Invoicing Guide Contents

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

• Ariba Light Introduction
• Registration and Initial Order
  ➢ Receiving a Purchase Order
  ➢ Sign In/Up to Ariba Light
  ➢ Ariba Light Registration

• Creating Invoices
  ➢ Ariba Light Registration (continued)
  ➢ Locating the Purchase Order
  ➢ Creating an Invoice
  ➢ Creating an Invoice for a Blanket Purchase Order
  ➢ Creating an Invoice for a Standard Order
  ➢ Submitting the Invoice
  ➢ Accessing a Saved Invoice

• Creating a Credit Memo
• Waste Management Invoice Practices
  ➢ Canadian Sales Tax
  ➢ Waste Management Invoice Practices
  ➢ Common Invoicing Issues and Errors
  ➢ ICS Failed Invoices

• Ariba Network Support
Ariba Light Introduction

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.

![SAP Ariba](image-url)
Sign In/Register

- If you already have an Ariba Light Account, click **Log In**.

- If you do not have an Ariba account, click on **Sign Up**.
Ariba Light Registration

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

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

Be sure to agree to the Terms & Conditions at the bottom of the page.
Ariba Light Registration (continued)

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

Ariba Commerce Cloud <ordersender-prod@anmtip.ariba.com>

To:

This message contains blocked images Show images Change this setting

ARIBA

Dear Your Name,

Thank you for registering your Ariba account. To complete the registration process we just need to verify your email address. Please click on the following link to confirm your address. This link will take you directly to your account where you can start using Ariba Network.

Click here to activate your Ariba account.

If you are unable to launch a browser using this link, copy the link and paste it into the address bar of any of the supported Web browsers to form a single-line URL.

https://service.ariba.com/Authenticator.axd/confirmEmail?
lev=019c0b1f2335fU9uPh3edUuhBkDrv8=AribaApp=Supplier

After your registration process is complete, use the following URL to log in to your account: http://supplier.ariba.com

Sincerely,
The SAP Ariba Team
https://discovery.ariba.com
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.*
• 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.
Creating an Invoice

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

• 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**.
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.

**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.
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.

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

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](image)

![Comment](image)
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

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

<table>
<thead>
<tr>
<th>Tax Category</th>
<th>Tax Rate</th>
<th>Tax Rate Type</th>
<th>Taxable Amount</th>
<th>Tax Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>GST</td>
<td>10%</td>
<td></td>
<td>$5.00 CAD</td>
<td>$0.50 CAD</td>
</tr>
<tr>
<td>PST</td>
<td>5%</td>
<td></td>
<td>$5.00 CAD</td>
<td>$0.25 CAD</td>
</tr>
<tr>
<td>HST</td>
<td>10%</td>
<td></td>
<td>$5.00 CAD</td>
<td>$0.50 CAD</td>
</tr>
</tbody>
</table>
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 for assistance in submitting the freight invoice.

• Invoice submitted incorrectly
  ➢ Contact 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.
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.