Ariba Network
Standard Account Guidance

colesgroup

Document Purpose: The purpose of this document is to provide targeted guidance for suppliers to setup their Ariba Network account and transact with Coles.

- This document contains guidance for **standard** account suppliers
- A standard Ariba Network (AN) account is an email-based method for confirming, fulfilling and invoicing your Buyer's Purchase Orders
- Coles has applied specific transaction rules on the Ariba Network which may different to other buyers. Where a button or selection option is greyed-out on the Ariba Network or it does not appear, it has been disabled by Coles.

1   Registration on the Ariba Network

Considerations:

Registration is triggered by the customer in the form of a **registration email** or an **interactive email containing a Purchase Order.**

Once you receive the prompt to register on the Ariba Network, complete the registration form. For transactional suppliers, Coles will review your registration request and will trigger a **purchasing questionnaire** to capture your ordering and remittance information.

Note, it is important that you check if your organisation has an existing Ariba Network before registering. If you **require support** during this process, please email our Help Desk via gnfrsuppliersupport@coles.com.au.

Links to key resources:

Supplier Registration Video   Supplier Purchasing Questionnaire Video
Getting started   Navigating your Account
Video Tutorials

To access **additional support options** please click here

2   Account Administration

Considerations:

Only the account administrator can manage users and roles. An administrator can add up-to 250 users to their organisations Ariba Network account.

Adding and managing users:

1. Based on the roles performed by different individuals in the organisation the Administrator of the company's Standard AN Account can add users with specific roles and responsibilities e.g. Finance/Accounts Receivable to perform invoicing

2. Roles can be assigned to any number of users. Each role has a unique name and a set of associated permissions that specify what the assigned users can see and do in Ariba. For example, you might create Order Fulfilment and Invoice Processing role for people who handle incoming Purchase Orders and create Invoices.

Links to key resources:

3   Order Confirmations

Considerations:

Coles prefers that all suppliers 'confirm' their intent to supply the requirements contained in the Purchase Order by submitting a **'Confirmation'**.

An Order Confirmation allows you to:

- Reject the PO
- Partially or fully confirm PO
- Propose modifications to the PO, subject to approval by Coles

Links to key resources:

Purchase Order Management   Material Order - Order Confirmation and Ship Notice
Service Order and Order Confirmation
Video Tutorials

4   Order Processing and Invoicing

Considerations:

To enable a supplier to Invoice against a Purchase Order, you <u>must</u> be registered on the Ariba Network. To process the order, click on the **Process Order** link within the interactive email from Coles. First time users can register on the Ariba Network or login using an existing account to process the Purchase Order and submit an Invoice/Credit Memo.

- Any field denoted with an * is a mandatory field and must be completed
- Coles supports invoicing against material and service orders and also contract based invoicing where applicable
- A single PO can contain lines of multiple types e.g. one or multiple lines for goods and/or services
- Unplanned items can also be added at the time of invoicing e.g. shipping costs which will require approval by Coles following the submission of the Invoice

5   Invoicing and Key Considerations

Considerations:

When you should/can create multiple Invoices?

- **Mixture of materials and services** - if the PO contains both material and services lines, you must Invoice material and service lines separately
- **Service PO** - for service order/lines, you can create multiple Invoices until the **total value** of the order is consumed
- **Material PO** - for material orders/lines with a quantity greater than 1, an Invoice can be submitted for a partial or full amount until the **total quantity** of the order is consumed

Important:

- You **must not** tick the 'Information Only' checkbox when submitting an Invoice
- For service orders you must select a Unit of Measure of **EA** for Each.
- You cannot re-use the same Invoice number
- Please append the Invoice no. with a version if re-submitting a rejected Invoice
- **Attachments:** You can add PDF copies of your ERP generated Invoice at the time of creating an Invoice against an Ariba PO. However, adding attachments is not mandatory.
- **Comments:** You can add comments at the time of Invoice creation. However, adding comments is not mandatory.
- **Freight Costs & Discounts:** If applicable then you can add freight costs and discount to the Invoice line item(s)

Links to key resources:

To access **guidance on submitting invoices** for the following documents/scenarios please click here:

- Invoice against a **Purchase Order**
- Invoice for **services** (Coles **does not** require the submission of a Service Sheet)
- Invoice against a **Blanket Purchase Order**
- Invoice against a **Contract**
- Create a **Credit Memo**
- Other Features on Invoicing (Save, Edit, Reports etc.)

Video Tutorials

6   Payment Status of an Invoice

Considerations:

An Invoice submitted via the Ariba Network will typically follow the below sequence depending on the action taken by Coles Group.

Invoice Status:

- **Sent** - the Invoice has been sent to Coles Group to review and approve
- **Approved** - the Invoice has been approved and is pending payment, or
- **Rejected** - the Invoice has been rejected by Coles Group (open the Invoice and review the rejection reason to determine actions)
- **Paid** - the Invoice has been paid
- **Pending approval** - this typically means that the email address maintained for electronic order routing in the Ariba Network is 'invalid' and the Invoice has failed to route to Coles Group

How do I identify when my Invoice will be paid?

Coles Group **does not** display the pay due date of an Invoice on the Ariba Network. The due date of an Invoice is however calculated based on the Invoice submission date *plus* the agreed payment terms defined in the order. Note, the actual payment date may vary slightly depending on which payment run the Invoice falls in.

If you are unsure or have a query re. the payment status of an Invoice, please contact our Help Desk.

7   **Electronic Order and Invoice Routing**

Considerations:

Suppliers can enable electronic order and Invoice routing within the Ariba Network to ensure that multiple teams or individuals have visibility of new demand for fulfilment purposes, or changes in the status of a document e.g. an Invoice.

- Within the **Company Settings** of the Ariba Network account, administrators can add up-to 5 different email addresses for each document type and setting

  Note: If you identify any Invoices sitting in a **'Pending approval'** status, please review and update any invalid email addresses maintained in your electronic order routing settings. Also, please contact our Help Desk so they can raise a request with Ariba on your behalf to reject and support the re-submission of these Invoices.

Links to key resources:

[Ariba Network Administration Guide](#)

8   **Unplanned Shipping/Freight Costs**

Considerations:

Suppliers can add up-to **$200** of unplanned shipping/freight costs to the electronic Invoice in the Ariba Network. This will trigger an exception process for Coles to review and approve the Invoice before it is posted for payment.

Note: Please ensure you add all shipping costs at the invoice **header level** in the Ariba Network.

▲   **Additional Resources**

Please visit our Coles Group Supplier [website](#) or the [Supplier Education Materials Portal](#) which contains additional information and resources including videos and quick reference guides that you might find useful, including an information pack for [Transacting with Coles](#).

Links to key resources:

- [Ariba Network Training Portal](#)
- [Video Tutorials](#)
- [Support Resources](#)
- [Welcome to your SAP Ariba Network Std. Account](#)
- [Ariba Network Standard Account Guide](#)
- [Ariba Network Administration Guide](#)
- [Coles Group Ariba Network Purchase Order Guide](#)
- [Coles Group Ariba Network Invoice Guide](#)

If you require dedicated support from the **Coles Ariba Help Desk**, please **email** gnfrsuppliersupport@coles.com.au, **instant message** us via the Ariba Network or for general enquiries, please contact your nominated business representative.