



Invoice Processing on SAP Ariba

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swisscom

C1 – Public



Invoice Processing on SAP Ariba

On the following pages you will find notes on how to invoice material, service and limit orders.

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Invoice Processing on SAP Ariba

Before you create the first invoice, please check whether you have installed your remittance ID for Swisscom correctly.

You can find the instructions [here](#)



Invoice Processing on SAP Ariba

1) Types of Invoices

In general, invoices are processed in the same way on SAP Ariba, with some special considerations regarding the different invoice types:

Material Orders

- Requires order confirmation and shipping note
- Invoices can be submitted until the ordered quantity is reached.

Service Orders

- The service entry sheet is automatically created when the invoice is issued
- Invoices can be issued until the cost estimate is reached.

Limit Orders

- Invoices can be issued until the cost estimate is reached.
- Invoices can be issued from the start date of the service.

On the following pages, you will see if the steps need to be considered for material, service or limit orders.




Invoice Processing on SAP Ariba

2.1) Order Processing: E-Mail Notification

After receipt of the order, you will receive an e-mail notification from SAP Ariba. Click "Process order" to open the order on Ariba.

Swisscom (Schweiz) AG - TEST changed an order

If more than one email address is associated with your organization for PO delivery, then the copy of this purchase order would be sent to your customer sent you this order through Ariba Network.

 Klicken Sie hier mit der rechten Maustaste, oder tippen...

[Process order](#) [Send PDF invoice](#)



Invoice Processing on SAP Ariba

2.2) Order Processing: Entry through Workbench

You can also open the order directly on SAP Ariba via **Workbench** > **Orders** > click on the corresponding **order number**.

The screenshot shows the SAP Ariba Workbench interface. The top navigation bar includes 'SAP Business network', 'Standard account', 'Upgrade', and 'TEST MODE'. The main navigation menu has 'Home page', 'activation', 'Workbench', 'Orders', 'Fulfillment', 'bills', 'Payments', 'Catalogs', and 'Reports'. The 'Workbench' section displays several metrics for the last 31 days: 1 New orders, 2 Orders (highlighted with a red box), 0 Rejected invoices, CHF 0.0 Transfers, 2 Orders to be billed, 1 bills, and 0 Attached documents. Below these metrics, there is a section for 'Orders (2)' with options to 'Edit filter', 'Save filter', and 'Last 31 days'. A table below shows the details of the orders:

Order number	customer	amount	date ↓	order status
4501442326	Swisscom (Switzerland) AG - TEST	5,000.00 CHF	12/16/2021	New



Invoice Processing on SAP Ariba

2.3) Order Processing: Purchase Order Overview

In the order overview you can create desired documents and view information about the order.

Purchase Order: 4501362651

~~Create Order Confirmation~~ Create Ship Notice ~~Create Service Sheet~~ **Create Invoice**

Order Detail Order History

From:

Service Order
Limit Order

Service and limit orders:


- **DO NOT** create an order confirmation and a service entry sheet.

Create the invoice directly (skip to page 10)

Purchase Order: 4501362638

Create Order Confirmation **Create Ship Notice** **Create Invoice**

Order Detail Order History

 **From:**
Swisscom (Schweiz) AG
Invoice Center
Postfach 401
8901 Urdorf
ZH
Switzerland

To:
Markus_Test_Supplier_3 - TEST
Bern Strasse 1
2000 Bern
Switzerland
Phone: +1 292

Material Order

Material orders:

- You must create an order confirmation and a shipping note (see the following pages).



Invoice Processing on SAP Ariba

2.4) Order Processing: Material Order

Click Create Order Confirmation > Confirm Entire Order or Update Line Items (for partial deliveries).

Purchase Order: 4501362638

Create Order Confirmation ▼ Create Ship Notice Create Invoice ▼

- Confirm Entire Order
- Update Line Items
- Reject Entire Order

Enter the confirmation number and the expected shipping and delivery date.

1 Update Item Status Order Confirmation Header

2 Review Confirmation

Confirmation #: 7843295296

Associated Purchase Order #: 4501362638

Customer: Swisscom (Schweiz) AG - TEST

Supplier Reference:

Shipping and Tax Information

Enter shipping and tax information at the line item level.

Est. Shipping Date: 15 Dec 2020 Est. Shipping Cost:

Est. Delivery Date: 16 Dec 2020 Est. Tax Cost:



Invoice Processing on SAP Ariba

2.4) Order Processing: Material Order

Select the items to be delivered and enter the confirmed quantity. Under their details you can adjust delivery dates.

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price		
1	Test4 Test Item 4	6 (EA) ⓘ	21 Dec 2020	49.00 EUR		
Current Order Status						
<input checked="" type="radio"/> 10 Confirmed With New Date (Estimated Shipment Date: 15 Dec 2020; Estimated Delivery Date: 17 Dec 2020)						
Confirm:	<input type="text" value="5"/>	Backorder:	<input type="text"/>	Reject:	<input type="text"/>	Details ⓘ
2	Test3 Test Item 3	6 (EA) ⓘ	18 Dec 2020	19.00 EUR		
Current Order Status						
<input checked="" type="radio"/> 6 Unconfirmed						
Confirm:	<input type="text" value="5"/>	Backorder:	<input type="text"/>	Reject:	<input type="text"/>	Details ⓘ

New Order Status: **5 Confirmed**

Est. Shipping Date: ⓘ

Est. Delivery Date: * ⓘ

Submit the order confirmation.



Invoice Processing on SAP Ariba

3) Invoice Creation

- Material Order
- Service Order
- Limit Order

Click Create Invoice > Standard Invoice

You can invoice several partial amounts of an order until the specified amount is reached.

Important: For service orders with several items, one invoice must be issued per item.

Purchase Order: 4501442678

Service Order
Limit Order

Create Order Confirmation ▼ Create Ship Notice ~~Create Service Sheet~~ Create Invoice ▼

Order Detail Order History

From: **swisscom** Swisscom (Schweiz) AG
Invoice Center
Postfach 401
8901 Urdorf
ZH
Switzerland

To: Test SLP1
Meierhofstr.
6032 Emmen

Switzerland
Phone: +41 (79) 6223926
Fax:

Purchase Order
(+ Partially Serviced)
4501442678
Amount: 790,000.00 CHF
Amount: 690,000.00 CHF
Version: 3 (Previous Version)

Purchase Order: 4501362638

Material Order

Create Order Confirmation ▼ Create Ship Notice Create Invoice ▼

Order Detail Order History

From: **swisscom** Swisscom (Schweiz) AG
Invoice Center
Postfach 401
8901 Urdorf
ZH
Switzerland

To: Markus_Test_Supplier_3 - TEST
Bern Strasse 1
2000 Bern

Purchase Order
(Partially Shipped)
4501362638
Amount: 408.00 EUR



Invoice Processing on SAP Ariba

3.1) Invoice Creation: Edit Invoice Header

- Material Order
- Service Order
- Limit Order

Enter the invoice number (alphanumeric!) and the invoice date in the overview.
For service and limit orders, you must enter the service start and end date under "Additional fields".

▼ Invoice Header

Summary

Purchase Order:	4501362638	Subtotal:	408.00 EUR
Invoice #:	8729653	Total Tax:	0.00 EUR
Invoice Date:	15 Dec 2020	Total Amount without Tax:	408.00 EUR
Remit To:	Bern Strasse 1	Amount Due:	408.00 EUR

Bill To: Swisscom (Schweiz) AG
Urdorf
Switzerland

Example:
RE123456 valid
RE-123.456 invalid

Important notice:
The invoice date may only be backdated up to 30 days.

Please note that the payment deadline will be calculated from this date.

Additional Fields

Supplier Account ID #:		Service Start Date:	17 Dec 2020
Customer Reference:		Service End Date:	18 Dec 2020
Supplier Reference:			
Payment Note:			

Supplier: Markus Test Supplier 7 - TEST
town: Urdorf, Switzerland

Customer: Swisscom (Schweiz) AG
Urdorf, Switzerland

Bill From: Markus Test Supplier 7 - TEST
Email:



Invoice Processing on SAP Ariba

3.1) Invoice Creation: Edit Invoice Header

- Material Order
- Service Order
- Limit Order

If your invoice includes a payment slip, enter the **ESR Participant Number** (= your account number) and ESR Reference Number under "Supplier VAT". The same applies to payment slips with a QR-IBAN.

The screenshot displays the 'Supplier VAT' section of an invoice header editor. It includes fields for 'Supplier VAT/Tax ID', 'Supplier Commercial Identifier', 'Supplier Commercial Credentials', 'ISR number', and 'ISR reference number'. A red box highlights the 'ISR number' and 'ISR reference number' fields, with red arrows pointing to the corresponding 'Referenz' field in the 'Empfangsschein' (payment slip) details. The 'Empfangsschein' details include 'Konto / Zahlbar an' (CH52 3000 5023 4567 8100 0), 'Referenz' (21 00000 00003 13947 14300 09017), and 'Zahlbar durch' (Pia-Maria Rutschmann-Schnyder, Grosse Marktgasse 28, 9400 Rorschach). The 'Zahlteil' (payment slip) section features a QR code and a table with columns 'Währung' and 'Betrag', showing 'CHF' and '1 949.75'. To the right, a 'Konto / Zahlbar an' field is highlighted with a red box and labeled '=ESR TN-Nr.', and a 'Referenz' field is highlighted with a red box and labeled '=ESR-Referenz'.

If no information is entered, the payment will automatically be sent to the payment details registered with us in the system on your part.



Invoice Processing on SAP Ariba

3.2) Invoice Creation: Add Attachment

Material Order

Service Order

Limit Order

The original invoice must be added as a PDF.

Open the drop-down menu ", click Attachment > Choose File > Add attachment.

Add to Header ▾

- Special Handling
- Discount
- Allowance
- Charge
- Additional Reference Documents and Dates
- Comment
- Attachment

Attachments

The total size of all attachments cannot exceed 100MB

Choose File No file chosen Add Attachment



Invoice Processing on SAP Ariba

3.3a) Invoice Creation: Edit Line Items

Services must be entered as a line items. Click on "Add/Update" > "Add General Service" within the line items.

Line Items 0 Line Items, 0 Included, 0 Previously Paly Invoice

Insert Line Item Options

Tax Category: Discount Add to Included Lines

<input type="checkbox"/>	No.	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1			Not Available	abc							

↳ Line Item Actions ▾ Delete

Add/Update ▾

- Add General Service
- Add Labor Service
- Add Material



Invoice Processing on SAP Ariba

3.3a) Invoice Creation: Edit Line Items

Enter the description, **the quantity "1"**, the **unit "EA"** (for "each" = piece), the **unit price** and again **the service start and end date**. The subtotal is then calculated automatically.

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	SERVICE		Service part 1		1	EA	3,000.00 CHF	3,000.00 CHF

Service Period: Service Start Date: * 17 Dec 2020 Service End Date: * 18 Dec 2020

Important note:
When entering amounts and VAT, the decimal places must be separated with . (dot) or , (comma) depending on the browser. Check subtotal after entering VAT.



Invoice Processing on SAP Ariba

3.3a) Invoice Creation: Edit Line Items

Limit Orders

For limit orders, you only need to specify the amount to be charged (price per unit of quantity) and the date of the delivery note.

<input type="checkbox"/>	No.	Lock in	Art	Part no.	description	Part no. of the customer	crowd	Unit	Price per unit of measure	Subtotal
<input type="checkbox"/>	10	<input checked="" type="checkbox"/>	MATERIAL		Arval TEST limit position offsetting KST		1	LE ⓘ	490.000,00 CHF	490.000,00 CHF

Pricing Details

Unit of measure for price: LE ⓘ Quantity of the unit of 1
measure for price:

Conversion of the unit of 1
measure:

tax

shipping

Sent from: **Claro-Pizzo 2500 plus** Delivery address: **Swisscom (Switzerland) AG** [View / edit addresses](#)
Bern
Switzerland

Recipient:

Shipping

Shipping amount: * 0,00 CHF Shipping date:

Shipping documents

Packing slip ID: ID of the delivery note:
Date of the packing slip: Line no. of the delivery note:
Date of the delivery note: * 31. Dez. 2022



Invoice Processing on SAP Ariba

3.3a) Invoice Creation: Edit Line Items

Service Order

Limit Order

Select the **line items**.

Positionen											2 Positionen 1 Eingeschlossen 0 Bereits vollständig in Rechnung gestellt	
<input type="checkbox"/>	Nr.	Einschließen	Art	Teilenr.	Beschreibung	Teilenr. des Kunden	Menge	Unit	Preis pro Mengeneinheit	Zwischensumme		
<input type="checkbox"/>	1				Not Available						Hinzufügen/Aktualisieren ▾	
<input type="checkbox"/>												
<input checked="" type="checkbox"/>	1	<input type="checkbox"/>	SERVICE	Service pt. 1	Teil 1		1	EA	1.000,00 CHF	1.000,00 CHF		

Klick on Line Item Actions > Add > Tax.

↳ **Line Item Actions** ▾ **Delete**

- Edit
- Add
- Tax**
- Shipping Documents
- Special Handling
- Discount



Invoice Processing on SAP Ariba

3.3a) Invoice Creation: Edit Line Items

Service Order

Limit Order

Select the tax rate under the Category tab. If no tax rate has been entered yet, you can enter it once under Configure Tax Menu. If no tax is to be charged, configure a tax rate of 0% and select "Tax-free" or "Exempt" under Details of Exemption.

Tax		Category:* <input type="text" value="VAT"/>	Taxable Amount: <input type="text" value="3,000.00 CHF"/>
Location:	<input type="text"/>	Tax Rate Type: <input type="text"/>	Tax Rate(%): <input type="text" value="7.7"/>
Description:	<input type="text"/>	Tax Amount: <input type="text" value="231.00 CHF"/>	Exempt Detail: <input type="text" value="(no value)"/>
Regime:	<input type="text"/>	Date Of Supply:* <input type="text" value="17 Dec 2020"/>	<input type="checkbox"/> Triangular Transaction
Date Of Pre-Payment:	<input type="text"/>		
Law Reference:	<input type="text"/>		

steer

0% sales tax / 0.0% no VAT

2.5% sales tax / 2.5% reduced rate

7.7% sales tax / 7.7% standard rate

Standard tax selection

Sales tax

value added tax

GST

HST

PST

QST

Excise tax

Withholding tax

Other taxes

Configure the control menu

(no value)

Tax free

Exempt

Important note:
 When entering amounts and VAT, the decimal places must be separated with . (dot) or , (comma) depending on the browser.

Tax Free: You are liable to pay tax, but the tax on this invoice is exempt

Exempt: you are not liable to pay tax
 The description for VAT exemption must be filled in.



Invoice Processing on SAP Ariba

3.3b) Invoice Creation: Edit Line Items

For material orders, select the items to be charged and select "tax category"
For partial deliveries: Deselect the "Include"-lever to charge only the affected items.
Then click on "Add to included lines" and on "Next".

Insert Line Item Options

Tax Category: 7.7% VAT Shipping Documents Special Handling Discount [Add to Included Lines](#)

<input type="checkbox"/>	No.	<input checked="" type="checkbox"/> Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Test4	Test Item 4		6	EA	49.00 EUR	294.00 EUR

Tax

Category: 7.7% VAT Taxable Amount: 294.00 EUR [Remove](#)

Location: Rate(%): 7.7

Description: Tax Amount: 22.64 EUR

Regime: Exempt Detail: (no value)

Date Of Pre-Payment: Date Of Supply: 15 Dec 2020

Law Reference: Triangular Transaction

Shipping

Ship From: Markus_Test_Supplier_3 - TEST Ship To: Swisscom (Schweiz) AG
Bern Liebefeld Switzerland
Switzerland Deliver To: Kim Rivera
Switzerland Swisscom (Schweiz) AG [View/Edit Addresses](#)

Shipping Cost

Shipping Amount: 0.00 EUR Shipping Date:

Shipping Documents

Packing Slip ID: Delivery Note ID:

Packing Slip Date: Delivery Note Line #:

Important note:
The delivered quantity must be checked and adjusted if necessary to avoid later deviations.



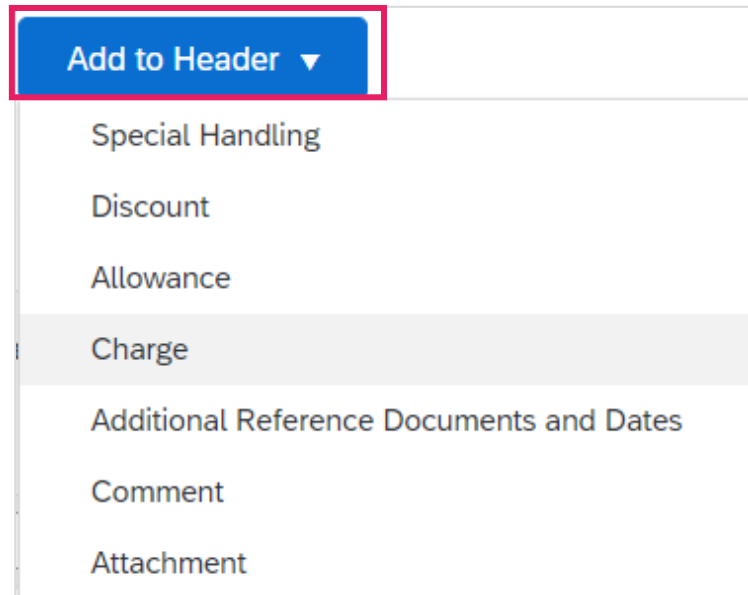
Invoice Processing on SAP Ariba

3.4) Invoice Creation: Add Rounding Difference

- Material Order
- Service Order
- Limit Order

In general, cent-amounts should be invoiced exactly and not rounded. If the gross amount on Ariba does not match your PDF invoice, you need to add a rounding difference.

Note that the rounding difference is entered in the invoice header and not at item level!





Invoice Processing on SAP Ariba

3.4) Invoice Creation: Add Rounding Difference

Material Order

Service Order

Limit Order

POSITIVE ROUNDING

Click on Include in **invoice header** > **Costs**

Select the service code '**Rounding difference**' and the cost '**Amount**'. Enter the amount.

Ermäßigungen und Zuschläge

Servicecode: Rundungsdifferenz

Startdatum:

Kosten: Betrag 0.01

NEGATIVE Rounding

Click on Include in **invoice header** > **Allowance**

Select the service code '**Rounding difference**' and the cost '**Amount**'. Enter the amount without a plus or minus sign.

Ermäßigungen und Zuschläge

Servicecode: Rundungsdifferenz

Startdatum:

Kosten: Betrag 0.01



Invoice Processing on SAP Ariba

3.5) Invoice Creation: Submit Invoice

Material Order

Service Order

Limit Order

Click on Continue.

Check the overview with the total amount and click Submit. You can then check the status (see the following pages).

Save on computer Leave **Continue**

Create Invoice Previous Save **Submit** Exit

Confirm and submit this document. It will be electronically signed according to the countries of origin and destination of invoice. The document's originating country is:Switzerland. The document's destination country is:Switzerland.
If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Standard Invoice

Invoice Number: /	Subtotal:	408.00 EUR
Invoice Date: Tuesday 15 Dec 2020 11:22 AM GMT+01:00	Total Tax:	31.42 EUR
Original Purchase Order: 4501362638	Total Shipping:	0.00 EUR
	Total Amount without Tax:	408.00 EUR
	Amount Due:	439.42 EUR

REMIT TO: Markus_Test_Supplier_3 - TEST Postal Address: Bern Strasse 1 2200 Bern Switzerland Remit To ID: 0080170396:0080170396	BILL TO: Swisscom (Schweiz) AG Postal Address (Par défaut): Invoice Center Postfach 401 8901 Urdorf ZH Switzerland Address ID: BILLTO5000	SUPPLIER: Markus Test Supplier 3 Postal Address: Bern Strasse 1 2000 Bern Switzerland
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Invoice Processing on SAP Ariba

4.1) Invoice Status

- Material Order
- Service Order
- Limit Order

You can view the status of your invoice under Workbench > Invoices > Invoice Status. On the following page you will find a listing.

The screenshot shows the SAP Ariba Workbench interface. The 'Workbench' menu item is highlighted. The dashboard displays several metrics for the last 31 days: 1 New orders, 2 Orders, 0 Rejected invoices, CHF 0.0 Transfers, 2 Orders to be billed, 1 Invoices (highlighted with a red box), and 0 Attached documents. Below the metrics, there is a section for 'bills (1)' with options to 'Edit filter', 'Save filter', and 'Last 31 days'. A table lists the bill details:

Art	bill number	customer	reference	Source document	Submission method	origin	date ↓	amount	Forwarding status	Invoice status
Standard invoice	20211124	Swisscom (Switzerland) AG - TEST	4501442203	Framework order	On-line	supplier	11/24/2021	CHF 21,540.00	Confirmed	Approved



Invoice Processing on SAP Ariba

4.1) Invoice Status

Material Order

Service Order

Limit Order

Here you will find a listing:

Rejected: The bill has been rejected by Swisscom and requires a new submission (see p. 25).

Sent: The bill has been successfully submitted to Swisscom

Approval pending: The bill must be checked and approved by Swisscom by the requester.

Approved: The invoice has been approved by the requester of Swisscom and will be paid.

Paid: The invoice has been paid.

Failed: The bill could not be submitted. The invoice must be resubmitted.

Cancelled: The invoice has been cancelled.



Invoice Processing on SAP Ariba

4.1) Invoice Status: Rejected Invoices

Material Order

Service Order

Limit Order

For rejected invoices, open the invoice to view the reason.

Standard invoice	ABC2	Swisscom (Switzerland) AG - TEST	Invoice without purchase order	On-line	supplier	01/08/2021	CHF 215.40	Confirmed	Rejected
------------------	------	-------------------------------------	---	---------	----------	------------	------------	-----------	----------

Invoice Ready

To edit: [Create Credit Memo](#) [Copy this invoice](#) [Press](#) [download PDF](#) [cXML export](#)

Details [Scheduled payments](#) [history](#)

Rejected invoice:
Reasons:
9: Other reasons

Comment: Test (Stefano Dell'Era, 2021-01-08T05:18:44-08:00) Header Level Exceptions: Invoice without order reference The invoice has not been matched to a Purchase Order. Please set the correct commodity code and accounting information and accept the invoice NonPOInvoice
Impossible d'affecter la facture à une commande. Merci de saisir comme Non-PO et d'indiquer le groupe de marchandises correct ainsi que les éléments d'imputation

[Edit and resubmit](#)

Most common reasons for rejections:

- Rounding differences were listed in the line item instead of the invoice header.
- Incorrect VAT amounts



Invoice Processing on SAP Ariba

4.1) Invoice Status: Rejected Invoices

Material Order

Service Order

Limit Order

To resubmit rejected invoices, click "Copy this invoice", unless the status of the order is out of date. In this case, the invoice must be reissued to the correct version of the order. Correct the relevant information and resubmit the invoice.

Attention: Do NOT click on "Create Credit Memo", this will trigger credit notes.

The screenshot shows the SAP Ariba 'Invoice' interface. At the top, there are three tabs: 'Details', 'Scheduled payments', and 'history'. Below the tabs, there is a section titled 'Rejected invoice:'. Underneath, it says 'Reasons: 9: Other reasons'. A comment is visible: 'Comment: Test (Stefano Dell'Era, 2021-01-08T05: 18: 44-08: 00) Header Level Exceptions: Invoice without order reference The invoice has not been matched. Impossible d'affecter la facture à une commande. Merci de saisir comme Non-PO et d'indiquer le groupe de marchandises correct ainsi que les éléments d'i'. At the bottom of this section, there is a button labeled 'Edit and resubmit'. Above the 'Rejected invoice' section, there is a toolbar with several buttons: 'To edit', 'Create Credit Memo' (which is crossed out with a red X), 'Copy this invoice' (which is highlighted with a red box), 'Press', 'download PDF', and 'cXML export'.

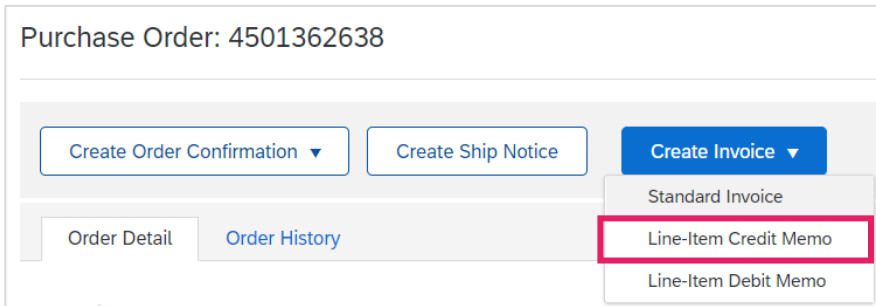


Invoice Processing on SAP Ariba

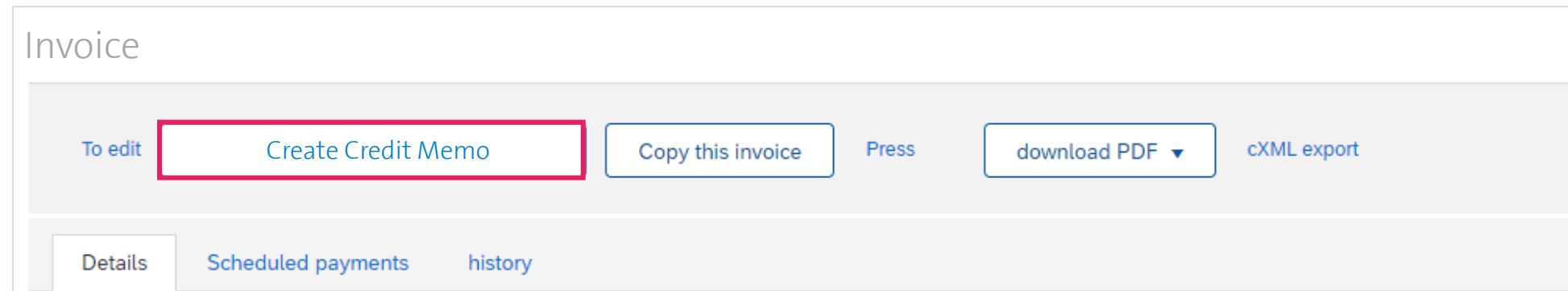
5) Credit Memos

Invoice corrections or credit notes are only possible for material purchase order invoices posted and released on Ariba. Do not create partial credit notes: Create a credit note for the entire invoice and submit a new invoice with the correct amount.

Option 1: Open the order and click on "Line-Item Credit Memo".



Option 2: Open the invoice and click Create Invoice > Create Credit Memo.





Invoice Processing on SAP Ariba

5) Credit Memos

Enter the invoice correction no., the date and the reason for the invoice correction.

▼ Rechnungskopf

Übersicht

Rechnungskorrektur-Nr.:*

Datum der* 3. Dez. 2021

Rechnungskorrektur:

Anmerkung

Grund für die*

Rechnungskorrektur:



Invoice Processing on SAP Ariba

5) Credit Memos

The full amount is automatically credited under the line items

Positionen										
Nr.	Einschließen	Art	Teilenr.	Beschreibung	Teilenr. des Kunden	Menge	Unit	Preis pro Mengeneinheit	Zwischensumme	
1	<input checked="" type="checkbox"/>	MATERIAL	Nicht verfügbar	Abweichende Menge		-109	EA ⓘ	10,00 CHF	-1.090,00 CHF	

Steuer	Kategorie:*	Umsatzsteuer	Steuerpflichtiger Betrag:	-1.090,00 CHF	Entfernen
	Standort:		Satz (%):	7,7	
	Beschreibung:	MwSt 7.7%	Steuerbetrag:	-83,93 CHF	
	System:		Details der Befreiung:	(kein Wert) v	

Click on continue and submit the invoice correction.

Save on computer	Leave	Continue	Previous	Save	Submit	Exit
------------------	-------	-----------------	----------	------	---------------	------



Invoice Processing on SAP Ariba

5) Credit Memos

Service Order

Invoice corrections/credit memos for service orders must be sent electronically at invoice.pdf@swisscom.com.



Rechnungsstellung auf SAP Ariba Support

If questions, SAP Ariba Support offers various options for help, e.g. via the frequently asked questions or via various instructions. There you will also find contact options for technical problems.

On our [FAQ for Ariba Suppliers](#) you will find frequently asked questions about SAP Ariba and order processing with Swisscom.

If you have any other concerns that have not been resolved through Ariba Support or Self Service, we will be happy to help you at Swisscom.Kaufhaus@swisscom.com.

