PUGET SOUND ENERGY

SUPPLIER ARIBA HANDBOOK

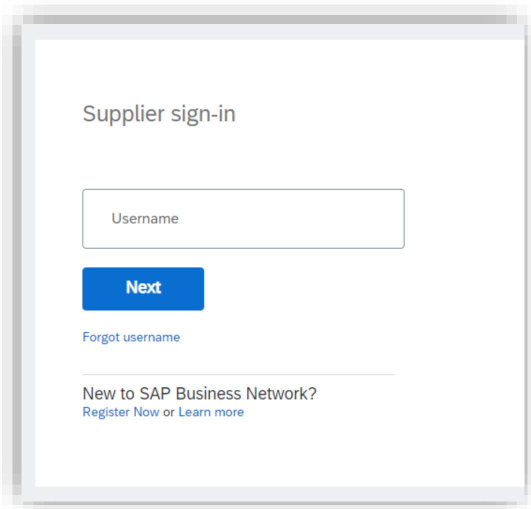
CONTENTS

WHAT IS ARIBA?

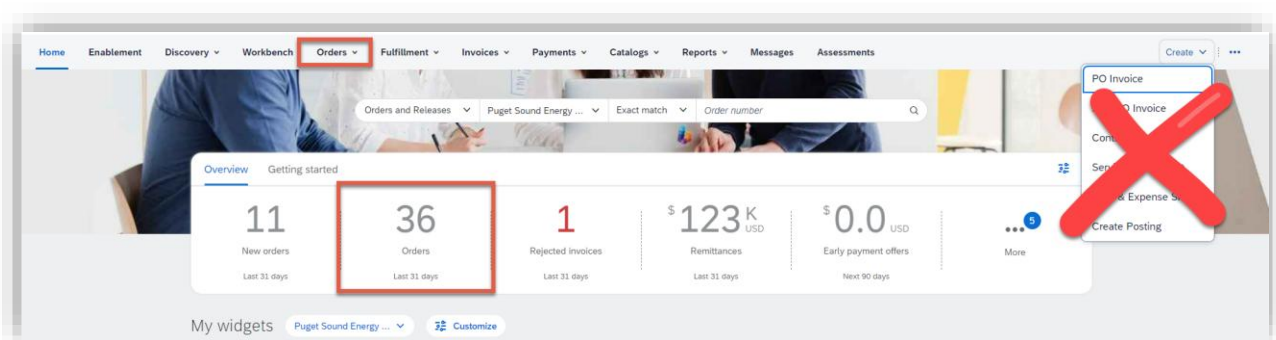
Puget Sound Energy has selected the Ariba Network (a.k.a. SAP Business Network) as their electronic transaction provider. Ariba is used to electronically manage purchasing documents and invoices, automatically matching invoices to purchase orders and receipts to ensure accuracy and consistency.

HOW TO LOCATE A (PURCHASE ORDER) PO OR (BLANKET PURCHASE ORDER) BPO

1. Login into your Ariba account: [Click Here (https://service.ariba.com/Supplier.aw/)](https://service.ariba.com/Supplier.aw/)
    - Skip to [Ariba Reset Instructions](#) if you do not know your username or password.



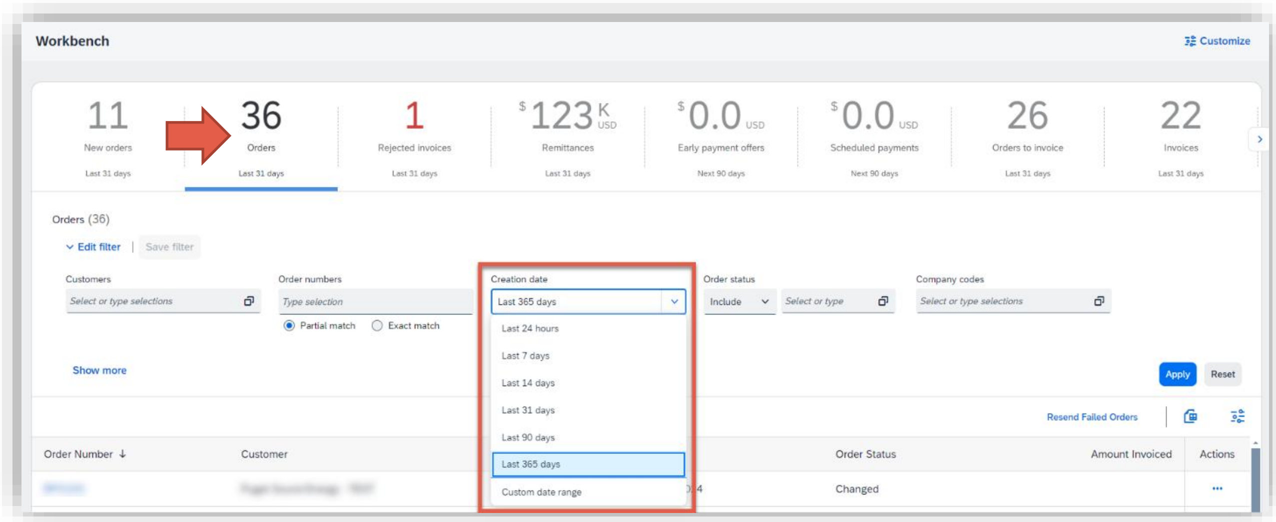
2. Select **Orders. DO NOT** click the **Create** dropdown in the upper right.



- If you receive the following Error Message, your buying organization must approve your access to their system before you proceed with this action. Please try again later:

Error: Cannot access customer's site.

3. Ensure that you're looking at the **Orders** box (see arrow in image below), not the **New orders** box. Select **Creation Date** filter and change to **Last 365 days.**



- Your PO or BPO should populate. If it does not populate, email supplierinquiries@pse.com with a screenshot of your entire screen.
- **Click** the BPO number to open the agreement and start the Invoice Process.

COMMON ORDER STATUSES

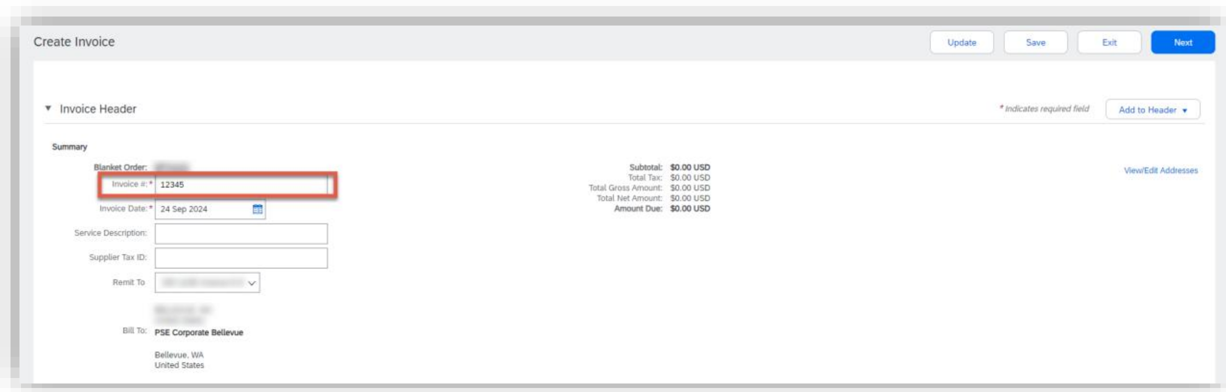
In the Order Status column, you may see one of the statuses below:

Status	Meaning
Failed	SAP Business Network experienced a problem routing the order to the supplier. Most likely due to a misspelled email address. You can still invoice against an order in Failed status.
Obsolete	PSE has likely created a new version of the order. Make sure you're accessing the most recent version.
Closed	A purchase order has been fully completed, with all items received and invoiced, signifying that no further actions can be taken on that order as it is considered finalized and closed for business.
Invoiced	One or more invoices have been submitted by the supplier against this purchase order, indicating billing activity has occurred. The order may still be active and able to receive additional invoices if funds remain available.
Open	A purchase order has been issued to the vendor and is currently active, signifying that the order is still in progress and has not yet been fully fulfilled

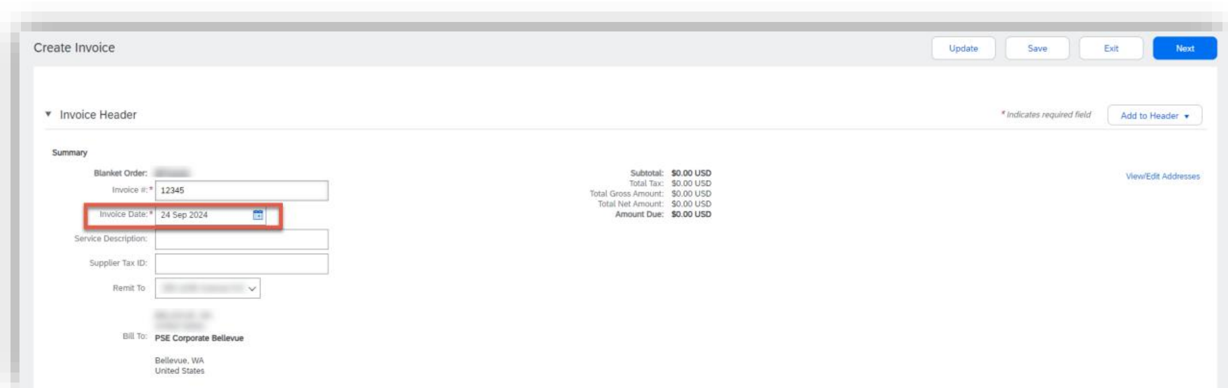
HOW TO INVOICE YOUR (PURCHASE ORDER) PO OR (BLANKET PURCHASE ORDER) BPO

4. Select **Create Invoice** at the top of screen and select **Standard Invoice** from drop down.

5. Enter Invoice Number.
    - Please note **Subtotal will default to $0** until you move on to steps #9 – 13.

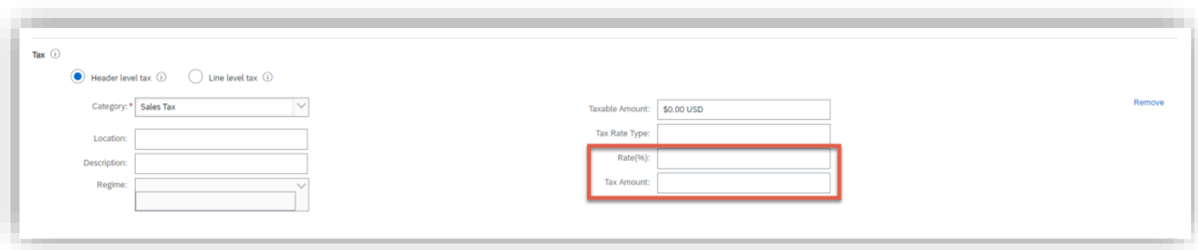


6. Enter **Invoice Date**.
    - This should be the date of the invoice, not today's date.
    - Ariba allows you to backdate a maximum of **61 days** from today's date if invoice is past due.

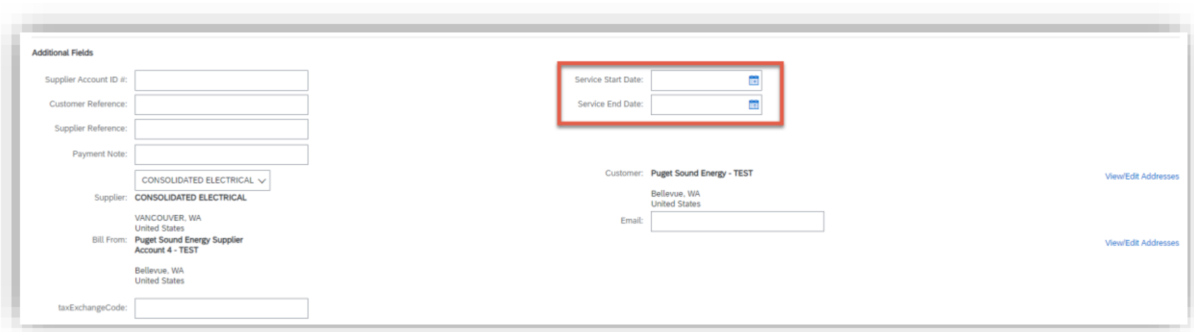


HOW TO ADD SALES TAX AND SERVICE DATES

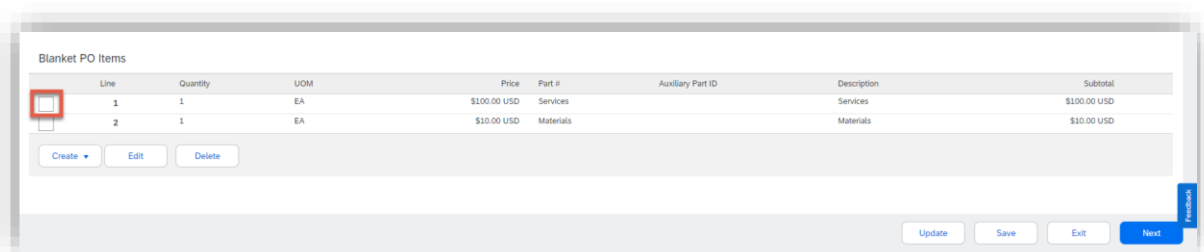
7. Enter Sales Tax (always on the header level).
    - **Rate (%):** This is a required field. Enter the tax rate and if it's non-taxable, enter 0 for *Tax Amount* and *Rate* (%).
        - **Invoice will be auto-rejected if rate is blank.**
    - **Tax amount:** will be automatically calculated when the rate is entered.



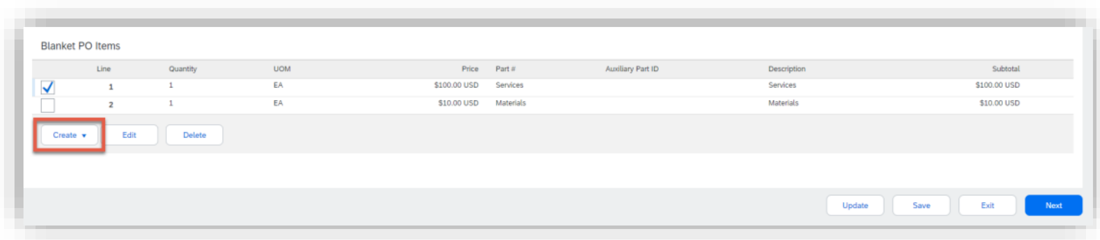
8. Enter Service Start Date and Service End Date. These fields are **Required** and the invoice will auto reject in Ariba if they are not filled**.**
    - **Note**: If the Service Start and Service End Date fields are missing, please clear your cache and cookies on your browser and try again. This is a known issue with Ariba and they're working on a more permanent resolution.



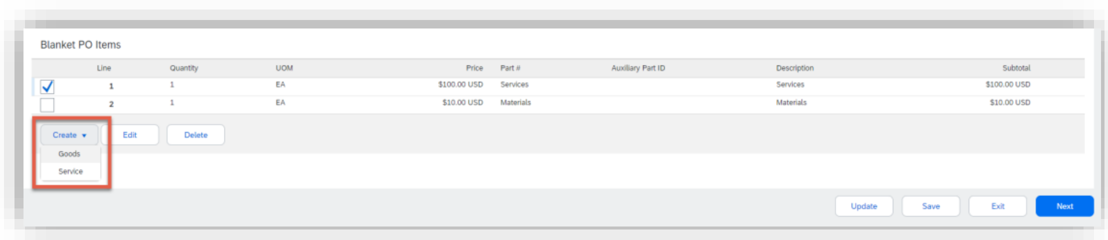
9. Scroll to the bottom of the page and check the box to the left of the line you want to invoice.
    - If invoicing multiple lines, select one box at a time.



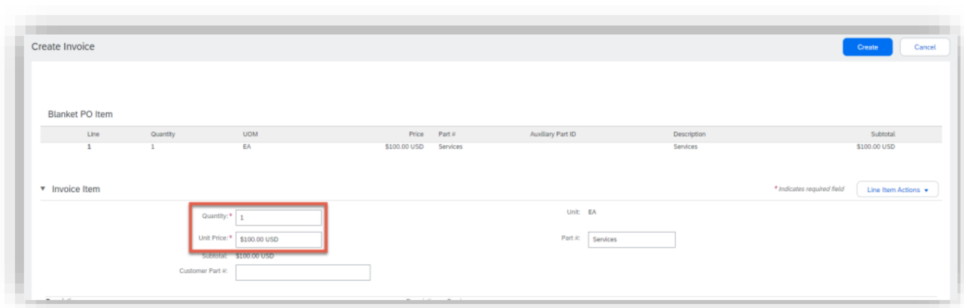
10. Click **Create**.



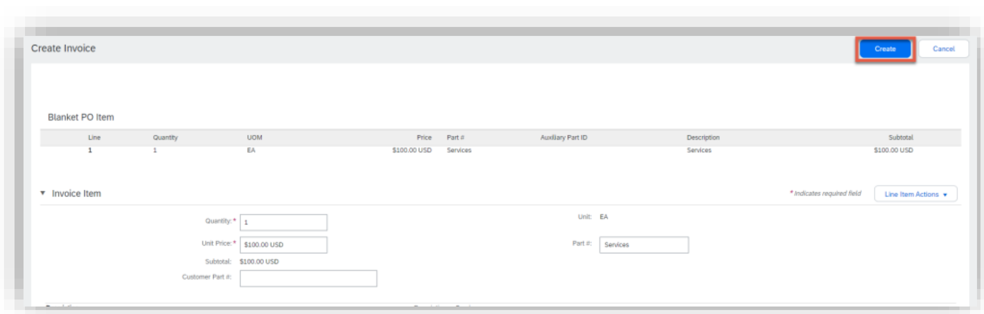
11. Select **Service** for service, **Goods** for Materials/Hardware from the drop down



12. Enter Quantity but leave unit price **as-is** unless it's an expense line.
    - If it is a Costs & Expenses line: enter $1 for the Unit Price and enter invoice subtotal for the Quantity.



13. Click **Create**.

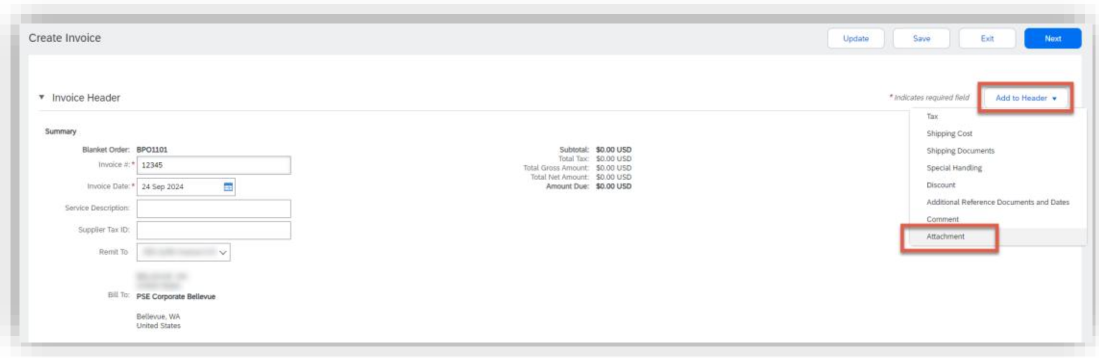


14. Repeat steps #9-12 if you have additional lines to invoice.

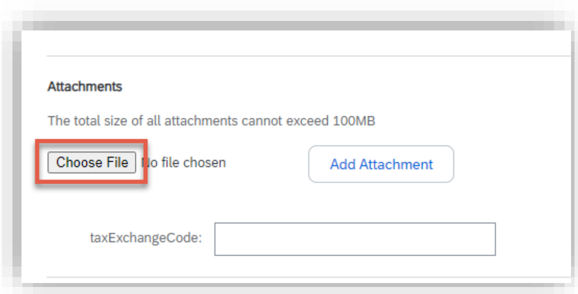
HOW TO ADD ATTACHMENTS

Note: Business teams may request specific details to be included on the invoice attachment to fulfill department specific requirements for invoice verification. Incomplete invoices may be returned for missing information.

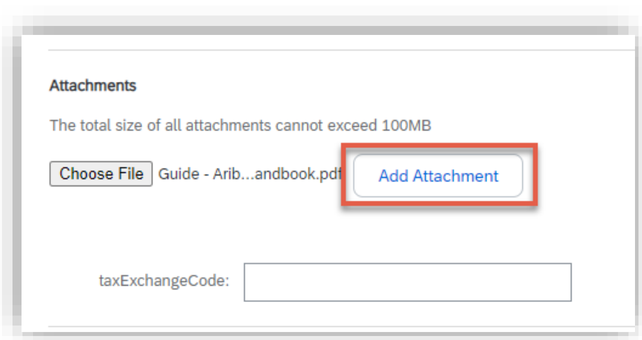
1. Click **Add to Header** drop down and select **Attachment** to attach a PDF copy of the invoice.
   - The ***Attachment*** section will be added near the bottom of the screen above PO line items.



2. Upload your file by clicking **Choose File.**

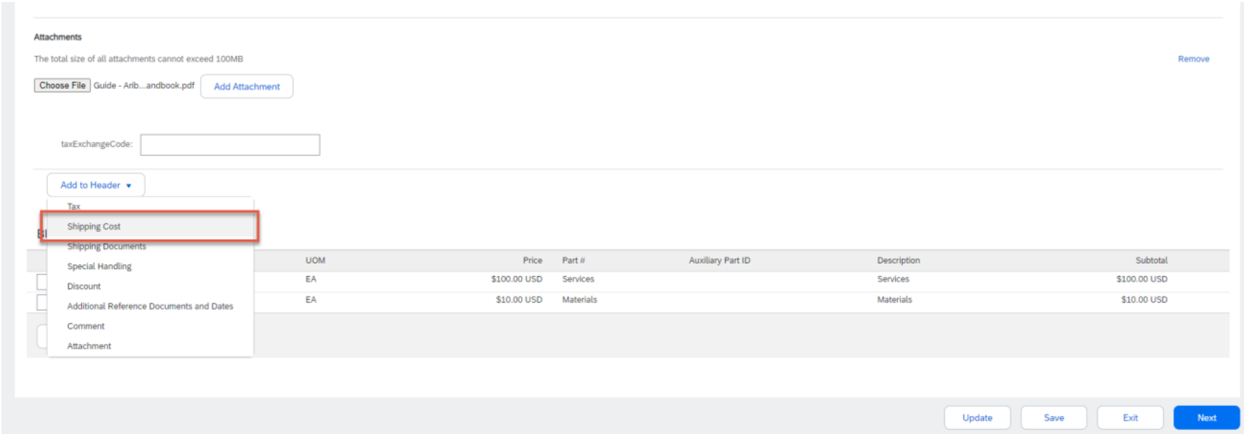


3. Select your file from your computer.
4. Click **Add Attachment**
   - **NOTE**: Ariba will not allow special characters in an attachment. Numbers and letters only.



HOW TO ADD SHIPPING COSTS

1. If applicable, select **Shipping Cost** from the **Add to Header dropdown**.



2. Click **Save** and **Next** when you have selected all lines to invoice and attached a PDF copy of the invoice.
3. Review invoice details and **Submit.**

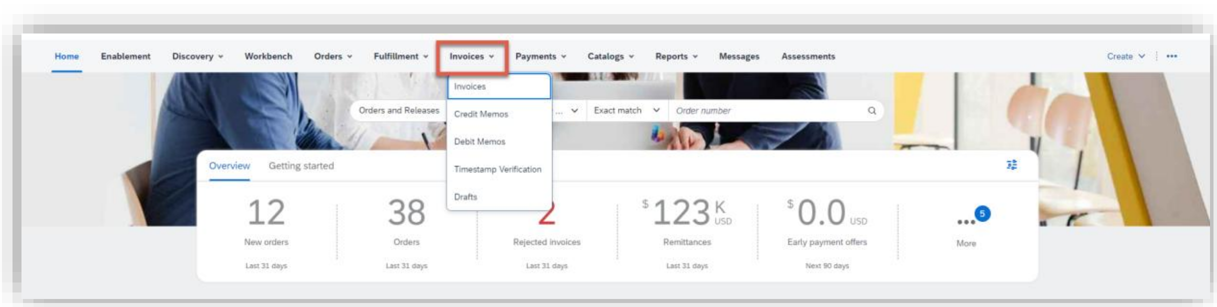
SERVICE ENTRY SHEETS

We highly encourage you to create an invoice rather than a Service Entry Sheet (SES). When you create an Invoice directly, the system will automatically create the SES after the invoice is fully approved. Payment will be automatically scheduled with no additional steps necessary.

If you create the SES first, after the SES is fully approved, you will then have to create an invoice to schedule payment.

HOW TO CHECK THE STATUS OF AN INVOICE

1. Select the **Invoices Tab** and search for your invoice number.



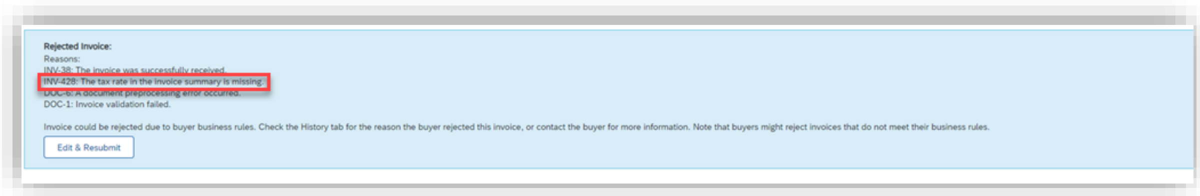
- To view more information about the invoice click the invoice number to open it and view more information.
- If your invoice was rejected, you will receive an Ariba Notification.
  - **DO NOT** Edit and Resubmit the same rejected invoice.
  - Create a new invoice with the **same number** as the original invoice.
  - **Exception:** If invoice was rejected because the invoice date was **before** PO creation date, you can edit and resubmit the same invoice with a new date on or after the PO creation date.
- If your invoice is in Pending Approval status, please do not submit a new invoice. This may cause delays in payment.
- If you have questions about your invoice status, please email **supplierinquiries@pse.com** with as much detail as possible such as your BPO number, the invoice number, and a copy of the invoice.

COMMON INVOICE STATUSES

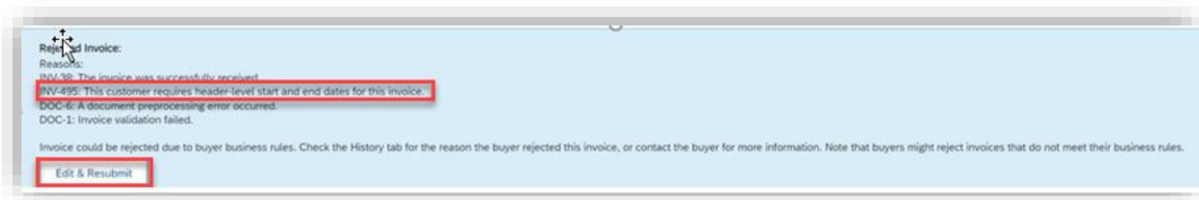
Status	Definition
Submitted	The invoice or credit memo has successfully uploaded to Ariba.
Pending Approval	The supplier has submitted the invoice or credit memo to PSE and it is being reviewed by the appropriate departments.
Approved	PSE has approved the invoice or credit memo. It will get paid based on the payment terms outlined in the contract.
Paid	The invoice or credit memo has been paid.
Rejected	Either PSE has rejected the invoice, or Ariba has auto rejected it. Please refer to the invoice history tab on the Ariba supplier portal to determine the reason for rejection. See next page for more info on common rejection reason.
Reconciling	Action is required by PSE Business teams. Review the invoice to determine what action is needed.

REJECTED INVOICE REASONS

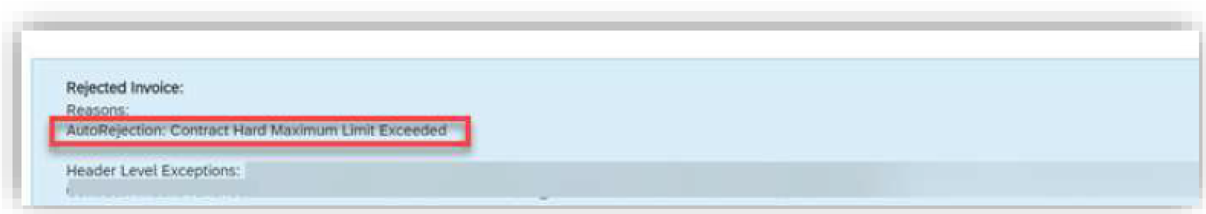
1. If you receive the rejection reason **The tax rate in the invoice summary is missing**, create and submit a new invoice, being sure to include tax information (step 8). Do not click Edit and Resubmit.



2. If you receive the rejection reason **This customer requires header-level start and end dates**, create and submit a new invoice being sure to include this information (step 9). Do not click Edit and Resubmit.

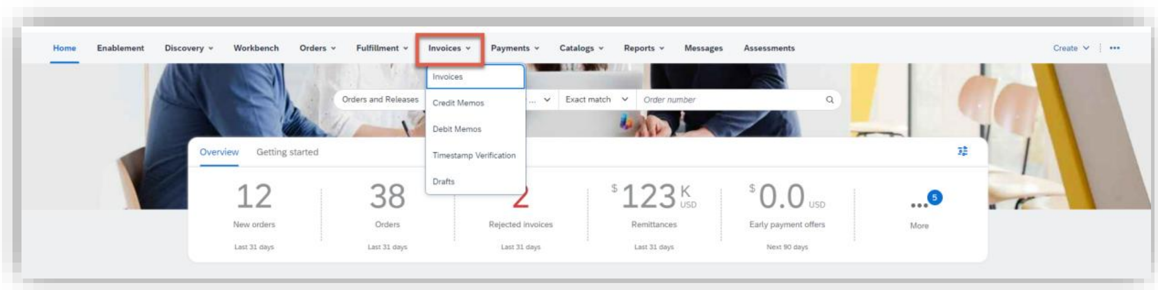


3. If you receive the rejection reason **Contract Hard Maximum Limit Exceeded**, please contact supplierinquiries@pse.com. This means your invoice exceeds the amount available against your BPO and will need a change order.

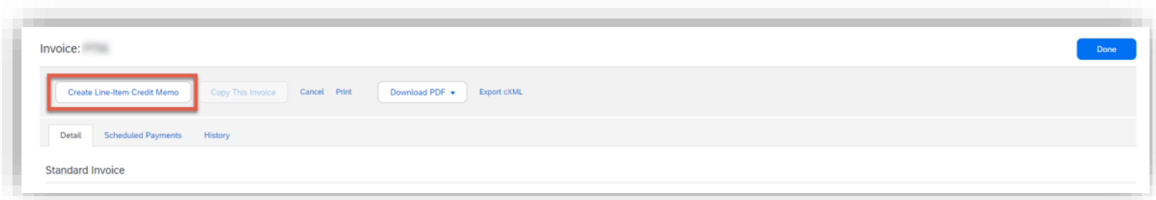


HOW TO SUBMIT A CREDIT MEMO

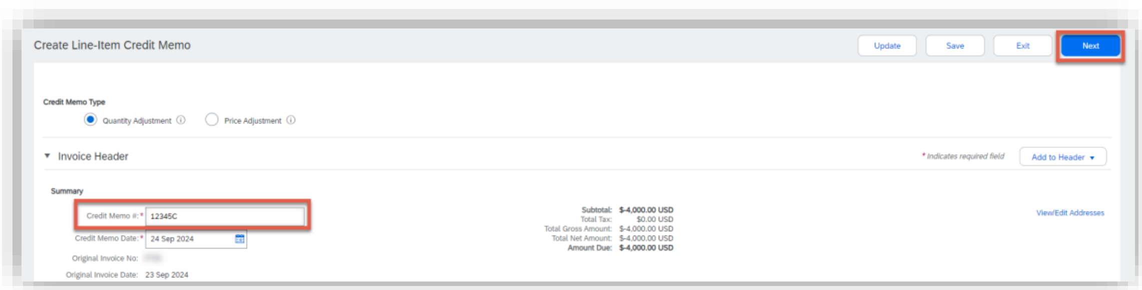
1. Click on the **Invoices** tab and search for your invoice.



2. Click on your previously created invoice that you need to create Credit Memo for
3. Click the button the Invoice for **Create Line-Item Credit Memo.**
   - Please submit credit memo for the full invoice price.



4. In the **Credit Memo #** field, use the same invoice number as the original and a suffix "CR" at the end and click **Next**.



5. Include a note in the comment section to expedite the approval process:

HOW TO ADD A NEW USER TO YOUR COMPANY'S ARIBA NETWORK SUPPLIER ACCOUNT

If you are the account administrator, you can add users with the following steps:

To add users to the account, you must first create at least one role. You can assign multiple users to the same role or create a separate role for each user.

To create a role:

1. In the upper-right corner of the application, click **[your initials]** > **Settings** and select **Users.**
2. Under the **Manage Roles** tab, click .
3. Enter a **Name** for the role.
4. Select the appropriate permissions using the check boxes.
5. Click **Save**.

To create a user:

1. In the upper-right corner of the application, click **[your initials]** > **Settings** and select **Users.**
2. Click the **Manage Users** tab.
3. Click the icon.
4. Enter the user's information (**Username**, **Email Address**, **First Name**, **Last Name** and **Phone**).
5. Select a role in the **Role Assignment** section.
6. Assign a customer (**All customers** or **Select Customers**).
7. Click **Save**.

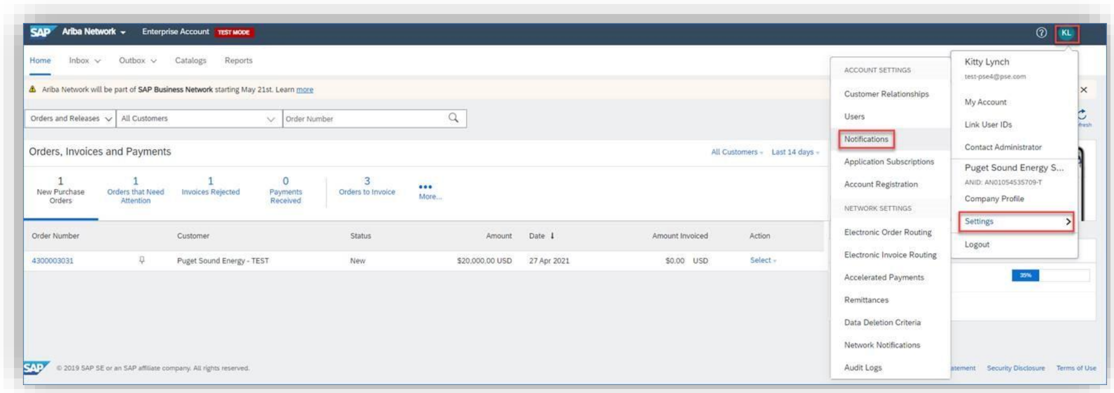
After you create the user, the user receives an email with the username and a temporary password. The user must access the account and change the password when logging in for the first time.

If any sub users were created through a sourcing invitation they received from a buyer, you will need to approve them by following the directions below:

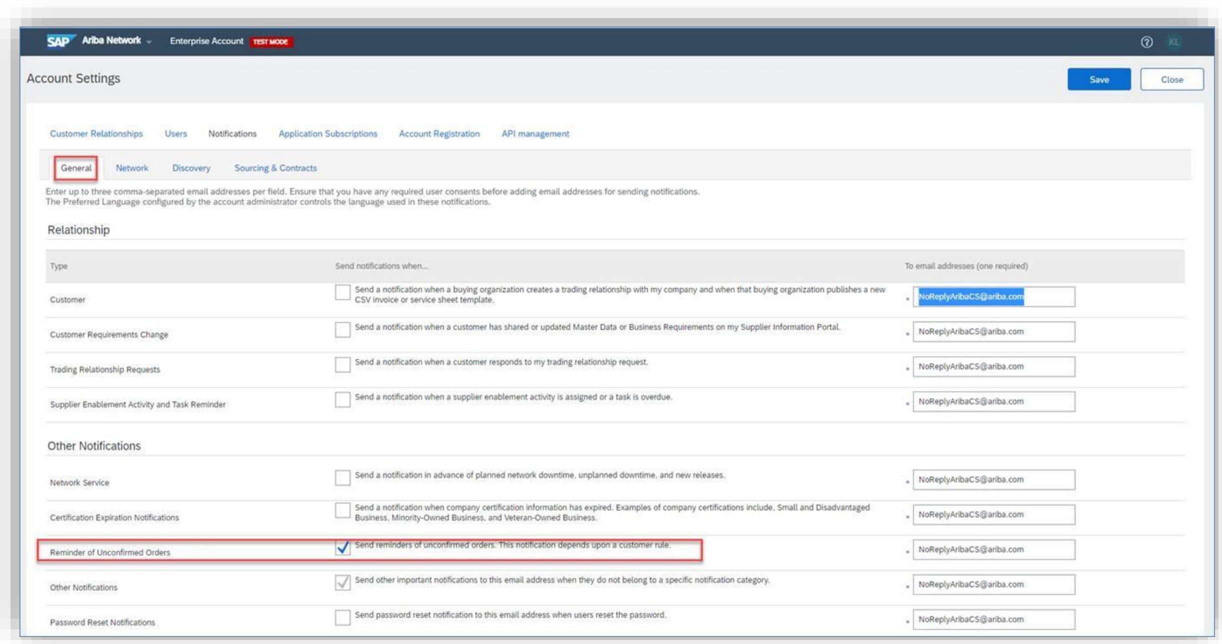
1. In the upper-right corner of the application, click **[your initials]** > **Settings** and select **Users.**
2. Click **Manage Unapproved Users.**
3. Select the users to approve.
4. Click **Approve**.
5. Click **Save**.

HOW TO TURN OFF THE ORDER CONFIRMATION REMINDER

Click your initials in the upper right corner of the screen. Click **Settings** > **Notifications**:

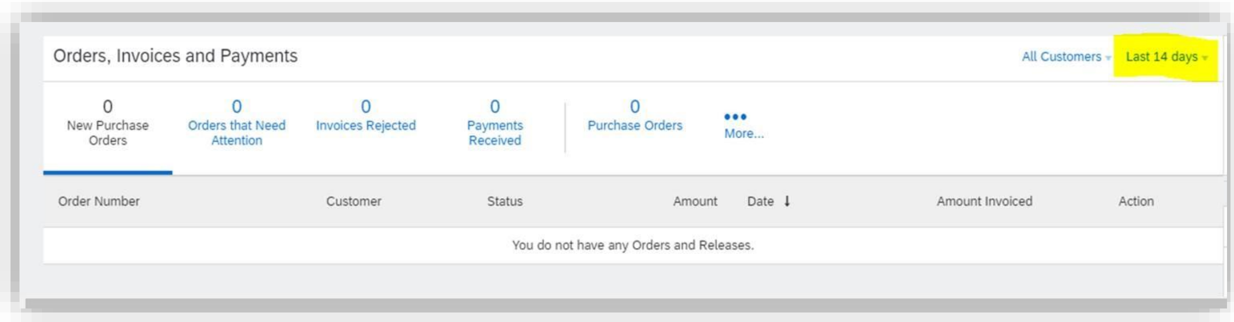


On the **General** tab, de-select the checkbox for **Reminder of Unconfirmed Orders**:

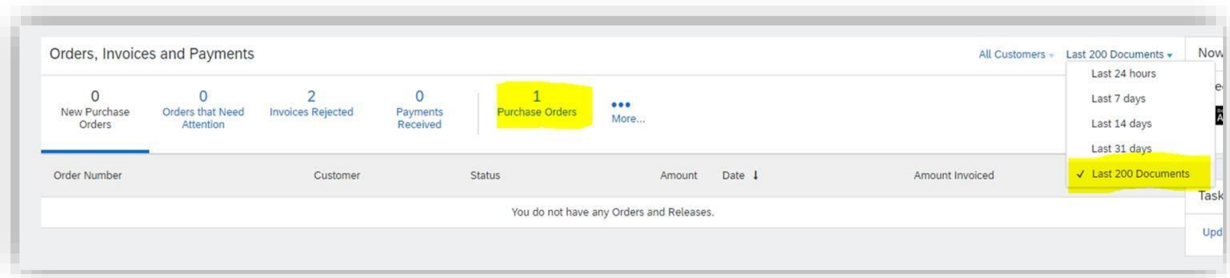


HOW TO RESEND AN ORDER TO EMAIL

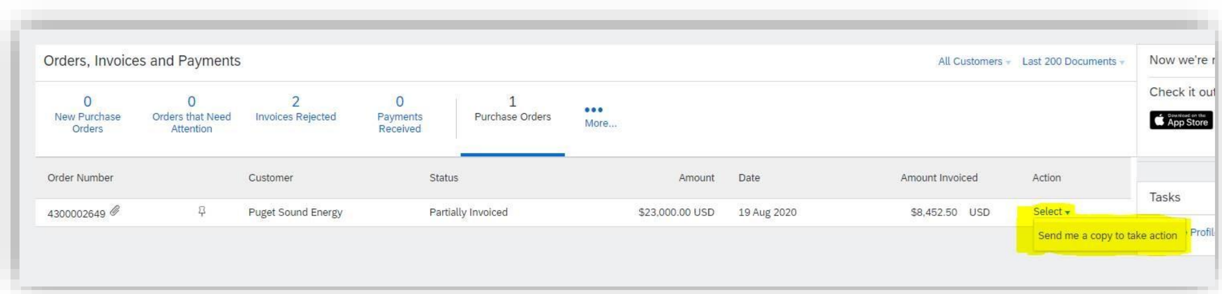
1. Login and scroll down to the Orders, Invoices, and Payments section. Click onto **Last 14 days.**



2. Select **Last 200 Documents** and then click onto the highlighted **Purchase Order field**.

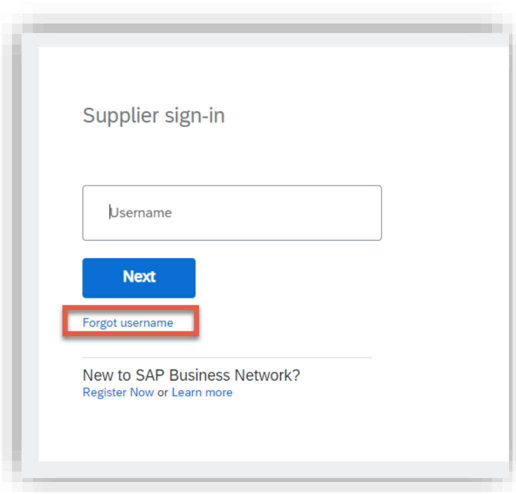


3. When the BPO appears click onto **Select** on the right side and then click onto **Send me a copy to take action**. This will resend the PO so that you can take action.

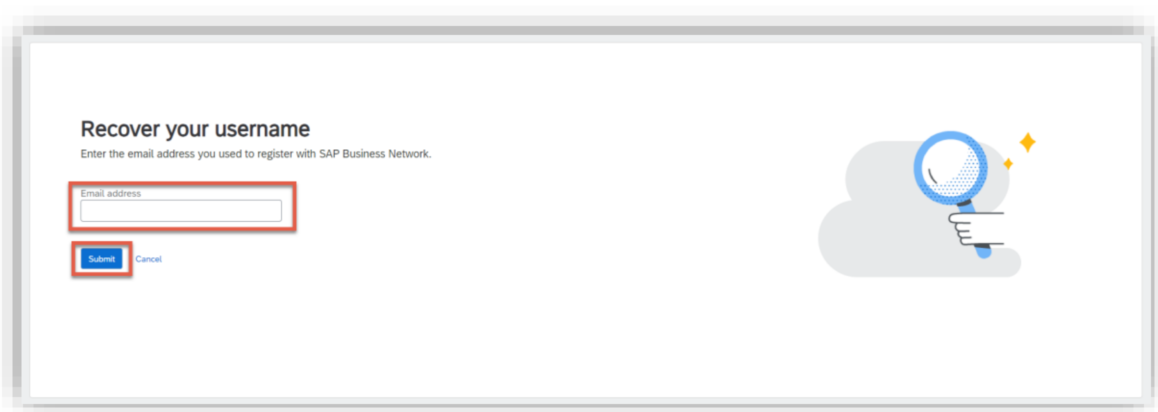


ARIBA RESET INSTRUCTIONS

1. On the sign-on screen, click **Forgot username**



2. Enter your email address in the Email Address field and click Submit:



3. Check your email and follow the remaining steps.

Still having issues? Refer to the following Ariba help articles:

[Can't log in? Let us help you!]

[Why is my account locked and how do I unlock it?]

[How do I resolve an ANERR login error?]

[How do I delete/clear my browser's cookies and cache?]

COMMON ARIBA HELP ARTICLES

GENERAL GUIDES

How do I contact SAP Business Network Customer Support as a supplier?

How do I contact the account administrator for my company?

Where do I find my SAP Business Network ID (ANID) number?

Who do I contact when I have a question or issue? Ariba or Customer?

LOST ACCESS TO ARIBA ACCOUNT (ADMIN LEFT COMPANY, CHANGED EMAIL ADDRESS, ETC.)

How do I access and change the former administrator's account?

POS/BPOS ARE GETTING SENT TO THE WRONG EMAIL ADDRESS

How do I update where my purchase orders are sent?

How do I configure my email notification preferences?

ISSUES WITH ENTERPRISE ACCOUNT FEES

How do I downgrade my fully enabled account to a Standard account?

What if my account isn't eligible to Convert to Standard?

How do I dispute my SAP Business Network bill?

How does SAP Business Network calculate the transaction service fee on my subscription invoice?

WHAT TO DO WITH MULTIPLE ARIBA ACCOUNTS

How do I merge/consolidate accounts?

WHO TO CONTACT

For PO/Invoice questions, contact SupplierInquiries@pse.com.

For Ariba onboarding or name changes, contact SupplierEnablement@pse.com.

For Ariba technical issues, submit a ticket to Ariba Support at https://support.ariba.com/help.

TERMS GLOSSARY

Term	Definition
ANID	Ariba Network ID, a number used to identify suppliers.
BPO (Blanket Purchase Order)	A BPO is created after a Contract Request has been submitted, approved, processed, and executed. This is the mechanism that allows suppliers to invoice us. Suppliers upload invoices into a BPO which are then approved and paid by PSE.
Master Services Agreement (MSA)	An agreement specifying the high level provisions between PSE and a supplier. No specifics are included, and no funding is attached at this level. An MSA cannot be invoiced against.
Purchase Order (PO)	A Purchase Order is an official document that is sent to suppliers to document the sale of products and services to be delivered by a defined date.
Purchase Requisition (PR)	A Purchase Requisition is used in Ariba when an employee needs to request non-coded materials, staff augmentation services, and other simple time and materials services.
Quick Reference Guide (QRG)	A step-by-step guide through various Procurement processes.
Service Entry Sheet (SES)	Service Entry Sheets are used on service orders to record services as they are actually performed by the supplier or subcontractor. The services performed are recorded in the entry sheet with reference to the specifications indicated on the PO.
Sourcing Event	Sourcing is the stage that comes before certain purchases are made and is handled by Procurement's Category and Sourcing Managers. Sourcing is most commonly associated with RFPs, RFQs, etc.
Statement of Work (SOW)	A contract for services that is the supplier or a new to Ariba supplier is providing.
Supplier Management	Supplier Management ensures that suppliers who are critical to operations are identified, classified, assessed and appropriate plans are developed to manage performance and risk.
Supplier Enablement	The process of enabling a supplier to transact with PSE in Ariba. The Supplier Enablement team is responsible for onboarding new suppliers.
T&C (terms and conditions)	Legal agreements or the provisions of a legal agreement between a supplier organization and a buyer organization.