Resource Guide to Assist Suppliers and End Users on Ariba

Resources to send to Suppliers for Invoice assistance

1) Suppliers responding with refusal to use Ariba

   Supplier Ticket to AP

2) Invoice Submission Video Tutorial
   https://support.ariba.com/item/view/189528

3) Credit Memo Submission Video Tutorial
   https://support.ariba.com/item/view/189529

4) Supplier Password, Account, or System Questions and Issues
   Contact Ariba

5) Supplier Information Portal Link
   Supplier Information Portal

Resources to send to Requisitioners for Invoice assistance

1) End users responding with push back regarding Ariba
   Financial Affairs Customer Service Portal

2) Staff Training for Invoice Approvals and Exceptions:

   https://www.bu.edu/ap/ariba-guided-buying/

3) Group Q/A Sessions for Staff

   https://www.bu.edu/ap/ariba-guided-buying/

4) Internal Staff Invoice & Payment Questions: Submit a ticket to Accounts Payable via the Financial Affairs
   Customer Service Portal

5) Quick Reference Guides to complete Invoice Actions in Ariba Guided Buying
   a) Invoice Approval QRG

   https://www.bu.edu/ap/files/2020/07/QRG_Ariba-BI101-Shopper-Training_Approval1.pptx

   b) Invoice Exception QRG

   https://www.bu.edu/ap/files/2020/07/QRG_Ariba-BI101-Shopper-Training_Exception.pptx

   c) Adding an Approver or Watcher to Invoice Approval Flow

   https://www.bu.edu/ap/files/2020/07/QRG_Ariba-BI101-Shopper-Training_Add-Watcher-or-Approver.pptx

   d) Placing Invoice on Hold
   https://www.bu.edu/ap/files/2020/07/QRG_Ariba-Guided-BUying-Shopper-Training_Hold-Process.pptx

   e) Editing Cost Center or Internal Order on an invoice
   https://www.bu.edu/ap/files/2020/07/QRG_Ariba-BI101-Shopper-Training_Manage_Split-Accounting.pptx

   f) Invoice Email Notifications
   https://www.bu.edu/ap/files/2020/07/QRG_Ariba-BI101-Shopper-Training_Notifications.pptx

Resources to send to Requisitioners for Purchase Requisition (PR) or PO assistance - Sourcing and Procurement Website

1) Create a Purchase Requisition (PR/Cart)
   https://www.bu.edu/sourcing/h2po/#guidedbuyingprs

2) Editing a Purchase Requisition/PO
   https://www.bu.edu/sourcing/h2po/#editingapr

3) Viewing a PR, PO, Invoices, and Payments applied to the PO
   https://www.bu.edu/sourcing/h2po/#viewingprsandpos

4) Close a PO
   https://www.bu.edu/sourcing/h2po/#cancelvsclosepo

5) Staff Training for Purchase Requisition/ Purchase Order Training
   https://www.bu.edu/sourcing/guided-buying-training/

6) Delegation for staff members on leave or vacation
   https://www.bu.edu/sourcing/files/2020/07/Delegate-Authority-1.pdf

7) Internal Staff Sourcing and Procurement Questions and Issues

   Purchase Requisition (PR/Cart) or Purchase Ordering (PO) Questions: Submit a ticket to Sourcing & Procurement via the Financial Affairs Customer Service Portal.