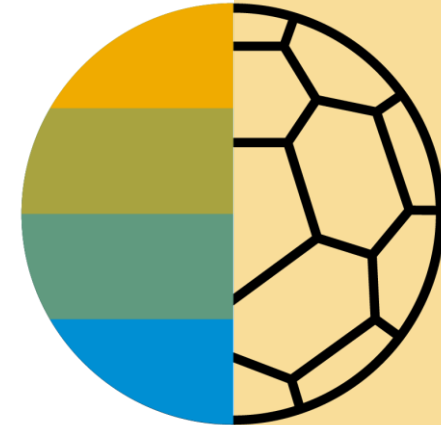




# Cummins Supplier Guide

INTERNAL



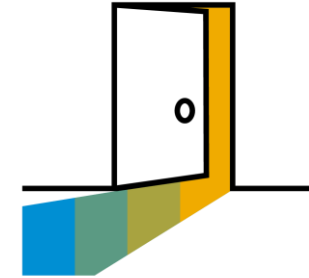
# HOME- Table of Contents



**Section 1:  
Ariba Network Overview**



**Section 2:  
Account Set Up**



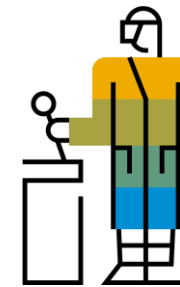
**Section 3:  
Purchase Orders**



**Section 4:  
Other Documents**



**Section 5:  
Invoice Methods**



**Section 6:  
Help Resources**

# Section 6: Ariba Network Help Resources



**Customer Support**



**Supplier  
Information Portal**



**Additional  
Resources**

[Useful Links and  
Webinars](#)

[Troubleshoot Your  
Invoice](#)

# Customer Support

## Supplier Support During Deployment

### Ariba Network Registration or Configuration Support

- Email SAP Ariba Enablement Team at <<enablement email>>
  - Registration/ Account Configuration
  - Supplier Fees
  - General Ariba Network Questions

### Cummins Enablement Business Process Support

- Email Cummins Supplier HELP Desk at [supplier.portal@cummins.com](mailto:supplier.portal@cummins.com)
  - Business-Related Questions

### Cummins Supplier Information Portal

- Find your supplier information portal [HERE](#)

## Supplier Support Post Go-Live

### SAP Ariba Global Customer Support

- [Click here](#) to find your appropriate customer support phone number

# Training & Resources

## Cummins Supplier Information Portal

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name to view transactional rules: The Customer Invoice Rules determine what you can enter when you create invoices.
3. **Select** Supplier Information Portal to view documents provided by your buyer.

The screenshot displays the SAP Account Settings interface. The main content area is titled "Account Settings" and has four tabs: "Customer Relationships", "Users", "Notifications", and "Account Hierarchy". The "Customer Relationships" tab is active and contains two sub-tabs: "Current Relationships" and "Potential Relationships". Below these tabs, there is a section for relationship preferences with two radio buttons: "Automatically accept all relationship requests" (selected) and "Manually review all relationship requests". An "Update" button is located below this section. The "Pending" section shows a table with one row for "Customer" and "Approve" and "Reject" buttons. The "Current" section shows a table with two rows: "Ariba Inc." and "Pouliot Industries". The "Ariba Inc." row has a checkbox, a yellow circle with the number "2" next to the name, a yellow circle with the number "3" next to the "Supplier Information Portal" link, and a "Reject" button. The "Company Settings" sidebar on the right lists various settings, with "Customer Relationships" highlighted and a yellow circle with the number "1" next to it.

Customer
Ariba Inc.
Pouliot Industries

Customer
Ariba Inc.
Pouliot Industries

# Useful Links and Webinars Available

## Links

- [Ariba Supplier Pricing page](#)
- [Ariba Network Hot Issues and FAQs](#)
- [Ariba Cloud Statistics and Network Notification](#)
  - Detailed information and latest notifications about product issues and planned downtime – if any – during a given day
- [SAP Ariba Discovery](#)
- [Ariba Network Overview](#)
- [Support Center](#)
- [Learning Center](#)

## Webinars

- [Supplier Success Sessions](#)
  - Created by Ariba Network Customer Support
  - Example topics:
    - Introduction to Ariba Network
    - Registration
    - Invoicing
    - Using the help center
- [30 on Thursdays](#)
  - Information sessions on Supplier best practices
  - Example Sessions:
    - Uncover Advanced Functionality to Maximize Value
    - Introduction to Supplier Electronic Integration
    - Roadmap to Your Ariba Network Subscription
- [Live Demonstrations](#)
  - Understand SAP Ariba's solutions
  - Example Demos:
    - PunchOut for e-Commerce managers
    - Creating electronic catalogs
    - Integrating with your customers through cXML

# Troubleshoot Your Invoice Issues

How do I know  
which type of  
invoice to  
create?

What does this  
error message  
mean?

How do I cancel  
an invoice that  
I've sent?

How do I edit and  
resubmit an  
invoice that I've  
sent?

What should I do  
if my invoice has  
been rejected?

Can I resend a  
failed or rejected  
invoice with the  
same invoice  
number?

How do I tell  
when my invoice  
will be paid?

**Thank you.**