

# ARIBA FAQs

## **Ariba Guide: Account Management**

### **Q1: How can I connect with Honeywell through Ariba Network?**

1. You can reach out to [SCCportalhelp@honeywell.com](mailto:SCCportalhelp@honeywell.com)

### **Q2: How can I recover an Ariba account if the administrator is no longer active?**

A) If you have access to the former administrator's emails:

1. Go to [supplier.ariba.com](http://supplier.ariba.com) and click "Forgot Password".
2. Enter the former administrator's email to receive a password reset email.
3. Log in with the former administrator's email and password.
4. Delegate the administrator role to a new user

B) If you do not have access to the former administrator's email:

1. Contact SAP Support to change the administrator.
2. Provide the ANID number, the listed administrator's name, and email

### **Q3: How do I grant access to other users in Ariba?**

1. Create a role by clicking Initials > Settings > Users > Manage Roles > "+".
2. Provide a name for the role and select the permissions.
3. Save the role.
4. Click Manage Users > "+" and complete the requested information.
5. Assign the role to the user and click Done

## **Ariba Guide: Forecast**

### **Q4: How can I view the forecast details for specific material?**

1. Click Planning > Forecast.
2. Use filters if needed and click Search.
3. Click on View Details for the desired material

### **Q5: How do I download forecast data in Excel format?**

1. Click "..." (top-right corner) > Upload / Download.
2. Click Create and add a name for the job.
3. Select forecast as the type and add relevant information to the filters.
4. Click Save, then select the report and click Run.
5. Under the Download section, click Download and open the file

## **Ariba Guide: Invoicing**

### **Q6: How do I submit an invoice in Ariba?**

1. Click Workbench > Orders to invoice tile.
2. Identify the Purchase Order to be invoiced.
3. Click the ".." from the Actions column of the PO and select Standard Invoice.
4. Complete the requested information such as Invoice #, Invoice Date, and Supplier Tax ID.
5. Review the invoice and click Submit

### **Q7: How can I create a credit memo for an approved invoice?**

1. Go to Workbench > Invoices tile.
2. Click on the Invoice number to be offset.
3. Click Create Invoice, then "Line-item credit memo".
4. Complete the required fields and click Next.
5. Review the credit memo and click Submit

### **Q8: How do I check the status of an invoice?**

1. Go to Workbench > Invoices tile.
2. Use filters to locate your invoices.
3. Refer to the "Invoice Status" column for the status (Sent, Paid, Approved, Failed, Rejected)

### **Q: I am unable to submit an invoice in Ariba, what can I do?**

A: There might be multiple reasons, please check the below options:

- a) If you see the warning "*WARNING: PO CHANGE IN PROGRESS BY HONEYWELL. NO ACTION ON PO ALLOWED*" you won't be able to invoice until PO buyer completes changes' version.
- b) If you see the warning "*Quantity exceeded*", "*Invoice has exceeded the limit*" or "*Calculated unit price exceeds the tolerance limit*", please open the details from line-item to be invoiced. If the line item is fully invoiced, request PO buyer to increase funds.
- c) If you see the warning "*Tax discrepancy between PO and Invoice*" or "*Honeywell does not allow invoicing for this purchase order*", please reach out to PO buyer for additional support.
- d) Scroll to the bottom, if the PO value matches the invoiced amount, the PO is fully invoiced, and you might need to request PO buyer to increase PO funds.

- e) Open the PO you want to invoice and refer to the comments section. If you see the label Electronic Invoice : “NO” please request PO buyer to update it to “AN” (which stands for Ariba Network).
- f) Open the PO you want to invoice and look for the word “ERS”. If the PO is set up as “ERS”, you won’t be able to invoice in Ariba but instead Honeywell will create the invoice on your behalf once goods are received.
- g) There are Country rules that prevent some suppliers to invoice depending on the supplier and Honeywell’s plant country. You can refer to our invoicing guide for more information on Country rules: <https://support.ariba.com/item/view/202544>
- h) If the PO is displaying the status “Obsoleted”, you might have access to the incorrect version of the PO. To access the latest PO version, which can be invoiced, please go to workbench>Filter the PO>Add the column “Version” into your displaying view>Click on the PO number with the latest PO version.
- i) If you do not see the “Standard Invoice” button, you might be lacking “invoicing” access. Please contact your administrator to request invoicing access. To know who the administrator is click on your initials and then “Contact Administrator”

### **Ariba Guide: Purchase Orders**

#### **Q9: How do I confirm a Purchase Order (PO) in Ariba?**

1. Click Workbench > Orders tile.
2. Use filters to locate the PO and click Apply.
3. Click on the Order number to confirm.
4. Click "Create Order Confirmation" and then Confirm Entire Order.
5. Add your confirmation number and click Next, then Submit

#### **Q10: How can I update the delivery date for a PO?**

1. Go to Workbench > Orders tile and locate the PO.
2. Click "Create Order Confirmation" and then Update Line Items.
3. Complete your confirmation number and update the estimated delivery date.
4. Click OK, then Next, and Submit

#### **Q12: How can I update the price in PO?**

You can not change price in PO, if price is not correct, please reach out to PO buyer. Buyer’s email is indicated in the PO below Honeywell information.

### **Ariba Guide: Stock Agreement**

#### **Q13: How do I manually update stock levels in Ariba?**

1. Click Planning > Planning Collaboration.

2. Use "Search filters" and click Search.
3. Click on Details icon to see Weekly view.
4. Click the pencil icon from New Supplier on Hand Stock row.
5. Enter the stock data for the next week and click Save.
6. Click Send Data

**Q14: How can I perform a mass upload of stock levels using Excel?**

1. Click "..." (top-right corner) and select Upload/Download.
2. Click Create and complete the mandatory fields.
3. Click Save and Run.
4. Refresh status until it updates to "Completed" and download the file.
5. Edit the information for Supplier on Hand Stock for the next week.
6. Go to Upload file option and click Upload.
7. Complete the required information and click Upload

**Ariba Guide: ASN**

**Q15: How can I create an ASN in Ariba?**

1. If your shipment is Honeywell managed, please refer to guide: [Honeywell managed freight](#).
2. If your shipment is NOT Honeywell managed, please refer to guide: [Other freights](#).
3. If you have further questions, please contact [SCCportalhelp@honeywell.com](mailto:SCCportalhelp@honeywell.com).

**Q16: Create ship notice button is greyed out, what should I do?**

1. Please contact PO buyer as the Confirmation Control Key in PO is not enabling to create ship notice in Ariba.

**Q17: I submitted my ASN, but TMC has not replied back, what should I do?**

1. If your shipment is Honeywell managed freight, over 68 Kg/150 lb, and TMC has not reach out to you, please contact the following users sending the ASN number and add [SCCportalhelp@honeywell.com](mailto:SCCportalhelp@honeywell.com) in CC.
  - IA (SPS): [HoneywellSPSNA@mytmc.com](mailto:HoneywellSPSNA@mytmc.com)
  - IA (HPS): [HoneywellHPS@mytmc.com](mailto:HoneywellHPS@mytmc.com)
  - BA (HBT): [HoneywellHBTNA@mytmc.com](mailto:HoneywellHBTNA@mytmc.com) / [Samantha.Flores@mytmc.com](mailto:Samantha.Flores@mytmc.com)

**Q18: How can I cancel an ASN if I make a mistake?**

1. Click on Fulfillment tile.
2. Select Ship Notices option.

3. Search your Ship Notice.
4. Click on the Packing Slip ID.
5. On the next screen, locate the option to Cancel, and click on it.
6. Confirm you want to cancel the Ship Notice.
7. Once cancelled, the routing status must show the Shipping Notice as "Obsoleted".

## E-MAIL FAQs

### **Q1: How can I access Ariba and familiarize myself with the process?**

A1: Reach out to [SCCportalhelp@honeywell.com](mailto:SCCportalhelp@honeywell.com) to provide the Ariba Administrator email who will be able to grant you access or provide next steps so your company can be nominated. Ariba training guides can be accessed on this site:  
<https://support.ariba.com/item/view/202544>

### **Q2: How can I schedule a meeting if I have issues with Ariba?**

A2: You can reach out to [SCCportalhelp@honeywell.com](mailto:SCCportalhelp@honeywell.com) for guidance.

### **Q3: Ariba kicks me out, what should I do if?**

A3: Try the below actions:

- Access Ariba by adding "supplier.ariba.com" (do not look "Ariba" in your browser search.)
- Erase Cookies and History
- Change browser
- Check internet connection
- Never click "Back" arrow from browser to go back. Buttons from Ariba need to be used instead
- Check Firewall restrictions with your IT team
- Add supplier.ariba.com as safe webpage in your browser settings
- Check with coworkers if they experience the same. If not, check with your local IT team
- If none of the above works, Ariba is getting updates

### **Q4: What should I do if I receive a notification about the renewal of Ariba certificates?**

A4: The message is addressed to B2B/EDI suppliers. If it applies to you, please distribute the message to your organization's IT/Network/Security department to ensure continuous access to the SAP Ariba business network.

### **Q: How can I contact my administrator?**

A: If you already have access to Ariba, click on your initials and then “Contact Administrator”. If you do not have access to Ariba, reach out to [SCCportalhelp@honeywell.com](mailto:SCCportalhelp@honeywell.com)