



**Indirect Supply Chain
Supplier Information Packet**



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1. Ariba Specific Information:

a. Ariba Network Standard Account

- i. What is an Ariba Standard Account?
 - You will have access to receive documents from Boeing
 - Create validated, electronic invoices and other business documents within seconds
 - Improve invoice accuracy and get paid faster
 - Receive real-time invoice status notifications
 - Increase business with existing and future customers using Ariba Discovery
 - Promote your company to other customers or clients on the Ariba Network
 - Email notifications and online downloading provides access to invoices for your local archiving
 - Enjoy a single, unified user experience using one account for order fulfillment, selling, and mobile access

- ii. How to register a free Standard account from an email invitation?

When you receive your first document from your customer, you are prompted to register a Standard account on Ariba Network.

To register your Standard account:

1. Take one of the following actions:
 - In a purchase order notification, click **Process order**.
 - In an invoice notification, click **View invoice**.
2. Click **X** on the top right of the window if you receive a Duplicate Account warning.
3. Do one of the following:
 - If you have an existing Ariba Network account with another customer, click **Log in** to add the new order to your existing account.
 - If you don't have an account, click **Sign up** to start the registration process.
4. Review the basic information about your business, such as your company name and address. An asterisk (*) indicates a required field.
5. Enter the following information:
 - Your name
 - Your email address
 - Your desired unique username (needs to have an email address format)
 - Your desired password
 - Your preferred language



- One email address or email distribution list who needs to be notified of new purchase orders
- 6. (Optional) Click the arrow next to **Tell us more about your business** if you want to provide additional information to your customer and any potential customers.
- 7. Choose the check box at the bottom of the page to agree to the terms of use.
- 8. Click **Register**.
Result: You are taken either to the purchase order page or invoice details page and can begin to process the purchase order as needed.

b. Ariba Network Enterprise Account

i. What is an Ariba Enterprise Account?

- You can upgrade from your Ariba Standard Account to an Enterprise Account, Enterprise accounts are subject to charges dependent on the number of transactions processed and the monetary value of those transactions over a period of time.

Benefits offered through the Enterprise Account:

- Gain access to 24/7 online support with customer service representatives and access to SAP Ariba's global Help Center.
- Run reports to gain insight into your order history, document statuses, and customer transactions.
- Manage all of your customer accounts and documents on a single dashboard, and view all active and pending tasks.
- Collaborate on advanced business processes with your customers through contract invoicing, services invoicing, and inventory forecasting.
- Integrate your order fulfillment and invoicing systems using EDI or cXML to reduce cost and increase customer retention.

ii. How to upgrade to an Enterprise Account?

You can upgrade to an Enterprise account at any time by taking the following steps:

- (a) Sign in to your SAP Business Network Standard account.
- (b) Click **Get enterprise account** at the top of any page.
- (c) Compare the Standard and Enterprise account benefits.
- (d) Under **Enterprise Account**, click **Upgrade**.
- (e) Check the box to confirm you agree to the terms of the upgrade.
- (f) Click **Upgrade**.



- (i) Note: An account administrator or a sub-user that has the **Premium Membership and Services Management** permission can upgrade to an Enterprise account.

c. Participating in Sourcing Events

In sourcing events, suppliers can respond to prerequisite questions, RFIs, RFPs, and auctions; communicate with buyers; import and export event content; submit alternative bids and custom offline responses; and work as a response team.

Types of Sourcing Events

- Request for Information (RFI) - Buyers use a Request for information (RFI) to send questions to participants, gather participant feedback, and qualify participants based on their responses.
- Request for Proposal (RFP) - Buyers use a Request for proposal (RFP) to create a questionnaire with sections, questions, requirements, and/or line items to collect pricing information, and/or qualify participants, possibly for an auction.
- Request for Quote (RFQ)
- Auctions - Auctions are directly competitive and allow the real-time exchange of information between you and the other event participants. Buyers typically schedule auctions carefully to ensure that all participants can participate at the same time.

Auctions are more specifically known as reverse auctions in SAP Ariba Sourcing. A reverse auction is a real-time online event during which you submit competitive bids for specific goods or services. Since auctions require a lot of preparation to be successful, buyers typically prepare for them by running qualifying information-collecting events (RFIs and RFPs).

i. How to access the sourcing event (RFI, RFP, RFQ, Auction)

In order to participate in sourcing events, there is two ways to access the sourcing event:

- a. You will receive an email invitation from an SAP Ariba email that is sent by the Boeing Procurement Agent. You can register a new account if you have not used Ariba before, reference instructions in section A / ii. for these steps.
- b. Sign in to your Ariba Network account (Standard or Enterprise account types will work) using your login credentials.
 - To access Ariba Proposals & Questionnaires page, you will need to log into your account and click the app dropdown menu in the



upper-left corner of the application and select Ariba Proposals & Questionnaires.

ii. Responding to Sourcing Events

Answering Event Questions

An event can contain questions in multiple areas, including event prerequisites, the introduction, or the main content of the event.

1. If you are not already viewing the event, open the **Events** table for a buyer.
2. Click the event name in the **Events** table.
3. View the contents of the **Introduction** section. The **Introduction** section contains instructions posted by the buyer and any documents that you should download and review. If the buyer attached documents, you can click the document title to download the file.
4. Answer any questions shown. You must provide an answer for any questions labeled with an asterisk (*). Questions that do not have an asterisk are optional. Keep the following in mind as you answer general questions:
 - Text boxes display for questions that require lengthy responses so that you can provide complete and relevant information.
 - There might be pull-down menus, where you can choose one response. There might also be check box groups, where you can select multiple responses.
 - An Attach a file link indicates that you respond by uploading a file.
 - The answers you provide to questions might trigger conditional content. Conditional content displays when your answer meets conditions set by the buyer. Conditional content can be another question, a requirement, a section or an attachment.
5. To save your responses without submitting them to the buyer, click **Save**.
6. When you are ready to submit your responses to the buyer, click **Submit Entire Response**. SAP Ariba shows a confirmation message.
7. Click **OK** to submit your response.
8. You can revise your response after submitting it if the event is in **Open** status.



d. Receiving Purchase Orders from Boeing

When Ariba Purchase Orders (PO) are released by an ISC Procurement Agent the PO will be sent to your email address (the email address provided to the Procurement Agent (PA) when we set up your account). The POs will be sent via email (and your invoice will be processed through the same email).

The email will come from The Boeing Company with the email address of ordersender-prod@ansmtp.ariba.com (update your email to accept the email).

i. If you have not already registered, or you have not yet transacted with Boeing using your existing account:

1. Click **Process Order** in the purchase order email notification that you should have received from your customer.
2. Either create a new account or log in with your existing account.
3. After you register or log in, you will be taken to the purchase order details page, where you can create an order confirmation, ship notices, and invoices from the purchase order.

ii. If you already have an SAP account registered and have used it to transact with your customer before:

1. Go to the **Workbench** tab at the top of the page.
2. Select the **Orders** tile to view all orders.
3. Click **Edit filter** to expand the filter options.
4. Enter the purchase order number in the **Order numbers** field.
5. Select the **Exact match** radio button below the order number.
6. Click **Apply**.
7. Click directly onto the purchase order number to open the order.
8. At the top of the order, select the action you would like to take (i.e. **Create Order Confirmation, Create Invoice**) and complete all required fields before submitting.

e. Invoicing in Ariba

i. Invoice Information

The invoice number field has the following limitations:

- Maximum of 16 characters
- Only letters, numbers, hyphen (-), and underscore (_) allowed ☒ Other special characters disallowed: ' " () #, . [{ }] ` ~ \$ % ^ & * @ ! \ / : ; |
- Boeing does not use the PDF invoicing functionality for Standard Accounts at this time
- Duplicate invoice numbers are not permitted



ii. Invoice Submission Methods

a. PO Invoice

Create a PO-based Invoice if your customer sent you a Purchase Order (PO):

1. Go to the **Workbench** tab at the top of the page.
2. Select **Orders** to view all orders.
3. Click the PO number you want to invoice.
4. Click **Create Invoice > Standard Invoice**.
5. On the **Create Invoice** page, enter the **Invoice #**, **invoice date** and other header-level information about the invoice in the **SUMMARY** area. You can also enter header-level taxes, shipping, special handling, and discounts if needed (Optional).
6. Click **View/Edit Addresses** in the **Summary**, **Shipping** and **Additional Fields** sections to review or edit address details.
7. Add other elements such as payment terms, comments, or attachments by clicking **Add to Header** and choosing from the available options.
8. Click on the **Additional Fields** section, on the field **Choose Address**, hit the drop down and select **"The Boeing Company – PPD"**.
 - If you do not make the selection and hit Next, there will be an error message displayed – "Invalid Email". Email is not required; this error message will display if you do not select on Choose Address field. "The Boeing Company – PPD" is the only additional action required by the supplier.
9. Shipping / Handling Charges - Any shipping / handling charges applied at time of invoicing, that are not defined at the item level within the PO, will be rejected. If shipping / handling charges apply, please make sure your purchase orders clearly define it with a separate line item.
10. Click **Update** on the top or bottom of the page to update any calculated fields if you add or modify any amount or rate fields.
11. Enter or modify line item information for the invoice if necessary.
12. Once you complete these steps, click **Next** to review the invoice before submission. Click **Submit** when you are done.

b. Contract Invoice

Create a Contract-based Invoice if you have a Contract number from your customer:

****Only submit contract-based invoices if this invoicing method has been communicated to you by your Procurement Agent.**



1. Click **Create** > **Contract Invoice** from the upper-right of the home page.
2. Select the radio button next to your customer (only customers who accept contract invoices appear on this page).
3. Click **Next**.
4. On the invoice, click **Select** next to **Contract** to select the contract you want to invoice.

c. Credit Memos – Using Ariba

Suppliers can create Credit Memos/Debit Memos only at the header level.

Line Level Detail -

To create a line level credit memo against an invoice:

1. **Select** the OUTBOX tab.
 2. **Select** your previously created invoice.
 3. **Click** the button on the Invoice screen for **Create Line -Item Credit Memo**.
 4. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks (*) are filled in.
- NOTE:** Boeing REQUIRES a Reason for all Credit Memos
5. **Click Next**.
 6. **Review** Credit Memo.
 7. **Click Submit**.

iii. Invoice Management

a. Search for Invoice

Quick Search:

1. **From the Home Tab**, Select Invoices in the Document type to search.
2. **Select** Boeing from Customer Drop down menu.
3. **Enter** Document #, if known. Select Date Range, up to 90 days for Invoices and Click Search.

Refined Search: Allows a refined search of Invoices within up to 90 last days.

4. **Search** Filters from Outbox (Invoices).
5. **Enter** the criteria to build the desired search filter.
6. **Click** Search.

b. Check Invoice Status

Check Status: If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status. You



can also check invoice status from the **Outbox** by selecting the invoice link.

Routing Status

Reflects the status of the transmission of the invoice to Boeing via the Ariba Network.

- **Obsoleted**– You canceled the invoice
- **Failed** – Invoice failed Boeing invoicing rules. Boeing will not receive this invoice
- **Queued** –Ariba Network received the invoice but has not processed it
- **Sent** –Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer
- **Acknowledged** – Boeing invoicing application has acknowledged the receipt of the invoice

Invoice Status

The following reflect the status of Boeing’s action on the Invoice.

- **Sent** – The invoice is sent to the Boeing but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Boeing approved the invoice cancellation
- **Paid** – Boeing paid the invoice / in the process of issuing payment.
- **Approved**– Boeing has verified the invoice against the purchase orders or contracts and receipts and approved if for payment
- **Rejected** –Boeing has rejected the invoice or the invoice failed validation by Ariba Network. If Boeing accepts the invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
- **Failed** – Ariba Network experienced a problem routing the invoice

c. Review Invoice History - Check Status Comments

To access any invoice:

1. **Click** on the History tab to view status details and invoice history.
2. **History and status comments** for the invoice are displayed.
3. **Transaction history** can be used in problem determination for failed or rejected transactions.
4. **When you are done** reviewing the history, click Done.

a. Modify an Existing Invoice – Cancel, edit and resubmit

1. Click the Outbox tab.
2. In the Invoice # column, click a link to view details of the invoice.
3. Click Cancel. The status of the invoice changes to Canceled.
4. Click the Invoice # for the failed, canceled, or rejected invoice that you want to resubmit and click Edit.



5. Click Submit on the Review page to send the invoice.

d. 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.
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.



2. Exostar Specific Information

a. Account Information

Boeing and Exostar have partnered to improve security of critical information assets within the supply chain and require each supplier user obtain Two Factor Authentication (2FA) by purchasing an Exostar One Time Password (OTP) hardware token or equivalent credential to access the Boeing Portal (BP) and Supply Chain Platforms. To access the Boeing Portal and Platforms users are required to complete the Exostar sign-on process, purchase and activate the 2FA.

At this time, Boeing is not accepting new requests to Exostar but if you already have the token and access, you can still use the resources outlined below.

Exostar Sign in Link: <https://ui.portal.exostar.com/iamui/mfa/userReference>

i. Respond to Invitation and Register with Exostar

Boeing will invite your organization to complete a registration for a MAG account via email. The invitation arrives as an email from Exostar, titled "You are invited to collaborate with [Company Name]." After you receive the invitation, follow the steps below to complete your registration:

1. From the MAG Account Activation Email, click **Register Now**.
2. **NOTE:** The subject line of the email is **You're Invited to Collaborate with [Company Name]**.
3. Enter **Captcha code** and click **Continue**.
4. **Click Continue to proceed with registration.**
5. Complete the **Organization Profile**, enter organization details. Required fields are marked with an asterisk. Click **Next**.
6. You must designate administrators. Create or select an **Organization Administrator**.
7. **NOTE:** The Organization Administrator is responsible for creating and managing users in your organization.
8. Click **Next**.
9. Create or select an **Application Administrator(s)**. Click **Next**.
10. **NOTE:** The Application Administrator is responsible for approving access to a specific application.
11. To complete, review registration details and click **Submit**.

Your request is now submitted to Exostar for approval. Account review may take up to two business days. Once the organizational account is approved, the designated Organization and Application Administrator from your organization receive an email with their Exostar User ID and invitation to complete First Time Login. After your Organization



Administrators establish their MAG accounts, they can start inviting other users from your company to MAG.

ii. Purchase OTP HW Token/Credential

A security credential can be purchased either during or after the First-Time Login. Click the applicable scenario below to view the steps:

This section contains steps for purchasing **DURING First Time Login**:

1. During your First Time Login, select the **Get/Activate Credentials** radio button on the **Let's Get Credentialed** page. Click **Continue**.
2. Click **Purchase**. You are redirected to Exostar's web-store.
3. You may receive a notification alerting you your account can take up to two hours to be created. Log out and return to onboarding in two hours, or contact Exostar Customer Support for assistance.
4. Select the partner for the application you are accessing. Select a product and enter quantity. Click **Add to Cart**.
5. When ready to complete checkout, scroll down and click **Checkout**. Review the order and click **Proceed to Checkout**.
6. Select the payment method. Prepaid voucher holders can select **Apply Prepaid Voucher**. View or update the billing address. Scroll down and click **Continue**.
7. View **Terms and Conditions** and click **Place Order**. After placing the order, you receive an **Order Number**.

This section contains steps for purchasing **AFTER First Time Login**

To purchase an OTP credential (identity proofing is required for Boeing) after your First Time Login, or for an existing MAG account, follow the steps below:

1. Log into your **Exostar MAG** account.
2. From the **My Account tab**, click **Manage OTP**.
3. Click **Purchase or Register Credentials**. If you already registered an OTP credential and need to purchase additional OTP credentials, click **Purchase** from the **Purchase Additional Credentials** section.
4. You are redirected to Exostar's web-store. Follow the on-screen instructions to complete a purchase.

b. Invoicing in Exostar

i. Invoice Information

When invoicing, the invoice number field has the following limitations:

- Maximum of 16 characters
- Only letters, numbers, hyphen (-), and underscores (_) are allowed



- Other special characters not allowed: ‘ “ () # , . [{ }] ` ~ \$ % ^ & * @ ! \ / : ; |
- The Invoice will fail if it does not meet the above criteria.

ii. Invoice Submission Methods

a. To locate an order ready to invoice:

1. Select **Order Management** from the menu. Select Search from the **Discrete Orders** section.
2. Enter search criteria. Click **Search**.
3. On the **Order List** page, click the **Order Number** link to go to the order.
4. On the **Order Details** page, scroll down and select the **Invoice Info** tab. You should see a message: **No Invoice Line Item(s) found**. Go back to the **Order Details** tab.

b. To create an invoice:

1. Select checkboxes for order schedule lines you want invoiced. Click **Next**.
NOTE: Information from the order is pulled across to the invoice to save double keying of data.
2. Enter invoice details (red asterisk = required fields):

– Required data fields:

- Invoice Number: Defaults to blank, must be alphanumeric value up to 64 characters. Boeing systems only accept a maximum of 22 characters (no special characters allowed). ISC accepts a maximum of 16 characters.
- Invoice Type: Defaults to **Debit**, but can be set to **Credit**.
- Quantity: Defaults to the quantity left to be invoiced, the system allows invoicing for more than the amount left to be invoiced, but it provides a warning when that is the case. Never use a decimal in the quantity field. This causes rejection. Most non-deliverable lines are set up with a unit price of 1 or .01. Then the actual value is listed in the quantity field. In either case a whole number must be used in the quantity field of the invoice.
- Supplier Invoice Date: Required by Boeing; use a YYYY-MM-DD format. Back dated invoices are rejected. Never try to reuse an



invoice number. If the supplier wants to use the invoice number again due to previous errors, they need to use a suffix such as “A” or “-1”, etc.

– Optional data fields:

- Buyer Contact: Pre-populates from the purchase order, but you can edit.
- Supplier Contact: Pre-populates from the purchase order, but you can edit.
- Supplier Message: Optional; the message can be up to 255 characters. For supplier internal use only – Boeing systems cannot accept messages for invoices.
- Taxes: See Add Taxes section below.

3. Click the **Send Invoice** button.

c. To locate and print an existing invoice:

1. Select **Order Management** from the menu. Select **Search** from the **Invoices** section.

2. Enter your search criteria (i.e. **Invoice Number** or **Order Number**). Click **Search**.

NOTE: Be sure to use asterisks for searching (*123*). Using a comma with no spaces between multiple entries, is an or statement. For example, Invoice Number = *3*, *5* will show all invoices with a 3 or a 5 in the invoice number.

3. On the **Invoice List** page, click the **Invoice Number** to display the **Invoice Details** page.

4. Click the **Print Invoice** button.

c. Using Boeing Invoice Visibility System (BIVS) to track invoice and payment status

BIVS is a Boeing enterprise wide online web tool available to Suppliers as well as Boeing users. Suppliers can access detailed invoice and payment information just a day after the payment systems transaction postdate. Suppliers can also check the status of their invoices and payments and also use this information for short-term cash forecasting.

If you have an Exostar token and access to the Boeing Supplier Portal, follow these steps –

1. Sign into the Exostar Portal-
<https://ui.portal.exostar.com/iamui/mfa/userReference>
2. Go to Boeing Supplier Portal through Exostar



3. Click on “My Work” at the top and here you will find BIVS if you already have been granted access
 - a. At this time Boeing is not accepting any new invitations to access BIVS
 - b. If you have an invoice inquiry that requires additional assistance, please reference section 3 – Requesting Assistance
- i. Invoice Search:
- **Invoice Search Results** – This report provides the results set based on the parameters you selected. The data displayed is the Invoice System, Supplier Invoice Number, Invoice Received Date, Invoice Status, Potential Discount Amount, Invoice Gross Amount, Invoice Currency Code, Boeing Purchase Order Number, Check/Trace Number, and Planned Discount Due Date by the Supplier Code and BEST Code. The Supplier Invoice Number can link you to the Invoice Summary report and the Check/Trace Number can link you to the Payment Summary report. There is a link at the bottom of the page to download the Invoice Search Results to Excel and also create the Full Invoice Details report.
 - **Invoice Summary** – This report provides information on a particular invoice. The header displays the Supplier Invoice Number, Invoice Status, Boeing Invoice Number, Boeing Purchase Order Number, Supplier Name, Remit To Address, Invoice Gross Amount, Potential Discount Amount, Applied Discount Amount, BEST Code, Site Supplier Code, Invoice Currency Code, Payment Currency Code, Payment Terms, Invoice Received Date, Payment Date, Planned Net Due Date, Planned Discount Due Date. It also provides the Item Number, PO Line Number, Part/Service Number, Part/Service Description, Pack Slip Number, Receiver Number, Quantity, Unit Price, and Item Amount. There is a link at the bottom of the page to download the Invoice Summary to Excel.
 - **Full Invoice Details** – This report provides the Invoice Search Results data and the Invoice Summary data combined into a single view. It allows users to download all the search data without having to click on each individual link in the Invoice Search Results.
- ii. Payment Search:
- **Payment Search Results** – This report provides the results set based on the parameters you selected. The data displayed is the Payment System, Check/Trace Number, Payment/Check Date, Total Payment, Payment Currency Code and Payment Status by the Supplier Code and BEST Code. The Check/Trace Number can link you to the Payment Summary report. There is a link at the bottom of the page to download the Payment Search Results to Excel and also create the Full Payment Details report.



- **Payment Summary** - This report provides information on a particular check/trace number. The header displays the Check/Trace Number, Payment Status, Payment, Payment/Check Date, Payment Settlement Date, Supplier Name, Remit To Address, BEST Code, Site Supplier Code, Invoice Currency Code, and Payment Currency Code. It also provides the Boeing Invoice Number, Boeing Purchase Order Number, Supplier Invoice Number, Invoice Received Date, Invoice Gross Amount, Applied Discount Amount, Invoice Net Amount and Conversion Rate. The Supplier Invoice Number can link you to the Invoice Summary report. There is a link at the bottom of the page to download the Payment Summary to Excel.
- **Full Payment Details** - The Full Payment Details report provides the Payment Search Results data, the Payment Summary data, and some Invoice Summary data combined into a single view. It allows users to download all the search data without having to click on each individual link in the Payment Search Results.



3. Troubleshooting –

- a. Participating in Sourcing Events in Ariba –
Why can't I find an event?

There are a number of reasons you may not be seeing a sourcing event your company was invited to. Below are various scenarios that may apply:

Did you receive an event invitation in your email inbox?	<ul style="list-style-type: none"> - Buyers invite suppliers to events by selecting each participant, so there is a chance that only one person from the company received an invitation. Only those who are invited to the event will have access. - To request an invitation for yourself or additional people from your organization, you will need to contact the project owner. - Double-check the email address and if there is a typo the buyer will need to edit it.
Did you log in to the correct account?	You might have more than one SAP Ariba account. If you have multiple accounts, make sure you are logged into the account that was invited.
Do you have permissions to see the page?	<ul style="list-style-type: none"> a. To view your organization's Ariba Sourcing events, questionnaires, and Ariba Contract Management contracts, documents, and tasks, sub users need to have the permission Access Proposals and Contracts assigned. If you do not have the correct permissions, please contact your administrator. b. You can find the administrator's contact information by following these steps: Click your initials in the top right corner Click Contact Administrator
Is your user activated? Is your profile approved?	<ul style="list-style-type: none"> • It is possible that your user or organization profile is deactivated which will restrict your access to Ariba. • Your requested profile information has been submitted to [Customer Name] and is pending approval.
Are you on the SAP Ariba Sourcing solution?	<ul style="list-style-type: none"> • If you see Ariba Discovery, Ariba Contract Management, or Ariba Network in the upper-left corner of the application, you are currently accessing another app within your SAP Ariba Commerce Cloud account and will not see the event here. <ul style="list-style-type: none"> ○ Click the app drop-down in the upper-left corner ○ Click Ariba Proposals & Questionnaires ○ Click the name of the buyer dashboard you need to access
Have you filled out your Customer Requested Profile?	<ul style="list-style-type: none"> • To access the Customer Request Profile Information: <ul style="list-style-type: none"> ○ Click on the initials in the top right corner ○ Click Company Profile ○ Click Customer Requested tab ○ Click the Customer
Are you locked out of the event?	<ul style="list-style-type: none"> • If the buyer has locked your account from the event, you will not see the event on your dashboard Check your email to see if you were notified of being locked out of the event and contact the project owner.
Are you directed to a blank page when you click on an event within your account?	<ul style="list-style-type: none"> • Security features on your computer might cause a blank page when accessing an event, check here what to do to fix it.



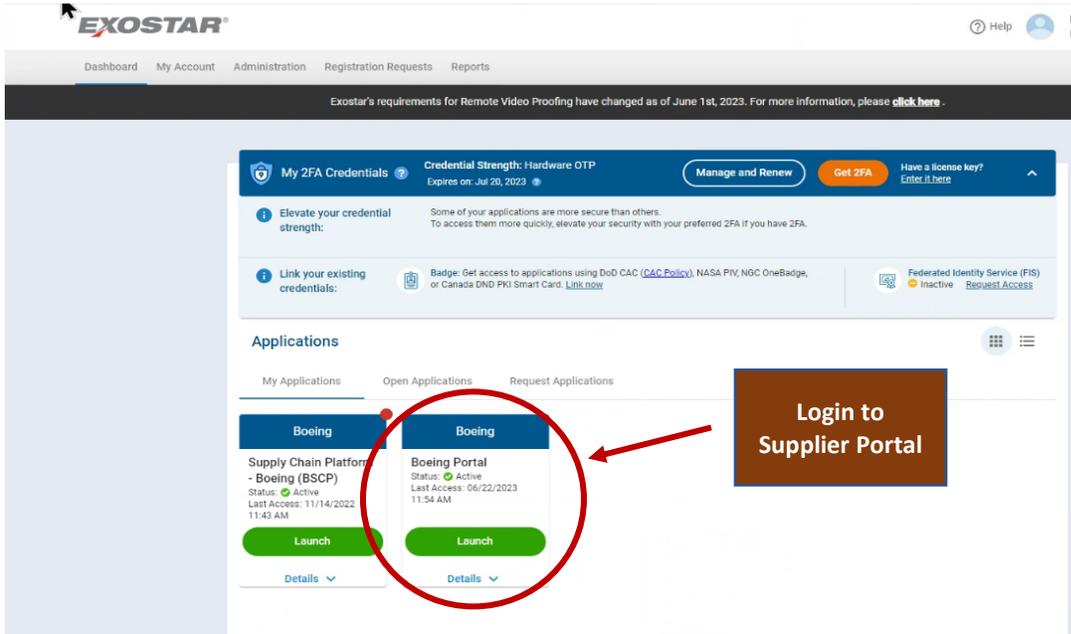
b. Invoice Rejection Issues and Resolutions in Ariba

Common Error Messages	Resolutions
Header PreValidation Exception	Pre-Validation Failed. Please see the "Header Pre-Validation" field located on the Invoice Reconciliation header for details on how to fix exception(s). Examples: Invoice number contains special characters and spaces within the invoice number and/or supplier block in place.
Invoice has mathematical errors	The Invoice total does not match the sum of the line items.
Line Item Zero Exception	Invoice cannot be submitted against a zero-dollar line item. To clear exception please submit invoice excluding zero-dollar line items.
Boeing Supplier Unspecified	Supplier not fully ramped or a block exist in MDG. To clear exception request support from Supplier Enablement Team and/or ESPA.
Total Invoice Amount exceeds PO Total Amount	The total invoice amount in line {1}, has exceeded the maximum amount specified on the corresponding purchase order. To clear this exception, resubmit invoice with correct total.
Invoice Item Price does not match PO Catalog Price	The invoice item's price, {1}, is greater than the catalog requisition price, {0}. To clear this exception, resubmit invoice with correct price.
Invoice Line Item Quantity does not match PO Line Item Quantity	The quantity on the invoice line item, {1}, is different from the quantity on the purchase order line item, {0}, and the difference is more than the tolerance set in your configuration. To clear this exception, resubmit invoice with correct quantity.
Invoice Line Item Price does not match PO Line Item Price	The price on the invoice line item, {1}, is different from the price on the purchase order line item, {0}, and the difference is more than the tolerance set in your configuration. To clear this exception, resubmit invoice with correct price.
Invoice Price details does not match PO Price details	The Price unit quantity, unit conversion, or price unit of measure on the invoice does not match the corresponding value on the purchase order. To clear this exception, resubmit invoice with corrections identified above.
Invoice Line Item does not match a PO Line Item	Ariba Invoice is unable to find a line item on the purchase order that matches the invoice line item of {1}. To clear this exception, verify invoice line item number(s) matches the PO line item number(s).
PO Payment Terms do not match Invoice	The invoice's payment terms, {1} are either unrecognized (ad hoc) or are different from the payment terms, {0} on the purchase order. To clear this exception please resubmit Invoice with correct payment terms.
Invoice currency mismatch	The currency on the invoice does not match the currency on the purchase order. Please submit new invoice using the currency shown on the PO.
Invoice has mixed currency	Invoice contains more than one currency. Please resubmit invoice with only one currency.
Invalid Invoice Date	The date on the invoice is before the ordered date. Please submit new invoice with date after the date of the updated Purchase Order.
Boeing Invalid Credit Memo Date	Date on invoice is invalid, please submit new invoice with date after the date on the Purchase Order
Over Tax Variance	Tax amount billed on the invoice is greater than the allowed amount. Please submit new invoice with correct tax amount.

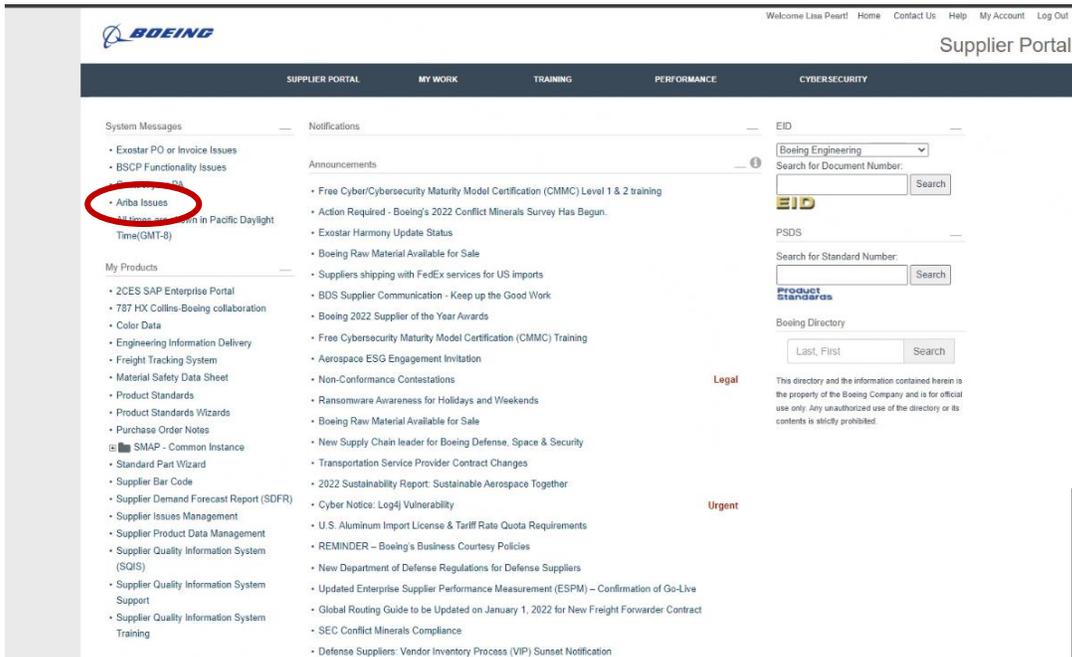


c. If you are a Boeing Supplier that does have an Exostar token
Please follow the instructions below using Footprints in the Boeing Supplier Portal to submit a ticket with your inquiry.

i) Go to Boeing Supplier Portal through Exostar



ii) For Ariba support, click on "Ariba Issues" link





iii) Or scroll down to the links menu at the bottom page and click on the “ISC – Procurement Issues” link.

The screenshot shows the Boeing Supplier Portal navigation menu. At the top, there are tabs for SUPPLIER PORTAL, MY WORK, TRAINING, PERFORMANCE, and CYBERSECURITY. Below these, there is a list of news items and a 'Supplier Bulletins' section. At the bottom, there is a navigation menu with several categories: My Company, Resources / Quick Links, Categories, My Products, Support, and Help. The 'ISC - Procurement Issues' link is circled in red in the Help section.

iv) You will then be prompted to fill out a request and once completed, select “Verify and Save”. Please reference the appropriate request types and sub-types below in order to insure your request is received correctly depending on the assistance needed.

The screenshot shows the 'SUBMIT A REQUEST' form. The form is titled 'Service Request Visibility Tool' and includes a 'Subject (Title)' field with a 200-character limit. Below this, there are several dropdown menus for selecting request details: Request Type, Request Sub-Type, Urgent Req/POC Request, International Supplier, Dollar Threshold, Commodity Group, and Commodity Selection. A 'Request Details' text area is also present. At the bottom, there is a 'Customer Information' section with fields for BEMS ID, First Name, Last Name, Email Address, and Phone Number. A 'VERIFY AND SAVE' button is located at the bottom right of the form.



- v) Request Types and Sub-Types based on assistance type-
 - If you need invoice status or payment support
 - Request Type = Invoice Status / Payment Support
 - Request Sub-Type = SSPN PO Pymnt Status
 - If you need to request a change to a current PO or cancel a PO
 - Request Type = PO/Req Support/POC
 - Request Sub-Type = Other PO Changes
 - If you need to request assistance with your Exostar account-
 - Request Type = Supplier Accounts/Access
 - Request Sub-Type = Exostar Account Help
 - If you need to request assistance with your Ariba account –
 - Request Type = Supplier Accounts/Access
 - Request Sub-Type = Other Account/Access Support
 - If you need assistance with updating your company's information -
 - Request Type = Supplier Info / Ramp Requests
 - Request Sub-Type = Other Supplier Info / Activation

- d. If you are a Boeing Supplier that does not have an Exostar token
Please direct your inquiries to the following emails. This mailbox is an exception process and should only be used if you are not able to access Footprints. Users that have access to Footprints will be redirected to submit a ticket.
 - Invoicing inquiries: iscinvoicequery@exchange.boeing.com
 - All other inquiries: ischelpdesk@boeing.com

- e. Ariba Supplier Information Portal
Information about the Ariba Network can be found on their Supplier Information Portal - <https://support.ariba.com/item/view/188570> - including specifics relating to the Boeing Company requirements, such as invoice specifics.