LIPTON
Teas and Infusions

How to *invoice*
LIPTON Teas and Infusions in
SAP Business Network

November 2023

Log into Ariba Network

1. You can Log in to Ariba Network using the address **Supplier.ariba.com** ①

IMPORTANT - To be able to use Ariba Network, you must have received a Purchase Order from LIPTON Teas and Infusions via email. This email will contain a link entitled "Process Order" , click to complete your registration.
If you cannot find the email, but have a purchase order number please get support by raising a ticket with
https://lipton.service-now.com/csm

2. Once in Ariba Network, click on orders

3. Find the PO number you wish to invoice against

4. Check that Order Status is showing as Serviced or Partially Serviced, (if either of these statuses is not displayed, please follow the non-receipted process by clicking here)

Invoice

a receipted PO

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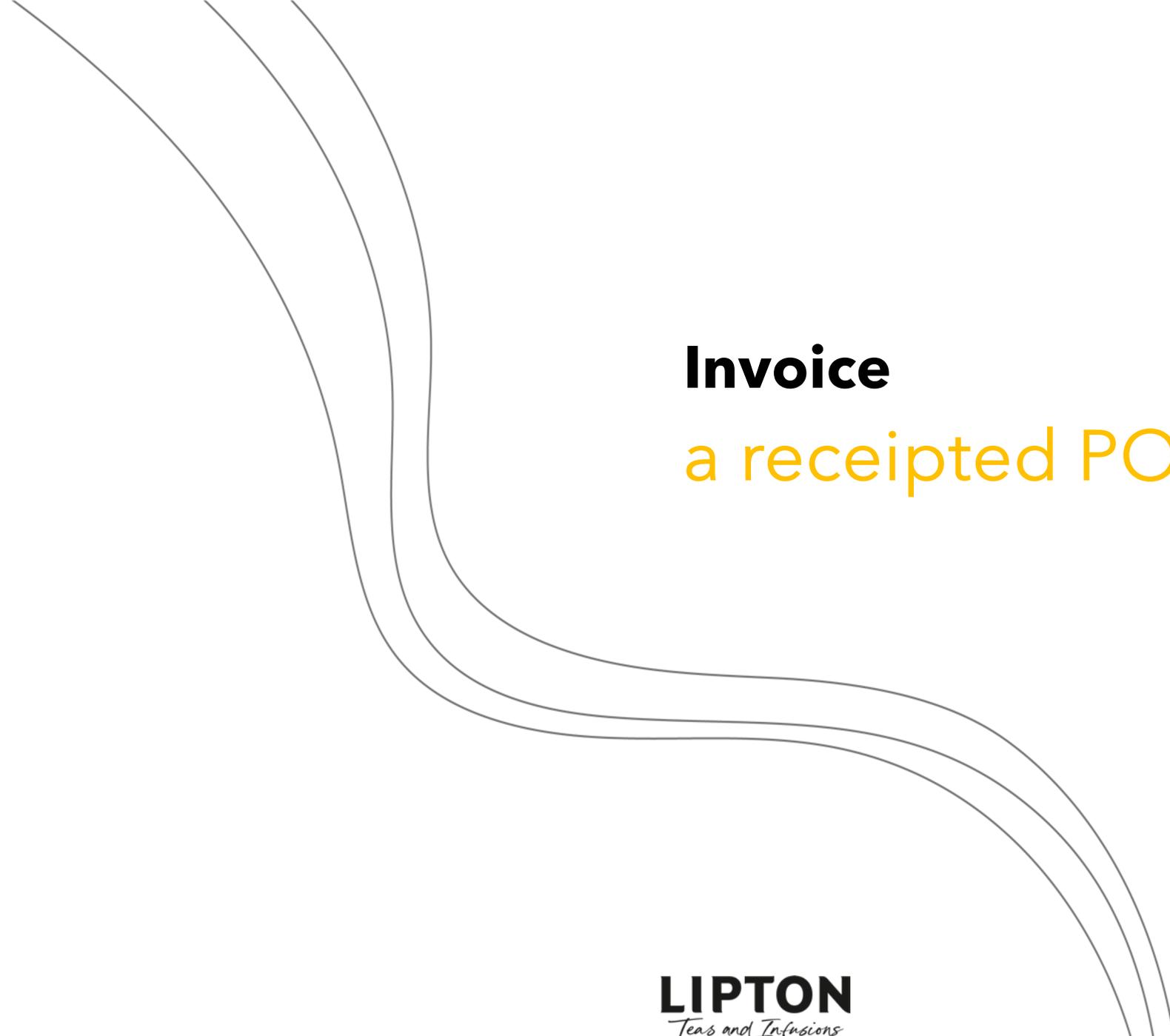
Invoice for a receipted PO

5. With the Purchase Order displayed, check that the Service Sheet has been created

You can see here that there is a Service Sheet Number.
If there is nothing here, follow the no receipt process here

Create the invoice

6. Using the create invoice tab, click on Standard invoice
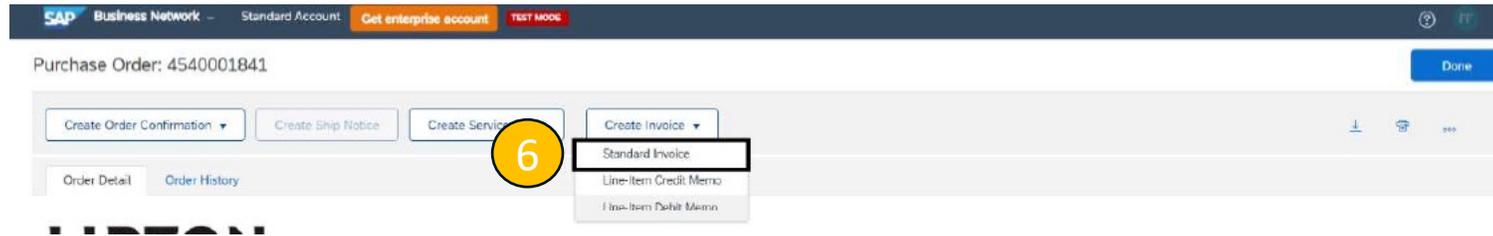
7. Enter the details to create the invoice
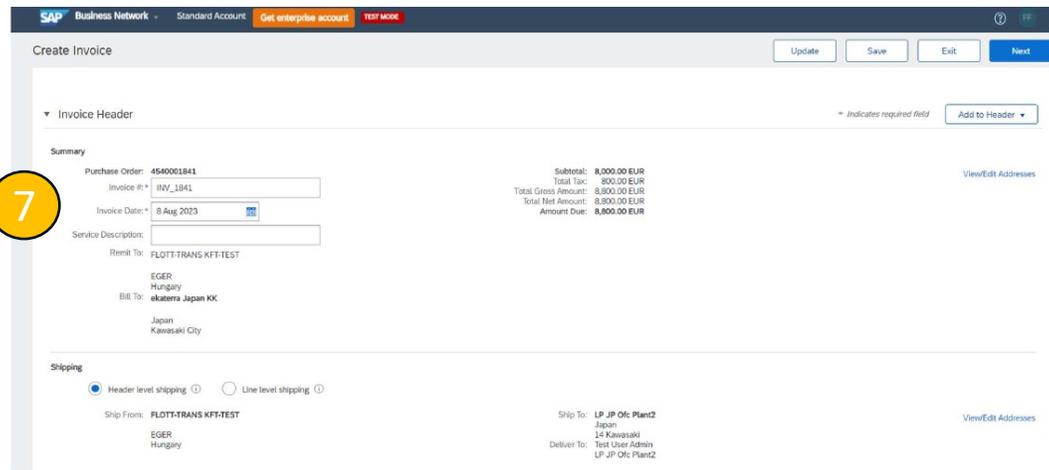
8. In Line Items, you can see items are added automatically when buyer has posted Service Sheet - click next

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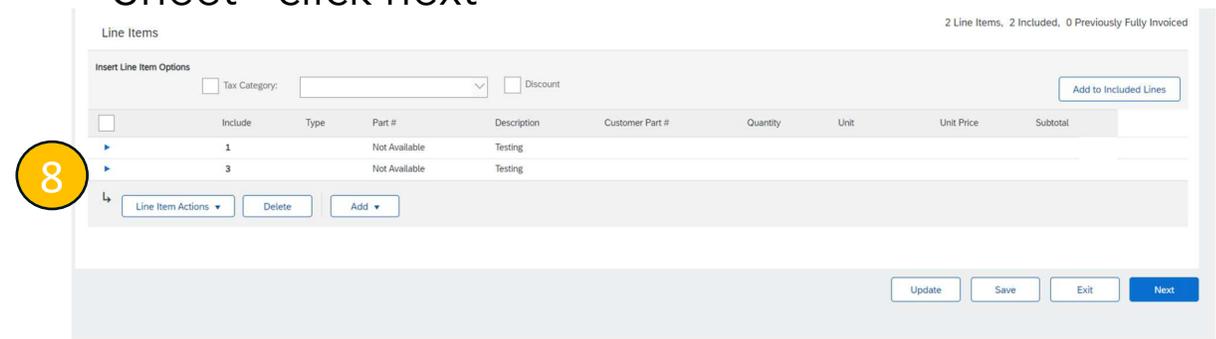
Create the invoice

9. Verify the details of the invoice (this is taken from the PO you received) and click on Submit. This is known as PO Flip

Check the invoice is submitted successfully

Finally, check your invoice submission has been successful by going to the home screen and search for the invoice number

Against "Routing" you should see "Acknowledged".
If there are any issues, please check again later in case of any system outages, but if the issue persists, please create a ticket for Support
https://lipton.service-now.com/csm

Invoice

a non receipted PO

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Invoice for a non receipted PO

Open the Purchase order

Verify the line item details

Click on create Invoice – Standard Invoice

Click Add -> Material

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Invoice for a non receipted PO

Disregard the line items listed, as these are not receipted. You need to add a new line item, (in the screenshot below it would be Line Item 3).

Add in your description and price, ensure your total amount does not exceed the amount of all Line items, and click next.

Example:
• If PO have 1 line item the invoice number should start on line 2
• If PO have 2 line items then invoice line number should start from 3.

Invoice for a non receipted request

Now click on submit

Once submitted, you will get confirmation
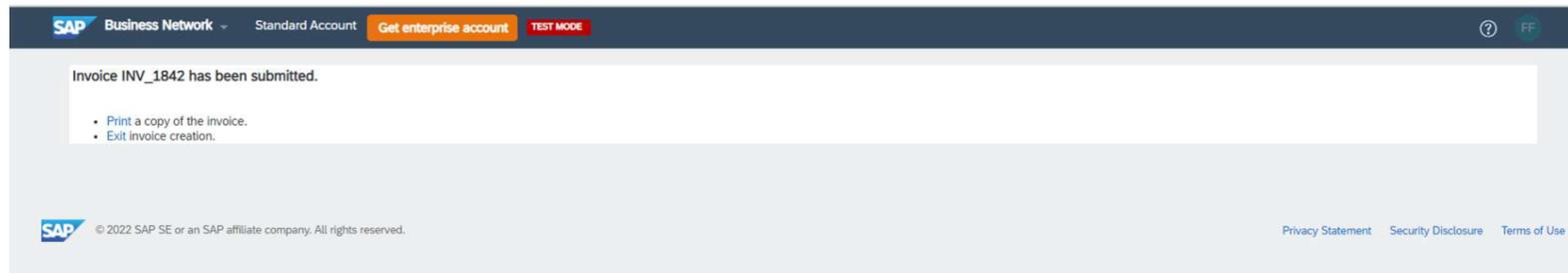
LIPTON
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Check the invoice

Finally, check your invoice submission has been successful by going to the home screen and search for the invoice number and click the link

Against "Routing" you should see "Acknowledged". If there are any issues, please check again later in case of any system outages, but if the issue persists, please create a ticket for Support **https://lipton.service-now.com/csm**

Invoice for a non receipted request

If you try to use the same line item number that is already on the PO, the invoice will be rejected as the line item number is already utilised within the PO (as per Ariba standard functionality). The error message displayed will be like the one below mentioning control keys.

To correct this, click edit and resubmit, and ensure you add this invoice in as a new consecutive line number, not a line already listed on the screen as per the earlier instructions.