

# Ariba Light Network Invoice Guide



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# Invoicing Guide Contents

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This document contains the requirements and training for your organization to create and submit invoices to Waste Management on-line via the Ariba Network.

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# Ariba Light Introduction

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This document contains the requirements and training for your organization to create and submit invoices to Waste Management on-line via the Ariba Network.

Once enabled, only electronic invoices can be submitted.

Ariba Light is email based – *save your emails!*

Basic requirements for transacting on Ariba Light:

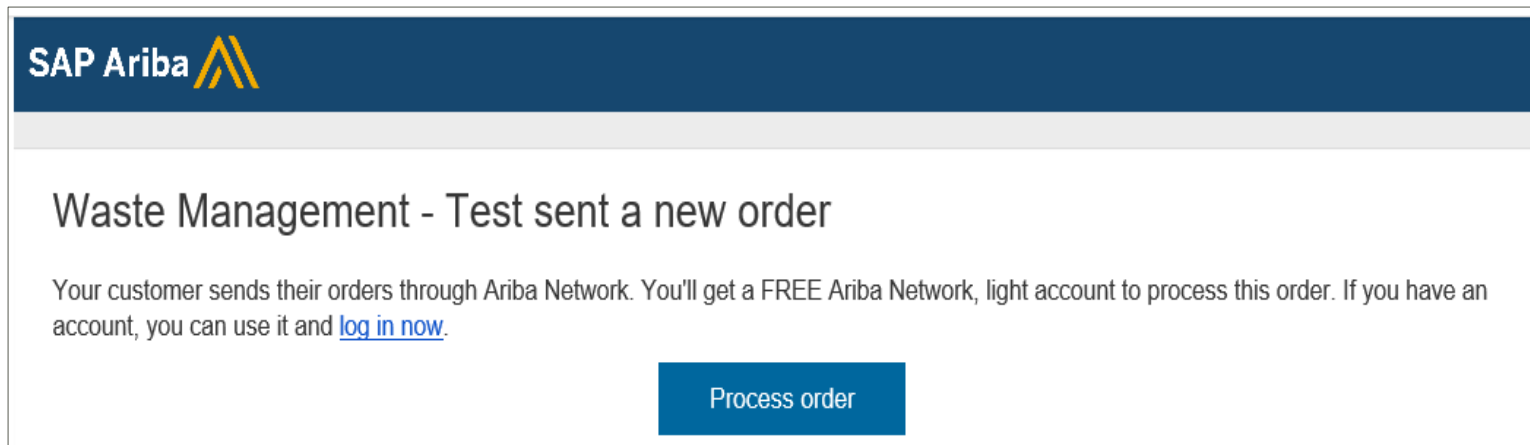
- A Purchase Order is required. Once on Ariba, you can expect to receive all WM Purchase Orders through the Ariba Network by **email**.
- All New, Changed and Cancelled Purchase Order Notifications will be sent to you via **email** and will be available on the Ariba Network.



# Registration and Initial Order

# Receiving a Purchase Order

- You will receive an email notifying you that there is a new Order from Waste Management in Ariba.
- Click on the **Process order** at the bottom of the message.
- You will be redirected to Create an Ariba Light Account.
- **Note:** The PO's can only be accessed via email. We strongly advise that you keep all emails until the PO is fully invoiced.



# Sign In/Register

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- If you already have an Ariba Light Account, click **Log In**.
- If you do not have an Ariba account, click on **Sign Up**..

Join your customer on Ariba Network!

[Sign up](#)

Already have an account? [Log in](#)



**Connect faster**  
Exchange documents electronically  
and streamline communications.

Ariba Network light account is **Free**

[Learn more](#)

# Ariba Light Registration

Complete your Company information and make sure to fill out all mandatory fields (*marked with an asterisk \**).

## Ariba Network

### Register

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#### Company information

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Company Name: \*

Country: \*  ▾

Address: \*

City: \*

State: \*  ▾

Zip: \*

# Ariba Light Registration (continued)

Fill out your User information and all mandatory fields (marked with an asterisk \*).

User account information

\* indicates a required field

[Ariba Privacy Statement](#)

Name \*

Email \*

Use my email as my username

Username \*

Password \*

Language:  ▼

Email orders to \*

Must be in email format (e.g. john@newco.com) ⓘ

Must contain a minimum 8 characters including letters and numbers. ⓘ

The language used when Ariba sends you configurable notifications. This is different than your web browser.

Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

Be sure to agree to the Terms & Conditions at the bottom of the page.

Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

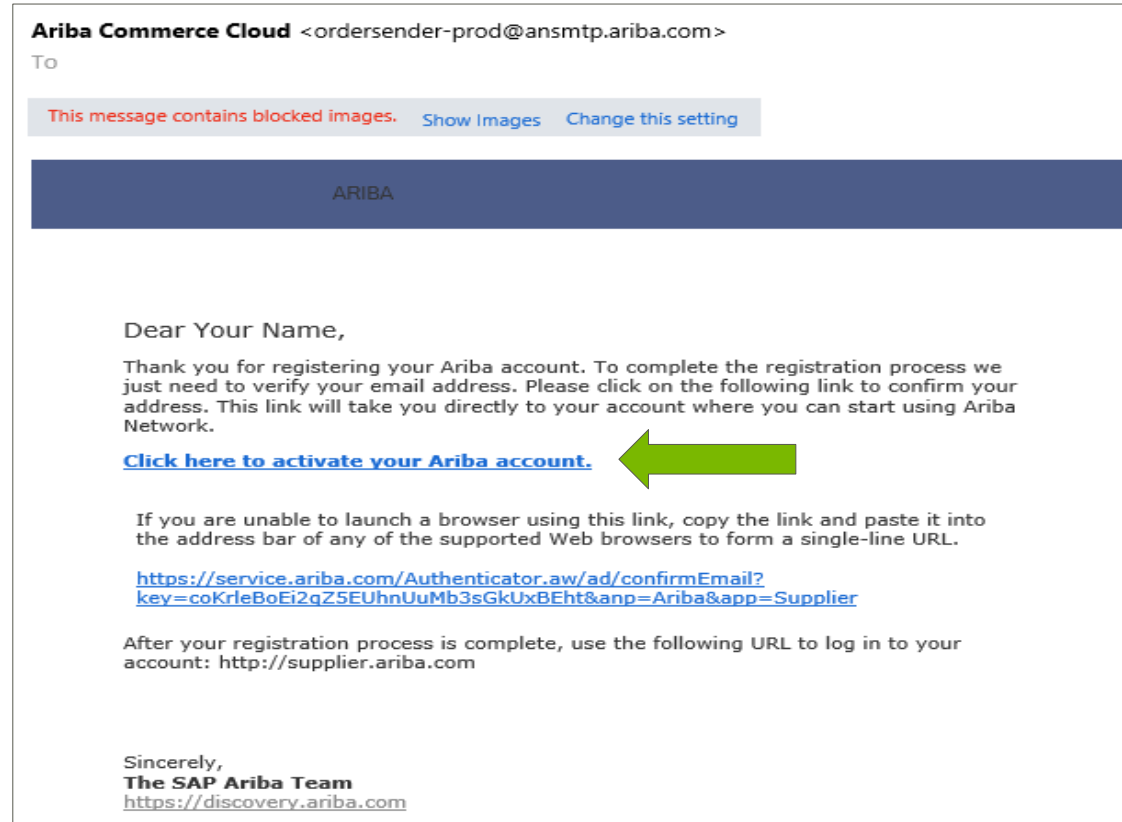
You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian federation.

I have read and agree to the Terms of Use and the Ariba Privacy Statement



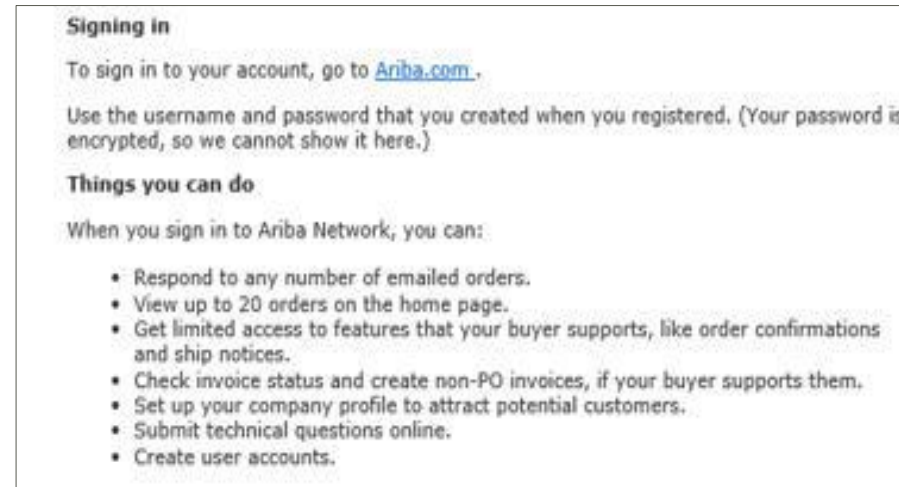
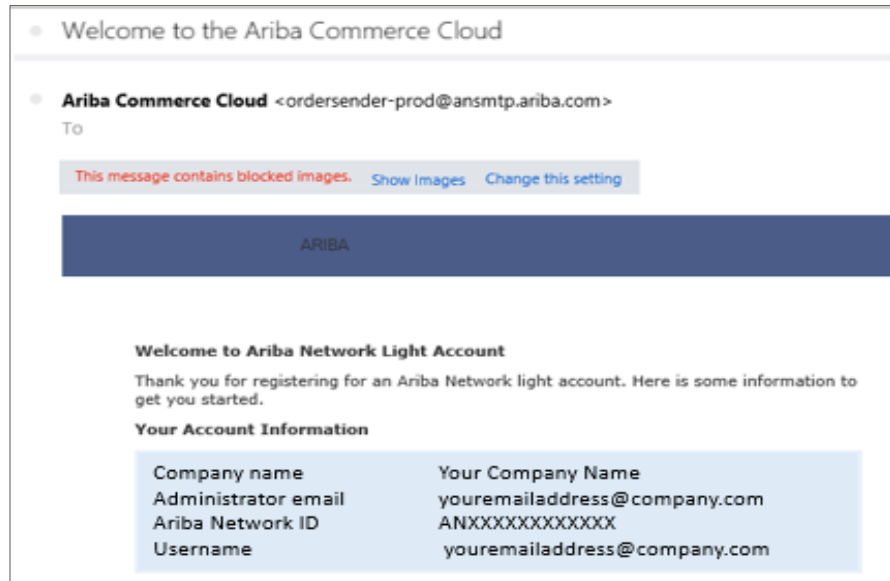
# Ariba Light Registration *(continued)*

You will receive an email to verify your email address. Please complete the request.



# Ariba Light Registration *(continued)*

After completing your Registration, you will receive a confirmation email providing your Ariba Light account information, including your Ariba Network ID (ANID).

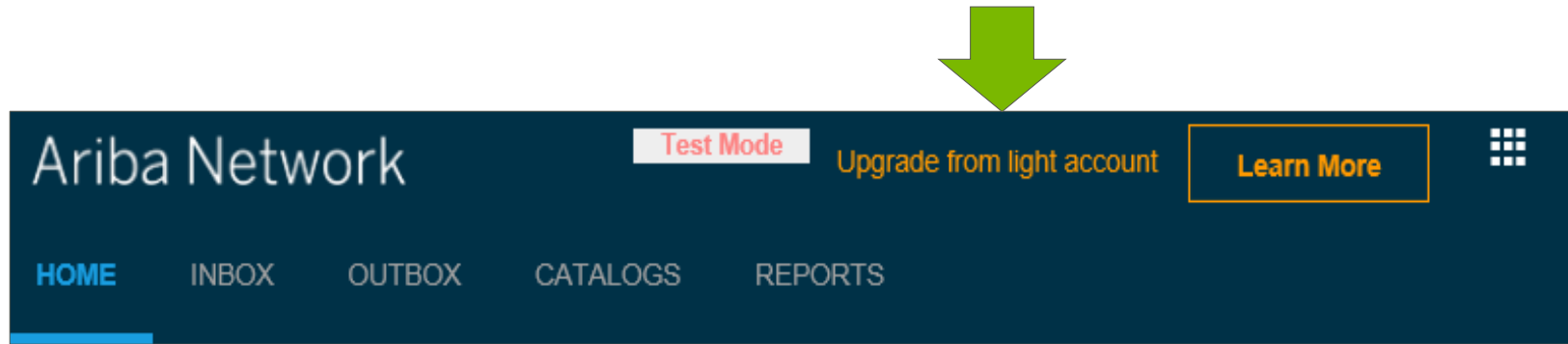


Registration is complete!

You are now ready to transact on the Ariba Light Network.

# Ariba Light – Full Account

You can upgrade to a Full Ariba Account at any time by clicking Learn More.



Available on Full Account (Read Terms and Conditions before accepting, Supplier fees may apply):

- Catalogs
- Integration
- Full web portal navigation
- **Please Note: fees may apply**

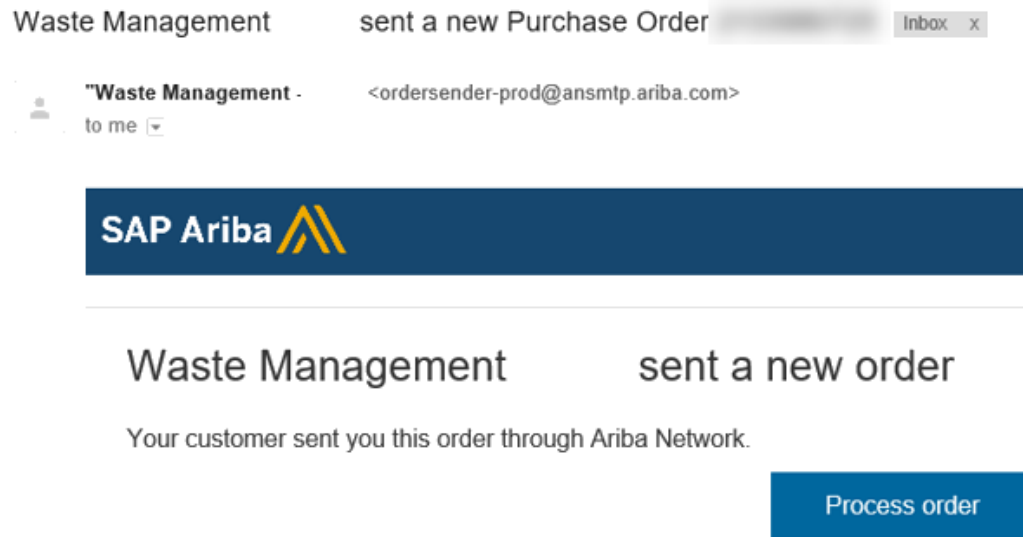


# Creating Invoices

# Initiating an Invoice

- To submit an invoice you need to access the Purchase Order email.
- Select the **Process Order** button to open the link to Ariba.

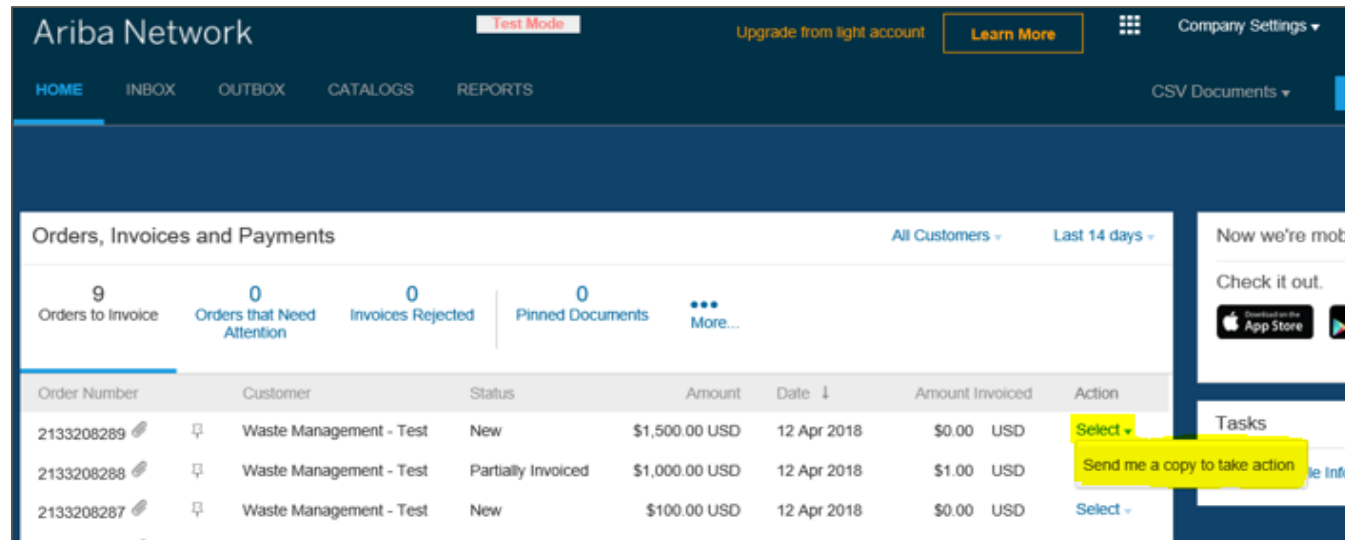
**Note:** *It is essential that you keep all emails you receive from Ariba informing you of a new Waste Management Purchase Order until the order is completely invoiced.*



# Initiating an Invoice *(continued)*

- If you are unable to locate your initial email that contained the PO, you can request it to be resent by going to your Ariba account home page and locating your PO.
- Click on **Select**
- Then **Send me a copy**.

**Note::** Not all PO's will be available for resending based on the volume of open orders from Waste Management.



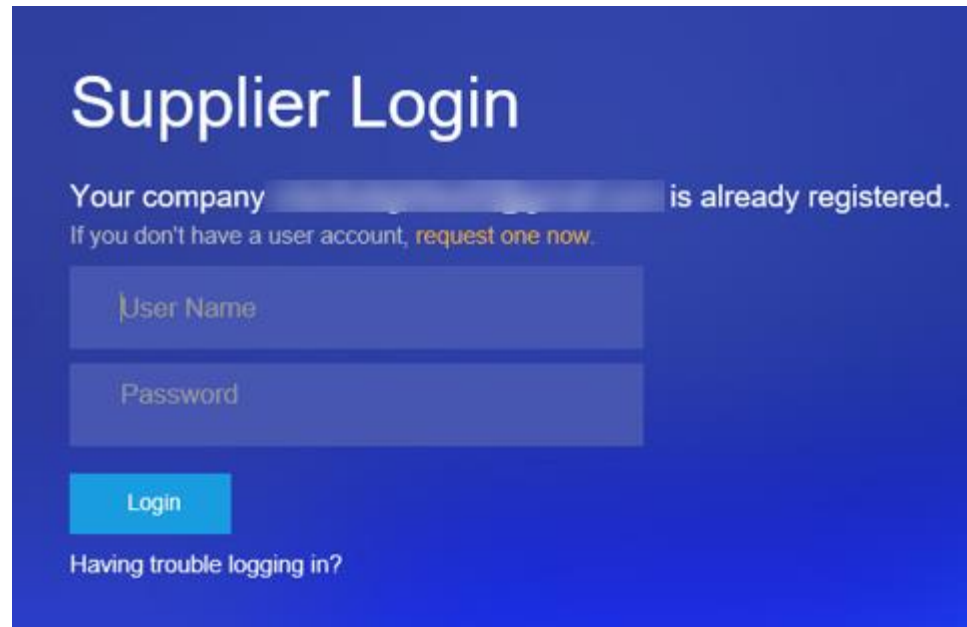
The screenshot displays the Ariba Network interface. At the top, there is a navigation bar with 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', and 'REPORTS'. Below this, a summary section shows 'Orders, Invoices and Payments' with counts for 'Orders to Invoice' (9), 'Orders that Need Attention' (0), 'Invoices Rejected' (0), and 'Pinned Documents' (0). A table lists three orders for 'Waste Management - Test' with columns for Order Number, Customer, Status, Amount, Date, and Amount Invoiced. The 'Action' column for the first order is highlighted with a yellow box, showing a 'Select' dropdown menu with the option 'Send me a copy to take action' selected.

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
2133208289	Waste Management - Test	New	\$1,500.00 USD	12 Apr 2018	\$0.00 USD	Select - Send me a copy to take action
2133208288	Waste Management - Test	Partially Invoiced	\$1,000.00 USD	12 Apr 2018	\$1.00 USD	Select -
2133208287	Waste Management - Test	New	\$100.00 USD	12 Apr 2018	\$0.00 USD	Select -

# Creating an Invoice

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Once you click **Process Order** on the email, you will be routed to the Ariba page to sign in.



Supplier Login

Your company [redacted] is already registered.  
If you don't have a user account, [request one now](#).

User Name

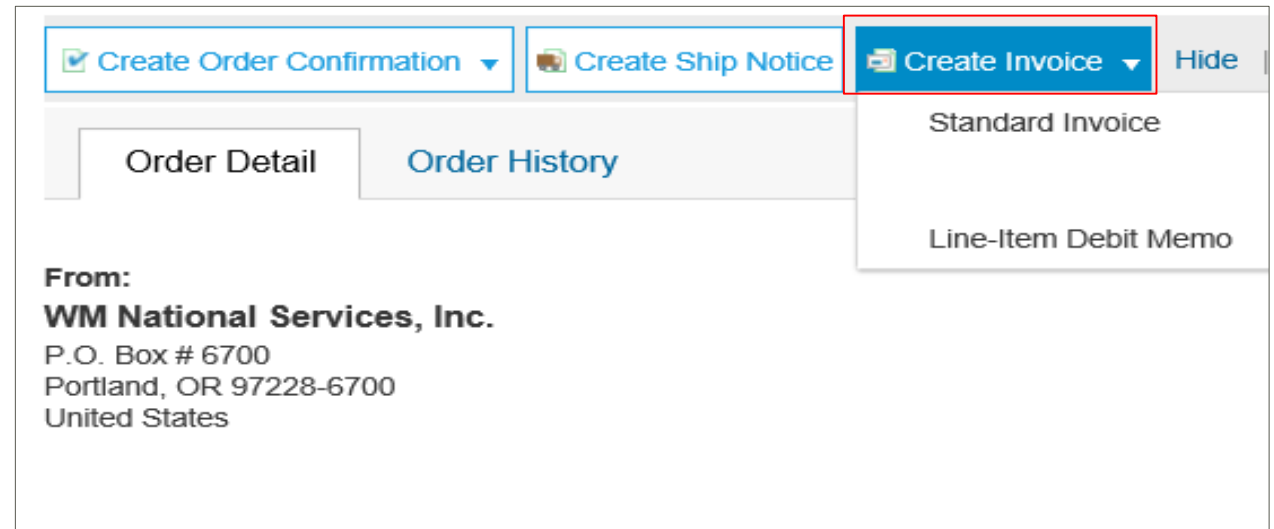
Password

Login

[Having trouble logging in?](#)

# Creating an Invoice *(continued)*

- After logging in, you will be routed to the PO directly to submit an invoice.
- Confirm the details on the PO and click **Create Invoice**
- Select **Standard Invoice**



Create Order Confirmation   Create Ship Notice   **Create Invoice** ▼   Hide

Order Detail   Order History

**From:**  
**WM National Services, Inc.**  
P.O. Box # 6700  
Portland, OR 97228-6700  
United States

Standard Invoice  
Line-Item Debit Memo



# Creating an Invoice

Each Invoice will automatically pre-populate with the PO data.

Make sure to complete all fields marked with an asterisk (\*).

1. Enter an Invoice Number. Each invoice should have a unique invoice # to avoid a duplicate rejection.
2. The Invoice Date will auto-populate, please make sure it is the correct date.
3. Complete the Tax and Shipping at the Header.
4. You can also add additional information to the Header of the invoice such as:
  - Special Handling
  - Comments
  - Attachments
  - Shipping Documents

The screenshot shows the 'Create Invoice' form with the following sections and fields:

- Invoice Header**
  - Summary**
    - Blanket Order: [Redacted]
    - Invoice #: \* [Redacted]
    - Invoice Date: \* 18 Apr 2018
    - Supplier Tax ID: [Redacted]
    - Remit To: [Redacted]
    - Bill To: WM National Services, Inc., Portland, OR, United States
  - Tax**
    - Header level tax (selected) / Line level tax
    - Category: \* Sales Tax
    - Location: [Redacted]
    - Description: [Redacted]
    - Regime: [Redacted]
  - Shipping**
    - Header level shipping (selected) / Line level shipping
    - Ship From: [Redacted]
    - Ship To: [Redacted]
    - Deliver To: [Redacted]
- Summary Totals**
  - Subtotal: \$0.00 USD
  - Total Tax: \$0.00 USD
  - Total Gross Amount: \$0.00 USD
  - Total Net Amount: \$0.00 USD
  - Amount Due: \$0.00 USD
- Taxable Amount**: \$0.00 USD
- Tax Rate Type**: [Redacted]
- Rate(%)**: [Redacted]
- Tax Amount**: [Redacted]

A yellow starburst graphic with the text "Do not Create Tax Categories" is overlaid on the Tax section, specifically pointing to the "Category" dropdown menu.

# Creating an Invoice *(continued)*

## Freight Charges

- To enter a Freight Charge, click on **Add to Header**
- Select **Shipping Cost**
- Scroll up to Shipping/Shipping Cost
- Enter the **Shipping Amount** and **Shipping Date**

Price	Part #	Auxiliary Part ID
\$1,500.00 USD	Not Available	

**Shipping**

Header level shipping ⓘ  Line level shipping ⓘ

Ship From:

Ship To:  [View/Edit Addresses](#)

Deliver To:

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**Shipping Cost**

Shipping Amount:

Shipping Date:



# Creating an Invoice *(continued)*

## Additional Fields

Make sure to complete all fields marked with an asterisk (\*) *including:*

- Account Number (Your internal number for WM
  - if no account number exists, enter "WM"
- Your Name: (contact for questions)
- Your phone number:(contact for questions)
- Your Email address: (contact for questions)

**Note: DO NOT** add a check mark to the Information Only. This will create an invoice but will not route the invoice to WM.

**Additional Fields**

**X** Information Only. No action is required from the customer.

Supplier Reference:

Payment Note:

Supplier:

Account No (from your\* system) (If none – please enter "WM"):

Your Name\* (Person creating invoice):

Your Phone Number\*: USA 1

Your Email Address\*:

Payment Website (Optional):

Bill From:

# Creating an Invoice for a Blanket Purchase Order

To invoice against a Blanket Purchase Order:

- Identify the line that you are invoicing.
- Click the **Check Mark** box on that line.
- Click on **Create**
- Select **Goods**

Blanket PO Items

Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
<input checked="" type="checkbox"/>	1	1	EA	\$1,500.00 USD	Not Available	AL Blanket PO	\$1,500.00 USD

Create Edit Delete

Goods

- You will be routed to a new page.
- Make sure to complete all fields marked with an asterisk. (\*).
- Once the required fields are completed, click **Create**.

Blanket PO Item

Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
1	1	EA	\$1,500.00 USD	Not Available		AL Blanket PO	\$1,500.00 USD

▼ Invoice Item \* Indicates required field Line Item Actions ▼

Quantity: \*  Part #: \*

Unit: EA Auxiliary Part ID:

Unit Price: \*  Customer Part #:

Subtotal: \$1,500.00 USD

Description: AL Blanket PO

Inspection Date:  Reference Date:

Accounting Reference: Reference ID:  Description:

Create Cancel

# Creating an Invoice for a Blanket Purchase Order *(continued)*

- After clicking **Create**, you will be routed back to the invoicing page.
- The line created will show under the PO line..
- The created line can be modified by adding a check mark and clicking **Edit**
- **Note: DO NOT** create multiple lines for one PO line.

Blanket PO Items								
Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal	
<input type="checkbox"/>	▼ 1	1	EA	\$1,500.00 USD	Not Available	AL Blanket PO	\$1,500.00 USD	
<input type="checkbox"/>	1.1	<input type="text" value="1"/>	EA	<input type="text" value="\$1,500.00 US"/>	Not Available	AL Blanket PO	\$1,500.00 USD	

**\*\*Skip to Submitting the Invoice section to complete the invoice**

# Creating an Invoice for a Standard Purchase Order

To invoice against a standard purchase order

- Review or update **Quantity** and/or **Amount** for each line item you are invoicing.
- If you are not invoicing this line, click on the line item's **Green circle** to exclude it from the invoice ( slider will turn gray)

OR

- Click the check box on the left of the item and click **Delete** to remove the line item.
- **Note:** This item can still be included on a future invoice against the same purchase order.

Line Items 2 Line Items, 2 Included, 0 Previously Fully Invoiced

**Insert Line Item Options**

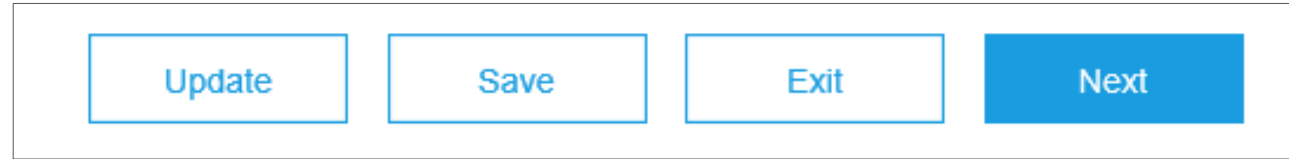
Tax Category:   Shipping Documents  Special Handling  Discount [Add to Included Lines](#)

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	WO#999999 - Parts		1	EA	\$200.00 USD	\$200.00 USD
<input type="checkbox"/>	2	<input checked="" type="checkbox"/>	MATERIAL	Not Available	WO#999999 - Labor		1	EA	\$100.00 USD	\$100.00 USD

↳ [Line Item Actions](#) [Delete](#)

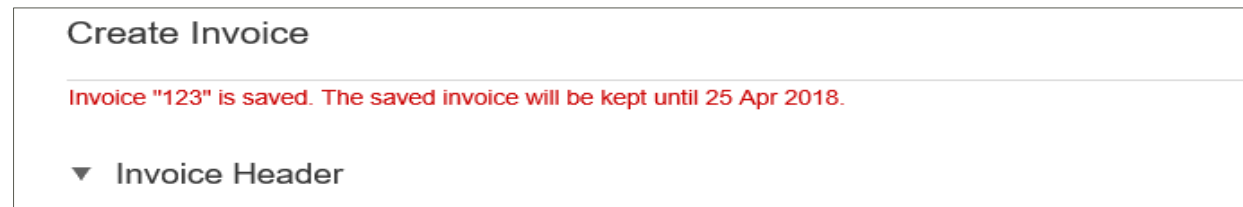
# Submitting the Invoice

Once you have completed all the Required lines, Click **Next** to continue submitting the invoice or **Save** to save it for later.



If you save the invoice, you will receive the following message at the top of the page.

**Note:** Invoice is saved for a week. To access, see page 26.



# Accessing a Saved Invoice

Accessing a saved invoice:

- Open the original PO email notification
- Click **Process Order**.
- Log in to Ariba
- Click link to saved invoice in the Draft Invoices.

Routing Status: Sent  
BPO Status: Open  
BPO Type: No Release Required  
Amount Available: \$1,500.00 USD  
Effective Date: 11 Apr 2018  
Expiration Date: Perpetual  
**Draft Invoices:** [Invoice: Saved invoice](#)

After clicking the invoice number, you will be routed back to the **Create Invoice** page.

Create Invoice

Update

Save

Exit

Next



# Submitting the Invoice

- Once all line items shipping, tax ,etc have been added to the invoice, click **Next**.
- You will be routed to a review page.
- Confirm all the fields are correct before clicking **Submit**.
- Note: If the fields need to be modified, click **Previous**.
  
- Once the invoice is submitted, you can **Print** a copy or **Exit** the invoice creation page
  
- You will also receive an email with a copy of the invoice

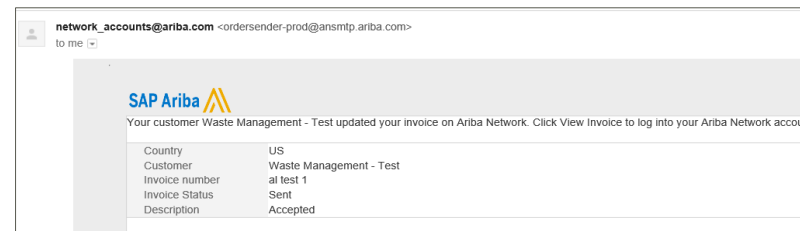
Create Invoice

Previous Save **Submit** Exit

Confirm and submit this document. It will not be electronically signed according to the countries of origin and destination of invoice. The document's originating country is: United States. The document's destination country is: United States.  
If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Standard Invoice

- **Print** a copy of the invoice.
- **Exit** invoice creation.



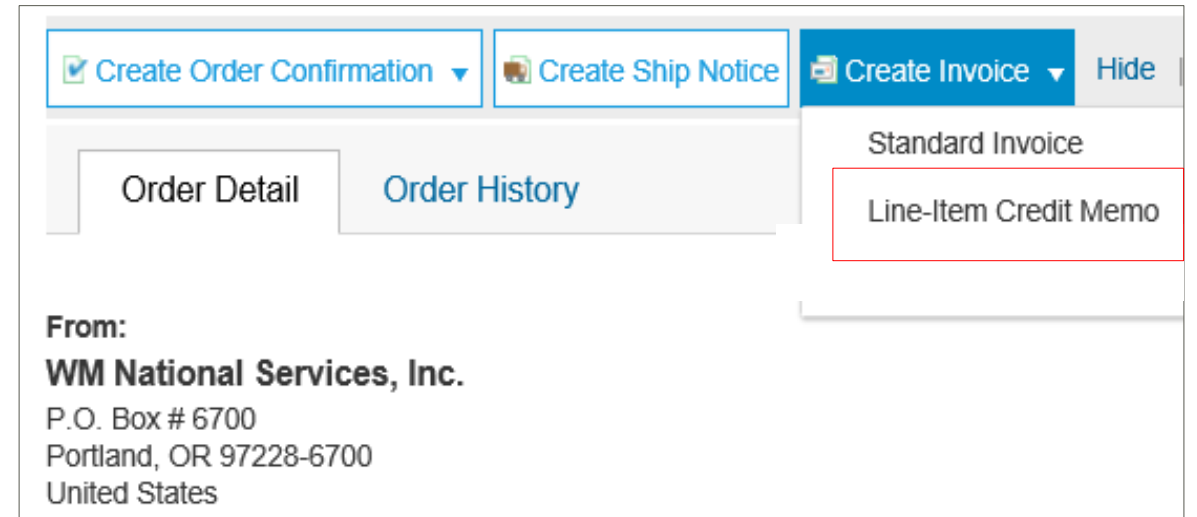


# Creating a Credit Memo

# Submitting a Credit memo

To submit a credit memo:

- Open the original PO email notification
- Click **Process order**
- Log in to your Ariba account
- You will be routed directly to the PO.
- On the Purchase Order, click on **Create Invoice**
- Select Line-Item **Credit Memo**.
- You will be routed to Line-Item Memo page



The screenshot displays the Ariba interface for creating an invoice. At the top, there are three buttons: 'Create Order Confirmation' (with a checkmark icon), 'Create Ship Notice' (with a truck icon), and 'Create Invoice' (with a document icon). The 'Create Invoice' button is highlighted in blue and has a dropdown arrow. Below it, a dropdown menu is open, showing two options: 'Standard Invoice' and 'Line-Item Credit Memo'. The 'Line-Item Credit Memo' option is highlighted with a red border. Below the dropdown menu, there are two tabs: 'Order Detail' and 'Order History'. Below the tabs, the 'From:' information is displayed: 'WM National Services, Inc.', 'P.O. Box # 6700', 'Portland, OR 97228-6700', and 'United States'.

# Submitting a Credit memo

- The Line-Item Memo page will show a list of invoices submitted under this PO.
- Select an invoice that will be credited
- Click **Create Line-Item Credit Memo**
- **Note: DO NOT** click on Create Non-PO Invoice. This is not an option for WM Suppliers

Line-Item Memo

Invoices (1)

Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date
al test 1	Waste Management - Test	2	Online	Supplier	Order	17 Apr 2018

Actions: [Create Line-Item Credit Memo](#) | [Edit](#) | [Copy](#) | ~~[Create Non-PO Invoice](#)~~

Waste Management does not accept Non PO Invoices through Ariba or Ariba Light.



# Submitting a Credit memo

- The information on the credit memo will be pre-populated to match the original invoice.
- Add the Credit Memo #
- Reason for Credit Memo (at the bottom)
- Make adjustments to the line if needed
- Click **Submit**
- **Note:** Always verify the invoice date.

▼ Invoice Header

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**Summary**

Credit Memo #: \*

Credit Memo Date: \* 18 Apr 2018

Original Invoice No: al test 1

Original Invoice Date: 17 Apr 2018

Supplier Tax ID:

**Comment**

Reason for Credit Memo: \*

Default Credit Memo Comment Text:





# Waste Management Invoice Practices



# Canadian Sales Tax

The Canadian Taxes need to be broken out in the appropriate tax category in the tax details section and labeled (GST, PST, QST, etc.) Taxes should not be entered at the invoice line level.

**Note:** For Provincial Carbon Tax (PCT) use tax category PST

\* Indicates required field

Subtotal: \$196.00 USD  
 Total Tax: \$0.00 USD  
 Total Gross Amount: \$196.00 USD  
 Total Net Amount: \$196.00 USD  
 Amount Due: \$196.00 USD

Add to Header

View/Edit Addresses

Taxes are added at the header level (not line item level). Additional tax types can be added by clicking the Add to Header button.

Tax Summary				
Tax Details:				
Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount
GST	10%		\$5.00 CAD	\$0.50 CAD
PST	5%		\$5.00 CAD	\$0.25 CAD
HST	10%		\$5.00 CAD	\$0.50 CAD



# Waste Management Invoice Practices

## SUPPORTED

- **Detail Invoices**
  - Apply against a single purchase order referencing a line item
- **Partial Invoices**
  - Apply against specific line items from a single purchase order
- **Contract Invoices**
  - Apply against contracts
- **Credit Invoices**
  - Item level credits; price/quantity adjustments

## NOT SUPPORTED

- **Summary or Consolidated Invoices**
  - Multiple purchase orders on one invoice cannot not accepted by Waste Management
- **Duplicate Invoices**
  - A new and unique invoice number must be provided for each invoice.
  - Duplicate invoice numbers will not be accepted unless resubmitting a previously failed Ariba invoice
- **Paper Invoices**
  - Paper invoices will not be accepted. All invoices must be submitted through Ariba
- **Header Level Credit Memos**
  - The Header Level Credit Memo feature is not supported by Waste Management
- **Service Invoices**
  - Invoices that require service line item details



# Common Invoicing Issues and Errors

- **Original PO email is lost**
  - Log into Ariba account to locate PO and choose select, Send me a copy
- **Changes required on a PO**
  - Contact WM requestor for new/updated purchase order
- **Invoices that include parts and Labor require 2 lines on the PO**
  - Labor is not taxable
  - Request purchase order with 2 lines prior to fulfilling the order *\*\*Please note that a new PO will be issued*
- **Invoice price does not match purchase order**
  - Contact WM requestor provided on purchase order to adjust price prior to fulfilling the order
- **The number of purchase order and invoice lines must match**
  - Use attachments to provide greater detail
  - If a purchase order is created for parts on 1 line and you supply 4 parts, only include a 1 line summary on the invoice. Attach detail of the 4 parts in a separate document (invoice copy)
- **If shipping partial order, please only invoice for parts/services provided.**
  - A second invoice can be issued for additional parts/services as needed.
- **Select Correct Unit of Measure (UOM) on invoice to match purchase order**
  - Some examples are: Each (ea), Dozen (dz), etc.]
- **Sales tax must be entered into the Total Tax field at the Header.**
  - US Vendors: Enter the full taxable amount and your corresponding tax rate.
    - The tax amount will display in the tax summary section of the invoice
  - **Louisiana: Add Parish tax to total sales tax**
  - Canadian Vendors: Click the 'Add to Header' button and select Tax.
    - The taxes must be broken out to the appropriate tax category by clicking on the drop menu in the tax details section; select (GST, PST, QST, etc.)
    - Enter the full taxable amount and corresponding tax rate for each tax type. The taxes will display in the tax summary section of the invoice.
  - **DO NOT** create tax categories
  - **For PCT, use the PST category**

# Common Invoicing Issues and Errors

- **Freight must be entered into the freight field.**
  - If freight was NOT included in the original invoice, email [AribaLight@wm.com](mailto:AribaLight@wm.com) for assistance in submitting the freight invoice.
- **Invoice submitted incorrectly**
  - Contact ([AribaLight@wm.com](mailto:AribaLight@wm.com)) with a request to reject the invoice.
  - Once WM rejects the incorrect invoice, a new invoice can be submitted
- **Miscellaneous charges**
  - Valid miscellaneous charges (ex. environmental fees, fuel, hazmat, mileage etc) should be included in the special handling field of the original invoice
  - Use the notes field to describe the special handling charges
  - This field should **NOT** be used for price discrepancies
  - **DO NOT** include shop charges
- **Blanket Purchase Orders:**
  - Invoice date must match BPO date
  - Ex: **DO NOT** submit a 2015 invoice on a 2016 BPO
- **Invoice exceeds PO amount**
  - Request a change order from the WM contact listed in the “Ship All Items To” category of the PO
  - Note: WM may dispute the invoice amount:
- **Submitting Paper Invoices**
  - **DO NOT** submit paper invoices
  - **DO NOT** fax invoices to PO Box
  - Turn off automatic billing if applicable
  - Paper invoices will result in a failed invoice
    - Routing Status: **Failed**
    - Invoice Status: **Rejected**
    - Submission Method: **ICS PAPER**
  - Submit **ALL** invoices through Ariba

# ICS Failed Invoices

- All paper invoices submitted to the Online Capture Center (email, mail, or fax) will fail
- Submission Method will show “ICS Paper Invoice”
- As the paper invoice is rejected, submit the invoice in Ariba.

Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date	Amount	Routing Status	Invoice Status
	Waste Management		Online	Supplier	Order	20 Apr 2016	USD	Acknowledged	Sent
	Waste Management		Online	Supplier	Order	20 Apr 2016	USD	Acknowledged	Sent
	Waste Management		Online	Supplier	Order	20 Apr 2016	USD	Acknowledged	Sent
	Waste Management		Online	Supplier	Order	8 Mar 2016	USD	Acknowledged	Sent
	Waste Management		ICS Paper Invoice	Supplier		4 Mar 2016	USD	Failed	Rejected
	Waste Management		Online	Supplier	Order	24 Feb 2016	USD	Acknowledged	Sent
	Waste Management		Online	Supplier	Order	16 Feb 2016	USD	Acknowledged	Sent





# Ariba Network Support

# Ariba Support

Ariba offers support for Ariba Light via the Help Center.

The Help Center is accessed by logging into your account in Ariba and searching for help by topic

If you need further assistance, please send an email to [AribaLight@wm.com](mailto:AribaLight@wm.com).

