



# **Ariba Standard Account FAQs**

**1. What is the “Ariba Light / Standard” Program?**

CCA operates under a “No Purchase Order No Pay” policy. With that in mind we have provided a service to our suppliers called ‘Ariba Light Account’ an interactive email program providing a better transacting relationship with our Suppliers. Interactive Emails is a new feature within Ariba that allows CCA to send orders as an email to their suppliers.

**2. What are the benefits for a supplier if using this program?**

Below are the benefits our suppliers will enjoy by using this feature.

- ✓ No fees
- ✓ Access to the Ariba Portal allows supplier to Resend the purchase order email if misplaced
- ✓ Ability to flip a Purchase Order into an Order Confirmation and/or Invoice
- ✓ Receive invoice and payment status notifications

**3. Do I have to register for the Light/ Standard Account?**

Yes, this will allow you to Resend the purchase order email if misplaced and provide access to view previous purchase orders.

**4. If I did not receive the order email how can I get a copy?**

Log into Ariba, locate the purchase order number on the Home screen, click ‘Select’ (right hand side of PO#), click ‘Send me a copy to take action’ and then click Resend button.

**5. Can I invoice from the purchase order in the system?**

No, you must start the process from the system generated purchase order email.

**6. Can I upgrade from a Light/ Standard Account?**

Yes, you can upgrade to a Full-Use Account, please note that this type of account can attract **Fees**, please read the information provided by Ariba.

**7. What is the difference between Ariba Light and Ariba Network features?**

Features	Ariba Light (Standard)	Ariba Network (Enterprise)
Free – No Fees	<input type="checkbox"/>	<input type="checkbox"/>
Create Order Confirmation or e-invoice without login details	<input type="checkbox"/>	<input type="checkbox"/>
Receive PO Details via Email	<input type="checkbox"/>	<input type="checkbox"/>
Receive Invoice and Payment Status Via Email	<input type="checkbox"/>	<input type="checkbox"/>
View Transaction History	Limited	<input type="checkbox"/>
All Network Features (like Catalogues, Integrations)	<input type="checkbox"/>	<input type="checkbox"/>

8. What information is available for suppliers on Ariba Light Account? Below are the documents available.

Supplier Guide (PowerPoint presentation): [Supplier Ariba Light Instructions](#)

Light Enablement Video tutorial link: [Ariba Network: Light Account](#)

[Supplier Information Portal](#) will provide more information if required

9. Whom should I contact if having issues with Purchase orders or Invoices? Please contact our Accounts Payable Team via email: [aus.accounts.payable.inquiries@ccamatil.com](mailto:aus.accounts.payable.inquiries@ccamatil.com) or phone: 1300 666 120 (Option 1).