Welcome!

Congratulations on joining Ariba® Network as a supplier. You're now part of a global network of 4 million companies. Leading businesses like yours have leveraged their Ariba Network Enterprise Accounts to grow their business, improve operational efficiencies, and deliver a better experience to their customers.

Your supplier account has been designed to make transacting with your customers as easy as possible. To get started and trained on how to use your Ariba® Network account with Arrow Energy, please follow the steps below:
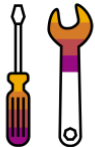
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Visit our Supplier Training page

Learn how to set up and operate your supplier account on our detailed Supplier Training Page. If the above hyperlink doesn't work, copy-paste the following link in your browser instead:
https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/

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Review the specifics of transacting with Arrow Energy

Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer. This document will help you navigate through the detailed content of our Supplier Training Page.

We wish you a lot of success using Ariba® Network!

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SCOPE OF ARROW ENERGY 'S PROJECT

This section specifies which documents will be transacted through Ariba Network. Some of them will be mandatory, others will simply be available and considered optional.

Supported Documents On this Ariba Network relationship	Not Supported Documents On this Ariba Network relationship
Purchase Orders (PO) PO's sent from your customer through Ariba Network to your company - Goods - Services - Planned – defined service quantity/price - Unplanned – undefined service quantity/price **Purchase Order Confirmations** (OC) - **Mandatory** Confirmation of your company's ability to provide the goods/services on the PO. Applies against a whole PO or line items. **Ship Notices (ASN)** - **Mandatory** Advice to your customer on what has been shipped and delivery date. **Goods Receipts** Informative document from your customer to advise of received goods. **Service Sheets (SES)** Pre invoice validation/approval of services and service delivery times. **Invoices** Your company's tax invoice for goods/services delivered. **Credit Invoices/Credit Memos** Item level credits; price/quantity adjustments. **Remittance Advice** Is an informational document advising which Invoices to have been paid and the amounts to your company which can be used for reconciliation purposes. **Schedule Payments** Displays payment information for specific invoices.	**Invoicing for Purchasing Cards (P-Cards)** An invoice for an order placed using a purchasing card **Service Sheets (SES)** Pre invoice validation/approval of services and service delivery times. **Non-PO Invoices** Against a PO not received through AN

SETTING UP YOUR ACCOUNT

This section covers what needs to be set up in your Ariba Network account as minimum requirements in order to successfully transact.

Please make sure you complete at least the following chapters of the *Account Administration* section on the Supplier Training Page.

- Complete your Company Profile
- Complete your Enablement Tasks
- Configure your Email Notifications
- Configure Electronic Order Routing method and Notifications
- Configure Electronic Invoice Notifications, including Tax Details
- Set up a test account (**only** if you are publishing an electronic catalog or starting an integration project)

TRANSACTING ON ARIBA NETWORK

This section mentions the specifics of transacting with Arrow Energy on Ariba Network once your account has been set up. You'll find detailed instructions in the Transacting section of the **Supplier Training Page**.

PURCHASE ORDERS

- Check all PO details prior to sending PO Confirmation.
- Customer Contact information will be provided – for you to contact in case of PO Errors.
- Changed PO's may be sent from your customer when they adjust the original order.

PO CONFIRMATIONS - Mandatory

- A Purchase Order must be confirmed prior to shipping the goods/delivering services.
- Certain Confirmation types are permitted (entire order, reject order).
- Partial updates at line item level permitted but cannot fully reject a line item.
- Changes can be made at line item level; however a line item cannot be fully rejected.
- The Confirmation Number (#) is your reference number, it can be any word number or combination of your choice. Max length is 20 characters.

SHIP NOTICES - Mandatory

- The Purchase Order must be confirmed prior to shipping the goods. Only confirmed lines can be selected for ship notices.
- The Ship Notice can be full or partial.
- The Ship Notice is not applicable to Service Orders.
- The Packing Slip ID field should be a delivery note or number that aligns with your delivery of goods.

GOODS RECEIPTS

- Goods Receipts are for information about what goods have been received by Arrow Energy.
- Suppliers may invoice without receiving a Goods Receipt but may not invoice with a different amount to the Goods Receipt.

SERVICE SHEETS

- The Service Entry Sheet (SES) is the claim for the services completed. There are 2 categories to begin the claim process for Service Orders.

    Planned Services

    o A Planned Service Item is a continued service where your customer knows the details and value of the service carried out and will provide line details - the Purchase Order displays the actual service.

    o The Service PO will indicate the service requirements and invoicing will be per service item.

    o Make sure to include all attachments on the service invoices (signed job card, signed time sheet, signed proof that service was rendered)

    o Planned Service orders consist of Parent and Child lines - The numbering of Planned service lines is sequential 10.10, 10.20, 10.30 etc.

    o Your customer must approve the Service Sheet Prior to Invoicing

Unplanned Service or **Limit Service PO (Limit PO)**

- o An Unplanned Service Item is where your customer does not know the details and value of the service but place a limit on a service order which allows the supplier to draw down on the order up to the value of the limit set.

- o used for ad-hoc and service orders with a total value that may not be exactly what the charge will be

- o Unplanned Service orders consist of only Parent lines. Child lines are added on Invoice. Child lines can be added using Click *Add/Update*, then *Add Contract/Catalog Item* and select from the list. If no item exists (e.g. contract), click *Create a Non-Catalog Item* and fill in the necessary fields.

INVOICES

- Invoice Number maximum number of characters is 16.

- Tax data is accepted at the header level or at the line-item level of the invoice. The customer's preference is to apply header level tax when tax is applied to all line-items. If an item is tax exempt apply tax to the line-item level.

- Shipping data is accepted at the header level.

- Multiple Invoices can be created for a Purchase Order. a Purchase Order is not fully invoiced as goods were not fully supplied and invoiced it will remain in the Ariba Network as "Partially Invoiced"

- If the ABN/Tax ID information is incorrect on the Invoice – Please contact your customer.

- Attachments of any supporting documentation is mandatory.

- A Service Invoice requires an attachment of supporting documentation (e.g. signed time sheet, job card, service report) to be added. Your customer uses this attachment to review and approve the SES.

CREDIT MEMOS
- Credit Memos can be created from the submitted invoice and only at header level

- Quantity Adjustment Credit Memos can be created at line item level

REMITTANCE

- The Remittance informs of when and how payment for an invoice is made

- The Remittance is an informational document only and does not require any action

- Standard Account users will receive an Invoice Approval email with scheduled payment details included.
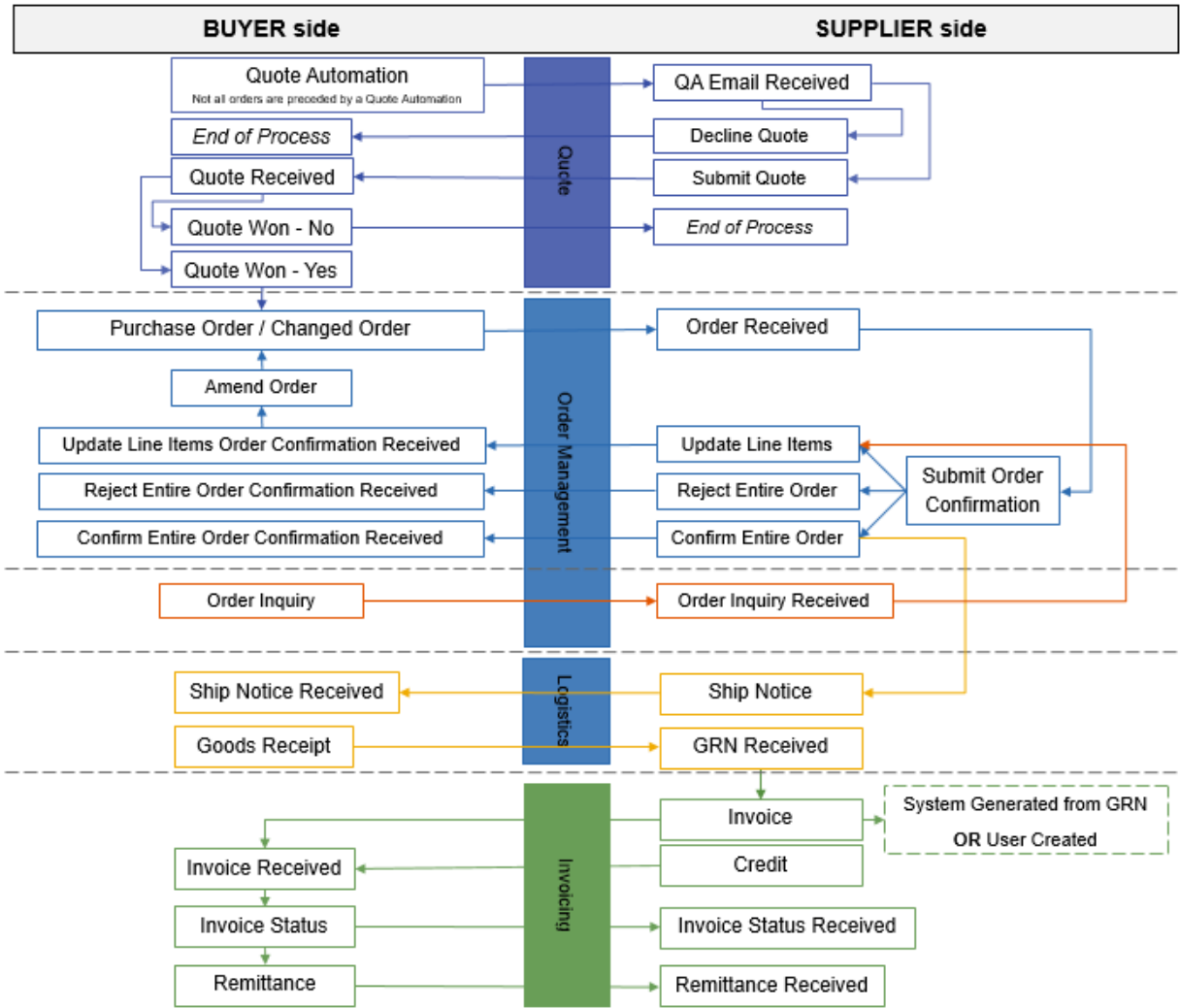
SCHEDULED PAYMENTS

- Scheduled payments are for information only. These documents provide information indicating the progress of their invoice to payment, list scheduled payment dates, and net amounts as per the agreed terms with your customer.

HELP & SUPPORT

- **Help Centre** is located within your account and used to access documentation, FAQs, live support, or raise a Service Request if you would like Customer Support to contact you.
- Learn how to set up and operate your supplier account on our detailed **Supplier Training Page**
- For general support information go to **SAP Help Portal**

For assistance regarding business processes, please contact Arrow Energy project team at the following email address procurement@arrowenergy.com.au

PROCESS FLOW

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