Ariba Network
Guide for Kelda Group Suppliers
Contents

Introduction
Vision
Benefits
Processes
Help and support
Introduction

• We’re pleased to announce a new initiative for improving and streamlining our **Sourcing, Purchasing, and Accounts Payable** processes, by implementing an automated solution.

• To fulfil our vision of moving away from paper-based, manually transmitted documents, we’ve partnered with **SAP Ariba**, to transact electronically through the **Ariba® Network**.

• SAP Ariba is the largest business-to-business network in the world. This electronic platform has been provided to global businesses of all sizes since 1996, and we’re excited about making it available to you.

• As a supplier of Kelda, you’ve been selected to participate in this initiative in order to maintain our ongoing business relationship.

• This presentation provides the basic information you need to manage **Purchase Orders** from **Kelda Group** including **Order Confirmations**, **Advanced Shipping Notices**, **Service Sheets** and **Invoices**.
Introduction

Vision

Benefits

Processes

Help and support

Automated processes

Catalogue driven purchasing

Electronic collaboration

Buying Channels
Vision

To provide suppliers with a clear, efficient process that ensures they are paid on time and reduces their cost of interacting with YW
Automated Processes

Reducing manual and inefficient ways of working

Streamlined
- Suppliers using the Ariba network to receive and confirm orders, goods receipt, and invoice

User friendly
- Simple to use systems to help with buying and delivery
Catalogue driven purchasing

- The aim is for as much purchasing as possible to be catalogue-based
- YW Procurement team is reaching out to suppliers to understand the possibility of cataloguing

Catalogues

- Catalogues increase the visibility of your products and services to the wider Ariba Network
- Catalogues makes it easier and quicker for people to find required items and create straightforward Purchase Orders

Up to date

- There will be some Supplier-maintained (Punch-out) catalogues. These ensure up-to-date specifications and pricing
Electronic collaboration

All YW procurement to pay processes are now encompassed in the new solution

Prior to the single Ariba system there were several systems and processes to handle procurement: SAP, SRM, Spreadsheets, Offline Sourcing, emails, etc.

Upstream: sourcing

Collaborative requisition  Request For Information  Request For Proposal  e-auction

Downstream: requisition-pay

Order confirmation  Advanced shipping notification  Goods receipt / service entry  Invoicing: PO Flip to the value on GR / Approved Service Sheet
Purchasing Channels

**Green**
- Catalogue purchase from known Supplier
- Material/service specified
- Price set
- Contract exists

**Amber**
- Known Supplier
- Material/service might be known/unknown
- Price unknown
- Overarching Contract exists
- No catalogue item exists
- PO/Contract created as follow-on to an ARIBA Sourcing (3 Quote) event

**Red**
- Supplier unknown
- Material/service unknown
- Price unknown
- No contract exists
- No catalogue exists
- Sourcing Event must take place
Introduction

Vision

Benefits

Processes

Help and support

Connect with other businesses

Boost sales through catalogues

Better quality of PO’s sent to the suppliers

Faster Payment

Participate in our tendering and RFQ processes
Benefits

Connect with other Ariba enabled businesses

• Potential new business opportunities through visibility to other buying organisations on the Ariba Network and Ariba Discovery.
Benefits

Boost sales through catalogues

• easier to use for our business requesters, wider visibility of approved goods/services
Better quality of PO’s sent to the suppliers

• better master data and management information,
Benefits

Faster Payment

• Automated payment based on accurate invoicing and payment terms
Participate in our tendering and RFQ processes

• ranging from collaborative requisitioning and ‘tactical’ low value 3 quote processes through to ‘strategic’ high value OJEU Sourcing Projects
Supplier Onboarding
New Supplier onboarding – Process flow

Kelda Group

Create Supplier Request
Invite Supplier to Register

Approve Supplier Registration

Approved=Supplier Registered
Send qualification questionnaire

Approve supplier qualification

G & C - Check data for compliance

AP – Confirm Bank details

Denied=Supplier can't be invited to events
Resend Invitation with comments

Denied
Resend Questionnaire with comments

Supplier

Create AN Account
Logs on to Ariba Network
Completes Supplier Registration (within 7 days when the link expires)

Complete questionnaire

Supplier onboarded

All existing suppliers have been migrated across and are available to receive P.O’s
New Supplier onboarding – Steps

1. Buyer - Create Supplier Request
2. Buyer - Invite Supplier to Register
3. Supplier - Create AN Account
4. Supplier - Logs on to Ariba Network
5. Supplier - Completes Supplier Registration
   a) Supplier must respond within 7 days when the link expires
6. Buyer - Approve Supplier to Registration
   a) Approved=Supplier Registered
   b) Denied=Supplier can’t be invited to events
7. Buyer - Send qualification questionnaire
   a) Supplier AN-ID automatically updated
8. Supplier - Complete questionnaire
9. Buyer - Approve supplier qualification
10. G & C - Approve supplier qualification
    a) Check data for compliance
    b) Data sent to S/4 (automatically) BP created
11. AP – Change Business partner
    a) Type = Vendor
    b) Confirm Bank details
Ariba Network ID (ANID)

Some suppliers already have an ANID (Some have multiple ANIDs)

- All active suppliers from the old system have been migrated into Ariba, with new Ariba Network IDs for each one
- These are the network IDs that orders are being raised for

Suppliers should check if they are using the correct ID

- Organisations with multiple ANIDs may roll up their various accounts into a “multi-org” relationship
- Contact Ariba to consolidate all your organisation’s ANIDs under one parent Account
Setting up & Types of Ariba Supplier Accounts

**Set-up requirements**
- Internet connection & Browser

**Free of Charge**
- Suppliers on **Standard Accounts** (previously Light Account) - *regardless of the number of transactions you carry out.*

**Fees**
- For **Enterprise Accounts**
  - New Suppliers to Ariba Network generally start for free,
  - Fees applied when transaction volume crosses a threshold
  - Fees are billed by and payable to **SAP Ariba**. *Any fees assessed may be offset by the administrative, financial and business development benefits outlined.*

For more details about fees, please visit [Ariba’s Subscriptions and Pricing website](#).
Enterprise Account vs Standard Account

Enterprise account (Greater Functionality)
- POs sent to the Ariba network
- All functionality is within the Ariba network
- PO’s processed in the Suppliers Ariba Network account
- Full visibility of all P.O’s including transaction history, no need to locate previous emails
- Direct access to technical support and onboarding agents
- Automated submission and receipt of orders and invoices with the use of integration standards
- Costs may incur depending on subscription levels and no of documents and business transactions exchanged

Standard Account (Basic Functionality)
- POs received via email
- PO’s have to be processed via the interactive PO email
- Free for all basic transactions
- No charges will apply on this account regardless on the number of documents and business transactions exchanged
- Limited functionality and support limited to online help centre, documentation and training videos
- Receive invoice status notifications
Company Profile Management
Company Profile Management

YW will send an invitation for a supplier to Register in Ariba. When you first receive an invitation to register by YW and Sign Up to the Ariba Network, we strongly recommend you review your account and network settings.

Account Access and Homepage

• Go to Supplier.Ariba.com and enter your username and password to login to your Ariba Network account.

• Your homepage (see image, below) provides you with an overview of Orders, Invoices and Payments.

• You can manage your tiles by selecting More and Manage Default Tiles. This page will also give you an indication of orders that require attention, e.g. Orders to Confirm, Orders to Ship or any New Purchase Orders received.
Company Profile Management

Updating your Company Profile – Only Account Administrator can make these changes

• All mandatory fields will have been pre-populated with information you supplied when signing up to the Ariba Network.

• To update your Company Profile, select **Company Settings** and **Company Profile**. Complete your Public Profile by updating areas such as Commodities, Short Description, Website, Certificates, Company Logo and Company Description.
Company Profile Management

- Updates your Notification settings – Only Account Administrator has the authority to do so.
- Suppliers have the option to choose which notifications to receive and assign email addresses for where these notifications should be sent.
- Select **Company Settings > Network Notifications/Notifications**.
Adding Additional Email Addresses

- Suppliers also have the option to add up to 5 email addresses to send the Purchase Order to.
- Select **Company Settings > Electronic Order Routing**
- Enter preferred email address next to **Catalog Orders without Attachments**

### New Orders

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Routing Method</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catalog Orders without Attachments</td>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

- **Email address:** YWAAreaTest1@gmail.com
- Attach cXML document in the email message
- Include document in the email message
- Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method “Like as new catalog orders without attachments”.
- Attach PDF document in the email message
Company Profile Management

- Updates your Notification settings – *Only your Account Administrator has the authority to do this*
- Suppliers have the option to add additional users with an assigned role to their Ariba Network account. Select **Company Settings > Users**
Company Profile Management – Standard Settings

It is best practise to set up some standards to ensure auto-population in the Invoice, saving time and preventing errors

- **Supplier Identifier ID** – Company Registration Number (Companies House)
- **VAT ID** – VAT Number

Select **Company Settings (Cog Icon) > Company Profile > Business Tab**

**Finance Information** – Commercial Identifier – Company Registration Number as at Companies House

**Tax Information** – VAT ID – VAT Reg Number
Legacy Accounts

Suppliers have a choice to sign up to a **Standard** Account or upgrade to an **Enterprise** account.

A **Standard** account is **free of charge** regardless of the number of transactions that are carried out. This type of account has **basic functionality**, where all orders must be **processed** via the interactive **PO email**.

**Enterprise** accounts may **incur charges** which are determined by the number of documents and business transactions through the Ariba network. This type of account has **additional functionality** and enables suppliers to **manage** and **process** orders via their **Ariba network account**.
Purchase Orders
Purchase Orders – Purchase to Pay Process

Kelda Group
- Order Raised by Requisitioner

Supplier
- Receives email with link to PO in ARIBA

Order Confirmation and/or Advanced Shipping Notice
- Goods delivered / Service Performed according to Purchase Order requirements

Goods Receipt / Service Sheet
- Goods Receipt posted / Approve Service Sheet:
  - Not Approved:
    - Supplier asked to make amendments
  - Goods Receipt posted / Approve Service Sheet:
- PO Flip / Supplier submits invoice
- Payment – based on 3-way match

Please ensure that you save each interactive PO e-mail for future use, because that e-mail is the starting point for all transactional activity relating to the PO.
PO - Receiving

You will receive a Purchase Order (PO) notification to the e-mail address that’s set up on our system. Please note, standard account users can only access POs via the e-mail notification so please ensure you save this e-mail for future use, because that e-mail is the starting point for all transactional activity relating to the PO.

1. Open the interactive PO e-mail notification and click on the Process Order button.

2. Enter your username and password on the Supplier Login page. This will take you directly to the Purchase Order where you will have to create an Order Confirmation.

- If you lose your e-mail, log in to your Ariba Network Account, click New Purchase Orders, click Select (under actions), click ‘send me a copy to take action’, then click resend.

- **Standard Account**: You must open the interactive PO e-mail notification and click on the Process Order button.

- **Enterprise Account**: Login to your Ariba Network account, click on Inbox and find the relevant Purchase Order.
PO - Receiving (Version Control)

- Whenever a YW requester makes an amendment to a previously approved order, you (supplier) will receive an updated version of the Purchase Order (with the same PO number) through the e-mail address that’s set up on our system.

- The previous version of the PO will now be marked as Obsoleted.

- You should always take care to check that you are accessing the latest version of the Interactive PO email whenever you click on the Process Order button. The system might not stop you from creating a service sheet on the obsoleted version, but it will be rejected when sent for approval.
PO - Confirming

An Order Confirmation is mandatory for service orders. Without an Order Confirmation, the Create Service Sheet button will not be available, therefore an invoice cannot be submitted on the Ariba Network nor can payment be released.

Goods Receipts can be carried out without confirmation.

- **Standard Account**: To perform an order Confirmation, you must open the interactive PO e-mail notification and click on the Process Order button. Please follow Steps 1-5.
- **Enterprise Account**: Login to your Ariba Network account, click on Inbox and find the relevant Purchase Order. Please follow steps 1-5.

1. Select **Create Order Confirmation**
2. Select either **Confirm Entire Order, Update Line Items** (if you wish to partially confirm an Order with more than 1 item) or **Reject Entire Order** (select a reason in the drop down).
3. Input a Delivery date in the **Estimated Completion Date** field (this is a mandatory field) and complete any other necessary fields.
4. For orders with Multiple Line Items, select **Confirm** or **Reject** (specify a reason) against each line item on the Purchase Order, then select **Next**

*For Material Purchase Orders*, you will have the option to confirm individual line items by selecting **Update Line Items**. Scroll down to the **Line Items section**, enter the confirmed/rejected quantity in the **Confirm/Reject** field.

To edit the details per line item, including Shipping/Delivery dates and any comments, select **Detail** next to the relevant line item.

5. Review the Order Confirmation and select **Submit**. A notification will be sent to the Yorkshire Water requisitioner

- **For material requisitions**, the next step is to create an **Advance Shipping Notice**
- **For service requisitions**, the next step is to create a **Service Sheet**
- **For further help on Confirming an Order**, please watch
Advanced Shipping Notice
The ASN functionality is only available for materials (Service POs will not have this option).

The ASN functionality is beneficial to both YW and suppliers as it enables YW to plan for site access, availability of equipment and qualified personnel (especially for hazardous materials) for delivery to be performed efficiently and safely.

ASN will be a mandatory process step for all chemical suppliers, when the MRP (material resource planning) functionality for automatic reordering is switched on.

1. Select Create Ship Notice (This button is inactive if confirmation has not been done).
2. Complete the mandatory fields (Packing Slip ID, Shipping Date, Delivery Date) and any other necessary fields you wish to provide to the Yorkshire Water requisitioner.
3. Click Next and Submit.

Standard Account: To perform an order Confirmation, you must open the interactive PO e-mail notification and click on the Process Order button. Please follow Steps 1-3.

Enterprise Account: Login to your Ariba Network account, click on Inbox and find the relevant Purchase Order. Please follow steps 1-3.
Receipting
Once the service PO has been confirmed, a **Service Sheet** is mandatory for Service Orders; and requires Yorkshire Water requisitioner approval. This is a prerequisite to an Invoice being submitted for payment.

- **Standard Account:** To complete a Service Sheet, you must open the interactive PO e-mail notification and click on the Process Order button. Please follow Steps 1-3.
- **Enterprise Account:** Login to your Ariba Network account, click on Inbox and find the relevant Purchase Order. Please follow Steps 1-3.

1. Once the requested Services have been performed as described in the PO, select **Create Service Sheet** (this is only available if a Service Purchase Order has been sent)
   - If you need to service the full PO, go to page 41
   - If you need to partially service a PO go to page 42
   - If you have unplanned costs that need to be added, go to page 44/45.
Service Sheet- Full Service

2. Complete the Service Sheet (you can add comments and add attachments). Ensure all the mandatory fields in the summary section are completed including:
   - **Service sheet number** (restricted to a maximum of 16 characters)
   - **Service Start Date**: The start date of the specific tasks/services being recorded (not the start date of the PO)
   - **Service End Date**: The end date of the specific tasks/services being recorded (not the end date of the PO)
   - The details of the Approver will auto-populate, please do not amend

3. Scroll down to the Service Sheet Lines section. This section shows the Planned Service Lines created on the PO by the YW requisitioner.
   - Select the line(s) you need to create a Service Sheet for.
   - Go to page 48 for the next step.

⚠️ As you complete the various fields of the service sheet, it is good practice to click **Update**, the system will notify you of any fields that contain errors and need to be corrected before proceeding.
Dealing with Partial Service Delivery

POs will come with two possible variations in the way the Qty / Unit and Price fields are used, in order to make it simple to record and invoice for partial delivery of services.

Note: With partial invoicing, you can always come back to process the remainder of any line item at a later date when following the same process.

Simple Service Orders

- PO is created with a quantity, Qty, of 1, and a total price for the whole service order.
- To record partial service delivery or receive a staged payment, you will need to calculate the accumulated quantity and enter this in the quantity field; e.g., when you need to be paid a quarter, 25%, of the order value, enter 0.25 in the Qty field and the system will calculate the appropriate total value.

Framework / Call-Off Service Orders

- PO is created for a long term delivery of a service with variable service delivery during the life of the order. The Price will be £1 and the Quantity will be the numerical value of the contract price with a Unit of measure as GBP.
- To record partial service delivery or receive a staged payment, you will simply enter the accumulated monetary value in the Quantity field, and the system will multiply it by £1 to give you the relevant total.
Service Sheet- Partial Service (Multiple Lines)

- You may receive a PO with multiple service lines. In the Service Sheet lines section, please select the relevant check box(es) that you wish to create a Service Sheet for.

- If you need to exclude an item from the Service Sheet, delete the unneeded line by either turning off the include slider or selecting the check box and clicking the delete button. You are only deleting the item from the Service Sheet, as it remains on the order, and you can always come back and process another Service Sheet for this line item at a later date when the service is complete following the same process.

As you complete the various fields of the service sheet, it is good practice to click **Update**, the system will notify you of any fields that contain errors and need to be corrected before proceeding.
Service Orders have a tolerance level (Maximum Amount) that allow unplanned costs to be added to the service sheet. As a supplier, you will not see this additional amount on the Purchase Order.

If the service sheet gives you an Exceeded Amount error message, it means the requester has not put in sufficient tolerance. Contact the requester named on the order, and ask them to amend the order.

Note that amended orders will be resent as a new version with the same PO number. The Service Sheet must be entered against the latest version, not the obsoleted original.
If you need to add unplanned costs and the service line items do not cover this, **select a child line, click Add and then select Unplanned Item**.

Do not create a standalone Unplanned item, otherwise the subsequent invoice will not be processed.

The description of the unplanned service needs to be entered in the second **Part No/Description** field as shown below. *Always leave the first field blank as this will cause an error.*

The unit of measure in the **Unit** field **MUST** match exactly the one on the PO, otherwise, the subsequent invoice will fail in the system and payment will be delayed.

Enter the value of the unplanned service in the price field.

As you complete the various fields of the service sheet, it is good practice to click **Update**, the system will notify you of any fields that contain errors and need to be corrected before proceeding.
Remember that you can only add unplanned costs against a relevant child item (line item) from the PO.

Do not delete the child item if it does not match the SES amount.

- If the PO is in the wrong format contact the requestor to change the PO (pound units). If you delete the child and insert a new line item as a replacement, the item will fail.
- If you delete the child and insert a new line item as a replacement, the item will fail.

If the PO format is not an exact match, e.g., 1 unit @ £2000, but you have multiple service sheets, you need to divide the proposed Service Sheet amount in the QTY field by the PO total (using all decimal places that the calculation results in).

E.g., Example Purchase Order = QTY 1 @ £2000
   Service costs to be invoiced = £356.20
   Service Qty (356.20/2000) = 0.1781
Service Sheet

1. Once you have completed all the relevant fields, Click **Update** to check for errors and omissions

2. Click **Next**

3. Click **Submit** on the subsequent screen
   *Approval will now be sought from the relevant Yorkshire Water requisitioner which will enable the payment process*

4. The status of the service will change to either **partially serviced** or **serviced** depending on how the Service Sheet has been completed
   - You will receive a notification once the Service Sheet has been approved
   - **Rejected Service Sheets will come with an explanation. A new Service Sheet will need to be submitted with the required amendments.**

⚠️ As you complete the various fields of the service sheet, it is good practice to click **Update**, the system will notify you of any fields that contain errors and need to be corrected before proceeding.
Invoicing

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ITEM ONE</td>
<td>25</td>
</tr>
<tr>
<td>ITEM TWO</td>
<td>75</td>
</tr>
<tr>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>
Ariba Invoicing Introduction

Invoices submitted via the Ariba network is now Yorkshire Waters method of processing invoices.

The benefits include:

- Approved Service Sheets will automatically create the data that allows suppliers to create (Flip) invoices in Ariba that will flow through for prompt payment as they meet the 3-way match invoice verification requirement.

- Ariba Invoices are not manually handled and therefore will not be blocked for payment.

- The invoice generated via the Ariba portal will be the tax document used for both YW and the supplier to enable them to pay and recover VAT. Suppliers will be responsible for ensuring the correct VAT treatment is applied on the Ariba generated invoice. Ariba generated invoices will be the document of record for the transactions from an HMRC perspective.

- Improved (real time) visibility of payments with no risk of invoices being lost including status updates.

- Payment due date is automatically calculated from the supplier's previously agreed payment terms.

- To ensure both YW and the Supplier optimise the functionality of the new system, please do not send/email manual invoices to YW Accounts payable for PO numbers starting with "48".
Creating Standard Invoice (1 of 3)

Once the goods are receipted and/or Service Sheets approved by Yorkshire Water requisitioners, you will be notified and you can submit an invoice for payment.

- **Standard Account:** To submit an invoice, you must open the interactive PO e-mail notification and click on the Process Order button. Please follow Steps 1-5.
- **Enterprise Account:** Login to your Ariba Network account, click on Inbox and find the relevant Purchase Order. Please follow steps 1-5.

1. Click on **Create Invoice** and select **Standard Invoice**
   - The value of the invoice will automatically pull through from the **Goods Receipted** value (Materials) or the **Approved Service Sheet** value (Services)

2. Complete all the Mandatory fields including:
   - the **Invoice No.** (16 characters or less)
   - **Invoice Date** – For practical reasons, this can currently be backdated. This feature is a new development that will be reviewed in January 2020
     usually, this is not allowed and the payment due date is usually calculated from the payment terms based on the Invoice Date
   - Ensure the **Header level tax** is checked. The **Category** section should default to **20%**, if not please correct from the drop down menu.
   - Supplier **VAT/Tax ID** – enter VAT number (To auto-populate this, please read page 29)
   - Supplier **Commercial Identifier** – enter Company Registration Number (To auto-populate this, please read page 29)
   - Enter a Service **Start Date** and **End Date** – this is mandatory for Service Orders
   - **Line Level Shipping** – The system will not allow you to add shipping costs, this is disabled for Yorkshire Water
Creating Standard Invoice (2 of 3)

Go to the Line Item section

• Note: the QTY and costs in this section represents the Goods Receipted amount or the approved Service amount. This figure must remain the same for the Invoice to match (when the invoice is submitted).

• Use the ‘Line Item Actions’ option to:
  • Add any comments
  • Attach any supporting documentation
  • Click Update - the system will notify you of any errors that need to be corrected.
  • Click Next (Review)
Creating a Standard Invoice (3 of 3)

- You will now be taken to the final submission page titled *Create Invoice*

4. Review all information on the Invoice, then select **Submit**

You will be returned to the **Purchase Order** screen and the status of the Purchase Order changes to **Partial/Invoiced**

5. Click **Done**.

- For further help on Submitting an Invoice, please **watch**
Credit Memos
Ariba Credit Memos

If you owe money to a Yorkshire Water from a previous transaction, you can send a credit memo by flipping an invoice.

A credit memo credits the YW account for money owed in order to balance its account with you.

Credit memos act as adjustment documents if the supplier should come to owe the customer money through wrong VAT, returned goods, overcharges, etc.
Ariba Credit Memos

Enterprise Account

1. Log into your Ariba Network Account
2. Go to Page 55

Standard Account

1. Find the interactive PO email
2. Click the **Process Order** Button
3. Go to Page 56
Ariba Credit Memos

1. Click on the **Invoices** tab
2. Click on the relevant **Invoice Number**
3. Go to Page **57**

<table>
<thead>
<tr>
<th>Invoice Number</th>
<th>Customer</th>
<th>Reference</th>
<th>Date</th>
<th>Amount</th>
<th>Currency</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>INV_668</td>
<td>Kelda Group Limited inclusive of Yorkshire Water, Loop and Keyland</td>
<td>4803000668</td>
<td>28 Oct 2019</td>
<td>£3,612.00</td>
<td>GBP</td>
<td>Approved</td>
</tr>
<tr>
<td>669</td>
<td>Kelda Group Limited inclusive of Yorkshire Water, Loop and Keyland</td>
<td>4803000669</td>
<td>28 Oct 2019</td>
<td>£960.00</td>
<td>GBP</td>
<td>Approved</td>
</tr>
<tr>
<td>CR668</td>
<td>Kelda Group Limited inclusive of Yorkshire Water, Loop and Keyland</td>
<td>4803000669</td>
<td>28 Oct 2019</td>
<td>£3,612.00</td>
<td>GBP</td>
<td>Approved</td>
</tr>
<tr>
<td>Inv_671</td>
<td>Kelda Group Limited inclusive of Yorkshire Water, Loop and Keyland</td>
<td>4803000671</td>
<td>29 Oct 2019</td>
<td>£105.00</td>
<td>GBP</td>
<td>Approved</td>
</tr>
<tr>
<td>SES_672</td>
<td>Kelda Group Limited inclusive of Yorkshire Water, Loop and Keyland</td>
<td>4803000672</td>
<td>29 Oct 2019</td>
<td>£860.00</td>
<td>GBP</td>
<td>Approved</td>
</tr>
<tr>
<td>CR 671</td>
<td>Kelda Group Limited inclusive of Yorkshire Water, Loop and Keyland</td>
<td>4803000671</td>
<td>28 Oct 2019</td>
<td>£1,805.00</td>
<td>GBP</td>
<td>Approved</td>
</tr>
<tr>
<td>CR669v1</td>
<td>Kelda Group Limited inclusive of Yorkshire Water, Loop and Keyland</td>
<td>4803000689</td>
<td>29 Oct 2019</td>
<td>£105.00</td>
<td>GBP</td>
<td>Sent</td>
</tr>
<tr>
<td>Inv_671_1</td>
<td>Kelda Group Limited inclusive of Yorkshire Water, Loop and Keyland</td>
<td>4803000671</td>
<td>31 Oct 2019</td>
<td>£1,805.00</td>
<td>GBP</td>
<td>Approved</td>
</tr>
<tr>
<td>CRED_SES672</td>
<td>Kelda Group Limited inclusive of Yorkshire Water, Loop and Keyland</td>
<td>4803000672</td>
<td>6 Nov 2019</td>
<td>£860.00</td>
<td>GBP</td>
<td>Approved</td>
</tr>
<tr>
<td>INV698</td>
<td>Kelda Group Limited inclusive of Yorkshire Water, Loop and Keyland</td>
<td>4803000693</td>
<td>7 Nov 2019</td>
<td>£105.00</td>
<td>GBP</td>
<td>Sent</td>
</tr>
<tr>
<td>CR_INV698</td>
<td>Kelda Group Limited inclusive of Yorkshire Water, Loop and Keyland</td>
<td>4803000693</td>
<td>7 Nov 2019</td>
<td>£105.00</td>
<td>GBP</td>
<td>Sent</td>
</tr>
</tbody>
</table>
On the PO screen, notice the Status and Related documents to the right of the screen

1. Click on the relevant **Invoice Number**
2. Go to Page 57
On the Invoice screen,

1. Click on **Create Line Item Credit Memo**
Ariba Credit Memos

1. In the **Credit Memo #** field, Name the Credit Memo with the Prefix CR and the Invoice Number
e.g. **CR_INV693**

2. Scroll down
Ariba Credit Memos

1. **Only if required** do you need to change any details in the fields.

2. Type in your comments in the **Reason for Credit Memo** field (MANDATORY)

3. Click **Submit**

A credit Memo to YW has been created, and you can go back to the PO and create a new invoice again.
ARIBA Help and Support

Please contact the Ariba Help Centre for any issues and support with the Ariba Network including access, registration, password resets and script errors. Use this link to help direct your query.

If you can't find the answer you're looking for, Ariba also offer a call back service. Using the link above, Select an SAP Ariba Help Centre, Select Support and insert Call me into the search function and click Start. Answer the questions as prompted and you may be presented with a Get help by phone option, click on this option.

The call back service is known to have a much faster response time than you trying to call directly

Further benefits to using the Ariba Network can be found here: https://support.ariba.com/ariba-network-light-account

For a basic introduction to the Ariba Network for Standard Account holders, please use the following links:

Training Video - Register and reply to your customer
Training Video - Send an invoice from a light account
## Useful Links

### Ariba Issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>For details about Ariba fees, please visit:</td>
<td><a href="https://www.ariba.com/ariba-network/ariba-network-for-suppliers/subscriptions-and-pricing">https://www.ariba.com/ariba-network/ariba-network-for-suppliers/subscriptions-and-pricing</a></td>
</tr>
</tbody>
</table>

### Training Videos

<table>
<thead>
<tr>
<th>Video</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Register and reply to your customer</td>
<td><a href="https://uex.ariba.com/auc/node/71089?a_fenb=is&amp;a_lang=en">https://uex.ariba.com/auc/node/71089?a_fenb=is&amp;a_lang=en</a></td>
</tr>
<tr>
<td>Confirming an Order</td>
<td><a href="https://uex.ariba.com/auc/node/71089">https://uex.ariba.com/auc/node/71089</a></td>
</tr>
<tr>
<td>Submitting an Invoice</td>
<td><a href="https://uex.ariba.com/auc/node/79096?a_fenb=is&amp;a_lang=en">https://uex.ariba.com/auc/node/79096?a_fenb=is&amp;a_lang=en</a></td>
</tr>
<tr>
<td>Send an invoice from a light account</td>
<td><a href="https://uex.ariba.com/auc/node/79096?a_fenb=is&amp;a_lang=en">https://uex.ariba.com/auc/node/79096?a_fenb=is&amp;a_lang=en</a></td>
</tr>
</tbody>
</table>

### Ariba Help

[https://support.ariba.com/help](https://support.ariba.com/help)

### YW Contact Information

Key Messages

supplier registration is mandatory for a sourcing event

If you are on a standard account, please ensure that you save each **interactive PO e-mail** for future use, because that e-mail is the **starting point** for **all transactional** activity relating to the PO

A **Service Sheet** is mandatory for Service Orders; and requires Yorkshire Water **requisitioner approval**. This is a **prerequisite** to an Invoice being submitted for payment.