

P2P User Guide

Invoice to Contract

SAP Ariba



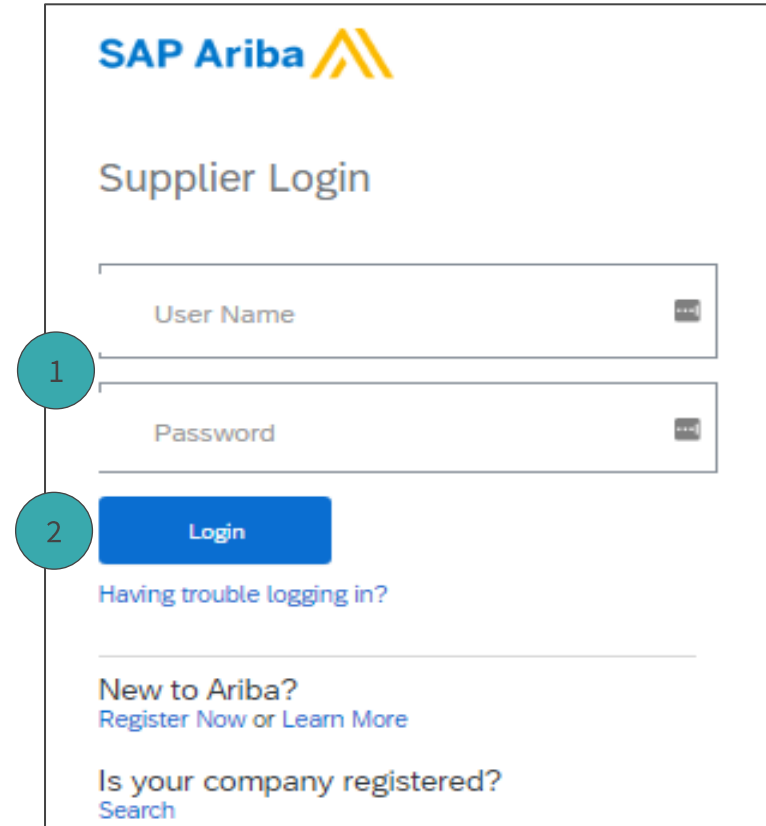
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Invoice to Contract Process

Log into your account

1. Visit supplier.ariba.com - enter your **User Name** and **Password**
2. Click the **Login** button to access your account



The screenshot shows the SAP Ariba Supplier Login interface. At the top is the SAP Ariba logo. Below it is the heading 'Supplier Login'. There are two input fields: 'User Name' and 'Password', both with placeholder text and a small icon on the right. A blue 'Login' button is positioned below the password field. Below the button is a link 'Having trouble logging in?'. Further down is a section 'New to Ariba?' with links 'Register Now' and 'Learn More'. At the bottom is a section 'Is your company registered?' with a 'Search' link. Two teal circular callouts with numbers '1' and '2' are overlaid on the image. Callout '1' points to the 'User Name' and 'Password' input fields. Callout '2' points to the 'Login' button.

Create a contract invoice

3. Click **Create**
4. Select **Contract Invoice** from the dropdown list
5. If you invoice multiple buyers, select **Aviva** from the list of customers
6. Click **Next**

The screenshot displays the SAP Business Network interface. The top navigation bar includes 'SAP Business Network', 'Standard Account', an 'Upgrade' button, and a 'Back to classic view' link. The main navigation menu contains 'Home', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. A blue 'Create' button with a dropdown arrow is highlighted with a red circle labeled '3'. Below the navigation bar, the 'Overview' tab is active, showing a dashboard with five metrics: 'Orders to invoice' (0), 'Orders with service line' (0), 'Service sheets' (0), 'Invoices' (64), and 'Rejected invoices' (0). A dropdown menu is open from the 'Create' button, showing 'Non-PO Invoice' and 'Contract Invoice', with 'Contract Invoice' highlighted by a red circle labeled '4'. Below the dashboard, the 'Create Contract Invoice: Select Customer' screen is shown. It features a 'Next' button and a 'Cancel' button. A text prompt asks to 'Select a customer from the list below and click Next to continue the process'. A search bar with the placeholder 'Customer Name:' and a 'Search' button is present. Below the search bar, a list of customers is displayed, with 'Aviva - TEST' highlighted by a red circle labeled '5'. At the bottom right, a 'Next' button is highlighted with a red circle labeled '6'.

Create a contract invoice

- 7. Select the Business Unit Address **child1**
- 8. Click **Next**

8

NextCancelPrevious

Contract Invoice: Select Customer Contract Site

Select which Business Unit Address you want to access and click **Next** to continue the process.

7

Business Unit Address ↑	Contact
<input checked="" type="radio"/> child1	Aviva
<input type="radio"/> GSE	Aviva IT
<input type="radio"/> GSEDEV5	Aviva
<input type="radio"/> IGL83U	Aviva-Test
<input type="radio"/> IGL84R	Aviva-T
<input type="radio"/> IGL84T	Aviva Test
<input type="radio"/> IGL85R	Aviva-Test
<input type="radio"/> IGL85T	Aviva Test

Create a contract invoice

9. Click **[select]** to view a list of Aviva contracts
10. Locate the applicable contract and click **Select**

Create Contract Invoice: Select Contract

PrevNextCancel

Enter the information requested in the fields below. Required fields are indicated with an asterisk (*). Click Next to continue creating the invoice.

Contract: * (no value) [select]

Invoice #: *

Invoice Date: *

Sold To Email:

Payment Terms: (no value) [select]

Ship From: Payment

Ship To: (no value)

Bill To: (no value)

PrevNextCancel

Choose Value for Contract

ID

Search

ID	Title	Effective Date	Expiration Date	Status	↑
C3622	(CW1942246) DR-CA-UAT-CTC4	Mon, 1 Jun, 2020	Wed, 2 Jun, 2021	Open	Select

Create a contract invoice

11. Enter the **Invoice #** (special characters such as +_@\./.* are permitted)
12. Enter an **Invoice Date** (Backdating is not permitted)
13. Select the correct **Ship To** address for the goods or services being provided to Aviva. The Province Code will be used to validate that the correct tax is being applied
14. Click **Next**

Create Contract Invoice: Select Contract

Enter the information requested in the fields below. Required fields are indicated with an asterisk (*). Click Next to continue creating the invoice.

Contract: * C3622 [select]

Invoice #: * 11

12 Invoice Date: * 12

Sold To Email:

Payment Terms: 30 Net [select]

Ship From: Site 1

13 Ship To: (no value) 13

Bill To: Aviva Canada Inc

14

Prev Next Cancel

Create a contract invoice

15. On the Additional Fields screen ensure Aviva Canada Ltd. appears in the **Choose Address** field
16. Verify that your **Bill From** address is correct, as it will be used to determine whether overseas and/or withholding taxes should be applied
17. Click **View/Edit Addresses** to make changes

Additional Fields

☐ Information Only. No action is required from the customer.

Supplier Account ID #:

Customer Reference:

Supplier Reference:

Payment Note:

Service Start Date:

Service End Date:

Supplier: **CA-UAT-ON-Supplier1**
Norwich
Norfolk
United Kingdom

Choose Address: **Aviva Canada Inc.** [View/Edit Addresses](#)

Customer: **Aviva Canada Inc.**
Markham ON
Canada

Email: [View/Edit Addresses](#)

Bill From: CA-UAT-ON-Supplier1
Norwich
Norfolk
United Kingdom

VIEW/EDIT ADDRESSES * Indicates required field

Supplier

Name: CA-UAT-ON-Supplier1

Department Name:

Address 1: 123 Any Street

Address 2:

Address 3:

City: Toronto

Province: Ontario [CA-ON]

Postal Code: M1L 4S8

Country: Canada [CAN]

This selection will refresh the page content.

Customer

Choose Address: **Aviva Canada Inc.**

Name: Aviva Canada Inc.

Department Name:

Email:

Address 1: 10 Aviva Way

Address 2:

Address 3:

City: Markham

Province: Ontario [CA-ON]

Postal Code: L6G 0G1

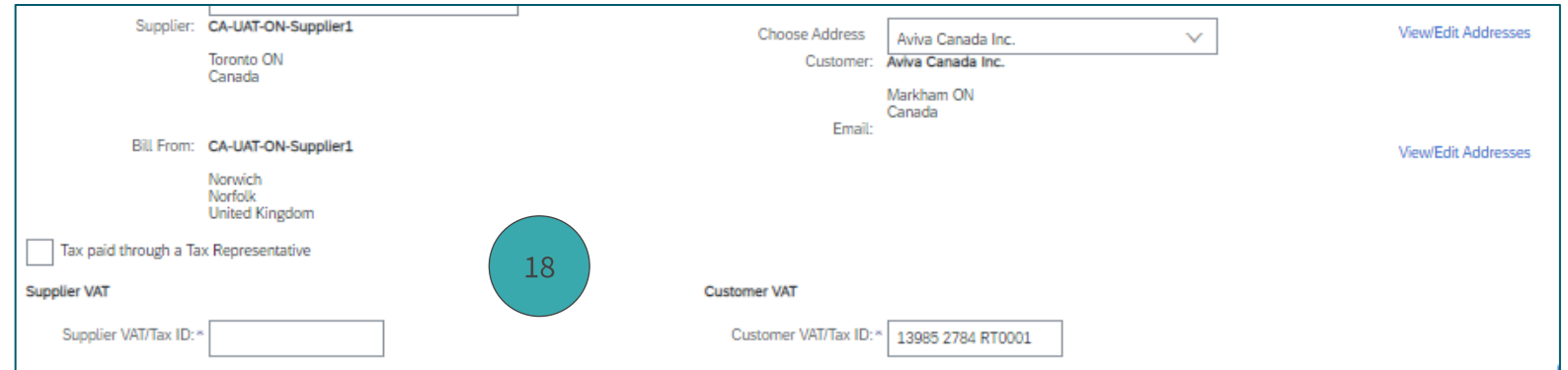
Country: Canada [CAN]

This selection will refresh the page content.

Create a contract invoice

18. The **Supplier VAT/Tax ID** and **Customer VAT/Tax ID** fields should be pre-populated. If the fields are blank, enter the applicable tax numbers. For **Aviva Canada** the **Customer VAT/Tax ID (GST#)** is **13985 2784 RT0001**
19. To add one or more supporting documents (e.g. PDF invoices, spreadsheets, etc.):
 - a. Click **Add to Header** and then select **Attachment**
 - b. Click **Choose file** and search for the required document(s)
 - c. Click **Add attachment**

Scroll down to view the contract lines for invoicing



Supplier: CA-UAT-ON-Supplier1
Toronto ON
Canada

Choose Address: Aviva Canada Inc. (dropdown)
Customer: Aviva Canada Inc.
Markham ON
Canada
Email: (blank)

View/Edit Addresses (link)

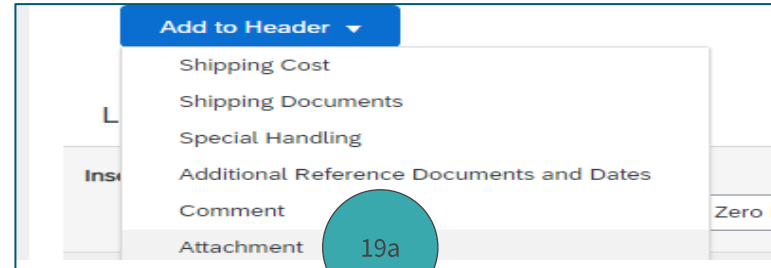
Bill From: CA-UAT-ON-Supplier1
Norwich
Norfolk
United Kingdom

☐ Tax paid through a Tax Representative

Supplier VAT: (blank)

Customer VAT: 13985 2784 RT0001

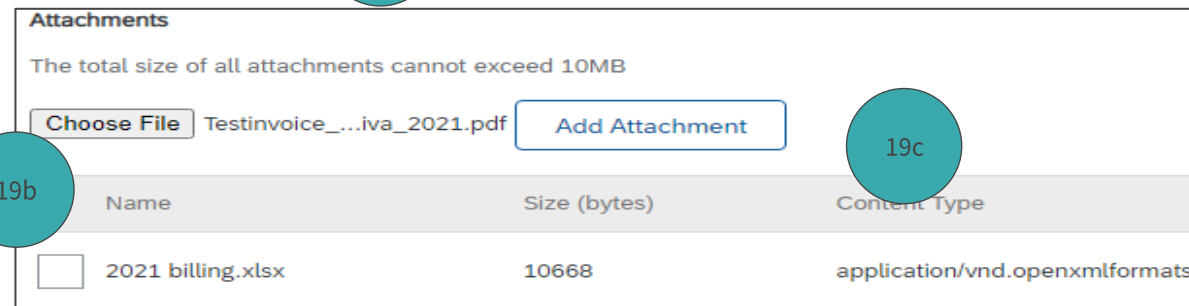
18



Add to Header (dropdown)

- Shipping Cost
- Shipping Documents
- Special Handling
- Additional Reference Documents and Dates
- Comment
- Attachment (selected)

19a



Attachments

The total size of all attachments cannot exceed 10MB

Choose File Testinvoice_...iva_2021.pdf Add Attachment

Name	Size (bytes)	Content Type
<input type="checkbox"/> 2021 billing.xlsx	10668	application/vnd.openxmlformats-

19b

19c

Create a contract invoice

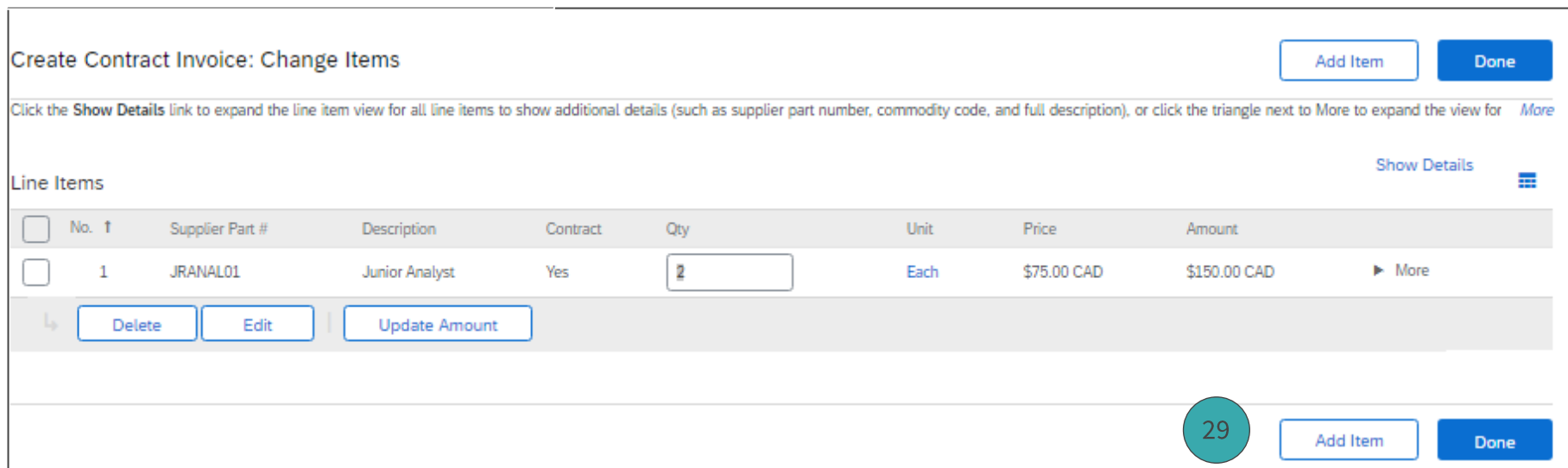
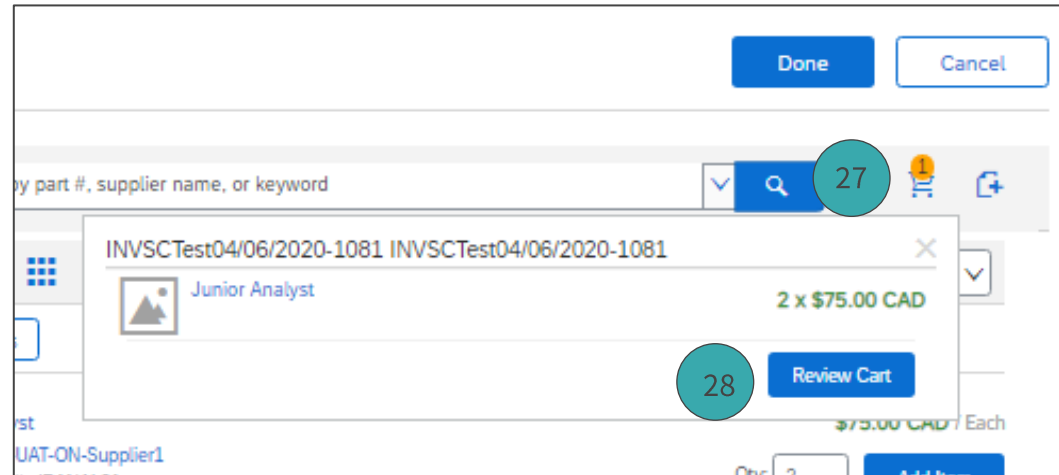
20. Click **Add Items** to select the catalogue items you would like included on the invoice
21. Use the **checkbox** to select the applicable items (select all that apply)
22. Update the **Qty** field
23. Click **Add Item**
24. If there are no items to add, click the **+ icon** next to the shopping cart to add a non-catalogue item
25. Complete the **mandatory fields**:
 - Commodity Code
 - Request Type
 - Reference Data
 - Full Description
 - Qty
 - Price and Currency
26. Click **Save**

The screenshot displays the Aviva contract invoice creation process in three main sections, each with numbered callouts (20-26) indicating the steps:

- Line Items Section (Step 20):** Shows the 'Insert Line Item Options' area with a 'Tax Category' dropdown set to '0% HST / Overseas non-re...' and a 'Discount' checkbox. Below is a table with columns: No., No., Include, Type, Part #, Description, Customer Part #, Quantity, Unit, Unit Price, Subtotal. A 'No item selected' message is present. A blue 'Add Items' button is circled with a callout 20.
- Create Contract Invoice: Add Contract Item Section (Steps 21-24):** Shows a search interface for contract items. It includes a 'Browse By Category' dropdown, a search bar with 'All Categories' selected, and a search button. Below the search bar, it says '4 item(s) found'. A list of items is shown, including 'Junior Analyst' with a price of '\$75.00 CAD / Each'. A checkbox is checked next to the item, and a blue 'Add Item' button is circled with a callout 23. A '+ icon' next to the shopping cart is circled with a callout 24. A 'Done' button is at the top right.
- Create Contract Invoice: Add Non-Catalog Item Section (Steps 25-26):** Shows a form for adding a non-catalog item. It includes a 'Line Items' table with columns: No., Supplier Part #, Description, Contract, Qty, Unit, Price, Amount. A 'Commodity Code' dropdown is set to '(no value)'. A 'Request Type' dropdown is set to 'No Choice'. A 'Full Description' text area is present. A 'Ship From' dropdown is set to 'New York - Fishing'. A blue 'Save' button is at the bottom right, circled with a callout 26.

Create a contract invoice

27. Click on the **Shopping Cart** icon
28. Click **Review Cart** to checkout
29. Lines can be edited if required. Select the line using the checkbox. Adjust lines by updating the quantity or clicking on **Delete** or **Edit** to make changes. Additional lines can be added using **Add Item**
30. Click **Done** to add the lines to the invoice



Create a contract invoice

- 31. Review the **Subtotal** for each line item. This represents the net value
- 32. Use the **checkbox** to add taxes
- 33. Select the correct tax from the **Taxes** dropdown list

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category: 0% HST / Overseas non-re... ☐ Shipping Documents ☐ Special Handling ☐ Discount Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Original Price	Unit Price	Subtotal
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	JRANAL01	Junior Analyst		2	EA		\$75 CAD	\$150.00 CAD

Shipping

Ship From: Site 1
Toronto ON
Canada

Ship To: Canada - Markham ON 10 Aviva Way
Markham ON
Canada
Doreen Reid
Deliver To: Canada - Markham ON 10 Aviva Way View/Edit Addresses

Shipping Cost

Shipping Amount: \$0.00 CAD

Shipping Date:

Line Item Actions Add Items Change Items

Update Save Exit Next

Line Items

Insert Line Item Options

☒ Tax Category: 0% HST / Overseas non-re...

<input type="checkbox"/>	No.	Include	Type	Part #	Description
<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	JRANAL01	Junior Analyst

Ship From: Site 1
Toronto ON
Canada

Shipping Amount: \$0.00 CAD

Add Items Change Items

Taxes

- 0% HST / Overseas non-re...
- 15% HST / 15% HST
- 6% PST / Saskatchewan PS...
- 8% PST / Manitoba PST
- 0% GST / zero-rated/exem...
- 7% PST / British Columbi...
- 15% Withholding Tax / 105 WHT- Import...
- 5% GST / 5% GST
- 9.975% QST / Quebec QST
- 13% HST / 13% HST
- Other Tax

Create a credit memo

Header

1. From the **Home** page, click **Overview** and then **Invoices**
2. To easily identify your invoice, expand the **Edit filter** section and search by **Invoice number** (ticking **Exact match**), then click **Apply**
3. Click the invoice number in blue
4. To create a credit memo, click **Create Line-Item Credit Memo**
5. Enter a unique **Credit Memo #** (special characters such as + - _ @ / \ . = * are permitted)

Invoices (1)

[Edit filter](#) | [Save filter](#) |

Type	Invoice Number	Customer	Reference	Source Document	Submission Method
Standard Invoice	testing2021	Aviva - TEST	PO50041687	Order	Online

Invoice: testing2021

[Create Line-Item Credit Memo](#) [Copy This Invoice](#)

The screenshot shows the SAP Business Network 'Overview' page. The 'Invoices' section is highlighted with a red circle (1). Below it, the 'Edit filter' section is expanded, showing 'Invoice number' with 'testing2021' entered and 'Exact match' selected. The 'Apply' button is highlighted with a red circle (2). Below the filter, a table of invoices is shown, with the first row highlighted in blue and the invoice number 'testing2021' circled in red (3).

Invoice Header

Summary

Credit Memo #: *

Create a credit memo

Line items

1. Review or update the **Quantity** and **Subtotal** for each line item you are crediting
2. To exclude an item from the **credit memo** click the line item's **green slider** OR click the check box to the left of the item and click Delete

No.	Include	Type	Part #
2	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02

Pricing Details

Price Unit: * BX

Unit Conversion: * 1

Line Item Actions ▼ Delete

Line Items

Insert Line Item Options

☐ Tax Category: ☐ Shipping Documents ☐ Special Handling ☐ Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Original Price	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	We require security support for a 5 day trip to the US. We are estimating 5 days at \$500/day		-1	EA			\$-375.00 CAI

Tax

Category: HST

Location:

Description: Overseas registered

Regime:

Taxable Amount: \$-375.00 CAD

Rate(%): 13

Tax Amount: \$-48.75 CAD

Category: VAT

Location:

Description:

Regime:

Taxable Amount: \$-375.00 CAD

Rate(%): 0

Tax Amount: \$0.00 CAD

Exempt Detail: (no value)

Date Of Pre-Payment: 17 Jun 2020

Law Reference:

Date Of Supply: 29 May 2020

☐ Triangular Transaction

Line Item Actions ▼ Delete

Update Save Exit Next

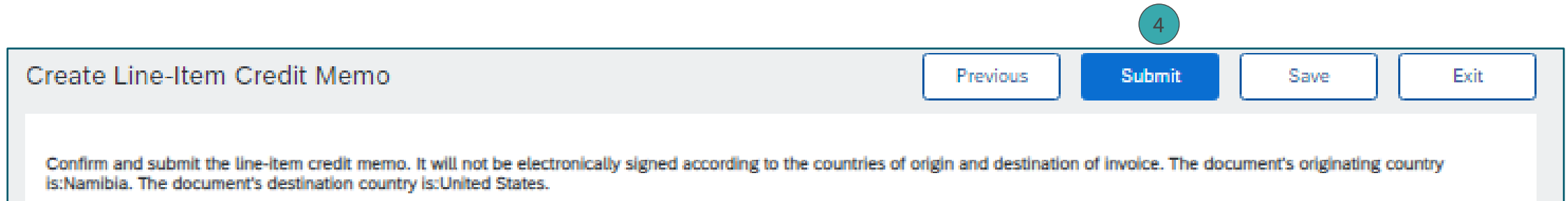
Create a credit memo

Line items

3. Click **Next** once all details have been added
4. Review the **Create Line-Item Credit Memo** summary and click **Submit**
5. You will receive a notification confirming that the **Credit has been submitted**



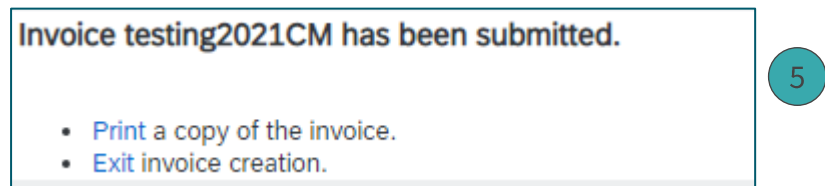
Update Save Exit **Next**



Create Line-Item Credit Memo

Previous **Submit** Save Exit

Confirm and submit the line-item credit memo. It will not be electronically signed according to the countries of origin and destination of invoice. The document's originating country is: Namibia. The document's destination country is: United States.



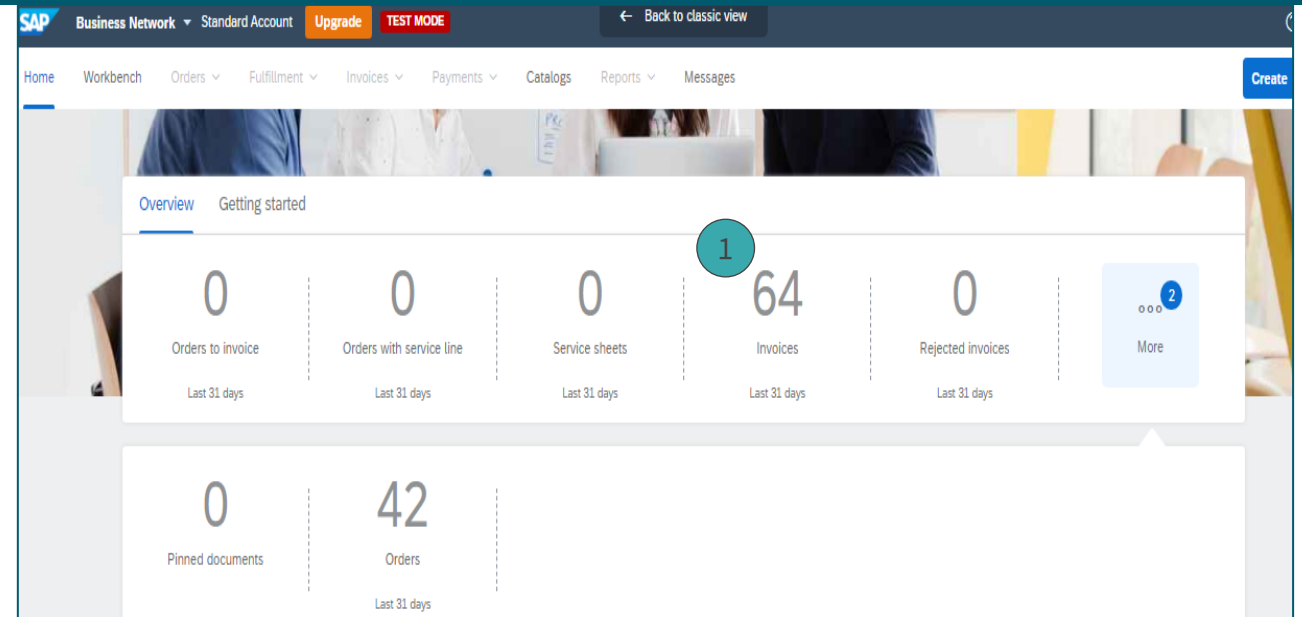
Invoice testing2021CM has been submitted.

- [Print](#) a copy of the invoice.
- [Exit](#) invoice creation.

Invoice status

Dashboard

1. From the **Home** page, click **Overview** and then **Invoices**
2. To easily identify your invoices, expand the **Edit filter section**, enter a date range in the **Creation date** field and then click **Apply**
3. The status of each invoice (Sent, Approved, Paid, Rejected) is listed in the **Invoice Status** column
 - **Sent** – The invoice is being validated against the PO
 - **Approved** – The invoice has been matched successfully to the PO and will be paid within the Payment Terms
 - **Paid** – The invoice has been paid
 - **Rejected** – The invoice has been rejected



Invoices (64)

[Edit filter](#) [Save filter](#) 5/1/2019 - 1/9/2020

Invoice Number	Date	Amount	Routing Status	Invoice Status	Actions
0c112	Jun 27, 2019	£87.00 GBP	Acknowledged	Sent	...
0c11234	Jun 27, 2019	£30,000.00 GBP	Acknowledged	Sent	...
0c112345	Jun 27, 2019	£72,000.00 GBP	Acknowledged	Sent	...
0c1456	Jun 27, 2019	£6,480,000.00 GBP	Acknowledged	Sent	...

Invoices (64)

[Edit filter](#)

Customers <input type="text" value="Select or type selections"/>	Invoice number <input type="text" value="Type selection"/>	Order number <input type="text" value="Type selection"/>	Creation date <input type="text" value="Custom date range"/>
<input checked="" type="radio"/> Partial match <input type="radio"/> Exact match			
Invoice status <input type="text" value="All"/>	Invoice type <input type="text" value="All"/>	Routing status <input type="text" value="All"/>	Min amount <input type="text"/>
External invoice number <input type="text" value="Type selection"/>	View <input type="text" value="All"/>	Submitted by <input type="text" value="All"/>	Max amount <input type="text"/>
			Currency <input type="text" value="GBP"/>

[Apply](#) [Reset](#) [Cancel](#)

Invoice status

Dashboard

4. To see detailed information about an invoice, click on the invoice number in blue.

[> Edit filter](#) | [Save filter](#) | Last 365 days Standard Invoice

Type	Invoice Number	Customer	Reference	Source Document	Submission Method	Origin	Date ↓	Amount	Routing Status	Invoice Status	Self Billing	Actions
Standard Invoice	testing2021	4 - TEST	PO50041687	Order	Online	supplier	Jul 27, 2021	\$11.30 CAD	Acknowledged	Sent	No	...

Invoice status

Scheduled Payments

5. The **Detail** tab captures all the information about the invoice.

Invoice: testing2021

Done

Create Line-Item Credit Memo

Copy This Invoice

Print

Download PDF ▾

Export cXML

5

Detail

Scheduled Payments

History

Standard Invoice

Status

Invoice: Sent

Routing: Acknowledged

Invoice Number: testing2021

Invoice Date: Tuesday 27 Jul 2021 1:40 PM GMT+01:00

Original Purchase Order: [PO50041687](#)

Submission Method: Online

Origin: Supplier

Source Document: Order

Subtotal:

\$10.00 CAD

Total Tax:

\$1.30 CAD

Amount Due:

\$11.30 CAD

Invoice status

Scheduled Payments

6. Click the **Scheduled Payments** tab to see when the invoice will be paid

Invoice: TestCanadaWrong29/05

Create Line-Item Credit Memo

Copy This Invoice

Download PDF ▾

Export cXML

Detail

Scheduled Payments

6

mittance

History

Payment Proposal ↑	Received Date	Accepted Date	Planned Payment Date	Method	Original Amount	Discount	Adjustment	Amount Due	Status
PAYTestCanadaWrong29/05-16747	30 May 2020		29 May 2020	ACH	\$423.75 CAD	\$0.00 CAD	\$0.00 CAD	\$423.75 CAD	Paid

Create Line-Item Credit Memo

Copy This Invoice

Download PDF ▾

Export cXML

Invoice rejection

1. From the **Home** page, click **Overview**, then **More** and then **Invoices**
2. To see detailed information about an invoice, click on the invoice number in blue
3. On the **Detail** tab review why the invoice was rejected, then click **Edit & Resubmit** to make changes

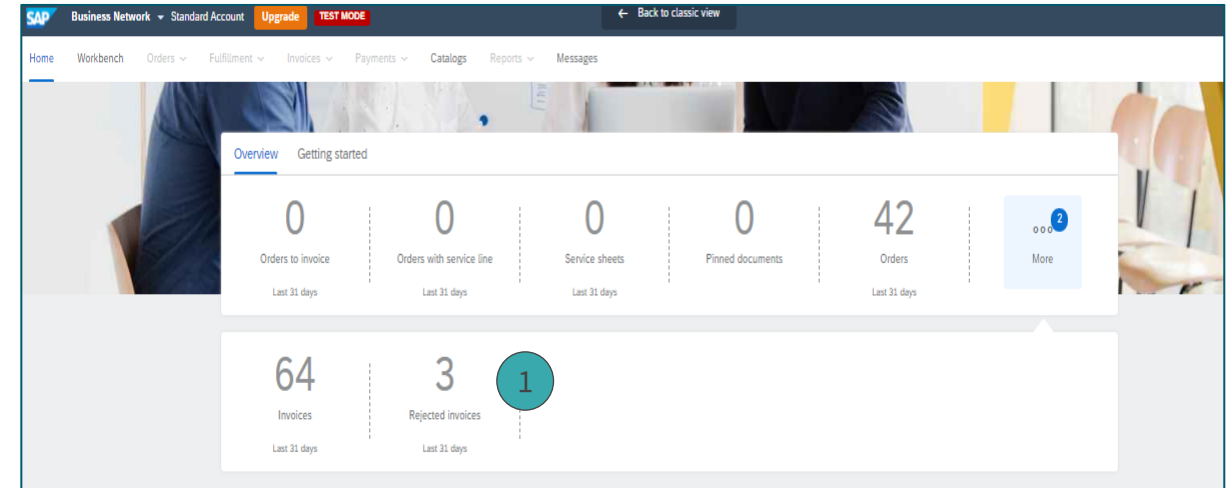
Workbench Customize

0	42	0	0	64	0	3
Orders to invoice	Orders	Orders with service line	Service sheets	Invoices	Pinned documents	Rejected invoices
Last 31 days	Last 31 days	Last 31 days	Last 31 days	Last 31 days	Last 31 days	Last 31 days

Rejected invoices (3)

[Edit filter](#) | [Save filter](#) | [1/1/2019 - 1/1/2020](#) | [Rejected](#)

Type	Invoice Number	Customer	Reference	Source Document	Date ↓	Amount	Routing Status	Invoice Status	Actions
Standard Invoice	INV_SKY_022	TEST	PO50024246	Order	Oct 8, 2019	£3,042.00 GBP	Acknowledged	Rejected	...
Standard Invoice	INV_TEST_01	Aviva - TEST	PO50024245	Order	Oct 8, 2019	£3,042.00 GBP	Acknowledged	Rejected	...
Standard Invoice	holds1	Aviva - TEST	PO50014824	Order	Jul 9, 2019	£36.00 GBP	Acknowledged	Rejected	...



Invoice: INV12345NW4 Done

[Edit](#) [Create Line-Item Credit Memo](#) [Copy This Invoice](#) [Print](#) [Download PDF](#) [Export cXML](#)

Detail [Scheduled Payments](#) [History](#)

Rejected Invoice:
Reasons:
INV-38: The invoice was successfully received.
INV-54: Comments from Aviva - TEST: OK
DOC-1:
INV-35: The invoice status has been successfully updated to Processing by Aviva - TEST. Description:
INV-35: The invoice status has been successfully updated to Rejected by Aviva - TEST. Description:Comment: Rejected as tax calculation failed due to tax code not matching between Network and Buying and Invoicing. (Simon Harrowing, 2020-06-11T06:09:28-07:00) Line item: Line Number:2 Part Number: Description:Tax Exceptions: Tax Calculation Failed Tax cannot be calculated for this invoice because the invoice data does not match a valid tax configuration. Line item: Line Number:3 Part Number:null Description:NBHSTTax (auto-generated) Exceptions: Under Tax Variance The Amount field on the invoice tax line item, \$0.00 CAD, is less than the line item's calculated Tax Amount, \$120.00 CAD, and the difference is not within the tolerance defined in your configuration.

Comment: Rejected as tax calculation failed due to tax code not matching between Network and Buying and Invoicing. (Simon Harrowing, 2020-06-11T06:09:28-07:00)Line item: Line Number:2 Part Number: Description:Tax Exceptions: Tax Calculation Failed Tax cannot be calculated for this invoice because the invoice data does not match a valid tax configuration.Line item: Line Number:3 Part Number:null Description:NBHSTTax (auto-generated) Exceptions: Under Tax Variance The Amount field on the invoice tax line item, \$0.00 CAD, is less than the line item's calculated Tax Amount, \$120.00 CAD, and the difference is not within the tolerance defined in your configuration.

[Edit & Resubmit](#)

Where to go for additional help and support

Additional support

The following resources are available if you have questions:

- Ariba's Customer Support Line
Canada: 412-222-6153
United States: 1-866-218-2155
- Ariba's Help Center
- Ariba Network Standard Account [Support Page](#)
- Ariba weekly webinars with live Q&A
- Aviva's Advice Centre

Email: APServicesCanada@aviva.com