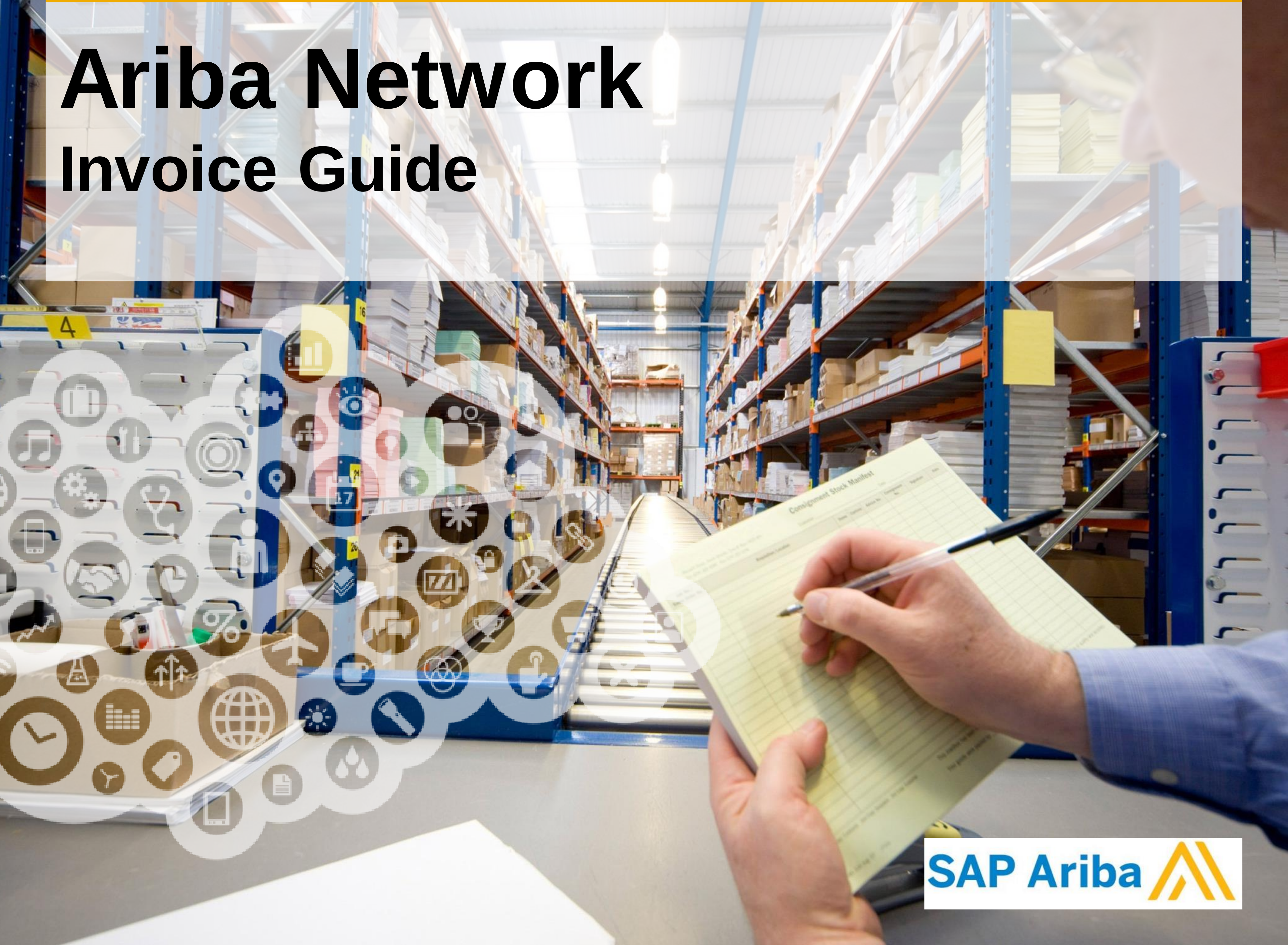
Ariba Network

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 on-line to Waste Management via the Ariba Network.

This document is intended <u>only</u> 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)

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.

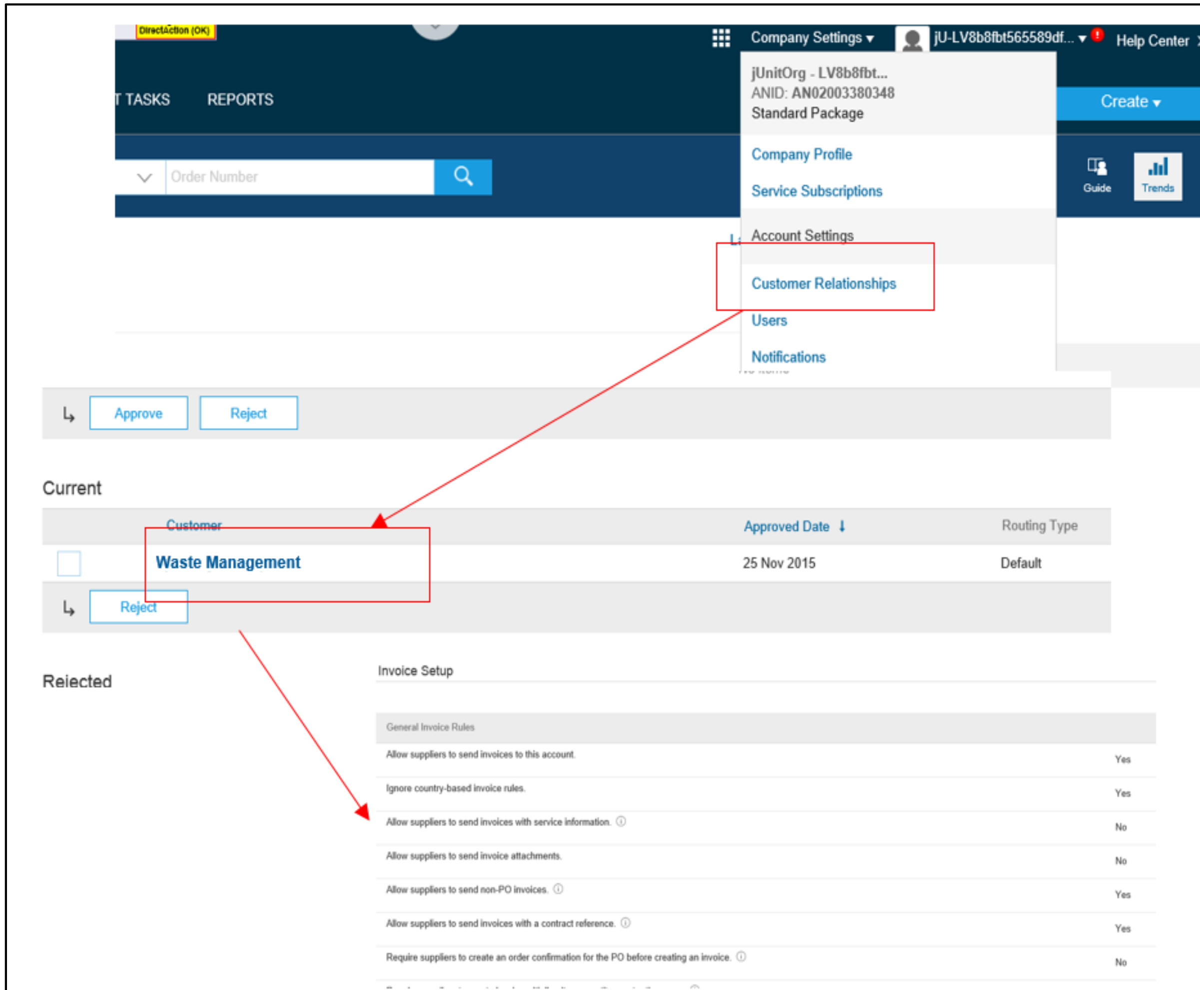
Before You Begin Invoicing

SAP Ariba

Customer Invoice Rules

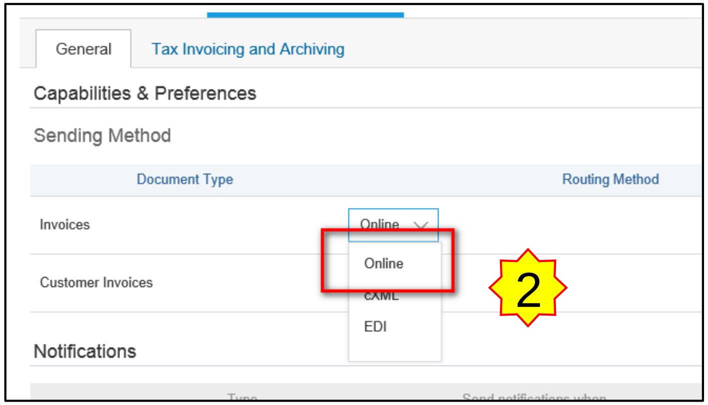
These rules determine what you can enter when you create invoices.

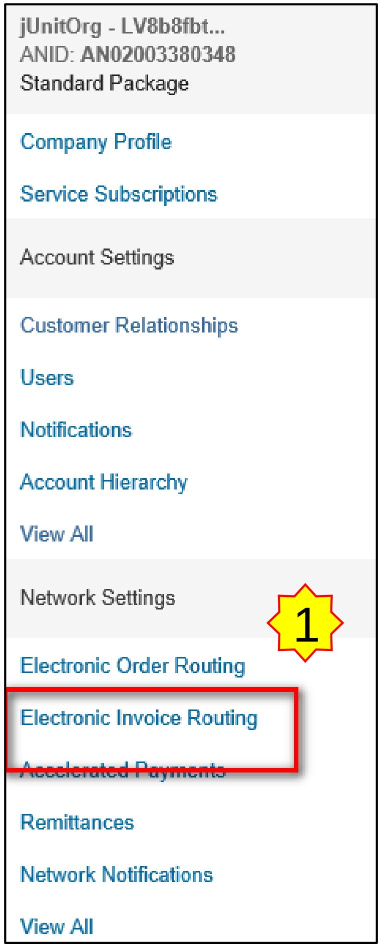
1. Login to your Ariba Network account.
2. Click on the **Administration Navigator** on the top right hand corner and then on **Customer Relationships** under Account Settings.
3. A list of your Customers is displayed. **Click the name of your customer** (Waste Management) to view their invoice rules.
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.



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).





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:

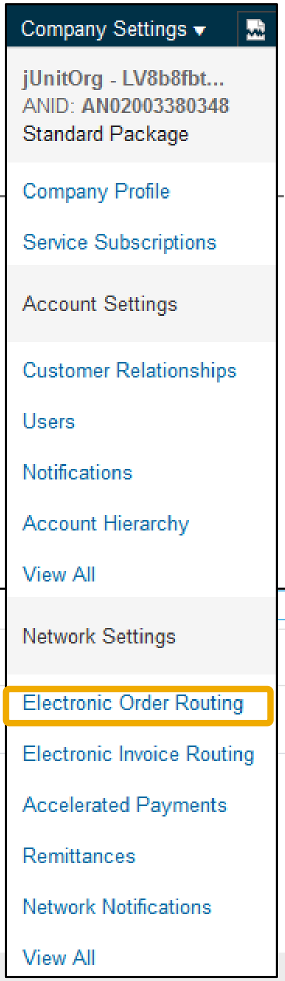
- This means that the PO is sent to your Ariba Inbox without additional copies being sent elsewhere.
- If you select any of the other methods, you can choose to send additional copies to the routing method selected (We recommend email routing).

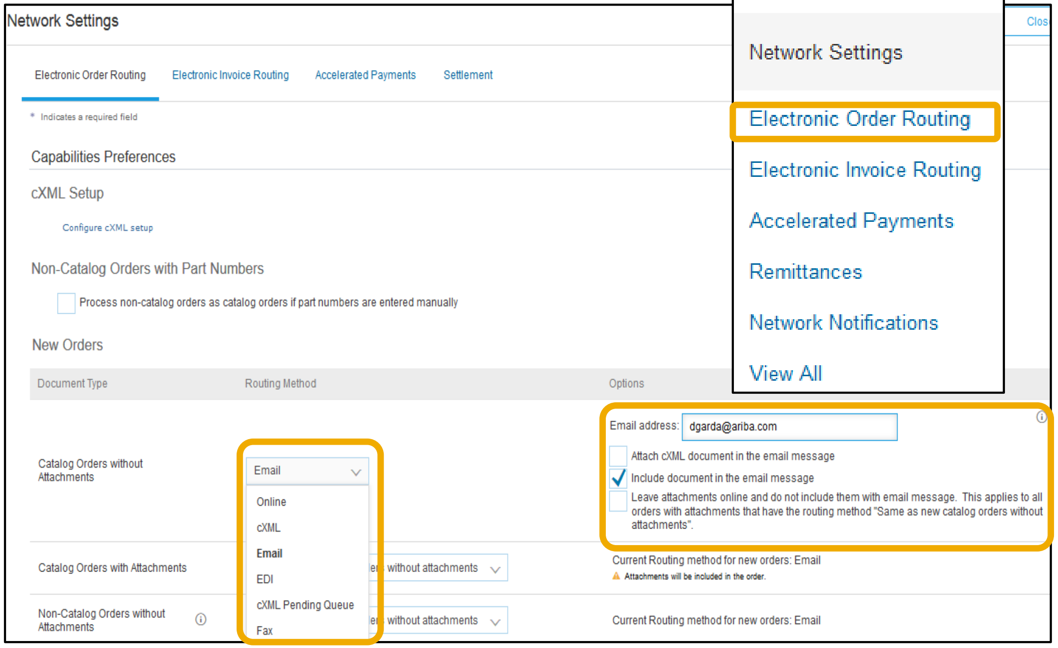
Email Routing:

- 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





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	☑ Send a notification when orders are undeliverable. ☐ Send a notification when a new collaboration request against an existing order is received.	* junk@phoenix.ariba.com
Purchase Order Inquiry	☐ Send a notification when purchase order inquiries are received. ☐ Send a notification when purchase order inquiries are undeliverable.	* junk@phoenix.ariba.com
Time Sheet	☐ Send a notification when time sheets are undeliverable.	* junk@phoenix.ariba.com

Waste Management Assigned Tasks

- **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.**

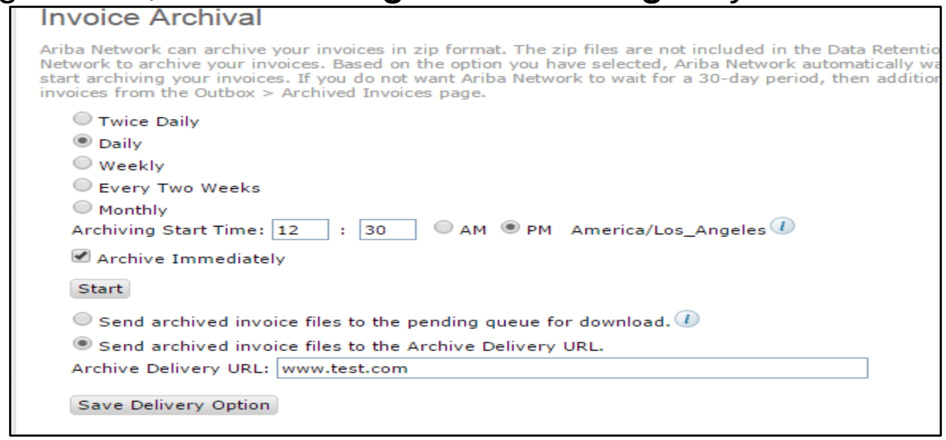
- **Remittance address** – select your company name in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk.

- **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:

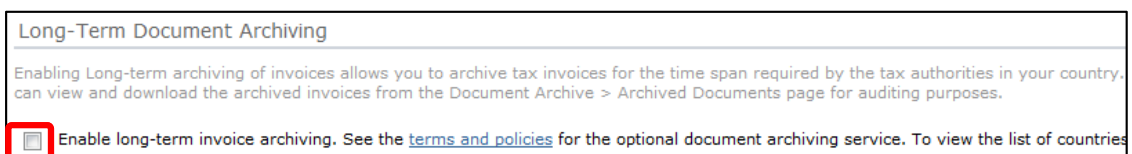


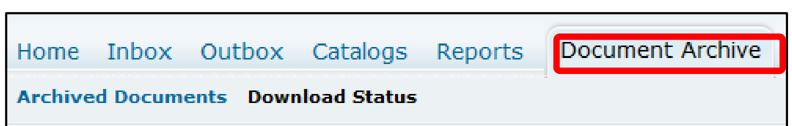
To export invoices to your system for legal compliance define the **Invoice Archival** section:

1. Select frequency (**Twice Daily, Daily, Weekly, Biweekly or Monthly),** choose **Archive Immediately** to archive without waiting 30 days, and click Start.
   - Choosing the T**wice 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**).

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.



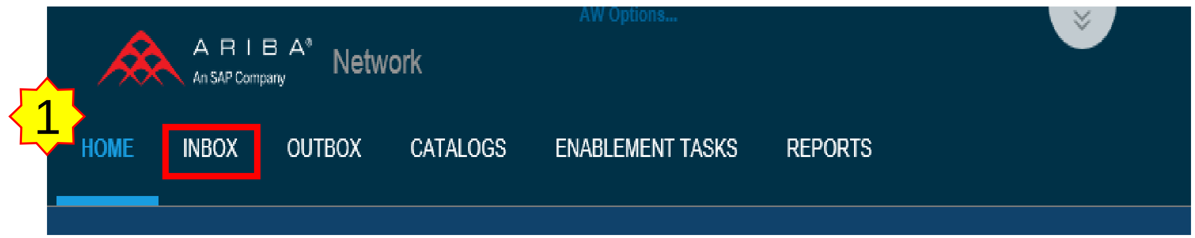


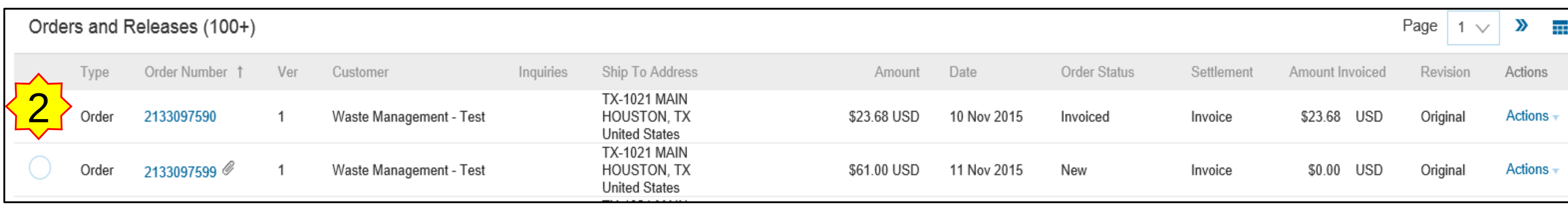
Creating Invoices

PO Flip Invoice

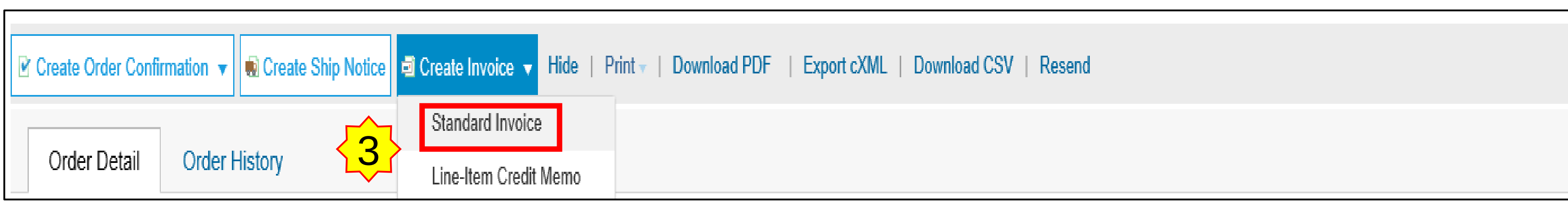
To create a PO-Flip Invoice

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





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



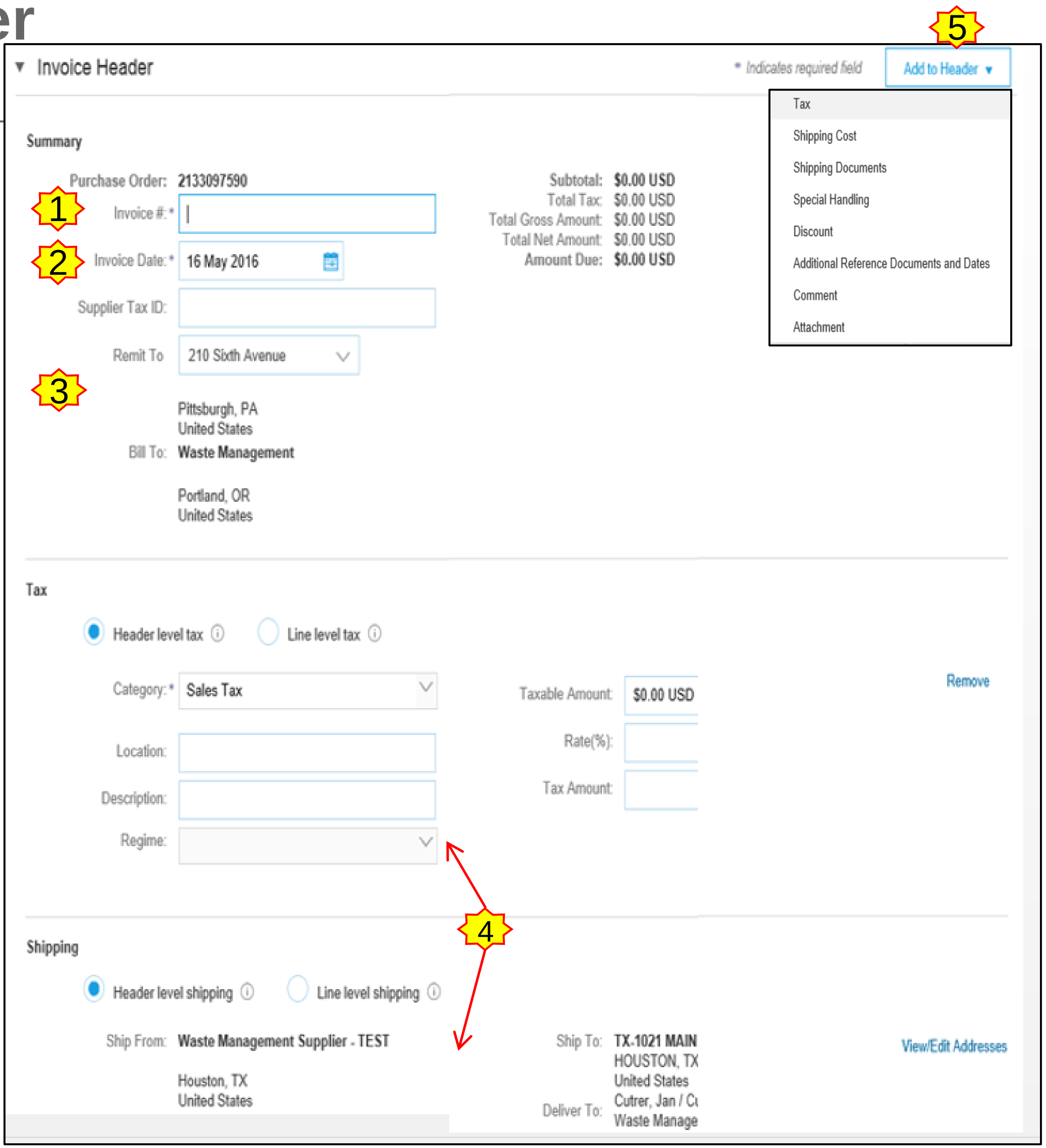
PO Flip Invoice - Header

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.

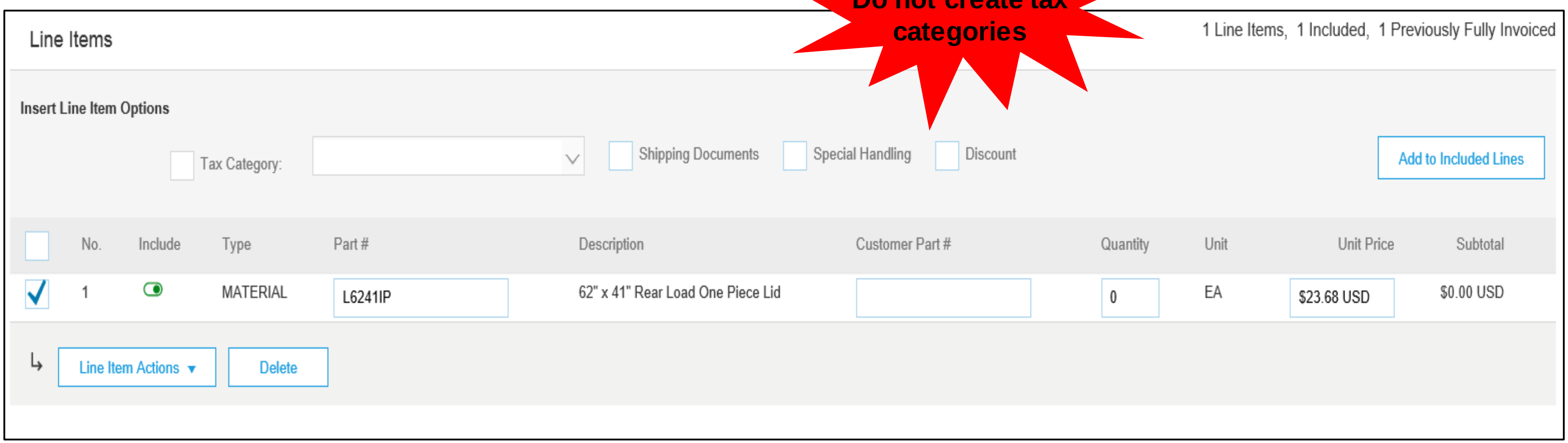


PO Flip Invoice – Line Items

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

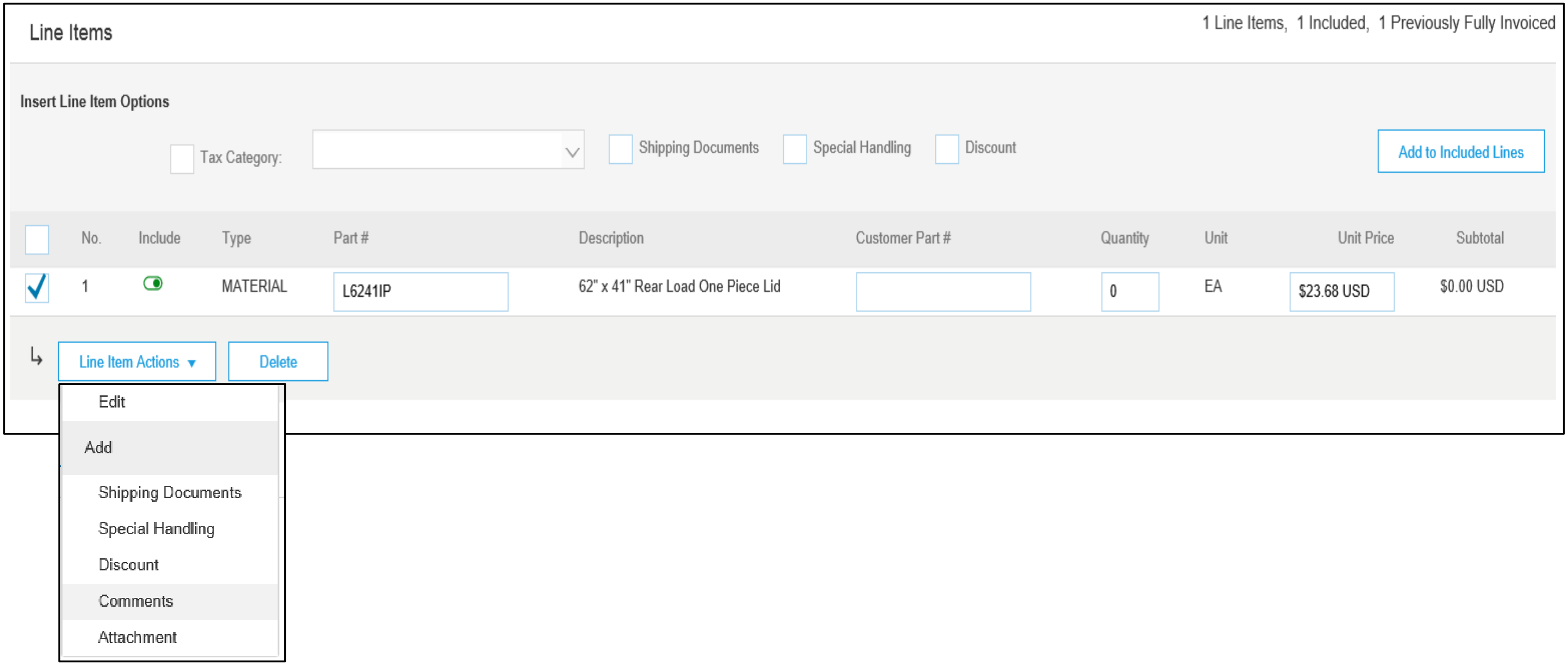
1. Review or update **Quantity** for each line item you are invoicing.
2. If line item should not be invoiced, click on the line item's **Green check mark** to exclude it from the invoice OR click the check box on the left of the item and click **Delete** to remove the line item from the invoice. You 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



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.**



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.

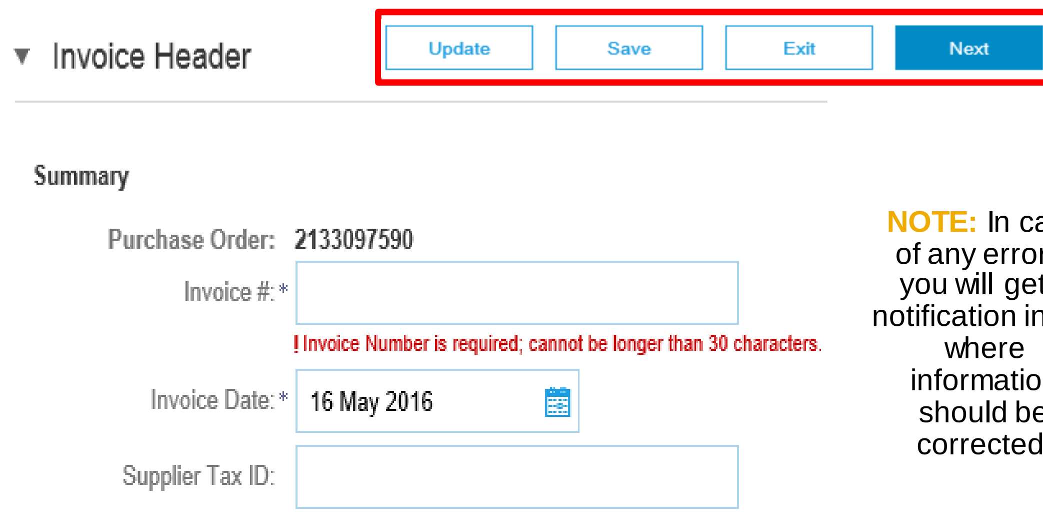
If no changes are needed, click **Submit** to send the invoice to Waste Management.

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

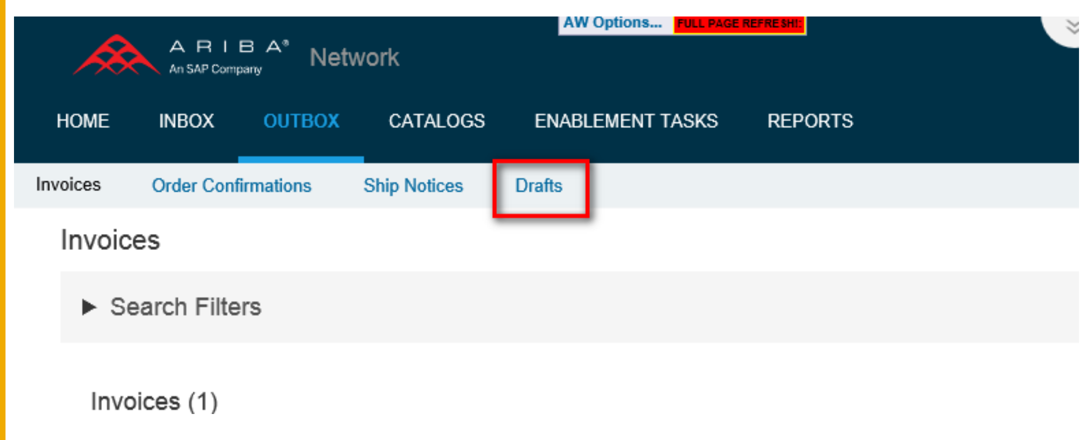
Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.

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.



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

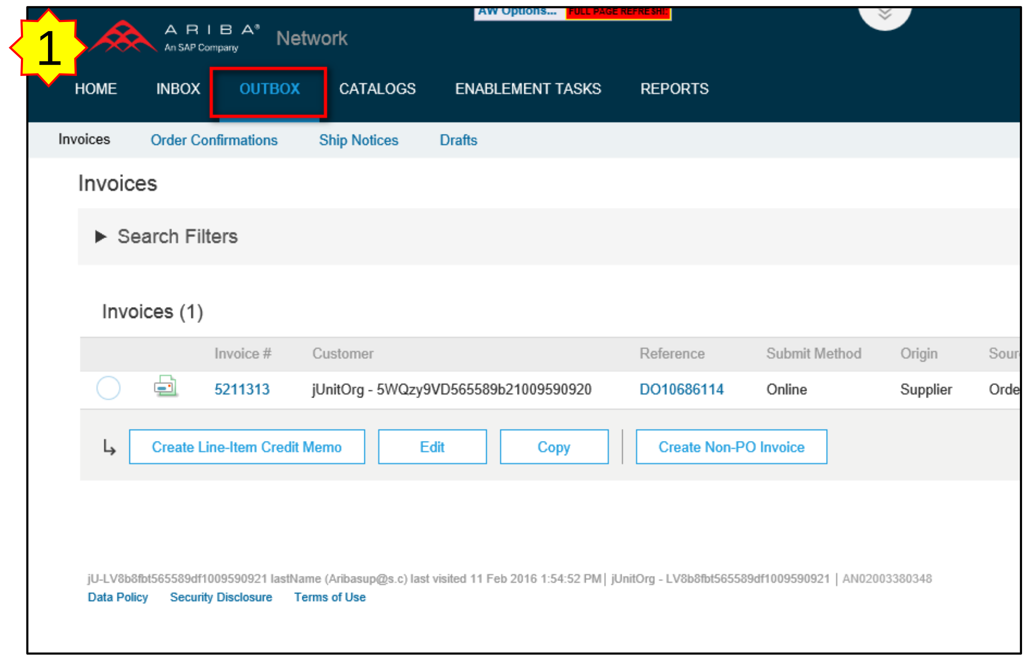


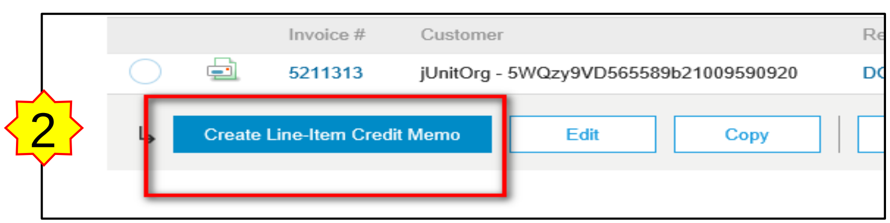
Credit Memo / Negative Invoice

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.**





Blanket Purchase Orders

SAP Ariba

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.

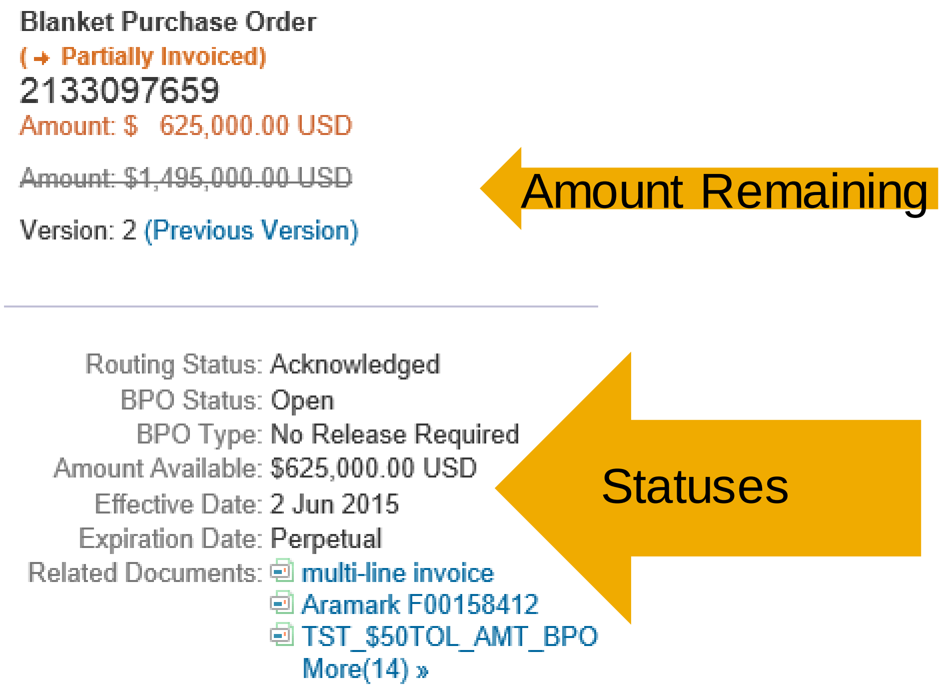
Invoices (100+)

Page 1

Invoice #	Customer	Reference	Submit Method	Origin	Source Doc ↑	Date	Amount	Routing Status	Invoice Status
04112016_1	Waste Management - Test	Contract	Online	Supplier	Blanket PO	11 Apr 2016	$20,000.00 USD	Acknowledged	Sent
04112016_cr	Waste Management - Test	Contract	Online	Supplier	Blanket PO	11 Apr 2016	$700.00 USD	Acknowledged	Sent
Aramark F00158412	Waste Management - Test	Contract	Online	Supplier	Blanket PO	16 Oct 2015	$9,408.00 USD	Acknowledged	Sent
check	Waste Management - Test	Contract	Online	Supplier	Blanket PO	3 Mar 2016	$71.04 USD	Acknowledged	Sent
multi-line invoice	Waste Management - Test	Contract	Online	Supplier	Blanket PO	16 Nov 2015	$127.05 USD	Acknowledged	Sent
test_nonPO_PR	Waste Management - Dev	Contract	Online	Supplier	Customer Order	12 Jan 2016	$100.00 USD	Acknowledged	Sent

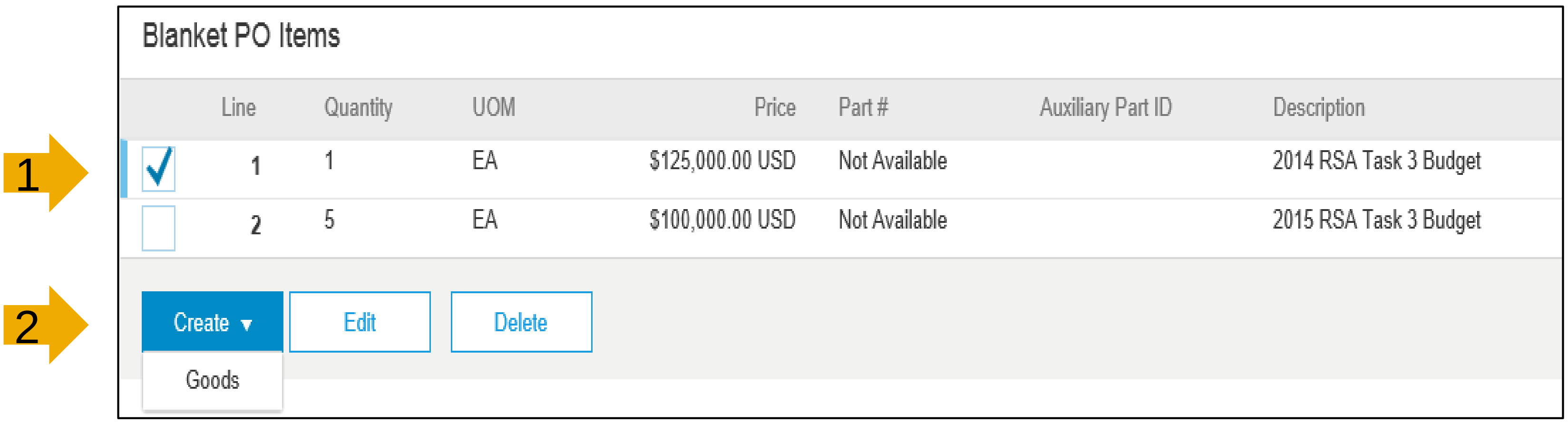
Blanket Purchase Order

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.



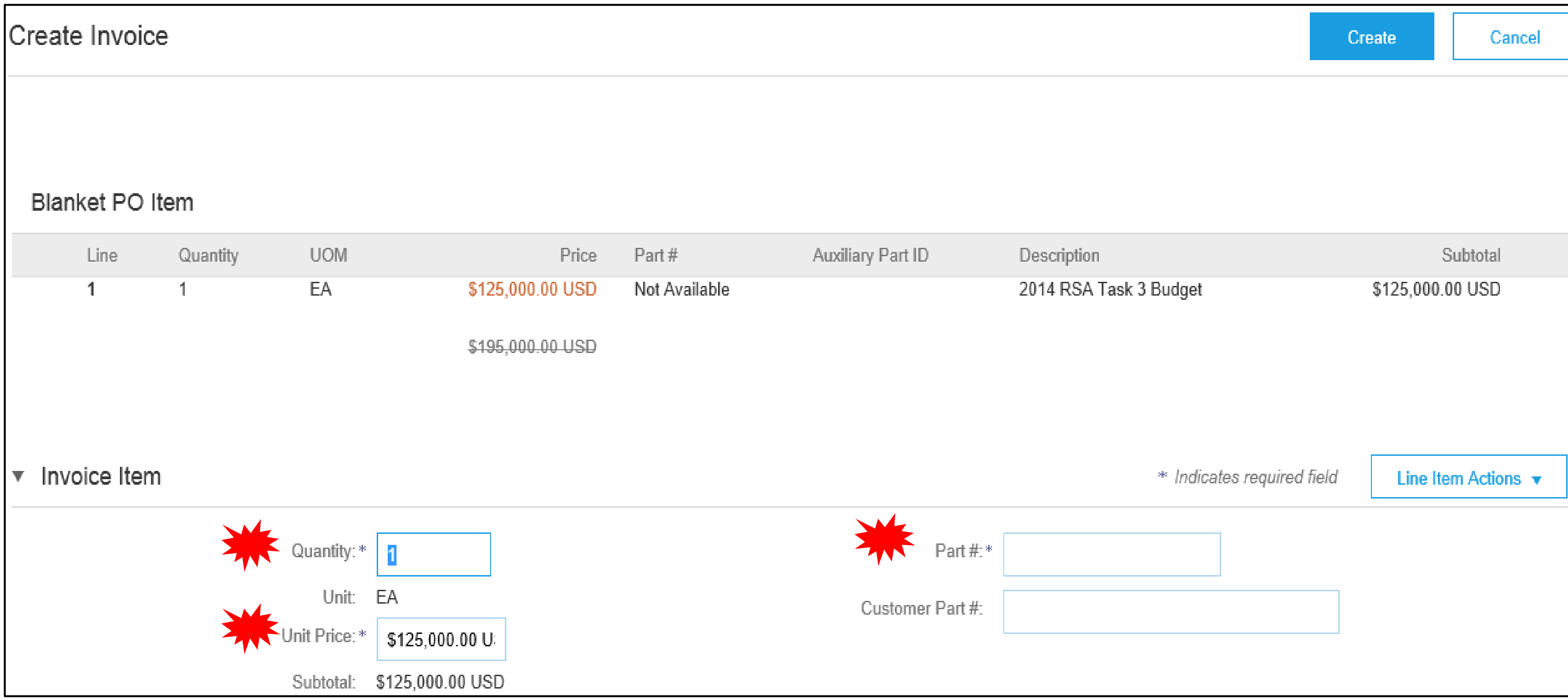
Blanket Purchase Order—Creating an Invoice

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



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”.



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

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

Invoice #:	**056230442934**	**Subtotal:**	**$999.95 CAD**
Invoice Date:	**Thursday 28 May 2015 3:16 AM GMT-05:00**	Total Tax:	$120.00 CAD
Original Purchase Order:	9133024028	**Amount Due:**	**$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

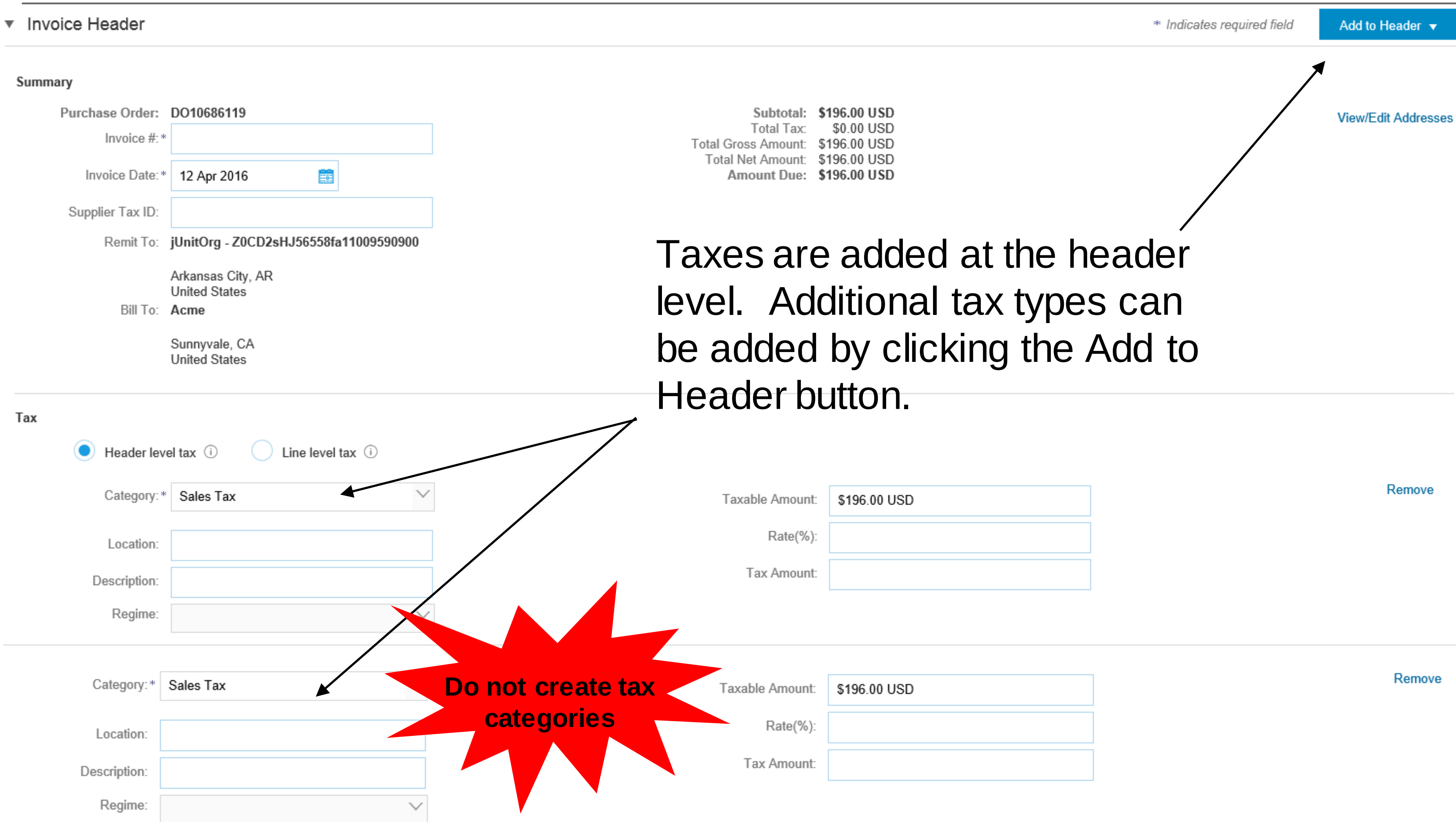
Tax Details:

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



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

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

Do not create tax categories

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				

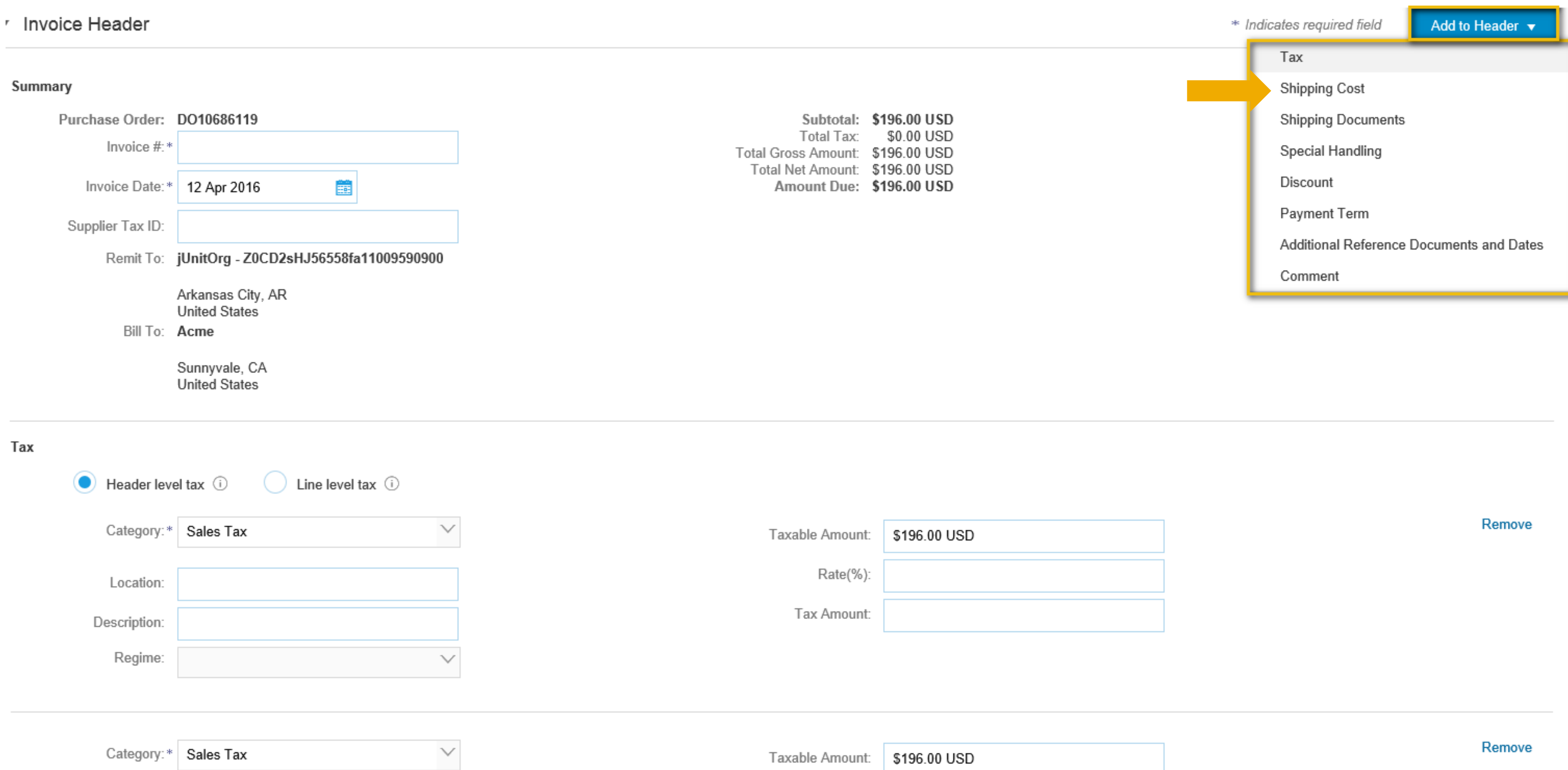
Invoice Summary

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.



WM Contact fields – Supplier Info

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

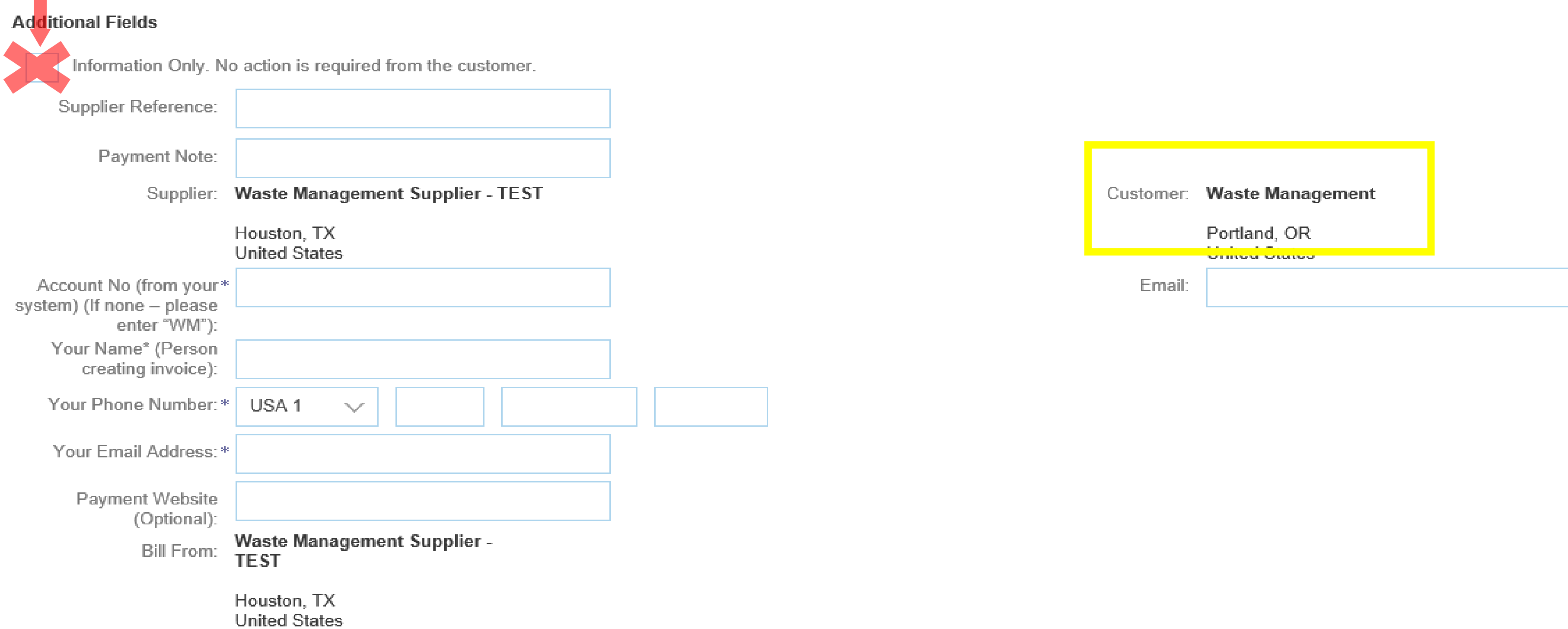
Your Name: Enter your name

Your phone number: Enter your phone number

Your Email address: Enter your email address

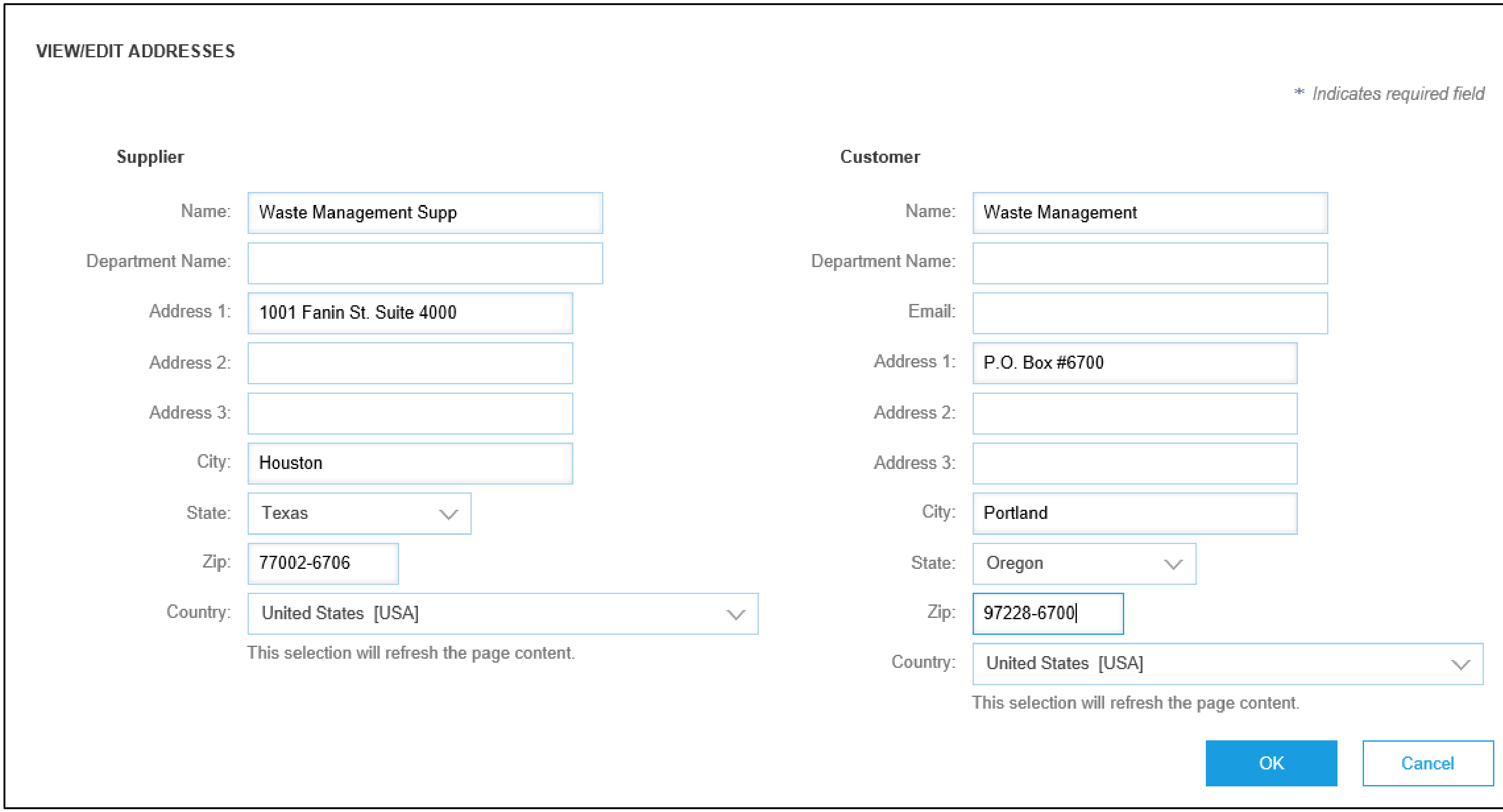
The Portland address must be listed. If not, Ariba will send error message “Ariba does not accept the email address”. Click “Edit/View Addresses” and add the Portland address (see next slide)

<u>DO NOT</u> check “Information Only. NO action required from the customer.”



WM Contact fields – WM Info

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



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 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

Ship All Items To	Bill To	Deliver To
TX-1021 MAIN 1021 MAIN HOUSTON, TX 77002-6502 United States Ship To Code: 77002_0002 Email: jcutrer@wm.com	**Waste Management** P.O. Box # 6700 Portland, OR 97228-6700 United States	Cutrer, Jan / Cutrer, Jan Waste Management

When an purchase order is changed it becomes Changed.

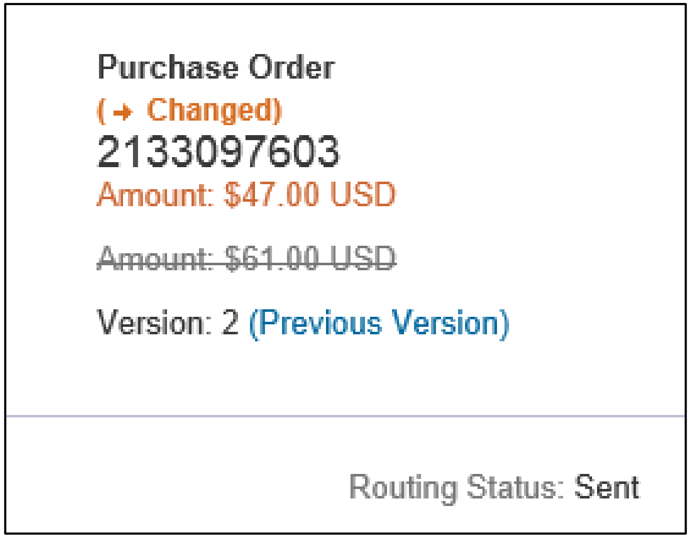
Orders and Releases (100+)

Page 1

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

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.



Search for Change Orders – Exact Search

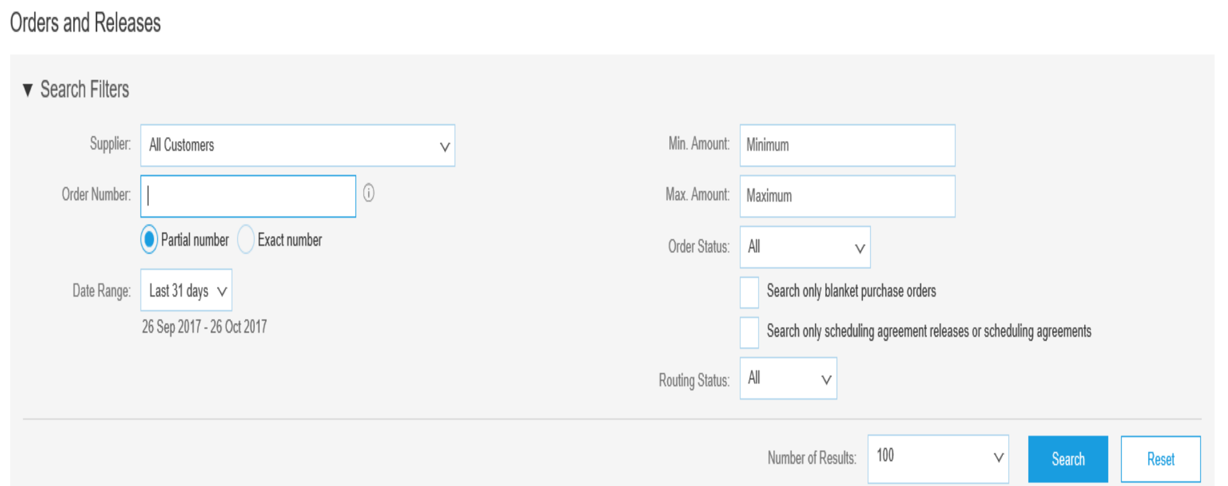
EXACT SEARCH

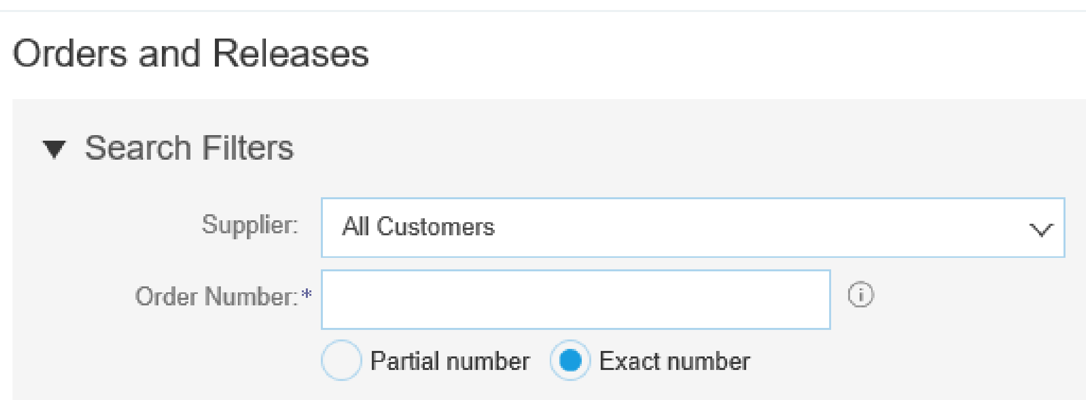
Change orders will show up with quick search.

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

Click inbox, search filters

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





EXACT SEARCH

Enter the invoice number and click search

Document Status, Searches, and Reports

SAP Ariba

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

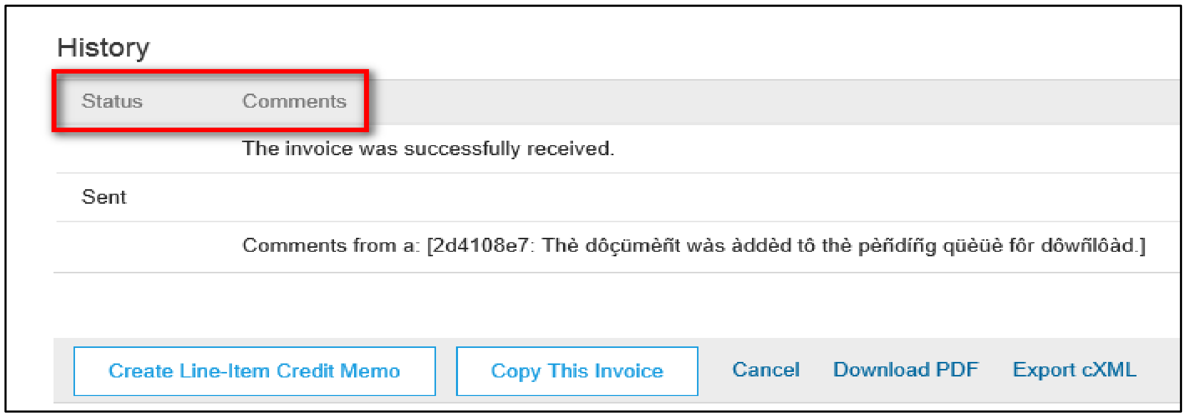
Reflects the status of Waste Management's action on the Invoice.

- **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 if 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)

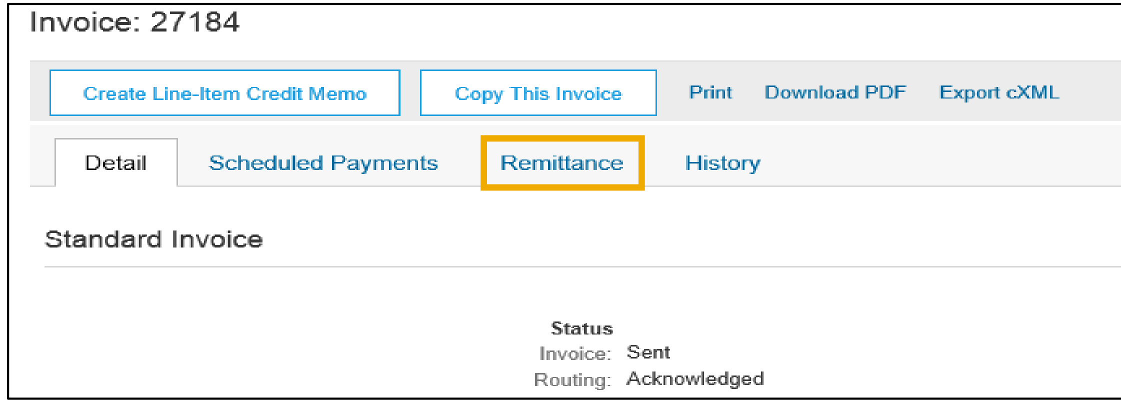
- Click on the **History** tab to view status details and invoice history.
- History and status comments for the invoice are displayed.
- Transaction history can be used in problem determination for failed or rejected transactions.
- When you are done reviewing the history, click **Done**.

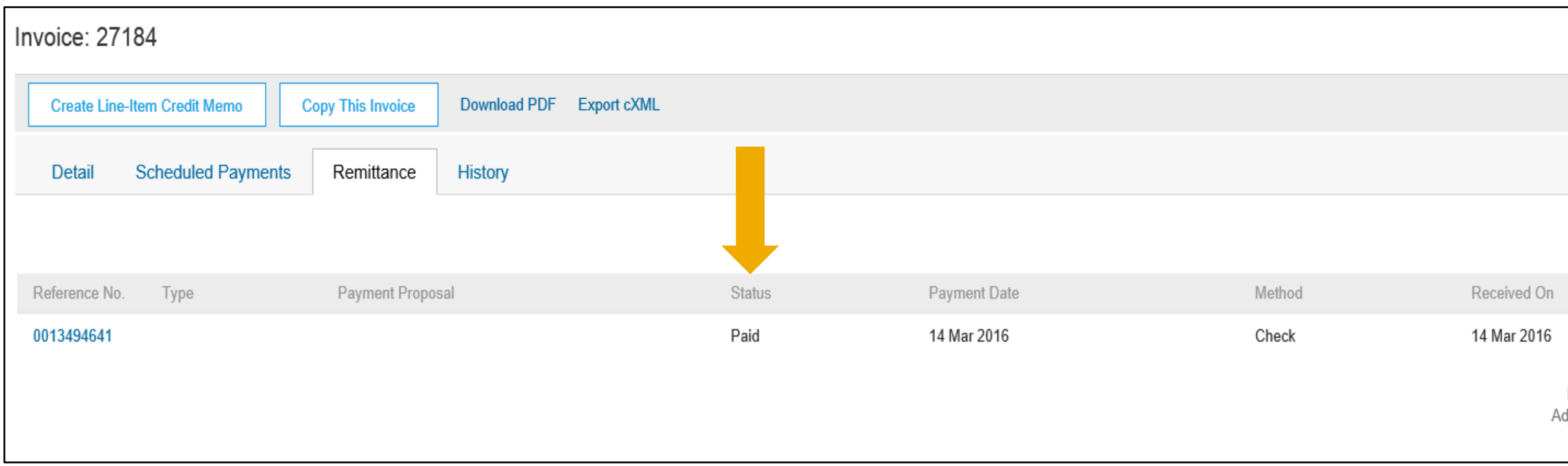


Check Invoice Payment Status

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

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



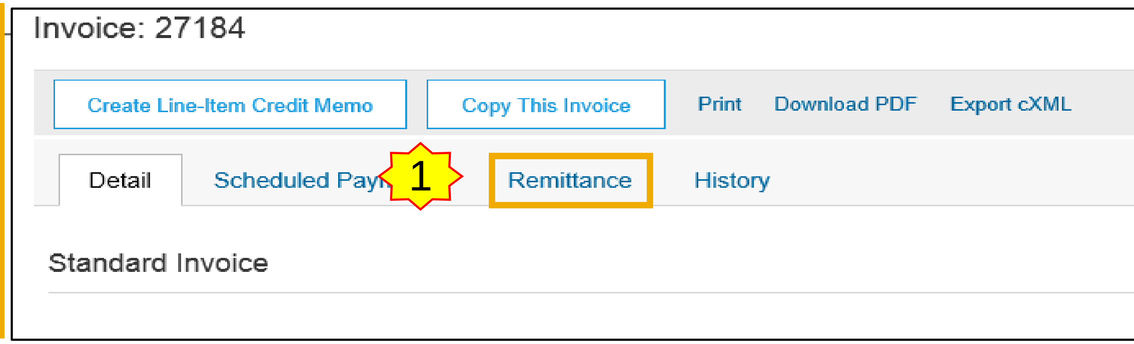


Check Invoice Payment Method

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

1



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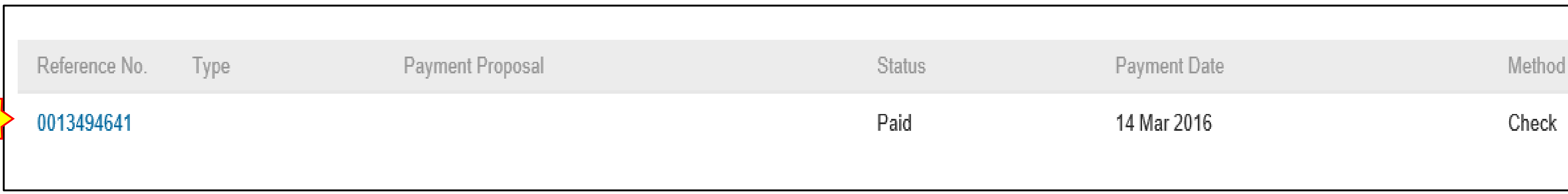
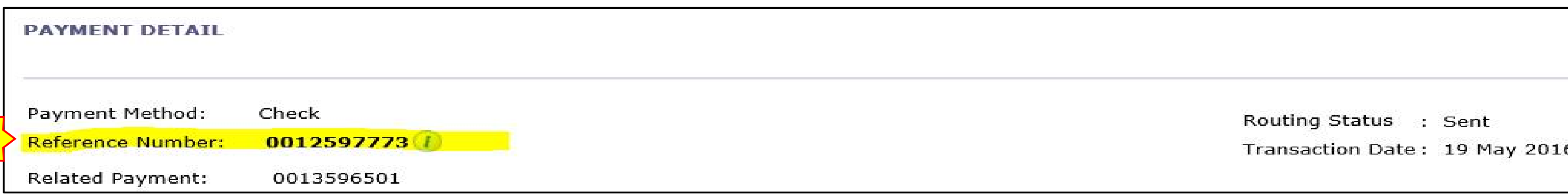


3



Reference Number Codes

4

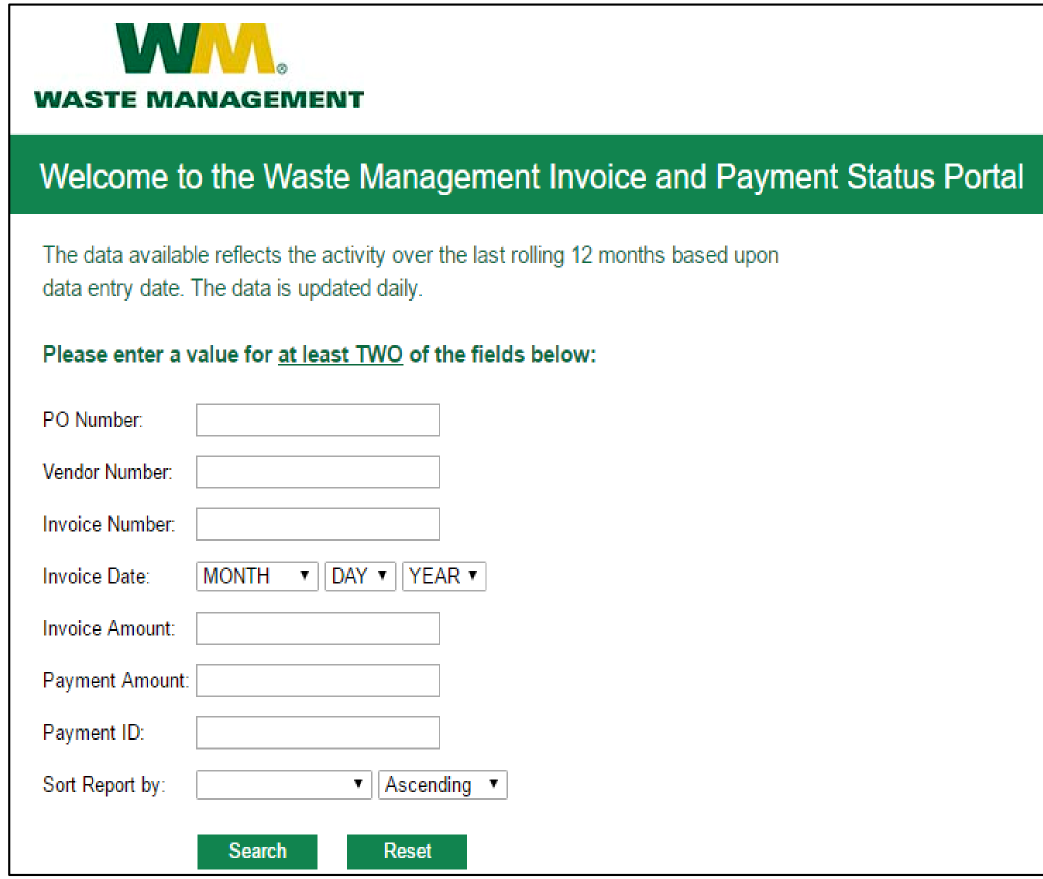
	United States	Canada
Pcard	800xxxxxxx	800xxxxxxx
Paper Check	001xxxxxxx	003xxxxx
PPU (one time credit card payment)	6xxxxx	5xxxxx
ACH	900xxxxxxx	900xxxxx

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



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.

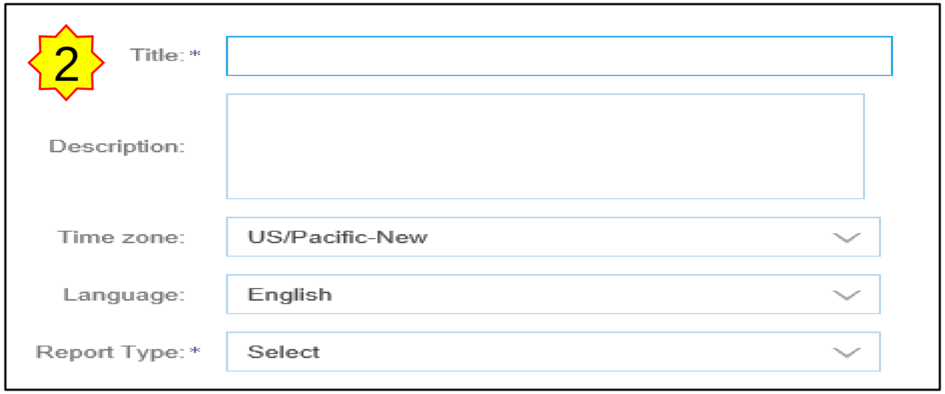
1. Click the **Reports** tab from the menu at the top of the page.
2. Click **Create**. Fill in required Information. Select an Invoice report type — **Failed Invoice** or **Invoice**. Click **Next**.

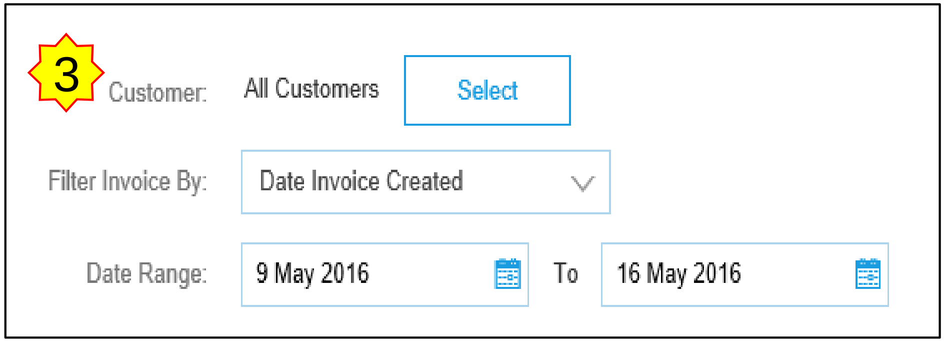
Note: Select (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

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.

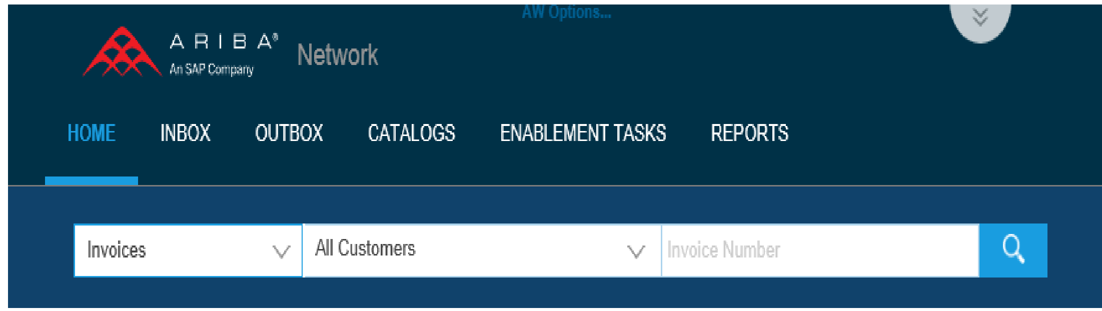




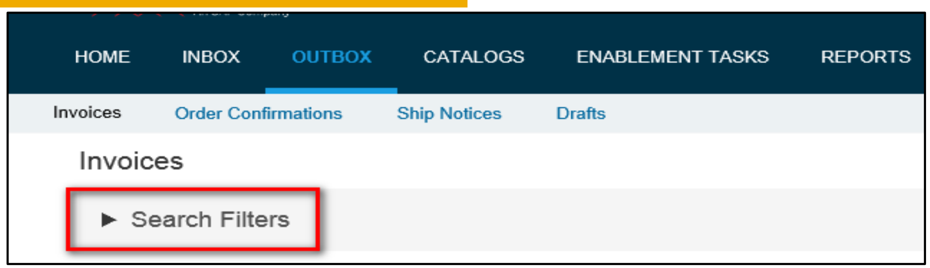
Search for invoice - Quick Search and Refined Search

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



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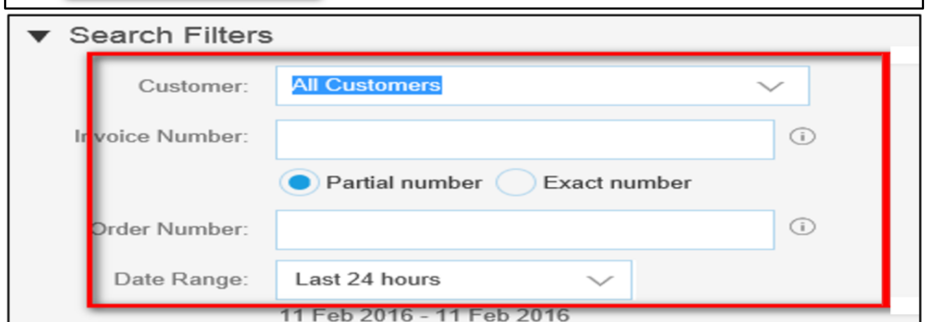


REFINED SEARCH

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

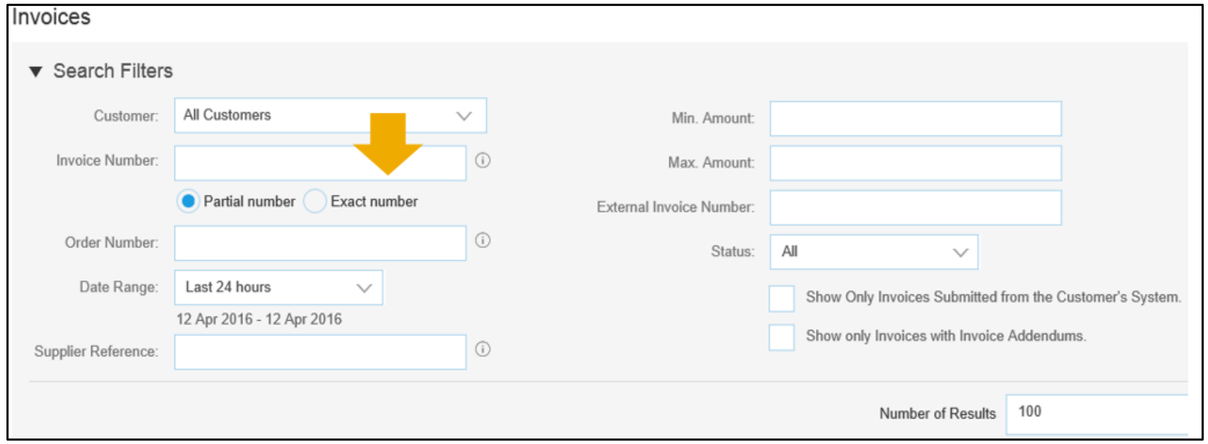
EXACT SEARCH

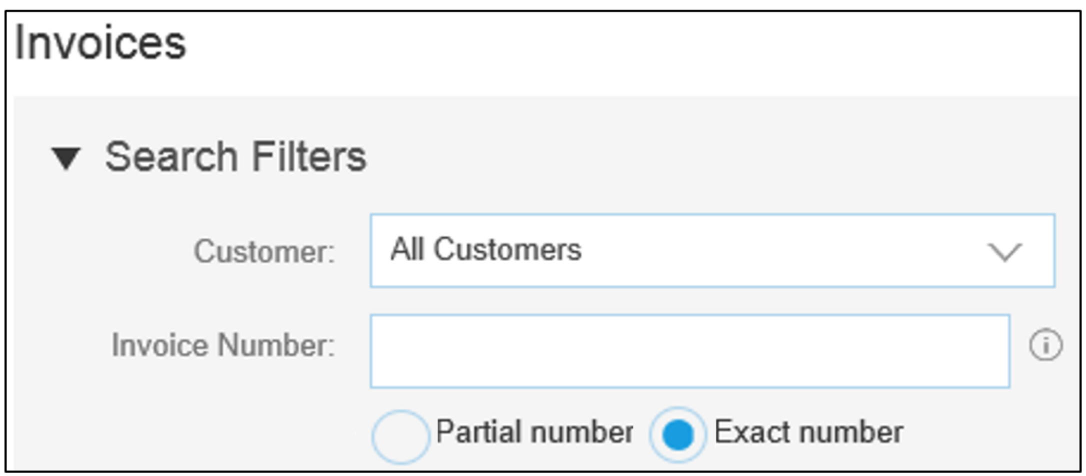
Invoices older than 90 days will not show up with quick search.

Exact search mush be used.

Click outbox, search filters

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





EXACT SEARCH

Enter the invoice number and click search

Creating Users and Roles

Managing Roles and Users

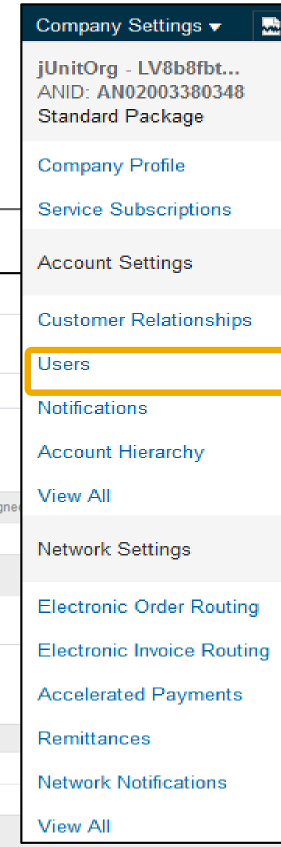
ADMINISTRATOR:

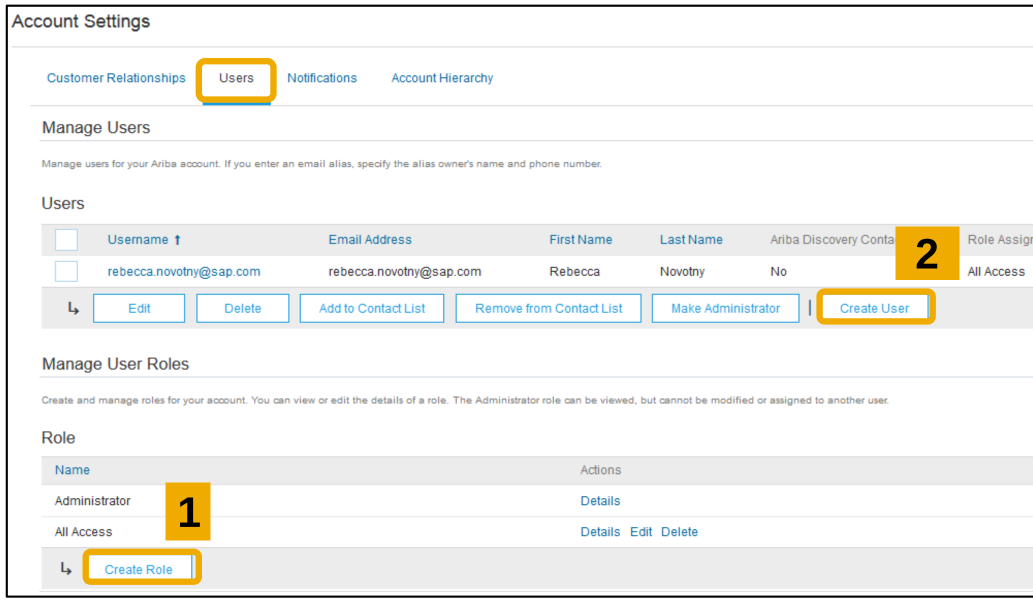
- **Automatically linked to username and login entered during registration**
- **Responsible for account management and configuration**
- **Primary point of contact for customer questions**
- **Creates Roles for accounts**

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.

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.

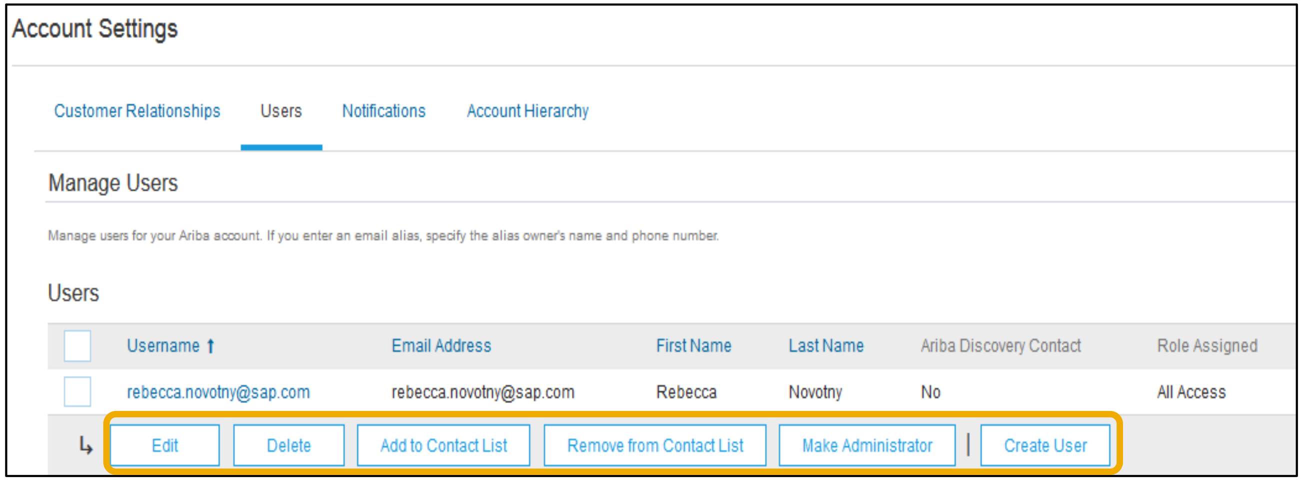
2 Second, create a User.

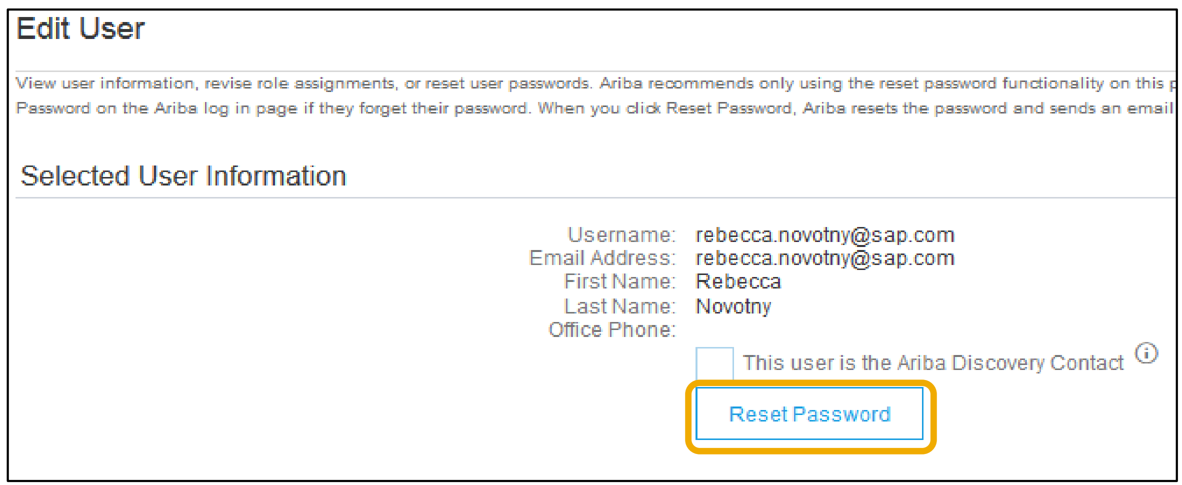
1. Click on **Create User** button.
2. Add all relevant information about the user including name and contact info.
3. Select a role in the **Role Assignment** section.
4. Click on **Done**.

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**





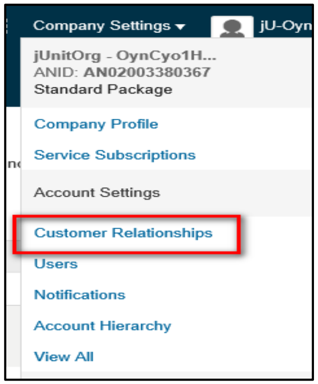
Ariba Network Support

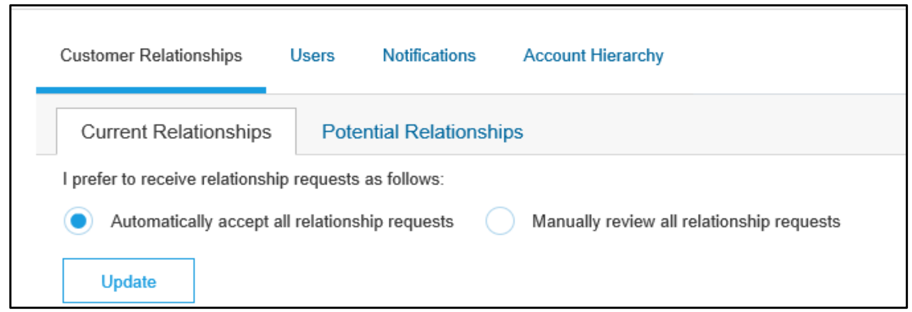
SAP Ariba

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.



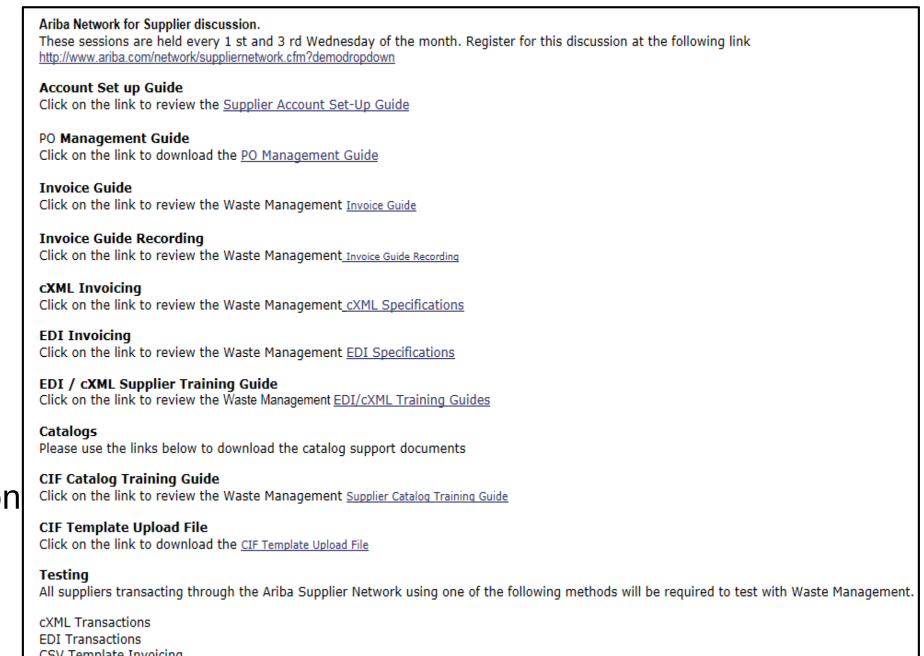


1 Select the buyer name to view **transactional rules**:

- 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



Ariba Network for Supplier discussion.
These sessions are held every 1 st and 3 rd Wednesday of the month. Register for this discussion at the following link
http://www.ariba.com/network/suppliernetwork.cfm?demodropdown

Account Set up Guide
Click on the link to review the Supplier Account Set-Up Guide

PO Management Guide
Click on the link to download the PO Management Guide

Invoice Guide
Click on the link to review the Waste Management Invoice Guide

Invoice Guide Recording
Click on the link to review the Waste Management Invoice Guide Recording

cXML Invoicing
Click on the link to review the Waste Management cXML Specifications

EDI Invoicing
Click on the link to review the Waste Management EDI Specifications

EDI / cXML Supplier Training Guide
Click on the link to review the Waste Management EDI/cXML Training Guides

Catalogs
Please use the links below to download the catalog support documents

CIF Catalog Training Guide
Click on the link to review the Waste Management Supplier Catalog Training Guide

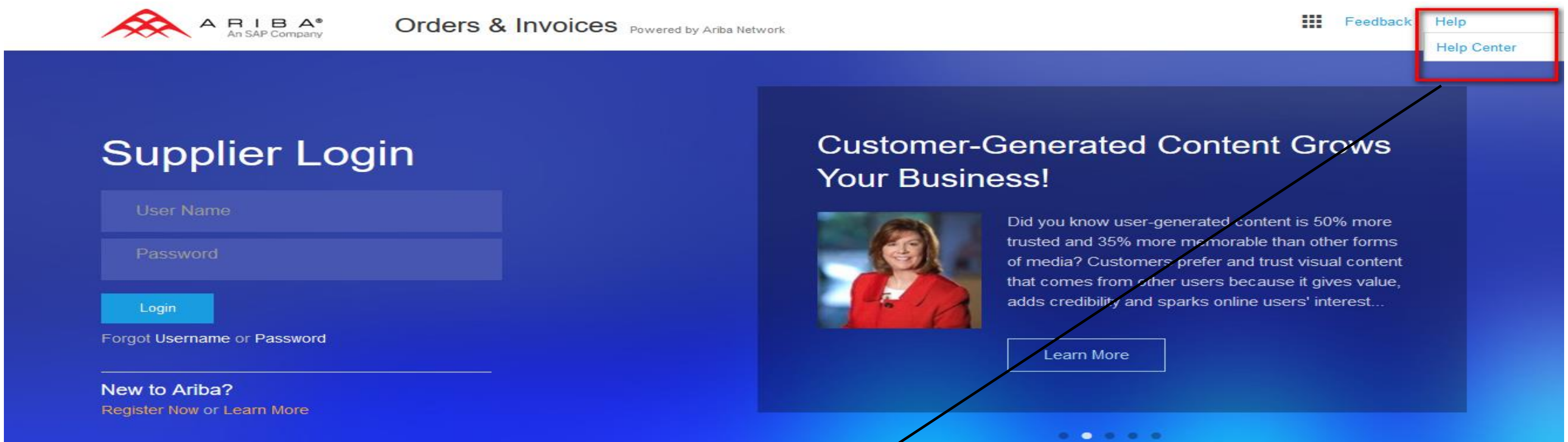
CIF Template Upload File
Click on the link to download the CIF Template Upload File

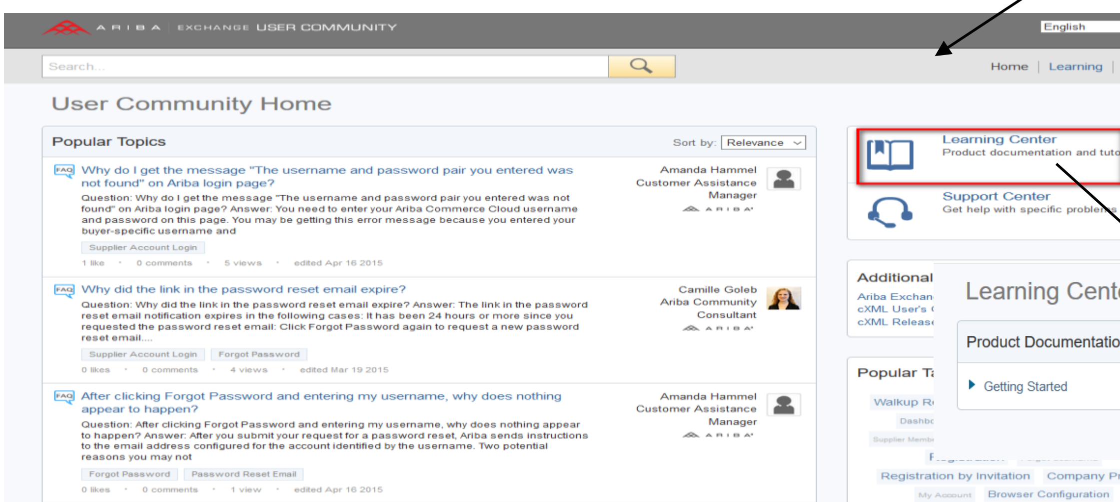
Testing
All suppliers transacting through the Ariba Supplier Network using one of the following methods will be required to test with Waste Management.

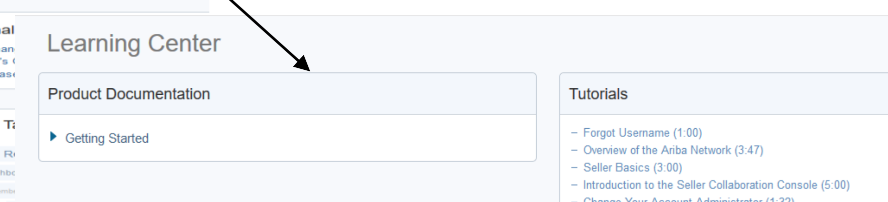
cXML Transactions
EDI Transactions
CSV Template Invoicing

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

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:

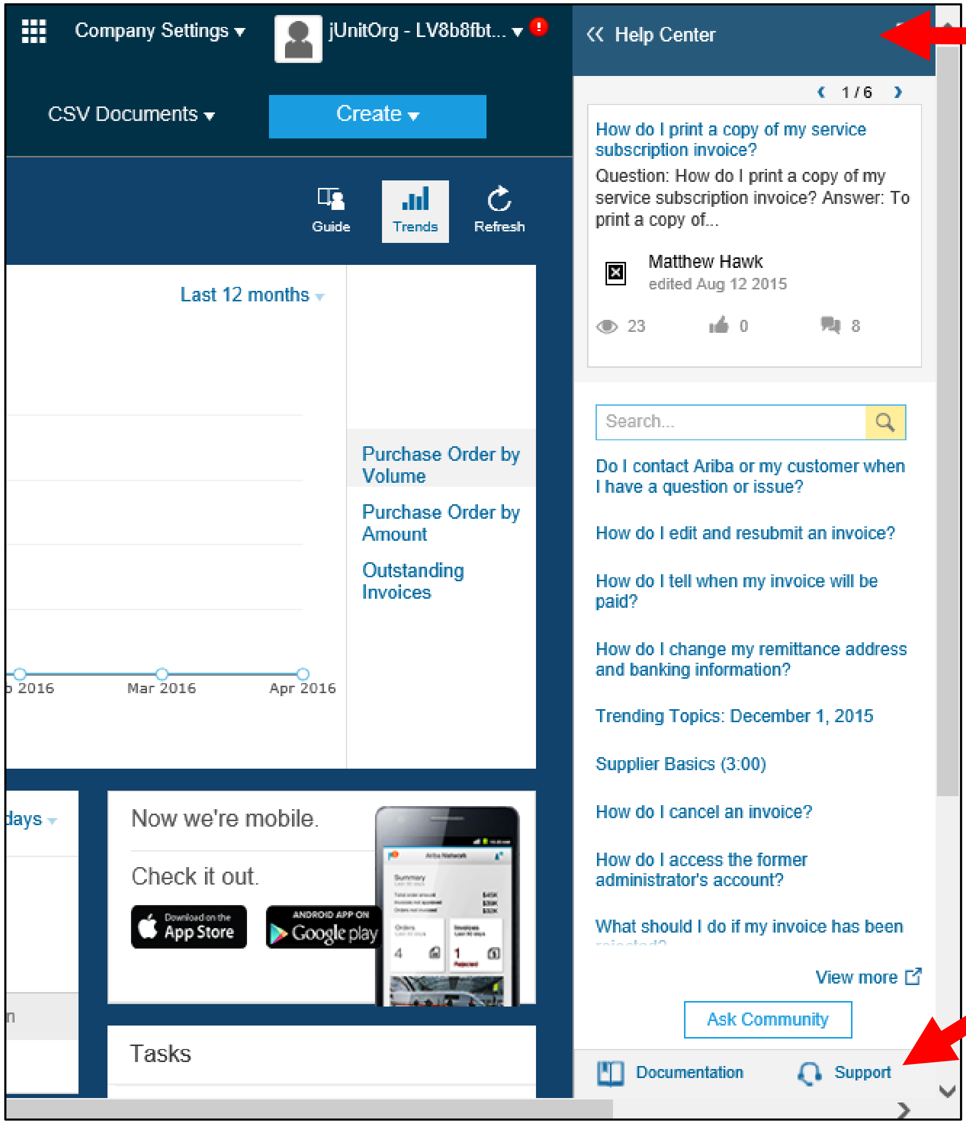
Click on Help Center to expand help center controls

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.

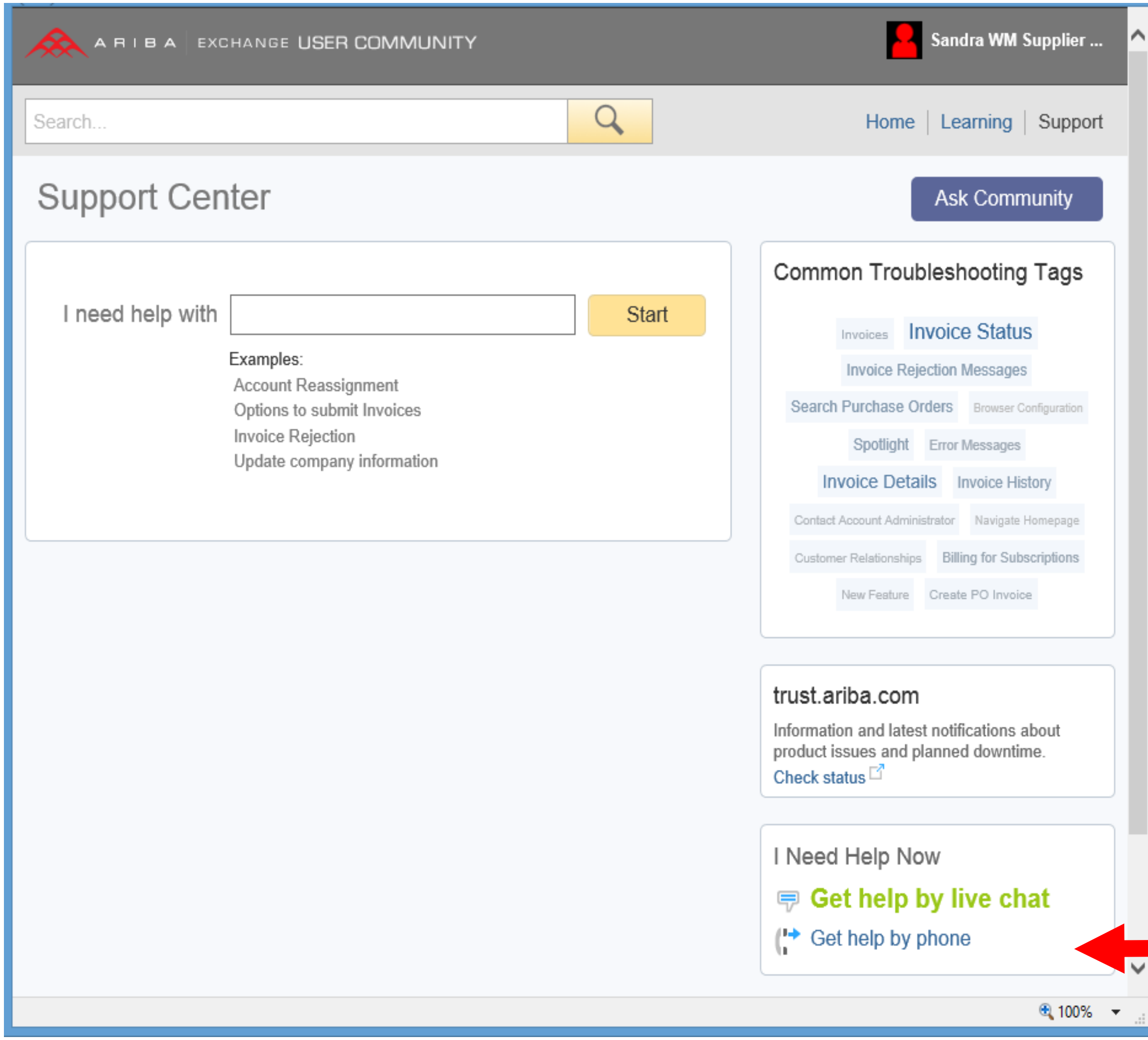
Contact Customer Support:



1. Click on Help Center to expand help center controls

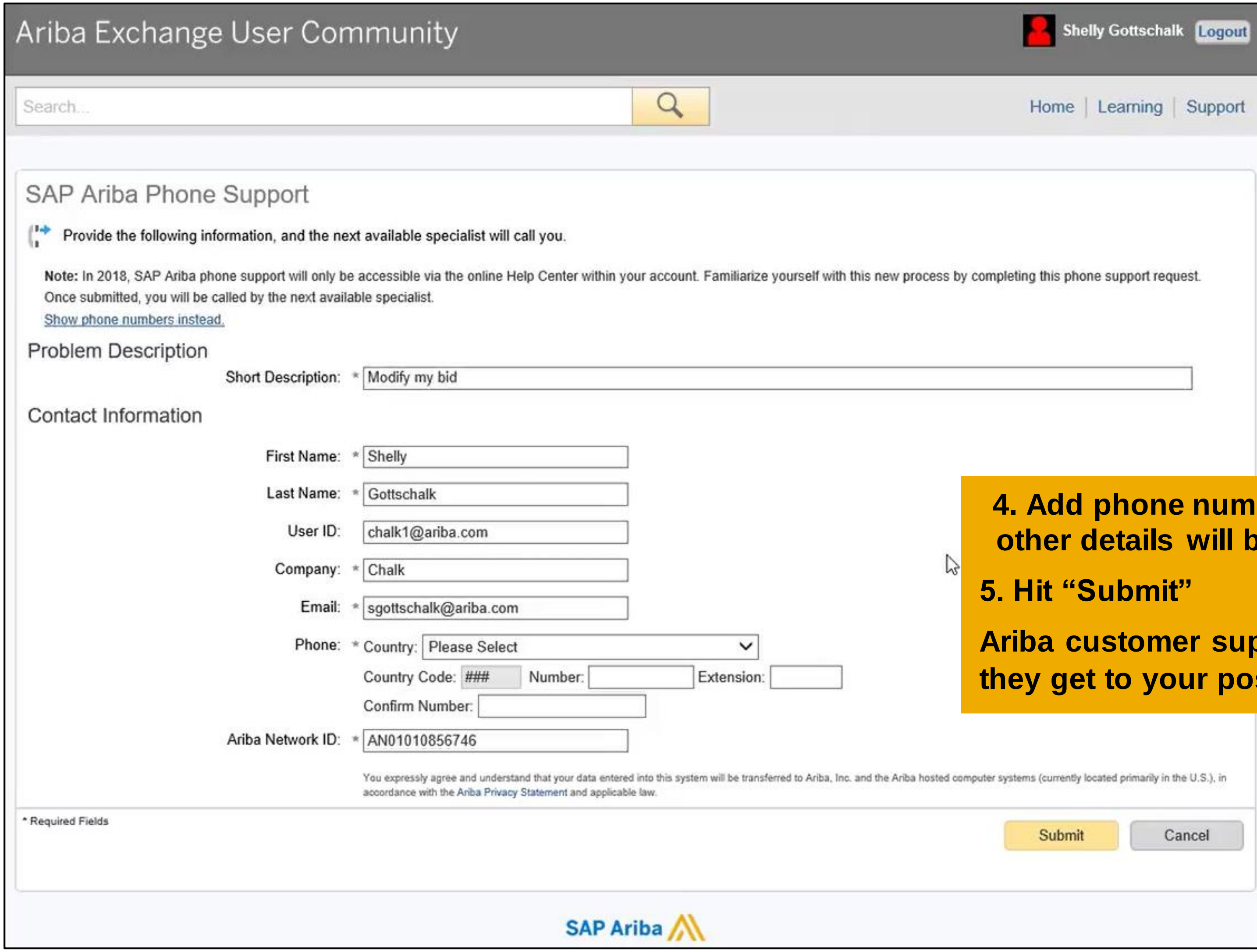
2. Click on support button (see next slide for more instructions)

Contact Customer Support (cont'd)



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

Contact Customer Support (cont'd)



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