



AES

United States

SAP Ariba Network

**Reporting and Supplier Support for
Enterprise Accounts**

September 2020

Reporting

Download Invoice Reports

Learn About Transacting

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.**

Ariba Network

Company Settings | John Doe | Help Center >>

HOME INBOX OUTBOX CATALOGS ENABLEMENT TASKS **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 Create Refresh Status

- **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.

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.

Note: For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.

Report

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: *

Description:

Time zone: US/Michigan

Language: English

Report Type: * Select

Next Exit

Report

Set the parameters for this report. To save your changes and put the report into the queue to be run, click Submit. To exit without saving changes or running this report, click Exit.

1 Report Description

2 Criteria

Customer: All Customers Select

Filter Invoice By: Date Invoice Created

Date Range: 21 Feb 2017 To 28 Feb 2017

Previous Submit Exit

- Select
- Early Payment Detail
- Failed Invoice
- Failed Order
- Invoice
- Order Summary
- Payment Transactions
- Order
- Remittance Advice Details
- SCF Trade Details Reports
- Tax Book
- Time Sheet

Invoice Archival

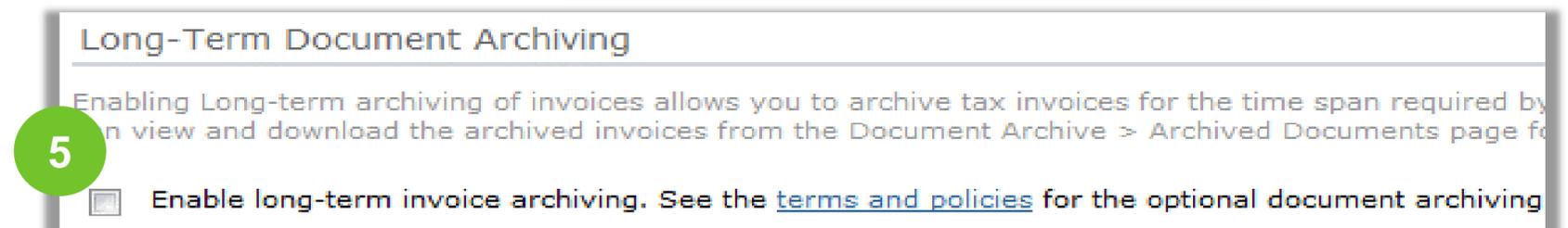
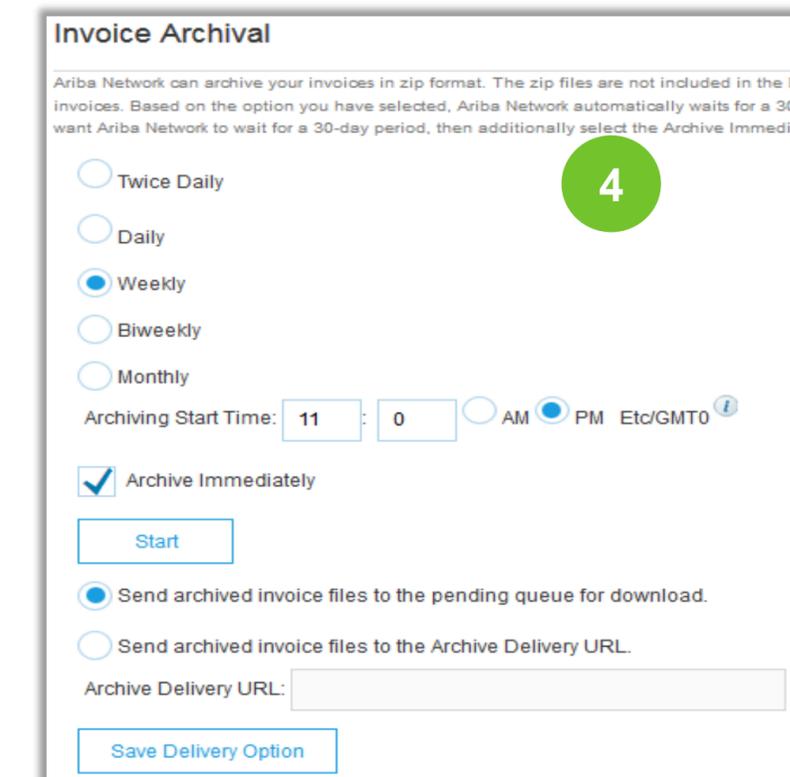
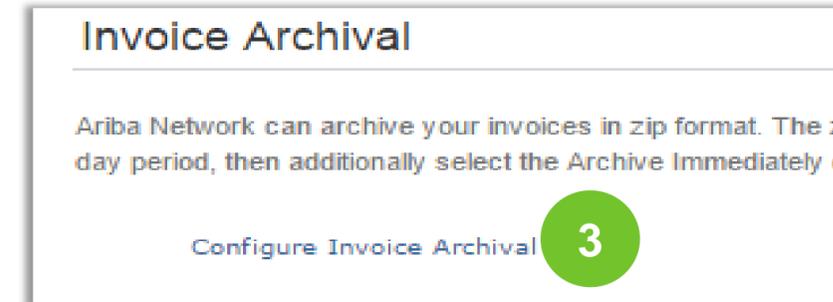
Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

1. From the **Company Settings** dropdown menu, select **Electronic Invoice Routing**.
2. Select the tab **Tax Invoicing and Archiving**.
3. Scroll down to **Invoice Archival** and select the link for **Configure Invoice Archival**.
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), choose Archive Immediately to archive without waiting 30 days, and click **Start**.

If you want Ariba to deliver automatically archived zip files to you, also enter an Archive Delivery URL (otherwise you can download invoices from your Outbox, section Archived Invoices).

Note: After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.

5. You may navigate back to the **Tax Invoicing and Archiving** screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the Terms and Policies link.)



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.

Note: If you create a message from an Invoice it will automatically reach out to AP Aes Department.

The screenshot displays the SAP Ariba Network interface. The top navigation bar includes 'Home', 'Inbox', 'Outbox', 'Catalogs', 'Reports', and 'Messages'. The 'Messages' tab is highlighted with a green circle '1'. Below the navigation bar, there are sections for 'Orders, Invoices and Payments' and a table of orders. The bottom screenshot shows the messaging panel with a list of messages on the left and a conversation view on the right. A green circle '2' highlights the 'Messages' tab in the navigation bar, a green circle '3' highlights the 'New Conversation' button, and a green circle '4' highlights the list of messages.

ARIBA Vendor Support

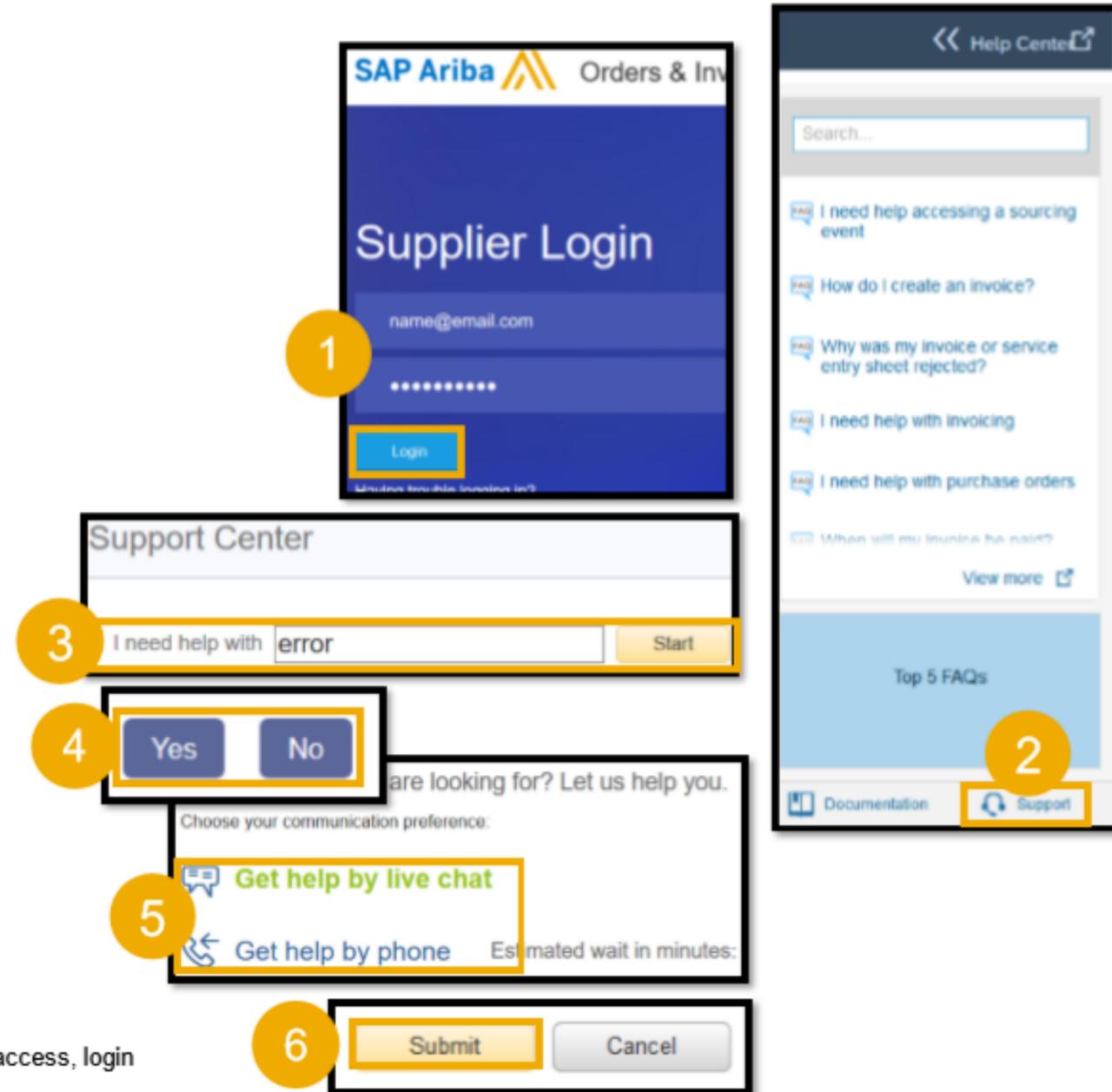
Contact Ariba Supplier Support

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 Contact Information

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 at 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>