Ariba Standard Account FAQs

1. What is the "Ariba Light / Standard" Program?

    CCA operates under a "No Purchase Order No Pay" policy. With that in mind we have provided a service to our suppliers called 'Ariba Light Account' an interactive email program providing a better transacting relationship with our Suppliers. Interactive Emails is a new feature within Ariba that allows CCA to send orders as an email to their suppliers.

2. What are the benefits for a supplier if using this program?

    Below are the benefits our suppliers will enjoy by using this feature.

    ✓ No fees
    ✓ Access to the Ariba Portal allows supplier to Resend the purchase order email if misplaced
    ✓ Ability to flip a Purchase Order into an Order Confirmation and/or Invoice
    ✓ Receive invoice and payment status notifications

3. Do I have to register for the Light/ Standard Account?

    Yes, this will allow you to Resend the purchase order email if misplaced and provide access to view previous purchase orders.

4. If I did not receive the order email how can I get a copy?

    Log into Ariba, locate the purchase order number on the Home screen, click 'Select' (right hand side of PO#), click 'Send me a copy to take action' and then click Resend button.

5. Can I invoice from the purchase order in the system?

    No, you must start the process from the system generated purchase order email.

6. Can I upgrade from a Light/ Standard Account?

    Yes, you can upgrade to a Full-Use Account, please note that this type of account can attract **Fees**, please read the information provided by Ariba.

7. What is the difference between Ariba Light and Ariba Network features?

Features	Ariba Light (Standard)	Ariba Network (Enterprise)
Free – No Fees	✓	✗
Create Order Confirmation or e-invoice without login details	✓	✗
Receive PO Details via Email	✓	✓
Receive Invoice and Payment Status Via Email	✓	✓
View Transaction History	Limited	✓
All Network Features (like Catalogues, Integrations)	✗	✓

8. What information is available for suppliers on Ariba Light Account? Below are the documents available.

Supplier Guide (PowerPoint presentation): Supplier Ariba Light Instructions

Light Enablement Video tutorial link: Ariba Network: Light Account

Supplier Information Portal will provide more information if required

9. Whom should I contact if having issues with Purchase orders or Invoices? Please contact our Accounts Payable Team via
Email: aus.accounts.payable.inquiries@ccamatil.com Phone: 1300 666 120 (Option 1)