

## SOURCEPOINT FAQs

### **What is SourcePoint?**

SourcePoint, the State System's Ariba Network, allows registered suppliers access to all State System procurement opportunities and is free to join.

### **How do I make changes to the PASSHE registration questionnaire?**

Instructions can be found [here](#).

### **How do I view a Purchase Order?**

When a Purchase Order is created by PASSHE, an email will be sent to the supplier with a link titled PROCESS ORDER. Use this link to log into your Ariba account to view the Purchase Order

### **What if I cannot find my Purchase Order email?**

Instructions to locate your Purchase Order can be found [here](#).

### **How do I create and submit an invoice?**

Invoicing instructions can be found [here](#).

### **How do I get paid?**

Invoices are created and submitted from the Purchase Order within your Ariba account. When the invoice is submitted, PASSHE Accounts Payable will review and remit payment. When payment is ready to be sent out, you will receive either a paper check or an ACH payment to the ACH account provided on your PASSHE registration questionnaire.

### **How can I check payment status?**

Log into your [Ariba Network](#) account to view payment status.

- From the Search menu, choose Invoice.
- Input the Supplier Invoice # in the field labeled Supplier Invoice #.
- For Date Created, change to No Choice.
- Click Search.
- View the status in the results.

## ARIBA BUSINESS NETWORK FAQs

### **What is SAP Ariba?**

SAP Ariba, now called SAP Business Network (BN), is an online platform for business transactions such as purchase orders, order confirmations, catalogs, and invoices. Using the BN minimizes discrepancies by confirming invoice data upfront. The BN is used by many other organizations, so it is not a specific platform for PASSHE. More information can be found [here](#). To access your Ariba Network account and other information about the BN click [here](#).

### **Do I need to register for an Ariba account?**

The invitation you received from PASSHE to join the Ariba Network is legitimate. Membership in the SAP Business Network will be required for every supplier that does business with PASSHE or any of its universities. Purchase orders, contracts and invoices are processed through the BN. Please respond to the invitation and join the Ariba Network. If you have any further questions, please email [supplierhelp@passhe.edu](mailto:supplierhelp@passhe.edu).

### **What if I already have an Ariba account?**

The first step to registering with PASSHE is using an existing Ariba account or creating a new Ariba account. When a university wants to order from a supplier who is not already registered, an invite email will be sent with instructions to register. You will need to use the invite email for the registration process.

### **A duplicate Ariba account was accidentally created; can we use our preferred account instead?**

Please contact PASSHE Supplier Support at [supplierhelp@passhe.edu](mailto:supplierhelp@passhe.edu) for assistance.

### **What do I do if I have forgotten or do not know our Ariba username or password?**

If you have forgotten your username and/or password, click the [Forgot Username or Password](#) links at the Ariba Network website.

### **How do I change the administrator user in my SAP Business Network supplier account?**

Instructions are available [here](#).

### **How do I access and change the former administrator's account?**

Instructions are available [here](#).

### **How do I access and change the former administrator's account if the administrator is no longer with the company?**

Instructions are available [here](#).

### **Can my account have more than one account administrator?**

Only one user can be named the administrator of your account. Users can be granted all permissions to give them access to everything on the account with the exception of the Users page. Only the account administrator can manage users and roles.

### **How do I add a new user to my company's Ariba account?**

Instructions are available [here](#).

**Does joining Ariba cost anything?**

There is no cost to join the SAP Business Network using a [Standard](#) account.

**What are the main differences between the Standard account and Enterprise account?**

There are two types of Supplier Network accounts ([Standard](#) and [Enterprise](#)) to choose from.

A Standard account is a free, easy-to-use account on the network that allows suppliers to exchange basic documents such as purchase orders, receipt updates, invoice and payment status. An Enterprise account has advanced capabilities, and you may be assessed fees.

**Can I upgrade from a Standard account to an Enterprise account?**

Yes, suppliers may upgrade from a Standard account to an Enterprise account at any time. More information can be found [here](#).

**Can I downgrade from an Enterprise account to a Standard account?**

Yes, instructions on edibility requirements can be found [here](#).

**How do I contact SAP Ariba customer support?**

If you need assistance regarding your Ariba account, please contact the [Ariba Enablement Team](#).

**A duplicate Ariba account was accidentally created. Can we use our preferred account instead?**

Please contact PASSHE Supplier Support at [supplierhelp@passhe.edu](mailto:supplierhelp@passhe.edu) for assistance.

**What is Ariba Discovery? How can I find out more about projects to bid on?**

Ariba Discovery connects buyers and sellers for products and services. Ariba Discovery can provide leads when your offerings match what buyers are looking to buy. Click [PASSHE's Ariba Discovery Profile](#) to view sourcing opportunities for the State System.

**What if I have more questions?**

You may email PASSHE Supplier Help at [supplierhelp@passhe.edu](mailto:supplierhelp@passhe.edu) for additional assistance with PASSHE registration, purchase orders, invoicing, etc.

If you have questions or need assistance regarding your Ariba account, such as your Ariba registration, username, password, etc., please contact the [Ariba Enablement Team](#).