

# Ariba Network Invoice Guide



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# Introduction

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## Procure-to-Pay Process

**This document contains the requirements and training for your organization to create and submit invoices on-line to Waste Management via the Ariba Network.**

**This document is intended only for Ariba Full Automation suppliers (see page 4.**

**Waste Management requires suppliers enabled on Ariba Network to submit electronic invoices through Ariba Network.**

**Every market area is active on Ariba**

# Introduction (cont'd)

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## **Ariba Full Automation**

**Waste Management offers a Full Automation which gives our high-volume suppliers a fast and easy way to automate order and invoice transactions.**

**Suppliers suitable for Full Automation can collaborate with Waste Management electronically through our Ariba Online Portal, B2B Systems Integrations and eCatalogs.**

**Before you can begin taking advantage of the many great features offered in Full Automation, you must first receive an invitation to register from Waste Management.**

**If you have not received an invitation, please contact Waste Management's Procurement team through the [Contact Us](#) page.**





# 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** (Waste Management) to view their invoice rules.
4. Scroll down to the Invoice setup section and view the invoice rules.
5. If Waste Management 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.

The screenshot displays the SAP Ariba Network interface. At the top right, the 'Administration Navigator' is open, showing a menu with 'Customer Relationships' highlighted. Below this, a table lists customers. The 'Waste Management' customer is selected, and its name is highlighted with a red box. A red arrow points from this box to the 'Invoice Setup' section below. The 'Invoice Setup' section contains a table of 'General Invoice Rules' with columns for the rule name and its status (Yes/No).

Customer	Approved Date ↓	Routing Type
<input type="checkbox"/> Waste Management	25 Nov 2015	Default

General Invoice Rules	
Allow suppliers to send invoices to this account.	Yes
Ignore country-based invoice rules.	Yes
Allow suppliers to send invoices with service information. ⓘ	No
Allow suppliers to send invoice attachments.	No
Allow suppliers to send non-PO invoices. ⓘ	Yes
Allow suppliers to send invoices with a contract reference. ⓘ	Yes
Require suppliers to create an order confirmation for the PO before creating an invoice. ⓘ	No

# 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).

Document Type	Routing Method
Invoices	Online
Customer Invoices	cXML
	EDI

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

[Company Profile](#)

[Service Subscriptions](#)

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[Remittances](#)

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[View All](#)

# Electronic Order Routing Methods

The method that you would like to transact business with your customers on the network can be set up in the **Electronic Order Routing** section.

The methods available include **Online (portal), cXML, Email, EDI or Fax.**

## Online Routing:

- This means that the PO is sent to your Ariba Inbox without additional copies being sent elsewhere.
- If you select any of the other methods, you can choose to send additional copies to the routing method selected (We recommend email routing).

## Email Routing:

- For e-mail routing select the check box **Include document in the email message.**
- This will include a complete copy of the PO in the email.
- It is recommended that you use a non-personalized/distribution list email in the Email Address line
- When the Ariba Network sends purchase orders to mailboxes that respond automatically with “Out of Office” messages, the orders will not fail and the network will indicate that it received the auto-reply in the order history log.
- **Note:** Make sure to configure your e-mail inboxes so that the Ariba Network notifications do not fall into the junk or spam mail box

## cXML/EDI Routing:

- If you prefer to Integrate your ERP system with your account and need assistance, please contact us at: [CommerceAssistance@ariba.com](mailto:CommerceAssistance@ariba.com)

Company Settings ▾

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

Company Profile

Service Subscriptions

Account Settings

Customer Relationships

Users

Notifications

Account Hierarchy

View All

Network Settings

**Electronic Order Routing**

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

View All

Network Settings

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement

\* Indicates a required field

Capabilities Preferences

cXML Setup

Configure cXML setup

Non-Catalog Orders with Part Numbers

Process non-catalog orders as catalog orders if part numbers are entered manually

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: <input type="text" value="dgarda@ariba.com"/> <input type="checkbox"/> Attach cXML document in the email message <input checked="" type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".
Catalog Orders with Attachments	Email	Current Routing method for new orders: Email ▲ Attachments will be included in the order.
Non-Catalog Orders without Attachments	cXML Pending Queue	Current Routing method for new orders: Email



# Electronic Order Routing Notifications

For Change Orders and Other Document Types you may select “**Same as new catalog orders without attachments**” to automatically have the settings duplicated or you may set according to your preference.

Specify a method and a user for sending **Order Response Documents** (Confirmations and Ship Notices)

Change/Cancel Orders		
Document Type	Routing Method	Options
Catalog Orders without Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Catalog Orders with Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Non-Catalog Orders without Attachments ⓘ	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Non-Catalog Orders with Attachments ⓘ	Same as new catalog orders without attachments	Current Routing method for new orders: Online

Other Document Types		
Document Type	Routing Method	Options
Blanket Purchase Orders	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Time Sheets	Online	Save in my online inbox
Order Status Request	Online	Save in my online inbox
Order Response Documents	Online	Return to this site to respond to POs
Payment Remittances	Online	Save in my online inbox
Document Status Update	Online	Save in my online inbox

Notifications		
Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.	* junk@phoenix.ariba.com
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are received.	* junk@phoenix.ariba.com
	<input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	* junk@phoenix.ariba.com

# Waste Management Assigned Tasks

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- **VAT ID / TAX ID** – select your company name in the top right corner, go to Company Profile and select tab Business. In the **section Financial Information** enter your **Vat ID / Tax ID**.
- **Remittance address** – select your company name in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk.
- **Test account creation** (testing is required for integrated and catalog suppliers) - to create a test account, select your name in top right corner and choose “Switch to Test ID.”
- **Currency** The currency that Ariba Network uses in the service subscription area of your account is controlled by your organization’s location, which you specify in **User Account Navigator > My Account > Preferences**

# 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 (**Twice Daily, Daily, Weekly, Biweekly or Monthly**), choose **Archive Immediately** to archive without waiting 30 days, and click Start.
  - Choosing the **Twice Daily or Daily** option will transfer the invoice.zip files to the selected URL / Pending Queue. It also allows the time for the transfer to be chosen.
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**).

**Invoice Archival**

Ariba Network can archive your invoices in zip format. The zip files are not included in the Data Retention Network to archive your invoices. Based on the option you have selected, Ariba Network automatically will start archiving your invoices. If you do not want Ariba Network to wait for a 30-day period, then additional invoices from the Outbox > Archived Invoices page.

Twice Daily  
 Daily  
 Weekly  
 Every Two Weeks  
 Monthly

Archiving Start Time: 12 : 30  AM  PM America/Los\_Angeles ⓘ

Archive Immediately

Send archived invoice files to the pending queue for download. ⓘ  
 Send archived invoice files to the Archive Delivery URL.

Archive Delivery URL:

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.

**Long-Term Document Archiving**

Enabling Long-term archiving of invoices allows you to archive tax invoices for the time span required by the tax authorities in your country. can view and download the archived invoices from the Document Archive > Archived Documents page for auditing purposes.

Enable long-term invoice archiving. See the [terms and policies](#) for the optional document archiving service. To view the list of countries

Home Inbox Outbox Catalogs Reports **Document Archive**

Archived Documents Download Status

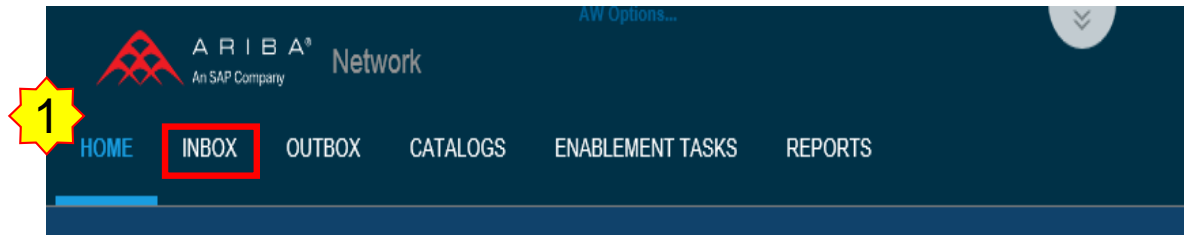


# Creating Invoices

# PO Flip Invoice

To create a PO-Flip Invoice

1. Click on your Inbox
2. On PO by clicking on PO Number
3. Click on “Create Invoice” button and then choose “Standard Invoice”



Orders and Releases (100+)

Page 1

Type	Order Number ↑	Ver	Customer	Inquiries	Ship To Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	<a href="#">2133097590</a>	1	Waste Management - Test		TX-1021 MAIN HOUSTON, TX United States	\$23.68 USD	10 Nov 2015	Invoiced	Invoice	\$23.68 USD	Original	<a href="#">Actions</a>
Order	<a href="#">2133097599</a>	1	Waste Management - Test		TX-1021 MAIN HOUSTON, TX United States	\$61.00 USD	11 Nov 2015	New	Invoice	\$0.00 USD	Original	<a href="#">Actions</a>

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) [Hide](#) [Print](#) [Download PDF](#) [Export cXML](#) [Download CSV](#) [Resend](#)

Order Detail

Order History

Standard Invoice

Line-Item Credit Memo



# 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 Add'l Reference Documents & Dates is applicable for CSC customers only

\*\*Attachment file size should not exceed 40MB.

5
Add to Header ▾

**Invoice Header** \* Indicates required field

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**Summary**

Purchase Order: 2133097590

1 Invoice #:

2 Invoice Date: \* 16 May 2016

Supplier Tax ID:

3 Remit To: 210 Sixth Avenue ▾

Pittsburgh, PA  
United States

Bill To: Waste Management

Portland, OR  
United States

Subtotal: \$0.00 USD

Total Tax: \$0.00 USD

Total Gross Amount: \$0.00 USD

Total Net Amount: \$0.00 USD

Amount Due: \$0.00 USD

Tax

- Shipping Cost
- Shipping Documents
- Special Handling
- Discount
- Additional Reference Documents and Dates
- Comment
- Attachment

---

**Tax**

Header level tax ⓘ  Line level tax ⓘ

Category: \* Sales Tax ▾ Taxable Amount: \$0.00 USD Remove

Location:

Description:

Regime:  ▾ Rate(%):

Tax Amount:

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**Shipping**

Header level shipping ⓘ  Line level shipping ⓘ

Ship From: Waste Management Supplier - TEST View/Edit Addresses

Houston, TX  
United States

Ship To: TX-1021 MAIN  
HOUSTON, TX  
United States

Deliver To: Cutrer, Jan / Ct  
Waste Manage

# 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 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. Check Tax Category and use the drop down to select from the displayed options. Click **Add to Included Lines**. (see Slide 14 for additional details)

**Do not create tax categories**

Line Items 1 Line Items, 1 Included, 1 Previously Fully Invoiced

Insert Line Item Options

Tax Category:   Shipping Documents  Special Handling  Discount [Add to Included Lines](#)

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	<input type="text" value="L6241IP"/>	62" x 41" Rear Load One Piece Lid	<input type="text"/>	<input type="text" value="0"/>	EA	<input type="text" value="\$23.68 USD"/>	<input type="text" value="\$0.00 USD"/>

↳ [Line Item Actions](#) [Delete](#)

# PO Flip Invoice – Line Item Comments

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

Line Items 1 Line Items, 1 Included, 1 Previously Fully Invoiced

Insert Line Item Options

Tax Category:   Shipping Documents  Special Handling  Discount [Add to Included Lines](#)

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	<input type="text" value="L62411P"/>	62" x 41" Rear Load One Piece Lid	<input type="text"/>	<input type="text" value="0"/>	EA	<input type="text" value="\$23.68 USD"/>	<input type="text" value="\$0.00 USD"/>

↳ [Line Item Actions](#) [Delete](#)

- Edit
- Add
- Shipping Documents
- Special Handling
- Discount
- Comments**
- Attachment



# 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 Waste Management.

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.

▼ Invoice Header

Update Save Exit Next

## Summary

Purchase Order: 2133097590

Invoice #:

! Invoice Number is required; cannot be longer than 30 characters.

Invoice Date:

16 May 2016



Supplier Tax ID:

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

AW Options... FULL PAGE REFRESH

**ARIBA**<sup>®</sup> Network  
An SAP Company

HOME INBOX **OUTBOX** CATALOGS ENABLEMENT TASKS REPORTS

Invoices Order Confirmations Ship Notices **Drafts**

Invoices

► Search Filters

Invoices (1)

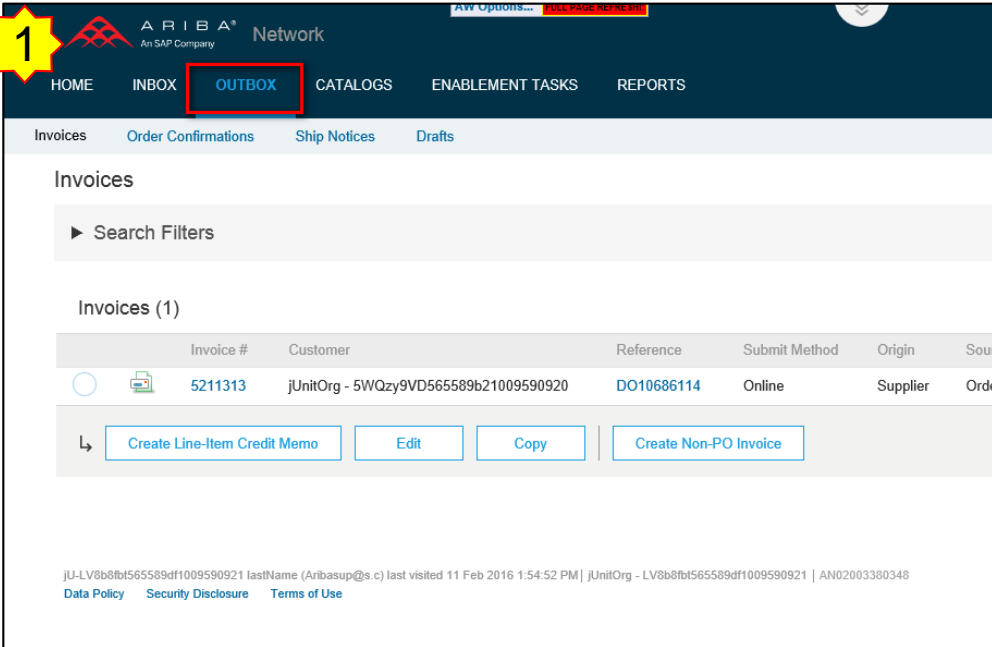


# Credit Memo / Negative Invoice

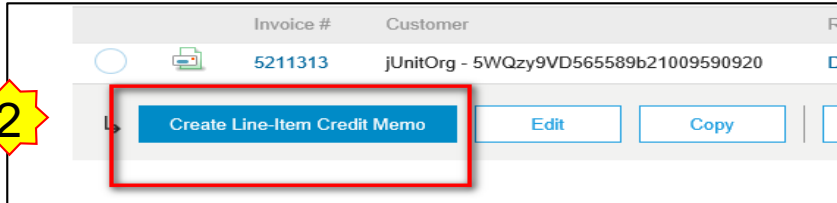
Credit Memos are used to correct errors on invoices that have been **successfully** sent to Waste Management.

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**.



The screenshot shows the Ariba Network interface. The top navigation bar includes 'HOME', 'INBOX', 'OUTBOX' (highlighted with a red box and a yellow star with the number 1), 'CATALOGS', 'ENABLEMENT TASKS', and 'REPORTS'. Below the navigation bar, there are tabs for 'Invoices', 'Order Confirmations', 'Ship Notices', and 'Drafts'. The main content area displays a table of invoices with columns for 'Invoice #', 'Customer', 'Reference', 'Submit Method', 'Origin', and 'Source'. A single invoice is listed with the number 5211313 and customer jUnitOrg - 5WQzy9VD565589b21009590920. Below the table, there are buttons for 'Create Line-Item Credit Memo', 'Edit', 'Copy', and 'Create Non-PO Invoice'. A yellow star with the number 1 is positioned over the 'OUTBOX' menu item.




This is a close-up screenshot of the 'Create Line-Item Credit Memo' button from the previous screenshot. The button is highlighted with a red box and a yellow star with the number 2. The surrounding table headers and data are partially visible, including 'Invoice #', 'Customer', and the invoice number 5211313.



# Blanket Purchase Orders

# Blanket Purchase Orders

Blanket Purchase orders are sent for a sum of money. The supplier will invoice back to the customer as the goods or services are provided.



Invoices (100+)											Page	1	»	☰
	Invoice #	Customer	Reference	Submit Method	Origin	Source Doc ↑	Date	Amount		Routing Status	Invoice Status			
	<a href="#">04112016_1</a>	Waste Management - Test	Contract	Online	Supplier	Blanket PO	11 Apr 2016	\$20,000.00	USD	Acknowledged	Sent			
	<a href="#">04112016_cr</a>	Waste Management - Test	Contract	Online	Supplier	Blanket PO	11 Apr 2016	\$700.00	USD	Acknowledged	Sent			
	<a href="#">Aramark F00158412</a>	Waste Management - Test	Contract	Online	Supplier	Blanket PO	16 Oct 2015	\$9,408.00	USD	Acknowledged	Sent			
	<a href="#">check</a>	Waste Management - Test	Contract	Online	Supplier	Blanket PO	3 Mar 2016	\$71.04	USD	Acknowledged	Sent			
	<a href="#">multi-line invoice</a>	Waste Management - Test	Contract	Online	Supplier	Blanket PO	16 Nov 2015	\$127.05	USD	Acknowledged	Sent			
	<a href="#">test_nonPO_PR</a>	Waste Management - Dev	Contract	Online	Supplier	Customer Order	12 Jan 2016	\$100.00	USD	Acknowledged	Sent			

# Blanket Purchase Order




The upper right hand corner of the Purchase Order shows **Partially Invoiced**. The Amount and Version shows. Below are the overall statuses of the blanket purchase order.

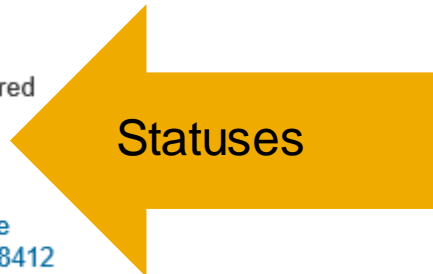
Blanket Purchase Order  
(→ **Partially Invoiced**)  
2133097659  
Amount: \$ 625,000.00 USD  
~~Amount: \$1,495,000.00 USD~~  
Version: 2 (**Previous Version**)



Amount Remaining

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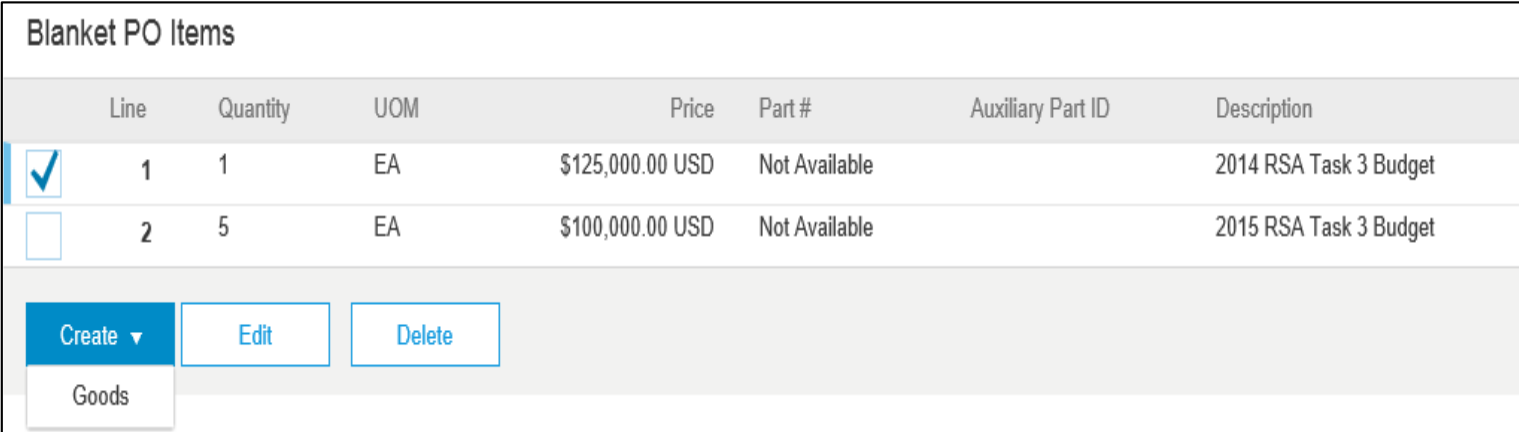
Routing Status: Acknowledged  
BPO Status: Open  
BPO Type: No Release Required  
Amount Available: \$625,000.00 USD  
Effective Date: 2 Jun 2015  
Expiration Date: Perpetual  
Related Documents:  [multi-line invoice](#)  
 [Aramark F00158412](#)  
 [TST\\_\\$50TOL\\_AMT\\_BPO](#)  
[More\(14\) »](#)



Statuses

# Blanket Purchase Order—Creating an Invoice

On the line item level, select the line item. Click the Create button and click on Goods in the dropdown menu.



The screenshot shows a table titled "Blanket PO Items" with the following columns: Line, Quantity, UOM, Price, Part #, Auxiliary Part ID, and Description. There are two rows of data. The first row is selected, indicated by a blue checkmark in a box to the left of the "Line" column. A yellow arrow with the number "1" points to this checkmark. Below the table, there are three buttons: "Create", "Edit", and "Delete". The "Create" button has a dropdown arrow and a menu is open, showing the option "Goods". A yellow arrow with the number "2" points to the "Create" button.

Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description
<input checked="" type="checkbox"/>	1	EA	\$125,000.00 USD	Not Available		2014 RSA Task 3 Budget
<input type="checkbox"/>	2	EA	\$100,000.00 USD	Not Available		2015 RSA Task 3 Budget

Buttons: Create (Goods), Edit, Delete



# Blanket Purchase Orders—Create Invoice

Fill in the quantity (usually set to 1), the part number (can be a description of the service provided) and enter in the unit price. Then click “Create”.


Create Invoice [Create](#) [Cancel](#)

---


Blanket PO Item

Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
1	1	EA	\$125,000.00 USD	Not Available		2014 RSA Task 3 Budget	\$125,000.00 USD
			\$195,000.00 USD				


▼ Invoice Item *\* Indicates required field* [Line Item Actions](#) ▼

 Quantity: \*

Unit: EA

 Unit Price: \*

Subtotal: \$125,000.00 USD

 Part #: \*

Customer Part #:



# Waste Management Invoice Practices

# US Sales Tax

## Tax data

**US** – Total sales tax should be entered into the tax header fields

Enter “\$0” for taxable amount, rate and tax amount if tax does not apply

Tax

Header level tax ⓘ  Line level tax ⓘ

Category:\* Sales Tax ▼

Location:

Description:

Regime:

Taxable Amount: \$0.00 USD

Rate(%):

Tax Amount:

US Sales Tax properly labeled in the Tax Details section of the Tax Summary. Taxes are entered as 1 line for the full tax amount.

# Canadian Sales Tax

## Tax data

**Canada** – The total tax amount should be entered at the header and the taxes need to be broken out in the appropriate tax category in the tax details section and labeled (GST, PST, QST, etc.) Taxes should not be entered at the invoice line level.

**For Provincial Carbon Tax (PCT) use tax category PST**

<b>Invoice #:</b>	056230442934	<b>Subtotal:</b>	\$999.95 CAD
<b>Invoice Date:</b>	Thursday 28 May 2015 3:16 AM GMT-05:00	<b>Total Tax:</b>	\$120.00 CAD
<b>Original Purchase Order:</b>	<a href="#">9133024028</a>	<b>Amount Due:</b>	\$1,119.95 CAD

Tax amount entered in invoice header

**Submission Method:** cXML  
**Origin:** Supplier

**Bill To:**  
WASTE MANAGEMENT OF CANADA

**Postal Address:**  
CORPORATION EDI BILLING  
910-5525 WEST BLVD  
VANCOUVER BC V6M 3W6  
Canada

**Customer:**  
WASTE MANAGEMENT OF CANADA

**Postal Address:**  
CORPORATION EDI BILLING  
910-5525 WEST BLVD  
VANCOUVER BC V6M 3W6  
Canada

## Tax Summary

### Tax Details:

Canadian Tax Categories properly labeled in the Tax Details section of the Tax Summary.

Tax Category	Tax Rate	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
GST	5%	\$999.95 CAD	\$50.00 CAD		Federal Value-added Tax (GST) on Goods		
PST	7%	\$999.95 CAD	\$70.00 CAD		State/Provincial Tax		

# Canadian Sales Tax Example - Header

## Canadian Tax Example—Header Level Taxes

Invoice Header

\* Indicates required field

Add to Header

### Summary

Purchase Order: **DO10686119**

Invoice #:

Invoice Date: **12 Apr 2016**

Supplier Tax ID:

Remit To: **jUnitOrg - Z0CD2sHJ56558fa11009590900**

Arkansas City, AR  
United States

Bill To: **Acme**

Sunnyvale, CA  
United States

Subtotal: **\$196.00 USD**  
Total Tax: **\$0.00 USD**  
Total Gross Amount: **\$196.00 USD**  
Total Net Amount: **\$196.00 USD**  
Amount Due: **\$196.00 USD**

[View/Edit Addresses](#)

Taxes are added at the header level. Additional tax types can be added by clicking the Add to Header button.

### Tax

Header level tax <sup>ⓘ</sup>  Line level tax <sup>ⓘ</sup>

Category: **Sales Tax**

Location:

Description:

Regime:

Taxable Amount: **\$196.00 USD**

Rate(%):

Tax Amount:

[Remove](#)

Category: **Sales Tax**

Location:

Description:

Regime:

Taxable Amount: **\$196.00 USD**

Rate(%):

Tax Amount:

[Remove](#)





# Canadian Sales Tax Example – Summary Level

## Canadian Tax Summary Level Taxes

Specific taxes like GST, PST then show in the Tax Summary after they are added at the header level



### Tax Summary

#### Tax Details:

Tax Category	Tax Rate	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
GST	5%	\$196.00 USD	\$9.80 USD				
PST	5%	\$196.00 USD	\$9.80 USD				

### Invoice Summary

Subtotal: **\$196.00 USD**  
Total Tax: **\$19.60 USD**  
Total Gross Amount: **\$215.60 USD**  
Total Net Amount: **\$215.60 USD**  
Amount Due: **\$215.60 USD**

# Shipping/Freight

## Shipping/Freight Amount

Shipping/Freight/Delivery charges are **ONLY** accepted at the header/summary level.

### Invoice Header

\* Indicates required field

Add to Header ▾

### Summary

Purchase Order: DO10686119

Invoice #: \*

Invoice Date: \* 12 Apr 2016

Supplier Tax ID:

Remit To: jUnitOrg - Z0CD2sHJ56558fa11009590900

Arkansas City, AR  
United States

Bill To: Acme

Sunnyvale, CA  
United States

Subtotal: \$196.00 USD  
Total Tax: \$0.00 USD  
Total Gross Amount: \$196.00 USD  
Total Net Amount: \$196.00 USD  
Amount Due: \$196.00 USD

Tax

Shipping Cost

Shipping Documents

Special Handling

Discount

Payment Term

Additional Reference Documents and Dates

Comment

### Tax

Header level tax ⓘ

Line level tax ⓘ

Category: \* Sales Tax

Location:

Description:

Regime:

Taxable Amount: \$196.00 USD

Rate(%):

Tax Amount:

Remove

Category: \* Sales Tax

Taxable Amount: \$196.00 USD

Remove

# WM Contact fields – Supplier Info

Account Number: Internal number for WM, if no account number, list “WM”

Your Name: Enter your name

Your phone number: Enter your phone number

Your Email address: Enter your email address

The Portland address must be listed. If not, Ariba will send error message “Ariba does not accept the email address”. Click “Edit/View Addresses” and add the Portland address (see next slide)

**DO NOT check “Information Only. NO action required from the customer.”**

## Additional Fields



Information Only. No action is required from the customer.

Supplier Reference:

Payment Note:

Supplier: **Waste Management Supplier - TEST**

Houston, TX  
United States

Account No (from your\*  
system) (If none – please  
enter “WM”):

Your Name\* (Person  
creating invoice):

Your Phone Number:\* USA 1

Your Email Address:\*

Payment Website  
(Optional):

Bill From: **Waste Management Supplier -  
TEST**

Houston, TX  
United States

Customer: **Waste Management**

Portland, OR  
United States

Email:

# WM Contact fields – WM Info

Enter the information below and click “OK” to go back to the invoice creation page

VIEW/EDIT ADDRESSES \* Indicates required field

<p><b>Supplier</b></p> <p>Name: <input type="text" value="Waste Management Supp"/></p> <p>Department Name: <input type="text"/></p> <p>Address 1: <input type="text" value="1001 Fanin St. Suite 4000"/></p> <p>Address 2: <input type="text"/></p> <p>Address 3: <input type="text"/></p> <p>City: <input type="text" value="Houston"/></p> <p>State: <input type="text" value="Texas"/> ▼</p> <p>Zip: <input type="text" value="77002-6706"/></p> <p>Country: <input type="text" value="United States [USA]"/> ▼</p> <p><small>This selection will refresh the page content.</small></p>	<p><b>Customer</b></p> <p>Name: <input type="text" value="Waste Management"/></p> <p>Department Name: <input type="text"/></p> <p>Email: <input type="text"/></p> <p>Address 1: <input type="text" value="P.O. Box #6700"/></p> <p>Address 2: <input type="text"/></p> <p>Address 3: <input type="text"/></p> <p>City: <input type="text" value="Portland"/></p> <p>State: <input type="text" value="Oregon"/> ▼</p> <p>Zip: <input type="text" value="97228-6700 "/></p> <p>Country: <input type="text" value="United States [USA]"/> ▼</p> <p><small>This selection will refresh the page content.</small></p>
--	--

# Waste Management Invoice Practices

## SUPPORTED

- **Detail Invoices**  
Apply against a single purchase order referencing a line item
- **Partial Invoices**  
Apply against specific line items from a single purchase order
- **Contract Invoices**  
Apply against contracts
- **Credit Invoices**  
Item level credits; price/quantity adjustments

## NOT SUPPORTED

- **Summary or Consolidated Invoices**  
Apply against multiple purchase orders; not accepted by Waste Management
- **Duplicate Invoices**  
A new and unique invoice number must be provided for each invoice; Waste Management will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on the Ariba Network
- **Paper Invoices**  
Waste Management requires invoices to be submitted electronically through the Ariba Network; Waste Management will no longer accept paper invoices
- **Header Level Credit Memos**  
The Header Level Credit Memo feature is not supported by Waste Management
- **Service Invoices**  
Invoices that require service line item details

# Common Invoicing Issues and Errors

- Mistakes on a submitted purchase order—contact WM requestor for new/updated purchase order
  - Parts and Labor invoices require 2 lines as labor is not taxable—please request purchase order with 2 lines prior to fulfilling the order *\*\*Please note that a new PO will be issued*
  - Supplier price does not match purchase order— contact WM requestor on purchase order to adjust price prior to fulfilling the order
- The # of purchase order and invoice lines must match—use attachments to provide greater detail
  - i.e. If a purchase order is created for parts on 1 line and you supply 4 parts, only include a 1 line summary on the invoice. Attach detail of the 4 parts in a separate document (invoice copy)
- If shipping partial order, please only invoice for parts/services provided. A second invoice can be issued for additional parts/services as needed.
- Select Correct Unit of Measure on invoice to match purchase order UOM [each (ea), dozen (dz), etc.]
- Sales tax must be entered into the Total Tax field at the Header.
  - US Vendors: Please enter the full taxable amount and your corresponding tax rate. The tax amount will display in the tax summary section of the invoice
  - **Louisiana: Add Parish tax to total sales tax**
  - Canadian Vendors: Click the 'Add to Header' button and select Tax. The taxes must be broken out to the appropriate tax category by clicking on the drop menu.in the tax details section; select (GST, PST, QST, etc.) Enter the full taxable amount and corresponding tax rate for each tax type. The taxes will display in the tax summary section of the invoice.
  - **DO NOT create tax categories**
  - **For PCT, use the PST category**
- Freight must be entered into the freight field. If freight was NOT included in the original invoice, email [WMSC.AP@wm.com](mailto:WMSC.AP@wm.com) for assistance in submitting the freight invoice.



# Common Invoicing Issues and Errors

- If you submitted an invoice incorrectly, contact WM's AP Department (**via the Contact Us form on their supplier portal**) with a request to reject the invoice. Once WM rejects the incorrect invoice, a new invoice can be submitted.
- Valid miscellaneous charges (ex. environmental fees, fuel, hazmat, mileage etc) should be included in the special handling field of the original invoice.
  - ★ Please use the notes field to describe the special handling charges
    - This field should **NOT** be used for price discrepancies
    - **DO NOT** include shop charges
- Blanket Purchase Orders:
  - Invoice date must match BPO date
  - Ex: **DO NOT** submit a 2015 invoice on a 2016 BPO
- The amount on the invoice exceeds the amount on the purchase order. You may need to request a change order or the site may dispute the invoice amount:
  - Email the WM contact listed in the "Ship All Items To" category of the PO
- Submitting Paper Invoices
  - **DO NOT** submit paper invoices
  - **DO NOT** fax invoices to PO Box
  - Turn off automatic billing if applicable
  - This will result in a failed invoice
    - Routing Status: **Failed**
    - Invoice Status: **Rejected**
    - Submission Method: **ICS PAPER**
  - Submit **ALL** invoices through Ariba

# ICS Failed Invoices

- All mailed or faxed invoices will fail
- Submission Method will show “ICS Paper Invoice”
- To correct
  - Go to inbox
  - Locate and open PO
  - Click “Create Invoice” and submit from there



Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date	Amount	Routing Status	Invoice Status
6011	Waste Management	2175136431	Online	Supplier	Order	20 Apr 2016	\$1,093.16 USD	Acknowledged	Sent
6010	Waste Management	2175136466	Online	Supplier	Order	20 Apr 2016	\$548.64 USD	Acknowledged	Sent
6009	Waste Management	2175139911	Online	Supplier	Order	20 Apr 2016	\$1,591.00 USD	Acknowledged	Sent
5995A	Waste Management	2175135239	Online	Supplier	Order	8 Mar 2016	\$3,957.49 USD	Acknowledged	Sent
5995A	Waste Management	2175135239	ICS Paper Invoice	Supplier		4 Mar 2016	\$3,361.14 USD	Failed	Rejected
5996an	Waste Management	2175135212	Online	Supplier	Order	24 Feb 2016	\$2,195.64 USD	Acknowledged	Sent
5996	Waste Management	2175135212	Online	Supplier	Order	16 Feb 2016	\$2,016.80 USD	Acknowledged	Sent

# Change Orders

## How to request a change order:

- Contact the WM site that created the PO **NOT** WM's cooperate office
- Use the "Ship all items to" address on PO when requesting changes to a PO



<p><b>Ship All Items To</b></p> <hr/> <p>TX-1021 MAIN          1021 MAIN          HOUSTON, TX 77002-6502          United States          Ship To Code: 77002_0002          Email: <a href="mailto:jcutrer@wm.com">jcutrer@wm.com</a></p>	<p><b>Bill To</b></p> <hr/> <p>Waste Management          P.O. Box # 6700          Portland, OR 97228-6700          United States</p>	<p><b>Deliver To</b></p> <hr/> <p>Cutrer, Jan / Cutrer, Jan          Waste Management</p>
--	--	---

## When an purchase order is changed it becomes Changed.

Orders and Releases (100+)

Page 1 ▾ > ☰

Type	Order Number ↑	Ver	Customer	Inquiries	Ship To Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	<a href="#">2133097590</a>	1	Waste Management - Test		TX-1021 MAIN HOUSTON, TX United States	\$23.68 USD	10 Nov 2015	New	Invoice	\$0.00 USD	Original	<a href="#">Actions ▾</a>
Order	<a href="#">2133097599</a>	1	Waste Management - Test		TX-1021 MAIN HOUSTON, TX United States	\$61.00 USD	11 Nov 2015	New	Invoice	\$0.00 USD	Original	<a href="#">Actions ▾</a>
Order	<a href="#">2133097600</a>	1	Waste Management - Test		TX-1021 MAIN HOUSTON, TX United States	\$61.00 USD	11 Nov 2015	New	Invoice	\$0.00 USD	Original	<a href="#">Actions ▾</a>
Order	<a href="#">2133097600</a>	1	Waste Management - Test		TX-1021 MAIN HOUSTON, TX United States	\$61.00 USD	10 Nov 2015	New	Invoice	\$0.00 USD	Original	<a href="#">Actions ▾</a>
Order	<a href="#">2133097603</a>	2	Waste Management - Test		TX-1021 MAIN HOUSTON, TX United States	\$47.00 USD	11 Nov 2015	Changed	Invoice	\$0.00 USD	Changed	<a href="#">Actions ▾</a>



# Purchase Order (Change Request)

Inside the purchase order, the word **Changed** will appear. The original amount will be crossed out and the new Amount will be listed above. Version 2 will be shown and the previous version is available by clicking on the “Previous Version” link.

<p>Purchase Order ( → <b>Changed</b>) 2133097603 Amount: <b>\$47.00 USD</b> <del>Amount: \$61.00 USD</del> Version: 2 (<a href="#">Previous Version</a>)</p>
<p>Routing Status: Sent</p>

# Search for Change Orders – Exact Search

## EXACT SEARCH

Change orders will show up with quick search.

Exact search must be used to display all changed versions of the purchase order.

Click inbox, search filters

Then click “Exact Number” in the default search view.

### Orders and Releases

#### ▼ Search Filters

Supplier: All Customers ▼

Order Number:  ⓘ

Partial number  Exact number

Date Range: Last 31 days ▼  
26 Sep 2017 - 26 Oct 2017

Min. Amount:

Max. Amount:

Order Status: All ▼

Search only blanket purchase orders

Search only scheduling agreement releases or scheduling agreements

Routing Status: All ▼

Number of Results: 100 ▼

Search

Reset

### Orders and Releases

#### ▼ Search Filters

Supplier: All Customers ▼

Order Number:\*  ⓘ

Partial number  Exact number

## EXACT SEARCH

Enter the invoice number and click search



# Document Status, Searches, and Reports

# 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 Waste Management via the Ariba Network.

- **Failed** – Invoice failed Waste Management invoicing rules. Waste Management 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** – Waste Management invoicing application has acknowledged the receipt of the invoice

## INVOICE STATUS

Reflects the status of Waste Management's action on the Invoice.

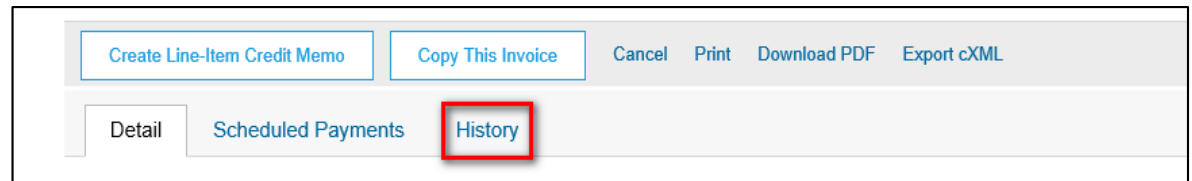
- **Sent** – The invoice is sent to the Waste Management but they have not yet verified the invoice against purchase orders and receipts
- **Paid** – Waste Management paid the invoice or is in the process of issuing payment. This status applies only if Waste Management uses invoices to trigger payment
- **Approved** – Waste Management has verified the invoice against the purchase orders or contracts and receipts and approved it for payment
- **Rejected** – Waste Management has rejected the invoice or the invoice failed validation by Ariba Network. If Waste Management 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



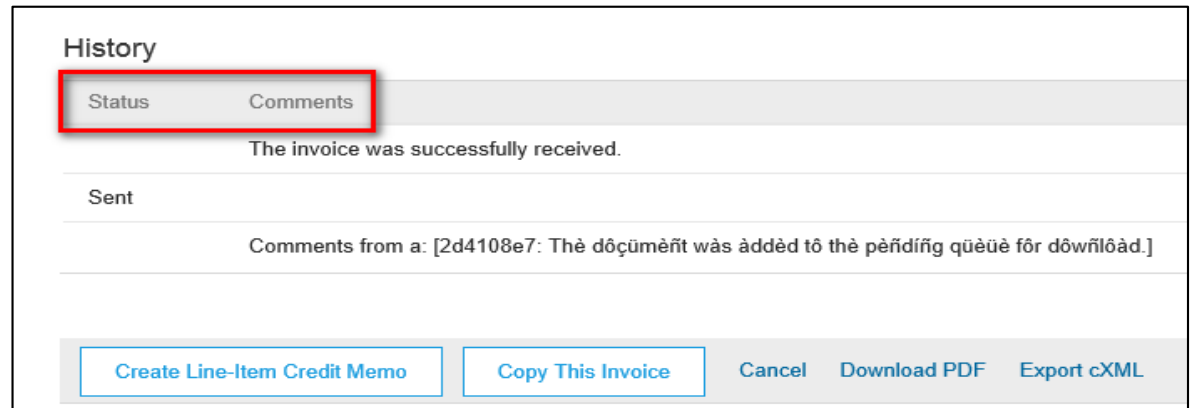
# Check Invoice History

## Access any invoice (from Outbox)

- 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**.



This screenshot shows the top navigation bar of an invoice page. It contains several buttons: 'Create Line-Item Credit Memo', 'Copy This Invoice', 'Cancel', 'Print', 'Download PDF', and 'Export cXML'. Below these are three tabs: 'Detail', 'Scheduled Payments', and 'History'. The 'History' tab is highlighted with a red box.



This screenshot shows the 'History' section of the invoice page. It features a table with two columns: 'Status' and 'Comments'. The first row is highlighted with a red box. The 'Status' column contains the text 'Sent' and the 'Comments' column contains the text 'The invoice was successfully received.' Below the table, there are buttons for 'Create Line-Item Credit Memo', 'Copy This Invoice', 'Cancel', 'Download PDF', and 'Export cXML'.

Status	Comments
Sent	The invoice was successfully received.

# Check Invoice Payment Status

This function only works for **enabled** suppliers.

Go to your outbox, select the corresponding invoice and click on the remittance tab.

Invoice: 27184

Create Line-Item Credit Memo Copy This Invoice Print Download PDF Export cXML

Detail Scheduled Payments **Remittance** History

Standard Invoice

**Status**  
Invoice: Sent  
Routing: Acknowledged

Invoice: 27184

Create Line-Item Credit Memo Copy This Invoice Download PDF Export cXML

Detail Scheduled Payments Remittance History

Reference No.	Type	Payment Proposal	Status	Payment Date	Method	Received On
0013494641			Paid	14 Mar 2016	Check	14 Mar 2016

DT  
Adju

# Check Invoice Payment Method

Payment method field does **NOT** determine actual payment method.

1. Go to remittance tab
2. Click on the reference number
3. Use reference number under Payment Detail
4. Compare with Reference Number Codes chart

Invoice: 27184

[Create Line-Item Credit Memo](#)
[Copy This Invoice](#)
[Print](#)
[Download PDF](#)
[Export cXML](#)

[Detail](#)
[Scheduled Payments](#)
1
[Remittance](#)
[History](#)

Standard Invoice

Reference No.	Type	Payment Proposal	Status	Payment Date	Method
<span style="border: 2px solid red; padding: 2px;">2</span> 0013494641			Paid	14 Mar 2016	Check

**PAYMENT DETAIL**

---

Payment Method: Check
 Routing Status : Sent

3 Reference Number: **0012597773** ⓘ
 Transaction Date : 19 May 2016

Related Payment: 0013596501

## Reference Number Codes

	United States	Canada
Pcard	800xxxxxxx	800xxxxxxx
Paper Check	001xxxxxxx	003xxxxx
PPU (one time credit card payment)	6xxxxx	5xxxxx
ACH	900xxxxxxx	900xxxxx

4

# WM Vendor Portal

**Answers to your invoice and payment questions are available anytime on our new vendor portal.**

**To view online invoice status and payment information, please visit**

**<http://wm.invoiceinfo.com>**

**WM**  
**WASTE MANAGEMENT**

Welcome to the Waste Management Invoice and Payment Status Portal

The data available reflects the activity over the last rolling 12 months based upon data entry date. The data is updated daily.

Please enter a value for at least TWO of the fields below:

PO Number:

Vendor Number:

Invoice Number:

Invoice Date:

Invoice Amount:

Payment Amount:

Payment ID:

Sort Report by:

# 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**. Click **Next**.

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

3. 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**.

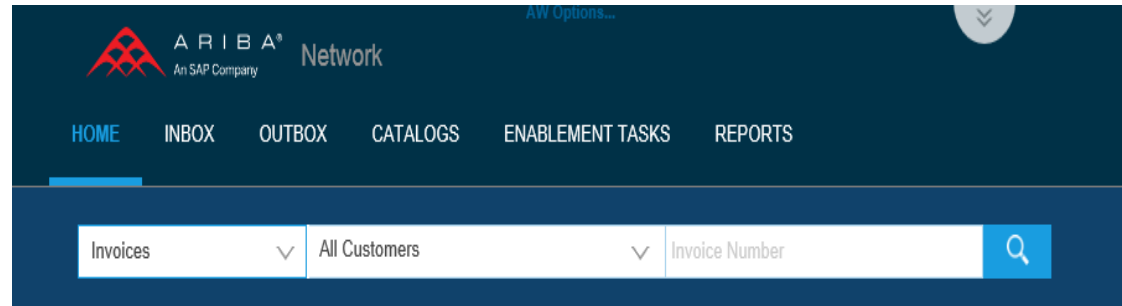
For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.

The screenshot displays the Ariba Network interface for creating reports. The top navigation bar includes 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', 'ENABLEMENT TASKS', and 'REPORTS'. The 'REPORTS' tab is highlighted with a red box and a yellow starburst containing the number '1'. Below the navigation bar, the 'Create Report' form is shown. The form has a yellow starburst with the number '2' next to the 'Title: \*' field. The 'Description' field is a large text area. The 'Time zone:' dropdown is set to 'US/Pacific-New'. The 'Language:' dropdown is set to 'English'. The 'Report Type: \*' dropdown is set to 'Select'. Below the form, the 'Criteria' section is shown with a yellow starburst containing the number '3'. The 'Customer:' field is set to 'All Customers' with a 'Select' button. The 'Filter Invoice By:' dropdown is set to 'Date Invoice Created'. The 'Date Range:' field shows '9 May 2016' to '16 May 2016' with calendar icons.

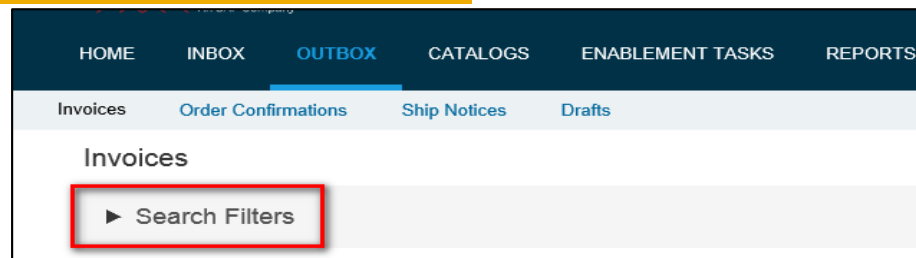
# Search for invoice - Quick Search and Refined Search

## QUICK SEARCH

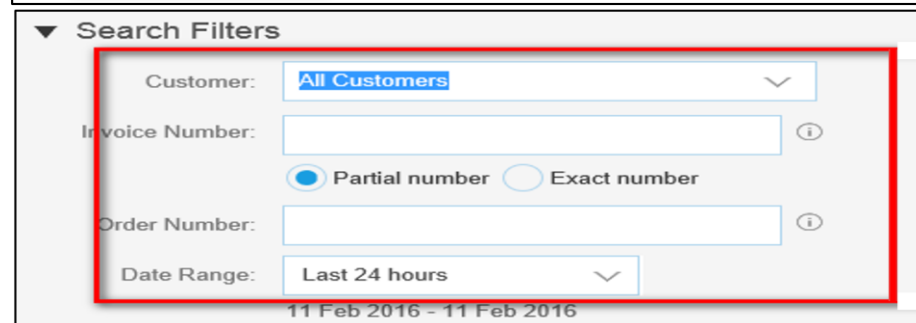
1. From the **Home** Tab,
2. Select **Invoices** in the **Document type** to search,
3. Select Waste Management from **Customer** Drop down menu.
4. Enter **Document #** , if known.
5. Select **Date Range**, up to 90 days for Invoices.
6. Click **Search**.



1



2



## 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 Invoices – Exact Search

## EXACT SEARCH

Invoices older than 90 days will not show up with quick search.

Exact search must be used.

Click outbox, search filters

Then click “Exact Number” in the default search view.

Invoices

▼ Search Filters

Customer: All Customers

Invoice Number:

Partial number  Exact number

Order Number:

Date Range: Last 24 hours  
12 Apr 2016 - 12 Apr 2016

Supplier Reference:

Min. Amount:

Max. Amount:

External Invoice Number:

Status: All

Show Only Invoices Submitted from the Customer's System.

Show only Invoices with Invoice Addendums.

Number of Results 100

## Invoices

### ▼ Search Filters

Customer: All Customers

Invoice Number:

Partial number  Exact number

## EXACT SEARCH

Enter the invoice number and click search





# Creating Users and Roles

# Managing Roles and Users

---

## **ADMINISTRATOR:**

- **Automatically linked to username and login entered during registration**
- **Responsible for account management and configuration**
- **Primary point of contact for customer questions**
- **Creates Roles for accounts**

## **USER:**

- **Created by administrator and supports admin**
- **Responsible for updating user personal info**

# Role and User Creation

Click on the **Users** tab on the **Administration Navigator**. The Users page will load.

The screenshot displays the 'Account Settings' interface. At the top, there are tabs for 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. The 'Users' tab is active. Below this, the 'Manage Users' section contains a table with columns for 'Username', 'Email Address', 'First Name', 'Last Name', 'Ariba Discovery Contact', and 'Role Assigned'. A user entry for 'rebecca.novotny@sap.com' is shown with a 'Create User' button highlighted. Below the table is the 'Manage User Roles' section, which includes a table with columns for 'Name' and 'Actions'. The 'Administrator' role is selected, and a 'Create Role' button is highlighted. On the right side, a sidebar menu is visible with 'Users' highlighted.

**1** First, create a role.

1. Click on the **Create Role** button in the Manage Roles section.

2. Type 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.

4. Click **Save**. The new Role is now created.

**2** Second, create a User.

1. Click on **Create User** button.

2. Add all relevant information about the user including name and contact info.

3. Select a role in the **Role Assignment** section.

4. Click on **Done**.

**Note:** You can add up to 250 users to your Ariba Network account.

# Modify Users

1. Click on the **Administration** 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**

Account Settings

Customer Relationships   Users   Notifications   Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Users

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No	All Access

↳      |

Edit User

View user information, revise role assignments, or reset user passwords. Ariba recommends only using the reset password functionality on this page if they forget their password. When you click Reset Password, Ariba resets the password and sends an email to the user.

Selected User Information

Username: rebecca.novotny@sap.com  
Email Address: rebecca.novotny@sap.com  
First Name: Rebecca  
Last Name: Novotny  
Office Phone:

This user is the Ariba Discovery Contact ⓘ

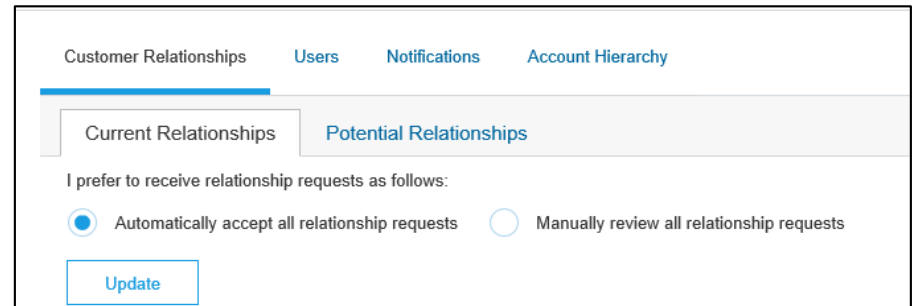
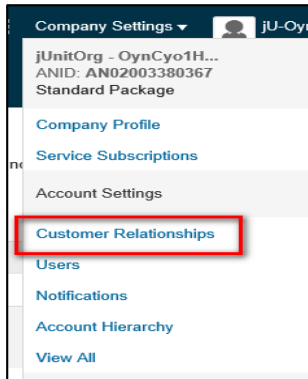


# Ariba Network Support

# Training and resources

## Waste Management 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

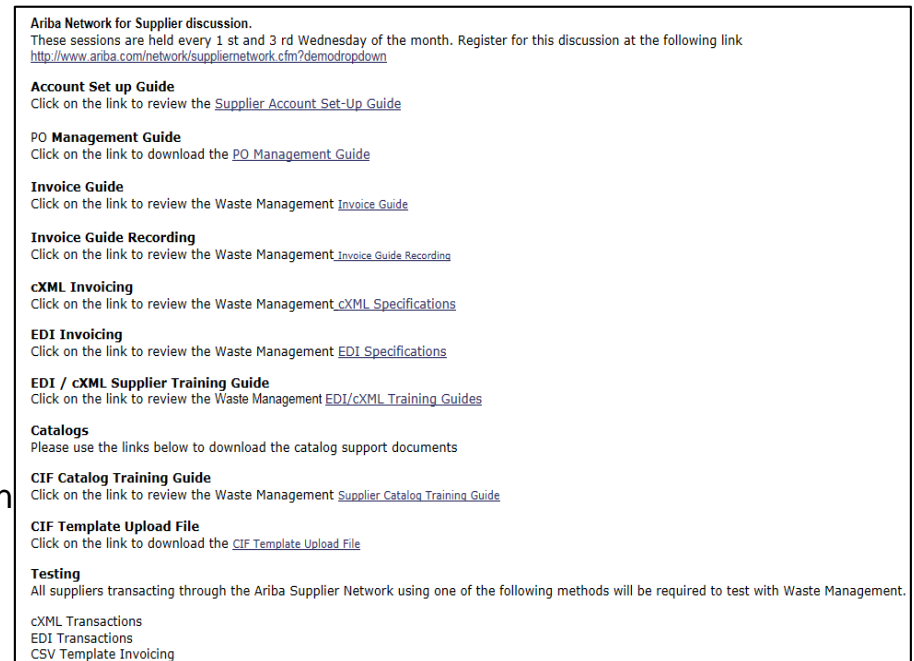
Select the buyer name to view **transactional rules**:

- 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 Waste Management:

- Account Configuration Guide
- Waste Management Purchase Order Confirmation and Ship Notice Guide
- Waste Management Invoice Guide
- Supplier Membership Program / Supplier Registration Guide



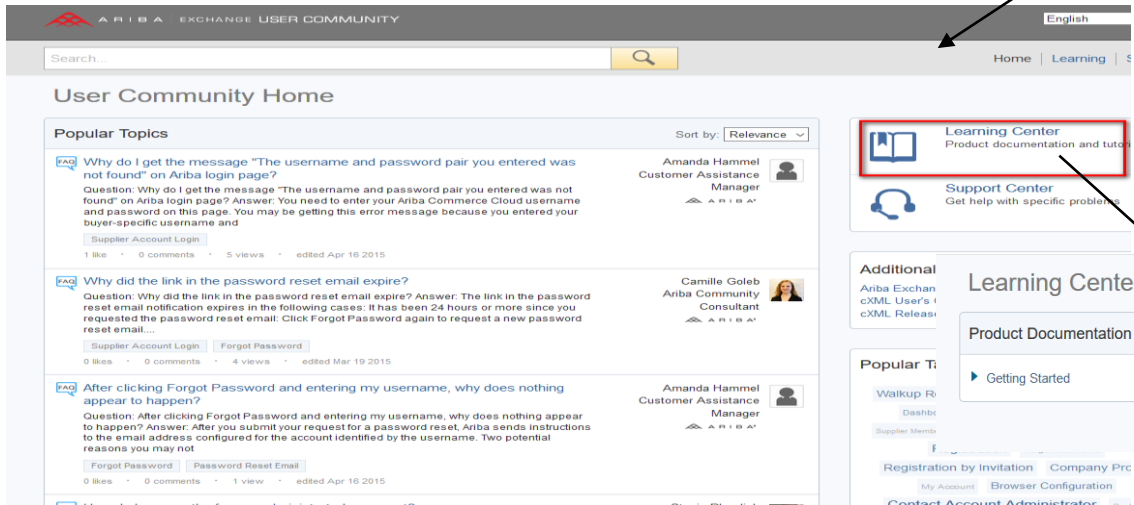
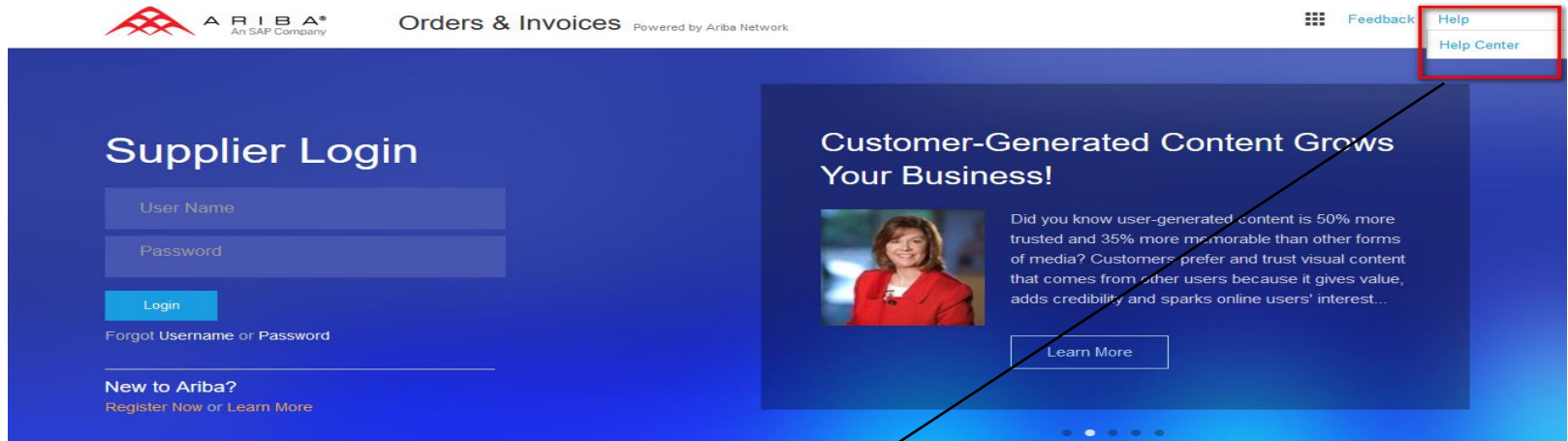


# Training and Resources - Ariba Network Standard Documentation

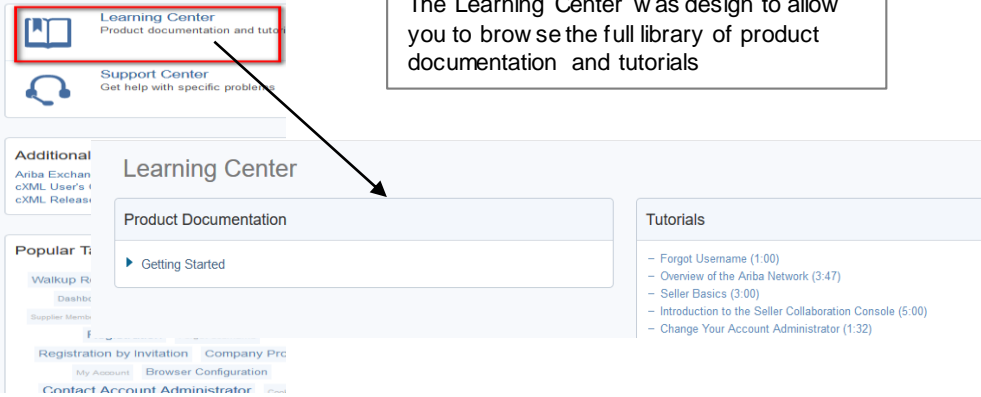
Go to: <http://supplier.ariba.com>

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





# Sources for Help

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**Please contact Ariba Support by these two methods:**

**a. If you already have an Ariba Network account, log into the Ariba Network and click on (also see next slide):**

Help Center

Support

Get help by live chat

Get help by phone

**b. Use the Help Center option:**

Click on Help Center to expand help center controls

Type in “Service Request” and hit “Update”

Click “Create Online Service Request”

**Ariba will provide you with a Service Request (SR#), notate it since you will need to refer to it if you contact them again. If you utilize Waste Management’s ContactUs form regarding this issue, you will need to provide as well.**

# Contact Customer Support:

The screenshot shows the SAP Ariba Help Center interface. The top navigation bar includes 'Company Settings', a user profile for 'jUnitOrg - LV8b8ft...', and a 'Help Center' link. Below this, there are sections for 'CSV Documents' with a 'Create' button, and a dashboard with 'Guide', 'Trends', and 'Refresh' buttons. A chart shows data for 'Last 12 months' from 'p 2016' to 'Apr 2016'. A sidebar lists 'Purchase Order by Volume', 'Purchase Order by Amount', and 'Outstanding Invoices'. A mobile app promotion banner is visible. The main content area displays a question: 'How do I print a copy of my service subscription invoice?' with an answer: 'To print a copy of...'. Below this is a search bar and a list of related questions. At the bottom, there is a 'View more' link and an 'Ask Community' button. A navigation bar at the very bottom contains 'Documentation' and 'Support' icons.

1. Click on Help Center to expand help center controls

2. Click on support button (see next slide for more instructions)

# Contact Customer Support (cont'd)

The screenshot shows the SAP Ariba Exchange User Community Support Center. At the top, there is a navigation bar with the Ariba logo, the text "ARIBA EXCHANGE USER COMMUNITY", and a user profile for "Sandra WM Supplier ...". Below the navigation bar is a search bar and a search icon. The main content area is titled "Support Center" and includes an "Ask Community" button. On the left, there is a section "I need help with" with a text input field and a "Start" button. Below this, there are "Examples:" such as "Account Reassignment", "Options to submit Invoices", "Invoice Rejection", and "Update company information". On the right, there is a "Common Troubleshooting Tags" section with various tags like "Invoice Status", "Invoice Rejection Messages", "Search Purchase Orders", "Browser Configuration", "Spotlight", "Error Messages", "Invoice Details", "Invoice History", "Contact Account Administrator", "Navigate Homepage", "Customer Relationships", "Billing for Subscriptions", "New Feature", and "Create PO Invoice". Below the tags, there is a section for "trust.ariba.com" with information and a "Check status" link. At the bottom right, there is a section "I Need Help Now" with two options: "Get help by live chat" and "Get help by phone". A red arrow points to the "Get help by phone" option.

3. In the new window, click “Get help by phone”

# Contact Customer Support (cont'd)

Ariba Exchange User Community Shelly Gottschalk Logout

Search...

Home | Learning | Support

## SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

**Note:** In 2018, SAP Ariba phone support will only be accessible via the online Help Center within your account. Familiarize yourself with this new process by completing this phone support request. Once submitted, you will be called by the next available specialist.  
[Show phone numbers instead.](#)

**Problem Description**

Short Description: \*

**Contact Information**

First Name: \*

Last Name: \*

User ID:

Company: \*

Email: \*

Phone: \* Country:

Country Code:  Number:  Extension:

Confirm Number:

Ariba Network ID: \*

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.

\* Required Fields

SAP Ariba

**4. Add phone number and description (all other details will be added automatically)**

**5. Hit "Submit"**

**Ariba customer support will call you once they get to your position in the queue**