SAP Ariba Network

Reporting and Supplier Support for Enterprise Accounts

September 2020

Reporting

Download Invoice Reports

Learn About Transacting

Reports help provide additional information and details on transactions on the Network in a comprehensive format.

1. **Click** the **Reports** tab from the menu at the top of the page.
2. **Click Create**.

- **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.
- Reports can be created by Administrator or User with appropriate permissions.
- **Bronze** (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

Invoice Reports

3. Enter required information. Select an Invoice report type — Failed Invoice or Invoice.

4. Click Next.

5. Specify Customer and Created Date in Criteria.

6. Click Submit.

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

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

Invoice Archival

Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

1. From the **Company Settings** dropdown menu, select **Electronic Invoice Routing.**

2. Select the tab **Tax Invoicing and Archiving.**

3. Scroll down to **Invoice Archival** and select the link for **Configure Invoice Archival.**

4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), choose Archive Immediately to archive without waiting 30 days, and click **Start**.

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).

Note: After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.

5. You may navigate back to the **Tax Invoicing and Archiving** screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the Terms and Policies link.)
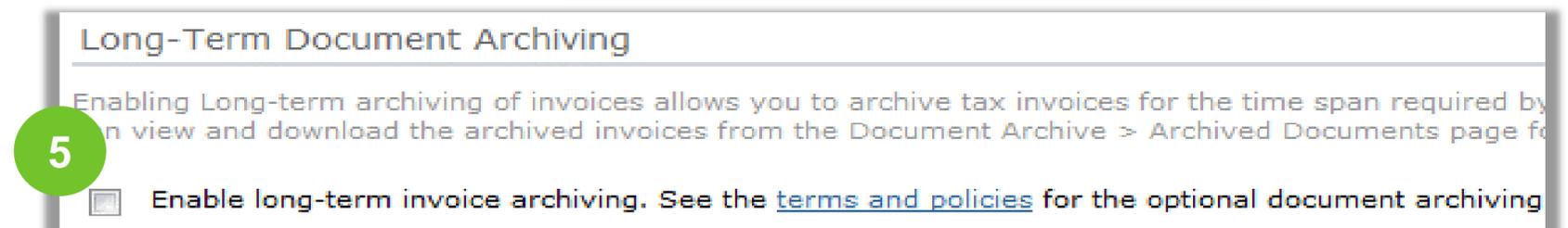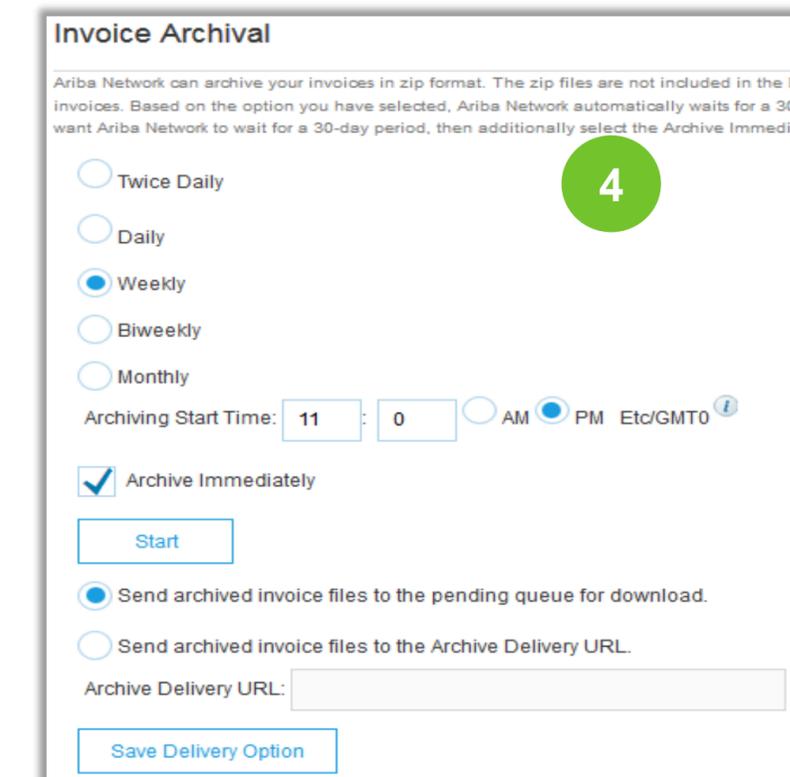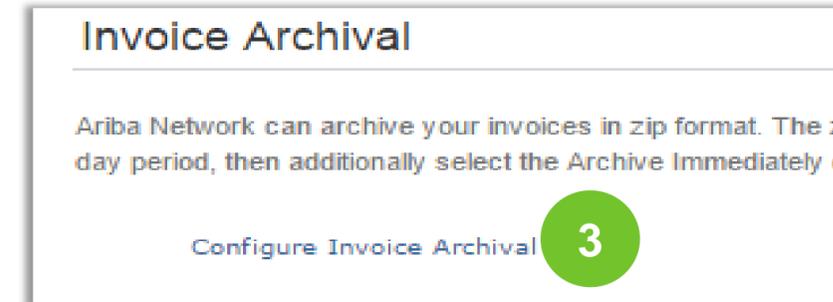
Vendor Support

AES Vendor Support
AN Message Functionality

Ariba Network features a messaging functionality to contact AES vendor Support.

1. To access the messaging panel, **click** on **Messages.**

2. The messaging panel will be displayed.

3. To initiate a conversation, click on **New Conversation.** Attachments can be included within your inquiry.

4. The replies from the AES contact will appear on the left panel.

Note: If you create a message from an Invoice it will automatically reach out to AP Aes Department.

ARIBA Vendor Support

Contact Ariba Supplier Support

To contact **Ariba Network Supplier Support:**

1) Go to http://supplier.ariba.com and log in if able.
2) Click on the **Support** icon at the bottom right of the **Help Center** menu.
3) Enter keyword(s) into the **I need help with** box and click **Start.**
   - A. **Examples:** "Error", "Invoice rejected", "Account locked", or etc.
4) Click **Yes** or **No** to answer any triage questions that pop-up.
   - A. Answering questions as **yes** may provide FAQ related to the inquiry. Adjust answering to **No** to receive support instead of FAQ.
5) When **Can't find what you are looking for? Let us help you appears**, click to choose your communication preference.
6) Fill out the webform with as much detail as possible and **Submit.**

Notes:
- Only a subset of the documentation is available in a pre-login state. For full content access, login to your Ariba Network Supplier account and access the same Help menu.
- Support communication options may differ based on account type.
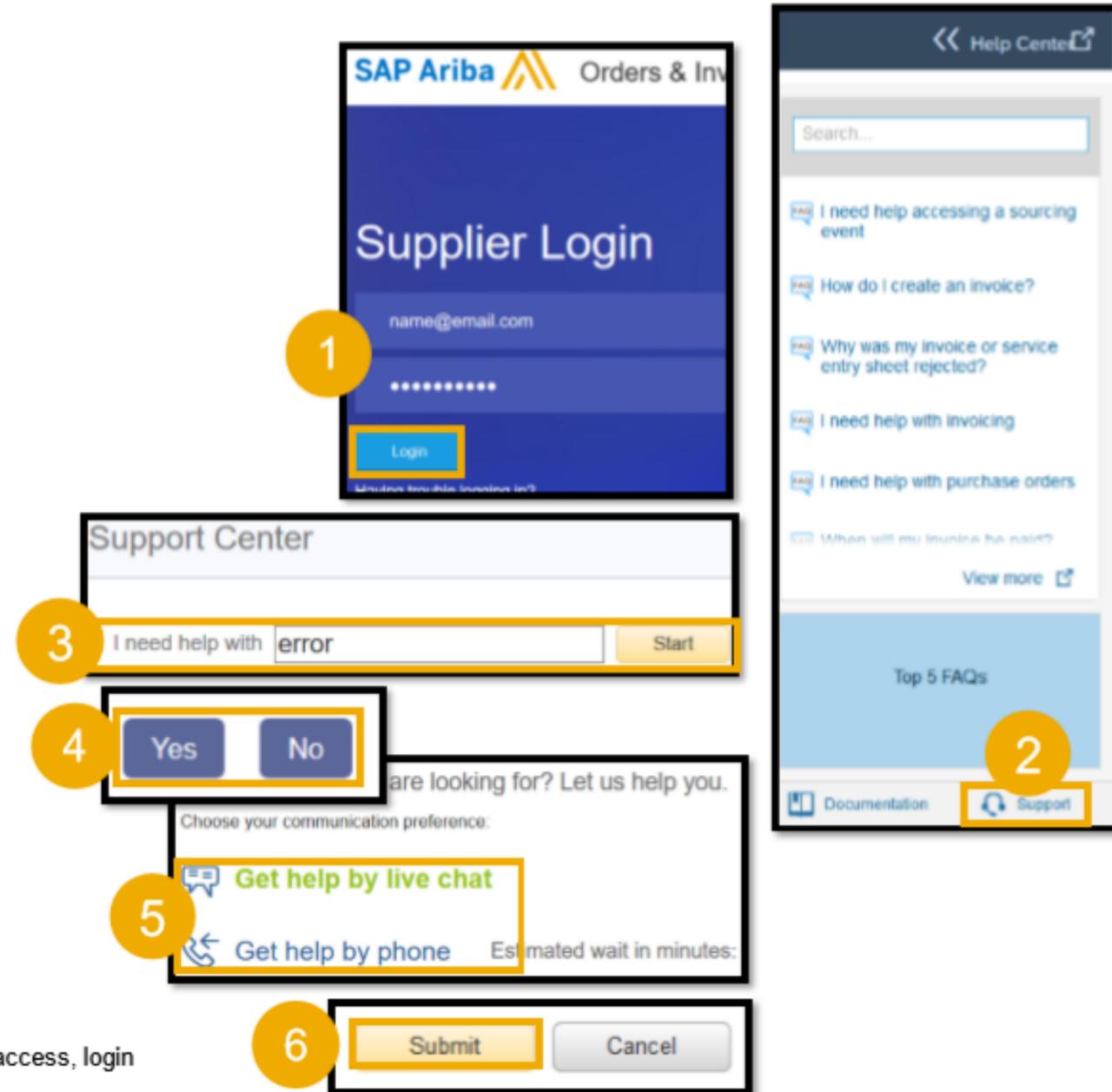
Vendor Support

Other Contact Information

AES contacts for Support

1.   For concerns regarding Supplier Enablement, please contact AES.Supplier.Enablement@aes.com
2.   For questions regarding Invoicing, please contact AP Inquiries at apinquiries@aes.com
3.   If you have technical issues related to AES, please contact our support team SCM.Tools.Support@aes.com

Ariba Troubleshooting and FAQs

1.   Ariba Network Hot Issues and FAQs - https://connect.ariba.com/anfaq.htm
2.   Ariba Cloud Statistics and Network Notifications– http://trust.ariba.com
3.   SAP Ariba Discovery - https://www.ariba.com/ariba-network/ariba-network-for-suppliers/selling-on-ariba-network/sap-ariba-discovery
4.   Ariba Network Overview - https://www.ariba.com/ariba-network/ariba-network-for-suppliers/fulfillment-on-ariba-network