



**PSE** *PUGET SOUND ENERGY*

# SUPPLIER Ariba HANDBOOK

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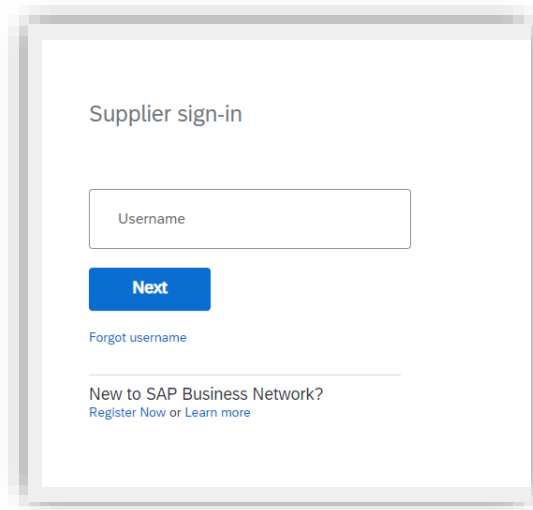
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## WHAT IS ARIBA?

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.

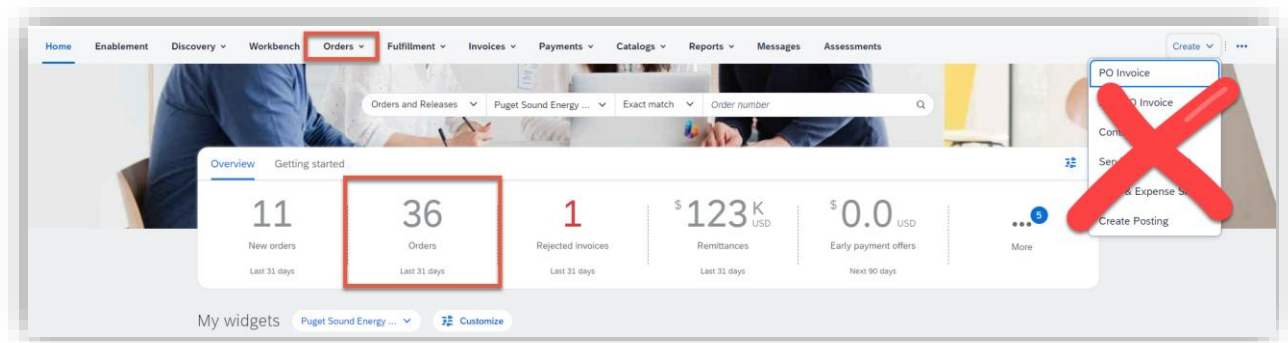
## HOW TO LOCATE A (PURCHASE ORDER) PO OR (BLANKET PURCHASE ORDER) BPO

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.



The screenshot shows the 'Supplier sign-in' page. It features a 'Username' input field, a blue 'Next' button, and a link for 'Forgot username'. Below this, there is a section for 'New to SAP Business Network?' with links for 'Register Now' and 'Learn more'.

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.*

- 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**.

The screenshot shows the SAP Workbench interface. At the top, there are several summary boxes: 'New orders' (11), 'Orders' (36), 'Rejected invoices' (1), 'Remittances' (\$123 K USD), 'Early payment offers' (\$0.0 USD), 'Scheduled payments' (\$0.0 USD), 'Orders to invoice' (26), and 'Invoices' (22). A red arrow points to the 'Orders' box. Below these, the 'Orders (36)' section is active. It includes filters for 'Customers', 'Order numbers', 'Creation date', 'Order status', and 'Company codes'. The 'Creation date' dropdown menu is open, showing options like 'Last 24 hours', 'Last 7 days', 'Last 14 days', 'Last 31 days', 'Last 90 days', 'Last 365 days', and 'Custom date range'. The 'Last 365 days' option is selected. Below the filters, there is a table with columns: 'Order Number', 'Customer', 'Order Status', 'Amount Invoiced', and 'Actions'. The first row shows an order with status 'Changed'.

- Your PO or BPO should populate. If it does not populate, email [supplierinquiries@pse.com](mailto: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  |
|-----------------|--|
| <b>Failed</b>   | 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.  |
| <b>Obsolete</b> | PSE has likely created a new version of the order. Make sure you're accessing the most recent version.   |
| <b>Closed</b>   | 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.                            |
| <b>Invoiced</b> | 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. |
| <b>Open</b>     | 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.

The screenshot shows the SAP Business Network interface for Purchase Order BPO1101. At the top, there are buttons for 'Create Order Confirmation', 'Create Ship Notice', and 'Create Invoice'. The 'Create Invoice' button is highlighted with a red box, and its dropdown menu is open, showing options: 'Standard Invoice', 'Credit Memo', and 'Line Item Credit Memo'. The 'Standard Invoice' option is selected. Below the buttons are tabs for 'Order Detail' and 'Order History'. A 'Done' button is in the top right corner.

5. Enter Invoice Number.

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

The screenshot shows the 'Create Invoice' form. The 'Invoice #' field is highlighted with a red box and contains the value '12345'. The 'Invoice Date' is set to '24 Sep 2024'. The 'Summary' section shows a 'Blanket Order' and a 'Subtotal' of '\$0.00 USD'. The 'Bill To' address is 'PSE Corporate Bellevue, Bellevue, WA, United States'. The 'Add to Header' button is in the top right corner.

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.

The screenshot shows the 'Create Invoice' form. The 'Invoice Date' field is highlighted with a red box and contains the value '24 Sep 2024'. The 'Invoice #' field contains the value '12345'. The 'Summary' section shows a 'Blanket Order' and a 'Subtotal' of '\$0.00 USD'. The 'Bill To' address is 'PSE Corporate Bellevue, Bellevue, WA, United States'. The 'Add to Header' button is in the top right corner.

## 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**.

The screenshot shows a table titled "Blanket PO Items" with columns: Line, Quantity, UOM, Price, Part #, Auxiliary Part ID, Description, and Subtotal. There are two rows: Line 1 with Quantity 1, UOM EA, Price \$100.00 USD, Part # Services, Description Services, and Subtotal \$100.00 USD; and Line 2 with Quantity 1, UOM EA, Price \$10.00 USD, Part # Materials, Description Materials, and Subtotal \$10.00 USD. Below the table are buttons for "Create", "Edit", and "Delete". The "Create" button is highlighted with a red box. At the bottom right are buttons for "Update", "Save", "Exit", and "Next".

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

This screenshot is similar to the previous one, but the "Create" button's dropdown menu is open, showing two options: "Goods" and "Service". The "Service" option is highlighted with a red box. The rest of the interface, including the table and other buttons, remains the same.

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.

The screenshot shows the "Create Invoice" form. The "Blanket PO Item" table is at the top. Below it, the "Invoice Item" section is expanded. In this section, the "Quantity" field is set to "1" and the "Unit Price" field is set to "\$100.00 USD". Both fields are highlighted with red boxes. Other fields like "Unit", "Part #", and "Customer Part #:" are also visible.

13. Click **Create**.

This screenshot is identical to the previous one, but the "Create" button at the top right of the form is highlighted with a red box.

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.

The screenshot shows the 'Create Invoice' form. On the right side, there is a dropdown menu labeled 'Add to Header'. The menu is open, showing options: Tax, Shipping Cost, Shipping Documents, Special Handling, Discount, Additional Reference Documents and Dates, Comment, and Attachment. The 'Attachment' option is highlighted with a red box. The form also displays a summary of the invoice details, including the invoice number (12345), date (24 Sep 2024), and various amounts (Subtotal, Total Tax, Total Gross Amount, Total Net Amount, Amount Due).

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

The screenshot shows the 'Attachments' section of the form. It includes a warning message: 'The total size of all attachments cannot exceed 100MB'. Below this, there is a 'Choose File' button, which is highlighted with a red box. To the right of the button is the text 'No file chosen'. There is also an 'Add Attachment' button. At the bottom, there is a text input field labeled 'taxExchangeCode:'.

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.

The screenshot shows the 'Attachments' section of the form. It includes a warning message: 'The total size of all attachments cannot exceed 100MB'. Below this, there is a 'Choose File' button. To the right of the button, the text 'Guide - Arib...andbook.pdf' is visible. The 'Add Attachment' button is highlighted with a red box. At the bottom, there is a text input field labeled 'taxExchangeCode:'.

## HOW TO ADD SHIPPING COSTS

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

Attachments

The total size of all attachments cannot exceed 100MB

[Choose File](#) Guide - Arib...andbook.pdf [Add Attachment](#) [Remove](#)

taxExchangeCode:

**Add to Header** ▼

- Tax
- Shipping Cost**
- Shipping Documents
- Special Handling
- Discount
- Additional Reference Documents and Dates
- Comment
- Attachment

| UOM | Price        | Part #    | Auxiliary Part ID | Description | Subtotal     |
|-----|--------------|-----------|-------------------|-------------|--------------|
| EA  | \$100.00 USD | Services  |                   | Services    | \$100.00 USD |
| EA  | \$10.00 USD  | Materials |                   | Materials   | \$10.00 USD  |

[Update](#) [Save](#) [Exit](#) [Next](#)

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**.



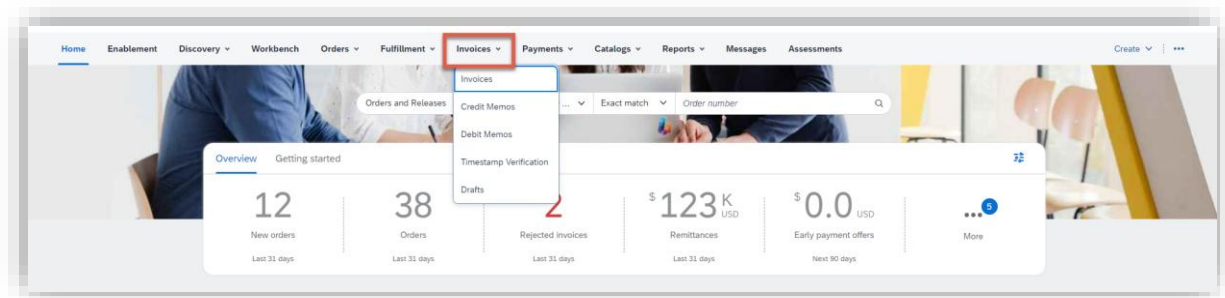
## SERVICE ENTRY SHEETS

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.



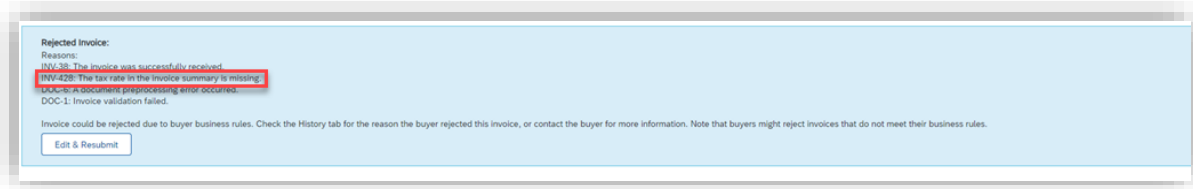
- To view more information about the invoice click the invoice number to open it and view more information.
- If your invoice was rejected, you will receive an Ariba Notification.
  - **DO NOT** Edit and Resubmit the same rejected invoice.
  - Create a new invoice with the **same number** as the original 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](mailto: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

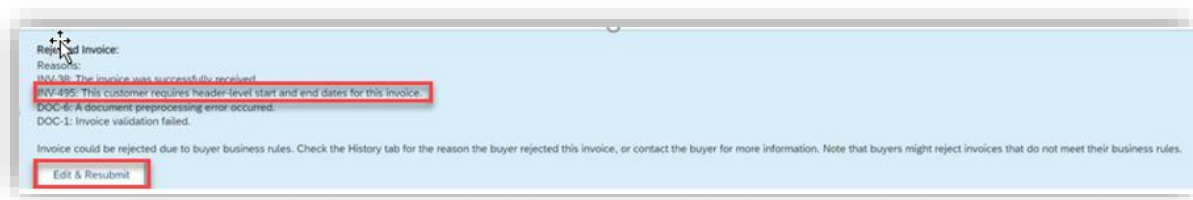
| Status           | Definition  |
|------------------|---|
| Submitted        | The invoice or credit memo has successfully uploaded to Ariba.  |
| Pending Approval | The supplier has submitted the invoice or credit memo to PSE and it is being reviewed by the appropriate departments.   |
| Approved         | 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.

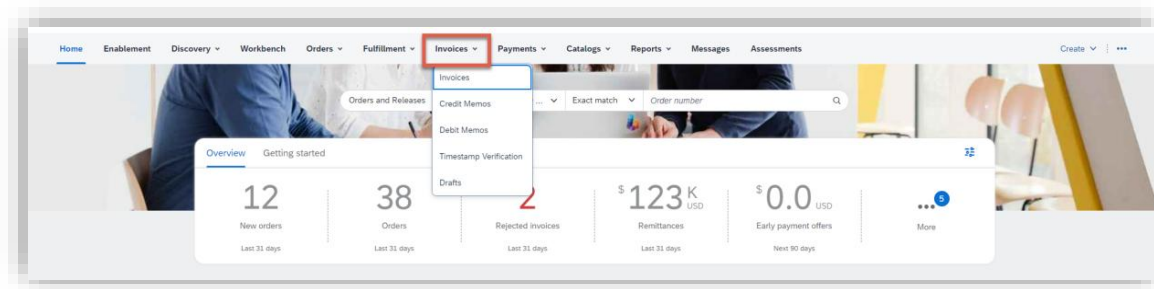


3. If you receive the rejection reason **Contract Hard Maximum Limit Exceeded**, please contact [supplierinquiries@pse.com](mailto:supplierinquiries@pse.com). This means your invoice exceeds the amount available against your BPO and will need a change order.

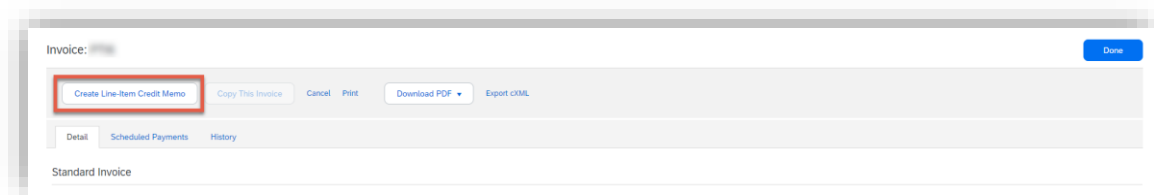


## HOW TO SUBMIT A CREDIT MEMO

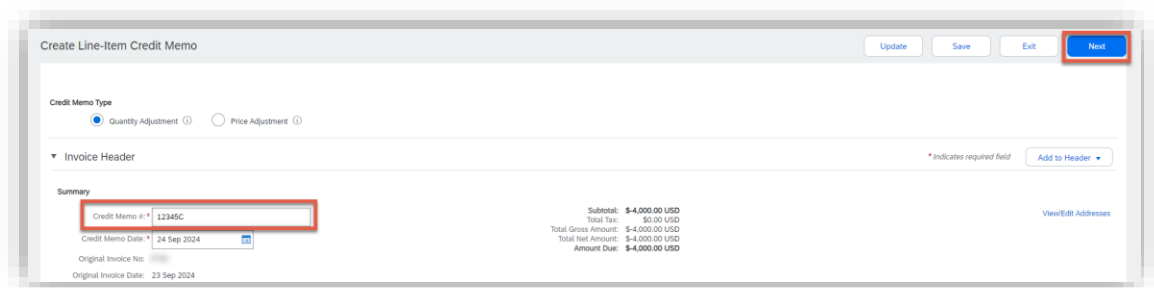
1. Click on the **Invoices** tab and search for your invoice.



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**.

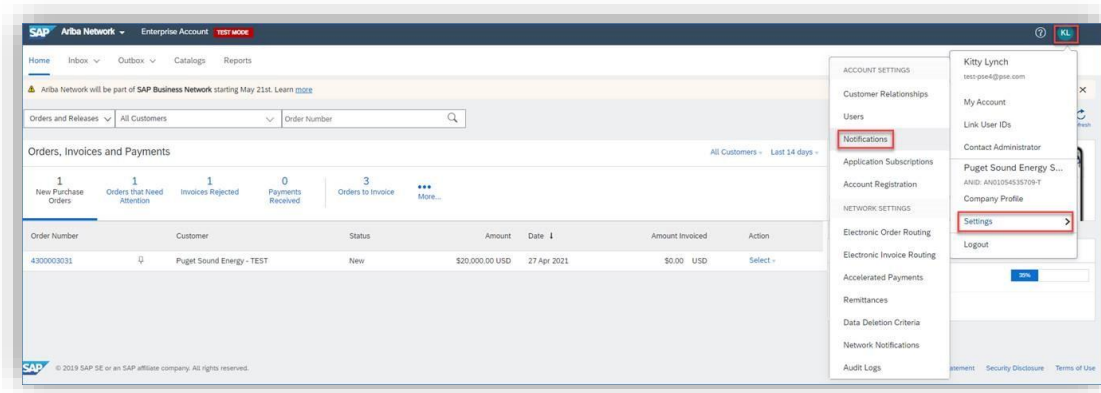
After you create the user, the user receives an email with the username and a temporary password. The user must access the account and change the password when logging in for the first time.

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:

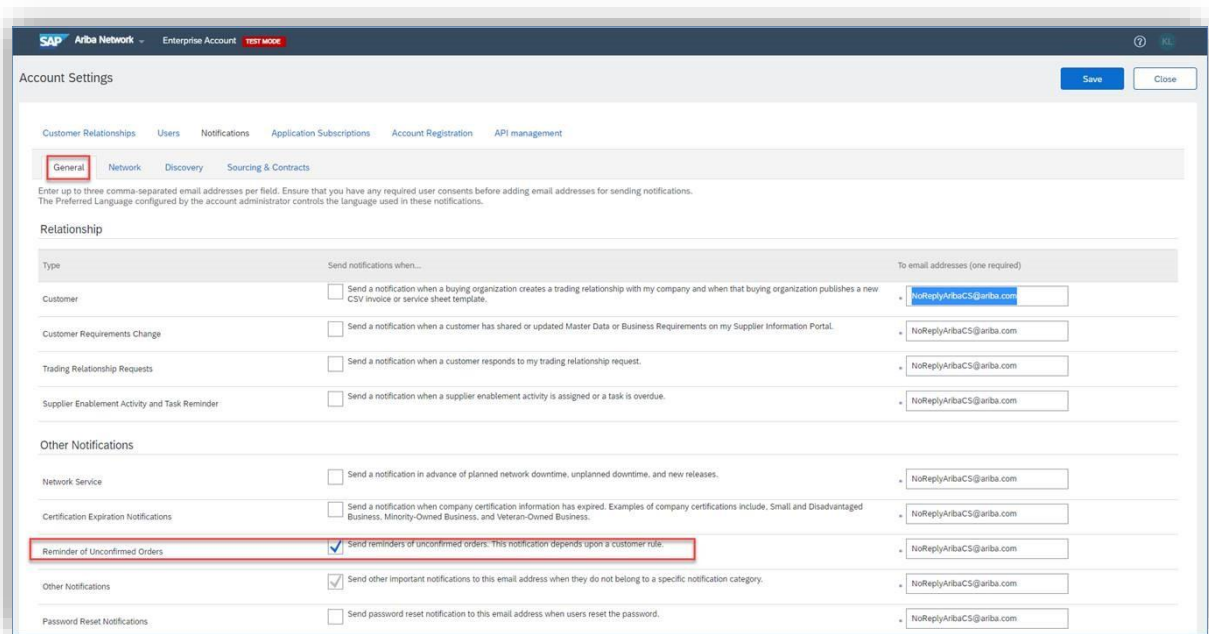
1. In the upper-right corner of the application, click **[your initials] > Settings** and select **Users**.
2. Click **Manage Unapproved Users**.
3. Select the users to approve.
4. Click **Approve**.
5. Click **Save**.

## HOW TO TURN OFF THE ORDER CONFIRMATION REMINDER

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

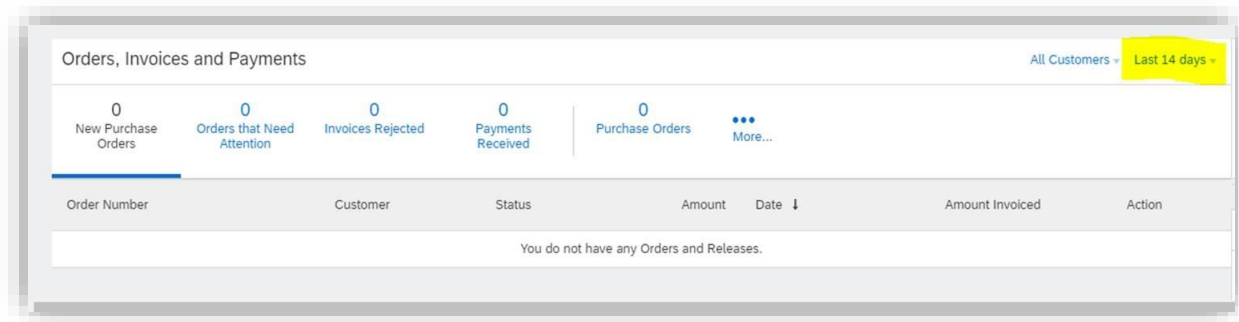


On the **General** tab, de-select the checkbox for **Reminder of Unconfirmed Orders**:

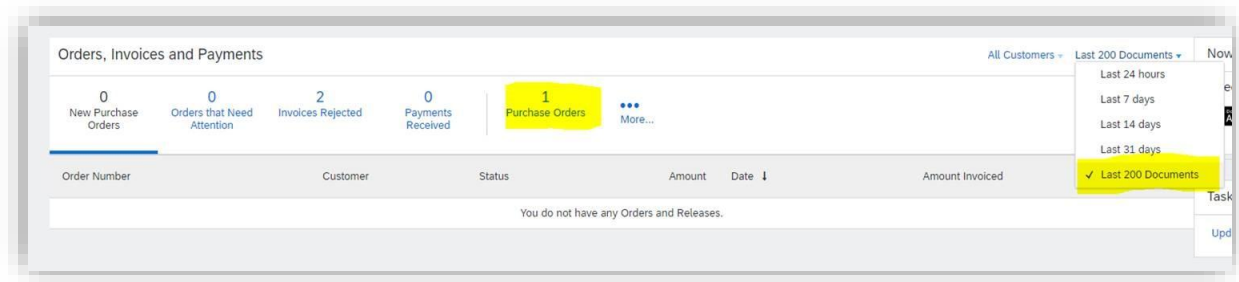


## HOW TO RESEND AN ORDER TO EMAIL

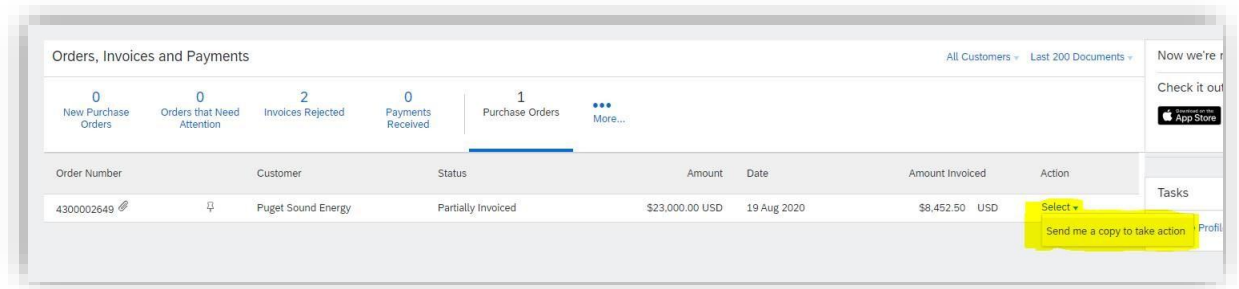
1. Login and scroll down to the Orders, Invoices, and Payments section. Click onto **Last 14 days**.



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

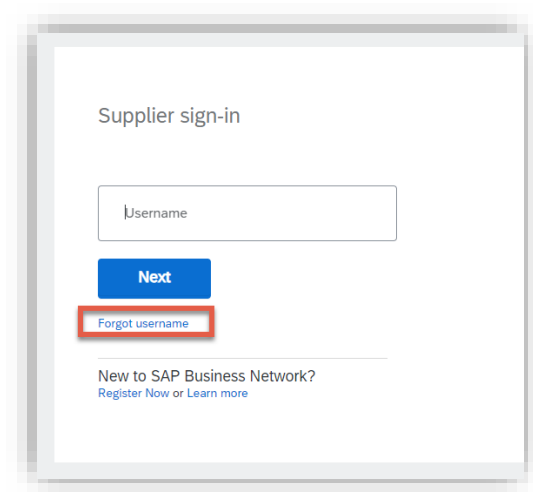


3. When the BPO appears click onto **Select** on the right side and then click onto **Send me a copy to take action**. This will resend the PO so that you can take action.



## ARIBA RESET INSTRUCTIONS

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



Supplier sign-in

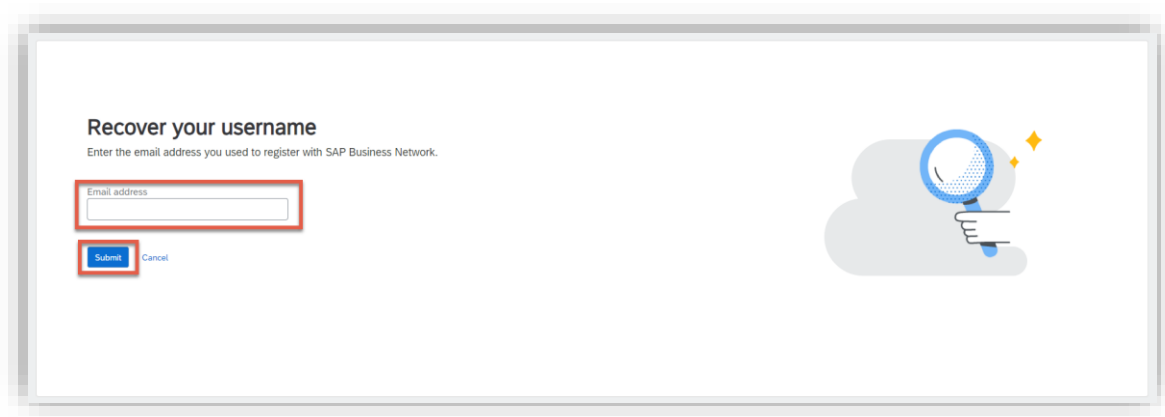
Username

Next

**Forgot username**

New to SAP Business Network?  
[Register Now](#) or [Learn more](#)


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



**Recover your username**  
Enter the email address you used to register with SAP Business Network.

Email address

**Submit** Cancel



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](mailto:SupplierInquiries@pse.com).

For Ariba onboarding or name changes, contact [SupplierEnablement@pse.com](mailto: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.  |