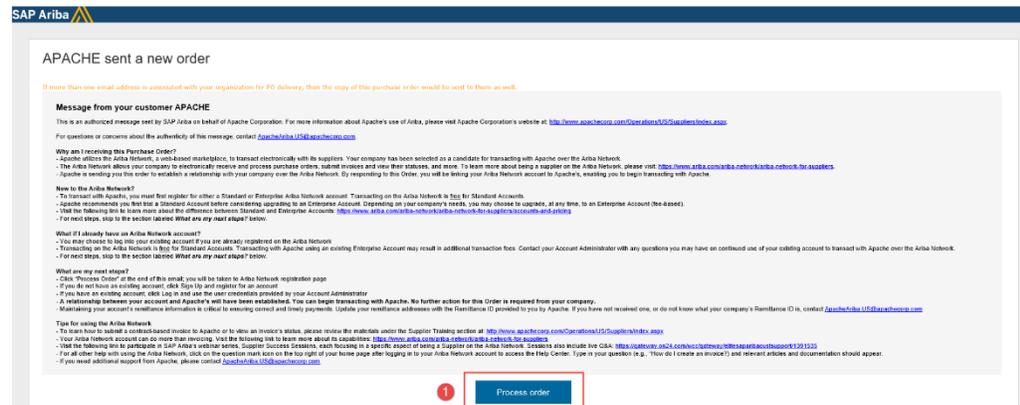


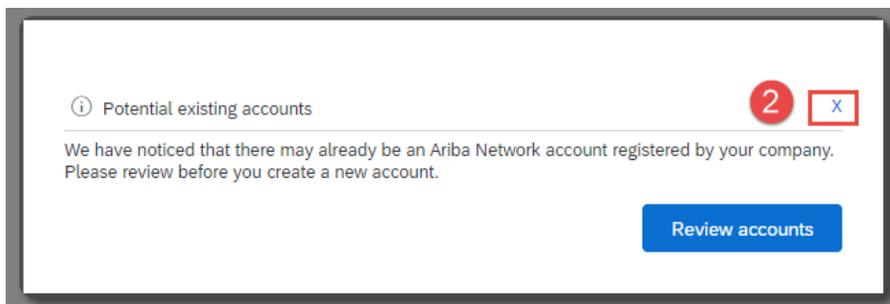
Supplier FAQ

How do I complete my Ariba Registration?

To complete Ariba registration for Apache, please locate the 'Apache Invitation' sent out in the form of an enablement purchase order. This email will be sent from an Ariba generated email address and will look like the below.

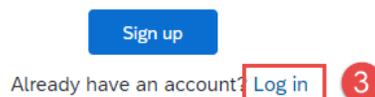


1. Click "process order" at the bottom of the email
2. Click the "X" in the top right corner



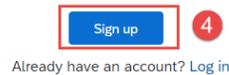
3. If you have an Ariba account used with other customers, and would like to use this account with Apache, please click Login and login with your existing account credentials. This will link your existing account to Apache.

Join your customer on Ariba Network!



4. If you need to create a new Ariba account, you will bypass the "potential existing account screen" by clicking the X in the top right corner. You will then click the "sign up" button. Next, you will click "Register Now" and complete the registration process for your new account.

Join [your customer](#) on Ariba Network!



How do I resolve issues with my PO?

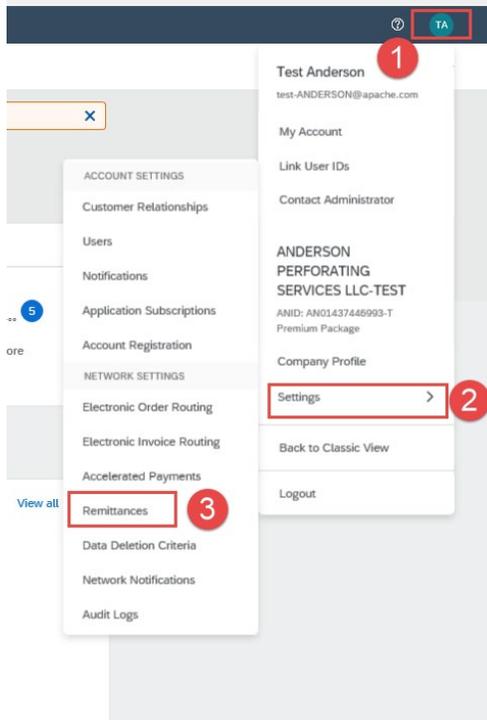
You will not use POs to transact with Apache unless specified by an Apache Buyer. The quick enablement PO received during onboarding is strictly used for registration and will not be used again.

If you are confident that you have been issued a PO because this is how you have transacted with Apache in the past, please reach out to the person at Apache who issues the POs to your company if there are issues with your PO.

Where do I find my remittance ID and how do I enter it?

A unique code has been provided to each supplier upon Ariba onboarding. Please locate your Remittance ID provided by Apache and follow the directions to update it in Apache. If you cannot locate your remittance ID, please contact ApacheAriba.US@apachecorp.com to request your ID be re-sent to you.

1. Log into your Ariba account and click the admin initials in the top right corner
2. Click **Settings**
3. Click **Remittances**



4. Locate the EFT/Check Remittances section and click **Create**



5. Populate the remittance address fields

The screenshot shows the remittance address form. It includes several input fields: 'Address 1: *', 'Address 2:', 'Address 3:', 'City: *', 'State: *' (with a dropdown menu showing 'Alabama [US-AL]'), 'Zip: *', 'Country/Region: *' (with a dropdown menu showing 'United States [USA]'), and 'Contact: *' (with a dropdown menu showing 'Select contact'). There are also two checkboxes: 'Make this address default' and 'Factoring Service'. A red box and number 5 highlight the address fields.

6. Populate the **Remittance ID** with the ID provided by Apache

Customer 1	Remittance ID
APACHE	<input type="text"/>

7. Ensure to **check** the box – **Include Bank Account Information in invoice**

Include Bank Account Information in invoices.

8. Click **OK** to Save

How do I submit my invoice into Ariba?

Our Apache Ariba training material can be found at the link below. Here you will find PDF documents and videos to walk you through the invoice process.

[Training Documents - APA Corporation](#)

The screen shots below mark the material that will be most helpful with the invoice process.

Training Documents

- 1 Create a Contract-Based Invoice
- 2 Adding Non-Catalog Items
 - Create a PO-Based Invoice
 - Create a Credit Memo

Training Videos

Watch some of our helpful how-to videos.



Create a Contract-Based Invoice



Add a Non-Catalog Item



Create a PO-Based Invoice



Create a Credit Memo

What information/coding do I need for my invoice?

You will need the following information for your invoice submission. **All coding will be provided by the person at Apache who requested your service/equipment. If you have not been provided this information, please reach out to you Apache invoice requestor.**

- 1) Sold to Email - This will be provided by the person requesting the work, parts, ect.
- 2) Account Assignment – Cost object designation
- 3) The AFE or Cost Center number

How do I resolve a system error (exception encountered) when the site won't load or errors out?

We see this error sometimes due to the system being internet/cloud based. Please clear your browsing history or use a different web browser. Make sure you do not have Ariba open in

multiple tabs.

If the above options do not work, please contact Ariba help for support. Being a network error, Ariba would need to troubleshoot the issue. Below is a link on how to reach out to Ariba.

[Ariba Support](#)

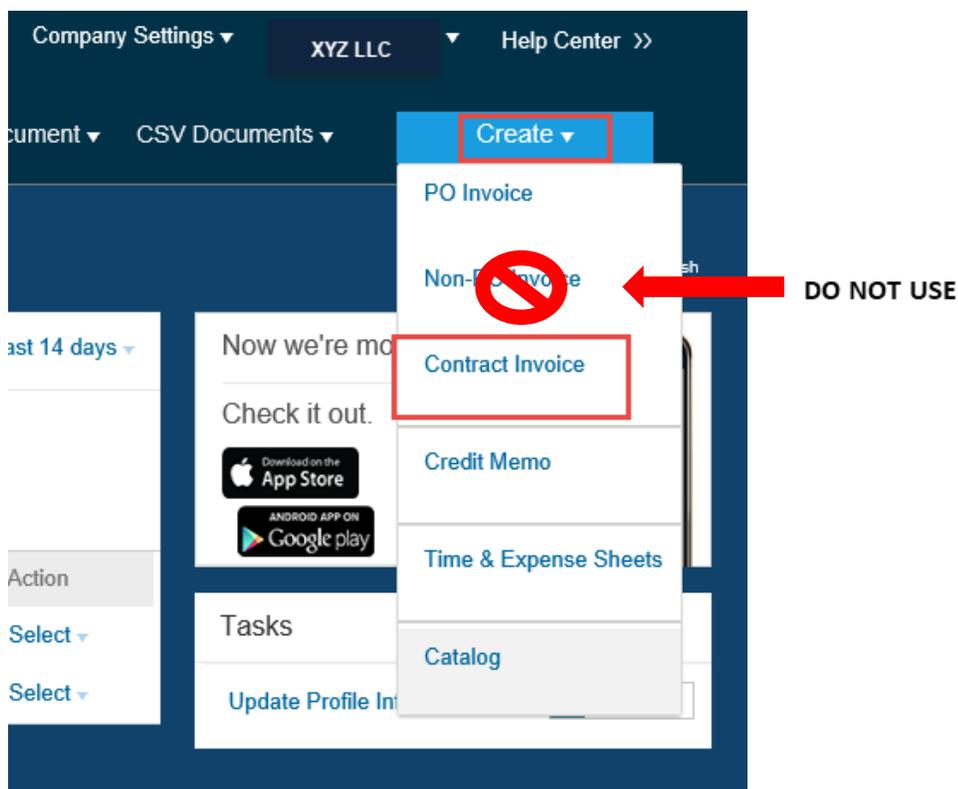
I cannot find my username/I am having issues logging in?

For any Ariba related issues such as system errors, account configurations, account upgrades/downgrades, adding users etc., see the documentation linked below and reach out to Ariba directly.

<https://support.ariba.com/item/view/182284>

Why was my Non-PO invoice rejected?

All invoices created as Non- PO invoices will be rejected. Invoices should be submitted using the 'Contract' invoice option. From the homepage, click Create and then select "Contract Invoice".





How do I resubmit an invoice after a rejection?

If your invoice was rejected for a reason other than because it was submitted as a NON-PO invoice (must submit using CONTRACT), please reach out to the person who rejected your invoice. They should provide the rejection reason and be able to assist with the appropriate way to resubmit.

If you have a Enterprise Accounts:

You will have the functionality to Edit and Save invoices. You will find "Saved" invoices within the "Drafts" tab. If you are working to resubmit a rejected invoice, please located the invoice within your homepage and click "Edit".

Please note- Even with an Enterprise account, users are unable to edit and resubmit invoices that have been rejected due to the invoice type. Please be sure all invoices are CONTRACT invoices.

If you have a Standard Accounts:

You will **not** have the functionality to Edit or Save invoices at any point in the process. If you have received a rejection, please create a new invoice.

Where do I find the required information/coding for my invoice?

This information is provided to you by the person who requested the work, service, equipment etc. You may see this information on a stamp or have received it over the phone/through email. If you do not have this information, please reach out to the person who placed the order with your company.

I do not know my invoice coding/the coding for my invoice is not working?

Please reach out to the person who requested the work/goods. They are responsible for providing the coding needed for your invoice.

If you have coding, but it is not working, please email ApacheAriba.US@apachecorp.com for assistance.

How do I get past the “one or more line items contains errors” message?

A warning message will be displayed when you add an item to the cart. This is letting you know the item needs to be coded. This is a reminder that coding will need to be entered for every line item. Proceed with the next step of the invoice process.



Please view the invoice guidelines are the below link

[Training Documents - APA Corporation](#)

Helpful tips:

- Add all contract items and complete the coding before adding non-catalog items
- Non-catalog items will need additional coding (commodity code, full description)

Do we need still need to get our invoices stamped?

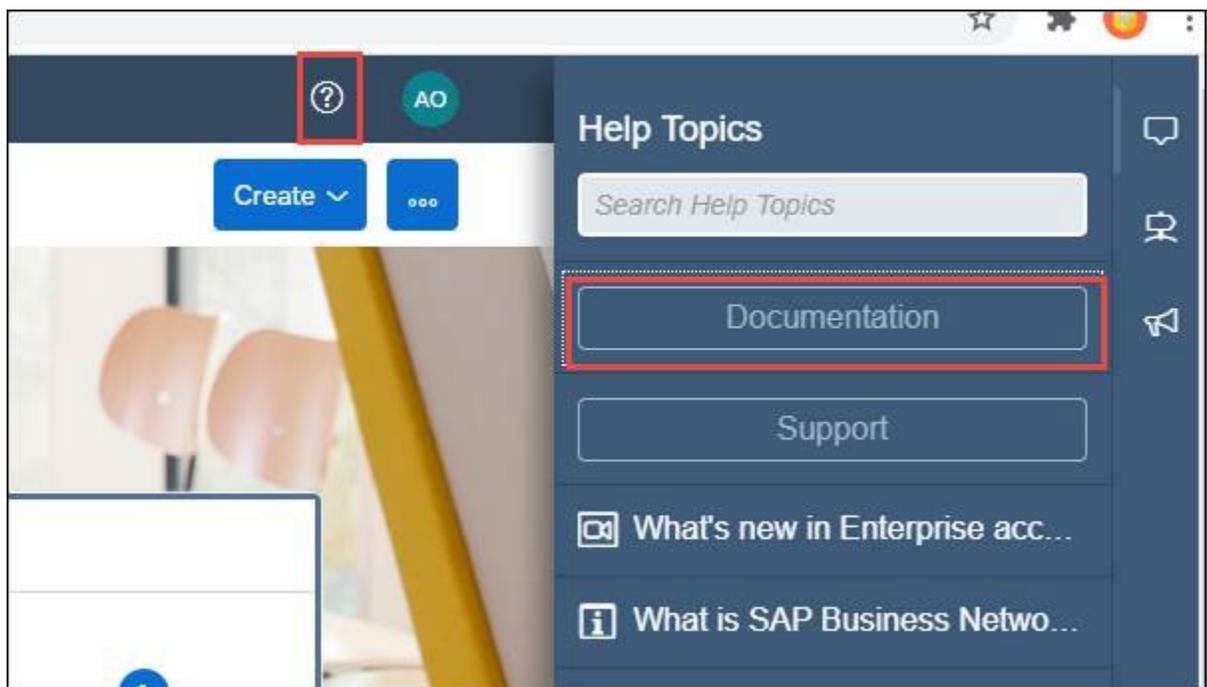
In most cases, managers in the field require their guys to stick with their existing process of having their invoices stamped and getting physical approvals. It is ultimately up to the field to decide. Work with your Ariba representative to determine the process they would like you to use. If in doubt, contact requestor.

Is there any other way to submit my invoice?

All invoices will need to come through Ariba. Invoices submitted outside of Ariba may be rejected or have payment delays.

How do I add users to my Ariba account?

Please use the Ariba help center to located documentation on how to do this.



Please see the below link:

[Ariba Help Center](#)



How do I check a payment status of an invoice?

For invoice status updates of any kind, please email our AP department at invoicing.us@apachecorp.com. Please note, they are unable to research invoices that have not reached 90 days old.

How do I update my price list/contract in Ariba?

Pricing will be added and updated, as needed by Apache.

Please complete the Ariba Template at the below link and submit your contract to Apache.Pricing@apachecorp.com.

[Ariba Template](#)

Please note while completing your template:

- Supplier part #s must be unique (if used by your company)
- Unit prices must be >\$0 and negative values/discounts cannot be uploaded
- All prices must be fixed prices
- A few examples of Unit of Measure Types Include: Each, Hour, Day, and Month

Why is my Ariba account Suspended?

Enterprise account holders are required to pay a subscription fee to Ariba. In the instance that these fees are not paid, Ariba will suspend the account. If you registered for an Enterprise account in error, please review the following steps.

If a company opens an SR disputing their Ariba fees and states that their company has a policy that does not allow them to be able to sign up for any paid invoice submission systems/accounts and that the Ariba account they are using to transact with Apache should have been a standard (free) account, Ariba will lift the suspension and downgrade them.

If you would like to dispute your charges, please see the directions below.

To create an incident with the Ariba billing team, log into your Ariba account and follow the below instructions.

In the upper-right corner of the application, click *your initials* > **Service Subscriptions**.

1. Click the **Open Bills** tab and locate the bill.
2. Under **Action** to the right, click the 
3. Select a cause from the drop-down menu and enter a reason for your dispute in the **Comment** section with as much detail as possible.



4. Double-check that the contact information listed underneath **Contact Data** is correct.
5. Click **Send**.

Your request will be sent to the billing team and you will be contacted by a representative.

Is there a limit to how many line items can be on an invoice?

Ariba supports invoices up to 999 line items.