

Ariba Network Guide for City of Ottawa Suppliers

Standard Account

PUBLIC



Rev. 11/01/2019

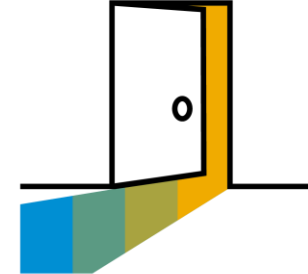
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Section 1: Ariba Network Overview



Section 2: Account Set Up



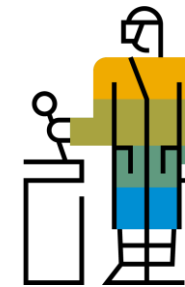
Section 3: Purchase Orders



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Section 1: Ariba Network Overview



What is Ariba Network?

[What is Ariba Network?](#)

[Introduction to Standard Account](#)



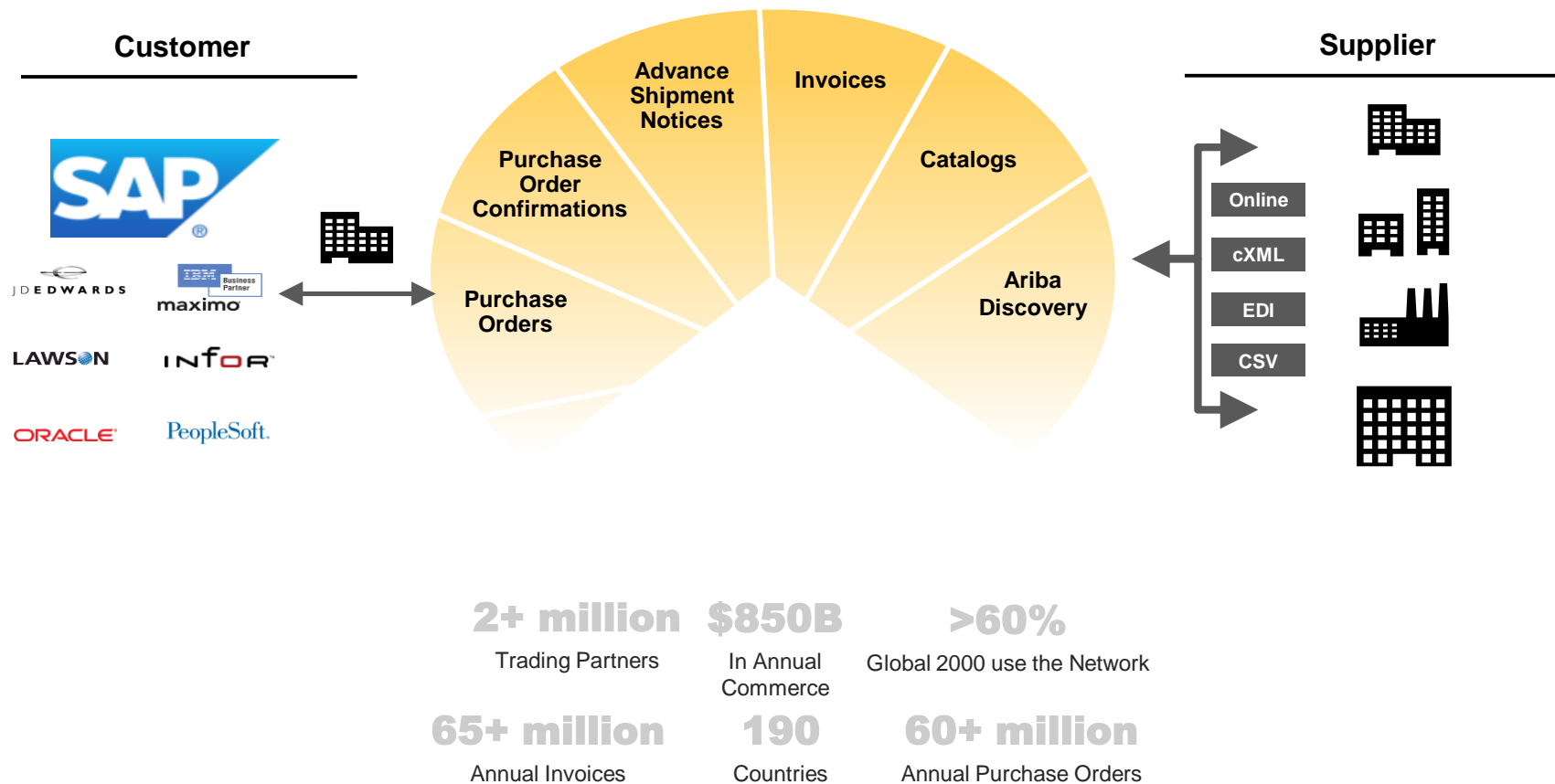
City of Ottawa on Ariba Network

[Supported Documents](#)

[Not Supported Documents](#)

What is the Ariba Network?

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



Introduction to Ariba Network, Standard Account

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

- **What is standard account?**

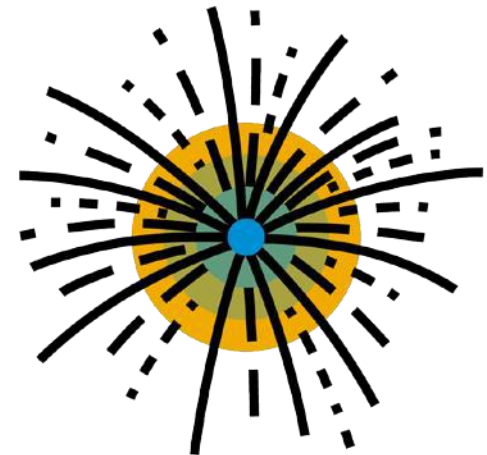
Standard account on Ariba Network gives you a fast, FREE way to do business with your customer via interactive emails.

- **What does this mean for you?**

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

- **What are the benefits?**

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



Review City of Ottawa Specifications

Supported Documents

City of Ottawa project specifics:

- **Tax data** is accepted at the header/summary level or at the line item level of the invoice.

Supported

- **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 Entry Sheets**
Apply against a single purchase order referencing a line item
- **Non-PO Invoices**
Apply against a PO not received through Ariba Network
- **Service Invoices**
Invoices that require service line item details
- **Contract Invoices**
Apply against contracts

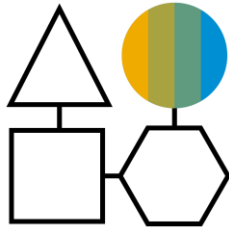
Review City of Ottawa Specifications

NOT Supported Documents

NOT Supported:

- **Summary or Consolidated Invoices**
Apply against multiple purchase orders; not accepted by City of Ottawa
- **Duplicate Invoices**
A new and unique invoice number must be provided for each invoice; City of Ottawa will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on Ariba Network
- **Paper Invoices**
City of Ottawa requires invoices to be submitted electronically through Ariba Network; City of Ottawa will no longer accept paper invoices
- **Purchase Order Confirmations**
Apply against a whole PO or line items; not accepted by City of Ottawa
- **Advance Shipment Notices**
Apply against PO when items are shipped; not accepted by City of Ottawa
- **BPO Invoices**
Invoices against a blanket purchase order; not accepted by City of Ottawa

Section 2: Set Up Your Account



Basic Account Configurations

[Accept Invitation](#)

[Profile Completion](#)

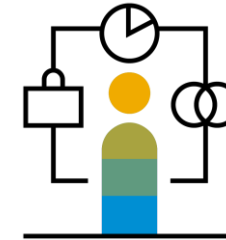
[Email Notifications](#)



Enablement Tasks

[Tax Detail](#)

[Remittances Information](#)



Advanced Account Configuration

[Roles and Users](#)

[Overview of the Standard Account Dashboard](#)

Receive Interactive Email Order from City of Ottawa

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

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Ariba Network Overview

Account Set Up

Purchase Orders

Other Documents

Invoice Methods

Help Resources

Dear **WPG HOLDINGS INC.**,

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

If more than one email address is associated with your organization for PO delivery, then the copy of this purchase order would be sent to them as well.

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

Create Invoice

To access the Order: [Continue](#)

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

To:
WPG HOLDINGS INC.

Purchase Order

Sign up for Standard Account

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



Join **your customer** on Ariba Network!

Sign up

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



Strengthen relationships

Collaborate with your customer on the same secure network.



Connect faster

Exchange documents electronically and streamline communications.



Reach more customers worldwide

Sign up with Ariba Discovery and increase sales leads.

Ariba Network standard account is **Free**

[Learn more](#)

Configure Account, Accept Terms of Use, and Register

1 Review your Company information

Company information

* Indicates a required field

Company Name:* ABC Enterprises

Country:* United States [USA] If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address:* 123 Pittsburgh Street
Line 2
Line 3

City:* Pittsburgh

State:* Pennsylvania

Zip:* 15222

2 Enter your User account information

User account information

Name:* First Name Last Name

Email:* ☒ Use my email as my username

Username:*

Password:* Enter Password
Repeat Password

Language: English

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

3 Accept Terms of Use and click on Register

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

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

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

Complete Your Profile

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

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

The screenshot displays the SAP Ariba Network 'Complete Your Profile' interface. At the top, a navigation bar includes a settings icon and a user profile icon labeled 'FS'. A dropdown menu is open, showing options: 'FITSupplier4QA' (ANID: AN01458807003-T), 'Company Profile' (highlighted with an orange box), 'ACCOUNT SETTINGS', and 'Customer Relationships'. Below the dropdown, the 'Company Profile' form is visible. It has tabs for 'Basic (4)', 'Business (2)', 'Marketing (0)', 'Contacts', 'Certifications (1)', and 'Additional Documents'. The 'Overview' tab is active, showing fields for Company Name, Other names, Network ID, Short Description, Website, Public Profile URL, and Privacy Statement. The 'Address' section contains fields for Address 1, Address 2, Address 3, City, Province, Postal Code, and Country. Below this is a table for 'Additional Company Addresses' with columns for Address Name, Address ID, VAT ID, Tax ID, Address, Country, and Legal Profile Status. A 'Create' button is at the bottom left. On the right, a 'Public Profile Completeness' meter shows a progress bar. Below it are sections for 'Share Your Public Profile' and 'View Public Profile'. A sidebar on the far right contains a search bar and a list of help topics.

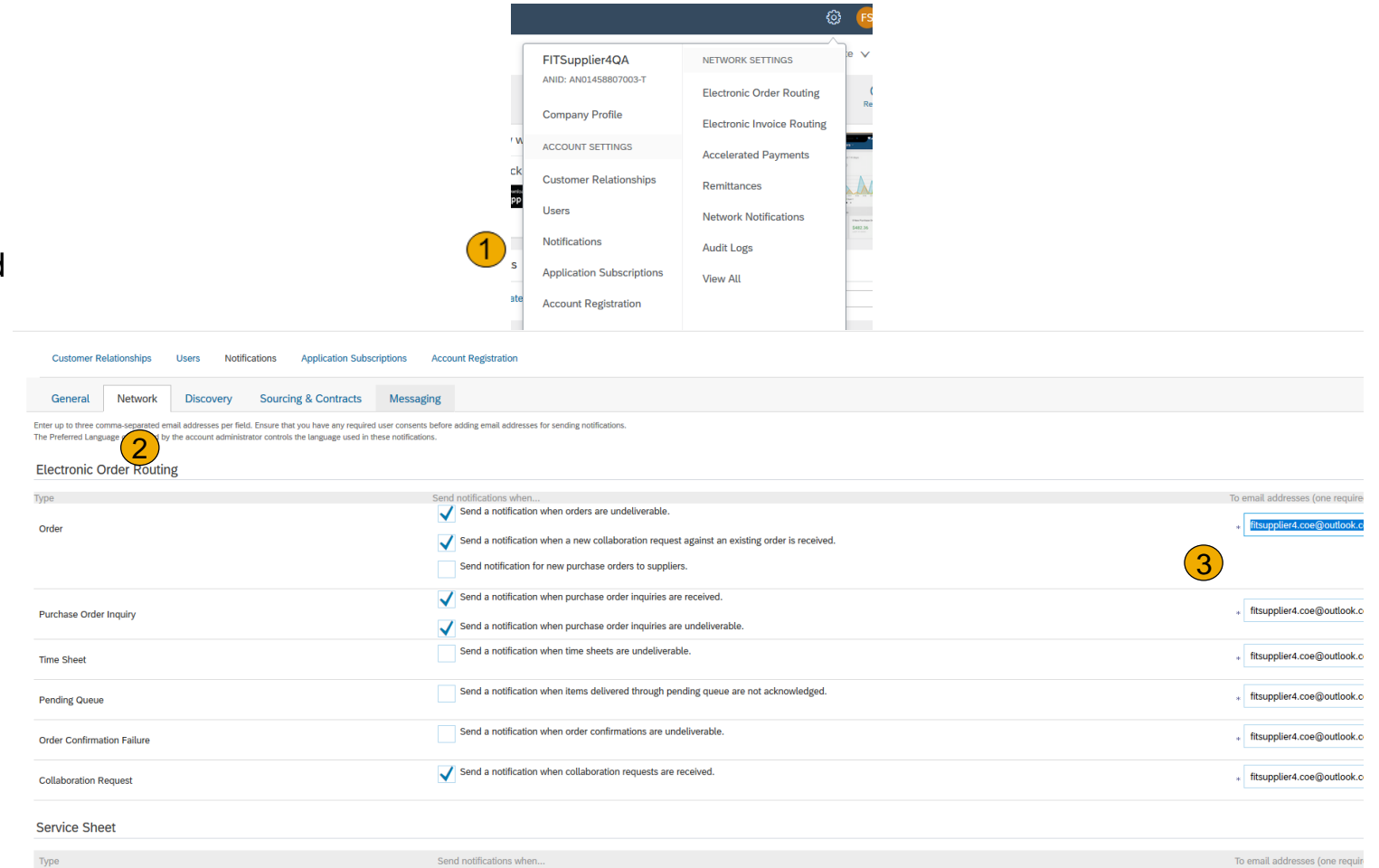
City of Ottawa Specific Account Configuration

- **VAT ID / TAX ID** – select Company Settings in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID.
- **Remittance Address** – select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk.
- **Payment Methods** – select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create/Edit. In the Payment methods section choose one of the available options.
- **Test Account Creation (testing is required for integrated and catalog suppliers)** – To create a test account, select your name in top right corner and choose “Switch to Test ID.”
- **Currency** – The currency that Ariba Network uses in the service subscription area of your account is controlled by your organization’s location, which you specify in User Account Navigator > My Account > Preferences.

Configure Your Email Notifications

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

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



The screenshot displays the SAP system interface for configuring email notifications. The top part shows a dropdown menu with 'Network Notifications' selected. The bottom part shows a table with notification types and their corresponding email addresses.

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		

Configure Your Remittance Information

Note: The Remittance address will be pre-loaded by City of Ottawa. Contact the City of Ottawa to discuss any changes prior to updating this information.

These steps would allow you to change or add new details if necessary.

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

The screenshot shows the 'Network Settings' interface with the 'Settlement' tab selected. Below the tabs is a table for 'EFT/Check Remittances' with columns for 'Address', 'City', and 'State'. At the bottom of this table are 'Edit', 'Delete', and 'Create' buttons. A yellow circle with the number '2' is placed over the 'Create' button.

Below the table is the 'Create Remittance Address / Payment Info' form. It includes instructions to add a remittance address and a warning not to enter personal bank account information. The form contains several input fields: 'Address 1' through 'Address 4', 'City', 'State', 'Postal Code', 'Country' (pre-filled with 'United Kingdom [GBR]'), and 'Contact' (a dropdown menu). A checkbox for 'Make this address default' is at the bottom. A yellow circle with the number '3' is placed over the 'City' field, and a yellow circle with the number '4' is placed over the 'Make this address default' checkbox.

The screenshot shows the 'FITSupplier4QA' account settings menu. The left sidebar lists various settings categories: 'Company Profile', 'ACCOUNT SETTINGS', 'Customer Relationships', 'Users', 'Notifications', 'Application Subscriptions', 'Account Registration', and 'View All'. The right pane, titled 'NETWORK SETTINGS', lists specific settings: 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Remittances', 'Network Notifications', 'Audit Logs', and 'View All'. A yellow circle with the number '1' is placed over the 'Remittances' link in the right pane.

Set Up User Accounts

Roles and Permission Details

Administrator

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

User

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

Set Up User Accounts

Create Roles and Users (Administrator Only)

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

The screenshot shows the SAP Ariba Network 'Manage Users' interface. The top navigation bar includes tabs for Customer Relationships, Users, Notifications, and Account Hierarchy. The 'Users' tab is selected. The main content area is divided into three sections: 'Manage Users', 'Manage User Roles', and 'Role'. The 'Manage Users' section contains a table with columns for Username, Email Address, First Name, Last Name, and Ariba Discovery Company. A 'Create User' button is highlighted with a yellow circle labeled '4'. The 'Manage User Roles' section contains a 'Create Role' button highlighted with a yellow circle labeled '2'. The 'Role' section contains a table with columns for Name and Actions. The 'Administrator' role is highlighted with a yellow circle labeled '3'. The 'Create Role' button in the 'Manage User Roles' section is highlighted with a yellow circle labeled '5'. The 'Users' tab is highlighted with a yellow circle labeled '1'.

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 a confirmation email to the user.

Selected User Information

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

☐ This user is the Ariba Discovery Contact

Reset Password

Overview of the Standard Account Dashboard

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

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

The screenshot shows the SAP Ariba Network Standard Account Dashboard. The top navigation bar includes the SAP logo, Ariba Network, Standard Account, an Upgrade button (callout 2), and a TEST MODE indicator. The main navigation tabs are Home, Inbox, Outbox, Catalogs, and Reports (callout 1). The dashboard displays a summary of Orders, Invoices, and Payments, with counts for Orders to Invoice (7), Orders that Need Attention (1), Purchase Orders (15), and Pinned Documents (0). Below this is a table of purchase orders with columns for Order Number, Customer, Status, Amount, Date, Amount Invoiced, and Action. The table lists several orders from City of Ottawa - TEST. A 'Select' button (callout 5) is visible in the Action column for each order. On the right side, there is a 'Now we're mobile' section with app download links, a 'Tasks' section with a progress bar for 'Update Profile Information' (15%), and a 'Help Centre' section with various FAQs (callout 4). The footer includes the SAP logo, copyright information, and links to SAP Ariba Privacy Statement, Security Disclosure, and Terms of Use.

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
0046514212	City of Ottawa - TEST	Partially Received	\$25,566.20 CAD	6 May 2020	\$0.00 CAD	Select
0046514176	City of Ottawa - TEST	Changed	\$2,164.23 CAD	20 Apr 2020	\$0.00 CAD	Select
0046514174	City of Ottawa - TEST	New	\$2,365.23 CAD	17 Apr 2020	\$0.00 CAD	Select
0046514141	City of Ottawa - TEST	New	\$2,243.73 CAD	8 Apr 2020	\$0.00 CAD	Select
0046514086	City of Ottawa - TEST	New	\$102,940.56 CAD	27 Mar 2020	\$0.00 CAD	Select
0046514078	City of Ottawa - TEST	Partially Invoiced	\$82,929.60 CAD	26 Mar 2020	\$64,500.80 CAD	Select
0045089892	City of Ottawa - TEST	Partially Invoiced	\$590.00 CAD	17 Mar 2020	\$295.00 CAD	Select

Section 3: Purchase Order Management



Purchase Order Management

[View Purchase Orders](#)

[Respond to Purchase Orders](#)

[ERS Purchase Orders](#)

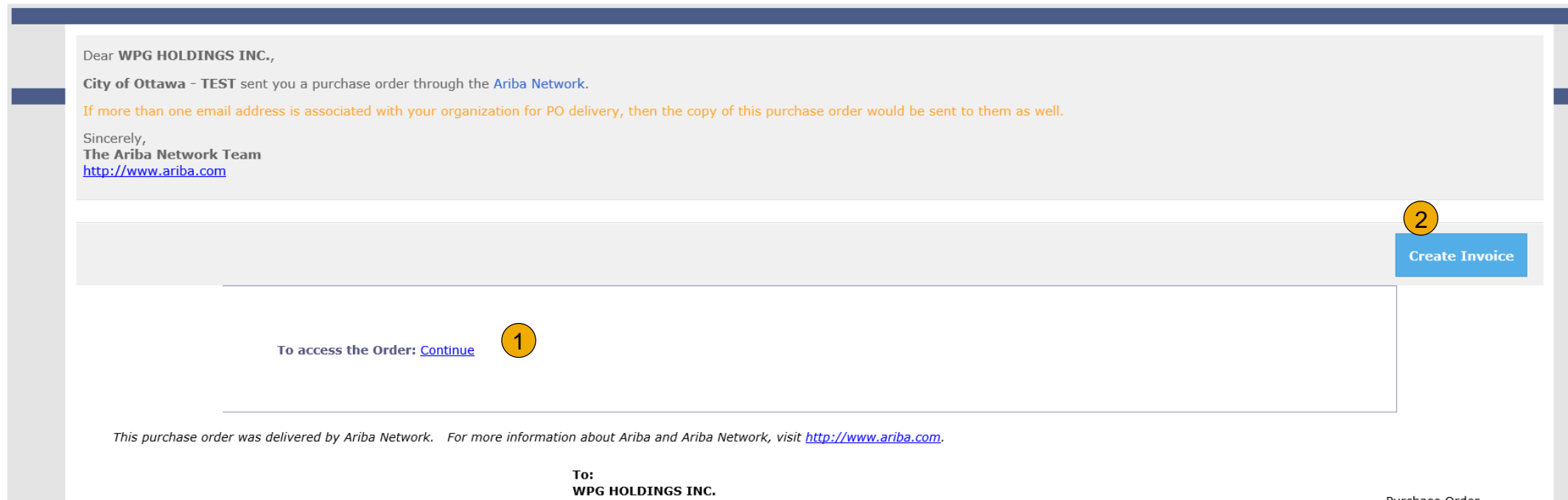
[Retrieve Purchase Orders](#)

Purchase Orders

Viewing and Responding to Purchase Orders

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

1. Click “Continue” to view the Purchase Order in the SAP Ariba Dashboard
2. Click “Create Invoice” to proceed to the Create Invoice page (*note: invoice submission through SAP Ariba is required for all Purchase Orders submitted through SAP Ariba.*)



Purchase Orders

SAP Ariba Purchase Orders

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

1. *Order confirmations are not accepted by the City of Ottawa. This button will be greyed out.*
2. Click “Create Service Sheet” to create a Service Entry Sheet for a Service Order (Option will only appear for Service POs).
3. Click “Create Invoice” submit an Invoice against the Purchase Order (*note: invoice submission through SAP Ariba is required for all Purchase Orders submitted through SAP Ariba.*)

Purchase Order: 0046514174

Done

Create Order Confirmation | Create Invoice | Download PDF | Download CSV | Resend

Order Detail | Order History

TEST Ottawa

From:
Laurier Headquarters
110 Laurier Ave West
Ottawa ON K1P 1J1
Canada
Phone: +1 (613) 5606001

To:
BACKOFFICE ASSOCIATES-TEST
75 PERSEVERANCE WAY
Ottawa ON k1v 2y7
Canada
Phone: +1 (408) 3454001
Fax:
Email: sandra.hauch@ottawa.ca

Purchase Order (New)
0046514174
Amount: \$2,365.23 CAD
Version: 1

Payment Terms ⓘ
NET 30

Comments
Comment Type:
General
Comment Body:
quote# 75293
Comment By:
Bob Moore

Routing Status: Sent

Purchase Orders

Retrieving a Purchase Order

To send another copy of the invoice to your account:

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

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
0046514212	City of Ottawa - TEST	Partially Received	\$25,566.20 CAD	6 May 2020	\$0.00 CAD	Select ▾
0046514176	City of Ottawa - TEST	Changed	\$2,164.23 CAD	20 Apr 2020	\$0.00 CAD	Select ▾
0046514174	City of Ottawa - TEST	New	\$2,365.23 CAD	17 Apr 2020	\$0.00 CAD	Select ▾
0046514141	City of Ottawa - TEST	New	\$2,243.73 CAD	8 Apr 2020	\$0.00 CAD	Select ▾
0046514086	City of Ottawa - TEST	New	\$102,940.56 CAD	27 Mar 2020	\$0.00 CAD	Select ▾
0046514078	City of Ottawa - TEST	Partially Invoiced	\$82,929.60 CAD	26 Mar 2020	\$64,500.80 CAD	Select ▾
0045089892	City of Ottawa - TEST	Partially Invoiced	\$590.00 CAD	17 Mar 2020	\$295.00 CAD	Select ▾

Tasks

[Update Profile Information](#) 15%

[Send me a copy to take action](#)

What is an Ariba Network error (ANERR), and how do I resolve the issue?

How do I submit an invoice from a Standard account?

How do I process an order in my Ariba Network Standard account?

[View more](#)

How do I submit an invoice from a Standard account?

[Documentation](#) [Support](#)

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Section 4: Other Documents



Order Confirmations (OC)

City of Ottawa does not
accept Order
Confirmations



Advanced Ship Notices (ASN)

City of Ottawa does not
accept Advanced Ship
Notices.



Service Entry Sheet (SES)

Create Service Sheet
Auto-Generate Service
Sheet

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

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

Routing Status: Sent

Contract #
4610029650

Line Items

Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
1		 Service	1.0 (DAY)	9 Apr 2017	\$20,000.00 USD	\$20,000.00 USD	Details
Test services-Item 1							
<div>Order submitted on: Friday 7 Apr 2017 8:00 AM GMT-04:00</div> <div>Received by Ariba Network on: Friday 7 Apr 2017 1:21 PM GMT-04:00</div> <div>This Purchase Order was sent by SMO Buyer AN01025123159 and delivered by Ariba Network.</div>							
						Sub-total: \$20,000.00 USD	

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 (*).
2. **Enter** additional fields as requested by the City of Ottawa.

Create Service Sheet

UpdateSaveExitNext

▼ Service Sheet Header

* Indicates required field

Add to Header ▼

Summary

1

Purchase Order: ServicePO1

Subtotal: \$0.00 USD

Service Sheet #: *

Service Start Date:

Service Sheet Date: * 7 Apr 2017

Service End Date:

Additional Fields

2

Supplier Reference:

To: SMO Buyer

From: SMO Supplier 1

123 Fake Street

21 Jump Street

Cleveland, OH 44114

Pittsburgh, PA 15222

United States

United States

Field Contractor:

Field Engineer:

Name:

Name:

Email:

Email:

Phone: USA 1 ▼

Phone: USA 1 ▼

Approver:

Name: *

Email: *

Phone: USA 1 ▼

Add Comments

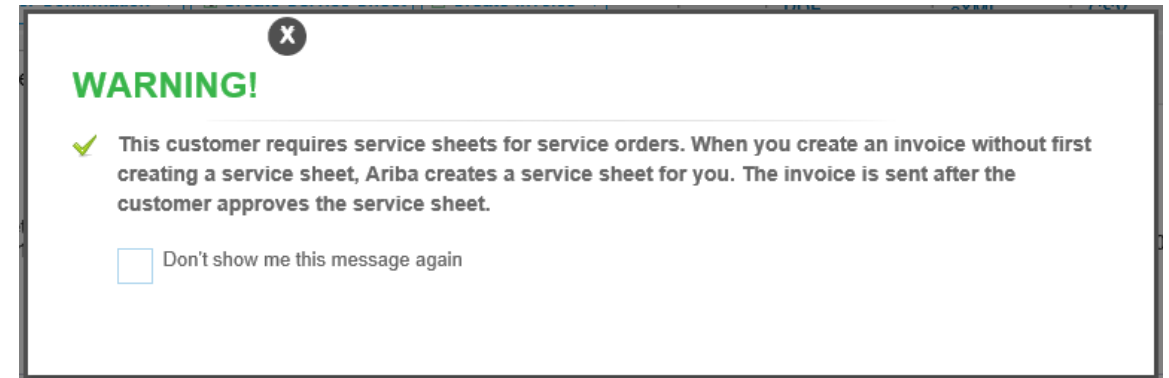
Auto-Generate a Service Entry Sheet

Create a Service Sheet from an Invoice

The City of Ottawa 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.



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

Section 5: Invoice Methods



**Invoice
Information**

City of Ottawa Invoice
Rules



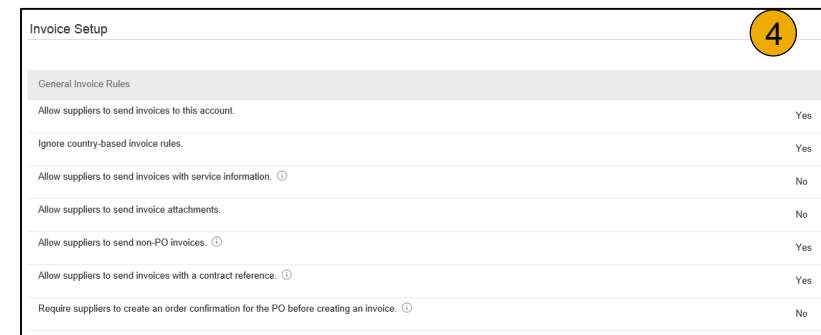
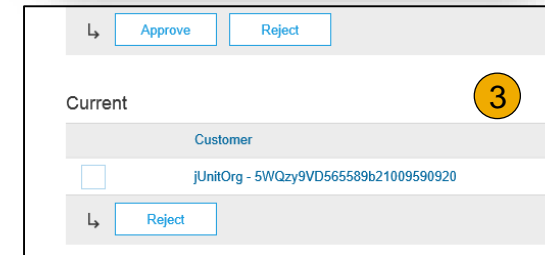
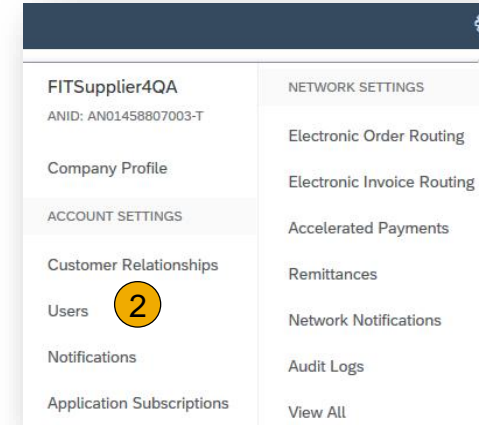
Invoice Methods

PO Flip

Review City of Ottawa 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 icon dropdown menu and under Account Settings, click Customer Relationships.
3. A list of customers is displayed. Click the name of City of Ottawa (City of Ottawa).
4. Scroll down to the Invoice Setup section and view the General Invoice Rules.
5. Click Done when finished.



Specific Invoice Rules

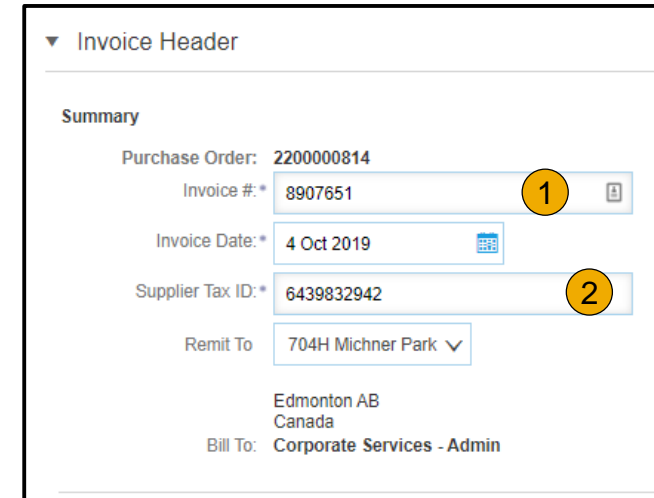
- Invoices are limited to 16 characters
- Special characters allowed are: _ # / , -

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.
3. **You can also add some additional information** to the Header of the invoice such as: Special Handling, Payment Term, Comment, Attachment, Shipping Documents.
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

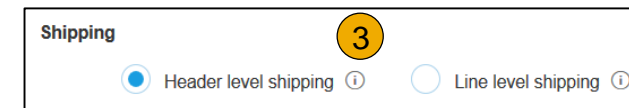
Invoice Date: * 4 Oct 2019

Supplier Tax ID: * 6439832942 2

Remit To: 704H Michner Park ▼

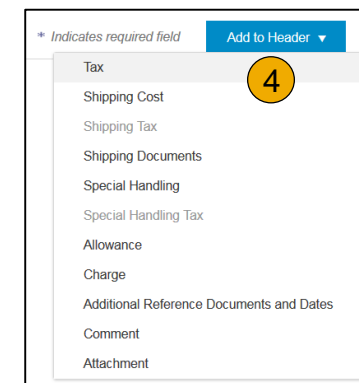
Edmonton AB
Canada

Bill To: Corporate Services - Admin



Shipping 3

☒ Header level shipping ⓘ ☐ Line level shipping ⓘ



* Indicates required field Add to Header ▼ 4

- Tax
- Shipping Cost
- Shipping Tax
- Shipping Documents
- Special Handling
- Special Handling Tax
- Allowance
- Charge
- Additional Reference Documents and Dates
- Comment
- Attachment

Invoice via PO Flip

Line Items

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

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

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

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

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

3. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.
4. **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 checked="" type="checkbox"/>	MATERIAL	GOODS_02

Pricing Details

Price Unit: * BX

Unit Conversion: * 1

Line Item Actions

	No.	Include	Type	Part #
<input checked="" type="checkbox"/>	2	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02

Tax

Category: VAT

Location:

Description:

Regime:

Date Of Pre-Payment:

Law Reference:

Line Item Actions

Standard Tax Selections

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

Invoice via PO Flip

Detail Line Items

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

Line Items

2 Line Items, 2 Included, 0 Previously Invoiced

Insert Line Item Options

☐ Tax Category:
☐ Shipping Documents ☐ Special Handling ☐ Discount

Add to Included Lines

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

Line Item Actions

Edit

Add

Shipping Documents

Delete

Add

Create Invoice

Done Cancel

Invoice Item

* Indicates required field

Line Item Actions

Quantity: * 5

Unit: EA

Unit Price: * 1.00 EUR

Subtotal: 5.00 EUR

Part #: GOODS_01

Description

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

Pricing Details

Price Unit: * PCE

Price Unit Quantity: * 2

Unit Conversion: * 1

Description: This field specifies that 1 Box is equivalent to 2 reams

Inspection Date:

Shipping

Ship From: Ariba_TestSupplier - TEST

Ship To: Sandbox Buyer - Test Praha

Deliver To: Czech Republic Cristian Mihalache 2nd Floor, SI Team

View/Edit Addresses

Invoice via PO Flip

Review Allowances and Charges

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

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

No.	Include	Type	Part#	Description	Customer Part#	Quantity	Unit	Unit Price	Subtotal
2		MATERIAL	GOODS_02	Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)		10	BX	25.00 EUR	250.00 EUR
Pricing Details									
Price Unit: *		BX		Price Unit Quantity: *		1			
Unit Conversion: *		1		Description:					
Shipping									
Ship From: Ariba_TestSupplier - TEST				Ship To: Sandbox Buyer - Test					
Praha 5				Praha					
Czech Republic				Czech Republic					
Deliver To: Cristian Mihalache				2nd Floor, SI Team					
Shipping Cost									
Shipping Amount: *		0.00 EUR		Shipping Date:					
Allowances and Charges									
Service Code: *				Description:				Add Tax	
Start Date:				End Date:				Remove	
Allowance:									

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

Summary

Purchase Order: 20160416_PO1

Invoice #:

Invoice Date: 15 Apr 2016

Remit To: Ariba_TestSupplier - TEST

Praha 5

Czech Republic

Bill To: Sandbox Buyer - Test

Praha

Czech Republic

Tax

☒ Header level tax ☐ Line level tax

Category: VAT

Location:

Description:

Regime:

Date Of Pre-Payment:

Law Reference:

Shipping

☒ Header level shipping ☐ Line level shipping

Ship From: Ariba_TestSupplier - TEST

Praha 5

Czech Republic

Allowances and Charges

Service Code:

Description:

Start Date:

End Date:

Allowance:

Add Tax

Remove

Invoice via PO Flip

Line Item Comments

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

The screenshot illustrates the process of adding comments to a line item in SAP. The top section shows the 'Line Item Actions' dropdown menu, which is open, displaying options: Edit, Add, Shipping Documents, Special Handling, Pricing Details, Discount, Allowance, Charge, Comments (highlighted with a yellow circle 1), and Attachment. The 'Add' button is also visible. Below the menu, the 'Comments' field is shown with a yellow circle 2 next to it. The 'Next' button is highlighted with a yellow circle 3. The bottom section shows the 'Comments' field with a yellow circle 2 next to it, and a 'Remove' button.

Invoice via PO Flip

Add Service Lines to Invoices

1. **Select** the **Add** 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 'Line Items' form with a table containing one line item of type 'SERVICE'. A yellow circle with the number '1' highlights the 'Add' dropdown button in the 'Line Item Actions' row. The dropdown menu is open, showing options: 'Add General Service', 'Add Labor Service', and 'Add Material'. The 'Add General Service' option is highlighted.

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
	<input checked="" type="checkbox"/>	SERVICE							0.00 CZK

This screenshot shows the 'Line Items' form with a table containing one line item of type 'SERVICE'. A yellow circle with the number '2' highlights the 'Rate' section. The 'Rate' section includes fields for 'Term', 'Rate', and 'Unit'. Below this, there are fields for 'Time Sheet Number', 'Contractor Name', 'Contractor Identifier', 'Job Description', 'Supervisor Name', 'Work Location', 'Address 1', 'Address 2', 'Address 3', 'City', 'State', 'Zip', and 'Country'. The 'Contractor Identifier' field has a dropdown menu showing '(no value)'. The 'State' field has a dropdown menu showing '(no value)'. The 'Country' field has a dropdown menu showing '(no value)'. A note at the bottom states: 'This selection will refresh the page content.'

This screenshot shows the 'Line Items' form with a table containing one line item of type 'SERVICE'. A yellow circle with the number '2' highlights the 'Service Period' section. The 'Service Period' section includes fields for 'Service Start Date' and 'Service End Date'. Below this, there are buttons for 'Line Item Actions', 'Delete', and 'Add'.

No.	Include	Type	Part #	Description
	<input checked="" type="checkbox"/>	SERVICE		

Section 6: Ariba Network Help Resources



Customer Support

Customer Support
FAQ



**Supplier
Information Portal**

Training and Resources



**Additional
Resources**

Upgrade to an Enterprise
Account
Useful Links and
Webinars

Customer Support

Supplier Support During Deployment

City of Ottawa Enablement Business Process Support

- Email City of Ottawa Enablement Team at SupplierEnablement@ottawa.ca
- Business-Related Questions

City of Ottawa Supplier Information Portal

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

Supplier Support Post Go-Live

SAP Ariba Global Customer Support

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

FAQ (1/2)

Q: What is Standard Account capability on Ariba Network?

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

Q: How can I access this new capability?

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

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

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

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

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

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

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

FAQ (2/2)

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

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

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

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

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

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

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

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

To add your new purchase orders to your existing account:

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

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

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

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

Training & Resources

City of Ottawa Supplier Information Portal

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

Account Settings

Customer Relationships Users Notifications Account Hierarchy

Current Relationships Potential Relationships

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests ☐ Manually review all relationship requests

Update

Pending

Customer

Approve Reject

Current

Customer

☐ Ariba Inc. ☒ Pouliot Industries

Supplier Information Portal

Reject

FITSupplier4QA

ANID: AN01458807003-T

Company Profile

ACCOUNT SETTINGS

Customer Relationships

Users **1**

Notifications

Application Subscriptions

Account Registration

View All

NETWORK SETTINGS

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

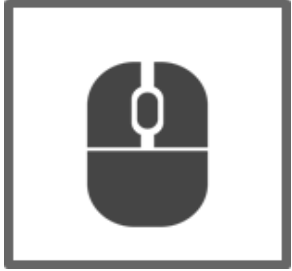
Audit Logs

View All

Standard Account vs. Enterprise Account on Ariba Network

Features	Standard Account	Enterprise Account
Access	Through email notifications	Online dashboard
Company Profile	✓	✓
Purchase Order, Order confirmation (full & partial), Ship Notice, Service Entry Sheet, (Non-PO) Invoice, Credit Memo	✓	✓
Electronic Catalogs	✗	✓
Invoice status	Email notifications	Outbox with easy access from any browser
Legal Archive	Email notification and online download	<ul style="list-style-type: none"> • Long-term invoice archiving for global compliance (Regional restrictions apply) • Capability to mass download invoices for local archiving
Ariba Support	Online Help Center	<ul style="list-style-type: none"> • Support via phone, chat, or email • Direct access to enablement experts for onboarding assistance • Technical support for configuration and integration assistance • Online educational training courses
Integration	✗	✓
Reporting	✗	✓
Multiple customer relationships	✓	✓
Multi users	✓	✓
Mobile App	✓	✓
Ariba Discovery	✓ Fees may apply to respond to leads. Click here for more information.	✓ Fees may apply to respond to leads. Click here for more information.
Fees	FREE	Fees may apply, See complete details .

Supplier Help Resources



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

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



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

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

For questions for the City of Ottawa, please contact the City of Ottawa's Supplier Management Team at SupplierEnablement@ottawa.ca.

Useful Links and Webinars Available

Links

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

Webinars

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

Thank you.