

Back Office Transformation

Frequently Asked Questions

Ariba Network	
What are the choices of joining the Ariba Network?	<p>Ariba offer two accounts:</p> <ul style="list-style-type: none"> • Standard Account – provided free of charge, allows suppliers to receive purchase orders and payment remittance within an easy-to-use portal and send purchase order confirmations, advanced shipping notifications and invoices. Suppliers have visibility of invoice payment statuses within the portal. • Enterprise Account – this is a chargeable account that is payable to Ariba. The fees are based on the level of subscription and volume of transactions. Suppliers who provide a catalogue to us will be required to join with an Enterprise Account and will be contacted separately. All other suppliers should make their own judgement regarding their level of subscription.
How does Ariba affect our current financial system?	<p>Your current system remains unchanged. We ask that you join the Ariba Network, which will hold purchase order and invoice information from Cadent and any other customers who are enabled on the network.</p> <p>When you create the invoice in your own system, you need to log it in Ariba to create the record, attaching a copy of your invoice. When it is released, the invoice will be sent to us within a few minutes.</p> <p>If you receive a high number of purchase orders from us, you may wish to consider system integration with Ariba. This is completely your choice and should be discussed directly with Ariba.</p>
Ordering	
Will purchase orders still be coming through from HUBWOO or will this system change?	<p>When Ariba goes live, we will no longer use Hubwoo for catalogue management or purchase order transmission.</p> <p>All activities will be managed in Ariba.</p>
Will we have to send an order confirmation?	<p>Yes. We ask that all suppliers return an order confirmation to confirm the order is accepted, including validation that the price is correct, provision of an estimated shipping date and confirmation that the terms and conditions of purchase are accepted.</p>
Invoicing	
Can we submit invoices using .csv format into Ariba?	<p>Technically yes, it's a semi-integrated procedure. If you choose to submit your invoices via .csv format, you should discuss this option with Ariba directly.</p> <p>We are investigating the process submission of consolidated invoices; we will discuss this directly with the affected suppliers. Further details will be shared with the affected suppliers ASAP.</p>
What will happen to self-bill invoices?	<p>Cadent will no longer operate a self-bill process.</p> <p>When Ariba is introduced in the Autumn, the current C2P process will be removed. In April 2020 we are changing our SAP ECC system to SAP S/4, at which point the self-billing currently operated for stock will be stopped. At this point, suppliers will be required to submit all invoices via the Ariba Network (via PO flip or integration).</p> <p>If an affected supplier chose to move away from self-billing earlier, they should contact us, and we will work together to achieve this to an agreed timescale.</p>

Invoicing continued	
<p>What happens if an invoice is received before the goods are received?</p>	<p>Invoices that arrive before the goods have been received will be placed into an exceptions queue and the requestor (for non-stock) or the logistics team (for stock) will be informed that the invoice has been sent, asking them to receipt when they receive the goods.</p> <p>Some categories will be permitted for an auto-goods receipt, where we have high transactional volume and the invoices are low value, such as stationery or PPE. In this case, the requestor will be informed that the invoice has been received.</p> <p>Requestors will have the ability to reject invoices if they do not receive the goods or if there is an issue with the invoice and it will be returned to the supplier with the reason for rejection.</p>
<p>Is there a choice as to whether we use Ariba or whether we continue invoicing the way we do?</p>	<p>The current invoice submission process will remain in place. We will review this periodically to assess the requirement, as more suppliers join the Ariba Network.</p>
<p>Would I be raising an invoice in our system (sage) and on Ariba? Meaning two invoices?</p>	<p>No, you only need to create one invoice in your own system. The record in Ariba should exactly match the invoice you are submitting for payment.</p>
<p>Do we need to re-submit invoices that have already been issued to you via email?</p>	<p>No, any invoices you have sent to our dedicated mailbox will be captured.</p> <p>During the cutover there will be a freeze on inbound invoices from our invoice scanning provider; the dates of this will be confirmed. The invoice will be registered for payment from the date it is received, so please continue to send your invoices as normal until the system is up and running. This will ensure we can pay you for the goods or services provided on time.</p>
<p>If we have a purchase order today, do we still invoice as per the order?</p>	<p>Yes, you can still invoice as per the order. We will be migrating all open purchase orders to a new reference; our system will hold mapping data to match any invoices quoting the old purchase order number to the new reference.</p> <p>If you register on the Ariba Network and wish to submit invoices via the portal, the old purchase order number will be the name of the new purchase order.</p>
<p>Will invoices logged on Ariba take priority for payment over invoices emailed to Cadent?</p>	<p>No, however registering on the Ariba Network allows you to submit your invoices to us directly, with full visibility of invoice status in an easy to use portal.</p>