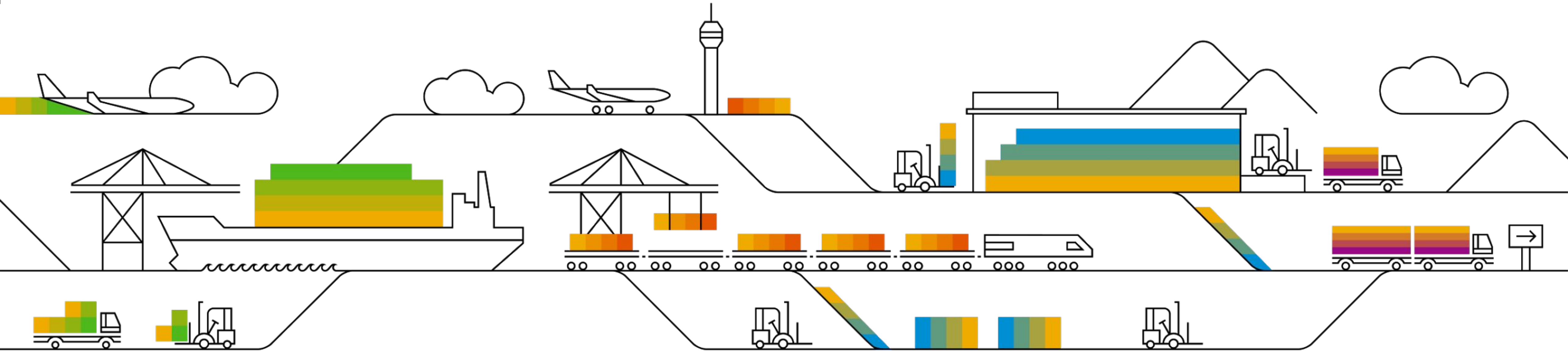


SAP Ariba

Ariba Network Guide for Suppliers Working with the City of Edmonton

Enterprise

PUBLIC

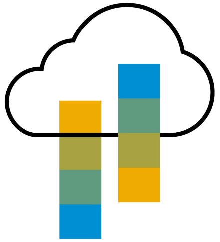
SAP Run Simple

Edmonton

Rev. 08/05/2021

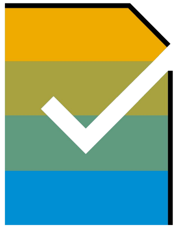
HOME- Table of Contents

Section 1: Ariba Network Overview



What is Ariba Network?

What is Ariba Network?



Supplier Value

SAP Ariba Value

City of Edmonton on Ariba Network

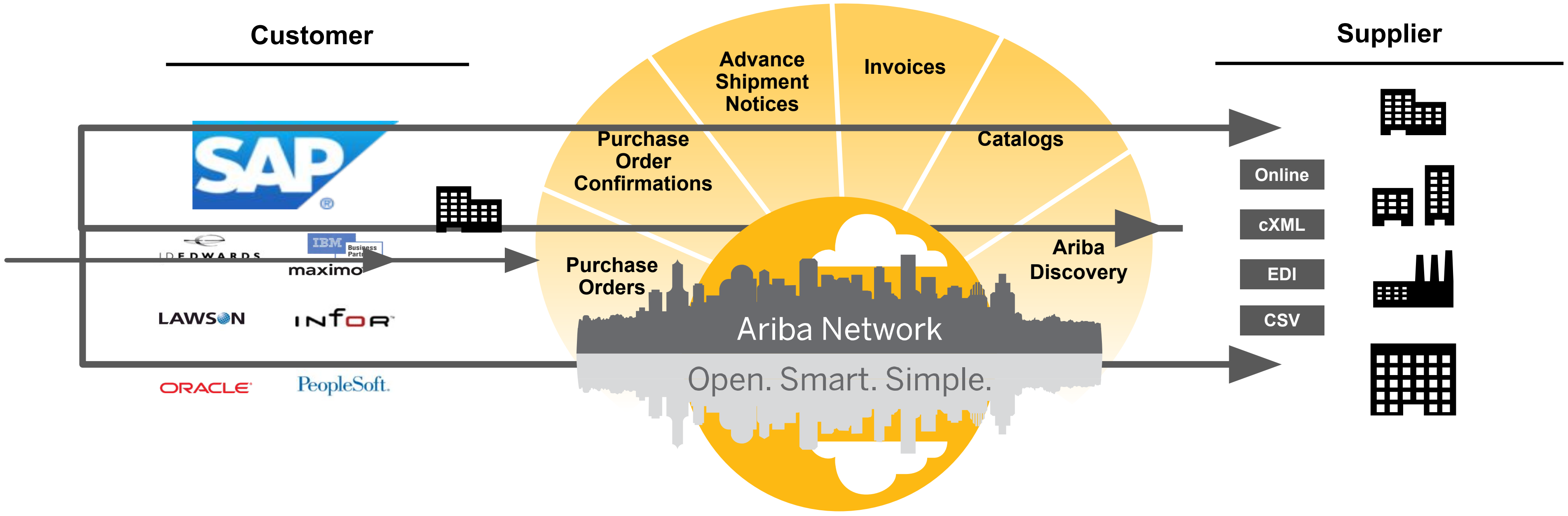
Supported Documents

Not Supported Documents

Table of Contents
Ariba Network Overview
Account Set Up
Purchase Orders
Other Documents
Invoice Methods Help Resources

What is 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, Enterprise Account

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, Enterprise Accounts** 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 thisopportunity.

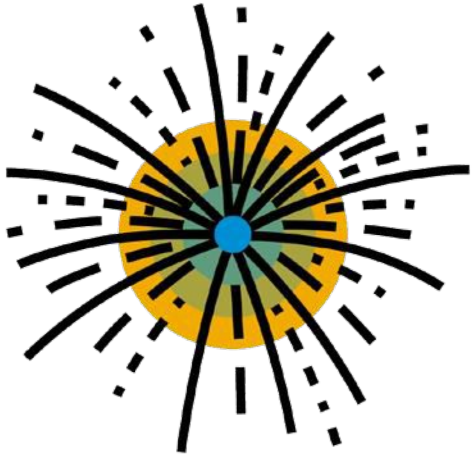
➢**What is an Enterprise Account?**

Enterprise Account on Ariba Network gives you a fast way to receive and manage Orders and Invoices from the City of Edmonton in your Ariba Network Account.

➢**What are the benefits?**

Transacting on Ariba Network via an Enterprise Account will allow you to meet City of Edmonton's requirements to join them on Ariba Network. It will also allow you to:

- Skip the emails. Get and manage orders and invoices all on Ariba Network.
- Publish catalogs that detail your products and services
- Integrate with your backend systems through CXML or EDI
- Access to long-term invoice archiving
- Get reports to track transactions and sales activities
- Help Center, phone, chat, and web form
- You will not incur the standard Enterprise Account fees when transacting with the City of Edmonton



SAP Ariba Helps You…

Lower costs

Reduce time and paper usage

Eliminate postage costs

Reduce costs associated with Resources used to generate/ rework the invoices

Satisfy your customer

Support your customer's strategic business plan

Become a preferred supplier

Simplify the communication process

Stay organized

Consolidate Network relationships under one account

Enjoy a simple way to store POs and invoices

Get better visibility into customers' spend and payments

Increase your revenue

Become searchable customers using the AN worldwide

Establish new customer relationships via Ariba Discovery

Publish your Catalogs in front of thousand buyers

Receive faster payments

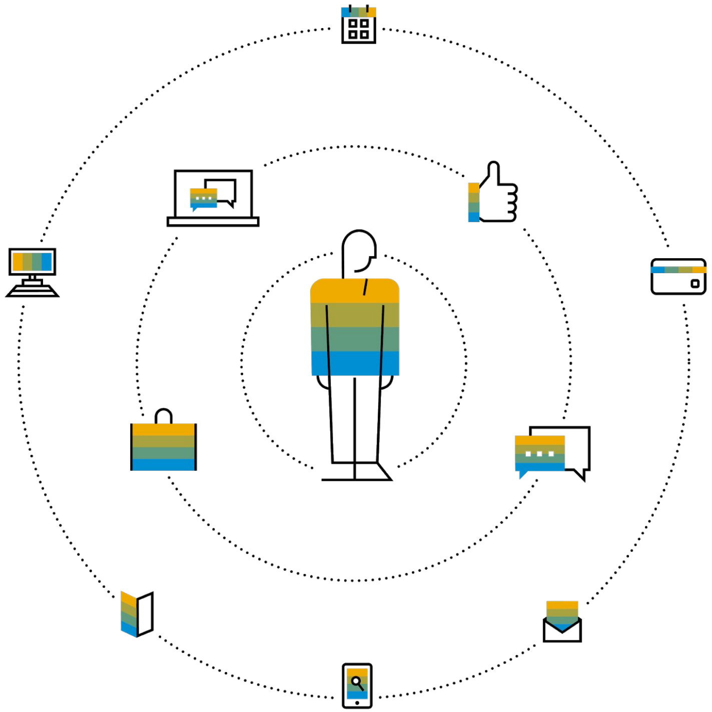
Help your invoice reach the correct contact in the approval flow

No need to confirm the orders via email/phone

Feel confident all order information is complete and accurate

Prevent errors through system checks

No Supplier Fees When Transacting with City of Edmonton On Ariba Network



As part of the City of Edmonton program, you will **NOT** incur any fees when transacting with City of Edmonton on Ariba Network

Suppliers who have been identified for Integration will be automatically placed in an Enterprise Account giving the ability to setup integration with at **NO** charge

If you are already on Ariba Network transacting with other customers, adding the relationship with City of Edmonton to your existing account **WILL NOT** add any additional charges.

Table of Contents
Ariba Network Overview
Account Set Up
Purchase Orders
Other Documents
Invoice Methods Help Resources

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
- **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**

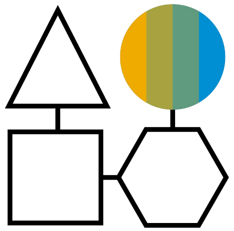
  City of Edmonton requires invoices to be submitted electronically through Ariba Network; City of Edmonton will no longer accept paper invoices
- **Contract Invoices**

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

Section 2: Set Up Your Account



Basic Account Configurations

Accept Invitation

Profile Completion

Email Notifications

Enablement Tasks

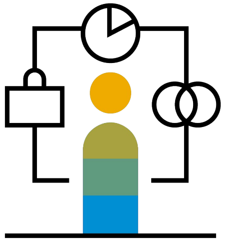
Enablement Tasks

Tax Detail

Purchase Order Routing

Notifications

Remittances Information



Advanced Account Configuration

Customer Relationships

Roles and Users

Enhanced User Account Functionality

Test Accounts

Table of Contents
Ariba Network Overview
Account Set Up
Purchase Orders
Other Documents
Invoice Methods
Help Resources

Accept Your Invitation

The invitation is also referred to as the **Trading Relationship Request**, or TRR. This e-mail contains information about transacting electronically with your customer.

1. **Click** the link in the emailed letter to proceed to the landing page.

SAP Ariba

To *SMO Supplier 1*,

ACTION REQUIRED

Your customer, **SMO Buyer**, is changing the way they do business with their valued suppliers. The goal is to make the process by which your company receives purchase orders and/or gets paid as efficient as possible.

To enable your company to process orders or invoices with SMO Buyer, click the link below to get started.

→ Accept your customer's trading relationship request

(Please click the link above whether or not you have an existing account on the Ariba Network.)

If this invitation did not reach the appropriate person in your company, please forward as needed.

WHAT IS THE ARIBA NETWORK?

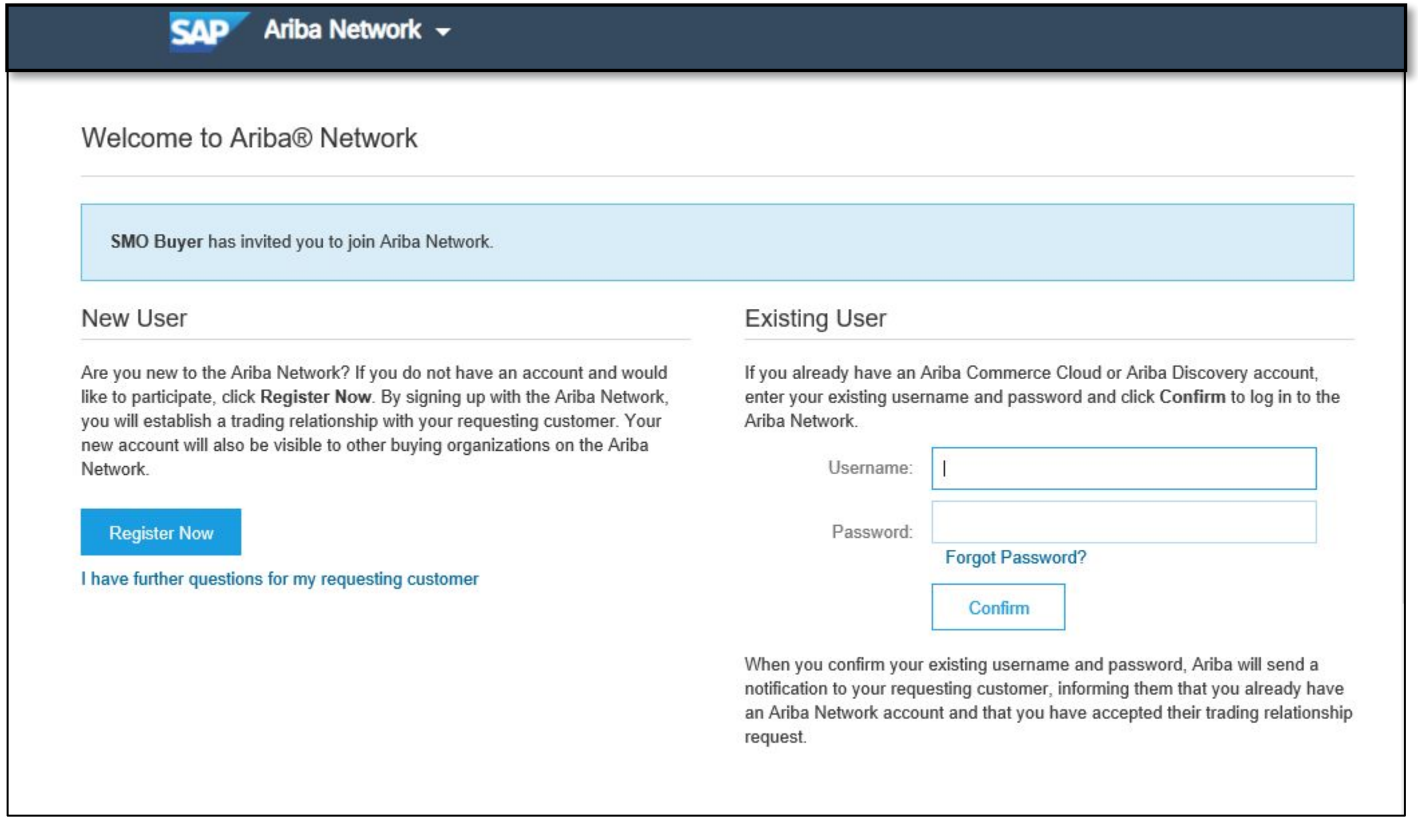
Ariba, an SAP company, offers solutions and services that enable you to easily share information and business processes with your customers through the Ariba Network, such as:

- Accelerate the sales cycle and lower the cost of sales
- Find new customers who are actively looking for what you sell
- Drive more business with current customers

Select One…

First Time User

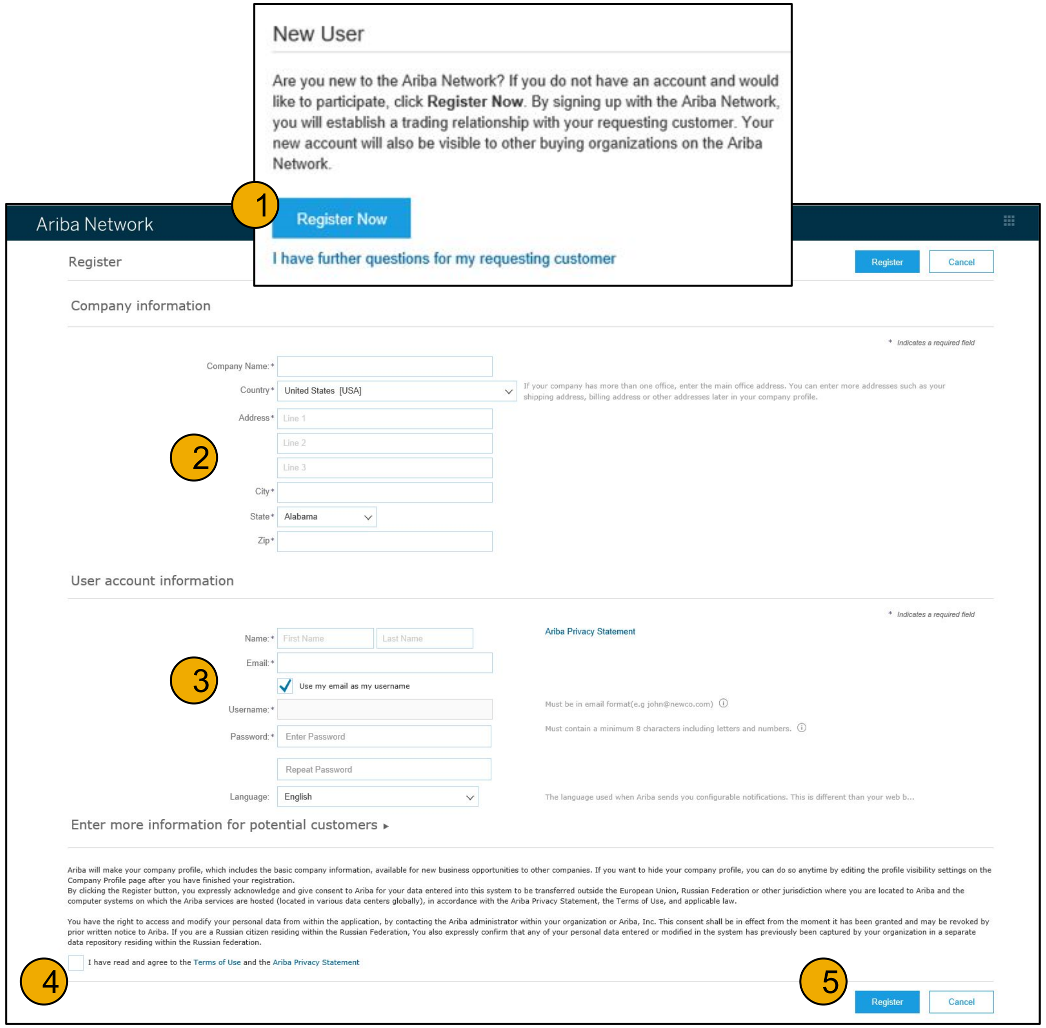
Existing User



Register as a New User

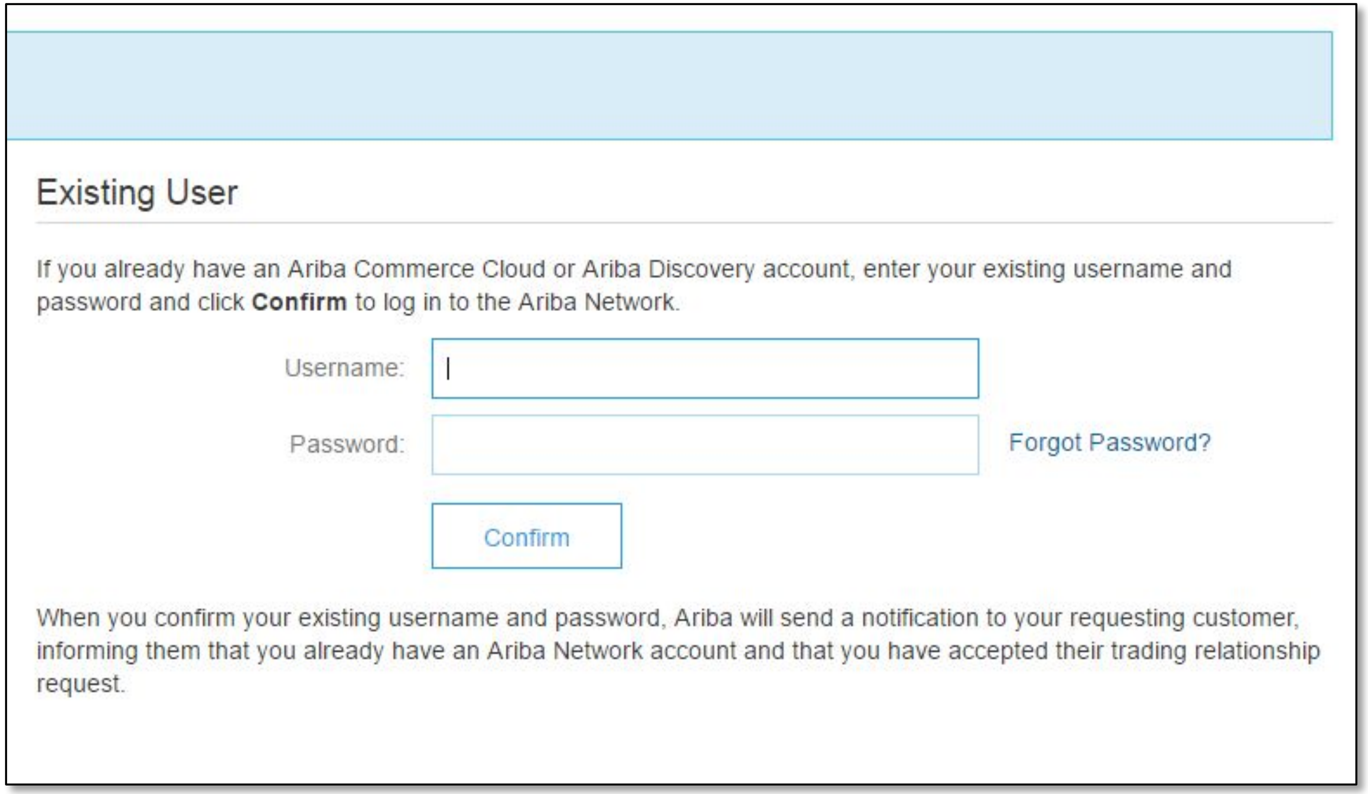
1. Click **Register Now.**
2. Enter Company Information fields marked required with an asterisk (*) including:
   - **Company Name**
   - **Country**
   - **Address**
3. Enter User Account information marked required with an asterisk (*) including:
   - **Name**
   - **Email Address**
   - **Username (if not the same as email address)**
   - **Password**

1. Accept the **Terms of Use** by checking the box.
2. Click **Register** to proceed to your home screen.



Accept Relationship as an Existing User

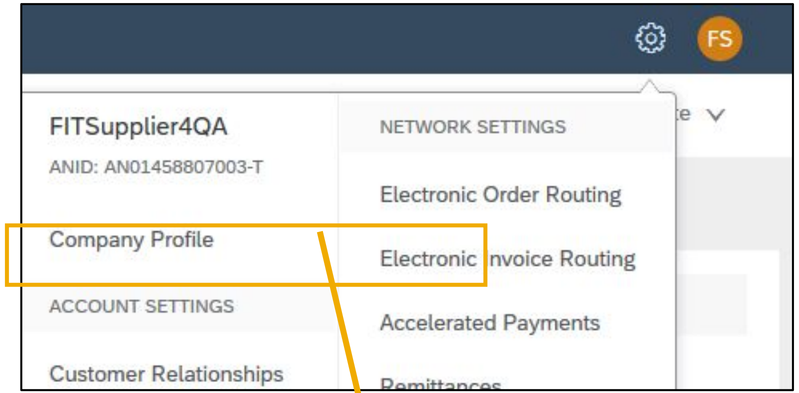
1. **Log in** using your current Ariba username and password in order to accept the relationship with your customer.

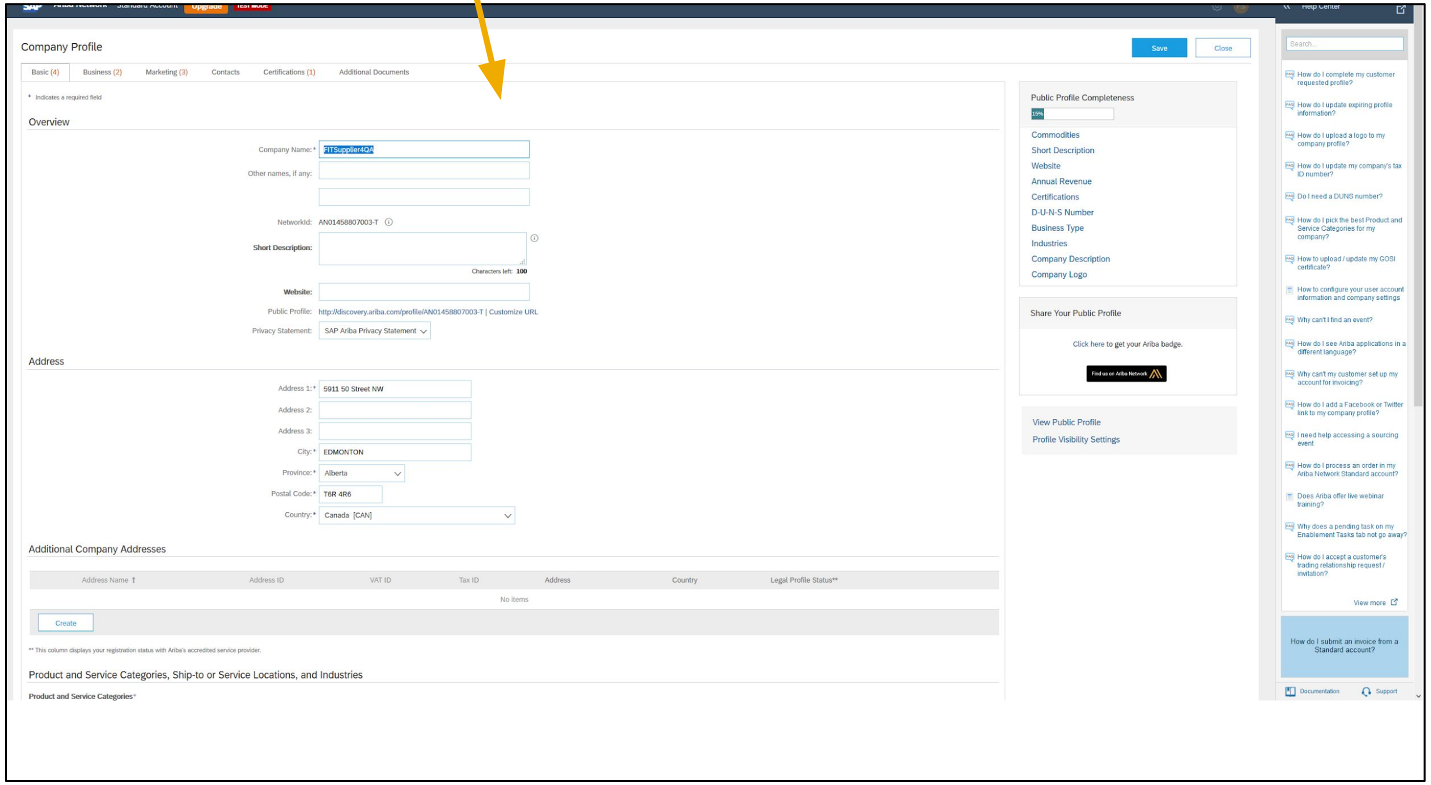


Complete Your Profile

1. Select Company Profile from the Company Settings icon.
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.





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.

- **Test Account Creation (testing is required for integrated and catalog suppliers) –** To create a test account, select your name in the top right corner and choose "Switch to Test ID."

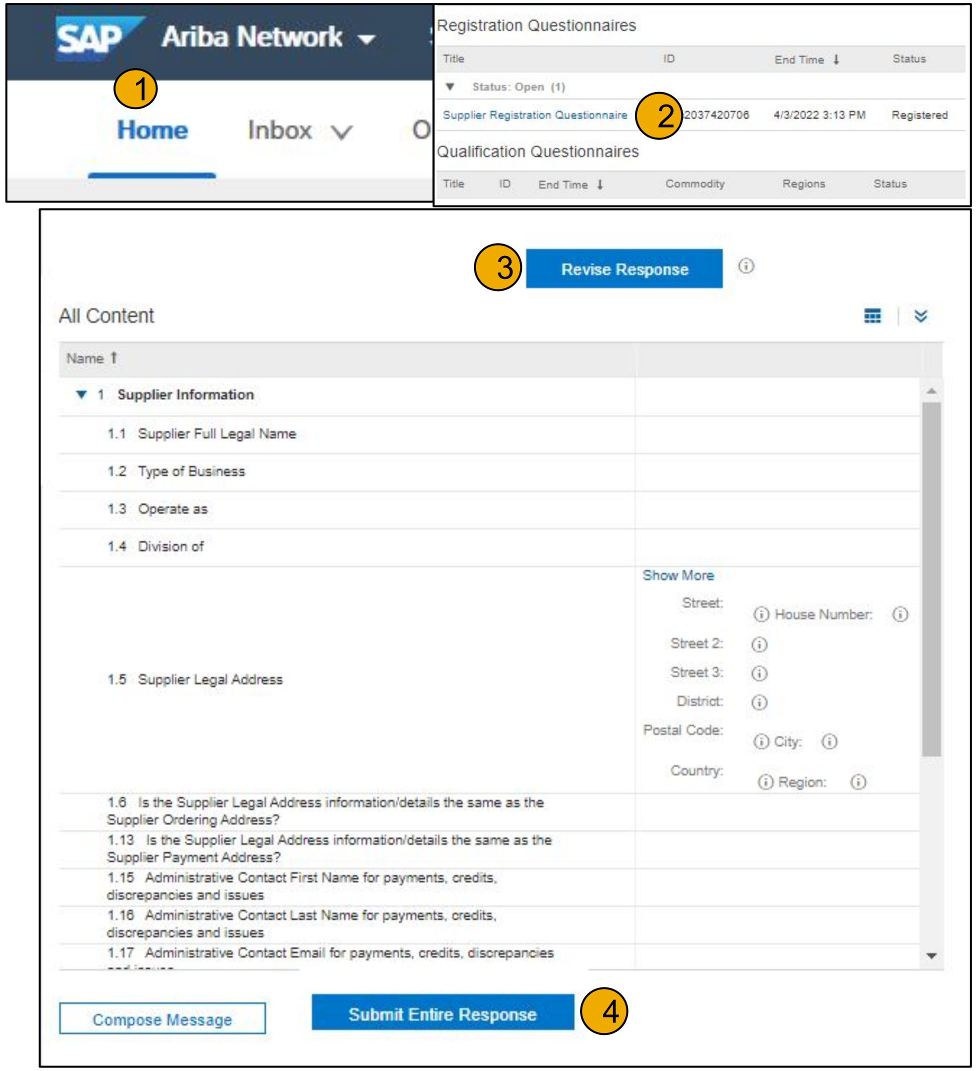
Important: To avoid delays in invoice processing, Suppliers must inform the City of Edmonton through updating the Supplier Registration Form of any changes to the Suppliers Tax ID, Remittance Address or Banking Information.

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.

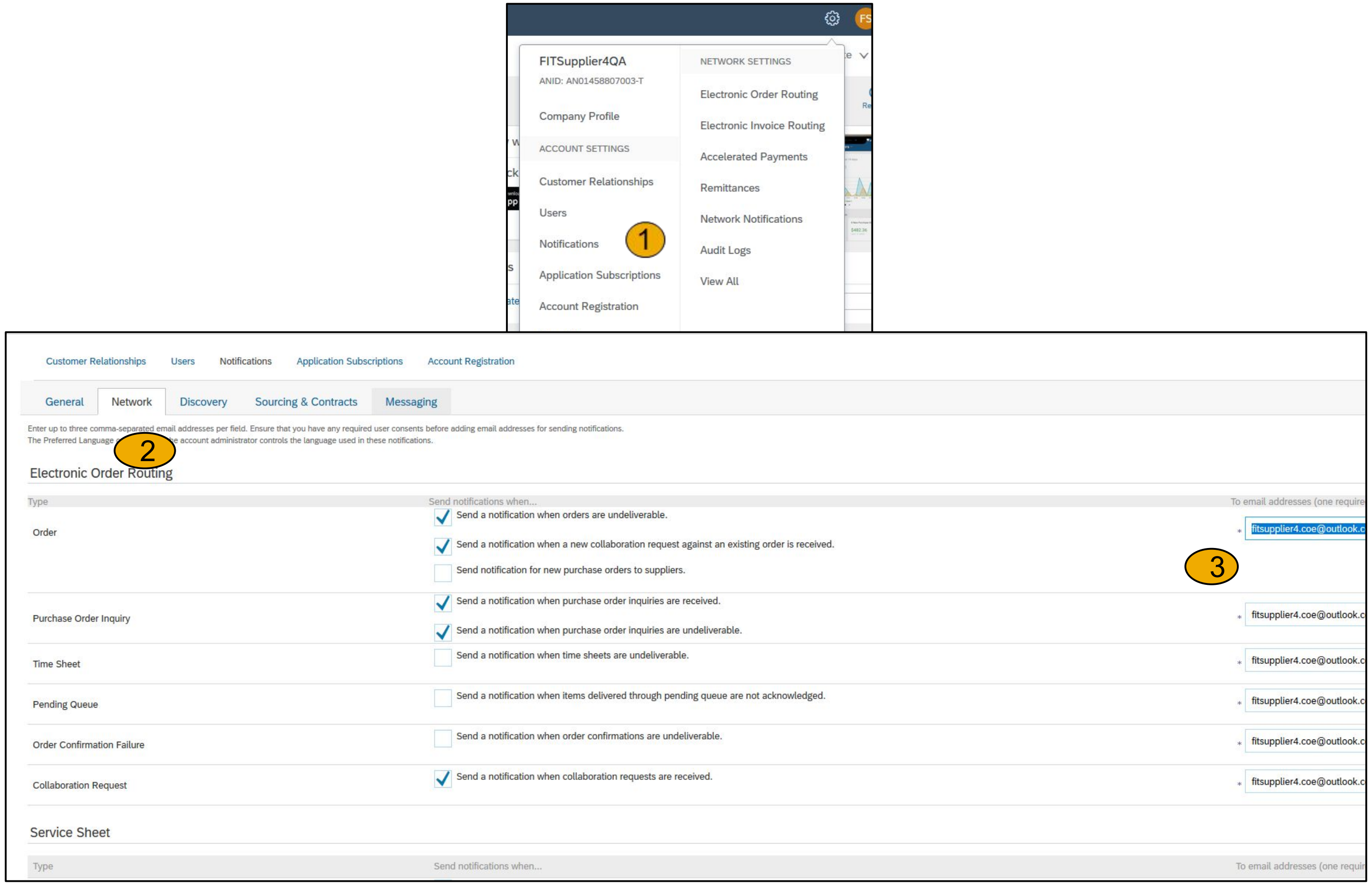
1. **From the Ariba Network** dropdown menu, select **Ariba Sourcing.**
2. Scroll down to **Supplier Registration Questionnaire** and open the previously submitted questionnaire.
3. Select **Revise Response.**
4. Update the Registration Form with the new information and select **Submit Entire Response**



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.



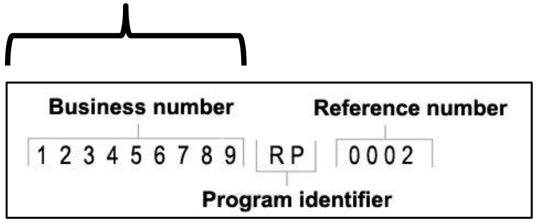
Setting up your Account

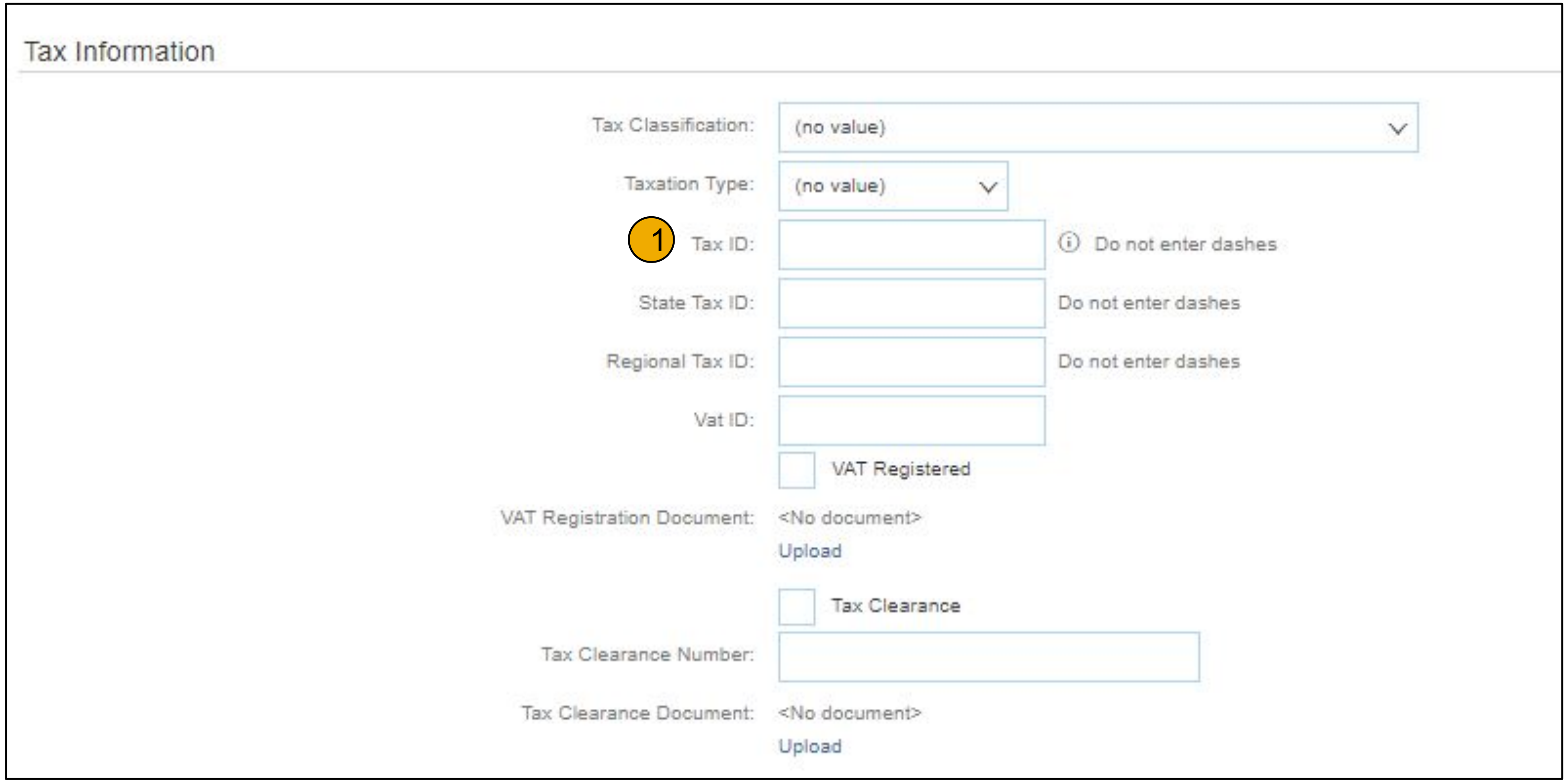
VAT ID / Tax Id

1. **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.

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

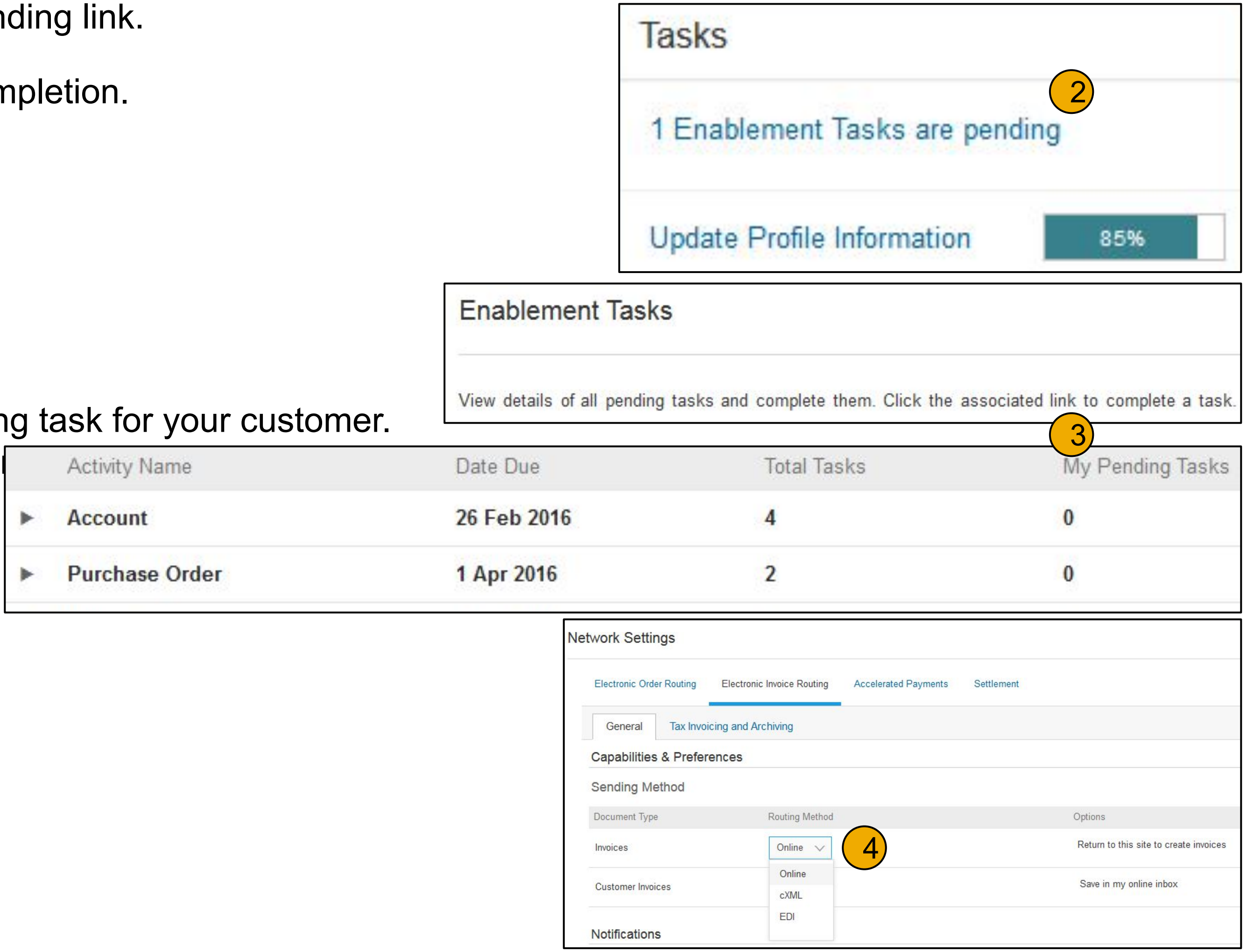




Configure Your Enablement Tasks

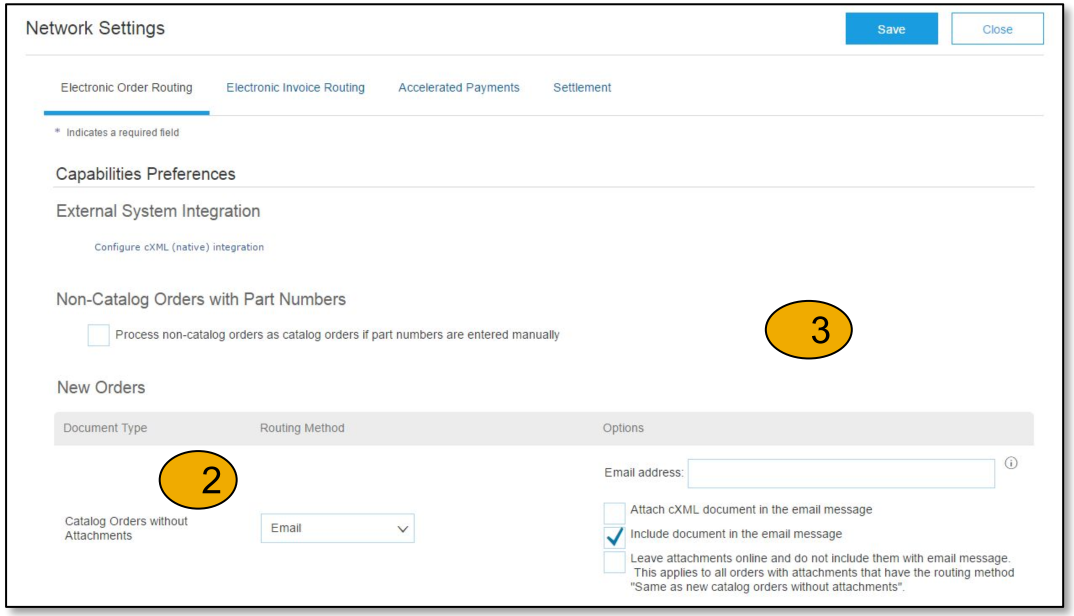
1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.

Note: There may be times you see a pending task for your customer. This will not go away until your customer co



Select Electronic Order Routing Method

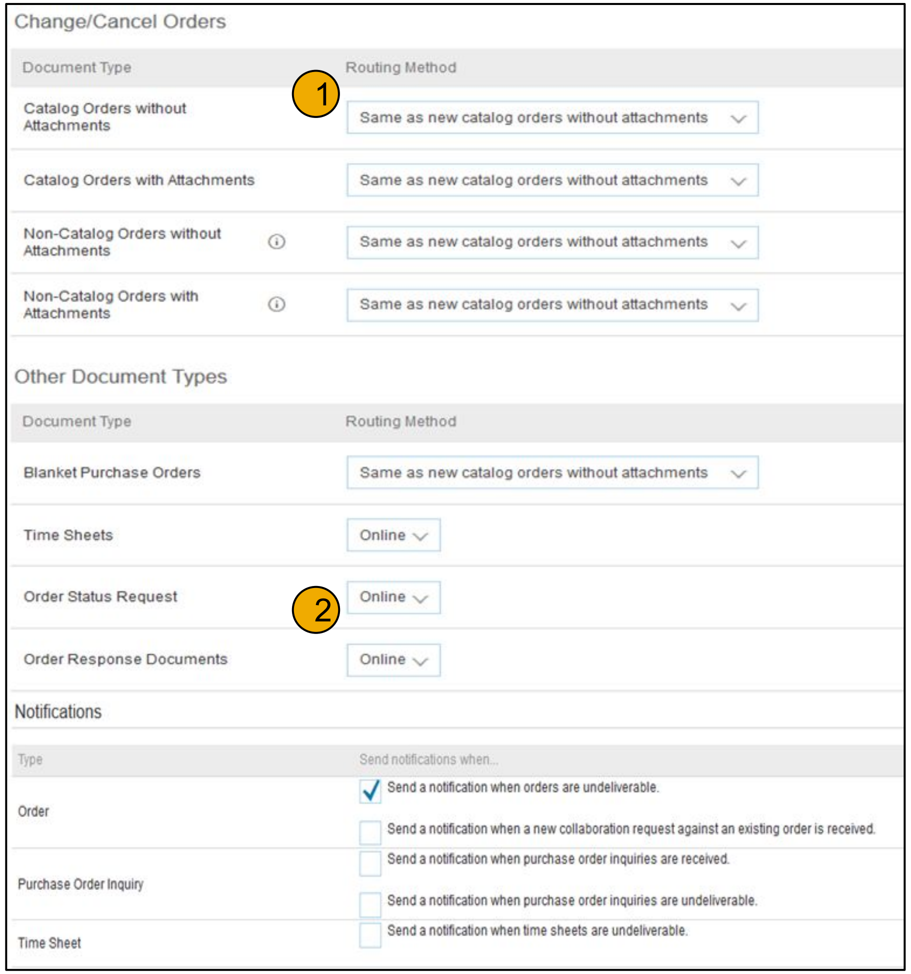
1. **Click** on the Enablement Tasks link to configure your account.
2. **Choose** one of the following routing methods:
   - **Online**
   - **cXML**
   - **EDI**
   - **Email**
   - **Fax**
   - **cXML pending queue** (available for Order routing only)
3. **Configure** e-mail notifications.
   - **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
   - **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.
   - **Fax:** Notifications of new orders are sent via Facsimile, and can include a copy of the PO as well as a cover sheet.
   - **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please contact [CityOfEdmonton Supplier Enablement Inquiry]to be connected with a Seller Integrator who will provide more information on configuration.



Select Electronic Order Routing Method

Notifications

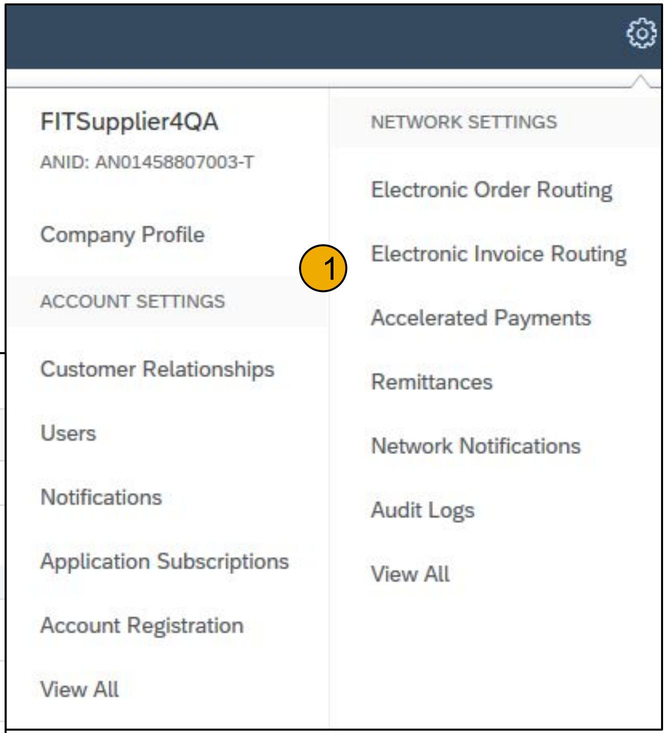
1. **Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).

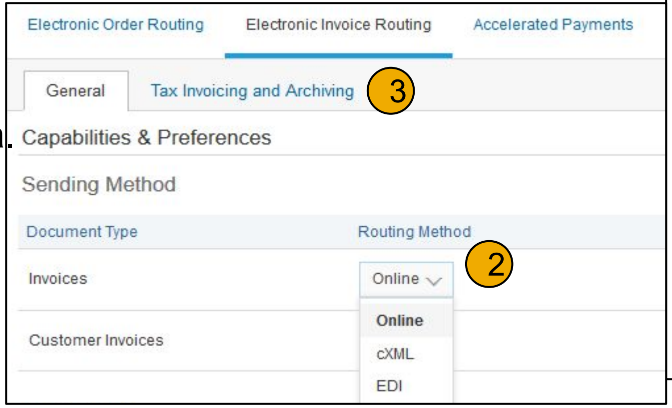


Select Electronic Invoice Routing Method

Methods and Tax Details

1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.





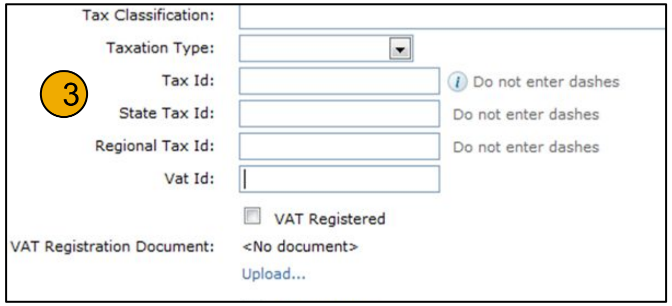


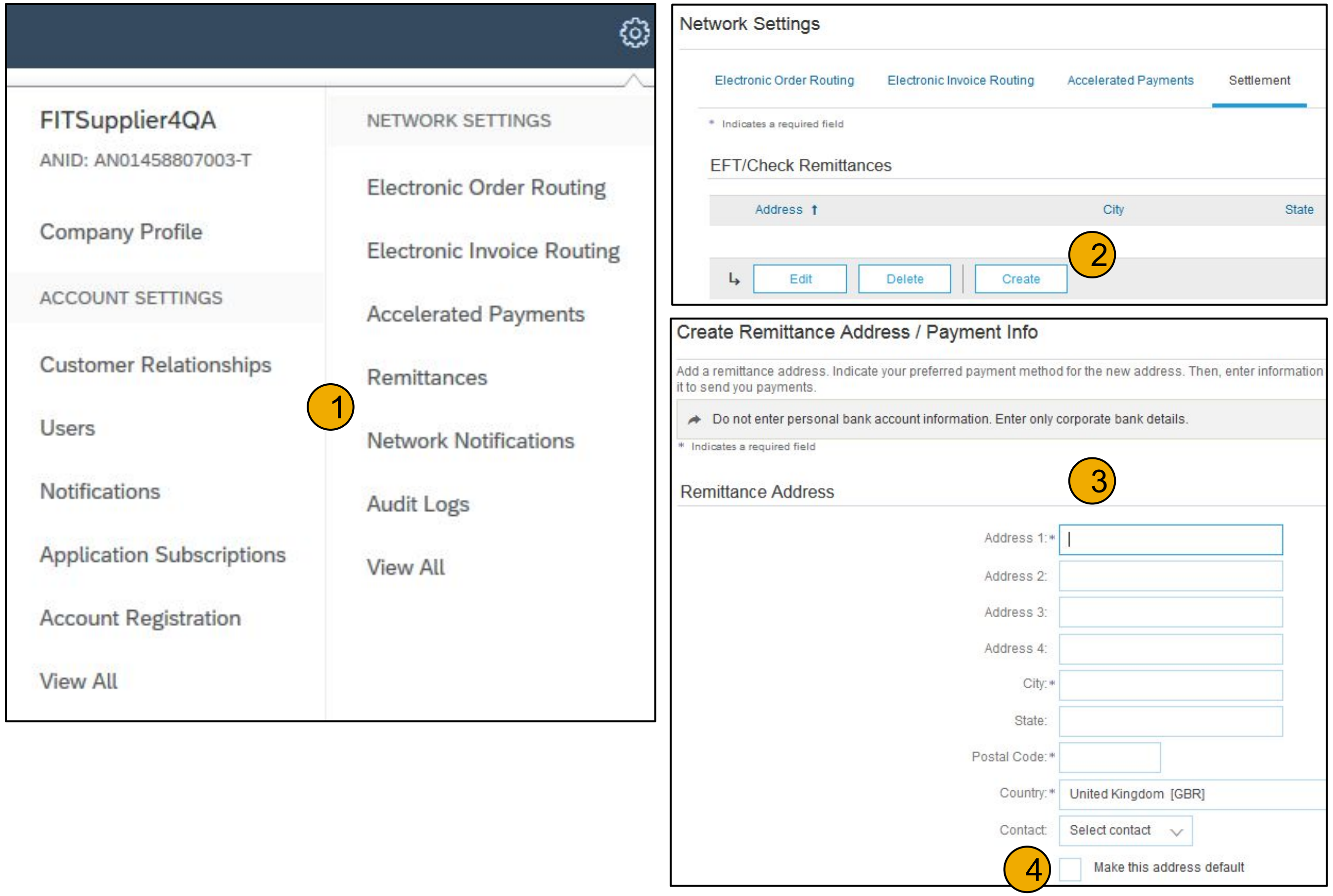
Table of Contents
Ariba Network Overview
Account Set Up
Purchase Orders
Other Documents
Invoice Methods Help Resources

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.

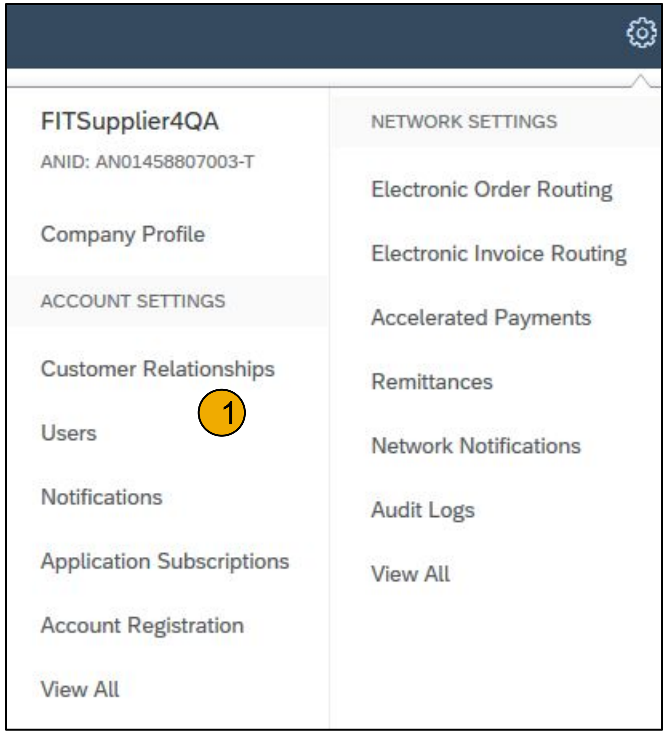
These steps would allow you to change or add new details after the City Representative has approved the changes.

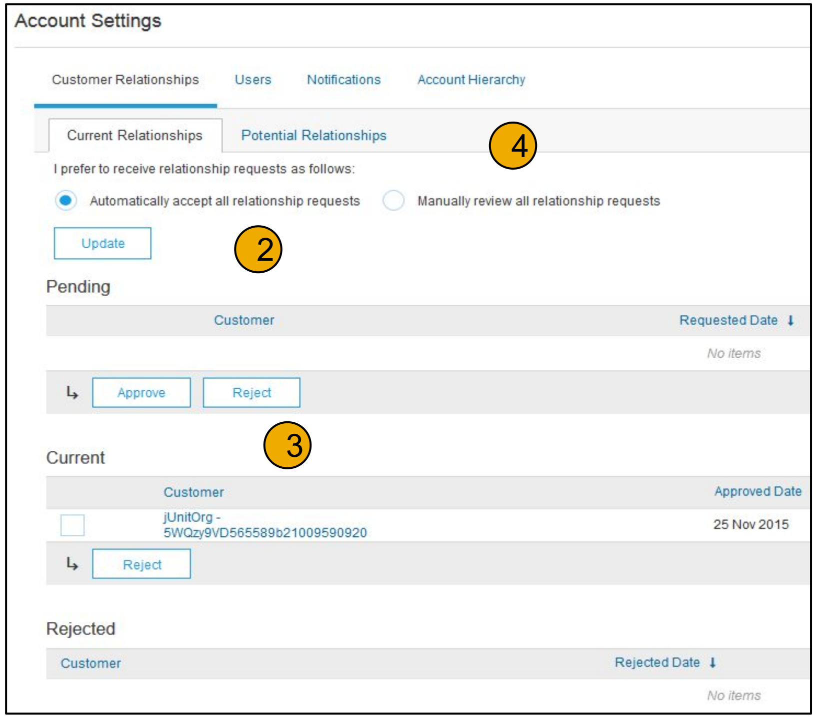
1. **From the Company Settings** icon, select **Remittances.**
2. **Click** Create to create new company remittance information, or Edit, if you need to change existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Cheque Remittances section.
4. **Select** one of your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



Review Your Relationships
Current and Potential

1. **Click** on the Customer Relationships link in the **Company Settings** icon.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** potential customers in Potential Relationships tab.





Set Up User Accounts

Roles and Permission Details

Administrator

- There can only be one administrator per ANID
- 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

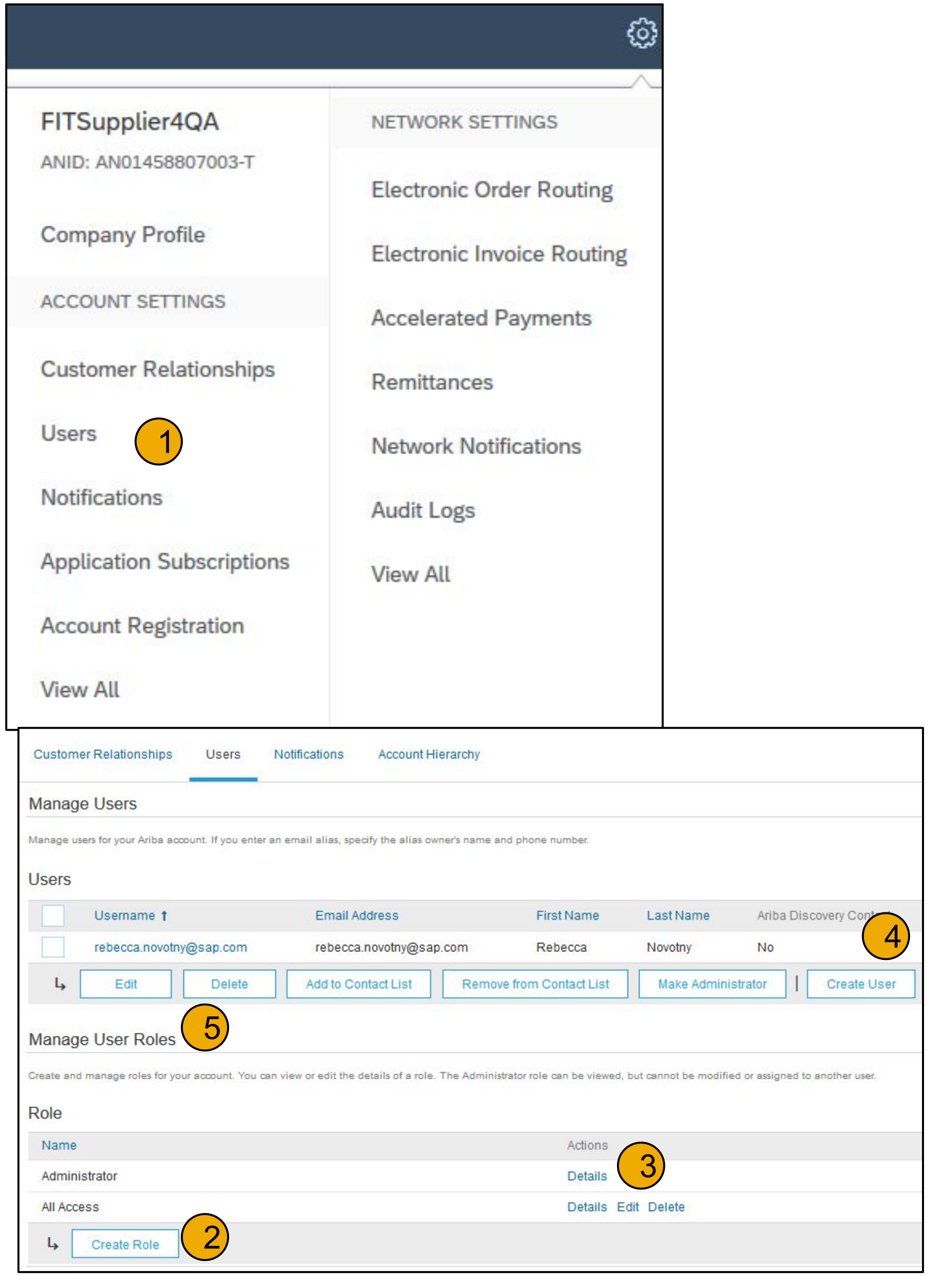
User

- Up to 250 user accounts can exist per ANID
- 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)

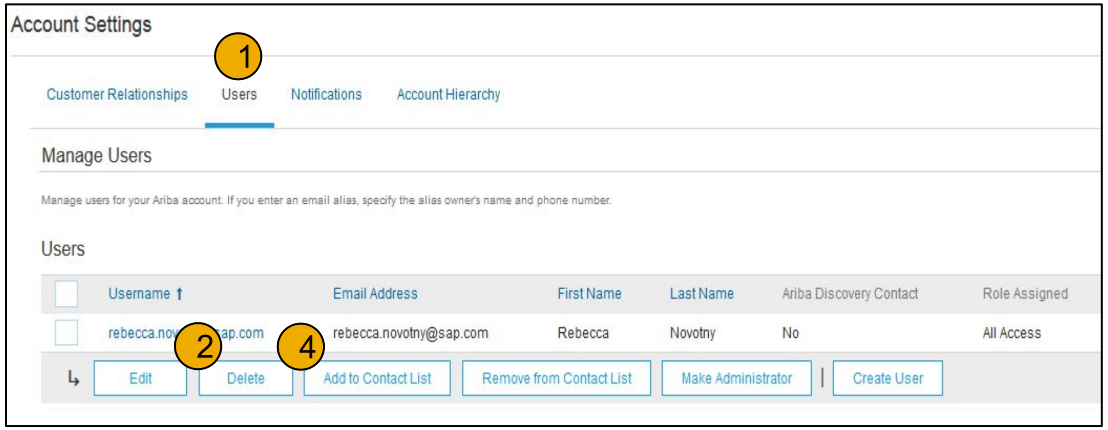
1. **Click** on the Users tab on the **Company Settings** icon menu. The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add** Permissions **to the Role** that correspond to the user's actual job responsibilities 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.



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

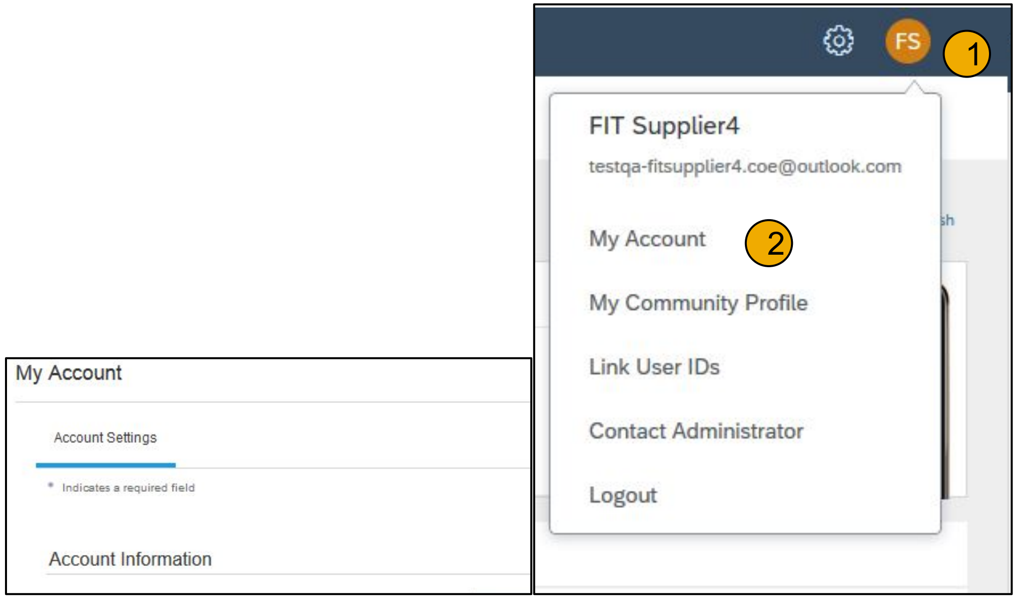


Enhanced User Account Functionality

1. **Click** on your initials in top right corner, to access the User Account Navigator. It enables you to:
   - Quickly access your personal user account information and settings
   - Link your multiple user accounts
   - Switch to your test account

   Note: After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.
2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk.

   Note: If you change username or password, remember to use it at your next login.
4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.



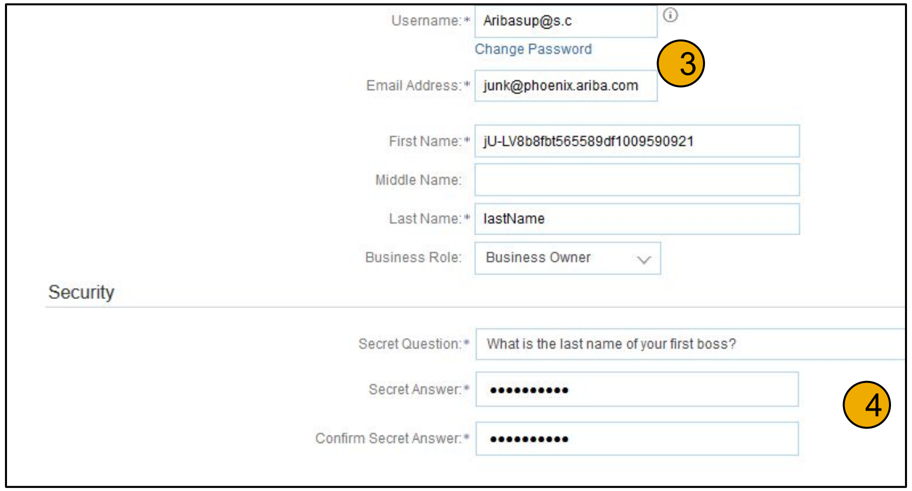
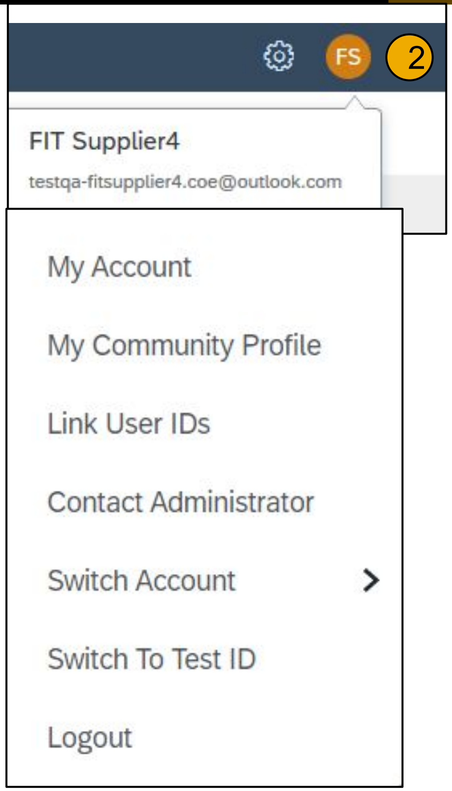


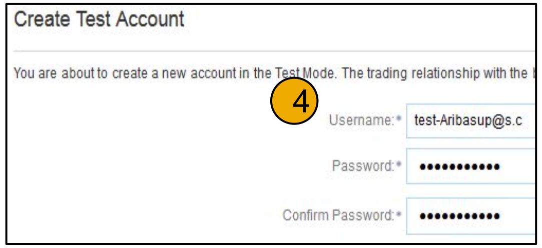
Table of Contents
Ariba Network Overview
Account Set Up
Purchase Orders
Other Documents
Invoice Methods Help Resources

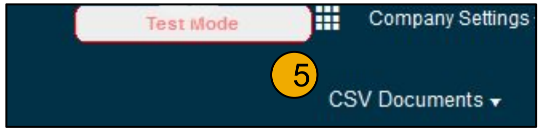
Set Up a Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your initials in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.
   - Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.

   Note: Test account transactions are free of charge.
5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).







Section 3: Purchase Order Management

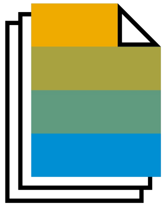
View Purchase Orders

View Purchase Orders

Purchase Order Detail

Purchase Order Detail

ERS Purchase Orders



Create PDF of Purchase Order

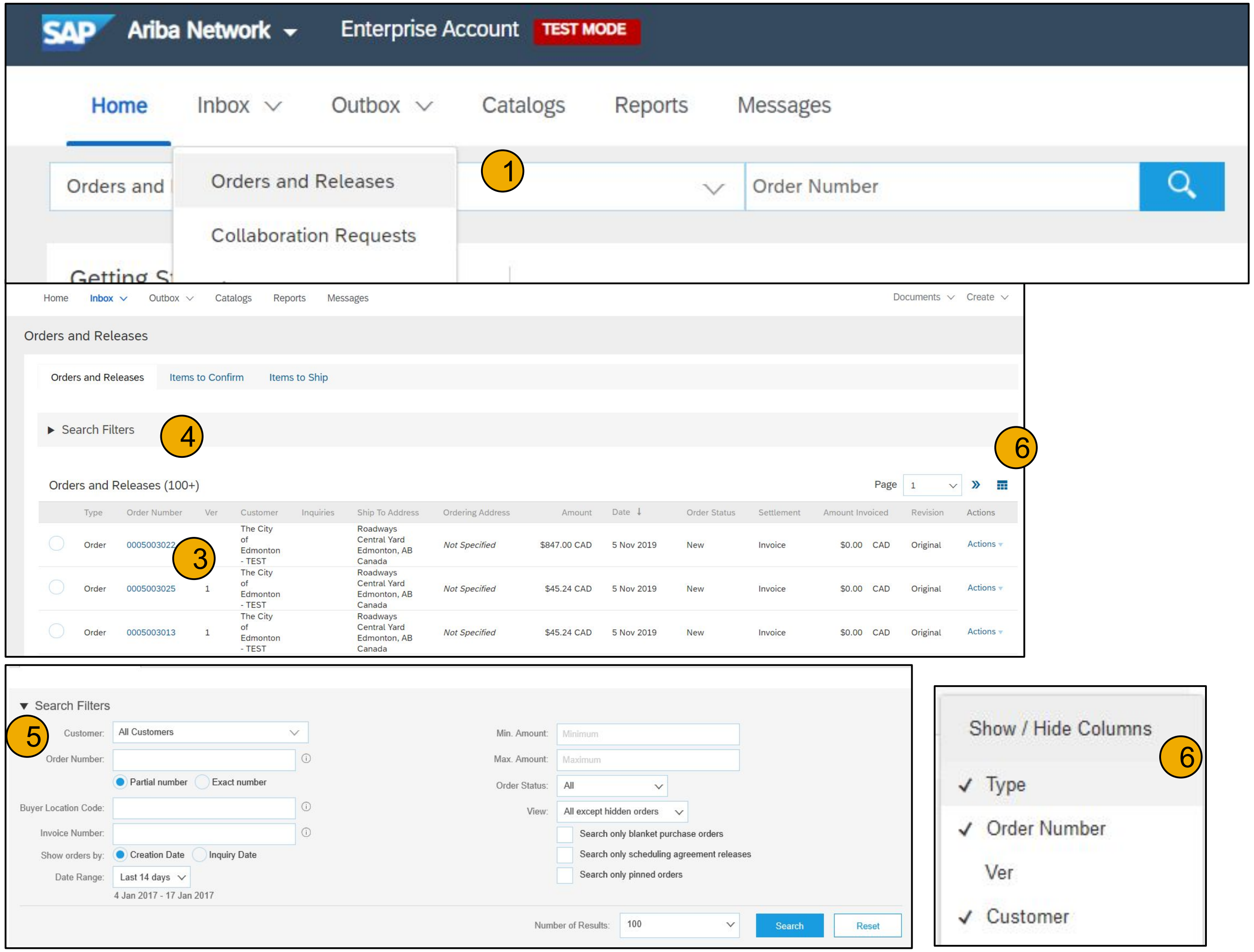
Create PDF of Purchase Order

Table of Contents
Ariba Network Overview
Account Set Up
Purchase Orders
Other Documents
Invoice Methods Help Resources

Manage POs

View Purchase Orders

1. **Click** on Inbox tab and select Orders and Releases to manage your Purchase Orders.
2. **Inbox** is presented as a list of the Purchase Orders received from the City of Edmonton.
3. **Click** the link on the Order Number column to view the purchase order details.
4. **Search** filters allows you to search using multiple criteria.
5. **Click** the arrow next to Search Filters to display the query fields. Enter your criteria and click Search.
6. **Toggle** the Table Options Menu to view ways of organizing your Inbox.



© 2019 SAP SE or an SAP affiliate Company. All rights reserved.

Manage POs

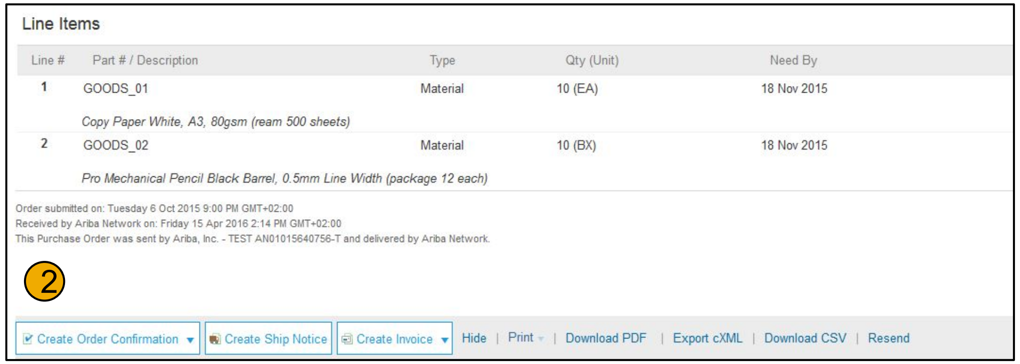
Purchase Order Detail

1. **View** the details of your order.
   The order header includes the order date and information about the buying organization and supplier.

   Note: You can always Resend a PO which was not sent to your email address, cXML or EDI properly clicking **Resend** button.

   Additional options: **Export cXML** to save a copy of the cXML source information **Order History** for diagnosing problems and for auditing total value.

2. **Line Items section** describes the ordered items. Each line describes a quantity of items City of Edmonton wants to purchase. Set the status of each line item by sending order confirmations clicking Create Order Confirmation. The sub-total is located at the bottom of the purchase order.

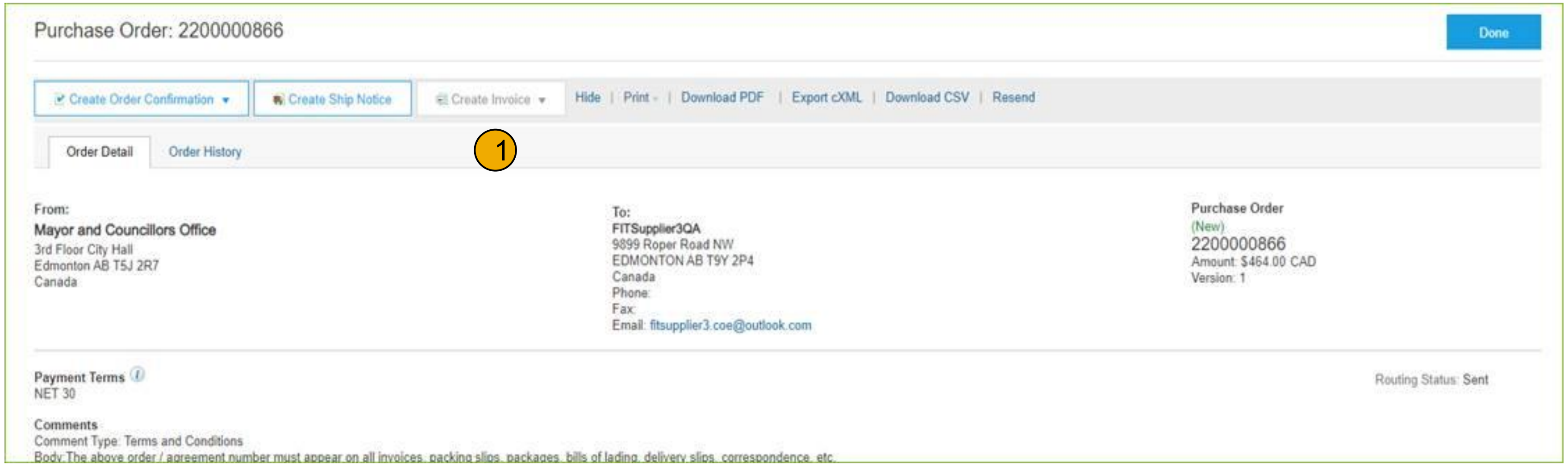


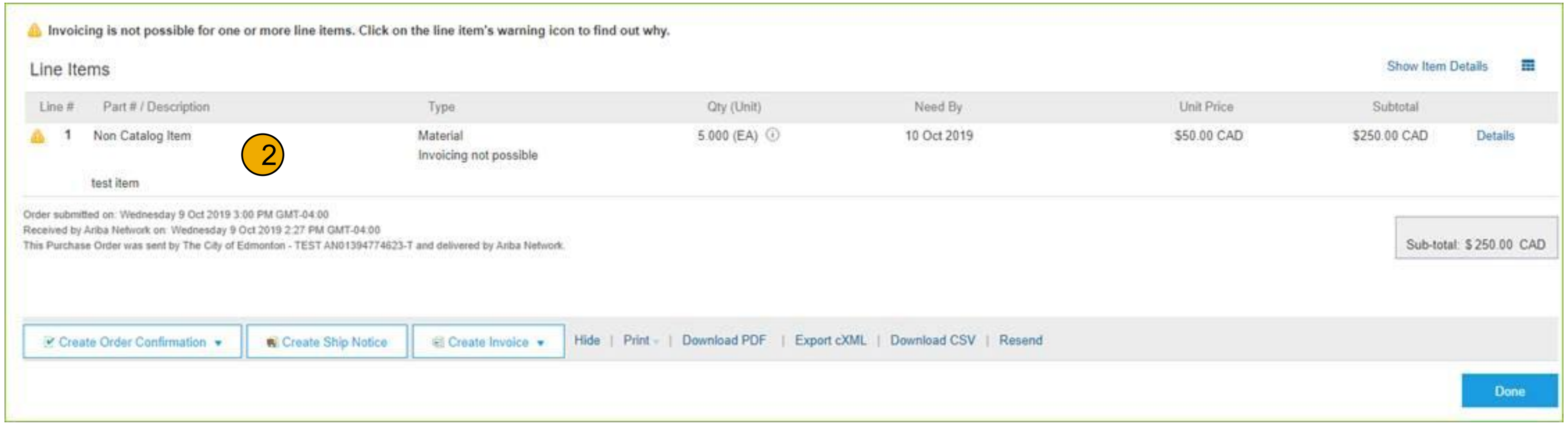
Manage POs
ERS POs

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.

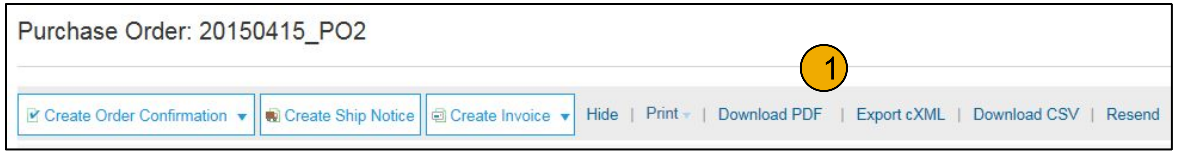
The City of Edmonton will notify any supplier that will be using ERS POs.

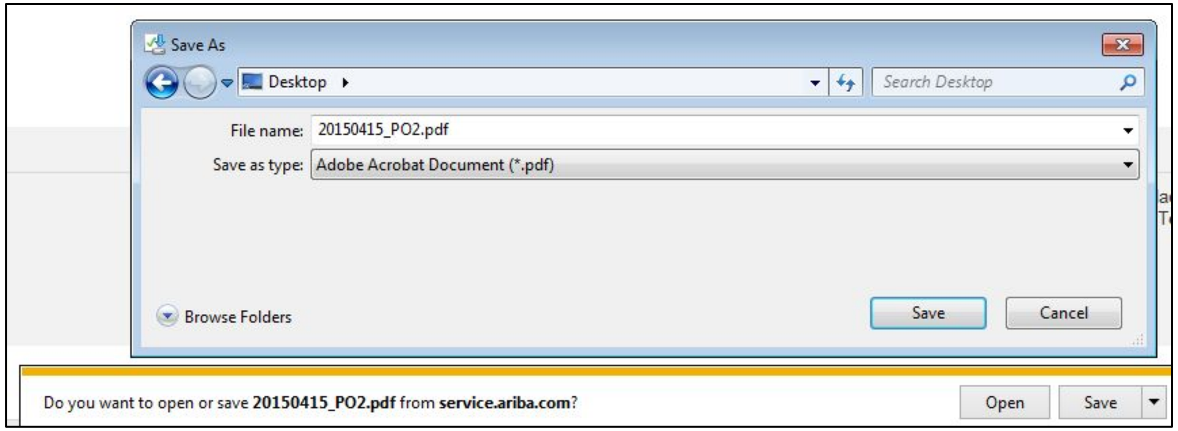




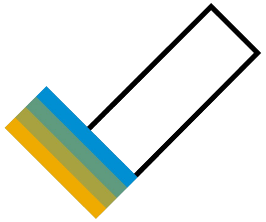
Manage POs
Create PDF of PO

1. **Select "Download PDF"** as shown.





Section 4: Other Documents

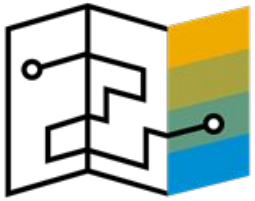


Order Confirmations (OC)

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)

Locate a Service PO

Auto-Generate Service Sheet

Create Service Sheet

Submit Service Sheet

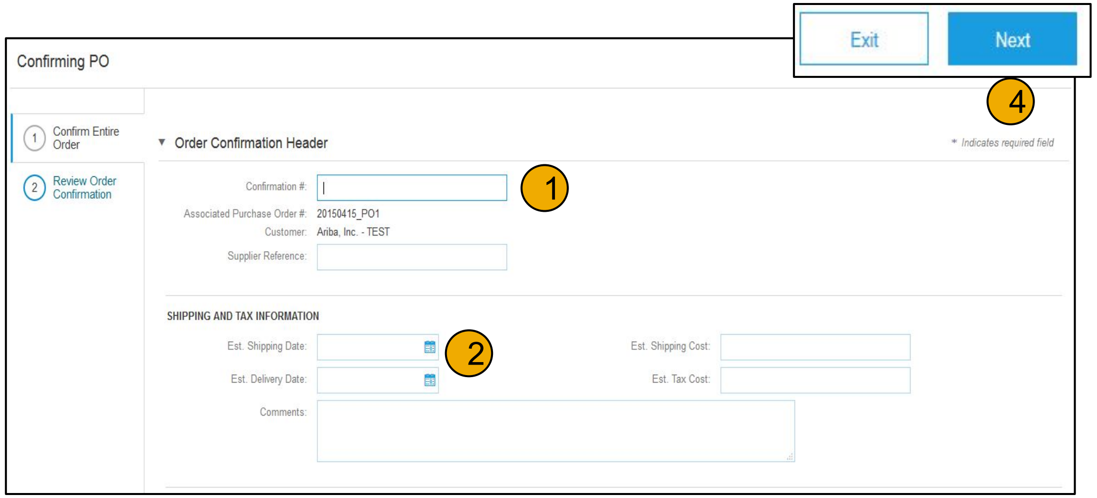
Check Status

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 City of Edmonton.**



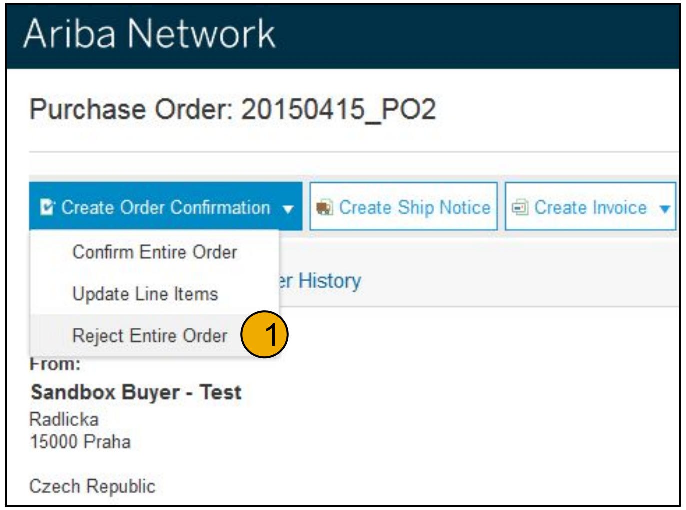
Once the order confirmation is submitted, the Order Status will display as Confirmed. When viewing documents online, links to all related documents are displayed.
Click Done to return to the Inbox.

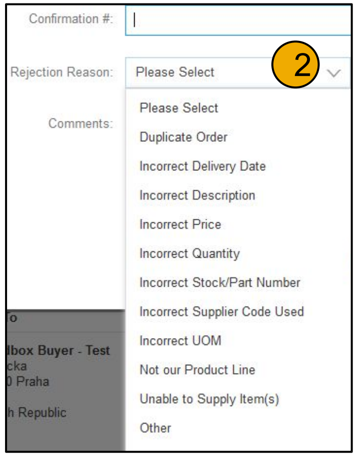
Create Order Confirmation

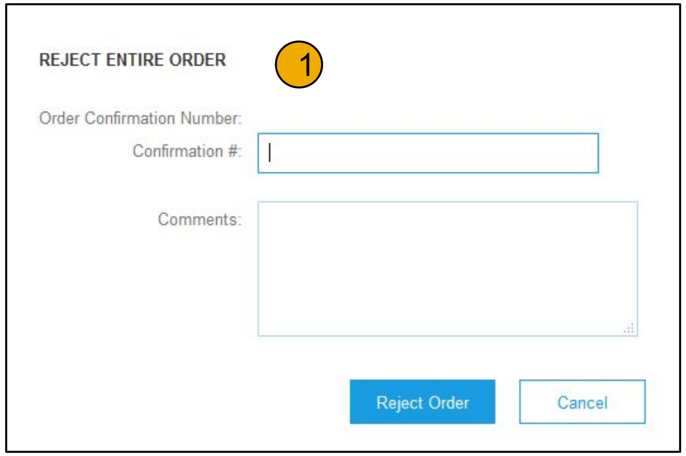
Reject Entire Order

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.)





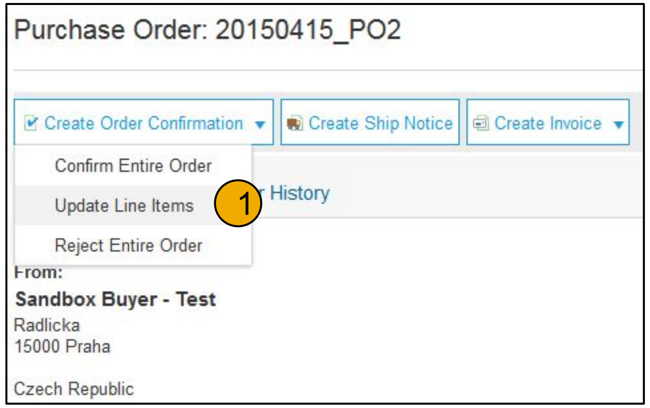


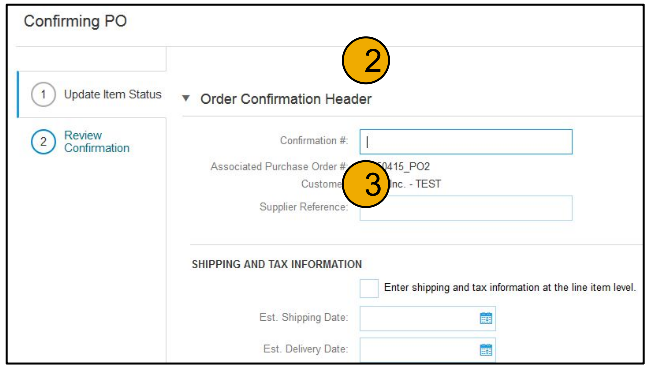
Create Order Confirmation

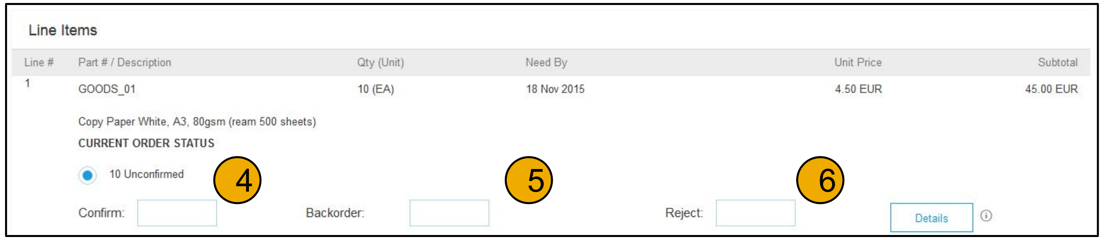
Update Line Items

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.

Note: Order Confirmations are optional for the City of Edmonton, unless your Contract Manager requests these documents.







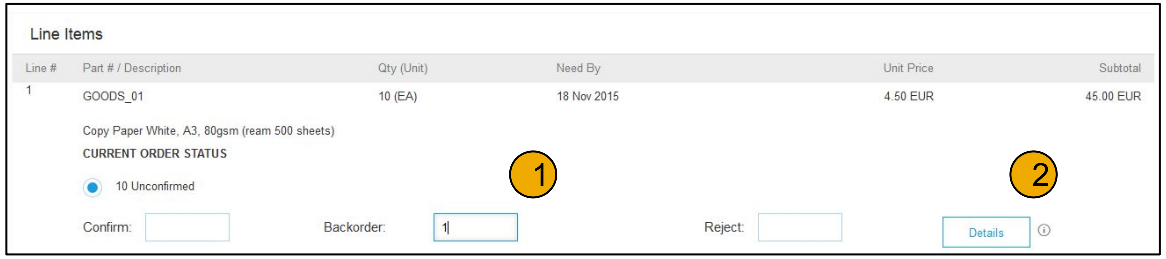
Confirm Order

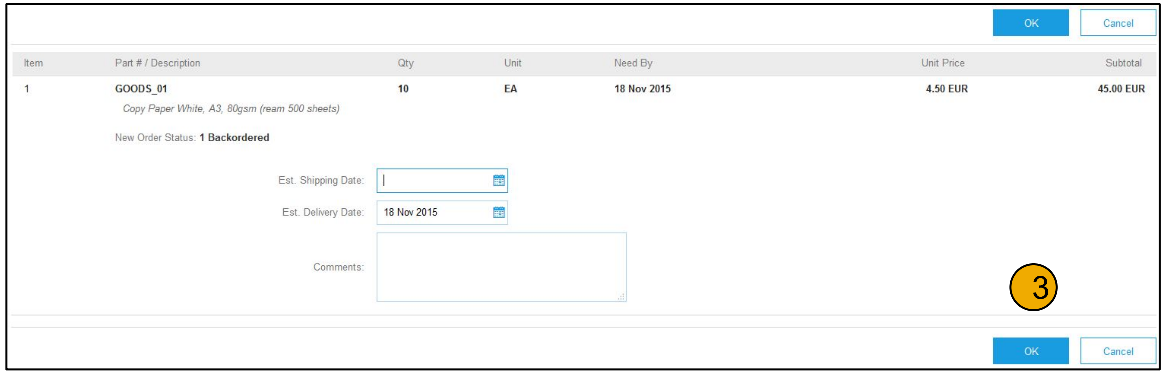
Update Line Items - Backorder

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.

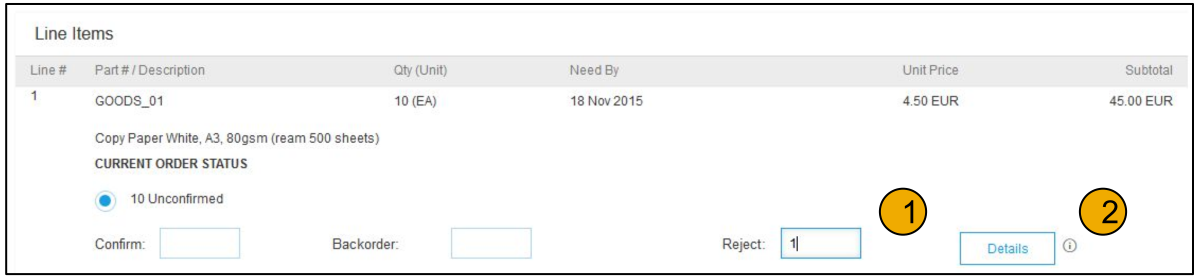




Confirm Order

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.



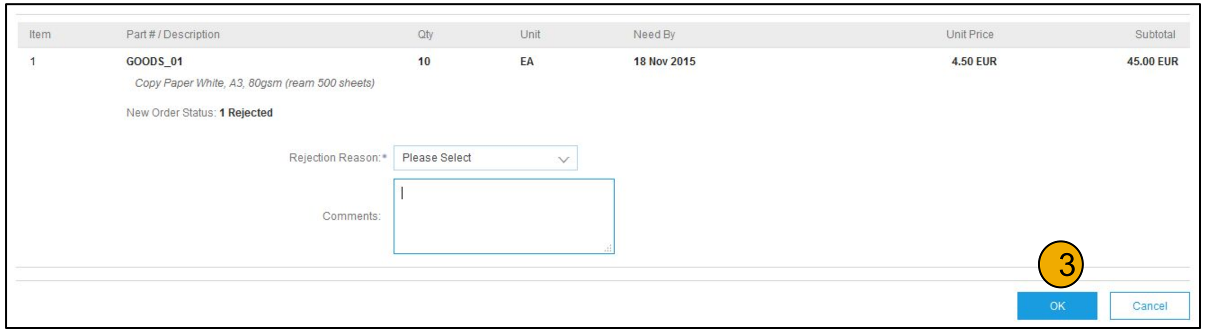
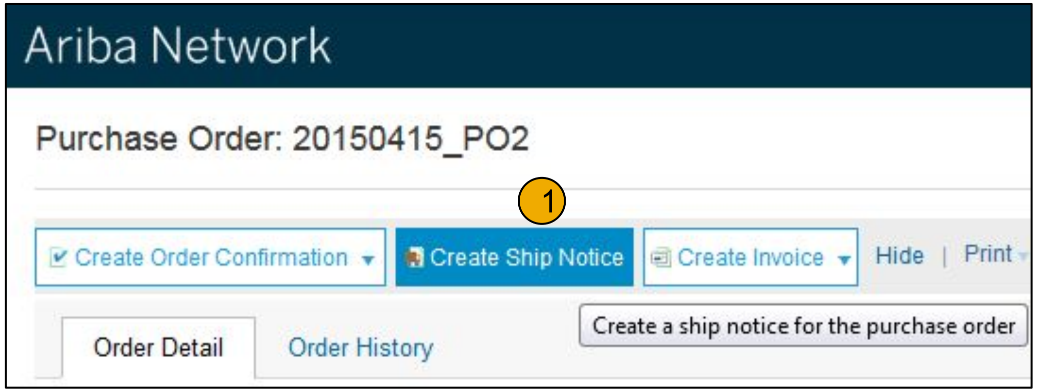
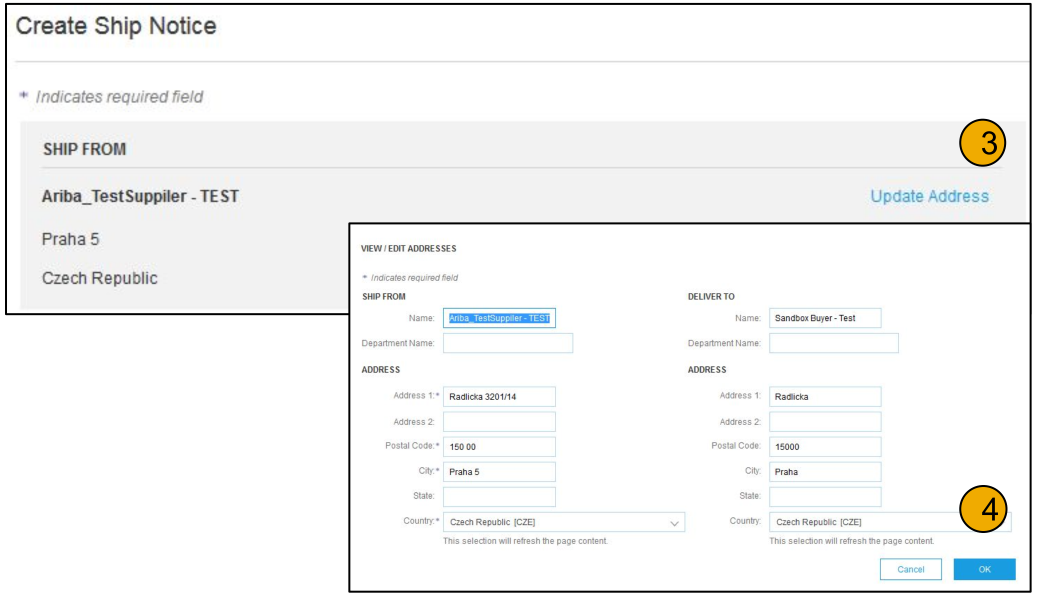


Table of Contents
Ariba Network Overview
Account Set Up
Purchase Orders
Other Documents
Invoice Methods
Help Resources

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.

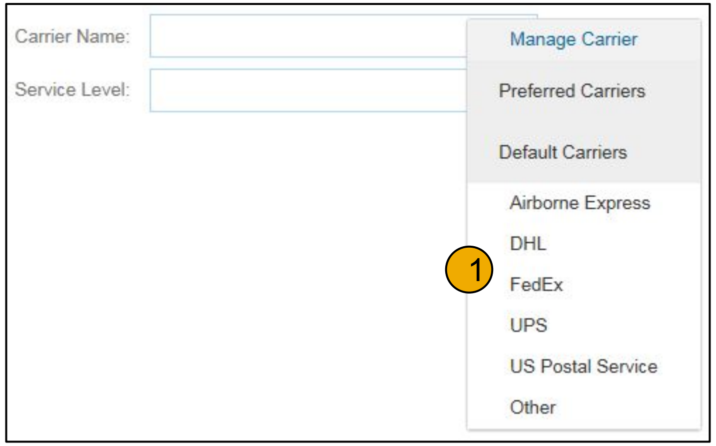


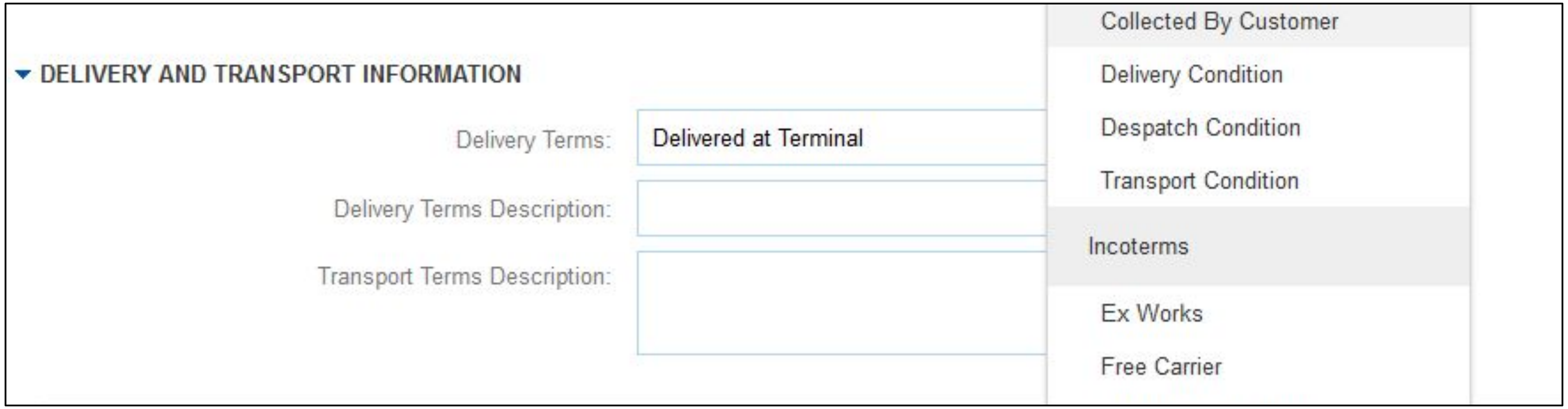


Create Ship Notice

Delivery Terms and Transportation Details

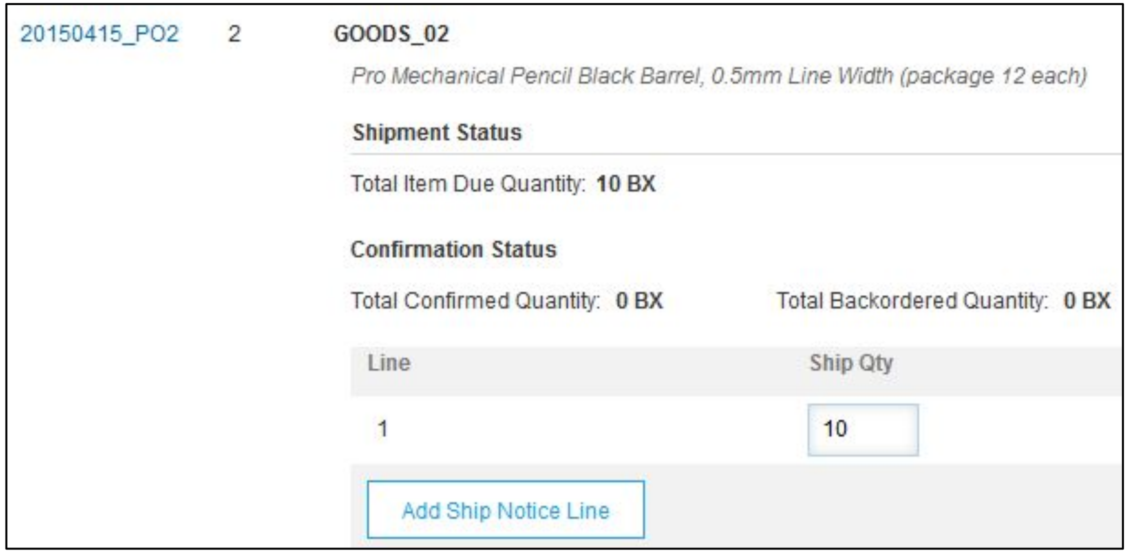
1. **Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.

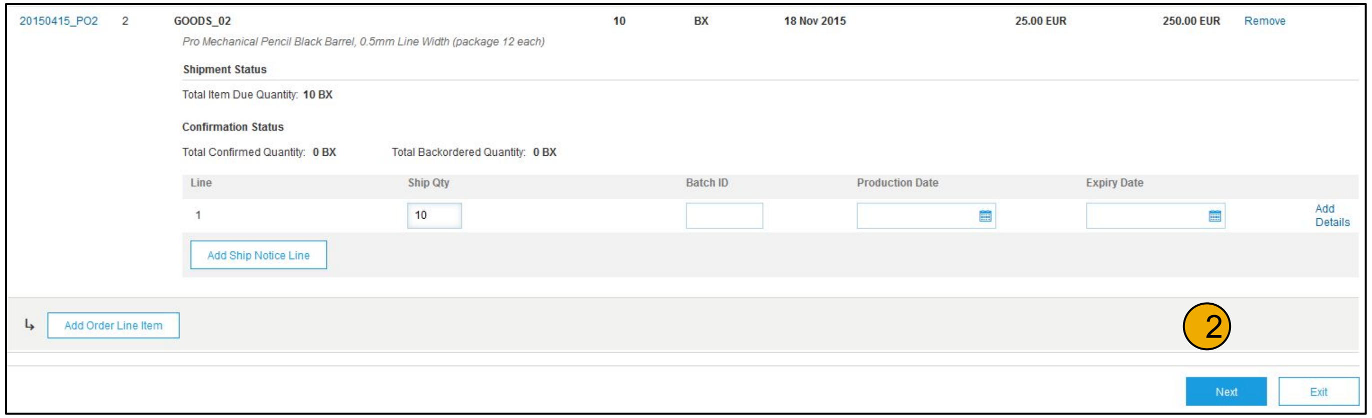




Create Ship Notice
Details

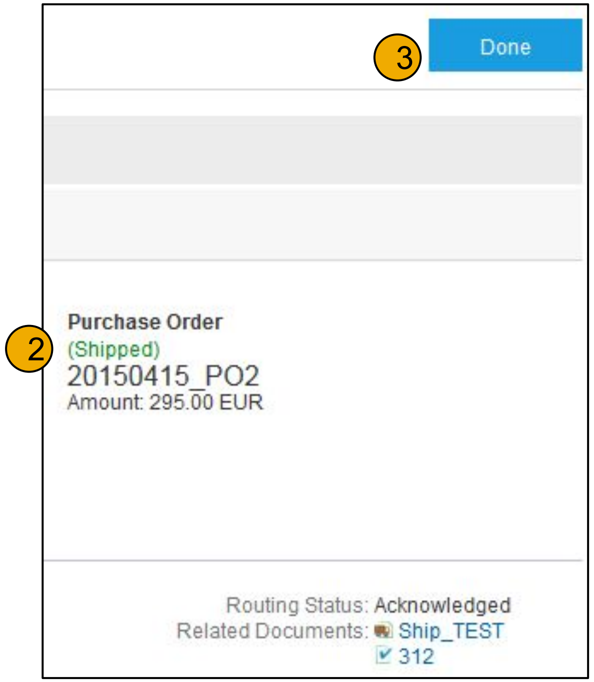
1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Click Next** to proceed to review your Ship Notice.





Submit Ship Notice

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. Submitted Ship Notices can be viewed from Outbox and selecting Ship Notices or by clicking the link under the Related Documents from the PO View.
3. **Click** Done to return to the Home page.

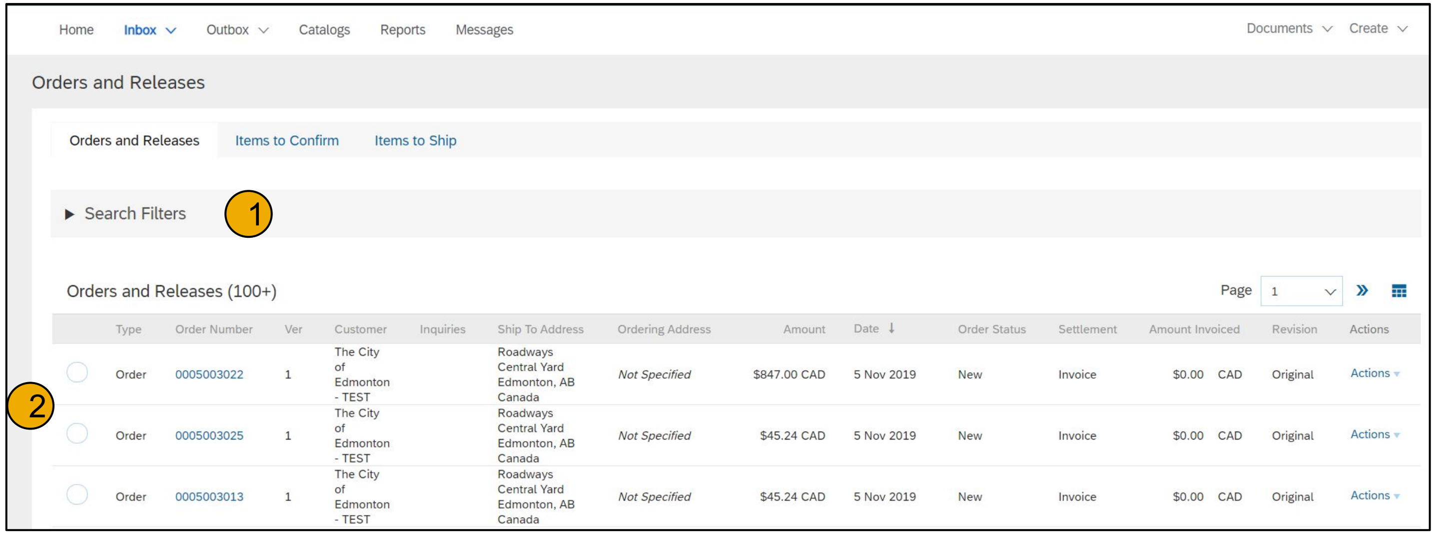


Create a Service Entry Sheet

Locate a Service PO

1. **Locate** your Service PO within your Inbox.
Note: Utilize the **Advanced Search Filters** at the top of your inbox to narrow your view to Service POs only by checking the **Search Only Service Purchase Orders** box and click **Search**.

2. **Select** the radio button next to the desired PO and click **Create Service Sheet** OR click the **Order Number Hyperlink** to view the Service PO.



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

All other suppliers should reference page 47 *Auto Generate a Service Entry Sheet*

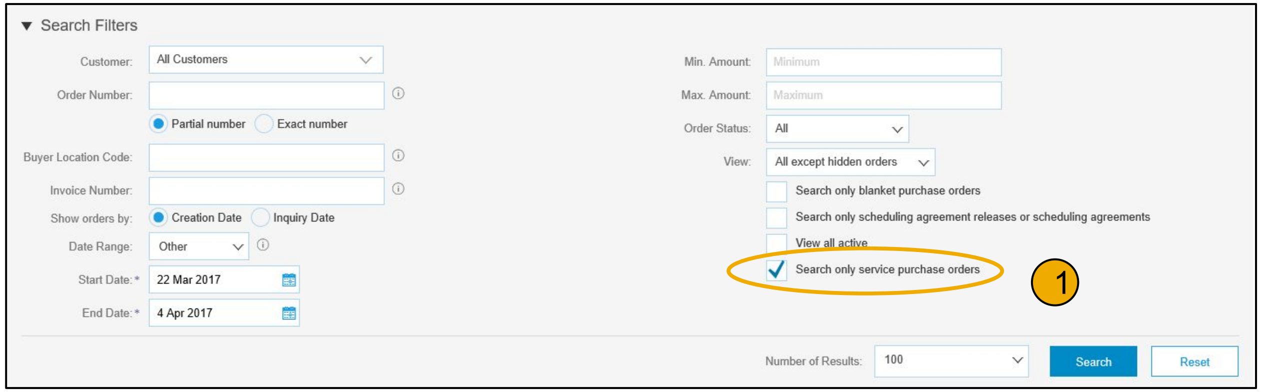


Table of Contents
Ariba Network Overview
Account Set Up
Purchase Orders
Other Documents
Invoice Methods
Help Resources

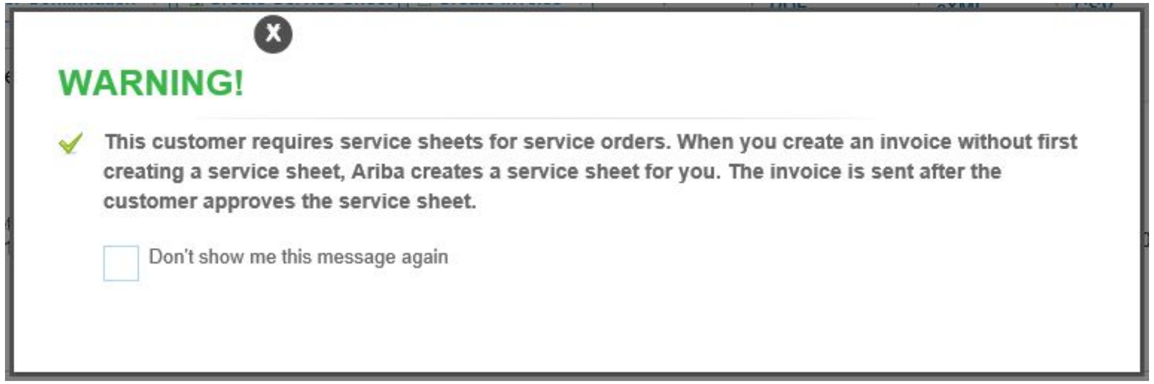
Auto-Generate a Service Entry Sheet

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: 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.

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

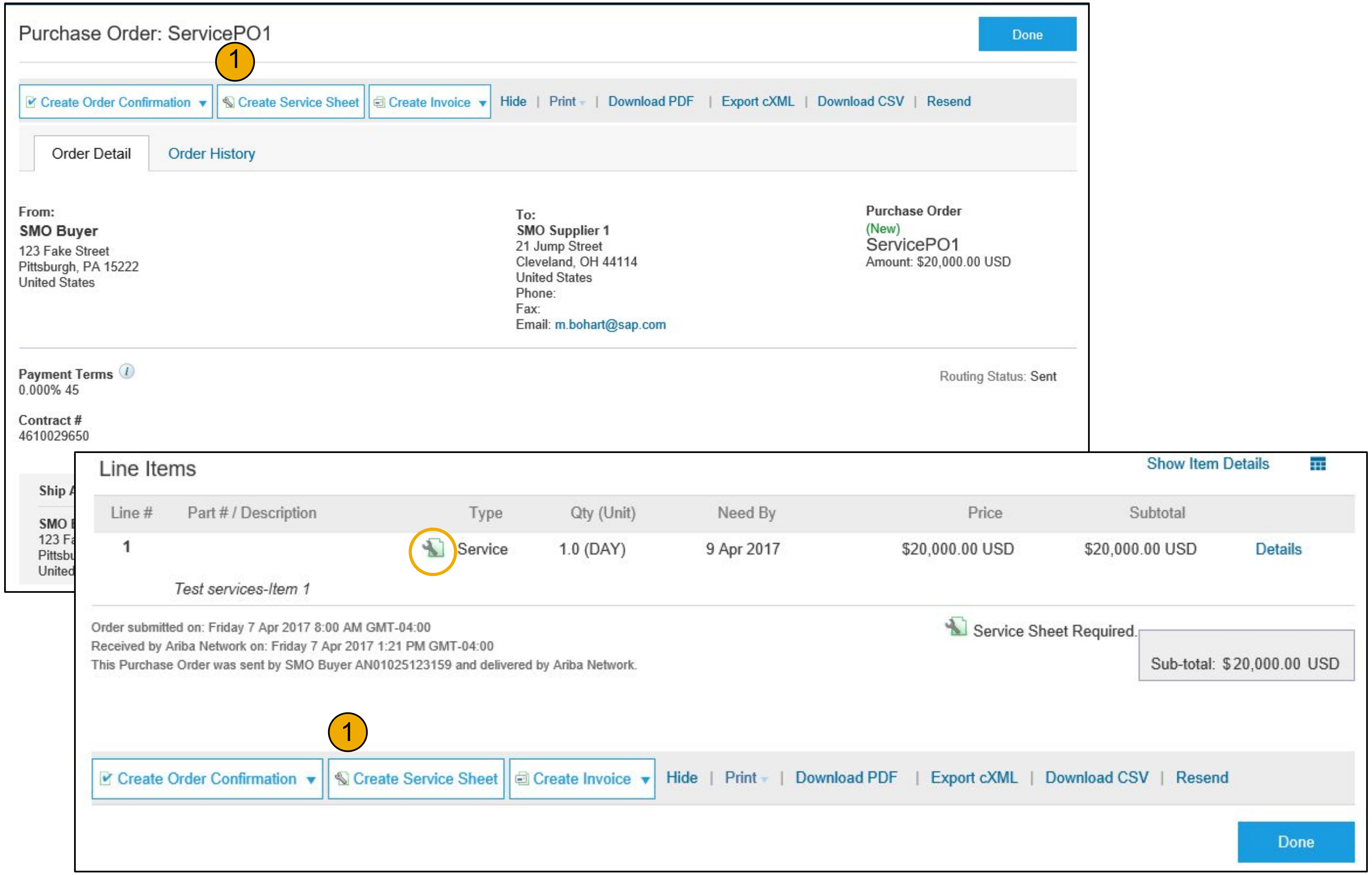
An attachment is also required to submit a Service Entry Sheet or Service Invoice with the City of Edmonton. Suppliers are requested to provide proof the work has been completed, or a breakdown of the services performed (ie. Deliverable Acceptance, Timesheet etc.)

Create 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.



Create a Service Entry Sheet

Header Information

1. **Complete** any required fields that have an asterisk (*).

Note: Service Sheet numbers cannot exceed 10 characters.

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.)

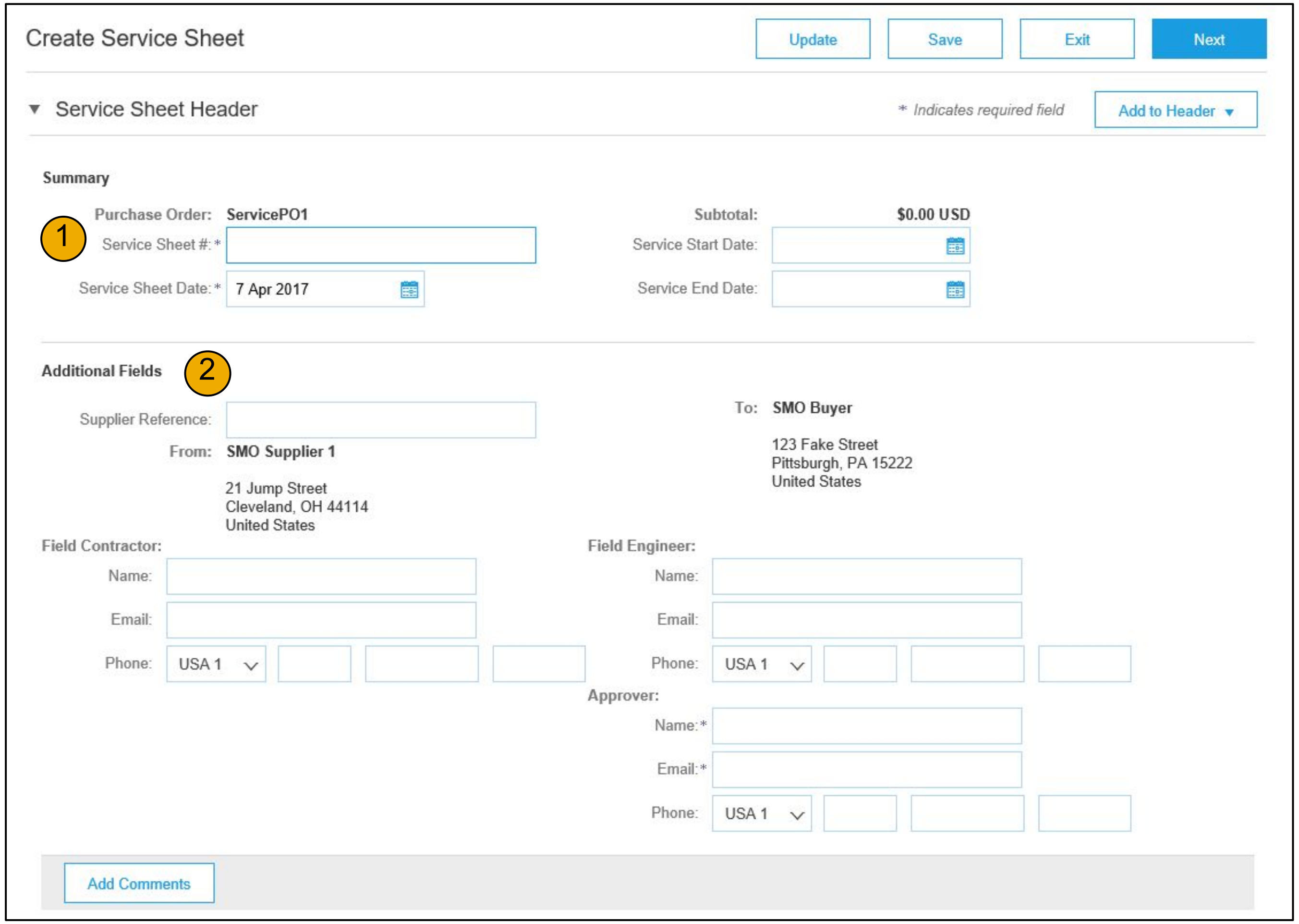
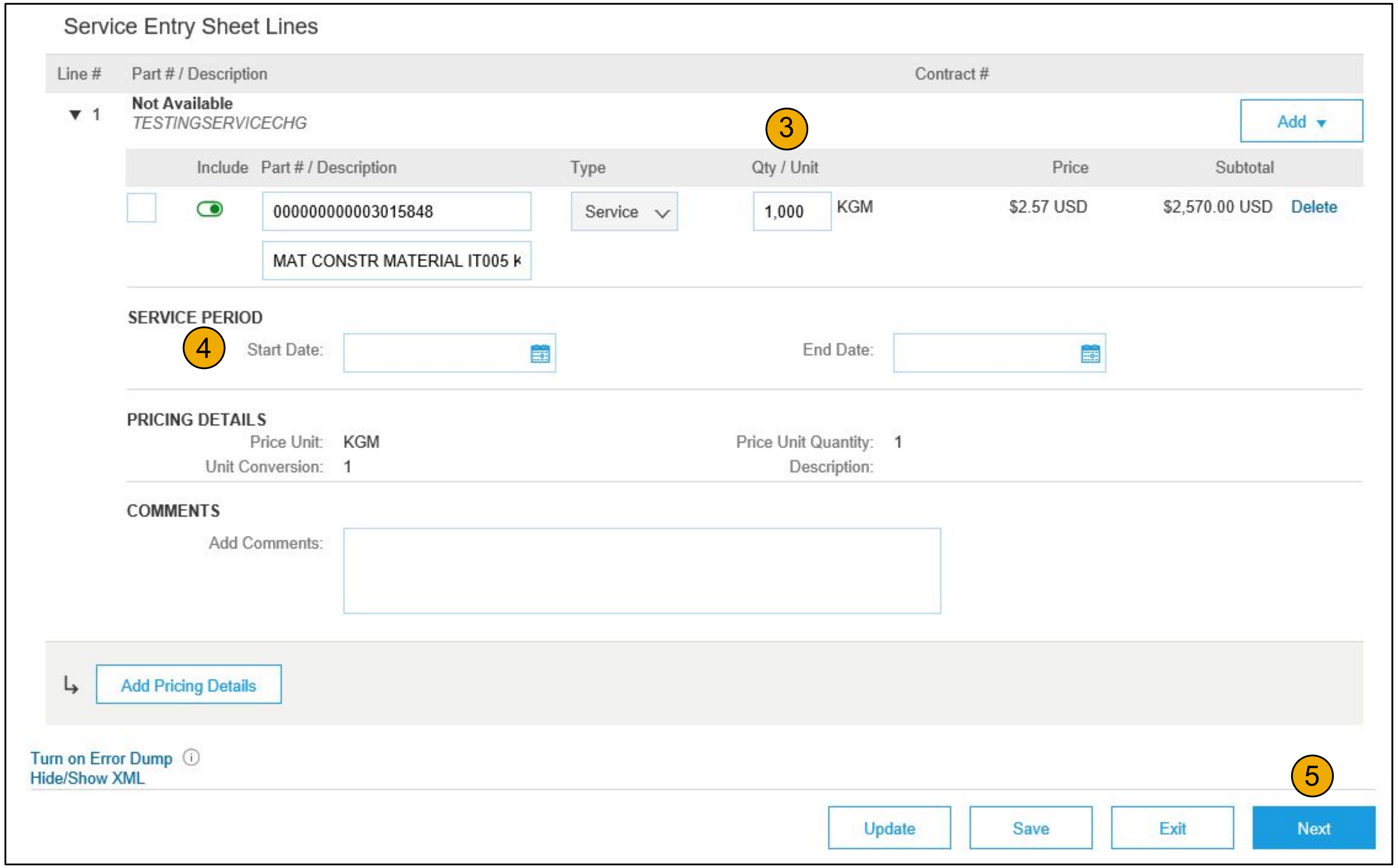


Table of Contents
Ariba Network Overview
Account Set Up
Purchase Orders
Other Documents
Invoice Methods
Help Resources

Create a Service Entry Sheet

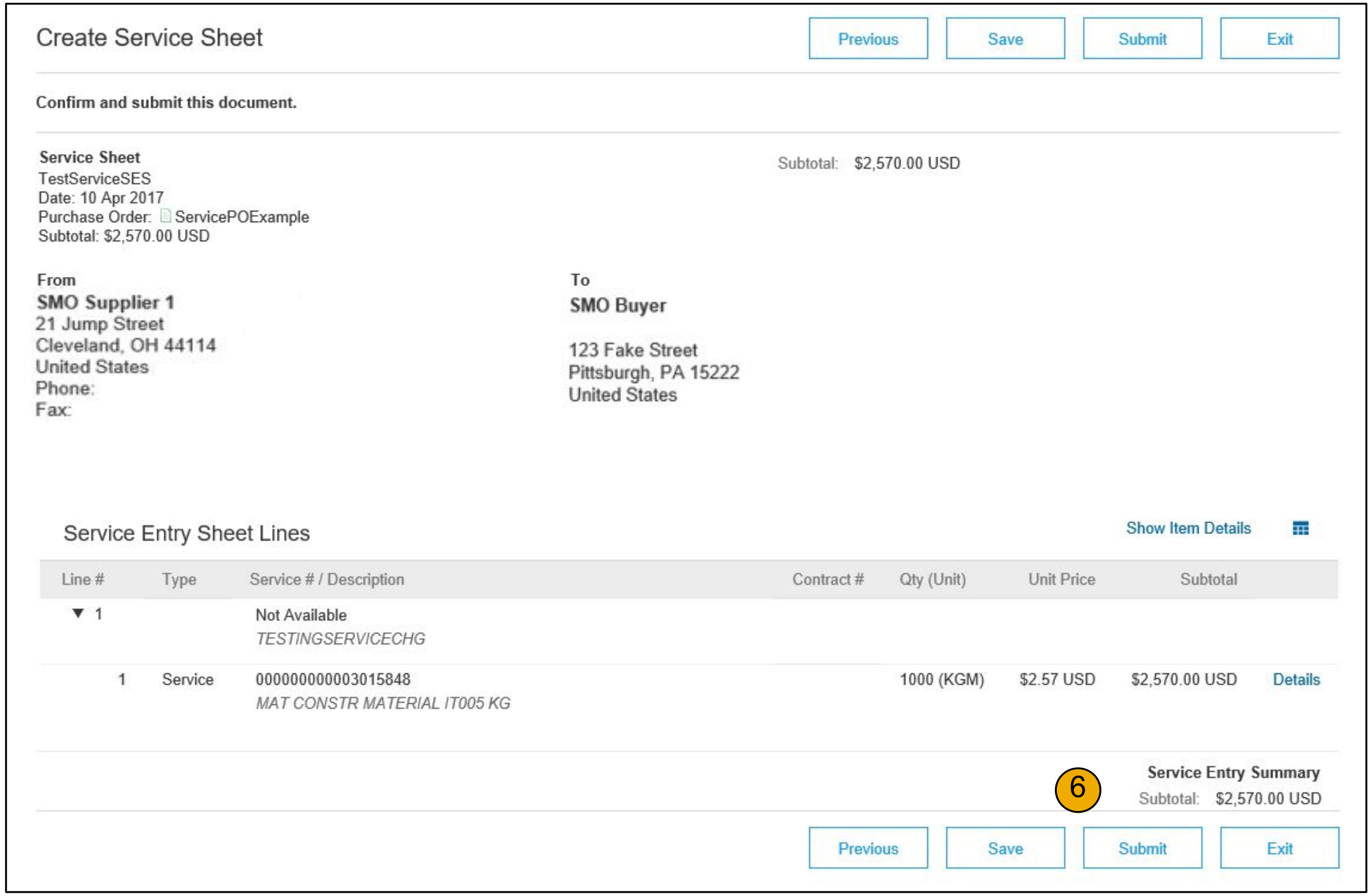
Line Item Section

3. **Update** quantities of line items.
4. **Enter** Service Start and End Dates if available, as well as any additional comments as needed.
5. **Click** Next to proceed to review screen.



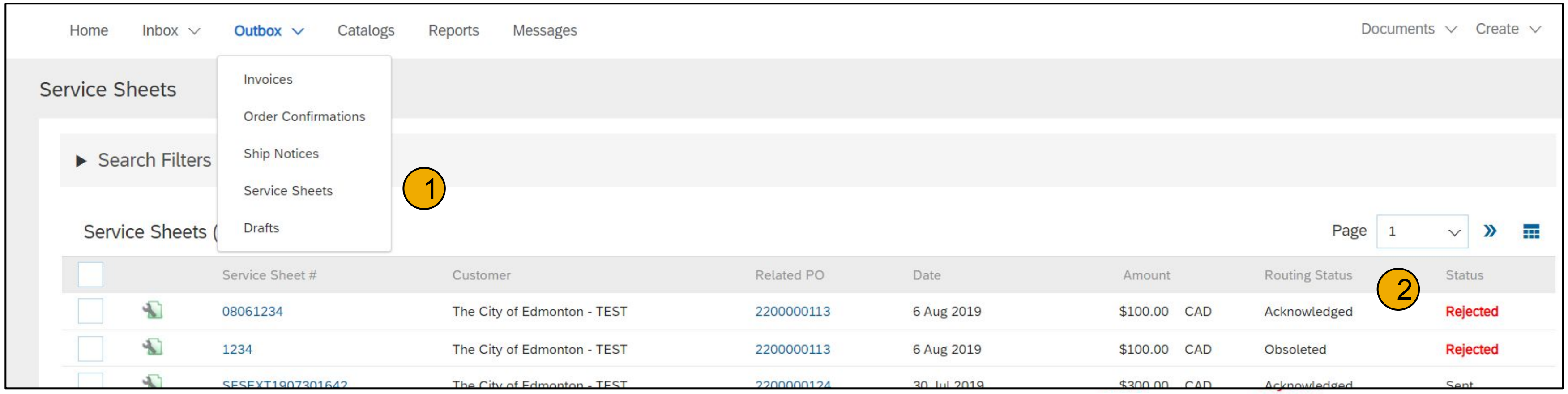
Submit a Service Entry Sheet

6. **From** the Review Screen, check your Service Sheet for accuracy. If there are errors, click **Previous** to return to the Create Service Sheet screen. To submit to your customer, click the **Submit** Button.

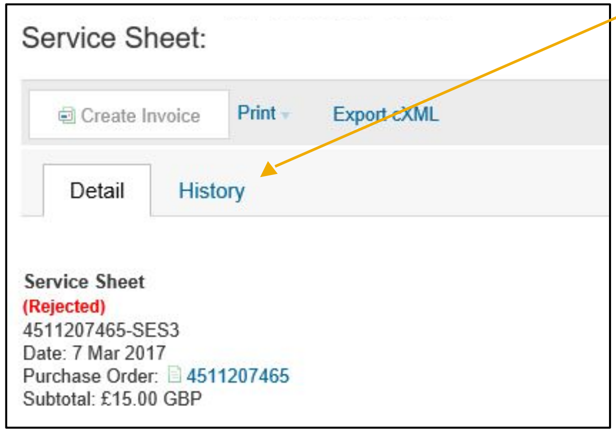


Check Service Sheet Status

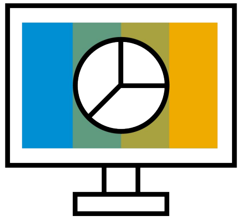
1. **Click Outbox** and select **Service Sheets** Tab.
2. **Routing** and **Approval Status** will be visible on each line.
3. **If a Service Sheet is rejected or failed**, view the reason by opening the Service Sheet and clicking the **History** Tab.



3



Section 5: Invoice Methods



Invoice Information

City of Edmonton Specifications

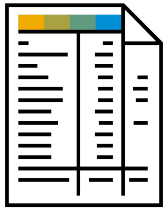
City of Edmonton Invoice Rules

Invoice Methods

PO Flip

Credit Memo

Copy Invoices



Invoice Management

Search for Invoice

Check Invoice Status

Invoice History

Modifying Invoices

Invoice Reports

Invoice Archival

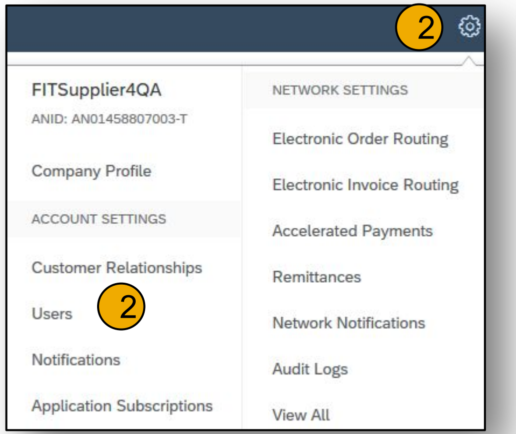
City of Edmonton Invoice Requirements

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 (include attachment)
6. Invoice 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.

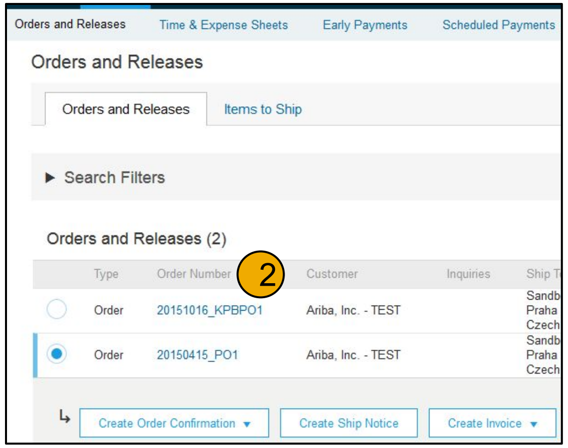
1. Login to your Ariba Network account via supplier.ariba.com
2. Select the Company Settings dropdown menu and under Account Settings, click Customer Relationships.
3. A list of your Customers is displayed. Click the name of your customer (City of Edmonton).
4. Scroll down to the Invoice Setup section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

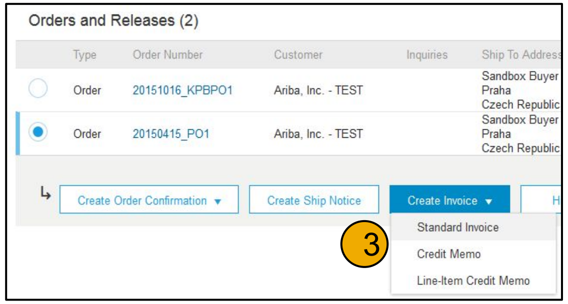


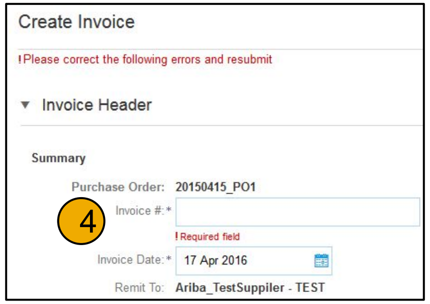
Invoice via PO Flip

To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

1. From the home screen within your Ariba Network account, select the **Create** dropdown menu and select **PO Invoice**.
2. For PO Invoice select a **PO number**.
3. Click on the **Create Invoice** button and then choose **Standard Invoice**.
4. Invoice is automatically pre-populated with the PO data. **Complete all fields marked with an asterisk and add tax as applicable**. Review your invoice for accuracy on the **Review** page. If no changes are needed, click **Submit** to send the invoice to City of Edmonton.







Invoice via PO Flip

Header

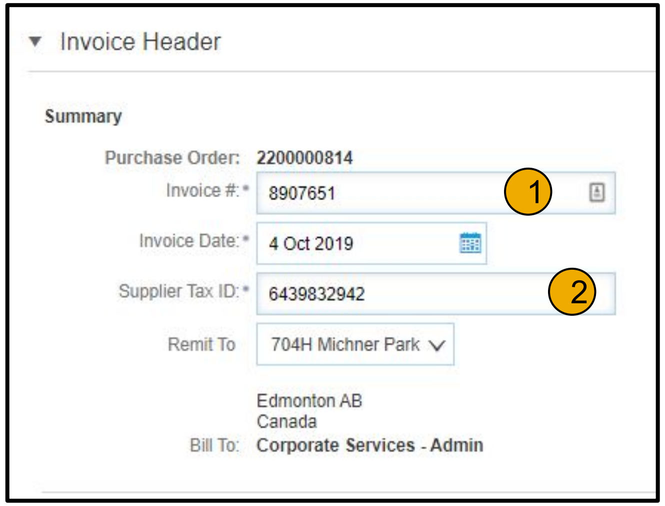
Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

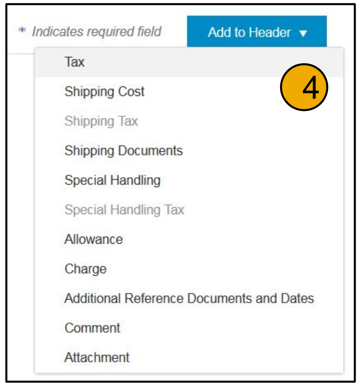
1. **Enter an Invoice #** which is your unique number for invoice identification. The Invoice Date will auto-populate.
2. **Select Remit-To** address from the drop down box if you have entered more than one.

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: Comment, 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 via PO Flip

Line Items

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

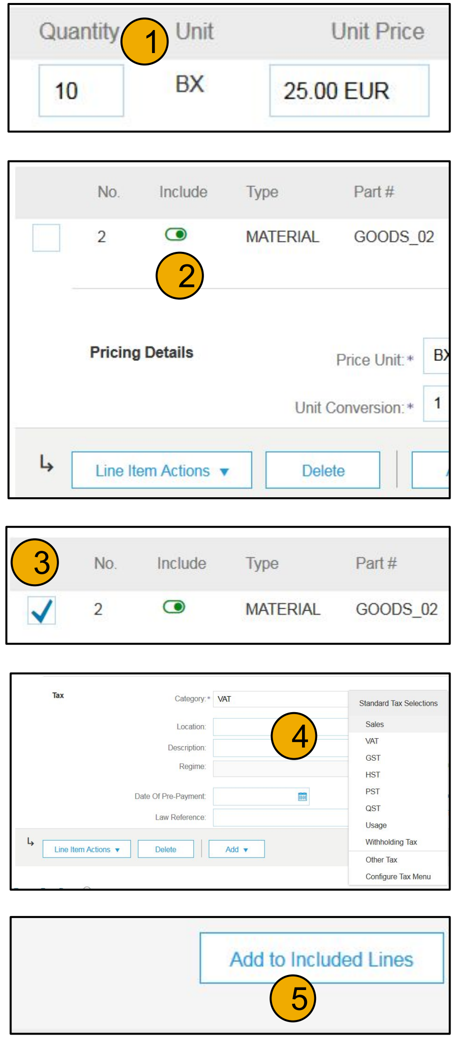
1. **Review or update Quantity** for each line item you are invoicing.
2. **If you wish** to exclude a line item from the invoice, click on the line item’s green slider. You can also exclude the line item by clicking the check box to the left and clicking ‘Delete’.

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.

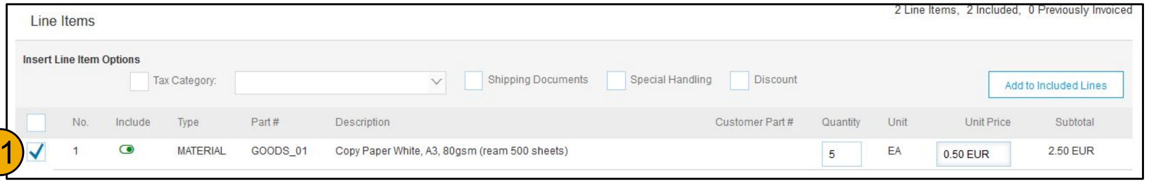
NOTE: Taxes must be entered at Line Item Level for all invoices

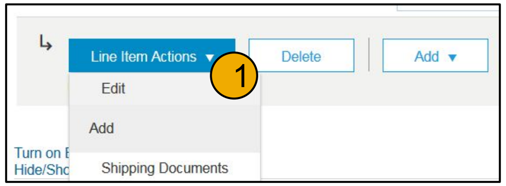
4. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.
5. **Check** Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines.

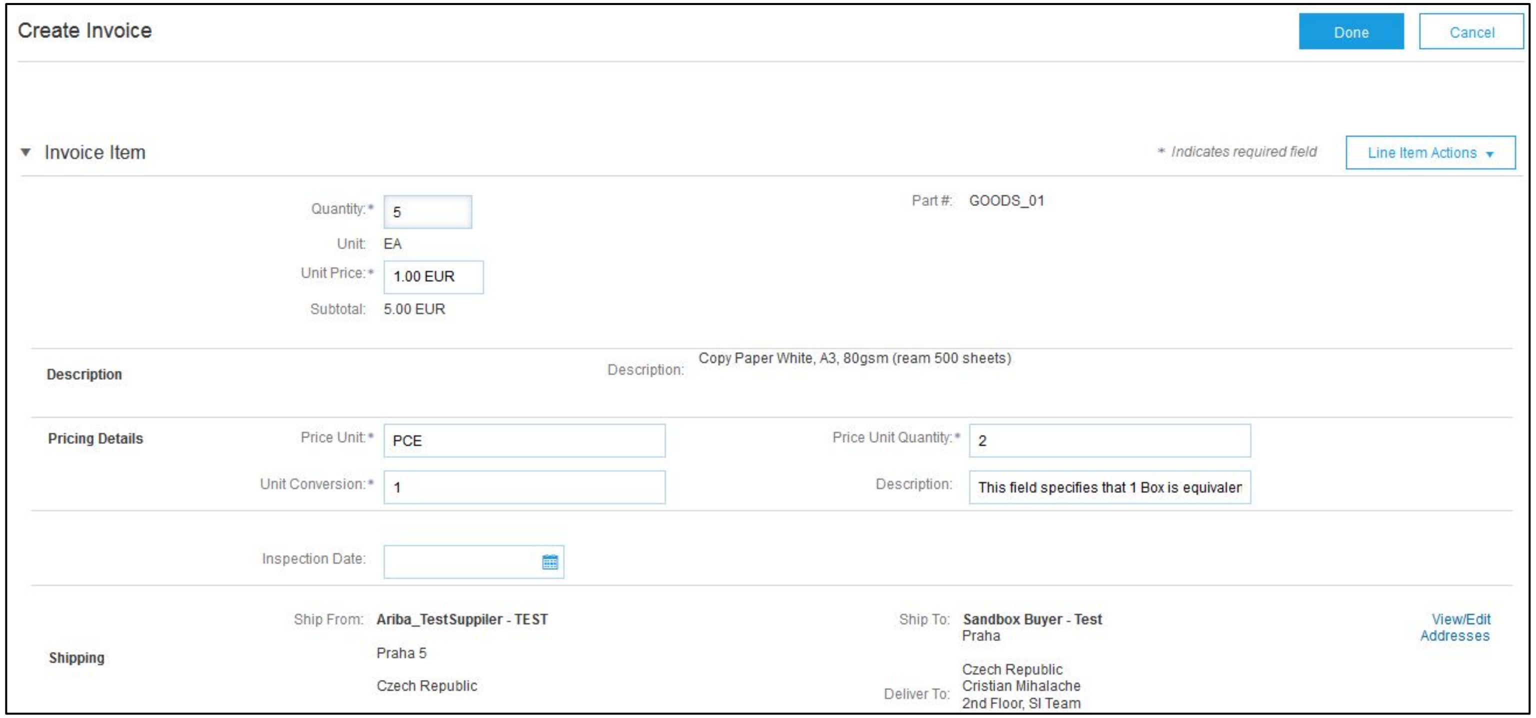


Invoice via PO Flip
Detail Line Items

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







Invoice via PO Flip

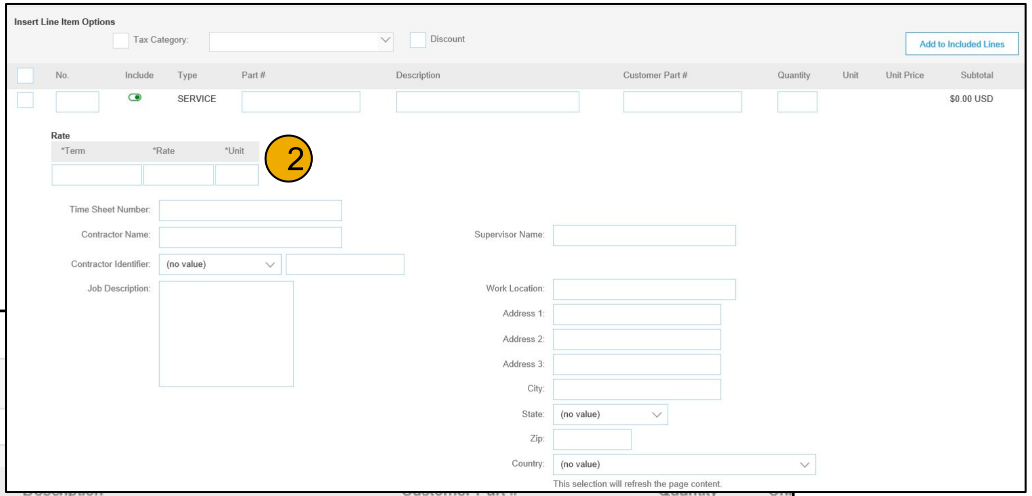
Line Item Comments

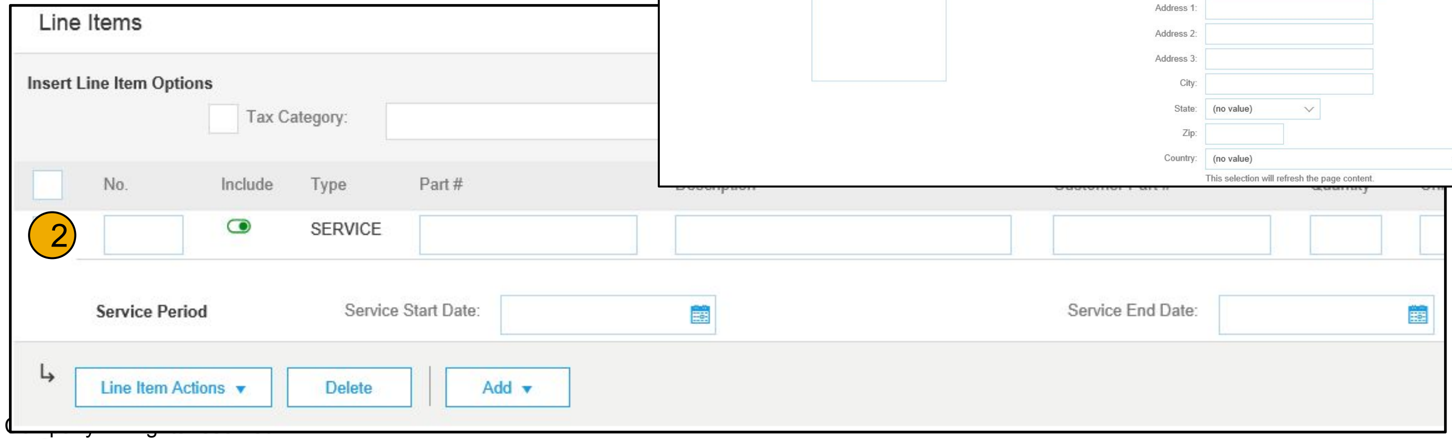
1. To add comments at the line items select **Line Items**, then click at Line Item **Actions >Add > Comments**.
2. Upon refresh or **Update**, the Comments field will display. Enter applicable Comments in this field.
3. Click Next.

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.





Invoice via PO Flip

Review, Save, or Submit to Customer

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.

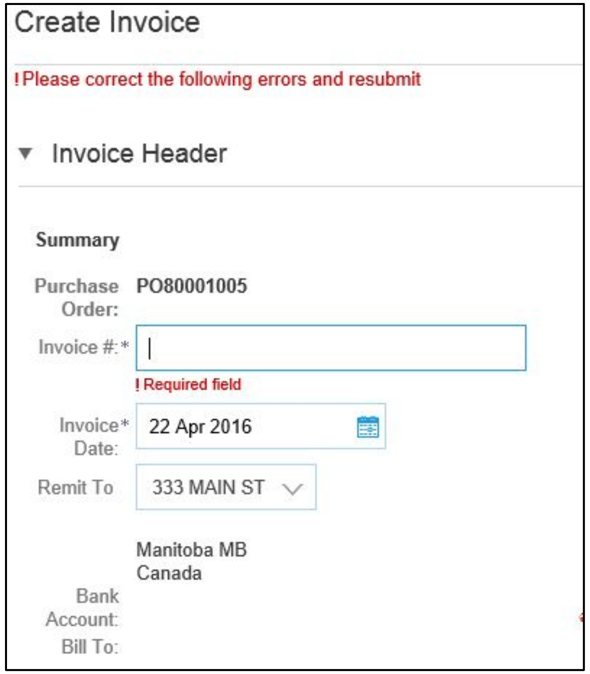
2. If no changes are needed, click **Submit** to send the invoice to City of Edmonton.

3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.

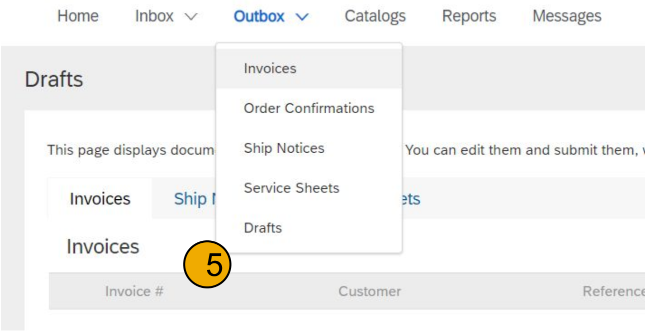
4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.

5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.

6. You can keep draft invoices for up to 7 days.



Note: In the event of errors, there will be a notification in red where information must be corrected



Create a Credit Memo

Line Level Detail

To create a line level credit memo against an invoice:

1. **Select** the **OUTBOX** tab and click Invoices.
2. **Select** your previously created invoice.
3. **Click** the button on the Invoice screen for **Create Line-Item Credit Memo**.
4. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks (*) are filled in.
5. **Click Next**.
6. **Review** Credit Memo.
7. **Click Submit**.

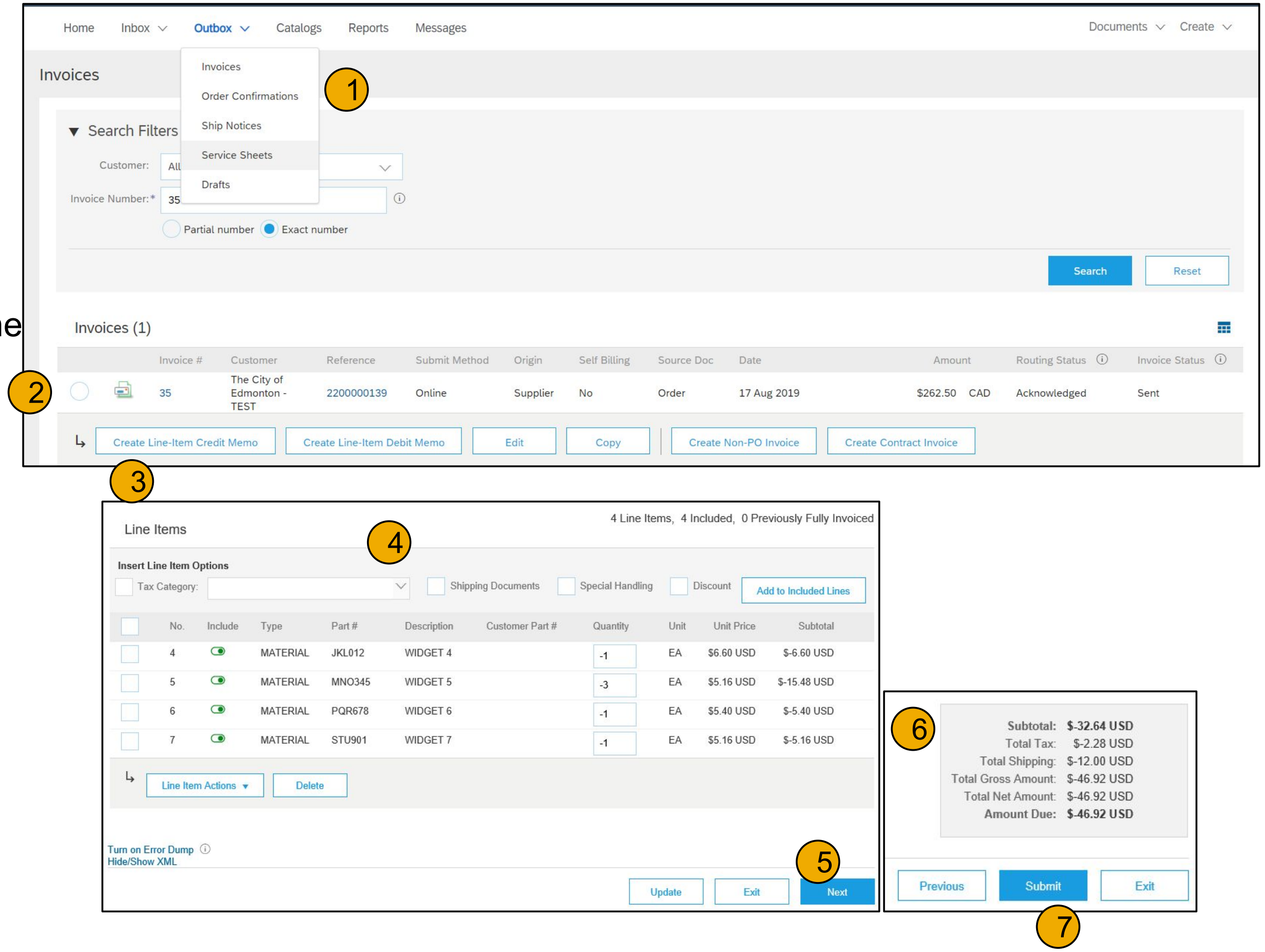
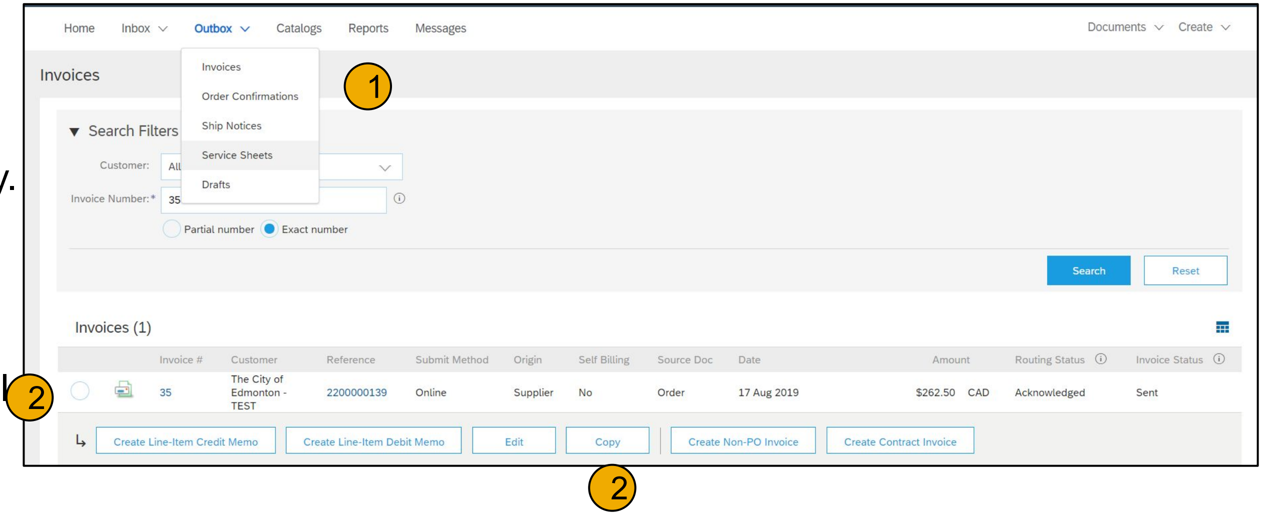


Table of Contents
Ariba Network Overview
Account Set Up
Purchase Orders
Other Documents
Invoice Methods
Help Resources

Copy an Existing Invoice

To copy an existing invoice in order to create a new invoice:

1. **Select** the **OUTBOX** Tab and select Invoices.
2. **Either Select** the radio button for the invoice you want to copy, and click Copy. OR Open the invoice you want to copy.
3. **On** the **Detail** tab, click **Copy This Invoice**.
4. **Enter** an new invoice number.
5. **For VAT lines,** make sure the date of supply at the line level is correct.
6. **Edit** the other fields as necessary.
7. **Click** Next, review the invoice, and save or submit it.



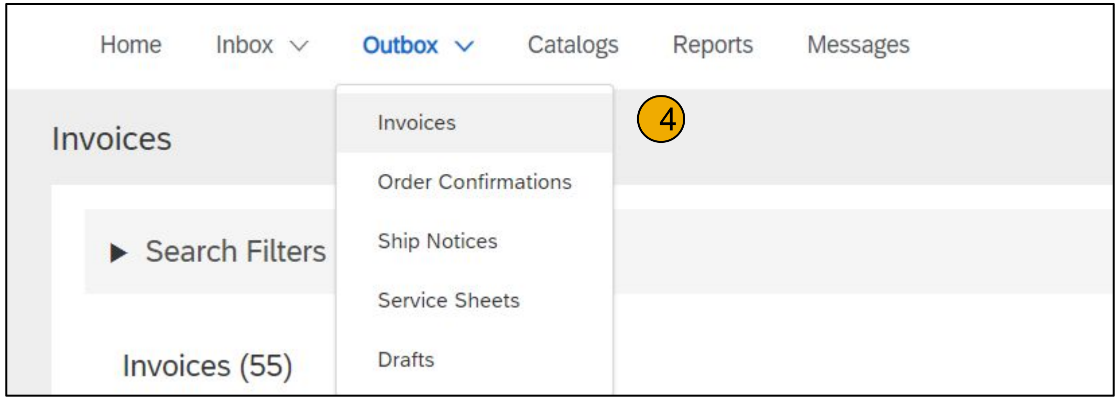
Search for Invoice
(Quick & Refined)

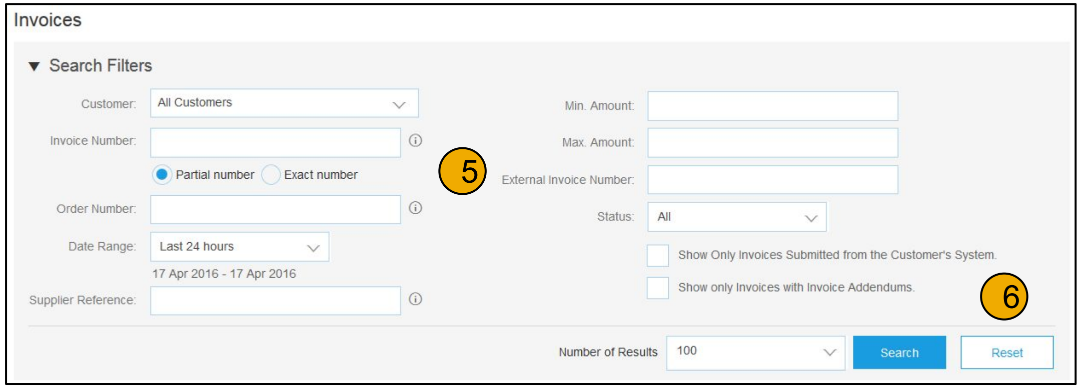
Quick Search:

1. **From the Home Tab,** Select Invoices in the Document type to search.
2. **Select** City of Edmonton from Customer Drop down menu**.**
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

Refined Search: Allows a refined search of Invoices within up to 90 last days.

4. **Search** Filters from Outbox (Invoices).
5. **Enter** the criteria to build the desired search filter.
6. **Click** Search.





Check Invoice Status

Routing Status To Your Customer

Check Status:

If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status.

You can also check invoice status from the **Outbox** and selecting Invoices by selecting the invoice link.

Routing Status

Reflects the status of the transmission of the invoice to City of Edmonton via the Ariba Network.

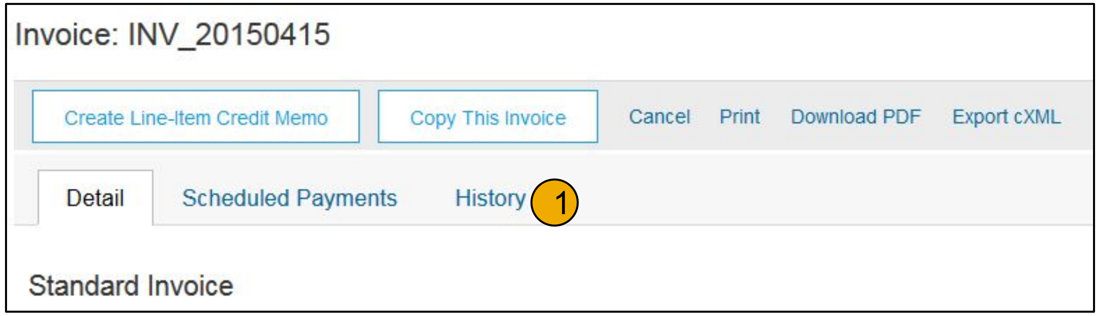
- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed City of Edmonton invoicing rules. City of Edmonton will not receive this invoice
- **Queued** – Ariba Network received the invoice but has not processed it
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer

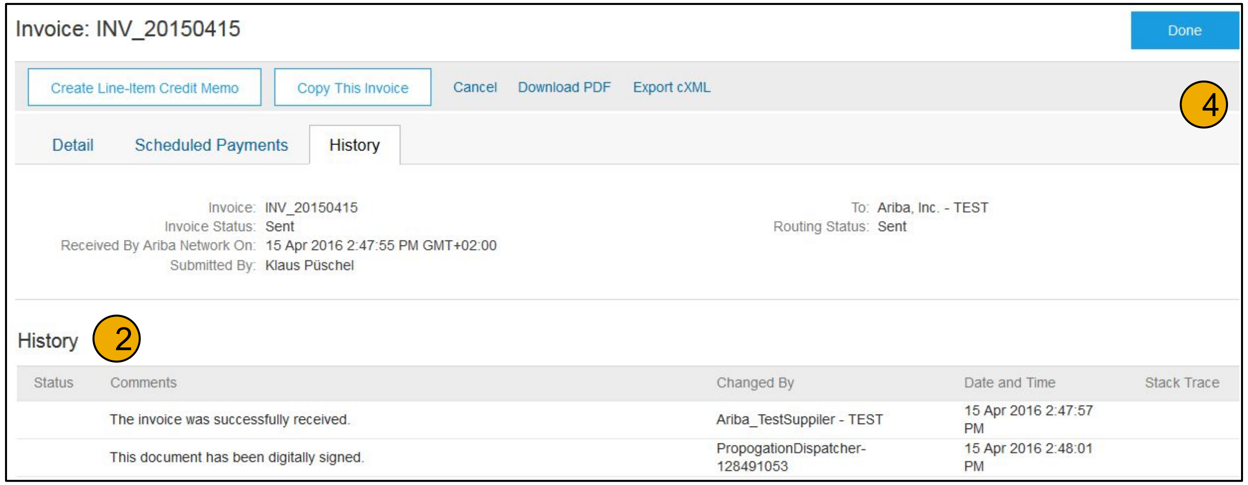
Review Invoice History

Check Status Comments

Access any invoice:

1. **Click** on the History tab to view status details and invoice history.
2. **History and status comments** for the invoice are displayed.
3. **Transaction history** can be used in problem determination for failed or rejected transactions.
4. **When you are done** reviewing the history, click Done.

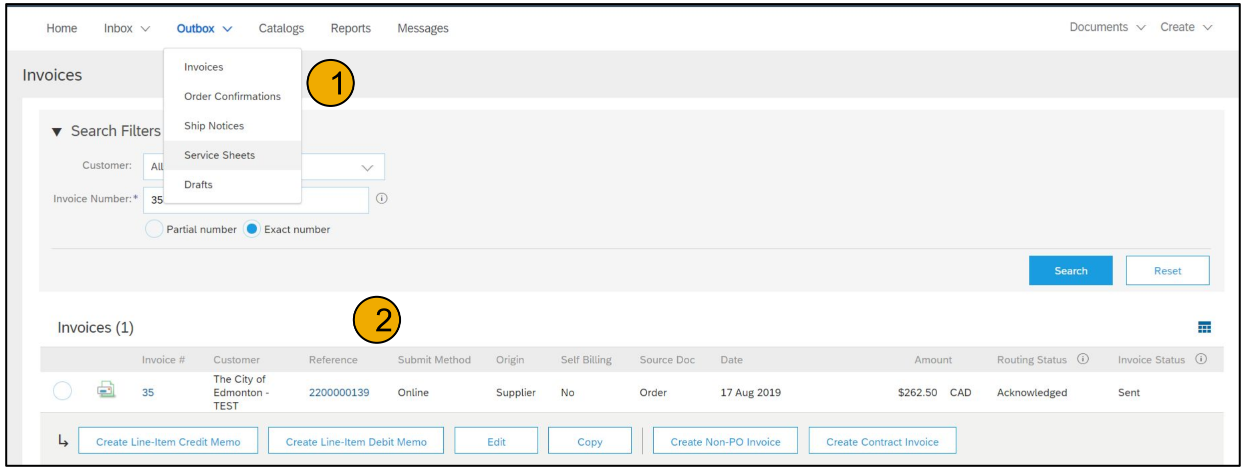


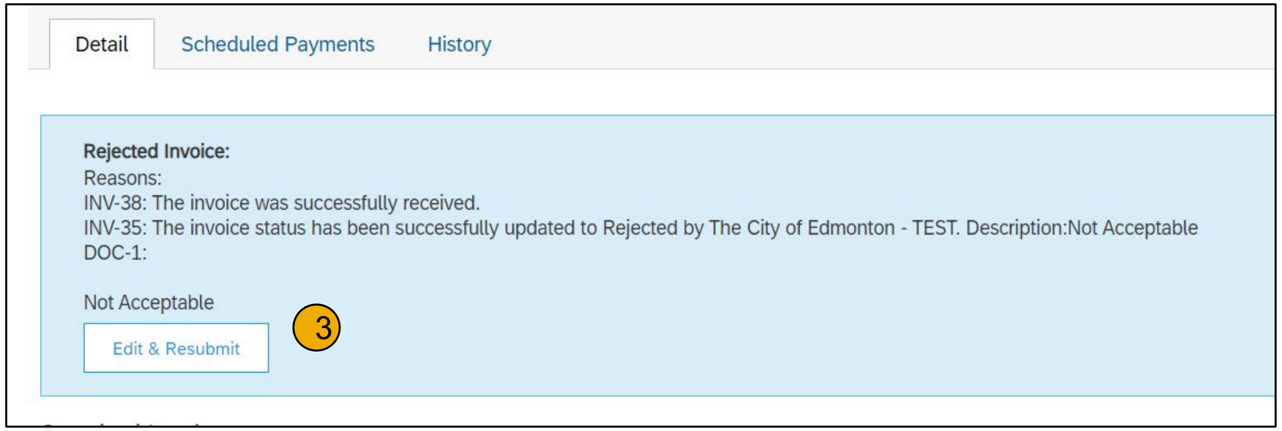


Modify an Existing Invoice

Edit and Resubmit

1. **Click** the **Outbox tab and click Invoices.**
2. **In the Invoice #** column, click a link to view details of the invoice.
3. **Click** the **Invoice #** for the failed or rejected invoice that you want to resubmit and click **Edit & Resubmit**.
4. **Click Submit** on the Review page to resend the invoice**.**



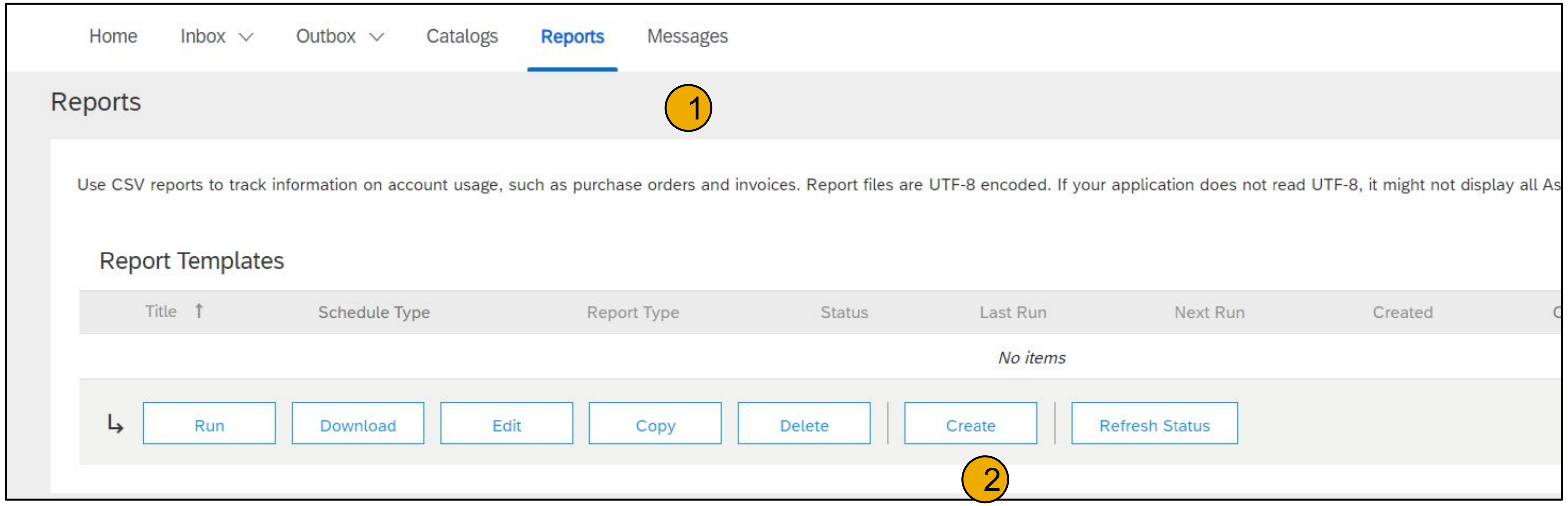


Download Invoice Reports

Learn About Transacting

Reports help provide additional information and details on transactions on the Network in a comprehensive format.

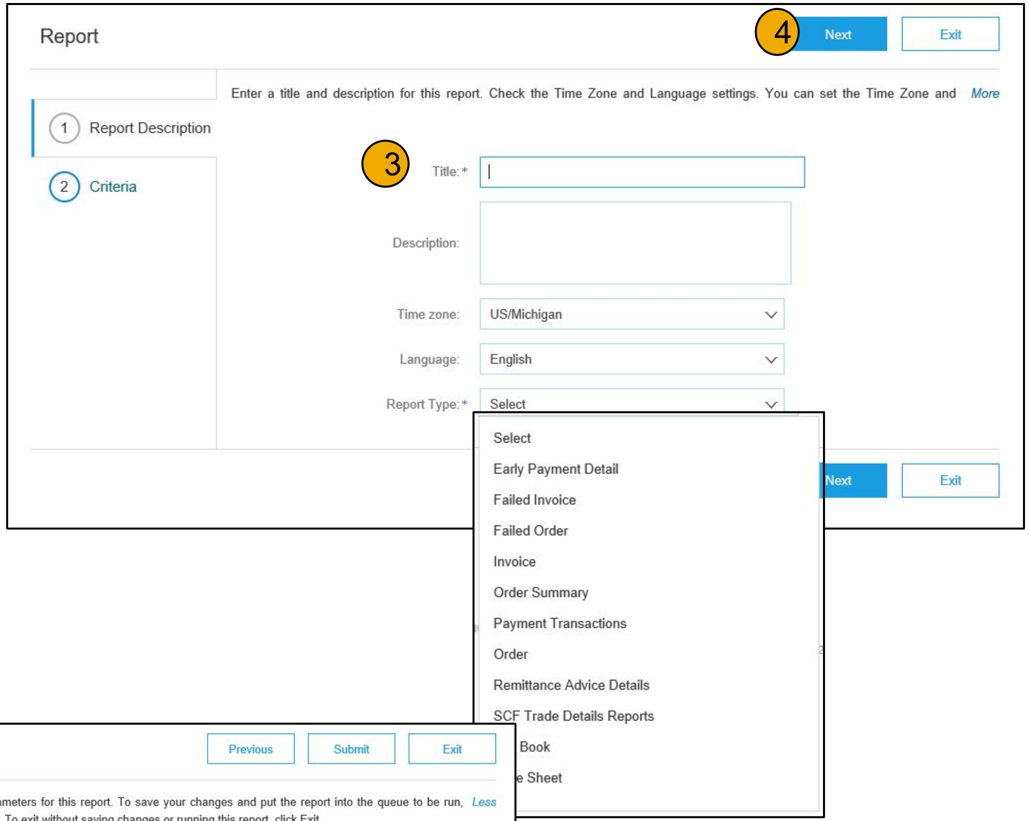
1. **Click** the **Reports** tab from the menu at the top of the page.
2. **Click Create**.



- **Invoice reports** provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.
- **Failed Invoice reports** provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.
- Reports can be created by Administrator or User with appropriate permissions.
- **Bronze** (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

Invoice Reports

3. Enter required information. Select an Invoice report type — Failed Invoice or Invoice.
4. Click Next.
5. Specify Customer and Created Date in Criteria.
6. Click Submit.
7. You can view and download the report in CSV format when its status is Processed.

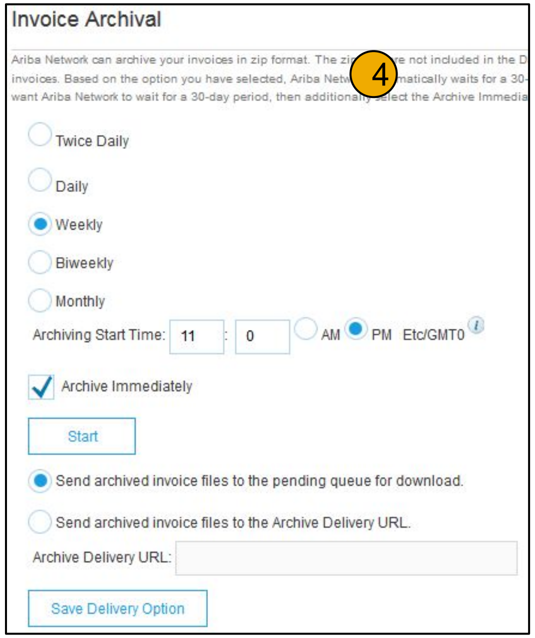


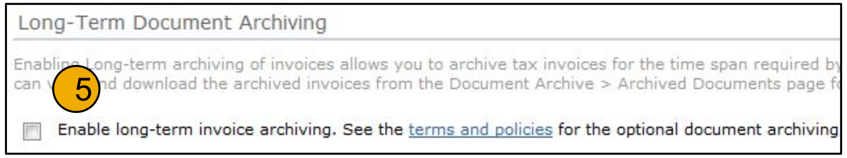
Note: For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.

Invoice Archival

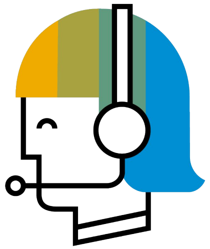
Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

1. From the **Company Settings** dropdown menu, select **Electronic Invoice Routing.**
2. Select the tab **Tax Invoicing and Archiving.**
3. Scroll down to **Invoice Archival** and select the link for **Configure Invoice Archival.**
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), choose Archive Immediately to archive without waiting 30 days, and click **Start**.
   - If you want Ariba to deliver automatically archived zip files to you, also enter an Archive Delivery URL (otherwise you can download invoices from your Outbox, section Archived Invoices).
   - **Note:** After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.
5. You may navigate back to the **Tax Invoicing and Archiving** screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the Terms and Policies link.)



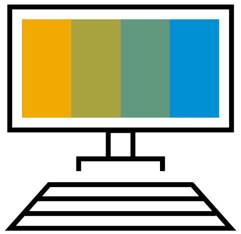


Section 6: Ariba Network Help Resources



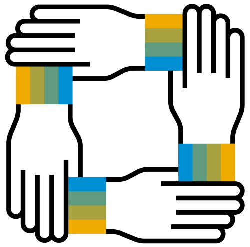
Customer Support

Customer Support



Supplier Information Portal

Training and Resources



Additional Resources

Useful Links and Webinars

Troubleshoot Your Invoice

Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Email SAP Ariba Enablement Team at
- CityOfEdmonton Supplier Enablement Inquiry
- Registration/ Account Configuration
  - General Ariba Network Questions

City of Edmonton Enablement Business Process Support

- Email City of Edmonton Enablement Team at SupplierManagement@Edmonton.ca
  - Business-Related Questions

City of Edmonton Supplier Information Portal

- Find your supplier information portal HERE

Supplier Support Post Go-Live

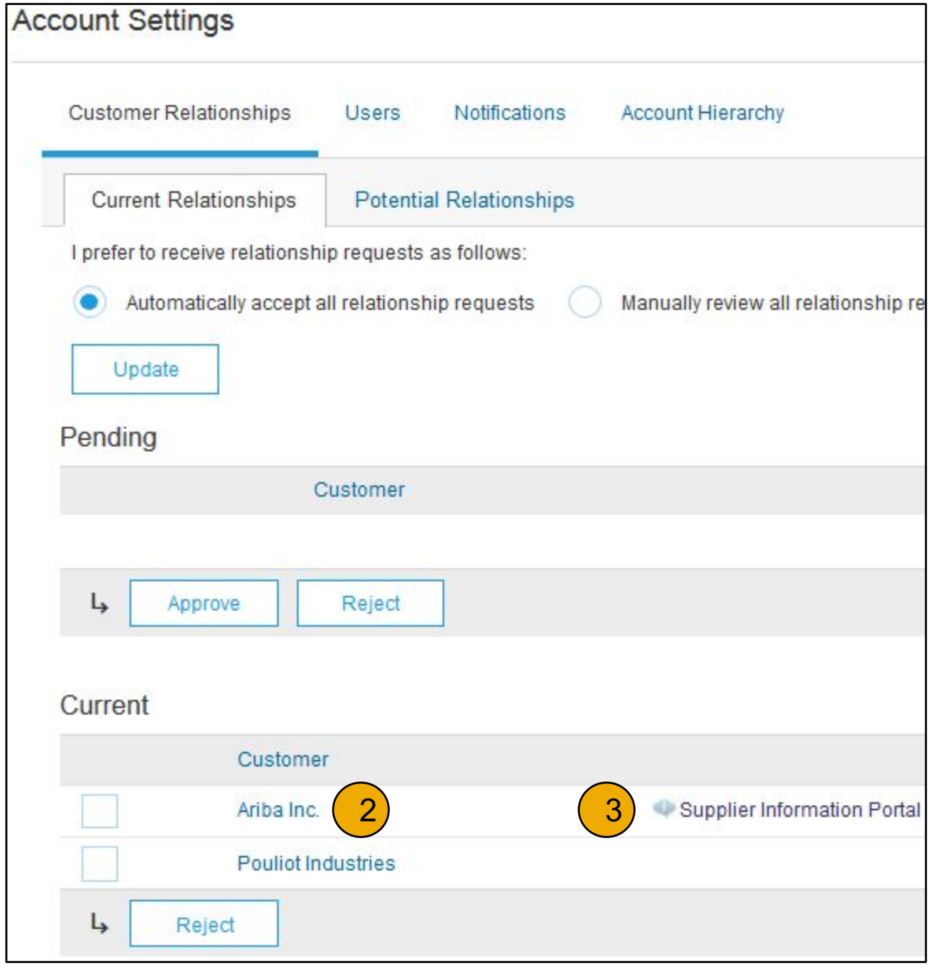
SAP Ariba Global Customer Support

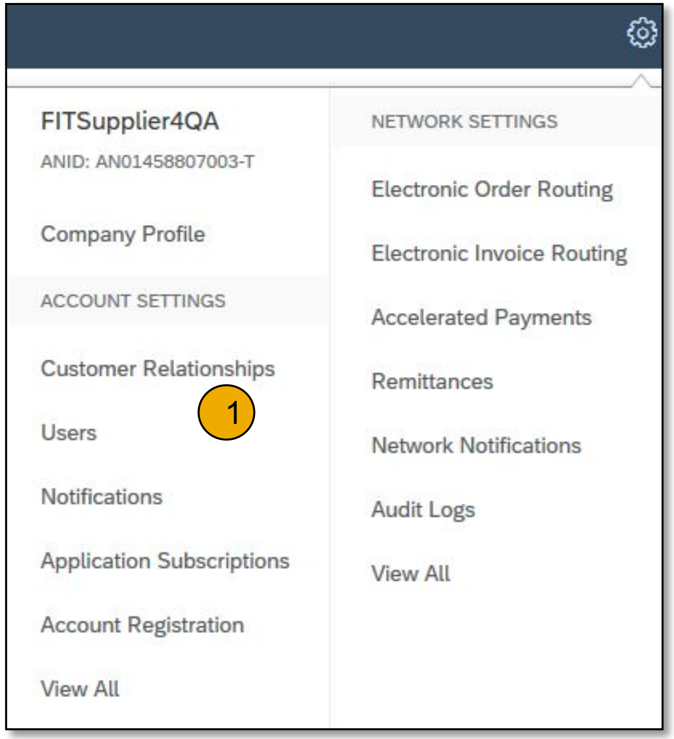
- Phone, Chat and Webform support available through the Help Center section of your account. Click on the Support button to create a Service Request with Customer Support.

Training & Resources

City of Edmonton Supplier Information Portal

1. **Select** the Company Settings icon 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.





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

Troubleshoot Your Invoice Issues

How do I know which type of invoice to create?

What does this error message mean?

How do I cancel an invoice that I've sent?

How do I edit and resubmit an invoice that I've sent?

What should I do if my invoice has been rejected?

Can I resend a failed or rejected invoice with the same invoice number?

How do I tell when my invoice will be paid?

SAP Ariba

Thank you.

THE BEST RUN SAP