SAP ARIBA NETWORK MANUAL FOR SUPPLIERS WITH STANDARD ACCOUNT

April 2021

CEPSA

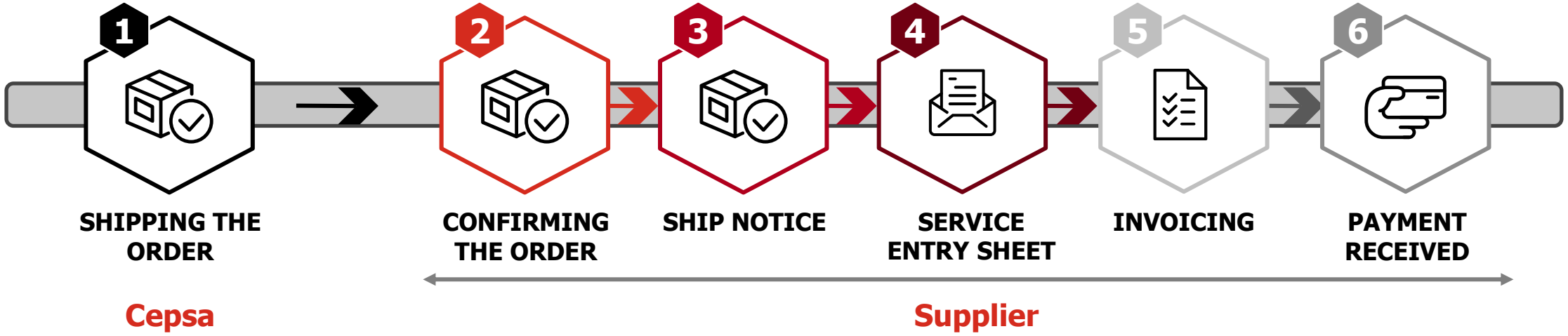
AGENDA

1. Ariba Network
2. Orders management
3. Ship Notice
4. Service Entry Sheet
5. Invoice management
6. Payments received
7. User profile management
8. Notifications management
9. Routing orders and invoices management

1. ARIBA NETWORK

As a supplier, you will carry out the necessary procedures and processes in Ariba Network. From the receipt of the order, to the collection thereof.

You will receive the purchase order from Cepsa in your email. From there, you will access the platform and you will be able to carry out the management processes such as: confirming the order, generating ship notices, generating service entry sheet, creating invoices and viewing collections.



1. ARIBA NETWORK: ACCESS TO MANAGEMENT IN THE PLATFORM

As you have a **Standard account**, in order to carry out transactions in the platform, you must access from the interactive email you will receive from Cepsa. In this email you can **click** on process order, which is a link that will automatically take you to be able to log in and enter the purchase order page on Ariba Network.

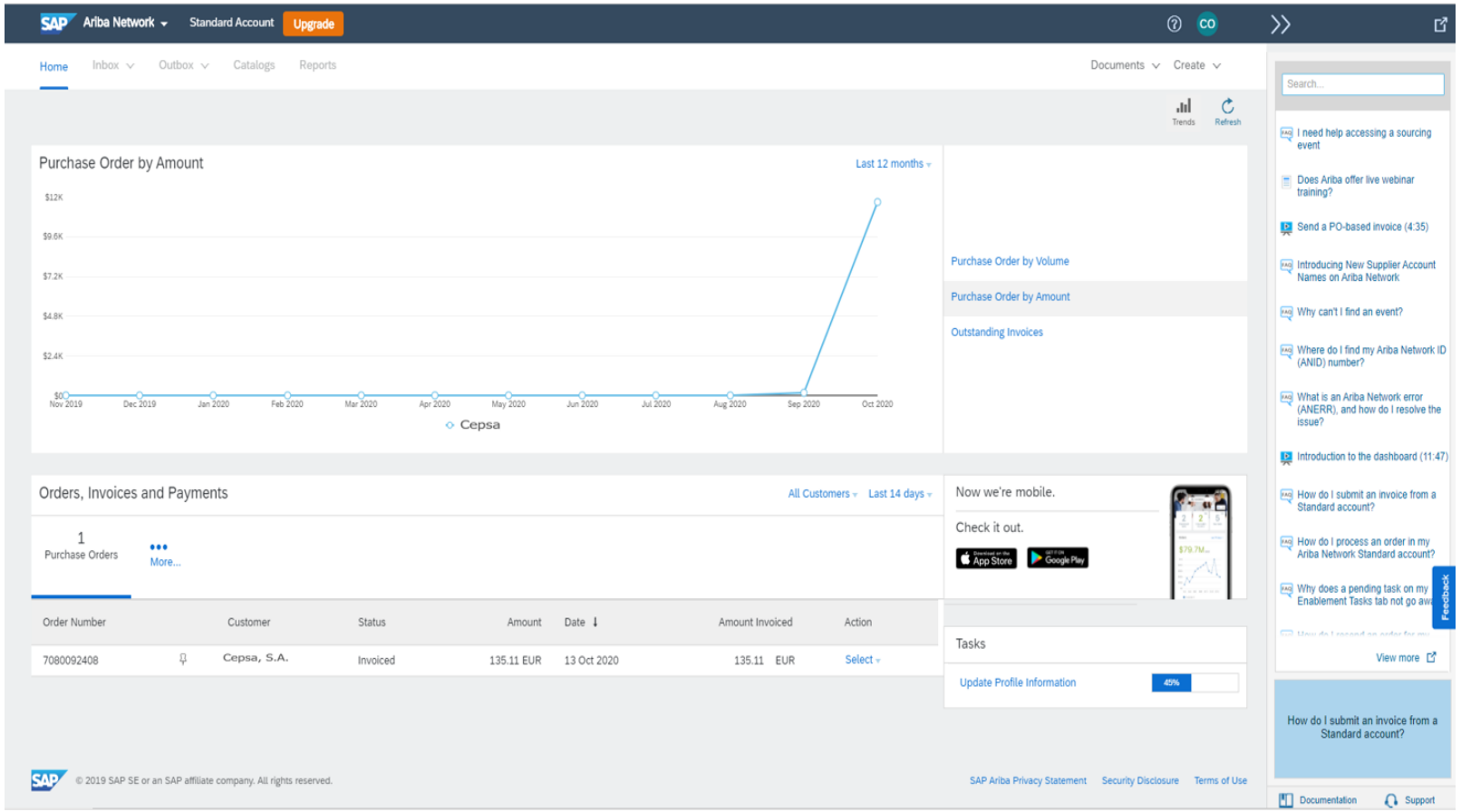
Once you have entered the platform, you will see the purchase order sent by Cepsa, with **all the information** about it. From this screen you will be able to carry out the necessary procedures in relation to the order, such as: order confirmation, creation of the Ship Notice, creation of the invoice, etc..

Access to this screen will always be from the interactive email, so you must always enter it from its link. If you enter the platform by entering the data, but from the web and not from the mail, you will access the general Ariba Network page of the standard supplier. In it you will see your account and information about orders and documents, but you will not be able to carry out specific order management (except the management of creating an Invoice without an order and everything related to user management).

Therefore, interactive mail will be your main point of access to Cepsa orders to carry out transactions on the Ariba Network platform.

1. ARIBA NETWORK: PORTAL HOME PAGE (1/7)

The **Home Page** accessed when entering the Ariba Network portal is as follows



Being a Standard account, the functionalities available from the home page are limited.

1. ARIBA NETWORK: PORTAL HOME PAGE (2/7)

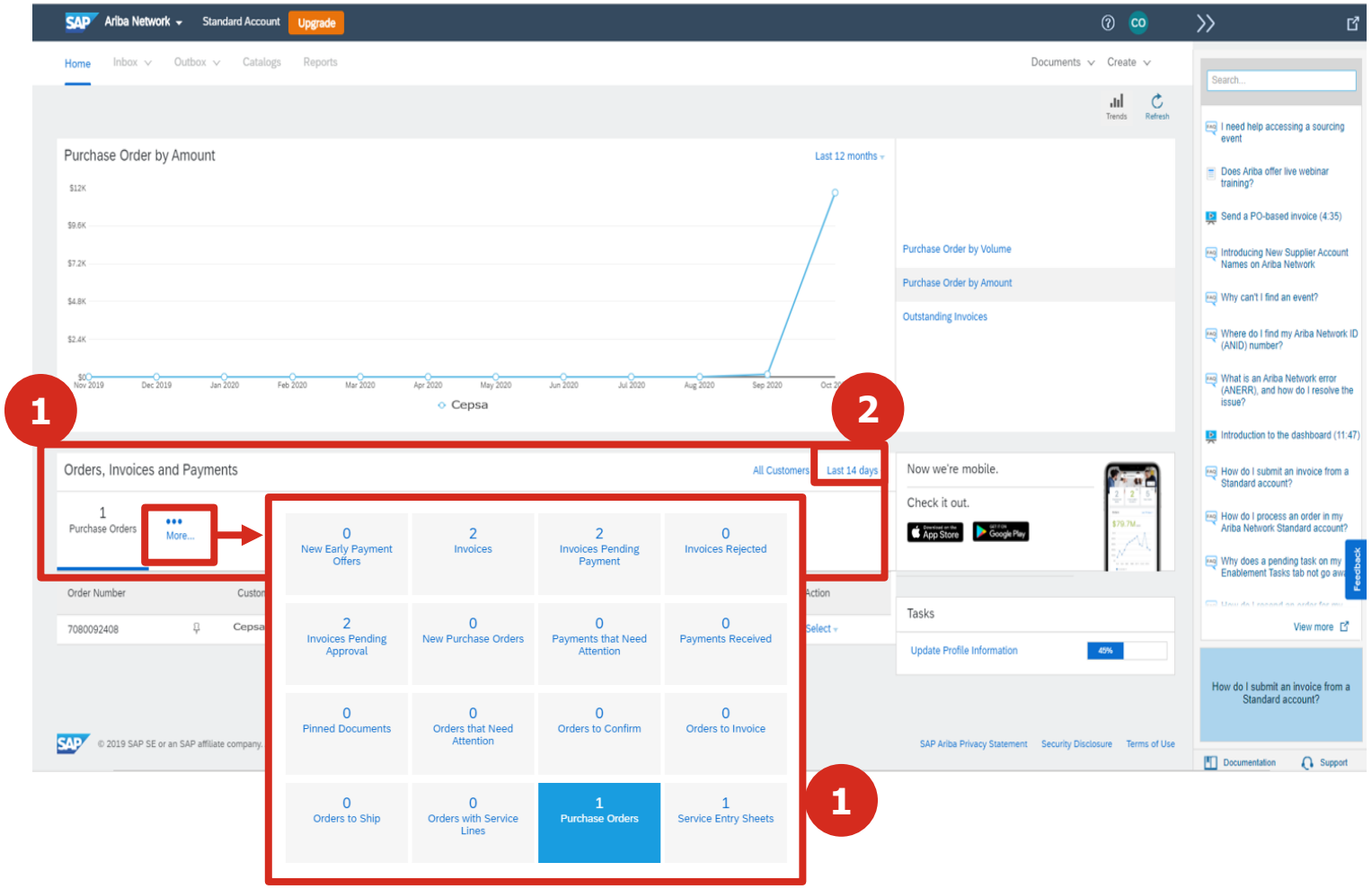
On the home page you will have a **dashboard** with the main volumes of the transactions to be carried out through the Ariba Network platform

1. On the home page you will be able to see a dashboard with the main volumes of **orders, invoices and payments that you have received / made**. However, <u>you will not be able to access</u> these documents from this dashboard.

2. This functionality allows to limit the **period of time** that is shown of the volumes of the transactions in the dashboard.

   It is possible to set that time frame from a **minimum of 24 hours to the last 31 days**. You can also select the option of **the last 200 documents generated.**

3. Below the dashboard you can see a list of recent documents.



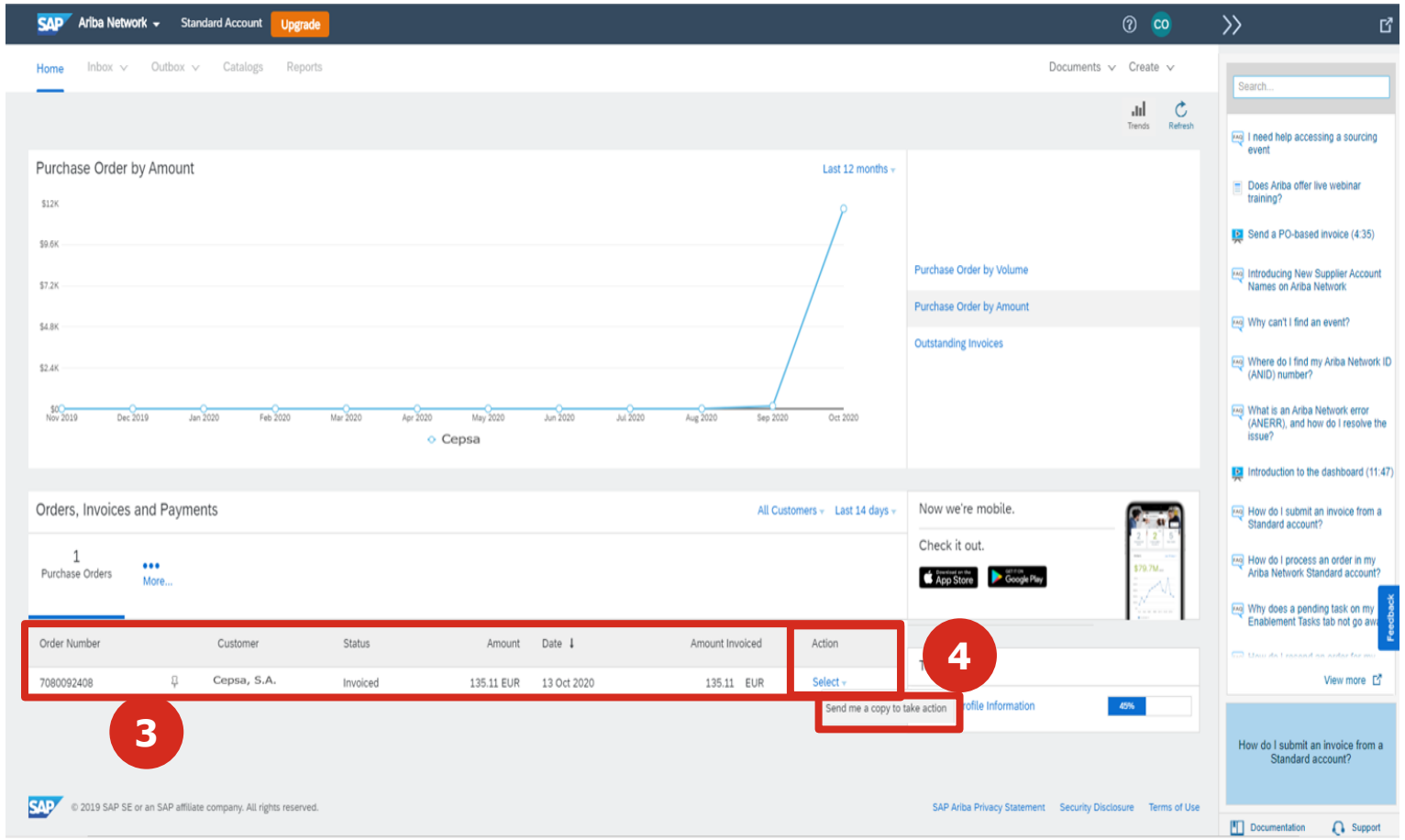
1. ARIBA NETWORK: PORTAL HOME PAGE (3/7)

On the home page you will have a summary list with the latest transactions you have made in the platform.

3 Below the dashboard you can see a list of recent documents.

4 If at any time you need to retrieve the email from Ariba Network with which you received the notification of a document (for example, an order), the platform allows you to request that email be resent.

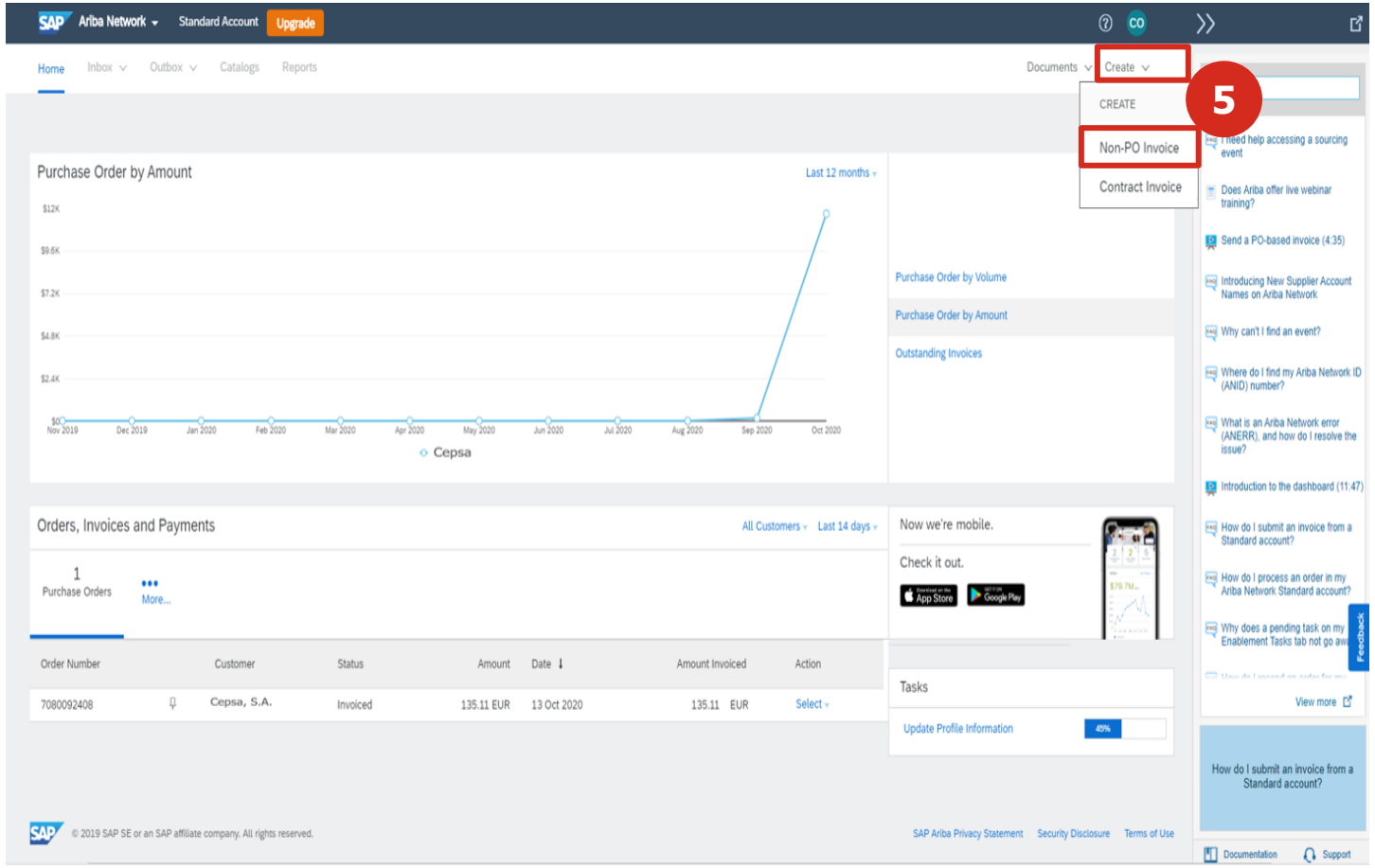
To do this, in the list of documents, you must click **Select** (under Action) on the document for which you want to receive notification again. You can then select **Send me a copy to take action.**



1. ARIBA NETWORK: PORTAL HOME PAGE (4/7)

From the platform's home page you have the option of accessing the creation of some documents.

5 From the **Create** functionality of the home page you can access the form for creating an invoice **without a purchase order.**



1. ARIBA NETWORK: PORTAL HOME PAGE (5/7)

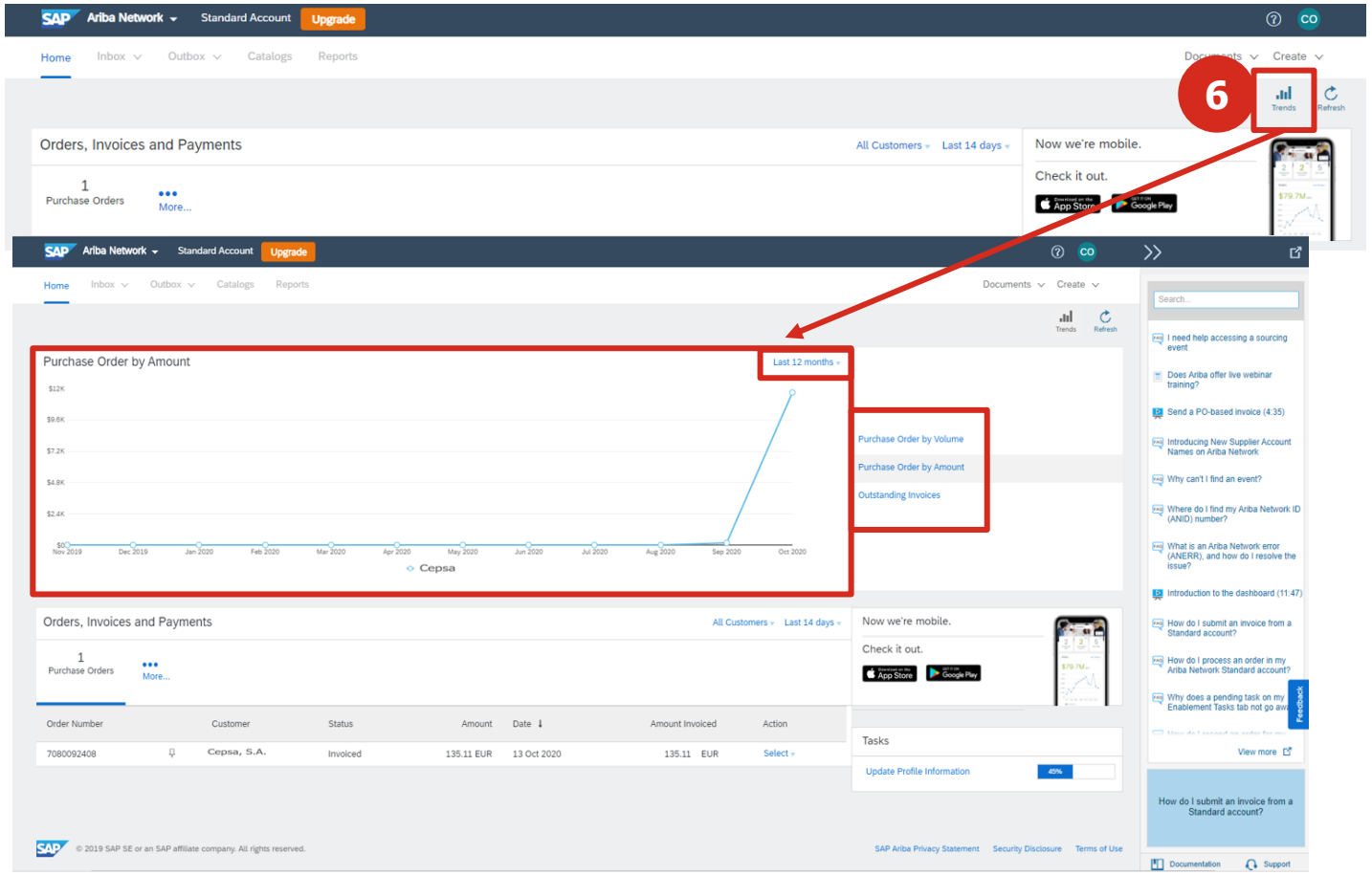
The platform allows you to view trend graphs of transactions, in order to view them, you must access them from the home page.

6 The **Trends** functionality will allow you to access the graph in the home page where you can view the trends of transactions based on various parameters.

In the displayed **graph** you can select:

The time period to display on the chart

The vision: order by volume, order by amount and pending invoices.

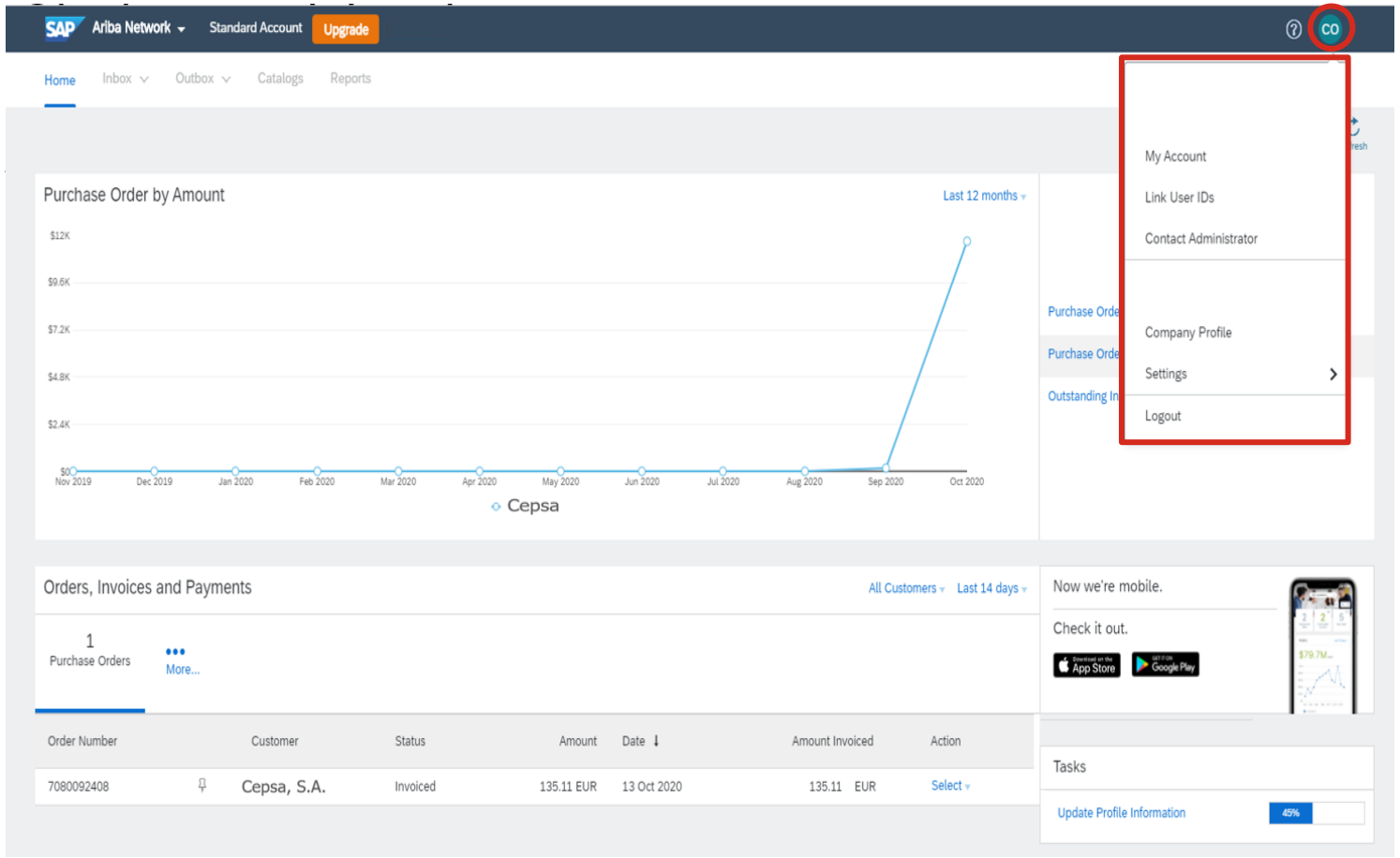


1. ARIBA NETWORK: PORTAL HOME PAGE (6/7)

From the platform's home page, you can manage your **user profile**.

7 You will be able to configure your user profile and make changes to it from the functionality that is shown in the upper right corner of the home page where your initials appear.

From here you can manage both your user profile and the company profile.



1. ARIBA NETWORK: PORTAL HOME PAGE (7/7)

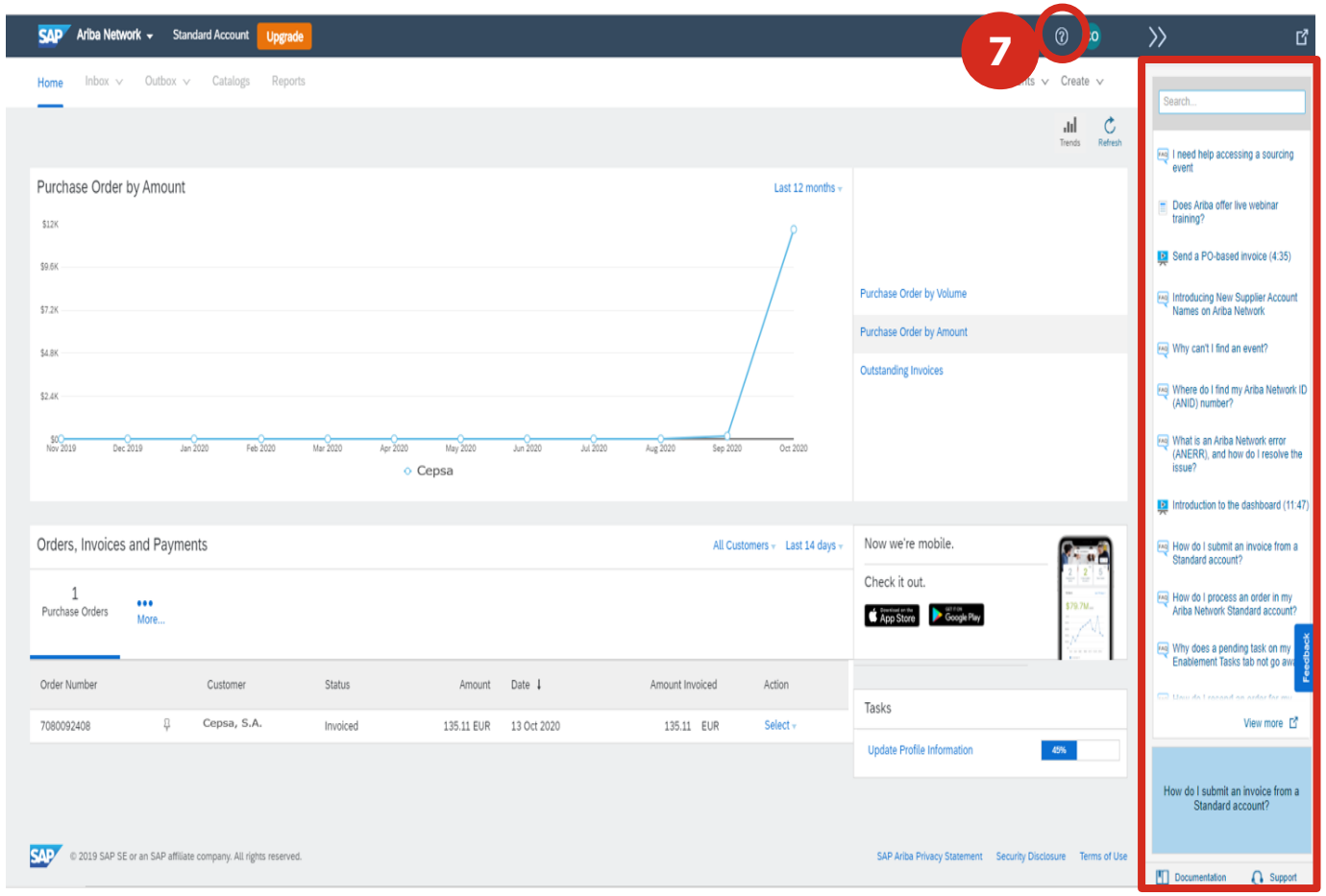
The platform offers you a support area in the home page.

8

If you have questions about the platform, you have a support area with access to **FAQs, documents and tutorials**.

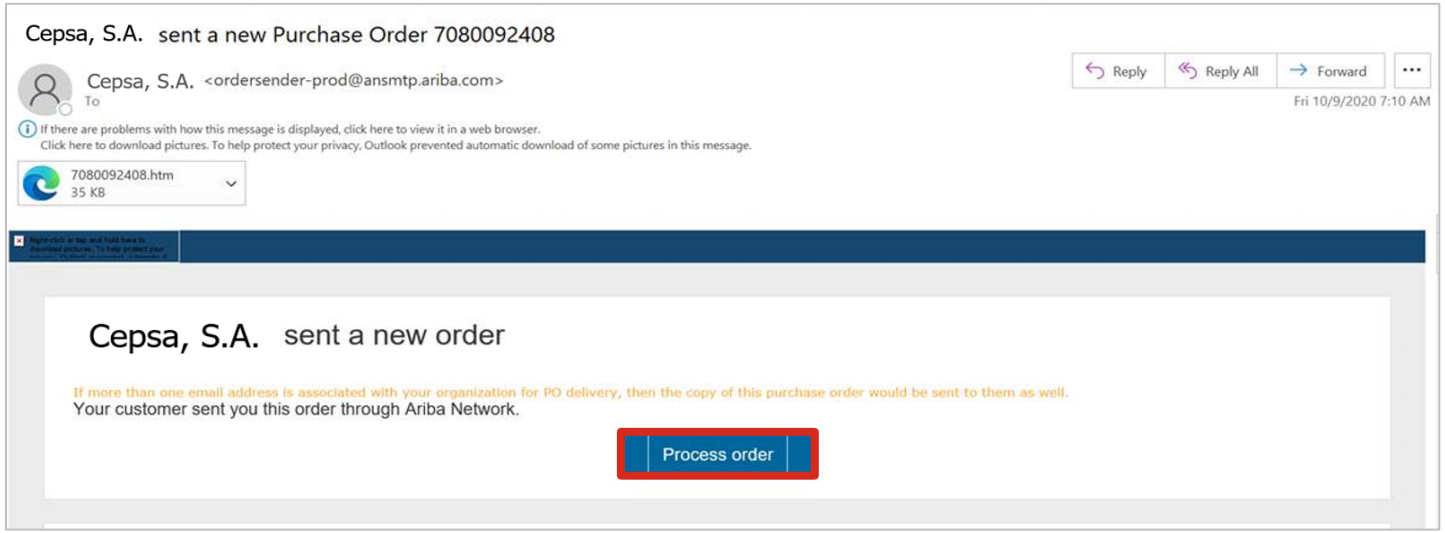
The search bar allows you to speed up your search. If the information you are looking for is not displayed in the drop-down list, click on View more.

Additionally, you will be able to access support documentation through the **Documentation** option.



1. ARIBA NETWORK: ORDER NOTIFICATION RECEIPT

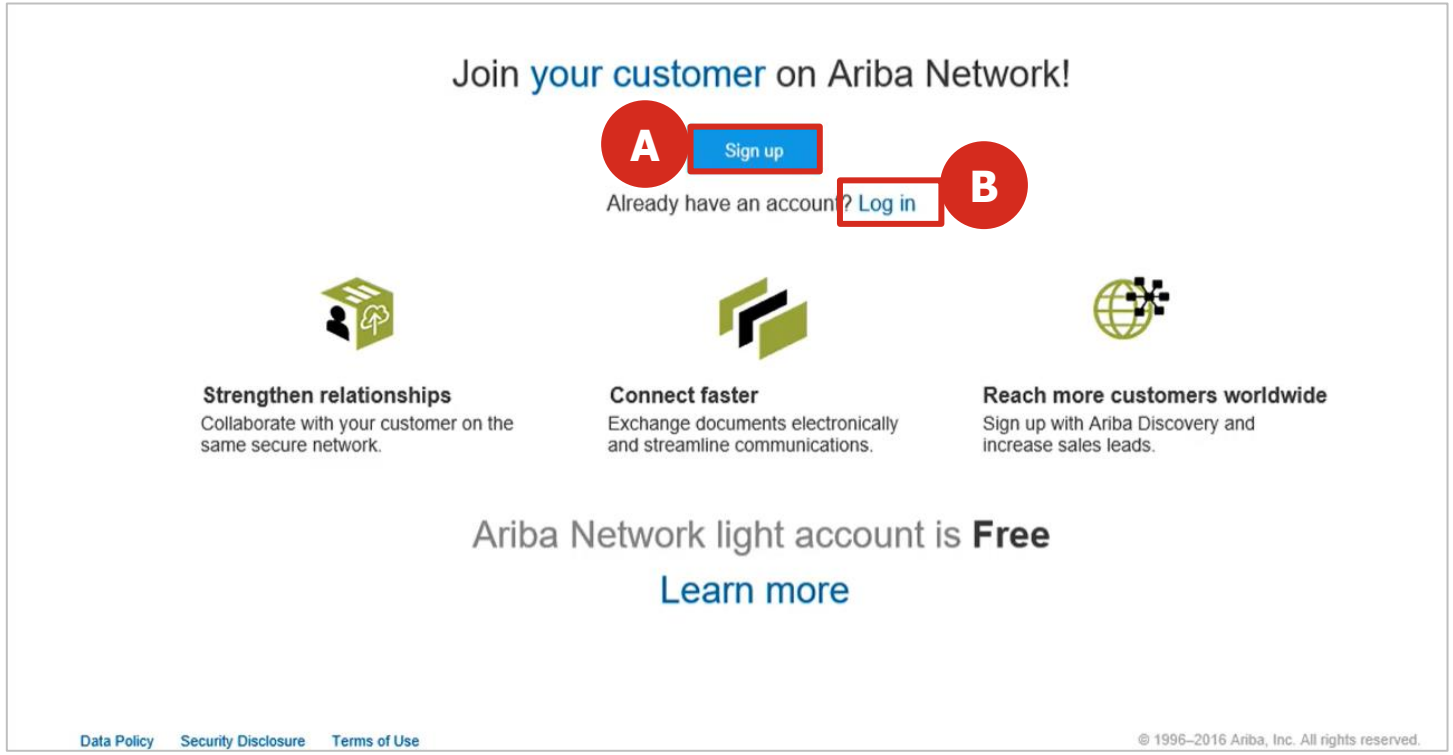
In the new N2P process, all the orders that Cepsa issues will reach Ariba Network. You will receive an email with the receipt´s notification of the order from where you must access to view and manage the order in the Ariba Network platform



This email includes the link "Process order" by which you can access the Ariba Network platform to view the received order and carry out the necessary procedures. If Cepsa subsequently modifies or cancels the order, a new notification will arrive with the new order or a cancellation notification.

1. ARIBA NETWORK: ORDER NOTIFICATION RECEIPT

Once you have selected the "Process order" access, you will be redirected to the Ariba Network portal, where in order to access the order, you must choose one of the following options:



A If you do not have an account on Ariba Network, you will need to register on the platform (**Subscribe**). Once you have created the account, you can access the order.

B If you already have an account on Ariba Network, you will have to **log in** with your credentials to be able to view and manage the order (**Critical point of receiving orders**)

2. ORDER MANAGEMENT: VIEW THE ORDER

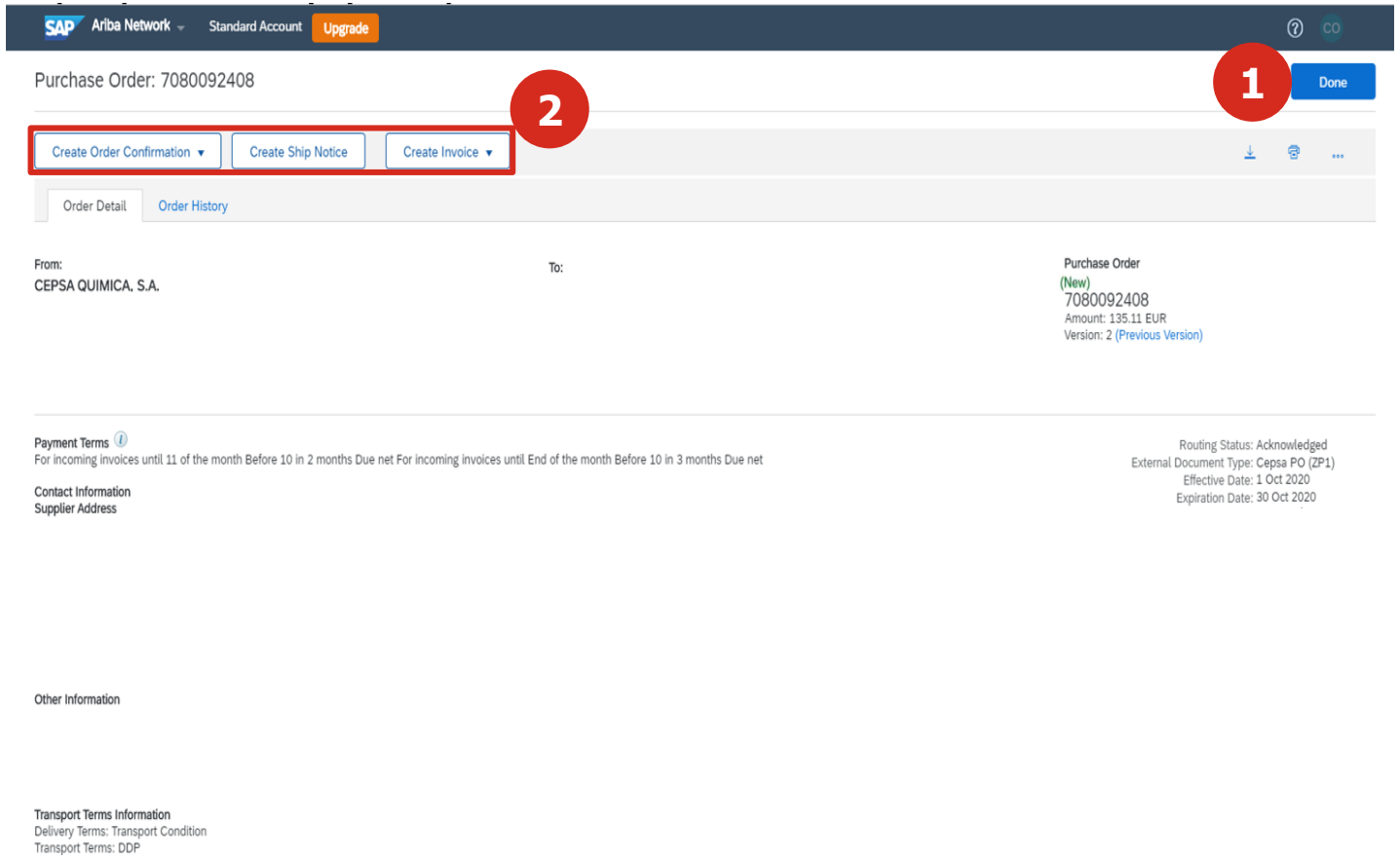
From the interactive email with which the communication of the order´s receipt is received, you will have access to the platform to view the order´s content (the order´s content will also appear in the email itself).

1 On the platform you will be able to see all the information related to the order:

- Who sends the order
- Who receives the order
- The payment condition
- Supplier contact details
- Etc.

2 From this page you will be able to carry out all the procedures related to this order:

- Confirm the order
- Create the Ship notice
- Create the service entry sheet
- Create an invoice

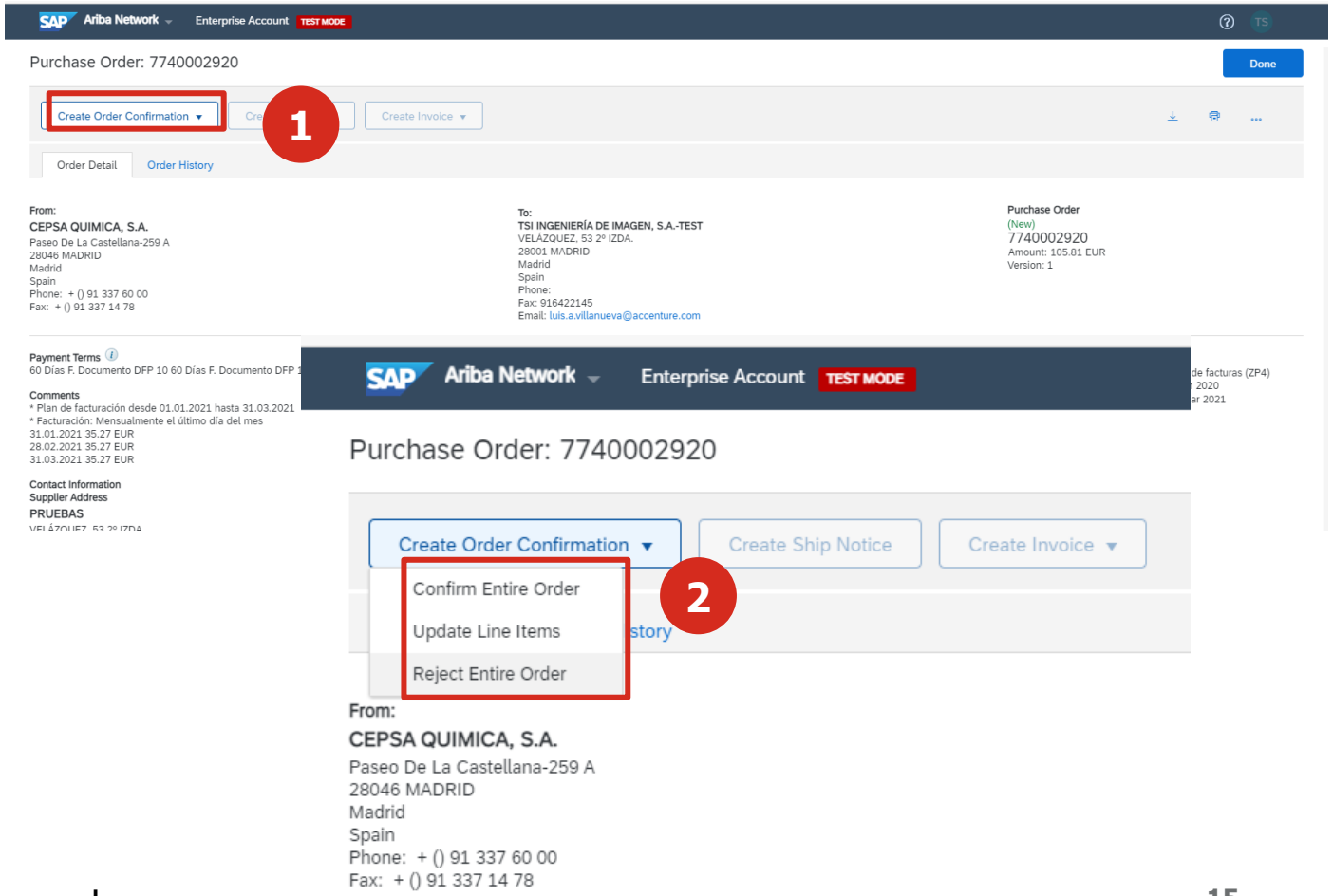


2. ORDER MANAGEMENT: CONFIRM THE ORDER

Upon receiving an order, you <u>must</u> confirm to Cepsa that you have correctly received the order and inform them that you have the capacity to fulfill the order according to the indicated terms. <u>It is not possible to create subsequent documents (shipping advice or invoices) until the order has been confirmed.</u>

1. To confirm the order, you must access the order in the platform (from the order notification email) and select the option **Create order confirmation**.

2. There are several options to confirm the order:
   1. Confirm the complete order, that is, all the articles and / or services of the order (**Confirm entire order**).
   2. Partially confirm the order, that is, only some of the items and / or services of the order (**Update line items**).
   3. Reject the entire order (Reject **entire order**)
   4. Partially reject the order, that is, some of the items and / or services of the order (**Update line items**).



* Multiple confirmations can be sent for the same purchase order.

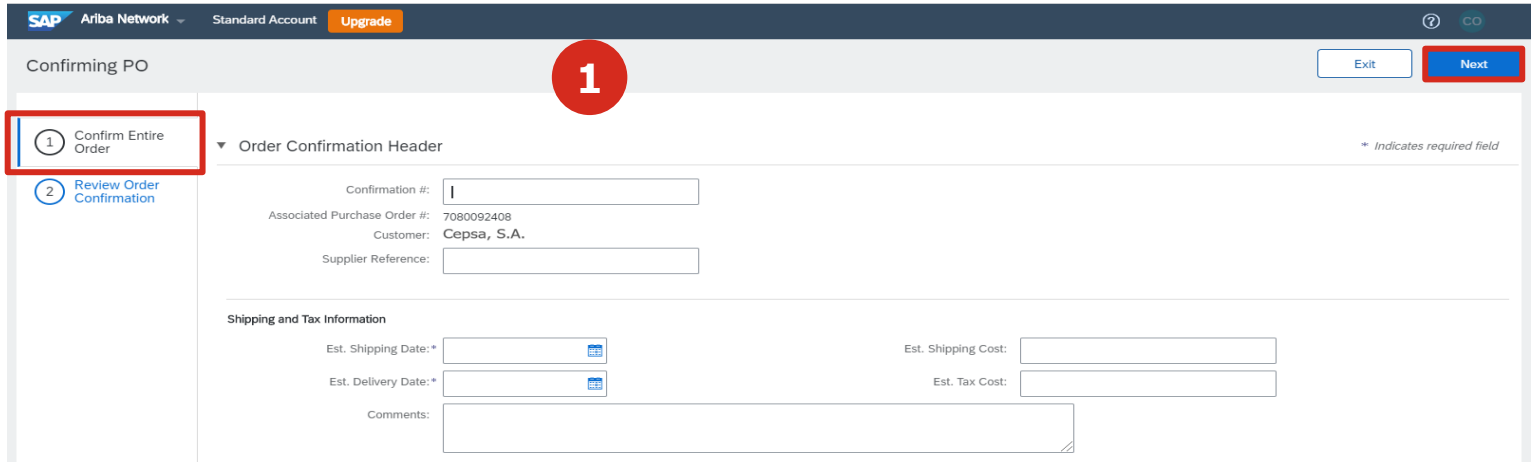
2. ORDER MANAGEMENT: CONFIRM ENTIRE ORDER

To fully confirm the order with Cepsa, you must fill in the confirmation form, accessing the **Confirm entire order** functionality.

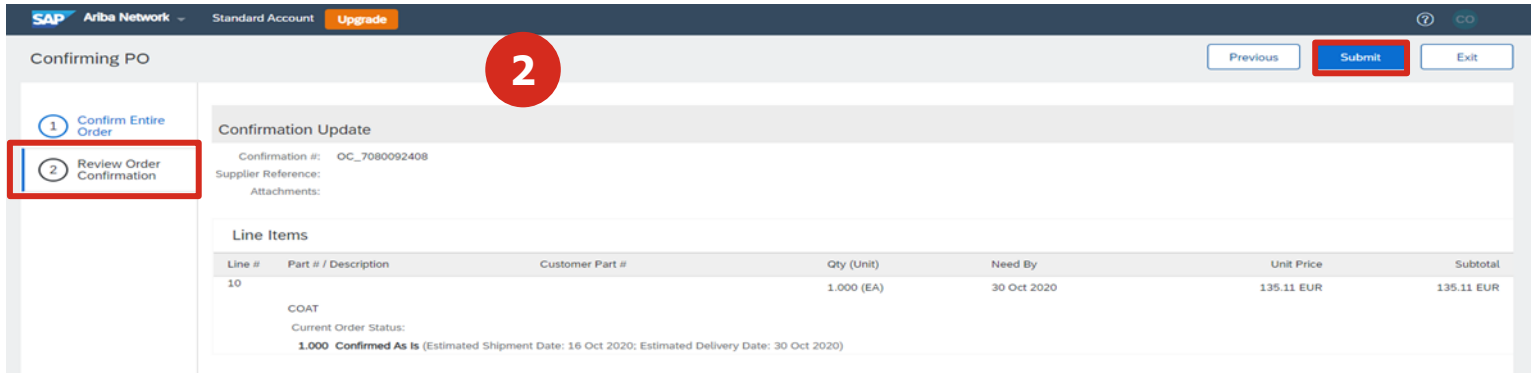
1. You will fill in the required information of the confirmation form. You must, at least, complete the fields with an asterisk, that is, those that are mandatory.

   You have the option to attach files to the confirmation.

   Once the form is completed, you will click **Next**.



2. In the next screen you can review the order confirmation form and if it is correct, send the confirmation to Cepsa. The order status will change to confirmed.

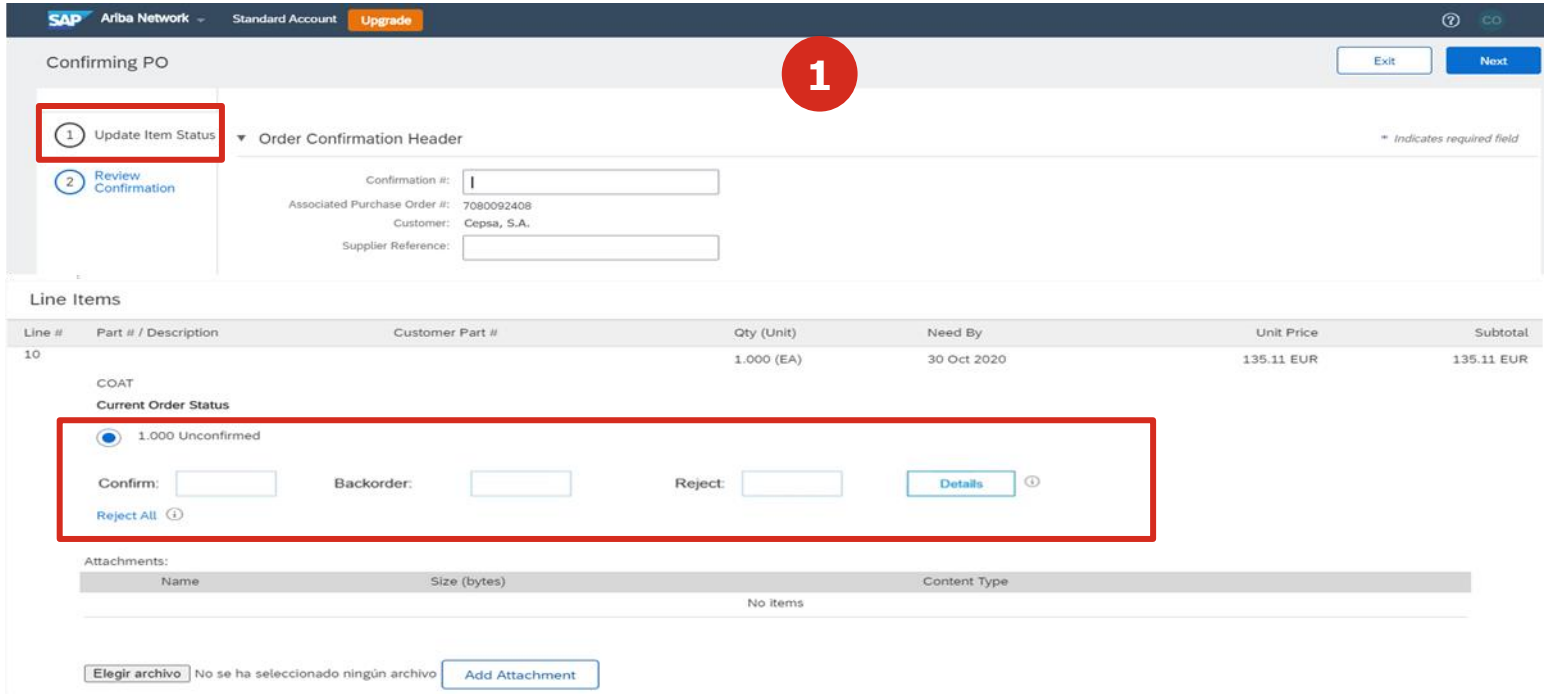


2. ORDER MANAGEMENT: ORDER CONFIRMATION/REJECTION

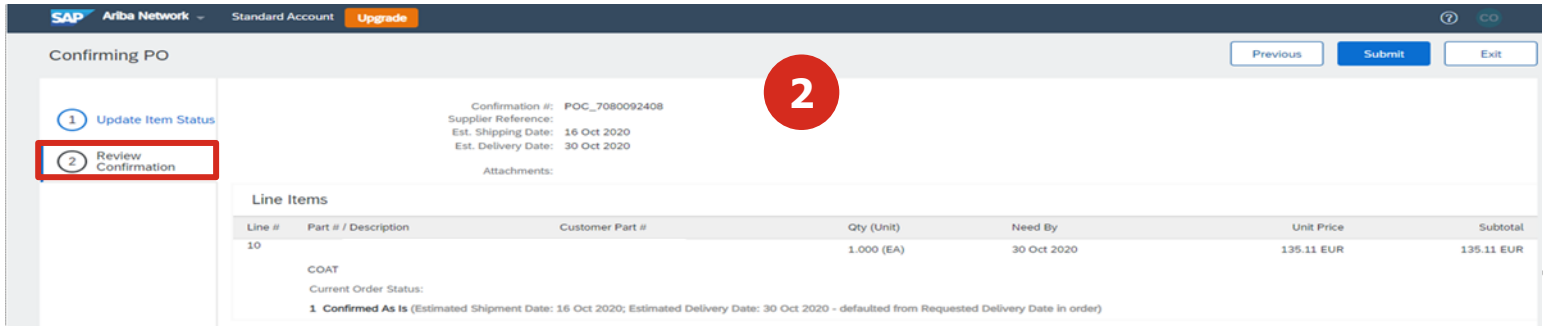
By selecting **Update line items,** you can confirm or reject an order.

1 You will access the order confirmation / rejection form.

You can confirm or reject the products and / or services of the order for **quantities**.



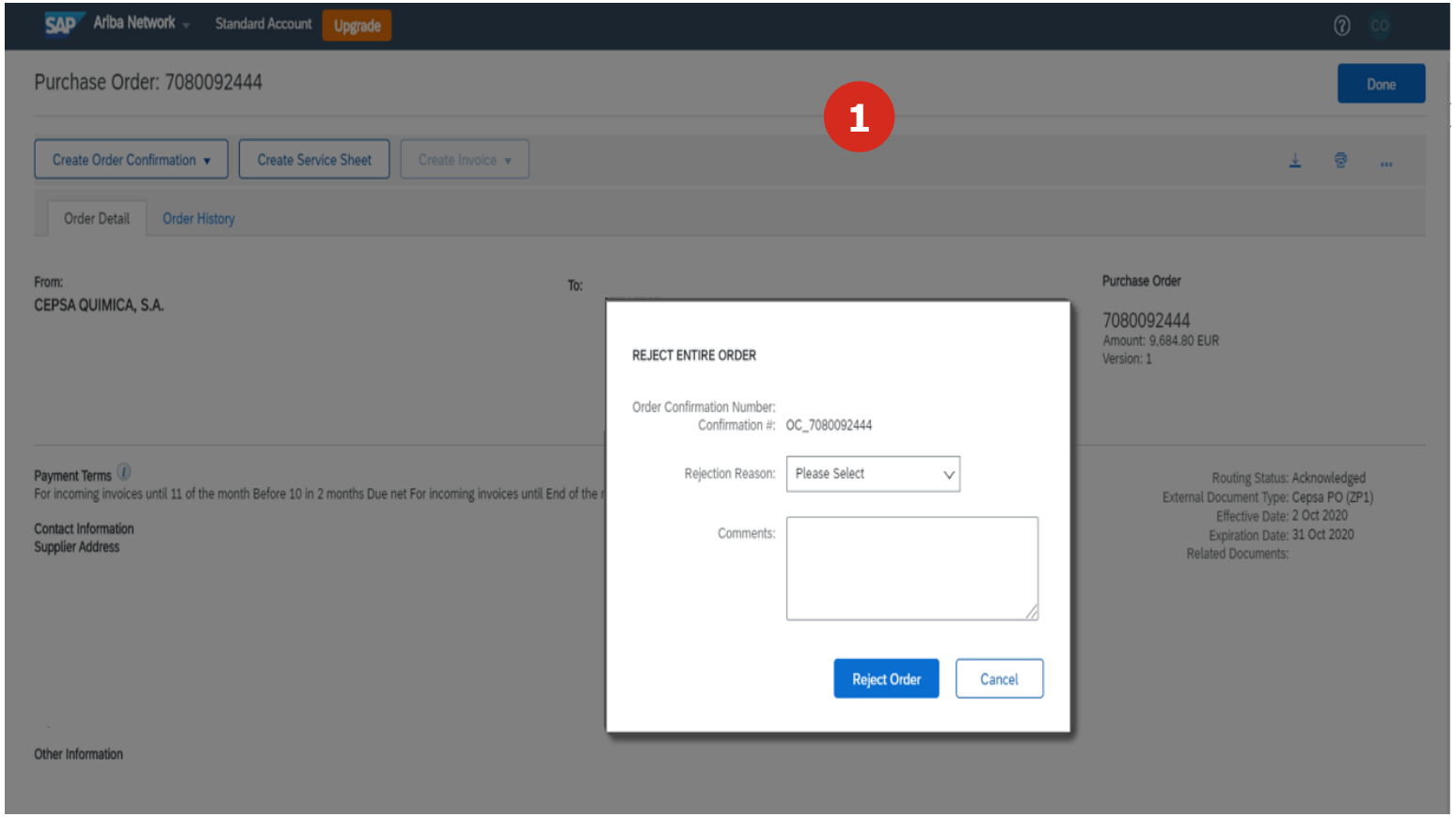
2 On the next screen you can review the form, and finally send it to Cepsa by clicking on **Send**. The order status will change.



2. ORDER MANAGEMENT: ORDER REJECTION

If you cannot meet the order, you can reject the order sent by Cepsa by clicking on Reject entire order in the confirmation tab. Finally, the order status will change according to the type of confirmation.

1 A window will appear for you to indicate the confirmation ID and comment to justify the rejection.

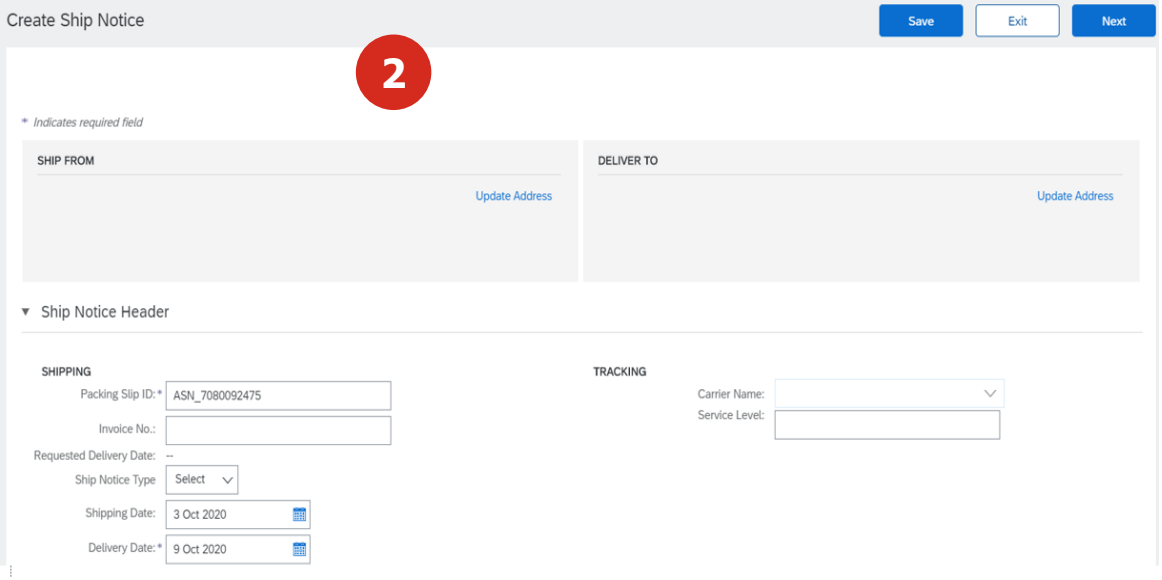


3. SHIP NOTICE

You can create a Ship Notice (ASN) to notify Cepsa the shipment of the order´s goods and the expected delivery date. This document only applies to orders for materials.

1. To create a Ship Notice, you must access the order in the platform (from the order notification email) and select the option to Create a **Ship notice**.

2. In the ASN creation form you will have to fill in the required fields of these sections:
   - **Shipping**: shipment data such as date of issue and delivery date, volume, weight, carrier data, etc.
   - **Attachments**: allows you to attach documents
   - **Transport and delivery information**: delivery conditions, delivery payment methods, etc.
   - **Additional fields**: additional information on the reason for issuance.
   - **Order items**: detailed information of the items shipped.

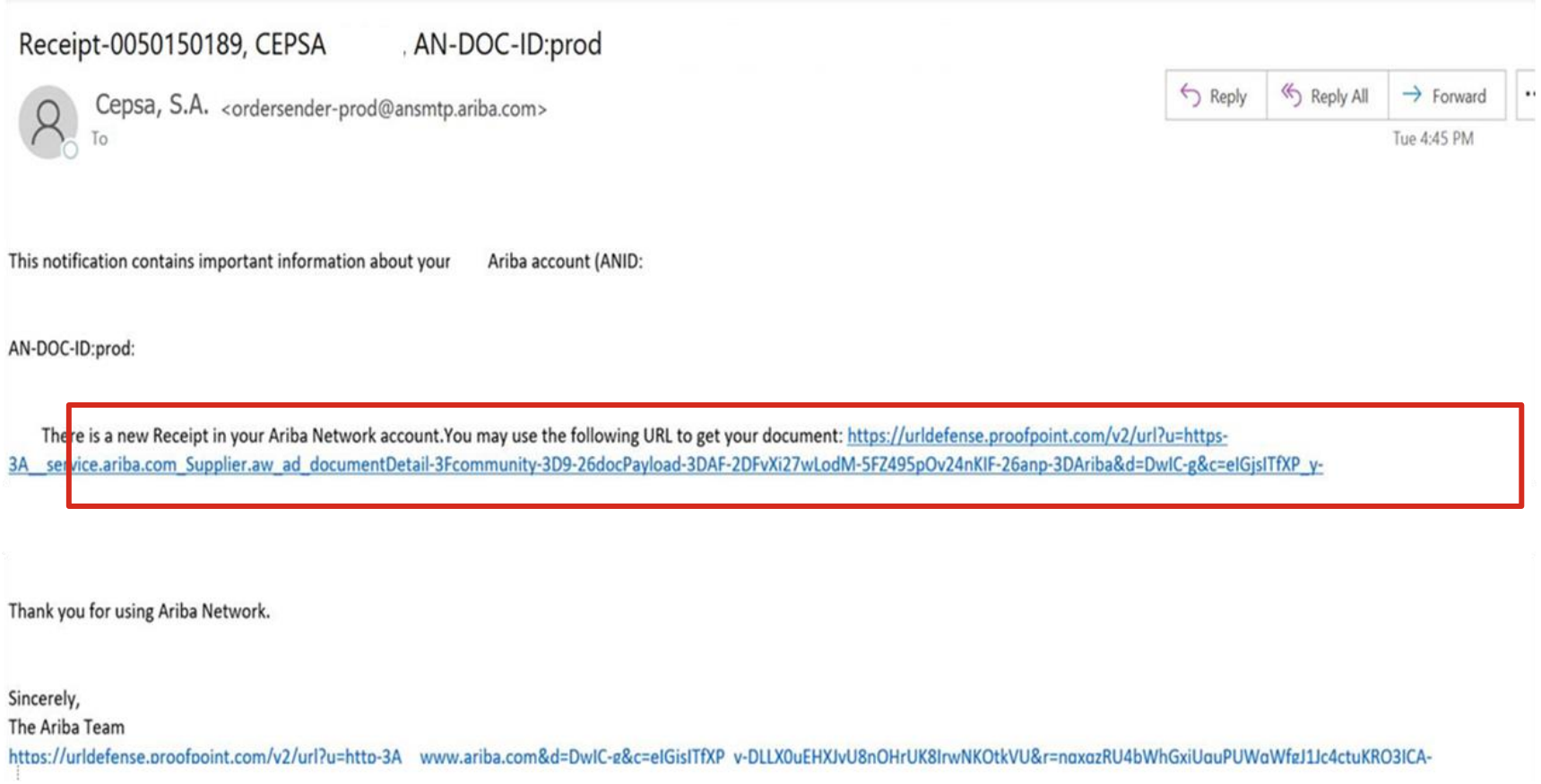


If it is necessary to inform Cepsa of the tracking numbers of the shipment, this will be the method to do it.

4. ENTRY SHEET: GOODS RECEIPT

Cepsa must create the goods entry sheet and you will receive a notification of the order items receipt through the **Acknowledgment of Receipt**.

1. You will receive an **email** from Cepsa with the notification of the goods receipt. You can see the mentioned Acknowledgment of receipt by clicking on the **link** in the email.



Receipt-0050150189, CEPSA , AN-DOC-ID:prod

Cepsa, S.A. <ordersender-prod@ansmtp.ariba.com>
To

Reply | Reply All | Forward
Tue 4:45 PM

This notification contains important information about your Ariba account (ANID:

AN-DOC-ID:prod:

There is a new Receipt in your Ariba Network account.You may use the following URL to get your document: https://urldefense.proofpoint.com/v2/url?u=https-3A__service.ariba.com_Supplier.aw_ad_documentDetail-3Fcommunity-3D9-26docPayload-3DAF-2DFvXi27wLodM-5FZ495pOv24nKIF-26anp-3DAriba&d=DwIC-g&c=eIGjsITfXP_y-

Thank you for using Ariba Network.

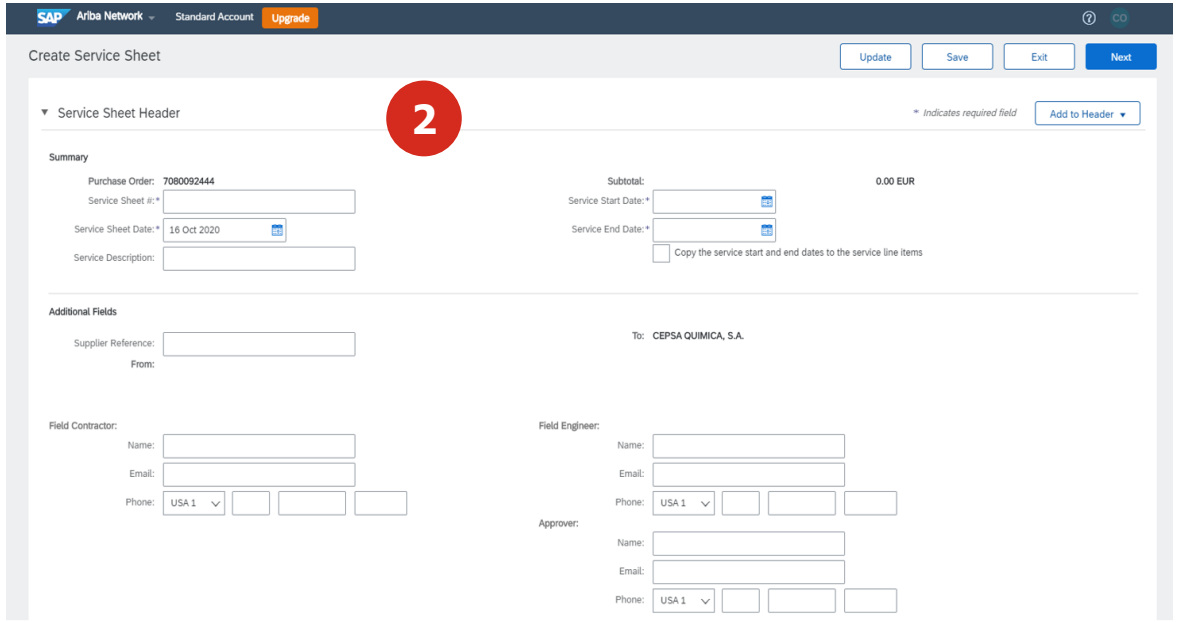
Sincerely,
The Ariba Team
https://urldefense.proofpoint.com/v2/url?u=http-3A__www.ariba.com&d=DwIC-g&c=eIGjsITfXP_y-DLLX0uEHXJvU8nOHrUK8IrwNKOtkVU&r=naxazRU4bWhGxiUauPUWaWfzJ1Jc4ctuKRO3ICA-

4. ENTRY SHEET: SERVICE ENTRY SHEET

You can create a Service Entry Sheet (SES) to notify Cepsa of the total or partial execution of the services that are the order´s object. This document only applies to service orders.

1. To create a Service Entry Sheet (SES), you must access the order on the platform (from the order notification email) and select the option **Create Service Entry Sheet**.

2. In the HES creation form you will have to fill in the mandatory fields of these sections:
   - **Summary**: service data: description, start and end date, etc.
   - **Additional Fields** - Additional information about the contractor and field technician, as well as the approver.
   - **Add**: there is the possibility of adding comments and / or attachments.
   - **HES lines**: detailed information on services: quantities, unit prices, start and end dates. By default, service lines use the order service start and end dates.



5. INVOICE MANAGEMENT

From now on you will create the invoices from your Ariba Network account. There are different types of invoice that you can create:

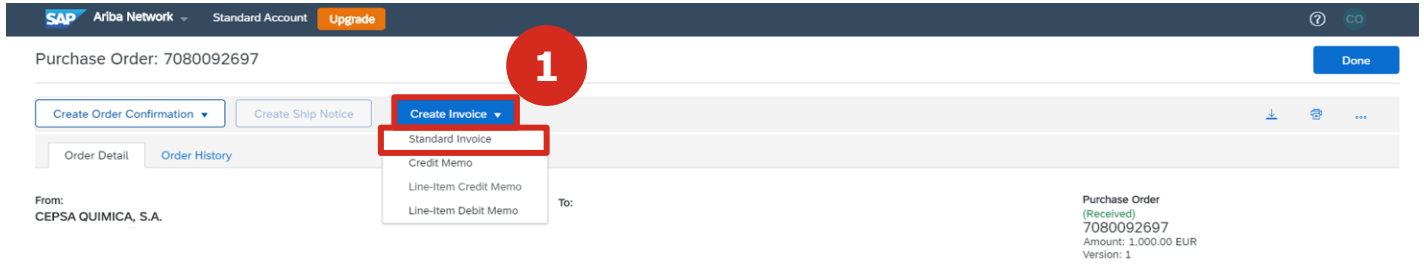
1. **Invoice with Order:** it is the type of invoice that is created associated with an order and therefore with an order number.
2. **Service Sheet Invoice:** it is the type of invoice that is generated from a Service Entry Sheet**.**
3. **CSV invoice:** it is the type of invoice that is generated with templates in CSV format that are uploaded to the platform.
4. **Credit:** it is the document used for the return or correction of invoices**.**
5. **Self-invoices:** these are the invoices that Cepsa generates on behalf of the supplier.

Carbon copy: in the event that an invoice is created and sent outside Ariba Network (SAP ECC, etc.), when it is processed, a carbon copy will arrive at Ariba Network notifying the invoice, which closes the order and will prevent re-invoicing the same order.

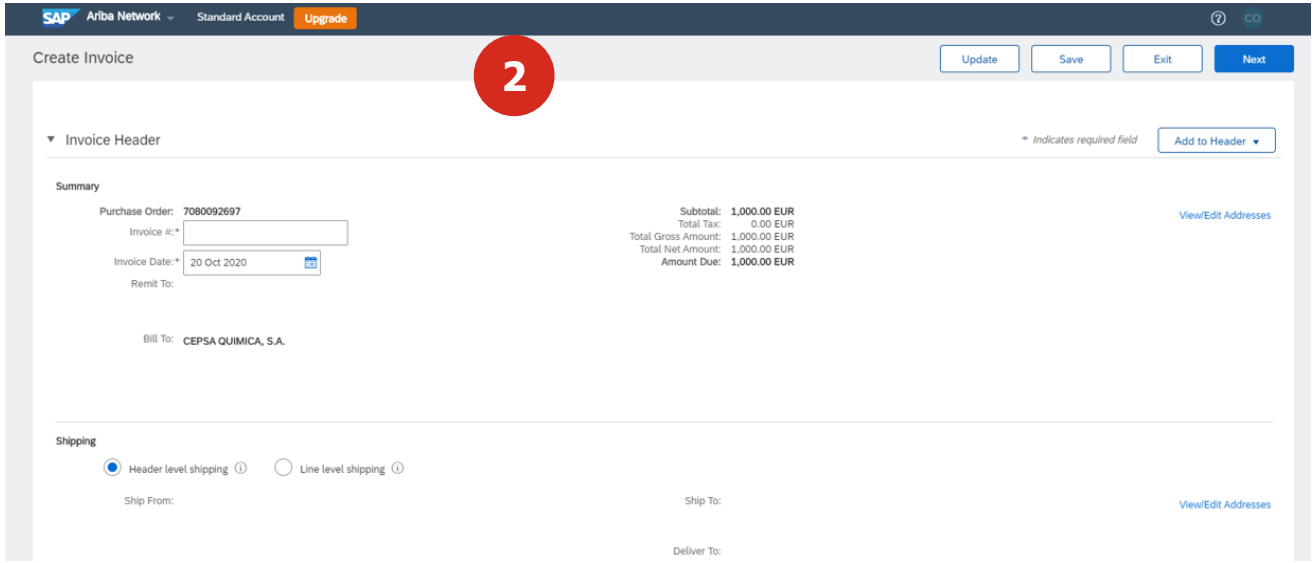
5. INVOICE MANAGEMENT: INVOICE WITH ORDER (1/4)

You will be able to **create an invoice against an order** in the Ariba Network platform. This type of invoice is known as PO Flip, as the order details are filled in automatically.

1. To create the invoice, you must access the order in the platform (from the order notification email) and select the option **Create invoice → Standard invoice.**



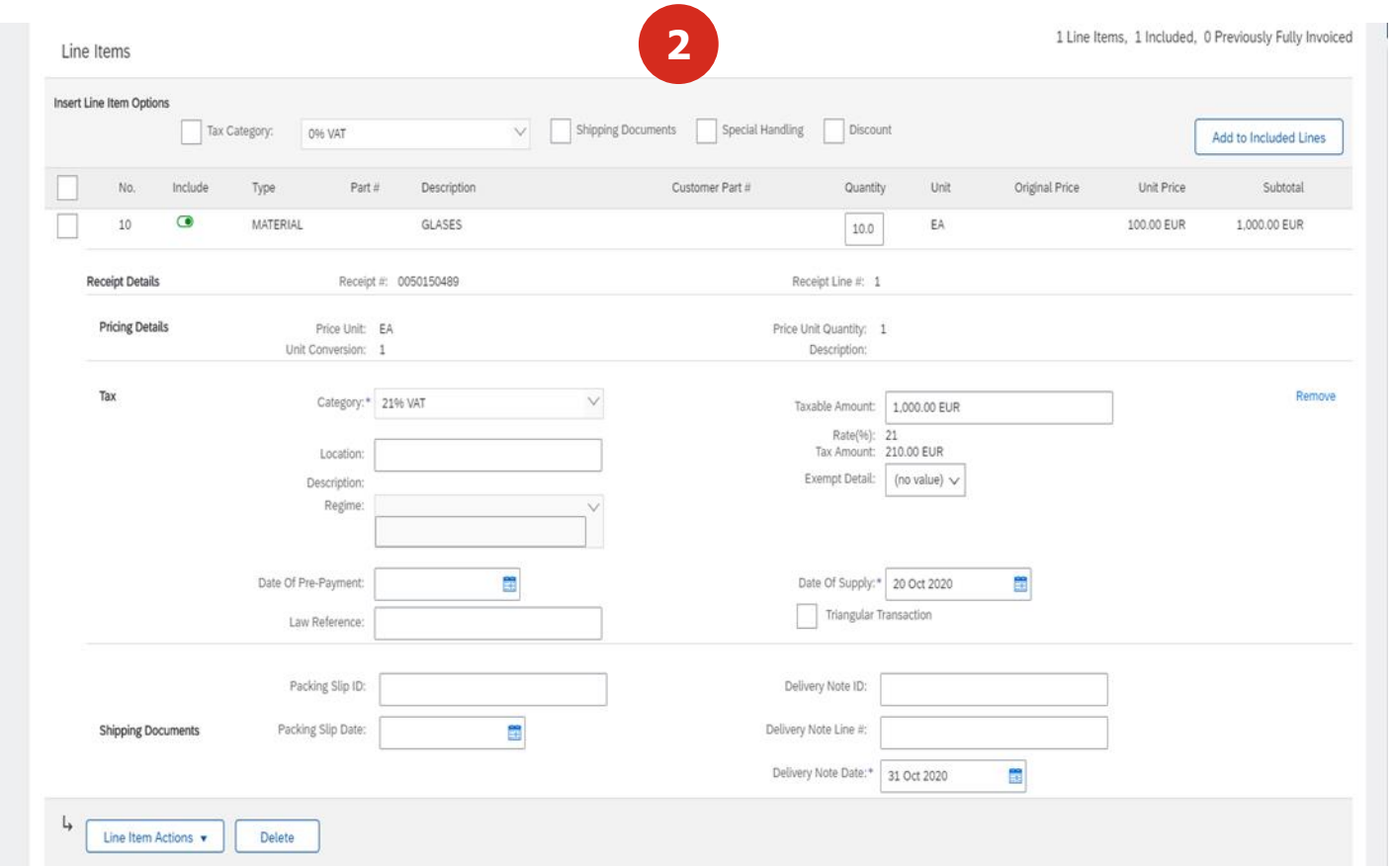
2. In the invoice creation form you will have to fill in the mandatory fields of these sections that have not been filled in automatically:
   - **Summary**: invoice number.
   - **Taxes**: information related to taxes, allows you to choose between Tax at header level or Tax at line level.
   - **Shipping**: shipment data, with the possibility of choosing between header level and line level.
   - **Payment condition**: days of payment, discount or penalty condition, etc.



5. INVOICE MANAGEMENT: INVOICE WITH ORDER (2/4)

To finalize the form for creating the invoice with order ...

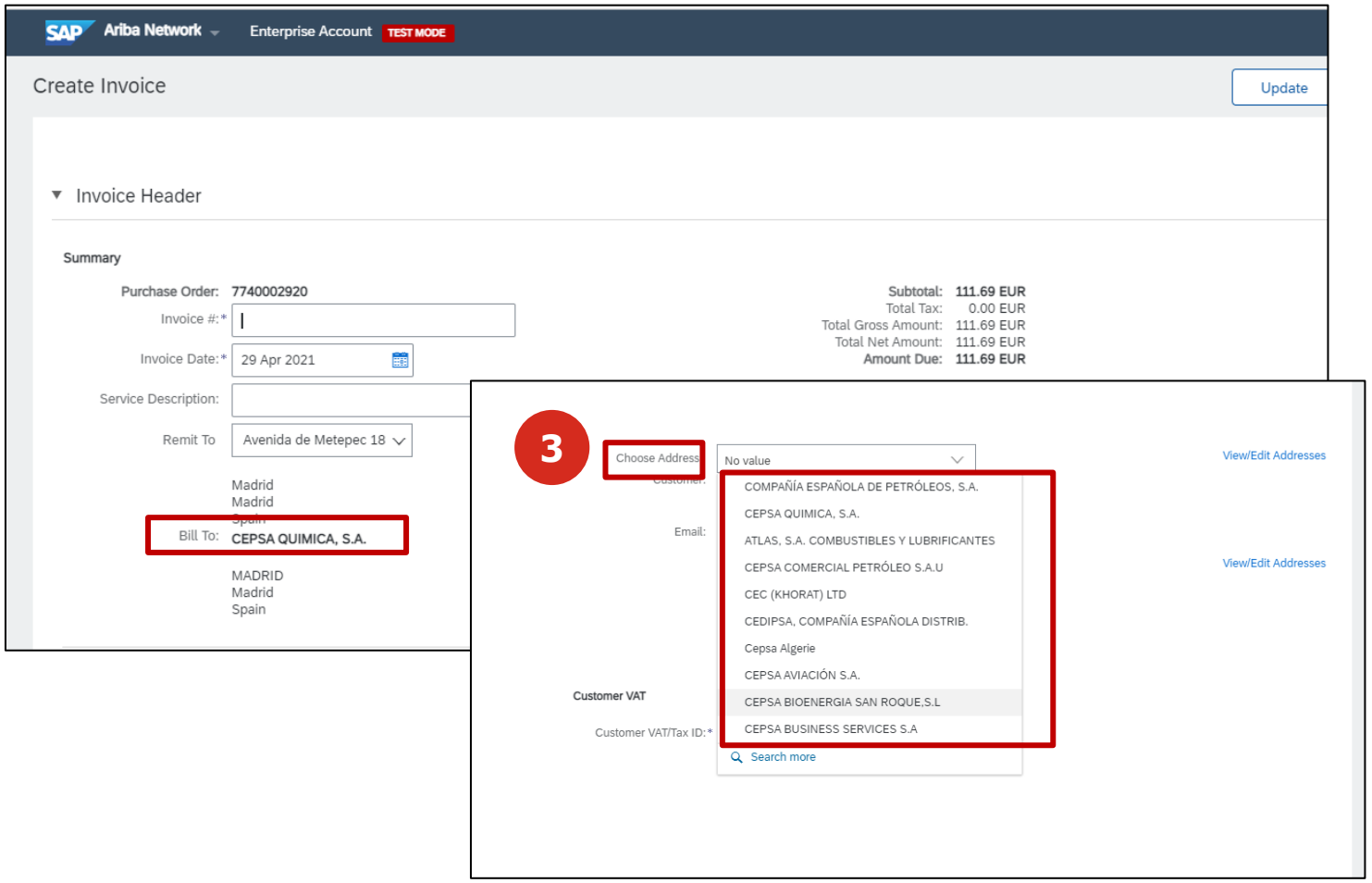
2 In the form you will have the Invoice **line items** section, where all the lines of items and services that make up the order will appear. You must mark those items / services and the quantity, for which you are going to create the invoice.



5. INVOICE MANAGEMENT: INVOICE WITH ORDER (3/4)

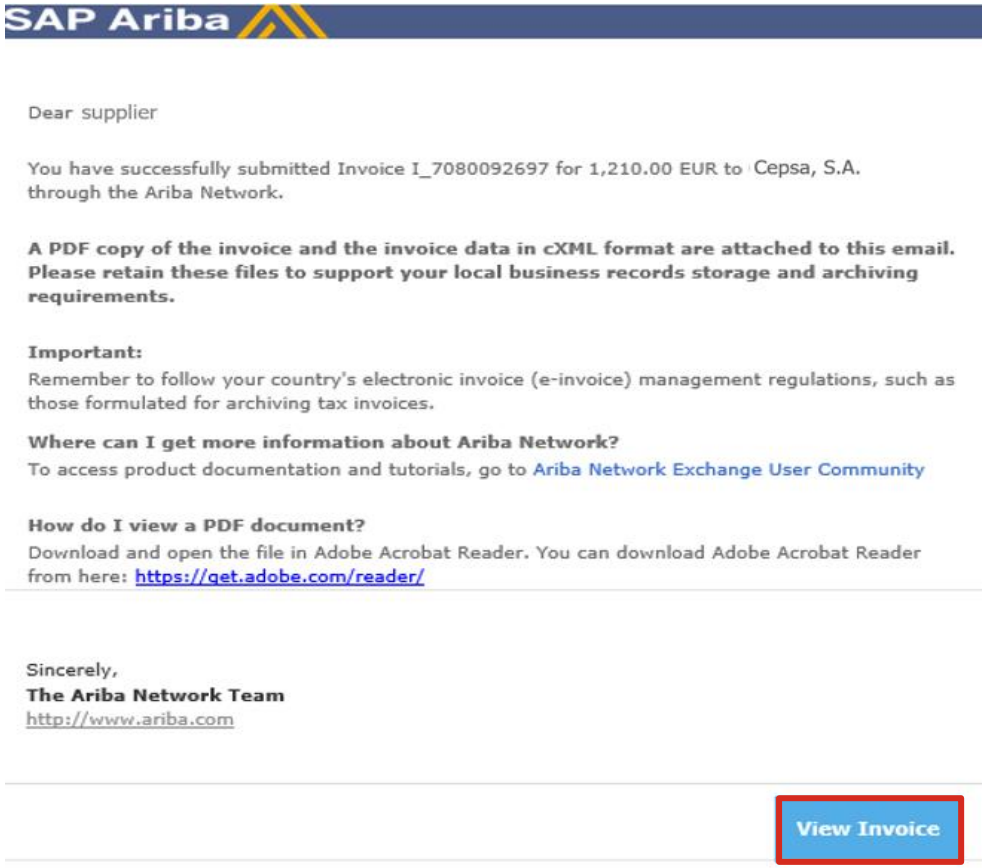
To finalize the form for creating the invoice with order ...

3 You should select the CEPSA company to which you made the sale or service from in the drop-down list. It must match the "Bill To" information that comes from the order.



5. INVOICE MANAGEMENT: INVOICE WITH ORDER (4/4)

Once the invoice has been created and sent to Cepsa, **you will receive an invoice confirmation message in the email**. The email will include the invoice in PDF and Excel formats. From this notification you will be able to view the invoice in the Ariba Network platform by clicking on **View Invoice**.



SAP Ariba

Dear supplier

You have successfully submitted Invoice I_7080092697 for 1,210.00 EUR to Cepsa, S.A. through the Ariba Network.

A PDF copy of the invoice and the invoice data in cXML format are attached to this email. Please retain these files to support your local business records storage and archiving requirements.

Important:
Remember to follow your country's electronic invoice (e-invoice) management regulations, such as those formulated for archiving tax invoices.

Where can I get more information about Ariba Network?
To access product documentation and tutorials, go to Ariba Network Exchange User Community

How do I view a PDF document?
Download and open the file in Adobe Acrobat Reader. You can download Adobe Acrobat Reader from here: https://get.adobe.com/reader/

Sincerely,
The Ariba Network Team
http://www.ariba.com

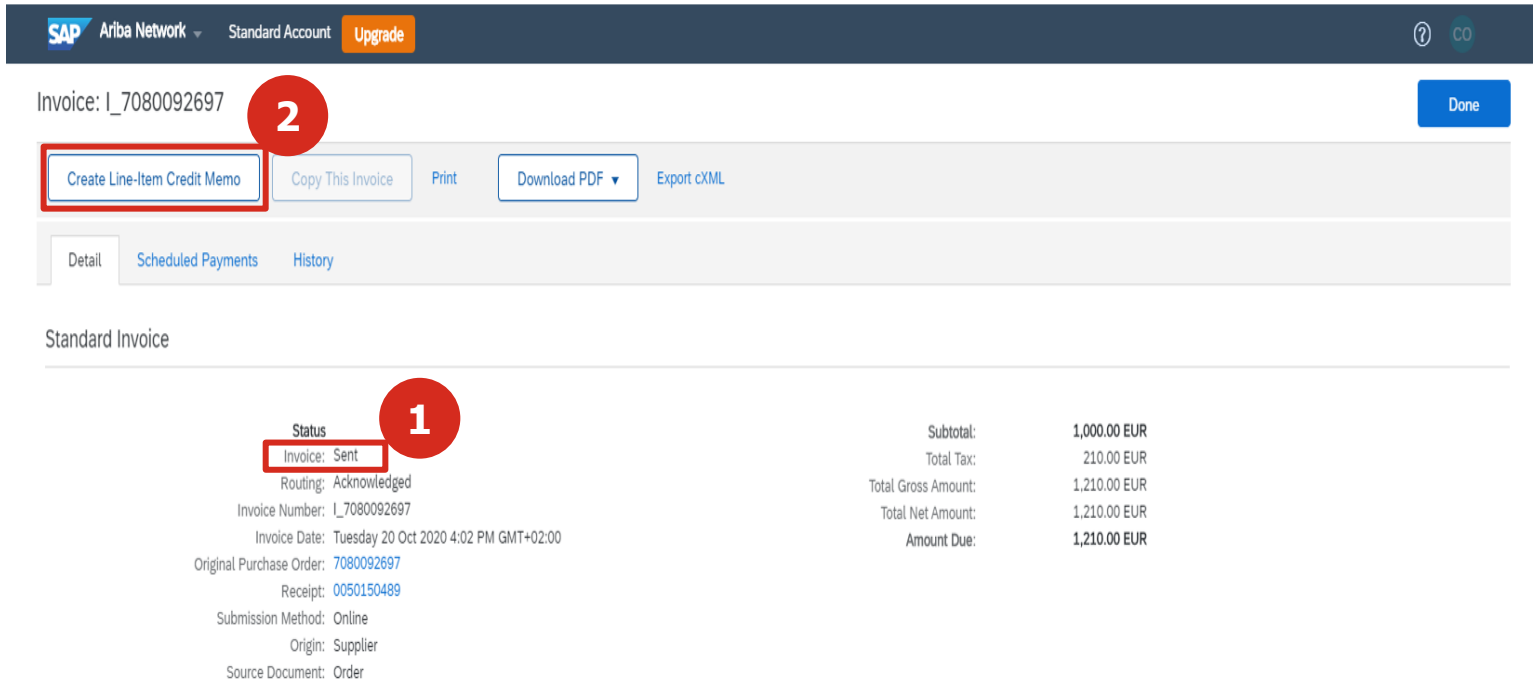
View Invoice

5. INVOICE MANAGEMENT: CREDIT MEMO OF PO INVOICE (1/2)

In the detail of the invoice issued you will be able to view its status and you will be able to generate a credit memo relating to the invoice. You will access this page from the invoice confirmation email.

1. From this view of the invoice you will be able to check the state in which it is.

2. From this visualization of the invoice you can create a **credit memo** against the invoice. You will be able to create a **Line Item Credit memo** if you need to return or correct the amount of an issued invoice.

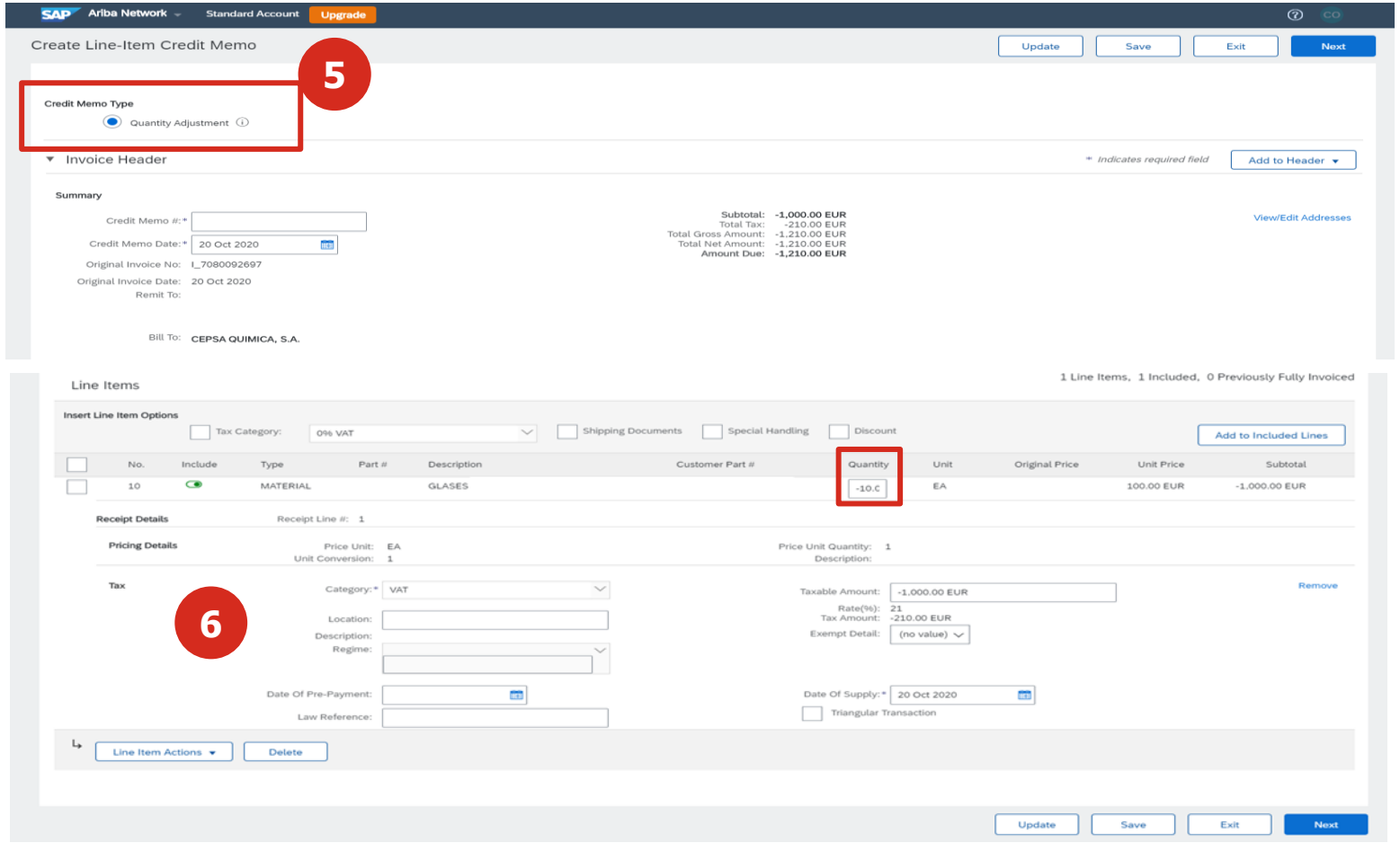


5. INVOICE MANAGEMENT: CREDIT MEMO OF PO INVOICE (2/2)

When making the credit memo of a PO invoice, with the functionality of **Create line item credit memo** you can correct the invoice.

5 You will have to complete the required information on the credit memo form. As it is a credit for an invoice with an order, you can only carry out the adjustment by quantity.

6 In the section of Line Item, you must make the adjustment of the amount that proceeds, on the line of item or service that proceeds.

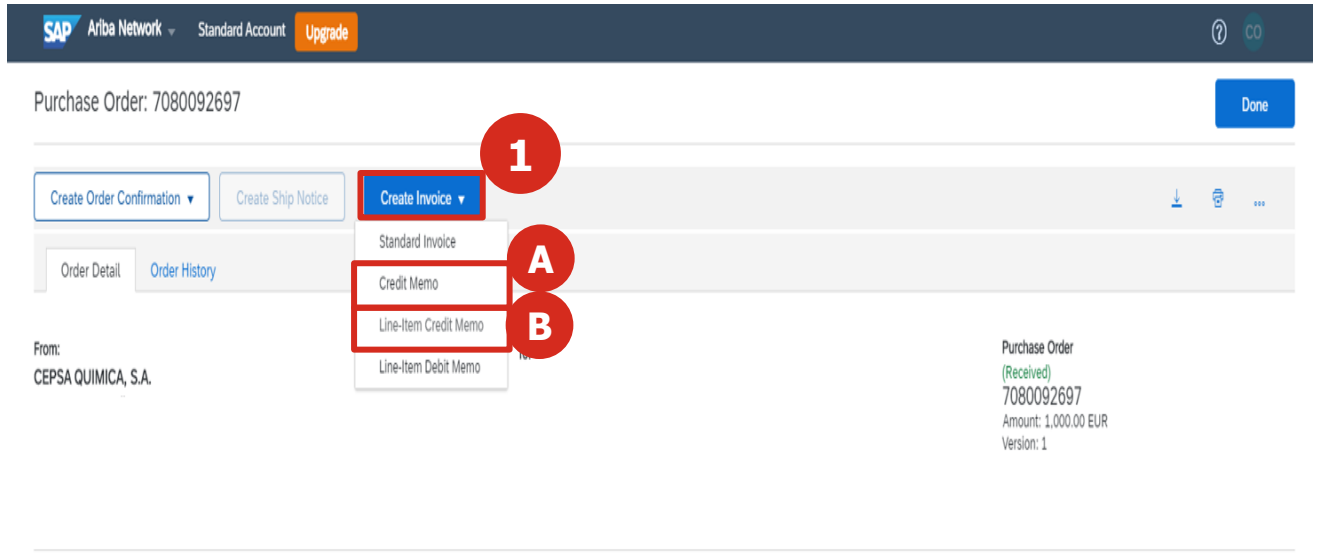


Finally, you will be able to send the payment to Cepsa to report the adjustments.

5. INVOICE MANAGEMENT: CREDIT MEMO AGAINST ORDER (1/2)

The credits are used **to return or correct amounts of invoices issued**. Credit memos have a negative amount, since it is a document with which a previous positive amount is corrected. Besides being issued against invoices, credits memo can be generated against orders.

1. To create the Credit, you must access the order detail on the platform (from the order notification email) and select the Create invoice option, where 2 options will be displayed:
   - **A. Credit memo**: to credit an order, the entire order.
   - **B. Line Item Credit memo**: to make a partial credit of certain lines of articles and / or services of the order.

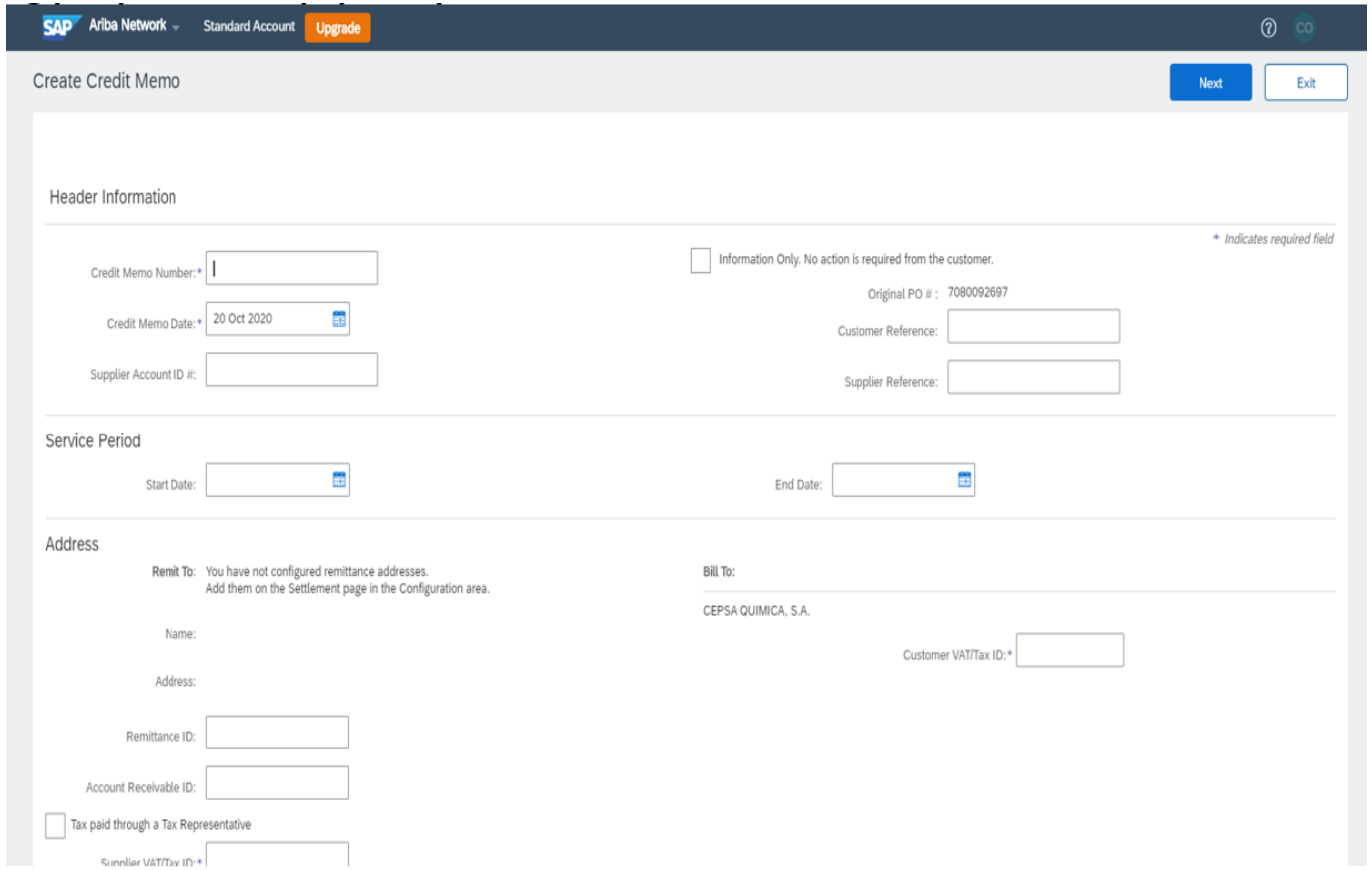


5. INVOICE MANAGEMENT: CREDIT MEMO AGAINST ORDER (2/2)

To create and send the subscription, you have to complete the credit memo creation form.

2 In the Credit creation form you will have to fill in these sections:

- **Header information**: invoice number.
- **Service period**: start and end dates.
- **Address**: customer's address and contact details
- **Shipment information**: days of payment, condition of discount or penalty, etc.
- **Adjustment**: detail of the adjustment to be made (subtotal adjustment and tax adjustment).
- **Attachments**: allows you to attach documents



5. INVOICE MANAGEMENT: SELF-INVOICE

In the new Procure to Pay process Cepsa maintains self-invoices. The self-invoice digitally signed by Cepsa will be available for downloading in the Suppliers reserved area on Cepsa's website as it is currently.

Self-invoice downloading process in Suppliers reserved area:

You will receive an e-mail informing of the self-invoice publication on the Suppliers reserved area, so you can access the download.

Invoice and payment status updating process:

In parallel, you will receive in Ariba Network a copy of the self-invoice in order to have information related to the invoice accounting status and payment status.

5. INVOICE MANAGEMENT: INVOICE STATUS

When the status of an invoice changes, you will receive a notification by email, so you can know the status of the invoice in that same email.

There are two types of states that an invoice can go through:

Routing states

They reflect the status of the invoice transmission to Cepsa via Ariba Network and are as follows:

- **Obsolete**: The invoice has been canceled by you, supplier.
- **Failed**: The invoice has failed in accordance with Cepsa standards and you will not receive it.
- **Queued** - Ariba Network has received the invoice, but it has not been processed yet.
- **Sent**: Ariba Network has sent the invoice to Cepsa and is waiting for you to receive it.
- **Acknowledged**: The Cepsa invoice application has recognized the received invoice.

Invoice statuses

They reflect the status of the actions carried out by Cepsa on the invoice and are as follows:

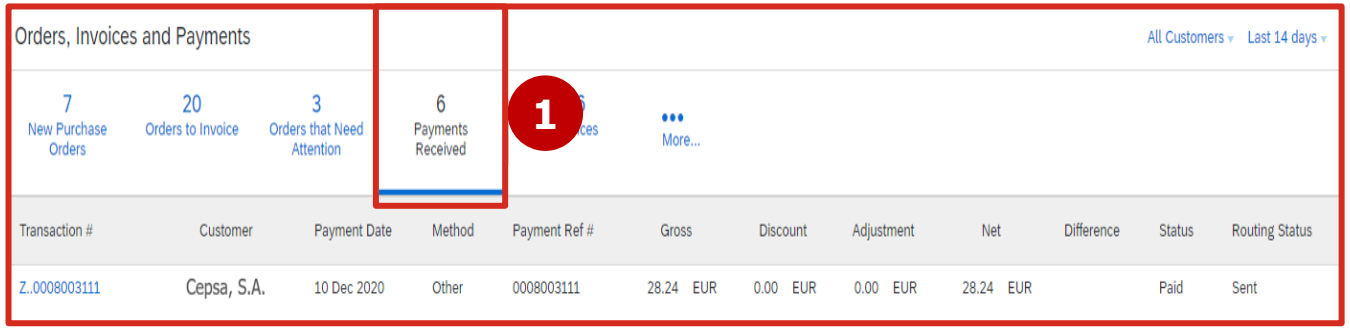
- **Sent**: The invoice has been sent to Cepsa, but it has not been recognized against orders or receipts.
- **Approved**: Cepsa has verified the invoice against an order or receipt and has approved your payment.
- **Rejected**: Cepsa has rejected the invoice or it has failed to validate the Ariba Network.
- **Failed**: Ariba Network has experienced a fault on the invoice route.
- **Paid**: Cepsa has paid the invoice or is in the process of issuing the payment.

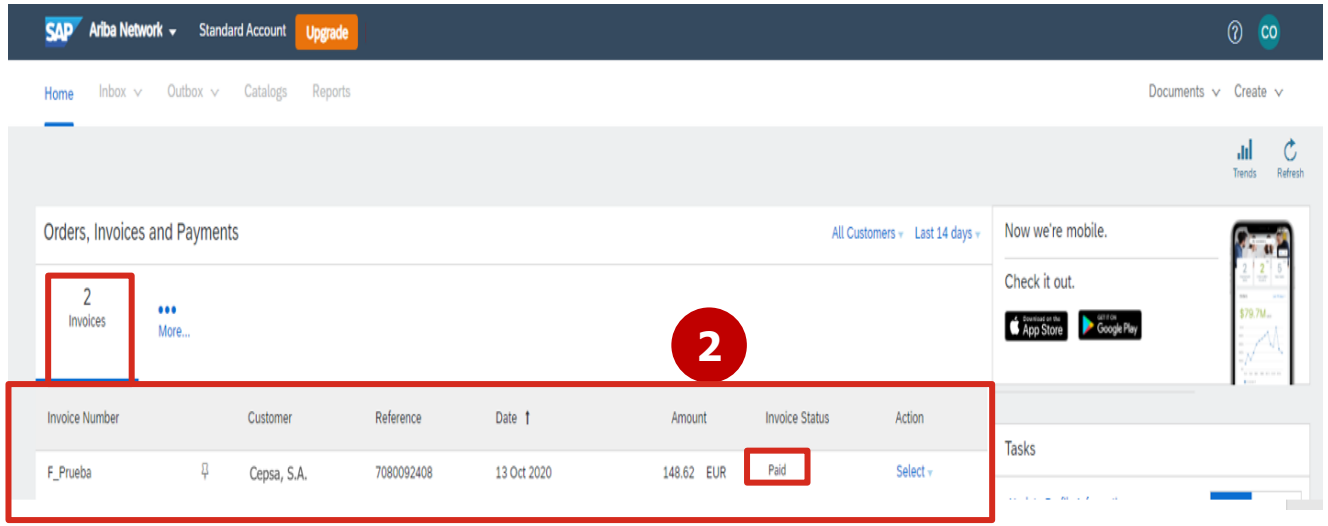
6. PAYMENTS RECEIVED

You can view the payments in the Ariba Network platform, directly accessing the platform portal.

1. You will be able to view Cepsa payments from the platform's home page in the **Orders, invoices and payments section**, by selecting the Payments received option. Once this option is selected, the list of payments you have received will display.

2. In the status of the invoice you will be able to see if Cepsa has already paid the invoice, because when the invoice has been paid, the status that appears on the invoice on the platform is **paid**.





If you do not see the quick access to view payments on the home page, you can access it from the "**More**" button in the Orders, invoices and payments section.

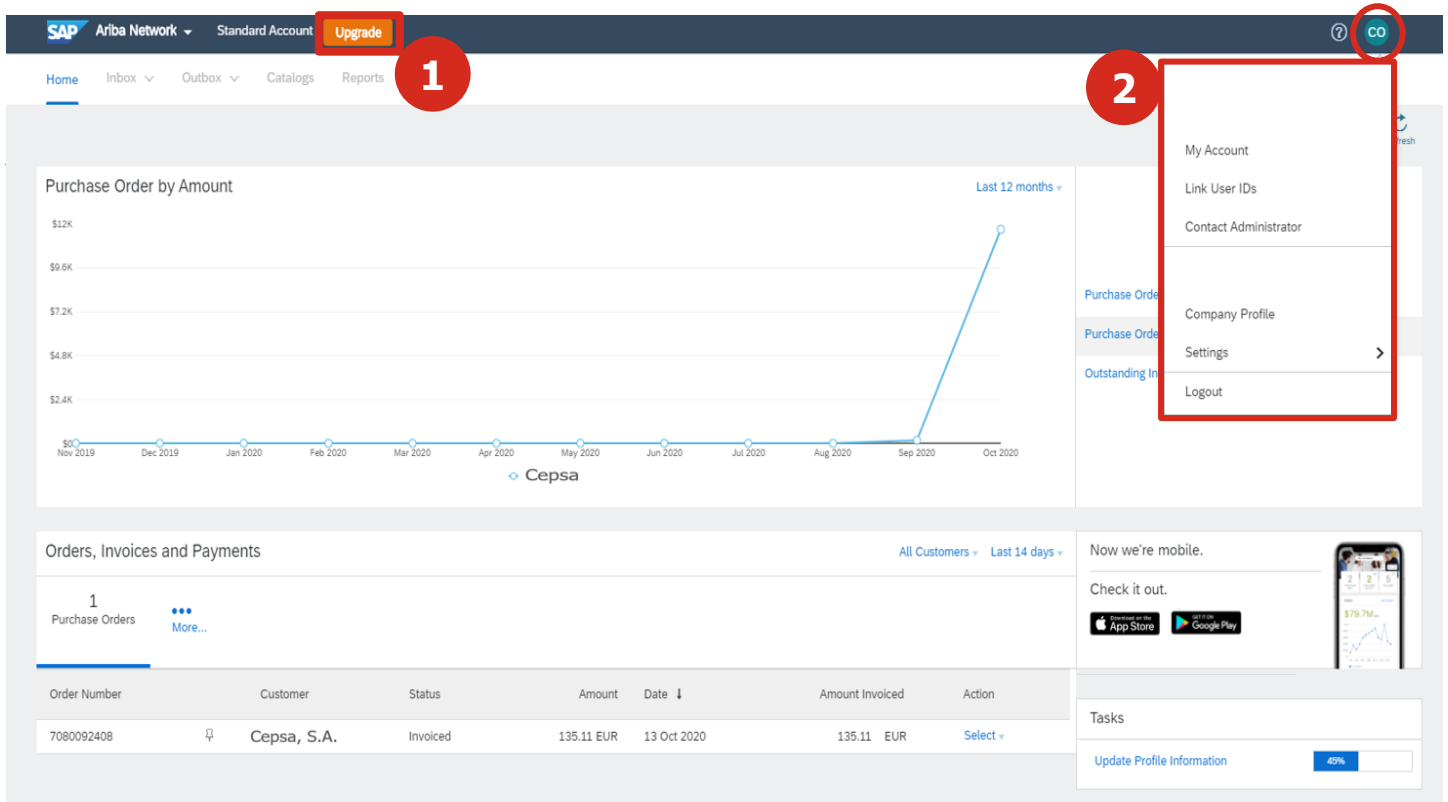
7. USER PROFILE MANAGEMENT

From the portal of the Ariba Network platform you can manage and edit your user account on the platform.

1. The platform allows you to update your account type on Ariba Network from a **Standard** account to an **Enterprise** account by clicking **Upgrade**.

2. You can configure your account and make changes to it from your profile on the platform. For this you must access in the upper right corner.

   From here you can manage both your user and company profile, and modify the relevant settings.

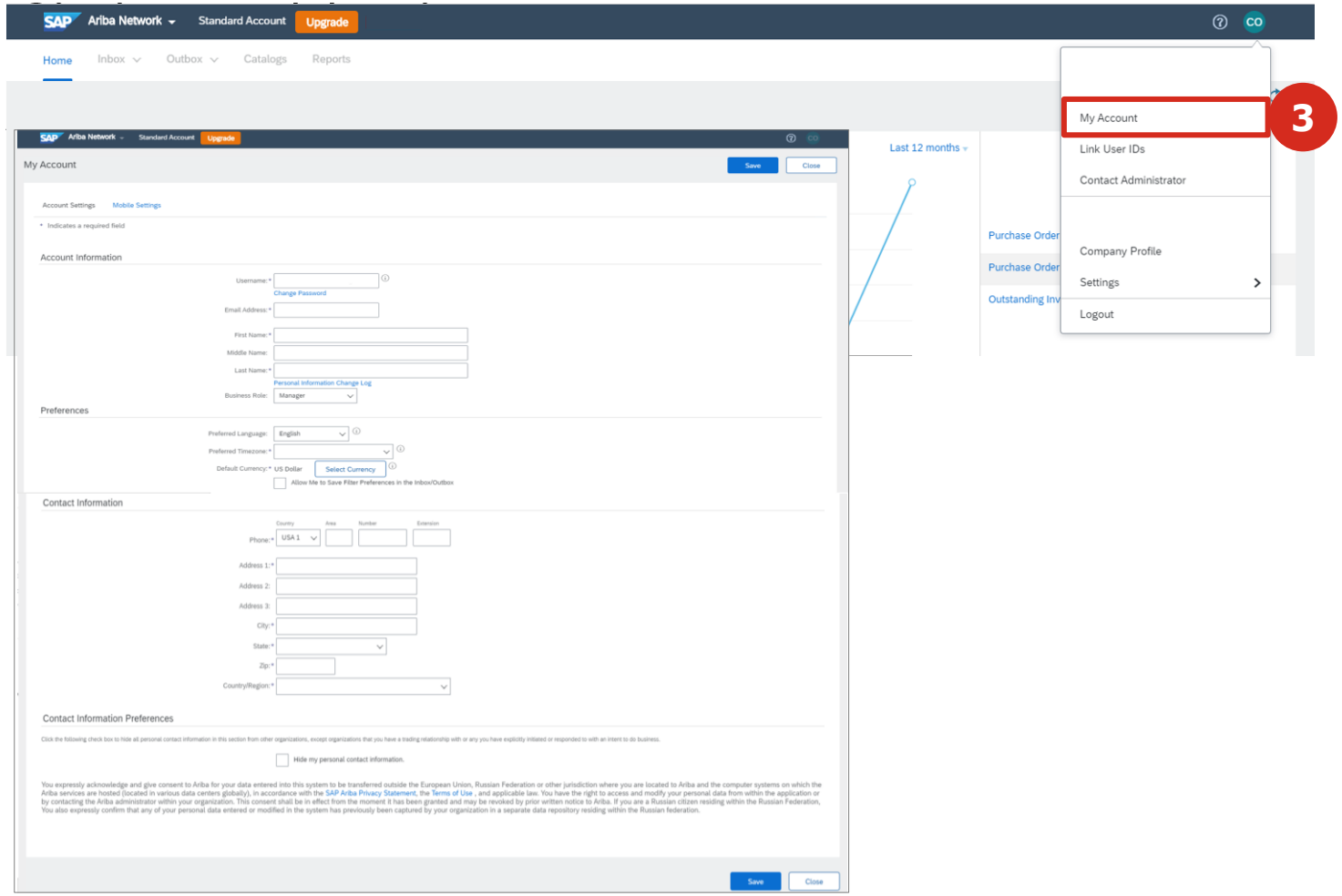


7. USER PROFILE MANAGEMENT

From the portal you can manage your user account.

3 By selecting **My Account** you can manage your **user account** data. In this section you can manage the following information:

- Account information: collects user data: username, email, name and surname, business function
- Preferences: language, time zone and currency
- Contact information: address and phone number
- Contact information preferences

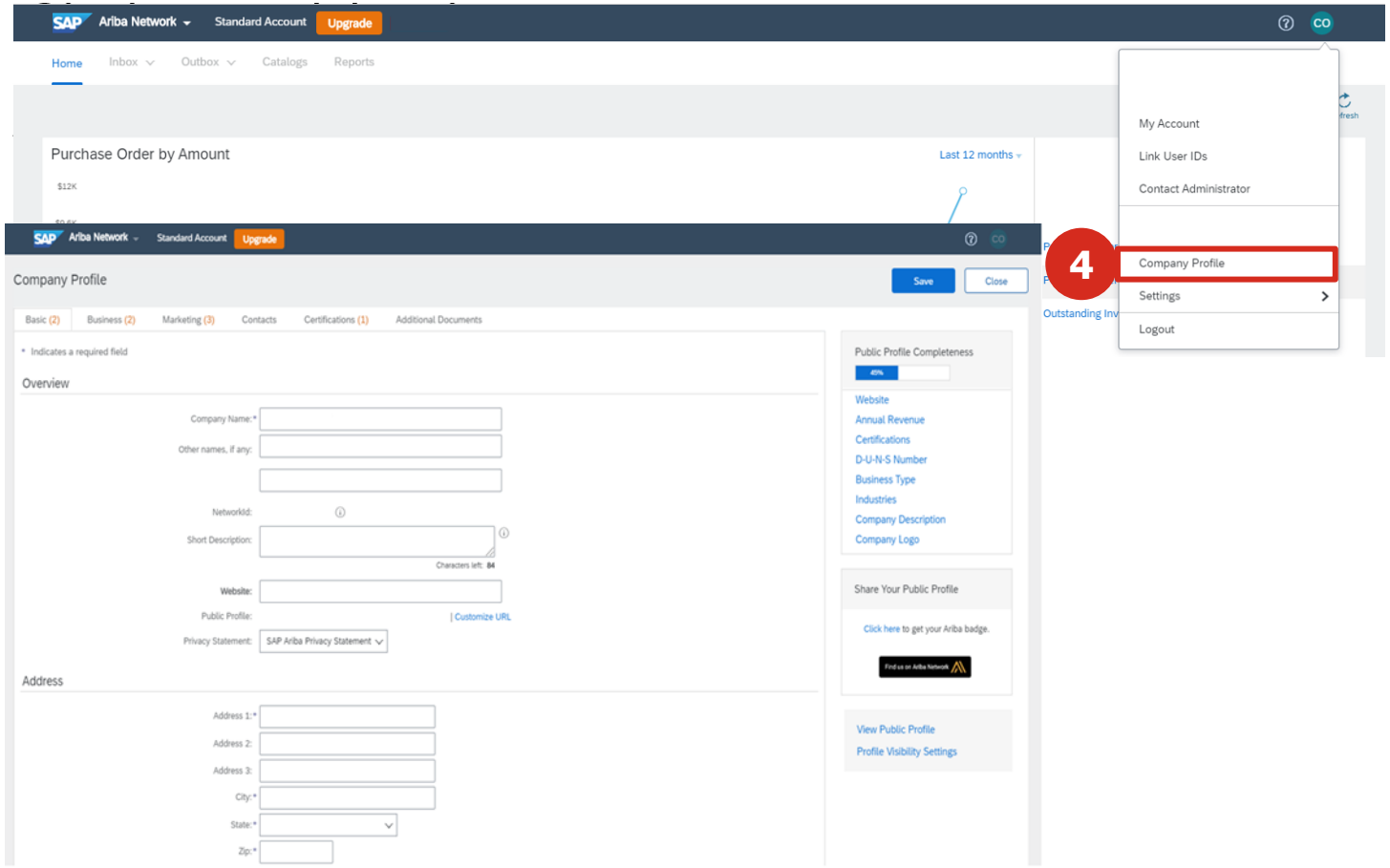


7. USER PROFILE MANAGEMENT

From the portal you can manage the company profile.

4 By selecting Company Profile, you can manage information about your organization. The information that can be managed from the profile is the following:

- **Basic**: Overview, company address and categories of products and services.
- **Business**[1]: Financial, business and tax information.
- **Marketing**: Social networks and external links.
- **Contacts**: Company contact information. Also add contacts and assignments.
- **Certificates**: ISO Certification etc.
- **Additional documents**



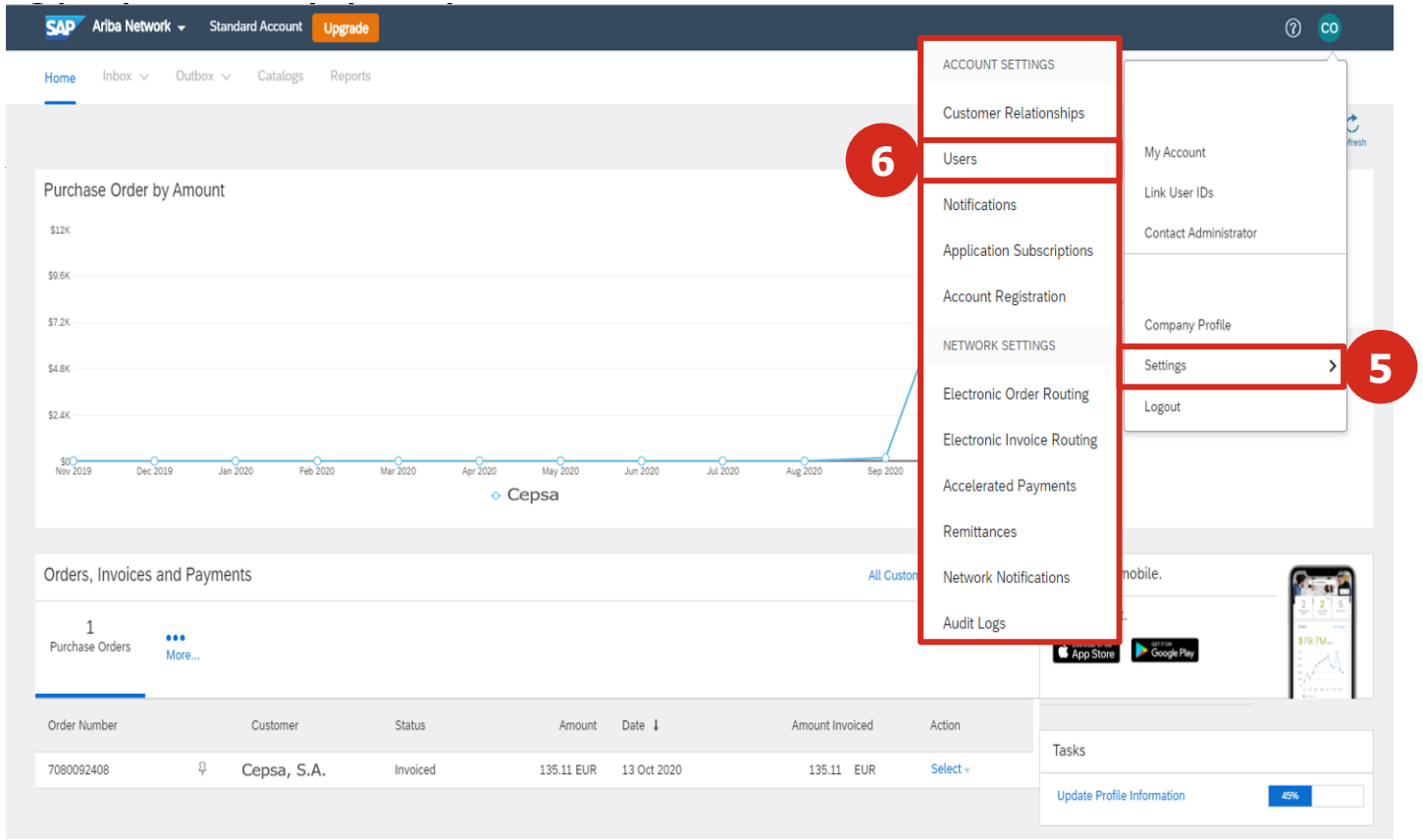
[1]**It is necessary that you indicate in your company profile the bank account that you use for payments with Cepsa and that you add your VAT ID so it appears by default in the documents you create.**

7. USER PROFILE MANAGEMENT

From the user profile management you can configure the different users of your company who can have access to the platform and indicate what role they have.

5 From the **Configuration** functionality you can manage users with access permissions to the platform, notifications and other aspects related to payments, orders and invoices.

6 To manage the access of the different users of the company to the platform you must select the **Users** option.



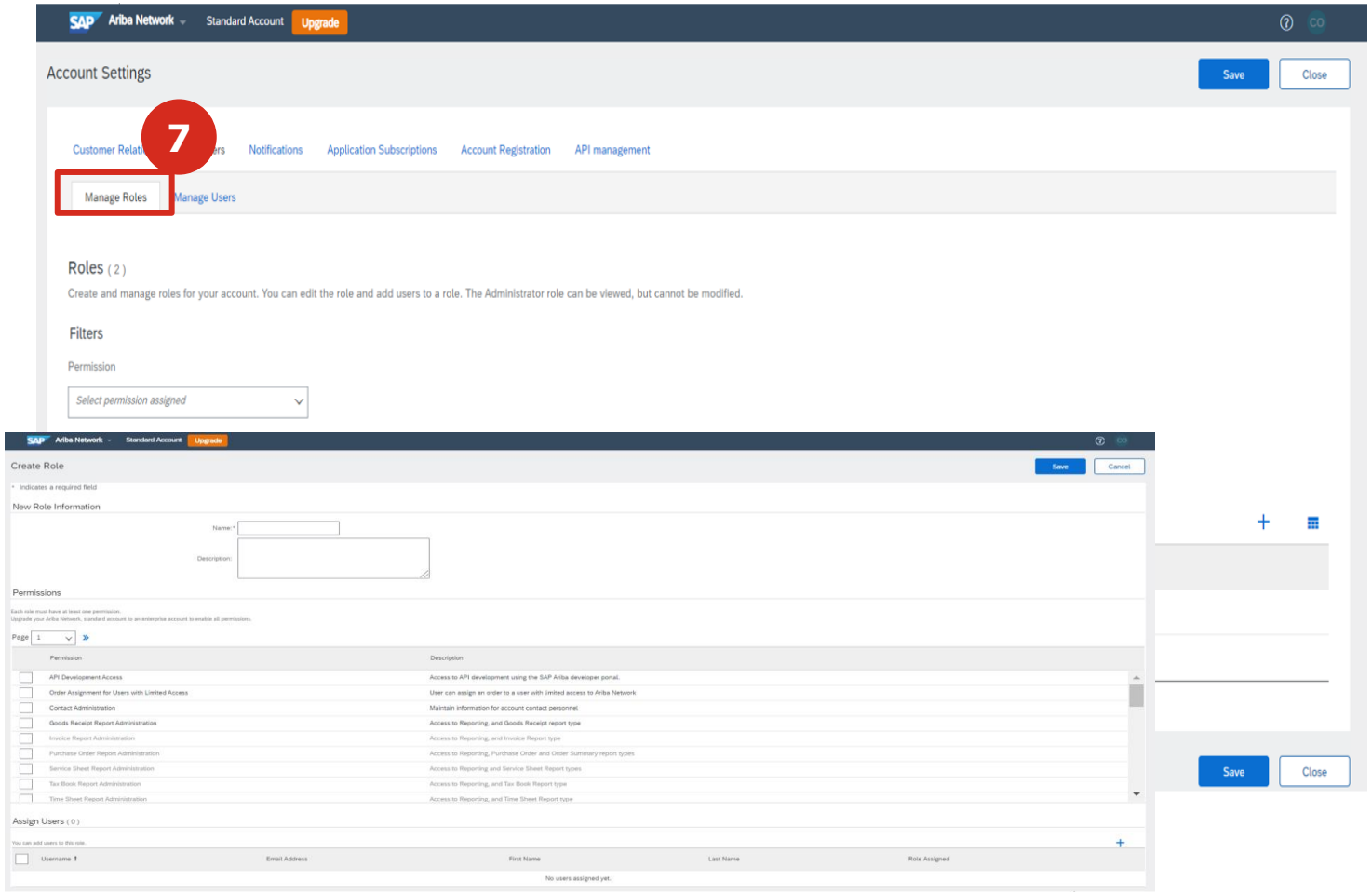
7. USER PROFILE MANAGEMENT

To configure the platform users and their functions, you must perform the following steps:

7 From the **Manage functions** option, you can configure existing functions within the platform, allowing the creation of new functions or editing functions that already exist on the platform, allowing users to be assigned to them.

There is a role that cannot be edited, the administrator role.

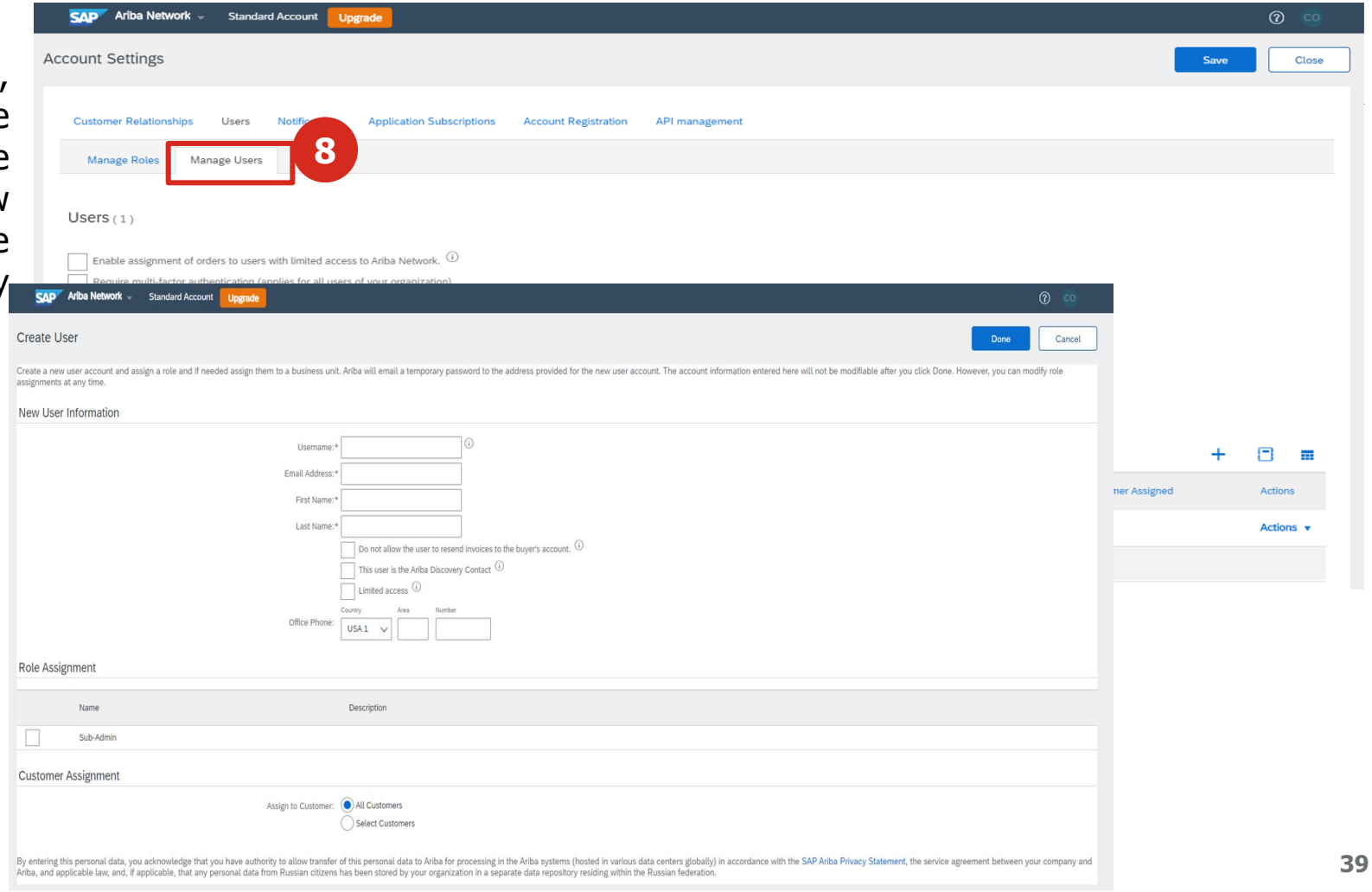
You can select a role and view what permissions it currently has, and which users are assigned to it.



7. USER PROFILE MANAGEMENT

To configure the platform users and their functions, you must perform the following steps:

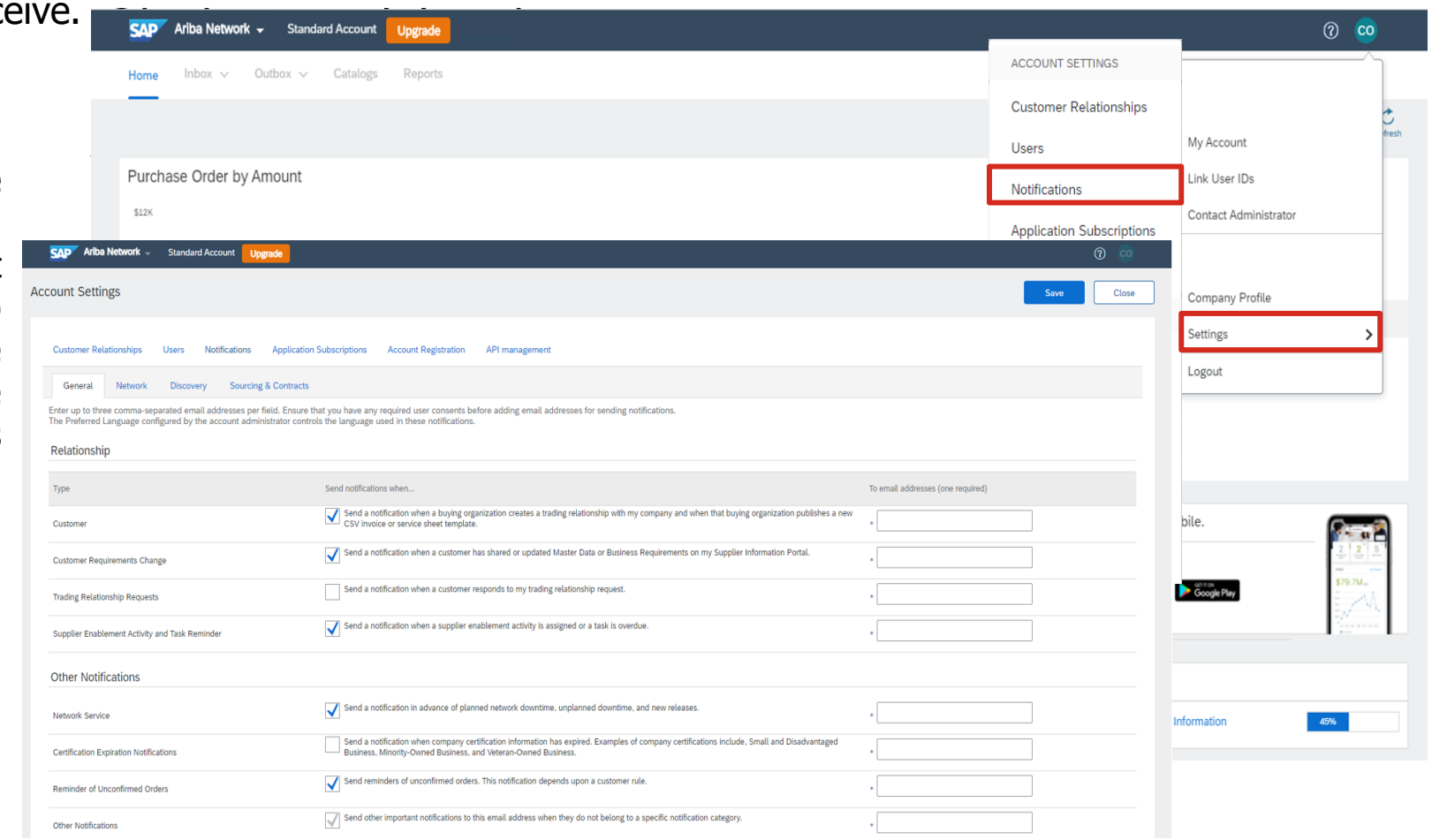
8 From the **Manage Users** option, you can configure the people of the company who have access to the platform, being able to add new users to the platform or make modifications to the already existing users on the platform.



8. NOTIFICATIONS MANAGEMENT

In the platform you can configure the notifications that you want to receive of transactions, services, failures, among other messages that you want or not to receive.

From the **Notifications** option, you can select those of your interest in the sections: General, Network, Discovery, Sourcing and Contracts. If you do not want to receive them, you just have to leave the option unselected. In the email addresses you can select the addresses (up to 5) of the users registered on the platform.



9. ROUTING ORDERS AND INVOICES MANAGEMENT

In the platform you can configure the routing of orders and invoices, thus allowing these documents to be received and processed by users previously registered with the roles for each case.

From the **Electronic Order Routing and Electronic Invoice Routing** options, you can configure different options for receiving orders and sending invoices and emails (up to 5) of those users who, being registered on the platform, can receive, process and submit these documents electronically.