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Orders

How do I receive an order from DeLaval?

You receive orders from DeLaval in your Ariba Network account and by email in the mailbox(es) that you set up under order routing. If you have a Standard Ariba Network account, then you can only open the order from the email you have received. If you have any questions about this order, you should contact the person mentioned on the order.

I have received an Ariba purchase order by email, but I do not have an Ariba account.

Clicking on Process Order in the email will take you to a page where you can log in with an existing account or create a new account. If you have created a new account, the order will be added to your account.

If your organisation has an Ariba Network account, you can also log in with this account. You can also ask the account administrator within your organisation to add you to the company account as a user. When you are logged in you can process the order.

Can I confirm the order?

You can send an order confirmation from your Ariba Network account when you are processing an order. You can provide additional information in this confirmation. DeLaval does not require confirmation of the order. The order requester will not be notified of this confirmation and will not respond to it.

If you would like to report a change to, for example, the delivery date, you should contact the order requester.

I have received an order, but I have lost the email.

When you log in to your Ariba Network account you can request an overview of orders received. You can resend the email from this overview.

Why are Inbox and Outbox not available in my Ariba Network account?

You have a Standard Ariba Network account. With this type of account, you open orders and invoices via the email that you receive in your own mailbox and that is why there is no Inbox or Outbox in the Ariba account.

If you would like to have an Inbox and Outbox to make order processing more straightforward, then you can upgrade to an Enterprise account. Please note: SAP Ariba will charge you for an Enterprise account. For more information about costs, you can visit Ariba's website.

Invoices

How can I create and submit an invoice?

You can create and submit an invoice from your Ariba Network account. If you want to send an invoice for an Ariba purchase order received (PO), then open the order first and create the invoice from there. If you want to send an invoice for a job for which you have not received an Ariba purchase order, then you can create a 'non-PO' (Purchase Order) invoice from your account.

You will find more information on this in the SAP Ariba Help Center, which is available from your Ariba account.

I am unable to edit the price of the item on the invoice.

DeLaval does not allow suppliers to change the price of an ordered item on the invoice relating to a purchase order. If the price of an item has changed, you should contact the relevant person about this.

Can I send a partial invoice?

You can send a partial invoice by editing the number of ordered items and submitting the invoice. You cannot submit a partial invoice by editing the price of the item.

Can I still add items to an invoice based on an order?

DeLaval does not allow suppliers to add items themselves relating to, for example, shipping or transport costs, disposal charges or environmental charges. You can only include on the invoice the line items shown on the order.

Can I still edit the amount of the invoice?

When you create an invoice based on an order, then you cannot invoice more than was requested in the order. If it is necessary to invoice more than has been ordered, you should contact the order requester. The order requester will first have to edit the order and have it approved. The higher amount can only be invoiced after you have received an amended order. When less is delivered than ordered then you can invoice a lower amount by editing the quantity delivered.

Why has my invoice been rejected?

An invoice must meet a few criteria that are assessed by Ariba Network. The invoice also goes through an approval process at DeLaval.

Invoices are frequently rejected for the following reasons:

- Extra items have been added to the invoice based on a purchase order, such as shipping costs or levies.
- An invoice has been submitted but the goods have not yet been received.
- The invoice is submitted after the order has been closed by DeLaval.

If the reason for rejection is not clear from invoice, you should get in touch with your contact person. This is the purchase order requester or the person to whom you have sent the invoice.

How do I submit an invoice for one of DeLaval's Ariba entities?

If you have received an order or job request from one of DeLaval's Ariba entities, then you must check whether the invoice is to be sent for the attention of this entity. This applies in particular if you want to submit a non-PO (PurchaseOrder) invoice.