2025

Drexel University

SAP Ariba Marketplace End-User Guide
Resolving Submission Issues for Check Requests and Confirming Orders

Accounts Payable & Procurement Services

Resolving Submission Issues for Check Requests & Confirming Orders Due to Missing Default Ship-To Address on the User Profile

This guide provides step-by-step instructions to resolve issues preventing users from submitting a check request or confirming orders. It details how to update the invoice in Buying & Invoicing to allow submission and how to select an AP address for the supplier contact field. Users can either update their profile and recreate the check request or confirming order or follow the steps in this guide to fix the existing form and successfully submit it.

Alert! All users require a default address on their profile. Once a default address is added, future forms will not have this error. Please review the guide on adding a default Ship-To address to the user profile first.
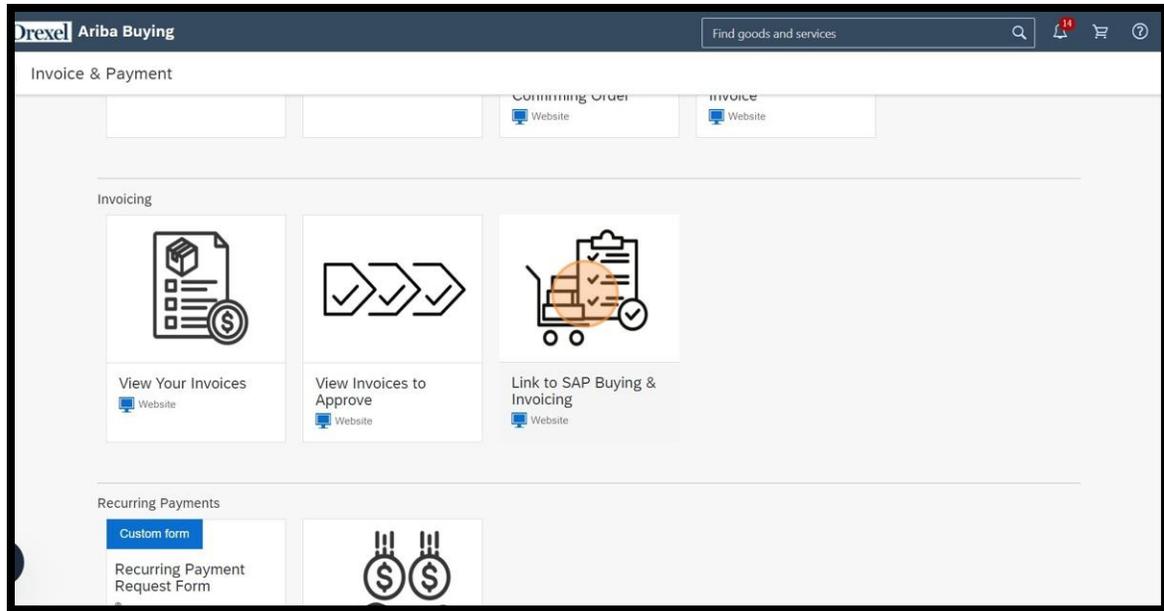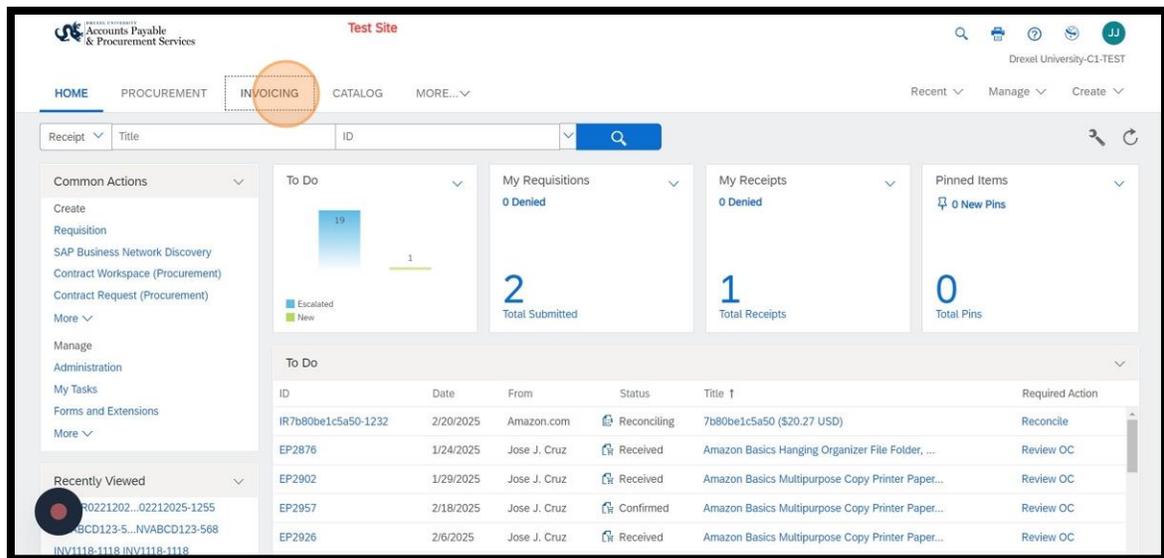
Alert! All check requests and confirming orders require attachments.

Tip! Users can either update their profile and recreate the check request or confirming order or follow the steps in this guide to fix the existing form and successfully submit it.

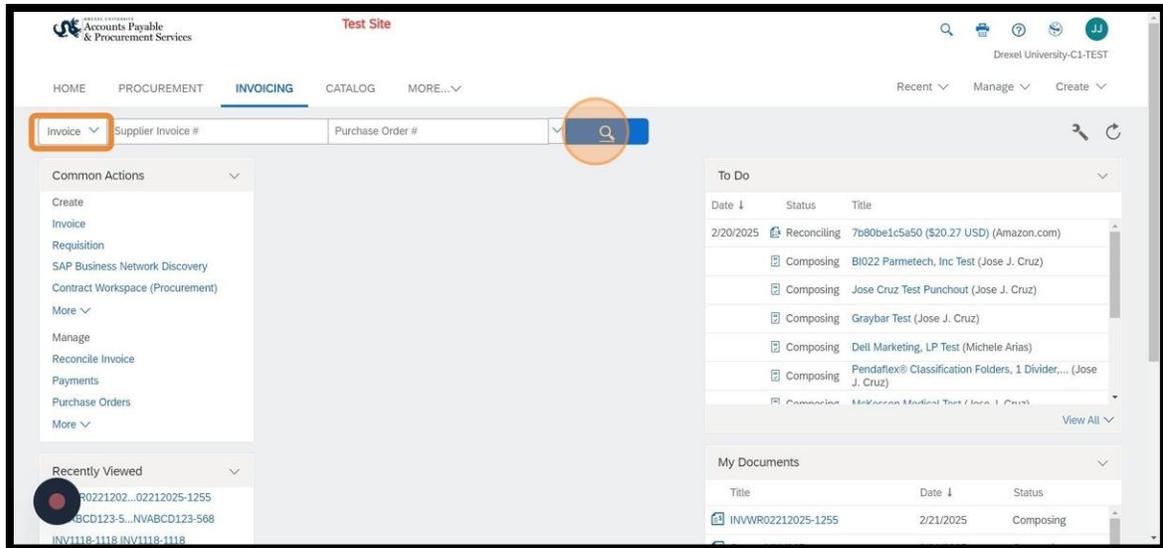1. From the Ariba dashboard, click "**Invoice & Payment**"
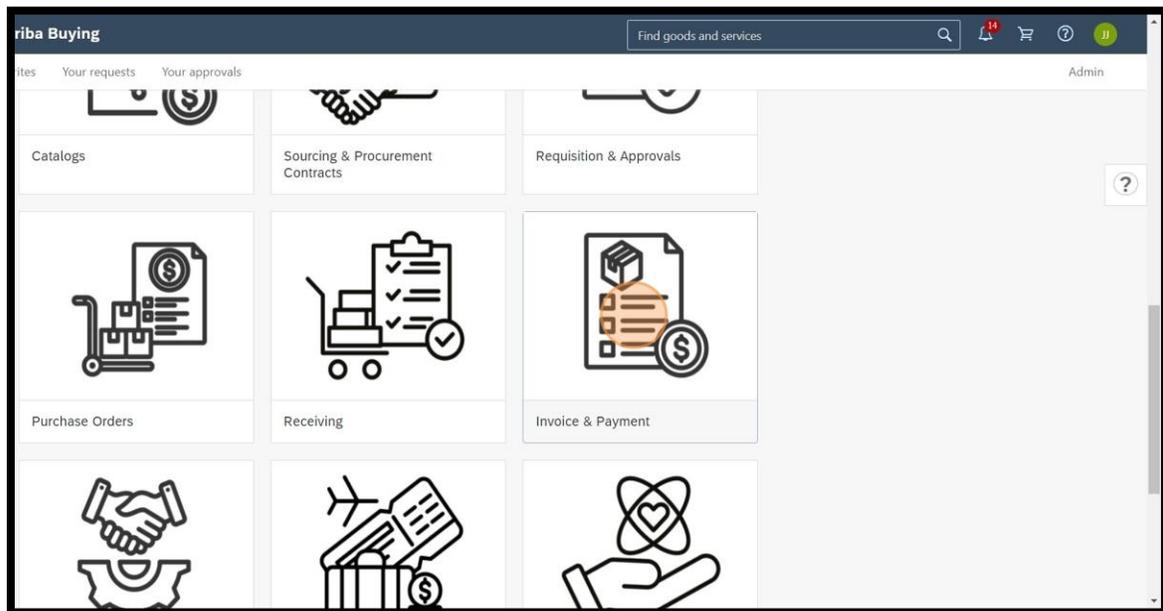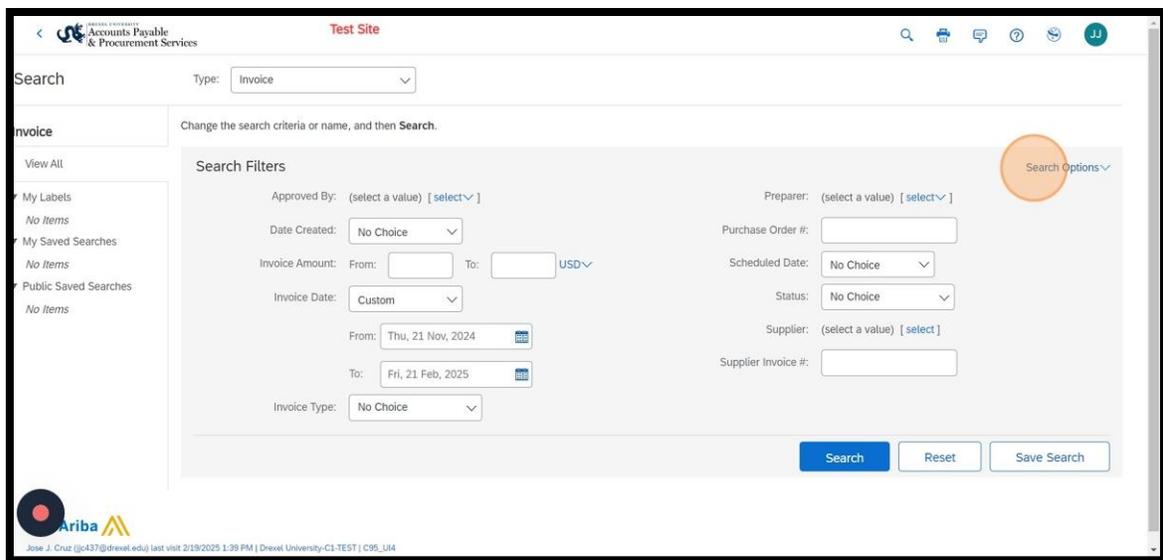

2. Click "**Link to SAP Buying & Invoicing**"

3. Click "**Invoicing**"

4. Ensure that "invoice" is selected on the left-hand side. Click the search button.

5. Click "**Search Options**" and select "**Title**"

6. Search for the invoice by title and/or use the other search filters.

7. Click on the invoice.

8. Click "**Edit**"

9. Add a Ship-To address. Choose from the most recently used options or search for a different address.
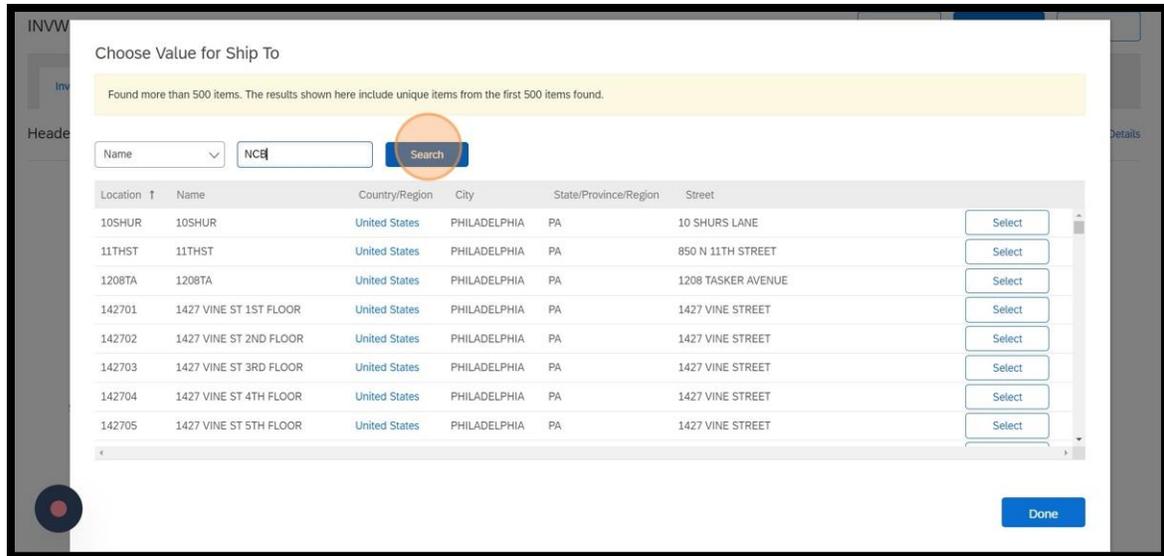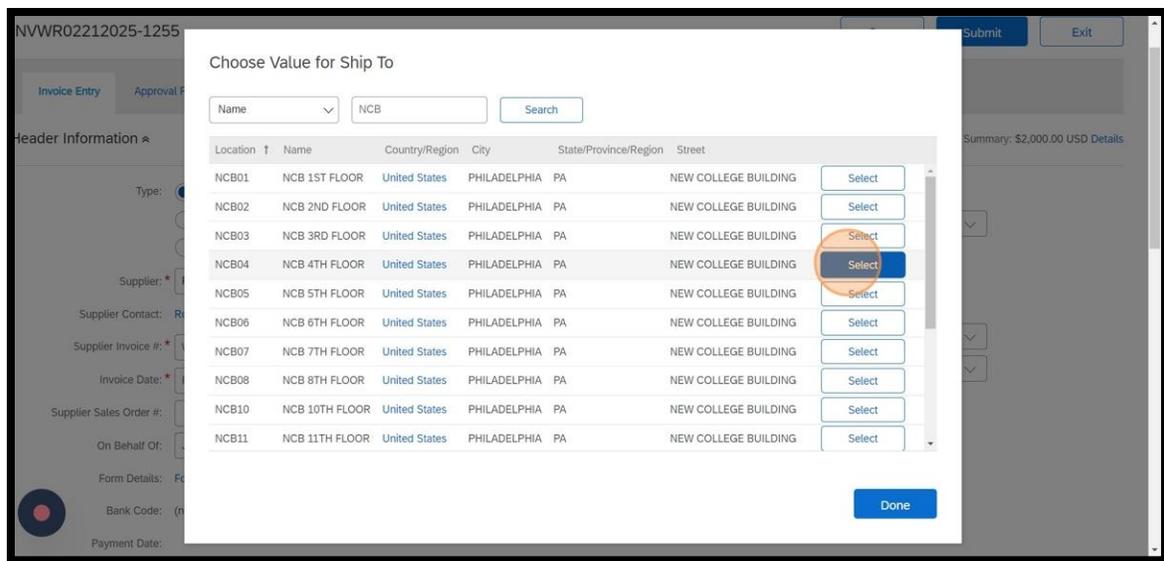

10. Select a filter.

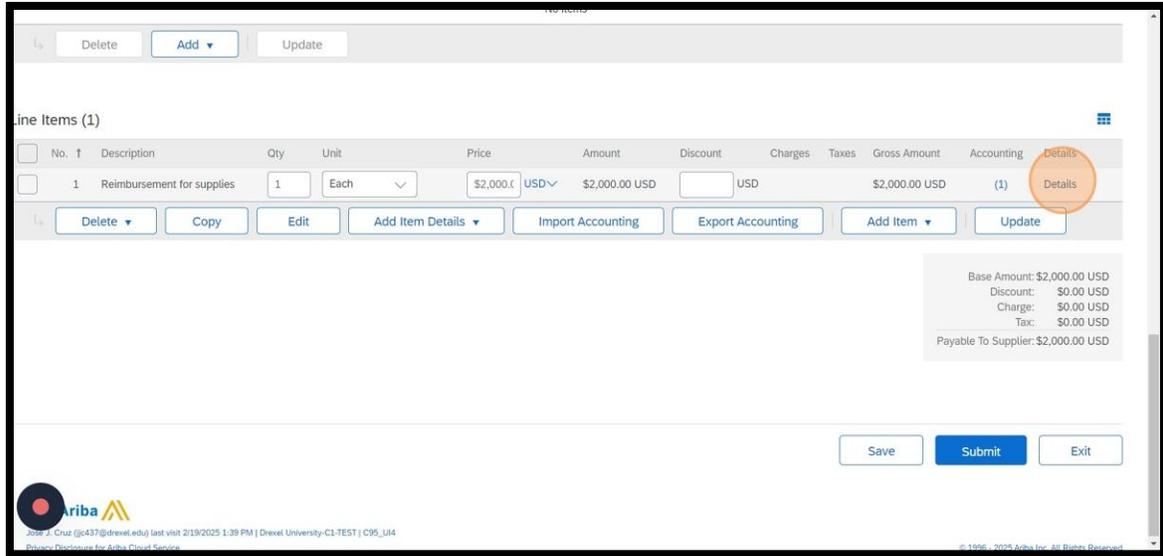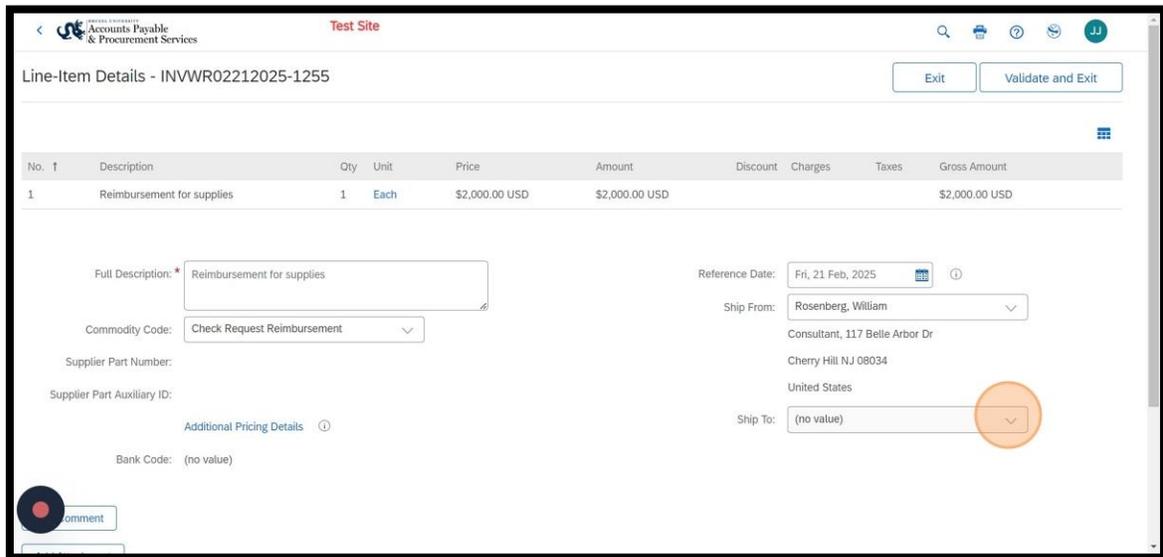11. Use the search box to find the address.
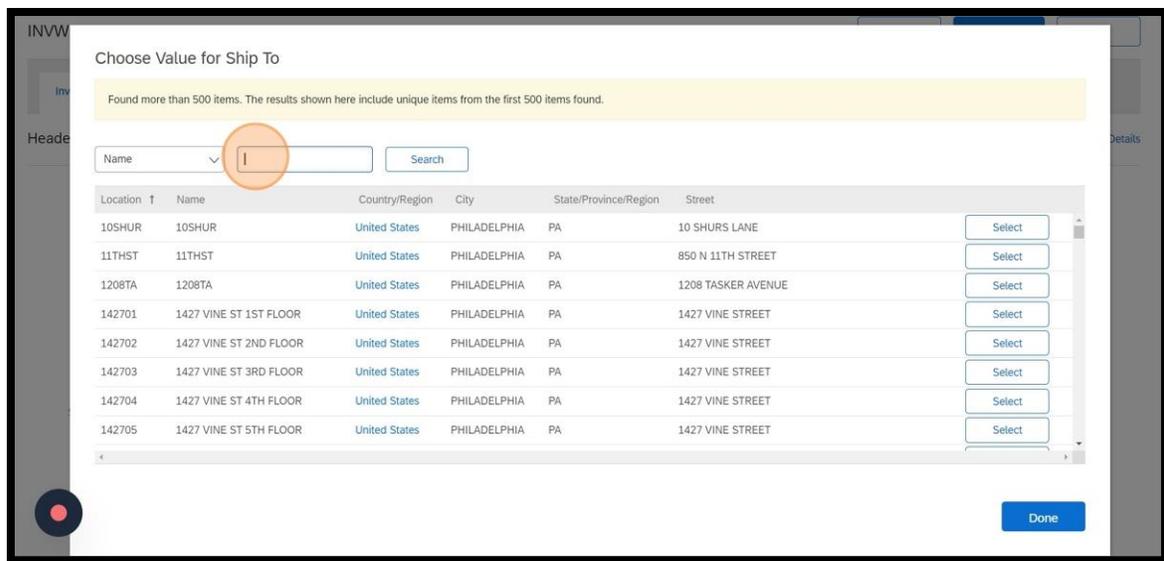
12. Click "**Search**"

13. Click "**Select**"

14. Scroll down to the bottom of the page. Click "**Details**"

15. Add a Ship-To address. Choose from the most recently used options or search for a different address.

16. Click "**Validate and Exit**"

17. Click "**Submit**"

Issues with the Remit-To Address Field

Tip! If the Remit-To address field did not auto-populate, please follow the steps below.

18. Click the "**Supplier Contact**" field.

19. Click "**Browse all**"

Alert! If the AP address is not listed, please contact Accounts Payable ap11@drexel.edu

20. Find the correct AP address and click "**Choose**"
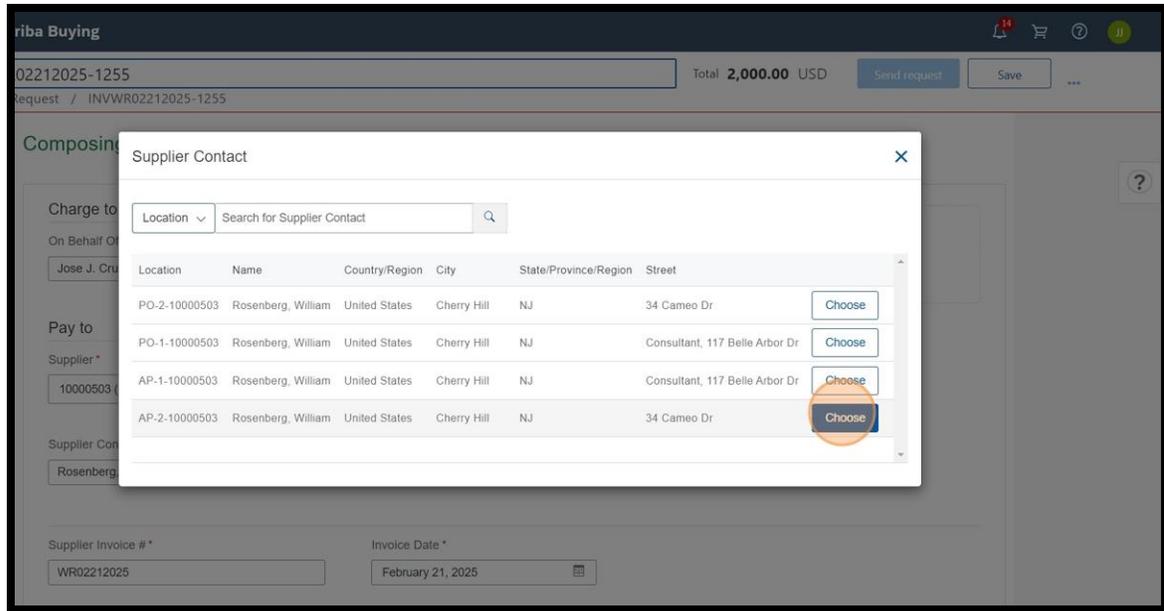
21. The AP address will auto populate in the Remit To Address field.