

WesTrac

Ariba
Network –
Frequently
Asked
Questions



THE FIRST CHOICE IN EQUIPMENT SOLUTIONS

WesTrac 

FAQ

Questions	Answers
What is Ariba and what does it do?	The Ariba Network provides the ability for Suppliers to view purchase orders and send invoices to Customers electronically. For more information, go to www.ariba.com
Do I need to use Ariba to transact with WesTrac?	Yes, it is a requirement to have, at a minimum, a Standard Account. All Suppliers not holding an Ariba account are required to register for one of the two account options for transacting with WesTrac (Enterprise Account or Standard Account).
How do I register a free Standard account from an email invitation?	Please visit this webpage to guide you through the registration process: https://support.ariba.com/Item/view/16935
We already have an Ariba account, can we use the existing account?	Yes you can. Please click on the “process order” button in the Interactive Email Order issued by WesTrac. Select the ‘Already registered? Sign in’ option To allow our accounts to be linked going forward you must go through an email in the first instance.
I have received a purchase order from WesTrac via the Ariba network, what do I do now?	Please click on the “process order” button to register your Ariba account. If you have already registered, please log in using your existing credentials. You will then need to review your purchase order and create an order confirmation.
What is a confirmation number?	This is a number that is relevant to you. i.e. your job number/ sales order number/ invoice number
My registration confirmation link is expired. What should I do?	If the confirmation link expired immediately after receiving the email, please log in to your account directly at https://supplier.ariba.com . If the confirmation is accepted, you will be able to view your account.

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I have registered my account and WesTrac has advised they have sent the Purchase Order, however I cannot see it in my Ariba Account?	<p>Standard Account: Please search for the purchase order number in your email folder. If you cannot locate your purchase order, please contact purchasing@westrac.com.au and request for this to be resent.</p> <p>Enterprise Account: Log in to your Ariba Network Account and select Inbox -> Orders and releases. Use the Search Filters to locate your order.</p>
How do I view a Purchase Order in Ariba?	<p>Standard Account: Find the email sent to you by Ariba and select "Process Order". Log into Ariba to view the Purchase Order.</p> <p>Enterprise Account: Go to the Inbox tab on your homepage, click the drop-down arrow next to "Search Filters", and type in the order number. Note you may need to change the date range.</p>
We have a Purchase Order but can't find the Purchase Order on Ariba?	<p>Standard Account: If you have lost the Purchase Order email, log into the Ariba Network and search for the order under "Orders, Invoices & Payments" on the Home Tab.</p> <ul style="list-style-type: none"> • Extend the date filter if required. • If you can see the order here, select Actions -> Select -> 'Send me a copy' to take action. • Otherwise, email ariba@westrac.com.au, and the order will be re-sent to you <p>Enterprise Account: Please email ariba@westrac.com.au so we can investigate why that purchase order is not in Ariba and resend if required.</p>
What do you do if you don't have a Purchase Order?	As per WesTracs Terms and Conditions, Goods or Services must not be supplied without a valid Purchase Order. If your purchase order has expired, you will need to speak with your WesTrac site contact to have a new purchase order raised.
Why does the Purchase Order I have opened in Ariba Standard Account say "obsolete"?	<ol style="list-style-type: none"> 1. When a Purchase Order is amended a new version of the Purchase Order is sent to the supplier. An obsolete Purchase Order is the previous version. Locate the most recent email notification containing the most recent version of the Purchase Order and click "Process Order", or: 2. The purchase order has been closed/cancelled

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The Purchase Order I have doesn't match my invoice, what do I do?	Reach out to the contact listed on the Purchase Order or REJECT the incorrect lines with a reason for each at the purchase order confirmation stage.
I have a freight charge on my invoice but it's not on the Purchase Order. Can I add this when invoicing?	No, you will need to request it be added to the Purchase Order.
The create invoice option is greyed out, why?	All Purchase Orders need to be confirmed before they can be invoiced. Please create an order confirmation.
How do I create an order confirmation?	Please watch this demonstration on how to register and create an order confirmation https://uex.ariba.com/auc/node/71089
On the invoice it asks for a Supplier Tax/VAT ID what is this?	This is your ABN. You can update this in you company profile and by completing this, you will not have to enter it each time you submit an invoice.
Do we still send monthly statements?	Yes, please still email all statements on a monthly basis along with enquiries to payables@westrac.com.au
I have an Ariba Standard Account, can I upgrade to an Enterprise Account?	Yes, you can update to an Ariba Enterprise Account (fees may be applicable) at any time. This can be done when you are in your home page of your Ariba Standard Account by selecting the 'Learn More' button.
I'm having trouble logging in, what do I do?	To log into Ariba Network, go to supplier.ariba.com , and type in your username and password. If you have forgotten either of your username or password, click "Having trouble logging in" and follow the prompts.
Can I set up additional users in Ariba?	Yes, once you have logged into the Ariba Network, go to Company Settings (top right of screen) -> Users. You can create new users here. Note you may first need to go to Company Settings > Roles to set up roles with different user permissions, which can then be assigned to users.
How do I submit an invoice from a Standard Account?	Please visit this webpage to assist you: https://support.ariba.com/Item/view/180034