Ariba Network Guide for City of Ottawa Suppliers

Standard Account

PUBLIC

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Ariba Network Overview
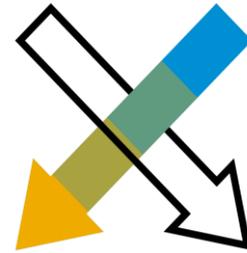
Section 2:

Account Set Up
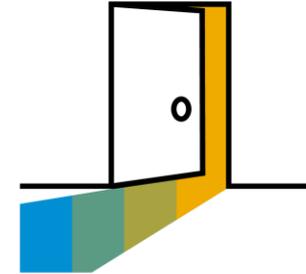
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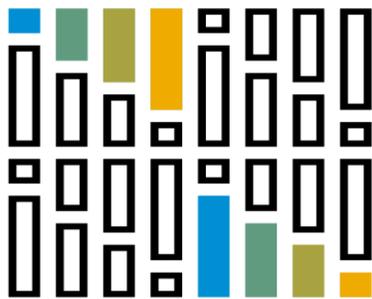
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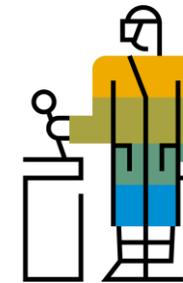
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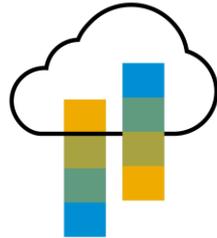
What is Ariba Network?

What is Ariba Network?

Introduction to Standard Account

City of Ottawa on Ariba Network

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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.

Customer

SAP

JD EDWARDS
IBM Business Partner
maximo
LAWSON
infor
ORACLE
PeopleSoft.

- Purchase Order Confirmations
- Advance Shipment Notices
- Invoices
- Catalogs
- Purchase Orders
- Ariba Discovery

Supplier

Online
cXML
EDI
CSV
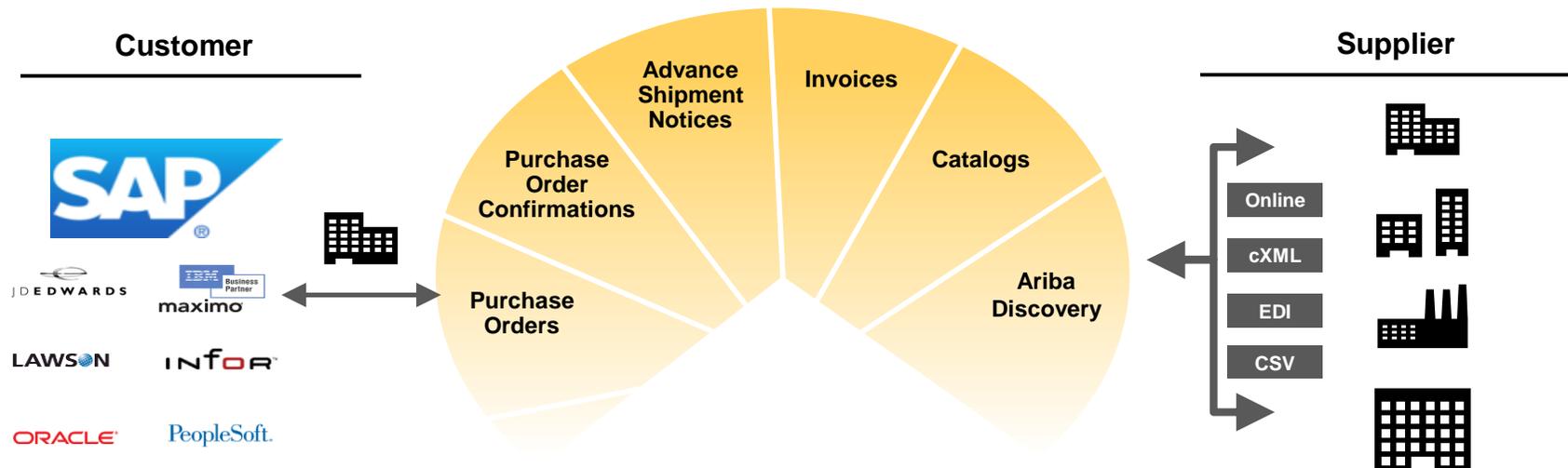
2+ million
Trading Partners

$850B
In Annual Commerce

>60%
Global 2000 use the Network

65+ million
Annual Invoices

190
Countries

60+ million
Annual Purchase Orders

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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, <u>FREE </u>way to do business with your customer via interactive emails.

○ **What does this mean for you?**
   Transacting on Ariba Network via a <u>FREE </u> 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?**
   <u>Standard Account </u> provides access to quickly transact with SAP Ariba customers for <u>FREE</u>, improve customer retention, and get paid faster.

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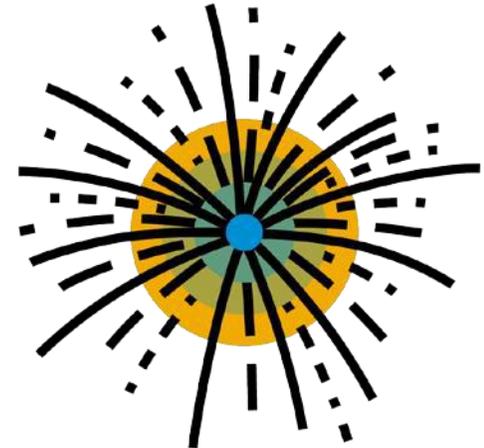
Review City of Ottawa Specifications
Supported Documents

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

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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

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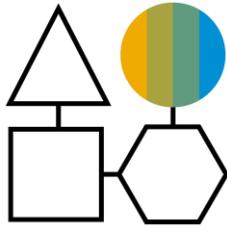
Basic Account Configurations

Accept Invitation

Profile Completion

Email Notifications

Enablement Tasks

Tax Detail

Remittances Information
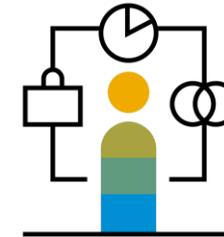
Advanced Account Configuration

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)

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

Field	Value
Company Name: *	ABC Enterprises
Country: *	United States [USA]
Address: *	123 Pittsburgh Street
	Line 2
	Line 3
City: *	Pittsburgh
State: *	Pennsylvania
Zip: *	15222

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

2 Enter your User account information

User account information

Field	Value
Name: *	First Name / Last Name
Email: *	
	✔ Use my email as my username
Username: *	
Password: *	Enter Password
	Repeat Password
Language:	English
Email orders to: *	john.smith.@sap.com

3 Accept Terms of Use and click on Register

✔ I have read and agree to the Terms of Use

✔ I have read and agree to the SAP Ariba Privacy Statement

[Register] [Cancel]

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

Complete Your Profile

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

2. Complete all suggested fields within the tabs to best represent your company.

3. Fill the Public Profile Completeness meter to 100% by filling in the information listed below it.

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

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.

FITSupplier4QA
ANID: AN01458807003-T

Company Profile

ACCOUNT SETTINGS
Customer Relationships
Users
Notifications
Application Subscriptions
Account Registration

NETWORK SETTINGS
Electronic Order Routing
Electronic Invoice Routing
Accelerated Payments
Remittances
Network Notifications
Audit Logs
View All

①

Customer Relationships   Users   Notifications   Application Subscriptions   Account Registration

General   **Network**   Discovery   Sourcing & Contracts   Messaging

Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications.
The Preferred Language _____ by the account administrator controls the language used in these notifications.

②

Electronic Order Routing

Type	Send notifications when...	To email addresses (one require
Order	☑ Send a notification when orders are undeliverable.	+ fitsupplier4.coe@outlook.c
	☑ Send a notification when a new collaboration request against an existing order is received.	
	☐ Send notification for new purchase orders to suppliers.	**③**
Purchase Order Inquiry	☑ Send a notification when purchase order inquiries are received.	+ fitsupplier4.coe@outlook.c
	☑ Send a notification when purchase order inquiries are undeliverable.	
Time Sheet	☐ Send a notification when time sheets are undeliverable.	+ fitsupplier4.coe@outlook.c
Pending Queue	☐ Send a notification when items delivered through pending queue are not acknowledged.	+ fitsupplier4.coe@outlook.c
Order Confirmation Failure	☐ Send a notification when order confirmations are undeliverable.	+ fitsupplier4.coe@outlook.c
Collaboration Request	☑ Send a notification when collaboration requests are received.	+ fitsupplier4.coe@outlook.c

Service Sheet

Type	Send notifications when...	To email addresses (one requir

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Configure Your Remittance 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.

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.

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

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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

Section 3: Purchase Order Management

Purchase Order Management

View Purchase Orders

Respond to Purchase Orders

ERS Purchase Orders

Retrieve Purchase Orders

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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.)*
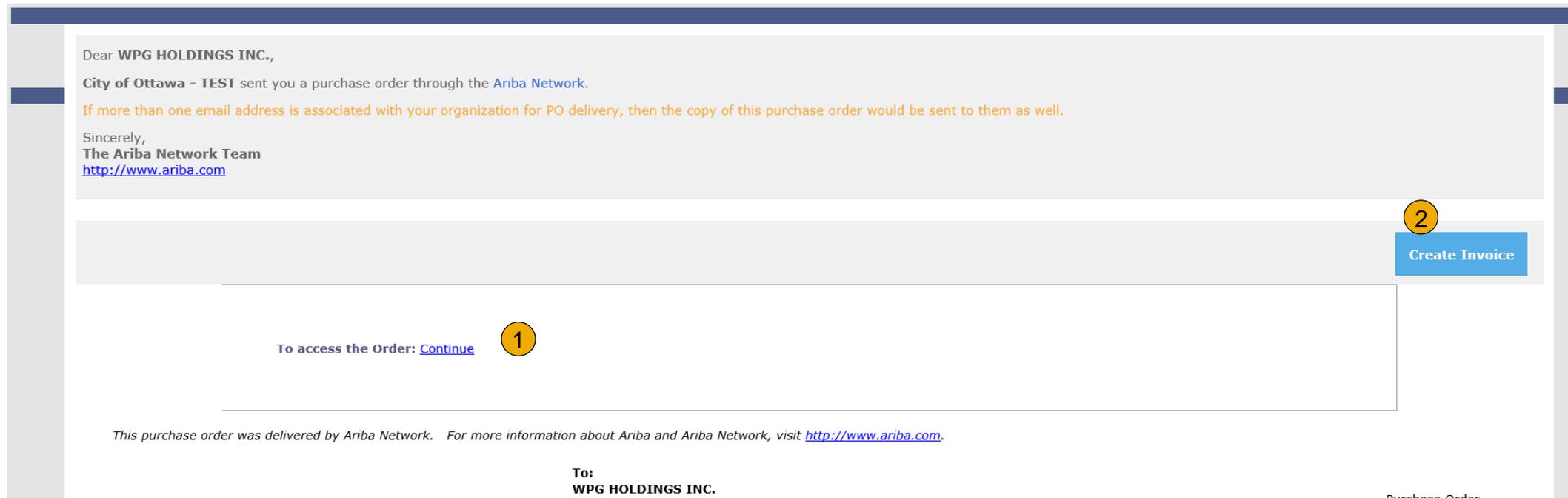
Purchase Orders
SAP Ariba Purchase Orders

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.)*

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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.

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Section 4: Other Documents

Order Confirmations (OC)

City of Ottawa does not accept Order Confirmations
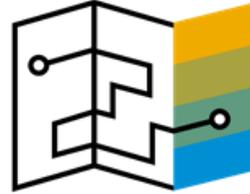
Advanced Ship Notices (ASN)

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.

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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.

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.

WARNING!

✓ This customer requires service sheets for service orders. When you create an invoice without first creating a service sheet, Ariba creates a service sheet for you. The invoice is sent after the customer approves the service sheet.

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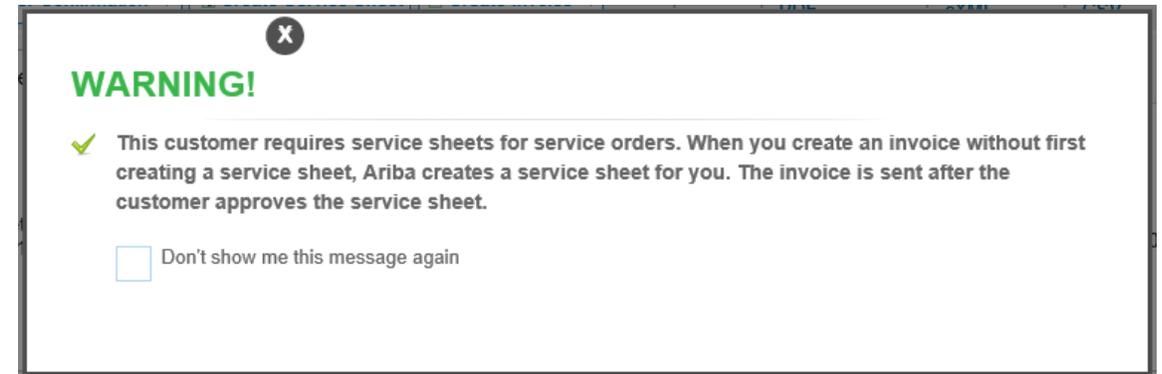
If clicking the box to not show the warning message again, please be aware that service sheets will continue to auto-generate for customers with this option enabled during invoice creation.

Section 5: Invoice Methods
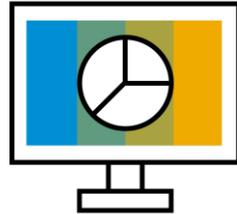
Invoice Information

City of Ottawa Invoice Rules

Invoice Methods

PO Flip

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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: _ # / , -
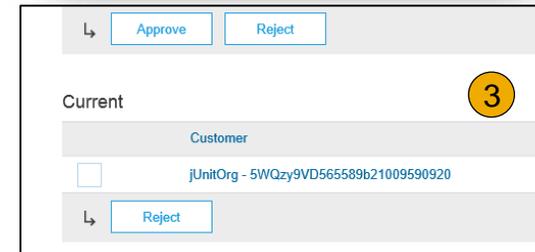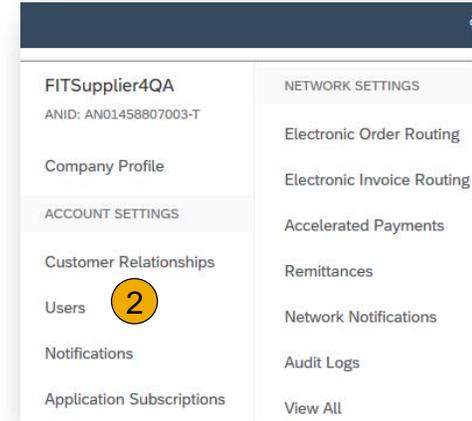
Invoice via PO Flip
Header

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 ⌄

Tax — (4)
Shipping Cost
Shipping Tax
Shipping Documents
Special Handling
Special Handling Tax
Allowance
Charge
Additional Reference Documents and Dates
Comment
Attachment

Invoice via PO Flip
Line Items

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

1. **Review or update Quantity** for each line item you are invoicing.

2. **If you wish** to exclude a line item from the invoice, click on the line item's green slider. You can also exclude the line item by clicking the check box to the left and clicking 'Delete'.

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

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

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

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.

Invoice via PO Flip
Detail Line Items

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

Invoice via PO Flip
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**

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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.

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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.

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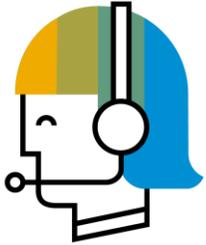
Customer Support

Customer Support

FAQ
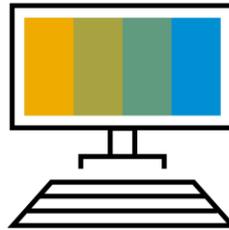
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Upgrade to an Enterprise Account

Useful Links and Webinars

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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.

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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.

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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.

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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	• Long-term invoice archiving for global compliance (Regional restrictions apply) • Capability to mass download invoices for local archiving
Ariba Support	Online Help Center	• 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.

Upgrade to Realize the Full Value of Ariba Network

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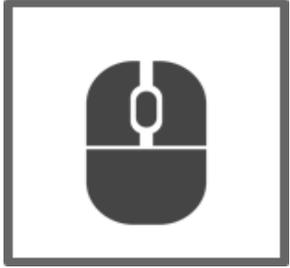
The Help Center will provide assistance while using your Standard Account:

- 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

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SAP Ariba

Thank you.

THE BEST RUN **SAP**