

S No.	Particulars
1	Q: What is the date of invoice allowed in Ariba portal
	A: No Invoice older than 30 days can be entered in Ariba. Future dated invoice also cannot be entered.
2	Q: What is length for Vendor Invoice number in ARIBA
	A: It is 16-digit alphanumeric limit. In case your invoice has more than 16 characters, please enter the same in supplier Tax invoice number field.
3	Q: What is the size of attachments (Supporting document, invoice etc.) allowed
	A: Business Partner can attach all type of documents in ARIBA up to a maximum 100 MB
4	Q: What if the network Connection disconnects at the time of invoice processing
	A: Since the invoice creation process hardly takes any time, auto save option is not available. In case of disconnection of the network, the invoice has to be created again.
5	Q: Can we create invoice without PO/contract document (PO/SO/CO) & GRN/SES in Ariba
	A: For creation of invoice, the approved GRN/SES and approved Contract document (i.e. PO/SO/CO) needs to exist
6	Q: Who should we ask in case any help is required
	A: There is a helpdesk to support queries. You can reach out to them between IST 8:30 a.m. to 5:30 p.m. Monday to Friday
	Email Id : aribaca.helpdesk@cairnindia.com
	Contact Number: 0124-459-3323 / 920-5020-883 / 844-8855-034
7	Q: After the creation of invoice, can we save draft of the invoice
	A: Yes, draft can be saved and will be visible under draft invoice section (refer user manual)
8	Q: Can we change the amount of invoice if it is not matching as per GRN/SES
	A: No, it cannot be done. You will have to change GRN/SES and get it approved from Cairn.
9	Q: Can I see my invoice status
	A: Yes, you can see the invoice status on the portal (refer user manual)
10	Q: Can I see the payment details
	A: Yes, payment details can be seen along with UTR number