Ariba Standard Account FAQ for Supplier

1. What is the Standard Account capability of Ariba Network?

The Ariba Network Standard Account is a free way to link Purchase Orders to Invoices and automatically schedule payment, the benefit of this is on time payment & reduced errors. There is no need to upgrade to an Ariba Enterprise Account, unless you are ready for advanced capabilities such as support for catalogues, back-end integration or to manage larger document volumes through online access. Please note that you may be subject to fees if you upgrade from a Standard Account to an Enterprise Account.

2. What is the difference between Ariba Network Standard Account and Ariba Network Enterprise Account?

Standard Accounts are free, easy-to-use accounts that allow suppliers to exchange an unlimited number of basic documents such as purchase orders, order confirmations, invoices, and view status of their orders.

Enterprise Accounts offers suppliers greater functionality and support but is subject to fees depending on transaction volume. Some of the benefits on offer to a supplier who upgrades to an Enterprise Account include:

- Complete visibility of all previous purchase orders you received and access all documents you have created whereas a Standard Account only provides visibility of the last 50 documents.
- Reporting on order history, document statuses and customer transactions
- Potential Integration of your order fulfilment and invoicing systems to the Ariba network, enabling straight through processing. Standard Account is not integrated into your invoicing system.
- Ability to upload and maintain catalogues and pricing specific to each buyer/client
- 24/7 online support whereas Standard Account has self-service training material and limited support.

For further information on upgrading to an Enterprise Account, we recommend discussing options with SAP Ariba support or referring to the Supplier Information Portal. A link to the portal can be found in the *Customer Relationship* profile for Medibank. (Refer to FAQ 8. below)

3. How can I access my Ariba Network Standard Account?

You will be able to register and access your Standard Account from the Interactive Email containing the original order from Medibank. A helpful video can be found here.

4. What happens if I have misplaced the interactive email?

If you are already registered for Standard Account and misplace the interactive email containing the link to your order, you can resend it by logging in to your Ariba Network Standard Account. In the *Orders, Invoices and Payments* search box on the home dashboard of your account, click *Select > Send me a copy* to take action in the Action column next to the Purchase Order.

5. **What if I have already signed up for Ariba Enterprise Account to transact with Medibank? Can I switch to Ariba Standard Account for Medibank?**

If you are already using Ariba Enterprise Account, it is recommended that you continue using this transaction method. There is no direct way to change an Ariba Enterprise Account subscription to Ariba Standard Account. You would need to abandon your current account relationship, then request from Medibank to re-enable you using Ariba Standard Account. Any existing relationship information you have with Medibank would not be carried over to the new Ariba Standard Account and you would start over again with an entirely new relationship. If you are using catalogues, integrations or value the inbox/outbox functionality provided by the supplier portal on Ariba Network, you should carefully compare functionality before abandoning your existing account. Any outstanding SAP Ariba invoices would need to be settled between you and SAP Ariba.

6. **Can I have a Standard Account for one customer but an Enterprise Account for another?**

Yes, you can have a separate account for each customer (with a different Ariba Network ID and log in details) or you can consolidate all customer relationships under one account.

7. **If I have multiple buyers other than Medibank that invite me to use a Standard Account, can I consolidate these into one account?**

Yes. When you receive the first purchase order via interactive email from a new buyer, you can login using your existing Ariba Supplier Network credentials. This will automatically establish a transaction relationship with your existing Ariba Supplier Network account and the new buyer.

8. **How can I find a Purchase Order (PO)?**

a) First, make sure that you have an active trading relationship with Medibank.

A trading relationship is a link between your Ariba Network Standard Account and Medibank's Buyer Account on the Ariba Network. It allows for the transfer of documents such as purchase orders and invoices between you and Medibank.

To check your trading relationships, click on **Company Settings** at the top right hand corner of your Standard Account homepage and select **Customer Relationships**:
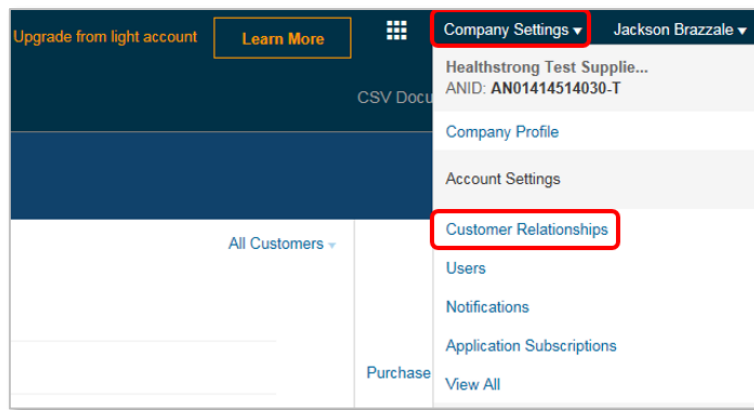
Select the **Current Relationships** tab. You will be able to see all Pending, Current and Rejected trading relationships you have with customers. Please ensure that Medibank is *Current*. To move a relationship from Pending to Current, select the checkbox next to the supplier and click *Approve.* The link to Medibank's **Supplier Information Portal** is located here as well.
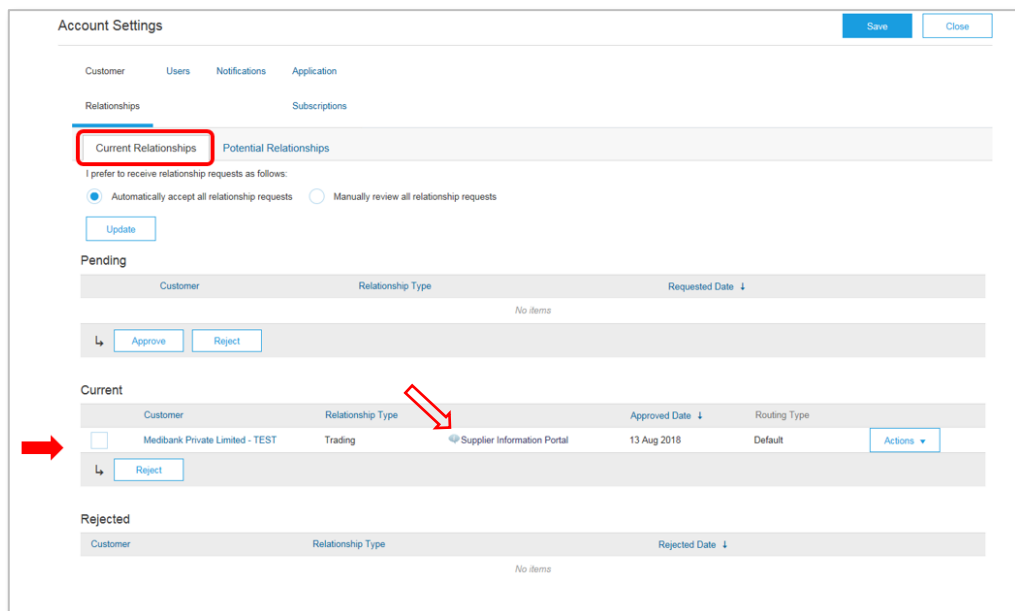


If you do not have a trading relationship with Medibank, you will not be able to invoice or complete any related actions.

b) Try searching for the purchase order.
- Log in to your Standard Account
- Scroll down to the *Orders, Invoices and Payments* search box and use the two drop down menus in the top right hand corner to filter POs based on customers, date PO was sent (e.g. last 31 days) or by recent documents (e.g. last 50 documents).

c) Confirm with your Medibank representative that the Purchase Order has been sent through Ariba.

d) Confirm that the Purchase Order has been sent to the correct account, as it is possible that your company has multiple Ariba accounts and the order was sent to another one. If you received the Order through email, look for an Ariba Network ID (ANID) in the email notification. The Ariba Network ID contains the letters 'AN' and is followed by 11 numbers. Make sure this ANID matches the ANID of the current account.

If the ANID is different, please contact the administrator of that account to access the Order. Medibank can also check in their procurement application to find out the ANID for the account.

e) Check with the account administrator to make sure you have the appropriate role and customer assignment to view the order. Go to *Company Settings > Accounts Settings > Users* to manage access with your Standard Account.

## 9. How do I register for an Ariba Enterprise Account to access the additional features?

At the top of your Standard Account homepage there is text that reads: *Upgrade from Standard Account*. Next to this text is a *Learn More* button – click this button to find out more details on an Enterprise Account as well as further instructions on how to upgrade. Please note that transaction fees may be chargeable by SAP Ariba under an Enterprise Account, depending on the number and total amount of invoices you send us – details of this are available via the *Learn More* link above.
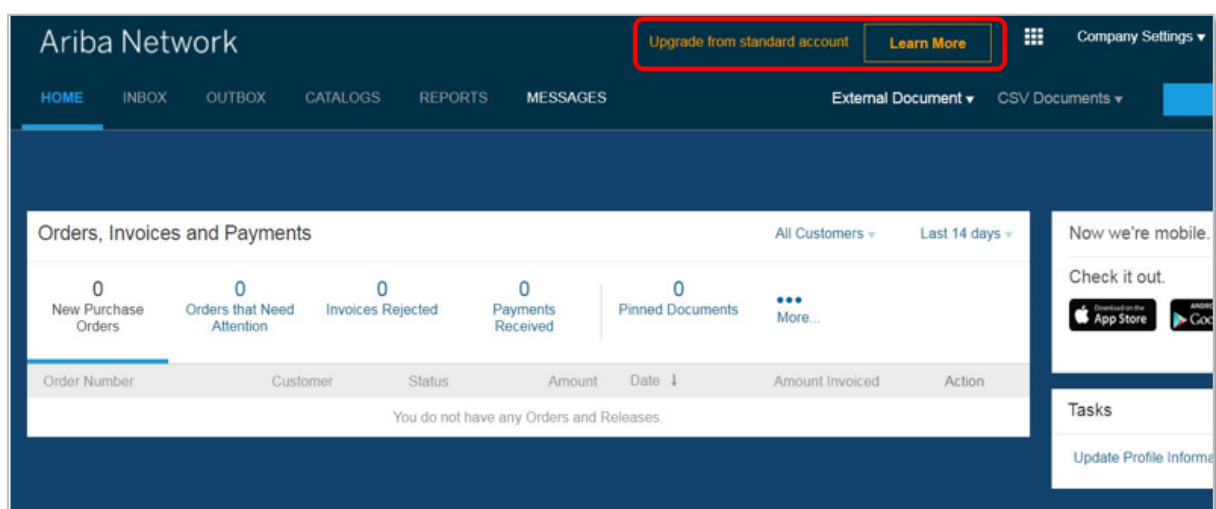


For further information on upgrading to an Enterprise Account, we recommend discussing options with SAP Ariba support or referring to the Supplier Information Portal.

## 10. How do I know when my Invoice is going to be paid?

Scroll down to the Orders, Invoices and Payments search box and click on **More** to reveal an increased selection of tiles. The scheduled payment date for an Invoice is visible under the Invoice Pending Payment and is calculated by applying the agreed payment terms to the Invoice 'Approved' date.

## 11. Do I need to include GST when creating an invoice?

Yes, if the goods and/or services are taxable under the Australian tax legislation, GST must be applied to each Invoice line.

## 12. How do I add Tax to the invoice?

On the Invoice Header under *Tax*, select Line level tax.



Scroll down to *Line Items*

- Click in **Tax Category**
- Click in the **Tax Category field** to display the drop down box
- Select the applicable tax.
- Click on **Add to Included Line**



**Note:** A tax field will open for each item within the invoice:

### 13. What does the 'Information Only' check box mean?

The 'Information Only' field is found on the *Create Invoice* page under the *Additional Fields* sub-heading.

If you tick the 'Information Only' check box, you are informing Medibank that this invoice is not a request for payment. As a result the invoice information is displayed in read-only format and cannot be process for payment by our Accounts Payable Team.

**Please <u>do not</u> tick this box. Medibank will not be able to process your invoice.**



### 14. Who do I contact if I've been locked out of my account?

If your account becomes locked from entering the wrong username and password combination several times in a row, reset your password to unlock your account immediately.

Otherwise, your account will be unlocked automatically after a few hours. You can try your username and password combination again at this point.

Follow this procedure to unlock your account immediately:
1. Click *Having trouble logging in?* on the login page of http://supplier.ariba.com and follow the prompts to reset your details and access your account.
   URL: http://supplier.ariba.com

## 15. Where do I go for additional support?

Click on the *Help Centre* link in the top right hand corner of the Ariba Supplier log-in page.