Ariba Network
Invoice Guide

SAP Ariba

Content

Introduction

Procure-to-Pay Process

This document contains the requirements and training for your organization to create and submit invoices online to MetLife via the Ariba Network.

MetLife requires suppliers enabled on Ariba Network to submit electronic invoices through Ariba Network.

Note: Suppliers uploading CSV Invoices or utilizing cXML or EDI technologies should refer to the specification documents available on the MetLife Supplier Information Portal.

Invoice Practices

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MetLife project specifics:

Tax data is accepted at the header/summary level or at the line item level of the invoice.
Shipping data is accepted at the header/summary level or at the line item level. If Collaborative Supply Chain is enabled, Shipping **details** are added at the header/summary level of the invoice.

SUPPORTED

- **Purchase Order Confirmations (optional)**
  Apply against a whole PO or line items
- **Advance Shipment Notices (optional)**
  Apply against PO when items are shipped
- **Detail Invoices**
  Apply against a single purchase order referencing a line item
- **Partial Invoices**
  Apply against specific line items from a single purchase order
- **Service Invoices**
  Invoices that require service line item details
- **Credit Invoices**
  Item level credits; price/quantity adjustments

NOT SUPPORTED

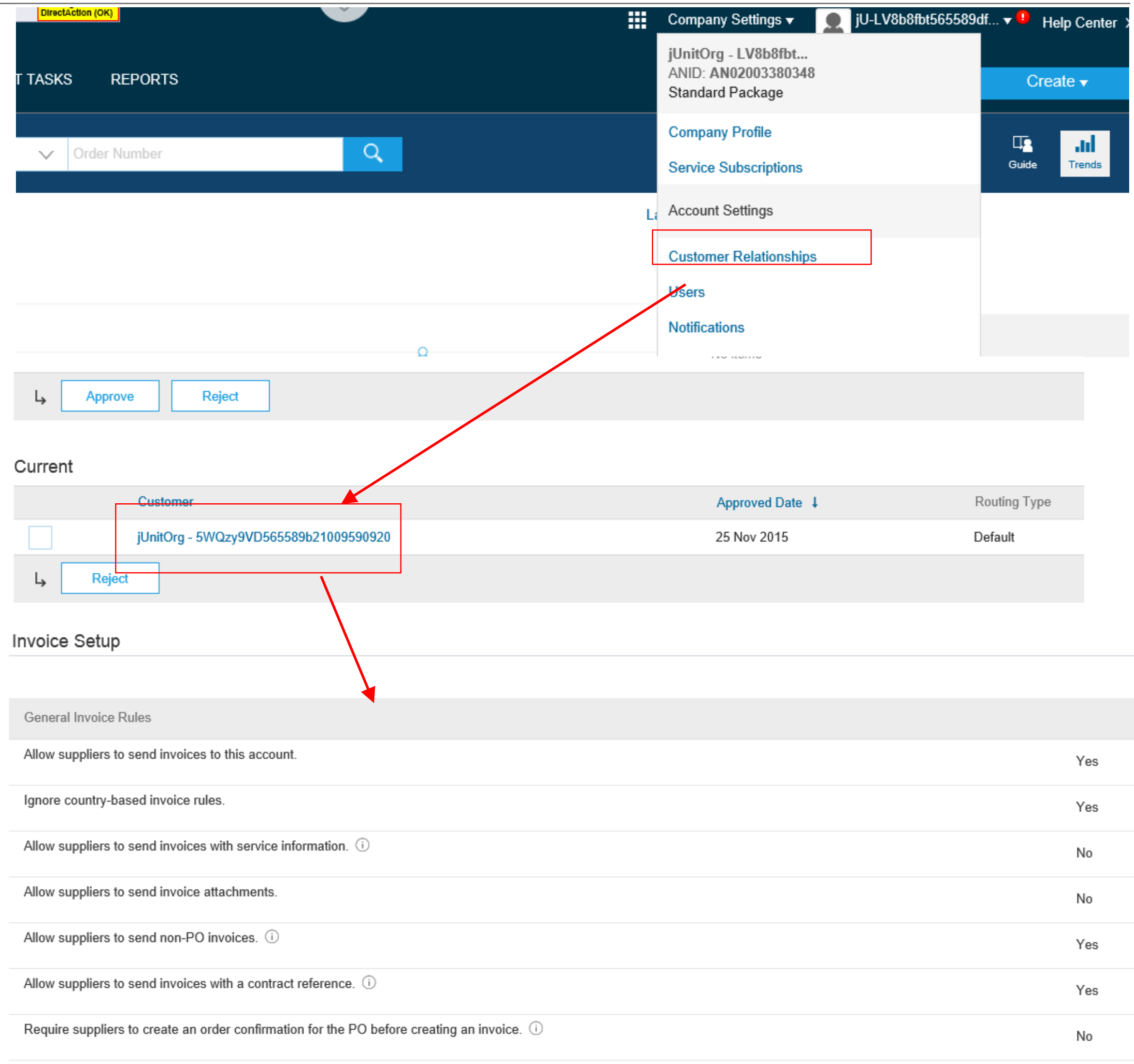
- **Summary or Consolidated Invoices**
  Apply against multiple purchase orders; not accepted by Metlife
- **Invoicing for P-Cards**
- **Duplicate Invoices**
  A new and unique invoice number must be provided for each invoice; MetLife will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on the Ariba Network
- **Header Level Credit Memos**
  The Header Level Credit Memo feature is not supported by MetLife
- **Non-PO Invoices**
  Apply against a PO not received through the Ariba Network
- **Contract Invoices**
  Apply against contracts

Before You Begin Invoicing

Customer Invoice Rules

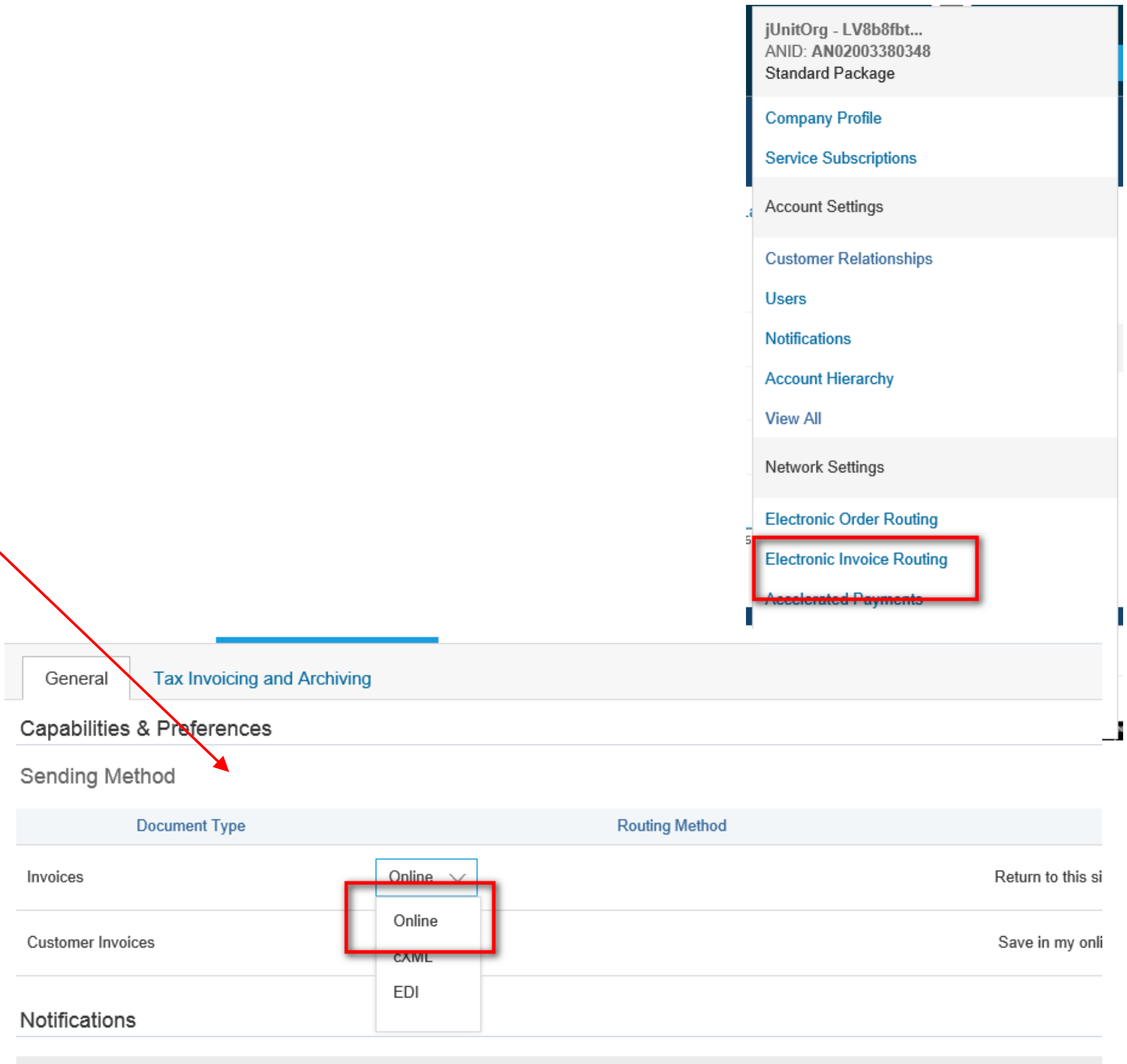
These rules determine what you can enter when you create invoices.

1. Login to your Ariba Network account.
2. Click on the **Administration Navigator** on the top right hand corner and then on **Customer Relationships** under Account Settings.
3. A list of your Customers is displayed. **Click the name of your customer Metlife** to view their invoice rules.
4. Scroll down to the Invoice setup section and view the invoice rules.
5. If Metlife 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.



Electronic Invoice Routing and notifications

1. Click on **Electronic Invoice Routing at Administration Navigator**.
2. Choose one of the following Invoice routing methods
   - Online
   - cXML
   - EDI
3. Configure **Notifications** to emails (the same way as in Order Routing).

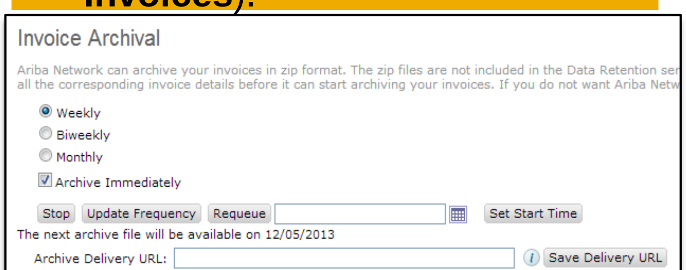


Invoice Archival

In the Electronic Invoice Routing section, **Tax Invoicing and Archiving** tab you have two options to set up archiving of invoices:

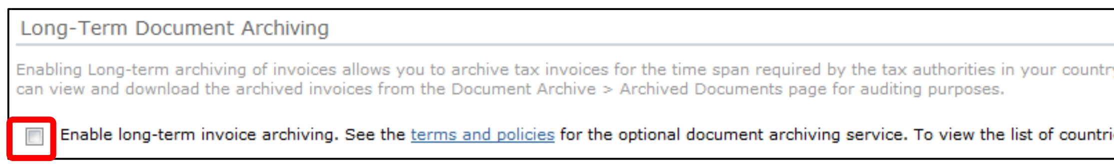
To export invoices to your system for legal compliance define the **Invoice Archival** section:

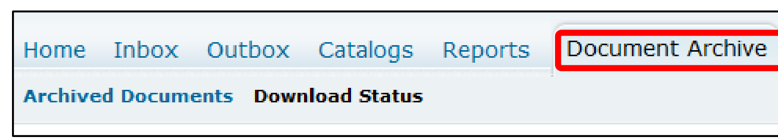
1. Select frequency (**Weekly, Biweekly or Monthly),** choose **Archive Immediately** to archive without waiting 30 days, and click Start.
2. If you want Ariba to deliver automatically archived zip files to you, also enter an **Archive Delivery URL** (otherwise you can download invoices from your Outbox, section **Archived Invoices**).



To use integrated archiving solution subscribe in the **Long-Term Document Archiving** section. **Please read the applicable terms and policies and supported list of countries.**

After you enable the service you have access to **Document Archive** tab where you can search and view **Archived Documents** and request to download multiple documents.



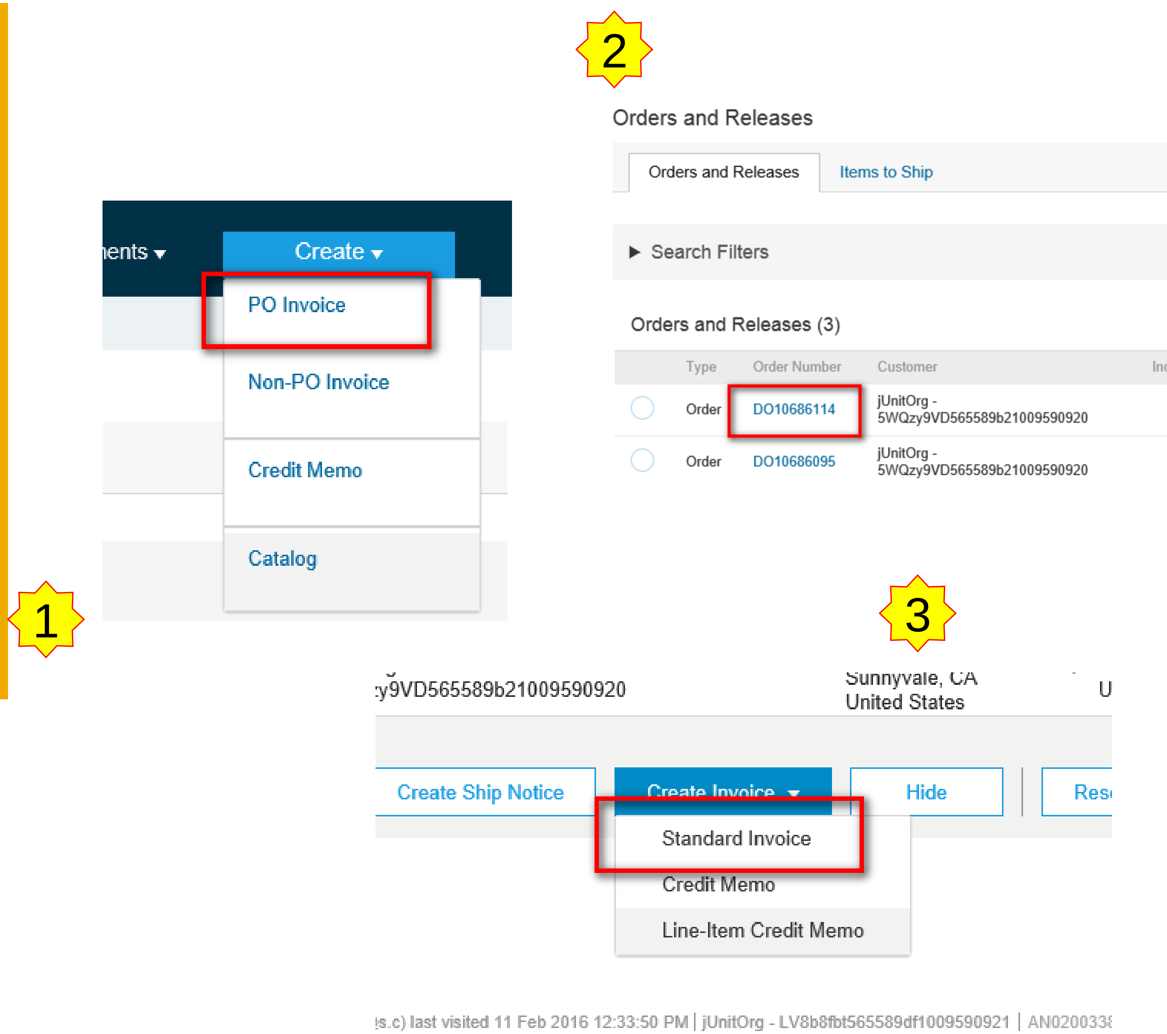


Creating Invoices

PO Flip Invoice

To create a PO-Flip Invoice

1. Select the PO Invoice link under the Create Invoice section in the navigation menu on the left.
2. For PO Invoice select a PO number.
3. Click on the Create Invoice button and then choose Standard Invoice



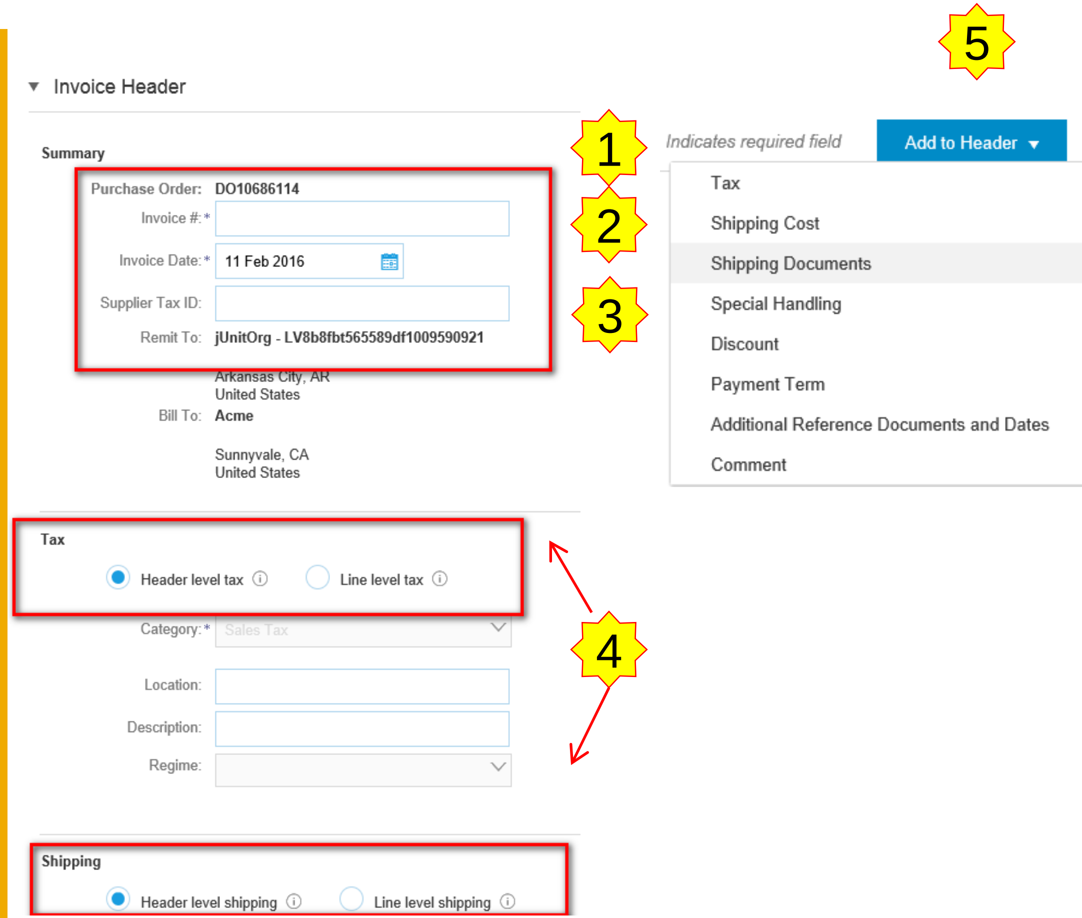
PO Flip Invoice - Header

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.
2. The **Invoice Date*** will auto-populate.
3. Select **Remit-To** address from the drop down box if you have entered more than one.
4. **Tax and Shipping** can be entered at either the Header or Line level by selecting the appropriate radio button.
5. You can also add some additional information to the **Header** of the invoice such as:
   - **Special Handling**
   - **Payment Term**
   - **Comment**
   - **Attachment****
   - **Shipping Documents**
6. **Then Scroll down** to the Line items section to select the line items being invoiced.

Note: Support of Addt'l Reference Documents & Dates is applicable for CSC customers only

**Attachment file size should not exceed 40MB.

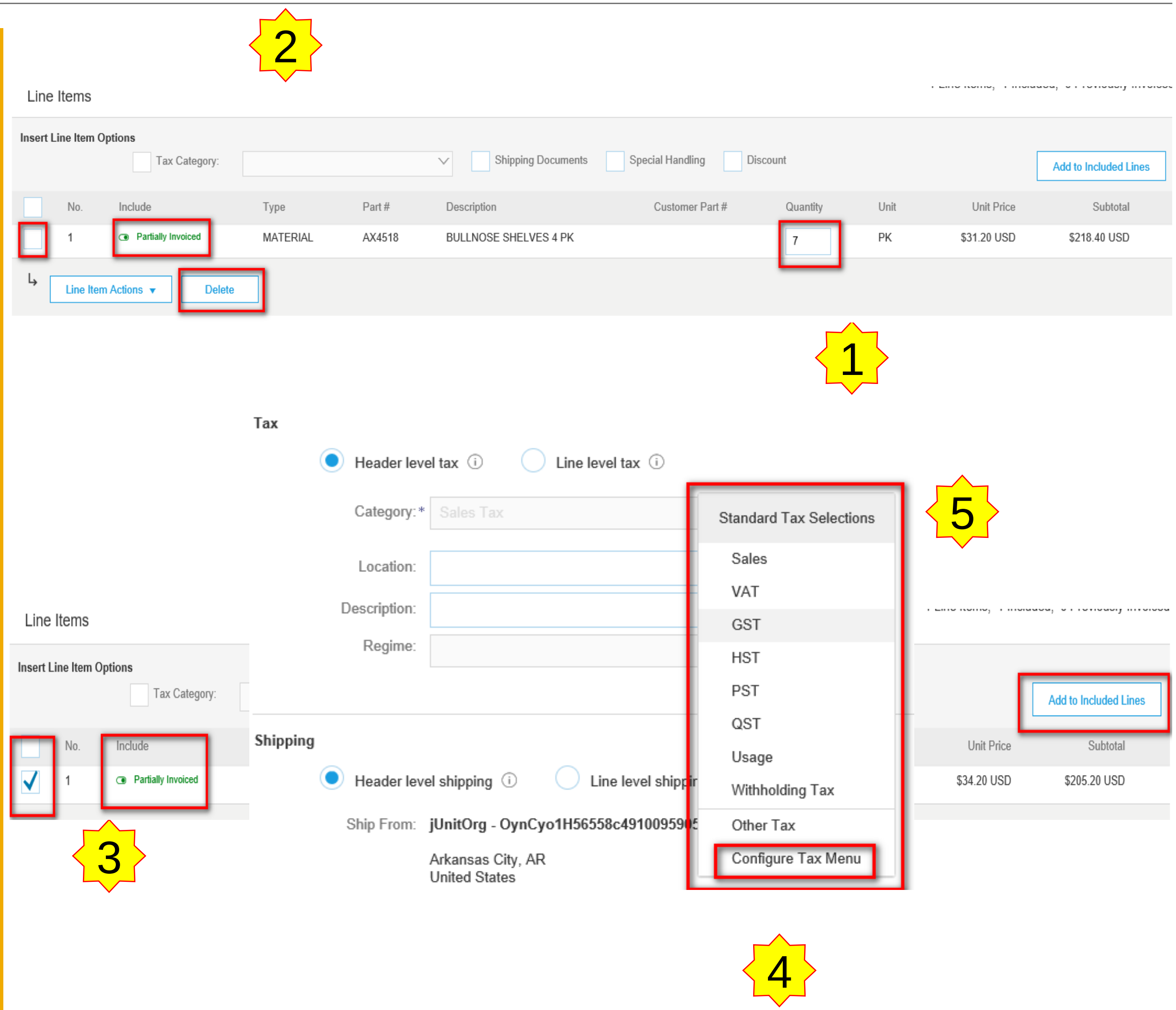


*Buyers can allow suppliers to create future dates on invoices submitted

PO Flip Invoice – Line Items

Line Items section shows the line items from the Purchase Order.

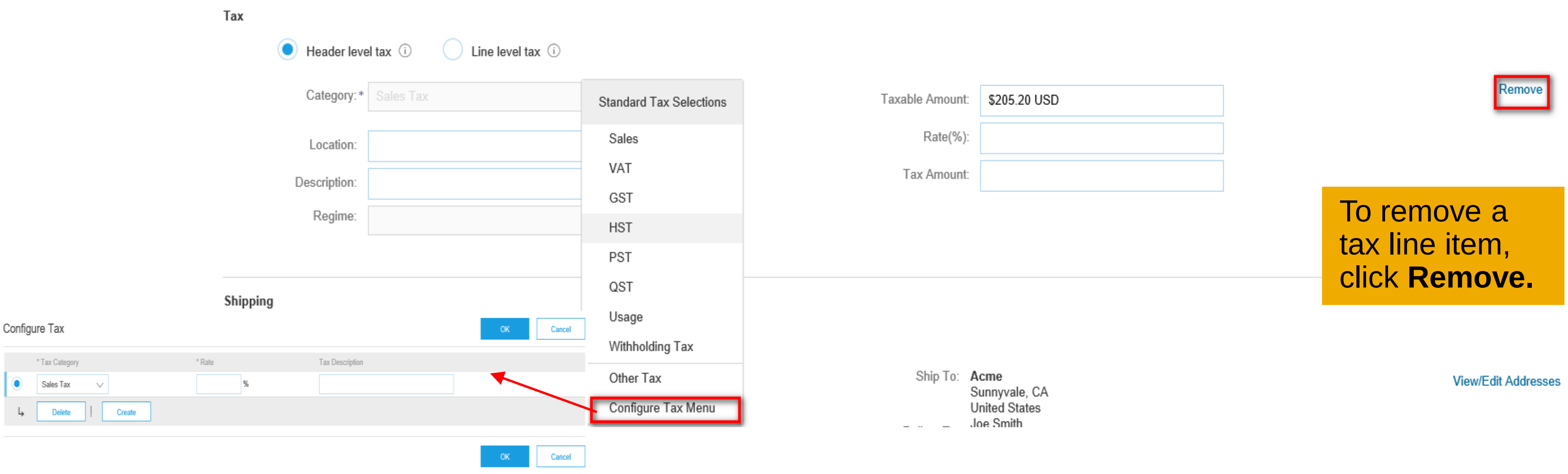
1. Review or update **Quantity** for each line item you are invoicing.
2. If line item should not be invoiced, click on the line item's **Green check mark** to exclude it from the invoice <u>OR</u> click the check box on the left of the item and click **Delete** to remove the line item from the invoice. 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. (see Slide 15 for additional details)**



PO Flip Invoice – Additional Tax Options & Line Item Shipping

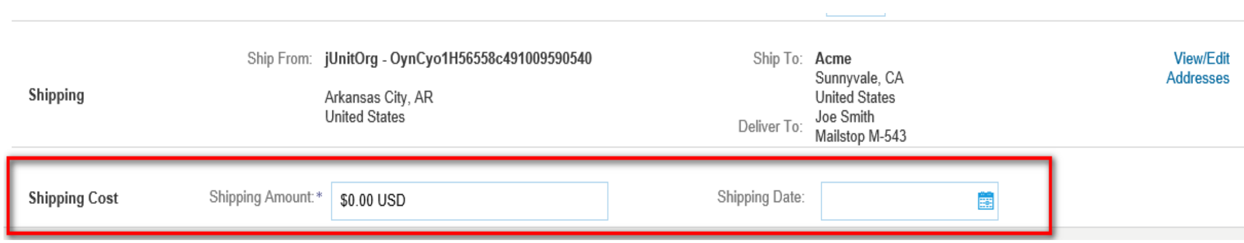
To configure additional tax options click **Configure Tax Menu** under the **Tax Category** drop down. Create new tax categories and as needed.

1. To apply different tax rates to each line item select the Line Item.
2. Click **Line Item Actions** > **Add** > **Tax**. Upon refresh, the Tax fields will display for each selected line item.
3. Within each line item, select **Category**, then either populate the **Rate(%)** or **Tax Amount**. Click **Update.**



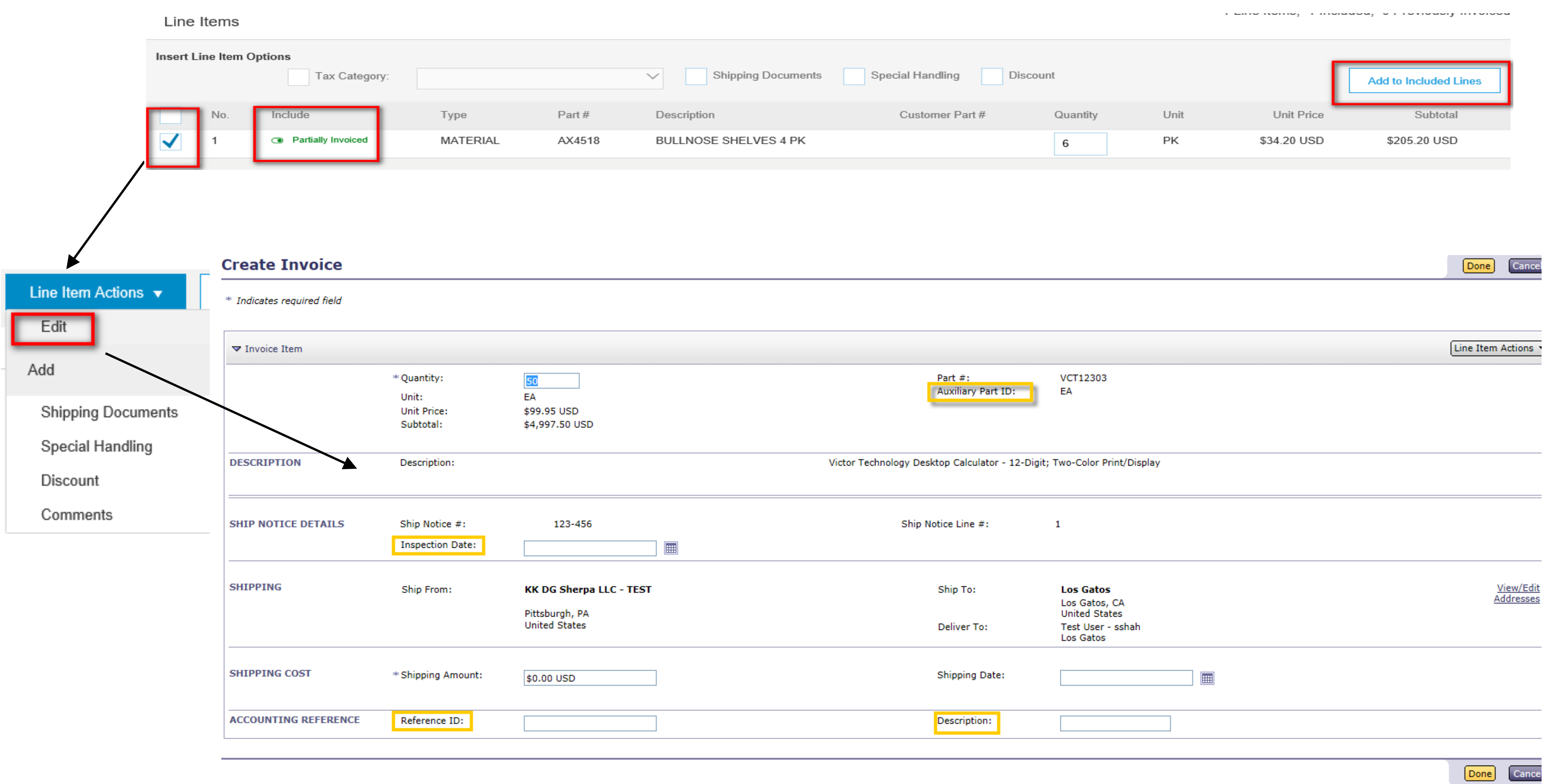
To remove a tax line item, click **Remove.**

4. Shipping: If **line level shipping** has been selected at the line level, enter shipping cost to the applicable line items.



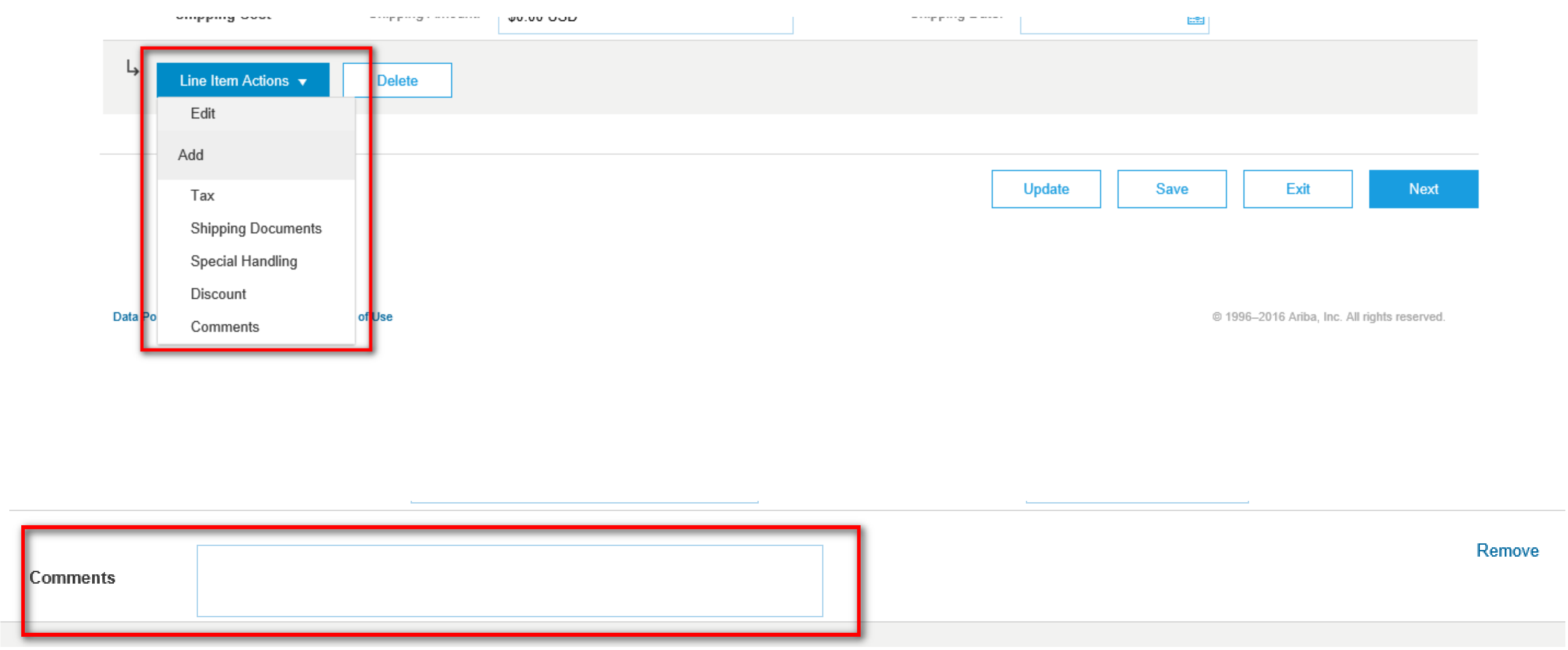
PO Flip Invoice – Detail Line Items

5. Additional information can be viewed at the Line Item Level by editing a Line Item



PO Flip Invoice – Line Item Comments

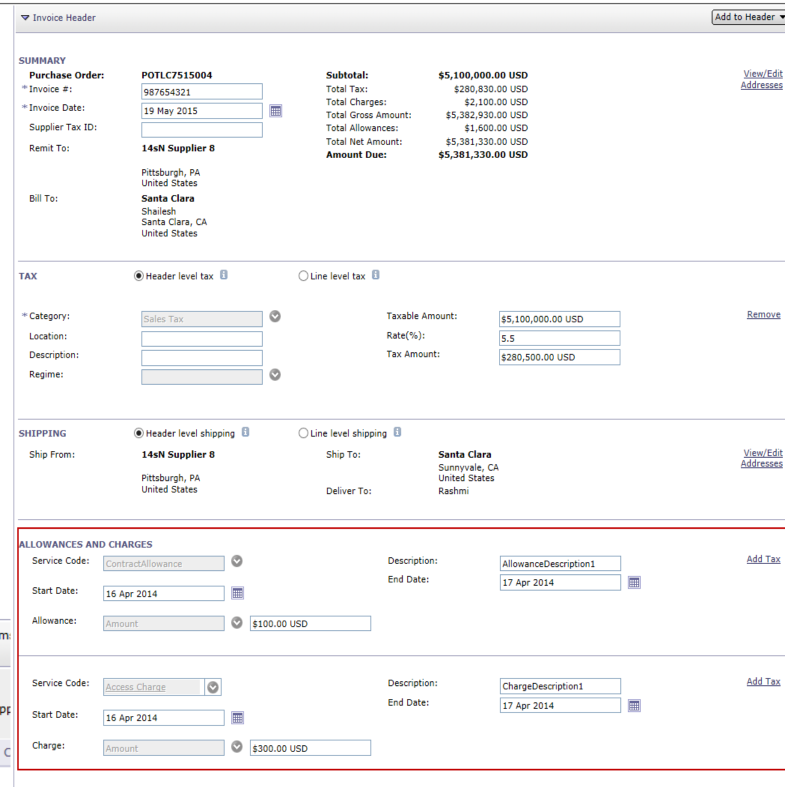
6. To add comments at the line items select Line Items, then click at **Line Item Actions >Add > Comments.**
7. Upon refresh, the **Comments** field will display. Enter applicable **Comments** in this field.
8. Click **Next.**

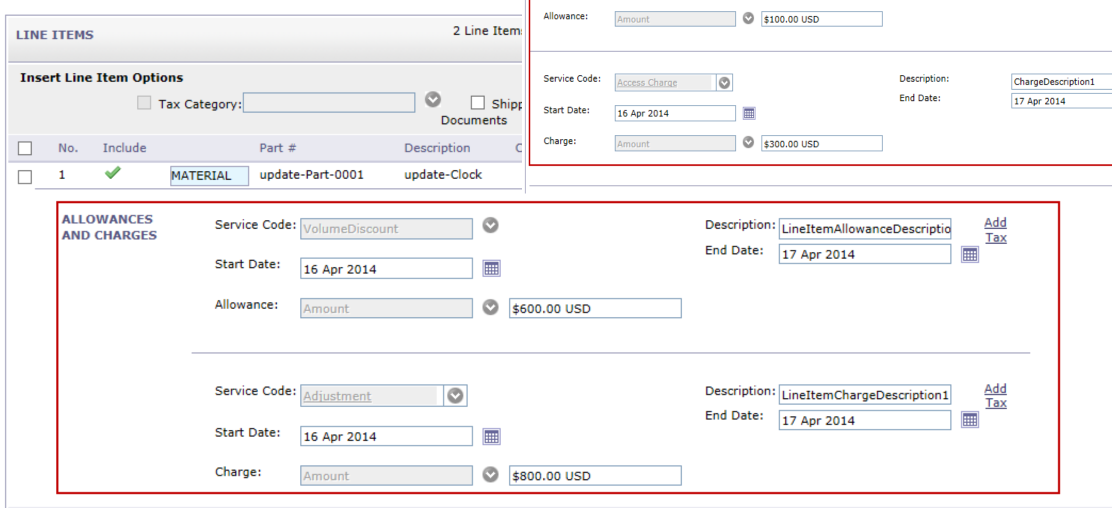


PO Flip Invoice – With Allowances and Charges

If Allowances and Charges are included in the PO, these will convert to the Invoice at either Invoice Header or Lined Item Level based on where the information is on PO

Header Allowance and Charges



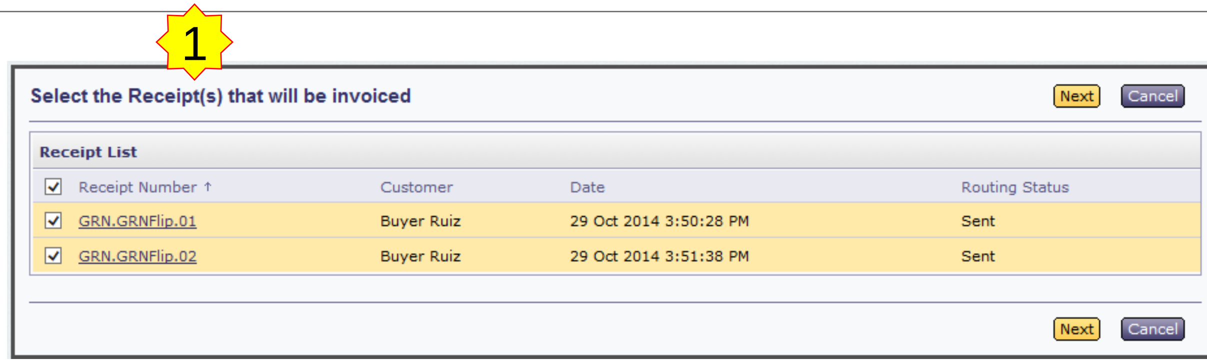


Line level Allowance and Charges

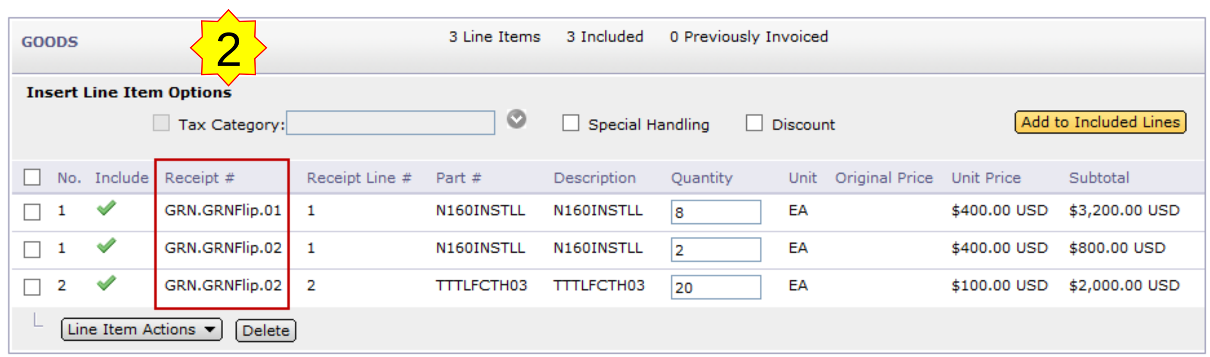
PO Flip Invoice – Against Goods Receipt

You are required to include only received quantities on invoices.

1. From the **Purchase Order**, **Create Invoice**, select the **Receipt(s)** that will be invoiced.



2. The invoice is now pre-populated with the items within the Goods Receipt. You now have the ability to select the items to include and/or modify the Quantities on the invoice.

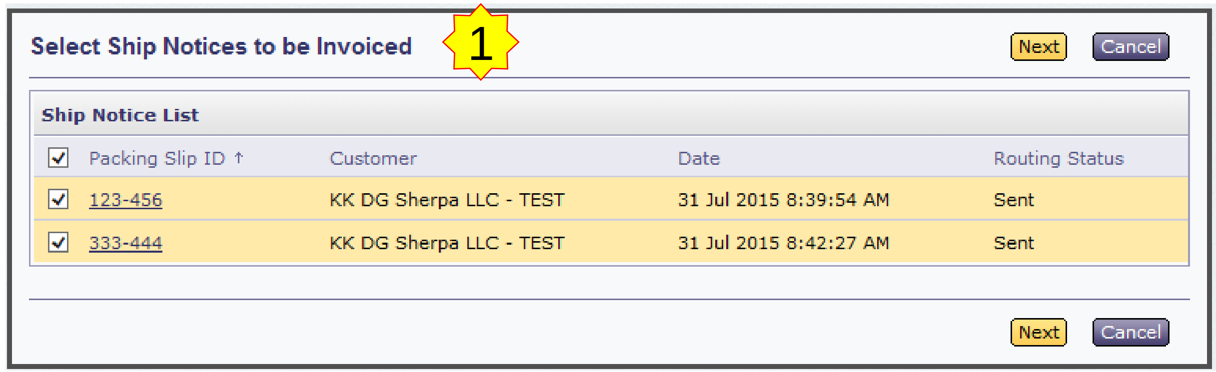


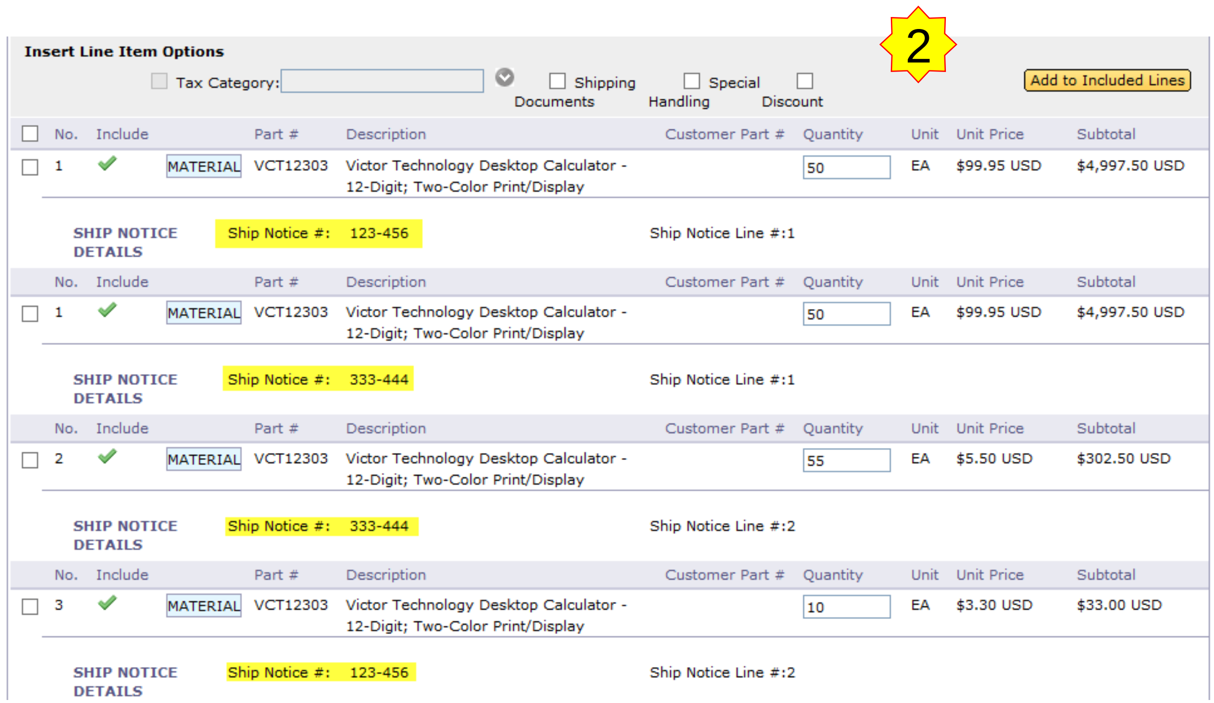
PO Flip **Invoice – Against Ship Notice**

You are required to include only Shipped quantities on invoices.

1. From the **Purchase Order**, **Create Invoice**, Select the **Ship Notice** that will be invoiced.

2. The invoice is now pre-populated with the items within the Ship Notice. You now have the ability to select the items to include and/or modify the Quantities on the invoice.

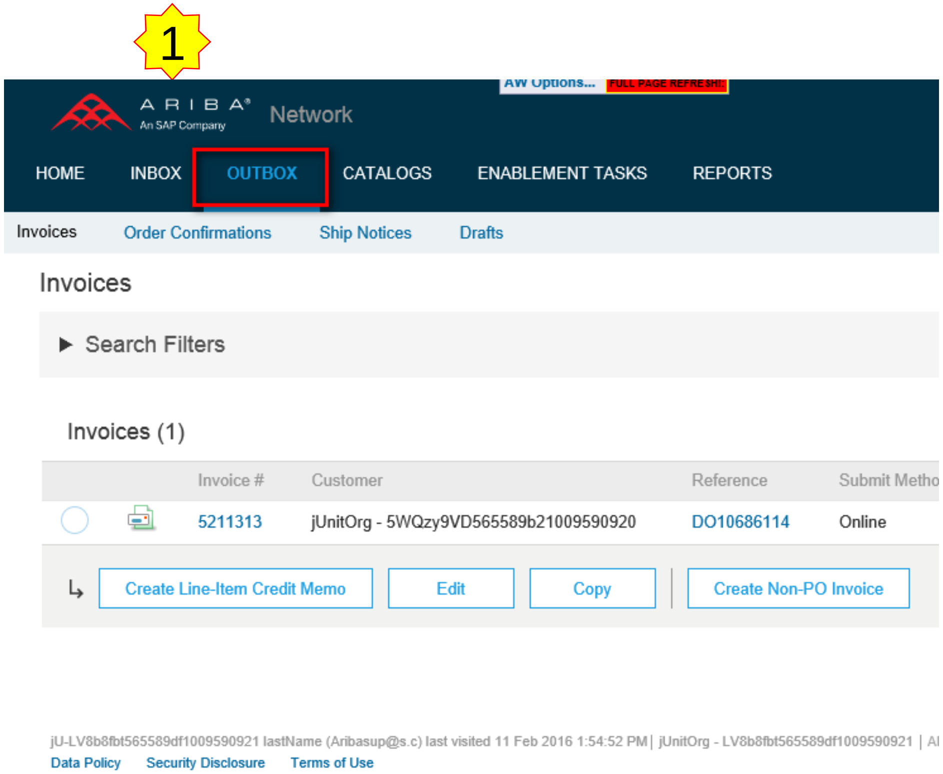


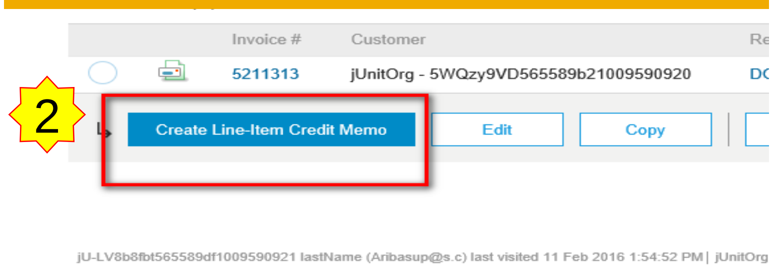


Credit Memo / Negative Invoice

To create a credit memo against an Invoice,

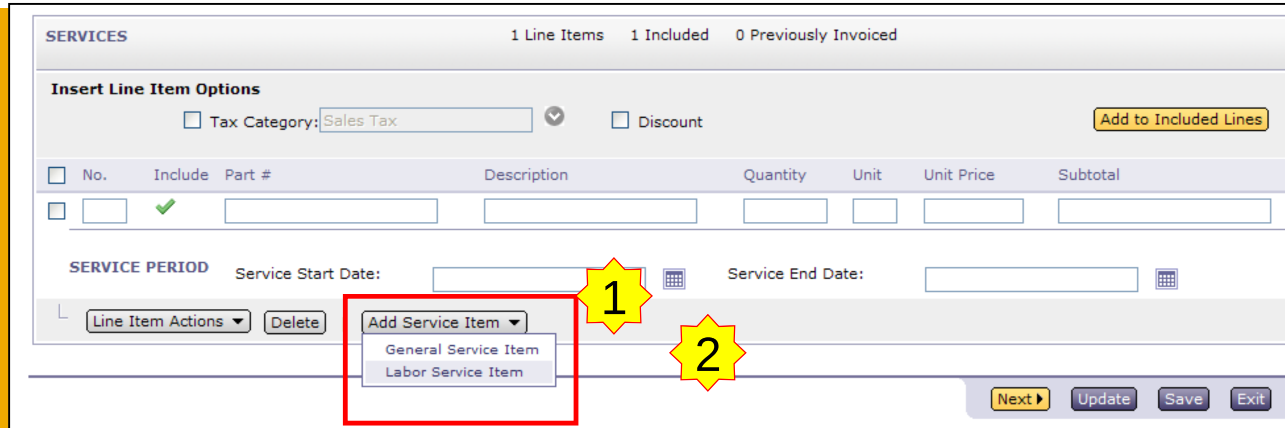
1. Select your previously created invoice in your Outbox.
2. Click the button on the Invoice screen for **Create Line-Item Credit Memo.**
3. Complete information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisk are filled in.
4. Click **Next** once done.
5. Review Credit Memo.
6. Click **Submit.**

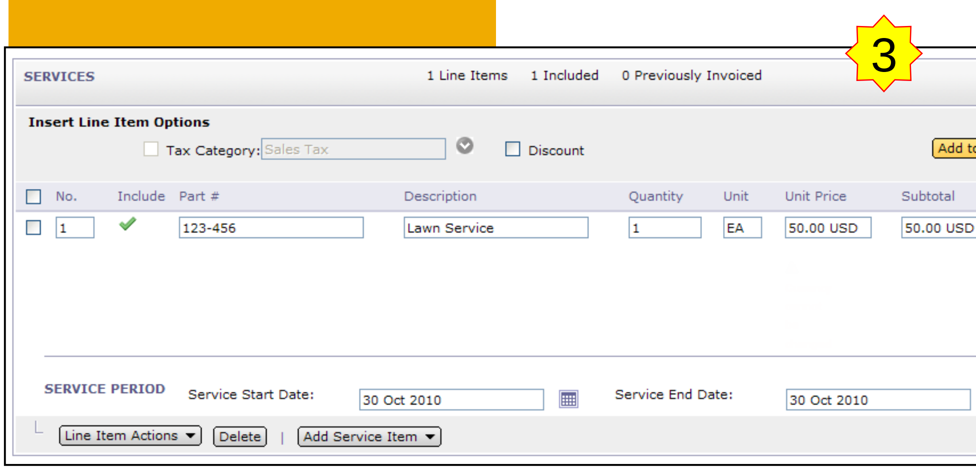


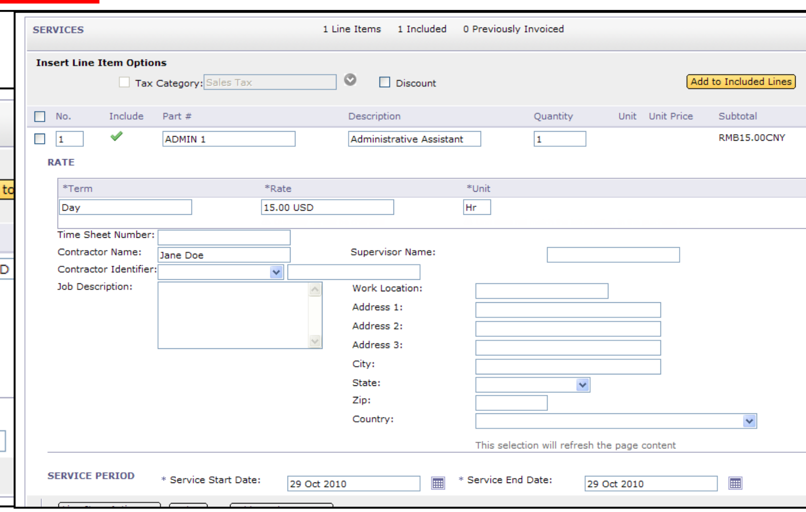


Service Invoices

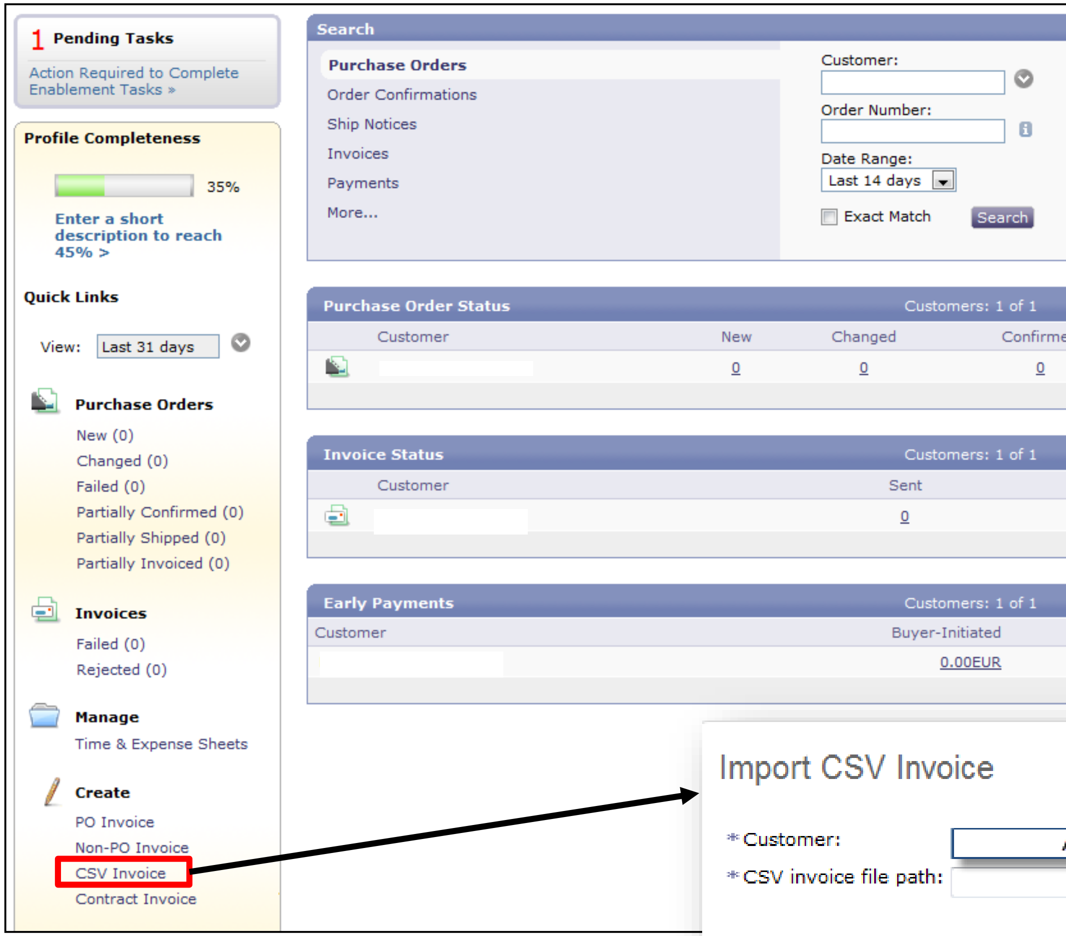
1. Use **Add Service Item** button in **Services** section of the Invoice to create an invoice for Service Items.
2. Select either **General Service Item** or **Labor Service Item.**
3. Enter details for **General** or **Labor Service** added.

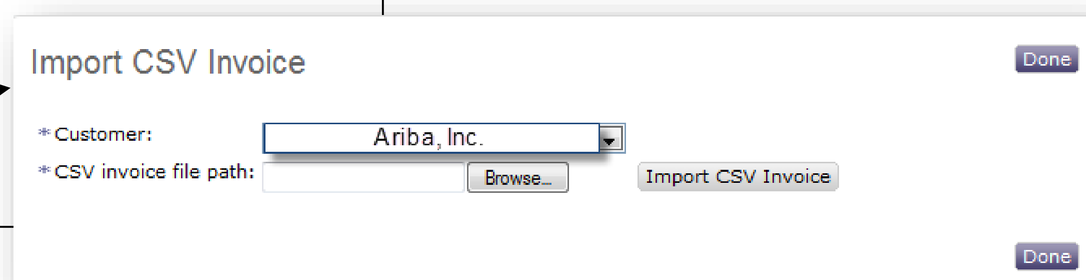






CSV Invoices Upload





To access a customer's CSV file template, go to **Administration > Customer Relationships** > Click the customer name > **Download CSV Invoice Template**.

Populate the template and upload it from **Create**> **CSV Invoice** > **Browse** > **Import.**

The CSV file is processed by Ariba Network and forwarded to the customer in the form of cXML message.

For more information, please read the **CSV Upload Guide** available from the Supplier Information Portal.

Copy This Invoice Feature

“Copy This Invoice”

Suppliers can copy an existing invoice to use as a basis for a new invoice. The copy includes all fields except the invoice date, invoice number, exchange rate, and attachments. The supplier can edit and submit the new invoice without having to reenter a lot of information. This feature applies to standard invoices and contract-based invoices. Invoices can be copied regardless of status.

Common uses for this feature include:

- Submitting invoices for a balance due
- Submitting corrected invoices in cases where the first attempt was rejected

Enabling This Feature

This is an out-of-the-box feature available to all customers. It requires no action to configure it.

Limitations

You cannot copy the following:

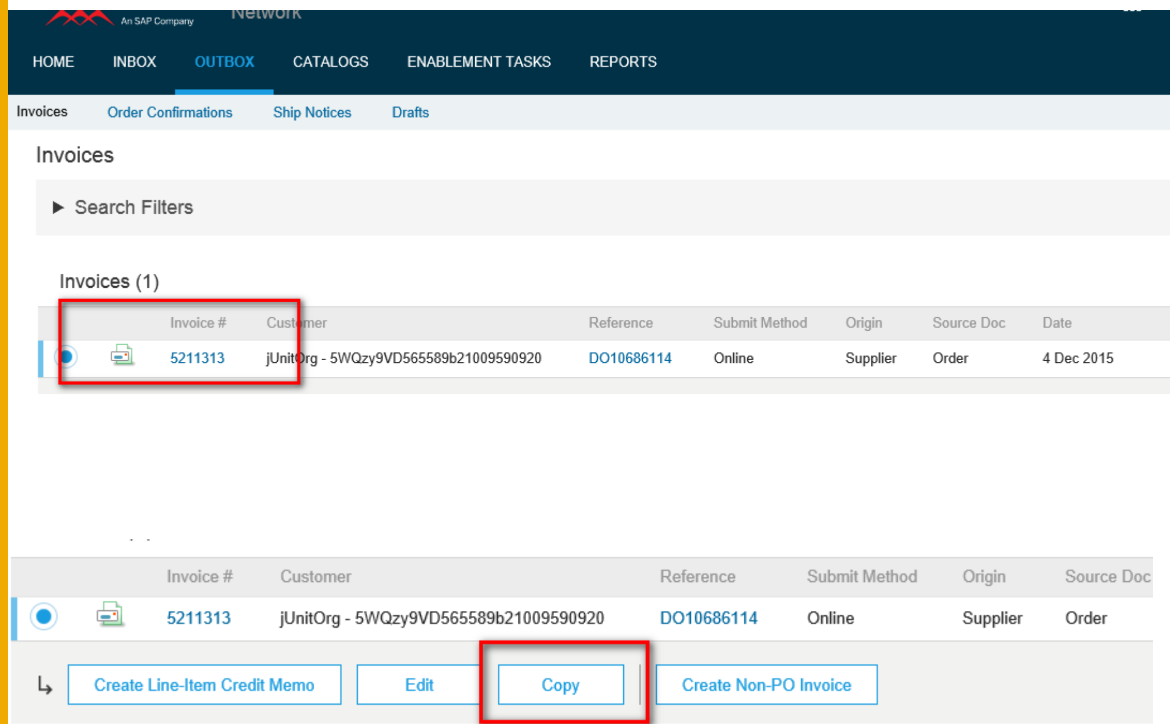
- Summary invoices (invoices that refer to multiple purchase orders)
- Credit memos and line-level credit memos
- Self-signed invoices (invoices that are digitally signed by the supplier)
- Invoices with 1000 or more invoice lines

How to Copy this Invoice

To copy an existing invoice in order to create a new invoice

1) On Ariba Network, go to the Outbox.
2) Either
• Select the radio button for the invoice you want to copy, and click **Copy**.
OR
• Open the invoice you want to copy, and on the Detail tab, click **Copy This Invoice**

3) Enter an invoice number.
4) For VAT lines, make sure the date of supply at the line level is correct.
5) Edit the other fields as necessary.
6) Click **Next**, review the invoice, and save or submit it.



Modifying Invoices

PO Flip Invoice – Review, Save, Submit

Review your invoice for accuracy from the Review page . Scroll down the page to view all line item details and invoice totals.

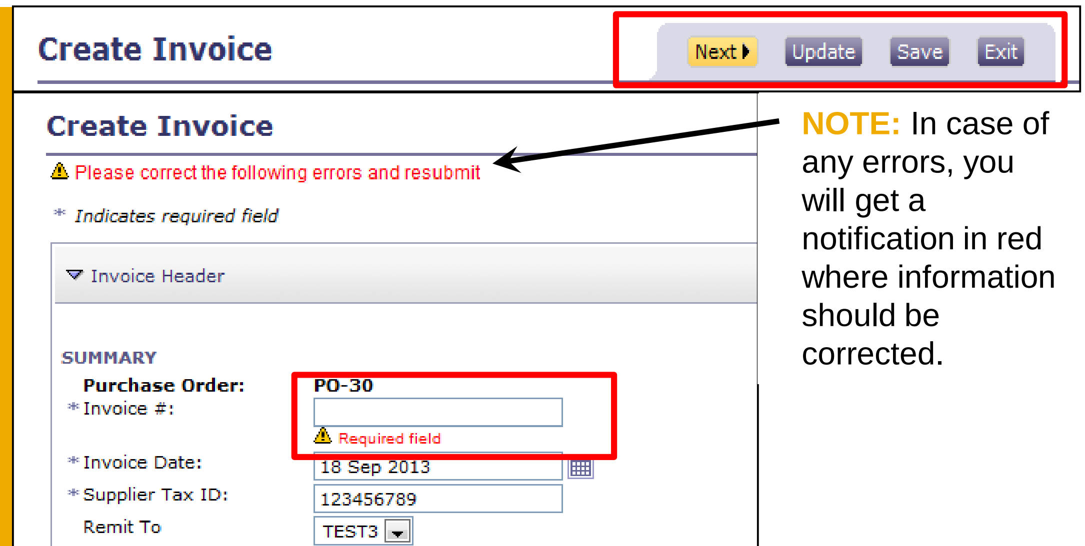
If no changes are needed, click **Submit** to send the invoice to Metlife.

If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.

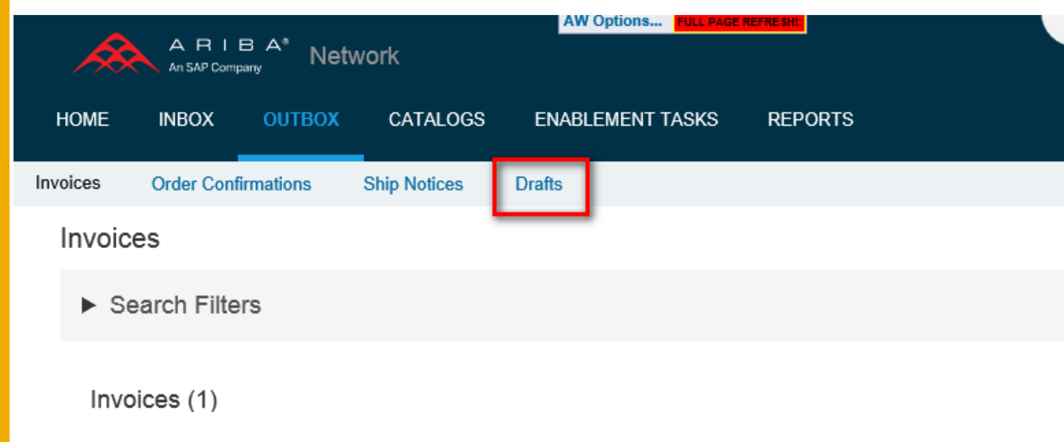
Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.

You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.

Note: You can keep draft invoices for up to 7 days.



NOTE: In case of any errors, you will get a notification in red where information should be corrected.



Cancel, Edit and Resubmit Invoices

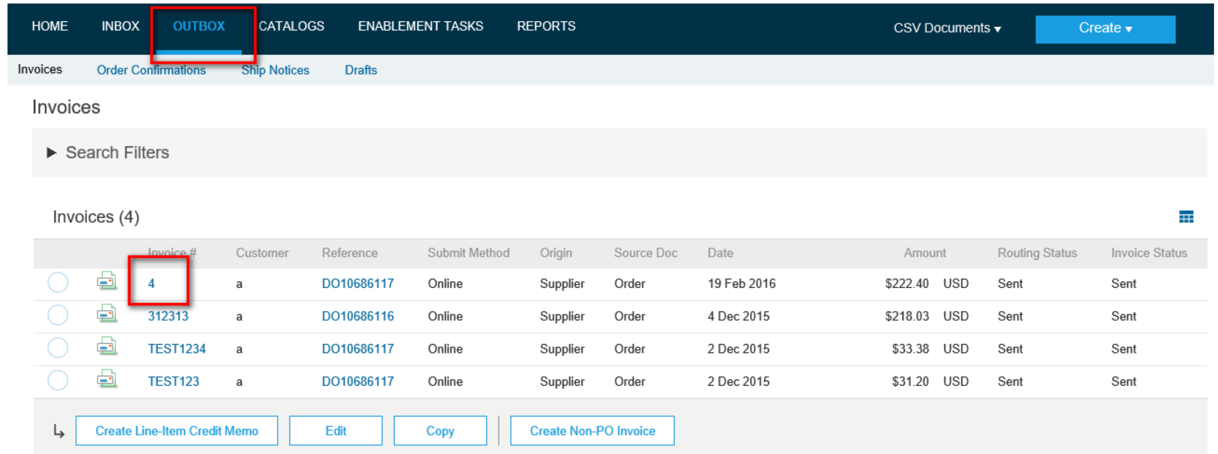
Click the **Outbox tab.**

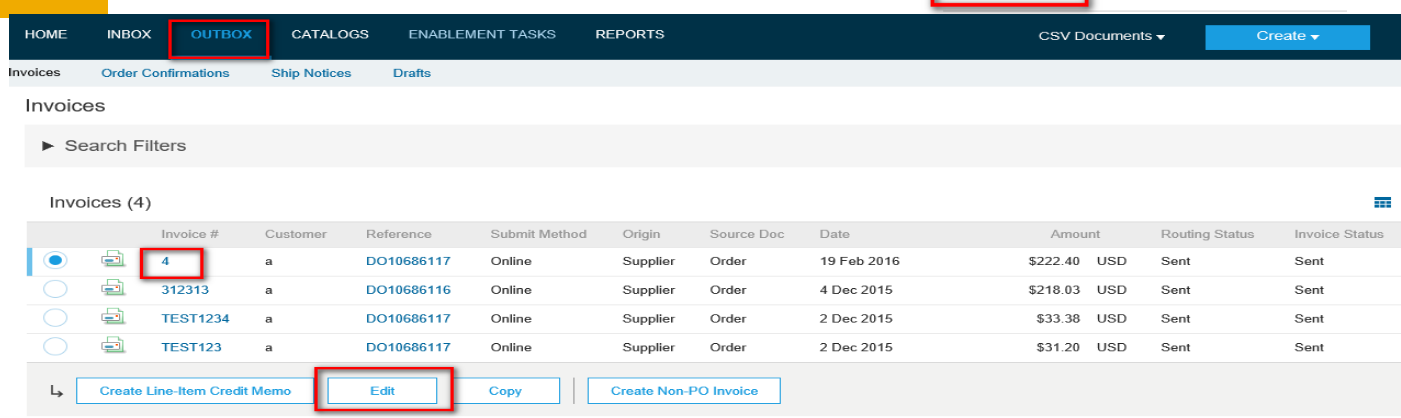
In the **Invoice #** column, click a link to view details of the invoice.

1. Click **Cancel.** The status of the invoice changes to **“Canceled.”**

2. Click the **Invoice #** for the failed, canceled, or rejected invoice that you want to resubmit and click **Edit.**

Click **Submit** on the Review page to send the invoice.





Document Status, Searches, and Reports

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Check Invoice Status

If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status.

You can also check invoice status from the **Outbox**.

ROUTING STATUS

Reflects the status of the transmission of the invoice to MetLife via the Ariba Network.

- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed MetLife invoicing rules. MetLife will not receive this invoice
- **Queued** – Ariba Network received the invoice but has not processed it
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer
- **Acknowledged** – MetLife invoicing application has acknowledged the receipt of the invoice

INVOICE STATUS

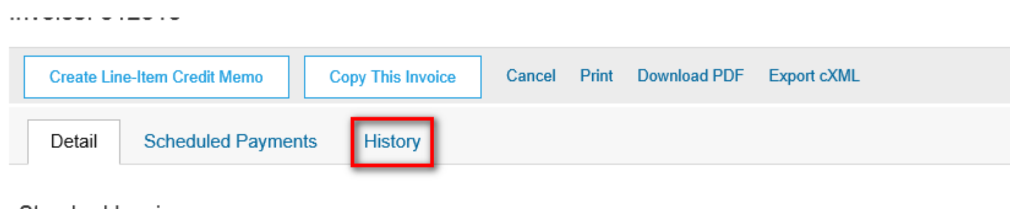
Reflects the status of <buyer>'s action on the Invoice.

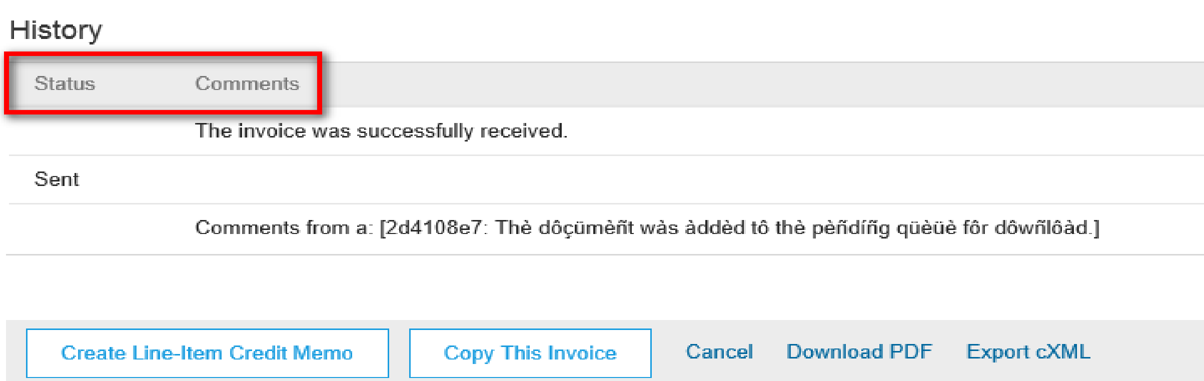
- **Sent** – The invoice is sent to the MetLife but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – MetLife approved the invoice cancellation
- **Paid** – MetLife paid the invoice or is in the process of issuing payment. This status applies only if MetLife uses invoices to trigger payment
- **Approved** – MetLife has verified the invoice against the purchase orders or contracts and receipts and approved if for payment
- **Rejected** – MetLife has rejected the invoice or the invoice failed validation by Ariba Network. If MetLife accepts invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
- **Failed** – Ariba Network experienced a problem routing the invoice

Check Invoice History

Access any invoice.

- Click on the **History** tab to view status details and invoice history.
- History and status comments for the invoice are displayed.
- Transaction history can be used in problem determination for failed or rejected transactions.
- When you are done reviewing the history, click **Done.**

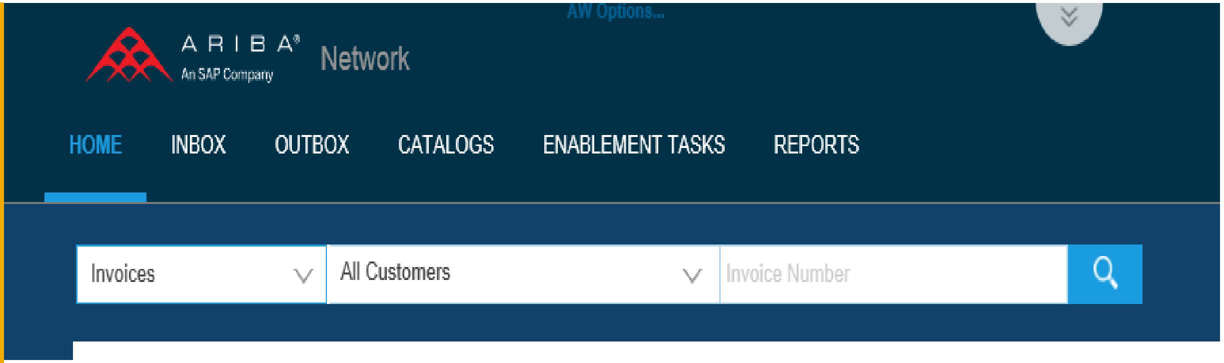


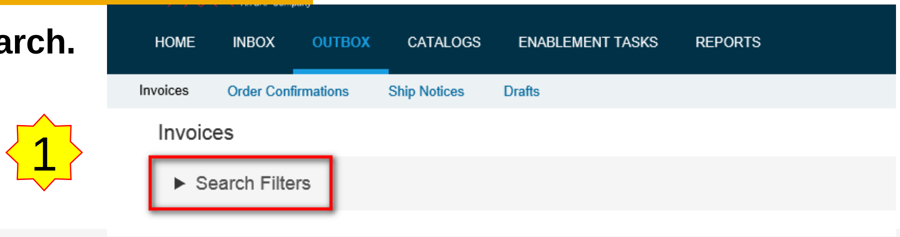


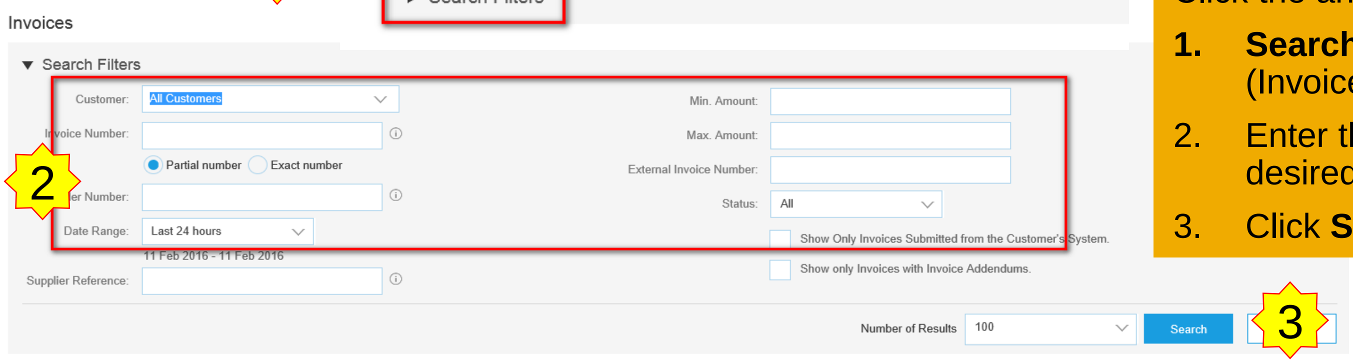
Search for invoice - Quick Search and Refined Search

QUICK SEARCH

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







REFINED SEARCH

Allows a refined search of Invoices within up to 90 last days.

Click the arrow to expand

1. **Search Filters** from **Outbox** (Invoices).
2. Enter the criteria to build the desired search filter.
3. Click **Search.**

Search for invoice - Reports

Invoice reports provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.

Failed Invoice reports provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.

Note: Reports can be created by Administrator or User with appropriate permissions.

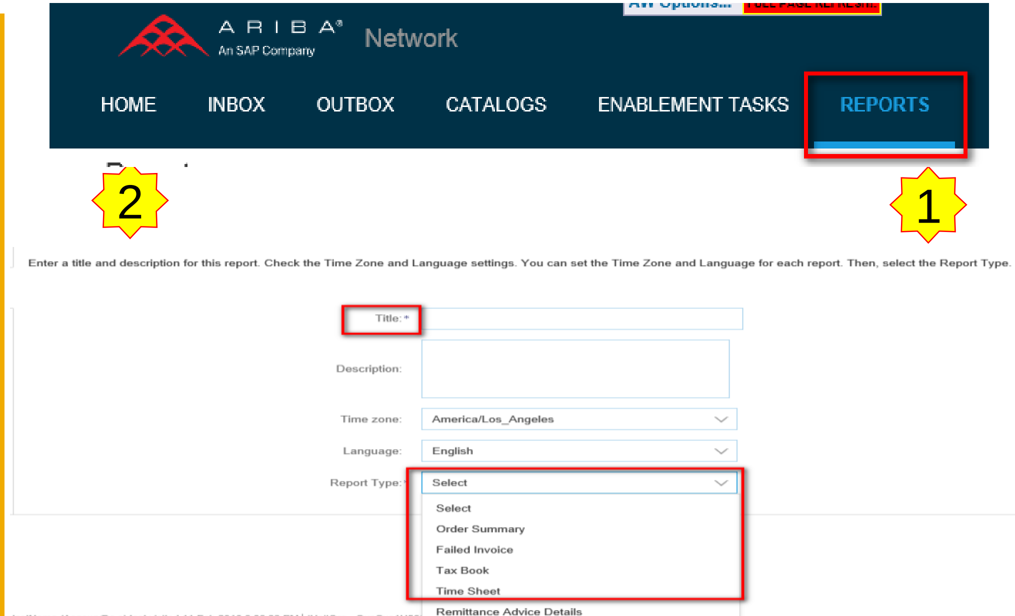
1. Click the **Reports** tab from the menu at the top of the page.
2. Click **Create**. Fill in required Information. Select an Invoice report type — **Failed Invoice** or **Invoice**.
3. Click **Next**.

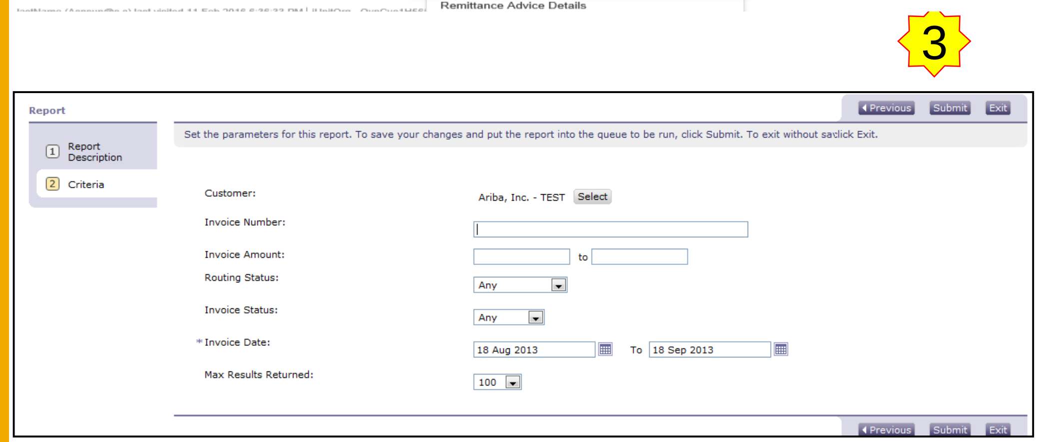
Note: Select (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

After specifying **Customer** and **Created Date** in Criteria click **Submit**.

You can view and download the report in CSV format when its status is **Processed**.

For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.





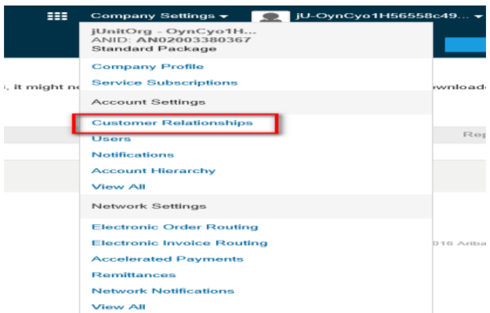
Ariba Network Support

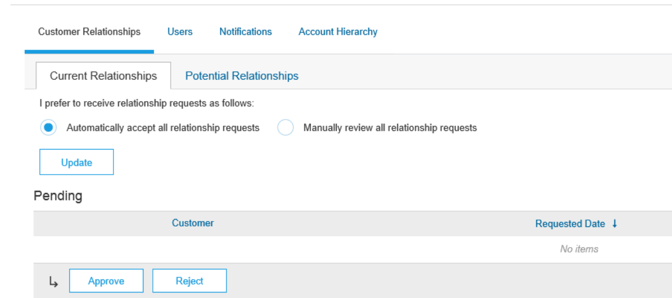
SAP Ariba

Training and resources

MetLife Supplier Information Portal

Buyer specific information is available in one place. Select the name of your company in the top right corner and then click the **Customer Relationships** link.

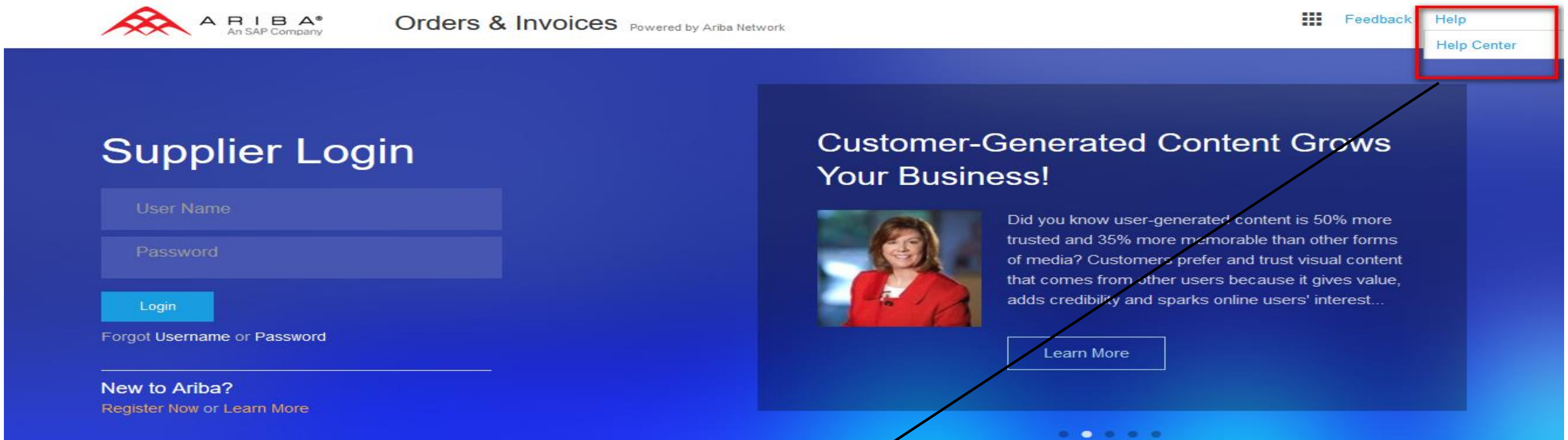


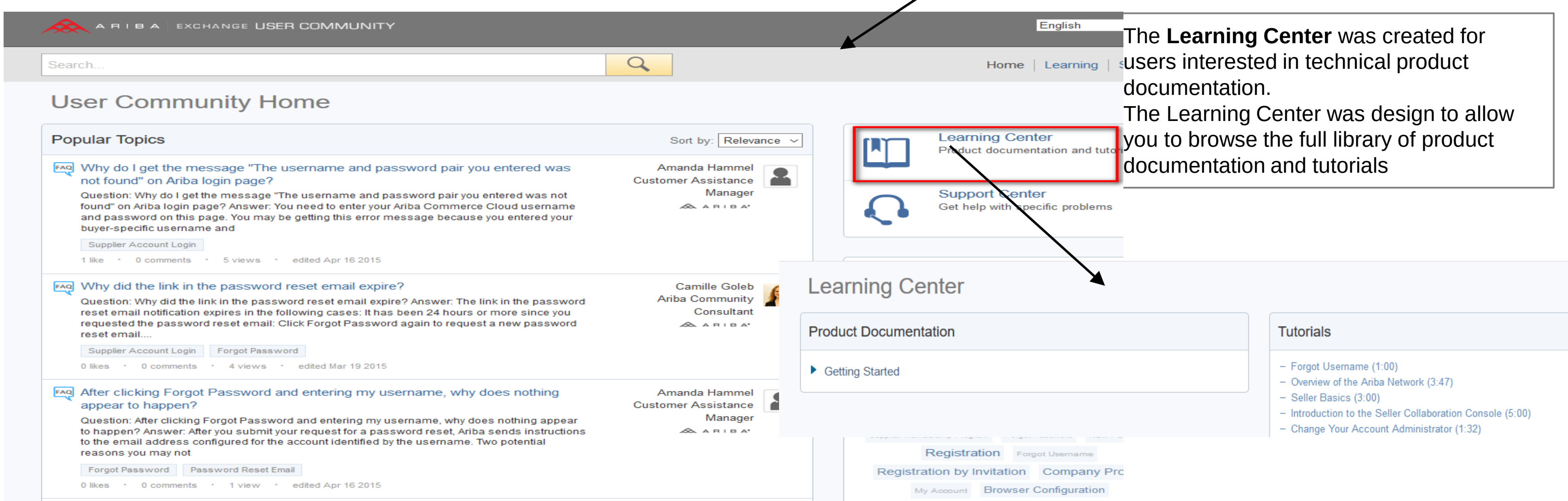


1. Select the buyer name to view **transactional rules**:
   - Customer Invoice Rules determine what you can enter when you create invoices
2. Select **Supplier Information Portal** to view the following presentations to learn more about transacting with MetLife:
   - Account Configuration Guide
   - MetLife Purchase Order Confirmation and Ship Notice Guide
   - MetLife Invoice Guide
   - Supplier Membership Program / Supplier Registration Guide

Training and Resources - Ariba Network Standard Documentation

Go to: http://supplier.ariba.com
Click **Help** link
Click ***Help Center***, Then click on **Learning Center** to access **Product Documentation**

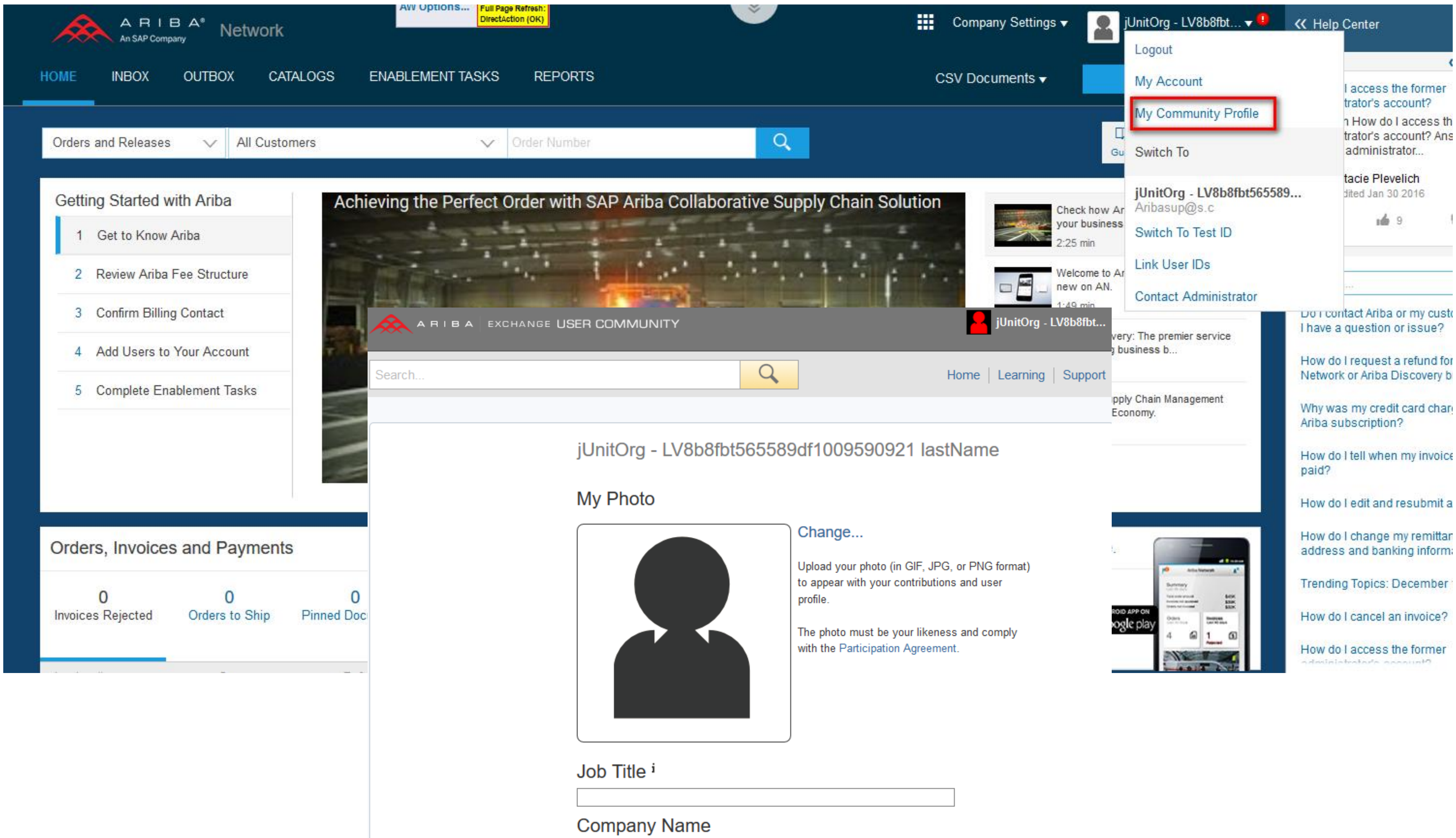




The **Learning Center** was created for users interested in technical product documentation.
The Learning Center was design to allow you to browse the full library of product documentation and tutorials

Training and Resources - Ariba Network Standard Documentation

Standard Documentation can be accessed also from your account. Click on the dropdown button on Home page of your account next to the admin name, then click **My Community Profile**
From your Community Profile page, choose the **Learning** tab

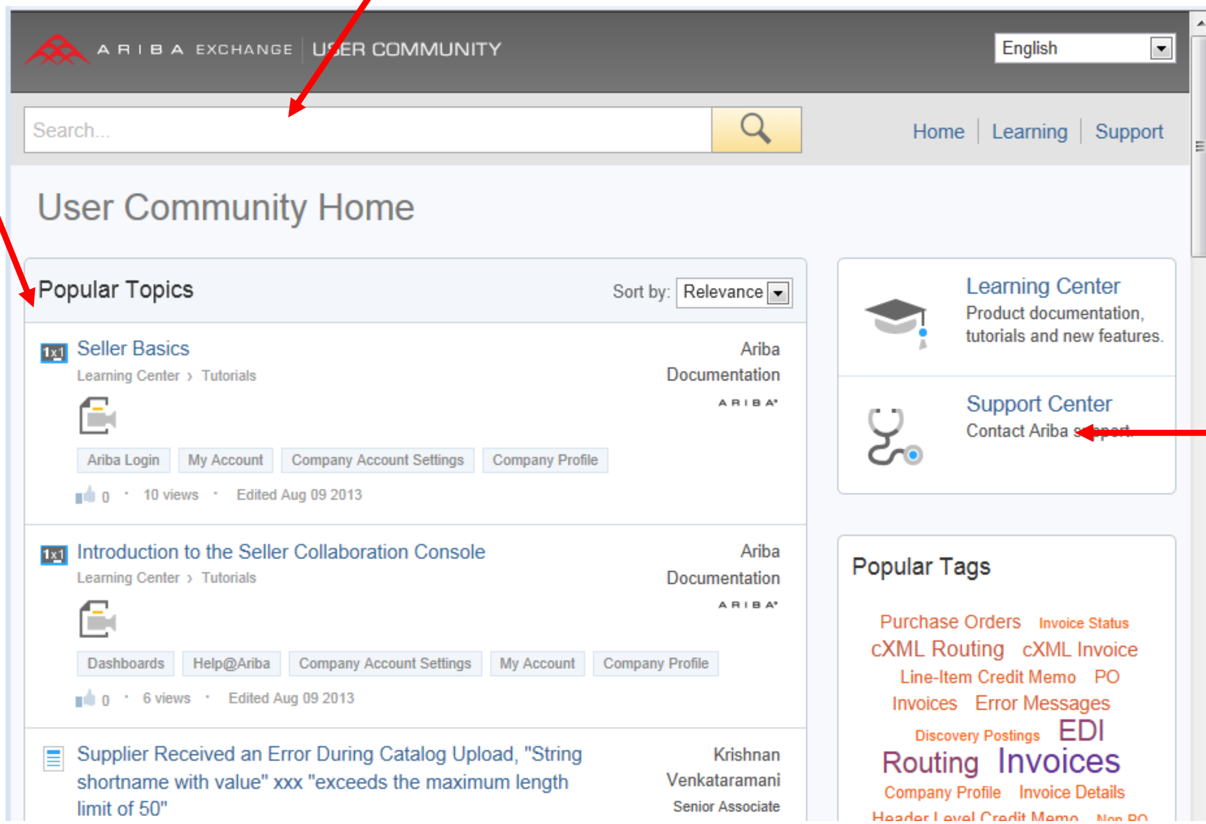


Help Center – Helpful things to know…

Search: Perform a search to find content not found under Popular Topics. Results can be sorted or filtered

Popular Topics: Title links are selected for you based on the solution that you were using when you clicked on Help; whether or not you are an administrator; and your default language.

Click on link to view the content item. You will be able engage with the content: author, how many community users have viewed the content, flagged the content as being helpful to you, and report problems with the content.



Popular Tags: These are the tags associated with our most popular content items per solution. It is a quick way to find documents related to the topic.

Training and resources

Useful links

Useful Links

- **Ariba Supplier Membership page** - http://www.ariba.com/suppliermembership
- **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 Notifications** - http://netstat.ariba.com
  Information about downtime, new releases and new features

Who should you contact?

Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**

  Please contact MetLifeEMEA@ariba.com for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions.

- **MetLife Business Process Support**

  Please contact the MetLife Supplier Enablement team at vikki.elliott@metlife.com for business-related questions.

Supplier Support Post Go-Live

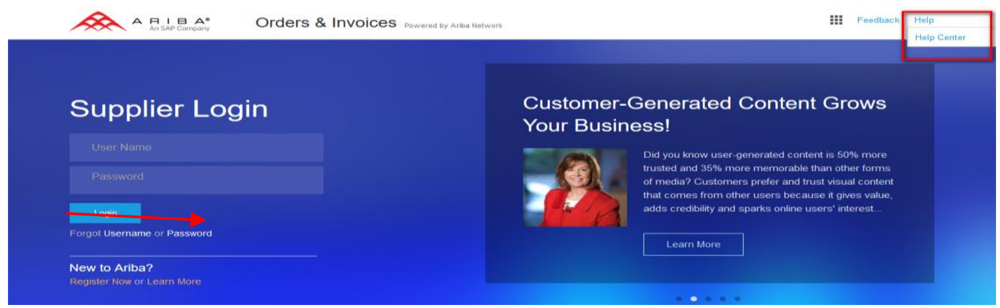
- **Ariba Network Support for Actively Transacting Suppliers**

Region	Contact Number
North/South America	1 412 222 6153
USA Toll Free	1 866 218 2155
Europe, Middle East and Africa	+44 20 7187 4144
UK Toll free	0800 358 3556
Germany Toll free	0800 101 1989
France Toll free	0800 945 115
The Netherlands Toll free	0800 0200 582
Asia Pacific	+65 6311 4745

Supplier support post Go-Live

Help Center

Go to http://supplier.ariba.com.
If you forgot your username or password click on the link **Forgot Username** or **Forgot Password.**



To access our Help Center, log into your account
or go to http://supplier.ariba.com.
Click the **Help** link in top right corner. Click **Help Center** and go to **Support** section.

Search for any topic you would like to know more about. If none of the articles answers your query, click on **Create Online Service Request** button to contact our Customer Support.

Fill out our webform. Select Problem Type. Note MetLife in the **Issue Description**.