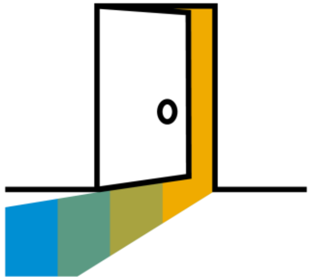
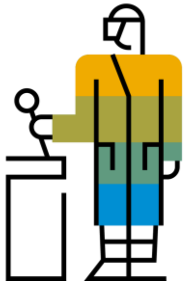
Air Canada Supplier Guide

CONFIDENTIAL

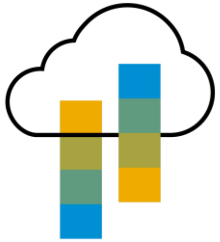
HOME- Table of Contents

AIR CANADA





Section 1: Ariba Network Overview



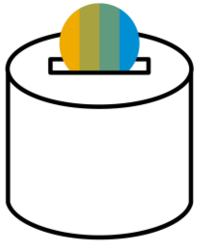
What is Ariba Network?

Air Canada Project Scope

[Air Canada Message]

[Supported Documents]

[Not Supported Documents]

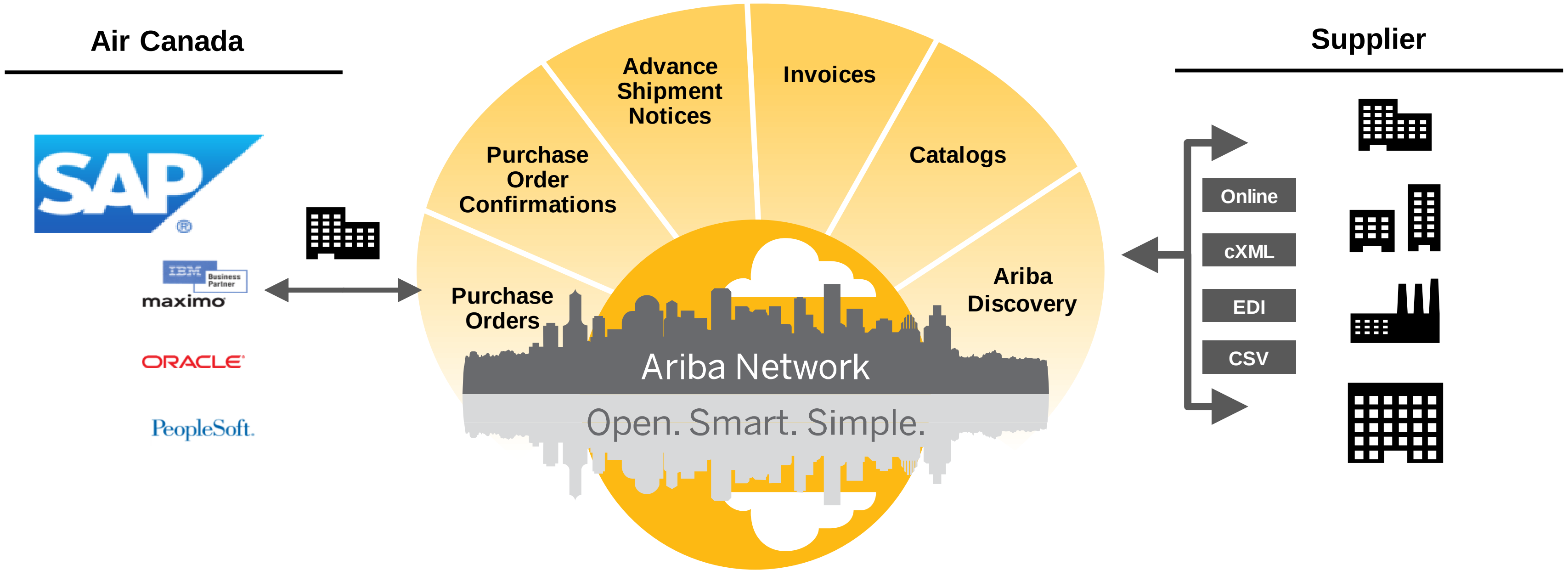


Fee Schedule

[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.



2+ million
Trading Partners

$850B
In Annual Commerce

>60%
Global 2000 use the Network

65+ million
Annual Invoices

190
Countries

60+ million
Annual Purchase Orders

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 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

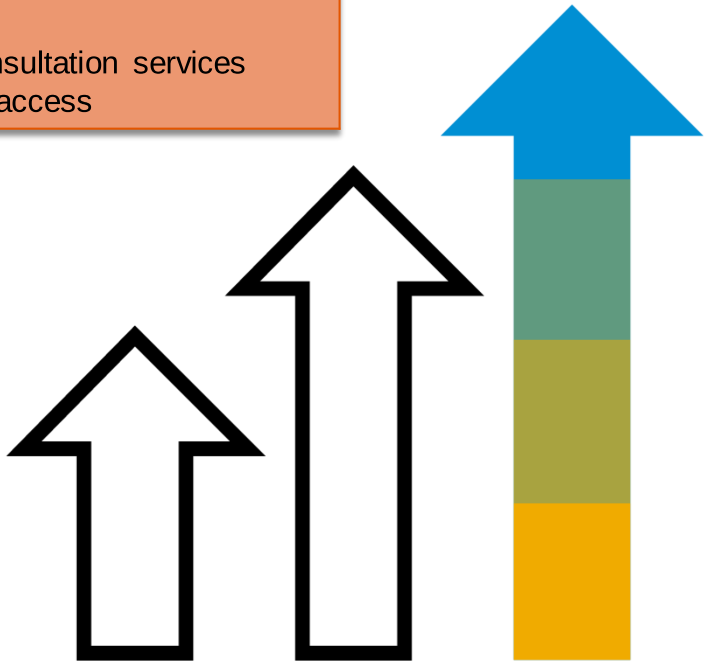
Silver, plus:

- Unlimited responses to sales opportunities
- eCommerce consultation services
- Priority support access

Platinum

Gold, plus:

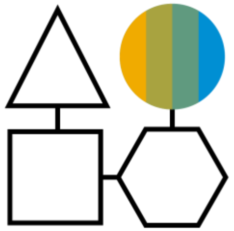
- Ariba LIVE pass
- Extended integration support



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

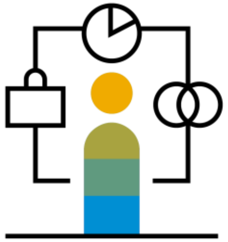
Enablement Tasks

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."

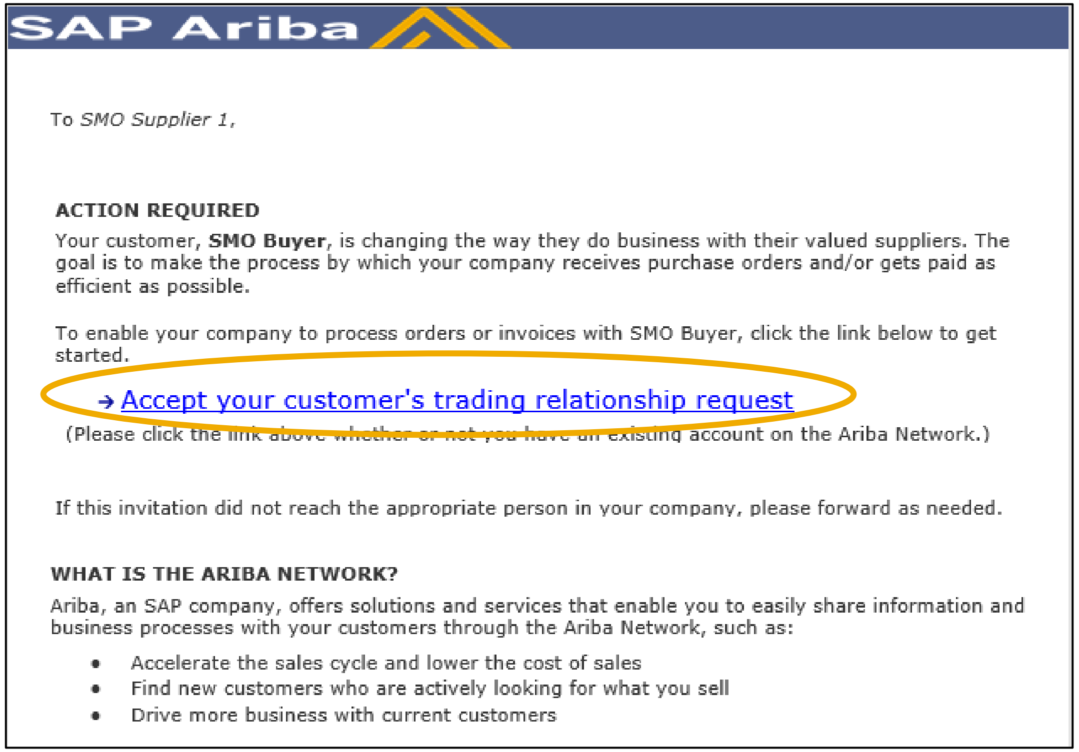
- **Currency –** The currency that Ariba Network uses in the service subscription area of your account is controlled by your organization's location, which you specify in User Account Navigator > My Account > Preferences.

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.


SAP Ariba

To *SMO Supplier 1*,

ACTION REQUIRED

Your customer, **SMO Buyer**, is changing the way they do business with their valued suppliers. The goal is to make the process by which your company receives purchase orders and/or gets paid as efficient as possible.

To enable your company to process orders or invoices with SMO Buyer, click the link below to get started.

→ Accept your customer's trading relationship request

(Please click the link above whether or not you have an existing account on the Ariba Network.)

If this invitation did not reach the appropriate person in your company, please forward as needed.

WHAT IS THE ARIBA NETWORK?

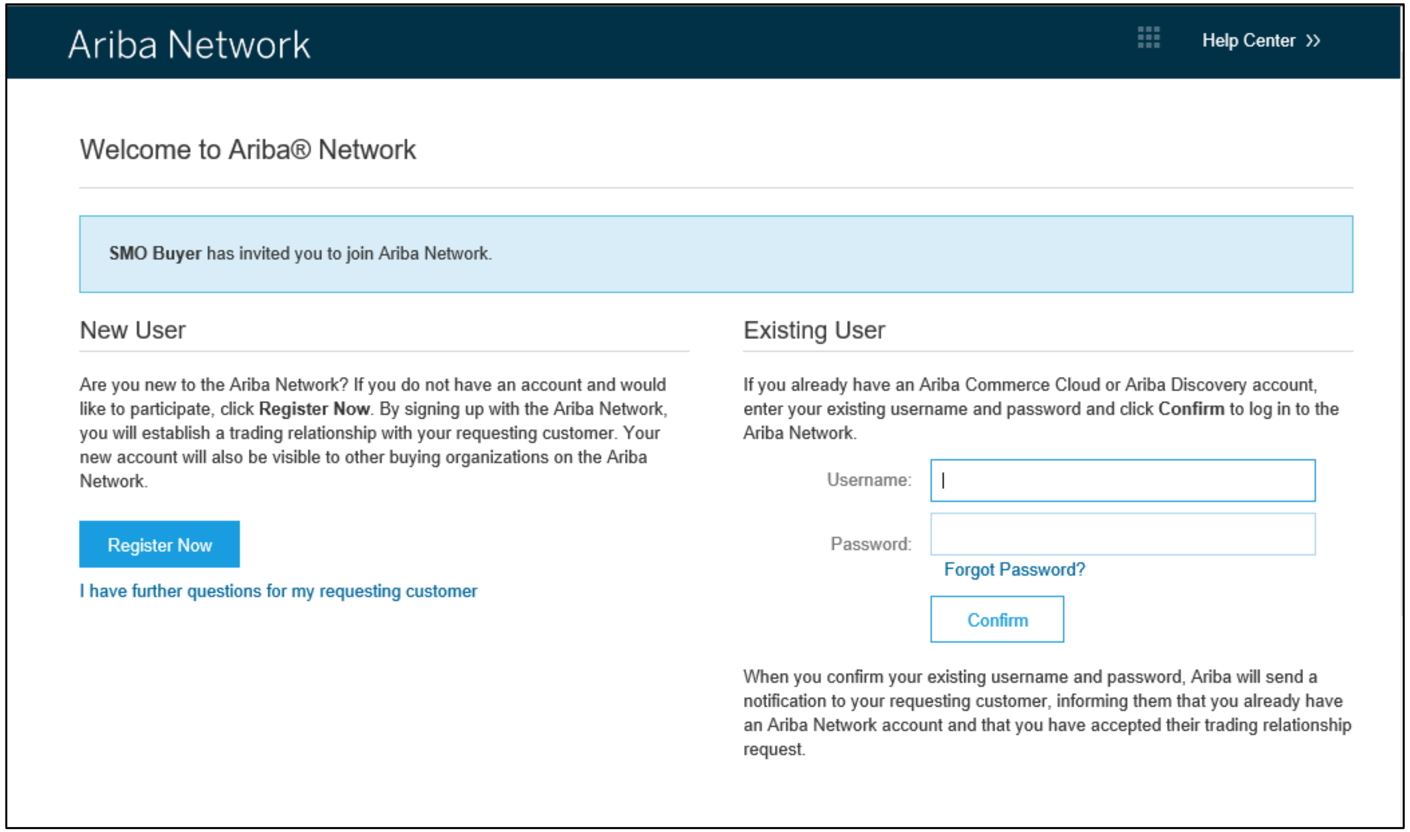
Ariba, an SAP company, offers solutions and services that enable you to easily share information and business processes with your customers through the Ariba Network, such as:

- Accelerate the sales cycle and lower the cost of sales
- Find new customers who are actively looking for what you sell
- Drive more business with current customers

Select One…

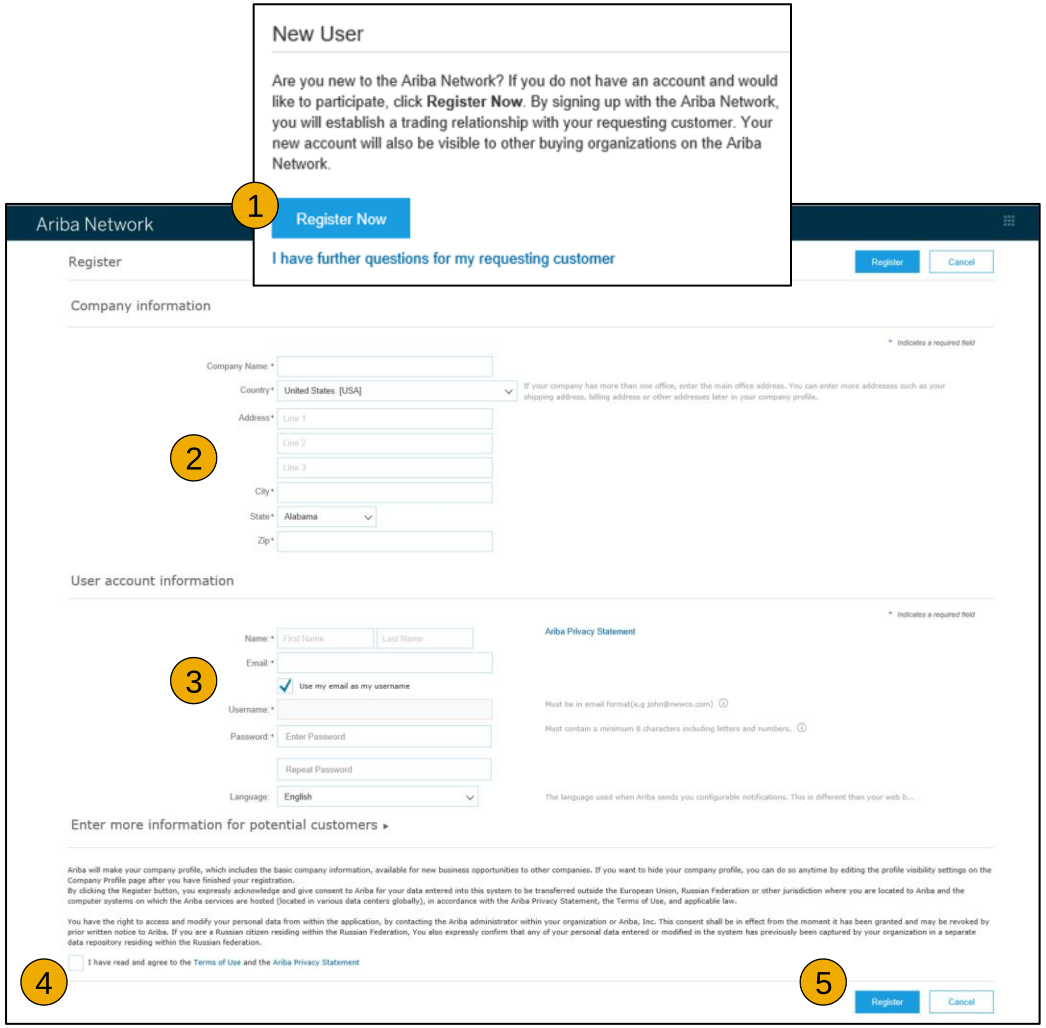
First Time User

Existing User



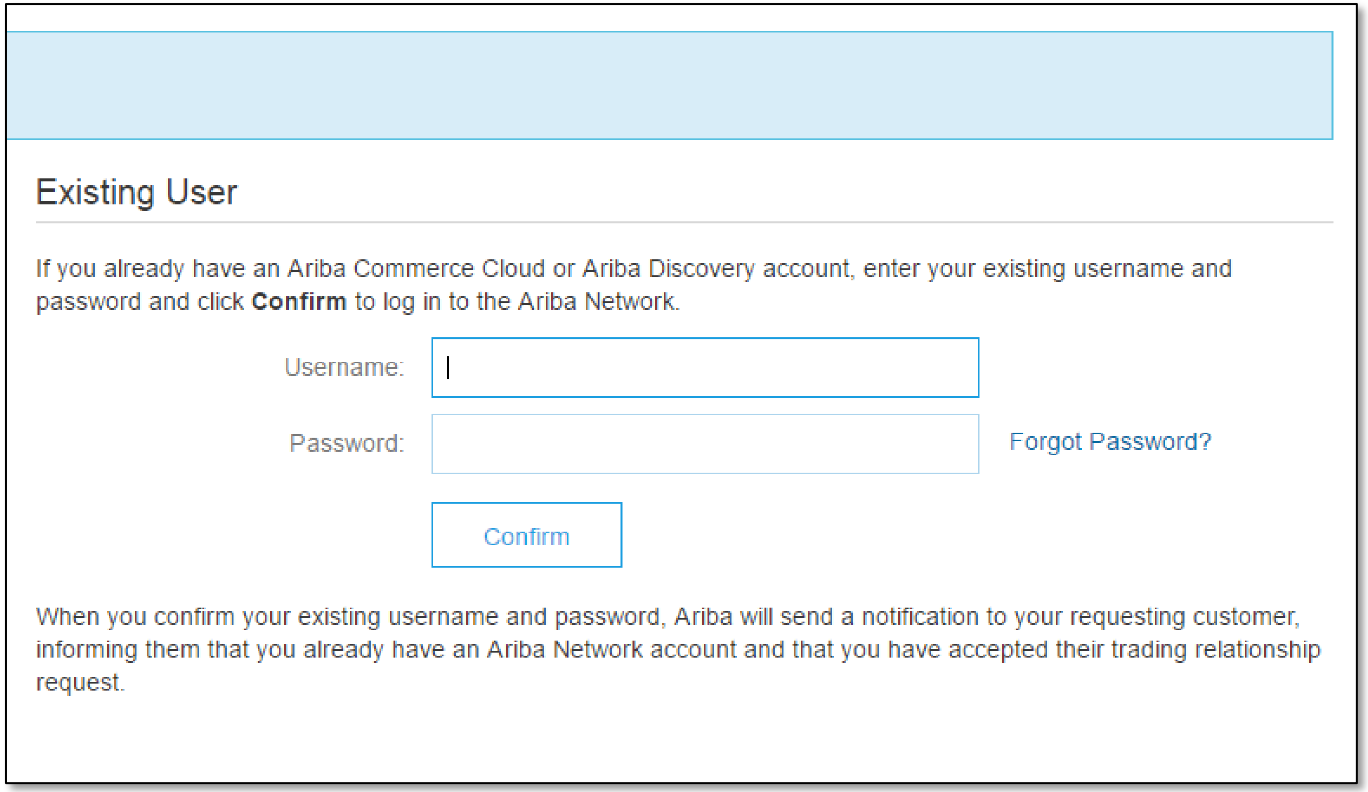
Register as a New User

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.



Accept Relationship as an Existing User

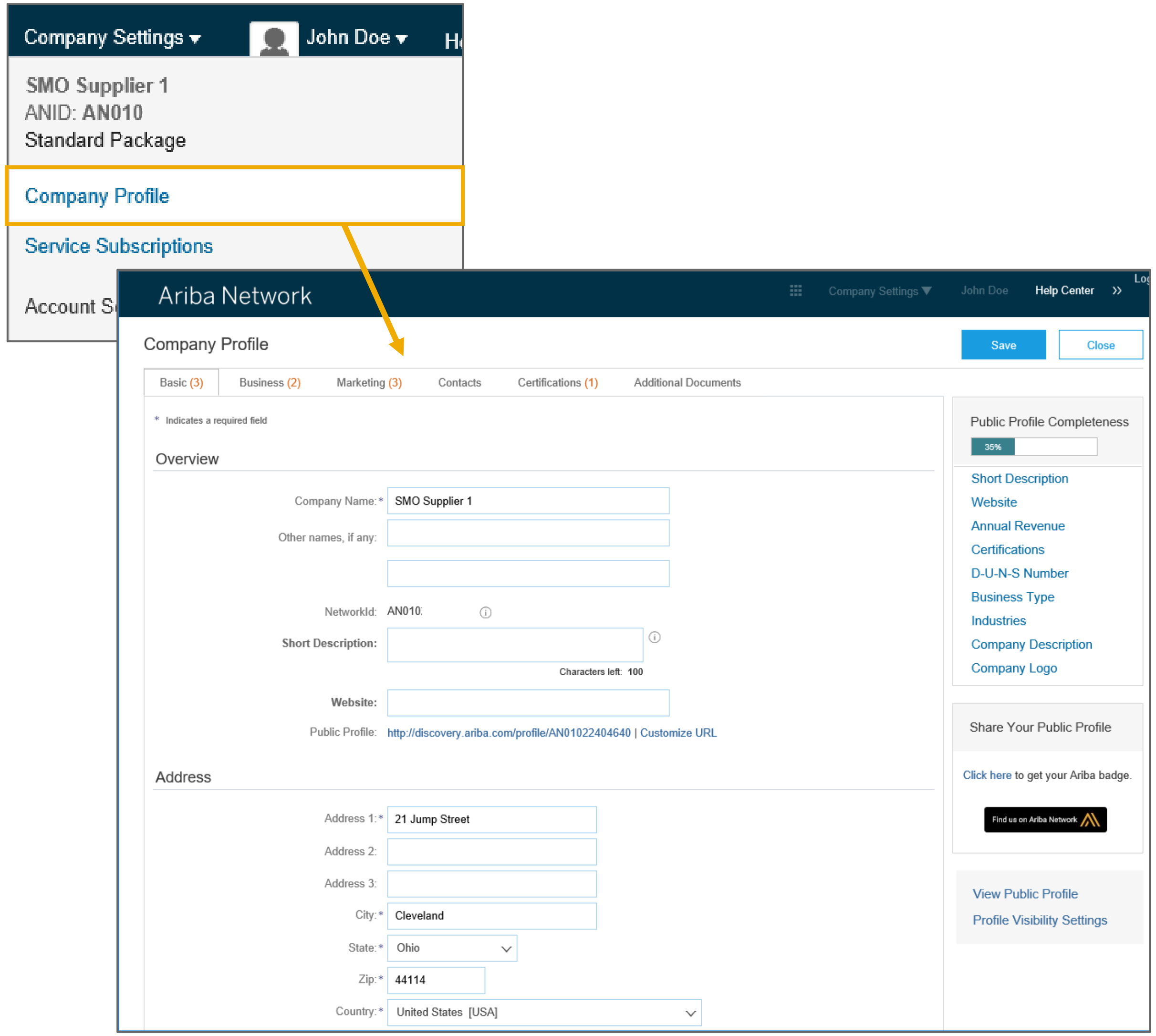
1. **Log in** using your current Ariba username and password in order to accept the relationship with Air Canada



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.



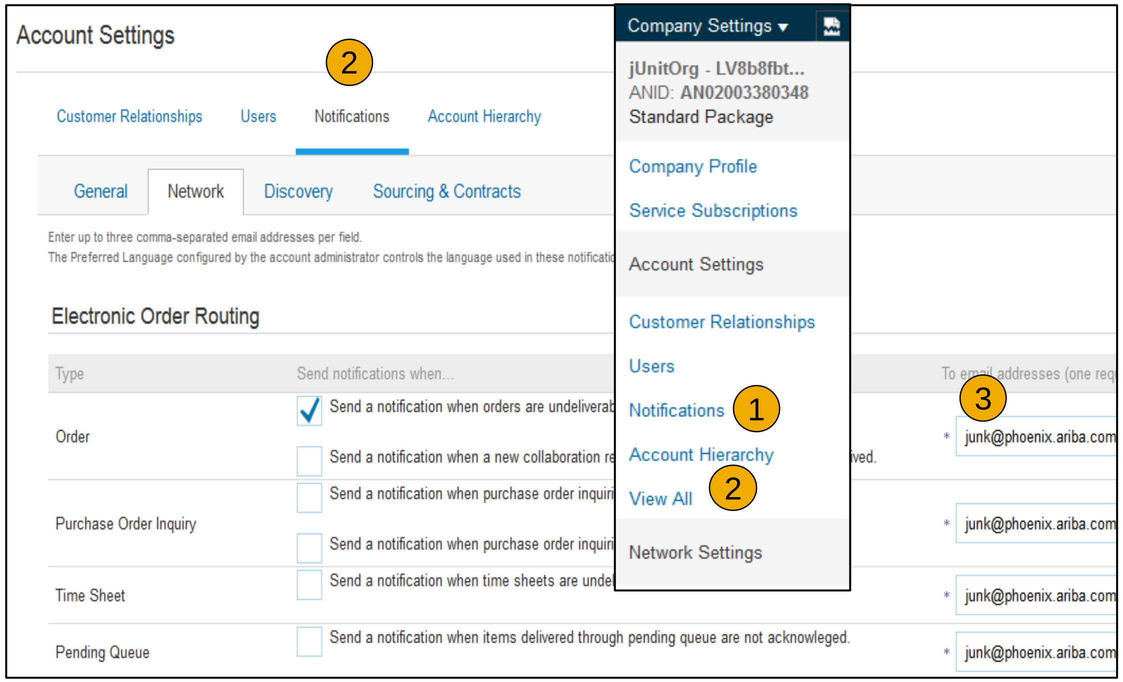
Configure Your Email Notifications

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.

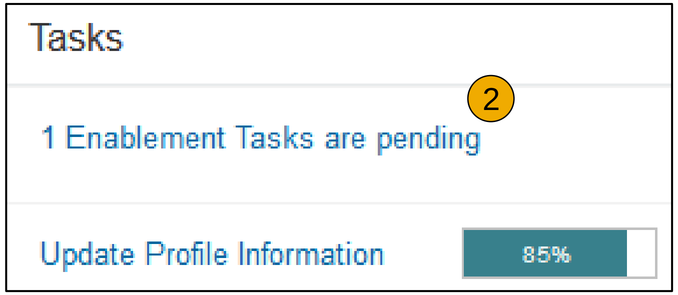
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.

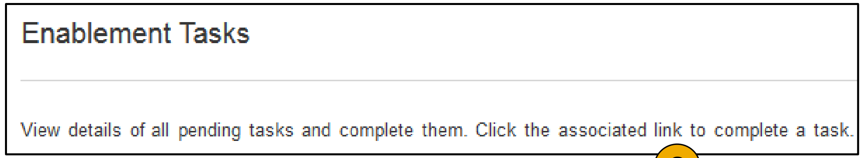
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

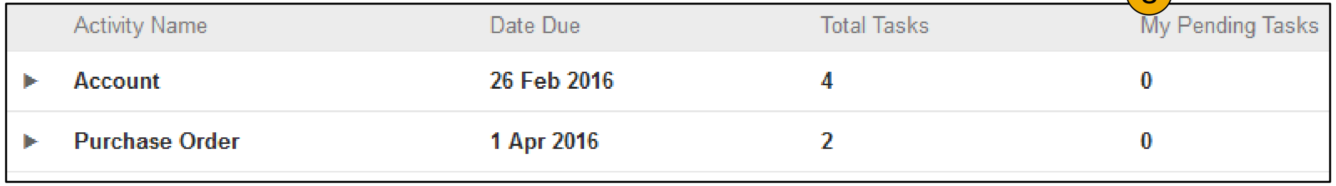


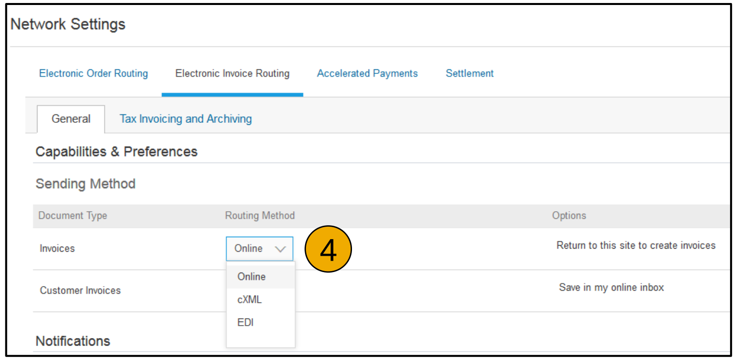
Configure Your Enablement Tasks

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.





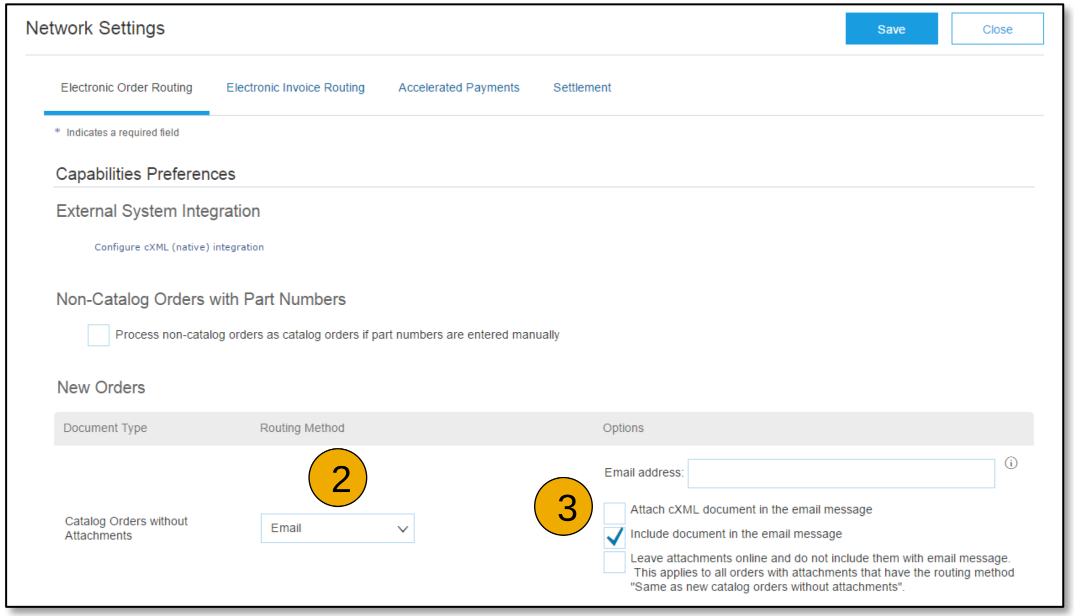




Note: There may be times you see a pending task for Air Canada. This will not go away until Air Canada completes it.

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.



Route Your Purchase Orders

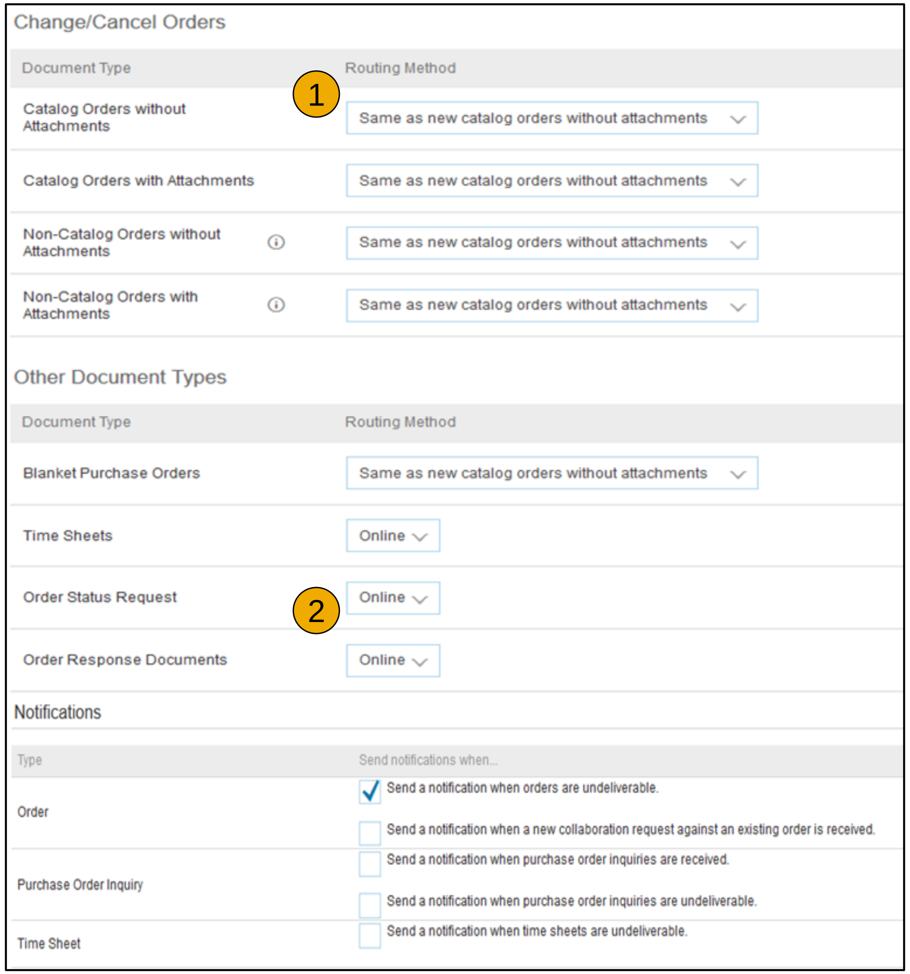
Method Details

- **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 to be connected with a Seller Integrator who will provide more information on configuration.

Select Electronic Order Routing Method

Notifications

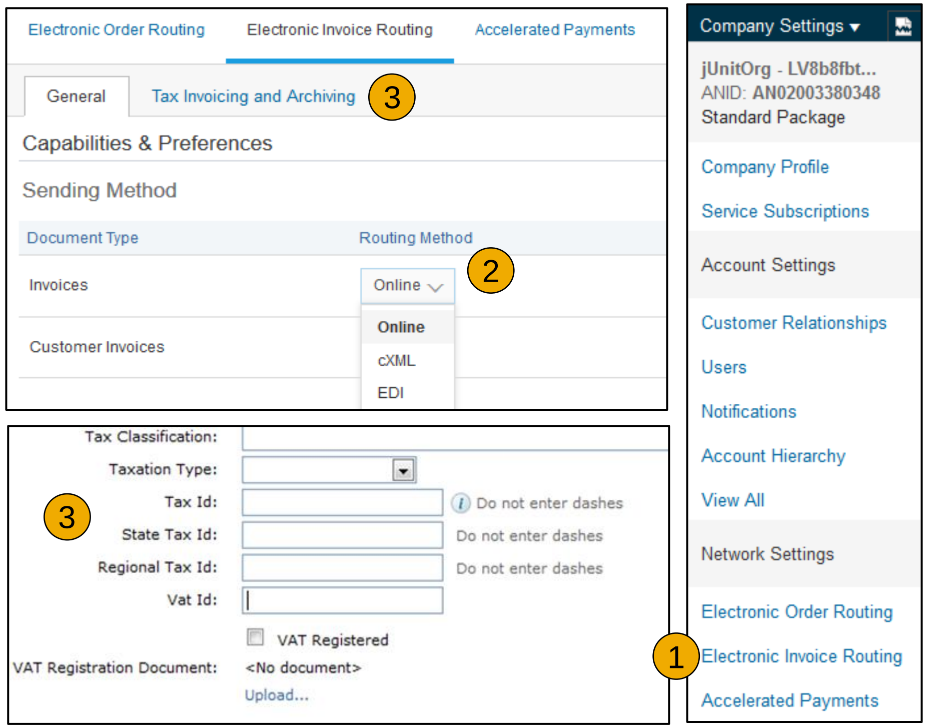
1. **Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).



Select Electronic Invoice Routing Method

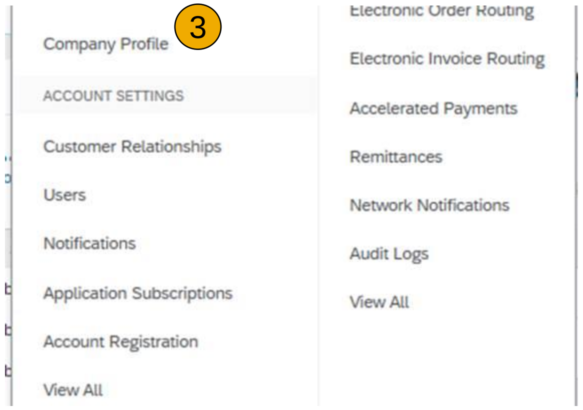
Methods and Tax Details

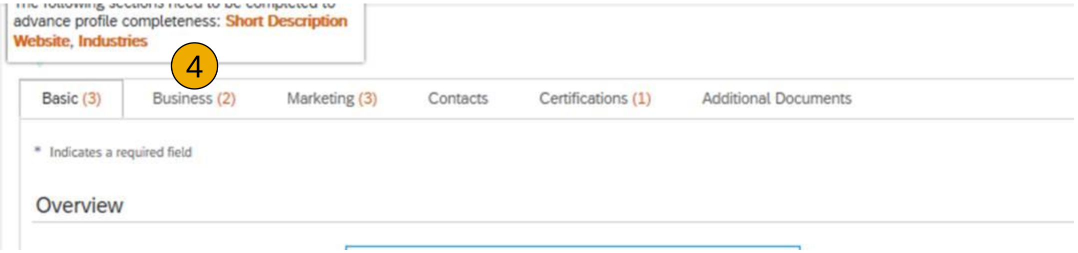
1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to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

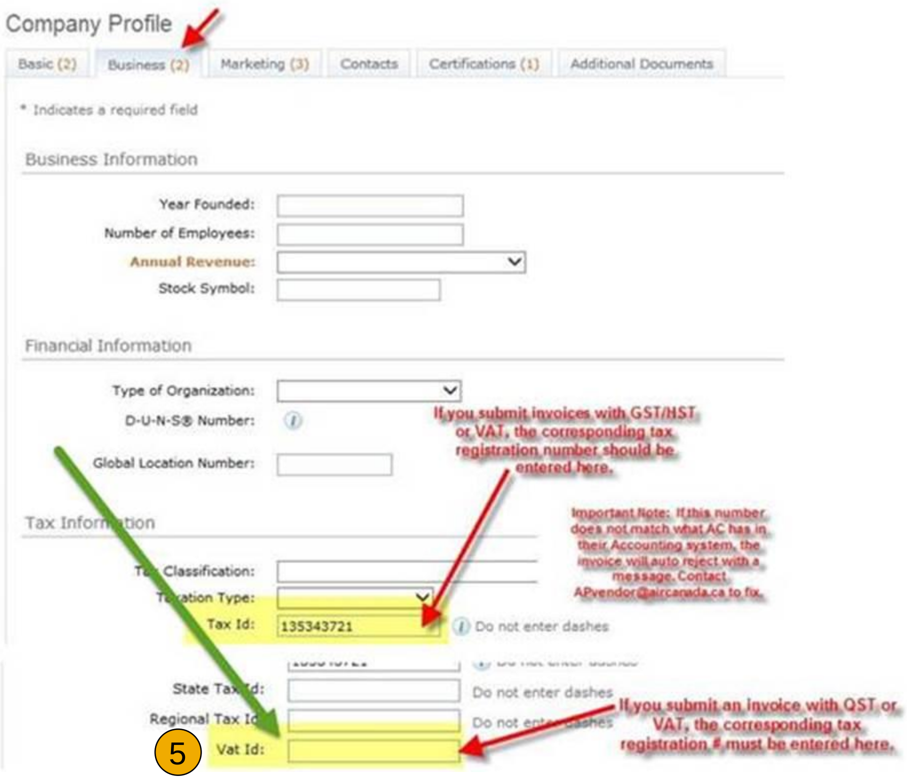


Set up the Tax IDs

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

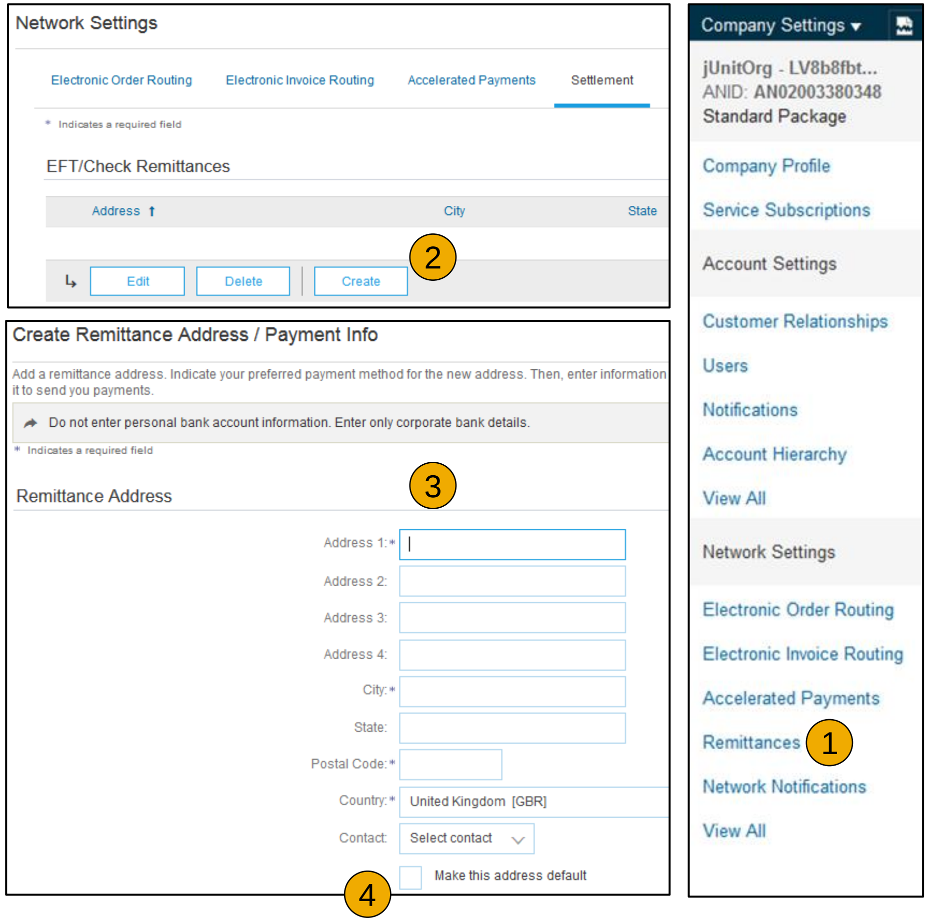






Configure Your Remittance Information

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.

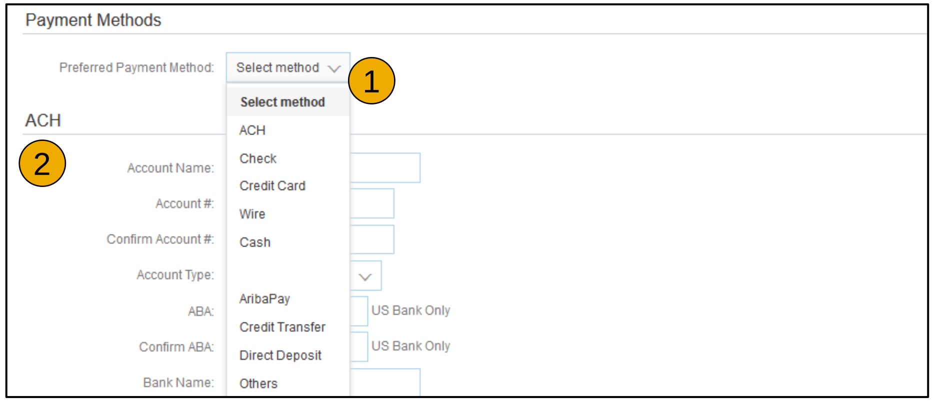


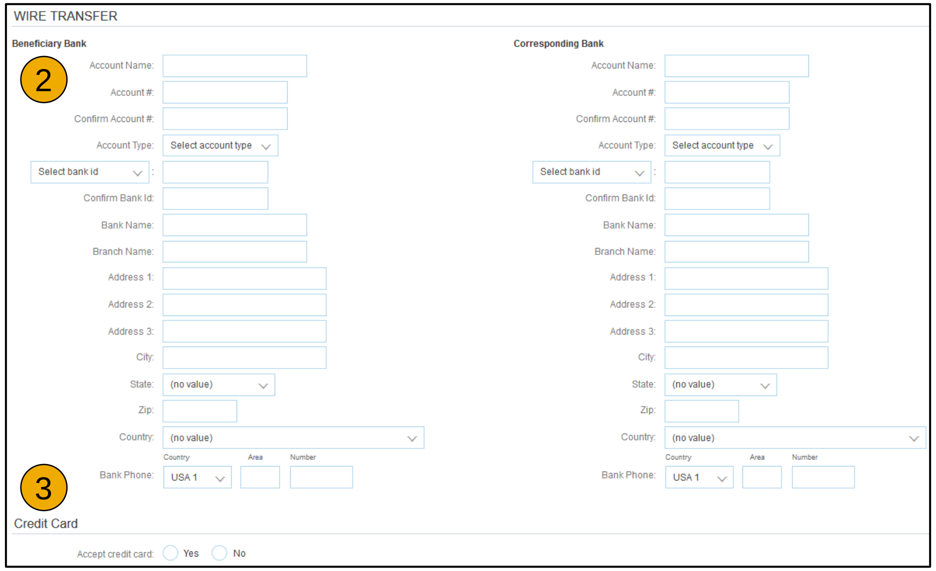
Configure Your Remittance Information

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.

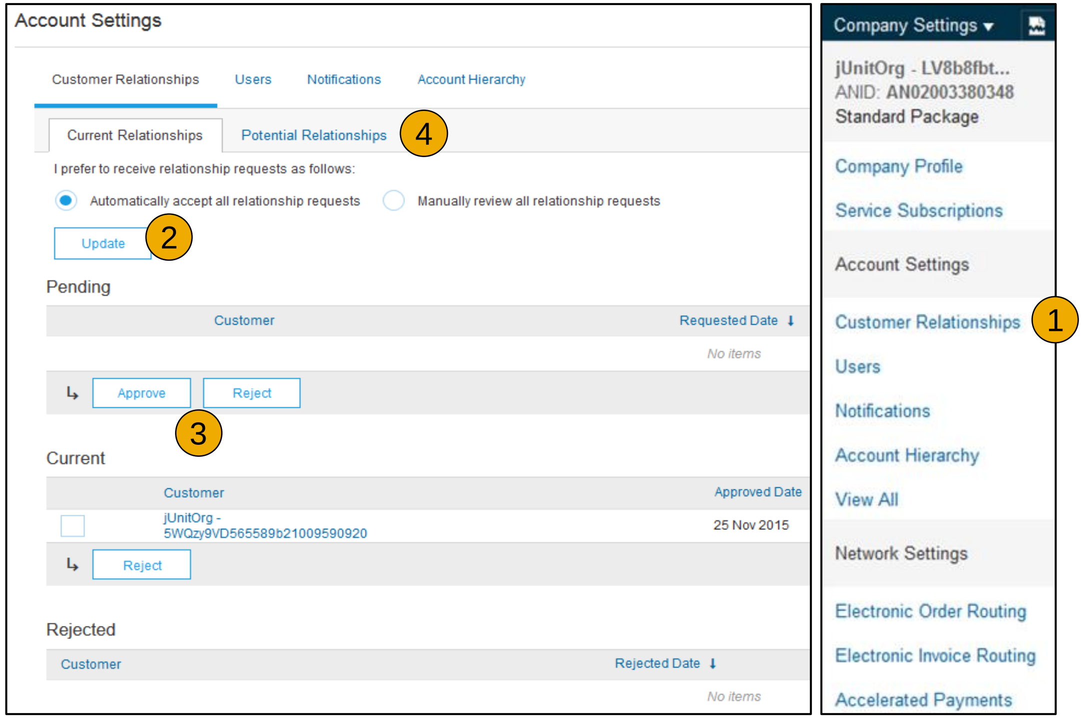




Review Your Relationships

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.



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

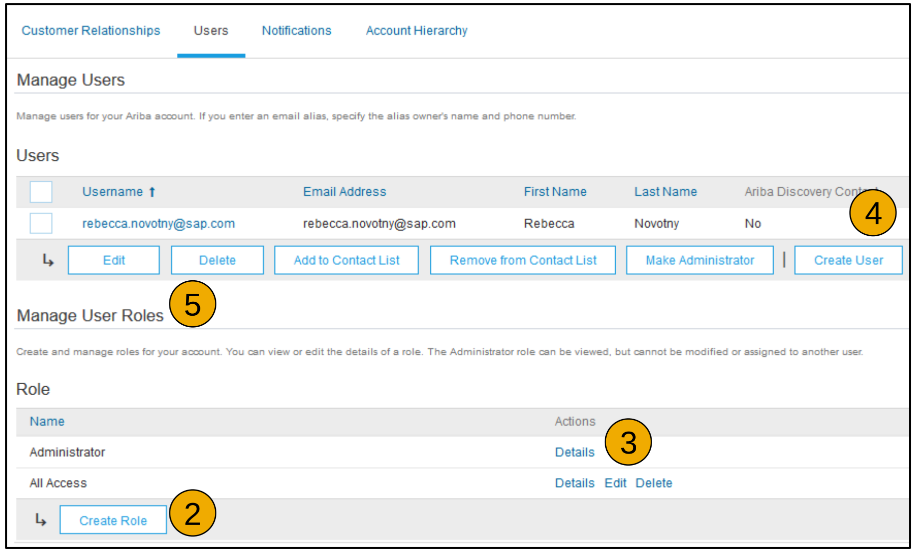
User

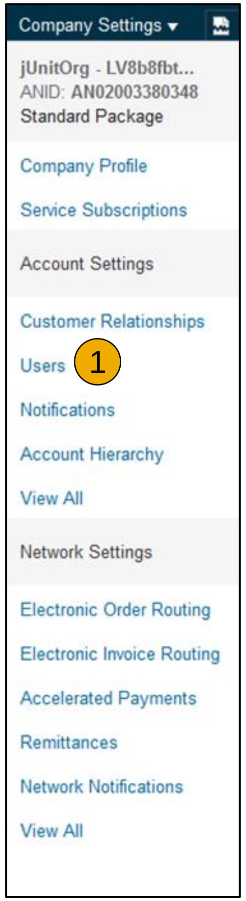
- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user's actual job responsibilities
- Can access all or only specific customers assigned by Administrator

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.

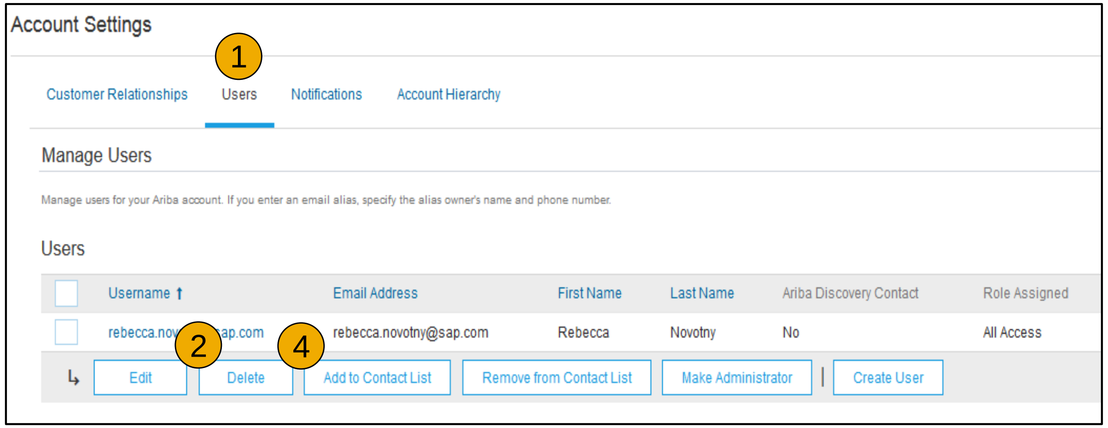


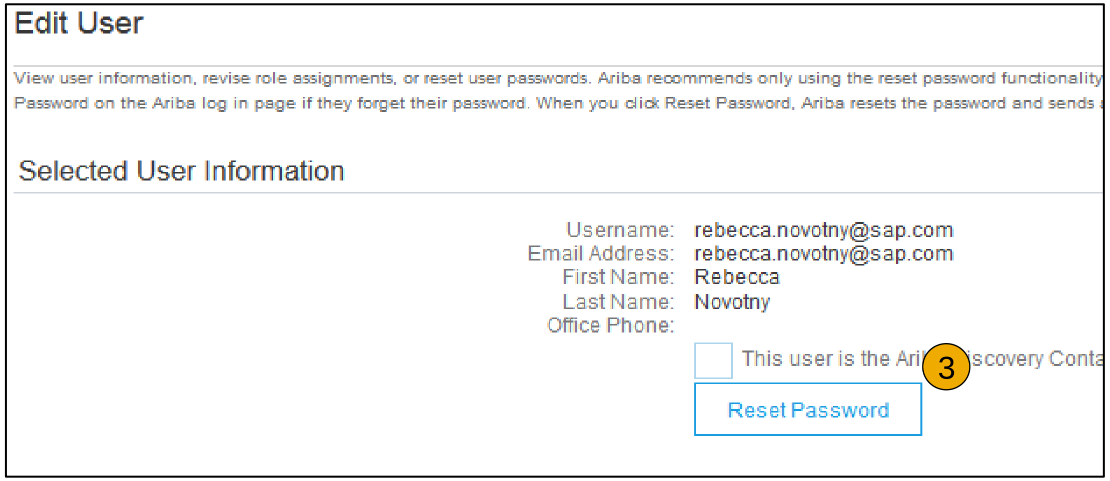


Set Up User Accounts

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



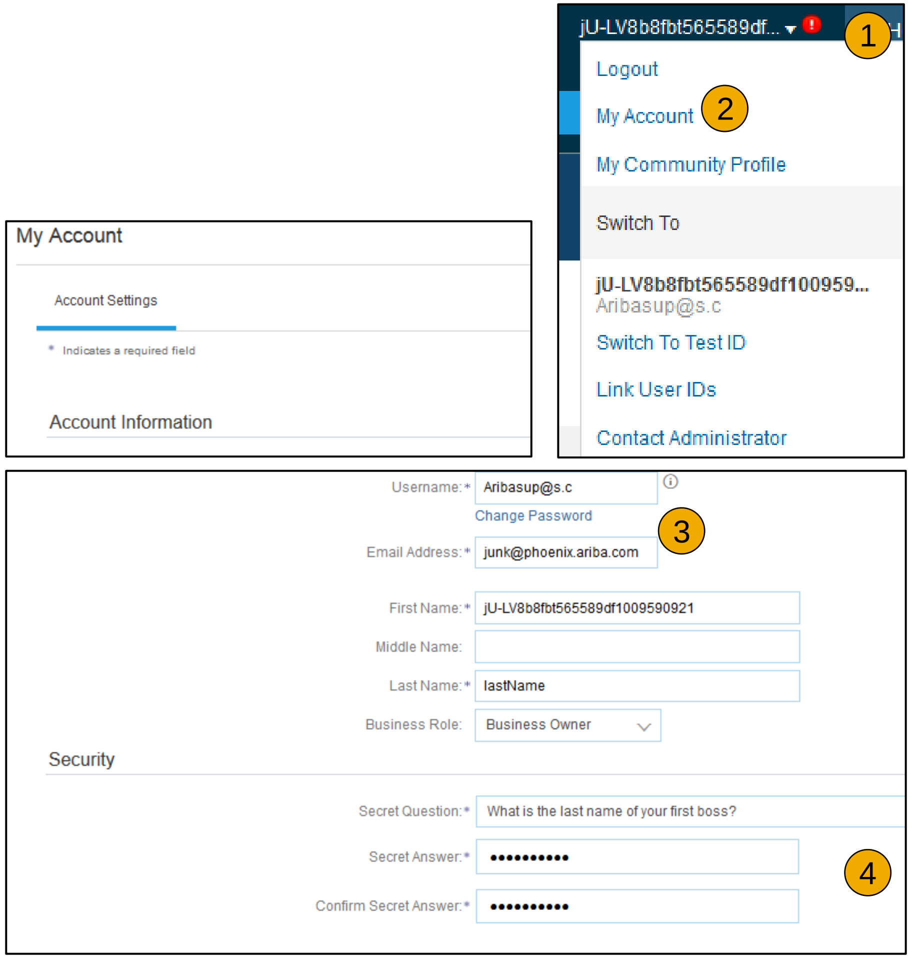


Enhanced User Account Functionality

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.



Consolidate Your Bills Through a Multi-Org

SAP Ariba

Branch 1
Parent Account
ANID 1

Branch 2 ANID 2

Branch 3 ANID 3

Branch 4 ANID 4

Multi-Org Consolidated Invoice

Branch 1 **Parent Account
- Customer X
- Customer Z

Branch 2
- Customer Y
- Customer Z

Branch 3
- Customer Y
- Customer Z

Branch 4
- No chargeable relationship

1 Master Anniversary Date

1 service invoice per quarter for all customers

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:

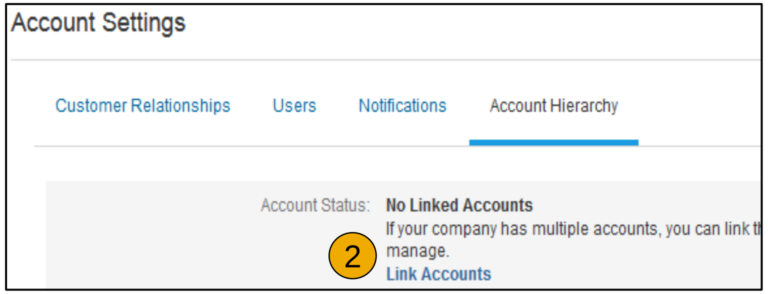
- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

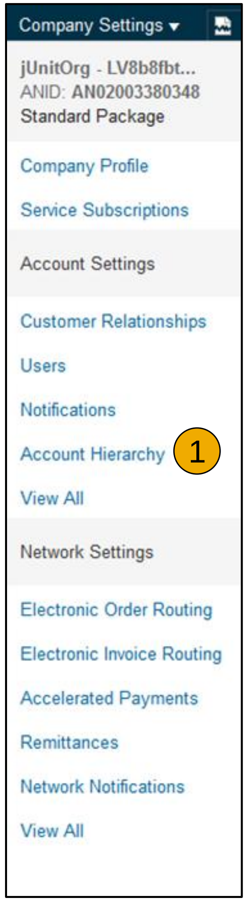
Create an Account Hierarchy

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.

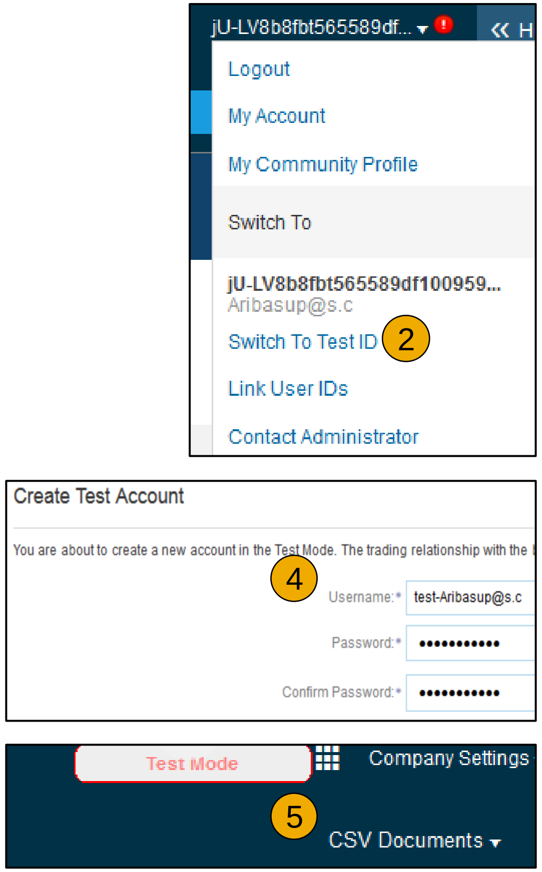
5. **Once** the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.





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

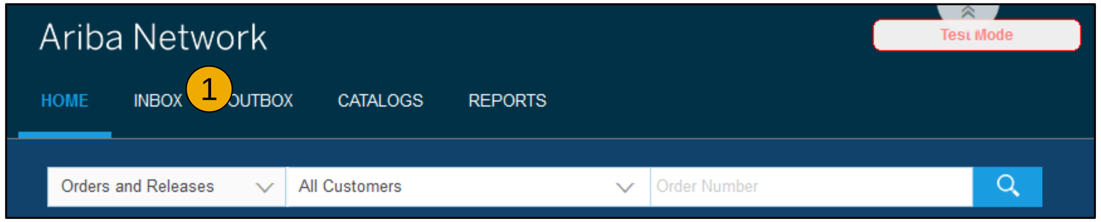
Purchase Order Detail

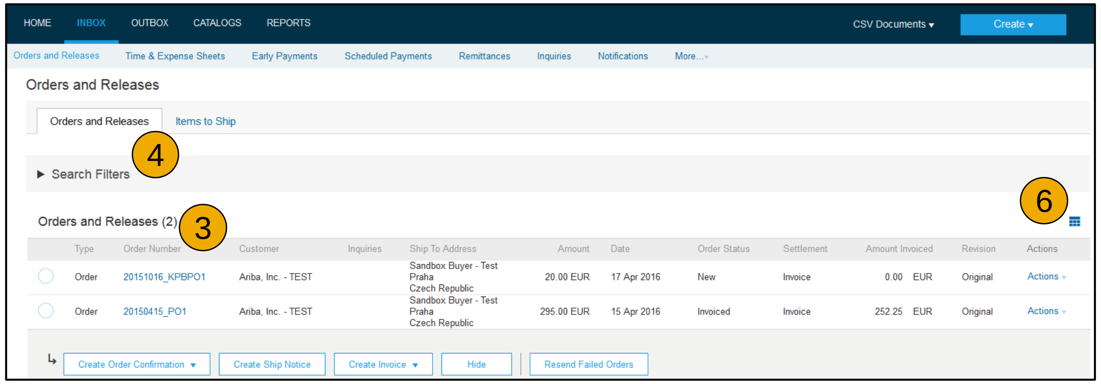
Create PDF of Purchase Order

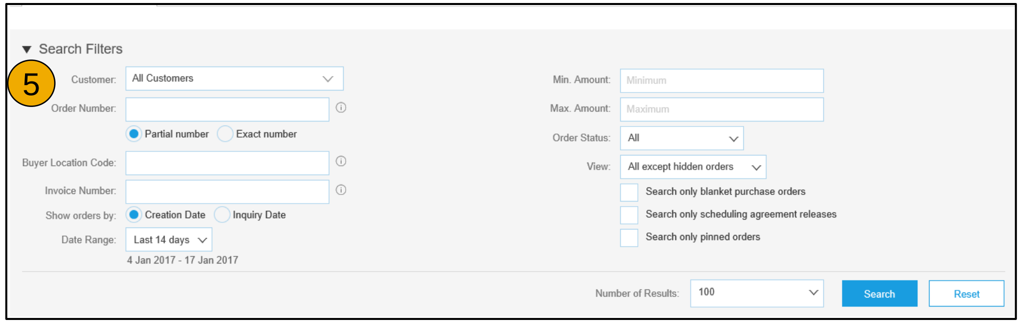
Manage POs

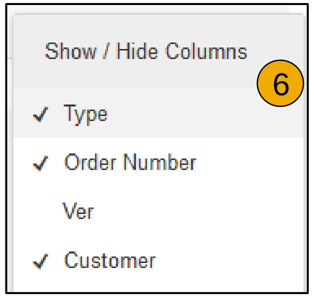
View Purchase Orders

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.









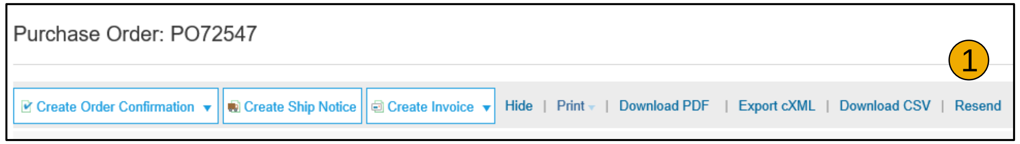
Manage POs
Purchase Order Detail

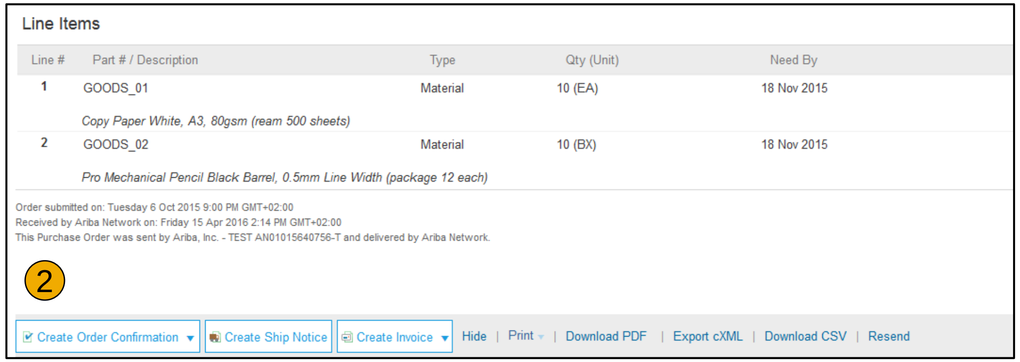
1. **View** the details of your order.
The order header includes the order date and information about the buying organization and supplier.

   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 cXM**L 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.



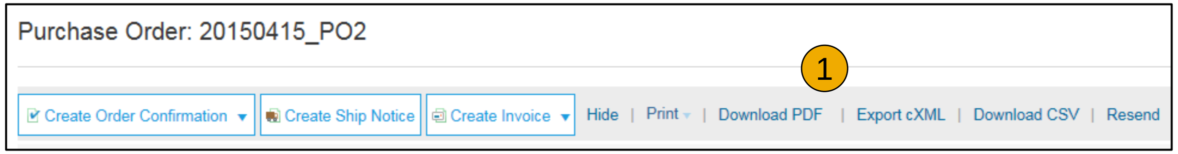


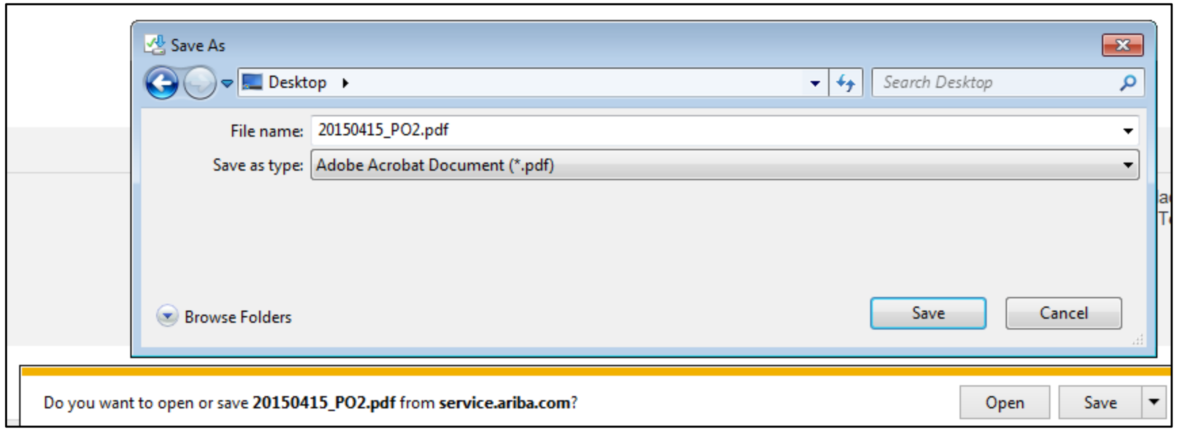
Manage POs

Create PDF of PO

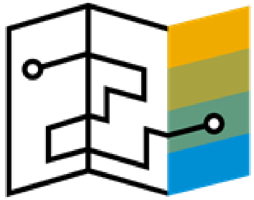
1. **Select "Download PDF"** as shown.

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)

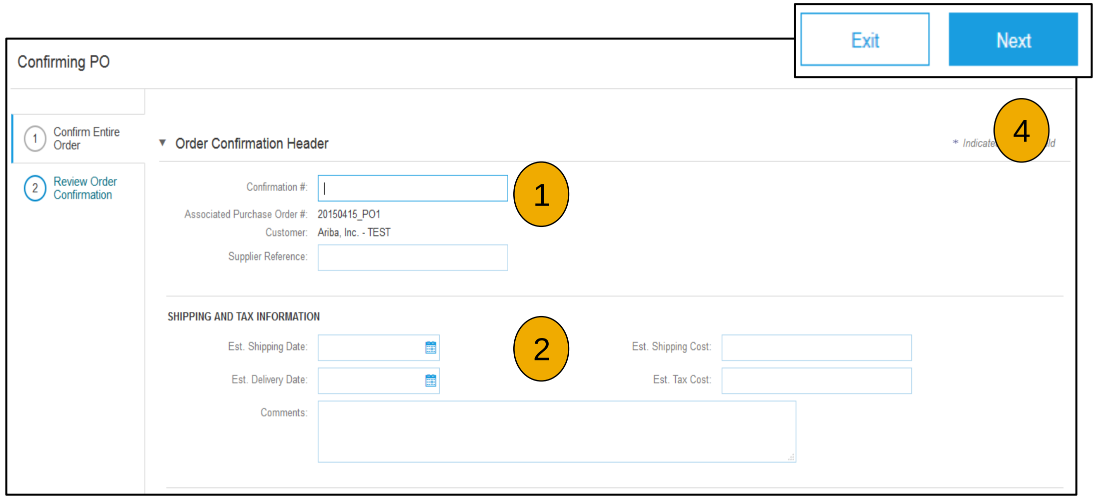
- [Create Ship Notice]
- [Delivery Terms and Transportation Details]
- [Details]
- [Submit Ship Notice and Status]

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.**

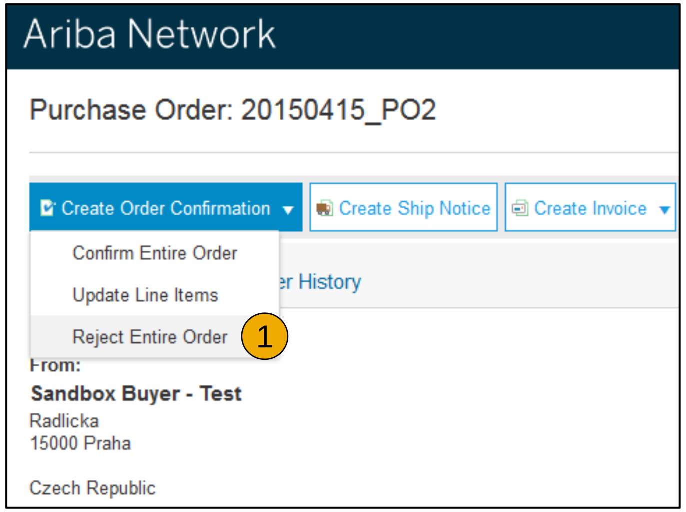


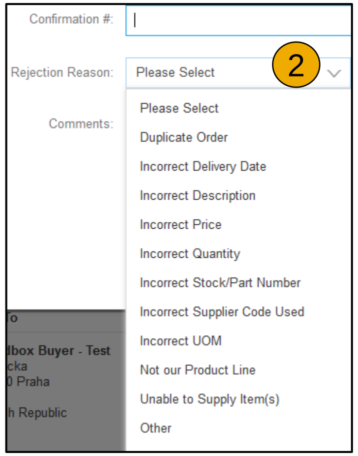
Once the order confirmation is submitted, the Order Status will display as Confirmed.
When viewing documents online, links to all related documents are displayed.
Click Done to return to the Inbox.

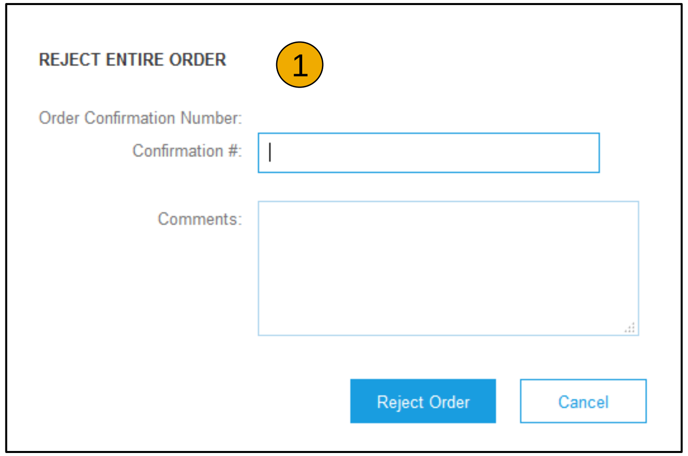
Create Order Confirmation
Reject Entire Order

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.)



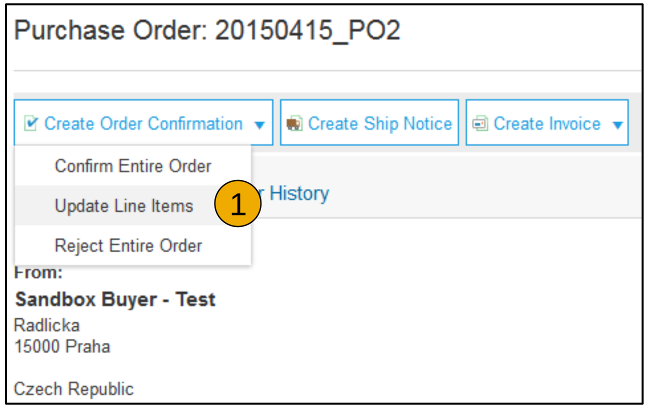


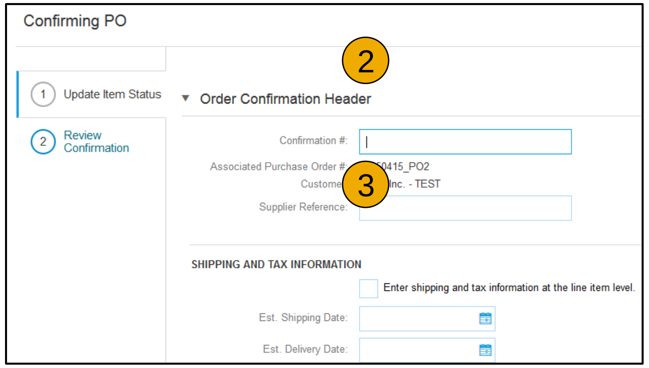


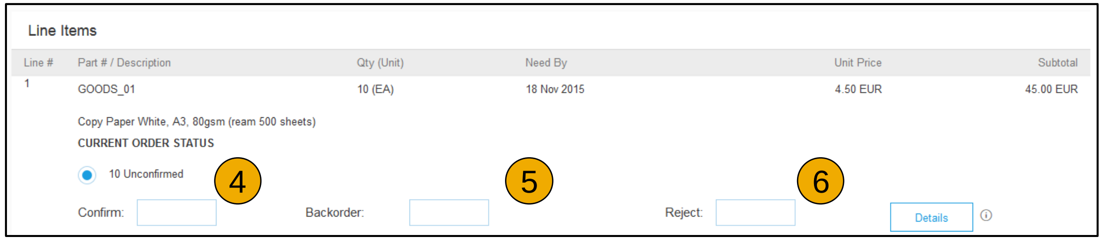
Create Order Confirmation

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.







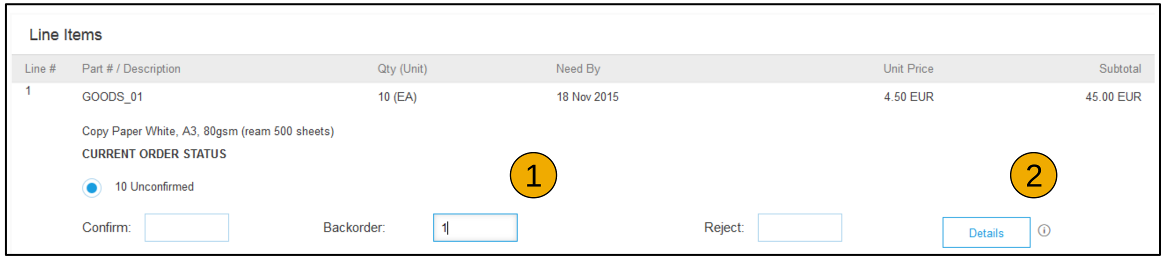
Confirm Order

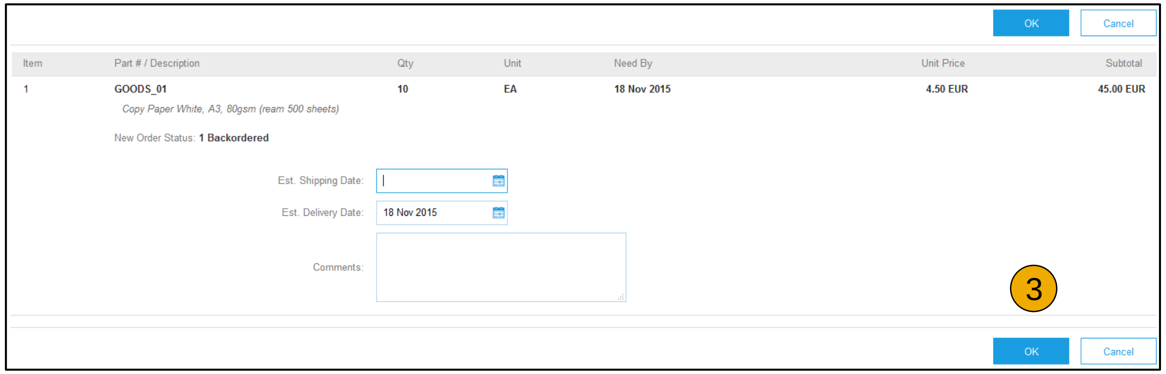
Update Line Items - Backorder

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.

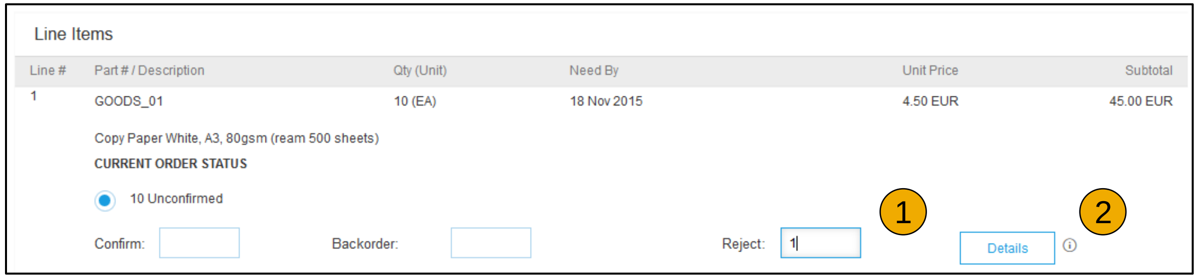


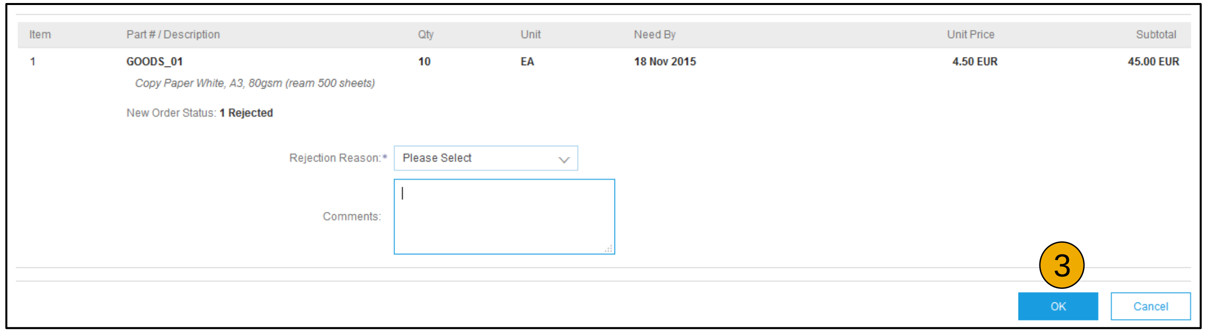


Confirm Order

Update Line Items - Reject

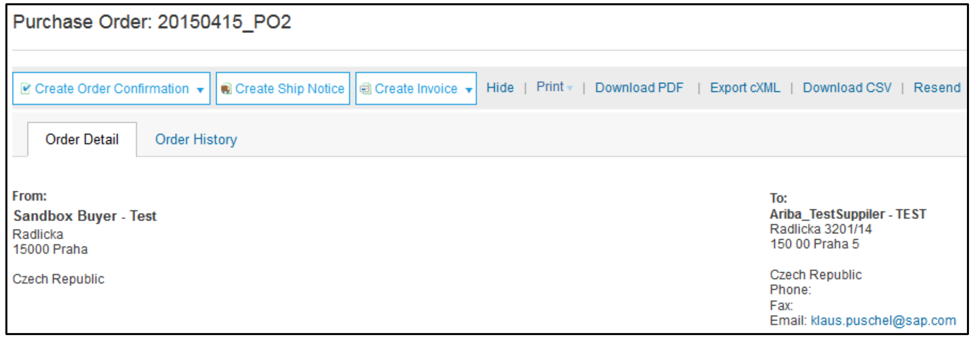
1. **Enter** the quantity in the Reject data entry field to reject item.
2. **Click** the Details button to enter a reason for the rejection in the Comments field on the Status Details page.
3. **Click OK** when done.

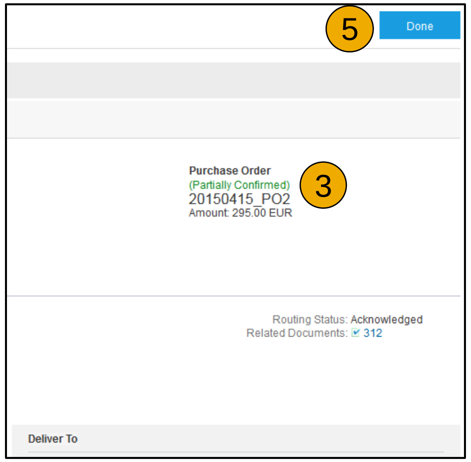




Confirm Order
Update Line Items

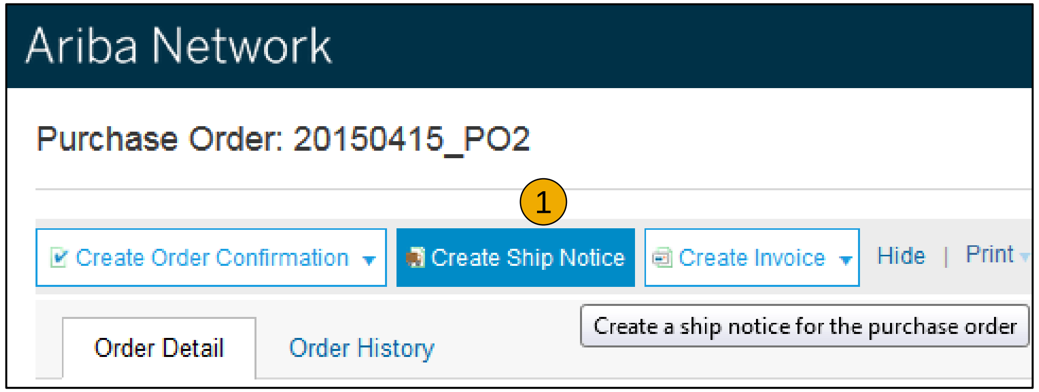
1. **Continue** to update the status for each line item on the purchase order. Once finished, click Next to proceed to the review page.
2. **Review** the order confirmation and click Submit. Your order confirmation is sent to Air Canada.
3. **The Order Status will display** as Partially Confirmed if 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.

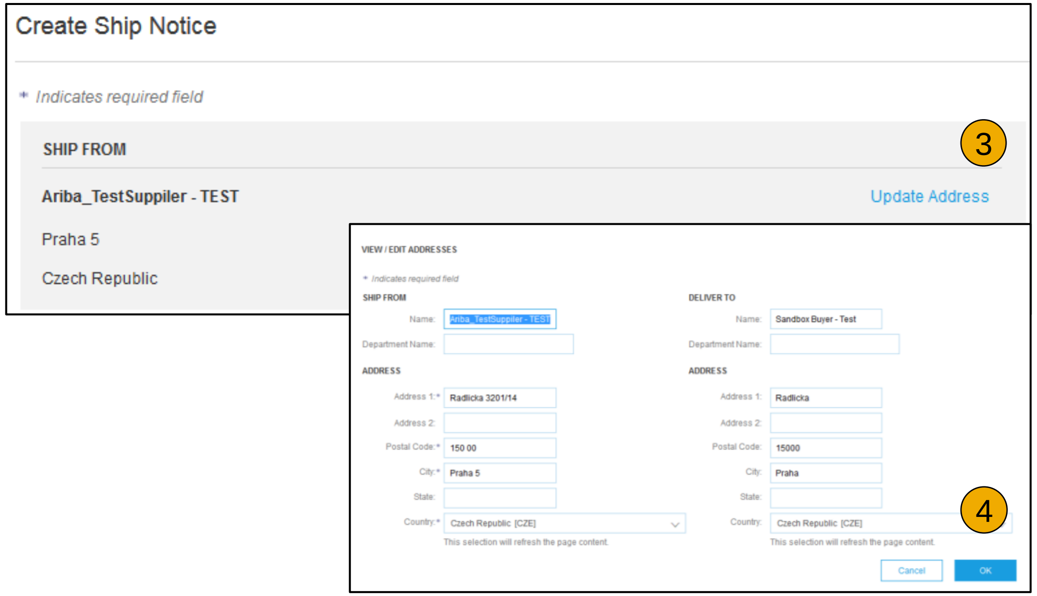




Create Ship Notice

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.

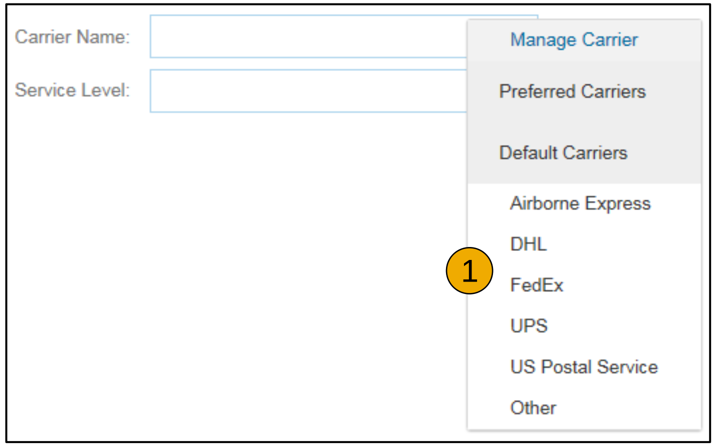


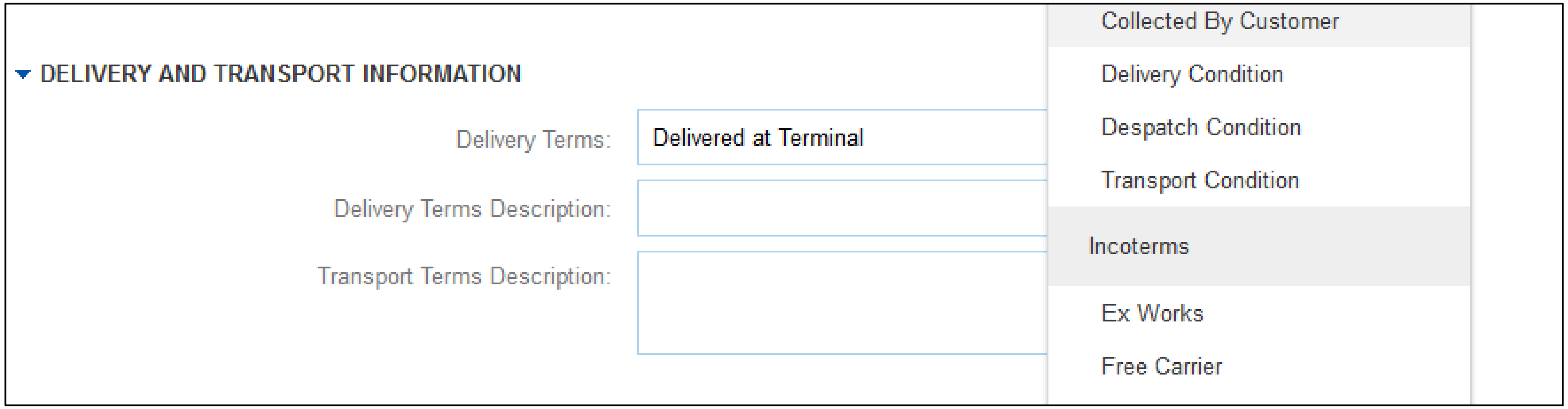


Create Ship Notice

Delivery Terms and Transportation Details

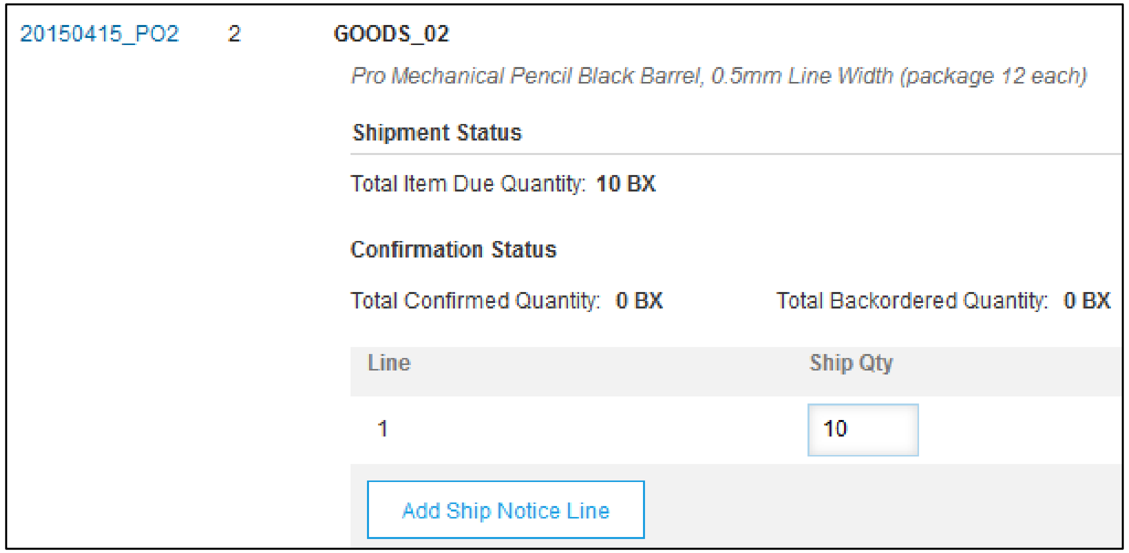
1. **Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.

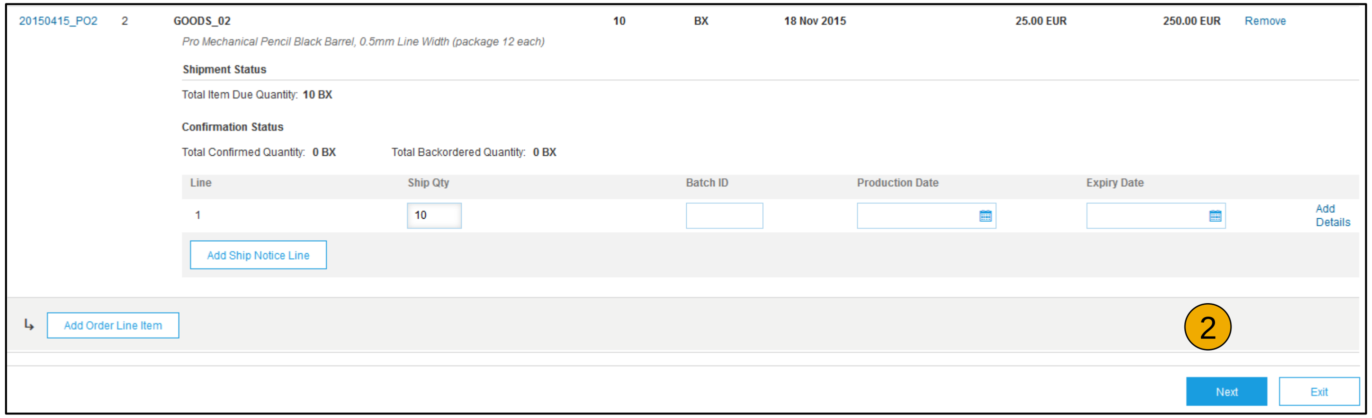




Create Ship Notice
Details

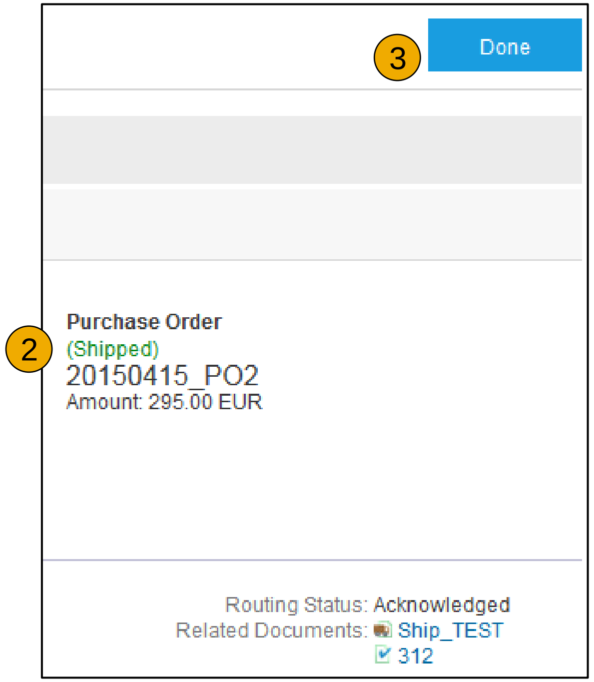
1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Click Next** to proceed to review your Ship Notice.





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

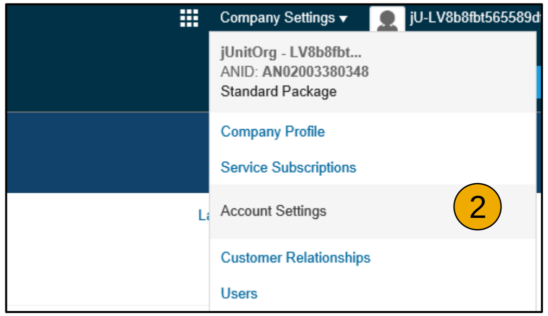
Air Canada Invoice Requirements

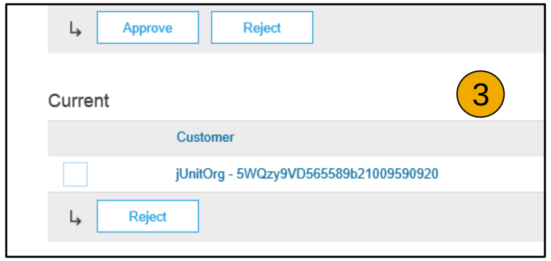
1. Suppliers must create an Order Confirmation before creating a Ship Notice
2. Suppliers must create an Order Confirmation for the Purchase Order before creating the invoice
3. Suppliers cannot confirm more than the amount or quantity stated on the PO
4. Suppliers are required to include a Remit To 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
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.

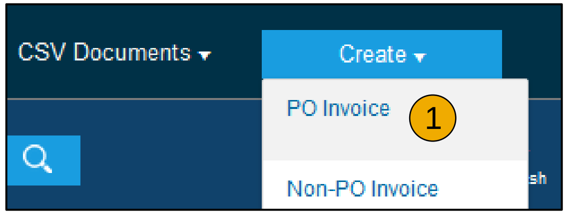


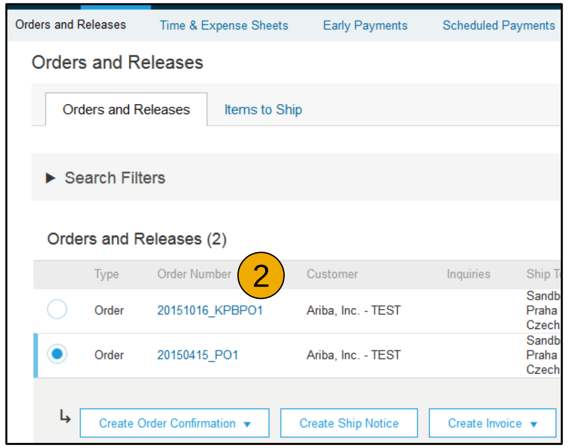


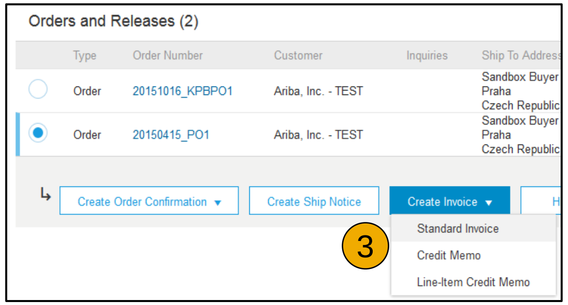
Invoice via PO Flip

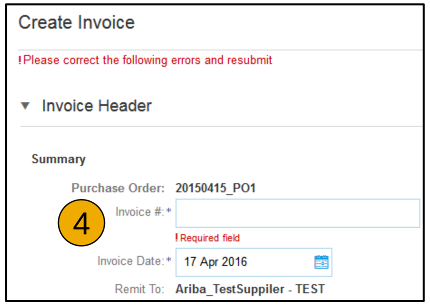
To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

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.









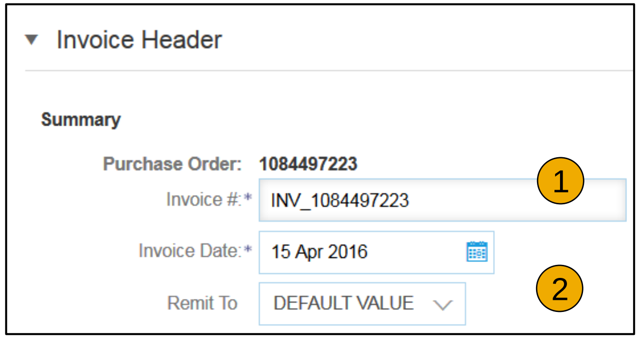
Invoice via PO Flip

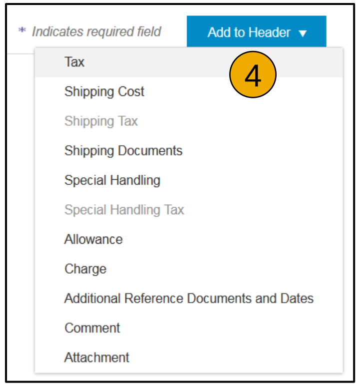
Header

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 via PO Flip

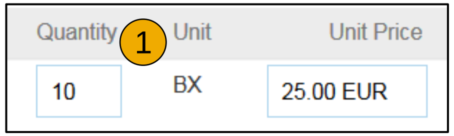
Line Items

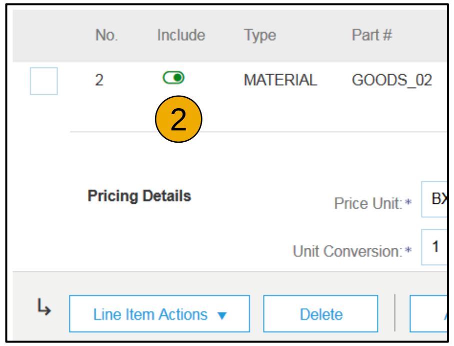
Line Items section shows the line items from the Purchase Order.

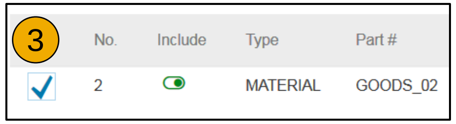
1. **Review or update Quantity** for each line item you are invoicing.
2. **If you wish** to exclude a line item from the invoice, click on the line item's green slider. You can also exclude the line item by clicking the check box to the left and clicking 'Delete'.

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.



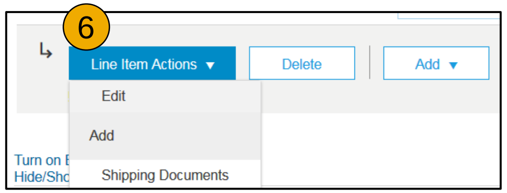


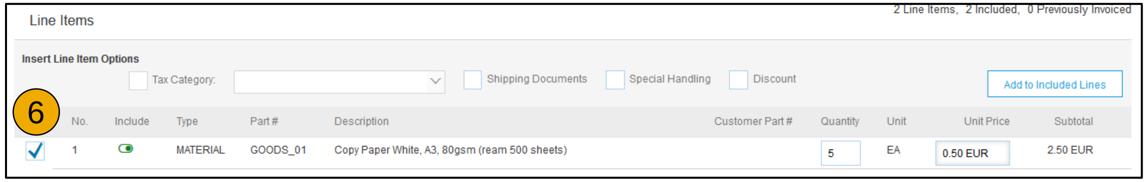


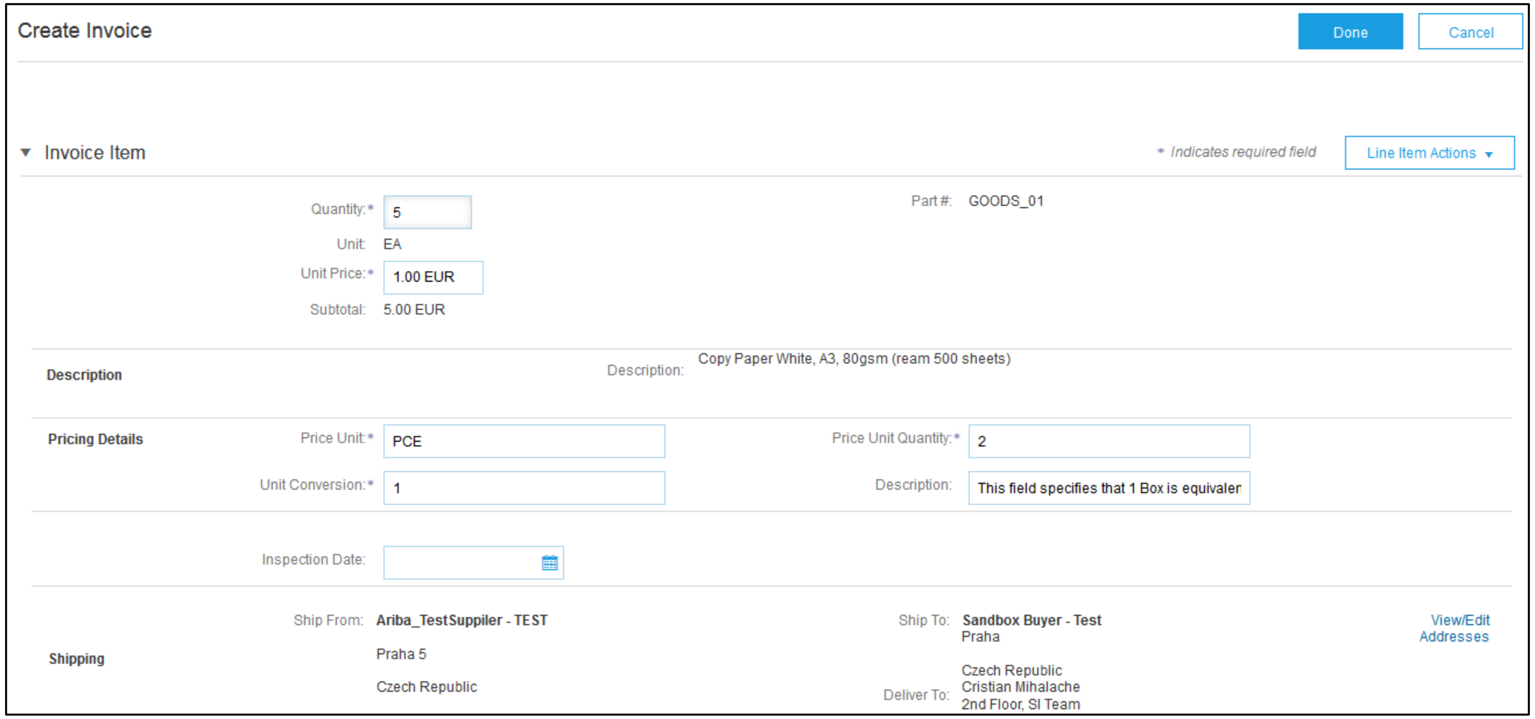
Invoice via PO Flip

Detail Line Items

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







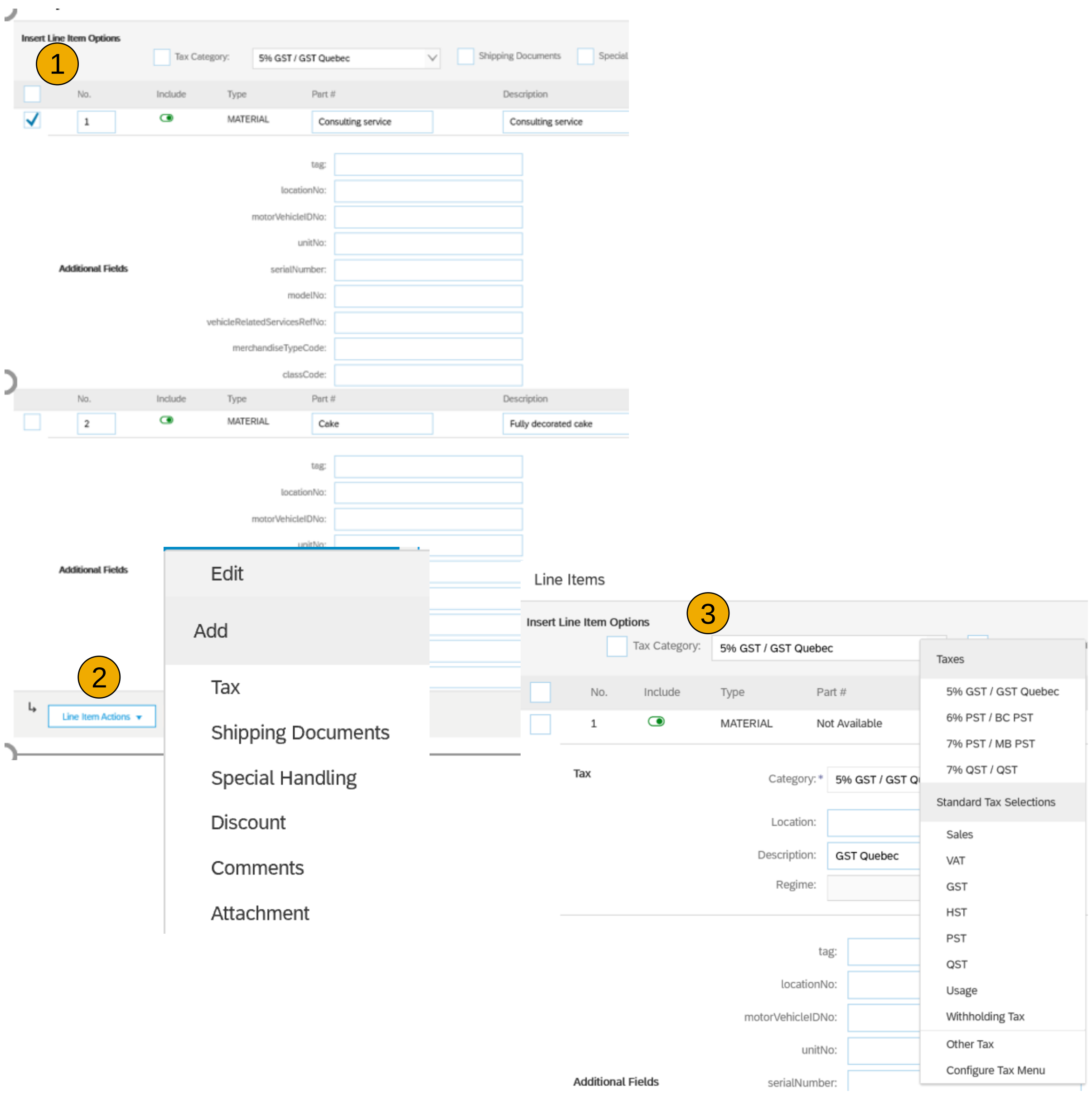
Invoice via PO Flip

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.

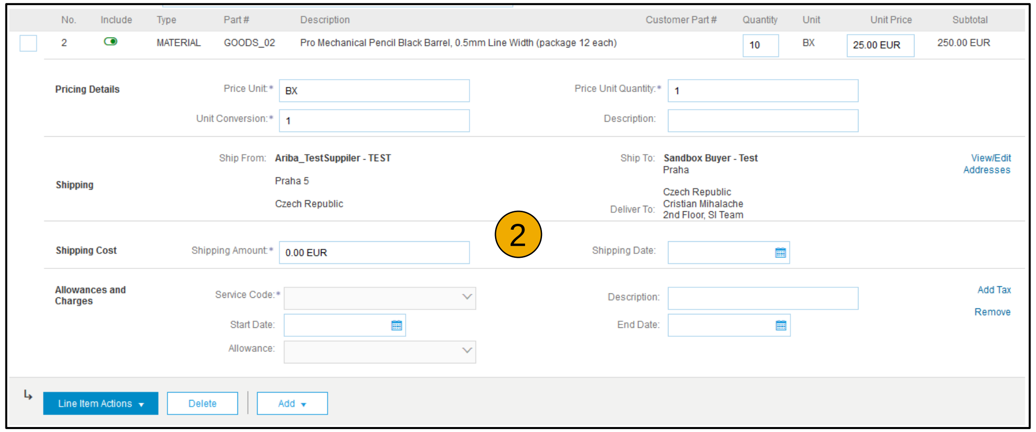


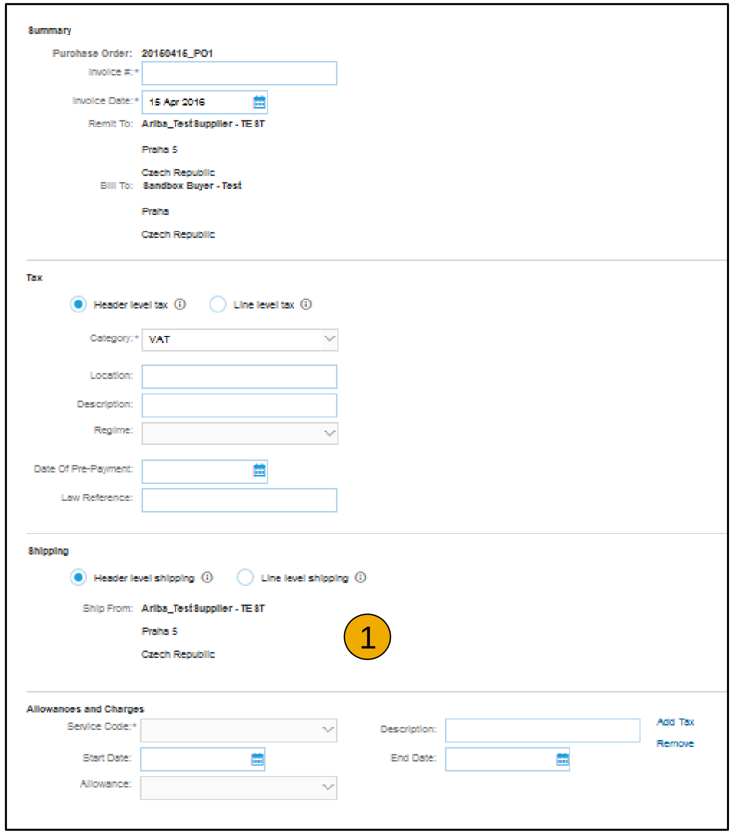
Invoice via PO Flip

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**





Invoice via PO Flip

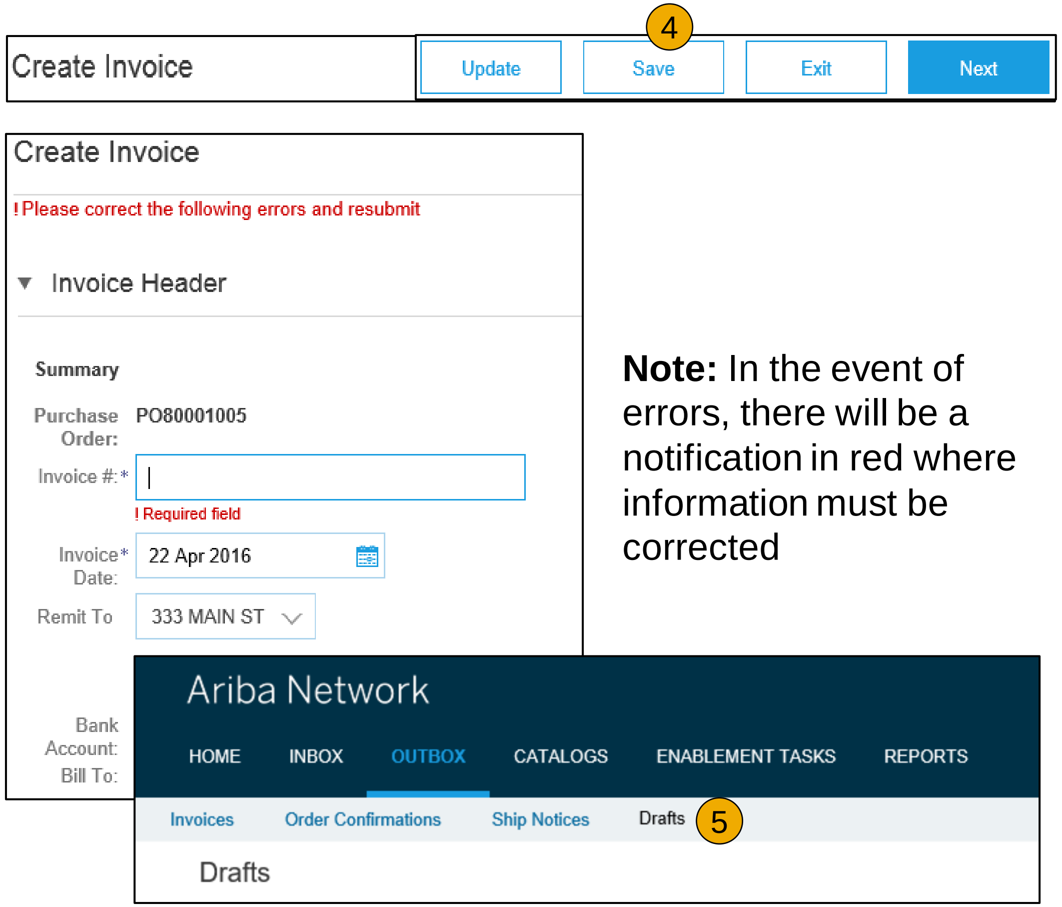
Line Item Comments

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.

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.



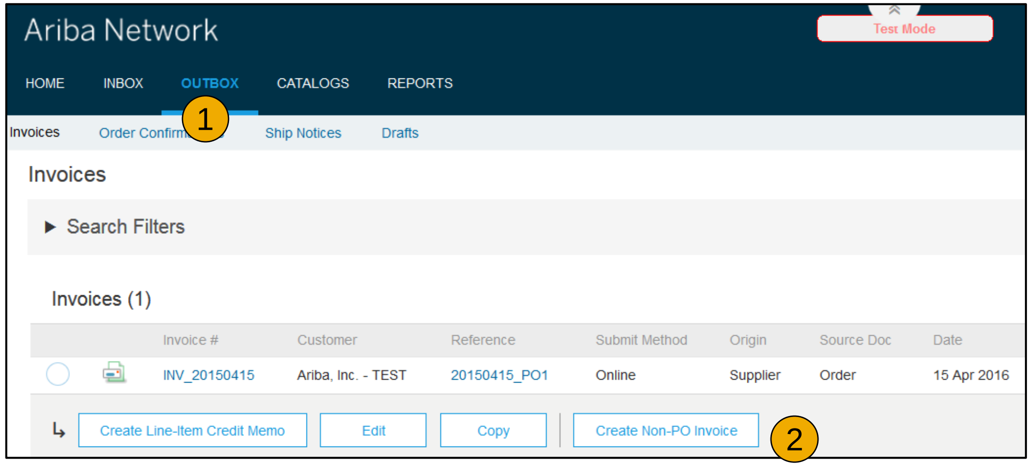
Note: In the event of errors, there will be a notification in red where information must be corrected

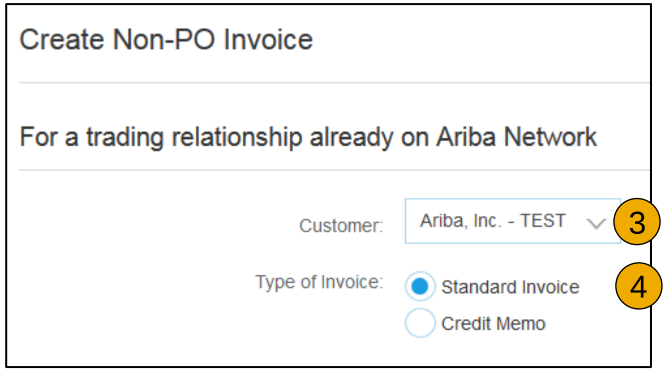
Invoice Without a Purchase Order

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**.



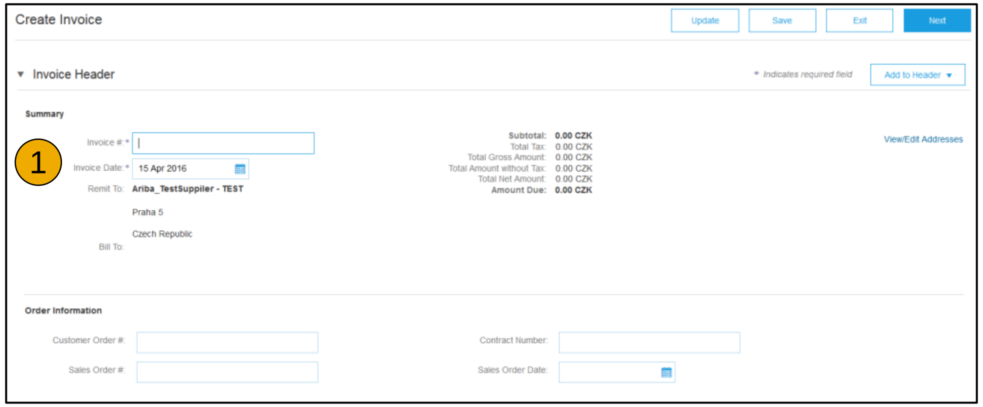


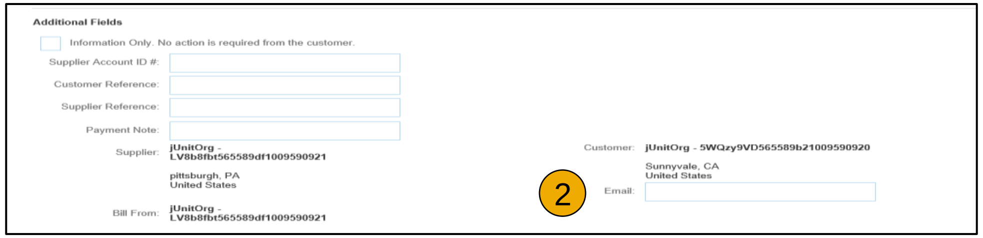
Invoice Without a Purchase Order

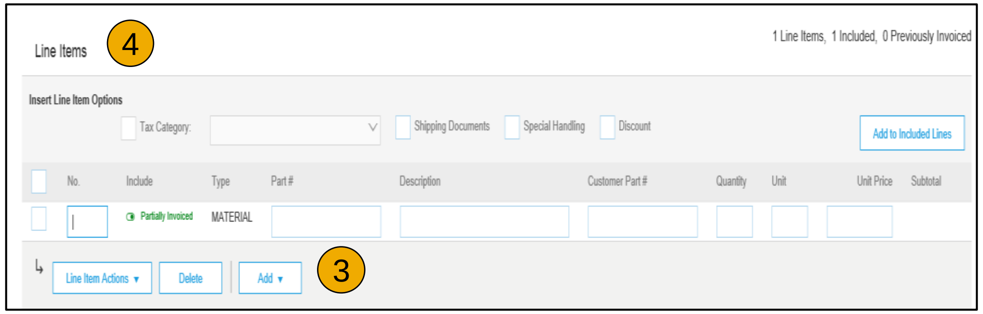
Non-PO Invoice

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.



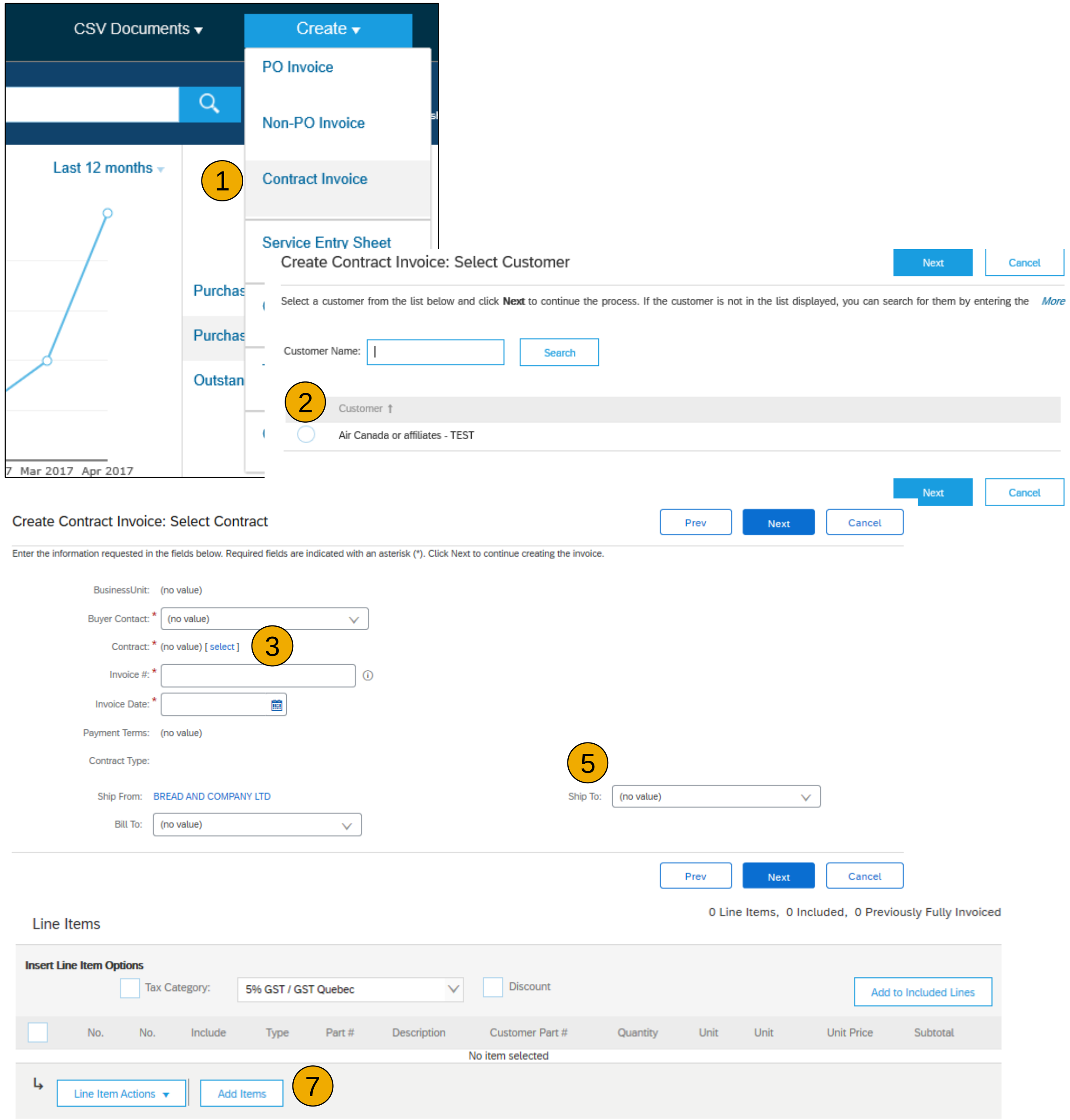




Invoice Against a Contract

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…)

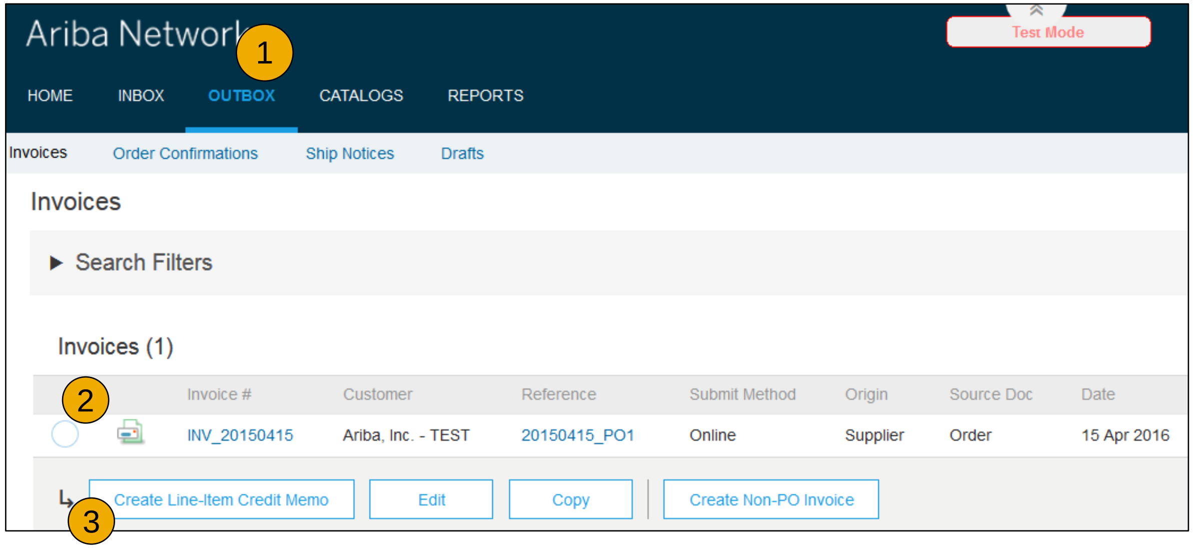


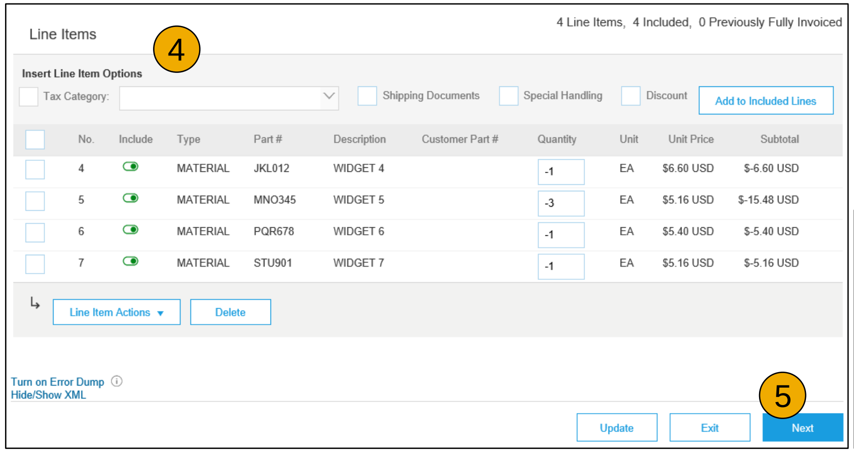
Create a Credit Memo

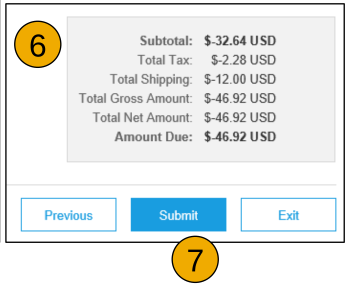
Line Level Detail

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.**



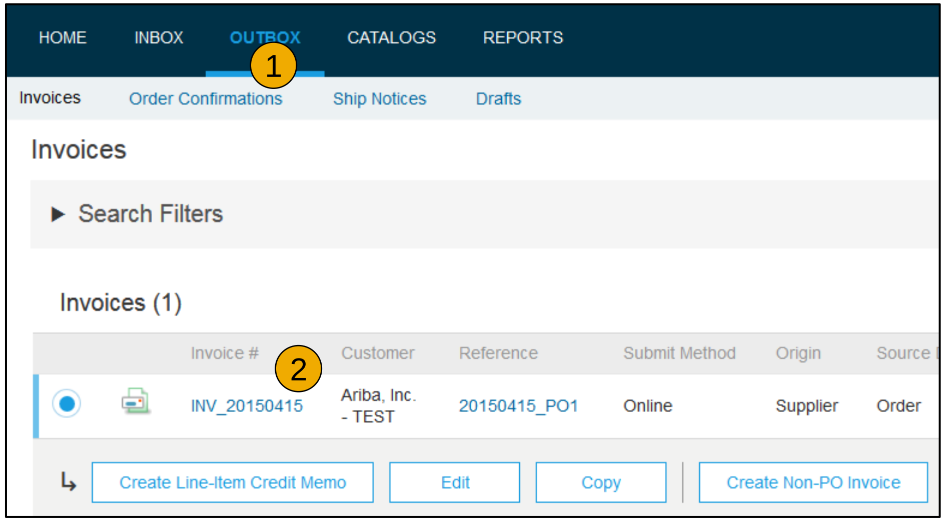


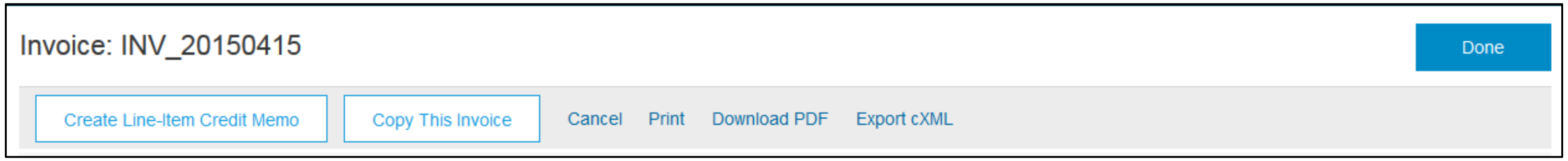


Copy an Existing Invoice

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.





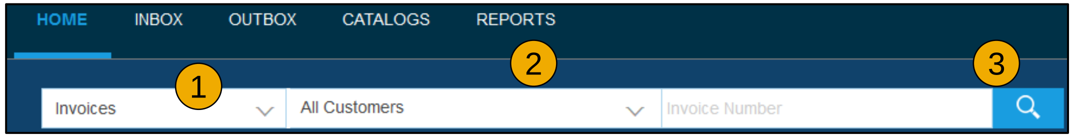
Search for Invoice
(Quick & Refined)

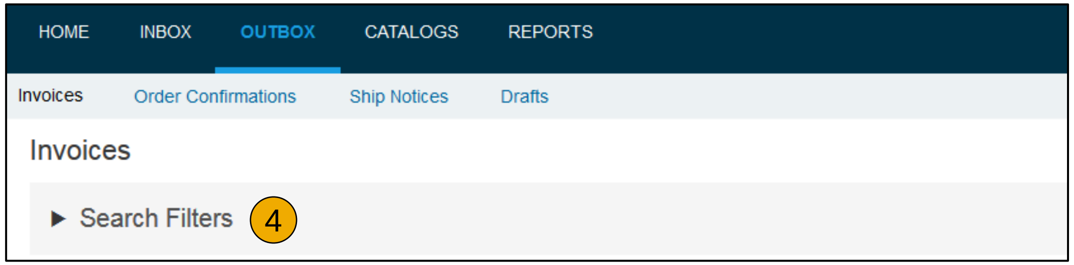
Quick Search:

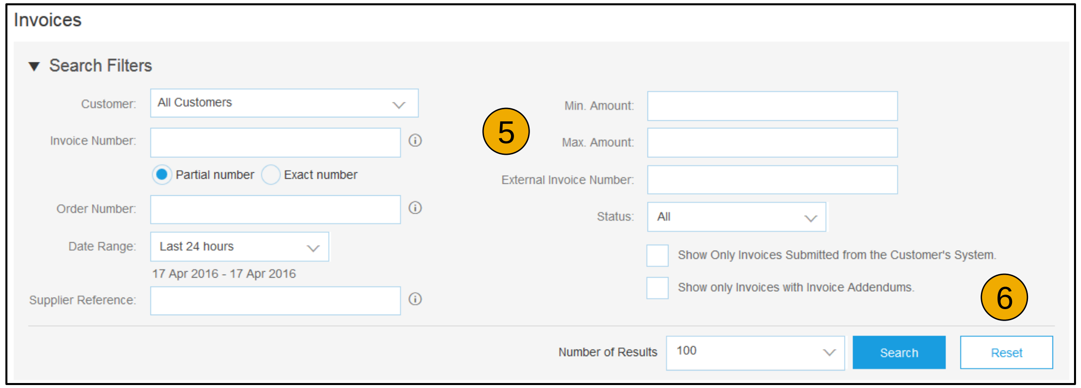
1. **From the Home Tab,** Select Invoices in the Document type to search.
2. **Select** Air Canada from Customer Drop down menu**.**
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

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.

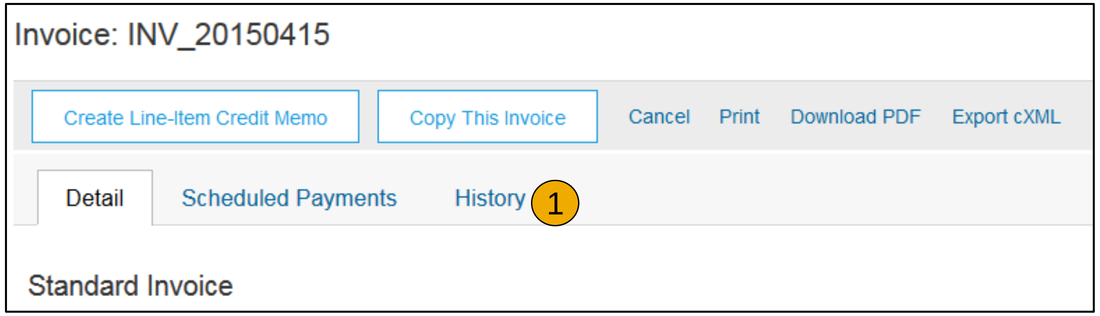
- **Sent** – The invoice is sent to the Air Canada but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Air Canada approved the invoice cancellation
- **Paid** – Air Canada paid the invoice / in the process of issuing payment. Only if Air Canada uses invoices 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

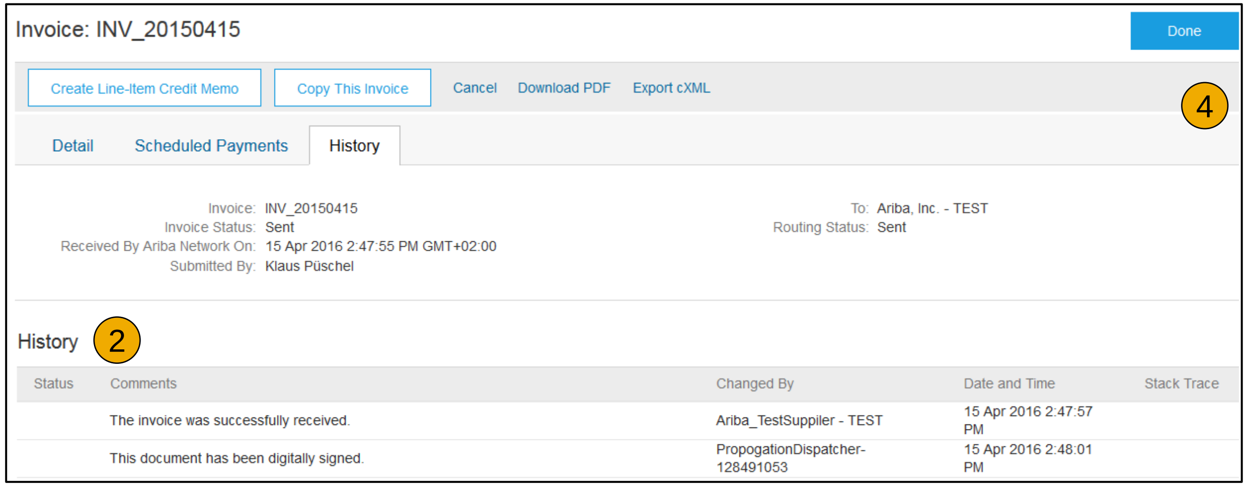
Review Invoice History

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.

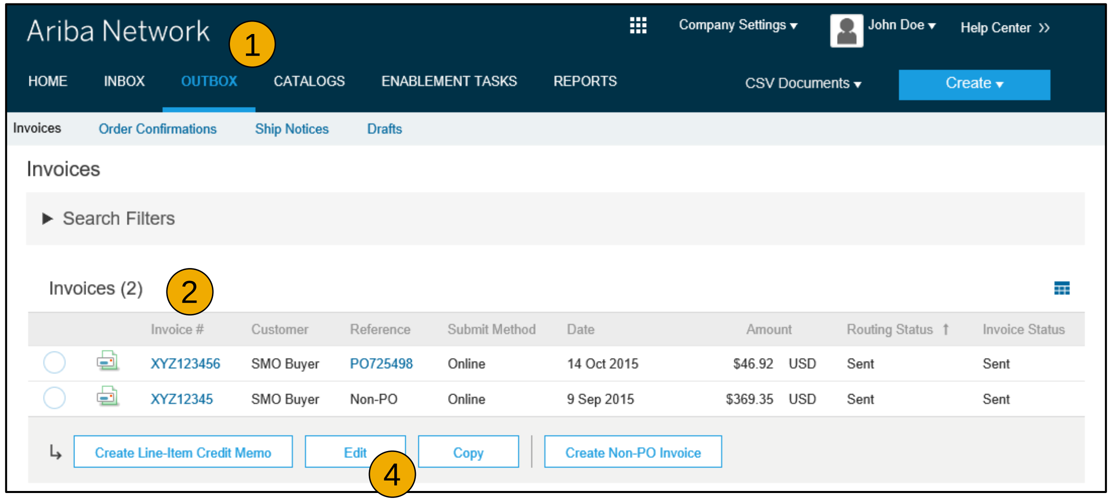


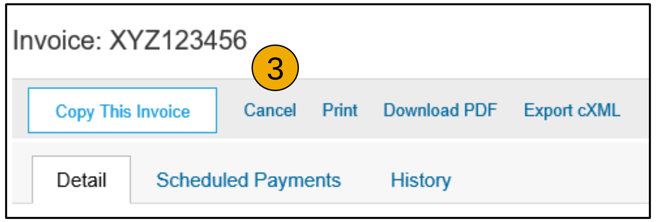


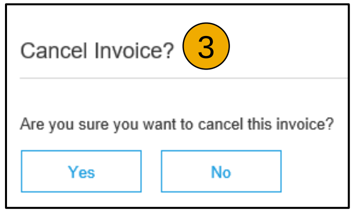
Modify an Existing Invoice

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**.**





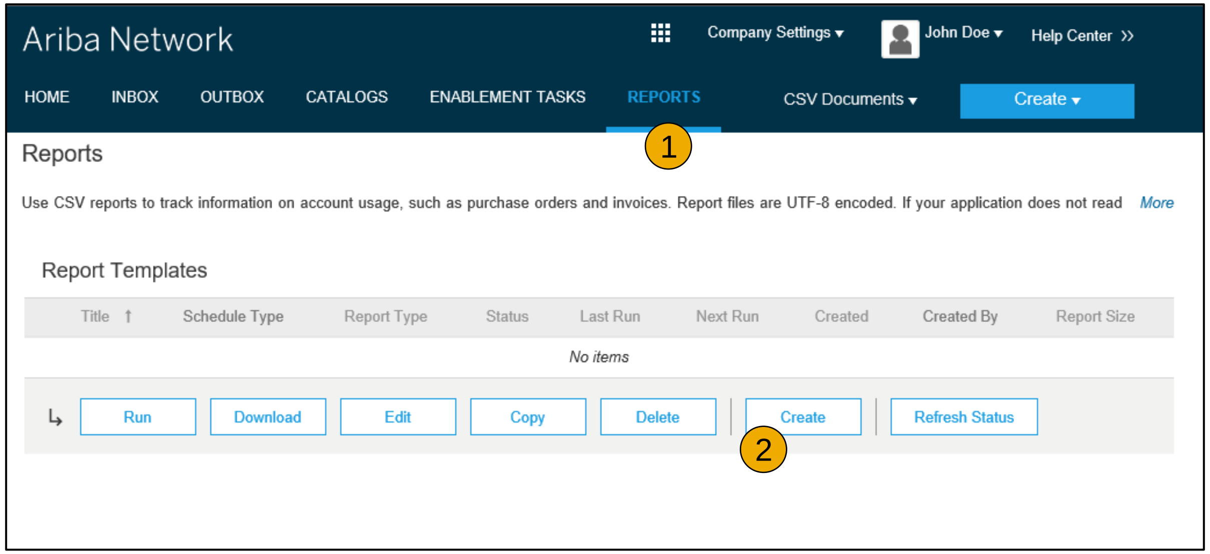


Download Invoice Reports

Learn About Transacting

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

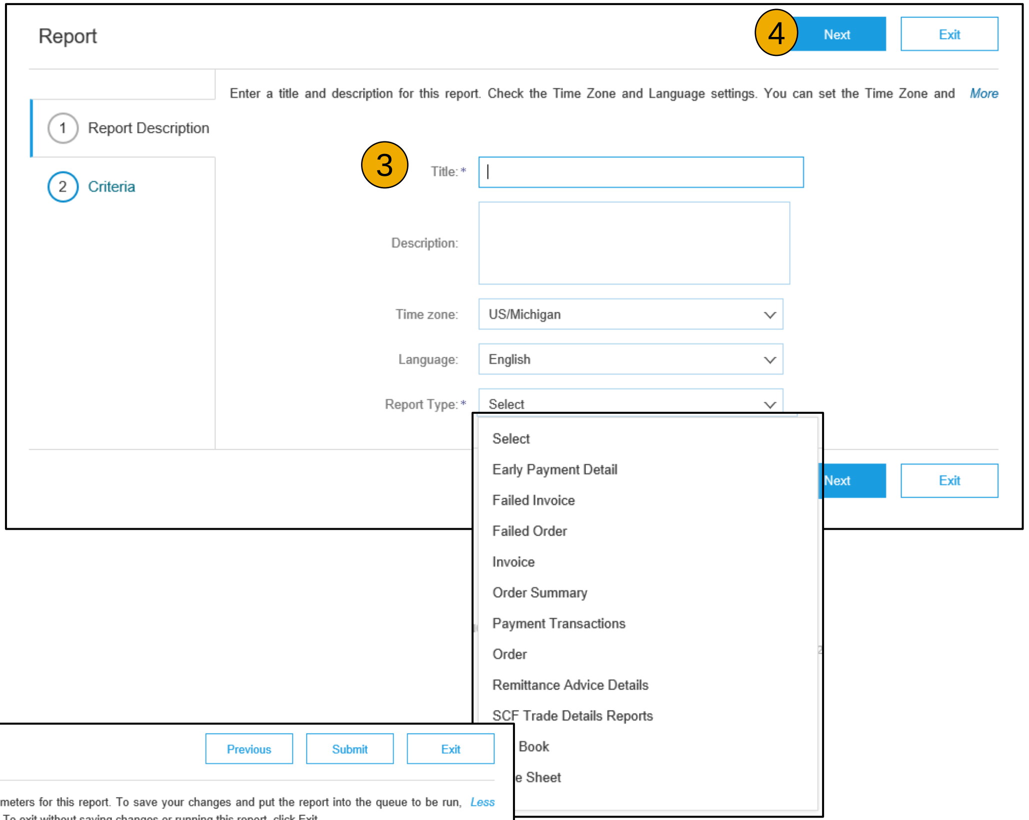
1. **Click** the **Reports** tab from the menu at the top of the page.
2. **Click Create**.



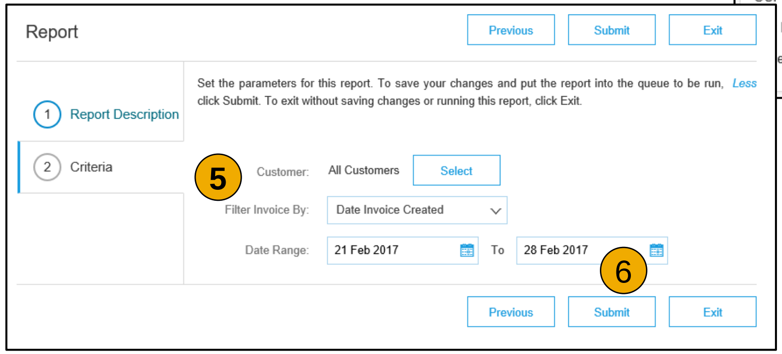
- **Invoice reports** provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.
- **Failed Invoice reports** provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail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

Invoice Reports

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



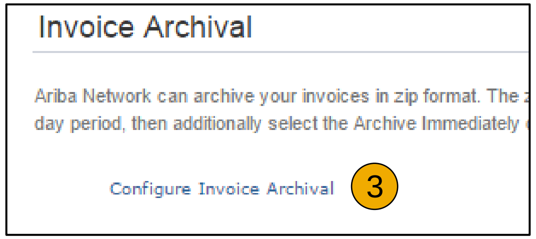
Note: For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.

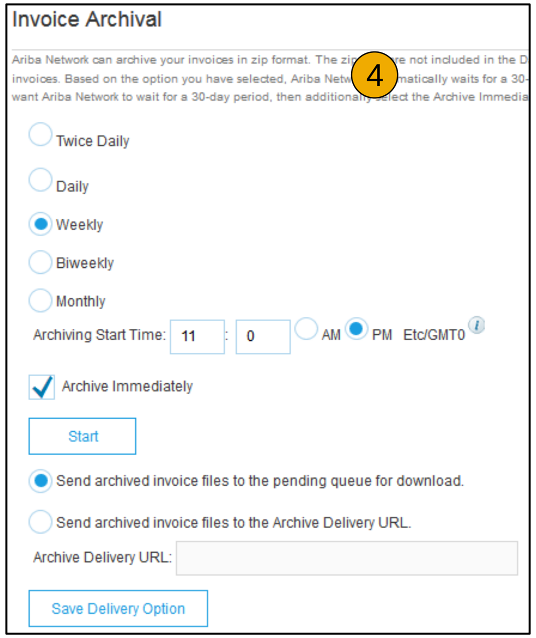


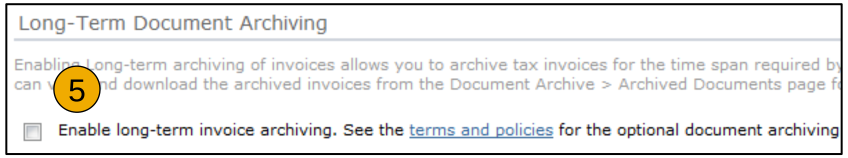
Invoice Archival

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
    - Business-Related Questions

Air Canada Supplier Information Portal

- Find your supplier information portal HERE

Supplier Support Post Go-Live

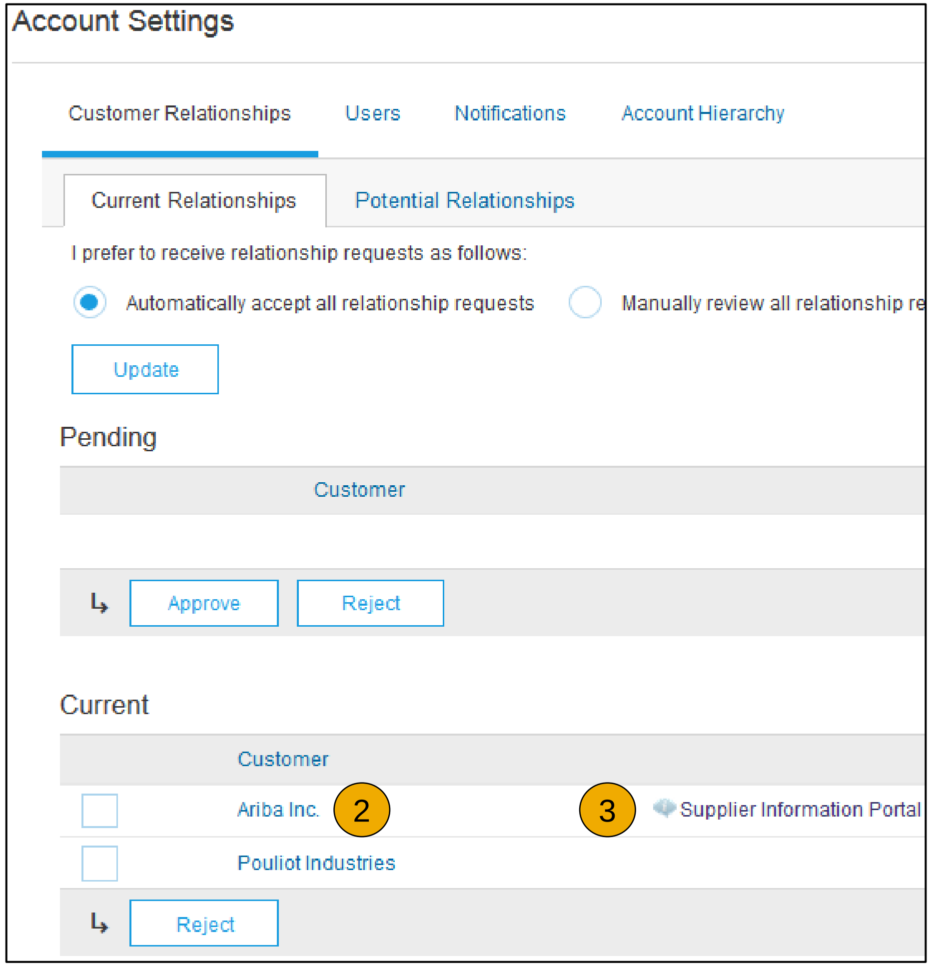
SAP Ariba Global Customer Support

- 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.



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.