Interacting with SAP ARIBA

A User Guide for Suppliers

HSE operates two main procurement systems

- SAP S/4HANA and
- SAP Ariba

SAP Ariba is part of the IFMS and is a self-service purchasing application that is fully integrated with SAP S/4 HANA.

If a supplier wishes to transact with the HSE via SAP Ariba they must follow the steps below.

Creating an Ariba Trading Relationship with the HSE

Before processing your order, please view the following SAP Ariba video tutorials using https://support.ariba.com/item/view/183459 -> Standard Account Tutorial Videos (Playlist)

- Connect With Your Customer (PO Invite) – 4 minutes
- Account Overview -10 minutes
- Configure Routing Notifications (Orders and Invoices) – 4 minutes
- Create an Invoice – 4 minutes

Please note the following:

- It is recommended that your organisation read the SAP Configure Account document at https://support.ariba.com/item/view/171101 . Step 7 can be ignored as payments are made from a separate system.

- Ensure that the Ariba email address (ordersender-prod@ansmtp.ariba.com) is not blocked (i.e. have it whitelisted) on your systems.

- For issues regarding a PO, contact the buyer directly. Their email address is on the purchase order.

- If there are pricing issues with a PO, please resolve with the buyer before invoicing.

- Once the Ariba Trading Relationship is established, all future POs will be routed to the PO email address(es) as specified in your Ariba account.

- Please note that an Ariba Standard Account (free) is sufficient to establish a HSE Ariba Trading Relationship. A subscription based Ariba enterprise account is not required to establish a HSE Ariba Trading Relationship.

SAP Ariba Frequently Asked Questions

What is an interactive PO email?

An Interactive PO email is a purchase order from HSE, sent to a supplier via the Ariba network. It facilitates the supplier in the creation of a HSE Ariba Trading Relationship and subsequently submitting invoices through the Ariba network.

I am a supplier to HSE and wish to transact through Ariba

Contact the procurement.helpdesk@hse.ie requesting Ariba output for your POs. Once this is done, you will receive your POs via HSE Ariba Interactive PO email. Follow the instructions on the HSE Ariba Interactive PO email to create your account.

I am not receiving my PO's from HSE

Contact procurement.helpdesk@hse.ie and they will investigate on your behalf.

I wish to change the PO email address on my Ariba account

- ➤ Go to https://support.ariba.com/item/view/183459
- ➤ Click on "Standard Account Tutorial Videos (Playlist)"
- ➤ Watch video "Configure Routing Notifications (Orders and Invoices)" – 4 minutes
- ➤ Make the necessary changes to your PO email notification settings

I require training on how to use my Ariba account

Please view the following SAP Ariba video tutorials using https://support.ariba.com/item/view/183459 -> Standard Account Tutorial Videos (Playlist)

- ➤ Connect With Your Customer (PO Invite) – 4 minutes
- ➤ Account Overview -10 minutes
- ➤ Configure Routing Notifications (Orders and Invoices) – 4 minutes
- ➤ Create an Invoice – 4 minutes

I have lost access to my account

Please click on the following link which will advise on your options

https://support.ariba.com/Item/view/KB0395382

I am unable to submit my invoice through Ariba

Please view the following video tutorial

- ➢ Go to https://support.ariba.com/item/view/183459
- ➢ Click on "Standard Account Tutorial Videos (Playlist)"
- ➢ Watch video "Create an Invoice" – 4 minutes

If you cannot submit an invoice after following the tutorial, please contact

procurement.helpdesk@hse.ie

I am receiving too many notifications from Ariba

You can modify your notifications in your Ariba account. Please watch the following video tutorial

- ➢ Go to https://support.ariba.com/item/view/183459
- ➢ Click on "Standard Account Tutorial Videos (Playlist)"
- ➢ Watch video "Configure Routing Notifications (Orders and Invoices)
- ➢ Make the necessary changes to your PO/Invoice email notifications settings

Additional self-service support is available at:

https://helpcenter.ariba.com/index.html?sap-language=en

If the session times out, click on the SAP logo on the top left corner of the screen to refresh.

Additional queries can be directed to procurement.helpdesk@hse.ie