

WELCOME TO THE COGNIZANT SUPPLIER INFORMATION PORTAL

Introduction and Overview

This portal provides information for all suppliers that are conducting business with Cognizant via the Ariba Network. Cognizant will use the Ariba Network to exchange business documents including purchase orders, invoices, purchase order confirmations and advance-shipment notices & receive and host Supplier Catalogs. Additional information regarding this project and the reasons Cognizant has decided to start this effort is included in the Notification letter released by Cognizant earlier this year.

As part of Cognizant`s ongoing policy to continuously improve efficiency and service to customers and suppliers alike we are currently implementing the next stage of our overall electronic strategy. The changes we are implementing will affect how we send Purchase Orders and receive Order Confirmations and Invoices to our accounts payable group.

Next Steps

1. Register on the Ariba Network by following the instructions provided to you in the trading relationship request letter

If you need a copy of the letter or do not remember username or password please go to ["can't find your customer's Invitation letter? Need your username / password" \(applicable for existing Ariba Network suppliers\)? Sections below](#)

2. Review the Ariba Network Registration and Account Management Guide to learn how to configure important settings on your account. And PO Configuration guide to understand how to read PO and also send confirmations, shipment notices etc
3. Review the Ariba Network Invoicing Guide for instructions on how to create and send invoices electronically
4. Considering local regulatory compliance, a hardcopy invoice might still be required for processing payment for enabled supplier transacting through Ariba Network
5. Considering local regulatory compliance, a hardcopy invoice might still be required for processing payment for enabled supplier transacting through Ariba Network 5. Click on the link to refer and download [Purchase Order Standard Term & Supplier Invoice Submission guide](#)
6. Please refer to country specific invoice submission guidelines from the link www.cognizant.com/procure2pay

Below are Important Guides you need to download (This helps you to use your Ariba Network Account Efficiently)

Supplier Enablement

1. Account Set up Guide: - Click on the link to review the [Cognizant Account Configuration Guide](#)
2. PO Management Guide: - Click on the link to download the Cognizant [PO Confirmation and Ship Notice Guide](#)
Invoice Guide: - Click on the link to review the Cognizant [Invoice Guide](#)
3. Invoice against Contracts: - Click on the link to review the [Invoice against Contracts Guide](#)
4. For India Supplier Summit Presentation [Click Here](#)
5. For a Quick Guide on how to Create Order Confirmations and Invoices [Click Here](#)
6. For details on Collaboration Request Click on this guide [Collaboration Request](#)

Catalog Enablement

1. To know details on Catalogs [Catalog Education Guide for Suppliers](#)
2. To download the template click on [Catalog Template](#)
3. For UNSPSC CODE details click on [UNSPSCCODE](#)
4. Also below are other files for your reference
[Currency](#)
[Unit of Measure](#)
[Locale](#)
[Available State](#)

Important Note: *Please notify your representative Accounts Receivables, Sales Ordering, and IT departments of the requirements for document exchange via the Ariba Network.*

Electronic Invoice Format

There are both legal and cognizant requirements for electronic invoices.

AN Rules

The AN rules are options set by Cognizant for what is acceptable for electronic invoices. This is to ensure that received invoices are compatible with our Ariba Buyer configuration and business process rules. The invoice rules can be found upon the AN once you have established a relationship with us. The invoice rules are shown under our Cognizant profile information. .

AN Account Features

Optimizing Functionality

Your AN account has a lot of features in addition to allowing you to receive orders and send invoices.



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This section will detail some of the added functionality available to you. Ariba is continually adding new features and changing the design of the AN.

Routing Status

Looking at your inbox and out-box will show the documents that have been sent or received and also the status of these documents. A breakdown of the different states is found below:

Inbox Status (Orders)

- **New** Initial state - You have not updated the order status. For travel orders, you have not confirmed the travel line items.(Former status: Unconfirmed, Booking)
- **Changed** - Your customer cancelled or replaced the purchase order by a sending a subsequent (changed) order. (Former status: Supplier Cancelled, Replaced, and Back ordered)
- **Confirmed** - You agreed to ship all line items.
- **Partially Confirmed** - The purchase order is in progress.
- **Partially Shipped** - The purchase order is in progress.
- **Partially Invoiced** - The purchase order is in progress.
- **Partially Rejected** - The purchase order is in progress.
- **Shipped Final state** - You shipped the entire order.
- **Invoiced** - You sent an invoice for all items in the order.
- **Failed** - Ariba SN experienced a problem routing the order to your account. You can resend failed orders.

Outbox Status (Invoices)

- **Routing Status Levels** - Ariba SN reports the following routing status levels for invoices:
- **Obsoleted** - You cancelled the invoice.
- **Failed** - The invoice failed your customer's invoicing rules. Customers do not receive failed invoices.
- **Queued** - Ariba SN received the invoice but has not processed it.
- **Sent** - Ariba SN sent the invoice to a queue.The invoice is awaiting pick up by the customer.
- **Acknowledged** - The customer's invoicing application has acknowledged the receipt of the invoice.

Document Status Levels - Ariba SN reports the following status levels in the Home dashboard and the on-line Out-box for invoices:

- **Sent** - The customer received the invoice, but has not yet approved or rejected it. (Former status: Processing)

- **Cancelled** - The customer approved the invoice cancellation or you cancelled the invoice. (Former status: Cancelling)
- **Paid** - The customer paid the invoice or is in the process of issuing payment. This status applies only if your customer uses invoices to trigger payment. (Former status: Paying)
- **Approved** - The customer matched all amounts in the invoice against amounts in a purchase order or a contract. (Former status: Reconciled)
- **Rejected** - The customer rejected the invoice or the invoice failed validation by Ariba SN. (Former status: Invalid)
- **Failed** - Ariba SN experienced a problem routing the invoice.

Supplier Support

For Cognizant specific questions please email us at

supplierenablement@cognizant.com

Contact Ariba Support

Have a question, open a ticket and receive quick and helpful support 24 hours a day 5 days a week.

By Web Form

If you are a supplier already registered on the Network:

- Go to <http://supplier.ariba.com>
- Log in with your company's username and password
- Go to section Support and search for any topic you would like to know more about .If none of the articles answers your query, click on Create On-line Service Request button.
- Completely fill out the web form and submit

If you **do not** yet have an active Network account:

- Go to <http://supplier.ariba.com>
- Click on the Account Problems? link on the left hand navigation bar
- Completely fill out the web form and submit

By Telephone

- US / Canada Toll Free: 1-866-31ARIBA
- North/South America: +1 412 222 6170
- Europe / Middle East / Africa: +44 (0) 20 7187 4185; +31 (0)20 7979060



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- Asia Pacific: +65 6311 4585
- **India Toll free number : 00 0800-650-1143**

The following numbers are toll-free if dialled from the country

- USA/Canada: 800-577-1522
- Europe: 00 800-22227422
- Australia: 1800-993-346
- China: 10800-650-0164
- Hong Kong: 800-900-163
- Indonesia: 001 803-65-7551
- Japan: 0120-006-917
- Korea: 00798-651-7198
- Malaysia: 1800-801-286
- New Zealand: 0800-443-167

Ariba Supplier Network FAQs

Do you have a question regarding your Ariba Network account or the new Cognizant Purchase Order and invoice process or the Supplier Membership Programs? Easily find out the answers to the questions you have by reviewing the Frequently Asked Questions. To access the FAQs documents you must go to the [AribaNetwork](#) account and click the Help button to review the on-line Documentation page. View and locate the FAQs link.

Can't find your customer's Invitation letter? Need your username/ password (applicable for existing Ariba Network suppliers)?

To request your invitation letter please email apacsupplierenablement@ariba.com to notify Ariba. Please specify your company name, email address, phone number and ANID - if known. A copy of the letter will be sent to you.

Note on Usernames/Passwords - for your company information protection, Ariba will forward an email to the email address on record on the Ariba Network.

Supplier Membership Program

For information about the Ariba Supplier Membership program please go to the [Supplier Member Programs](#) website. This site describes all potential charges associated with using the Ariba Network. You would not pay TDS or any Additional Tax on your SMP Billing India... For Details [Click Here](#)

Supplier Education

Ariba Network Guide for Suppliers

To download this supplier guides, go to the [Ariba Network](#) and click on the "Help" link in the upper right corner of the screen. You will be able to download all of the "Supplier Documentation" guides.

Ariba University

[Ariba University](#) Access recorded demo's on Ariba Network

Ariba Network discussion for Suppliers

These sessions are held every 1st and 3rd Wednesday of the month. To register [Click Here](#)

Below are certain videos link that can help you to understand how to transact on Ariba Network (Click on the topics to start the video)

- [Introduction to the Ariba Network](#)
- [Getting Started on the Ariba Network](#)
- [Introduction to the Seller Collaboration Console](#)
- [Handling Purchase Orders](#)
- [Creating a PO-Based Invoice \(Introduction\)](#)
- [Creating an Invoice \(Advanced Topics\)](#)
- [Creating and Publishing Catalogs](#)

Useful Links

[AribaNetwork Terms of Use](#)

[Data Policy](#)

[Security Disclosure](#)

[Legalnotices](#)

Tools

Adobe Acrobat Reader

To view many of the documents on this site, you will need [Adobe Acrobat Reader](#) from Adobe. If you do not have it already, it is available as a free download.

WinZip

To view many of the documents on this site, you will need WinZip from [WinZip](#) Computing, Inc. If you do not have it already, it is available as a free download.



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