

Ariba Network Guide for Suppliers Working with the City of Edmonton


Enterprise

PUBLIC

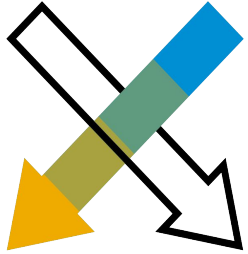


Rev. 08/05/2021

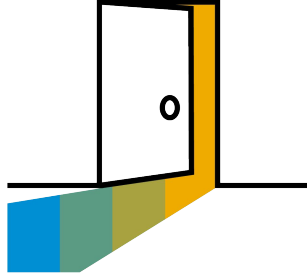
HOME- Table of Contents



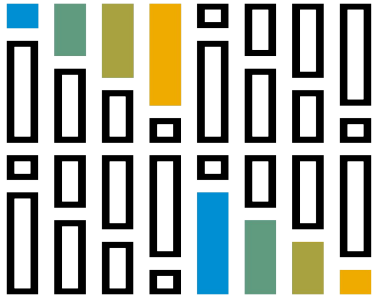
**Section 1:
Ariba Network Overview**




**Section 2:
Account Set Up**



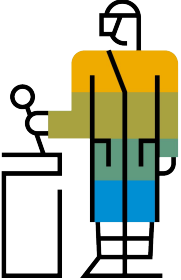
**Section 3:
Purchase Orders**



**Section 4:
Other Documents**

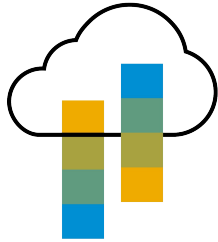


**Section 5:
Invoice Methods**



**Section 6:
Help Resources**

Section 1: Ariba Network Overview



What is Ariba Network?

What is Ariba Network?



Supplier Value

SAP Ariba Value



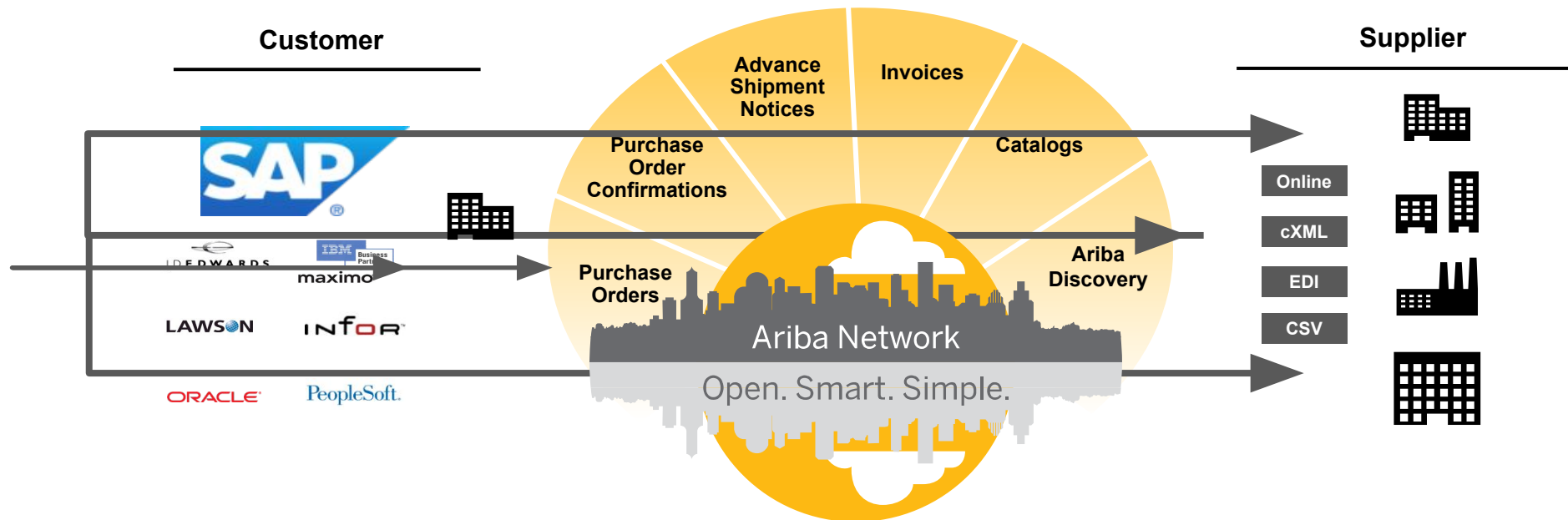
City of Edmonton on Ariba Network

Supported Documents

Not Supported Documents

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 this opportunity.

➤ What is an Enterprise Account?

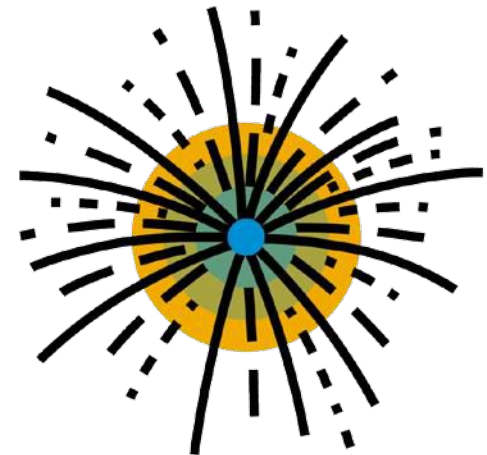
Enterprise Account on Ariba Network gives you a fast way to receive and manage Orders and Invoices from the City of Edmonton in your Ariba Network Account.

➤ 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



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



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



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



Satisfy your customer

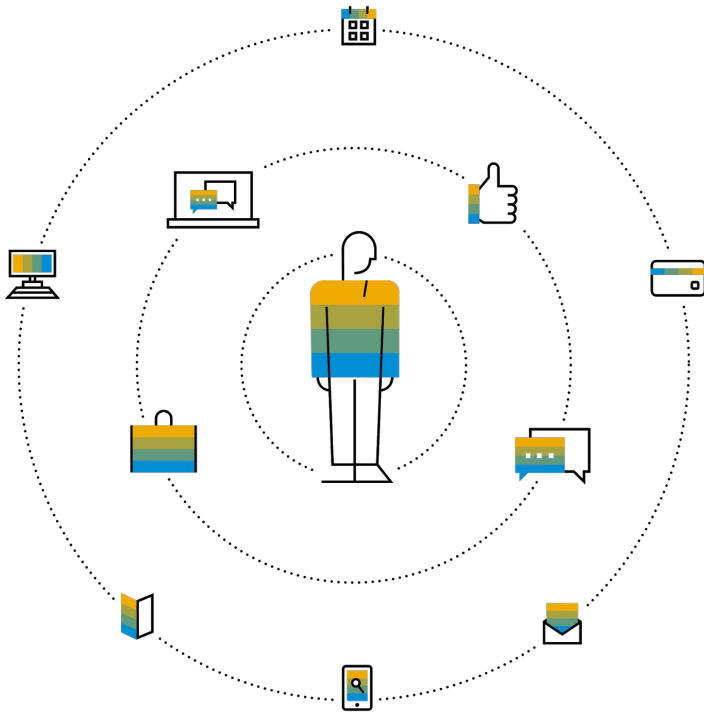
- Support your customer's strategic business plan
- Become a preferred supplier
- Simplify the communication process

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.



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

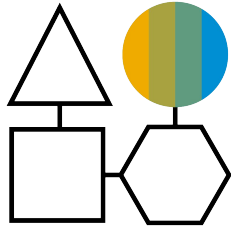
- **Non-PO Invoices**

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



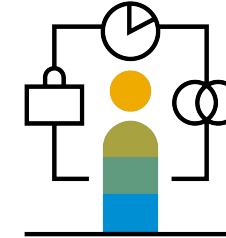
Basic Account Configurations

- [Accept Invitation](#)
- [Profile Completion](#)
- [Email Notifications](#)



Enablement Tasks

- [Enablement Tasks](#)
- [Tax Detail](#)
- [Purchase Order Routing](#)
- [Notifications](#)
- [Remittances Information](#)



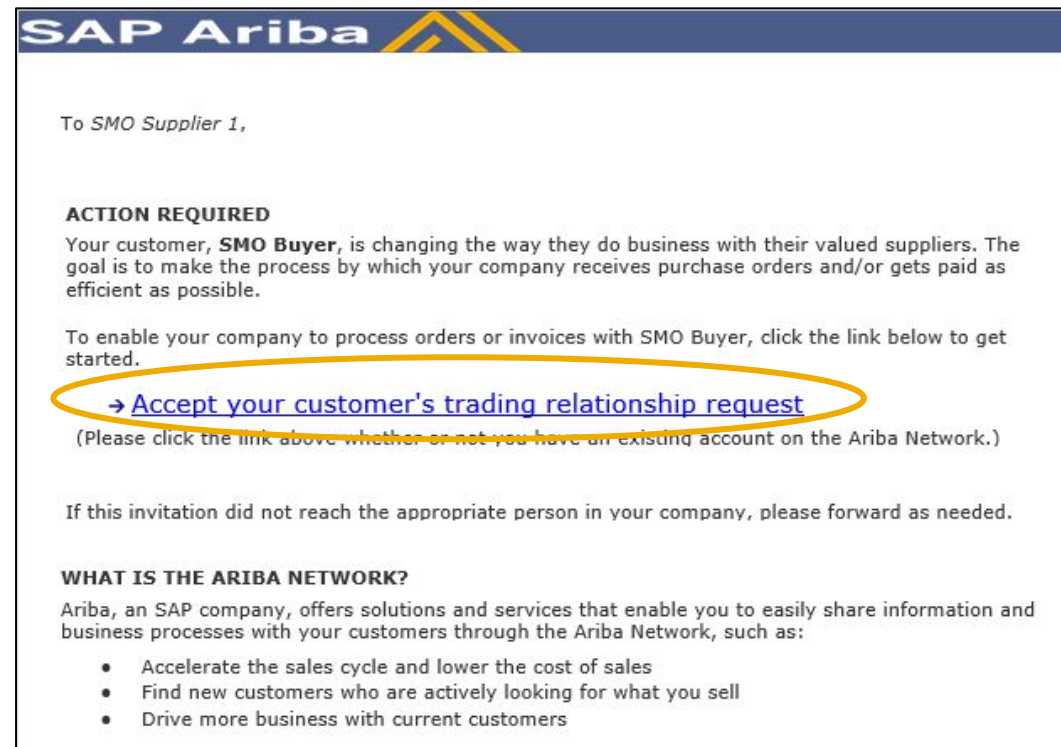
Advanced Account Configuration

- [Customer Relationships](#)
- [Roles and Users](#)
- [Enhanced User Account Functionality](#)
- [Test Accounts](#)

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.



Select One...

**First Time
User**

**Existing
User**

The screenshot shows the SAP Ariba Network login page. At the top, there is a dark blue header with the SAP logo and 'Ariba Network' text. Below the header, the main content area is white. It starts with a 'Welcome to Ariba® Network' message. A light blue banner contains the text 'SMO Buyer has invited you to join Ariba Network.' Below this, there are two columns: 'New User' and 'Existing User'. The 'New User' column contains a paragraph of text, a blue 'Register Now' button, and a link 'I have further questions for my requesting customer'. The 'Existing User' column contains a paragraph of text, input fields for 'Username' and 'Password', a 'Forgot Password?' link, and a blue 'Confirm' button. At the bottom of the 'Existing User' column, there is another paragraph of text.

SAP Ariba Network

Welcome to Ariba® Network

SMO Buyer has invited you to join Ariba Network.

New User

Are you new to the Ariba Network? If you do not have an account and would like to participate, click **Register Now**. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.

[Register Now](#)

[I have further questions for my requesting customer](#)

Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password:

[Forgot Password?](#)

[Confirm](#)

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

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.

The screenshot shows the 'New User' registration page on the Ariba Network. At the top, a blue header contains the 'Ariba Network' logo and a 'Register Now' button, which is circled with a '1'. Below the header, a white box titled 'New User' contains the text: 'Are you new to the Ariba Network? If you do not have an account and would like to participate, click Register Now. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.' Below this box, a 'Register Now' button is circled with a '1'. The main form is titled 'Register' and has a 'Register' button circled with a '5'. The form is divided into two sections: 'Company information' and 'User account information'. The 'Company information' section includes fields for 'Company Name' (marked with an asterisk), 'Country' (set to 'United States [USA]'), and 'Address' (with three lines, marked with an asterisk and circled with a '2'). The 'User account information' section includes fields for 'Name' (with 'First Name' and 'Last Name' sub-fields), 'Email' (marked with an asterisk and circled with a '3'), 'Username', 'Password' (with a 'Repeat Password' field), and 'Language' (set to 'English'). A checkbox for 'Use my email as my username' is checked. At the bottom, there is a checkbox for 'I have read and agree to the Terms of Use and the Ariba Privacy Statement' circled with a '4', and a 'Register' button circled with a '5'. A 'Cancel' button is also present.

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.

Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

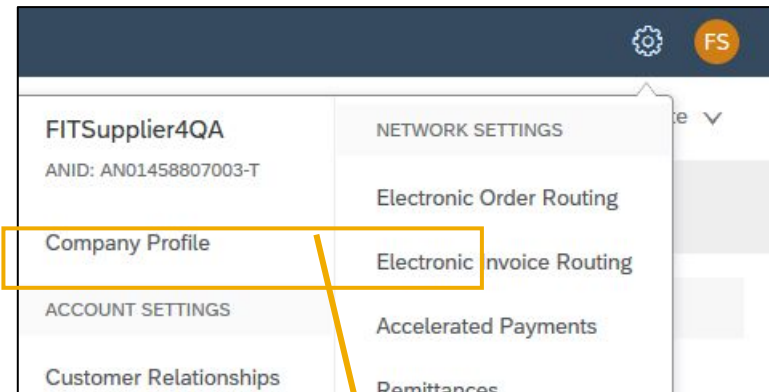
Password: [Forgot Password?](#)

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

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.



Company Profile

Basic (4) Business (2) Marketing (3) Contacts Certifications (1) Additional Documents

* Indicates a required field

Overview

Company Name: FITSupplier4QA

Other names, if any:

Network ID: AN01458807003-T

Short Description:

Website:

Public Profile: <http://discover.ariba.com/profile/AN01458807003-T> Customize URL

Privacy Statement: SAP Ariba Privacy Statement

Address

Address 1: 5911 50 Street NW

Address 2:

Address 3:

City: EDMONTON

Province: Alberta

Postal Code: T6R 4R6

Country: Canada [CAN]

Additional Company Addresses

Address Name	Address ID	VAT ID	Tax ID	Address	Country	Legal Profile Status**
No items						

Create

** 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:

Public Profile Completeness

Share Your Public Profile

View Public Profile

Profile Visibility Settings

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.

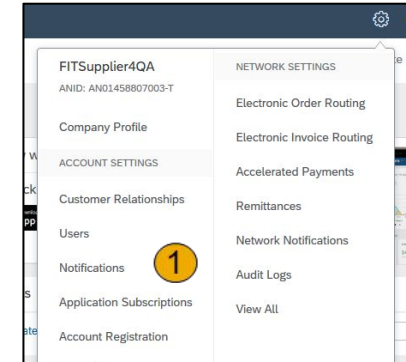
1. From the Ariba Network dropdown menu, select **Ariba Sourcing**.
2. Scroll down to **Supplier Registration Questionnaire** and open the previously submitted questionnaire.
3. Select **Revise Response**.
4. Update the Registration Form with the new information and select **Submit Entire Response**

The screenshot displays the SAP Ariba Network interface. At the top, the 'SAP Ariba Network' header is visible. A dropdown menu is open, showing 'Home' and 'Inbox' options. A yellow circle '1' highlights the 'Ariba Network' dropdown menu. Below the header, a table titled 'Registration Questionnaires' is shown. The table has columns for Title, ID, End Time, and Status. A row is highlighted with a yellow circle '2', showing 'Supplier Registration Questionnaire' with ID '2037420706', End Time '4/3/2022 3:13 PM', and Status 'Registered'. Below this table, another table titled 'Qualification Questionnaires' is visible. A yellow circle '3' highlights a 'Revise Response' button. The main content area shows a list of questions under the heading 'All Content'. The first question is '1 Supplier Information', which is expanded to show sub-questions 1.1 through 1.17. A 'Show More' button is visible next to question 1.5. At the bottom of the page, there are two buttons: 'Compose Message' and 'Submit Entire Response'. A yellow circle '4' highlights the 'Submit Entire Response' button.

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.



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

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

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>

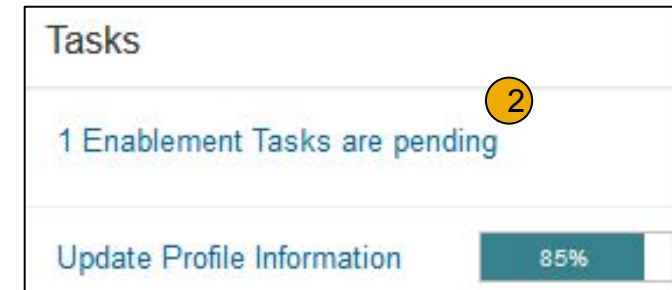
Tax Clearance

Tax Clearance Number:

Tax Clearance Document: <No document>

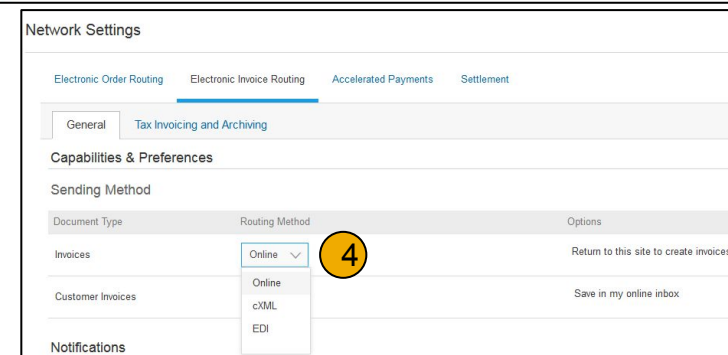
Configure Your Enablement Tasks

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 completes the task.

Activity Name	Date Due	Total Tasks	My Pending Tasks
▶ Account	26 Feb 2016	4	0
▶ Purchase Order	1 Apr 2016	2	0



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.

Network Settings

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement

* Indicates a required field

Capabilities Preferences

External System Integration

Configure cXML (native) integration

Non-Catalog Orders with Part Numbers

Process non-catalog orders as catalog orders if part numbers are entered manually

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: <input type="text"/> <input type="checkbox"/> Attach cXML document in the email message <input checked="" type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".

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).

Change/Cancel Orders	
Document Type	Routing Method
Catalog Orders without Attachments	Same as new catalog orders without attachments
Catalog Orders with Attachments	Same as new catalog orders without attachments
Non-Catalog Orders without Attachments	Same as new catalog orders without attachments
Non-Catalog Orders with Attachments	Same as new catalog orders without attachments

Other Document Types	
Document Type	Routing Method
Blanket Purchase Orders	Same as new catalog orders without attachments
Time Sheets	Online
Order Status Request	Online
Order Response Documents	Online

Notifications	
Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.
	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.

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.

Document Type	Routing Method
Invoices	Online
Customer Invoices	

Tax Classification:

Taxation Type:

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:
[Upload...](#)

FITSuppplier4QA
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

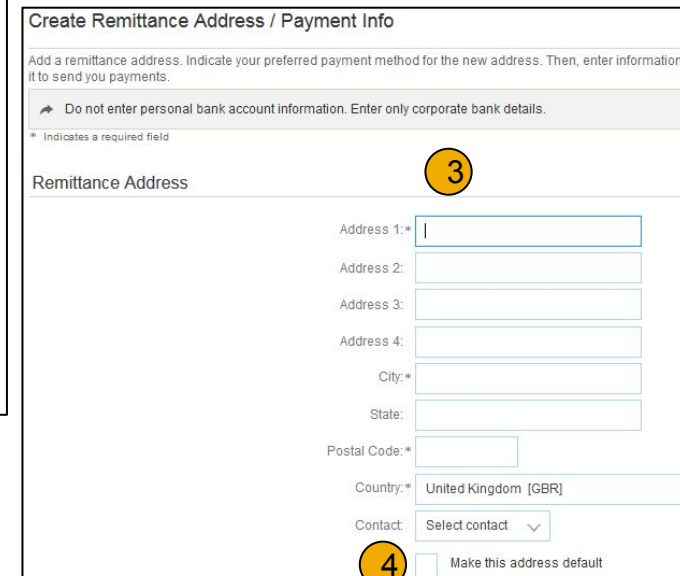
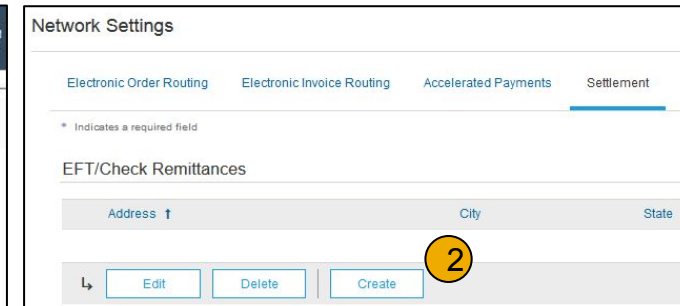
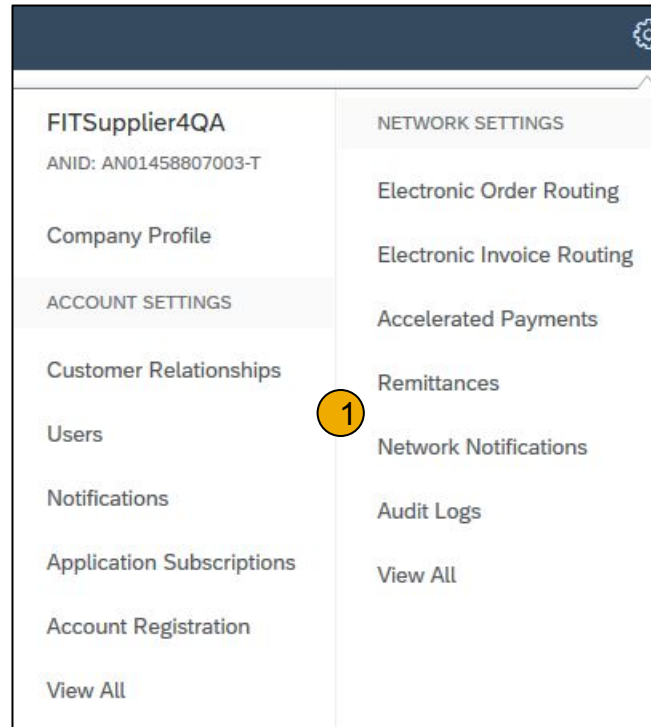
View All

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.

The screenshot displays the SAP Account Settings interface for a customer named FITSupplier4QA (ANID: AN01458807003-T). The interface is divided into two main sections: ACCOUNT SETTINGS and NETWORK SETTINGS. The ACCOUNT SETTINGS section includes links for Company Profile, Customer Relationships (marked with a yellow circle 1), Users, Notifications, Application Subscriptions, Account Registration, and View All. The NETWORK SETTINGS section includes links for Electronic Order Routing, Electronic Invoice Routing, Accelerated Payments, Remittances, Network Notifications, Audit Logs, and View All. The Customer Relationships section is further divided into Current Relationships and Potential Relationships (marked with a yellow circle 4). The Potential Relationships section has a radio button selected for 'Automatically accept all relationship requests' (marked with a yellow circle 2) and an 'Update' button. The Current Relationships section has a radio button selected for 'Manually review all relationship requests' (marked with a yellow circle 3) and an 'Update' button. The Pending section shows a table with columns for Customer and Requested Date, and buttons for Approve and Reject. The Current section shows a table with columns for Customer and Approved Date, and a Reject button. The Rejected section shows a table with columns for Customer and Rejected Date.

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

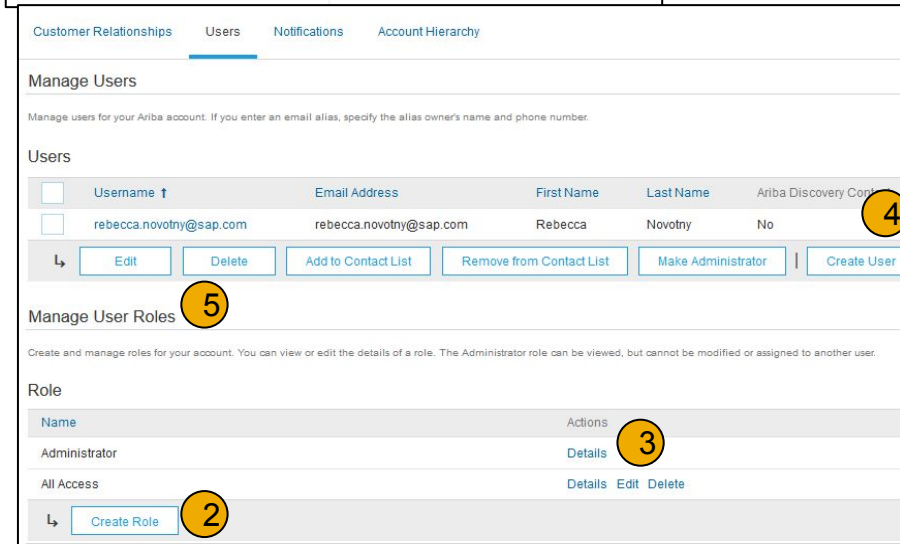
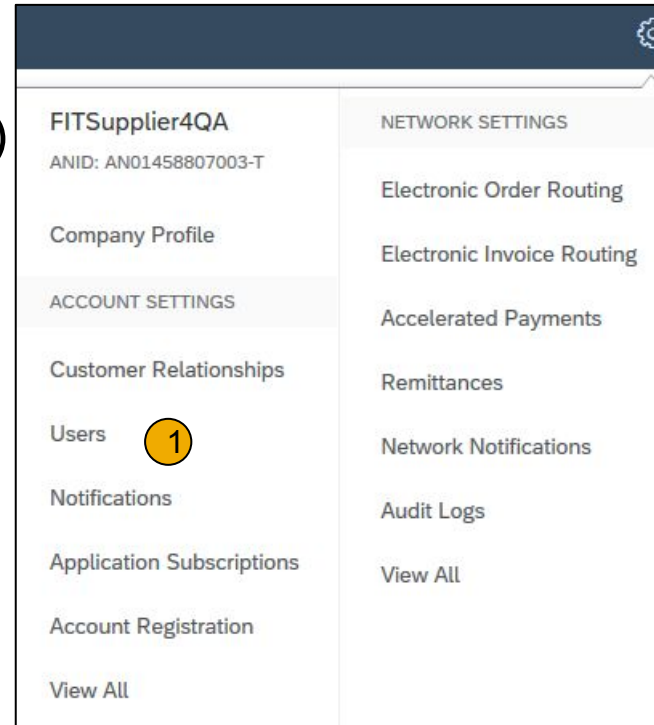
User

- 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

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

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.

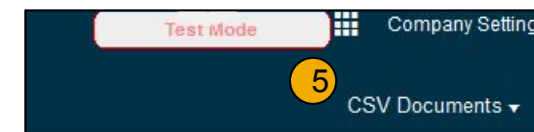
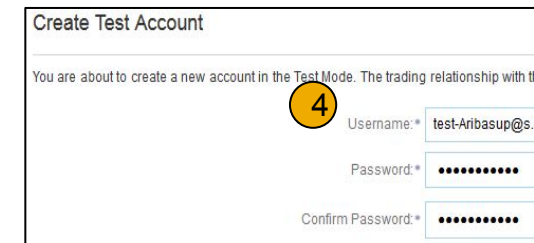
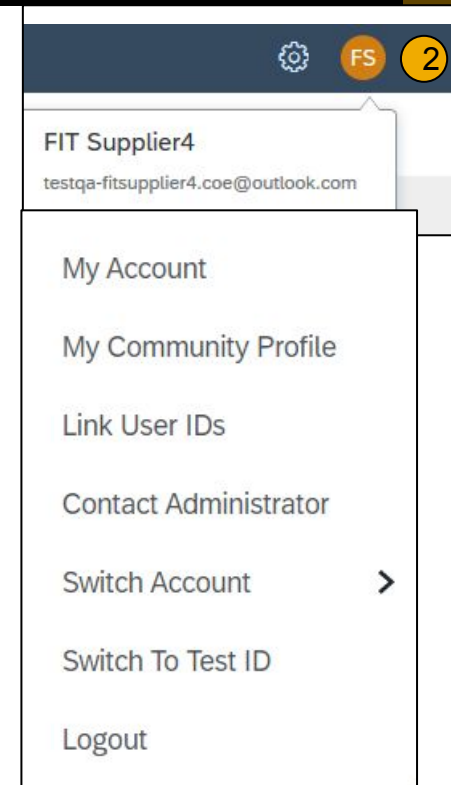
Note: If you change username or password, remember to use it at your next login.

4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.

The image shows two screenshots of the SAP user interface. The top screenshot displays the 'User Account Navigator' dropdown menu, which is accessed by clicking on the initials 'FS' in the top right corner (marked with a yellow circle '1'). The menu options include 'FIT Supplier4' (with email 'testqa-fitsupplier4.coe@outlook.com'), 'My Account' (marked with a yellow circle '2'), 'My Community Profile', 'Link User IDs', 'Contact Administrator', and 'Logout'. The bottom screenshot shows the 'My Account' settings page. It has two sections: 'Account Settings' and 'Account Information'. The 'Account Settings' section contains fields for 'Username:*' (Aribasup@s.c), 'Email Address:*' (junk@phoenix.ariba.com), 'First Name:*' (jU-LV8b8ft565589df1009590921), 'Middle Name:', 'Last Name:*' (lastName), and 'Business Role:' (Business Owner). A 'Change Password' link is next to the username field (marked with a yellow circle '3'). The 'Security' section contains 'Secret Question:*' (What is the last name of your first boss?), 'Secret Answer:*' (masked with dots), and 'Confirm Secret Answer:*' (masked with dots) (marked with a yellow circle '4'). An asterisk indicates required fields.

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](#)

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.

The screenshot displays the SAP Ariba Network Enterprise Account interface in TEST MODE. The main navigation bar includes 'Home', 'Inbox', 'Outbox', 'Catalogs', 'Reports', and 'Messages'. The 'Inbox' dropdown menu is open, showing 'Orders and Releases' (highlighted with callout 1), 'Collaboration Requests', and 'Getting Started'. A search bar is visible with a search icon (callout 2).

The 'Orders and Releases' section shows a 'Search Filters' button (callout 4) and a table of 100+ orders. The table has columns for Type, Order Number, Ver, Customer, Inquiries, Ship To Address, Ordering Address, Amount, Date, Order Status, Settlement, Amount Invoiced, Revision, and Actions. The first row is highlighted with callout 3.

The expanded 'Search Filters' form (callout 5) includes fields for Customer (All Customers), Order Number, Buyer Location Code, Invoice Number, Date Range (Last 14 days), and checkboxes for 'Partial number' and 'Exact number'. It also has fields for Min. Amount, Max. Amount, Order Status (All), and View (All except hidden orders). There are checkboxes for 'Search only blanket purchase orders', 'Search only scheduling agreement releases', and 'Search only pinned orders'. A 'Search' button and 'Reset' button are at the bottom.

The 'Show / Hide Columns' menu (callout 6) is open, showing options to show or hide columns for Type, Order Number, Ver, and Customer. The 'Type', 'Order Number', and 'Customer' options are checked.

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.

Purchase Order: PO72547 1

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

Line Items

Line #	Part # / Description	Type	Qty (Unit)	Need By
1	GOODS_01 <i>Copy Paper White, A3, 80gsm (ream 500 sheets)</i>	Material	10 (EA)	18 Nov 2015
2	GOODS_02 <i>Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)</i>	Material	10 (BX)	18 Nov 2015

Order submitted on: Tuesday 6 Oct 2015 9:00 PM GMT+02:00
Received by Ariba Network on: Friday 15 Apr 2016 2:14 PM GMT+02:00
This Purchase Order was sent by Ariba, Inc. - TEST AN01015640756-T and delivered by Ariba Network.

2

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

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 ?
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.

! 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	
! 1	Non Catalog Item test item	Material Invoicing not possible	5.000 (EA) ?	10 Oct 2019	\$50.00 CAD	\$250.00 CAD	Details

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 AN01394774823-T and delivered by Ariba Network.

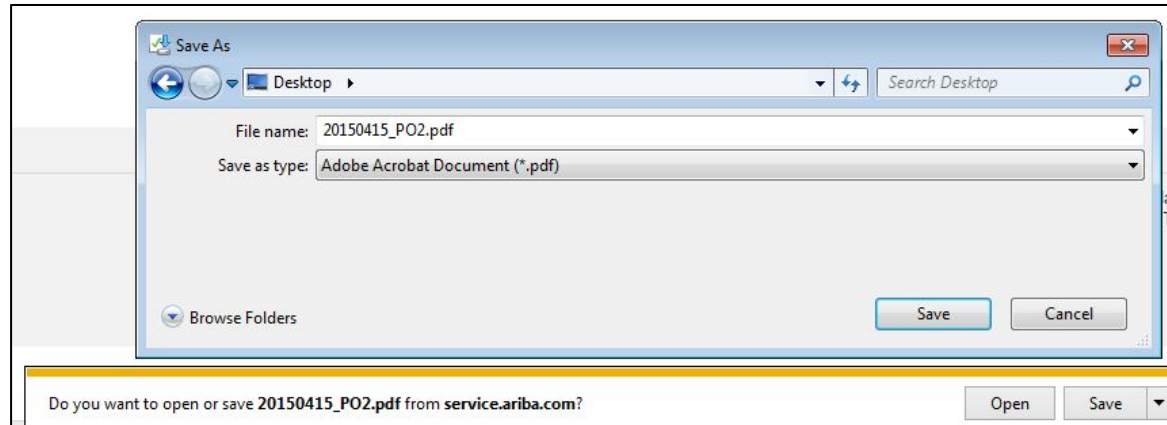
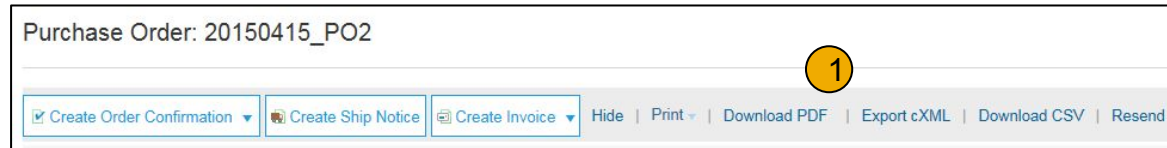
[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Sub-total: \$ 250.00 CAD Done

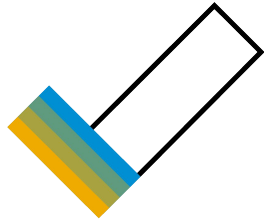
Manage POs

Create PDF of PO

1. Select “Download PDF” as shown.

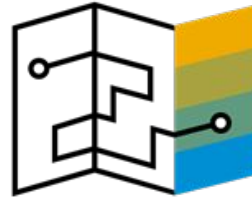


Section 4: Other Documents



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.**

The screenshot shows the 'Confirming PO' form. 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 form area is titled 'Order Confirmation Header' and contains the following fields: 'Confirmation #' (with a yellow circle '1' over it), 'Associated Purchase Order #' (20150415_PO1), 'Customer' (Arba, Inc. - TEST), and 'Supplier Reference'. Below this is a section titled 'SHIPPING AND TAX INFORMATION' with fields for 'Est. Shipping Date', 'Est. Delivery Date', 'Est. Shipping Cost', and 'Est. Tax Cost'. A yellow circle '2' is placed over the 'Est. Shipping Date' field. At the bottom of the form, there is a 'Comments' text area. A yellow circle '4' is also placed over the top right corner of the form area.

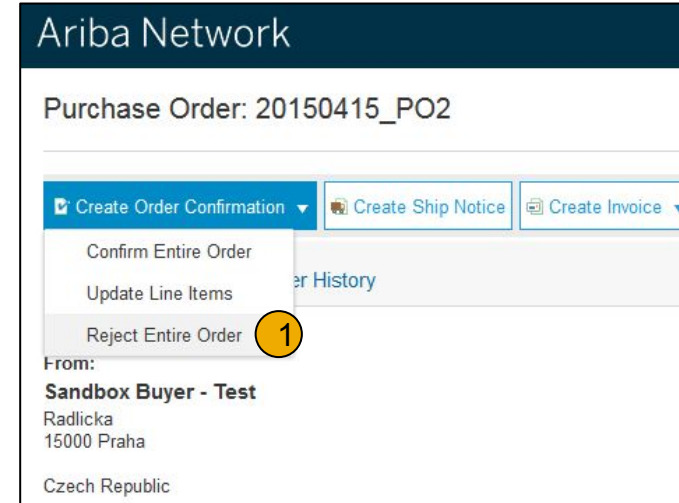
Once the order confirmation is submitted, the Order Status will display as Confirmed. When viewing documents online, links to all related documents are displayed. Click Done to return to the Inbox.

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.)



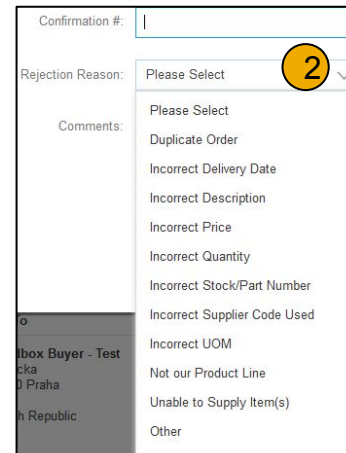
Ariba Network

Purchase Order: 20150415_PO2

Create Order Confirmation | Create Ship Notice | Create Invoice

Confirm Entire Order
Update Line Items
Reject Entire Order **1**

From:
Sandbox Buyer - Test
Radlicka
15000 Praha
Czech Republic



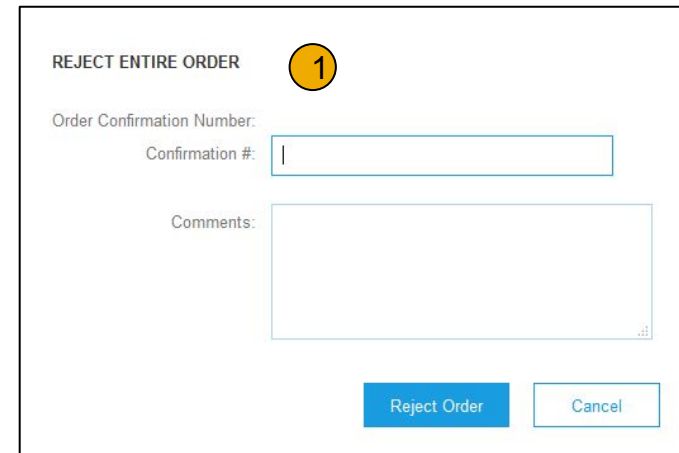
Confirmation #: |

Rejection Reason: Please Select **2**

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

Sandbox Buyer - Test
Radlicka
15000 Praha
Czech Republic



REJECT ENTIRE ORDER **1**

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.

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

Purchase Order: 20150415_PO2

Create Order Confirmation
 Create Ship Notice
 Create Invoice

Confirm Entire Order
 Update Line Items **1**
 Reject Entire Order

From:
Sandbox Buyer - Test
 Radlicka
 15000 Praha
 Czech Republic

Confirming PO

2

Update Item Status
 Order Confirmation Header

Review Confirmation

Confirmation #:

Associated Purchase Order #: 20150415_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

10 Unconfirmed **4**

Confirm:

Backorder: **5**

Reject: **6**

ⓘ

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 Copy Paper White, A3, 80gsm (ream 500 sheets)	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

CURRENT ORDER STATUS

10 Unconfirmed

Confirm: Backorder: Reject: 1 2 ⓘ

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01 Copy Paper White, A3, 80gsm (ream 500 sheets)	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

New Order Status: **1 Rejected**

Rejection Reason:

Comments:

3

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.

Ariba Network

Purchase Order: 20150415_PO2

1

Create Order Confirmation Create Ship Notice Create Invoice Hide | Print

Order Detail Order History Create a ship notice for the purchase order

Create Ship Notice

* Indicates required field

SHIP FROM 3

Ariba_TestSupplier - TEST Update Address

Praha 5

Czech Republic

VIEW / EDIT ADDRESSES

* Indicates required field

SHIP FROM DELIVER TO

Name: Ariba_TestSupplier-TEST Name: Sandbox Buyer - Test

Department Name: Department Name:

ADDRESS ADDRESS

Address 1* Radicka 320114 Address 1: Radicka

Address 2: Address 2:

Postal Code* 150 00 Postal Code: 15000

City* Praha 5 City: Praha

State: State:

Country* Czech Republic [CZE] Country: Czech Republic [CZE] 4

This selection will refresh the page content. This selection will refresh the page content.

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

▼ DELIVERY AND TRANSPORT INFORMATION		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 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.

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"/>

[Add Ship Notice Line](#)

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"/>	Add Details

[Add Ship Notice Line](#)

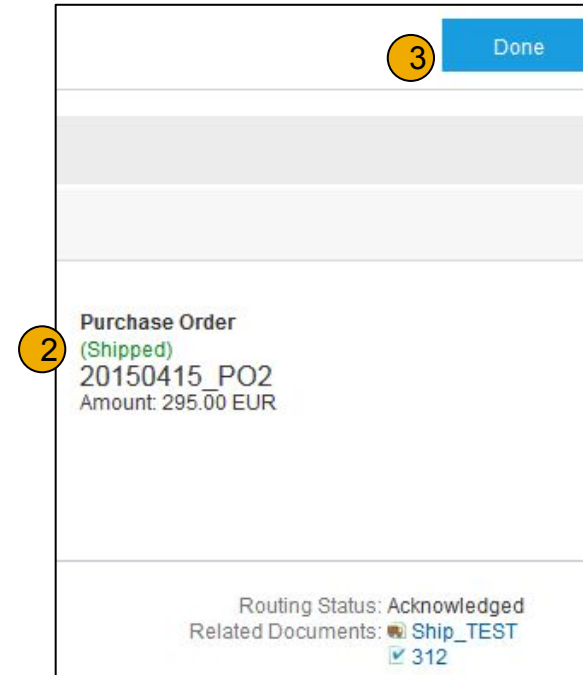
[Add Order Line Item](#)

2

[Next](#) [Exit](#)

Submit Ship Notice

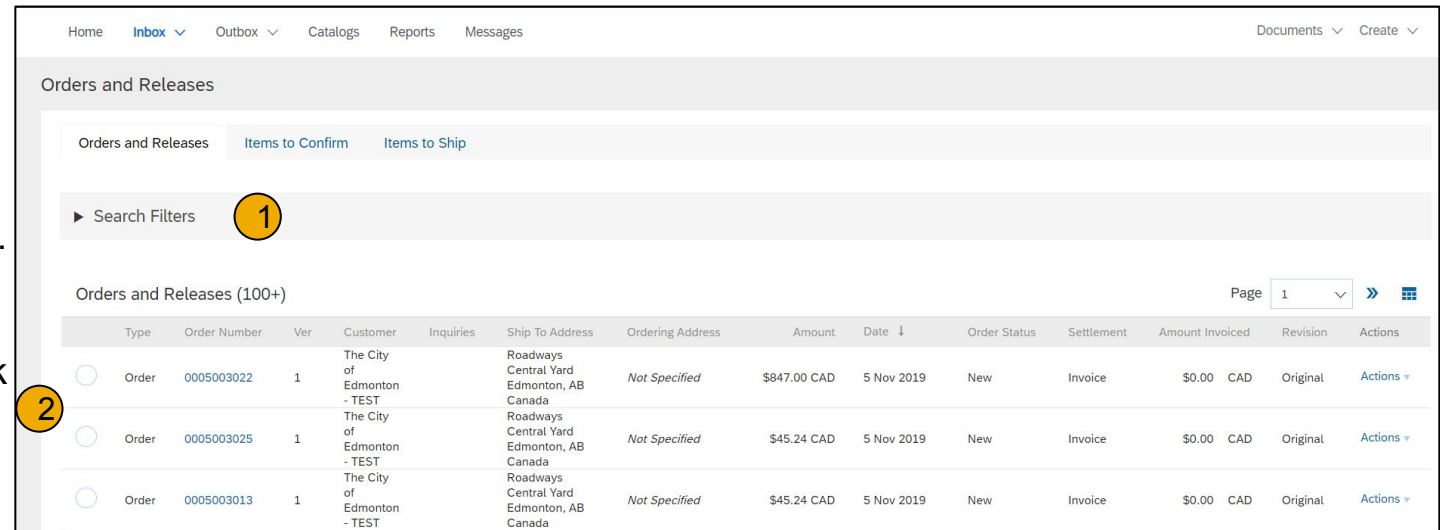
1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to City of Edmonton. Ship Notices provide improved communications to help avoid unnecessary calls to order support department.
2. **After submitting** your Ship Notice, the Order Status will be updated to Shipped. Submitted Ship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



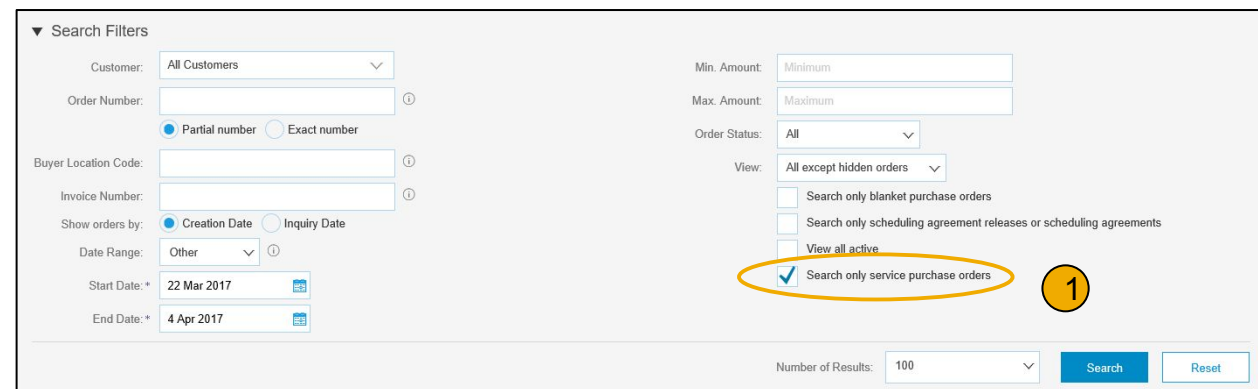
The screenshot shows the SAP 'Orders and Releases' interface. At the top, there are navigation tabs: Home, **Inbox**, Outbox, Catalogs, Reports, Messages. On the right, there are links for Documents and Create. Below the navigation is a section for 'Orders and Releases' with sub-tabs: Orders and Releases, Items to Confirm, and Items to Ship. A 'Search Filters' section is highlighted with a yellow circle '1'. Below this is a table titled 'Orders and Releases (100+)'. The table has columns: Type, Order Number, Ver, Customer, Inquiries, Ship To Address, Ordering Address, Amount, Date, Order Status, Settlement, Amount Invoiced, Revision, and Actions. Three orders are listed, each with a radio button in the 'Type' column, which is highlighted with a yellow circle '2'.

Type	Order Number	Ver	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
<input type="radio"/>	Order	0005003022	1	The City of Edmonton - TEST	Roadways Central Yard Edmonton, AB Canada	Not Specified	\$847.00 CAD	5 Nov 2019	New	Invoice	\$0.00 CAD	Original	Actions
<input type="radio"/>	Order	0005003025	1	The City of Edmonton - TEST	Roadways Central Yard Edmonton, AB Canada	Not Specified	\$45.24 CAD	5 Nov 2019	New	Invoice	\$0.00 CAD	Original	Actions
<input type="radio"/>	Order	0005003013	1	The City of Edmonton - TEST	Roadways Central Yard Edmonton, AB Canada	Not Specified	\$45.24 CAD	5 Nov 2019	New	Invoice	\$0.00 CAD	Original	Actions

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



The screenshot shows the 'Search Filters' dialog box in SAP. It contains various search criteria fields: Customer (All Customers), Order Number, Buyer Location Code, Invoice Number, Show orders by (Creation Date selected), Date Range (Other), Start Date (22 Mar 2017), and End Date (4 Apr 2017). On the right side, there are fields for Min. Amount (Minimum) and Max. Amount (Maximum), and a dropdown for Order Status (All). Below these are checkboxes for 'Search only blanket purchase orders', 'Search only scheduling agreement releases or scheduling agreements', and 'View all active'. The checkbox for 'Search only service purchase orders' is checked and circled in yellow, with a yellow circle '1' next to it. At the bottom right, there is a 'Number of Results' field set to 100, and 'Search' and 'Reset' buttons.

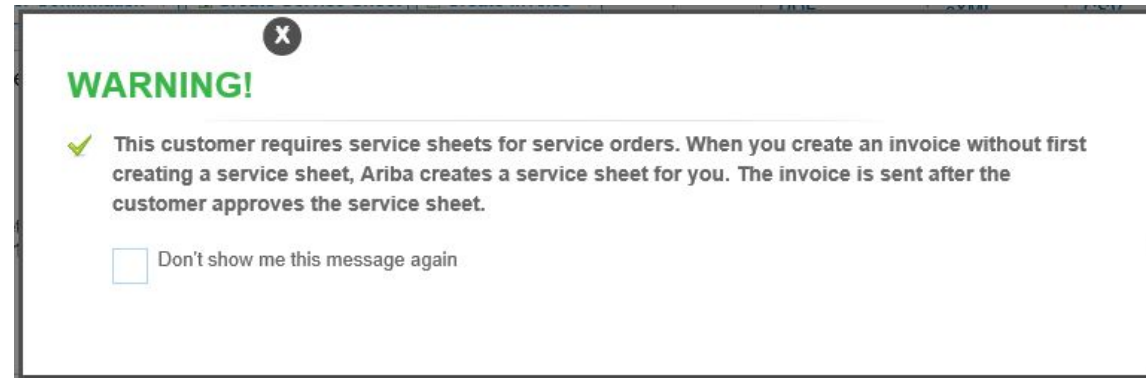
Auto-Generate a Service Entry Sheet

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.

Purchase Order: ServicePO1 Done

1

Create Order Confirmation | 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

Contract #
4610029650


Routing Status: Sent

Ship A


SMO Buyer
123 Fake Street
Pittsburgh, PA 15222
United States

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	Details
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

1

Create Order Confirmation | 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 (*).

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.)

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 #:* <input type="text"/>	Service Start Date: <input type="text"/>
Service Sheet Date:* 7 Apr 2017 <input type="text"/>	Service End Date: <input type="text"/>

Additional Fields 2

Supplier Reference: <input type="text"/>	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: <input type="text"/>	Name: <input type="text"/>
Email: <input type="text"/>	Email: <input type="text"/>
Phone: USA 1 <input type="text"/> <input type="text"/> <input type="text"/>	Phone: USA 1 <input type="text"/> <input type="text"/> <input type="text"/>

Approver:

Name:* <input type="text"/>
Email:* <input type="text"/>
Phone: USA 1 <input type="text"/> <input type="text"/> <input type="text"/>

[Add Comments](#)

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.

Create Service Sheet Previous Save Submit Exit

Confirm and submit this document.

Service Sheet Subtotal: \$2,570.00 USD
TestServiceSES
Date: 10 Apr 2017
Purchase Order: ServicePOExample
Subtotal: \$2,570.00 USD

From **SMO Supplier 1** To **SMO Buyer**
21 Jump Street 123 Fake Street
Cleveland, OH 44114 Pittsburgh, PA 15222
United States United States
Phone: Fax:

Service Entry Sheet Lines Show Item Details

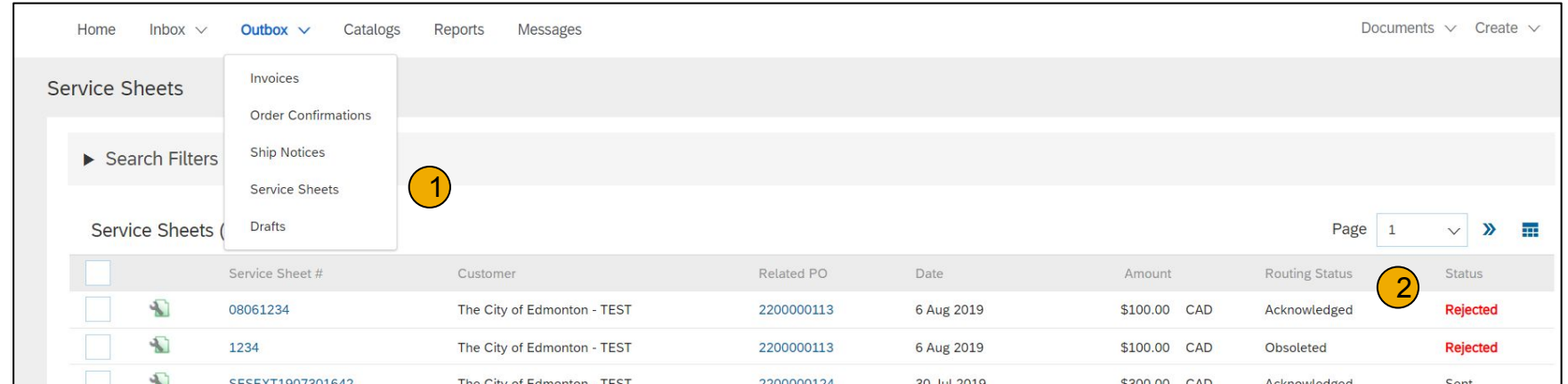
Line #	Type	Service # / Description	Contract #	Qty (Unit)	Unit Price	Subtotal
▼ 1		Not Available TESTINGSERVICECHG				
1	Service	000000000003015848 MAT CONSTR MATERIAL IT005 KG		1000 (KGM)	\$2.57 USD	\$2,570.00 USD Details

6 Service Entry Summary
Subtotal: \$2,570.00 USD

Previous Save Submit Exit

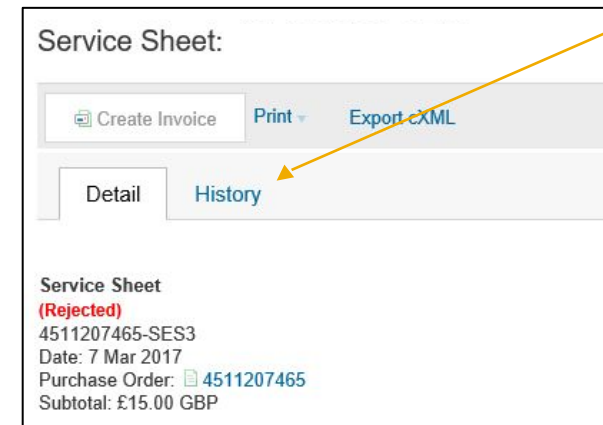
Check Service Sheet Status

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.



The screenshot shows the SAP Outbox interface. A dropdown menu is open under 'Outbox', with 'Service Sheets' highlighted and circled with a yellow '1'. Below the menu is a table of Service Sheets. The 'Routing Status' column for the first two rows is circled with a yellow '2'. The first row has a status of 'Rejected'.

Service Sheet #	Customer	Related PO	Date	Amount	Routing Status	Status
08061234	The City of Edmonton - TEST	2200000113	6 Aug 2019	\$100.00 CAD	Acknowledged	Rejected
1234	The City of Edmonton - TEST	2200000113	6 Aug 2019	\$100.00 CAD	Obsoleted	Rejected
SESEXT1907301642	The City of Edmonton - TEST	2200000124	30 Jul 2019	\$300.00 CAD	Acknowledged	Sent



The screenshot shows the 'Service Sheet: History' tab. It contains a 'Create Invoice' button, 'Print' and 'Export XML' links, and a 'History' tab. Below the tabs, the service sheet details are displayed, including the status '(Rejected)' and the purchase order number '4511207465'.

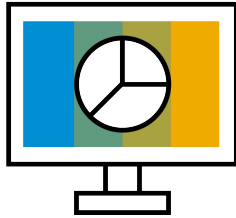
Service Sheet:

Create Invoice Print Export XML

Detail History

Service Sheet
(Rejected)
4511207465-SES3
Date: 7 Mar 2017
Purchase Order: 4511207465
Subtotal: £15.00 GBP

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

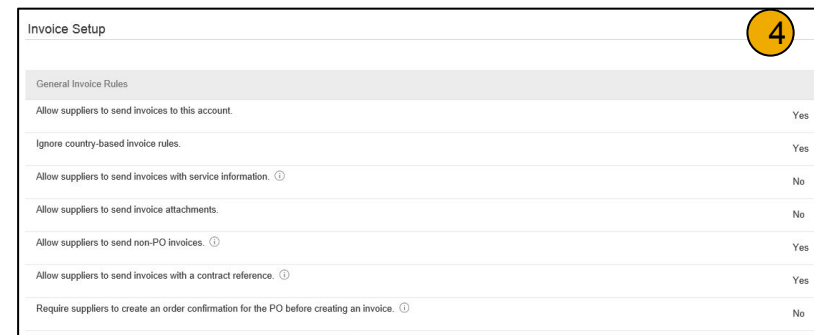
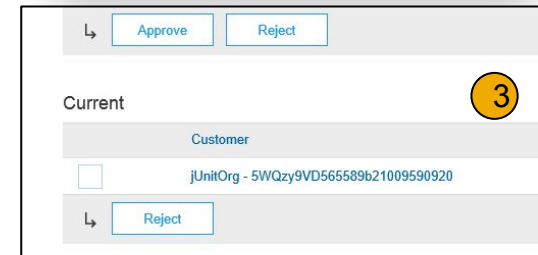
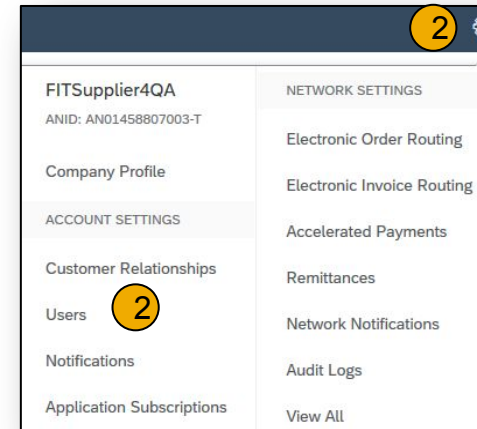
City of Edmonton Invoice Requirements

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.

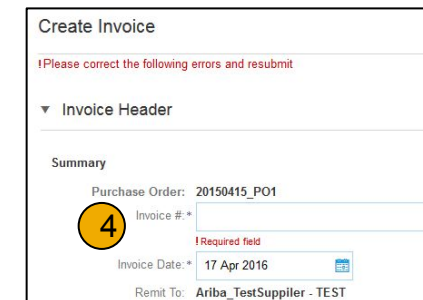
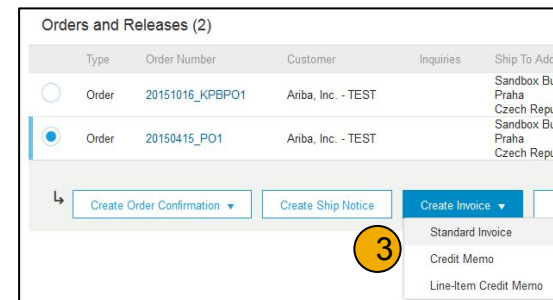
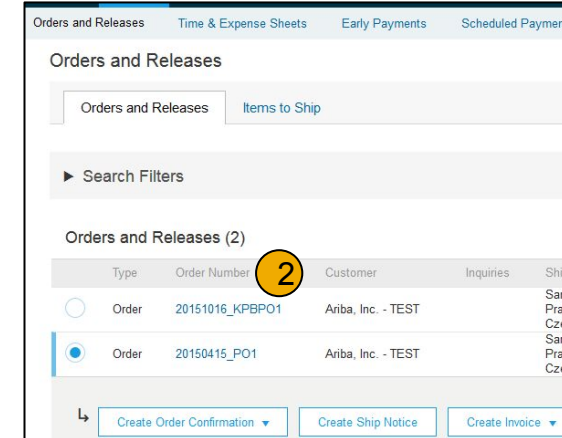
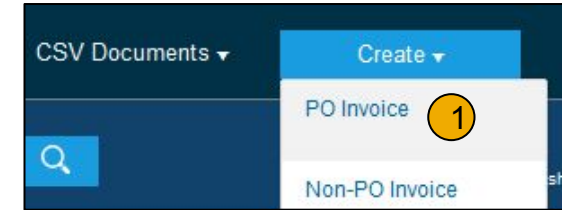
1. Login to your Ariba Network account via supplier.ariba.com
2. Select the Company Settings dropdown menu and under Account Settings, click Customer Relationships.
3. A list of your Customers is displayed. Click the name of your customer (City of Edmonton).
4. Scroll down to the Invoice Setup section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

Shipping Cost 4

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
- GST
- HST
- PST
- GST
- Usage
- Withholding Tax
- Other Tax
- Configure Tax Menu

Line Item Actions Delete Add

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.

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' form with the following details:

- 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
- 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

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 further 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. In the background, there are buttons for 'Delete', 'Add', 'Update', 'Save', 'Exit', and 'Next'. The 'Next' button is highlighted with a yellow circle containing the number '3'. The bottom screenshot shows a text input field labeled 'Comments' with a yellow circle containing the number '2' next to it. A 'Remove' button is visible to the right of the input field.

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 button 'Add to Header' and a status indicator '0 Line Items, 0 Included, 0 Previously Fully Invoiced'. Below this is the 'Insert Line Item Options' section with a 'Tax Category' dropdown set to '5% GST / Taxable Purchases' and a 'Discount' checkbox. A table with columns 'No.', 'Include', 'Type', 'Part #', 'Description', 'Customer Part #', 'Quantity', 'Unit', 'Unit Price', and 'Subtotal' is visible. The first row has '1' in the 'No.' column and 'Temporary Staffing Services' in the 'Description' column. A blue 'Add/Update' dropdown menu is open over the first row, with a yellow circle '1' highlighting it. The menu options are: 'Add Contract/Catalog Items', 'Add General Service', 'Add Labor Service', and 'Add Material'. Below the table are buttons for 'Line Item Actions', 'Delete', 'Reset Tax from PO', and 'Add'.

This screenshot shows the 'Insert Line Item Options' form for a 'SERVICE' line item. The table above shows a row with 'SERVICE' in the 'Type' column and '\$0.00 USD' in the 'Subtotal' column. A yellow circle '2' highlights the 'Rate' section. The 'Rate' section has fields for '*Term', '*Rate', and '*Unit'. Below this are fields for 'Time Sheet Number', 'Contractor Name', 'Supervisor Name', 'Contractor Identifier' (with a '(no value)' dropdown), and 'Job Description'. On the right side, there are fields for 'Work Location', 'Address 1', 'Address 2', 'Address 3', 'City', 'State' (with a '(no value)' dropdown), 'Zip', and 'Country' (with a '(no value)' dropdown). A note at the bottom right says 'This selection will refresh the page content.'

This screenshot shows the SAP Line Items interface with the 'Service Period' section expanded. The table above shows a row with 'SERVICE' in the 'Type' column and a yellow circle '2' highlighting the 'No.' column. Below the table are fields for 'Service Start Date' and 'Service End Date', each with a calendar icon. At the bottom are buttons for 'Line Item Actions', 'Delete', and 'Add'.

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.



Create Invoice

! Please correct the following errors and resubmit

▼ Invoice Header

Summary

Purchase Order: PO80001005

Invoice #:*

! Required field

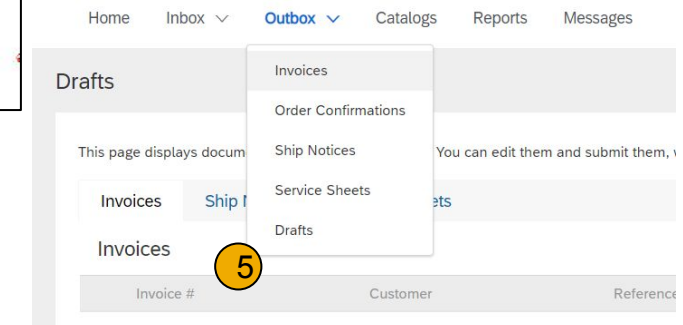
Invoice* Date: 22 Apr 2016

Remit To: 333 MAIN ST

Manitoba MB
Canada

Bank Account:
Bill To:

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**.

Home Inbox ▾ Outbox ▾ Catalogs Reports Messages Documents ▾ Create ▾

Invoices

Search Filters

Customer: All ▾

Invoice Number:* 35

Partial number Exact number

Search Reset

Invoices (1)

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status	Invoice Status
35	The City of Edmonton - TEST	2200000139	Online	Supplier	No	Order	17 Aug 2019	\$262.50 CAD	Acknowledged	Sent

Create Line-Item Credit Memo Create Line-Item Debit Memo Edit Copy Create Non-PO Invoice Create Contract Invoice

4 Line Items, 4 Included, 0 Previously Fully Invoiced

Line Items

Insert Line Item Options

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

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
4	<input checked="" type="checkbox"/>	MATERIAL	JKL012	WIDGET 4		-1	EA	\$6.60 USD	\$-6.60 USD
5	<input checked="" type="checkbox"/>	MATERIAL	MNO345	WIDGET 5		-3	EA	\$5.16 USD	\$-15.48 USD
6	<input checked="" type="checkbox"/>	MATERIAL	PQR678	WIDGET 6		-1	EA	\$5.40 USD	\$-5.40 USD
7	<input checked="" type="checkbox"/>	MATERIAL	STU901	WIDGET 7		-1	EA	\$5.16 USD	\$-5.16 USD

Line Item Actions Delete

Turn on Error Dump Hide/Show XML

Update Exit Next

Subtotal: **\$-32.64 USD**

Total Tax: **\$-2.28 USD**

Total Shipping: **\$-12.00 USD**

Total Gross Amount: **\$-46.92 USD**

Total Net Amount: **\$-46.92 USD**

Amount Due: **\$-46.92 USD**

Previous Submit Exit

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.

The screenshot shows the SAP Invoices Outbox interface. At the top, there are navigation tabs: Home, Inbox, Outbox (selected), Catalogs, Reports, Messages, Documents, and Create. Below the navigation is the 'Invoices' section with search filters. A dropdown menu is open over the search filters, showing options: Invoices (circled with a '1'), Order Confirmations, Ship Notices, Service Sheets, and Drafts. The search filters include 'Customer: All', 'Invoice Number: 35', and radio buttons for 'Partial number' and 'Exact number'. Below the search filters is a table of invoices. The table has columns: Invoice #, Customer, Reference, Submit Method, Origin, Self Billing, Source Doc, Date, Amount, Routing Status, and Invoice Status. One invoice is listed with Invoice # 35, Customer 'The City of Edmonton - TEST', Reference 2200000139, Submit Method 'Online', Origin 'Supplier', Self Billing 'No', Source Doc 'Order', Date '17 Aug 2019', Amount '\$262.50 CAD', Routing Status 'Acknowledged', and Invoice Status 'Sent'. Below the table are several action buttons: 'Create Line-Item Credit Memo', 'Create Line-Item Debit Memo', 'Edit', 'Copy' (circled with a '2'), 'Create Non-PO Invoice', and 'Create Contract Invoice'.

The screenshot shows a dialog box for copying an invoice. At the top, it says 'Invoice: INV_20150415' and has a 'Done' button. Below this is a row of action buttons: 'Create Line-Item Credit Memo', 'Copy This Invoice' (highlighted with a blue border), 'Cancel', 'Print', 'Download PDF', and 'Export cXML'.

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.

This screenshot shows the top navigation bar with tabs for Home, Inbox, Outbox, Catalogs, Reports, and Messages. Below the navigation bar is a search bar with a dropdown menu set to 'Invoices', a customer selection dropdown set to 'All Customers', a text input field for 'Invoice Number', and a search button. Numbered callouts 1, 2, and 3 highlight the Home tab, the customer dropdown, and the search input field respectively.

This screenshot shows the 'Outbox' tab selected in the navigation bar. A dropdown menu is open under the 'Invoices' section, listing options: Invoices, Order Confirmations, Ship Notices, Service Sheets, and Drafts. A 'Search Filters' button is visible to the left of the dropdown. The text 'Invoices (55)' is displayed below the dropdown. A numbered callout 4 points to the 'Invoices' option in the dropdown menu.

This screenshot shows the 'Invoices' search filters configuration page. It includes several input fields and checkboxes for refining the search. The 'Customer' dropdown is set to 'All Customers'. The 'Invoice Number' field has radio buttons for 'Partial number' (selected) and 'Exact number'. The 'Date Range' dropdown is set to 'Last 24 hours'. The 'Supplier Reference' field is empty. On the right side, there are fields for 'Min. Amount', 'Max. Amount', and 'External Invoice Number'. There are also checkboxes for 'Show Only Invoices Submitted from the Customer's System' and 'Show only Invoices with Invoice Addendums'. At the bottom, there is a 'Number of Results' dropdown set to '100', a 'Search' button, and a 'Reset' button. Numbered callouts 5 and 6 highlight the 'Exact number' radio button and the 'Show only Invoices with Invoice Addendums' checkbox respectively.

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.

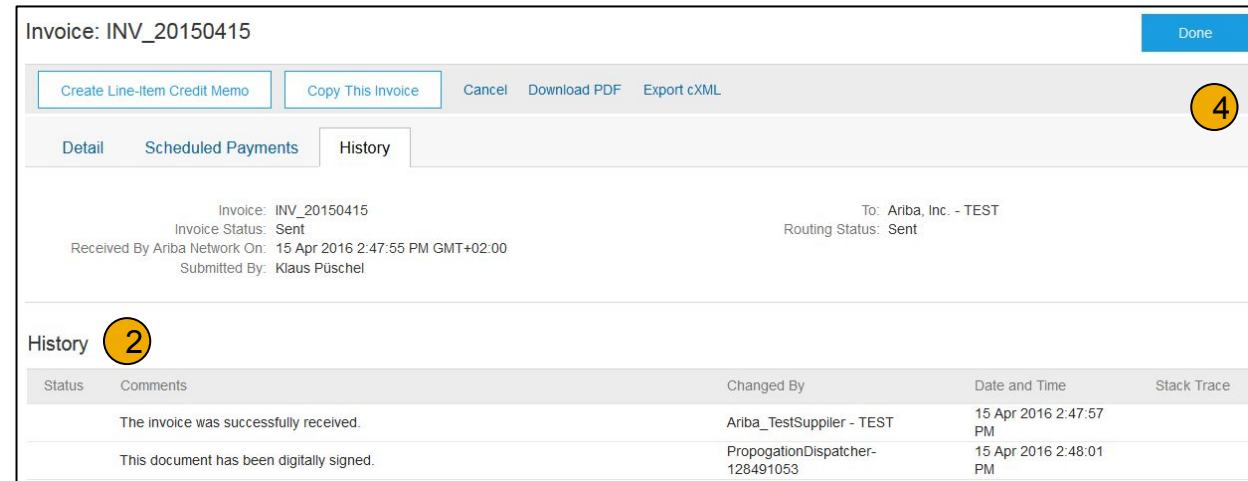
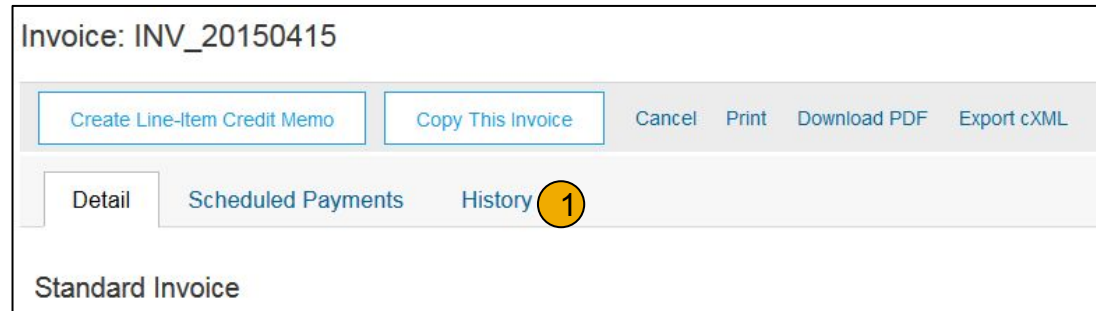
- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed City of Edmonton invoicing rules. City of Edmonton will not receive this invoice
- **Queued** – Ariba Network received the invoice but has not processed it
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting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

Review Invoice History

Check Status Comments

Access any invoice:

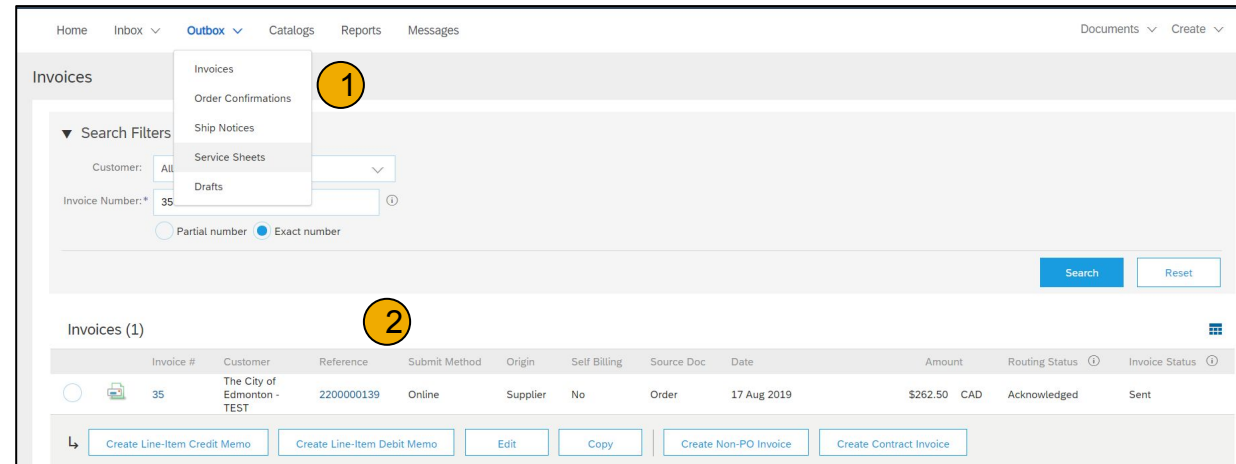
1. **Click** on the History tab to view status details and invoice history.
2. **History and status comments** for the invoice are displayed.
3. **Transaction history** can be used in problem determination for failed or rejected transactions.
4. **When you are done** reviewing the history, click Done.



Modify an Existing Invoice

Edit and Resubmit

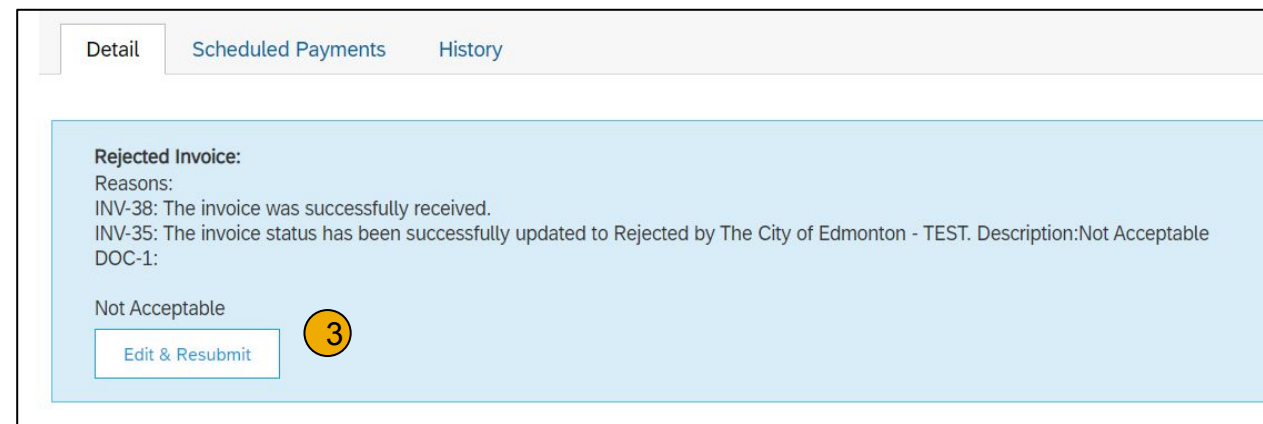
1. Click the **Outbox** tab and click **Invoices**.
2. In the **Invoice #** column, click a link to view details of the invoice.
3. Click the **Invoice #** for the failed or rejected invoice that you want to resubmit and click **Edit & Resubmit**.
4. Click **Submit** on the Review page to resend the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



The screenshot shows the SAP Invoices search interface. At the top, there are navigation tabs: Home, Inbox, Outbox, Catalogs, Reports, and Messages. A dropdown menu is open under 'Outbox', with 'Invoices' highlighted and circled with a yellow '1'. Below the search filters, the 'Invoice Number' field contains '35'. A table below shows one invoice result with the following details:

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status	Invoice Status
35	The City of Edmonton - TEST	2200000139	Online	Supplier	No	Order	17 Aug 2019	\$262.50 CAD	Acknowledged	Sent

Below the table, there are several action buttons: 'Create Line-Item Credit Memo', 'Create Line-Item Debit Memo', 'Edit', 'Copy', 'Create Non-PO Invoice', and 'Create Contract Invoice'. The 'Edit' button is circled with a yellow '2'.



The screenshot shows the 'Detail' tab of the SAP Invoice page. The 'Rejected Invoice' section is highlighted in light blue. It contains the following text:

Rejected Invoice:
Reasons:
INV-38: The invoice was successfully received.
INV-35: The invoice status has been successfully updated to Rejected by The City of Edmonton - TEST. Description:Not Acceptable
DOC-1:

Not Acceptable

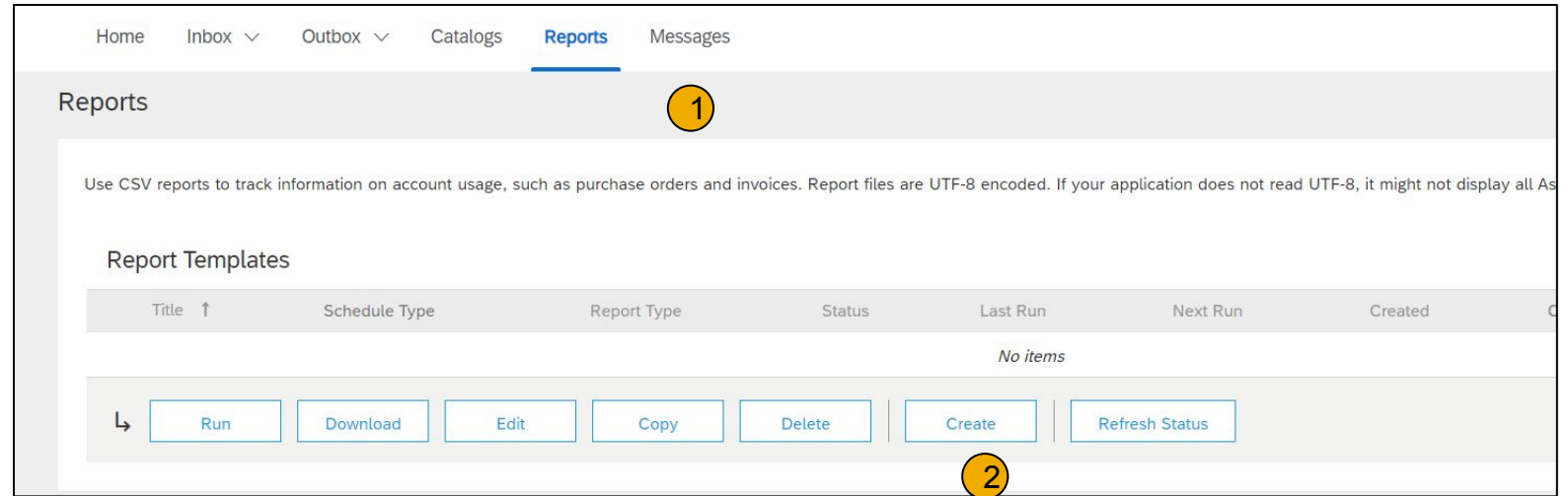
An 'Edit & Resubmit' button is located below the text and is circled with a yellow '3'.

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.

The screenshot shows the 'Report' form with the following fields and options:

- Report Description:** A text area for entering a title and description.
- Criteria:** A section containing:
 - Title: ***: A text input field.
 - Description:**: A larger text area.
 - Time zone:**: A dropdown menu set to 'US/Michigan'.
 - Language:**: A dropdown menu set to 'English'.
 - Report Type: ***: A dropdown menu set to 'Select'.

Navigation buttons: 'Next' (highlighted with a yellow circle 4) and 'Exit'.

The screenshot shows the 'Report' form with the following fields and options:

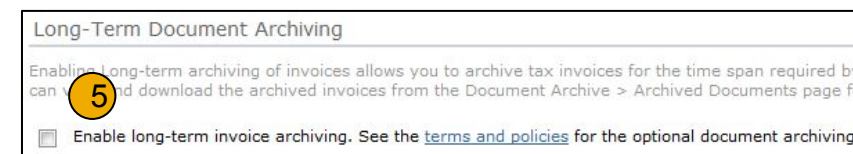
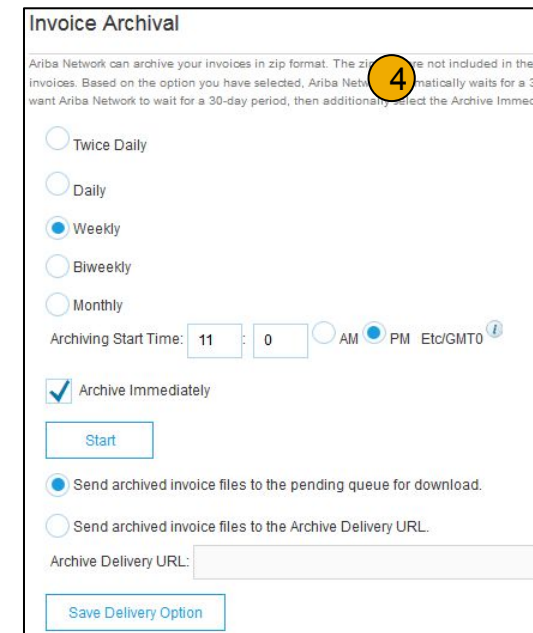
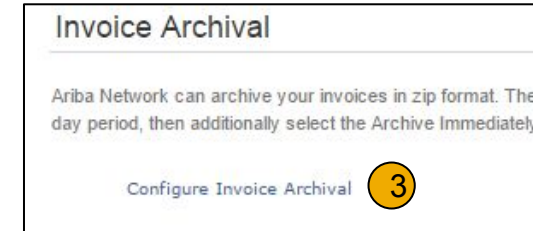
- Criteria:** A section containing:
 - Customer:** A dropdown menu set to 'All Customers' with a 'Select' button.
 - Filter Invoice By:** A dropdown menu set to 'Date Invoice Created'.
 - Date Range:** Two date pickers set to '21 Feb 2017' and '28 Feb 2017'.

Navigation buttons: 'Previous', 'Submit' (highlighted with a yellow circle 6), and 'Exit'.

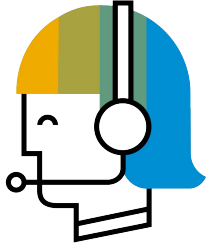
Invoice Archival

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.)

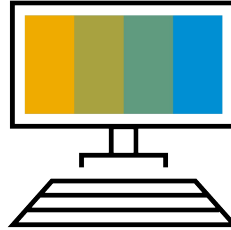


Section 6: Ariba Network Help Resources



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

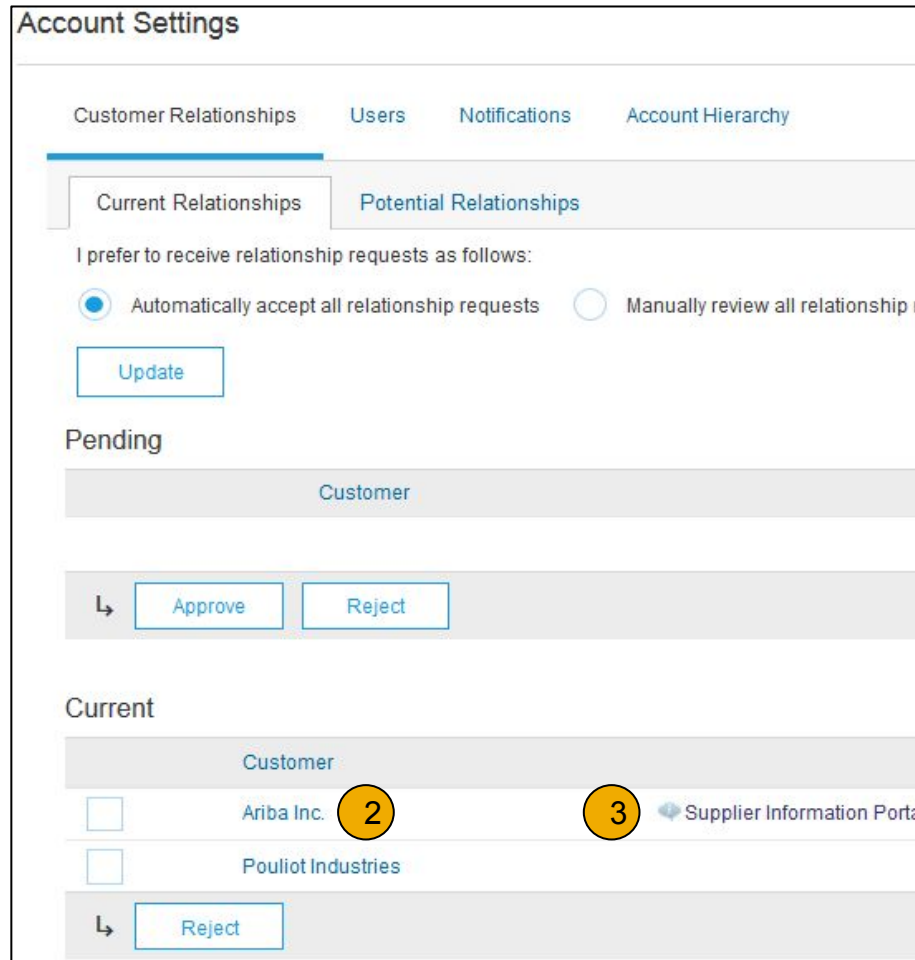
SAP Ariba Global Customer Support

- 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.

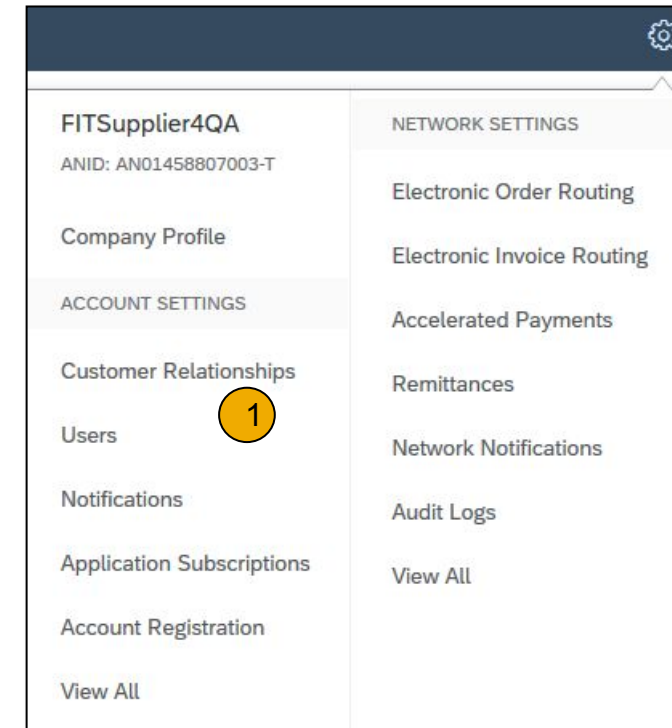
Training & Resources

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.



The screenshot shows the 'Account Settings' page with the 'Customer Relationships' tab selected. It features a sub-tab for 'Current Relationships' and 'Potential Relationships'. Below this, there are radio buttons for 'Automatically accept all relationship requests' (selected) and 'Manually review all relationship requests'. An 'Update' button is present. The 'Pending' section shows a table with one entry for 'Customer' with '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 the name, and a yellow circle with the number '3' next to the 'Supplier Information Portal' link. A 'Reject' button is at the bottom of the 'Current' section.



The screenshot shows the account settings menu for 'FITSupplier4QA' (ANID: AN01458807003-T). The menu is divided into 'NETWORK SETTINGS' and 'ACCOUNT SETTINGS'. The 'ACCOUNT SETTINGS' section is expanded, showing a list of options: 'Customer Relationships', 'Users', 'Notifications', 'Application Subscriptions', 'Account Registration', and 'View All'. A yellow circle with the number '1' is placed over the 'Users' option.

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?

Thank you.