SAP Ariba platform – Order Confirmation

Frequently asked questions

Short description

This document provides helpful information for suppliers for the order confirmation process

Scope

This Frequently Asked Question apply to all suppliers from ArcelorMittal Europe – Flat Products who have to access SAP Ariba platform to transact with ArcelorMittal Europe – Flat Products.

1. What is SAP Ariba?

SAP Ariba is an online platform to facilitate the relationship customer-supplier. SAP Ariba platform allows you to receive purchase orders and send invoices and follow up the status of the documents.

2. What are the benefits of the order confirmation?

Order Confirmation plays a critical role in ensuring smooth transactions between our organizations.

It is the formal agreement of an order placed by our organization, and the agreement between the buyer and the supplier, and not a technical acknowledgment. By confirming the order, you affirm your commitment to fulfilling the specified requirements within the agreed-upon terms and conditions of the order, such as price, quantity or delivery date.

Order confirmation has a number of advantages, including :

1. Enhanced Communication: Order Confirmations in Ariba bring clear and effective communication between buyers and suppliers, ensuring a shared understanding of order details
2. Increased Order Accuracy: Order confirmations allow suppliers to review and validate order information, minimizing errors and discrepancies
3. Timely Issue Resolution: Order confirmations help identify and resolve discrepancies or issues early on, minimizing disruptions and potential delays.

3. As a supplier of ArcelorMittal Europe – Flat Products, is it required to create order confirmations ?

Yes, order confirmation is required for ArcelorMittal Europe – Flat Products, it ensures that the buyer and the suppliers are on the same line, and all the conditions of the order will be agreed for shipping and invoicing. By confirming, this ensures that the invoice is based on the conditions you have confirmed, and therefore avoids invoice disputes, which take much longer.

4. What should be added in the order confirmation number ?

The recommendation is to enter a confirmation number which is any number you use to identify order confirmation. Please note that a number will randomly be generated if you leave this field blank.

5. Is the comment mandatory in the order confirmation?

Yes, the comment is mandatory in the order confirmation. It brings ArcelorMittal some clarification, special instructions, or other relevant details to ensure a smooth ordering process.

6. Can we add attachments in the order confirmation?

In ArcelorMittal context, it is not possible to add attachments in the order confirmation.

7. When the order confirmation should be done?

As a supplier, I need to confirm the orders directly when I received it. This immediate confirmation helps ensure that the supplier acknowledges the order promptly and allows the buyer to proceed with confidence in the fulfillment process. It is possible to confirm orders when they are received or invoiced, but it's not relevant because the goods have already been shipped and received and the billing is realized. The confirmation needs to be done before these orders steps.

8. In which case ArcelorMittal needs to approve the Order Confirmation ?

When you request for a price change, the order confirmation will be sent for approval to the buyer. For a request of quantity or delivery date change, the approval will be sent to the requester.

9. As a supplier, What needs to be done when the price in the order is not correct ?

As a supplier, when the price is not correct, there is only one way to manage it. You need to Confirm The Order, to Update Line Items and to change the price at line-item level.

10. How do I confirm an order with different delivery dates?

For different delivery dates, it is necessary to update line items, to confirm delivery dates at line-item level and add the right delivery date in the associated item.

11. As a supplier, what should I do if some of the items in the order are not available at the time of order?

As a supplier, you need to update line items, to confirm the available line-items and to backorder the line-items not available.

12. How long does it take ArcelorMittal to approve a price or quantity change?

All the request for price change should be approved by ArcelorMittal. We communicate on both sides, on your side to confirm and for buyers to approve and process orders on time. We are working internally to reduce the time taken to approve order confirmations, especially for price and quantity changes. The normal approval time should be a few days, not more.

13. As a supplier, when I request for a price change, ArcelorMittal approves the price change, Do I need to confirm the Second version of the Purchase Order?

Yes, as a supplier, I need to fully confirm the second version of the Purchase Order when ArcelorMittal approves the request of price change. It's important to reconfirm the modified price because this ensures that the supplier and the buyer are in line, and that the price is used for invoicing, and avoids litigation.

14. In the case of a changed order, do I have to confirm the order before receiving the modified order?

Yes, you need to confirm by updating the line items, then you will receive a second version of the order with the modified price or quantity, and you need to confirm the second version in full.

15. Why I keep receiving requests for order confirmation even though the orders have been completed and invoiced and I have already confirmed them?

There is a small constraint on the Ariba platform: if the order was invoiced, but not confirmed, you will receive an e-mail asking you to confirm. However, when you confirm the order, you no longer receive this e-mail. If the problem persists, contact digipace.contact@arcelormittal.com, or contact the Ariba help center through Ariba Network.

16. Do we still need to confirm the multiple versions of orders we receive?

You can make as many order confirmations as you want in Ariba, if you realize you set the wrong price and want to change the price, even if you have a workflow in progress, you can make a new confirmation.

Your new confirmation will overwrite the old version, and the approval workflow will be linked to the new confirmation. The approver will approve the latest version of the confirmation received.

However, if the confirmation is correct and in the process of being validated by Arcelor, there is no need to send another confirmation.

17. Is the order still available for creating invoices after the order has been confirmed?

Yes, this does not affect the invoice. The confirmation will ensure that you respect the conditions of the order, such as price, quantity or lead time, and that the invoice is correct and includes the agreed conditions.

18. Why am I receiving failed orders?

Failed Orders indicate that there is an error in the received order. You cannot perform any action on this failed order. We are working to treat all failed orders with the highest priority. We have set up a tracking system for these orders and our teams are mobilized on a daily basis to resolve these failed orders.

19. After an order confirmation was sent for an order, can we send for this same order a new Order Confirmation?

Yes, the new order confirmation will erase the old version, but if the order is already received or invoiced, it is not recommended because it is too late to confirm, and the goods are already delivered & billed.

20. For service orders, is order confirmation mandatory? Can we update quantities and prices?

It is recommended, but not mandatory, to confirm orders for services. It is possible to update the quantity and price of service POs since July. If you see any anomalies in price or quantity, use this order confirmation to update these conditions so that you are invoiced correctly.

A supplier guide in your local language is available on the **Ariba Supplier Information Portal,** which explains how to confirm a Service PO.

21. If we reject the order, do we receive an 'updated PO' as well or a confirmation?

The status of the PO is changed and will be "Rejected" if you reject all the order or "Partially Rejected" if you reject some of the items of the order, but not all of them. As a supplier, you have also the possibility to be notified when changes are made to the Purchase Order through the procedure below :