



AES

United States

SAP Ariba Network

Reporting and Vendor Support for
Standard Accounts

September 2020

Reporting

Reporting (1/2)

Download invoice reports

Reports help provide additional information and details on transactions on the Network in a comprehensive format.

1. Click the **Reports** tab from the menu at the top of the page
2. Click **Create**
 - Invoice reports provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.
 - Failed Invoice reports provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly
 - Reports can be created by Administrator or User with appropriate permissions
 - Bronze (and higher) members may choose Manual or Scheduled report. Set scheduling information if Scheduled report is selected

Ariba Network

Company Settings ▾ John Doe ▾ Help Center >>

HOME INBOX OUTBOX CATALOGS ENABLEMENT TASKS 1 REPORTS CSV Documents ▾ Create ▾

Reports

Use CSV reports to track information on account usage, such as purchase orders and invoices. Report files are UTF-8 encoded. If your application does not read [More](#)

Report Templates

Title ↑	Schedule Type	Report Type	Status	Last Run	Next Run	Created	Created By	Report Size
No items								

↳ Run Download Edit Copy Delete 2 Create Refresh Status

Reporting (2/2)

Invoice Reports

3. Enter required information. Select an Invoice report type — Failed Invoice or Invoice
4. Click **Next**
5. Specify Customer and Created Date in **Criteria**.
6. Click **Submit**
7. You can view and download the report in CSV format when its status is **Processed**

Report Next 4 Exit

Enter a title and description for this report. Check the Time Zone and Language settings. You can set the Time Zone and [More](#)

1 Report Description

2 Criteria

Title: * 3

Description:

Time zone: US/Michigan

Report Previous Submit Exit

1 Report Description

2 Criteria

5 Customer: All Customers

Filter Invoice By: Date Invoice Created

Date Range: 21 Feb 2017 To 28 Feb 2017

Report Previous 6 Submit Exit

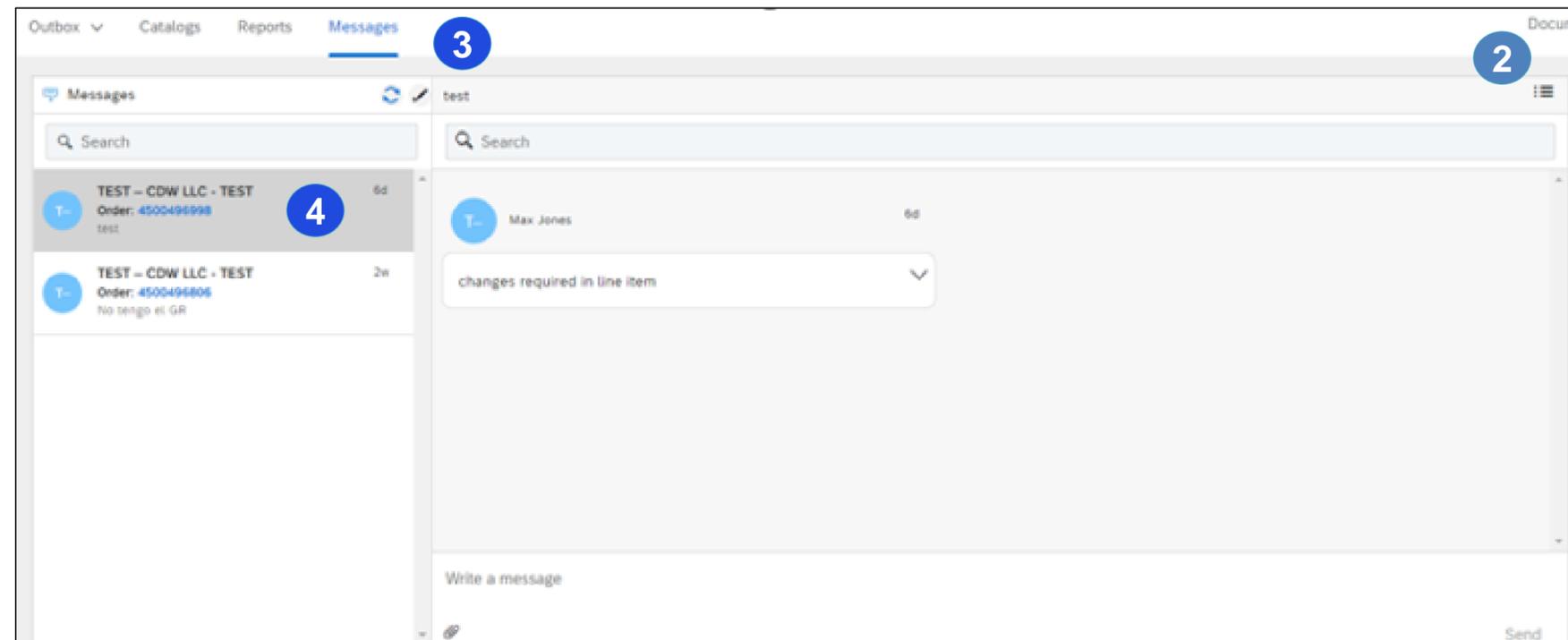
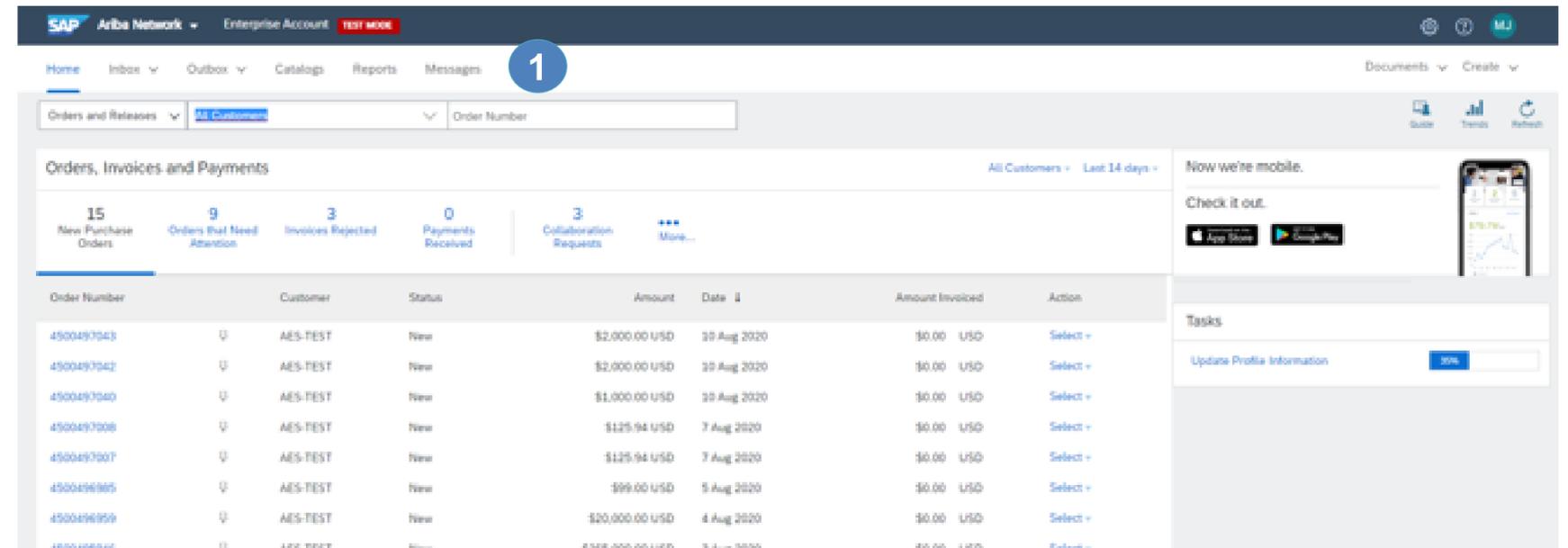
Troubleshooting and vendor Support

AES Vendor Support

AN Message Functionality

Ariba Network features a messaging functionality to contact AES vendor Support.

1. To access the messaging panel, **click on Messages.**
2. The messaging panel will be displayed.
3. To initiate a conversation, click on **New Conversation.** Attachments can be included within your inquiry.
4. The replies from the AES contact will appear on the left panel.



ARIBA Vendor Support

Ariba Contacts for Support

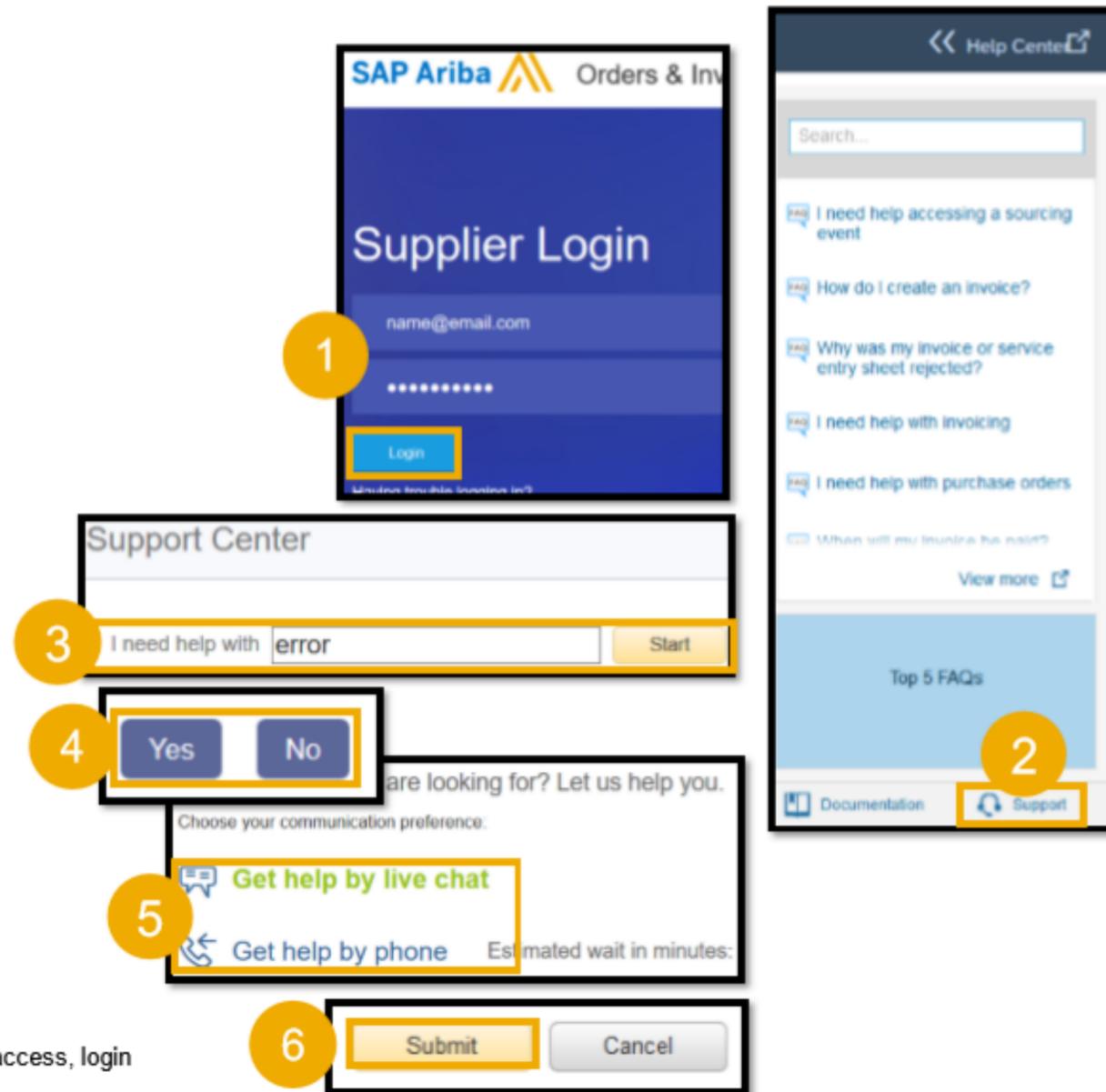
Contact Ariba Supplier Support

To contact **Ariba Network Supplier Support**:

- 1) Go to <http://supplier.ariba.com> and log in if able.
- 2) Click on the **Support** icon at the bottom right of the **Help Center** menu.
- 3) Enter keyword(s) into the **I need help with** box and click **Start**.
 - A. **Examples:** "Error", "Invoice rejected", "Account locked", or etc.
- 4) Click **Yes** or **No** to answer any triage questions that pop-up.
 - A. Answering questions as **yes** may provide FAQ related to the inquiry. Adjust answering to **No** to receive support instead of FAQ.
- 5) When **Can't find what you are looking for? Let us help you appears**, click to choose your communication preference.
- 6) Fill out the webform with as much detail as possible and **Submit**.

Notes:

- Only a subset of the documentation is available in a pre-login state. For full content access, login to your Ariba Network Supplier account and access the same Help menu.
- Support communication options may differ based on account type.



Vendor Support

Other contacts for Support

AES contacts for Support

1. For concerns regarding Supplier Enablement, please contact AES.Supplier.Enablement@aes.com
2. For questions regarding Invoicing, please contact **AP Inquiries** apinquiries@aes.com
3. If you have technical issues related to AES, please contact our support team SCM.Tools.Support@aes.com

Ariba Troubleshooting and FAQs

1. Ariba Network Hot Issues and FAQs - <https://connect.ariba.com/anfaq.htm>
2. Ariba Cloud Statistics and Network Notifications– <http://trust.ariba.com>
3. SAP Ariba Discovery - <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/selling-on-ariba-network/sap-ariba-discovery>
4. Ariba Network Overview - <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/fulfillment-on-ariba-network>