

P2P User Guide

Invoice to Contract

SAP Ariba Standard Accounts



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Standard Account Process: Invoice to Contract

Log into your account

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

SAP Ariba 

Supplier Login

User Name

Password

[Login](#)

[Having trouble logging in?](#)

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[Register Now](#) or [Learn More](#)

[Is your company registered?](#)
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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 shows the SAP Business Network dashboard. At the top, there's a navigation bar with 'Business Network', 'Standard Account', and an 'Upgrade' button. Below that, a menu bar includes 'Home', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. A 'Create' button with a dropdown arrow is highlighted with a red circle '3'. The main content area shows a 'Getting started' section with five cards: 'Orders to invoice' (0), 'Orders with service line' (0), 'Service sheets' (0), 'Invoices' (64), and 'Rejected invoices' (0). A 'More' button with a dropdown arrow is also highlighted with a red circle '2'.

The screenshot shows the 'Create Contract Invoice: Select Customer' dialog box. It has a title bar with 'Next' and 'Cancel' buttons. Below the title, there's a text prompt: 'Select a customer from the list below and click **Next** to continue the process. If the customer is not in the list displayed, you can search for them by entering the name in the [More](#)'. There's a search field labeled 'Customer Name:' with a 'Search' button. Below the search field, a list of customers is shown, with 'Aviva - TEST' highlighted and circled in red with a '5'. At the bottom right, there are 'Next' and 'Cancel' buttons, with the 'Next' button circled in red with a '6'.

This is a close-up of the 'Create' dropdown menu. It shows two options: 'Non-PO Invoice' and 'Contract Invoice'. The 'Contract Invoice' option is circled in red with a '4'.

Create a contract invoice

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

Contract Invoice: Select Customer Contract Site

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

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

Next Cancel Previous

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 Prev Next Cancel

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] **9**

Invoice #: *

Invoice Date: *

Sold To Email:

Payment Terms: (no value) [select]

Ship From: **Payment** Ship To: (no value)

Bill To: (no value)

Prev Next Cancel

Choose Value for Contract

ID

ID	Title	Effective Date	Expiration Date	Status	↑
C3622	(CW1942246) DR-CA-UAT-CTC4	Mon, 1 Jun, 2020	Wed, 2 Jun, 2021	Open	<input type="button" value="Select"/> 10

Create a contract invoice

11. Enter the **Invoice #** (special characters +_@\./=* are allowed as well)
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: *

Sold To Email:

Payment Terms: 30 Net [select]

Ship From: Site 1

13 Ship To: (no value)

Bill To: Aviva Canada Inc

14

Prev Next Cancel

Create a contract invoice

15. On the Additional Fields screen ensure Aviva 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

The image shows two screenshots of the Aviva contract invoice creation interface. The top screenshot, labeled '15', shows the 'Additional Fields' screen. It includes a checkbox for 'Information Only. No action is required from the customer.' and several input fields: 'Supplier Account ID #:', 'Customer Reference:', 'Supplier Reference:', and 'Payment Note:'. Below these are 'Supplier:' and 'Bill From:' sections, both showing 'CA-UAT-ON-Supplier1' and the address 'Norwich, Norfolk, United Kingdom'. To the right, there are 'Service Start Date:' and 'Service End Date:' fields with calendar icons. A 'Choose Address' dropdown menu is set to 'Aviva Canada Inc.', with 'Customer:' and 'Email:' fields below it. A 'View/Edit Addresses' link is visible. A red circle with the number '15' highlights the 'Choose Address' dropdown. The bottom screenshot, labeled '17', shows the 'VIEW/EDIT ADDRESSES' screen. It is divided into 'Supplier' and 'Customer' sections. The 'Supplier' section has fields for Name, Department Name, Address 1-3, City, Province (Ontario [CA-ON]), Postal Code (M1L 4S8), and Country (Canada [CAN]). The 'Customer' section has a 'Choose Address' dropdown set to 'Aviva Canada Inc.', and fields for Name, Department Name, Email, Address 1-3, City (Markham), Province (Ontario [CA-ON]), Postal Code (L6G 0G1), and Country (Canada [CAN]). Both sections have a note: 'This selection will refresh the page content.' At the bottom right, there are 'OK' and 'Cancel' buttons. A red circle with the number '17' highlights the 'VIEW/EDIT ADDRESSES' link from the top screenshot.

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.
 19. You can add one/more supporting documents (e.g. PDF invoices/ supporting spreadsheet) by following the below steps:
 - a. Click on **Add to Header** and then select **Attachment**
 - b. **Choose file** and browse in order to select needed document
 - c. Click on **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: (dropdown)

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

Tax paid through a Tax Representative

Supplier VAT: Supplier VAT/Tax ID: * (input field) (18)

Customer VAT: Customer VAT/Tax ID: * 13985 2784 RT0001 (input field)

[View/Edit Addresses](#)

Add to Header (dropdown)

- Shipping Cost
- Shipping Documents
- Special Handling
- Additional Reference Documents and Dates
- Comment
- Attachment (19a)

Attachments

The total size of all attachments cannot exceed 10MB

Testinvoice...iva... (19b) (19c)

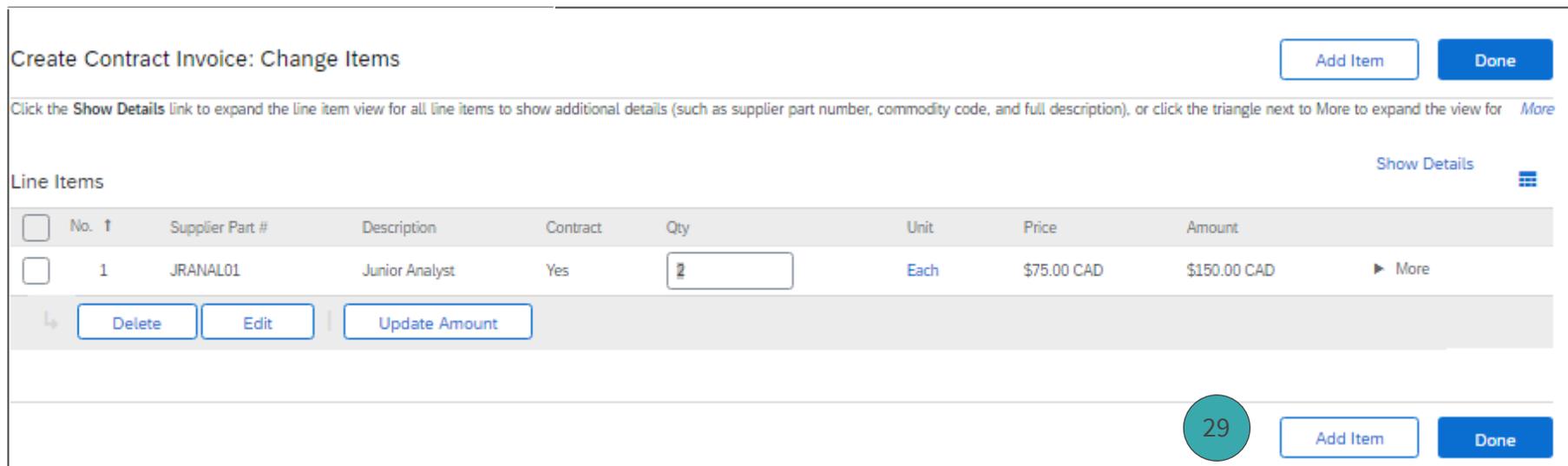
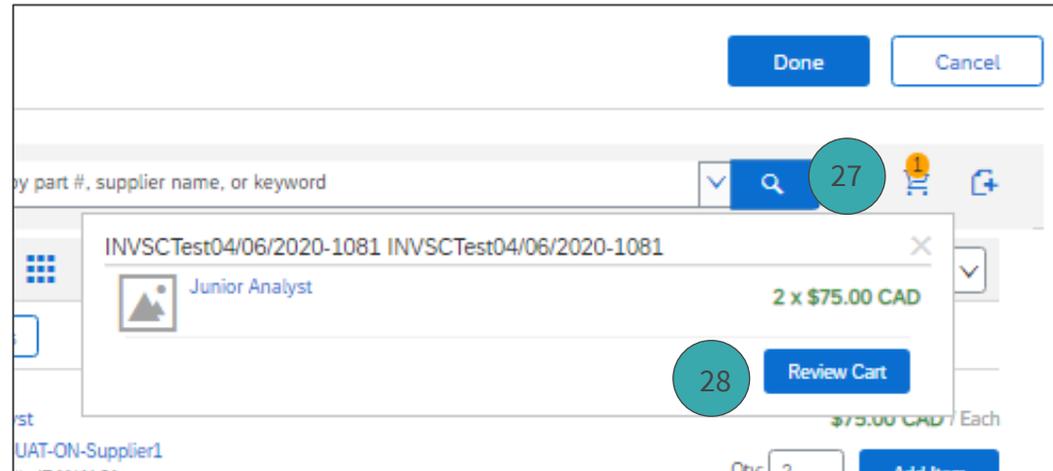
Name	Size (bytes)	Content Type
<input type="checkbox"/> 2021 billing.xlsx	10668	application/vnd.openxmlformats-

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**

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

Line Items

Insert Line Item Options
 Tax Category: 0% HST / Overseas non-re... Shipping Documents Special Handling Discount

<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

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 contract invoice

34. Click **Next**
35. Verify all the details are correct and click **Submit** to send the invoice to Aviva
36. A pop-up box will confirm the invoice has been **submitted**

You will receive an email with a copy of the invoice that was sent to Aviva

Insert Line Item Options

Tax Category: 13% HST / 13% HST 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	JRANAL01	Junior Analyst		2	EA		\$75 CAD	\$150.00 CAD

Tax

Category: 13% HST / 13% HST Taxable Amount: \$150.00 CAD Remove

Location:

Rate(%): 13

Description: 13% HST Tax Amount: \$19.50 CAD

Regime:

Shipping

Ship From: Site 1 Toronto ON Canada Ship To: Canada - Markham ON 10 Aviva Way Markham ON Canada Deliver To: Doreen Reid 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

Create Invoice Previous Save Submit Exit Update Save Exit Next

Confirm and submit this document. It will be electronically signed according to the countries of origin and destination of invoice. This transaction qualifies as Cross-Border trade. The document's originating country is:United Kingdom. The document's destination country is:United Kingdom. 35

Standard Invoice

Invoice Number: Test05/06/2020
Invoice Date: Thursday 4 Jun 2020 3:30 AM GMT-07:00
Contract Number: C3622

Subtotal: \$150.00 CAD
Total Tax: \$19.50 CAD
Total Shipping: \$0.00 CAD
Amount Due: \$169.50 CAD

REMIT TO:	BILL TO:	SUPPLIER:
CA-UAT-ON-Supplier1 Postal Address: 123 Any Street Toronto ON M1L 4S8 Canada	Aviva Canada Inc Postal Address (Default): Accounts Payable:Aviva Canada Inc;Company No: 13985;Tax No: 13985 2784;10 Aviva Way;Suite 100 Markham ON L6D 0G1 Canada	CA-UAT-ON-Supplier1 Postal Address: 123 Any Street Toronto ON M1L 4S8 Canada

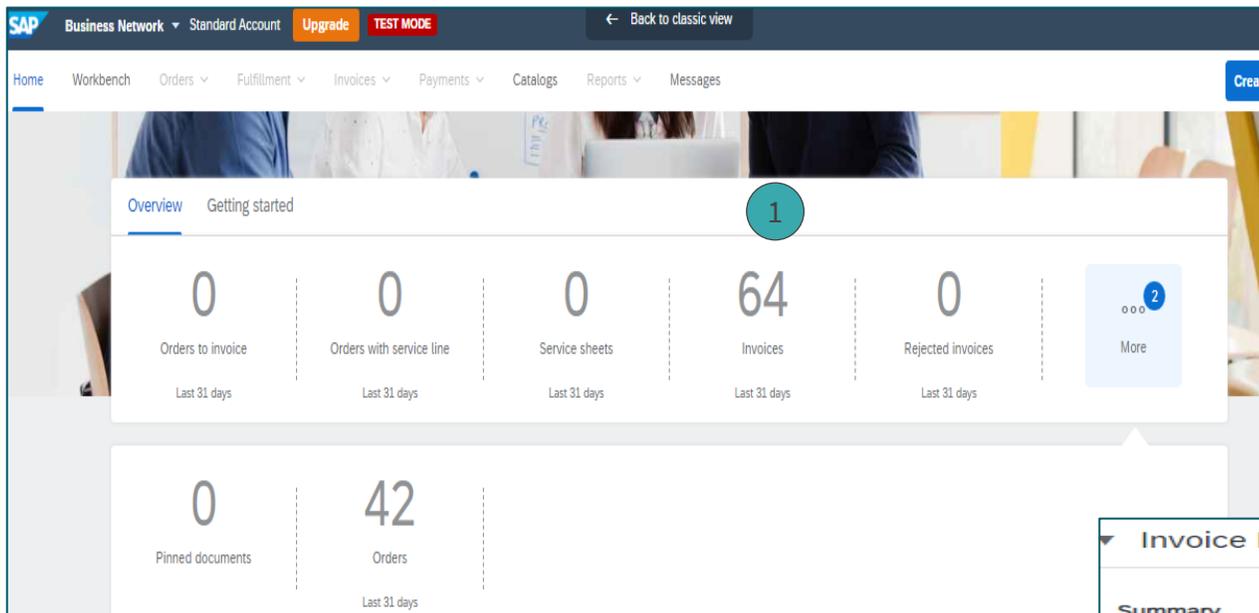
Invoice Test05/06/2020 has been submitted 36

- Print a copy of the invoice.
- Exit invoice creation.

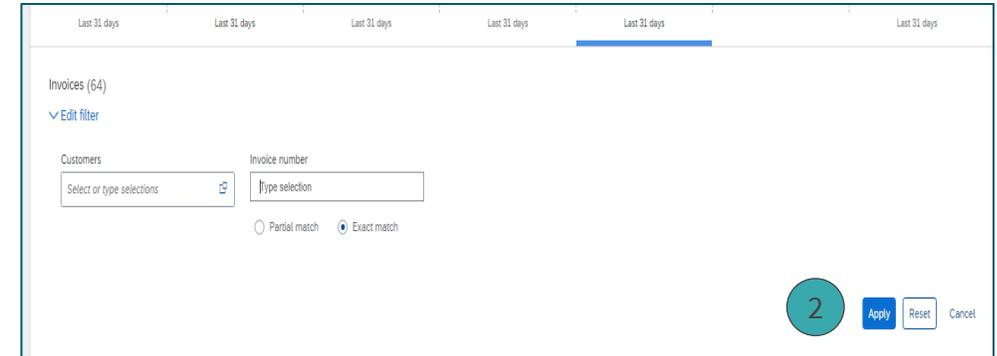
Create a credit memo

Header

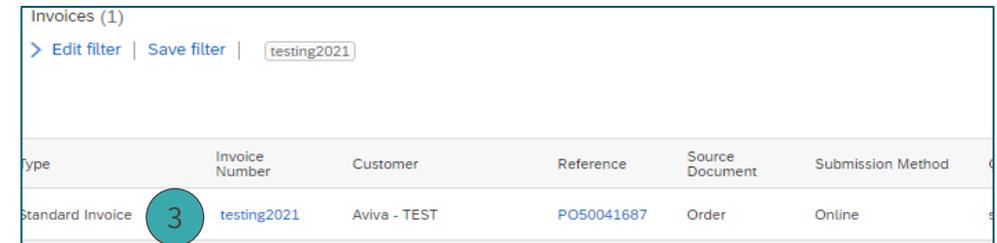
1. Once on **Home** page, click on **Overview** and then on **Invoices**
2. To easily identify your invoice select **Edit filter** and search by **Invoice number** (ticking **Exact match**), then click on **Apply**
3. Click on **invoice number** in blue
4. To create a credit memo click on **Create Line-Item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



The screenshot shows the SAP Business Network Home page. The navigation bar includes 'Home', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. The 'Overview' section is active, showing a grid of metrics: 'Orders to invoice' (0), 'Orders with service line' (0), 'Service sheets' (0), 'Invoices' (64), and 'Rejected invoices' (0). A red circle '1' highlights the 'Invoices' metric. Below this, there are 'Pinned documents' (0) and 'Orders' (42). A 'Create' button is visible in the top right corner.

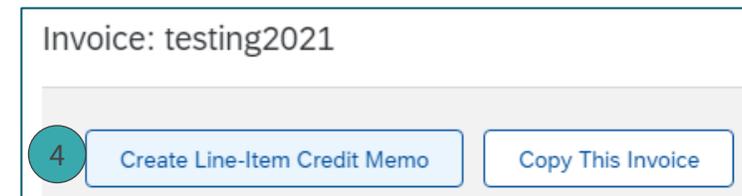


The screenshot shows the 'Invoices (64)' filter dialog. It has a search bar for 'Invoice number' with a dropdown menu. Below the search bar, there are radio buttons for 'Partial match' and 'Exact match', with 'Exact match' selected. A red circle '2' highlights the 'Apply' button.



The screenshot shows the 'Invoices (1)' list. The table has columns: Type, Invoice Number, Customer, Reference, Source Document, and Submission Method. A red circle '3' highlights the 'testing2021' invoice number.

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



The screenshot shows the 'Invoice: testing2021' page. It has two buttons: 'Create Line-Item Credit Memo' and 'Copy This Invoice'. A red circle '4' highlights the 'Create Line-Item Credit Memo' button.



The screenshot shows the 'Invoice Header' section. It has a 'Summary' section with a text input field for 'Credit Memo #:*' containing the value 'testing2021CM'. A red circle '5' highlights the input field.



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

<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	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	1 Remove

Tax

Category: HST Taxable Amount: \$-375.00 CAD Remove

Location:

Rate(%): 13

Description: Overseas registered

Tax Amount: \$-48.75 CAD

Regime:

Category: VAT Taxable Amount: \$-375.00 CAD Remove

Location:

Rate(%): 0

Description:

Tax Amount: \$0.00 CAD

Regime:

Exempt Detail: (no value)

Date Of Pre-Payment: 17 Jun 2020

Date Of Supply: 29 May 2020

Law Reference:

Triangular Transaction

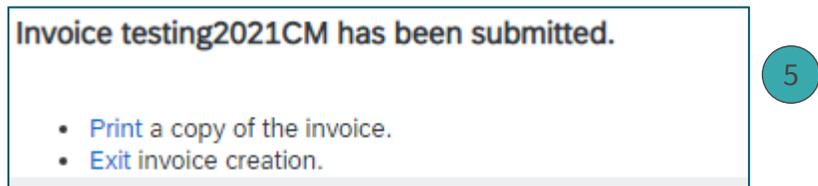
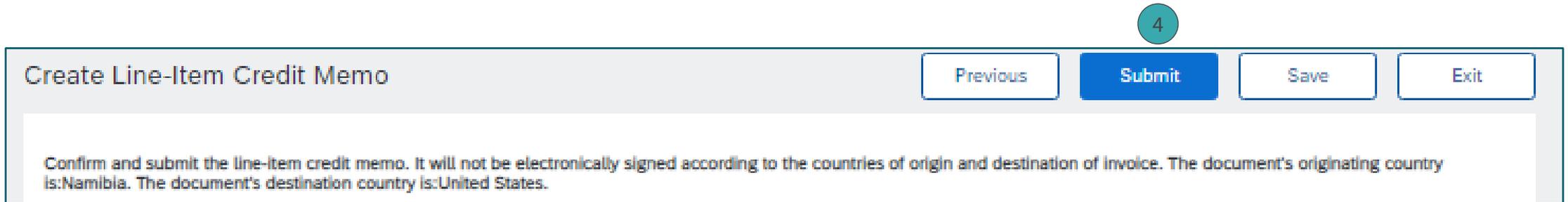
Line Item Actions | Delete

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**



Invoice status

Dashboard

1. Once on **Home** page, click on **Overview** and then on **Invoices**
2. To easily identify your invoices select **Edit filter** , **Creation date** range and then click on **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

The screenshot shows the SAP Business Network dashboard. At the top, there are navigation tabs: Home, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Messages. A 'Create' button is visible in the top right. Below the navigation is a 'Getting started' section with several cards: 'Orders to invoice' (0), 'Orders with service line' (0), 'Service sheets' (0), 'Invoices' (64), and 'Rejected invoices' (0). A 'More' button is also present. Below this is another section with 'Pinned documents' (0) and 'Orders' (42). A red circle '1' highlights the 'Invoices' card, and a red circle '2' highlights the 'More' button.

The screenshot shows the 'Invoices (64)' filter settings. It includes an 'Edit filter' link and a date range selector set to '5/1/2019 - 1/9/2020'. The filter settings are organized into several sections: 'Customers' (with a 'Select or type selections' dropdown), 'Invoice number' (with a 'Type selection' dropdown and radio buttons for 'Partial match' and 'Exact match'), 'Order number' (with a 'Type selection' dropdown), 'Creation date' (with a 'Custom date range' dropdown), 'Invoice status' (with an 'All' dropdown), 'Invoice type' (with an 'All' dropdown), 'Routing status' (with an 'All' dropdown), 'Min amount', 'Max amount', and 'Currency' (set to 'GBP'), 'External invoice number' (with a 'Type selection' dropdown), 'View' (with an 'All' dropdown), and 'Submitted by' (with an 'All' dropdown). At the bottom right, there are 'Apply', 'Reset', and 'Cancel' buttons. A red circle '2' highlights the 'Apply' button.

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	...

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

- 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		Subtotal:	\$10.00 CAD
Invoice:	Sent	Total Tax:	\$1.30 CAD
Routing:	Acknowledged	Amount Due:	\$11.30 CAD
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		

Invoice status

Scheduled Payments

- 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** Submittance 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. Once on **Home** page, click on **Overview**, then on **More** and **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

0 Orders to invoice
Last 31 days

42 Orders
Last 31 days

0 Orders with service line
Last 31 days

0 Service sheets
Last 31 days

64 Invoices
Last 31 days

0 Pinned documents
Last 31 days

3 Rejected invoices
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	...

SAP Business Network Standard Account Upgrade TEST MODE

Home Workbench Orders Fulfillment Invoices Payments Catalogs Reports Messages

Overview Getting started

0 Orders to invoice
Last 31 days

0 Orders with service line
Last 31 days

0 Service sheets
Last 31 days

0 Pinned documents
Last 31 days

42 Orders
Last 31 days

More

64 Invoices
Last 31 days

3 Rejected invoices
Last 31 days

1

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

3