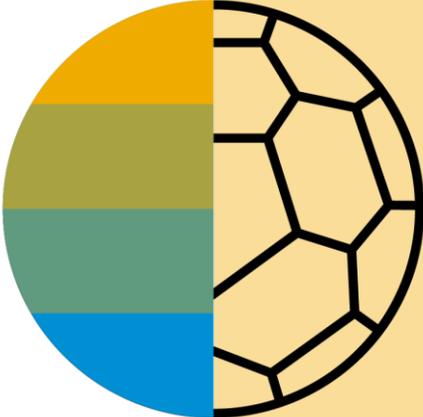




# Air Canada Supplier Guide

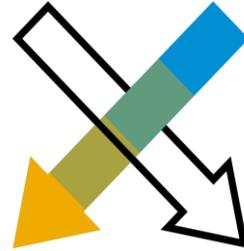
CONFIDENTIAL



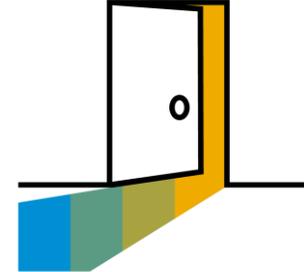
# HOME- Table of Contents

AIR CANADA 

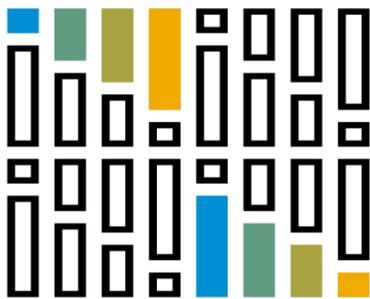
**Section 1:  
Ariba Network Overview**



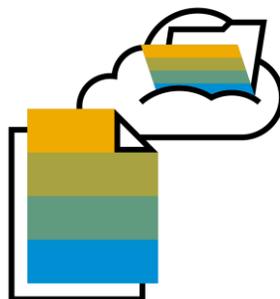
**Section 2:  
Account Set Up**



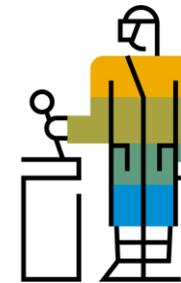
**Section 3:  
Purchase Orders**



**Section 4:  
Other Documents**

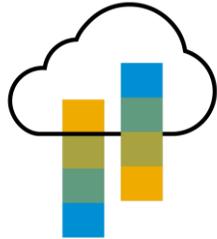


**Section 5:  
Invoice Methods**



**Section 6:  
Help Resources**

# Section 1: Ariba Network Overview



**What is Ariba Network?**

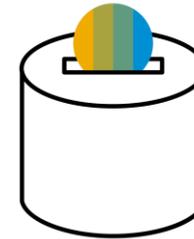


**Air Canada Project Scope**

[Air Canada Message](#)

[Supported Documents](#)

[Not Supported Documents](#)

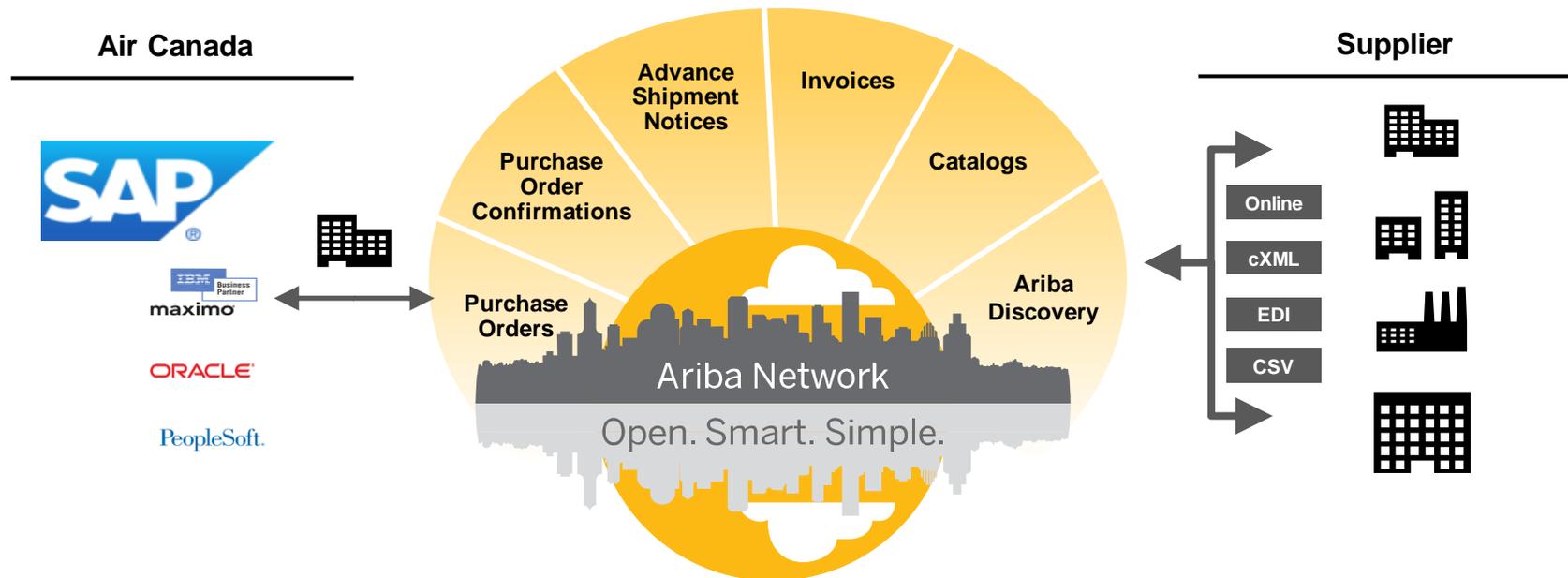


**Fee Schedule**

[Subscription Levels](#)

# What is Ariba Network?

Air Canada has selected Ariba Network as their electronic transaction provider. As a preferred supplier, you have been invited by Air Canada to join Ariba Network and start transacting electronically.



<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

# Air Canada Message

Thank you for choosing to transact with Air Canada. We look forward to growing our relationship with our valued suppliers. It is for this reason that we have implemented SAP Ariba as our Procurement Solution.

We are confident that leveraging the benefits of this tool will allow us to focus on not only growing our business but driving efficient and effective results through automation and trackability.

# Review Air Canada Specifications

## Supported Documents

### Air Canada project specifics:

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

### Supported

- **Purchase Order Confirmations (mandatory)**  
Apply against a whole PO or line items
- **Advance Shipment Notices**  
Apply against PO when items are shipped
- **Detail Invoices**  
Apply against a single purchase order referencing a line item
- **Partial Invoices**  
Apply against specific line items from a single purchase order
- **Non-PO Invoices**  
Apply against a PO not received through Ariba Network
- **Contract Invoices**  
Apply against contracts
- **Line Level Credit Invoices/Credit Memos**  
Item level credits; price/quantity adjustments

# Review Air Canada Specifications

## NOT Supported Documents

### NOT Supported:

- **Summary or Consolidated Invoices**  
Apply against multiple purchase orders; not accepted by Air Canada
- **Invoicing for Purchasing Cards (P-Cards)**  
An invoice for an order placed using a purchasing card; not accepted by Air Canada
- **Duplicate Invoices**  
A new and unique invoice number must be provided for each invoice; Air Canada will reject duplicate invoice numbers unless re-submitting a corrected invoice that previously had a failed status on Ariba Network
- **Paper Invoices**  
Air Canada requires invoices to be submitted electronically through Ariba Network; Air Canada will no longer accept paper invoices
- **Header Level Credit Memos**  
Credit Memos applied against whole invoices; not accepted by Air Canada
- **Service Entry Sheets**  
Apply against a single purchase order referencing a line item
- **Service Invoices (TBC)**  
Invoices that require service line item details
- **BPO Invoices**  
Invoices against a blanket purchase order

# Subscription Levels



## Premium

- Unlimited portal access
- Electronic catalogs
- Supply Chain Collaboration
- Customer support
- Long-Term Invoice Archiving
- Reporting

## Bronze

- Premium, plus:
- eCommerce consult team
  - Ariba achievement badges
  - Free Discovery RFI/RFQ response

## Silver

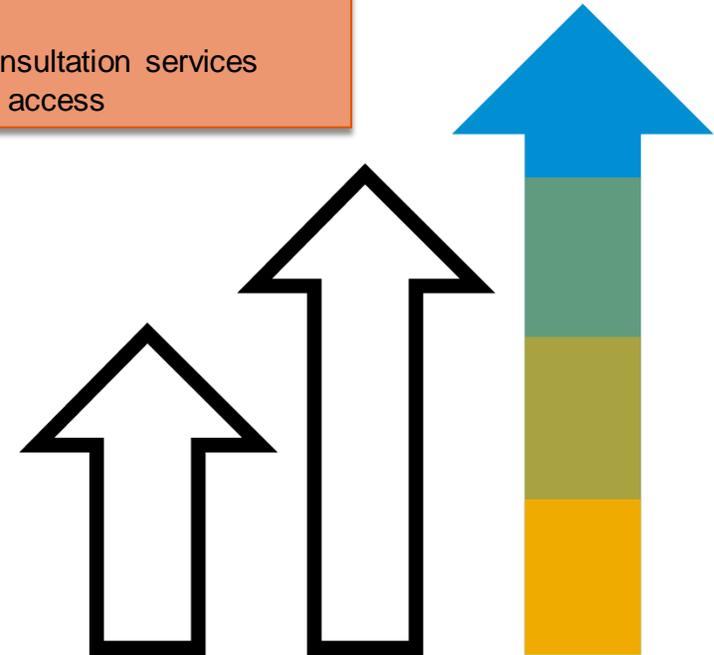
- Bronze, plus:
- Express integration support
  - cXML and EDI Integration
  - Supplier technical support
  - Two free Discovery responses

## Gold

- Silver, plus:
- Unlimited responses to sales opportunities
  - eCommerce consultation services
  - Priority support access

## Platinum

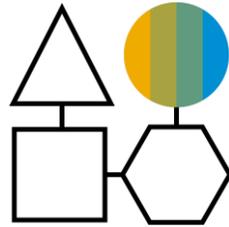
- Gold, plus:
- Ariba LIVE pass
  - Extended integration support



Read more about subscription levels, calculate your fees & check out other currencies on our website:

<https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>

# Section 2: Set Up Your Account



## Basic Account Configurations

[Suggested Configuration](#)

[Accept Invitation](#)

[Profile Completion](#)

[Email Notifications](#)



## Enablement Tasks

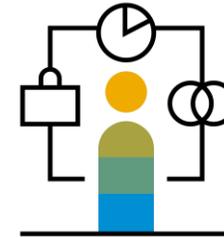
[Enablement Tasks](#)

[Purchase Order Routing](#)

[Invoice Notifications](#)

[Tax Details](#)

[Remittances](#)



## Advanced Account Configuration

[Customer Relationships](#)

[Roles and Users](#)

[Enhanced User Account Functionality](#)

[Multi-Orgs](#)

[Test Accounts](#)

# Air Canada Specific Account Configuration

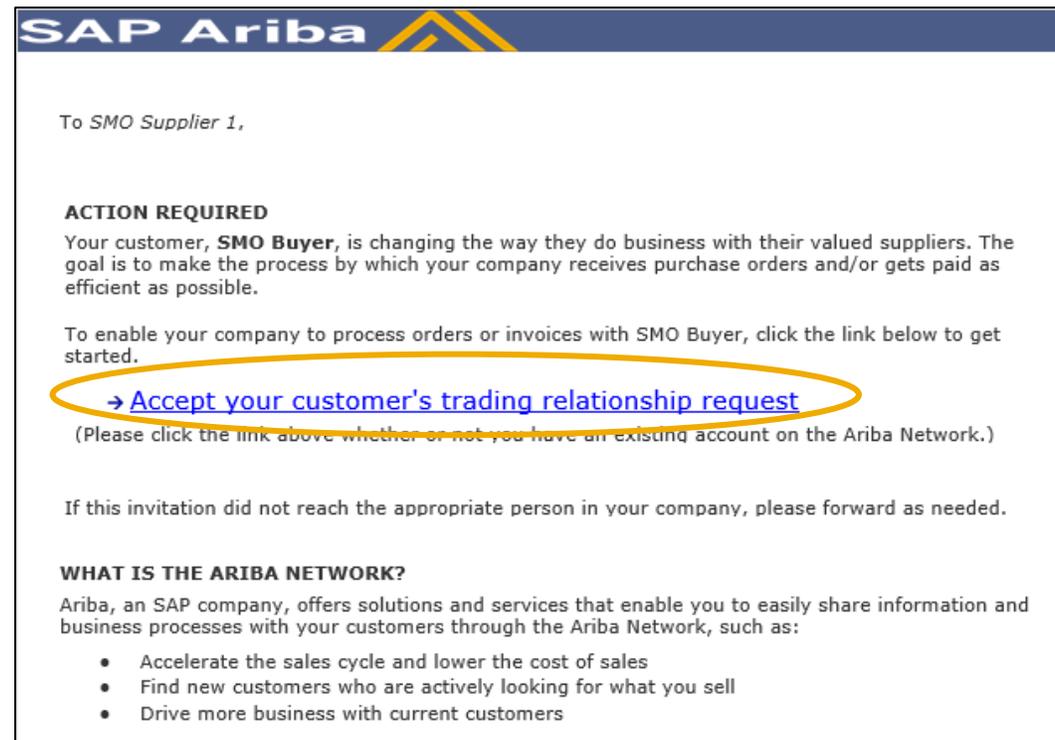
- **VAT ID / TAX ID** – select Company Settings in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID. Vat ID should reflect your company's QST ID. Tax ID should be your company's GST, HST, or VAT number.
- **Remittance 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 following options: ACH, Check, Credit card or Wire. Complete the details.
- **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.

**Note** – The information provided in Ariba does not link to Air Canada's ERP. Supplier will need to register in SLP or send a form with banking information to Air Canada.

# Accept Your Invitation

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

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



# Select One...

**First Time  
User**

**Existing  
User**

Ariba Network Help Center >>

---

Welcome to Ariba® Network

**SMO Buyer** has invited you to join Ariba Network.

### New User

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

[Register Now](#)

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

### Existing User

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

Username:

Password:

[Forgot Password?](#)

[Confirm](#)

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

# Register as a New User

1. Click **Register Now**.

2. Enter Company Information fields marked required with an asterisk (\*) including:

- **Company Name**
- **Country**
- **Address**

3. Enter User Account information marked required with an asterisk (\*) including:

- **Name**
- **Email Address**
- **Username (if not the same as email address)**
- **Password**

4. Accept the **Terms of Use** by checking the box.

5. Click **Register** to proceed to your home screen.

The screenshot shows the 'New User' registration page on the Ariba Network. A callout box at the top left contains the text: 'New User. Are you new to the Ariba Network? If you do not have an account and would like to participate, click Register Now. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.' Below this, the 'Register Now' button is circled with a '1'. The form is divided into 'Company information' and 'User account information' sections. In the 'Company information' section, the 'Company Name' field is circled with a '2'. In the 'User account information' section, the 'Email' field is circled with a '3'. At the bottom of the form, the checkbox for 'I have read and agree to the Terms of Use and the Ariba Privacy Statement' is circled with a '4'. Finally, the 'Register' button at the bottom right is circled with a '5'.

# Accept Relationship as an Existing User

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

## Existing User

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

Username:

Password:  [Forgot Password?](#)

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

# Complete Your Profile

1. Select Company Profile from the Company Settings 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 shows the Ariba Network interface for editing a company profile. The 'Company Settings' dropdown menu is open, showing 'SMO Supplier 1' and 'ANID: AN010'. The 'Company Profile' option is highlighted with a yellow box and an arrow pointing to the main form. The form has tabs for 'Basic (3)', 'Business (2)', 'Marketing (3)', 'Contacts', 'Certifications (1)', and 'Additional Documents'. The 'Overview' section contains fields for 'Company Name' (SMO Supplier 1), 'Other names, if any', 'NetworkId' (AN010), 'Short Description' (with a character count of 100), and 'Website'. The 'Address' section contains fields for 'Address 1' (21 Jump Street), 'Address 2', 'Address 3', 'City' (Cleveland), 'State' (Ohio), 'Zip' (44114), and 'Country' (United States [USA]). On the right, there is a 'Public Profile Completeness' meter at 35%, a list of fields to complete (Website, Annual Revenue, Certifications, D-U-N-S Number, Business Type, Industries, Company Description, Company Logo), and a 'Share Your Public Profile' section with a 'Find us on Ariba Network' button and a 'View Public Profile' link.

# 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.
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 shows the 'Account Settings' page with the 'Notifications' tab selected. The 'Network' sub-tab is active. A dropdown menu is open, showing 'Notifications' selected. The 'Electronic Order Routing' section is visible, with a table of notification types and their corresponding email addresses.

Type	Send notifications when...	To email addresses (one req...)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undelivered.	* junk@phoenix.ariba.com
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are received.	* junk@phoenix.ariba.com
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undelivered.	* junk@phoenix.ariba.com
Pending Queue	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.	* junk@phoenix.ariba.com

# Configure Your Enablement Tasks

1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.
4. **Choose** one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:  
**Online, cXML, EDI, Email, or cXML** pending queue (available for Order routing only) and configure e-mail notifications.

Tasks

1 Enablement Tasks are pending

Update Profile Information 85%

Enablement Tasks

View details of all pending tasks and complete them. Click the associated link to complete a task.

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

**Note:** There may be times you see a pending task for Air Canada. This will not go away until Air Canada completes it.

Network Settings

Electronic Order Routing Electronic Invoice Routing Accelerated Payments Settlement

General Tax Invoicing and Archiving

Capabilities & Preferences

Sending Method

Document Type	Routing Method	Options
Invoices	Online	Return to this site to create invoices
Customer Invoices	cXML	Save in my online inbox
	EDI	

Notifications

# Select Electronic Order Routing Method

1. **Click** on the Tasks link to configure your account.
2. **Choose** one of the following routing methods:
  - **Online**
  - **cXML**
  - **EDI**
  - **Email**
  - **cXML pending queue**  
(available for Order routing only)
3. **Configure** e-mail notifications.

The screenshot shows the 'Network Settings' window with the 'Electronic Order Routing' tab selected. The interface includes a 'Save' button and a 'Close' button. Below the tabs, there is a note: '\* Indicates a required field'. The 'Capabilities Preferences' section is followed by 'External System Integration' with a link to 'Configure cXML (native) integration'. Under 'Non-Catalog Orders with Part Numbers', there is a checkbox for 'Process non-catalog orders as catalog orders if part numbers are entered manually'. The 'New Orders' section contains a table with columns for 'Document Type', 'Routing Method', and 'Options'. The 'Routing Method' dropdown is set to 'Email' and is marked with a yellow circle containing the number '2'. The 'Options' section includes an 'Email address' field (marked with a yellow circle containing the number '3') and three checkboxes: 'Attach cXML document in the email message' (unchecked), 'Include document in the email message' (checked), and 'Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".' (unchecked).

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

# Route Your Purchase Orders

## Method Details

- **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
- **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.
- **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please contact [ACenablement@ariba.com](mailto:ACenablement@ariba.com) to be connected with a Seller Integrator who will provide more information on configuration.

# Select Electronic Order Routing Method Notifications

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

Change/Cancel Orders	
Document Type	Routing Method
Catalog Orders without Attachments	1 Same as new catalog orders without attachments
Catalog Orders with Attachments	Same as new catalog orders without attachments
Non-Catalog Orders without Attachments	Same as new catalog orders without attachments
Non-Catalog Orders with Attachments	Same as new catalog orders without attachments

Other Document Types	
Document Type	Routing Method
Blanket Purchase Orders	Same as new catalog orders without attachments
Time Sheets	Online
Order Status Request	2 Online
Order Response Documents	Online

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

# Select Electronic Invoice Routing Method

## Methods and Tax Details

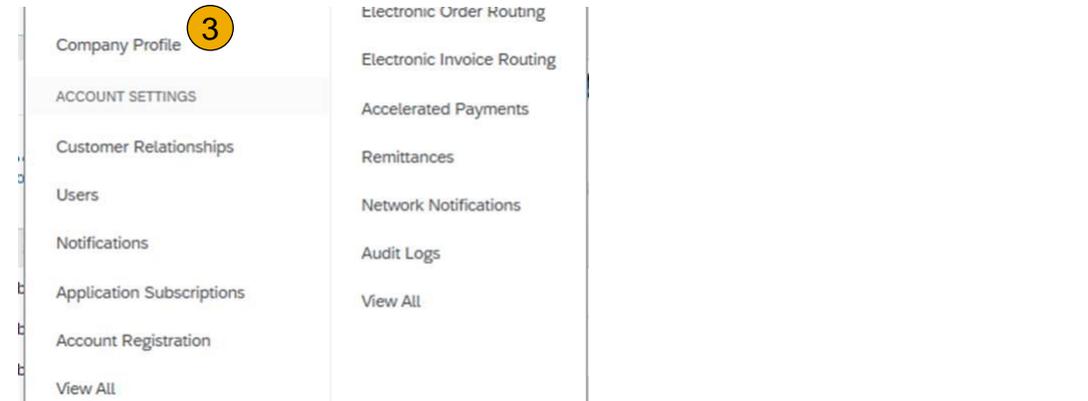
1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to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

The screenshot displays the SAP S/4HANA configuration interface for Electronic Invoice Routing. It is divided into three main sections:

- Top Section:** Contains navigation tabs for 'Electronic Order Routing', 'Electronic Invoice Routing', and 'Accelerated Payments'. Below these are sub-tabs for 'General' and 'Tax Invoicing and Archiving' (highlighted with a yellow circle 3).
- Middle Section:** Titled 'Capabilities & Preferences', it includes a 'Sending Method' section and a table with columns 'Document Type' and 'Routing Method'. The 'Routing Method' dropdown menu is open, showing options: 'Online' (highlighted with a yellow circle 2), 'cXML', and 'EDI'.
- Bottom Section:** Titled 'Tax Classification', it contains input fields for 'Taxation Type', 'Tax Id', 'State Tax Id', 'Regional Tax Id', and 'Vat Id'. Each of these fields has a yellow circle 3 next to it. There are also checkboxes for 'VAT Registered' and a 'VAT Registration Document' section with an 'Upload...' button.
- Right Side:** A 'Company Settings' sidebar menu is visible, with 'Electronic Invoice Routing' highlighted by a yellow circle 1.

# Set up the Tax IDs

1. Login to the Ariba Network Buyer account
2. Click on your initials at the top-right-hand side of the screen
3. Select **Company Profile** on the menu
4. Click on the tab labeled – Business
5. The **Supplier Admin** must enter their QST# in the spot with the green arrow



Company Profile

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

\* Indicates a required field

Business Information

Year Founded:

Number of Employees:

Annual Revenue:

Stock Symbol:

Financial Information

Type of Organization:

D-U-N-S® Number:

Global Location Number:

Tax Information

Tax Classification:

Taxation Type:

Tax Id:  Do not enter dashes

State Tax Id:  Do not enter dashes

Regional Tax Id:  Do not enter dashes

Vat Id:

**5**

*If you submit invoices with GST/HST or VAT, the corresponding tax registration number should be entered here.*

*Important Note: If this number does not match what AC has in their Accounting system, the invoice will auto reject with a message. Contact APVendor@ariba.ca to fix.*

*If you submit an invoice with QST or VAT, the corresponding tax registration # must be entered here.*

The following sections need to be completed to advance profile completeness: **Short Description Website, Industries**

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

\* Indicates a required field

Overview

**4**

# Configure Your Remittance Information

1. From the **Company Settings** dropdown menu, select click on **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/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one.

The screenshot displays the SAP configuration interface for remittance information. It is divided into three main sections:

- Network Settings:** Contains tabs for Electronic Order Routing, Electronic Invoice Routing, Accelerated Payments, and Settlement. The 'EFT/Check Remittances' section is active, showing a table with columns for Address, City, and State. A 'Create' button is highlighted with a yellow circle and the number 2.
- Create Remittance Address / Payment Info:** A form for adding a new remittance address. It includes a warning: "Do not enter personal bank account information. Enter only corporate bank details." The form has several required fields marked with an asterisk (\*): Address 1, Address 2, Address 3, Address 4, City, State, Postal Code, and Country. The 'Address 1' field is highlighted with a yellow circle and the number 3. At the bottom, there is a 'Contact' dropdown menu and a checkbox labeled 'Make this address default', which is highlighted with a yellow circle and the number 4.
- Company Settings:** A sidebar menu for the company 'jUnitOrg - LV8b8ft...'. The 'Remittances' option is highlighted with a yellow circle and the number 1.

# Configure Your Remittance Information

## Payment Methods

1. **Select** Preferred Payment Method from a drop-down box: Check, Credit card or Wire.
2. **Complete** the details for ACH or Wire transfers.
3. **Select** if you do or do not accept credit cards and click OK when finished.

**Note:** This does not change the method of payment from Air Canada unless specified.

Payment Methods

Preferred Payment Method: Select method 1

ACH 2

Account Name:

Account #:

Confirm Account #:

Account Type:

ABA:  US Bank Only

Confirm ABA:  US Bank Only

Bank Name:

WIRE TRANSFER

**Beneficiary Bank** 2

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type

Select bank id  :

Confirm Bank Id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State: (no value)

Zip:

Country: (no value)

Country:  Area:  Number:

Bank Phone: USA 1    3

**Corresponding Bank**

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type

Select bank id  :

Confirm Bank Id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State: (no value)

Zip:

Country: (no value)

Country:  Area:  Number:

Bank Phone: USA 1

Credit Card

Accept credit card:  Yes  No

# Review Your Relationships

## Current and Potential

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

The screenshot displays the 'Account Settings' interface. On the right, the 'Company Settings' sidebar is visible, with 'Customer Relationships' highlighted by a yellow circle with the number 1. The main content area is titled 'Account Settings' and has tabs for 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. The 'Customer Relationships' tab is active, showing two sub-tabs: 'Current Relationships' and 'Potential Relationships', with the latter highlighted by a yellow circle with the number 4. Below the tabs, there is a section for 'I prefer to receive relationship requests as follows:' with two radio buttons: 'Automatically accept all relationship requests' (selected) and 'Manually review all relationship requests'. An 'Update' button is highlighted with a yellow circle with the number 2. Below this is a 'Pending' section with a table header 'Customer' and 'Requested Date' (with a dropdown arrow). The table contains one row with 'No items' below it. Below the table are 'Approve' and 'Reject' buttons, with the 'Reject' button highlighted by a yellow circle with the number 3. Below that is a 'Current' section with a table header 'Customer' and 'Approved Date'. The table contains one row for 'jUnitOrg - 5WQz9VD565589b21009590920' with 'Approved Date' '25 Nov 2015'. Below the table is a 'Reject' button. At the bottom is a 'Rejected' section with a table header 'Customer' and 'Rejected Date' (with a dropdown arrow), and 'No items' below it.

# Set Up User Accounts

## Roles and Permission Details

### Administrator

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

### User

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

# Set Up User Accounts

## Create Roles and Users (Administrator Only)

1. **Click** on the Users tab on the **Company Settings** 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 SAP. The 'Users' tab is selected in the top navigation bar. The page is divided into two main sections: 'Manage Users' and 'Manage User Roles'. The 'Manage Users' section contains a table with one user entry: 'rebecca.novotny@sap.com', 'Rebecca Novotny', and 'No' for 'Ariba Discovery Cont...'. Below the table are buttons for 'Edit', 'Delete', 'Add to Contact List', 'Remove from Contact List', 'Make Administrator', and 'Create User'. The 'Manage User Roles' section contains a table with two roles: 'Administrator' and 'All Access'. Below the table is a 'Create Role' button. The right sidebar shows the 'Company Settings' menu with 'Users' highlighted and numbered 1. Numbered callouts 2 through 5 point to the 'Create Role' button, the 'Administrator' role, the 'Details' link for the 'Administrator' role, and the 'Create User' button respectively.

Username ↑	Email Address	First Name	Last Name	Ariba Discovery Cont...
<input type="checkbox"/>	rebecca.novotny@sap.com	Rebecca	Novotny	No

Name	Actions
Administrator	Details
All Access	Details Edit Delete

# 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 password reset email to the user's email address.

Selected User Information

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

This user is the Ariba Discovery Contact

Reset Password

# Enhanced User Account Functionality

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

**Note:** After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.

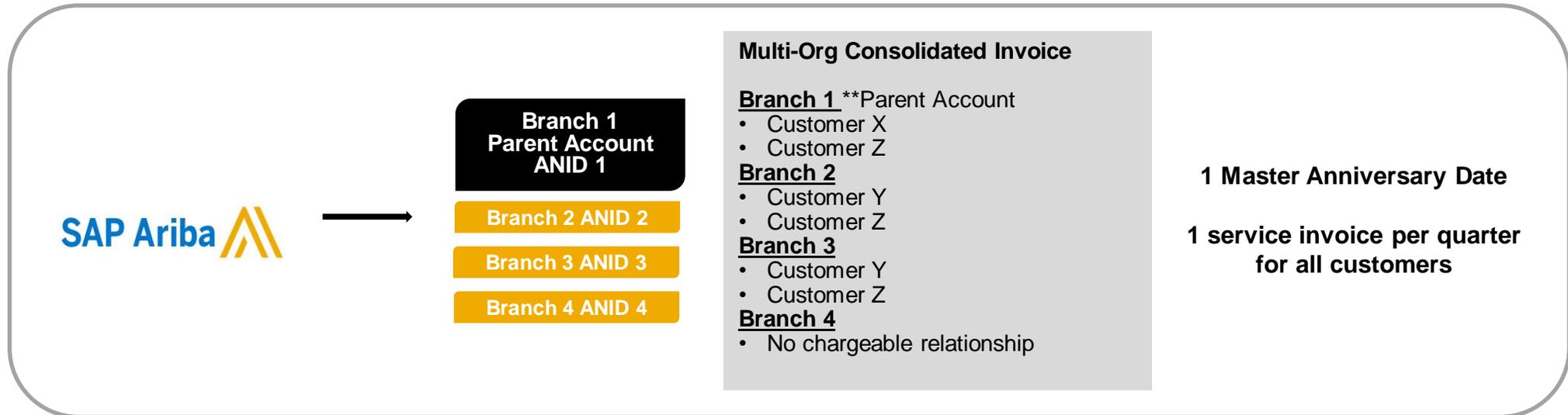
2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk.

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

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

The image shows two screenshots of the SAP user interface. The top screenshot is the User Account Navigator, which is a dropdown menu accessed by clicking on the user's name in the top right corner. It contains the following items: 'Logout', 'My Account' (highlighted with a yellow circle 2), 'My Community Profile', 'Switch To', and a user profile section for 'jU-LV8b8ft565589df100959...' with email 'Aribasup@s.c'. Below the profile are links for 'Switch To Test ID', 'Link User IDs', and 'Contact Administrator'. A yellow circle 1 is placed over the user's name in the top right corner. The bottom screenshot is the 'My Account' settings page. It has two sections: 'Account Settings' and 'Account Information'. The 'Account Settings' section contains a 'Change Password' link (with a yellow circle 3) and a note '\* Indicates a required field'. The 'Account Information' section contains several fields: 'Username' (Aribasup@s.c), 'Email Address' (junk@phoenix.ariba.com), 'First Name' (jU-LV8b8ft565589df1009590921), 'Middle Name' (empty), 'Last Name' (lastName), and 'Business Role' (Business Owner). Below this is the 'Security' section with 'Secret Question' (What is the last name of your first boss?), 'Secret Answer' (masked with dots), and 'Confirm Secret Answer' (masked with dots). A yellow circle 4 is placed over the 'Confirm Secret Answer' field.

# Consolidate Your Bills Through a Multi-Org



## Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.

# Participate in a Multi-Org Guidelines

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID's to be included on the invoice.
- A Multi-Org is NOT:
  - A way to merge accounts.
  - A way to get a discount on Transaction Fees.

# Structure Your Multi-Org

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.

# Link Accounts Via an Account Hierarchy

## Linkage between individual accounts for account management purposes

The administrator of the Parent account can log into the child account and take the following actions:

- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

The administrator of the Parent account cannot take following actions:

- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

# Create an Account Hierarchy

1. From the **Company Settings** menu, click Account Hierarchy.
2. To add child accounts click on Link Accounts.
3. The **Network** will detect if there is an existing account with corresponding information.
4. On the next page log in if you are the Administrator of the account.

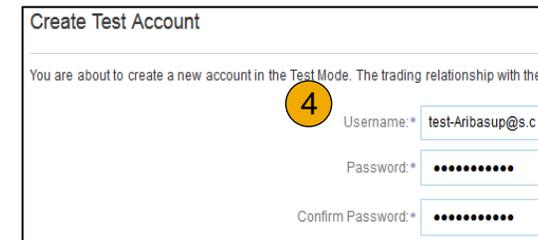
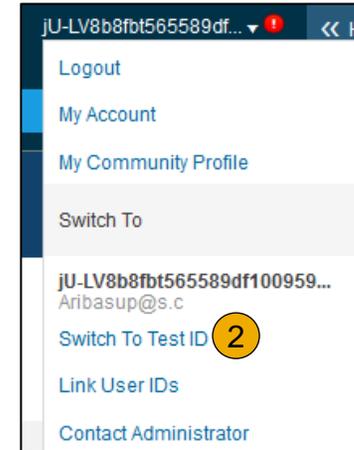
**Note:** If you are not the Administrator of the account, you can send a request as a 'Non Administrator' to the Administrator through an online form.

5. Once the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.

The screenshot displays the SAP Account Settings interface. The main content area shows the 'Account Hierarchy' tab selected, with a message indicating 'Account Status: No Linked Accounts' and a 'Link Accounts' button. A yellow circle with the number '2' highlights the 'Link Accounts' button. The right-hand sidebar contains the 'Company Settings' menu, with a yellow circle and the number '1' highlighting the 'Account Hierarchy' option.

# Set Up a Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.
  - Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.**Note:** Test account transactions are free of charge.
5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).



# Section 3: Purchase Order Management



**View Purchase  
Orders**



**Purchase Order  
Detail**

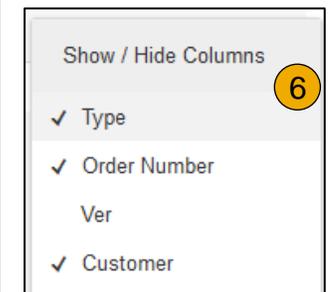
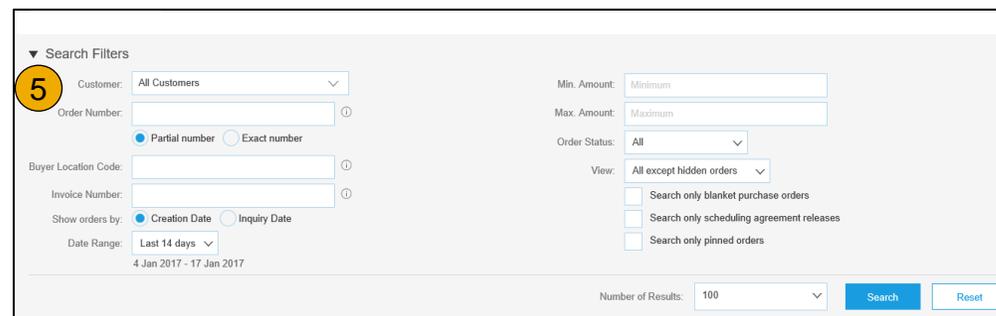
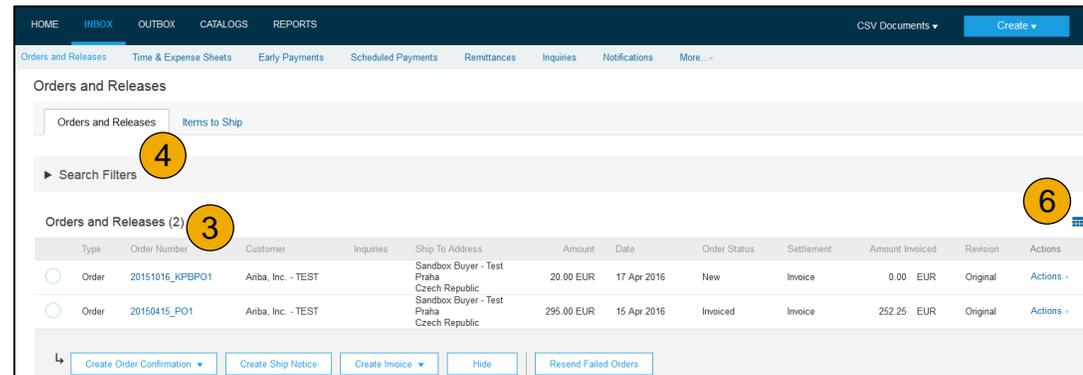
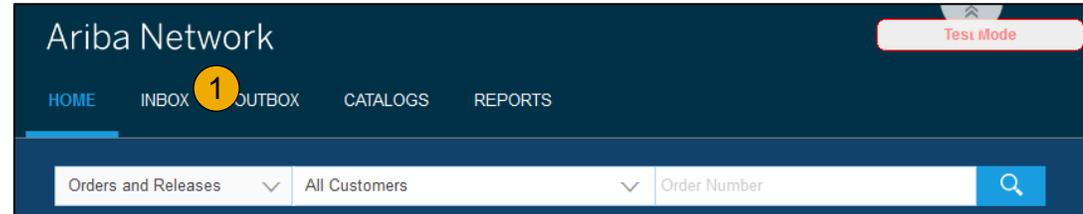


**Create PDF of  
Purchase Order**

# Manage POs

## View Purchase Orders

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



# Manage POs

## Purchase Order Detail

### 1. **View** the details of your order.

The order header includes the order date and information about the buying organization and supplier.

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

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

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

Purchase Order: PO72547 1

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

Line Items

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

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

2

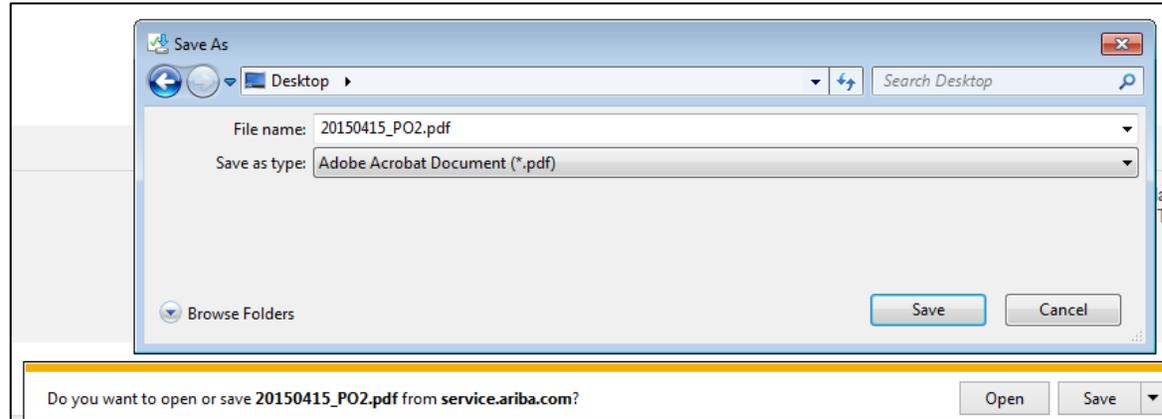
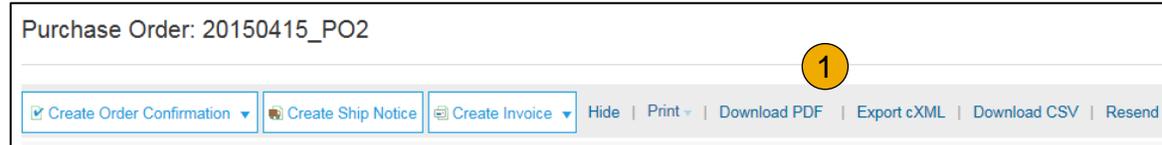
[Create Order Confirmation](#) | [Create Ship Notice](#) | [Create Invoice](#) | [Hide](#) | [Print](#) | [Download PDF](#) | [Export cXML](#) | [Download CSV](#) | [Resend](#)

# Manage POs

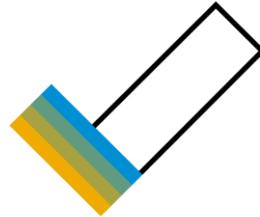
## Create PDF of PO

1. Select “Download PDF” as shown.

**Note:** If the document exceeds 1000 lines or is larger than 1MB size, details are not shown in the UI. Therefore, the detail is not included in the PDF generated.



# Section 4: Other Documents

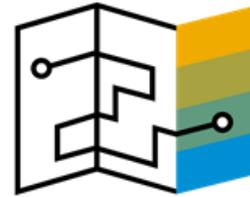


## Order Confirmations (OC)

[Confirm Entire Order](#)

[Reject Entire Order](#)

[Update Line Items](#)



## Advanced Ship Notices (ASN)

[Create Ship Notice](#)

[Delivery Terms and  
Transportation Details](#)

[Details](#)

[Submit Ship Notice and  
Status](#)

# Create Order Confirmation

## Confirm Entire Order

This slide explains how to Confirm Entire Order.

1. **Enter** Confirmation Number which is any number you use to identify the order confirmation.
2. **If you specify** Est. Shipping Date or Est. Delivery Date information, it is applied for all line items.
3. **You can group** related line items or kit goods so that they can be processed as a unit.
4. **Click** Next when finished.
5. **Review** the order confirmation and click Submit.
6. **Your order confirmation is sent to Air Canada.**

The screenshot shows the 'Confirming PO' form in SAP. At the top right, there are 'Exit' and 'Next' buttons. The form is divided into sections. On the left, a navigation pane shows '1 Confirm Entire Order' and '2 Review Order Confirmation'. The main area is titled 'Order Confirmation Header' and contains the following fields: 'Confirmation #' (with a callout '1'), 'Associated Purchase Order #' (20150415\_PO1), 'Customer' (Arba, Inc. - TEST), and 'Supplier Reference'. Below this is the 'SHIPPING AND TAX INFORMATION' section, which includes 'Est. Shipping Date', 'Est. Delivery Date' (both with callout '2'), 'Est. Shipping Cost', and 'Est. Tax Cost'. A 'Comments' text area is at the bottom. A yellow circle with the number '4' is located in the top right corner of the form area.

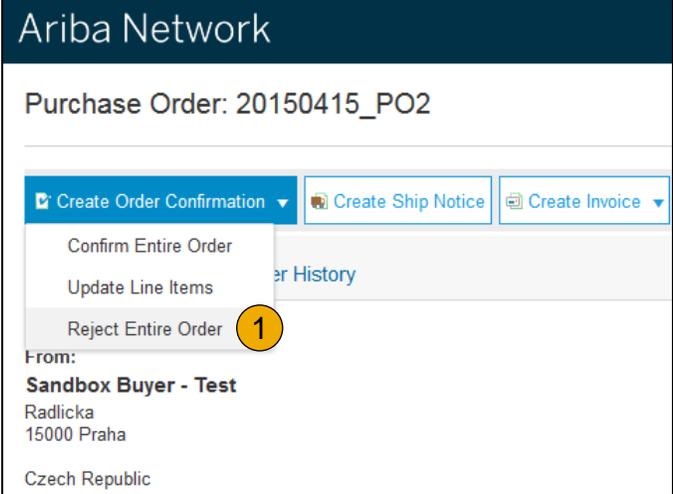
Once the order confirmation is submitted, the Order Status will display as Confirmed.  
When viewing documents online, links to all related documents are displayed.  
Click Done to return to the Inbox.

# Create Order Confirmation

## Reject Entire Order

1. From the PO view, click the Create Order Confirmation button and select to Confirm Entire Order, Update Line Items for individual line items or Reject Entire Order.
2. Enter a reason for rejecting the order (mandatory)

This example demonstrates the Reject Entire Order option. (Updating with Different Statuses will be explained on the next few slides.)



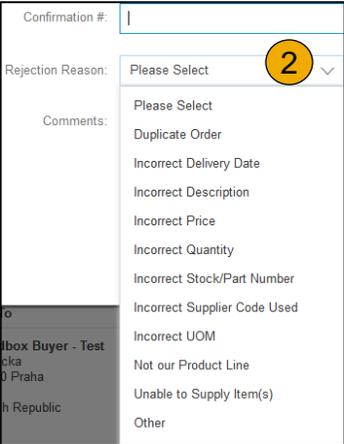
Ariba Network

Purchase Order: 20150415\_PO2

Create Order Confirmation Create Ship Notice Create Invoice

Confirm Entire Order  
Update Line Items  
Reject Entire Order 1

From:  
Sandbox Buyer - Test  
Radlicka  
15000 Praha  
Czech Republic



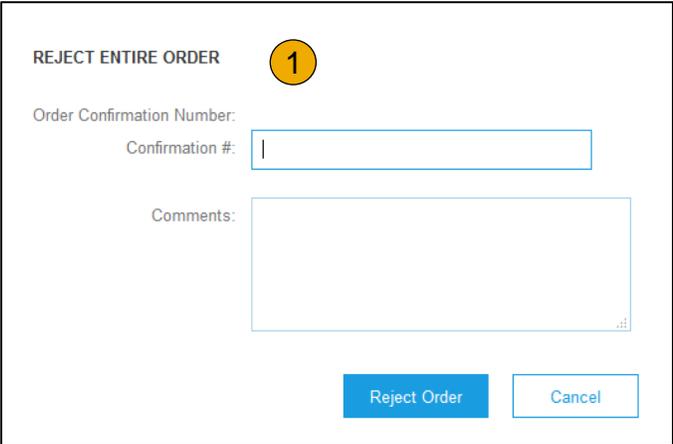
Confirmation #: |

Rejection Reason: Please Select 2

Comments:

- Please Select
- Duplicate Order
- Incorrect Delivery Date
- Incorrect Description
- Incorrect Price
- Incorrect Quantity
- Incorrect Stock/Part Number
- Incorrect Supplier Code Used
- Incorrect UOM
- Not our Product Line
- Unable to Supply Item(s)
- Other

Sandbox Buyer - Test  
Radlicka  
15000 Praha  
Czech Republic



REJECT ENTIRE ORDER 1

Order Confirmation Number:

Confirmation #: |

Comments:

Reject Order Cancel

# Create Order Confirmation

## Update Line Items

1. **Select** Update Line Items, to set the status of each line item.
2. **Fill** in the requested information (the same as for Confirm All option).
3. **Scroll** down to view the line items and choose among possible values:
4. **Confirm** – You received the PO and will send the ordered items.
5. **Backorder** – Items are backordered. Once they are available in stock, generate another order confirmation to set them to confirm.
6. **Reject** – Enter a reason why these items are rejected in the Comments field by clicking the Details button.

Purchase Order: 20150415\_PO2

Create Order Confirmation  Create Ship Notice  Create Invoice

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

From:  
**Sandbox Buyer - Test**  
Radlicka  
15000 Praha  
Czech Republic

Confirming PO

**2**

**1** Update Item Status **2** Order Confirmation Header

**2** Review Confirmation

Confirmation #:

Associated Purchase Order #: 20150415\_PO2

Customer: inc. - TEST **3**

Supplier Reference:

SHIPPING AND TAX INFORMATION

Enter shipping and tax information at the line item level.

Est. Shipping Date:

Est. Delivery Date:

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

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

CURRENT ORDER STATUS

10 Unconfirmed **4**

Confirm:  Backorder:  **5** Reject:  **6** [Details](#) ⓘ

# Confirm Order

## Update Line Items - Backorder

1. **Enter** the quantity backordered in the Backorder data entry field.
2. **Click** Details to enter Comments and Estimated Shipping and Delivery Dates for the backordered items on the Status Details page.
3. **Click** OK when done.

**Note:** If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.

4. **Click** Next.

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

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

CURRENT ORDER STATUS

10 Unconfirmed

Confirm:  Backorder:  Reject:  [Details](#)

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

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

New Order Status: **1 Backordered**

Est. Shipping Date:

Est. Delivery Date:

Comments:

[OK](#) [Cancel](#)

# Confirm Order

## Update Line Items - Reject

1. **Enter** the quantity in the Reject data entry field to reject item.
2. **Click** the Details button to enter a reason for the rejection in the Comments field on the Status Details page.
3. **Click OK** when done.

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	GOODS_01	10 (EA)	18 Nov 2015	4.50 EUR	45.00 EUR

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

CURRENT ORDER STATUS

10 Unconfirmed

Confirm:  Backorder:  Reject:  1  2

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	GOODS_01	10	EA	18 Nov 2015	4.50 EUR	45.00 EUR

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

New Order Status: **1 Rejected**

Rejection Reason:

Comments:

3

# Confirm Order

## Update Line Items

1. **Continue** to update the status for each line item on the purchase order. Once finished, click Next to proceed to the review page.
2. **Review** the order confirmation and click Submit. Your order confirmation is sent to Air Canada.
3. **The Order Status will display** as Partially Confirmed if items were backordered or not fully confirmed.
4. **Generate** another order confirmation to set them to confirm if needed.
5. **Click Done** to return to the Inbox.

Purchase Order: 20150415\_PO2

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

[Order Detail](#) [Order History](#)

From:  
Sandbox Buyer - Test  
Radlicka  
15000 Praha  
Czech Republic

To:  
Ariba\_TestSupplier - TEST  
Radlicka 3201/14  
150 00 Praha 5  
Czech Republic  
Phone:  
Fax:  
Email: klaus.puschel@sap.com

**5** Done

Purchase Order  
(Partially Confirmed)  
20150415\_PO2  
Amount: 295.00 EUR

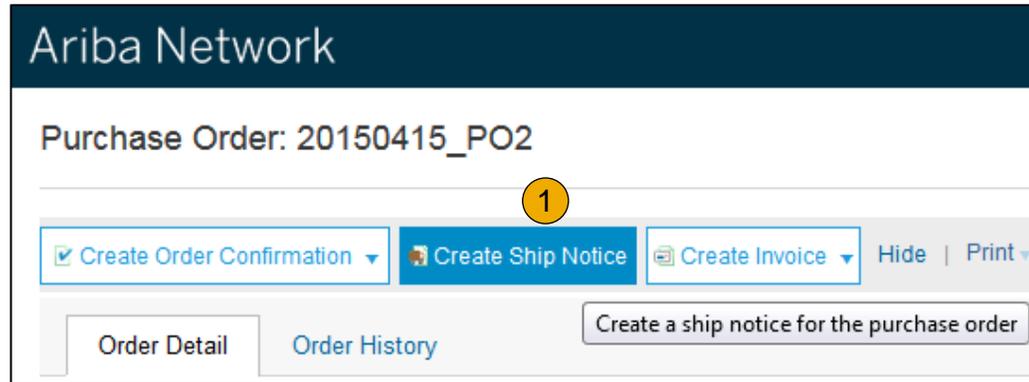
**3**

Routing Status: Acknowledged  
Related Documents: 312

Deliver To

# Create Ship Notice

- 1. Create** Ship Notice using your Ariba account once items were shipped.  
Multiple ship notices per purchase order might be sent. Click the Create Ship Notice button.
- 2. Fill out** the requested information on the Shipping PO form. The Packing Slip ID is any number you use to identify the Ship Notice. Choose Carrier Name and then Tracking # and Shipping Method will appear.
- 3. Enter** Ship From information by clicking on Update Address. Any field with an asterisk is required.
- 4. Check** if Deliver to information is correct. Click OK.



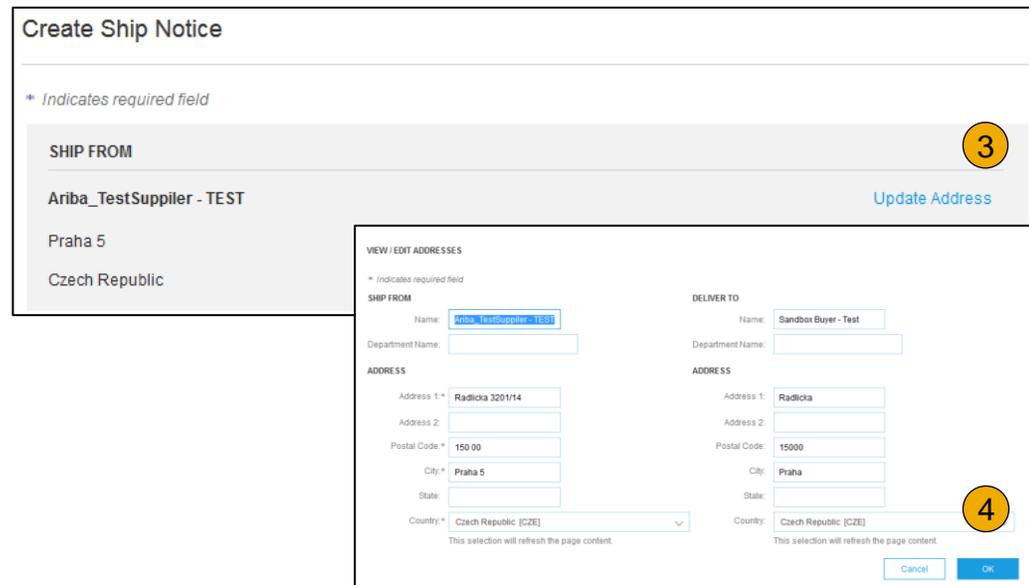
Ariba Network

Purchase Order: 20150415\_PO2

1

Create Order Confirmation  Create Ship Notice  Create Invoice Hide | Print

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



Create Ship Notice

\* Indicates required field

SHIP FROM 3

Ariba\_TestSupplier - TEST Update Address

Praha 5

Czech Republic

VIEW / EDIT ADDRESSES

\* Indicates required field

SHIP FROM DELIVER TO

Name: Ariba\_TestSupplier - TEST Name: Sandbox Buyer - Test

Department Name: Department Name:

ADDRESS ADDRESS

Address 1: Radlicka 2001/14 Address 1: Radlicka

Address 2: Address 2:

Postal Code: 150 00 Postal Code: 15000

City: Praha 5 City: Praha

State: State:

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

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

Cancel OK

# Create Ship Notice

## Delivery Terms and Transportation Details

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

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

▼ DELIVERY AND TRANSPORT INFORMATION		Collected By Customer
Delivery Terms:	<input type="text" value="Delivered at Terminal"/>	Delivery Condition
Delivery Terms Description:	<input type="text"/>	Despatch Condition
Transport Terms Description:	<input type="text"/>	Transport Condition
		Incoterms
		Ex Works
		Free Carrier

# Create Ship Notice

## Details

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

20150415\_PO2 2 GOODS\_02  
*Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)*

**Shipment Status**  
Total Item Due Quantity: 10 BX

**Confirmation Status**  
Total Confirmed Quantity: 0 BX      Total Backordered Quantity: 0 BX

Line	Ship Qty
1	<input type="text" value="10"/>

20150415\_PO2 2 GOODS\_02 10 BX 18 Nov 2015 25.00 EUR 250.00 EUR Remove  
*Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)*

**Shipment Status**  
Total Item Due Quantity: 10 BX

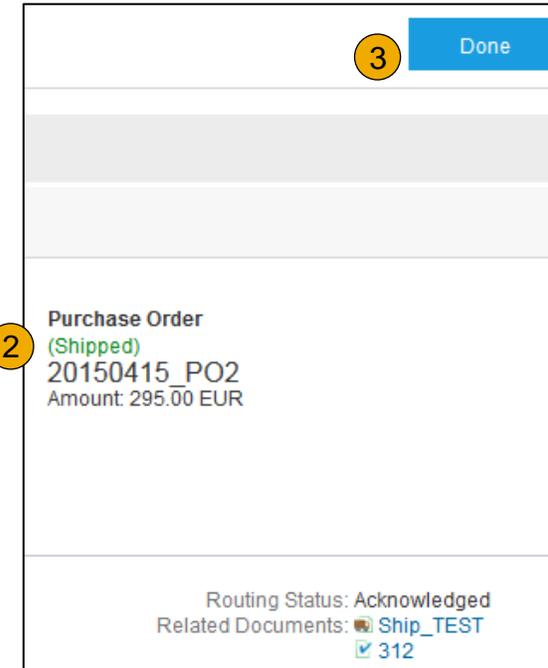
**Confirmation Status**  
Total Confirmed Quantity: 0 BX      Total Backordered Quantity: 0 BX

Line	Ship Qty	Batch ID	Production Date	Expiry Date	
1	<input type="text" value="10"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Add Details"/>

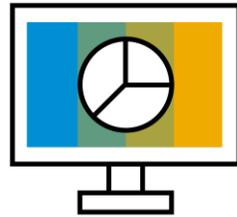
**2**

# Submit Ship Notice

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to Air Canada. Ship Notices provide improved communications to help avoid unnecessary calls to order support department.
2. **After submitting** your Ship Notice, the Order Status will be updated to Shipped. Submitted Ship Notices can be viewed from Outbox or by clicking the link under the Related Documents from the PO View.
3. **Click Done** to return to the Home page.



# Section 5: Invoice Methods



## Invoice Information

[Customer Specifications](#)  
[Invoice Rules](#)



## Invoice Methods

[PO Flip](#)  
[Non-PO Invoice](#)  
[Contract Invoices](#)  
[Credit Memo](#)  
[Copy Invoices](#)



## Invoice Management

[Search for Invoice](#)  
[Check Invoice Status](#)  
[Invoice History](#)  
[Modifying Invoices](#)  
[Invoice Reports](#)  
[Invoice Archival](#)

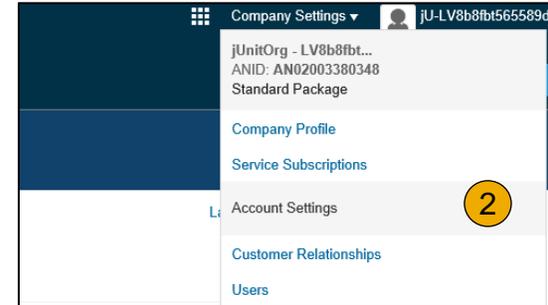
# Air Canada Invoice Requirements

1. Suppliers must create an Order Confirmation before creating a Ship Notice
2. Suppliers must create an Order Confirmation for the Purchase Order before creating the invoice
3. Suppliers cannot confirm more than the amount or quantity stated on the PO
4. Suppliers are required to include a Remit To address on invoice
5. Suppliers are allowed to back date invoices for 30 days
6. Suppliers are allowed to future date invoices for 30 days
7. Suppliers cannot invoice for an amount or quantity greater than the PO
8. Suppliers must include Tax ID on invoices
9. Suppliers must enter taxes at the line item level; except for HST, taxes must be entered separately e.g. GST + PST

# Review Air Canada Invoice Rules

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

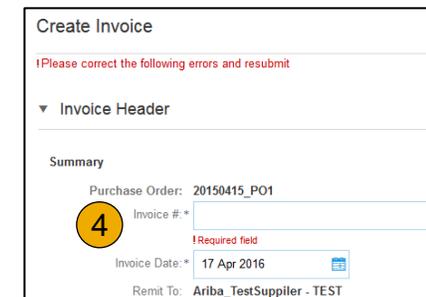
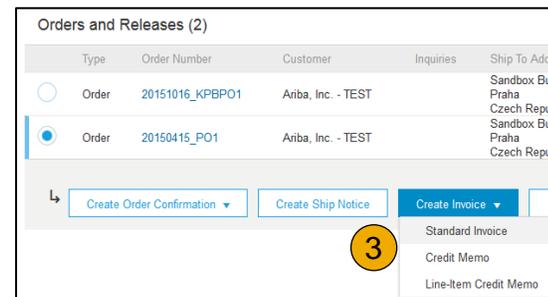
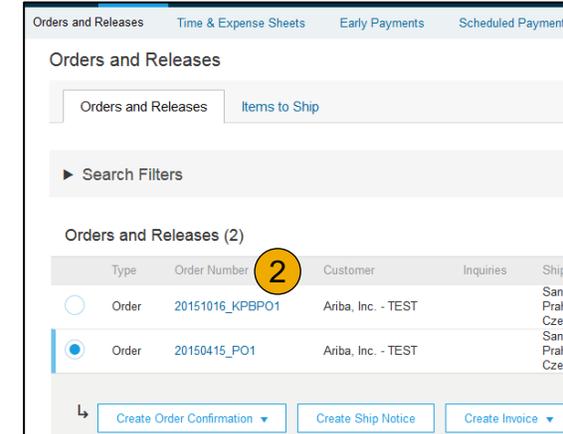
1. Login to your Ariba Network account via [supplier.ariba.com](http://supplier.ariba.com)
2. Select the Company Settings dropdown menu and under Account Settings, click Customer Relationships.
3. A list of your Customers is displayed. Click the name of your customer (Air Canada).
4. Scroll down to the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



# Invoice via PO Flip

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

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



# 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. **Shipping can be entered** at the Header Level by selecting the appropriate radio button.
4. **You can also add some additional information** to the Header of the invoice such as: Special Handling, Payment Term, Comment, Attachment, Shipping Documents.
5. **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: 1084497223

Invoice #:\* INV\_1084497223 1

Invoice Date:\* 15 Apr 2016 2

Remit To DEFAULT VALUE 2

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

Quantity	Unit	Unit Price
10	BX	25.00 EUR

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

Pricing Details

Price Unit: \* BX

Unit Conversion: \* 1

Line Item Actions | Delete

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

Tax

Category: VAT

Location: [ ]

Description: [ ]

Regime: [ ]

Date Of Pre-Payment: [ ]

Law Reference: [ ]

Standard Tax Selections

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

Line Item Actions | Delete | Add

Add to Included Lines

# Invoice via PO Flip

## Detail Line Items

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

The screenshot illustrates the SAP Line Item Level interface. On the left, a 'Line Item Actions' menu is open, with a yellow circle '6' highlighting the 'Edit' option. The main area shows a table of line items with a yellow circle '6' highlighting the first row. Below this, the 'Create Invoice' form is displayed, showing detailed information for the selected line item.

**Line Item Table:**

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

**Create Invoice Form:**

**Invoice Item** \* Indicates required field Line Item Actions

Quantity: 5 Part #: GOODS\_01  
 Unit: EA  
 Unit Price: 1.00 EUR  
 Subtotal: 5.00 EUR

**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  
 Praha 5 Czech Republic  
 Czech Republic Deliver To: Cristian Mihalache, 2nd Floor, SI Team

View/Edit Addresses

# Invoice via PO Flip

## Additional Tax Options

Taxes must be entered accurately at the time of Invoice Creation. Federal and Provincial taxes must be entered separately.

To configure additional tax options click Configure Tax Menu under the Tax Category drop down. Create new tax categories and as needed.

1. **Select** the **Line Item** to apply the tax rates
2. **Click Line Item Actions > Add > Tax.** Upon **refresh**, the Tax fields will display for each selected line item.
3. **Select** Category within each line item, then either populate the rate (%) or tax amount and click update.
4. **Repeat** if another tax is required.
5. **Click Remove** to remove a tax line item, if not necessary.

The screenshot illustrates the SAP interface for configuring taxes on invoice line items. It shows two line items in a table:

No.	Include	Type	Part #	Description
1	<input checked="" type="checkbox"/>	MATERIAL	Consulting service	Consulting service
2	<input checked="" type="checkbox"/>	MATERIAL	Cake	Fully decorated cake

Below the table are 'Additional Fields' for each line item, including tag, locationNo, motorVehicleIDNo, unitNo, serialNumber, modelNo, vehicleRelatedServicesRefNo, merchandiseTypeCode, and classCode.

Step 1: A yellow circle '1' highlights the 'Tax Category' dropdown menu set to '5% GST / GST Quebec'.

Step 2: A yellow circle '2' highlights the 'Line Item Actions' button.

Step 3: A yellow circle '3' highlights the 'Tax' option in the 'Line Item Actions' menu.

The 'Tax' configuration dialog shows a 'Taxes' dropdown menu with the following options:

- 5% GST / GST Quebec
- 6% PST / BC PST
- 7% PST / MB PST
- 7% QST / QST
- Standard Tax Selections
- Sales
- VAT
- GST
- HST
- PST
- QST
- Usage
- Withholding Tax
- Other Tax
- Configure Tax Menu

# 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	<input checked="" type="checkbox"/>	MATERIAL	GOODS_02	Pro Mechanical Pencil Black Barrel, 0.5mm Line Width (package 12 each)		10	BX	25.00 EUR	250.00 EUR
<b>Pricing Details</b> Price Unit: BX      Price Unit Quantity: 1 Unit Conversion: 1      Description:									
<b>Shipping</b> Ship From: Arriba_TestSupplier - TEST      Ship To: Sandbox Buyer - Test Praha 5      Praha Czech Republic      Czech Republic Deliver To: Cristian Mihalache 2nd Floor, SI Team <a href="#">View/Edit Addresses</a>									
<b>Shipping Cost</b> Shipping Amount: 0.00 EUR      Shipping Date:									
<b>Allowances and Charges</b> Service Code:      Description: <a href="#">Add Tax</a> Start Date:      End Date: <a href="#">Remove</a> Allowance:									

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

**Summary**

Purchase Order: 20160416\_PO1  
 Invoice #:   
 Invoice Date: 15 Apr 2016  
 Remit To: Arriba\_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: Arriba\_TestSupplier - TEST      **1**  
 Praha 5  
 Czech Republic

---

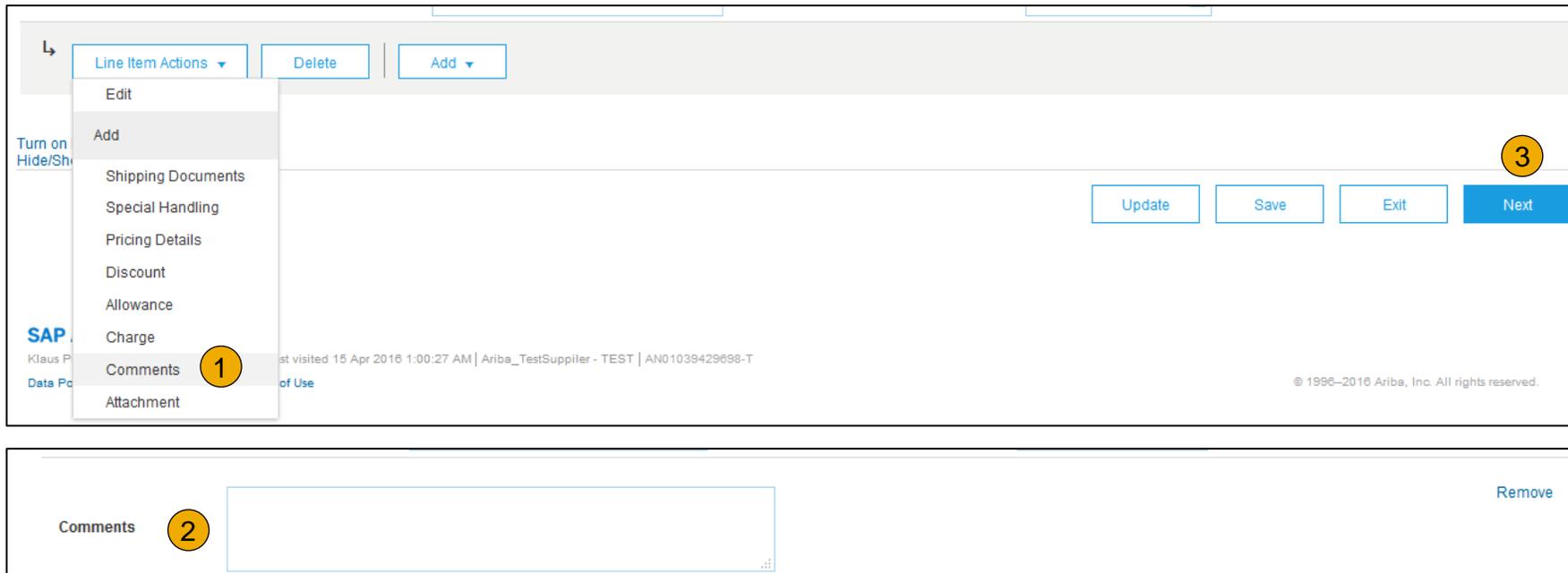
**Allowances and Charges**

Service Code:      Description:      [Add Tax](#)  
 Start Date:      End Date:      [Remove](#)  
 Allowance:

# 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 SAP Ariba interface for adding comments to a line item. The top section shows the 'Line Item Actions' dropdown menu, which is open, displaying options such as '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 'Remove' button (2). The 'Next' button is highlighted with a yellow circle 3. The interface includes a 'Delete' button and an 'Add' button with a dropdown arrow. The bottom right corner of the interface displays the copyright notice: '© 1996–2016 Ariba, Inc. All rights reserved.'

# Invoice via PO Flip

## Review, Save, or Submit to Customer

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.
2. If no changes are needed, click **Submit** to send the invoice to Air Canada.
3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.
4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.
5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.
6. You can keep draft invoices for up to 7 days.

Create Invoice

Update Save Exit Next

Create Invoice

! Please correct the following errors and resubmit

▼ Invoice Header

Summary

Purchase Order: PO80001005

Invoice #:\*

! Required field

Invoice\* Date: 22 Apr 2016

Remit To: 333 MAIN ST

Bank Account: Bill To:

Ariba Network

HOME INBOX **OUTBOX** CATALOGS ENABLEMENT TASKS REPORTS

Invoices Order Confirmations Ship Notices Drafts **5**

Drafts

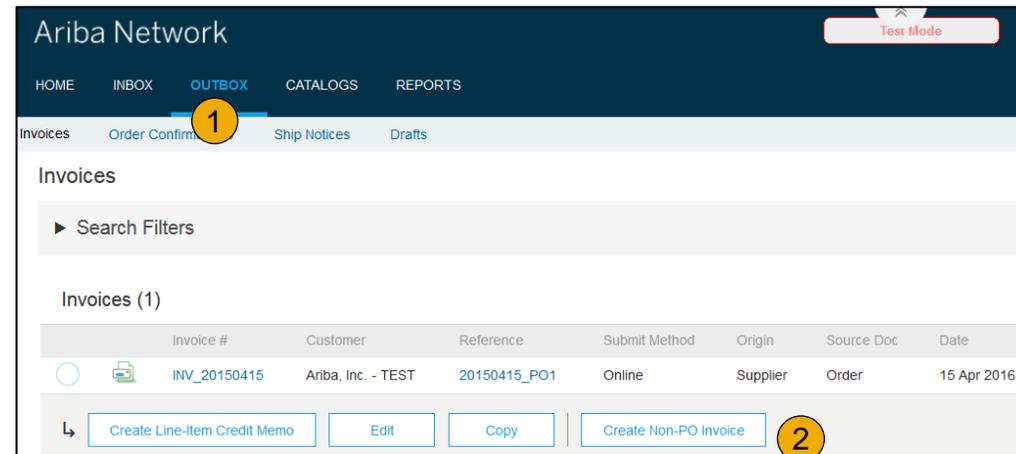
**Note:** In the event of errors, there will be a notification in red where information must be corrected

# Invoice Without a Purchase Order

## Non-PO Invoice

To create an invoice without a PO:

1. **Select Outbox** on the Navigation Menu.
2. **Select Create Non-PO Invoice.**
3. **Select your Customer** from the dropdown menu.
4. **Select Standard Invoice.**
  - If you need to invoice a new customer click **Invoice New Customer**.
5. **Click Next.**



Create Non-PO Invoice

For a trading relationship already on Ariba Network

Customer: Ariba, Inc. - TEST  3

Type of Invoice:  Standard Invoice 4  
 Credit Memo

# Invoice Without a Purchase Order

## Non-PO Invoice

1. **Complete** all required fields marked with an asterisk (\*).
2. **Order Information Fields.** Optional fields  
**Note:** Add a customer Email address to have the document properly routed to the right approver.
3. **Use Add Item or Add Service Item** button to add the details of the item(s) being invoiced.  
**Note:** Be certain to provide complete details of the items or services provided.
4. **Add Tax and Shipping** as appropriate.
5. **Click Next** to continue.
6. **Review, Save or Submit** as Standard Invoice.

# Invoice Against a Contract

To create a Contract Invoice:

1. **From the home screen** within your Ariba Network account, **select** the **Create** dropdown menu and select **Contract Invoice**.
2. **Select** Air Canada from the Customer dropdown list and click on Next
3. **Select** the Contract.
4. **Complete** invoice entry with all fields marked with asterisk (\*).
5. **Ship To** location must also be selected.
6. Within the Invoice Header section:
  - a. Click on the Add to Header button, if you have attachments or any backup required by Air Canada
  - b. Verify that the correct, Remit To, address is selected
  - c. Validate that the GST/HST/VAT # is populated, if any of these taxes will be invoiced. If the company profile is filled out, this will auto populate
7. In the Line Items section, **Add Items** that need to be invoiced.
8. **Apply taxes** to each line, if applicable
9. **Submit** when all lines and additional information have been added (S&H, Comments, Discount, etc...)

The screenshot shows the Ariba Network interface for creating a contract invoice. The process is as follows:

1. **Create** dropdown menu is open, showing options: PO Invoice, Non-PO Invoice, **Contract Invoice**, Service Entry Sheet.
2. **Customer 1** dropdown list is open, showing: Air Canada or affiliates - TEST.
3. **Contract** dropdown menu is open, showing: Contract.
5. **Ship To** dropdown menu is open, showing: (no value).
7. **Add Items** button is highlighted in the Line Items section.

The 'Create Contract Invoice: Select Contract' section contains the following fields:

- BusinessUnit: (no value)
- Buyer Contract: (no value)
- Contract: \* (no value) [ select ]
- Invoice #: \*
- Invoice Date: \*
- Payment Terms: (no value)
- Contract Type:
- Ship From: BREAD AND COMPANY LTD
- Ship To: (no value)
- Bill To: (no value)

The 'Line Items' section shows 0 Line Items, 0 Included, 0 Previously Fully Invoiced. The 'Insert Line Item Options' section includes: Tax Category: 5% GST / GST Quebec, Discount, and Add to Included Lines button.

# Create a Credit Memo

## Line Level Detail

To create a line level credit memo against an invoice:

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

Ariba Network

HOME INBOX **OUTBOX** CATALOGS REPORTS

Invoices Order Confirmations Ship Notices Drafts

Invoices

Search Filters

Invoices (1)

Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date
INV_20150415	Ariba, Inc. - TEST	20150415_PO1	Online	Supplier	Order	15 Apr 2016

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

Line Items 4 Line Items, 4 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: Shipping Documents Special Handling Discount Add to Included Lines

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

Line Item Actions Delete

Turn on Error Dump Hide/Show XML

Update Exit Next

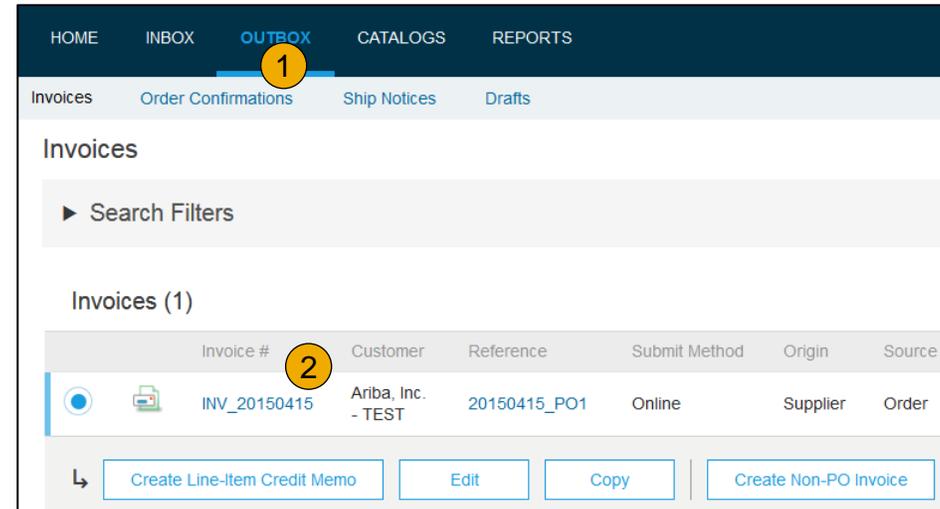
Subtotal: **-\$32.64 USD**  
 Total Tax: **-\$2.28 USD**  
 Total Shipping: **-\$12.00 USD**  
 Total Gross Amount: **-\$46.92 USD**  
 Total Net Amount: **-\$46.92 USD**  
 Amount Due: **-\$46.92 USD**

Previous **Submit** Exit

# Copy an Existing Invoice

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

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



The screenshot shows the SAP OUTBOX interface. The top navigation bar includes HOME, INBOX, OUTBOX (highlighted with a yellow circle '1'), CATALOGS, and REPORTS. Below the navigation bar, there are tabs for Invoices, Order Confirmations, Ship Notices, and Drafts. The main content area is titled 'Invoices' and contains a 'Search Filters' section. Below that, there is a table with the heading 'Invoices (1)'. The table has columns for Invoice #, Customer, Reference, Submit Method, Origin, and Source. A single row is visible with the following data: Invoice # INV\_20150415 (highlighted with a yellow circle '2'), Customer Ariba, Inc. - TEST, Reference 20150415\_PO1, Submit Method Online, Origin Supplier, and Source Order. At the bottom of the table, there are several buttons: 'Create Line-Item Credit Memo', 'Edit', 'Copy', and 'Create Non-PO Invoice'.



The screenshot shows the SAP invoice detail view for invoice INV\_20150415. The top right corner has a blue 'Done' button. Below the invoice number, there is a row of buttons: 'Create Line-Item Credit Memo', 'Copy This Invoice' (highlighted with a yellow circle), 'Cancel', 'Print', 'Download PDF', and 'Export cXML'.

# Search for Invoice

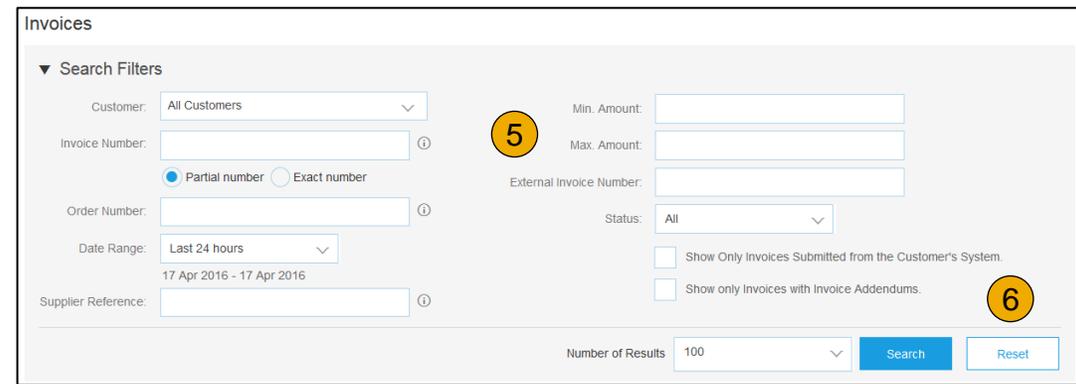
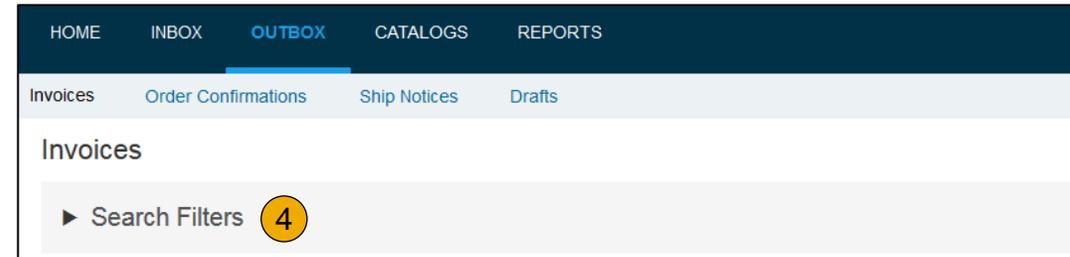
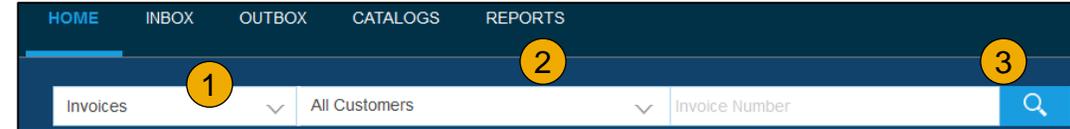
## (Quick & Refined)

### Quick Search:

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

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

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



# Check Invoice Status

## Routing Status To Air Canada

### Check Status:

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

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

### Routing Status

Reflects the status of the transmission of the invoice to Air Canada via the Ariba Network.

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

# Check Invoice Status

## Review Invoice Status With Air Canada

### Invoice Status

Reflects the status of Air Canada's action on the Invoice.

- **Sent** – The invoice is sent to the Air Canada but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Air Canada approved the invoice cancellation
- **Paid** – Air Canada paid the invoice / in the process of issuing payment. Only if Air Canada uses invoices to trigger payment.
- **Approved** – Air Canada has verified the invoice against the purchase orders or contracts and receipts and approved if for payment
- **Rejected** – Air Canada has rejected the invoice or the invoice failed validation by Ariba Network. If Air Canada accepts the invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
- **Failed** – Ariba Network experienced a problem routing the invoice

# Review Invoice History

## Check Status Comments

Access any invoice:

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

Invoice: INV\_20150415

Create Line-Item Credit Memo Copy This Invoice Cancel Print Download PDF Export cXML

Detail Scheduled Payments History **1**

Standard Invoice

Invoice: INV\_20150415 Done

Create Line-Item Credit Memo Copy This Invoice Cancel Download PDF Export cXML

Detail Scheduled Payments History

Invoice: INV\_20150415 To: Ariba, Inc. - TEST  
Invoice Status: Sent Routing Status: Sent  
Received By Ariba Network On: 15 Apr 2016 2:47:55 PM GMT+02:00  
Submitted By: Klaus Püschel

History **2**

Status	Comments	Changed By	Date and Time	Stack Trace
	The invoice was successfully received.	Ariba_TestSupplier - TEST	15 Apr 2016 2:47:57 PM	
	This document has been digitally signed.	PropogationDispatcher-128491053	15 Apr 2016 2:48:01 PM	

# Modify an Existing Invoice

## Cancel, Edit, and Resubmit

1. Click the **Outbox** tab.
2. In the **Invoice #** column, click a link to view details of the invoice.
3. Click **Cancel**. The status of the invoice changes to **Canceled**.
4. Click the **Invoice #** for the failed, canceled, or rejected invoice that you want to resubmit and click **Edit**.
5. Click **Submit** on the Review page to send the invoice.

The screenshot shows the Ariba Network interface. The top navigation bar includes 'HOME', 'INBOX', 'OUTBOX' (highlighted with a yellow circle 1), 'CATALOGS', 'ENABLEMENT TASKS', and 'REPORTS'. Below the navigation bar, there are tabs for 'Invoices', 'Order Confirmations', 'Ship Notices', and 'Drafts'. The 'Invoices' tab is active, showing a search filter and a table of invoices. The table has columns for Invoice #, Customer, Reference, Submit Method, Date, Amount, Routing Status, and Invoice Status. Two invoices are listed: XYZ123456 and XYZ12345. Below the table, there are buttons for 'Create Line-Item Credit Memo', 'Edit' (circled with a yellow circle 4), 'Copy', and 'Create Non-PO Invoice'.

The screenshot shows the details page for invoice XYZ123456. The page title is 'Invoice: XYZ123456'. Below the title, there are buttons for 'Copy This Invoice', 'Cancel' (circled with a yellow circle 3), 'Print', 'Download PDF', and 'Export cXML'. At the bottom, there are tabs for 'Detail', 'Scheduled Payments', and 'History'.

The screenshot shows a confirmation dialog titled 'Cancel Invoice?' (circled with a yellow circle 3). The dialog asks 'Are you sure you want to cancel this invoice?' and has two buttons: 'Yes' and 'No'.

# Download Invoice Reports

## Learn About Transacting

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

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

The screenshot shows the Ariba Network interface. At the top, there is a dark blue navigation bar with the 'REPORTS' tab selected and highlighted. A yellow circle with the number '1' is placed over the 'REPORTS' tab. Below the navigation bar, the 'Reports' section is displayed. It includes a heading 'Reports' and a sub-heading 'Report Templates'. Below this, there is a table with columns: Title, Schedule Type, Report Type, Status, Last Run, Next Run, Created, Created By, and Report Size. The table currently shows 'No items'. At the bottom of the table, there is a toolbar with buttons for 'Run', 'Download', 'Edit', 'Copy', 'Delete', 'Create', and 'Refresh Status'. A yellow circle with the number '2' is placed over the 'Create' button.

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

# Invoice Reports

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

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

Report

Enter a title and description for this report. Check the Time Zone and Language settings. You can set the Time Zone and [More](#)

1 Report Description

2 Criteria

3 Title: \*

Description:

Time zone: US/Michigan

Language: English

Report Type: \*

Select

- Select
- Early Payment Detail
- Failed Invoice
- Failed Order
- Invoice
- Order Summary
- Payment Transactions
- Order
- Remittance Advice Details
- SCF Trade Details Reports
- Book
- e Sheet

Next Exit

Report

Set the parameters for this report. To save your changes and put the report into the queue to be run, [Less](#) click Submit. To exit without saving changes or running this report, click Exit.

1 Report Description

2 Criteria

5 Customer: All Customers [Select](#)

Filter Invoice By: Date Invoice Created

Date Range: 21 Feb 2017 To 28 Feb 2017

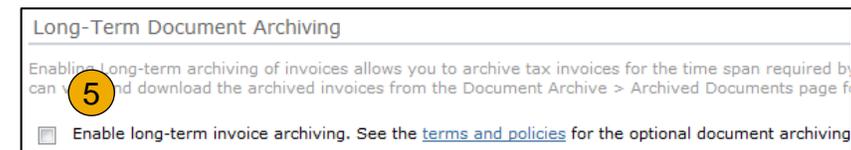
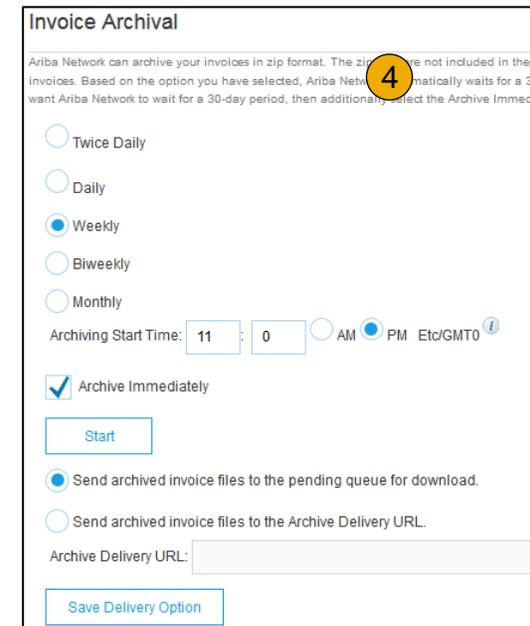
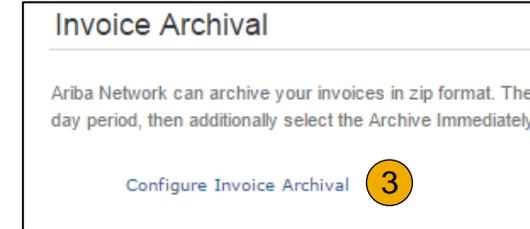
6

Previous Submit Exit

# Invoice Archival

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

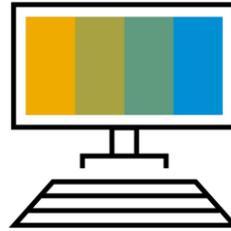
1. From the **Company Settings** dropdown menu, select **Electronic Invoice Routing**.
2. Select the tab **Tax Invoicing and Archiving**.
3. Scroll down to **Invoice Archival** and select the link for **Configure Invoice Archival**.
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly),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



# Section 6: Ariba Network Help Resources



**Customer Support**



**Supplier  
Information Portal**



**Additional  
Resources**

[Useful Links and  
Webinars](#)

[Troubleshoot Your  
Invoice](#)

# Customer Support

## Supplier Support During Deployment

### Ariba Network Registration or Configuration Support

- Email [SAP Ariba Enablement Team](#)
  - Registration/Account Configuration
  - Supplier Fees
  - General Ariba Network Questions

### Air Canada Supplier Enablement Business Process Support

- Email Air Canada Enablement Team at [aphelp@aircanada.ca](mailto:aphelp@aircanada.ca)
  - Business-Related Questions

### Air Canada Supplier Information Portal

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

## Supplier Support Post Go-Live

### SAP Ariba Global Customer Support

- [Click here](#) to find your appropriate customer support phone number

# Training & Resources

## Air Canada Supplier Information Portal

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name to view transactional rules: The Customer 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 displays the 'Account Settings' page in SAP. The main content area is divided into sections: 'Customer Relationships' (with sub-tabs for 'Current Relationships' and 'Potential Relationships'), a preference section for receiving relationship requests (radio buttons for 'Automatically accept all relationship requests' and 'Manually review all relationship requests'), and a 'Pending' section with an 'Approve' and 'Reject' button. Below is a 'Current' section with a table of customers. The table has columns for a checkbox, customer name, and a link to 'Supplier Information Portal'. The customer 'Ariba Inc.' is highlighted with a yellow circle '2', and the 'Supplier Information Portal' link is highlighted with a yellow circle '3'. A 'Reject' button is at the bottom of the current section.

The right sidebar, titled 'Company Settings', contains a list of navigation links: 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships' (highlighted with a yellow circle '1'), 'Users', 'Notifications', 'Account Hierarchy', 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Remittances', and 'Network Notifications'.

# Useful Links and Webinars Available

## Links

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

## Webinars

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

# Troubleshoot Your Invoice Issues

How do I know  
which type of  
invoice to  
create?

What does this  
error message  
mean?

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

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

What should I do  
if my invoice has  
been rejected?

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

How do I tell  
when my invoice  
will be paid?

**Thank you.**