



## Ariba Supplier Communications from Quad

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## Contact Ariba or Quad



### Contact Ariba--Phone

Ariba Helpdesk & Customer Support 866.218.2155 Add users, locked accounts, reset passwords, Change ANID and change Account Administrators

Ariba Seller Enablement Team 800.974.4899 How to process confirmations and invoices

### Contact Ariba—Email

[QuadEnablement@Ariba.com](mailto:QuadEnablement@Ariba.com) Transaction questions, training schedules, Ariba resources

### Contact Ariba--Links

[Contact Ariba Support](#) Instructions for navigating the customer support online web form

[FAQ Ariba.com](#) Informative question and answer about general concepts and terms

<http://supplier.ariba.com> Login page for Ariba Supplier

### Contact Quad—Email

[Your buyer](#) Buyer's contact information is on the PO

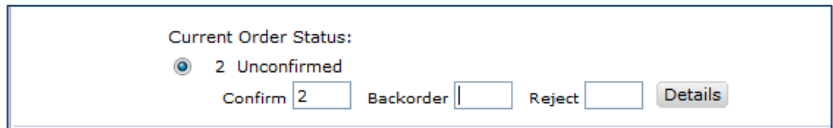
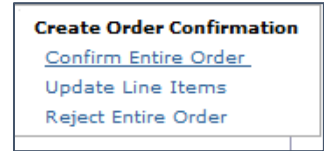
[Eprocurement@qg.com](mailto:Eprocurement@qg.com) Team will direct you to the proper resource

[Accountspayable@qg.com](mailto:Accountspayable@qg.com) Questions regarding payment of invoices

# How to confirm a PO with or without changes

## How to Confirm a PO with Changes

1. Log into the Ariba network, and from your home page click on PO's or go to your Inbox.
2. Click on the PO number and then click on **Create a Confirmation** on the upper left corner of the screen.
  - a. Do NOT choose to confirm Entire Order. Select **Update Line Items**.
  - b. Confirm with Update line item changes rather than rejecting
3. Enter the **Confirmation Number** (any name or number; it is a free form field) and enter the **Estimated Delivery Date**
4. Scroll down to the line to confirm, and enter the **Quantity** into the box that says **Confirm**
5. To the right of the confirm box, click **Details** and a menu appears
6. Enter the estimated delivery date. The price you see below, \$36.66 is the original price on the PO.



Part # / Description	Qty	Unit	Need By	Unit Price
L2520290 CAM FOLLOWER BEARING FAG #572462B, SPECIAL	4	EA	7 Aug 2014	\$36.66 USD

New Order Status: **4 Confirmed**

Est. Shipping Date:

\* Est. Delivery Date:

\* Unit Price:

Supplier Part:

Comments:

Description:

Subtotal:

7. Enter the correct price, part number or description. If you change a part #, please add a comment to explain why the part number is different.
8. Click **OK**

you'll see in grey type the confirmed unit price change.

Part # / Description	Qty	Unit	Need By
L2520290 CAM FOLLOWER BEARING FAG #572462B, SPECIAL	4	EA	7 Aug 2014

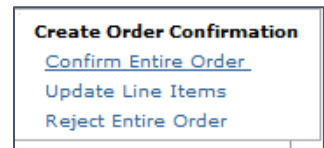
Current Order Status:  
 **4 Confirmed With Changes** (Comments: ; Estimated Delivery Date: 8 Aug 2014; Confirmed Unit Price: \$450.00 USD )  
 Confirm  Backorder  Reject  **Details**  
Edit item details, enter comments etc.

9. After you click OK,

10. Click **Next** and then click **Submit**
11. You will NOT see the price change until after the **buyer resends the PO**.

## How to Confirm a PO without Changes

1. Log into the Ariba network, and from your home page click on PO's or go to your Inbox.
2. Click on the PO number and then click on **Create a Confirmation** on the upper left corner of the screen.
  - a. Select **Confirm Entire Order**.
3. Enter the **Confirmation Number** (any name or number; it is a free form field) and enter the **Estimated Delivery Date**



- Click **Next**; click **OK**; click **Submit**

## How to invoice a regular PO



### Create an invoice for a Regular PO on Ariba

- Open the PO and select **Create Invoice** and click the drop down arrow
  - Select Standard Invoice
- Enter an **Invoice #**
- The **Invoice Date** populates with today's date
  - You may back date the invoice up to 30 days;
  - Payment term begins when accounts payable receives the invoice
  - Skip the Supplier Tax ID

### Purchase Order: 7800258

Create Order Confirmation
  Create Ship Notice

Note: The invoice and PO amounts require an exact match excluding taxes, freight, and special handling

- Category**
  - Enter the **Taxable Amount** and either a **rate%** or **Tax Amount**

- If you do NOT charge tax, click **Remove** on the right of the screen.

- If you do not remove the tax category, you must enter either a rate or a tax amount.

a. Ariba will calculate the field you omit.

- If you have more than one tax, (state, county, and local) enter the total tax amount
- Click Update

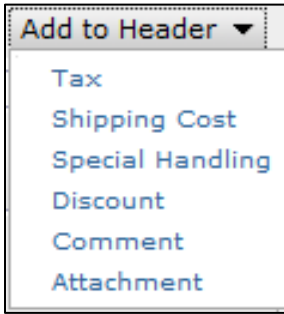
### 5. Ship From

- Skip this field

### 6. ADDITIONAL FIELDS—you may click on **Add to Header** and select any of the drop downs.

- Shipping and Special handling charges must be added to the header.

Invoice Header		Add to Header	
<b>SUMMARY</b>			
<b>Purchase Order:</b>	7800258	<b>Subtotal:</b>	\$49.96USD
*Invoice #:	QG 258	Total Tax:	\$3.37USD
*Invoice Date:	16 Apr 2014	Total Gross Amount:	\$53.33USD
Supplier Tax ID:		Total Net Amount:	\$53.33USD
Remit To:	PO BOX 123 (Chicago_1) Chicago, IL United States	<b>Amount Due:</b>	<b>\$53.33USD</b>
Bill To:	Q/G Accounts Payable		
*Category:	Sales Tax	Taxable Amount:	\$49.9562USD
Location:		Rate(%):	6.75
Description:		Tax Amount:	\$3.37USD
Ship From:	QG_Test Supplier 1 Sussex, WI United States	Ship To:	Quad Graphics - TEST Sussex, WI United States
		Deliver To:	



7. No attachment is required for a regular PO invoice; if you wish to add an attachment

- a. Select **Attachments**
- b. Click **Browse** and select the file you wish to attach
- c. Click **Add Attachment**
- d. The file name appears

8. Select the line you want to invoice by clicking the checkmark so that it is green

<input type="checkbox"/>	No.	Include	Part #	Description	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1		T1K-00060-462	RELAY, TIME DELAY, 10 A, 0.6/60 SEC, 8 PIN, DPDT, 3 VA - T1K-00060-462	0	EA	\$83.26USD	\$0.00USD
<i>Excluded line items cannot be modified.</i>								
<input type="checkbox"/>	2		97278717	BEAM CLAMP, STRUT W/BOLT, 1" FT, STEEL, ELECTRO-GALVANIZED	5	EA	\$7.3827USD	\$36.91USD
<i>Excluded line items cannot be modified.</i>								
<input type="checkbox"/>	3		ESC6P	MC CABLE CLIP, 3/8" MC/AC - ESC6M	<input type="text" value="11"/>	EA	\$1.1857USD	\$13.04USD

9. In the example above, only line 3 is selected. (You may submit multiple invoices; the total quantity cannot exceed the quantity of the PO.

- a. If you will only invoice for 5 of the 11 items, change the quantity to 5 and click next.

10. Review the invoice

- a. Check that you have included the proper tax and shipping charges
- b. Be certain that you have included all lines you wish to invoice

11. Click **Previous** to return to the preceding page



12. Click **Save** to save the changes

13. Click **Submit** to send the invoice. You cannot change an invoice after it is sent. The submit message is displayed.

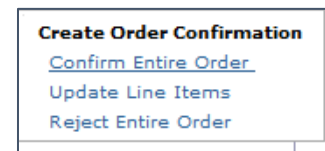
14. Click **Exit** to quit without making changes

## How to confirm PO with back order date and price change



### How to Confirm a PO with back order dates and price changes

1. Log into the Ariba network, and from your home page click on PO's or go to your Inbox.
2. Click on the PO number and then click on **Create a Confirmation** on the upper left corner of the screen.
  - a. Select update with **Update Line Items**.
3. Enter the **Confirmation Number** (any name or number; it is a free form field)
4. Scroll down to confirm the line



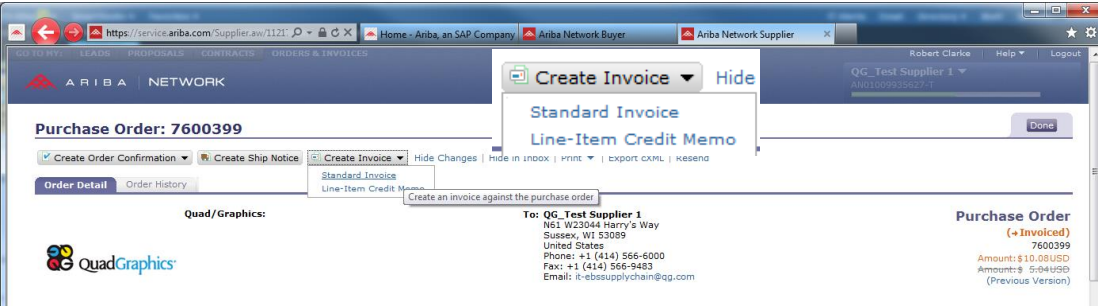


# How to add an attachment to an invoice to be sent via Ariba



## How to add an attachment to an invoice to be sent on the Ariba Network

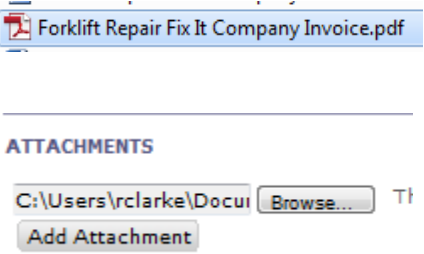
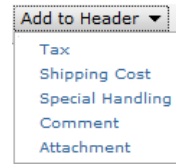
1. Open the PO and create a standard invoice.



**SUMMARY**

<b>Purchase Order:</b>	<b>7600399</b>
* Invoice #:	FRT 399
* Invoice Date:	6 Aug 2013
Supplier Tax ID:	
Remit To:	PO BOX 123 (Chicago_1) Chicago, IL United States
Bill To:	Q/G Accounts Payable

2. Enter the **invoice number** and **invoice date**
3. Enter the **Tax Amount** or the rate, and Ariba will calculate the amount
4. Select **Add to Header** and click on the drop down arrow
5. Next select **Attachment**
6. Click **Browse**



**ATTACHMENTS**

The total size of all attachments cannot exceed 10MB

Add Attachment

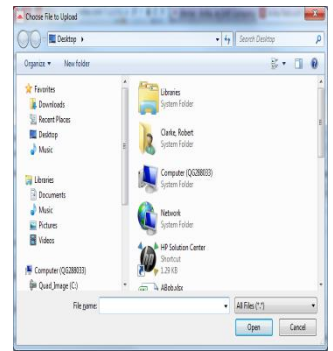
Add to Header

**GOODS** 3 LI

Insert Line Item Options

Tax Category: [Dropdown]

No.	Include	Part #	Description
1	✓	NUTR36	35MM ID X 72MM OD X 29MM W, C
2	✓	TS 34812	HOSE, TUBING & HOSE TUBING 1/2



7. Choose the file to upload
8. The attachment box shows the path
9. The attachment is complete.
10. You may now invoice specific line items
11. When the line items are complete, click **Next**. Review the invoice and then click **Submit**.

**Create Invoice**

\* Indicates required field

**Invoice Header**

**SUMMARY**

* Invoice #:	QGT & M 822	<b>Subtotal:</b>	<b>\$0.00USD</b>
* Invoice Date:	16 Sep 2013	<b>Total Tax:</b>	<b>\$495.13USD</b>
Supplier Tax ID:		<b>Total Gross Amount:</b>	<b>\$495.13USD</b>
Remit To:	PO BOX 123 (Chicago_1) Chicago, IL United States	<b>Total Net Amount:</b>	<b>\$495.13USD</b>
Bill To:	Q/G Accounts Payable	<b>Amount Due:</b>	<b>\$495.13USD</b>

* Category:	Sales Tax	<b>Taxable Amount:</b>	<b>\$13,539.75USD</b>
Location:		<b>Rate(%):</b>	
Description:	State Tax	<b>Tax Amount:</b>	<b>609.40</b>

<b>Ship From:</b>	<b>QG_Test Supplier 1</b> Sussex, WI United States	<b>Ship To:</b>	<b>Quad/Graphics Inc.</b> Hartford, WI United States
		<b>Deliver To:</b>	<b>HARTFORD WI</b>

# How to invoice a blanket PO on Ariba—attachment required



Invoice and PO amounts do not require a match; the invoice may be greater than the PO. Some blanket PO's show \$0.01. **Attach an electronic file for all service or blanket PO's.**

## Create an invoice for a blanket PO on Ariba

1. Open the PO and select **Create Invoice** and click the drop down arrow
2. Select Standard Invoice
3. Note that the Subtotal is \$0.00 USD
4. Enter an **Invoice #**
5. The **Invoice Date** populates with today's date
  - a. You may back date the invoice up to 30 days;
  - b. Payment term begins when accounts payable receives the invoice
  - c. Skip the Supplier Tax ID

## Purchase Order: 7600822

Create Order Confirmation   
  Create Ship Notice   
  Create Invoice

Standard Invoice   
  Line-Item Credit Memo

## Create Invoice

\* Indicates required field

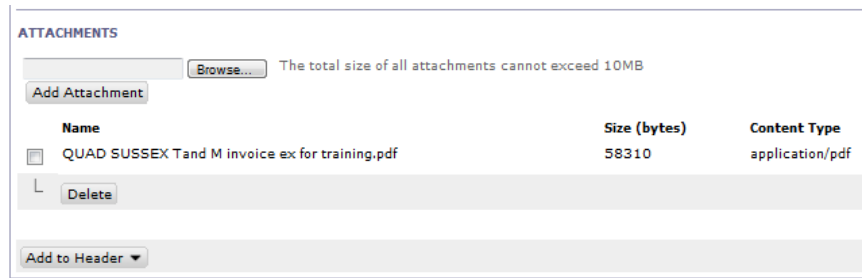
Invoice Header			
<b>SUMMARY</b>			
* Invoice #:	<input type="text" value="QG T &amp; M 822"/>	<b>Subtotal:</b>	<b>\$0.00USD</b>
* Invoice Date:	<input type="text" value="16 Sep 2013"/>	Total Tax:	\$495.13USD
Supplier Tax ID:	<input type="text"/>	Total Gross Amount:	\$495.13USD
Remit To:	<input type="text" value="PO BOX 123 (Chicago_1)"/> Chicago, IL United States	Total Net Amount:	\$495.13USD
Bill To:	<b>Q/G Accounts Payable</b>	<b>Amount Due:</b>	<b>\$495.13USD</b>
* Category:	<input type="text" value="Sales Tax"/>	Taxable Amount:	<input type="text" value="\$13,539.75USD"/>
Location:	<input type="text"/>	Rate(%):	<input type="text"/>
Description:	<input type="text" value="State Tax"/>	Tax Amount:	<input type="text" value="609.40"/>
Ship From:	<b>QG_Test Supplier 1</b> Sussex, WI United States	Ship To:	<b>Quad/Graphics Inc.</b> Hartford, WI United States
		Deliver To:	HARTFORD WI

6. **Category**
  - i. Enter the **Taxable Amount** and either a **rate%** or **Tax Amount** if you do NOT charge tax, click **Remove** on the right of the screen.
  - ii. If you have more than one tax, (state, county, and local) enter the total tax amount
7. **Ship From**
  - a. Skip this field



**8. ADDITIONAL FIELDS—You must attach a copy of the original invoice**

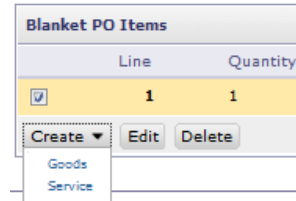
- a. Click on the **Add to Header** drop down and select **Attachments**
- b. Click **Browse** and select the file you wish to attach
- c. Click **Add Attachment**
  - i. PDF of the paper invoice
- d. The file name appears



**9. Click the check box to the left of the line you want to invoice**

**10. Click Create and at the drop down select Service**

- a. The Invoice Item box appears
- b. Enter the quantity
  - i. The quantity defaults to the line item quantity and can be edited if needed
  - ii. The Unit Price defaults to \$0.01. Edit the price with the actual invoice amount minus tax and shipping.
- c. Click **Create**



Blanket PO Item						
Line	Quantity	UOM	Price	Part #	Description	
1	1	EA	\$0.01USD	SERVICE REPAIR	EQUIPMENT SERVICE REPAIR	

Invoice Item						
* Quantity:	<input type="text" value="1"/>	Unit:	EA			
* Unit Price:	<input type="text" value="13,539.75"/>	Part #:	<input type="text" value="SERVICE REPAIR"/>			
Subtotal:	\$0.01USD					

DESCRIPTION	Equipment Service Repair
	:

- 11. Click the check box next to the newly created line 1.1 and click the drop down arrow to the right of Create

Blanket PO Items						
	Line	Quantity	UOM	Price	Part #	
<input type="checkbox"/>	1	1	EA	\$0.01USD	SERVICE	
<input checked="" type="checkbox"/>	1.1	<input type="text" value="1"/>	EA	<input type="text" value="\$13,539.7"/>	SERVICE	

**12. Select Service**

**13. Click Next**

**14. Review the created invoice**

Create Invoice



Confirm and submit this document. It will not be electronically signed according to the compliance map and your customer's invoice rules. The document's originating country is: United States. The document's destination country is: United States.

Standard Invoice

Invoice #:	QG T&M 822	Subtotal:	\$13,539.75USD
Invoice Date:	Friday 20 Sep 2013 11:25 AM GMT-05:00	Total Tax:	\$609.40USD
Original Blanket Purchase Order:	7600822	Total Gross Amount:	\$14,149.15USD
		Total Net Amount:	\$14,149.15USD
		Amount Due:	\$14,149.15USD

**PAYMENT TERMS:**

Net Term: 45 Days

Original Blanket Purchase Order: 7600822

Invoice Line #	Line Ref #	Type	Part #	Quantity	Unit	Unit Price
1	1	Service	Supplier Part #: SERVICE REPAIR	1	EA	\$13,539.75USD
Description: CREO/SCITEX EQUIPMENT SERVICE REPAIR						
Equipment Service Repair						
						Subtotal: \$13,539.75USD
						Gross Amount: \$13,539.75USD
						Net Amount: \$13,539.75USD

**Tax Summary**

**Tax Details:**

Tax Category	Tax Rate	Taxable Amount	Tax Amount	Tax Location	Description	Exempt Detail
Sales Tax	4.50%	\$13,539.75USD	\$609.40USD			

**Invoice Summary**

Subtotal: \$13,539.75USD  
 Total Tax: \$609.40USD  
 Total Gross Amount: \$14,149.15USD  
 Total Net Amount: \$14,149.15USD  
 Amount Due: \$14,149.15USD

15. Click **Previous** to return to the preceding page
16. Click **Save** to save the changes
17. Click **Submit** to send the invoice. You cannot change an invoice after it is sent.  
The submit message is displayed.
18. Click **Exit** to quit without making changes

Invoice QG T&M 822 has been submitted.

- [Print](#) a copy of the invoice.
- [Exit](#) invoice creation.



## How to invoice a blanket PO on Ariba when the PO amount is \$0.01



**Create an invoice** for a blanket PO on Ariba when the PO amount is \$0.01

1. Select **Create Invoice** and click the drop down arrow
2. Select Standard Invoice
3. Note that the Subtotal is \$0.00 USD
4. Enter an **Invoice #**
5. The **Invoice Date** populates with today's date
  - a. You may back date the invoice up to 30 days
  - b. Skip the Supplier Tax ID
6. **Category**
7. Enter the **Taxable Amount** and either a **rate%** or **Tax Amount**
8. If you do NOT charge tax, click Remove in blue type on the right
9. If you have more than one tax, (state, county, and local) you only need to enter the total tax amount
10. **Ship From** skip this field

Note: The invoice amount and the PO do not require a match. The invoice will be greater than the \$0.01 amount on the PO.

### Purchase Order: 7600822

Create Order Confirmation  
  Create Ship Notice  
  Create Invoice

Order Detail   Order History

Standard Invoice  
 Line-Item Credit Memo

## ADDITIONAL FIELDS

11. Click on the **Add to Header** drop down and select

### Create Invoice

\* Indicates required field

▼ Invoice Header

**SUMMARY**

\* Invoice #:

\* Invoice Date:

Supplier Tax ID:

Remit To:   
Chicago, IL  
United States

Bill To: **Q/G Accounts Payable**

**Subtotal:** **\$0.00USD**

Total Tax: \$495.13USD

Total Gross Amount: \$495.13USD

Total Net Amount: \$495.13USD

**Amount Due:** **\$495.13USD**

---

\* Category:  ✔

Location:

Description:

Taxable Amount:

Rate(%):

Tax Amount:

---

Ship From: **QG\_Test Supplier 1**  
Sussex, WI  
United States

Ship To: **Quad/Graphics Inc.**  
Hartford, WI  
United States  
HARTFORD WI

Deliver To:

### Attachments

12. Click **Browse** and select the file you wish to attach
13. Click **Add Attachment**
14. Actual scanned invoice from SAP
15. The file name appears
16. Click the **check box** to the left of the line you want to invoice
17. Click **Create** and at the drop down select **Service**
18. The Invoice Item box appears
19. Enter the quantity
20. The quantity defaults to the line item quantity and can be edited
21. The Unit Price defaults to \$0.01. Edit the price with the actual invoice amount minus tax and shipping.
22. Click **Create**

**ATTACHMENTS**

The total size of all attachments cannot exceed 10MB

Add Attachment

	Name	Size (bytes)	Content Type
<input type="checkbox"/>	Equipment Service Repair	58310	application/pdf
<input type="checkbox"/>	Delete		

Add to Header ▼

	Line	Quantity
<input checked="" type="checkbox"/>	1	1

Goods
Service

Blanket PO Item					
Line	Quantity	UOM	Price	Part #	Description
1	1	EA	\$0.01USD	SERVICE REPAIR	Equipment Service Repair

---

**▼ Invoice Item**

\* Quantity:  Unit: EA

\* Unit Price:  Part #: SERVICE REPAIR

Subtotal: \$0.01USD

---

DESCRIPTION	CREO/SCITEX EQUIPMENT SERVICE REPAIR
-------------	--------------------------------------

23. Click the check box next to the newly created line 1.1 and click the drop down arrow to the right of Create

24. Select Service

25. Click **Next**

26. Review the created invoice

Blanket PO Items					
Line	Quantity	UOM	Price	Part #	
<input type="checkbox"/>	1	EA	\$0.01USD	SERVICE	
<input checked="" type="checkbox"/>	1.1	EA	\$13,539.7	SERVICE	

Create Invoice

Confirm and submit this document. It will not be electronically signed according to the compliance map and your customer's invoice rules. The document's originating country is: United States. The document's destination country is: United States.

Standard Invoice

Invoice #:	QG T&M 822	Subtotal:	\$13,539.75USD
Invoice Date:	Friday 20 Sep 2013 11:25 AM GMT-05:00	Total Tax:	\$609.40USD
Original Blanket Purchase Order:	7600822	Total Gross Amount:	\$14,149.15USD
		Total Net Amount:	\$14,149.15USD
		Amount Due:	\$14,149.15USD

PAYMENT TERMS:

Net Term: 45 Days

Original Blanket Purchase Order: 7600822

Invoice Line #	Line Ref #	Type	Part #	Quantity	Unit	Unit Price
1	1	Service	Supplier Part #: SERVICE REPAIR	1	EA	\$13,539.75USD
Description: CREO/SCITEX EQUIPMENT SERVICE REPAIR						
Equipment Service Repair						
						Subtotal: \$13,539.75USD
						Gross Amount: \$13,539.75USD
						Net Amount: \$13,539.75USD

Tax Summary

Tax Details:

Tax Category	Tax Rate	Taxable Amount	Tax Amount	Tax Location	Description	Exempt Detail
Sales Tax	4.50%	\$13,539.75USD	\$609.40USD			

Invoice Summary

Subtotal: \$13,539.75USD  
 Total Tax: \$609.40USD  
 Total Gross Amount: \$14,149.15USD  
 Total Net Amount: \$14,149.15USD  
 Amount Due: \$14,149.15USD

27. Click **Previous** to return to the preceding page

28. Click **Save** to save the changes

29. Click **Submit** to send the invoice. You cannot change an invoice after it is sent.

The submit message is displayed.

30. Click **Exit** to quit without making changes

Invoice QG T&M 822 has been submitted.

- [Print](#) a copy of the invoice.
- [Exit](#) invoice creation.

## How to find a PO or a changed PO if one is obsolete

If you cannot find a PO number, or if one is obsolete, there is a corresponding changed PO. Follow these steps.

1. Log onto the network and open your inbox.
2. Click the drop down arrow next to Search Filters
3. Type the PO number into the order number box.
4. Click the circle to the left of exact number
5. Click search and select the most recent PO.

### Purchase Orders

**Search Filters**

Supplier:

\* Order Number:

Partial number  Exact number

Order Number	Ship To Address	Amount	Date	Routing Status	Order Status	Amount Invoiced
<b>Supplier: K.R. West Company, Inc. (2)</b>						
<a href="#">2630361</a>	Quad/Graphics Inc. , The Rock, GA , United States	\$502.56USD	18 Dec 2013	Acknowledged	Partially Invoiced	\$125.64 USD
<a href="#">2630361</a>	Quad/Graphics Inc. The Rock, GA	\$488.88USD	17 Dec 2013	Acknowledged	Obsolete	\$0.00 USD

## How to invoice for a line item credit after an invoice was sent

### How to invoice for a line item credit to be sent on the Ariba Network

1. Open the PO and create a Line-Item Credit Memo after the original invoice has been sent.

The screenshot shows the Ariba Network interface for Purchase Order 7600399. A dropdown menu is open under 'Create Invoice', showing options for 'Standard Invoice' and 'Line-Item Credit Memo'. The 'Line-Item Credit Memo' option is selected. The interface also displays supplier information for Quad/Graphics and the purchase order details, including the amount and status.

2. The Line-Item Credit Memo box opens; click the **circle** to the left of the Invoice number; click **Create Line-Item Credit Memo**

#### Line-Item Credit Memo

3. Enter the \*Credit memo #1: (free form field accepts any keyboard characters); all lines with an asterisk \* must be completed

Invoice #	Customer	Reference
<a href="#">in 2334</a>	Quad Graphics - TEST	Contract

4. Skip the **Ship From** unless you are editing the delivery location and skip **ADDITIONAL FIELDS**
5. You must enter a Reason for Credit Memo: e.g., returned items; damaged items; incorrect u/m price; in the COMMENT box

6. If the credit memo is for shipping charges, click **Add to Header** and click on the drop down arrow
7. Next select **Shipping Cost**
8. Enter the **shipping charges (negative value) and date**

Invoice Header

**SUMMARY**

* Credit Memo #:	test 2334 CM	<b>Subtotal:</b>	<b>-\$7,000.00USD</b>
* Credit Memo Date:	13 Sep 2013	Total Tax:	\$0.00USD
Original Invoice No:	in 2334	Total Gross Amount:	-\$7,000.00USD
Original Invoice Date:	22 Aug 2013	Total Net Amount:	-\$7,000.00USD
Supplier Tax ID:		<b>Amount Due:</b>	<b>-\$7,000.00USD</b>

Remit To: PO BOX 123 (Chicago\_1)  
Chicago, IL  
United States

Bill To: Q/G Accounts Payable

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Ship From: QG\_Test Supplier 1  
Sussex, WI  
United States

Ship To: Quad/Graphics Inc.  
Pewaukee, WI  
United States

Deliver To: PEWAUKEE WI

---

**ADDITIONAL FIELDS**

Supplier Account ID #:		Service Start Date:	
Customer Reference:		Service End Date:	
Supplier:	QG_Test Supplier 1 Cleveland, OH United States	Customer:	Quad Graphics - TEST Sussex, WI United States
		Email:	

---

**COMMENT**

\* Reason for Credit Memo: The customer was not charged contract pricing

Default Credit Memo Comment Text: |

9. Whether it is a good or service, go to the line that you want to credit. This example is for a service credit, and the goods works the same way.
10. The **green arrow** to Include must be checked.
11. As an example, credit the \$7,000 invoice for \$2,000.
12. Divide the amount to be credited by the line item total.
  - a.  $\$2,000 \div \$7,000 = 0.2857142$

SERVICES 1 Line Items 1 Included 0 Previously Invoiced

Insert Line Item Options

Tax Category:   Discount Add to Included Lines

No.	Include	Part #	Description	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	SERVICE REPAIR	T & M SERVICE CALL SN# MT391	-0.2857142	EA	\$7,000.00U	-\$2,000.60USD

Line Item Actions

13. Enter a negative quantity (-0.2857142) and the **unit price remains the same** \$7,000.00.
14. Click **Next** and review the information
15. Click **Previous** to return to the prior page
  - a. **Submit** to send the memo
  - b. **Exit** if you do NOT want to save the changes.

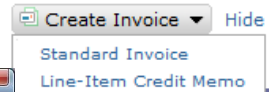
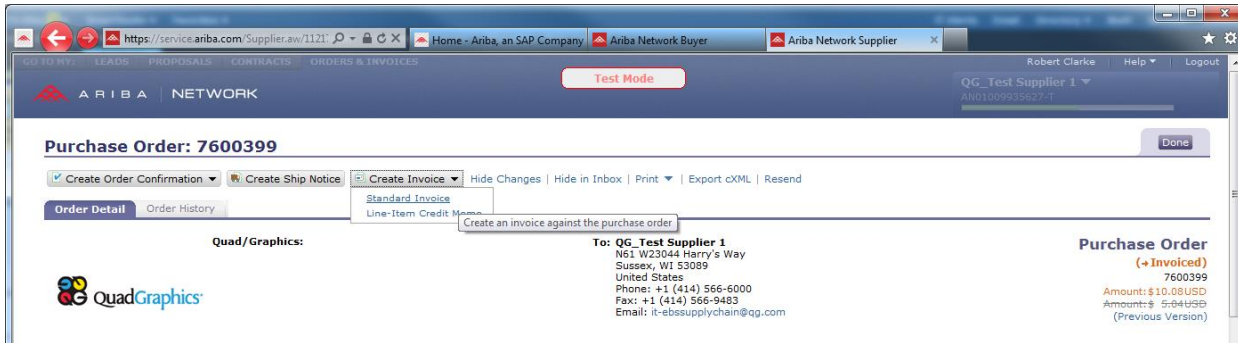
**Line-Item Credit Memo**  
(Original Invoice No: in 2334)

<b>Credit Memo #:</b>	test 2334 CM	<b>Subtotal:</b>	\$-2,000.00USD
<b>Credit Memo Date:</b>	Friday 1 Nov 2013 6:48 AM GMT-05:00	<b>Total Tax:</b>	\$0.00USD
<b>Original Invoice No:</b>	in 2334	<b>Total Gross Amount:</b>	\$-2,000.00USD
<b>Original Invoice Date:</b>	Thursday 22 Aug 2013 8:40 AM GMT-05:00	<b>Total Net Amount:</b>	\$-2,000.00USD
<b>Original Blanket Purchase Order:</b>	7600641	<b>Amount Due:</b>	\$-2,000.00USD



## How to invoice for freight and taxes (invoice not yet sent)

### How to invoice for freight and taxes for an invoice to be sent on the Ariba Network



1. Open the PO and create a Standard Invoice.



2. Enter the **invoice number** and **invoice date**
3. Click **Remove** to the right of the **Taxable Amount** if tax is not charged.
4. **Category:** if tax is charged
  - a. Enter the **Taxable Amount** and either a **rate%** or **Tax Amount**
  - b. If you do NOT charge tax, click **Remove** on the right of the screen.
  - c. If you do not remove tax category, you must enter either a rate or a tax amount.

▼ Invoice Header Add to Header ▼

---

**SUMMARY**

<b>Purchase Order:</b> 7800258	<b>Subtotal:</b> \$49.96USD	<a href="#">View/Edit Addresses</a>
* Invoice #: QG 258	Total Tax: \$3.37USD	
* Invoice Date: 16 Apr 2014	Total Gross Amount: \$53.33USD	
Supplier Tax ID:	Total Net Amount: \$53.33USD	
Remit To: PO BOX 123 (Chicago_1) Chicago, IL United States	<b>Amount Due:</b> \$53.33USD	
Bill To: Q/G Accounts Payable		

---

* Category: Sales Tax	Taxable Amount: \$49.9562USD	<a href="#">Remove</a>
Location:	Rate(%): 6.75	
Description:	Tax Amount: \$3.37USD	

---

Ship From: QG_Test Supplier 1 Sussex, WI United States	Ship To: Quad Graphics - TEST Sussex, WI United States
	<a href="#">View/Edit Addresses</a>

- i. Ariba will calculate the field you omit.
- d. If you have more than one tax, (state, county, and local) enter the total tax amount

e. Click Update

5. Select **Add to Header** and click on the drop down arrow
6. Next select **Shipping Cost**
7. Enter the **shipping charges and date**
8. Select the line you want to invoice by clicking the checkmark so that it is green

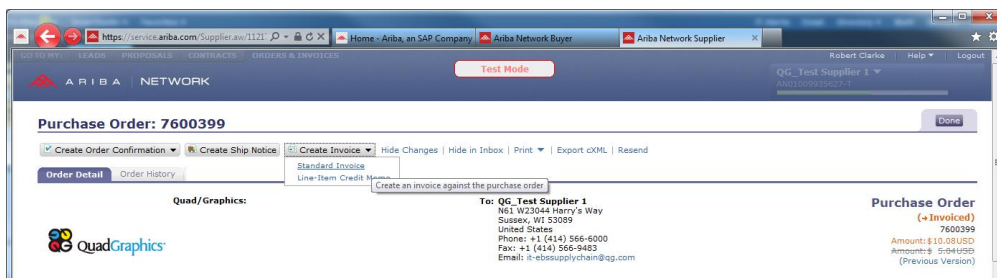
<input type="checkbox"/>	No.	Include	Part #	Description	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1	<input type="checkbox"/>	T1K-00060-462	RELAY, TIME DELAY, 10 A, 0.6/60 SEC, 8 PIN, DPDT, 3 VA - T1K-00060-462	0	EA	\$83.26USD	\$0.00USD
<i>Excluded line items cannot be modified.</i>								
<input type="checkbox"/>	2	<input checked="" type="checkbox"/>	97278717	BEAM CLAMP, STRUT W/BOLT, 1" FT, STEEL, ELECTRO-GALVANIZED	5	EA	\$7.3827USD	\$36.91USD
<i>Excluded line items cannot be modified.</i>								
<input type="checkbox"/>	3	<input checked="" type="checkbox"/>	ESC6P	MC CABLE CLIP, 3/8" MC/AC - ESC6M	<input type="text" value="11"/>	EA	\$1.1857USD	\$13.04USD

9. In the example above, only line 3 is selected. (You may submit multiple invoices; the total quantity cannot exceed the quantity of the PO.)
10. If you will only invoice for 5 of the 11 items, change the quantity to 5 and click next.
11. Review the invoice
12. Check that you have included the proper tax and shipping charges
13. Be certain that you have included all lines you wish to invoice
14. Click **Previous** to return to the preceding page
15. Click **Save** to save the changes
16. Click **Submit** to send the invoice. You cannot change an invoice after it is sent. Click **Exit** to quit without making changes



## How to invoice freight only (original invoice already sent)

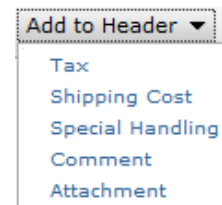
### How to invoice for freight only after an invoice has been sent on the Ariba Network



#### SUMMARY

<b>Purchase Order:</b>	<b>7600399</b>
* Invoice #:	FRT 399
* Invoice Date:	6 Aug 2013
Supplier Tax ID:	
Remit To:	PO BOX 123 (Chicago_1)
	Chicago, IL
	United States
Bill To:	<b>Q/G Accounts Payable</b>

1. Open the PO and create a standard invoice.
2. Enter the **invoice number** and **invoice date**
3. Click [Remove](#) to the right of the **Taxable Amount** if tax is not charged.
4. Select **Add to Header** and click on the drop down arrow
5. Next select **Shipping Cost**
6. Enter the **shipping charges and date**
7. The line item quantity must be **zero**
8. Click the **box to the left** of the line item; click the **Include** box





9. Click **Next**; click **Submit**

GOODS 1 Line Items 1 Included 1 Previously Invoiced

**Insert Line Item Options**

Tax Category:  Add to Included Lines

No.	Include	Part #	Description	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	BX-8	CONDUIT TO WIRE FSTN - BX-8	0	EA	\$0.4199USD	\$0.00USD

Line Item Actions

Next Update Save Exit

**Create Invoice**

Previous Save Submit Exit

Confirm and submit this document. It will not be electronically signed according to the compliance map and your customer's invoice rules. The document's originating country is: United States. The document's destination country is: United States.

**Standard Invoice**

<b>Invoice #:</b>	FRT 399	<b>Subtotal:</b>	\$0.00USD
<b>Invoice Date:</b>	Tuesday 6 Aug 2013 4:50 PM GMT-05:00	<b>Total Tax:</b>	\$0.00USD
<b>Original Purchase Order:</b>	7600399	<b>Total Shipping:</b>	\$17.00USD
		<b>Total Gross Amount:</b>	\$17.00USD
		<b>Total Net Amount:</b>	\$17.00USD
		<b>Amount Due:</b>	\$17.00USD



How to invoice freight, special handling or taxes (invoice not yet sent)

How to invoice for freight, special handling, or taxes on an invoice to be sent on the Ariba Network

1. Open the PO and create a Standard Invoice.

2. Enter

the **\*Invoice #** and **invoice date** all lines with an asterisk \* must be completed

- a. You may backdate up to 30 days. Quad AP begins counting term days upon invoice received.

3. Click **Remove** to the right of the **Taxable Amount** if tax is not charged. If you charge tax you must enter either a rate or a tax amount.
4. Skip the **Ship From** and skip **ADDITIONAL FILEDS**
5. Click **Add to Header** and click on the drop down arrow
6. Next select **Shipping Cost** for freight charges, if needed.

**SHIPPING COST**

Shipping Amount:

Shipping Date:

7. Enter the **shipping charges and date**
8. Click **Add to Header** and click on the drop down arrow
9. Next select **Special Handling**, if needed; examples: core charge, min. charges, expedited materials

10. Enter the **Amount & description** **SPECIAL HANDLING**

Amount:   
 Description:

11. Select the line you want to invoice by clicking the checkmark so that it is green

GOODS								
			3 Line Items	2 Included	0 Previously Invoiced			
<b>Insert Line Item Options</b>								
<input type="checkbox"/> Tax Category:			<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="Add to Included Lines"/>			
<input type="checkbox"/>	No.	Include	Part #	Description	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	1	✓	L2520290	CAM FOLLOWER BEARING FAG #572462B, SPECIAL	<input type="text" value="4"/>	EA	\$36.66 USD	\$146.64 USD
<input checked="" type="checkbox"/>	2	✓	87716741	GAS SPRING - 877.167.41	2	EA	\$60.00 USD	\$120.00 USD
<i>Excluded line items cannot be modified.</i>								
<input checked="" type="checkbox"/>	3	✓	87869167	STRIP, FOLDING JAW CYLINDER	<input type="text" value="6"/>	EA	\$33.02 USD	\$198.12 USD
<input type="button" value="Line Item Actions"/> <input type="button" value="Delete"/>								

12. In the example above, lines 1 & 3 are selected. (You may submit multiple invoices; the total quantity cannot exceed the quantity of the PO.)

- a. If you will only invoice for 2 of the 6 items, change the quantity to 2 and click **Update** then **Next**.

13. Review the invoice

- a. Check that you have included the proper tax, special handling, or shipping charges
- b. Be certain that you have included all lines you wish to invoice

14. Click **Previous** to return to the preceding page

15. Click **Save** to save the changes

16. Click **Submit** to send the invoice. You cannot change an invoice after it is sent. The submit message is displayed.

17. Click **Exit** to quit without making changes

**Standard Invoice**

<b>Invoice #:</b>	<b>Test QG 135</b>	<b>Subtotal:</b>	<b>\$212.68 USD</b>
<b>Invoice Date:</b>	<b>Tuesday 5 Aug 2014 7:01 AM GMT-05:00</b>	Total Tax:	\$14.89 USD
<b>Original Purchase Order:</b>	<b>7900135</b>	Total Special Handling:	\$18.31 USD
		Total Shipping:	\$42.00 USD
		Total Gross Amount:	\$287.88 USD
		Total Net Amount:	\$287.88 USD
		<b>Amount Due:</b>	<b>\$287.88 USD</b>



## How to invoice Special Handling or Fuel Surcharge (original invoice already sent)

How to invoice for special handling or fuel surcharge (original invoice already sent)

1. Open the PO and create a standard invoice.
2. Enter the **invoice number** and **invoice date**
3. Click [Remove](#) to the right of the **Taxable Amount** if tax is not charged.
4. Select **Add to Header** and click on the drop down arrow

Add to Header ▾

- Tax
- Shipping Cost
- Special Handling
- Comment
- Attachment

Invoice Header

SUMMARY

**Purchase Order:** 7600314

\* Invoice #: FO 314

\* Invoice Date: 13 Aug 2013

Supplier Tax ID:

Remit To: PO BOX 123 (Chicago\_1)  
Chicago, IL  
United States

Bill To: Q/G Accounts Payable

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Ship From: QG\_Test Supplier 1  
Sussex, WI  
United States

---

SPECIAL HANDLING

Amount: 22.85

Description: Fuel Surcharge

5. Next select **Special Handling**
6. Enter the **Special Handling amount and description**
7. Confirm that the line item quantity is **zero**

GOODS 3 Line Items 1 Included 3 Previously Invoiced

Insert Line Item Options

Tax Category: [ ]

No.	Include	Part #	Description	Quantity	Unit	Unit Price
1	<input checked="" type="checkbox"/>	STUFF #1	STUFF #1	0	EA	\$10.00USD
2	<input type="checkbox"/>	STUFF #2	STUFF #2	0	EA	\$20.00USD
<i>Excluded line items cannot be modified.</i>						
3	<input type="checkbox"/>	STUFF #3	STUFF #3	0	EA	\$30.00USD
<i>Excluded line items cannot be modified.</i>						

8. Click the **box to the left** of the line item
9. Click the **Include** box (indicated by a green check mark)
10. Click **Next**
11. Click **Submit**

### Create Invoice

Previous Save Submit Exit

Confirm and submit this document. It will not be electronically signed according to the compliance map and your customer's invoice rules. The document's originating country is: United States. The document's destination country is: United States.

#### Standard Invoice

Invoice #: FO 314  
 Invoice Date: Tuesday 13 Aug 2013 4:10 PM GMT-05:00  
 Original Purchase Order: 7600314

Subtotal: \$0.00USD  
 Total Tax: \$0.00USD  
 Total Special Handling: \$22.85USD  
 Total Gross Amount: \$22.85USD  
 Total Net Amount: \$22.85USD  
 Amount Due: \$22.85USD

Invoice FO 314 has been submitted.

- [Print](#) a copy of the invoice.
- [Exit](#) invoice creation.

## You Tube video links

Confirm a PO [You Tube Videos](#)



1. Does my regular PO invoice have to match the PO \$ exactly? **Yes, excluding tax, freight, & special handling**
2. Does my blanket PO invoice have to match the PO \$ exactly? **No, it will be routed for approval.**
3. How can I change my payment method? [Accountspayable@qg.com](mailto:Accountspayable@qg.com)
4. How can I change my payment terms? [Accountspayable@qg.com](mailto:Accountspayable@qg.com)
5. How do I [add an attachment](#) to an invoice?
6. How do I [confirm a PO line with backorder date plus a price change](#)?
7. How do I [confirm a PO](#)?
8. How do I [contact Ariba](#) if I have a question?
9. How do I [find a PO](#) on the network?
10. How do I know what [my fees](#) will be?
11. How do I receive an [email notification](#) that Quad has sent a PO?
12. How do I [submit a credit](#) after I submitted an invoice?
13. How do I submit an [invoice for a regular PO](#)?
14. How do I submit an [invoice for a service or blanket PO](#)?
15. How do I submit an [invoice for special handling or fuel surcharge](#) after I sent my invoice?
16. How do I submit an [original invoice with freight and taxes](#)?
17. How many days can I backdate an invoice? **30**
18. What do I do if I try to [submit an invoice for a blanket PO and receive an error message](#)? **Then call buyer**
19. What do I need to do if my tasks are complete except for sending an invoice? **Nothing, tasks complete**
20. What if I already confirmed a PO—can I confirm it again? **Yes**
21. What if I [already have an ANID](#) on the network and Quad invites me to join?
22. What if I can't confirm Quad's PO because I [never heard of Ariba](#)? **Ask them for your account admin's name**
23. What if I can't [find a PO](#) or my PO is obsolete?
24. What if I [can't invoice a line item because of the price](#)? **Confirm PO with changes**
25. What if I confirmed a PO with changes and my buyer hasn't responded in 24 hours? **Call or email buyer**
26. What if I don't have a [login or password](#)? **Call the Helpdesk**
27. What if I forgot my [password](#)? **Call the Helpdesk**
28. What if I [forgot to invoice for shipping](#) when I sent an invoice?
29. What if I rejected a line and confirmed the same line? **Call or email buyer; may need new PO.**
30. What if I submitted an invoice to Quad and it was wrong? [Accountspayable@qg.com](mailto:Accountspayable@qg.com)
31. What if my invoice has [tax and shipping](#), and the PO does not?
32. What is my remit to address? What is my remit to ID? **Call Seller Enablement 800.974.4899**
33. When will I "go live" on the network? **Email** [Eprocurement@qg.com](mailto:Eprocurement@qg.com)
34. Why did I receive an invoice from Ariba? **Call Seller Enablement 800.974.4899**
35. Why was my [line item credit rejected](#)?