cXML Supplier Transaction Guideline including X-Rechnung Requirements

SAP STATEMENT OF CONFIDENTIALITY AND EXCEPTIONS

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VERSION HISTORY

This log is updated each time this Process Document is updated. The log identifies the version number, the date the version was completed, the author of the changes, and a brief description of the changes.

Version	Date	Author	Description
1	08/04/2016	Suzana Atanasova	Draft Version of the guideline
2	02/05/2016	Suzana Atanasova	Samples Added; Extrinsics updated;
3	11/05/2016	Suzana Atanasova	Guideline reviewed with DB
4	01/08/2016	Suzana Atanasova	Removed the requirement for tax description; Returning IDs on invoices for Bill To address and Sold To address; Not mandatory buyer VAT ID; Removed the requirement for strict address validation; Short Description extrinsic;
5	15/08/2016	Suzana Atanasova	Actual Bill TO address list attached; Examples actualized; Back-dated invoices days updated; PlantNo extrinsic optional on invoice; Examples in the cXML Delta updated
6	01/11/2016	Suzana Atanasova and Norbert Hahn	Requirement the IDs from the addresses on the POs to be added in the invoice addresses removed; Added information about requisition creation date (extrinsic on PO); Recommendation for the OC to be sent instead of required; Invoice with multiple lines, where multiple invoice lines are referencing the same line from the Purchase Order – not supported invoice type; Special case for 0 unit price as invoice line to be discussed separately with DB; Item quantities not to be increased added;
7	13/02/2017	Suzana Atanasova and Norbert Hahn	Bill To address information in POs adjusted; PO with attachment added to the scope;
8	28/02/2017	Suzana Atanasova	Line Level credit information and sample added;
9	10/03/2017	Suzana Atanasova	Specific extrinsics marked as "Deprecated"
10	09/10/2019	Plamen Krastev	2 additional <Street> elements added to shipTo. D96A Samples added(including the additional <Street> elements);
11	26/06/2020	Plamen Krastev	Added SES to the delta
12	02/03/2022	Stefan Tuerke	Draft input for X-Rechnung requirements

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13	29/04/2022	Martin Staf	Reviewed draft version and adjusted with the help of the DB team
14	07/07/2022	Martin Staf	Version finalized, cXML Delta with X-Rechnung sample added
15	07/06/2023	Teodora Peycheva	Added BuyerLeitwegID to the extrinsic fields and updated all extrinsic fields from the delta file
16	15/09/2023	Teodora Peycheva	Updated with relevant comments from Deutsche Bahn

DEUTSCHE BAHN MAPPING REQUIREMENTS AND DELTAS

The following is a <u>summary</u> of the cXML requirements that are unique to DEUTSCHE BAHN's procurement environment. Detailed explanation of these items can be found in the proceeding pages.

cXML Delta

Purchase Order Specifics (Tab 1)

- Purchase Orders will contain following addresses:
    - Bill To address
    - Ship To Address with respective Deliver To information
- The addresses on the Purchase Orders will contain specific address IDs:
    - Company Code will be transmitted in the Bill To address ID field
    - Bill To Address name field contains the company name aligned with Sold To name field and purchasing unit name
    - Company code is going to be sent as BillTo ID / The company code will not contain letters BUK

- Payment terms will be sent on the Purchase Orders and will contain the respective conditions as per the contract
- Standard UNUOM are being used (Please check also the catalog creation guideline for valid UNUOM)
- Maximum number of characters of PO Number is 10.
- Purchase orders might contain PriceBasisQuantity element
- The date when the requisition is created will be submitted as extrinsic, e.g.:
    - <Extrinsic name = "Requisition Create Date">2016-10-27</Extrinsic>

Order Confirmation Specifics (Tab 2)
- Order confirmations are allowed for all types of orders in scope.
- Delivery dates are required for Order Confirmation

Ship Notice Specifics (Tab 3)
- Delivery dates are required for Ship Notice
- Delivery and transport information can be added to the ship notices
- Non-PO Ship Notices are not allowed

Invoice Specifics (Tab 4)
- Maximum number of characters of Invoice ID is 16
- Invoices are accepted only with 2 decimal rounded values
- Special charges and shipping are not supported at the header section and also not at line level if the POs are not containing an additional line for the charges
- Attachments supported are .docx, .xlsx, .csv, .pdf

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Credit note Specifics (Tab 5)
- Maximum number of characters of Credit Note Nr is 16
- Reason for the credit should be provided as Comment

Service sheet Specifics (Tab 7)
- Attachments are allowed on Service Entry Sheet
- Suppliers are allowed to add ad hoc line items to the Service Entry Sheet
- Suppliers are allowed to change unit price and increase item quantity on Service Entry Sheet

Extrinsics (Tab 6)

- Extrinsics are listed in Tab 6 of the excel file

DEUTSCHE BAHN Transaction Validation Rules

Deutsche Bahn has configured custom validation rules on the Ariba Network which apply to the transactions in scope. Please review these settings from your supplier account on the Ariba Network:

1. Login to your supplier account on the AN at supplier.ariba.com
2. Click on your company name in the upper right corner and select Customer Relationships from the drop-down menu
3. Click on the name of Deutsche Bahn under your list of Current Relationships (**Deutsche Bahn AG – TEST** within test environment and **Deutsche Bahn AG** within production environment).
4. Review all transaction validation rules

Please note that the requirements specified below rules are covering the requirements for Germany and here might be some differences, depending on the originating country of the invoice; If you are sending invoice for different country please always verify the rules on Ariba Network!

DEUTSCHE BAHN DETAILED SPECIFICATIONS AND REQUIREMENTS

Scope:
DEUTSCHE BAHN ANID Prod: AN01035637075
DEUTSCHE BAHN ANID Test: AN01035637075 -T

Required Transactions
- Purchase Order- cXML OrderRequest
- Order Confirmation- cXML ConfirmationRequest
- Invoice- cXML InvoiceDetailRequest

Optional:
- Advanced Ship Notice- cXML ShipNoticeRequest
~~~~~~

Purchase Order Details

Purchase Order Types Supported	Purchase Order Types Not Supported
Non-Catalog POs	Blanket POs
Change POs	Legacy POs
Cancel POs	
POs with attachments	
Service Orders without parent-child lines	
Contract POs	

Table 1 - Purchase Order Types Supported/Not Supported

Ship To Address
- DEUTSCHE BAHN PO will send Ship To address at header level
- Shipping address will contain Ship To address ID

Example:

```
ShipTo>
     <Address
      addressID = "10TT"
      isoCountryCode = "DE">
      <Name xml:lang = "en">Deutsche Bahn AG (10TT)</Name>
      <PostalAddress name = "Standardwert">
        <DeliverTo>Herr Mustermann</DeliverTo>
        <DeliverTo>Deutsche Bahn AG (10TT)</DeliverTo>
        <Street>Stuttgarter Straße 35</Street>
        <Street>Systemverbund Bahn</Street>
        <Street>Beschaffung</Street>
        <City>Frankfurt</City>
        <PostalCode>60329</PostalCode>
        <Country isoCountryCode = "DE">Deutschland</Country>
      </PostalAddress>
      <Email
       name = "Standardwert"
       preferredLang = "de-DE">emp.ed.testmailbox@deutschebahn.com</Email>
    </Address>
   </ShipTo>
```

IMPORTANT

Supplier mapping should be reflected the order of provided address data:

Street Element:	Explanation
<Street>Stuttgarter Straße 35</Street>	Physical Street
<Street>Systemverbund Bahn</Street>	Company name 2
<Street>Beschaffung</Street>	Company name 3

Full List with shipping addresses cannot be provided by Deutsche Bahn, as there will be many Ad-Hoc addresses.

Order Confirmation Details

- Order Confirmation is mandatory, before submitting an invoice to Ariba Network;
- Order Confirmation can be sent for material orders and service orders.
  - Line-item Order Confirmations are allowed
  - Order can be confirmed or rejected multiple times
- Delivery dates are required, but an estimated shipping date is not required on the Order Confirmations
- It is not required to fully confirm line items before fulfilment of the order
- Comments in the Order Confirmations:
  - No comment is required at the order confirmation line-item level when there are any changes
  - Comments can be added on order confirmations at the line-item level for confirmed or backordered items

- At line-item level it is not allowed to change the price, quantity or line part number
- Advanced pricing details is not allowed to be changed on order confirmations at the line-item level

Ship Notice Details

- It is not required to create a ship notice before creation/submission of an invoice to Ariba Network
- Delivery dates are required, but an estimated shipping date is not required on the Ship Notice
- It is allowed to add delivery and transport information to ship notices
- Non-PO ship notices are **not** allowed
- Zero-quantity line items are allowed on ship notices
- Packing ID should be unique on the ship notices
- A unique asset serial number for each purchase order line item is not required on a ship notice
- Packing Slip ID is not required to be unique on ship notices

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- ➢ It is allowed to create invoice number automatically from Packing Slip ID when creating a ship notice
- ➢ Item quantities cannot be increased on the ship notices
- ➢ Delivery and transport information can be added on the ship notices

Invoice Details

General requirements:

- ➢ <u>Invoices for Deutsche Bahn needs to match exactly the information on the POs!</u>

- ➢ Payment net and discount terms on the invoice needs to match with the information on the purchase orders

- ➢ Payment terms should not be changed or omitted

- ➢ Invoices of the suppliers cannot be backdated.

- ➢ Invoice date in the respective field in the invoice cannot contain date older than 30 days from the day of the submission of the invoiceInvoice numbers from past calendar year can be reused

- ➢ Line-item Quantity and Unit Price on the invoice must be always **greater than zero**

- ➢ If there are some special cases, when invoice lines with 0 Unit Price needs to be created, this can be discussed separately with Deutsche Bahn

- ➢ Allowances and charges **cannot** be added to the invoices either at header or at line-item level (if they are not part of the PO)

- ➢ Invoice numbers can be reused for Failed and/or Rejected invoices. Suppliers are not allowed to cancel invoices on Ariba Network

- ➢ Delivery note is not required for the respective items on the invoice.

- ➢ Following information from the Purchase Orders cannot be changed from the suppliers on the invoices:
- ➢ Currency for unit price
- ➢ Unit of measure

- ➢ Item quantities should not be increased

- ➢ Line-item description are not required to be provided on the invoices

- ➢ Exact line matching **must** be provided. The invoice needs to contain reference PO line number from the PO.

- ➢ Part numbers and Auxiliary PartID can be changed

Tax Requirements:

- Supplier's VAT ID is required on the invoices. Buyer VAT ID of Deutsche Bahn is optional to be added on the invoices. Buyer VAT ID is mandatory, however when the VAT is 0%. The respective field in cXML is extrinsic at header level:

  ……..

  ```
  <Extrinsic name = "buyerVatID">XXXXXXXXX</Extrinsic>
  <Extrinsic name = "supplierVatID">DE0000001</Extrinsic>
  ```

  ……..

- Tax is required to be sent at line-item level or header level
  - If there are different tax rates at line-item level – tax must be specified also at line-item level and also at header level

- If there is the same tax rate for all the invoice lines – the single tax rate can be added only in the invoice summary

- It is not allowed to create a tax rate for invoices; Only specific tax rate can be used on the invoices. VAT rates are specified by the Ariba Network.

- Tax amounts is not required in local currency, based on the generic rules, but it is possible to add information for alternate currency on the invoices.
    - In case second / alternate currency needs to be added on the invoices – tax exchange rate at header level should be also specified:

  ....

```
<Extrinsic name = "invoiceSubmissionMethod">cXML</Extrinsic>
 <Extrinsic name = "taxExchangeRate">0.1158</Extrinsic>
</InvoiceDetailRequestHeader>
```
  ....

- Taxpoint date / the date on which the VAT is due/ might be required in some countries (depending on the country-based rules), when the tax category is VAT

- Detailed Tax Information in the invoice summary is not required, but is recommended to be added
    - In case there are different tax rates at the different invoice lines, it is mandatory to have the different tax rates expressed also in the tax details in the summary of the invoice

- No discounts or shipping tax should be sent on the invoices

Explanation of different amounts for Ariba Network:

- \<SubtotalAmount\> = Total of all line items (unit price * quantity for each line item). No other additional charges are factored into the subtotal. Basically, the Subtotal amount is the value without any VAT
- \<GrossAmount\> = SubtotalAmount plus any tax, shipping or special handling charges but does NOT include discount; This is the Subtotal amount plus taxes (VAT)
- \<NetAmount\> = GrossAmount minus any discounts; (Basically this is the NetAmount+VatAmount); In case there is no Discounts or Adjustments then NetAmount=GrossAmount
- \<DueAmount\> = NetAmount minus any deposit pass

Address Requirements:

Following addresses are required to be provided on the invoice:

- **Bill To address**
- **From address**
- **Ship From address**
- **Ship To address**

  Not required addresses:
- **Remit To address**
- **Sold To address**

NOTE: Strict address validation is not enforced.

Shipping and Special Handling Fees

- If shipping and special handling charges are not included within the amount of the respective item should be sent as additional line within the PO and invoiced as separate line on the invoice
- Shipping charges are not supported at header level
- Shipping and special handling charges are not allowed to be added as separate line in the invoice, if this is not part of the PO

Credit notes:

➤ Only supported credit types are Line-item Credit Memos. In cXML file the element purpose should be ="lineLevelCreditMemo" and the used DTD schema should be minimum **1.2.018**!

➤ Header Credit Memos and Debit Memos are **NOT** allowed!

➤ Line-item Credit notes are supported by negative quantity at item level and positive unit price.

➤ It is not required but preferred for line-item credit memo to reference another invoice, however the reference to the respective Purchase Order should be present.

➤ Reason for each credit need to be provided in the Comments Field at header level.

Extrinsics:

Extrinsics on Purchase Orders:

Extrinsic Name	Required Back on Invoice?	Location	Example	Format
RFQ ID	No	OrderRequestHeader		
Requisition Create Date	No	OrderRequestHeader	2023-08-30	digits
Preparer Name	No	OrderRequestHeader	Buyer Name	string
buyerLeitwegID	Yes	OrderRequestHeader	992-90009-96	string
OCDeviation Approval	No	OrderRequestHeader	notAllowed	string
CompanyCode	No	OrderRequestHeader	0011	digits
PUName	No	OrderRequestHeader	DB Station&Service AG	string

ExpectedUnplanned	No	BlanketItemDetail	<Money alternateCurrency=""
			    alternateAmount=""
			    currency="EUR">1,690.00</Money>
				string

Req. Line No.	No	BlanketItemDetail	1	digits
Requester	No	BlanketItemDetail	Buyer Name	string
PR No.	No	BlanketItemDetail	PR3530786	string
Contract ID	No	BlanketItemDetail	C10281-92321828	string
Service Start Date	No	BlanketItemDetail	Mi, 12. Jul 2023	string
Service End Date	No	BlanketItemDetail	Mi, 9. Aug 2023	string
EAN	No	BlanketItemDetail		
PlantNO	No	BlanketItemDetail	1SSJ	string

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Catalog Purchase Group	No	BlanketItemDetail		
Supplier Part Number	No	BlanketItemDetail		
Short Description	No	BlanketItemDetail	Bem101	string
CompanyName	No	BlanketItemDetail	Virtuelle	string
QuoteReference	No	BlanketItemDetail		
QuoteLineReference	No	BlanketItemDetail		
Veranstaltungsnummer	No	BlanketItemDetail	23/64784	digits
Produktnummer	No	BlanketItemDetail	Bem101	digits
Einsatzort	No	BlanketItemDetail		
Hast du die Regularien zum Einsatz Externer im DB Konzern beachtet?	No	BlanketItemDetail		digits
QuoteValidity	No	ItemDetail	Ja, ich habe die Regularien zum Einsatz Externer im DB Konzern beachtet.	string
Bitte bestätigen Sie, dass das Angebot innerhalb der Rahmenvertragsbedingungen mit der Deutschen Bahn AG abgegeben wird (siehe Kommentare /Anmerkungen).	No	ItemDetail	Ja	string
Angebotsnummer	No	ItemDetail	982-1002077	digits
PDF Angebot	No	ItemDetail	[{name=982-1002077_V1_20221227.pdf, url=https://s1-2-eu.ariba.com/Sourcing/Main/ad/getAttachmentFromQuote/ariba.sourcing.integration.networkrfq.GuidedBuyingDirectAction?realm=db&quoteId=ID1280870798&requestId=RFQ8067-LED-Monitor -gebogen&itemId=1712014757&fieldId=RQAATTACH&fileId=982-1002077_V1_20221227.pdf, type=sourcing}]	string

Deprecated Extrinsic / should not be mapped

Extrinsics on Invoices:

Extrinsic Name	Required Mapping	Location	Example	Format	Mapped from PO?
supplierVatID	No	InvoiceDetailRequestHeader	DE811617339	string	No
invoiceSourceDocument	No	InvoiceDetailRequestHeader	PurchaseOrder	string	No
invoiceSubmissionMethod	No	InvoiceDetailRequestHeader	cXML	string	No
buyerLeitwegID	No	InvoiceDetailRequestHeader	992-90009-96	digits	Yes
paymentMethod	No	InvoiceDetailRequestHeader	wire	string	No
invoicePDF	No	InvoiceDetailRequestHeader	<Attachment> <URL>cid:2043557252.1693210875129@cxml.org</URL> </Attachment>	string	No
taxInvoiceAttachmentName	No	InvoiceDetailRequestHeader	cid:X_RECHNUNG	string	No
punchinItemFromCatalog	No	InvoiceDetailItem	no	string	No
netTermInformation	No	InvoiceDetailRequestHeader	n/a	string	No

Additional Requirements from X-Rechnung

BuyerLeitwegID is required
/InvoiceDetailRequest/InvoiceDetailRequestHeader/Extrinsic[@name=" buyerLeitwegID"]
Extrinsic name="buyerLeitwegID">992-90009-96</Extrinsic

At least one Header-level comment is required:

/InvoiceDetailRequest/InvoiceDetailRequestHeader/Comments

Content: A invoice text note that contains unstructured information that may be relevant for the overall invoice.
Required field in X-Rechnung.

Header level delivery date is required
/InvoiceDetailRequest/InvoiceDetailRequestHeader/Extrinsic[@name="deliveryDate"]
Field is required if not an Invoice Period Start and Invoice Period End date is given.

Payment Method is required:
/InvoiceDetailRequest/InvoiceDetailRequestHeader/Extrinsic[@name="paymentMethod"]
Sample:
Extrinsic name="paymentMethod">wire</Extrinsic>

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Supplier Bank Account Details are mandatory
Sample:

```
<InvoicePartner>
      <Contact role="wireReceivingBank">
        <Name xml:lang="en">Hessische Banken</Name>
      </Contact>
      <IdReference domain="accountName" identifier="´Supplier Bank Account"/>


      <IdReference domain="accountID" identifier="123456789"/>
      <IdReference domain="bankRoutingID" identifier="2323"/>
OR
      <IdReference domain="ibanID" identifier="1234567891234923422"/>
      <IdReference domain="swiftID" identifier="ABC42FHEF"/>

</InvoicePartner>
```

Payment Terms are mandatory
Sample:

```
<PaymentTerm payInNumberOfDays = "30"/>


<PaymentTerm payInNumberOfDays = "21">
   <Discount>
      <DiscountPercent percent = "3"/>
   </Discount>
</PaymentTerm>
```

There can only appear one paymentTerm with discount and one Net payment Term.

TotalAmountWithoutTax is required on line level if tax is on line level as well:
/InvoiceDetailRequest/InvoiceDetailSummary/TotalAmountWithoutTax/Money

DueAmount and currency is required:
/InvoiceDetailRequest/InvoiceDetailSummary/DueAmount/Money
/InvoiceDetailRequest/InvoiceDetailSummary/DueAmount/Money/@currency

Subtotal Amounts on line level are required:
/InvoiceDetailRequest/InvoiceDetailOrder/InvoiceDetailItem/SubtotalAmount/Money
or
/InvoiceDetailRequest/InvoiceDetailOrder/InvoiceDetailServiceItem/SubtotalAmount/Money

When relevant Tax Exemption Codes must be provided according to X-Rechnung specifications:
/InvoiceDetailRequest/InvoiceDetailSummary/Tax/TaxDetail/TaxExemption/@exemptCode:

E   [(VATEX-EU-O) Not subject to VAT]
AE   [(VATEX-EU-AE)   Reverse charge]
K   [(VATEX-EU-IC)   Intra-Community supply]
G   [(VATEX-EU-G) Export outside the EU]

Tax exempt on HEADER-level
/InvoiceDetailRequest/InvoiceDetailSummary/Tax/TaxDetail/TaxExemption/@exemptCode

Tax exempt on LINE-level
/InvoiceDetailRequest/InvoiceDetailOrder/InvoiceDetailItem/Tax/TaxDetail/TaxExemption/@exemptCode
or
/InvoiceDetailRequest/InvoiceDetailOrder/InvoiceDetailServiceItem/Tax/TaxDetail/TaxExemption/@exemptCode

For exempt VAT ID a reason is necessary to be provided.

SUPPLEMENTAL DOCUMENTATION

This document contains Deutsche Bahn's specific information regarding transaction requirements. Information in this document does not cover the complete technical aspects of integrating with the Ariba Network.

Below are three sections for supplemental documentation to be used with this document for cXML, EDI x12 or PIDX transaction formats. Only refer to the section that pertains to the format your organization with be sending or receiving.

cXML Supplemental Documentation
New cXML supplier to Ariba Network must:
1) Support a DTD (document type definition) validation tool internally and download the document type definitions (DTD's) for all supported transactions.
2) Support HTTPS protocol. Ariba supports HTTPS (not HTTP) only for cXML transactions.
3) Review the cXML Solutions Guide and cXML User Guides.

cXML Document Type Definitions (DTD's)
- http://cxml.org Download InvoiceDetail.zip for the InvoiceDetailRequest.dtd.
- http://cxml.org Download cXML.DTD for the OrderRequest
- http://cxml.org Download Fulfill.dtd for ConfirmationRequest/ShipNoticeRequest

SAP Ariba Cloud Integration Gateway (CIG)
Information in this document does not cover the complete technical aspects of integrating with the SAP Ariba Cloud Integration Gateway (CIG).

Below is a list of supplemental documentation to be used with this document for CIG connectivity, CIG EDI x12 and PIDX transaction file formats. These documents can be viewed or downloaded from the CIG Resource Portal. How to login to [SAP Cloud Integration Gateway](#).

New Cloud Integration Gateway Supplier
- Cloud Integration Portal Guide (aka. CIG "How to Guide")

EDI x12 Supplemental Documentation via SAP Ariba Cloud Integration Gateway
- SAP Ariba PO850 4010   Purchase Order
- SAP Ariba PC860 4010   Purchase Order Change
- SAP Ariba PR855 4010   PO Acknowledgment (Order Confirmation)
- SAP Ariba IN810 4010   Invoice
- SAP Ariba SH856 4010   Ship Notice
- SAP Ariba RA820 4010   Remittance Advice
- SAP Ariba AG824 4010   Application Advice (inbound)
- SAP Ariba AG824 4010   Application Advice (outbound)
- SAP Ariba FA997 4010   Functional Acknowledgment (inbound)
- SAP Ariba FA997 4010   Functional Acknowledgment (outbound)

PIDX Supplemental Documentation via SAP Ariba Cloud Integration Gateway
- SAP Ariba PIDX OrderCreate OrderChange 1.61 Outbound
- SAP Ariba PIDX OrderResponse 1.61 Inbound
- SAP Ariba PIDX Invoice 1.61 Inbound
- SAP Ariba PIDX InvoiceResponse

- SAP Ariba PIDX Receipt Outbound

If you do not yet have user access to CIG, the SAP Ariba Supplier Integration Specialist will forward these documents. Once user access is obtained, the current CIG documentation may be viewed in or downloaded from the CIG Resources section.

SAP Ariba customer Support for Suppliers

How to utilize Help Center and access Customer Support
At SAP Ariba, our goal is to empower Suppliers with the information and tools they need to seamlessly navigate through Ariba Solutions. You can find the answers you need about Ariba products in the SAP Ariba Help Center. You can also contact SAP Ariba Support directly through the Help Center, when necessary.

Access the Help Center After Supplier Account Login
Login to your account (supplier.ariba.com) look to the top right-hand side of your screen and click on the

icon to view the Help Center panel.

Using the Help Center
The Help Center is the first place to start if you have questions about any Ariba Solution. You can search for answers to functional and navigational questions from the search bar or view Documentation.

The following tutorials are helpful when you're getting started:
– Supplier Basics
– Invoices

Still need more help? Contact Customer Support
If you don't find your answer after searching, you can request direct support via the Help Center webform.

To Request Support:
1. Click the ![Support] icon in the bottom-right corner of the expanded Help Center. After clicking, you will see a new window titled **Help Center Home**.
2. Select **Contact Us** on the menu bar.
3. Search for your issue in the **I need help with** search bar.
   Based on your search, FAQ and Support Help articles will appear for review. If the guided content does not resolve the issue, click on **Something else** then **Contact Us** at the bottom of the screen.

SAP Ariba Customer Support Help Form
- Send a written online request to SAP Ariba Customer Support via a short webform.
- Provide a Short Description, Details, and Attachment to ensure a fast and accurate response.