


# Ariba Network Guide for Suppliers Working with the City of Edmonton

## Standard Account

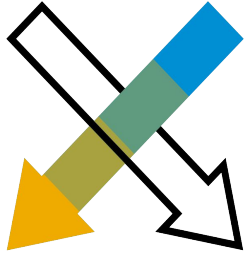
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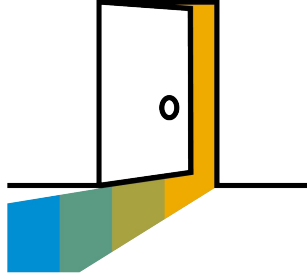
# Home- Table of Contents



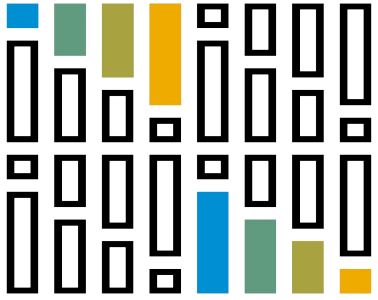
**Section 1:  
Ariba Network Overview**




**Section 2:  
Account Set Up**



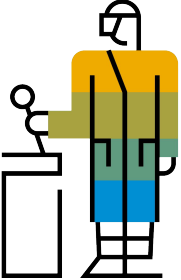
**Section 3:  
Purchase Orders**



**Section 4:  
Other Documents**

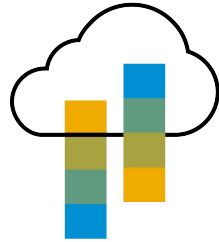


**Section 5:  
Invoice Methods**



**Section 6:  
Help Resources**

# Section 1: Ariba Network Overview



## What is Ariba Network?

[What is Ariba Network?](#)  
[Introduction to Standard Account](#)

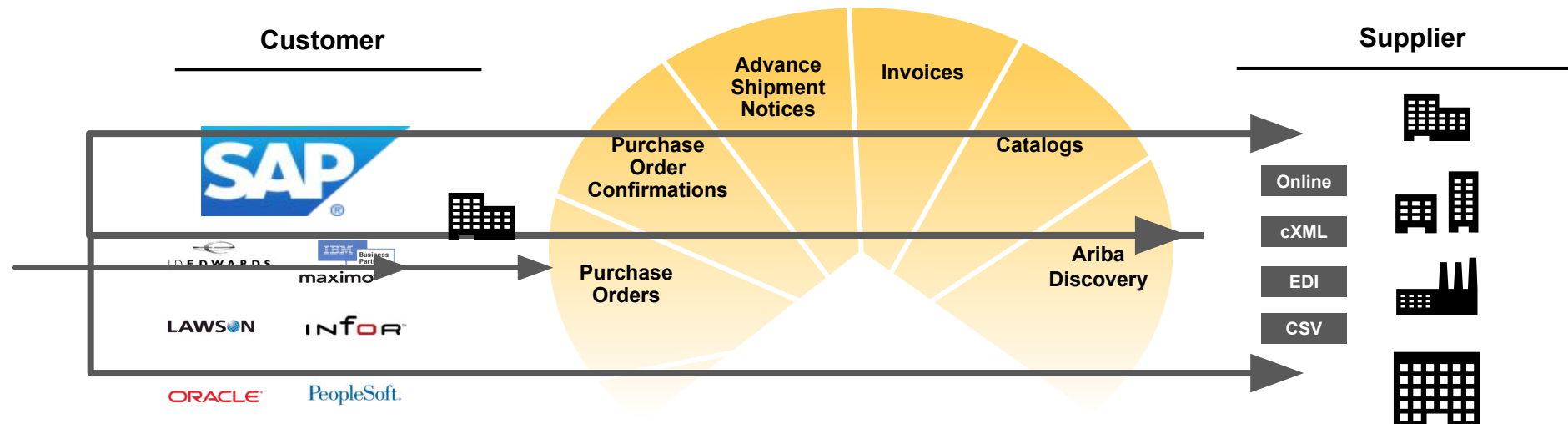


## City of Edmonton on Ariba Network

[Supported Documents](#)  
[Not Supported Documents](#)

# What is the Ariba Network?

City of Edmonton has selected Ariba Network as their electronic transaction provider. As an active supplier, you have been invited by your customer to join Ariba Network and start transacting electronically with them.



**2+ million** Trading Partners  
**\$850B** In Annual Commerce

**>60%** Global 2000 use the Network

**65+ million** Annual Invoices

**190** Countries

**60+ million** Annual Purchase Orders

# Introduction to Ariba Network, StandardAccount

City of Edmonton is pleased to announce a new initiative to streamline their procurement and accounts payable processes. By partnering with **SAP Ariba®** and implementing **Ariba Network, standardaccount via interactive email**, this initiative indicates a shift to paperless and automated business transactions. Since 1996, Ariba has been transforming the global procurement landscape for businesses of all sizes, and we are excited to provide you with this opportunity.

## ➤ What is standardaccount?

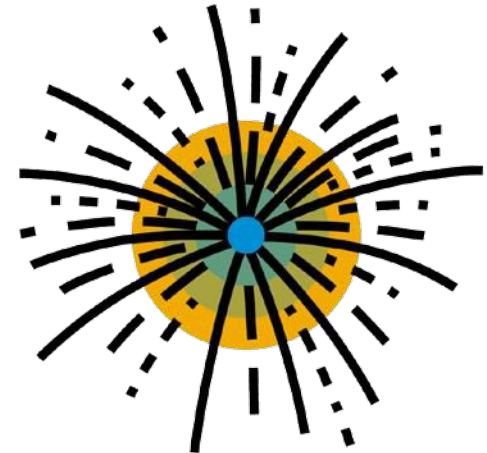
Standard account on Ariba Network gives you a fast, FREE way to do business with your customer via interactive emails.

## ➤ What does this mean for you?

Transacting on Ariba Network via a FREE Standard Account will allow you to meet City of Edmonton's requirements to join them on Ariba Network with the option to avoid fees.

## ➤ What are the benefits?

Standard Account provides access to quickly transact with SAP Ariba customers for FREE, improve customer retention, and get paid faster.



# City of Edmonton on the Ariba Network

## Documents Supported when Transacting with the City of Edmonton

### City of Edmonton project specifics:

- **Tax data** is accepted at the line item level of the invoice ONLY.
- **Shipping data** is accepted at the line item level.

### Supported

- **Purchase Order Confirmations**  
Apply against a whole PO or line items
- **Advance Shipment Notices**  
Apply against PO when items are shipped
- **Detail Invoices**  
Apply against a single purchase order referencing a line item
- **Partial Invoices**  
Apply against specific line items from a single purchase order
- **Non-PO Invoices**  
Apply against a PO not received through Ariba Network. Existing PO number from outside of the Ariba Network must be entered.
- **Service Invoices**  
Invoices that require service line item details
- **Line Level Credit Invoices/Credit Memos**  
Item level credits; price/quantity adjustments
- **Service Entry Sheets**  
Apply against a single purchase order referencing a line item

# City of Edmonton on the Ariba Network

## Documents **NOT** Supported when Transacting with the City of Edmonton

### **NOT Supported:**

- **Summary or Consolidated Invoices**

Apply against multiple purchase orders; not accepted by City of Edmonton

- **Invoicing for Purchasing Cards (P-Cards)**

An invoice for an order placed using a purchasing card; not accepted by City of Edmonton

- **Duplicate Invoices**

A new and unique invoice number must be provided for each invoice; City of Edmonton will reject duplicate invoice numbers unless re-submitting a corrected invoice that previously had a failed status on Ariba Network

- **Paper Invoices**

City of Edmonton requires invoices to be submitted electronically through Ariba Network; City of Edmonton will no longer accept paper invoices

- **Non-PO Invoices**

Apply against a PO not received through Ariba Network. Existing PO number from outside of the Ariba Network must be entered.

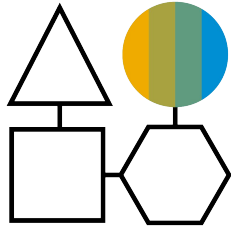
Header Level Credit Memos

Credit Memos applied against whole invoices

- **Contract Invoices**

Invoicing directly against a Contract without a Release Order is not accepted by City of Edmonton

# Section 2: Set Up Your Account



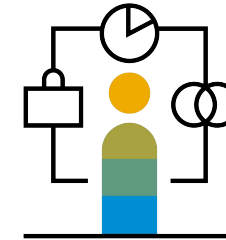
## Basic Account Configurations

Accept Invitation  
Profile Completion  
Email Notifications



## Enablement Tasks

Tax Detail  
Remittances Information



## Advanced Account Configuration

Roles and Users  
Overview of the Standard Account Dashboard



# Receive Interactive Email Order from City of Edmonton

Click the **Continue** button in the PO notification (interactive email)

SAP Ariba 

Dear **Light Enablement Test Supplier**,

The City of Edmonton - TEST sent you a purchase order through the [Ariba Network](#).

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 them as well.

Sincerely,  
The Ariba Network Team  
<http://www.ariba.com>

Questions or comments? Reply to this email.

[Send a message](#)

[Confirm Order](#)

[Create Invoice](#)

To access the Order: [Continue](#)

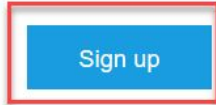
*This purchase order was delivered by Ariba Network. For more information about Ariba and Ariba Network, visit <http://www.ariba.com>.*

# Sign up for Standard Account

Select the **Sign up** option to create a new standard account  
-OR-use your existing standard account by clicking on **Log in**



Join **your customer** on Ariba Network!



Already have an account? [Log in](#)



### Strengthen relationships

Collaborate with your customer on the same secure network.



### Connect faster

Exchange documents electronically and streamline communications.



### Reach more customers worldwide

Sign up with Ariba Discovery and increase sales leads.

Ariba Network standard account is **Free**



# Configure Account, Accept Terms of Use, and Register

## 1 Review your Company information

Company information

\* Indicates a required field

Company Name:\* ABC Enterprises

Country:\* United States [USA]

Address:\* 123 Pittsburgh Street

Line 2

Line 3

City:\* Pittsburgh

State:\* Pennsylvania

Zip:\* 15222

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

## 2 Enter your User account information

User account information

Name:\* First Name Last Name

Email:\*

Use my email as my username

Username:\*

Password:\* Enter Password

Repeat Password

Language: English

Email orders to:\* john.smith.@sap.com

## 3 Accept Terms of Use and click on Register

I have read and agree to the [Terms of Use](#)

I have read and agree to the [SAP Ariba Privacy Statement](#)

Register Cancel

Please note that after your standard account is registered, future PO's will be sent to your designated user account email

# Complete Your Profile

1. Select Company Profile from the Company Settings icon dropdown menu.
2. Complete all suggested fields within the tabs to best represent your company.
3. Fill the Public Profile Completeness meter to 100% by filling in the information listed below it.

Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.

The screenshot displays the 'Company Profile' configuration interface. The top navigation bar includes a settings gear icon and a user profile icon labeled 'FS'. A dropdown menu is open, showing options like 'NETWORK SETTINGS', 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', and 'Remittance'. The 'Company Profile' option is highlighted with a yellow box. Below the dropdown, the main content area shows the 'Company Profile' setup page. The 'Basic' tab is selected, showing fields for 'Company Name' (FITSupplier4QA), 'Other names, if any', 'Network ID' (AN01458807003-T), 'Short Description', 'Website', 'Public Profile' (http://discover.ariba.com/profile/AN01458807003-T), and 'Privacy Statement' (SAP Ariba Privacy Statement). The 'Address' section includes fields for 'Address 1' (5911 50 Street NW), 'Address 2', 'Address 3', 'City' (EDMONTON), 'Province' (Alberta), 'Postal Code' (T6R 4R6), and 'Country' (Canada [CAN]). Below this is a table for 'Additional Company Addresses' with columns for 'Address Name', 'Address ID', 'VAT ID', 'Tax ID', 'Address', 'Country', and 'Legal Profile Status'. A 'Public Profile Completeness' meter is visible on the right side of the page, showing a progress bar. The bottom of the page includes a 'Create' button and a note: 'This column displays your registration status with Ariba's accredited service provider. Product and Service Categories, Ship-to or Service Locations, and Industries Product and Service Categories'.

# City of Edmonton Specific Account Configuration

- **VAT ID / TAX ID** – select Company Settings icon in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID (this is your GST number.)

**Note: This should be a 9 digit numeric only value, containing no alpha or special characters.**

- **Remittance Address** – The Remit ID and address will be **prepopulated in your account by City of Edmonton**. If this needs to be changed, follow the steps below:
  - Select Company Settings icon in the top right corner and go to Remittances. In the EFT/Cheque Remittances section select Create and complete all required fields marked by an asterisk.
  - Contact the City of Edmonton Contract Manager to ensure that the address is also updated in the City of Edmonton's system and invoices will continue to be paid in a timely manner.

**Important: To avoid delays in invoice processing, Suppliers must inform the City of Edmonton through updating the Supplier Registration Form of any changes to the Suppliers Tax ID, Remittance Address or Banking Information.**

**For instructions, reference Page 14 *Updating the Supplier Registration Form***

# Updating the Supplier Registration Form

The Supplier Registration Form is used to notify the City of Edmonton of changes to the Supplier's Information and is used by the City of Edmonton to update their Supplier Records.

1. From the **Go to Ariba Network** dropdown menu (upper left corner), select **Ariba Sourcing**.
2. Scroll down to **Supplier Registration Questionnaire** and open the previously submitted questionnaire.
3. Select **Revise Response**.
4. Update the Registration Form with the new information and select **Submit Entire Response**

**Note:** If you do not have a Supplier Registration Questionnaire or have questions regarding the form, email [suppliermanagement@edmonton.ca](mailto:suppliermanagement@edmonton.ca) for assistance.

The screenshot displays the SAP Ariba Network interface. At the top left, the 'SAP Ariba Network' logo is visible, with a circled '1' next to it. Below the logo, there are navigation options: 'Home' and 'Inbox'. A dropdown menu is open, showing 'Registration Questionnaires' and 'Qualification Questionnaires'. Under 'Registration Questionnaires', a table lists a 'Supplier Registration Questionnaire' with ID '2037420706' and status 'Registered', marked with a circled '2'. Below this, a 'Revise Response' button is highlighted with a circled '3'. The main content area shows a list of questions under 'Supplier Information', including 'Supplier Full Legal Name', 'Type of Business', 'Operate as', 'Division of', 'Supplier Legal Address', and several administrative questions. A 'Submit Entire Response' button is at the bottom right, marked with a circled '4'.

# Configure Your Email Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

1. **Click** on Notifications under Company Settings icon.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

The screenshot shows the SAP Account Settings interface for 'FITSupplier4QA'. A navigation menu on the left is open, with 'Network Notifications' highlighted. Below, the 'Network' tab is selected, and the 'Electronic Order Routing' configuration page is displayed. The page has a header with tabs: General, Network, Discovery, Sourcing & Contracts, and Messaging. A note states: 'Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications. The Preferred Language is controlled by the account administrator.' The configuration table is as follows:

Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable. <input checked="" type="checkbox"/> Send a notification when a new collaboration request against an existing order is received. <input type="checkbox"/> Send notification for new purchase orders to suppliers.	fitsupplier4.coe@outlook.c
Purchase Order Inquiry	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received. <input checked="" type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	fitsupplier4.coe@outlook.c
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	fitsupplier4.coe@outlook.c
Pending Queue	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.	fitsupplier4.coe@outlook.c
Order Confirmation Failure	<input type="checkbox"/> Send a notification when order confirmations are undeliverable.	fitsupplier4.coe@outlook.c
Collaboration Request	<input checked="" type="checkbox"/> Send a notification when collaboration requests are received.	fitsupplier4.coe@outlook.c
Service Sheet		

# Setting up your Account

## VAT ID / Tax Id

- **VAT ID / TSAX ID** – select Company Settings icon in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID (this is your GST number.)

**Note: This should be a 9 digit numeric only value, containing no alpha or special characters.**

City of Edmonton requires only the 9 digit business number to be included on invoices

Business number	Reference number
1 2 3 4 5 6 7 8 9	RP 0002
Program identifier	

### Tax Information

Tax Classification: (no value) ▾

Taxation Type: (no value) ▾

1 Tax ID:  ⓘ Do not enter dashes

State Tax ID:  Do not enter dashes

Regional Tax ID:  Do not enter dashes

Vat ID:

VAT Registered

VAT Registration Document: <No document>  
Upload

Tax Clearance

Tax Clearance Number:

Tax Clearance Document: <No document>  
Upload

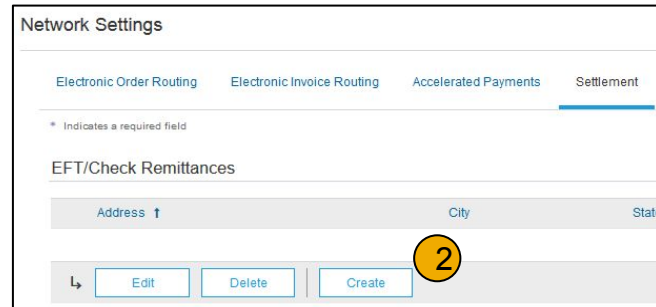


# Configure Your Remittance Information

**Note:** The Remit ID will be pre-loaded by City of Edmonton. Contact the City of Edmonton to discuss any changes prior to updating this information.

These steps would allow you to change or add new details after the City Representative has approved the changes.

1. From the **Company Settings** icon dropdown menu, select **Remittances**.
2. **Click** Create to create new company remittance information, or Edit, if you need to change existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Cheque Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. If needed, assign **Remittance IDs** for this address for each of your customers. Customers may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each customer can assign different IDs.



Network Settings

Electronic Order Routing   Electronic Invoice Routing   Accelerated Payments   Settlement

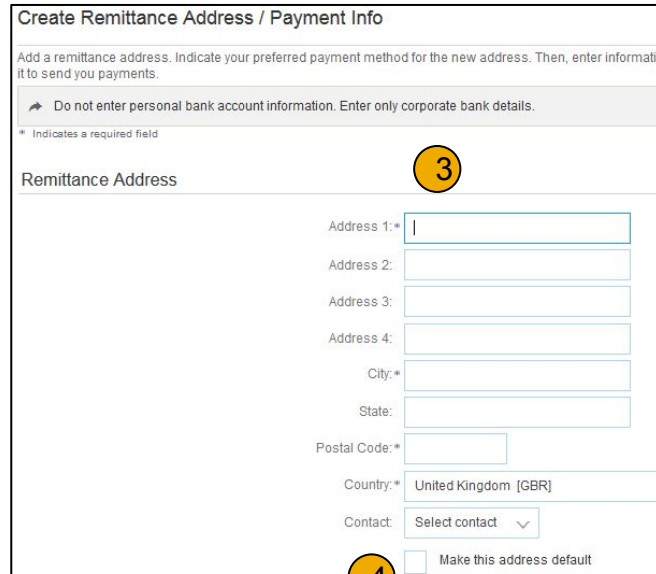
\* Indicates a required field

EFT/Check Remittances

Address ↑	City	State

↳ Edit Delete Create

2



Create Remittance Address / Payment Info

Add a remittance address. Indicate your preferred payment method for the new address. Then, enter information it to send you payments.

Do not enter personal bank account information. Enter only corporate bank details.

\* Indicates a required field

Remittance Address

Address 1: \* |

Address 2:

Address 3:

Address 4:

City: \*

State:

Postal Code: \*

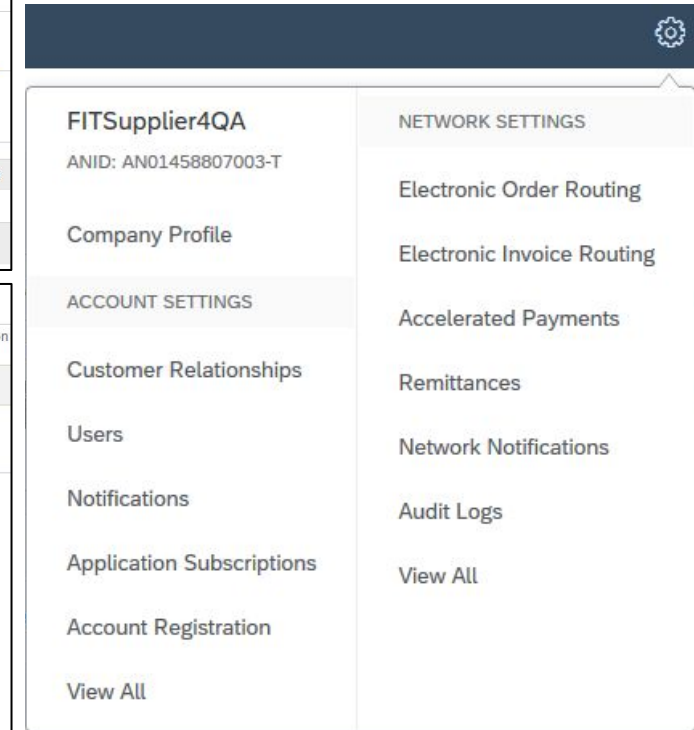
Country: \* United Kingdom [GBR]

Contact: Select contact

Make this address default

3

4



Account Settings

FITSupplier4QA

ANID: AN01458807003-T

Company Profile

ACCOUNT SETTINGS

Customer Relationships

Users

Notifications

Application Subscriptions

Account Registration

View All

NETWORK SETTINGS

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

Audit Logs

View All

1

# Set Up User Accounts

## Roles and Permission Details

### Administrator

- There can only be one administrator per ANID (Ariba Supplier Account)
- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems
- Creates users and assigns roles/permissions to users of the account

### User

- Up to 250 user accounts can exist per ANID (Ariba Supplier Account)
- Can have different roles/permissions, which correspond to the user's actual job responsibilities
- Can access all or only specific customers assigned by Administrator

# Set Up User Accounts

## Create Roles and Users (Administrator Only)

1. **Click** on the Users tab on the **Company Settings icon** menu.  
The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add Permissions to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done.

The screenshot shows the 'Manage Users' page in the SAP Ariba system. The page is divided into several sections: 'Manage Users', 'Manage User Roles', and 'Role'. A sidebar on the right contains navigation options like 'FITSupplier4QA', 'Company Profile', 'ACCOUNT SETTINGS', 'Customer Relationships', 'Users', 'Notifications', 'Application Subscriptions', 'Account Registration', and 'View All'. A yellow circle with the number '1' is positioned at the top right of the page, pointing to the gear icon in the top right corner of the main content area. In the 'Manage Users' section, there is a table with columns for 'Username', 'Email Address', 'First Name', 'Last Name', and 'Ariba Discovery Cont'. A row is visible with the email 'rebecca.novotny@sap.com'. A yellow circle with the number '4' is placed over the 'Create User' button in the actions row of this table. Below the 'Manage Users' section is the 'Manage User Roles' section, which includes a 'Create Role' button. A yellow circle with the number '5' is placed over this button. The 'Role' section contains a table with columns for 'Name' and 'Actions'. Two roles are listed: 'Administrator' and 'All Access'. A yellow circle with the number '3' is placed over the 'Details' link for the 'Administrator' role. Another yellow circle with the number '2' is placed over the 'Create Role' button in the 'Manage User Roles' section.

# Set Up User Accounts

## Modifying User Accounts (Administrator Only)

1. **Click** on the Users tab.
2. **Click** on Edit for the selected user.
3. **Click** on the Reset Password Button to reset the password of the user.
4. **Other options:**
  - Delete User
  - Add to Contact List
  - Remove from Contact List
  - Make Administrator

Account Settings

Customer Relationships Users Notifications Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Users

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No	All Access

↓ Edit Delete Add to Contact List Remove from Contact List Make Administrator Create User

Edit User

View user information, revise role assignments, or reset user passwords. Ariba recommends only using the reset password functionality. Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends...

Selected User Information

Username: rebecca.novotny@sap.com  
Email Address: rebecca.novotny@sap.com  
First Name: Rebecca  
Last Name: Novotny  
Office Phone:

This user is the Ariba Discovery Contact

Reset Password

# Overview of the Standard Account Dashboard

The Dashboard/Homepage is restricted for Standard Account users with the Inbox, Outbox, Catalogs and Reports tabs greyed out. Standard Account users can use the Dashboard to resend a Standard Account purchase order, set up routing information, accessing Company Profile information and the Supplier Information Portal.

1. Tabs
2. Upgrade – Click here to Upgrade to an Enterprise Account
3. Company Settings icon
4. Help Centre
5. Select button to resend Purchase Orders

The screenshot shows the SAP Ariba Network Standard Account Dashboard. The top navigation bar includes the SAP logo, 'Ariba Network', 'Standard Account', an 'Upgrade' button (callout 2), a settings icon (callout 3), and a 'Help Center' link. Below the navigation bar, there are tabs for 'Home', 'Inbox', 'Outbox', 'Catalogs', 'Reports', and 'Messages'. The main content area is titled 'Orders, Invoices and Payments' and features a summary card with statistics: 6 New Purchase Orders, 1 Order that Needs Attention, 0 Invoices Rejected, 0 Payments Received, and 8 Purchase Orders. Below this is a table of purchase orders with columns for Order Number, Customer, Status, Amount, Date, and Amount Invoiced. A 'Select' button in the 'Action' column of the first row is highlighted with callout 5. On the right side, there is a 'Now we're mobile' section with app store links, a 'Tasks' section with a progress bar for 'Update Profile Information' (15%), and a 'Help Center' sidebar with various search results. Callout 4 points to a 'webinar training' link in the sidebar.

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
2200001179	The City of Edmonton - TEST	New	\$50.00 CAD	13 Nov 2019	\$0.00 CAD	Select
2200001175	The City of Edmonton - TEST	New	\$50.00 CAD	13 Nov 2019	\$0.00 CAD	Select
2200001178	The City of Edmonton - TEST	New	\$50.00 CAD	13 Nov 2019	\$0.00 CAD	Select
2200001176	The City of Edmonton - TEST	New	\$50.00 CAD	13 Nov 2019	\$0.00 CAD	Select
2200001174	The City of Edmonton - TEST	New	\$50.00 CAD	13 Nov 2019	\$0.00 CAD	Select
2200000282	The City of Edmonton - TEST	New	\$170.00 CAD	5 Nov 2019	\$0.00 CAD	Select

# Section 3: Purchase Order Management



## Purchase Order Management

[View Purchase Orders](#)

[Respond to Purchase Orders](#)

[ERS Purchase Orders](#)

[Retrieve Purchase Orders](#)

# Purchase Orders

## Viewing and Responding to Purchase Orders

Purchase Orders cannot be viewed directly in the Dashboard when using a Standard Account. They will be sent directly to the email address for your account and must be accessed through that email. When viewing the order, you will have several action buttons that will allow you to respond to the Purchase Order:

1. Click “Continue” to view the Purchase Order in the SAP Ariba Dashboard
2. Click “Send a message” to send a message to the buyer
3. Click Confirm Order to proceed to the Create Confirmation (*note: this is an optional feature for City of Edmonton Suppliers*)
4. Click “Create Invoice” to proceed to the Create Invoice page (*note: invoice submission through SAP Ariba is required for all Purchase Orders submitted through SAP Ariba.*)

SAP Ariba 

Dear **Light Enablement Test Supplier,**

**The City of Edmonton - TEST** sent you a purchase order through the [Ariba Network](#).

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 them as well.

Sincerely,  
**The Ariba Network Team**  
<http://www.ariba.com>

Questions or comments? Reply to this email.

To access the Order: [Continue](#) **1**

**2** [Send a message](#)

**3** [Confirm Order](#)

**4** [Create Invoice](#)

This purchase order was delivered by Ariba Network. For more information about Ariba and Ariba Network, visit <http://www.ariba.com>.

# Purchase Orders

## SAP Ariba Purchase Orders

When viewing the Purchase Order in SAP Ariba, you will have several action buttons that will allow you to respond to the Purchase Order:

1. Click “Create Order Confirmation” to confirm the order (*note: this is an optional feature for City of Edmonton Suppliers*)
2. Click “Create Service Sheet” to create a Service Entry Sheet for a Service Order
3. Click “Create Invoice” submit an Invoice against the Purchase Order (*note: invoice submission through SAP Ariba is required for all Purchase Orders submitted through SAP Ariba.*)

The screenshot shows the SAP Ariba interface for Purchase Order EP17. At the top, there is a header with the title "Purchase Order: EP17" and a "Done" button. Below the header is a navigation bar with three main action buttons: "1 Create Order Confirmation", "2 Create Service Sheet", and "3 Create Invoice". Each button is circled with a yellow circle and a number. To the right of these buttons are links for "Print", "Download PDF", "Download CSV", and "Resend". Below the navigation bar are two tabs: "Order Detail" (selected) and "Order History". The main content area is divided into three columns. The left column is labeled "From:" and contains the text "NOT ASSIGNED", "NA", "Edmonton AB 99999", and "Canada". The middle column is labeled "To:" and contains the text "Light Enablement Test Supplier", "123 Edmonton Street", "Toronto ON n1m 2w3", "Canada", "Phone:", "Fax:", and "Email: emerson.feniak@edmonton.ca". The right column is labeled "Purchase Order (New)" and contains the text "EP17", "Amount: \$4,000.00 CAD", and "Version: 1". Below the columns is a "Comments" section with a "Comment Type: Terms and Conditions" and a "Body: TEXT\_Insert PO T&C here (can contain URL)". To the right of the comments is the text "Routing Status: Sent". Below the comments is a paragraph: "All purchases made by Ariba are subject to Ariba's Terms and Conditions of Purchase in effect at the date this purchase order ('Order') is issued to you, ... View more ». Below this paragraph is an "Other Information" section with the following text: "Company Code: COE1", "Legal Terms and Conditions of Purchase: LEGAL TEXT\_Insert PO T&C here with additional information (can be an URL).", "Invoicing Terms and Conditions of Purchase: INVOICING TEXT\_Insert Tax URL here", and "Conditions of Purchase:".



# Manage POs

## ERS POs

1. ERS POs are not invoiceable.
2. Invoices will be automatically created when the goods/service are received by CoE.
3. These are identified on the PO by the Create Invoice button greyed out (1) or the note advising that “Invoicing not possible” (2).

**Note: ERS POs are paid upon receipt of goods, without submission of an invoice.**

**The City of Edmonton will notify any supplier that will be using ERS POs.**

Purchase Order: 2200000866 Done

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Order Detail Order History **1**

From: Mayor and Councillors Office  
3rd Floor City Hall  
Edmonton AB T5J 2R7  
Canada

To: FITSupplier3QA  
9899 Roper Road NW  
EDMONTON AB T9Y 2P4  
Canada  
Phone:  
Fax:  
Email: fitsupplier3.coe@outlook.com

Purchase Order (New)  
2200000866  
Amount: \$464.00 CAD  
Version: 1

Payment Terms <sup>i</sup>  
NET 30

Routing Status: Sent

Comments  
Comment Type: Terms and Conditions  
Body: The above order / agreement number must appear on all invoices, packing slips, packages, bills of lading, delivery slips, correspondence, etc.

**Warning:** Invoicing is not possible for one or more line items. Click on the line item's warning icon to find out why.

Line Items Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	
<b>2</b>	1 Non Catalog Item	Material Invoicing not possible	5,000 (EA)	10 Oct 2019	\$50.00 CAD	\$250.00 CAD	<a href="#">Details</a>

test item

Order submitted on: Wednesday 9 Oct 2019 3:00 PM GMT-04:00  
Received by Ariba Network on: Wednesday 9 Oct 2019 2:27 PM GMT-04:00  
This Purchase Order was sent by The City of Edmonton - TEST AN01394774623-T and delivered by Ariba Network.

Sub-total: \$ 250.00 CAD

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Done

# Purchase Orders

## Retrieving a Purchase Order

To send another copy of the invoice to your account:

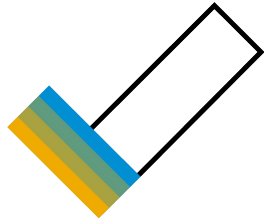
1. Click "Select" beside the Purchase order you would like to view
2. Select "Send me a copy to take action" to send the Purchase Order to the email address set up in your SAP Ariba Account.

Orders, Invoices and Payments All Customers ▾ Last 200 Documents ▾

5 New Purchase Orders    7 Orders to Invoice    0 Orders that Need Attention    0 Invoices Rejected    2 Invoices Pending Approval    More...

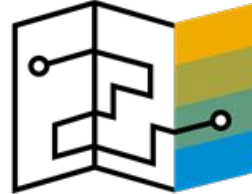
Order Number	Customer	Status	Amount	Date ↓	Amount Invoiced	Action
EP17	The City of Edmonton - TEST	New	\$4,000.00 CAD	1 Apr 2019	\$0.00 CAD	<b>1</b> <span>Select ▾</span>
EP10	The City of Edmonton - TEST	New	\$4,000.00 CAD	27 Mar 2019	\$0.00	<b>2</b> <span>Send me a copy to take action</span>

# Section 4: Other Documents



## Order Confirmations (OC)

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



## Advanced Ship Notices (ASN)

- Create Ship Notice
- Delivery Terms and Transportation Details
- Submit Ship Notice and Status



## Service Entry Sheet (SES)

- Create Service Sheet
- Auto-Generate Service Sheet

# Transact with City of Edmonton using a Standard Account

- 1 Click on *Create Order Confirmation*, *Create Ship Notice*, or *Create Invoice* to get started.
- 2 Search the bar on the right for any required help topics

Purchase Order: 2200000814 Done

**1** Create Order Confirmation Create Ship Notice Create Invoice Hide | Print | Download PDF | Export cXML | Download CSV | Resend **2**

Order Detail | Order History

From: Corporate Services - Admin

To: FITSupplier2QA  
10101 Jasper Avenue NW  
EDMONTON AB T6K 2R4  
Canada  
Phone:  
Fax:  
Email: [fitsupplier2.coe@outlook.com](mailto:fitsupplier2.coe@outlook.com)

Purchase Order (New)  
2200000814  
Amount: \$2,000.00 CAD  
Version: 1

Search...

- How to view order attachments
- How to download a custom PDF for an order
- How do I update/edit/change a purchase order (PO)?
- How do I find the remaining balance of a purchase order?
- Order statuses
- How to find orders or releases and organize results

# Create Order Confirmation

## Confirm Entire Order

This slide explains how to Confirm Entire Order.

1. **Enter** Confirmation Number which is any number you use to identify the order confirmation.
2. **If you specify** Est. Shipping Date or Est. Delivery Date information, it is applied for all line items.
3. **You can group** related line items or kit goods so that they can be processed as a unit.
4. **Click** Next when finished.
5. **Review** the order confirmation and click Submit.
6. **Your order confirmation is sent to the City of Edmonton.**

The screenshot shows the 'Confirming PO' interface. At the top right, there are 'Exit' and 'Next' buttons. A yellow circle with the number '4' is placed over the 'Next' button. On the left side, there is a navigation pane with two items: '1 Confirm Entire Order' and '2 Review Order Confirmation'. The main area is titled 'Order Confirmation Header' and contains several input fields: 'Confirmation #' (with a yellow circle '1' over it), 'Associated Purchase Order #' (value: 20150415\_PO1), 'Customer' (value: Arba, Inc. - TEST), and 'Supplier Reference'. Below this is a section for 'SHIPPING AND TAX INFORMATION' with fields for 'Est. Shipping Date', 'Est. Delivery Date' (with a yellow circle '2' over it), 'Est. Shipping Cost', and 'Est. Tax Cost'. A 'Comments' text area is at the bottom. A small asterisk note '\* Indicates required field' is visible in the top right of the main area.

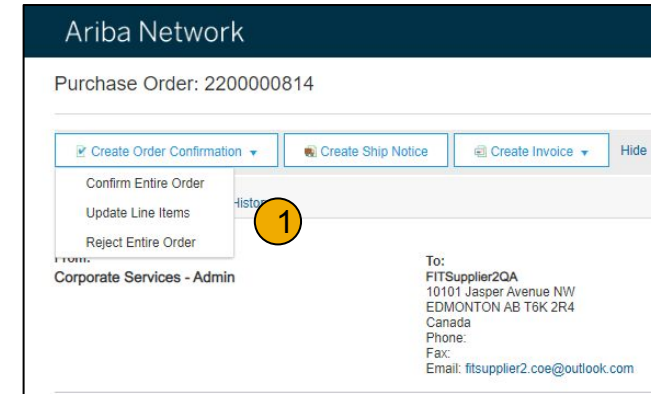
Once the order confirmation is submitted, the Order Status will display as Confirmed. When viewing documents online, links to all related documents are displayed.

# Create Order Confirmation

## Reject Entire Order

1. **From the PO view**, click the Create Order Confirmation button and select to Confirm Entire Order, Update Line Items for individual line items or Reject Entire Order.
2. **Enter a reason for rejecting** the order in case your buyer requires.

This example demonstrates the Reject Entire Order option. (Updating with Different Statuses will be explained on the next few slides.)



Ariba Network

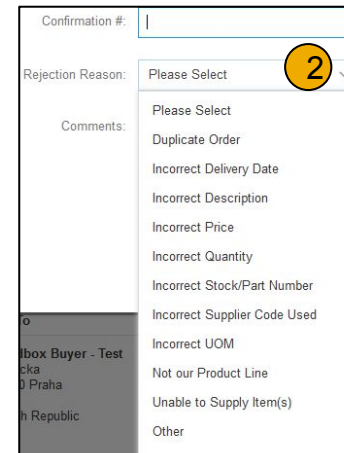
Purchase Order: 2200000814

Create Order Confirmation | Create Ship Notice | Create Invoice | Hide

Confirm Entire Order  
Update Line Items  
Reject Entire Order

From: Corporate Services - Admin

To: FITSupplier2QA  
10101 Jasper Avenue NW  
EDMONTON AB T6K 2R4  
Canada  
Phone:  
Fax:  
Email: fitsupplier2.coe@outlook.com

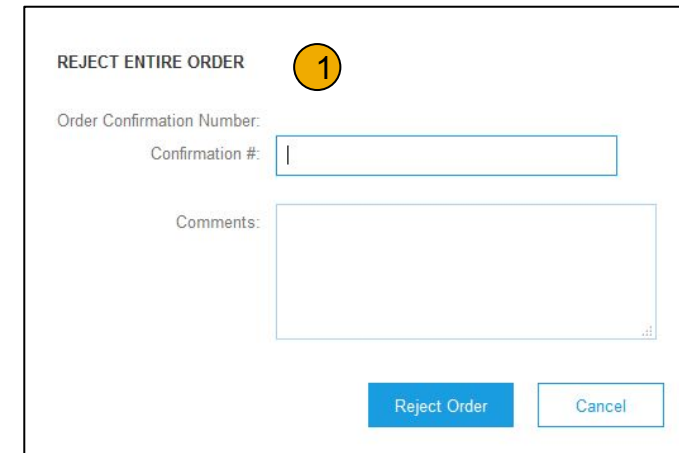


Confirmation #: |

Rejection Reason: Please Select

Comments:

- Please Select
- Duplicate Order
- Incorrect Delivery Date
- Incorrect Description
- Incorrect Price
- Incorrect Quantity
- Incorrect Stock/Part Number
- Incorrect Supplier Code Used
- Incorrect UOM
- Not our Product Line
- Unable to Supply Item(s)
- Other



REJECT ENTIRE ORDER

Order Confirmation Number:

Confirmation #: |

Comments:

Reject Order Cancel

# Create Order Confirmation

## Update Line Items

1. **Select** Update Line Items, to set the status of each line item.
2. **Fill** in the requested information (the same as for Confirm All option).
3. **Scroll** down to view the line items and choose among possible values:
4. **Confirm** – You received the PO and will send the ordered items.
5. **Backorder** – Items are backordered. Once they available in stock, generate another order confirmation to set them to confirm.
6. **Reject** – Enter a reason why these items are rejected in the Comments field by clicking the Details button.

Ariba Network  
Purchase Order: 2200000814

FROM: Corporate Services - Admin  
 TO: FITSupplier2QA  
 10101 Jasper Avenue NW  
 EDMONTON AB T6K 2R4  
 Canada  
 Phone:  
 Fax:  
 Email: fitsupplier2.coe@outlook.com

Confirming PO

Order Confirmation Header

Confirmation #:

Associated Purchase Order #: 2015\_PO2

Customer: inc. - TEST

Supplier Reference:

SHIPPING AND TAX INFORMATION

Enter shipping and tax information at the line item level.

Est. Shipping Date:

Est. Delivery Date:

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR
Copy Paper White, A3, 80gsm (ream 500 sheets)					
CURRENT ORDER STATUS					
<input checked="" type="radio"/> 10 Unconfirmed <input type="radio"/> 10 Confirmed <input type="radio"/> 10 Backordered <input type="radio"/> 10 Rejected					
Confirm: <input type="text"/>		Backorder: <input type="text"/>		Reject: <input type="text"/>	
<input type="button" value="Details"/>					

# Confirm Order

## Update Line Items - Backorder

1. **Enter** the quantity backordered in the Backorder data entry field.
2. **Click** Details to enter Comments and Estimated Shipping and Delivery Dates for the backordered items on the Status Details page.
3. **Click** OK when done.

**Note:** If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.

4. **Click** Next.

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)

CURRENT ORDER STATUS

10 Unconfirmed

Confirm:  Backorder:  Reject:

[Details](#) ⓘ

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)

New Order Status: **1 Backordered**

Est. Shipping Date:

Est. Delivery Date:

Comments:

[OK](#) [Cancel](#)



# Confirm Order

## Update Line Items - Reject

1. **Enter** the quantity in the Reject data entry field to reject item.
2. **Click** the Details button to enter a reason for the rejection in the Comments field on the Status Details page.
3. **Click OK** when done.

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)

CURRENT ORDER STATUS

10 Unconfirmed

Confirm:  Backorder:  Reject:  1 2  ⓘ

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

Copy Paper White, A3, 80gsm (ream 500 sheets)

New Order Status: **1 Rejected**

Rejection Reason:

Comments:

3

# Confirm Order

## Update Line Items

1. **Continue** to update the status for each line item on the purchase order. Once finished, click Next to proceed to the review page.
2. **Review** the order confirmation and click Submit. Your order confirmation is sent to City of Edmonton.
3. **The Order Status will display** as Partially Confirmed if items were backordered or not fully confirmed.
4. **Generate** another order confirmation to set them to confirm if needed.
5. **Click Done** to return to the PO details.

Purchase Order: 20150415\_PO2

Create Order Confirmation  Create Ship Notice  Create Invoice Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Order Detail | Order History

From: Sandbox Buyer - Test  
Radlicka  
15000 Praha  
Czech Republic

To: Ariba\_TestSupplier - TEST  
Radlicka 3201/14  
150 00 Praha 5  
Czech Republic  
Phone:  
Fax:  
Email: klaus.puschel@sap.com

5 Done

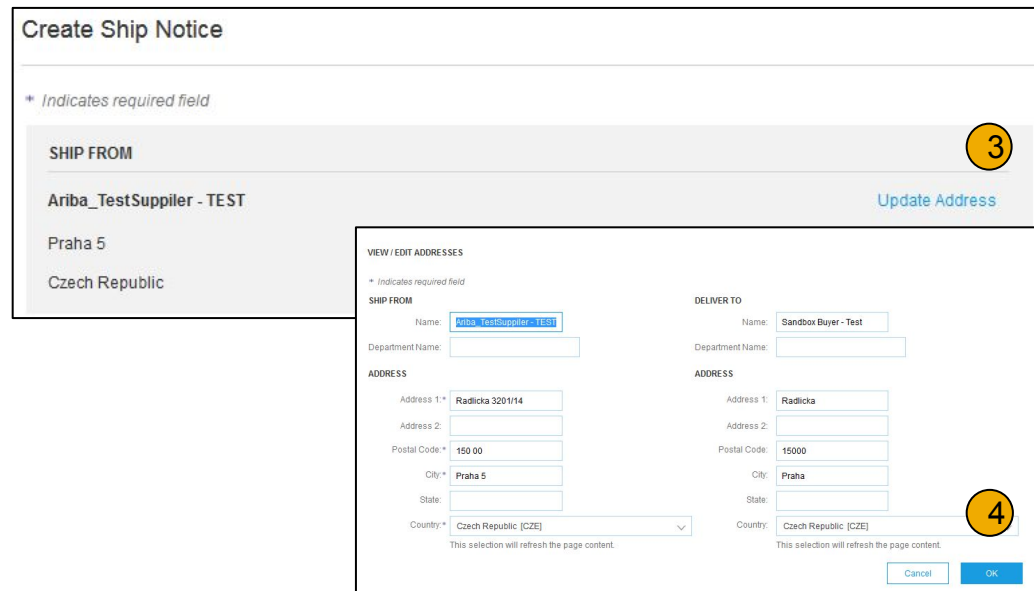
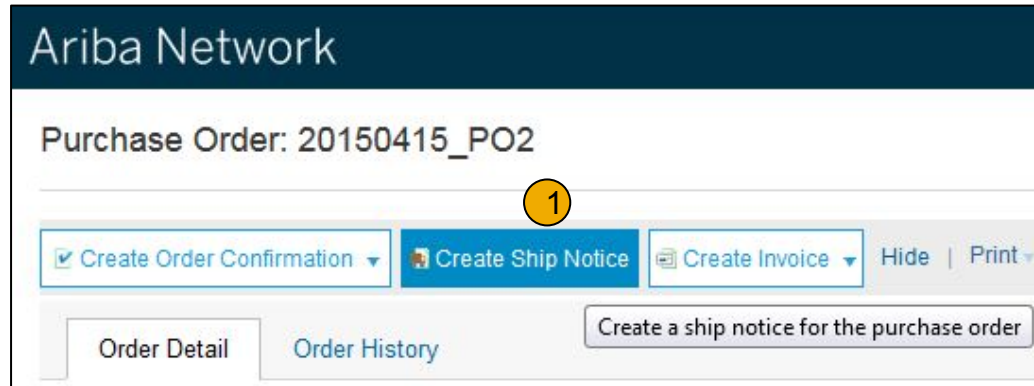
Purchase Order  
(Partially Confirmed) 3  
20150415\_PO2  
Amount: 295.00 EUR

Routing Status: Acknowledged  
Related Documents: 312

Deliver To

# Create Ship Notice

- 1. Create** Ship Notice using your Ariba account once items were shipped.  
Multiple ship notices per purchase order might be sent. Click the Create Ship Notice button.
- 2. Fill out** the requested information on the Shipping PO form. The Packing Slip ID is any number you use to identify the Ship Notice. Choose Carrier Name and then Tracking # and Shipping Method will appear.
- 3. Enter** Ship From information by clicking on Update Address. Any field with an asterisk is required.
- 4. Check** if Deliver to information is correct. Click OK.



# Create Ship Notice

## Delivery Terms and Transportation Details

- 1. Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.

Carrier Name:	<input type="text"/>	<a href="#">Manage Carrier</a>
Service Level:	<input type="text"/>	Preferred Carriers
		Default Carriers
		Airborne Express
		DHL
		<b>1</b> FedEx
		UPS
		US Postal Service
		Other

<b>▼ DELIVERY AND TRANSPORT INFORMATION</b>		Collected By Customer
Delivery Terms:	<input type="text" value="Delivered at Terminal"/>	Delivery Condition
Delivery Terms Description:	<input type="text"/>	Despatch Condition
Transport Terms Description:	<input type="text"/>	Transport Condition
		Incoterms
		Ex Works
		Free Carrier

# Create Ship Notice

1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Click Next** to proceed to review your Ship Notice.

20150415\_PO2 2 GOODS\_02  
Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)

**Shipment Status**  
Total Item Due Quantity: 10 BX

**Confirmation Status**  
Total Confirmed Quantity: 0 BX Total Backordered Quantity: 0 BX

Line	Ship Qty
1	<input type="text" value="10"/>

20150415\_PO2 2 GOODS\_02 10 BX 18 Nov 2015 25.00 EUR 250.00 EUR Remove

Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)

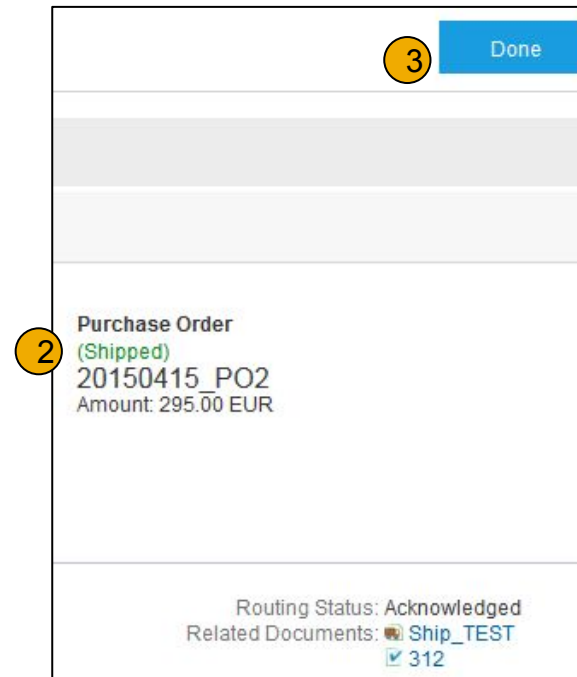
**Shipment Status**  
Total Item Due Quantity: 10 BX

**Confirmation Status**  
Total Confirmed Quantity: 0 BX Total Backordered Quantity: 0 BX

Line	Ship Qty	Batch ID	Production Date	Expiry Date	
1	<input type="text" value="10"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Add Details"/>

# Submit Ship Notice and Status

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to City of Edmonton. Ship Notices provide improved communications to help avoid unnecessary calls to order support department.
2. **After submitting** your Ship Notice, the Order Status will be updated to Shipped.
3. **Click Done** to return to the Home page.



# Create a Service Entry Sheet

## Review Service PO

1. **After** reviewing your PO for accuracy, click **Create Service Sheet** at the top of bottom of your PO.

**Note:** Services will be indicated with the Service Icon next to the Line Type.

**Note:** Manual Creation of Service Entry Sheets can only be submitted for City of Edmonton Suppliers set up for ERS.

Suppliers have been notified if they have been set up for ERS. To confirm if you are ERS, please contact [suppliermanagement@Edmonton.ca](mailto:suppliermanagement@Edmonton.ca)

All other suppliers should reference page 40 **Auto Generate a Service Entry Sheet**

Purchase Order: ServicePO1 Done

Create Order Confirmation **1** Create Service Sheet  Create Invoice Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Order Detail | Order History

From: SMO Buyer  
123 Fake Street  
Pittsburgh, PA 15222  
United States


To: SMO Supplier 1  
21 Jump Street  
Cleveland, OH 44114  
United States  
Phone:  
Fax:  
Email: m.bohart@sap.com

Purchase Order (New)  
ServicePO1  
Amount: \$20,000.00 USD

Payment Terms ⓘ 0.000% 45 Routing Status: Sent


Contract # 4610029650

Line Items Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
1		 Service	1.0 (DAY)	9 Apr 2017	\$20,000.00 USD	\$20,000.00 USD	<a href="#">Details</a>

Test services-Item 1

Order submitted on: Friday 7 Apr 2017 8:00 AM GMT-04:00  
Received by Ariba Network on: Friday 7 Apr 2017 1:21 PM GMT-04:00  
This Purchase Order was sent by SMO Buyer AN01025123159 and delivered by Ariba Network.

 Service Sheet Required. Sub-total: \$ 20,000.00 USD

Create Order Confirmation **1** Create Service Sheet  Create Invoice Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Done

# Create a Service Entry Sheet

## Header Information

1. **Complete** any required fields that have an asterisk (\*).
2. **Enter** additional fields as requested by the City of Edmonton.

**Note: Approver is a required field. Enter the name and email address of the City of Edmonton approver.**

**An attachment is also required to submit a Service Entry Sheet or Service Invoice with the City of Edmonton. Suppliers are requested to provide proof the work has been completed, or a breakdown of the services performed (ie. Deliverable Acceptance, Timesheet etc.)**

Create Service Sheet Update Save Exit Next

▼ Service Sheet Header \* Indicates required field Add to Header ▼

**Summary**

1 Purchase Order: ServicePO1 Subtotal: \$0.00 USD

Service Sheet #:  Service Start Date:

Service Sheet Date: \* 7 Apr 2017 Service End Date:

**Additional Fields** 2

Supplier Reference:  To: SMO Buyer

From: SMO Supplier 1 123 Fake Street

21 Jump Street Pittsburgh, PA 15222

Cleveland, OH 44114 United States

United States

Field Contractor: Field Engineer:

Name:  Name:

Email:  Email:

Phone: USA 1    Phone: USA 1

Approver:

Name: \*

Email: \*

Phone: USA 1

Add Comments



# Auto-Generate a Service Entry Sheet

## Create a Service Sheet from an Invoice

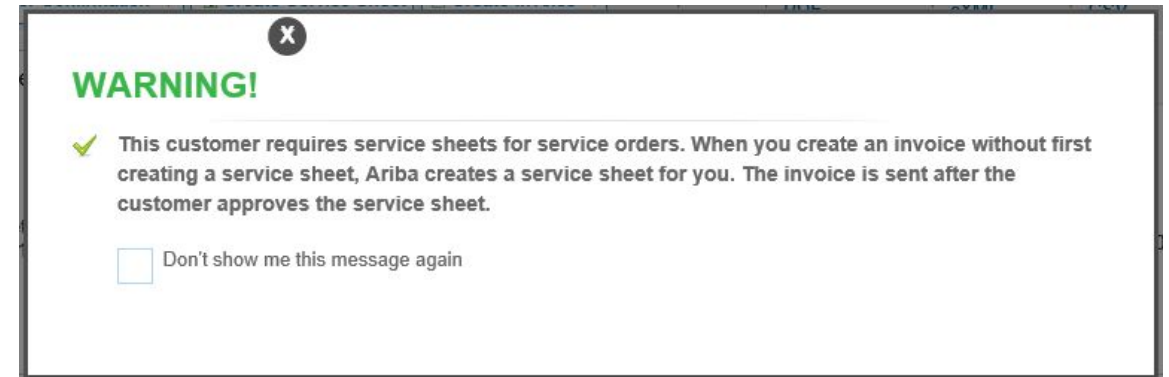
The City of Edmonton allows automatically generated service sheets, meaning that when you create service invoices for each service line on a service order, the corresponding service sheets are automatically generated and sent to the City.

To create an auto-generated Service Sheet

1. **Within** your **INBOX**, locate the PO to invoice against and select **Create Invoice** and select **Standard Invoice**.
2. **Review** the Pop-Up message on your screen, alerting you of the auto-generation (see right).
3. **Click** the X to proceed with invoice creation and submission.
4. **Once** the invoice is approved, the service sheet will automatically generate and be available in your **Outbox** under Service Sheets.

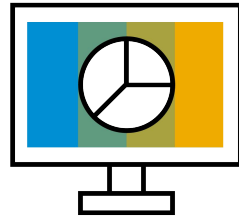
**Note: Approver is a required field. Enter the name and email address of the City of Edmonton approver.**

**An attachment is also required to submit a Service Entry Sheet or Service Invoice with the City of Edmonton. Suppliers are requested to provide proof the work has been completed, or a breakdown of the services performed (ie. Deliverable Acceptance, Timesheet etc.)**



*If clicking the box to not show the warning message again, please be aware that service sheets will continue to auto-generate for customers with this option enabled during invoice creation.*

# Section 5: Invoice Methods



**Invoice  
Information**

City of Edmonton  
Specifications

City of Edmonton Invoice  
Rules



**Invoice Methods**

PO Flip

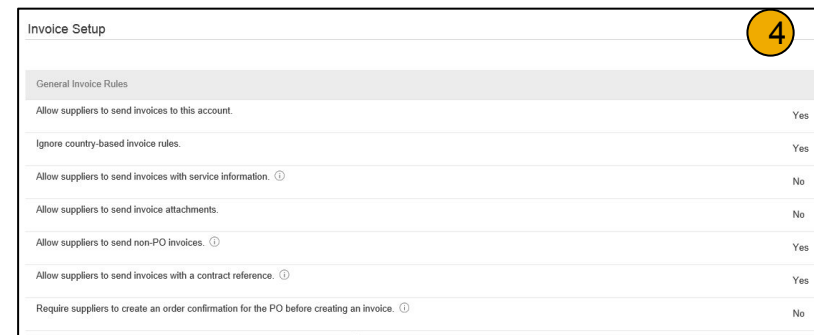
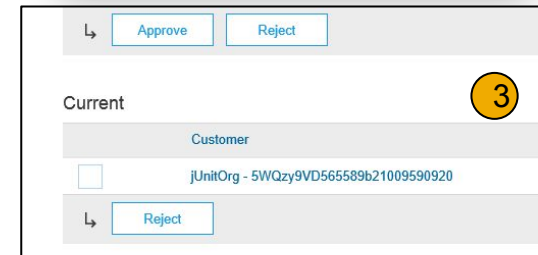
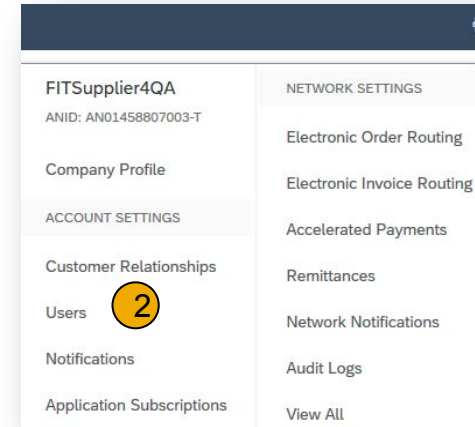
# City of Edmonton Invoice Requirements

1. Suppliers are required to include one Remit To address on invoice
2. Suppliers are allowed to back date invoices
3. Suppliers must include Tax ID on invoices (9 digit number only)
4. Suppliers must enter taxes at the Line Item Level
5. Suppliers can submit Credit Memos at Line Item Level
6. Invoices IDs must be alphanumeric and not contain any special characters

# Review City of Edmonton Invoice Rules

These rules determine what you can enter when you create invoices.

1. **Login** to your Ariba Network account via [supplier.ariba.com](http://supplier.ariba.com)
2. **Select** the Company Settings icon dropdown menu and under Account Settings, click Customer Relationships.
3. A list of customers is displayed. Click the name of City of Edmonton (City of Edmonton).
4. **Scroll** down to the Invoice Setup section and view the General Invoice Rules.
5. **Click Done** when finished.



# Invoice via PO Flip Header

Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

1. **Enter an Invoice #** which is your unique number for invoice identification. The Invoice Date will auto-populate.
2. **Select Remit-To** address from the drop down box if you have entered more than one.

**NOTE: City of Edmonton REQUIRES that suppliers provide Remit-To Address and Tax ID for all invoices**

3. **You can also add some additional information** to the Header of the invoice such as: Comments and Attachment
4. **Scroll** down to the Line items section to select the line items being invoiced.

**Note:** Attachment file size should not exceed 40MB.

▼ Invoice Header

Summary

Purchase Order: 2200000814

Invoice #: \* 8907651 1

Invoice Date: \* 4 Oct 2019

Supplier Tax ID: \* 6439832942 2

Remit To: 704H Michner Park ▼

Edmonton AB  
Canada

Bill To: Corporate Services - Admin

Shipping 3

Header level shipping ⓘ  Line level shipping ⓘ

\* Indicates required field Add to Header ▼

Tax 4

Shipping Cost

Shipping Tax

Shipping Documents

Special Handling

Special Handling Tax

Allowance

Charge

Additional Reference Documents and Dates

Comment

Attachment

# Invoice via PO Flip

## Line Items

Line Items section shows the line items from the Purchase Order.

1. **Review or update Quantity** for each line item you are invoicing.
2. **If you wish** to exclude a line item from the invoice, click on the line item's green slider. You can also exclude the line item by clicking the check box to the left and clicking 'Delete'.

**NOTE: You can generate another invoice later to bill for the excluded item.**

3. **Select** the line item to which tax is to be applied using the Line Item # checkbox. To apply the same tax to multiple line items, select those line items to be taxed at the desired rate.

**NOTE: Taxes must be entered at Line Item Level for all invoices**

4. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.
5. **Check** Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines.

Quantity	Unit	Unit Price
10	BX	25.00 EUR

No.	Include	Type	Part #
<input type="checkbox"/>	<input type="checkbox"/>	MATERIAL	GOODS_02

Pricing Details

Price Unit: \* BX  
Unit Conversion: \* 1

Line Item Actions Delete

No.	Include	Type	Part #
<input checked="" type="checkbox"/>	<input type="checkbox"/>	MATERIAL	GOODS_02

Tax

Category: \* VAT

Location:

Description:

Regime:

Date Of Pre-Payment:

Law Reference:

Standard Tax Selections

- Sales
- VAT
- OST
- HST
- PST
- Usage
- Withholding Tax
- Other Tax
- Configure Tax Menu

Line Item Actions Delete Add

Add to Included Lines

# Invoice via PO Flip

## Line Item Shipping

1. **Select Line Level Shipping** to add specific shipping prices to a individual line item
2. **Enter** the shipping cost to the applicable line items

Shipping

Header level shipping ⓘ  Line level shipping ⓘ **1**

Shipping	Ship From: <b>Ariba_TestSupplier - TEST</b> Praha 5 Czech Republic	Ship To: <b>Sandbox Buyer - Test</b> Praha Czech Republic Deliver To: Cristian Mihalache 2nd Floor, SI Team	<a href="#">View/Edit Addresses</a>
Shipping Cost	Shipping Amount:* <input type="text" value="0.00 EUR"/> <b>2</b>	Shipping Date: <input type="text"/>	

# Invoice via PO Flip

## Detail Line Items

1. **Additional information** can be viewed at the Line Item Level by editing a Line Item.

The image displays two screenshots from the SAP system. The top screenshot shows the 'Line Items' table with the following data:

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	GOODS_01	Copy Paper White, A3, 80gsm (ream 500 sheets)		5	EA	0.50 EUR	2.50 EUR

The 'Line Item Actions' dropdown menu is open, showing options: Edit, Add, and Shipping Documents. A yellow circle with the number '1' highlights the 'Edit' option.

The bottom screenshot shows the 'Create Invoice' screen for the selected line item. The fields are as follows:

- Quantity:** 5
- Unit:** EA
- Unit Price:** 1.00 EUR
- Subtotal:** 5.00 EUR
- Part #:** GOODS\_01
- Description:** Copy Paper White, A3, 80gsm (ream 500 sheets)
- Pricing Details:**
  - Price Unit:** PCE
  - Price Unit Quantity:** 2
  - Unit Conversion:** 1
  - Description:** This field specifies that 1 Box is equivalent to 2 units.
- Shipping:**
  - Ship From:** Ariba\_TestSupplier - TEST, Praha 5, Czech Republic
  - Ship To:** Sandbox Buyer - Test, Praha, Czech Republic
  - Deliver To:** Cristian Mihalache, 2nd Floor, SI Team



# Invoice via PO Flip

## Review Allowances and Charges

If Allowances and Charges are included in the PO, these will convert to the Invoice at either Invoice Header or Line Item Level based on where the information is on PO:

1. Header Allowance and Charges
2. Line level Allowance and Charges

No.	Include	Type	Part#	Description	Customer Part#	Quantity	Unit	Unit Price	Subtotal
2	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02	Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)		10	BX	25.00 EUR	250.00 EUR

<b>Pricing Details</b>	Price Unit: BX	Price Unit Quantity: 1
	Unit Conversion: 1	Description:

<b>Shipping</b>	Ship From: Ariba_TestSupplier - TEST Praha 5 Czech Republic	Ship To: Sandbox Buyer - Test Praha Czech Republic Cristian Mihalache 2nd Floor, SI Team	<a href="#">View/Edit Addresses</a>
-----------------	---	--	-------------------------------------

<b>Shipping Cost</b>	Shipping Amount: 0.00 EUR	Shipping Date:
----------------------	---------------------------	----------------

<b>Allowances and Charges</b>	Service Code:	Description:	<a href="#">Add Tax</a>
	Start Date:	End Date:	<a href="#">Remove</a>
	Allowance:		

Line Item Actions: [Delete](#) [Add](#)

**Summary**

Purchase Order: 20160416\_PO1

Invoice #:

Invoice Date: 15 Apr 2016

Remit To: Ariba\_TestSupplier - TEST

Praha 5  
Czech Republic

Bill To: Sandbox Buyer - Test

Praha  
Czech Republic

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**Tax**

Header level tax  Line level tax

Category: VAT

Location:

Description:

Regime:

Date Of Pre-Payment:

Law Reference:

---

**Shipping**

Header level shipping  Line level shipping

Ship From: Ariba\_TestSupplier - TEST

Praha 5  
Czech Republic

1

---

**Allowances and Charges**

Service Code:

Description:

[Add Tax](#)

Start Date:

End Date:

Allowance:

[Remove](#)

# Invoice via PO Flip

## Line Item Comments

1. To add comments at the line items select **Line Items**, then click at Line Item **Actions >Add >Comments**.
2. Upon refresh or **Update**, the Comments field will display. Enter applicable Comments in this field.
3. Click Next.

The image shows two screenshots from the SAP interface. The top screenshot displays the 'Line Item Actions' dropdown menu, which is open and shows the 'Add' option selected. The 'Add' dropdown is also open, showing the 'Comments' option highlighted with a yellow circle containing the number '1'. Other options in the 'Add' dropdown include Shipping Documents, Special Handling, Pricing Details, Discount, Allowance, Charge, and Attachment. The bottom screenshot shows the 'Comments' field, which is a text input area with a yellow circle containing the number '2' next to the label 'Comments'. To the right of the field is a 'Remove' button. In the top right corner of the top screenshot, there is a yellow circle containing the number '3' next to the 'Next' button.

# Invoice via PO Flip

## Add Service Lines to Invoices

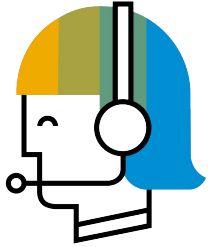
1. **Select the Add/Update dropdown menu and select Add General Service OR Add Labor Service.**
2. **Enter details for General or Labor Service.** General Service lines ask for limited details, including Service Start and End dates. Labor Service contains additional fields includes rate, term, and contractor information.

This screenshot shows the SAP Line Items interface. At the top, there is a table with one line item: Line 1, Type 1.0, Description 'Temporary Staffing Services'. A yellow circle with the number '1' highlights the 'Add/Update' dropdown menu in the right-hand column of the table. The dropdown menu is open, showing options: 'Add Contract/Catalog Items', 'Add General Service', 'Add Labor Service', and 'Add Material'. Below the table, there are buttons for 'Line Item Actions', 'Delete', 'Reset Tax from PO', and 'Add'.

This screenshot shows the 'Insert Line Item Options' dialog box. It contains a table with one line item: Line 1, Type 'SERVICE', Description, Customer Part #, Quantity, Unit, Unit Price, and Subtotal '\$0.00 USD'. A yellow circle with the number '2' highlights the 'Rate' section, which includes fields for '\*Term', '\*Rate', and '\*Unit'. Below the table, there are several input fields: 'Time Sheet Number', 'Contractor Name', 'Supervisor Name', 'Contractor Identifier' (with a dropdown menu), 'Job Description', 'Work Location', 'Address 1', 'Address 2', 'Address 3', 'City', 'State' (with a dropdown menu), 'Zip', and 'Country' (with a dropdown menu). A note at the bottom states: 'This selection will refresh the page content.'

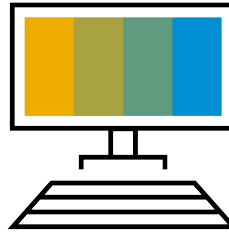
This screenshot shows the SAP Line Items interface with the 'Service Period' section highlighted. A yellow circle with the number '2' highlights the 'Service Period' label. Below it, there are two date pickers: 'Service Start Date' and 'Service End Date'. At the bottom, there are buttons for 'Line Item Actions', 'Delete', and 'Add'.

# Section 6: Ariba Network Help Resources



**Customer Support**

Customer Support  
FAQ



**Supplier  
Information Portal**

Training and Resources



**Additional  
Resources**

Upgrade to an Enterprise  
Account  
Useful Links and  
Webinars

# Customer Support

## Supplier Support During Deployment

### City of Edmonton Enablement Business Process Support

- Email City of Edmonton Enablement Team at [SupplierManagement@Edmonton.ca](mailto:SupplierManagement@Edmonton.ca)
  - Business-Related Questions

### City of Edmonton Supplier Information Portal

- Find your supplier information portal [HERE](#)

## Supplier Support Post Go-Live

### SAP Ariba Global Customer Support

- Phone, Chat and Webform support available through the Help Center section of your account. Click on the Support button to create a Service Request with Customer Support.

# FAQ (1/2)

## **Q: What is Standard Account capability on Ariba Network?**

A: Ariba Network, standard account capability is a new, fast, free way to automate business with any buyer. Support for most transaction types helps maximize efficiency and meet buyer compliance requirements. There is no need to upgrade, unless you are ready for advanced capabilities such as support for catalogs, back-end integration or to manage larger document volumes through online access

## **Q: How can I access this new capability?**

A: City of Edmonton must send you a standard account invitation to transact with them using this methodology. Or if you self register on Ariba Network, SAP Ariba Discovery or you are invited to SAP Ariba Sourcing solutions and do not have or use an existing account (ANID) you can register & will be started at the Ariba Network, standard account capability level. In the latter case you will not exchange orders & invoices with City of Edmonton unless they establish a relationship with your account first but you can use other functionality.

## **Q: What document types are supported for this free account?**

A: Suppliers transact unlimited documents such as orders, order confirmation (OC), advance ship notices (ASN), and service entry sheets (SES), PO-invoices using PO-Flip (convert orders into an e-invoice with the simple click of a button), non-PO invoices and credit memos, invoice status notifications, payment proposals, and remittance details.

## **Q: What if I have already signed up for Ariba Network? Can I switch to Standard Account?**

A: If you are already using Ariba Network with another customer, we recommend that you continue using this transaction method. There is no direct way to change an Ariba Network subscription (Enterprise account) to a standard account.

## **Q: Am I required to register on Ariba Network to use Standard Account?**

A: Yes. You will be sent an interactive email from you're the City of Edmonton. To respond you must register for a free standard account. This free account is not the same as a Enterprise Ariba Network account. You only need to upgrade to a enterprise account on Ariba Network when you determine that you desire the additional functionality.

## FAQ (2/2)

### Q: How do I invoice a purchase order if I lose the email notification?

A: If you misplace a purchase order (PO) email notification, you have the following options:

- Resend the PO email: Log in to your [Ariba Network](#) standard account. In the PO list on the home dashboard of your account, click *Select>Send me a copy* to take action in the *Action* column next to the PO.
- Request a manual copy of the PO from City of Edmonton: After you have a copy of the PO, you can create and submit a non-PO invoice.

### Q: How do I create documents against purchase orders from my customer?

A: To process a purchase order, you need to click the *Process Order* button in the purchase order email notification.

After you [register](#) or log in to your Ariba Network standard account, you are taken to the purchase order details page, where you can create documents like order confirmations, ship notices, and invoices against the purchase order.

### Q: How do I add purchase orders to my existing Ariba Network Account?

A: If you've previously registered a standard account or enterprise account on Ariba Network to transact with a different customer, you have the option to add the transactions with your new customer to your existing account.

To add your new purchase orders to your existing account:

1. In the purchase order email notification, click *Process order* and then click **Log in** on the standard account landing page.
2. Log in with the administrator username and password for the existing account.

### Q: What should I do if my registration confirmation link is expired?

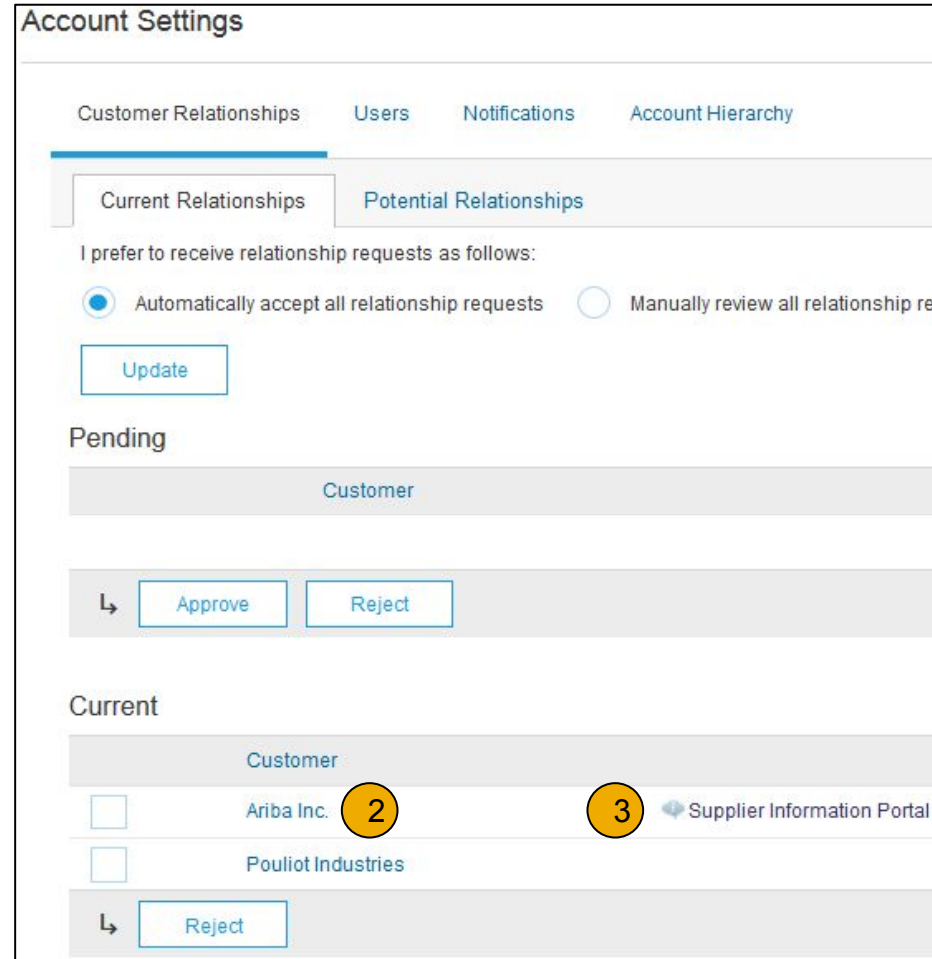
A: If the confirmation link expired immediately after receiving the email, please log in to your account directly at <https://supplier.ariba.com>

If the confirmation is accepted, you will be able to view your account. If you are unable to access your account, you can request to resend the confirmation email.

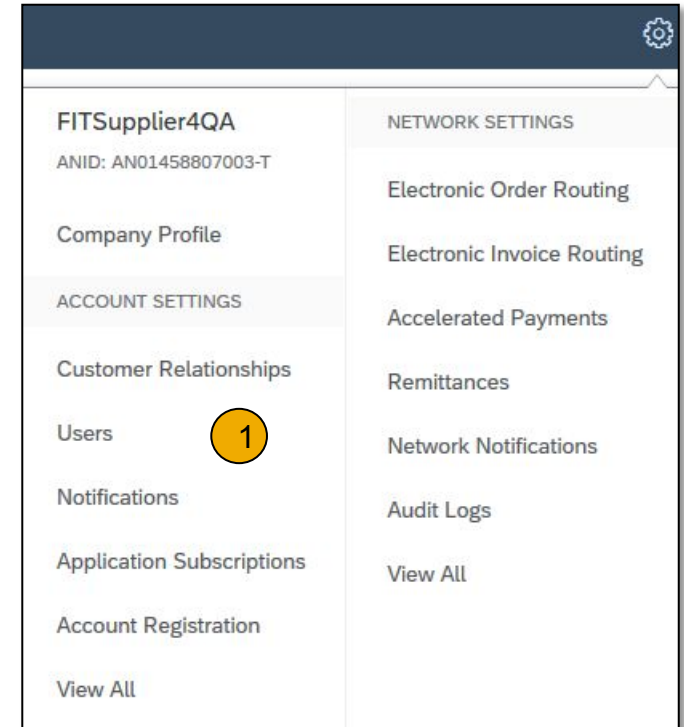
# Training & Resources

## City of Edmonton Supplier Information Portal

1. **Select** the Company Settings icon Menu in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name to view transactional rules: The City of Edmonton Invoice Rules determine what you can enter when you create invoices.
3. **Select** Supplier Information Portal to view documents provided by your buyer.



The screenshot shows the 'Account Settings' page with the 'Customer Relationships' tab selected. It features a navigation bar with 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. Below the navigation bar, there are two sub-tabs: 'Current Relationships' and 'Potential Relationships'. A section titled 'I prefer to receive relationship requests as follows:' contains two radio buttons: 'Automatically accept all relationship requests' (selected) and 'Manually review all relationship requests'. An 'Update' button is located below this section. The 'Pending' section shows a table with one entry: 'Customer'. Below this, there are 'Approve' and 'Reject' buttons. The 'Current' section shows a table with two entries: 'Ariba Inc.' and 'Pouliot Industries'. The 'Ariba Inc.' entry has a checkbox, a yellow circle with the number '2' next to it, and a yellow circle with the number '3' next to a link labeled 'Supplier Information Portal'. Below the table, there is a 'Reject' button.



The screenshot shows the 'Account Settings' page with the 'Account Hierarchy' tab selected. It features a navigation bar with 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. Below the navigation bar, there are two sub-tabs: 'Customer Relationships' and 'Account Hierarchy'. The 'Customer Relationships' sub-tab is selected and contains a list of items: 'Users', 'Notifications', 'Application Subscriptions', 'Account Registration', and 'View All'. The 'Users' item has a yellow circle with the number '1' next to it. The 'Account Hierarchy' sub-tab is also visible and contains a list of items: 'NETWORK SETTINGS', 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Remittances', 'Network Notifications', 'Audit Logs', and 'View All'.



# Upgrade to Realize the Full Value of Ariba Network

The screenshot shows the SAP Ariba Network user interface. At the top, the navigation bar includes 'SAP Ariba Network', 'Standard Account', and a prominent 'Upgrade' button. Below the navigation bar, there are tabs for 'Home', 'Inbox', 'Outbox', 'Catalogs', 'Reports', and 'Messages'. The main content area displays 'Orders, Invoices and Payments' with a summary of 6 New Purchase Orders, 1 Order that Needs Attention, 0 Invoices Rejected, 0 Payments Received, and 8 Purchase Orders. A table lists several orders from 'The City of Edmonton - TEST'.

## Upgrade to realize the full value of Ariba Network!

	STANDARD ACCOUNT Your current account	ENTERPRISE ACCOUNT <a href="#">Upgrade</a>
<b>FULFILLMENT</b>		
<b>Orders and invoices</b>	<ul style="list-style-type: none"> <li>Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices</li> <li>Check invoice status and create non-PO invoices, if supported by your customer</li> </ul>	<ul style="list-style-type: none"> <li>Skip the emails. Get and manage orders and invoices all on Ariba Network.</li> <li>Use CSV uploads to manage large documents.</li> </ul>
<b>Catalogs</b>		<ul style="list-style-type: none"> <li>Publish catalogs that detail your products and services</li> </ul>
<b>Integration</b>		<ul style="list-style-type: none"> <li>Integrate with your backend systems through CXML or EDI</li> </ul>
<b>Legal Archive</b>		<ul style="list-style-type: none"> <li>Access to long-term invoice archiving (regional restrictions apply)</li> </ul>
<b>Reporting</b>		<ul style="list-style-type: none"> <li>Get reports to track transactions and sales activities</li> </ul>
<b>Support</b>	Help Center	<ul style="list-style-type: none"> <li>Help Center, phone, chat, and web form</li> </ul>
<b>Fees</b>	Free	Based on usage
<b>SELLING</b>		
<b>Ariba Discovery</b>	<ul style="list-style-type: none"> <li>Join our business matchmaking service to get high quality sales leads. <a href="#">Fees may apply</a></li> </ul>	
<b>Sourcing, Contract Management</b>	<ul style="list-style-type: none"> <li>Attract potential customers with your profile and get invited to auctions and other events.</li> </ul>	

By the way, you can use these with any account.

[Learn more](#) about all the features of Ariba Network.

# Supplier Help Resources



## The Help Center will provide assistance while using your Standard Account:

- Click the Help Center link at the bottom of your interactive email
- When logged into your standard account, click the Help Center link in the upper right corner to expand the panel and gain access to relevant help topics



## The [Ariba Network, standard account support page](#) will provide access to:

- A summary of standard account features
- A quick tutorial on how to re-play and respond to City of Edmonton
- Side-by-side comparison of standard account and Enterprise account
- The Supplier Success Session Portal to register for an upcoming live demo
- A pre-recorded overview and demo of standard account

For questions for the City of Edmonton, please contact the City of Edmonton's Supplier Management Team at [SupplierManagement@Edmonton.ca](mailto:SupplierManagement@Edmonton.ca)

### City of Edmonton Supplier Information Portal

- Find your supplier information portal [HERE](#)

# Useful Links and Webinars Available

## Links

- **Ariba Network Hot Issues and FAQs**
- **Ariba Cloud Statistics and Network Notification**
  - Detailed information and latest notifications about product issues and planned downtime – if any – during a given day
- **SAP Ariba Discovery**
- **Ariba Network Overview**
- **Support Center**
- **Learning Center**

## Webinars

- **Supplier Success Sessions**
  - Created by Ariba Network Customer Support
  - Example topics:
    - Introduction to Ariba Network
    - Registration
    - Invoicing
    - Using the help center
- **30 on Thursdays**
  - Information sessions on Supplier best practices
  - Example Sessions:
    - Uncover Advanced Functionality to Maximize Value
    - Introduction to Supplier Electronic Integration
    - Roadmap to Your Ariba Network Subscription
- **Live Demonstrations**
  - Understand SAP Ariba's solutions
  - Example Demos:
    - PunchOut for e-Commerce managers
    - Creating electronic catalogs
    - Integrating with your customers through cXML

**Thank you.**