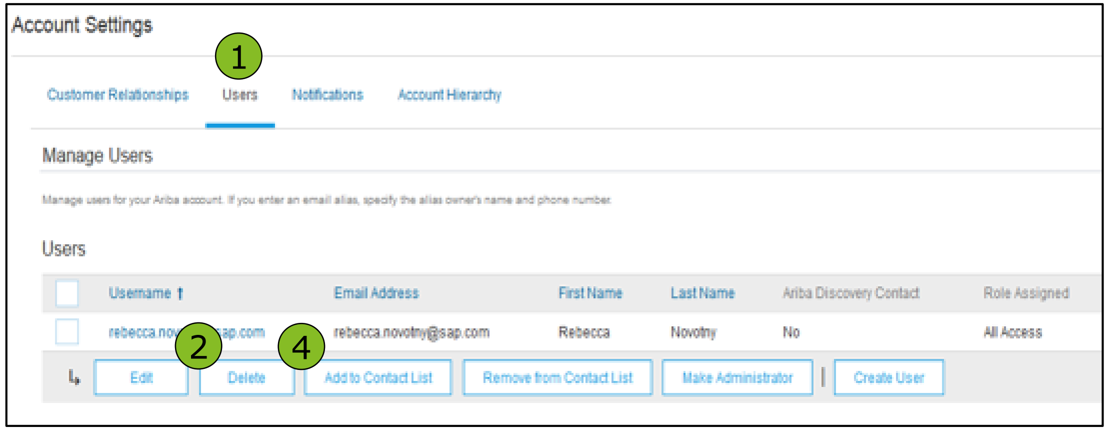
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account.

NOTE: Screens remain the same for both Standard and Enterprise Account.

Set Up User Accounts

Modifying User Accounts (Administrator Only)

1. **Click** on the Users tab.
2. **Click** on Edit for the selected user.
3. **Click** on the Reset Password Button to reset the password of the user.
4. **Other options:**
   - Delete User
   - Add to Contact List
   - Remove from Contact List
   - Make Administrator

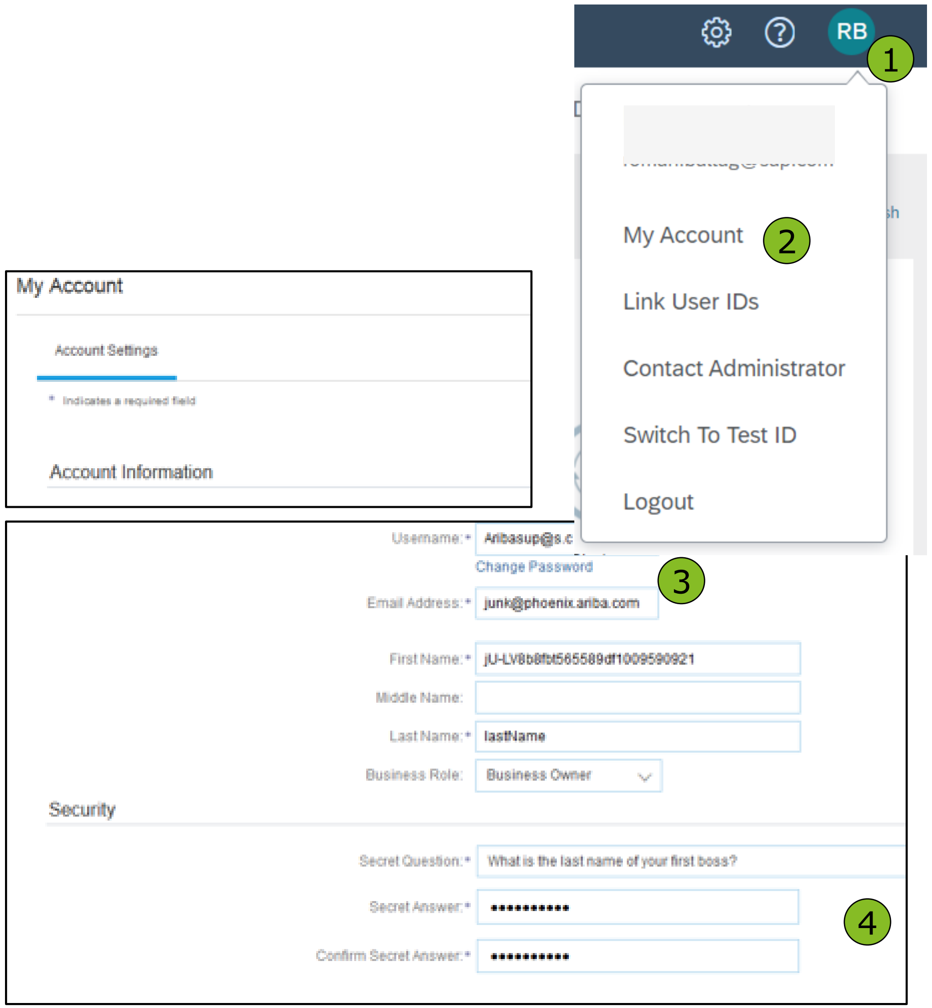


NOTE: Screens remain the same for both Standard and Enterprise Account.

Enhanced User Account Functionality

1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
   - Quickly access your personal user account information and settings
   - Link your multiple user accounts
   - Switch to your test account

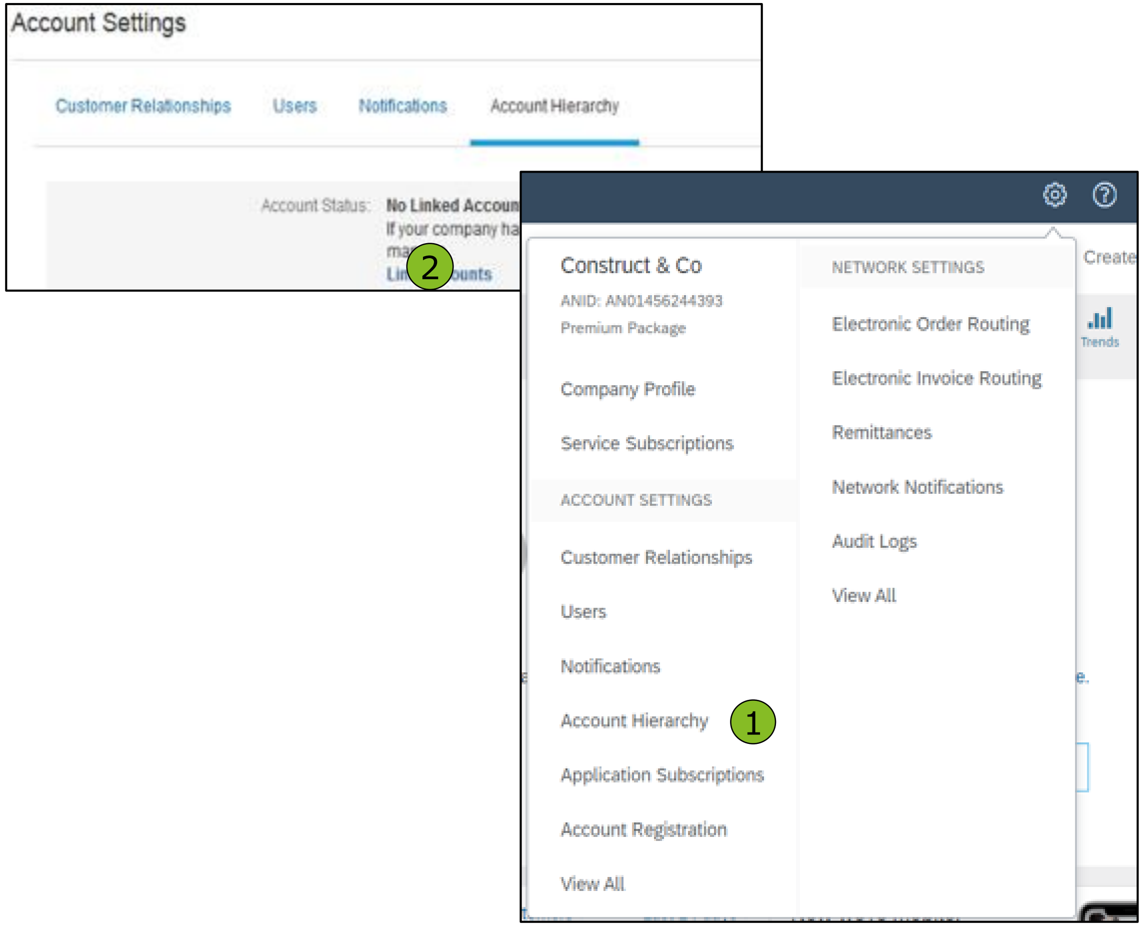
   Note: After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.
2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk. **Note:** If you change username or password, remember to use it at your next login.
4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.



NOTE: Screens remain the same for both Standard and Enterprise Account.

Create an Account Hierarchy

1. **From** the **Company Settings** menu, click Account Hierarchy.
2. **To add** child accounts click on Link Accounts.
3. **The Network** will detect if there is an existing account with corresponding information.
4. **On the next page** either log in as an Administrator or send a request through an online form as a Not Administrator.
5. **Once** the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.



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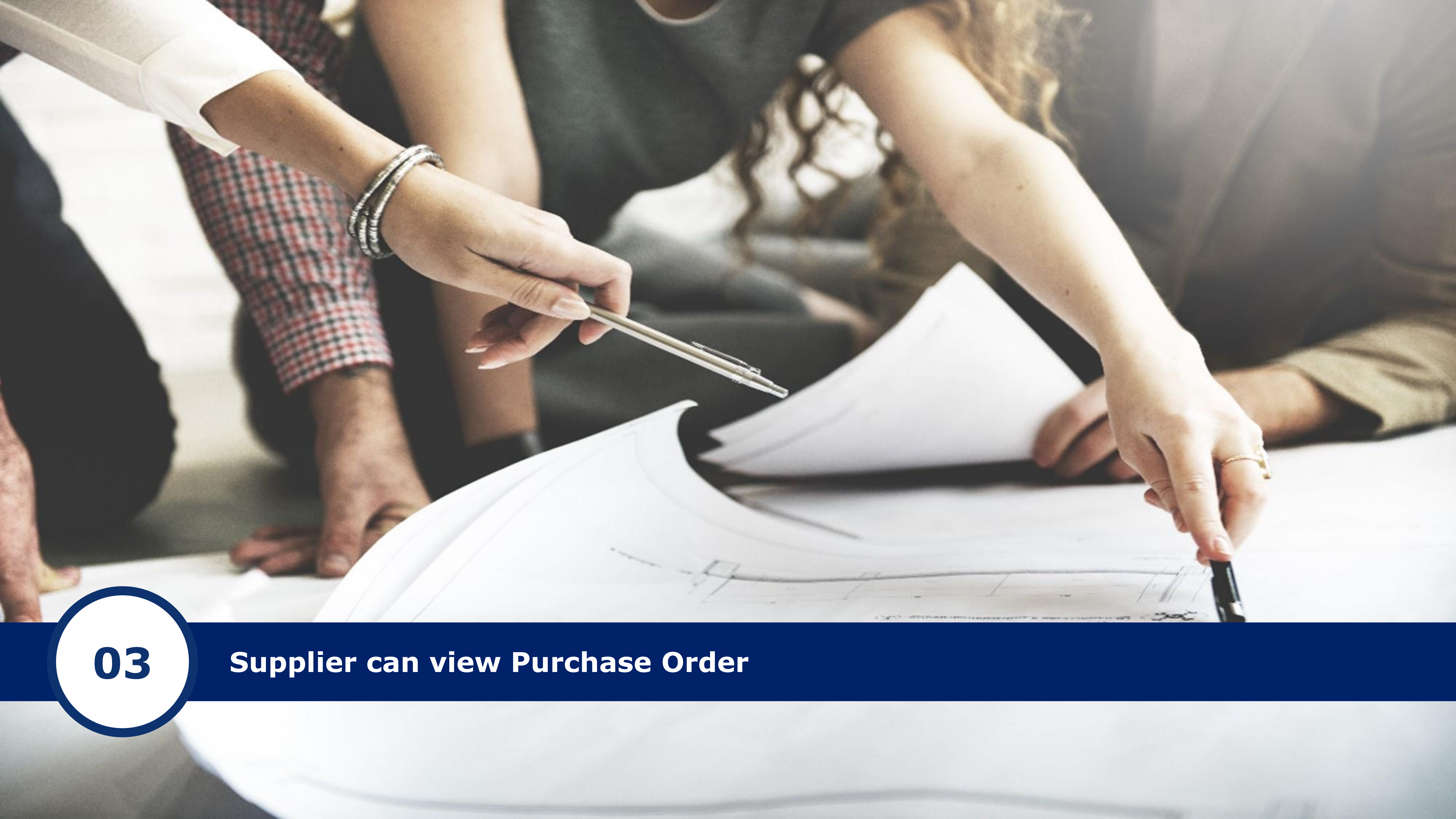
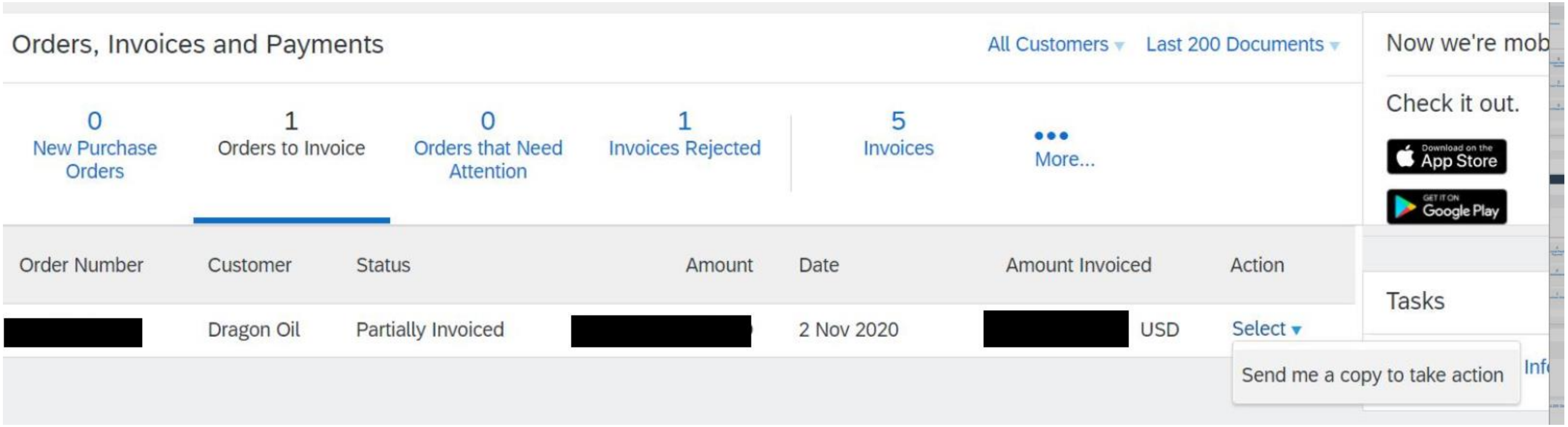


03 Supplier can view Purchase Order

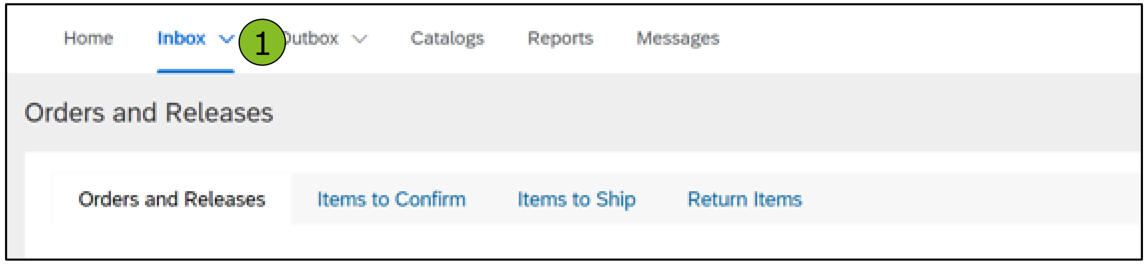
Manage POs | View Purchase Orders using Standard account

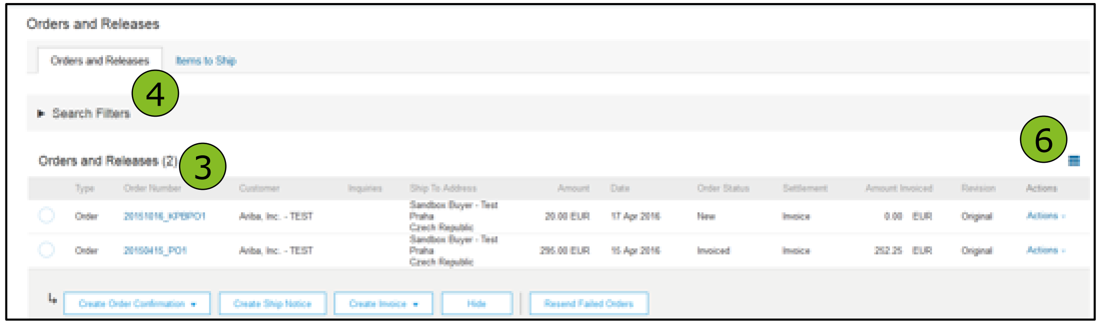
- **Suppliers with standard account cannot access the Inbox/outbox functionality. However they can view the overview of last 200 documents in the dashboard view**
- **Suppliers can use *Select -> Send me a copy to take action* to resend documents to their mailbox**
- **Suppliers must process all POs by going back to their email from *ordersender-prod@ansmtp.ariba.com* and clicking the confirm order button.**
- **Suppliers cannot process POs by logging in directly to their supplier account.**

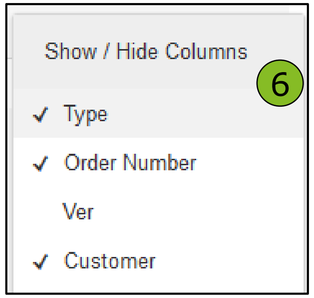


Manage POs | View Purchase Orders using Enterprise account

1. **Click** on Inbox tab to manage your Purchase Orders.
2. **Inbox** is presented as a list of the Purchase Orders received by Dragon Oil.
3. **Click** the link on the Order Number column to view the purchase order details.
4. **Search** filters allows you to search using multiple criteria.
5. **Click** the arrow next to Search Filters to display the query fields. Enter your criteria and click Search.
6. **Toggle** the Table Options Menu to view ways of organizing your Inbox.







Can’t Find Your PO?

Manage POs

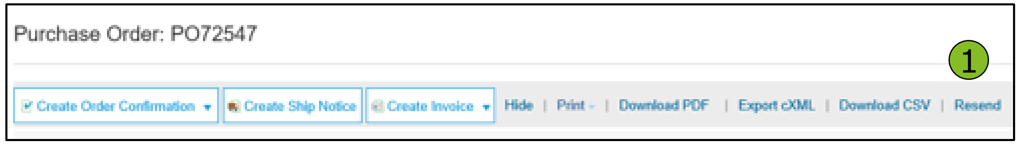
Purchase Order Detail

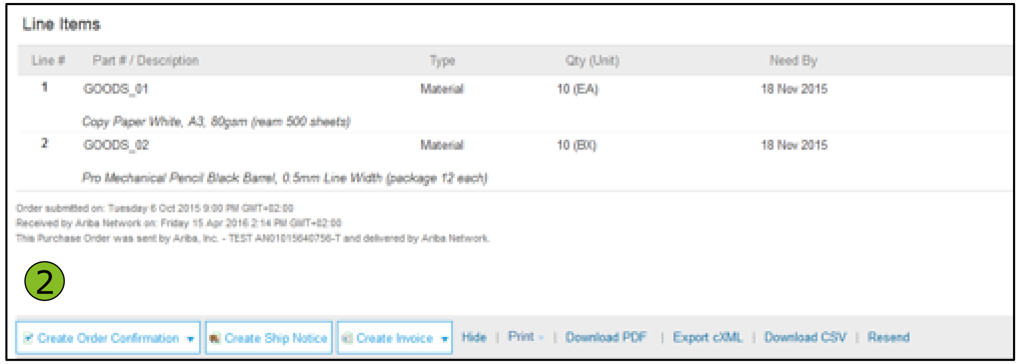
1. **View** the details of your order.
   The order header includes the order date and information about the buying organization and supplier.

   Note: You can always Resend a PO which was not sent to your email address, cXML or EDI properly clicking **Resend** button.

   Additional options: **Export cXM**L to save a copy of the cXML source information **Order History** for diagnosing problems and for auditing total value.

2. Line Items section describes the ordered items. Each line describes a quantity of items Dragon Oil wants to purchase. Set the status of each line item by sending order confirmations clicking Create Order Confirmation. The sub-total is located at the bottom of the purchase order.



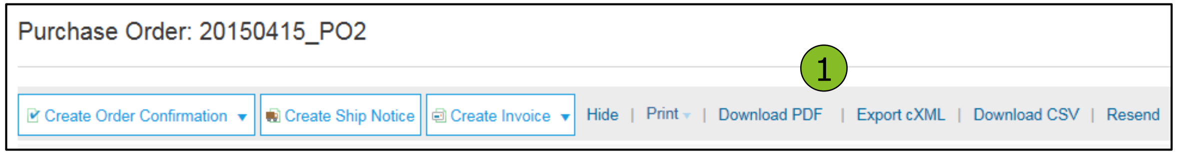


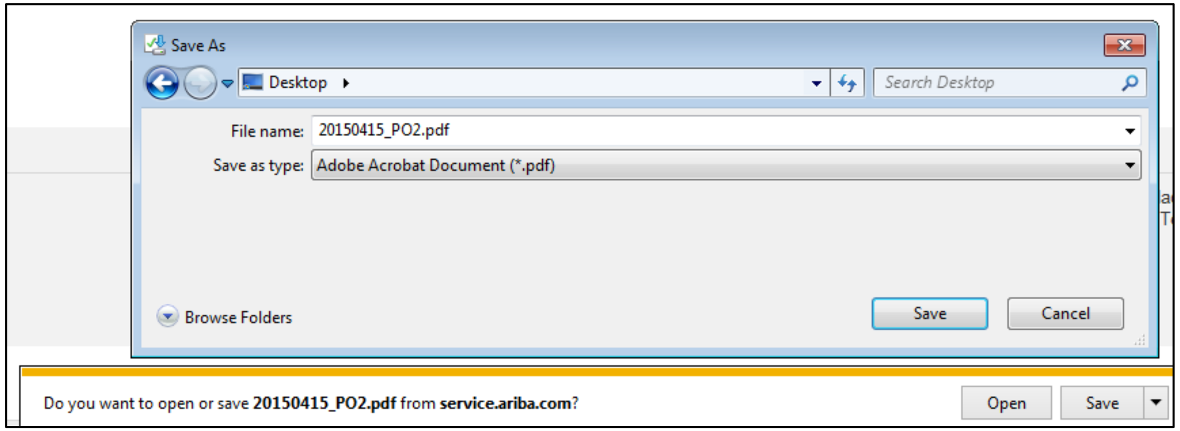
NOTE: Screens remain the same for both Standard and Enterprise Account.

Manage POs
Create PDF of PO

1. Select "Download PDF" as shown.

Note: If the document exceeds 1000 lines or is larger than 1MB size, details are not shown in the UI. Therefore the detail is not included in the PDF generated.





NOTE: Screens remain the same for both Standard and Enterprise Account.


04
Suppliers can create Order Confirmation and Advance Shipment Notification

Create Order Confirmation
Confirm Entire Order

This slide explains how to Confirm Entire Order.

1. **Enter** Confirmation Number which is any number you use to identify the order confirmation**.**
2. **If you specify** Est. Shipping Date or Est. Delivery Date information, it is applied for all line items.
3. **You can group** related line items or kit goods so that they can be processed as a unit.
4. **Click** Next when finished.
5. **Review** the order confirmation and click Submit.
6. **Your order confirmation is sent to Dragon Oil.**

Note: If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.

Once the order confirmation is submitted, the Order Status will display as Confirmed.
When viewing documents online, links to all related documents are displayed.
Click Done to return to the Inbox.

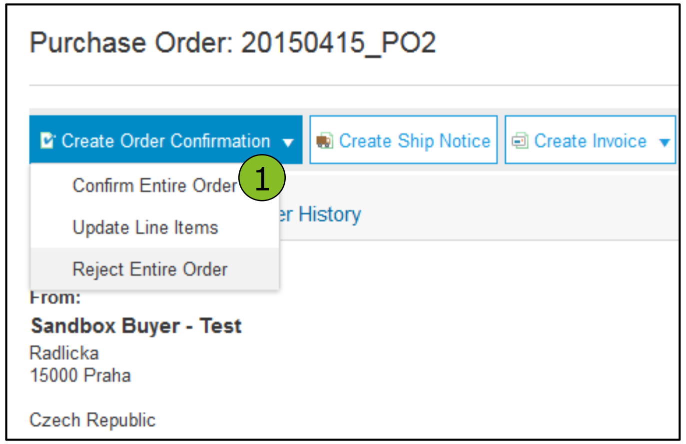
NOTE: Screens remain the same for both Standard and Enterprise Account.

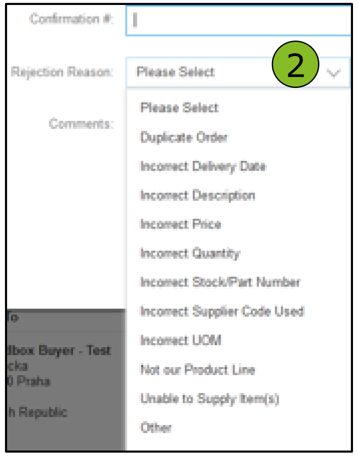
Trouble With Your OC?

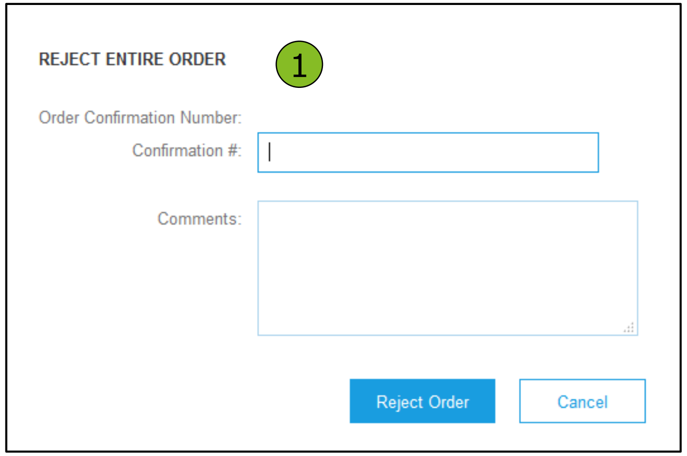
Create Order Confirmation

Reject Entire Order

1. **From the PO view**, click the Create Order Confirmation button and select to Confirm Entire Order, Update Line Items for individual line items or Reject Entire Order.
2. **Enter a reason for rejecting** the order in case your buyer requires.



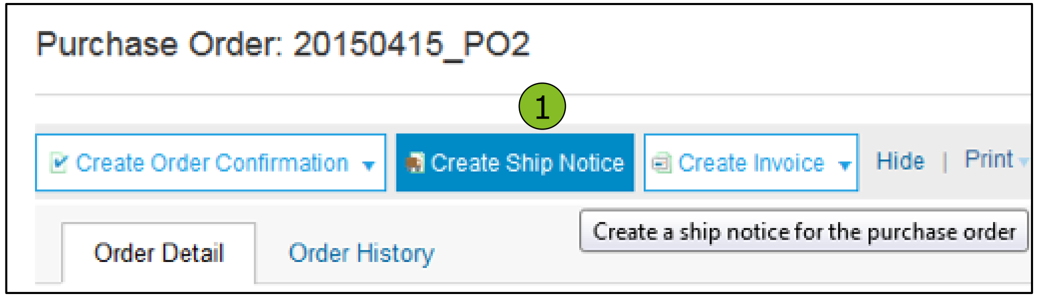


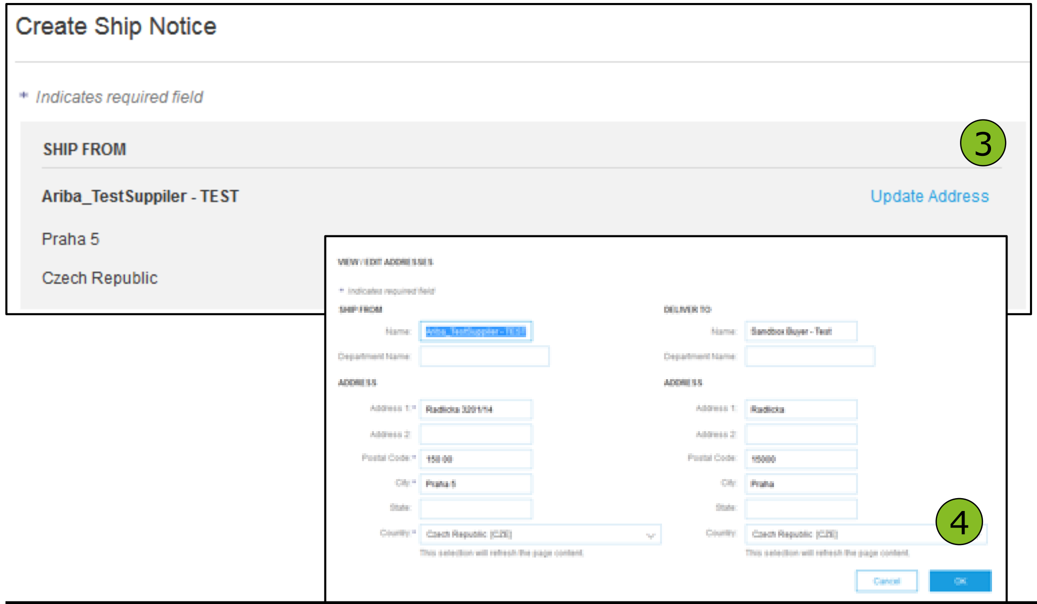


NOTE: Screens remain the same for both Standard and Enterprise Account.

Create Ship Notice

1. **Create** Ship Notice using your Ariba account once items were shipped.
   Multiple ship notices per purchase order might be sent. Click the Create Ship Notice button.
2. **Fill out** the requested information on the Shipping PO form. The Packing Slip ID is any number you use to identify the Ship Notice. Choose Carrier Name and then Tracking # and Shipping Method will appear. Gross Volume and Gross Weight are optional fields when Collaborative Supply Chain (CSC) is enabled.
3. **Enter** Ship From information by clicking on Update Address. Any field with an asterisk is required.
4. **Check** if Deliver to information is correct. Click OK.



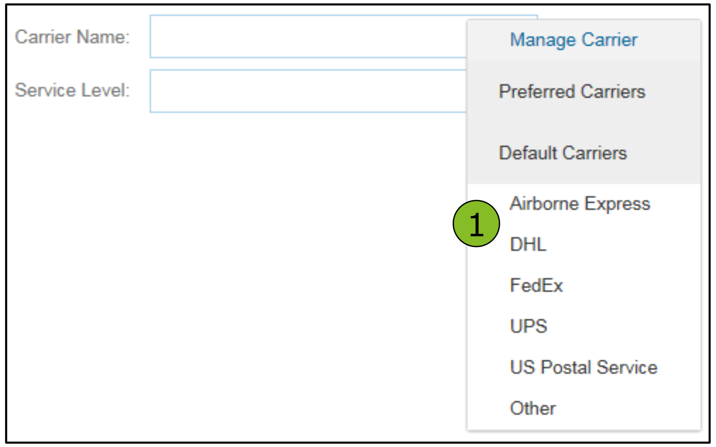


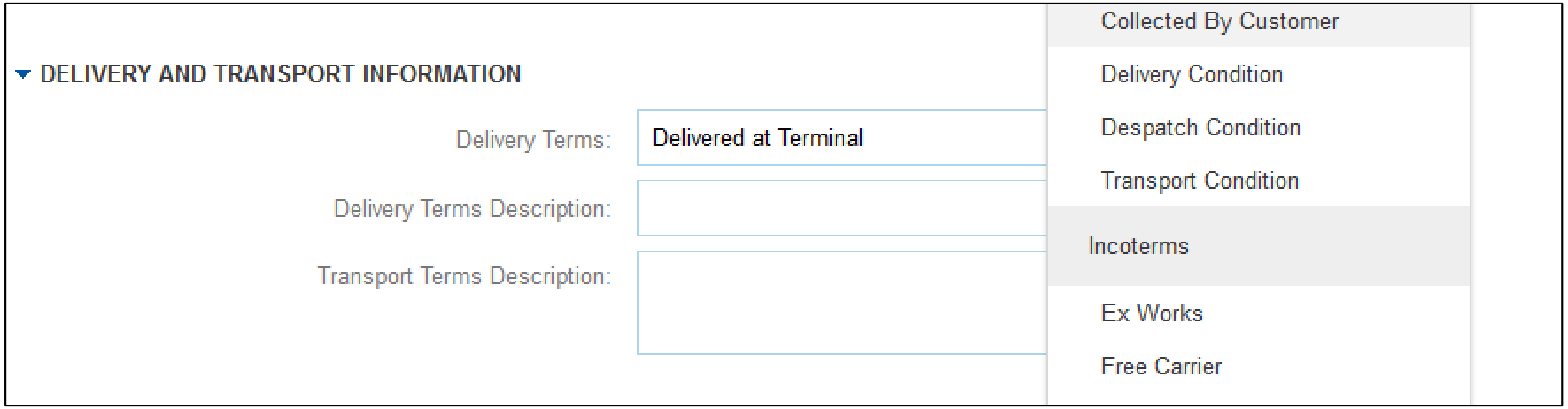
NOTE: Screens remain the same for both Standard and Enterprise Account.

Create Ship Notice

Delivery Terms and Transportation Details

1. **Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.

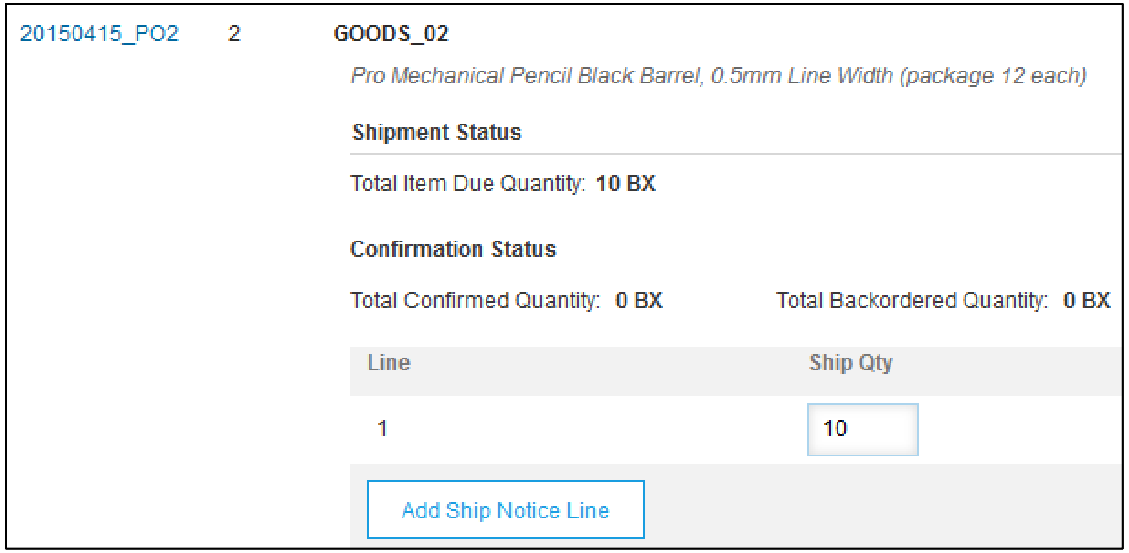


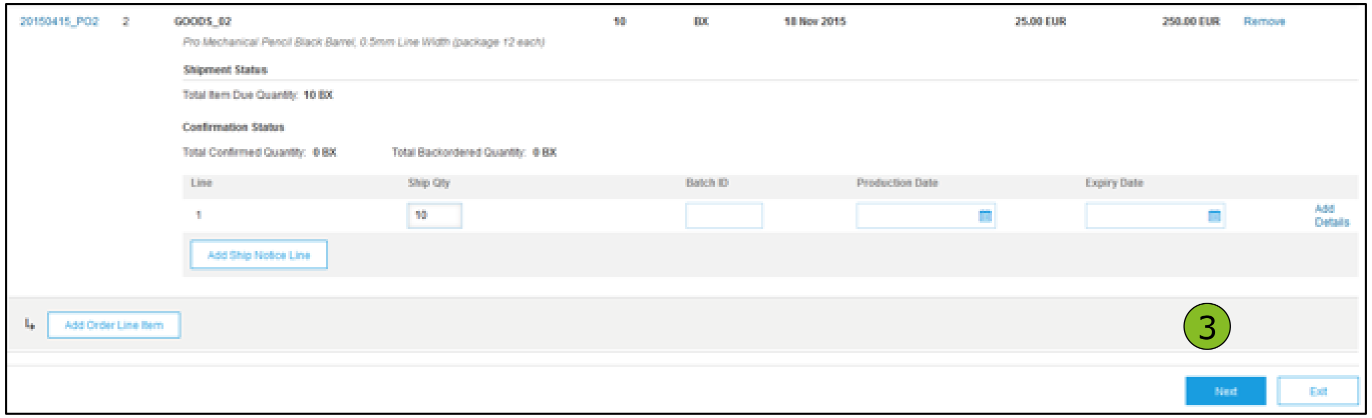


NOTE: Screens remain the same for both Standard and Enterprise Account.

Create Ship Notice
Details

1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Customer Part #** is visible when Collaborative Supply Chain (CSC) is implemented.
3. **Click Next** to proceed to review your Ship Notice.

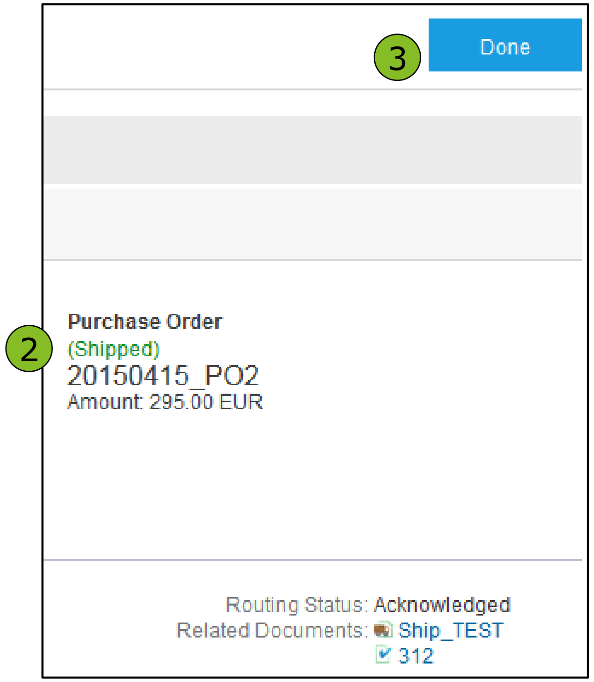




NOTE: Screens remain the same for both Standard and Enterprise Account.

Submit Ship Notice
Details

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to Dragon Oil. Ship Notices provide improved communications to help avoid unnecessary calls to order support department.
2. **After submitting** your Ship Notice, the Order Status will be updated to Shipped. Submitted Ship Notices can be viewed from Outbox or by clicking the link under the Related Documents from the PO View.
3. **Click** Done to return to the Home page.



NOTE: Screens remain the same for both Standard and Enterprise Account.

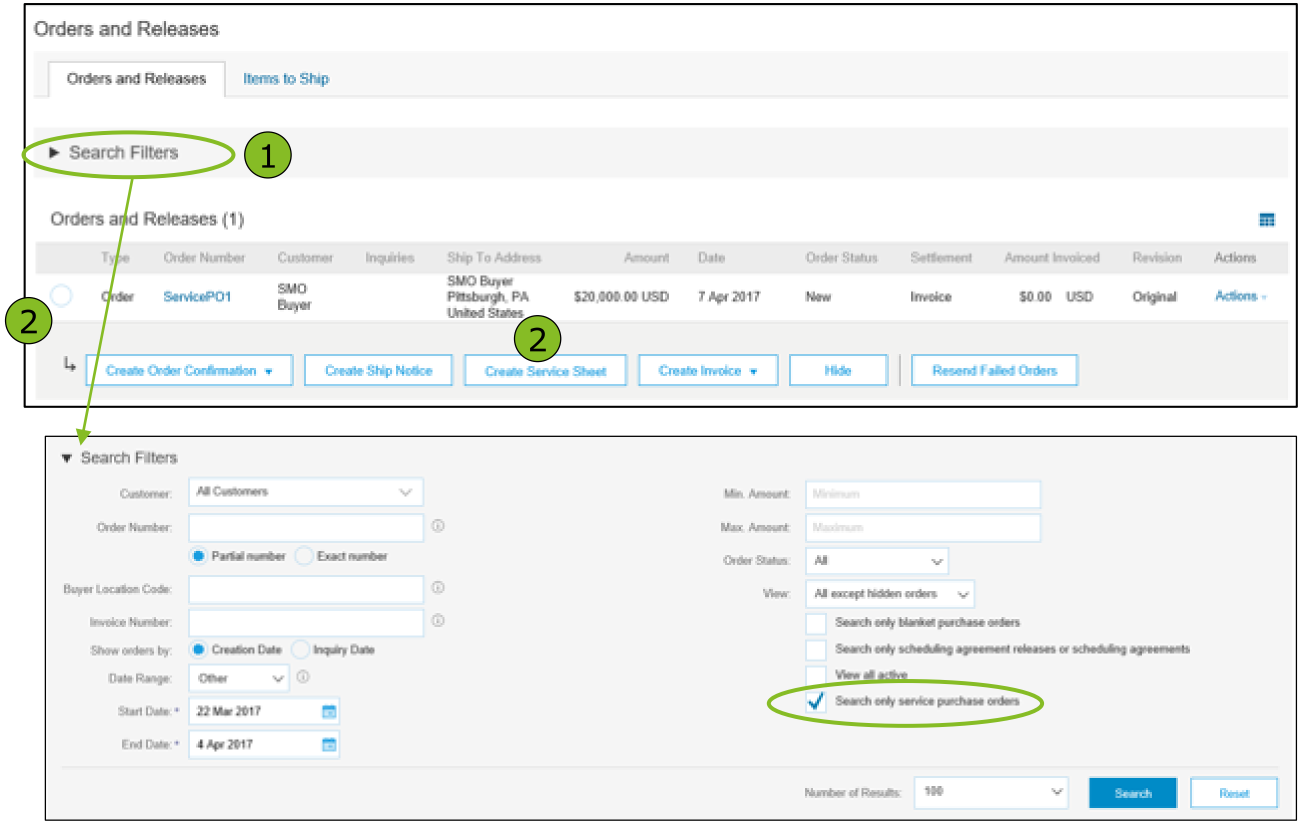
Create a Service Entry Sheet

Locate a Service POs

1. **Locate** your Service PO within your Inbox.

Note: Utilize the **Advanced Search Filters** at the top of your inbox to narrow your view to Service POs only by checking the **Search Only Service Purchase Orders** box and clicking **Search**.

2. **Select** the radio button next to the desired PO and click **Create Service Sheet** OR click the **Order Number Hyperlink** to view the Service PO.



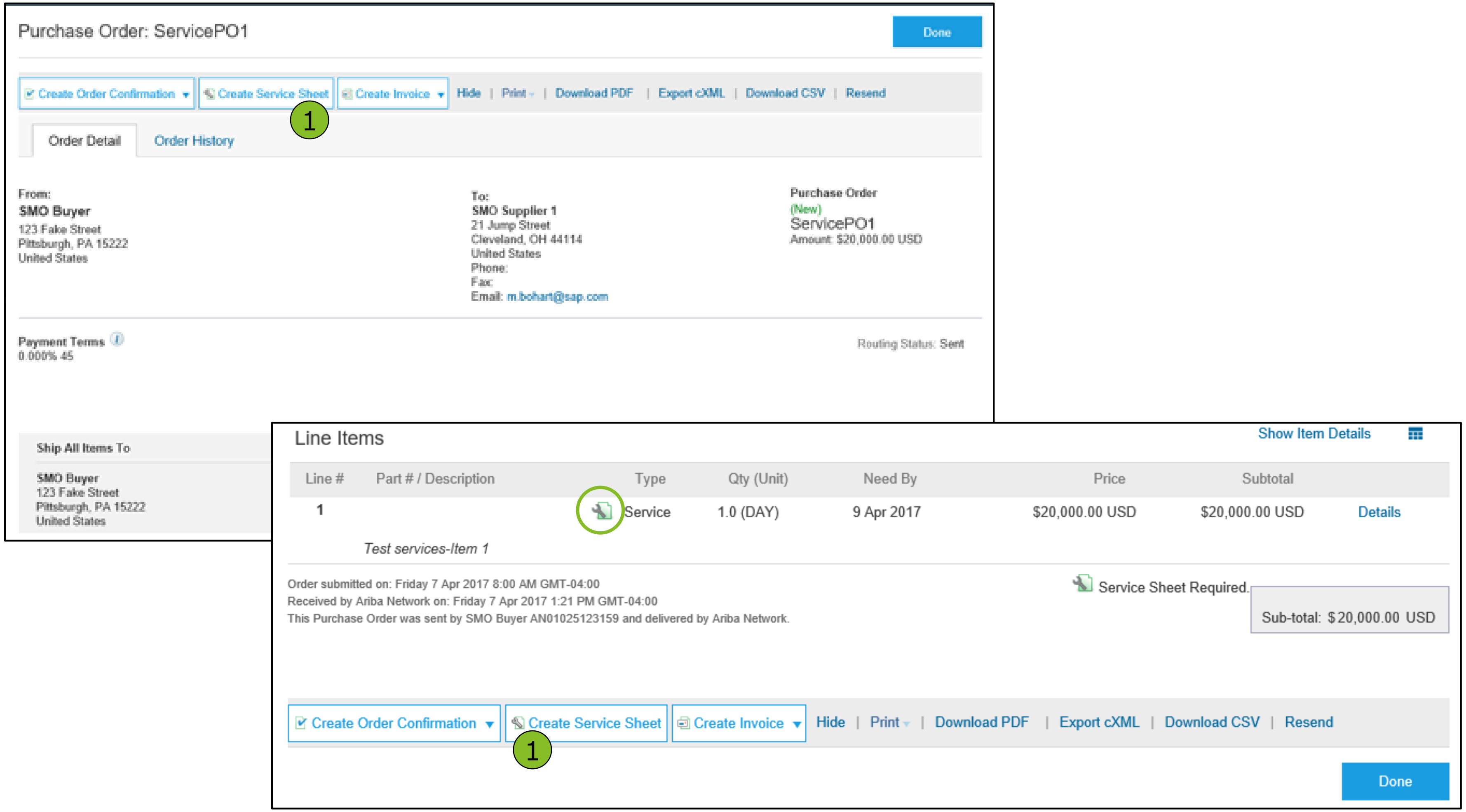
NOTE: Screens remain the same for both Standard and Enterprise Account.

Create a Service Entry Sheet

Review Service PO

1. **After** reviewing your PO for accuracy, click **Create Service** Sheet at the top of bottom of your PO**.**

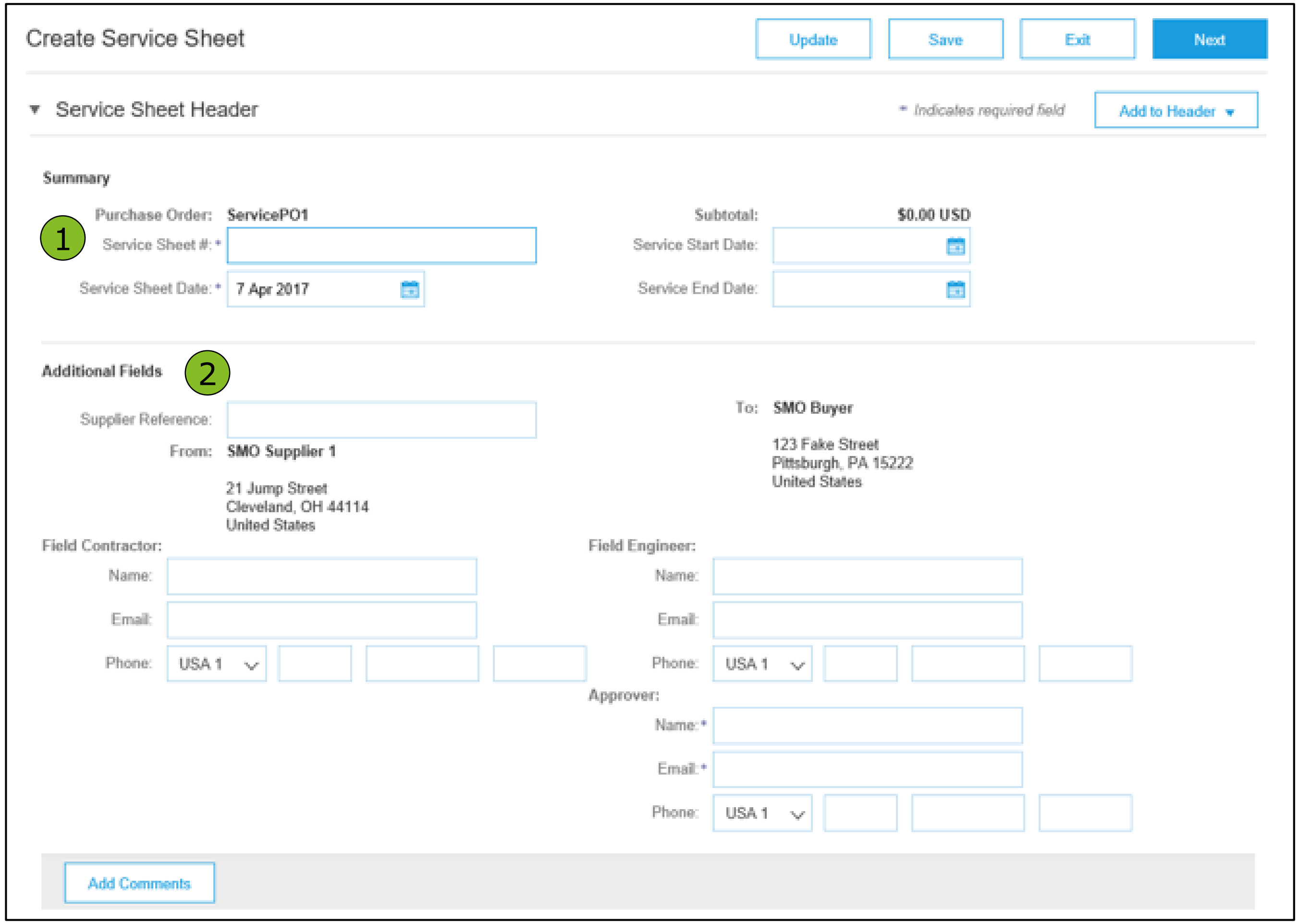
Note: Services will be indicated with the Service Icon next to the Line Type.



NOTE: Screens remain the same for both Standard and Enterprise Account.

Create a Service Entry Sheet
Header Information

1. **Complete** any required fields that have an asterisk (*).
2. **Enter** additional fields as requested by your customer, including Contractor Information, Approver, etc.



NOTE: Screens remain the same for both Standard and Enterprise Account.

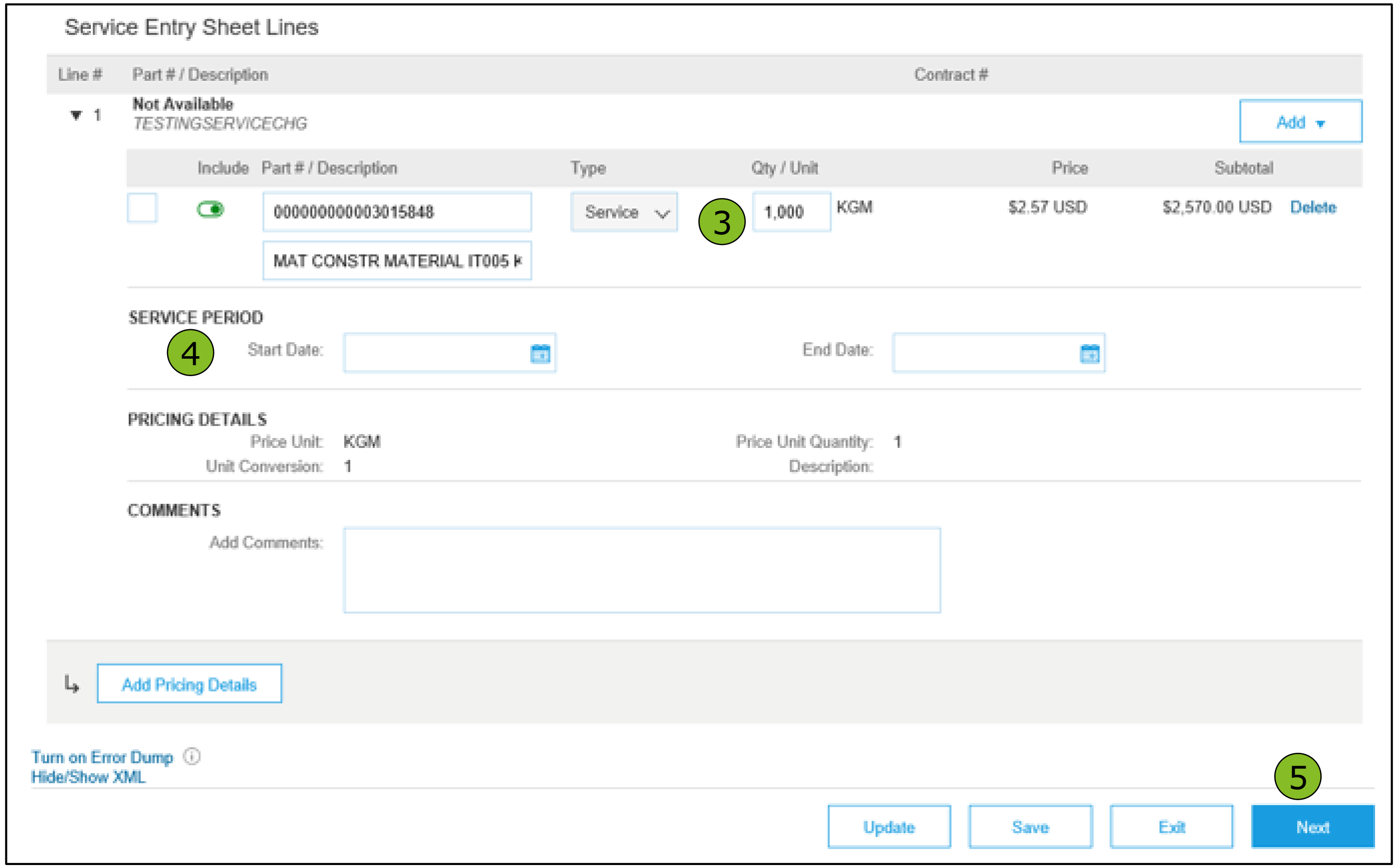
Create a Service Entry Sheet

Line Item Section

3. Update quantities of line items.

4. Enter Service Start and End Dates if available, as well as any additional comments as needed.

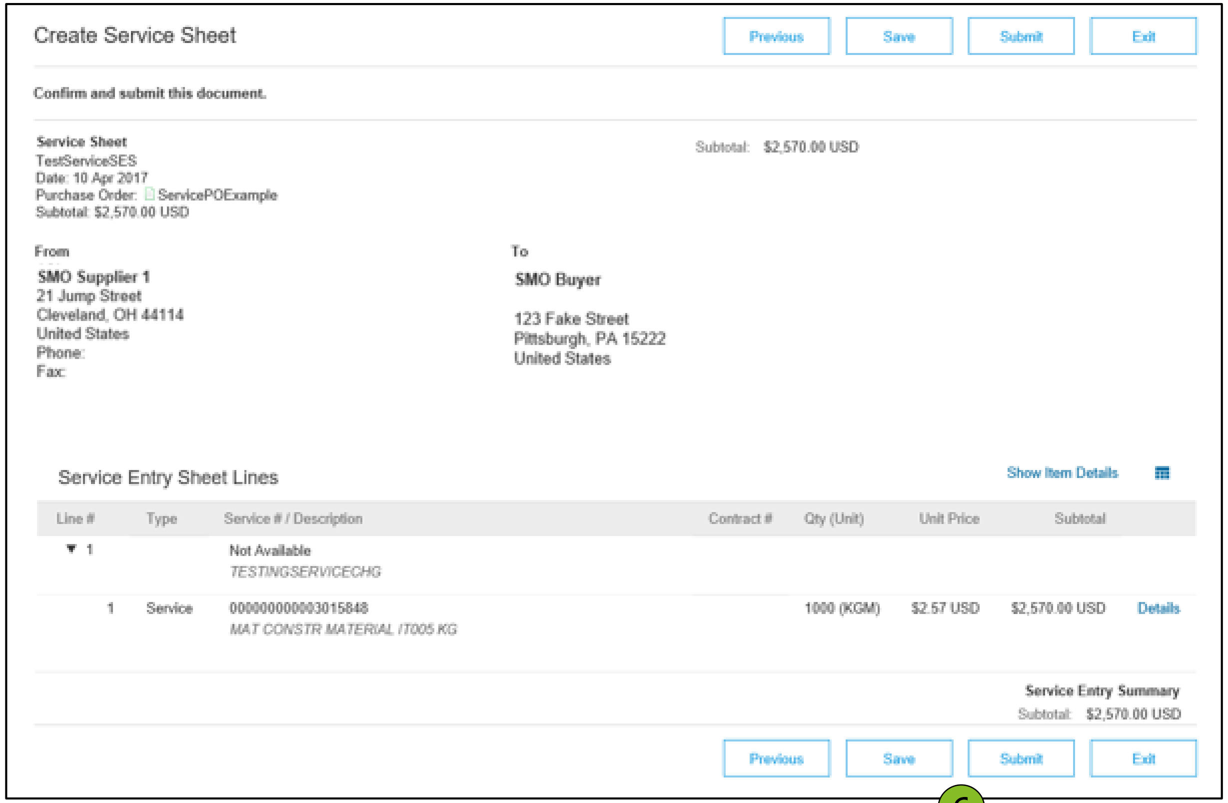
5. Click Next to proceed to review screen



NOTE: Screens remain the same for both Standard and Enterprise Account.

Submit a Service Entry Sheet

6. **From** the Review Screen, check your Service Sheet for accuracy. If there are errors, click **Previous** to return to the Create Service Sheet screen. To submit to your customer, click the **Submit** Button.

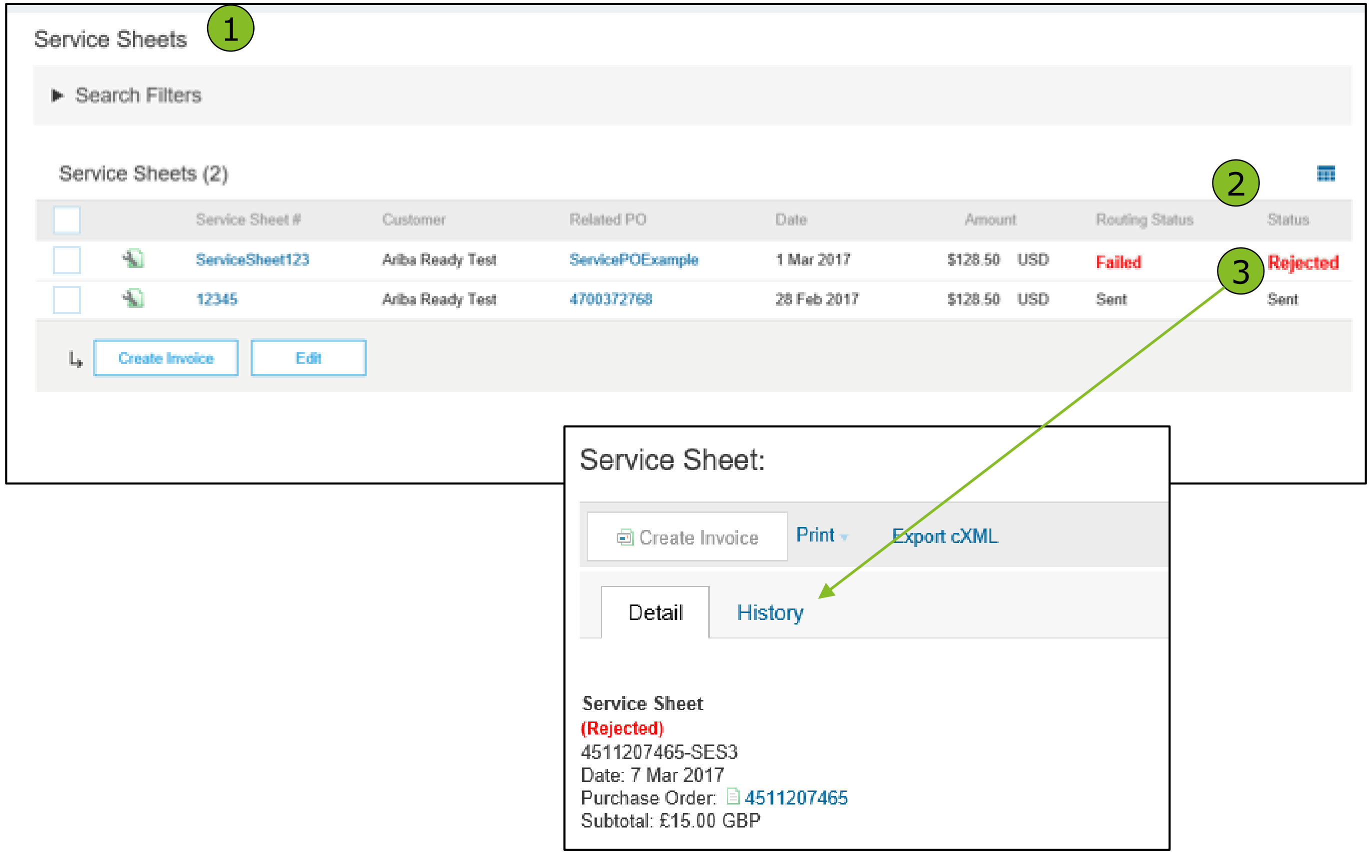


6

NOTE: Screens remain the same for both Standard and Enterprise Account.

Check Service Sheet Status

1. **Click Outbox** and select **Service Sheets** Tab.
2. **Routing** and **Approval Status** will be visible on each line.
3. **If a Service Sheet is rejected or failed**, view the reason by opening the Service Sheet and clicking the **History** Tab.



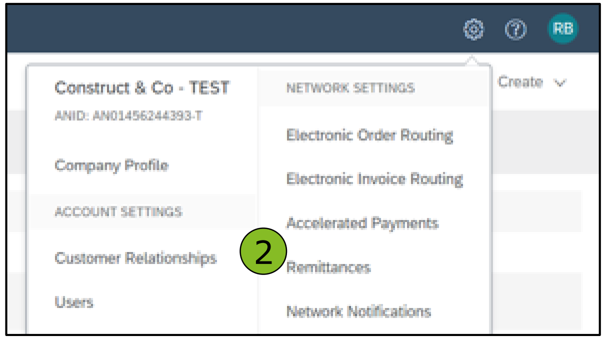
NOTE: Screens remain the same for both Standard and Enterprise Account.

05 Supplier Can Invoice

Review Dragon Oil Invoice Rules

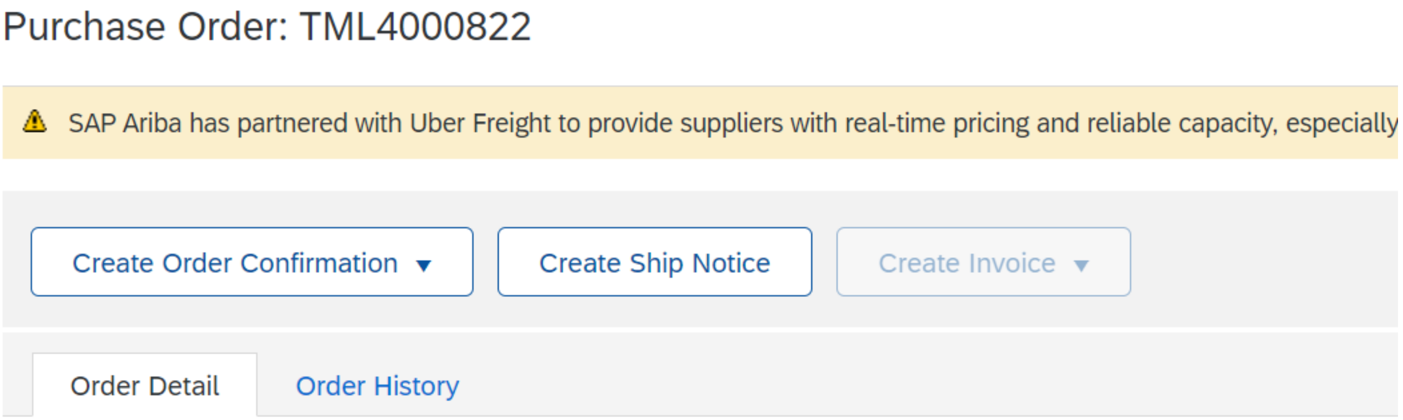
These rules determine what you can enter when you create invoices.

1. Login to your Ariba Network account via supplier.ariba.com
2. Select the Company Settings dropdown menu and under Account Settings, click Customer Relationships.
3. A list of your Customers is displayed. Click the name of your customer (Dragon Oil).
4. Scroll down to the Invoice Setup section and view the General Invoice Rules.
5. If Dragon Oil 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.



NOTE: Screens remain the same for both Standard and Enterprise Account.

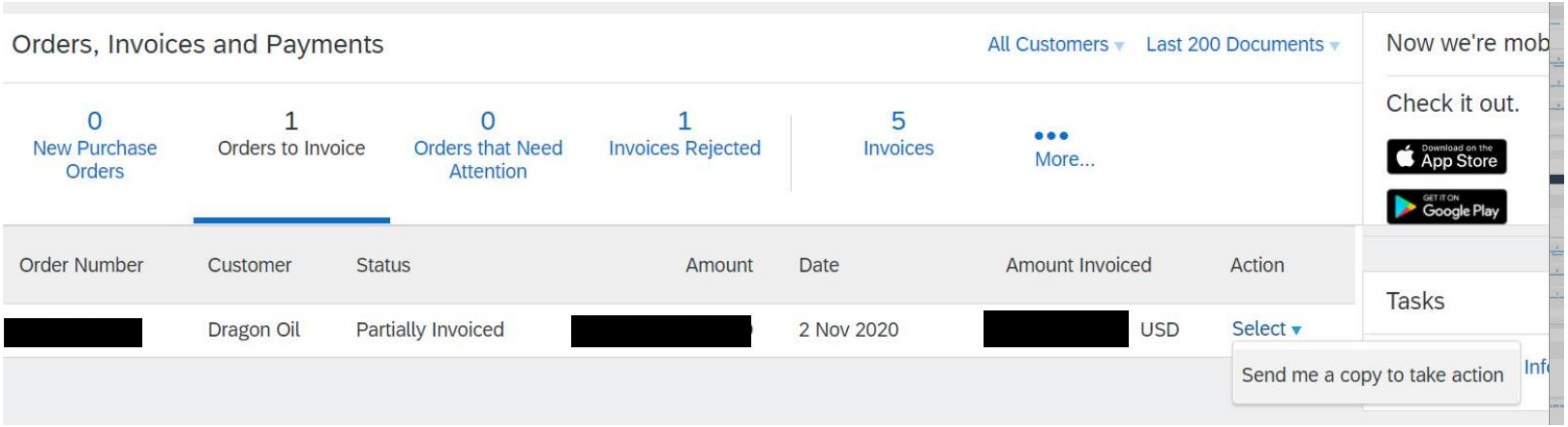
Supplier Try to Create Invoice but Create Invoice Button not Enabled



Invoice option is in display mode since no GR is made against the PO. Once GR is received, you can create Invoice.

Supplier with Standard Account

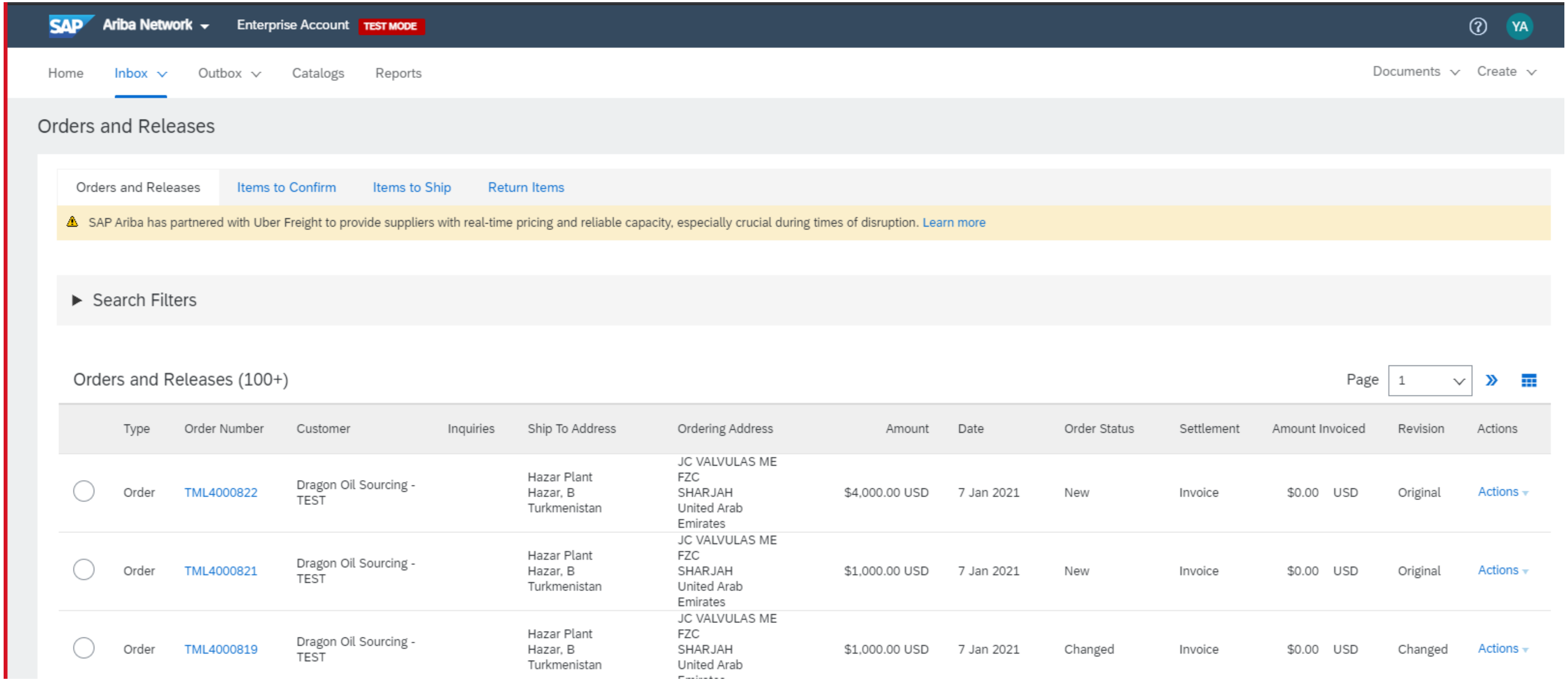
Send me a copy to take action



Suppliers with standard account cannot directly Invoice from their account. Instead they need to select *"Send me a copy to take action"* to receive the PO in their registered email. Once the PO notification is triggered to their email, they can submit the Invoice

Supplier with Enterprise Account

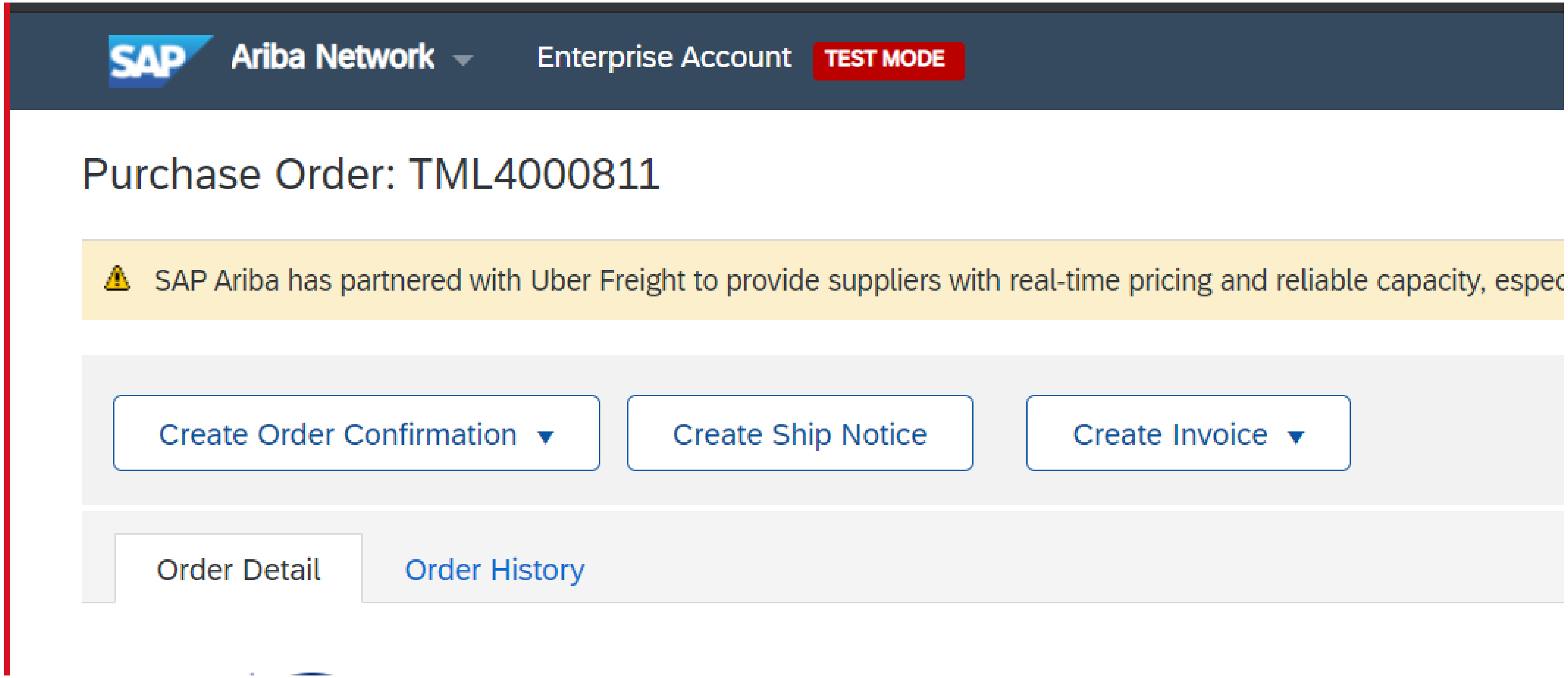
Path to follow: Home> Inbox> Orders and Releases



Type	Order Number	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	TML4000822	Dragon Oil Sourcing - TEST		Hazar Plant Hazar, B Turkmenistan	JC VALVULAS ME FZC SHARJAH United Arab Emirates	$4,000.00 USD	7 Jan 2021	New	Invoice	$0.00 USD	Original	Actions
Order	TML4000821	Dragon Oil Sourcing - TEST		Hazar Plant Hazar, B Turkmenistan	JC VALVULAS ME FZC SHARJAH United Arab Emirates	$1,000.00 USD	7 Jan 2021	New	Invoice	$0.00 USD	Original	Actions
Order	TML4000819	Dragon Oil Sourcing - TEST		Hazar Plant Hazar, B Turkmenistan	JC VALVULAS ME FZC SHARJAH United Arab	$1,000.00 USD	7 Jan 2021	Changed	Invoice	$0.00 USD	Changed	Actions

Supplier with Enterprise Account

Click on the PO you want to Invoice for

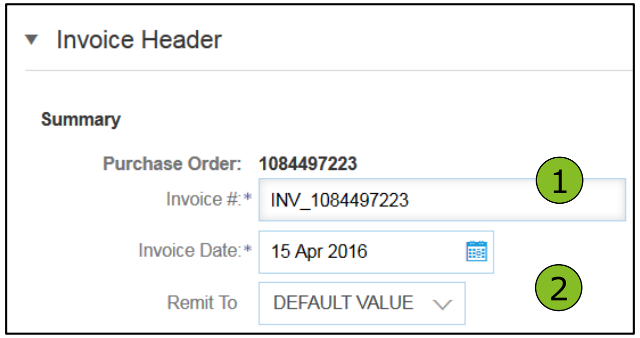


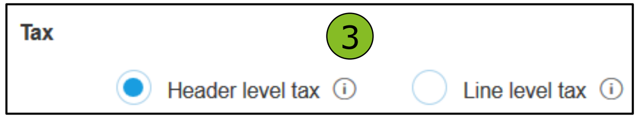
Invoice against PO Header

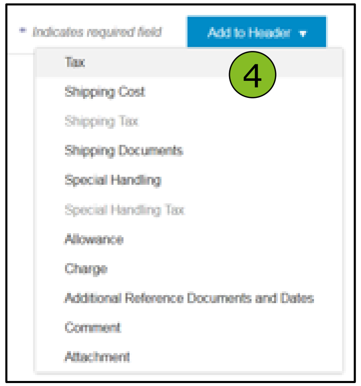
Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

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.

Note: Support of additional Reference Documents & Dates is applicable for CSC customers only; Attachment file size should not exceed 40MB.





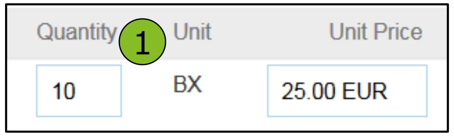


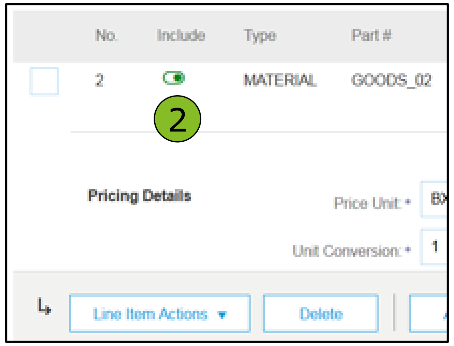
NOTE: Screens remain the same for both Standard and Enterprise Account.

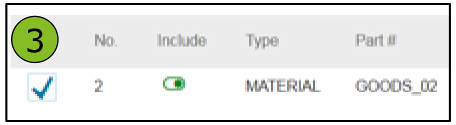
Invoice

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 slider 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.







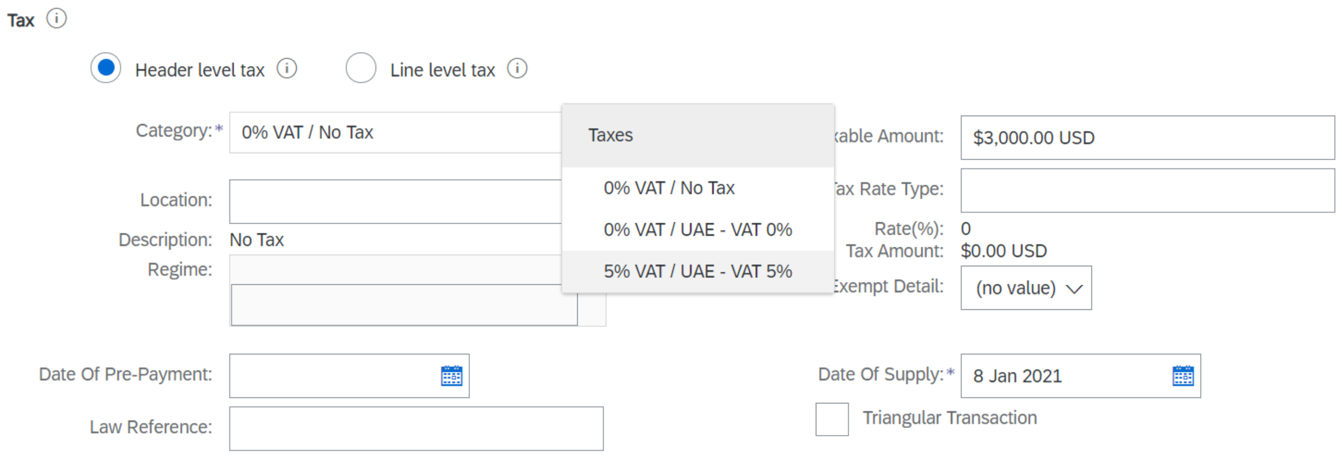
NOTE: Screens remain the same for both Standard and Enterprise Account.

Invoice | Tax Options

Header Level Tax

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

1. Select Category available from the drop down.

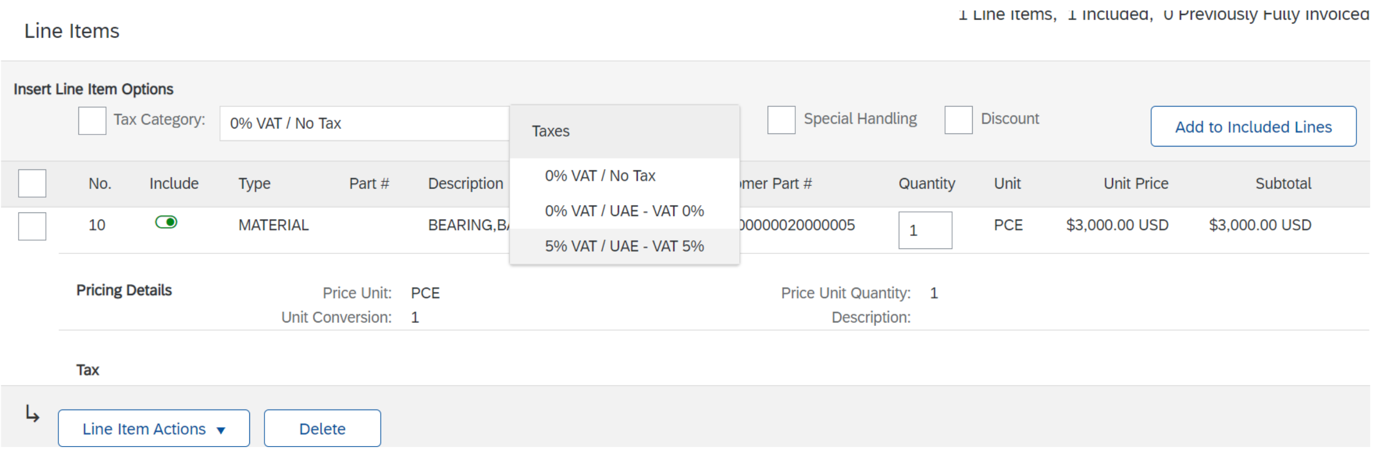


NOTE: Screens remain the same for both Standard and Enterprise Account.

Invoice | Tax Options
Line item Level Tax

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

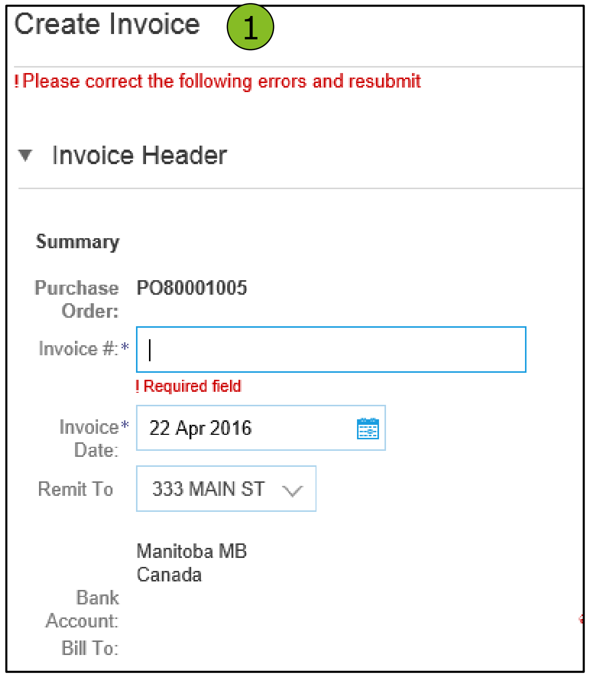
1. **Select** the **Line Item** to apply different tax rates to each line item.
2. **Click Line Item Actions > Add > Tax**. Upon **refresh**, the Tax fields will display for each selected line item.
3. **Click** Remove to remove a tax line item, if not necessary.
4. **Select** Category available from the drop down.



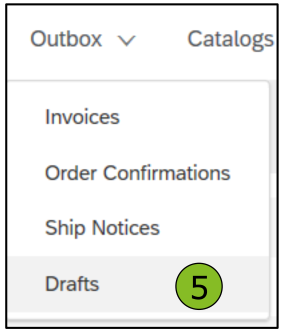
NOTE: Screens remain the same for both Standard and Enterprise Account.

Review, Save, or Submit Invoice

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.
2. If no changes are needed, click **Submit** to send the invoice to Dragon Oil.
3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.
4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.
5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.
6. You can keep draft invoices for up to 7 days.



Note: In the even of errors, there will be a notification in red where information must be corrected

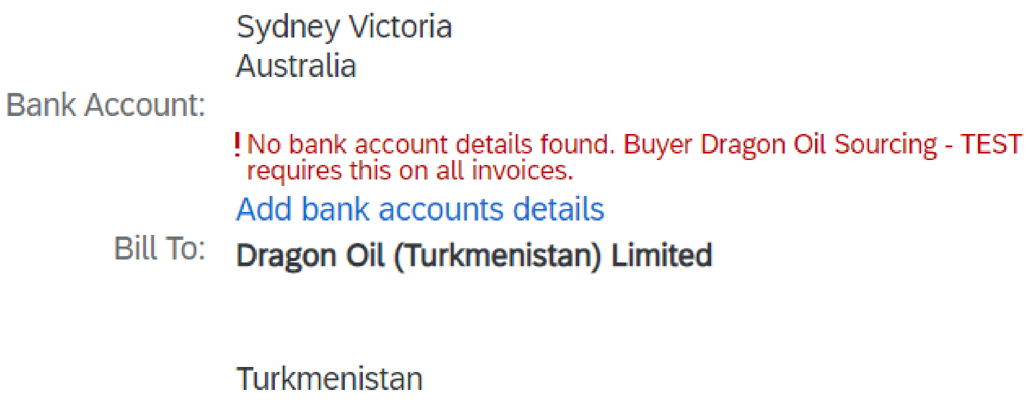


NOTE: Screens remain the same for both Standard and Enterprise Account.

Invoice Error

Bank Details Missing

Note: To fix this error please maintain the remittance Id in the Remittances section. Kindly refer to Section Set Up Account> Configure Your Remittance Information



NOTE: Screens remain the same for both Standard and Enterprise Account.

Search for Invoice

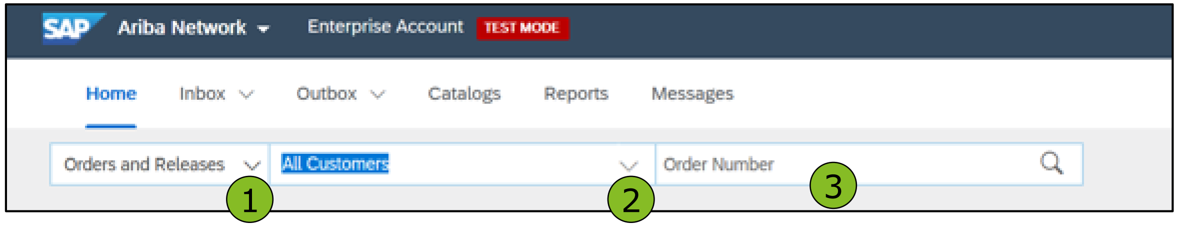
Available only for Enterprise Account

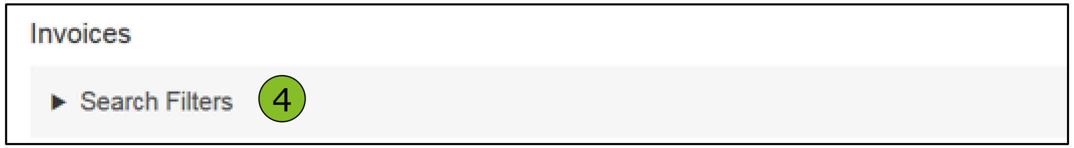
Quick Search:

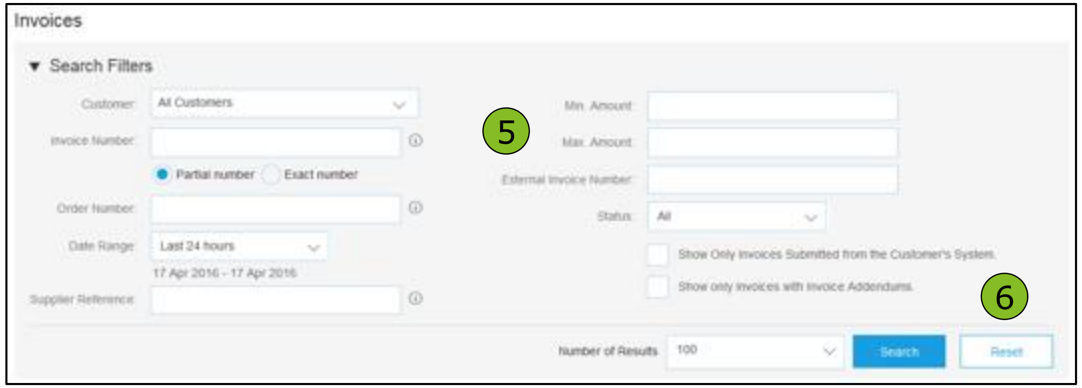
1. **From the Home Tab,** Select Invoices in the Document type to search.
2. **Select** Dragon Oil from Customer Drop down menu**.**
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

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.







NOTE: Screens is for both Enterprise Account.

06 Ariba Network Help Resources

Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Registration, Supplier Fees, Account configuration
- Email: vendoradmin@dragonoil.com

Enablement Business Process Support

- Business-Related Questions
- Email: vendorsupport@dragonoil.com

Supplier Information Portal

- How to Find the Supplier Information Portal

Supplier Support Post Go-Live

Global Customer Support
Use the Help Center directly from your Ariba Network Account.

Customer Support

Supplier Support During Deployment

Supplier Information Portal

- How to Find the Supplier Information Portal

Supplier Support Post Go-Live

Global Customer Support
Use the Help Center directly from your Ariba Network Account.

Customer Support

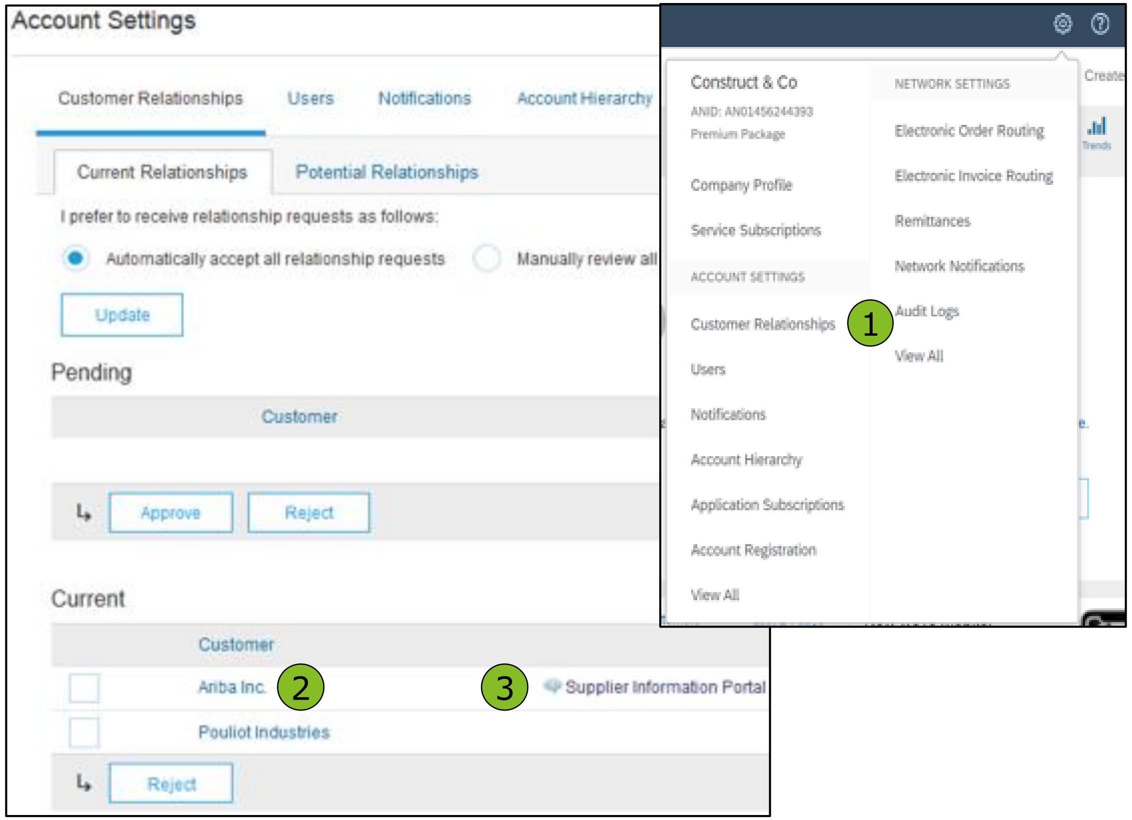
Segregation of Support

Question Type	Support channel	Team Responsible
• I cannot find a Purchase Order • Purchase order/Invoice error when submitting • I cannot remember what my username is • I have forgotten my password / cannot log in • Account is locked • I would like to change some of our Company details on my Ariba cloud profile • I cannot access my account • Change Admin of my Ariba account • What is DUNS id	• Ariba Global Support (help centre guide attached). This channel is available at all times with the supplier • Ariba Local Team • Buyer Landing page (can be shared once both upstream and downstream supplier guides are shared with Ariba, so that we can upload) Kindly update	Ariba
• Did not receive registration Invite • Please send registration invite to another contact • Cannot see questionnaire • What documents to submit for bank details • Did not receive RFP/RFI/RFQ email • How to respond to RFP/RFQ • I would like to update contacts/company information on questionnaire • (Similar questions added to FAQ for reference) • Receipt for Purchase order is not done	• Please add the correct DO Names and emails here	Dragon Oil
• If there are technical issues where in a document fails to reach the network	Please create an Service Request (SR); Ariba local team can only help in following up internally for critical issues	

Training & Resources

Dragon Oil Supplier Information Portal

1. **Select** the Company Settings Menu 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 documents provided by your buyer.



NOTE: Screens remain the same for both Standard and Enterprise Account.

Useful Links

Useful Links

- **Ariba Supplier Pricing page** - http://www.ariba.com/suppliers/ariba-network-fulfillment/pricing
- **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 Cloud Status** - https://www.sap.com/about/trust-center/cloud-service-status.html#sap-ariba (Information about downtime)

Troubleshoot Your Invoice Issues

How do I know which type of invoice to create?

What does this error message mean?

How do I cancel an invoice that I've sent?

How do I edit and resubmit an invoice that I've sent?

What should I do if my invoice has been rejected?

Can I resend a failed or rejected invoice with the same invoice number?

How do I tell when my invoice will be paid?

Troubleshoot Your Invoice Issues

Supplier didn't receive PO notification in email

Supplier Try to Create Invoice but Create Invoice Button not Enabled

Supplier Try to Create Invoice But System prompts for Bank Details

Supplier wants to split Invoices based on Goods Receipt

Supplier has Standard Account Ariba Network Account and expects to see Purchase Order / Invoices in their Inbox

Supplier didn't receive PO notification in email