

**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 differ 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, complete the registration form followed by a '**purchasing questionnaire**' for **new suppliers** to Coles. Once the initial registration is complete, Coles will review your request and will trigger the purchasing questionnaire to complete once approved.

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](mailto:gnfrsuppliersupport@coles.com.au).

### Links to key resources:

[How do I register for a new account?](#)  
[Common issues when registering an account](#)  
[Registration and logging in](#)  
[Register and send Order Confirmation](#)

[Welcome to your SAP Ariba Network Std. Account](#)  
[Supplier basics](#)  
[Supplier Registration Video](#)  
[Supplier Purchasing Questionnaire Video](#)

## 2 Account Administration

### Considerations:

Only the account administrator can manage users and roles. An administrator can add up-to 250 users to their organisations AN 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. You can assign a role 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:

[Account administration](#)  
[Ariba Network Administration Guide](#)  
[Add a new user](#)

[How to reset password?](#)  
[Account administration \(update company profile, configure notifications\)](#)

### 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:

[Order Confirmations](#)  
[Send Order Confirmations](#)  
[How to confirm or reject an entire order?](#)

[Material order - Order Confirmation and Ship Notice](#)  
[Service order and Order Confirmation](#)

### 4 Order Processing and Invoicing

#### Considerations:

To enable a supplier to Invoice against a Purchase Order, you must 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

#### Links to key resources:

[Send an Invoice from a standard account](#)  
[Invoicing types and creation](#)

[How do I resend a Purchase Order to my nominated email account?](#)

### 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:

[Introduction to Invoicing](#)

[Coles Group Ariba Network Invoice Guide](#)

[How to add taxes, shipping, special handling, and discounts to an Invoice?](#)

[Comments and attachments](#)

[I need help with invoicing](#)

[When will my Invoice be paid?](#)

[Top 5 Standard account FAQs](#)

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### 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.

### Links to key resources:

[Invoice status levels](#)

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### 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](#)

[Configure electronic order routing](#)

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## 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.

#### Links to key resources:

[How do I add shipping or freight charges to my invoice?](#)



## 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](#)
- [Welcome to your SAP Ariba Network Std. Account](#)
- [Ariba Network Standard Account Guide](#)
- [Ariba Network Administration Guide](#)
- [Coles Group Supplier Training Webcast](#)
- [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](mailto:gnfrsuppliersupport@coles.com.au), **instant message** us via the Ariba Network or for general enquiries, please contact your nominated business representative.