NAB SAP (Ariba) Business Network
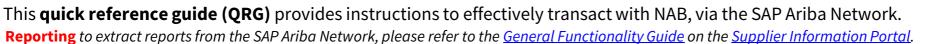
Receiving and Fulfilling Orders
Quick Reference Guide (QRG)
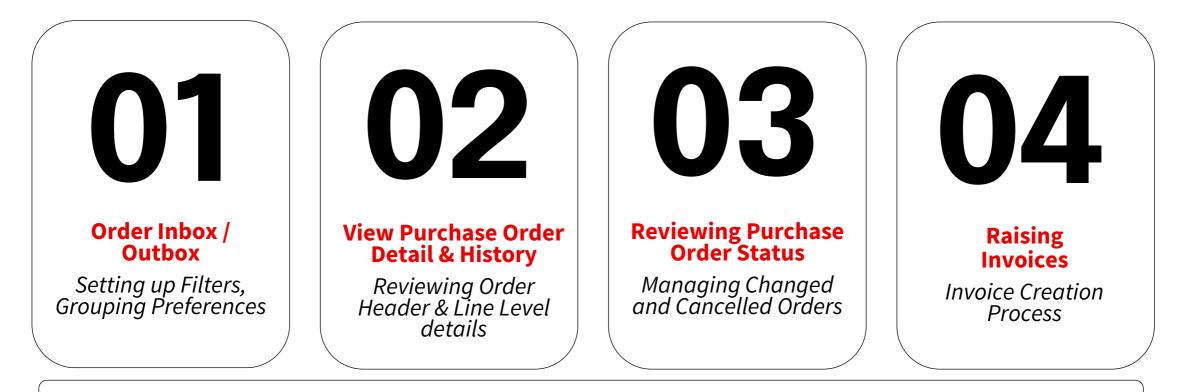
National Australia Bank Limited

v2.0 – June 2024

Introduction

This **quick reference guide (QRG)** provides instructions to effectively transact with NAB, via the SAP Ariba Network.
Reporting *to extract reports from the SAP Ariba Network, please refer to the* [General Functionality Guide](#) *on the* [Supplier Information Portal](#)*.*

This guide *provides steps and hints for the below activities, to set you up to successfully manage receiving and fulfilling orders, as a NAB supplier*.

01
Order Inbox / Outbox
Setting up Filters, Grouping Preferences

02
View Purchase Order Detail & History
Reviewing Order Header & Line Level details

03
Reviewing Purchase Order Status
Managing Changed and Cancelled Orders

04
Raising Invoices
Invoice Creation Process

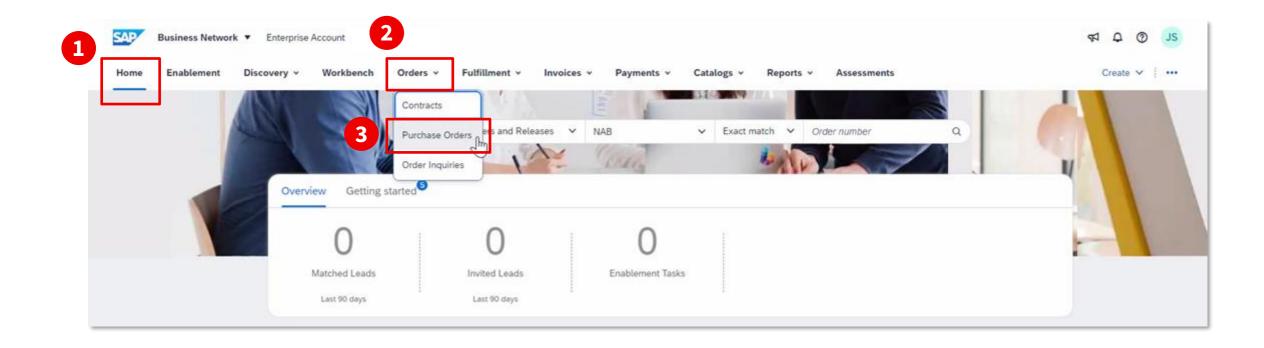**Regional Variations** *Legal Profile set up*

01

Order Inbox / Outbox

Accessing your SAP Business Network Account

Navigating to your **Orders Inbox / Outbox Dashboard**

Ensure that you are on the correct page

1. From the '**home**' tab

2. Click on the '**Orders**' tab

3. Select '**Purchase Orders**' from the dropdown

Purchase Order Inbox / Outbox

Setting up Filters & Grouping Preferences

Use **Search Preferences** to identify and set order information, required for your user requirements.

From your Orders Inbox/Outbox Dashboard, is where you will manage and track your open and historical Purchase Orders.

4. Standard filter setting will appear, to *change or add new filters:*

5. Click on your initials

6. Select '**My Account**' from the dropdown

The **Account** settings screen will display.

7. Tick the box – '*Allow me to save filter Preferences in the Inbox/Outbox*'
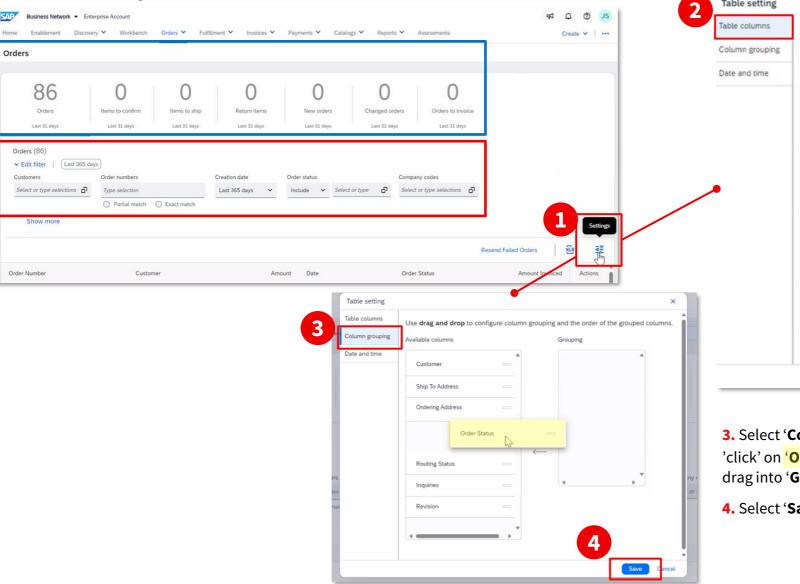
8. Click '**Save**'

Purchase Order Inbox / Outbox

Setting up Filters & Grouping Preferences

From your **Orders Inbox / Outbox Dashboard**
1. Select the '**Settings**' icon

2. '**Table Setting**' page appears.

From the '**Table Columns**' menu
- 'click' on '**Version**' & '**Revision**' from the '**Available columns**' list and drag into the '**Displayed columns**' list.

3. Select '**Column grouping**' on side menu
'click' on '**Order Status**' from the '**Available columns**' list and drag into '**Grouping**' list

4. Select '**Save**'

Purchase Order Inbox /Outbox

Setting up Filters & Grouping Preferences

Your **Orders Inbox / Outbox Orders (Dashboard)** will now appear, ==with the additional filters you just added==

1. The **Order Number** is the Buyers unique Purchase Order for the goods/services.

2. The **Revision** is the status of the version, e.g. Original, Changed, Cancelled.

3. The **Version** is the number of the order. 1 = the original order, 2 = changed order and so on.

4. The **Amount** is the total values of the purchase. It does not contain any taxes such as GST.

5. The **Order Status** is the current status of the order, e.g. new, changed, invoiced. *Refer to page 20 for a full list of the **Order Status Types** and definitions.*

6. The **Amount Invoiced** is the total amount invoiced to date.

Continue to next slide, to learn how to **Edit filters**

*The **Actions** allows documentation creation without opening the order.*

TIP: The Columns can be sorted into alphabetical (A-Z or Z-A) or numerical (0-9 or 9-0) order by clicking on the column heading.

Purchase Order Inbox /Outbox

Adjusting and selecting Filters & Grouping Preferences

You can track and review all your Purchase Orders using the filter options.
From your **Orders Inbox / Outbox Dashboard**, filters can be applied to help you search for a specific purchase order or group of purchase orders.

For example you can filter by:

- *all orders with a specific status e.g. '**changed**'*
- *all orders that have been created in a particular date range e.g. '**Last 30 days**'*
- *all orders for a specific company e.g. 'NAB'*

1. You can apply multiple filters at the same time like, **last 365 days with a status of 'changed'**.

Purchase Order Inbox /Outbox

Adjusting and selecting Filters & Grouping Preferences

From your **Orders Inbox / Outbox Dashboard**, filters can be applied to help you search for a specific purchase order or group of purchase orders.

6. The **Apply** & **Reset** buttons allow you to apply new filters or remove (reset) existing filters.

4. Select from the a date range within the dropdown options to pinpoint a specific date or date range.

2. Customers select or type the name of the Buyer.

3. Key in the Order number if you know it.

*Select '**Exact match**' to further refine results.*

5. The **Order Status** needs to be changed to '**Include**' to then select the status type.

Select the relevant **Order Status** type. *Refer to page 15 for a full list of the **Order Status Types** and definitions.*

02

View Purchase Order Detail & History

Viewing Order Detail – Header Level

The **Purchase Order Header Level -** displays a summary of the key information for a purchase order or service order.

1. Purchase Order number.

2. Order Detail and **Order History tab**.

3. Purchase **Order Status** (status will change as the order is actioned). *Refer to page 20 for a full list of the Status Types and definitions.*

4. Payment Terms.

5. Comments entered by the Buyer when placing the order.

6. Other information.

7. Ship all items To, Bill To and **Deliver To** details.

8. Routing Status. *Refer to page 16 for a full list of the Routing Status Types and definitions.*
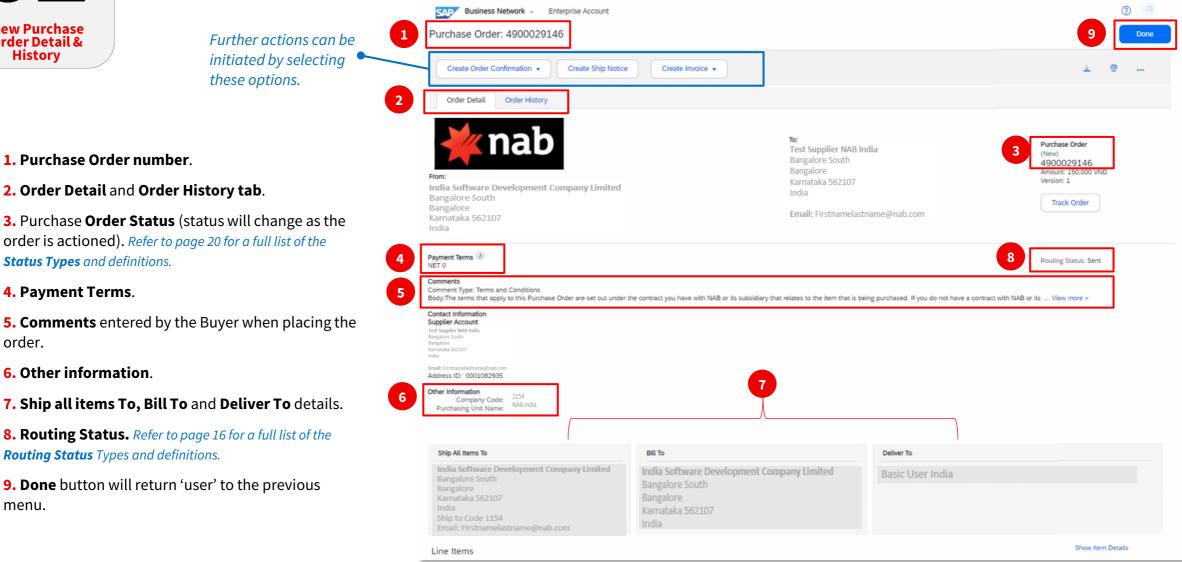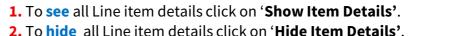
9. Done button will return 'user' to the previous menu.

Further actions can be initiated by selecting these options.

SAP Business Network — Enterprise Account

1 Purchase Order: 4900029146

Create Order Confirmation ▼   Create Ship Notice   Create Invoice ▼

2 Order Detail | Order History

nab

From:
India Software Development Company Limited
Bangalore South
Bangalore
Karnataka 562107
India

To:
Test Supplier NAB India
Bangalore South
Bangalore
Karnataka 562107
India

Email: Firstnamelastname@nab.com

3 Purchase Order
(New)
4900029146
Amount: 150,000 VND
Version: 1

Track Order

9 Done

4 Payment Terms ⓘ
NET 0

8 Routing Status: Sent

5 Comments
Comment Type: Terms and Conditions
Body:The terms that apply to this Purchase Order are set out under the contract you have with NAB or its subsidiary that relates to the item that is being purchased. If you do not have a contract with NAB or its ... View more »

Contact Information
Supplier Account
Test Supplier NAB India
Bangalore South
Bangalore
Karnataka 562107
India

Email: Firstnamelastname@nab.com
Address ID: 0001082935

6 Other Information
Company Code: 1154
Purchasing Unit Name: NAB India

7

Ship All Items To
India Software Development Company Limited
Bangalore South
Bangalore
Karnataka 562107
India
Ship to Code 1154
Email: Firstnamelastname@nab.com

Bill To
India Software Development Company Limited
Bangalore South
Bangalore
Karnataka 562107
India

Deliver To
Basic User India

Line Items

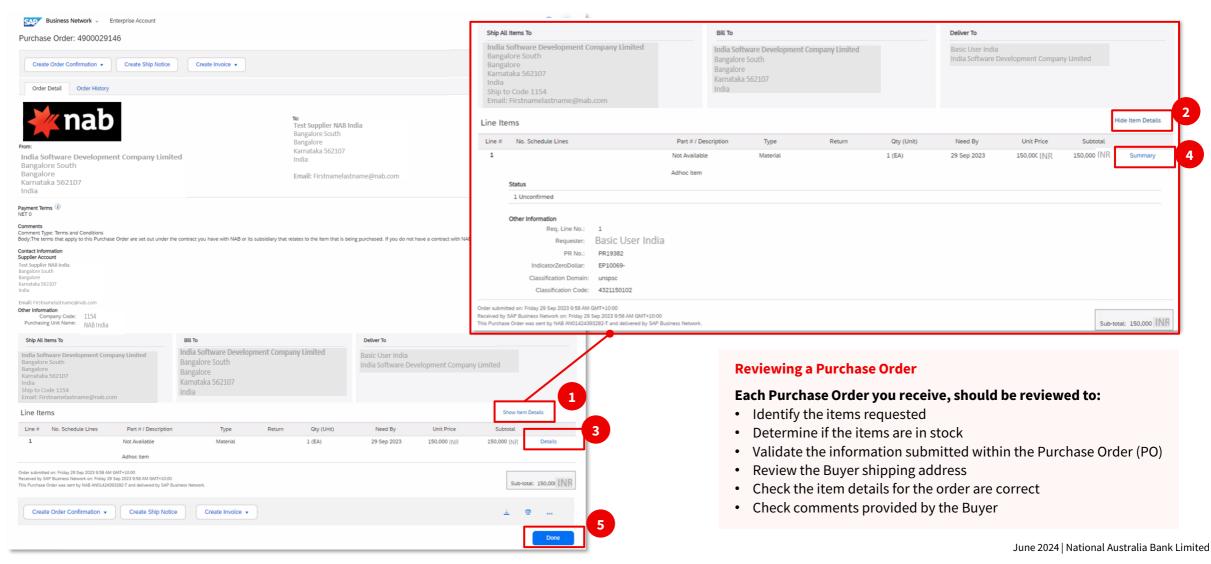Show Item Details

View Order Detail & History

Viewing Order Detail – Line Items Details & Summary

The **Line Items Detail level -** displays further information about the order, one line item at a time. Including comments and further information provided by the Buyer.

1. To **see** all Line item details click on '**Show Item Details**'.
2. To **hide** all Line item details click on '**Hide Item Details**'.

3. To **see** specific line item details, click on '**Details**'.
4. To **hide** specific line item details, click on '**Summary**'.
5. Select '**Done**' from the Header Level summary, to return to the **Inbox / Outbox** *(Dashboard)*

Reviewing a Purchase Order

Each Purchase Order you receive, should be reviewed to:
- Identify the items requested
- Determine if the items are in stock
- Validate the information submitted within the Purchase Order (PO)
- Review the Buyer shipping address
- Check the item details for the order are correct
- Check comments provided by the Buyer

View Order Detail & History

Viewing Order History – **Header level**

The **Purchase Order History** - displays further information about the history of the order.

1. Select **Order History** tab from the Order inbox/outbox (Dashboard) screen

Use the Order History tab to see:

2. Any **Comments** recorded during the progress of the order.

3. Changed By and who created the original order.

4. Date and Time stamps of the various stages and order progress recorded.

5. Line Item level information is also available in this view.

6. Select '**Done**' to return to the **Inbox / Outbox Dashboard.**

Reviewing Purchase Orders Status

Changed and Cancelled orders

Your **Orders Inbox/Outbox (Dashboard)** contains filters that will help find orders with a Status of '**Changed**'.

A Changed order is triggered when:

- The Supplier has proposed changes on the Order Confirmation or contacted the requestor.
- A price change has been accepted by the Buyer.
- The order was rejected because the wrong information was sent by the Buyer.
- The purchase order had too many errors for the Supplier to correct.
- The Buyer will contact the supplier where the proposed changes are not accepted based on trading agreements.
- Invoicing for an amount different to that shown on the Purchase Order will result in the invoice being rejected and the may delay the process.

1. Ensure that you are on the correct page

Select '**Purchase Orders**' from the dropdown

2. Select **Changed** from the **Order Status** filter to show all orders that have a status of '**Changed**'.

3. Select **Creation Date** to refine your search further, to display within a chosen timeframe.

IMPORTANT - All **Changed AND Cancelled** orders will display an **Order Status = 'Changed'**.

4. Only the **Revision** filter will help indicate if the order has been **cancelled or changed**.
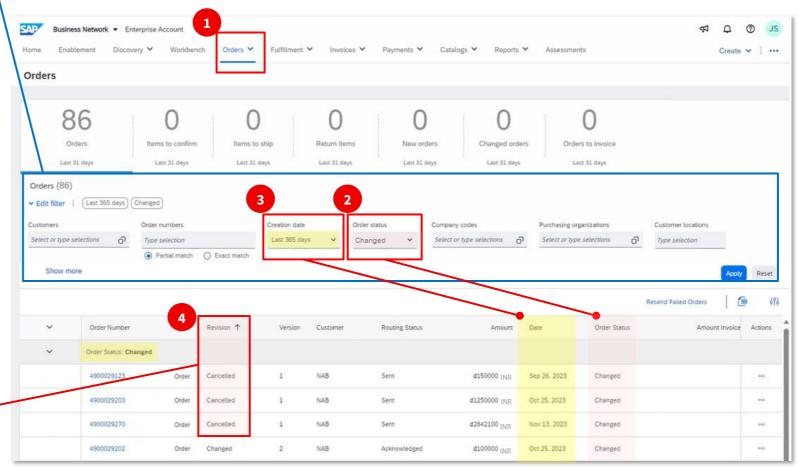
*To add the **Revision** filter – refer back to page 5 of this guide.*

Reviewing Purchase Orders Status

Reviewing **Changed** orders – **Header and Line Level**

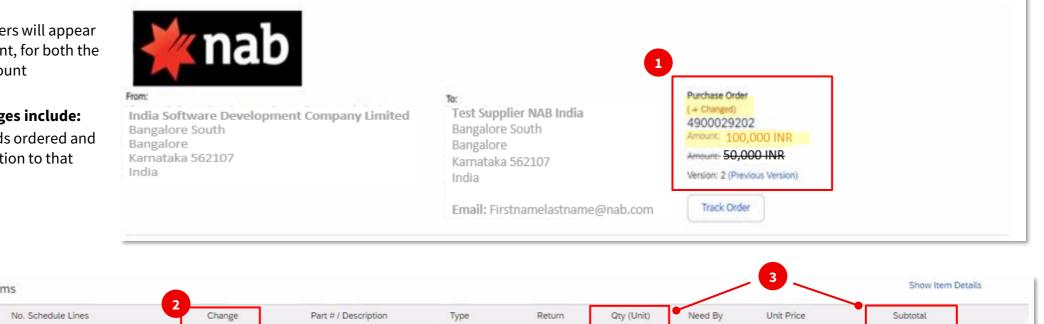**1.** All **Changed** orders will appear in orange colour font, for both the Status and the Amount

Examples of changes include:

- Quantity of goods ordered and subtotals in relation to that

2. Line items with 'Edited' indicate a change.

3. Changed items will have a line through the original information.

The new changes will appear in **orange colour** font.

Subtotal will reflect the changed amount .

Reviewing Purchase Orders Status

Reviewing **Cancelled** orders – **Header Level**

1. To find **Cancelled** orders, first filter on **Order Status = 'Changed'**

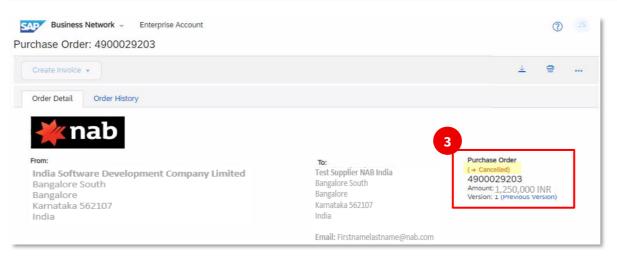**2.** Filter on **Revision = 'Cancelled'**

IMPORTANT

All **Cancelled** orders will display with an **Order Status = 'Changed'**

Only the **Revision** filter will indicate if the order has been cancelled.

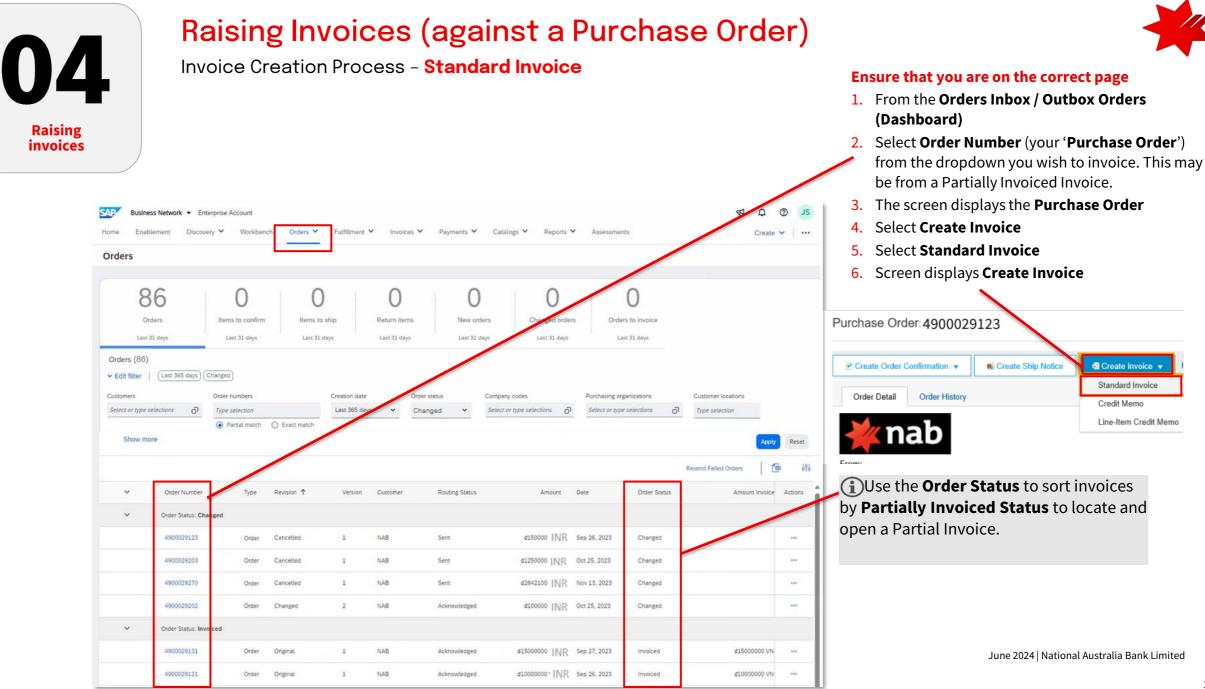*To add the Revision filter – refer back to page 5 of this guide.*

3. All **Cancelled** orders will appear in orange colour font in the Header Level.
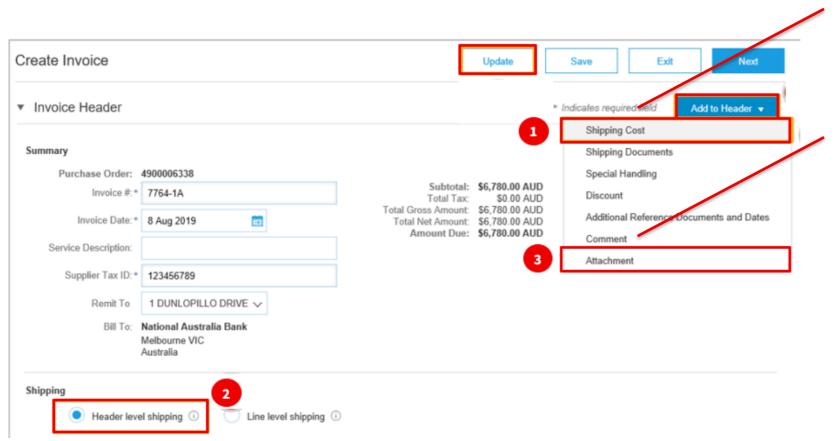
Examples of cancellations include:
- Items have become obsolete, supplier unable to fulfil order.
- Buyer change of mind, no longer require goods / services.

04

Raising invoices

Raising Invoices (against a Purchase Order)

Invoice Creation Process – **Standard Invoice**

Ensure that you are on the correct page

1. From the **Orders Inbox / Outbox Orders (Dashboard)**
2. Select **Order Number** (your '**Purchase Order**') from the dropdown you wish to invoice. This may be from a Partially Invoiced Invoice.
3. The screen displays the **Purchase Order**
4. Select **Create Invoice**
5. Select **Standard Invoice**
6. Screen displays **Create Invoice**

ⓘ Use the **Order Status** to sort invoices by **Partially Invoiced Status** to locate and open a Partial Invoice.

Raising Invoices (against a Purchase Order)

Invoice Creation Process – **Standard Invoice** update at a **Header Level**.

Ensure that you are on the correct page

On the **Create Invoice** page you can add the Invoice number and multiple items at **Header Level** (except tax which is added a line level)

Update Items at Header Level

1. From here you can add **Shipping Cost** if not already included in the cost of goods purchased by National Australia Bank
2. Shipping can be added at **Header Level** (for the entire PO) or at **Line Level** (only associated with one line item in the PO)
3. You can add **Attachments** to your invoice. Please add the PDF of your invoice.

Raising Invoices (against a Purchase Order)

Invoice Creation Process – **Standard Invoice** update at **Line Level.**

ⓘ There is no need to enter any Withholding tax rate as Sourceline will automatically determine based on the tax table.

Update Items at the Item Level

1. Select **Insert Line Item;** you can add **Tax Line Level**
2. Select the correct tax rate
3. Select **Next** for the next step

ⓘ **IMPORTANT**
  - ➤ For international suppliers **supplying to Australia;** please select GST (ideally the **0% GST**). If you are required to add indirect tax to your prices, such as VAT or GST which is applicable to and payable by you in your country, *please advise us as soon as possible.*
  - ➤ For **international suppliers supplying to Australia with Australian GST charged** from international locations: If your Ariba Account address is not in Australia, and you charge Australian GST on your invoices, NAB requests you to change the "Ship From" address in the invoice header to an Australian location

Raising Invoices (against a Purchase Order)

Invoice Creation Process – **Standard Invoice** update **Multiple Line Items Invoicing**

Update Multiple Line Items

1. Exclude Line items from the **Purchase Order** that you do not want to invoice against in this invoice (from green to grey).
2. Confirm or enter the **Quantity or Subtotal** for each item to be invoiced, repeat for all items on the invoice.
3. Only change the tax rate for a Line item where the tax rate is different to the one applied then select **Next** to finalise the invoice.

Raising Invoices (against a Purchase Order)

Invoice Creation Process – Finalise **Standard Invoice**

Finalise the Standard Invoice

1. Review the Invoice and select **Submit**

2. Select **Exit** and the screen will return to the Purchase Order where the order status will be displayed as either Invoiced or Partially Invoiced.

3. Select **Done** and the screen displays the Orders and Releases.

Purchase Order Status

The order status identifies the journey of the documents (order confirmation & invoices) through the SAP Ariba Network between NAB and the supplier.

Order Status	Definition
New	Initial state. You have not updated the order status.
Changed (*includes cancelled orders*)	Your customer cancelled or replaced the order by sending a subsequent (changed) order.
Confirmed	You agreed to ship all line items.
Confirmed with New Date	The order confirmation has a different **Start Date** or **End Date** than the order, but no other change(s).
Confirmed with Changes	The order confirmation has a different **Expected Value** than the order, and also has a different **Start Date** or **End Date**, or both.
Partially Confirmed **Partially Shipped** **Partially Serviced** **Partially Invoiced** **Partially Rejected**	The order is in progress. If you update part of the purchase order, SAP Business Network reports the partial status for the entire order. For example, if you partially confirmed an order and then you partially ship either the previously confirmed order line or a different order line, the purchase order status is set to **Partially Shipped**. You can still continue to confirm order line items regardless of the shipping status until you have confirmed all order lines. For service orders, you can continue to create service sheets for unplanned service lines up to their hidden maximum amounts (which might be larger than their subtotals) or planned service lines up to their subtotals. The service order status is set to **Partially Serviced** until all of the service lines are serviced.
Serviced	The order is fully serviced. You cannot create any more service sheets for any more service lines in the order.
Shipped	Final state. You shipped the entire order.
Invoiced	The order is fully invoiced. The **Amount Invoiced** column shows how much money you have invoiced or charged against the purchase order. For older purchase orders, SAP Business Network displays **Yes** to indicating that you have submitted invoices.
Received **Partially Received** **Returned**	Statuses for receipts that are sent by the Buyer from their ERP system. The purchase order status is updated based on this information. On the **Order Detail** page, each line item-detail section displays the quantity of goods received or returned for that line item, based on the information in the receipts.
Failed	SAP Business Network experienced a problem routing the order to your account. You can resend failed orders.

Routing Status

The routing status identifies the journey of the documents (order confirmation & invoices) through the SAP Ariba Network between NAB and you, the supplier.

Routing Status indicates whether a purchase order or service order is queued, sent, acknowledged, or if routing failed.

SAP Business Network displays the following routing statuses for orders.

Routing Status	Definition
Queued	Initial state. SAP Business Network received the purchase order but no further action was taken.
Sent	SAP Business Network sent the purchase order to your account.
Acknowledged	You received the order.
Failed	SAP Business Network experienced a problem routing the order to your preferred purchase order routing method. For example, your back end order fulfilment system could have experienced a problem that prevented SAP Business Network from successfully routing the order. You can resend orders that have a **Failed** routing status.
Approved	NAB has reviewed the invoice and it has been approved for payment.
Paid	The invoice has been paid

Regional Variations (NAB India)

Setting up Legal Profiles – For NAB India Suppliers only

1. Ensure you are on the right page

- Ensure the correct tax set up.
- Click on your log in initials at the **upper-right** corner
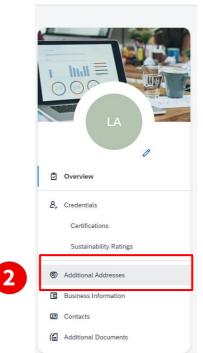- Select from the drop down box **Company Profile.**

2. Update and provide any additional addresses from which you trade

- Within the **Company Profile** screen, select **Additional Addresses**.

ⓘ Multiple addresses can be set up

A different address may be required for your Legal Profiles specifically to set-up the tax profile of the supplier which is used for invoicing purposes. There is only one address required to be associated per Tax ID. If there are multiple Tax Ids, a separate Ariba account is needed.

Company Profile

Purchase Order Inbox / Outbox

Setting up Legal Profiles (con't) – For NAB India Suppliers only

1. Additional Addresses (con't)
- Select **Create** new addresses

2. Address Name
- Must be unique for each new address where you are operating so this can be an address identifier used on in your account to service customers.

3. Select the "Set-up Legal Profile" checkbox
- The form will ask whether you are part of the 2017 or 2019 tax regime for every entity address you have set up with NAB
- See the next page for further details on tax regime

Purchase Order Inbox / Outbox

Setting up Legal Profiles con't – For NAB India Suppliers only

2019 tax regime

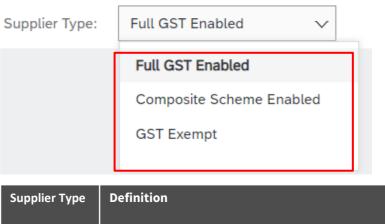- Must select **Legal Profile Type** options are available from the dropdown box

Legal profile Type: **Tax invoice - submit to IRP** ⌄

Tax invoice - submit to IRP

Pre-approved tax invoice - do not submit to IRP

SEZ originated invoice - do not submit to IRP

GST Username:*

GST Password:*

Legal Profile Type	Definition
Tax Invoice	Submit to IRP > this will require a GST Username and Password and an email address. This option will automatically send the Business Network invoicdo not submit to IRP > The supplier will have to populate IRN manually which will be validated based on the Invoice date, Vendor GST ID, Invoice ID. Ensure to attach the pdf invoice (during invoice creation) with the required information when selecting this option.e to IRP that will validate the invoice and will send the signed JSON file, QR Code along with the invoice details such as the IRN. Use only for material-based invoices.
Pre-approved tax invoice	Do not submit to IRP > IRN will be manually populated during invoicing which will be validated based on the Invoice date, Vendor GST ID, Invoice ID. Ensure to attach the pdf invoice (during invoice creation) with the required information when selecting this option.
SEZ originated invoice	do not submit to IRP > The supplier will have to populate IRN manually which will be validated based on the Invoice date, Vendor GST ID, Invoice ID. Ensure to attach the pdf invoice (during invoice creation) with the required information when selecting this option.

2017 tax regime

- Must select **Supplier Type**, options are available from the dropdown box.

Supplier Type: **Full GST Enabled** ⌄

Full GST Enabled

Composite Scheme Enabled

GST Exempt

Supplier Type	Definition
Full GST Enabled	Select this if your company is GST registered. This should be aligned with the GST registration.
Composite Scheme Enabled	Select this if your company is eligible for this scheme. This should be aligned with the GST registration.
GST Exempt	select this if your company is exempt from GST. This should be aligned with the GST registration.

NAB SAP (Ariba) Business Network

For further Support

Refer to Supplieronboardingandsupport@nab.com.au

National Australia Bank Limited