Section 1: Ariba Network Overview

What is Ariba Network?

W.R. Grace Project Scope

Supplier Value

Fee Schedule

Subscription Offerings

Buyer Funded Program Explanation

W.R. Grace Message
Supported Documents
Not Supported Documents

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W.R. Grace has selected Ariba Network as their electronic transaction provider. As a preferred supplier, you have been invited by your customer to join Ariba Network and start transacting electronically with them.
Dear Valued Grace Supplier,

We are pleased to announce a new initiative to streamline our procurement and accounts payable processes. W.R. Grace & Co. (Grace) is partnering with SAP Ariba® to fulfill our vision of moving away from paper and manually transmitted documents.

Grace and SAP Ariba have reached an agreement to provide you this service **without any network fees** associated with Grace Transactions. Please note, if you opt into additional services or transact with other buying organizations on Ariba Network, you may be subject to fees.

• **What does this mean for you?**

Conducting business on the Ariba Network will be required and your Purchase Orders (POs), Order Confirmations, Shipment Notices and Invoices will soon be transmitted using this platform. One of the reasons we selected SAP Ariba is that it brings our suppliers many benefits such as real-time PO delivery, use of online catalogs, invoice automation, and potential new business opportunities on the Ariba Network.

• **When will this take effect?**

In the coming weeks, Ariba will send you important communications and instruction for joining the Ariba Network. This includes establishing a trading relationship with Grace on the Ariba Network and configuring your Ariba Network account. We appreciate your prompt action on all communications and requests regarding this initiative (not to exceed five business days). We are targeting a cutover date from your existing AP process on December 1, 2018.

We believe this new platform and shift in technology will strengthen our business relationship and allow for more robust collaboration and purchasing capabilities. If you are not the correct recipient or have questions, please contact the Grace Supplier Enablement Team at aribasupplierenablement@grace.com.

Kind Regards,

*W.R. Grace & Co. Enablement Team*
Review W.R. Grace Specifications
Supported Documents

W.R. Grace project specifics:
- **Tax data** is accepted at the header/summary level or at the line item level of the invoice.
- **Shipping data** is accepted at the header/summary level or at the line item level.

Supported

- **Purchase Order Confirmations**
  Apply against a whole PO or line items
- **Advance Shipment Notices**
  Apply against PO when items are shipped
- **Detail Invoices**
  Apply against a single purchase order referencing a line item
- **Partial Invoices**
  Apply against specific line items from a single purchase order
- **Non-PO Invoices**
  Apply against a PO not received through Ariba Network
- **Service Invoices**
  Invoices that require service line item details
- **BPO Invoices**
  Invoices against a blanket purchase order
- **Contract Invoices**
  Apply against contracts
- **Credit Invoices/Credit Memos**
  Accepted at the header level and line item level; price/quantity adjustments
Review W.R. Grace Specifications

NOT Supported Documents

NOT Supported:

- **Summary or Consolidated Invoices**
  Apply against multiple purchase orders; not accepted by W.R. Grace

- **Invoicing for Purchasing Cards (P-Cards)**
  An invoice for an order placed using a purchasing card; not accepted by W.R. Grace

- **Duplicate Invoices**
  A new and unique invoice number must be provided for each invoice; W.R. Grace will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on Ariba Network

- **Paper Invoices**
  W.R. Grace requires invoices to be submitted electronically through Ariba Network; W.R. Grace will no longer accept paper invoices

- **Service Entry Sheets**
  Apply against a single purchase order referencing a line item
SAP Ariba Helps You…

**Satisfy your customer**
Support your customer’s strategic business plan
Become a preferred supplier
Simplify the communication process

**Stay organized**
Consolidate Network relationships under one account
Enjoy a simple way to store POs and invoices
Get better visibility into customers’ spend and payments
View invoice status in real time

**Receive faster payments**
Help your invoice reach the correct contact in the approval flow
No need to confirm the orders via email/phone
Feel confident all order information is complete and accurate
Prevent errors through system checks

**Lower costs**
Reduce time and paper usage
Eliminate postage costs
Reduce costs associated with Resources used to generate/ rework the invoices

**Increase your revenue**
Become searchable customers using the AN worldwide
Establish new customer relationships via Ariba Discovery
Publish your Catalogs in front of thousand buyers

- 60% average reduction in operating costs
- 15% increase in customer retention
- 30% growth in existing accounts
- 35% growth in new business
- 80% efficiency & transform business operations
- 62% decrease in late payments
## Ariba Network Supplier Subscription Offerings

<table>
<thead>
<tr>
<th>Level</th>
<th>Offerings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard</strong></td>
<td>✓ FREE Collaboration, ✓ Onboarding Assistance, ✓ Custom Routing and Reporting, ✓ Electronic Catalogs, ✓ Ariba Discovery, ✓ Customer Support</td>
</tr>
<tr>
<td><strong>Bronze</strong></td>
<td>✓ Advanced Reporting, ✓ Achievement Badges, ✓ cXML/Catalog e-Learning Courses, ✓ 1 Ariba Discovery Lead Response</td>
</tr>
<tr>
<td><strong>Silver</strong></td>
<td>✓ Integration Express Consultation, ✓ Unlimited cXML and EDI Usage, ✓ Technical Support, ✓ 2 Ariba Discovery Lead Responses</td>
</tr>
<tr>
<td><strong>Gold</strong></td>
<td>✓ Data Cleansing and Enrichment, ✓ Basic Integration Tools, ✓ E-commerce Consultation Services, ✓ Unlimited Ariba Discovery Lead Responses</td>
</tr>
<tr>
<td><strong>Platinum</strong></td>
<td>✓ Dedicated Support Channel, ✓ Advanced Integration Tools, ✓ Pass to SAP Ariba LIVE</td>
</tr>
</tbody>
</table>
No Supplier Fees When Transacting with W.R. Grace On Ariba Network

As part of the W.R. Grace program, you will NOT incur any fees when transacting with W.R. Grace on Ariba Network

FREE transacting in **Standard Level** with W.R. Grace on Ariba Network

Suppliers who have been identified for Integration will be placed in Silver Level at **NO** charge

If you are already on Ariba Network transacting with other customers, adding the relationship with W.R. Grace to your existing account WILL NOT change your fee schedule

If you would like to learn more about Ariba Network Supplier Pricing, please [click here](#).
Section 2: Set Up Your Account

**Basic Account Configurations**
- Suggested Configuration
- Accept Invitation
- Profile Completion
- Email Notifications

**Enablement Tasks**
- Enablement Tasks
- Purchase Order Routing
- Invoice Notifications
- Tax Details
- Accelerated Payments
- Remittances

**Advanced Account Configuration**
- Customer Relationships
- Roles and Users
- Enhanced User Account Functionality
- Multi-Orgs
- Test Accounts
W.R. Grace Specific Account Configuration

- **VAT ID / TAX ID** – select Company Settings 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 Company Settings 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.

- **Payment Methods** – select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create/Edit. In the Payment methods section choose one of the following options: ACH, Check, Credit card or Wire. Complete the details. The Remittance ID will be communicated to you by your buyer.

- **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.
Accept Your Invitation

The invitation is also referred to as the Trading Relationship Request, or TRR. This e-mail contains information about transacting electronically with your customer.

1. Click the link in the emailed letter to proceed to the landing page.

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To SMO Supplier 1,

ACTION REQUIRED
Your customer, SMO Buyer, is changing the way they do business with their valued suppliers. The goal is to make the process by which your company receives purchase orders and/or gets paid as efficient as possible.

To enable your company to process orders or invoices with SMO Buyer, click the link below to get started.

→ Accept your customer’s trading relationship request

(Please click the link above whether or not you have an existing account on the Ariba Network.)

If this invitation did not reach the appropriate person in your company, please forward as needed.

WHAT IS THE Ariba NETWORK?
Ariba, an SAP company, offers solutions and services that enable you to easily share information and business processes with your customers through the Ariba Network, such as:

- Accelerate the sales cycle and lower the cost of sales
- Find new customers who are actively looking for what you sell
- Drive more business with current customers

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Select One…

First Time User

Welcome to Ariba® Network

SMO Buyer has invited you to join Ariba Network.

New User

Are you new to the Ariba Network? If you do not have an account and would like to participate, click Register Now. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.

Register Now

I have further questions for my requesting customer

Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click Confirm to log in to the Ariba Network.

Username: [input field]

Password: [input field]

Forgot Password?

Confirm

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.
Register as a New User

1. Click Register Now.

2. Enter Company Information fields marked required with an asterisk (*) including:
   - Company Name
   - Country
   - Address

3. Enter User Account information marked required with an asterisk (*) including:
   - Name
   - Email Address
   - Username (if not the same as email address)
   - Password

1. Accept the Terms of Use by checking the box.
2. Click Register to proceed to your home screen.
Accept Relationship as an Existing User

1. **Log in** using your current Ariba username and password in order to accept the relationship with your customer.

   ![Existing User Form]

   If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network:

   - **Username:** 
   - **Password:** 

   When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.
Complete Your Profile

1. Select Company Profile from the Company Settings dropdown menu.

2. Complete all suggested fields within the tabs to best represent your company.

3. Fill the Public Profile Completeness meter to 100% by filling in the information listed below it.

Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.
Configure Your Email Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

1. **Click** on Notifications under Company Settings.

2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.

3. You can enter up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.
Configure Your Enablement Tasks

1. From home screen, select the Enablement Tab.
2. Click on the Enablement Tasks are pending link.
3. Select necessary pending tasks for completion.
4. Choose one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:
   Online, cXML, EDI, Email, Fax or cXML pending queue (available for Order routing only) and configure e-mail notifications.

Note: There may be times you see a pending task for your customer. This will not go away until your customer completes it.
Select Electronic Order Routing Method

1. **Click** on the Tasks link to configure your account.
2. **Choose** one of the following routing methods:
   - Online
   - cXML
   - EDI
   - Email
   - Fax
   - cXML pending queue (available for Order routing only)
3. **Configure** e-mail notifications.
Route Your Purchase Orders
Method Details

• **Online (Default):** Orders are received within your AN account, but notifications are not sent out.

• **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.

• **Fax:** Notifications of new orders are sent via Facsimile, and can include a copy of the PO as well as a cover sheet.

• **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please contact [GraceEnablement@Ariba.com](mailto:GraceEnablement@Ariba.com) to be connected with a Seller Integrator who will provide more information on configuration.
Select Electronic Order Routing Method

Notifications

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

2. Specify a method and a user for sending Order Response Documents (Confirmations and Ship Notices).
Select Electronic Invoice Routing Method

Methods and Tax Details

1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.
Configure Accelerated Payment Options

1. From the **Company Settings** dropdown menu, select **Accelerated Payments**.
2. Locate the notifications section, and select the boxes next to **Buyer Initiated Early Payment Offers** and **Standing Early Payment Offers**.
3. Enter up to three email addresses, separated by commas, of individuals within your company responsible for payment term configuration.
4. Click the **Save** button.
Locate Early Payment Term Offers

1. From the Inbox tab in your account, please select Early Payments to view opportunities.

2. Select the invoice to review early payment offers by clicking the check box next to the Payment ID and then click Review/Accept Early Payment Offer.
Review and Accept Early Payment Term Offers

1. Review the table of options of when you would like to receive payment on the invoice selected. Select the date to receive payment by clicking the radio button next to the payment date desired.

2. Click the Accept Early Payment Offer button at the bottom of the screen. The offer will then be sent to W.R. Grace.
Configure Your Remittance Information

1. From the Company Settings dropdown menu, select click on Remittances.

2. Click Create to create new company remittance information, or Edit, if you need to change existing information.

3. Complete all required fields marked by an asterisk in the EFT/Check Remittances section.

4. Select one of your Remittance Addresses as a default if you have more than one. If needed, assign Remittance IDs for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs.
Configure Your Remittance Information

Payment Methods

1. **Select** Preferred Payment Method from a drop-down box: Check, Credit card or Wire.
2. **Complete** the details for ACH or Wire transfers.
3. **Select** if you do or do not accept credit cards and click OK when finished.

**Note:** This does not change the method of payment from your customer, unless specified.
Review Your Relationships
Current and Potential

1. **Click** on the Customer Relationships link in the **Company Settings** menu.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers’ profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** potential customers in Potential Relationships tab.
Set Up User Accounts
Roles and Permission Details

Administrator
• There can only be one administrator per ANID
• Automatically linked to the username and login entered during registration
• Responsible for account set-up/configuration and management
• Primary point of contact for users with questions or problems
• Creates users and assigns roles/permissions to users of the account

User
• Up to 250 user accounts can exist per ANID
• Can have different roles/permissions, which correspond to the user’s actual job responsibilities
• Can access all or only specific customers assigned by Administrator
Set Up User Accounts
Create Roles and Users (Administrator Only)

1. **Click** on the Users tab on the **Company Settings** menu. The Users page will load.

2. **Click** on the **Create Role** button in the Manage Roles section and type in 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 and click save to create the role.

4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.

5. **Select** a role in the Role Assignment section and Click on Done.
Set Up User Accounts
Modifying User Accounts (Administrator Only)

1. Click on the Users 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
Enhanced User Account Functionality

1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
   - Quickly access your personal user account information and settings
   - Link your multiple user accounts
   - Switch to your test account
   **Note:** After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.

2. **Click** on My Account to view your user settings.

3. **Click** Complete or update all required fields marked by an asterisk.
   **Note:** If you change username or password, remember to use it at your next login.

4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.
Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.
Participate in a Multi-Org
Guidelines

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID’s to be included on the invoice.
- A Multi-Org is NOT:
  - A way to merge accounts.
  - A way to get a discount on Transaction Fees.
Structure Your Multi-Org

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.
Link Accounts Via an Account Hierarchy

Linkage between individual accounts for account management purposes

The administrator of the Parent account can log into the child account and take the following actions:

• Change settings on the child account and complete the company profile
• Publish catalogs
• Check the status of payment for the Ariba invoice and pay the invoice
• Upgrade to a higher Subscription package

The administrator of the Parent account cannot take following actions:

• View buyers on the Child account
• Create any documents (PO confirmations, Ship Notices, Invoices)
• Run Reports
Create an Account Hierarchy

1. From the Company Settings menu, click Account Hierarchy.
2. To add child accounts click on Link Accounts.
3. The Network will detect if there is an existing account with corresponding information.
4. On the next page log in if you are the Administrator of the account.

Note: If you are not the Administrator of the account, you can send a request as a ‘Non Administrator’ to the Administrator through an online form.
5. Once the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.
Set Up a Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.

2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.

3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.

4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.
   
   - Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.
   
   **Note:** Test account transactions are free of charge.

5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).
Section 3: Purchase Order Management

- View Purchase Orders
- Purchase Order Detail
- Create PDF of Purchase Order
Manage POs
View Purchase Orders

1. Click on Inbox tab to manage your Purchase Orders.
2. Inbox is presented as a list of the Purchase Orders received by W.R. Grace.
3. Click the link on the Order Number column to view the purchase order details.
4. Search filters allows you to search using multiple criteria.
5. Click the arrow next to Search Filters to display the query fields. Enter your criteria and click Search.
6. Toggle the Table Options Menu to view ways of organizing your Inbox.

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Manage POs
Purchase Order Detail

1. **View** the details of your order. The order header includes the order date and information about the buying organization and supplier.

   **Note:** You can always Resend a PO which was not sent to your email address, cXML or EDI properly clicking **Resend** button.

   Additional options: **Export cXML** to save a copy of the cXML source information **Order History** for diagnosing problems and for auditing total value.

2. **Line Items section** describes the ordered items. Each line describes a quantity of items W.R. Grace wants to purchase. Set the status of each line item by sending order confirmations clicking Create Order Confirmation. The sub-total is located at the bottom of the purchase order.
Manage POs
Create PDF of PO

1. Select “Download PDF” as shown.

Note: If the document exceeds 1000 lines or is larger than 1MB size, details are not shown in the UI. Therefore the detail is not included in the PDF generated.
Section 4: Other Documents

Order Confirmations (OC)
- Confirm Entire Order
- Reject Entire Order
- Update Line Items

Advanced Ship Notices (ASN)
- Create Ship Notice
- Delivery Terms and Transportation Details
- Details
- Submit Ship Notice and Status
Create Order Confirmation
Confirm Entire Order

This slide explains how to Confirm Entire Order.

1. **Enter** Confirmation Number which is any number you use to identify the order confirmation.

2. **If you specify** Est. Shipping Date or Est. Delivery Date information, it is applied for all line items.

3. **You can group** related line items or kit goods so that they can be processed as a unit.

4. **Click** Next when finished.

5. **Review** the order confirmation and click Submit.

6. **Your order confirmation is sent to W.R. Grace.**

Once the order confirmation is submitted, the Order Status will display as Confirmed. When viewing documents online, links to all related documents are displayed. Click Done to return to the Inbox.
Create Order Confirmation
Reject Entire Order

1. **From the PO view**, click the Create Order Confirmation button and select to Confirm Entire Order, Update Line Items for individual line items or Reject Entire Order.

2. **Enter a reason for rejecting** the order in case your buyer requires.

This example demonstrates the Reject Entire Order option. (Updating with Different Statuses will be explained on the next few slides.)
Create Order Confirmation
Update Line Items

1. **Select** Update Line Items, to set the status of each line item.
2. **Fill** in the requested information (the same as for Confirm All option).
3. **Scroll** down to view the line items and choose among possible values:
4. **Confirm** – You received the PO and will send the ordered items.
5. **Backorder** – Items are backordered. Once they available in stock, generate another order confirmation to set them to confirm.
6. **Reject** – Enter a reason why these items are rejected in the Comments field by clicking the Details button.

**Note:** If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.
Confirm Order
Update Line Items - Backorder

1. **Enter** the quantity backordered in the Backorder data entry field.

2. **Click** Details to enter Comments and Estimated Shipping and Delivery Dates for the backordered items on the Status Details page.

3. **Click** OK when done.

**Note:** If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.

4. **Click** Next.
Confirm Order
Update Line Items - Reject

1. **Enter** the quantity in the Reject data entry field to reject item.
2. **Click** the Details button to enter a reason for the rejection in the Comments field on the Status Details page.
3. **Click OK** when done.
Confirm Order
Update Line Items

1. **Continue** to update the status for each line item on the purchase order. Once finished, click Next to proceed to the review page.

2. **Review** the order confirmation and click Submit. Your order confirmation is sent to W.R. Grace.

3. The **Order Status** will display as Partially Confirmed if items were backordered or not fully confirmed.

4. **Generate** another order confirmation to set them to confirm if needed.

5. **Click** Done to return to the Inbox.
Create Ship Notice

1. **Create** Ship Notice using your Ariba account once items were shipped. Multiple ship notices per purchase order might be sent. Click the Create Ship Notice button.

2. **Fill out** the requested information on the Shipping PO form. The Packing Slip ID is any number you use to identify the Ship Notice. Choose Carrier Name and then Tracking # and Shipping Method will appear.

3. **Enter** Ship From information by clicking on Update Address. Any field with an asterisk is required.

4. **Check** if Deliver to information is correct. Click OK.

![Ariba Network Interface](image-url)
Create Ship Notice
Delivery Terms and Transportation Details

1. **Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.

![Image of delivery terms and transportation details interface](image-url)
Create Ship Notice
Details

1. **Scroll down** to view line item information and update the quantity shipped for each line item.

2. **Click Next** to proceed to review your Ship Notice.
Submit Ship Notice

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to W.R. Grace. Ship Notices provide improved communications to help avoid unnecessary calls to order support department.

2. **After submitting** your Ship Notice, the Order Status will be updated to Shipped. Submitted Ship Notices can be viewed from Outbox or by clicking the link under the Related Documents from the PO View.

3. **Click** Done to return to the Home page.
Section 5: Invoice Methods

Invoice Information
- Customer Specifications
- Invoice Rules

Invoice Methods
- PO Flip
- Non-PO Invoice
- Blanket Purchase Order
- Invoices
- Contract Invoices
- Credit Memo
- Copy Invoices

Invoice Management
- Search for Invoice
- Check Invoice Status
- Invoice History
- Modifying Invoices
- Invoice Reports
- Invoice Archival
W.R. Grace Invoice Requirements

1. Suppliers must create an Order Confirmation for the Purchase Order before creating the invoice
2. Suppliers must create an Advance Ship Notice for the Purchase Order before creating the invoice
3. Suppliers must include an estimated (or actual) shipping date on order confirmations and ship notices.
4. Suppliers are required to include a Remit To address on invoice
Review W.R. Grace Invoice Rules

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

1. Login to your Ariba Network account via supplier.ariba.com
2. Select the Company Settings dropdown menu and under Account Settings, click Customer Relationships.
3. A list of your Customers is displayed. Click the name of your customer (W.R. Grace).
4. Scroll down to the Invoice Setup section and view the General Invoice Rules.
5. If W.R. Grace 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.
Invoice via PO Flip

To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

1. From the home screen within your Ariba Network account, select the Create dropdown menu and select PO Invoice.
2. For PO Invoice select a PO number.
3. Click on the Create Invoice button and then choose Standard Invoice.
4. Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable. Review your invoice for accuracy on the Review page. If no changes are needed, click Submit to send the invoice to W.R. Grace.
Invoice via PO Flip

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

**Note:** Attachment file size should not exceed 40MB.
Invoice via PO Flip

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 you wish** to exclude a line item from the invoice, click on the line item’s green slider. You can also exclude the line item by clicking the check box to the left and clicking ‘Delete’.

**Note:** You can generate another invoice later to bill for the excluded item.

3. **Select** the line item to which tax is to be applied using the Line Item # checkbox. To apply the same tax to multiple line items, select those line items to be taxed at the desired rate.
4. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.
5. **Check** Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines.
Invoice via PO Flip
Additional Tax Options & Line Item Shipping

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

1. **Select** the Line Item to apply different tax rates to each line item.
2. **Click** Line Item Actions > Add > Tax. Upon refresh, the Tax fields will display for each selected line item.
3. **Click** Remove to remove a tax line item, if not necessary.
4. **Select** Category within each line item, then either populate the rate (%) or tax amount and click update.
5. **Enter** shipping cost to the applicable line items if line level shipping has been selected.
Invoice via PO Flip

Detail Line Items

6. **Additional information** can be viewed at the Line Item Level by editing a Line Item.
Invoice via PO Flip
Review Allowances and Charges

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

1. Header Allowance and Charges
2. Line level Allowance and Charges
Invoice via PO Flip
Line Item Comments

1. To add comments at the line items select **Line Items**, then click at Line Item **Actions > Add > Comments**.

2. Upon refresh or **Update**, the Comments field will display. Enter applicable Comments in this field.

3. Click Next.
Invoice via PO Flip
Add Service Lines to Invoices

1. **Select** the Add dropdown menu and select **Add General Service** OR **Add Labor Service**.

2. **Enter** details for General or Labor Service. General Service lines ask for limited details, including Service Start and End dates. Labor Service contains additional fields includes rate, term, and contractor information.
Invoice via PO Flip
Review, Save, or Submit to Customer

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

2. If no changes are needed, click **Submit** to send the invoice to W.R. Grace.

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

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

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

6. You can keep draft invoices for up to 7 days.

---

**Note:** In the event of errors, there will be a notification in red where information must be corrected.
Invoice Without a Purchase Order
Non-PO Invoice

To create an invoice without a PO:

2. Select Create Non-PO Invoice.
3. Select your Customer from the dropdown menu.
   - If you need to invoice a new customer click Invoice New Customer.
   
   Note: Your customer must generate a code for you to create non-PO invoices.
5. Click Next.
Invoice Without a Purchase Order
Non-PO Invoice

1. **Complete** all required fields marked with an asterisk (*).
2. **Complete** at least 1 of the Order Information Fields. If your customer disables the rule you are not required to enter info in Order Information section.
   **Note:** Add a customer Email address to have the document properly routed to the right approver.
3. **Use Add Item or Add Service Item** button to add the details of the item(s) being invoiced.
   **Note:** Be certain to provide complete details of the items or services provided.
4. **Add** Tax and Shipping as appropriate.
5. **Click Next** to continue.
6. **Review**, **Save** or **Submit** as Standard Invoice.
Invoice Against a Blanket Purchase Order

Locate Your BPO

To Create an Invoice from a Blanket Purchase Order (BPO):

1. Locate BPO in Inbox.
2. Click Create Invoice and Select Standard Invoice.
Invoice Against a Blanket Purchase Order

Header Level Information

3. Complete Header Section information as needed, including all information marked required with an asterisk (*).

4. Check the box of the line item you plan on invoicing against.

5. Click Create at the bottom and select the appropriate option; Goods or Services.
Invoice Against a Blanket Purchase Order  
Create a Line Item

6. **Update** required fields including the Quantity and/or Price fields to create the invoice line item. Click Create when done.
**Invoice Against a Blanket Purchase Order**

**Review Your Information**

7. **Once** completed, your invoice line will appear as a sub-line (i.e. 1.1) showing the quantity being invoiced.

8. **Repeat** process as needed for each line.

<table>
<thead>
<tr>
<th>Line</th>
<th>Quantity</th>
<th>UOM</th>
<th>Price</th>
<th>Part #</th>
<th>Auxiliary Part ID</th>
<th>Description</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>1.000</td>
<td>ACT</td>
<td>$10,000.00 CAD</td>
<td>Not Available</td>
<td>FNML NSL1 10.8 CAP-LH37 0/5 ENG#</td>
<td>$10,000.00 CAD</td>
<td></td>
</tr>
<tr>
<td>10.1</td>
<td>1</td>
<td>ACT</td>
<td>$10,000.00 CAD</td>
<td>Not Available</td>
<td>FNML NSL1 10.8 CAP-LH37 0/5 ENG#</td>
<td>$10,000.00 CAD</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>2.000</td>
<td>ACT</td>
<td>$10,000.00 CAD</td>
<td>Not Available</td>
<td>FNML NSL1 10.8 CAP-LH37 0/5 ENG#</td>
<td>$20,000.00 CAD</td>
<td></td>
</tr>
</tbody>
</table>

9. **Click Next** to continue.

10. **Review**, **Save** or **Submit** as Standard Invoice.
Invoice Against a Contract

To create a Contract Invoice:

1. From the home screen within your Ariba Network account, select the Create dropdown menu and select Contract Invoice.
2. Select W.R. Grace from the Customer dropdown list.
3. Complete invoice entry with all fields marked with asterisk (*).
Invoice Against a Contract
Header and Line Level Options

There is an option to add Tax, Shipping, Special Handling, Discount, Comments and Attachments to Contract Invoices.

To add Line items to the Invoice:
1. Choose from Non-catalog or Catalog options.
2. Enter required fields marked with an asterisk (*).
3. Update Total.
4. Click on Submit button to submit the invoice.
Create a Credit Memo

Header Level

To create a credit memo against an entire invoice:

1. Select the INBOX tab.
2. Select the PO to be credited by clicking the radio button on the PO.
3. Click on Create Invoice and choose Credit Memo OR select Credit Memo from the Actions dropdown menu.
4. Complete information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks are filled in.
5. Click Next.
6. Review Credit Memo.
7. Click Submit.
Create a Credit Memo
Line Level Detail

To create a line level credit memo against an invoice:

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

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

1. **Select** the OUTBOX Tab.
2. **Either Select** the radio button for the invoice you want to copy, and click Copy. **OR** Open the invoice you want to copy.
3. **On the Detail tab, click Copy This Invoice.**
4. **Enter** an new invoice number.
5. **For VAT lines,** make sure the date of supply at the line level is correct.
6. **Edit** the other fields as necessary.
7. **Click** Next, review the invoice, and save or submit it.
**Search for Invoice**  
*(Quick & Refined)*

**Quick Search:**

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

**Refined Search:** Allows a refined search of Invoices within up to 90 last days.

4. **Search** Filters from Outbox (Invoices).
5. **Enter** the criteria to build the desired search filter.
6. **Click** Search.
Check Invoice Status
Routing Status To Your Customer

Check 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 by selecting the invoice link.

Routing Status
Reflects the status of the transmission of the invoice to W.R. Grace via the Ariba Network.

• Failed – Invoice failed W.R. Grace invoicing rules. W.R. Grace 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 – W.R. Grace invoicing application has acknowledged the receipt of the invoice
Check Invoice Status
Review Invoice Status With Your Customer

Invoice Status
Reflects the status of W.R. Grace’s action on the Invoice.

- **Sent** – The invoice is sent to the W.R. Grace but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – W.R. Grace approved the invoice cancellation
- **Paid** – W.R. Grace paid the invoice / in the process of issuing payment. Only if W.R. Grace uses invoices to trigger payment.
- **Approved** – W.R. Grace has verified the invoice against the purchase orders or contracts and receipts and approved if for payment
- **Rejected** – W.R. Grace has rejected the invoice or the invoice failed validation by Ariba Network. If W.R. Grace accepts the 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
Review Invoice History
Check Status Comments

Access any invoice:
1. Click on the History tab to view status details and invoice history.
2. History and status comments for the invoice are displayed.
3. Transaction history can be used in problem determination for failed or rejected transactions.
4. When you are done reviewing the history, click Done.
Modify an Existing Invoice
Edit and Resubmit

1. Click the Outbox tab.
2. In the Invoice # column, click a link to view details of the invoice.
3. Click the Invoice # for the failed or rejected invoice that you want to resubmit and click Edit.
4. Click Submit on the Review page to send the invoice.
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.)
Section 6: Ariba Network Help Resources

Customer Support

Supplier Information Portal

Additional Resources

Useful Links and Webinars
Troubleshoot Your Invoice
Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Email SAP Ariba Enablement Team at GraceEnablement@Ariba.com
  - Registration/Account Configuration
  - Supplier Fees
  - General Ariba Network Questions

W.R. Grace Enablement Business Process Support

- Email W.R. Grace Enablement Team at AribaSupplierEnablement@Grace.com
  - Business-Related Questions

Supplier Support Post Go-Live

SAP Ariba Global Customer Support

- Click here to find your appropriate customer support phone number

W.R. Grace Supplier Information Portal

- Find your supplier information portal HERE
**Training & Resources**  
**W.R. Grace Supplier Information Portal**

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.

2. **Select** the buyer name to view transactional rules: The Customer Invoice Rules determine what you can enter when you create invoices.

3. **Select** Supplier Information Portal to view documents provided by your buyer.
Useful Links and Webinars Available

Links

- Ariba Supplier Pricing page
- Ariba Network Hot Issues and FAQs
- Ariba Cloud Statistics and Network Notification
  - Detailed information and latest notifications about product issues and planned downtime – if any – during a given day
- SAP Ariba Discovery
- Ariba Network Overview
- Support Center
- Learning Center

Webinars

- Supplier Success Sessions
  - Created by Ariba Network Customer Support
  - Example topics:
    - Introduction to Ariba Network
    - Registration
    - Invoicing
    - Using the help center
- 30 on Thursdays
  - Information sessions on Supplier best practices
  - Example Sessions:
    - Uncover Advanced Functionality to Maximize Value
    - Introduction to Supplier Electronic Integration
    - Roadmap to Your Ariba Network Subscription
- Live Demonstrations
  - Understand SAP Ariba’s solutions
  - Example Demos:
    - PunchOut for e-Commerce managers
    - Creating electronic catalogs
    - Integrating with your customers through cXML
Troubleshoot Your Invoice Issues

- How do I know which type of invoice to create?
- How do I cancel an invoice that I've sent?
- What does this error message mean?
- How do I edit and resubmit an invoice that I've sent?
- What should I do if my invoice has been rejected?
- Can I resend a failed or rejected invoice with the same invoice number?
- How do I tell when my invoice will be paid?
Thank you.