

# Ariba Network Guide for City of Ottawa Suppliers

## Standard Account

PUBLIC

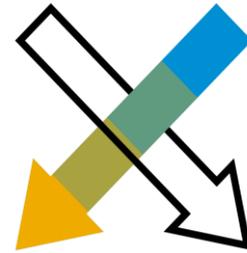


Rev. 11/01/2019

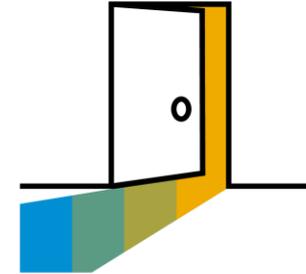
# Home- Table of Contents



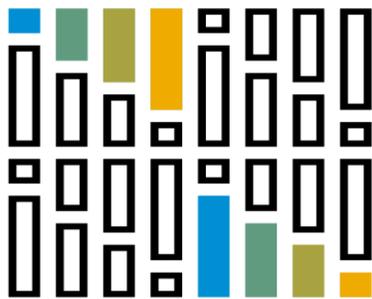
**Section 1:  
Ariba Network Overview**



**Section 2:  
Account Set Up**



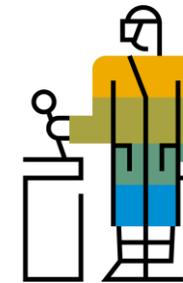
**Section 3:  
Purchase Orders**



**Section 4:  
Other Documents**

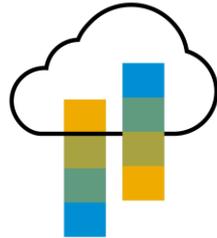


**Section 5:  
Invoice Methods**



**Section 6:  
Help Resources**

# Section 1: Ariba Network Overview



## What is Ariba Network?

[What is Ariba Network?](#)

[Introduction to Standard Account](#)



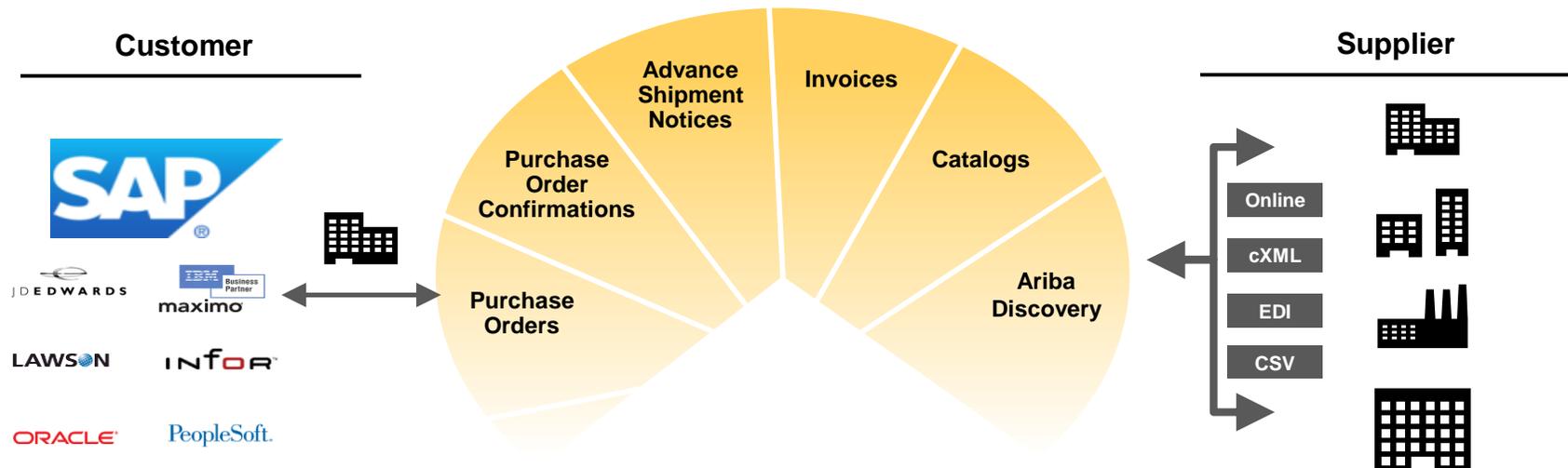
## City of Ottawa on Ariba Network

[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.



<b>2+ million</b> Trading Partners	<b>\$850B</b> In Annual Commerce	<b>&gt;60%</b> Global 2000 use the Network
<b>65+ million</b> Annual Invoices	<b>190</b> Countries	<b>60+ million</b> Annual Purchase Orders

# 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?**

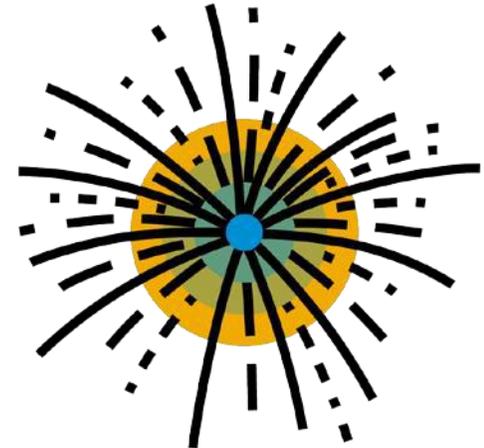
Standard account on Ariba Network gives you a fast, FREE way to do business with your customer via interactive emails.

- **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

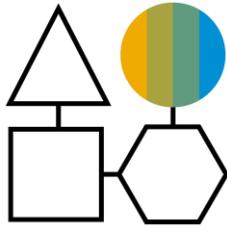
# Review City of Ottawa Specifications

## 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



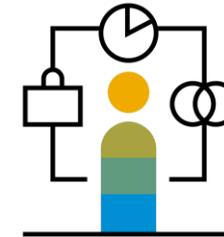
## Basic Account Configurations

- [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)

The screenshot shows an email interface with a light gray background. At the top, it says "Dear WPG HOLDINGS INC.,". Below that, it states "City of Ottawa - TEST sent you a purchase order through the Ariba Network." A note in orange text says "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." The email is signed "Sincerely, The Ariba Network Team" with a link to "http://www.ariba.com". On the right side, there is a blue button labeled "Create Invoice". In the center, a red oval highlights the text "To access the Order: Continue" with a blue underlined link. At the bottom, it says "This purchase order was delivered by Ariba Network. For more information about Ariba and Ariba Network, visit http://www.ariba.com." and "To: WPG HOLDINGS INC." The text "Purchase Order" is visible in the bottom right corner of the email content area.

# 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 interface for a user named 'FITSupplier4QA' with ANID: AN01458807003-T. A dropdown menu is open, highlighting the 'Company Profile' option. The main content area shows the 'Company Profile' form with several tabs: 'Basic (4)', 'Business (2)', 'Marketing (0)', 'Contacts', 'Certifications (1)', and 'Additional Documents'. The 'Overview' tab is selected, showing fields for 'Company Name', 'Other names, if any', 'Network', 'Street Description', 'Website', 'Public Profile', and 'Privacy Statement'. The 'Address' section includes fields for 'Address 1', 'Address 2', 'Address 3', 'City', 'Province', 'Postal Code', and 'Country'. A 'Public Profile Completeness' meter is visible on the right, currently at 0%. A sidebar on the right contains a list of help topics related to profile completion.

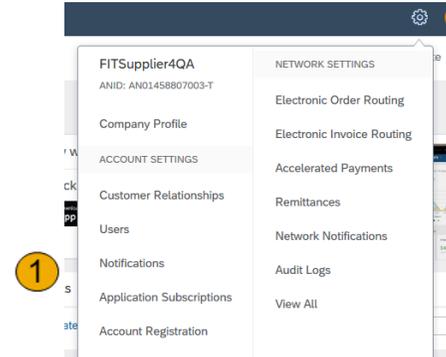
# City of Ottawa Specific Account Configuration

- **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.



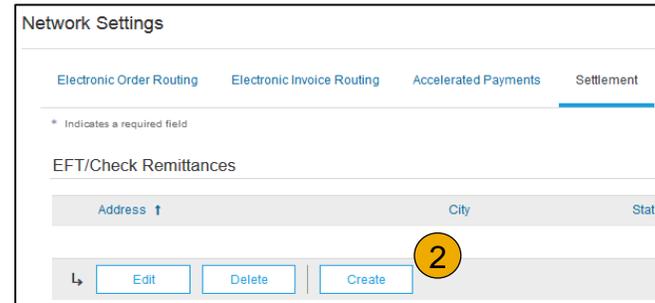
Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable. <input checked="" type="checkbox"/> Send a notification when a new collaboration request against an existing order is received. <input type="checkbox"/> 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.



Network Settings

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

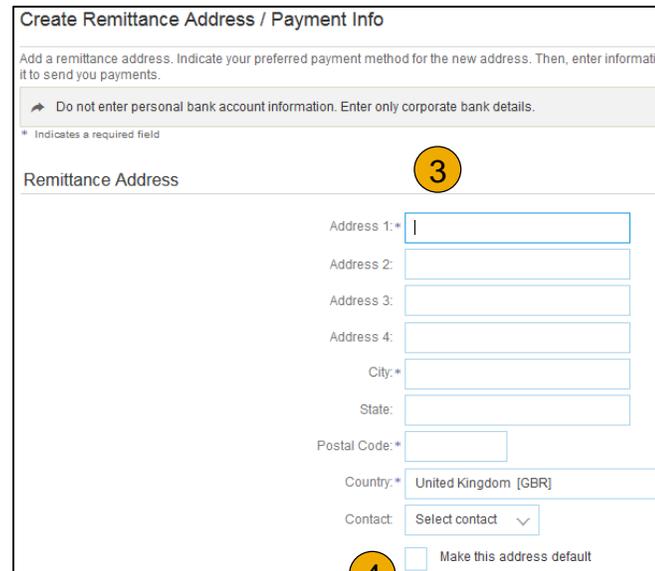
\* Indicates a required field

EFT/Check Remittances

Address ↑	City	State

↳ Edit Delete Create

2



Create Remittance Address / Payment Info

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

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

\* Indicates a required field

Remittance Address

Address 1: \* |

Address 2:

Address 3:

Address 4:

City: \*

State:

Postal Code: \*

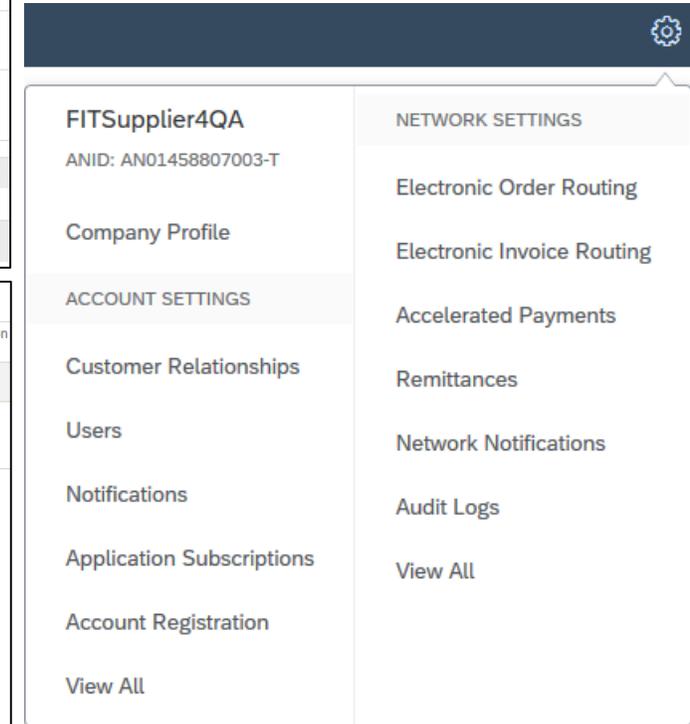
Country: \* United Kingdom [GBR]

Contact: Select contact

Make this address default

3

4



FITSupplier4QA

ANID: AN01458807003-T

Company Profile

ACCOUNT SETTINGS

Customer Relationships

Users

Notifications

Application Subscriptions

Account Registration

View All

NETWORK SETTINGS

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

Audit Logs

View All

1

# Set Up User Accounts

## Roles and Permission Details

### Administrator

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

### User

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

# Set Up User Accounts

## Create Roles and Users (Administrator Only)

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

The screenshot shows the 'Manage Users' page in the SAP Ariba system. The page is divided into several sections: 'Manage Users', 'Manage User Roles', and 'Role'. A sidebar on the right contains navigation options like 'FITSupplier4QA', 'Company Profile', 'ACCOUNT SETTINGS', 'Customer Relationships', 'Users', 'Notifications', 'Application Subscriptions', 'Account Registration', and 'View All'. A gear icon in the top right corner is circled with a '1'. The 'Manage Users' section contains a table with columns for Username, Email Address, First Name, Last Name, and Ariba Discovery Contact. A 'Create User' button is circled with a '4'. The 'Manage User Roles' section contains a table with columns for Name and Actions. A 'Create Role' button is circled with a '2'. The 'Role' section contains a table with columns for Name and Actions. A 'Details' link is circled with a '3'. A 'Create Role' button is circled with a '5'.

# 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 an 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 (circled 2), and a 'TEST MODE' indicator. The main navigation tabs are 'Home' (active), 'Inbox', 'Outbox', 'Catalogs', and 'Reports'. A 'Documents' dropdown and a 'Create' button are also visible. The dashboard content is divided into several sections: 'Orders, Invoices and Payments' with summary cards for 'Orders to Invoice' (7), 'Orders that Need Attention' (1), 'Purchase Orders' (15), and 'Pinned Documents' (0); a table of orders; 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 search and FAQ links. Numbered callouts 1-5 point to the 'Home' tab, the 'Upgrade' button, the settings gear icon, a help article, and the 'Select' button in the order table, respectively.

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](#)

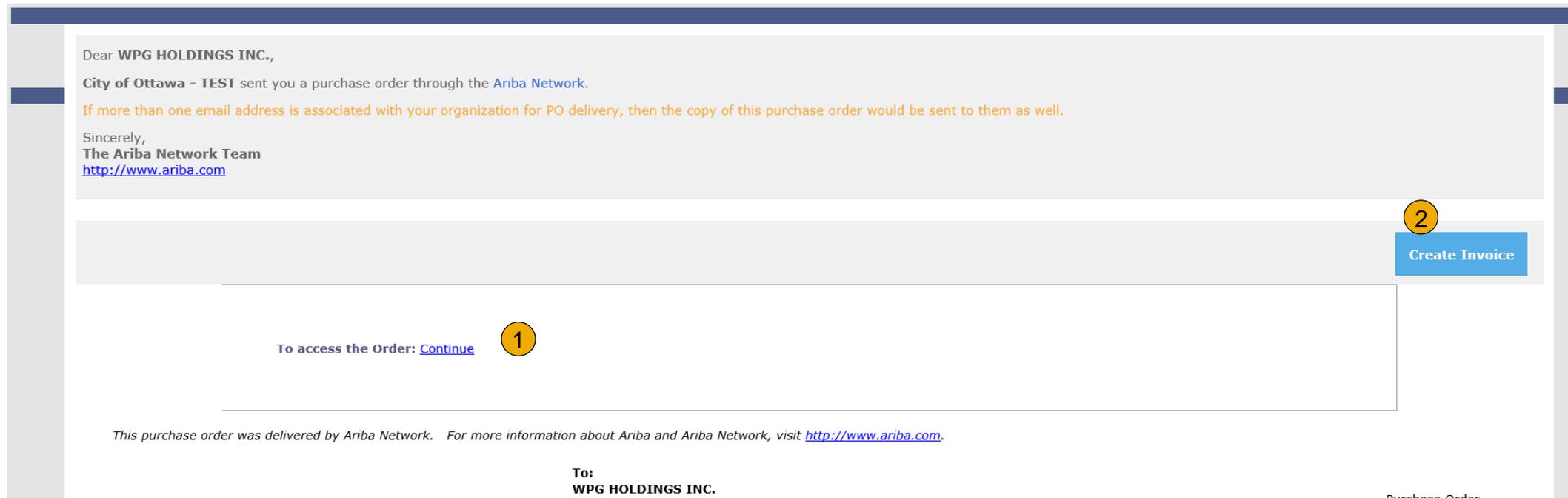
[Retrieve Purchase Orders](#)

# 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

1 Create Order Confirmation 2 Create Invoice 3 Print | 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?

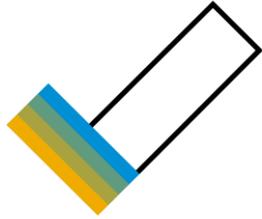
View more

How do I submit an invoice from a Standard account?

Documentation Support

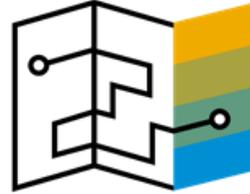
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## Section 4: Other Documents



### 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 Done

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

Order Detail Order History

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

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

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

**Payment Terms** ⓘ  
0.000% 45

Routing Status: Sent

**Contract #**  
4610029650

**Line Items** Show Item Details

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

*Test services-Item 1*

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

 Service Sheet Required

Sub-total: \$20,000.00 USD

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

Create Service Sheet Update Save Exit Next

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

**Summary**

1 Purchase Order: ServicePO1	Subtotal: \$0.00 USD
Service Sheet #: *	Service Start Date: *
Service Sheet Date: * 7 Apr 2017	Service End Date: *

**Additional Fields** 2

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

Field Contractor:	Field Engineer:
Name: *	Name: *
Email: *	Email: *
Phone: USA 1	Phone: USA 1

Approver:
Name: *
Email: *
Phone: USA 1

Add Comments

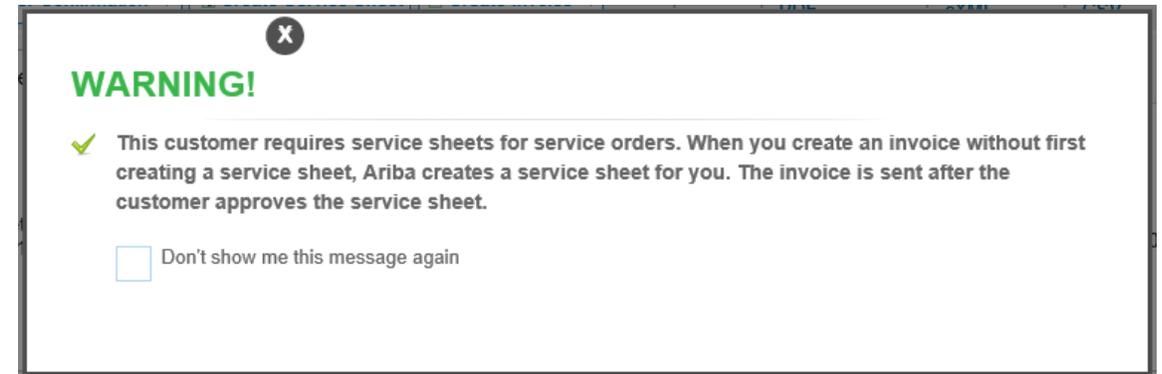
# Auto-Generate a Service Entry Sheet

## Create a Service Sheet from an Invoice

The City of 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.

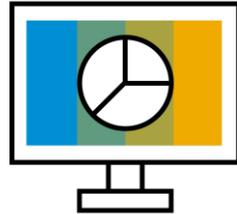
To create an auto-generated Service Sheet

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

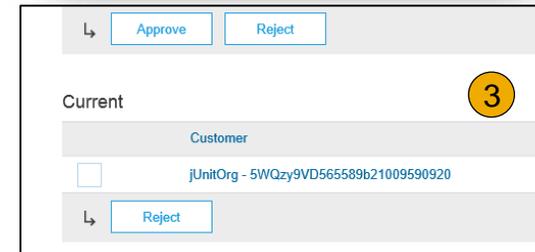
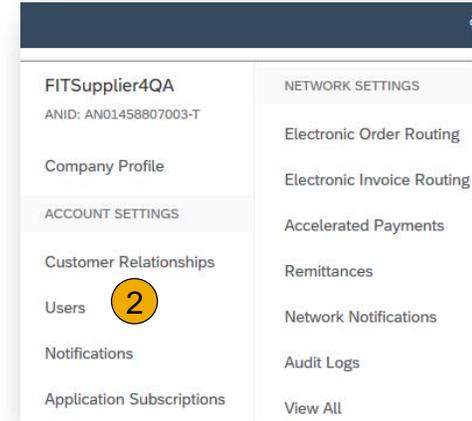
# Review City of Ottawa Invoice Rules

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

1. Login to your Ariba Network account via [supplier.ariba.com](http://supplier.ariba.com)
2. Select the Company Settings icon dropdown menu and under Account Settings, click Customer Relationships.
3. A list of customers is displayed. Click the name of City of 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 1

Supplier Tax ID: \* 6439832942 2

Remit To: 704H Michner Park 2

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 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' 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 'Comments' field with a yellow circle containing the number '2' next to it. The field is empty, and there is a 'Remove' button to its right.

# Invoice via PO Flip

## Add Service Lines to Invoices

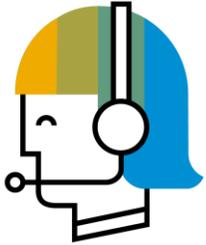
1. **Select the Add dropdown menu and select Add General Service OR Add Labor Service.**
2. **Enter details for General or Labor Service.** General Service lines ask for limited details, including Service Start and End dates. Labor Service contains additional fields includes rate, term, and contractor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

This screenshot shows the 'Line Items' screen in SAP. At the top right, it indicates '1 Line Items, 1 Included, 0 Previously Invoiced'. Below this is the 'Insert Line Item Options' section, which includes a 'Tax Category' dropdown and a 'Discount' checkbox. A table below shows a single line item with 'Type' set to 'SERVICE' and a 'Subtotal' of '0.00 CZK'. At the bottom, the 'Service Period' section has 'Service Start Date' and 'Service End Date' fields. A yellow circle with the number '1' highlights the 'Add' dropdown menu, which is open to show options: 'Add General Service', 'Add Labor Service', and 'Add Material'.

This screenshot shows the 'Line Items' screen with the 'Rate' section expanded. A yellow circle with the number '2' highlights the 'Rate' section, which includes fields for '\*Term', '\*Rate', and '\*Unit'. Below this, there are several input fields for contractor and job information: 'Time Sheet Number', 'Contractor Name', 'Supervisor Name', 'Contractor Identifier' (with a dropdown menu), 'Job Description', 'Work Location', 'Address 1', 'Address 2', 'Address 3', 'City', 'State' (with a dropdown menu), 'Zip', and 'Country' (with a dropdown menu). A note at the bottom states 'This selection will refresh the page content.'

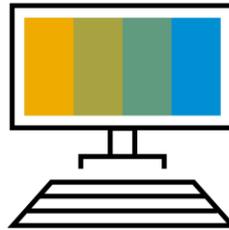
This screenshot shows the 'Line Items' screen with the 'Service Period' section expanded. A yellow circle with the number '2' highlights the 'Service Period' section, which includes 'Service Start Date' and 'Service End Date' fields. Below this, there are three buttons: 'Line Item Actions', 'Delete', and 'Add'.

# Section 6: Ariba Network Help Resources



**Customer Support**

[Customer Support](#)  
[FAQ](#)



**Supplier  
Information Portal**

[Training and Resources](#)



**Additional  
Resources**

[Upgrade to an Enterprise  
Account](#)  
[Useful Links and  
Webinars](#)

# Customer Support

## Supplier Support During Deployment

### City of Ottawa Enablement Business Process Support

- Email City of Ottawa Enablement Team at [SupplierEnablement@ottawa.ca](mailto: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?

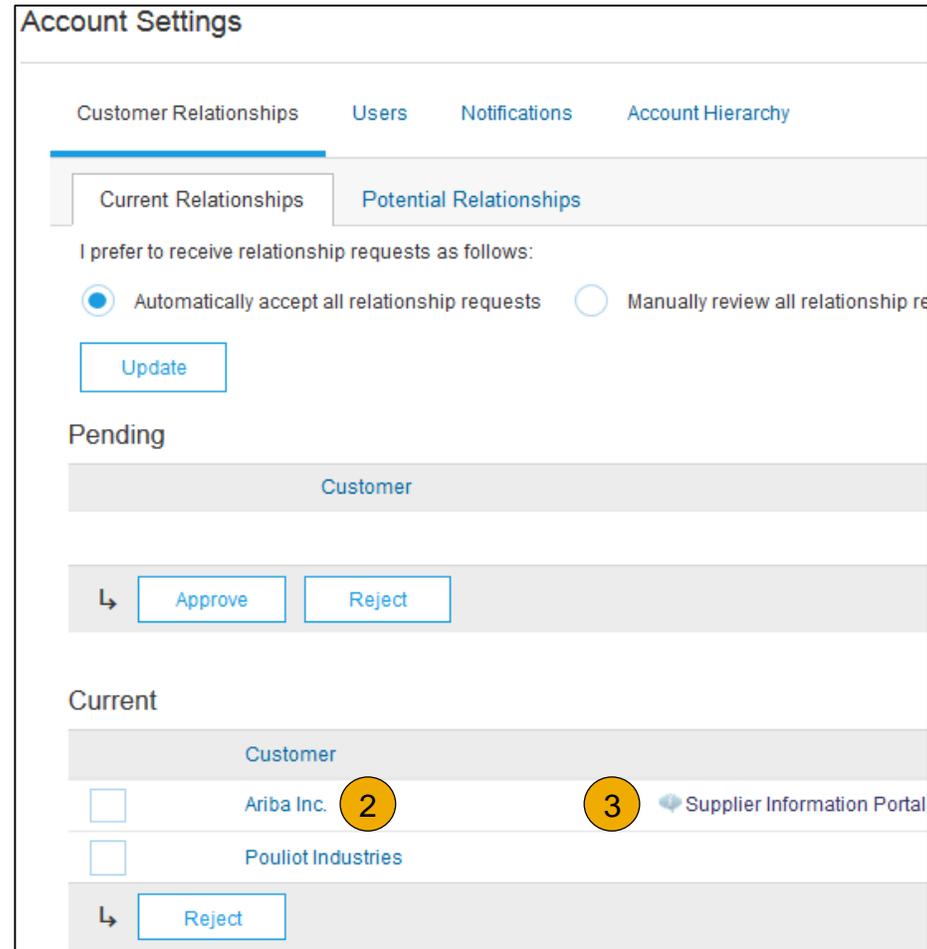
A: If the confirmation link expired immediately after receiving the email, please log in to your account directly at <https://supplier.ariba.com>

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.

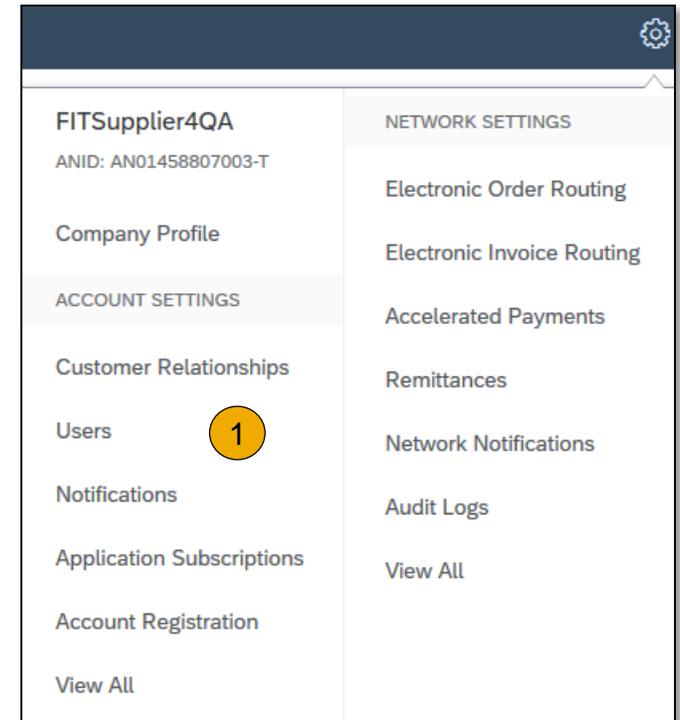
# Training & Resources

## 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.



The screenshot shows the 'Account Settings' page with the 'Customer Relationships' tab selected. It features sub-tabs for 'Current Relationships' and 'Potential Relationships'. Under 'Current Relationships', there are sections for 'Pending' and 'Current' relationships. The 'Current' section lists 'Ariba Inc.' and 'Pouliot Industries'. A yellow circle with the number '2' is placed over 'Ariba Inc.', and a yellow circle with the number '3' is placed over the 'Supplier Information Portal' link next to it. There are 'Approve' and 'Reject' buttons for the pending relationship and a 'Reject' button for the current relationship.



The screenshot shows the 'Account Settings' page with the 'Account Hierarchy' tab selected. It displays a tree view of account settings. A yellow circle with the number '1' is placed over the 'Users' link in the left-hand menu. The right-hand menu shows various settings categories like 'NETWORK SETTINGS', 'ACCOUNT SETTINGS', and 'Customer Relationships'.

# Standard Account vs. Enterprise Account on Ariba Network

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

# Upgrade to Realize the Full Value of Ariba Network

The screenshot shows the SAP Ariba Network interface. At the top, there is a navigation bar with the SAP logo, 'Ariba Network', 'Standard Account', an 'Upgrade' button, and 'TEST MODE'. Below this is a secondary navigation bar with 'Home', 'Inbox', 'Outbox', 'Catalogs', and 'Reports'. The main content area is titled 'Orders, Invoices and Payments' and includes a summary of 7 Orders to Invoice, 1 Order that Needs Attention, 15 Purchase Orders, and 0 Pinned Documents. A table below lists several orders with columns for Order Number, Customer, Status, Amount, Date, Amount Invoiced, and Action.

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

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Upgrade

Upgrade to realize the full value of Ariba Network!

## STANDARD ACCOUNT

Your current account

## ENTERPRISE ACCOUNT

Upgrade

### FULFILLMENT

#### Orders and invoices

- ✓ Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices
- ✓ Check invoice status and create non-PO invoices, if supported by your customer

- ✓ Skip the emails. Get and manage orders and invoices all on Ariba Network.
- ✓ Use CSV uploads to manage large documents.

#### Catalogs

- ✓ Publish catalogs that detail your products and services

#### Integration

- ✓ Integrate with your backend systems through CXML or EDI

#### Legal Archive

- ✓ Access to long-term invoice archiving (regional restrictions apply)

#### Reporting

- ✓ Get reports to track transactions and sales activities

#### Support

Help Center

- ✓ Help Center, phone, chat, and web form

#### Fees

Free

Based on usage

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

### SELLING

#### Ariba Discovery

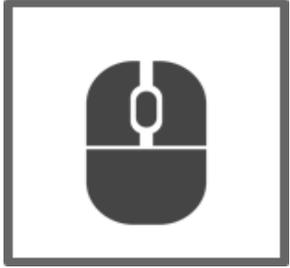
- ✓ Join our business matchmaking service to get high quality sales leads. Fees may apply

#### Sourcing, Contract Management

- ✓ Attract potential customers with your profile and get invited to auctions and other events.

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

# Supplier Help Resources



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

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



## The **Ariba Network, standard account support page** will provide access to:

- A summary of standard account features
- A quick tutorial on how to 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](mailto: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.**