Frequently Asked Questions

e-Invoicing process at UCB

Joining the Ariba Network

As an existing supplier to UCB, am I required to adopt e-Invoicing?

Yes. UCB is moving to e-commerce (e-POs, e-invoices) as a default method of exchanging documents with suppliers. Therefore, we ask you to join the Ariba Network.

As a future vendor, do I need to join the Ariba Network to establish the business relationship with UCB? Yes, e-commerce (e-POs, e-invoices) is the default way of exchanging documents with suppliers, new suppliers are requested to join the Ariba Network from the start of the relationship.

Does my company need to adopt the Ariba catalog functionality to join the Ariba Network for e-Invoicing?

No, catalog on Ariba is a different solution and is not a prerequisite for e-invoicing. If you are already using the catalog solution, the e-invoicing solution will appear as a separate tab on the Ariba portal.

Not all subsidiaries of my corporate group received the invite to join the Ariba Network. Can they join? We do our best to onboard all companies of your group simultaneously. If we have missed one of your companies, please contact e-invoicing@ucb.com

My company is using a different tool than Ariba for e-invoicing. Can UCB join my existing e-invoicing network?

Unfortunately, UCB is unable to adopt a different e-invoicing solution at this time. Therefore, we ask you to join the Ariba Network to conduct business with UCB.

Document flow

Which document will be considered the official/legal/original invoice?

The cXML document becomes the official and only legal document. A readable copy of this document is also available as a PDF file. This PDF is marked as a 'copy.' For any e-PO via Ariba, the only valid invoice from a legal standpoint, is the e-Invoice via Ariba. Invoices received by another mean will be rejected.

Why do I see 'Copy of invoice' on the PDF?

The reason why the PDF is marked as 'Copy of Invoice' is because the cXML document is the official legal invoice.

Do I need to send the paper invoice in addition to the e-Invoice?

No, the electronic documents (Purchase Order, Order Confirmation, Invoice, …) replace the paper flow. Please do not send a duplicate paper invoice.

I am already sending PDF invoices via e-mail. Do I need to join the Ariba Network?

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Yes, we ask that you join the Ariba Network. PDF invoicing does not bring all the benefits that the eCommerce through Ariba brings to both you as a supplier and UCB.

Do we have to record the invoices in our accounting system as well as to issue the invoices on the Ariba platform?

Yes, both actions are necessary if you are using the PO flip option. You will need to record the invoices to issue in your accounting system and create the cXML invoices via the PO flip. Yet please remember that the amount of information to enter to generate the invoice is very limited.

Can I still send paper invoices?

No, for any e-PO via Ariba, the only valid invoice from a legal standpoint, is the e-Invoice via Ariba. Invoices received by another mean will be rejected.

Does Ariba archive my invoice for me?

No, the Ariba solution does not cover the archival of your invoices. You will need to archive the cXML documents and if needed, the PDF invoice copy for your records.

Should I continue to confirm orders via e-mail/fax to UCB?

There is no need for you to send us an e-mail or fax to confirm your orders. Please confirm via the Ariba portal. Your confirmation will be recorded in our system.

I am not confirming orders today. Do I need to start confirming my orders?

For suppliers transacting with us via the Ariba Network, we ask that you confirm your orders on the Ariba portal.

Integrated suppliers

What is the definition of an 'integrated supplier'?

Integrated supplier is a supplier which automates the exchange of documents (POs, invoices, etc.) from their ERP system to the Ariba platform.

What if my company is not technically ready to start as an 'integrated supplier' at the go-live date?

If the document exchange automation is not possible, you may want to consider the PO flip option via the Ariba portal online or we can agree to go-live at a later stage, once the system integration has been fully tested.

How can I involve my IT team to prepare the implementation of Ariba as an 'integrated supplier'?

Integrated suppliers are onboarded by a dedicated project team who will get in touch with your IT team. Please inform us of the appropriate contact person.

Going Live on the Ariba Network with UCB

When is the go-live date? Can I start e-invoicing earlier?

The go-live date is communicated to you during the Summit. Depending on your readiness, the go-live date could be adjusted and will be confirmed via e-mail to you approximately one week in advance.

Can we postpone the onboarding date, as we currently have other constraints?

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Although, joining the Ariba network using the online/PO flip method is not difficult, we appreciate any constraints that you may have. Therefore, in such cases, we suggest to agree on the most suitable go-live date for both parties.

Once we go live on Ariba, do we have to wait for new e-POs to start sending e-invoices?

No, please do not wait! Please send your invoices for any existing POs as soon as we are live. All open POs (not fully invoiced) will appear on the Ariba portal marked as 'legacy' POs. One thing we do ask is that you do not send any e-Invoices for invoices which you have already submitted via paper.

We are live on Ariba but I don't find some POs. May I send the invoice by paper ?

No, please send us the list of missing POs at e-invoicing@ucb.com   and if relevant, we will publish the PO onto Ariba.

Will I receive a training on how to use create my invoice via Ariba?

The Ariba Network is very much intuitive. The use of the Ariba portal is documented in a list of training material about account configuration, e-PO, e-Invoice, ... More info on the link ...

Will I receive assistance on how to use create my invoice via Ariba?

The Ariba SOA – Supplier Onboarding Agent – is your key contact person up to the creation of your first invoice. As from the second invoice, please consult the training material available on the Ariba Supplier Information Portal. If needed, contact the Ariba support.

In case of issues to enter my invoice on Ariba, who should I contact?

Please consult the training material and if needed, contact the Ariba support. To contact the Ariba support, check the *Help Center* from the Ariba portal.

Resources

To find out more, please check the following websites or contact the e-Invoicing Project Team.

Use of the Ariba Portal	
	http://www.ariba.com/help/ariba-answers/suppliers *https://connect.ariba.com/help* https://support.ariba.com/item/view/194827
General questions	*e-invoicing@ucb.com*
Training material	*From your Ariba account (Enablement Tasks), check the Supplier Information Portal and the UCB specifics training material*

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