SAP BUSINESS NETWORK FAQ for the City of Edmonton, Edmonton Public Library (EPL), and Edmonton Police Service (EPS) Suppliers

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What is SAP Business Network?

SAP Business Network is the ordering and invoicing side of Ariba. SAP Business Network enabled suppliers to receive Purchase Orders (POs) and create invoices for the City of Edmonton, Edmonton Public Library (EPL) and Edmonton Police Service (EPS). For the purpose of this document, the City of Edmonton, Edmonton Public Library and Edmonton Police Service is collectively referred to as "**the Buyer**".

Please note that if you are already connected to the City of Edmonton through your SAP Business Network Account, you will not require a new trading request to link with EPL & EPS.

How to Register a New Account?

To register for an SAP Business Network account, please visit SAP Business Network home page:

1. Click the **Register Now** link.
2. Enter your email address and check the box next to **User consents to store this email ID**.
3. You will receive a one-time password at the email address you provided. Enter the one-time password and click **Continue**.
4. Fill out all mandatory fields in the registration form (marked with an *).
5. Review and accept the **Terms of Use** and the **Privacy Statement** at the bottom of the page.
6. Click **Create new account** (Note: if you see a message about existing accounts, you can click **Review accounts** to check on accounts you or someone in your company may already have registered).

Once you have finished, SAP will send you an email to confirm your account. After you have confirmed it, you will receive a welcome email.

Click **here** to watch Register New Account video

How to Recover Username and/or Password

If you would like to access an account that already exists, please use the following site to request a password reset for the registered username: https://supplier.ariba.com

To reset your password, click Forgot Username or Password on the login page.

Click **here** to watch Forgot Username/Password video

How to Navigate and Configure the main sections of your SAP Business Account in order to Transact with the Buyer?

It is important for suppliers to become familiar with navigating SAP Business Account and ensuring their account is configured to transact smoothly with the Buyer. We recommend that suppliers watch the provided video below as it provides information about accessing your SAP Business Network account and navigating the dashboard.

Click here to watch Account Overview video

Do I have to pay to use the SAP Business Network?

There are two types of accounts:

1. **Standard Account** provides basic functionality to the supplier and is entirely **free of charge**.
2. **Enterprise Account** provides enhanced functionality to suppliers (e.g. Supplier-managed catalogues, centralized dashboard, run reports, and 24/7 priority customer support from SAP Business Network).

   Enterprise accounts are a fee-based account, but suppliers DO NOT pay a fee to transact with the Buyer. These transaction fees are covered by the Buyer under a buyer-funded model.

Note: Transacting with the Buyer through SAP Business Network is at **NO COST** to the supplier, regardless if you are set up with a Standard or Enterprise account. However, you will be responsible for fees if you opt into other services and should you choose to transact with other buyers on the network using your Enterprise account. To learn more, please visit **SAP Subscriptions and Pricing.**

How do I add user(s) to my company's SAP Business Network supplier account?

If you are the account administrator, you can add users with the following steps:

To add users to the account, you must first create at least one role. You can assign multiple users to the same role or create a separate role for each user.

To create a role:

1. In the upper-right corner of the application, click **[your initials]** > **Settings** and select **Users**.
2. Under the **Manage Roles** tab, click **+**.
3. Enter a **Name** for the role.
4. Select the appropriate permissions using the check boxes.
5. Click **Save**.

To create a user:

1. In the upper-right corner of the application, click **[your initials]** > **Settings** and select **Users**.
2. Click the **Manage Users** tab.
3. Click the **+** icon.
4. Enter the user's information (**Username**, **Email Address**, **First Name**, **Last Name** and **Phone**).
5. Select a role in the **Role Assignment** section.

6. Assign a customer (**All customers** or **Select Customers**).
7. Click **Save**.

Note: After you create the user, the user receives an email with the username and a temporary password. The temporary password will be valid for **24 hours**. The user must access the account and change the password when logging in for the first time.

How do I change the administrator user in my SAP Business Network supplier account?

Depending on what access you have, use the following procedures to change your account's administrator:

1. **You're the current administrator user, and you'd like to transfer the administrator role to another user that already exists in the account:**
    1. Click **[user initials]** in the upper-right corner of the application
    2. Click **Settings** > **Users**
    3. Click the **Manage Users** tab
    4. To the right of the user you would like to transfer the account to, click **Actions** > **Make Administrator**

    Since only one user can administer an account at a time, you must select a new role for your account.

    1. Select a new role for your own account and click **Assign**
    2. Click **OK** to transfer the account administrator role

2. **If the current account administrator left your company and you can't access the email address associated with their user profile, contact SAP Business Network Customer Support from the Support Center to change the administrator. You must provide the following to be considered for the account reassignment:**
    - The ANID number of the account
    - The name of the current administrator
    - The current administrator's email address?

How to Accept the Trading Relationship Request?

Trading Relationship Request (TRR) is an invitation to connect with the Buyer enabling you to start receiving orders and submitting invoices on the SAP Business Network. Only the **account administrator** can accept the trading relationship request.

1. Locate the email you would have recently received from ordersender-prod@ansmtp.ariba.com
    a. Click on **'Accept your customer's trading relationship request'** link under 'Action Required' (this link will take you to SAP Business Network login page)
    b. Log into your account and accept the trading relationship request

2. Accept directly from your existing SAP Business Network account
    a. Log into your existing SAP Business Network account by clicking supplier.ariba.com
    b. Click on company settings
    c. Click on customer relationship
    d. Under customer relationship, you will find the Buyer in the pending queue to accept the TRR

Click [here]() to watch Connect with your Customer (TRR invite) video

Note: A supplier may have already created an SAP Business Network ID (ANID) for SAP Business Network Discovery (RFP & Proposal). The same account ANID can be used for SAP Business Network (Purchase Orders & Invoicing). It is highly recommended that suppliers use the same ANID for RFP/Proposal & Purchase Orders/Invoicing. Share your SAP Business Network Account information with your Accounts Receivable team!

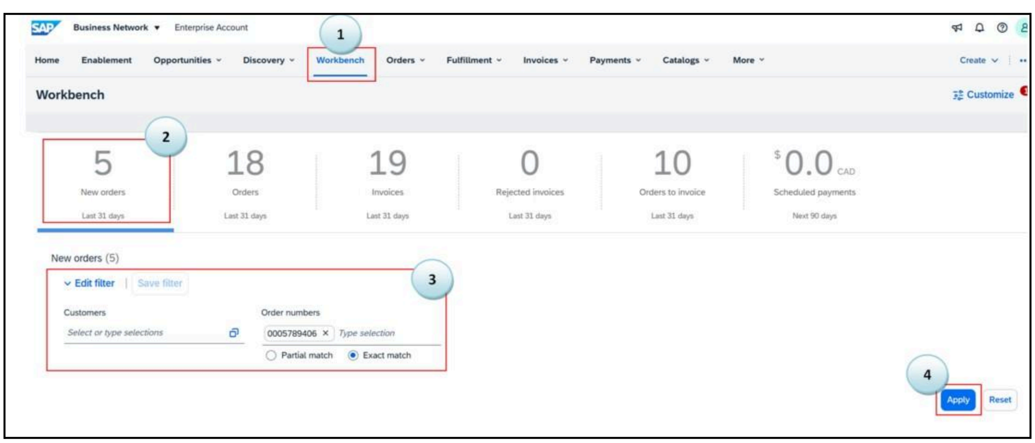
Email suppliermanagement@edmonton.ca for assistance with SAP Business Network account configuration or consolidation

How do I access the Purchase Order?

Purchase Order can be accessed through the PO email notification or directly from your SAP Business Network account if you have already accepted the Trading Relationship from the Buyer.

1. Through email notification:
    a. Click "**Process Order**" (the system will direct you to the login page)
    b. Log into your account

2. Through logging into your account directly (if you have already accepted the Trading Relationship):
    a. Log into your SAP Business Network account
    b. Go to the **Workbench** tab and select the **Orders** tile to view all orders.
    c. If you'd like to search for a specific order by order number, click **Edit filter** to expand the filter options, enter the **PO number** in the Order numbers field and check the **Exact match** radio button below the PO number.
    d. Click **Apply**.



Note: Tiles on the workbench are set to default to show documents from the last 31 days, but you can modify the date range to show documents within a **365-day** range. Click **Save filter** after you have clicked **Apply** search parameters to easily filter document results.

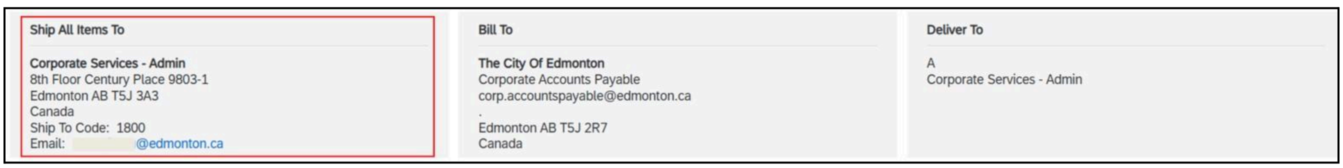
Orders that are over 365 days old can only be found if searched manually by exact number.

If you want to view the full list of orders in your account instead of a specific PO, set the **Creation date** filter to **Last 365 days** and click Apply.

If you can't find the PO after using either of the steps mentioned above, please reach out to your buyer.

Where can I find my buyer's contact information to address any questions or updates regarding the Purchase Order?

Any questions or updates regarding the Purchase Order (e.g price discrepancy, change in items, etc.) should be directed to the Purchase Order creator/buyer. Their contact information can be found under the '**Ship All Items To**' on the Purchase Order details in SAP Business Network. Please reach out to them directly.



How to submit my invoice in SAP Business Network?

Please refer to the SAP Business Network Training Guide for Suppliers for step-by-step instructions on submitting an invoice in SAP Business Network on either a Material or a Service Purchase Order (PO).

What's the difference between a Planned and Unplanned Service Purchase Order (PO)?

1. **Planned Service Purchase Order (PO)**: A PO that is set with specific line item(s) for pre-determined pieces of work, with set quantities and prices. Buyers use planned service POs when they know exactly what work they want to be performed.

2. **Unplanned Service Purchase Order (PO)**: A PO that is set with parent line(s) for orders where the buyer has an estimated overall piece of work in mind, but they want the supplier to provide the details of the services and goods required to complete the job. The supplier will need to add child line(s) against the parent line to submit a specific invoice.

   Note: The supplier can only select one parent line at a time.

Is it mandatory to submit an order confirmation?

Order Confirmation is not mandatory. However, some buyers may set Purchase Order(s) to require the supplier to submit an Order Confirmation before they can submit an Advanced Ship Notice/Service Entry Sheet or Invoice.

How to submit an Order Confirmation?

Please refer to the SAP Business Network Training Guide for Suppliers for step-by-step instructions on how to submit an order confirmation

How to submit an Advance Shipment Notice?

Please refer to the SAP Business Network Training Guide for Suppliers for step-by-step instructions on submitting an Advance Shipment Notice

How to submit a Credit Memo?

Please refer to the SAP Business Network Training Guide for Suppliers for step-by-step instructions on submitting a Credit Memo

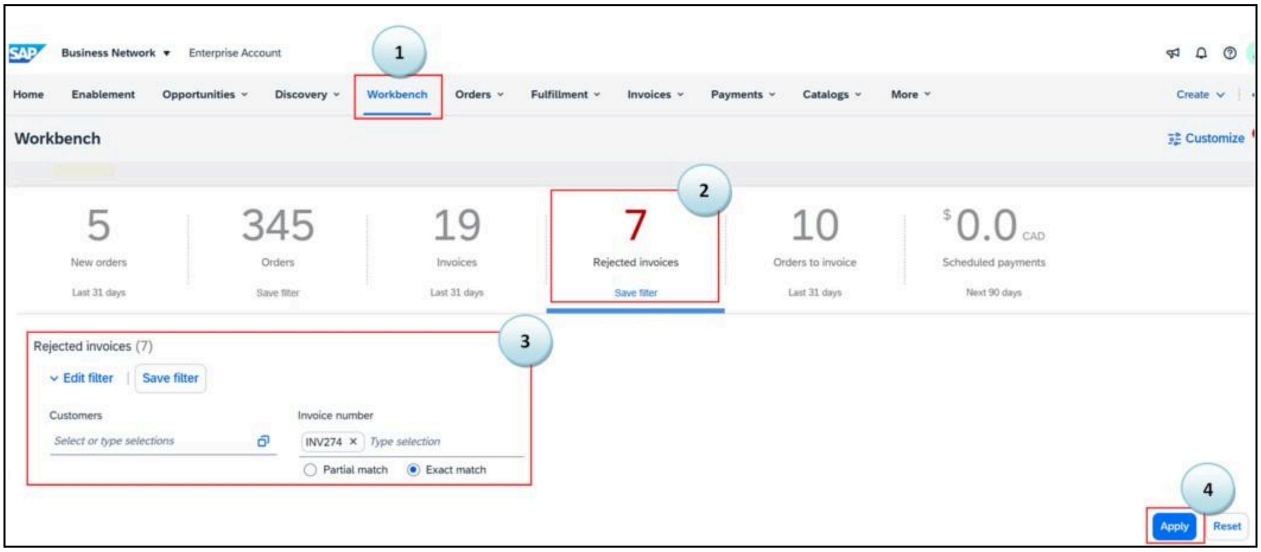
How to Add a Discount (applicable for Material PO only)

Please refer to the SAP Business Network Training Guide for Suppliers for step-by-step instructions on adding a Discount

How do I find out why my invoice was rejected?

If an invoice is rejected, you will need to make the necessary corrections to the invoice and then resubmit it. The rejection comment can be found in the '**History**' tab of the invoice.

1. Log into your account
2. Go to the **Workbench** tab and select the **Rejected Invoices** tile to view all orders.
3. If you'd like to search for a specific rejected invoice by invoice number, click **Edit filter** to expand the filter options, enter the invoice number in the **Invoice numbers** field and check the **Exact match** radio button below the invoice number.
4. Click **Apply**.



5. Click the **History** Tab to view the rejection comment

Note: If you have any questions or need clarification about the rejection comment, please reach out to the person who rejected it (contact information can be found within the comment itself).

How do I check the status of my invoice or payment?

To see the status of the invoice you have sent to your Buyer, please follow these steps:

1. Log into your account
2. Go to the **Workbench** tab and select the **Invoices** tile to view all invoices.
3. If you'd like to search for a specific invoice by invoice number, click **Edit filter** to expand the filter options, enter the Invoice number in the **Invoice number** field and check the **Exact match** radio button below the Invoice number.
4. Click **Apply**.

Check Invoice **Routing Status:**

- **Failed** - The invoice failed the Buyer's invoicing rules. The Buyer will not receive this invoice
- **Queued** - SAP Business Network received the invoice but has not processed it.
- **Sent** - SAP Business Network Network sent the invoice to a queue. The invoice is awaiting pickup by the Buyer.
- **Acknowledged** - The Buyer's invoicing application has acknowledged the receipt of the invoice.

Check **Invoice Status:**

- **Sent** - The invoice is sent to the Buyer but have not yet verified the invoice against the purchase order and receipts.
- **Paid** - The Buyer paid the invoice or is in the process of issuing payment.
- **Approved** - The Buyer has verified the invoice against the purchase order or contract and receipts, and approved it for payment
- **Rejected** - Your Buyer or Accounts Payable has rejected the invoice or the invoice failed validation by the SAP Business Network.
- **Failed** - SAP Business Network experienced a problem routing the invoice.

If you have questions regarding your invoice payment, please reach out to accountspayable@edmonton.ca. Please include your invoice number and associated PO in your inquiry.

Does my invoice date need to match my company's invoice date that I attach?

Yes, it is important to match the dates. You are able to back-date your invoice submission based on the payment terms agreed upon with your Buyer. If you **do not** back date, Net 30 payment terms will be calculated on the day the invoice was submitted by default in the system.

If my company is a non-GST registrant, do I still need to add tax to the line item(s) when submitting an invoice?

Yes. Even if your company is a non-GST registrant, you are still required to add 0% GST to each line item(s) when submitting your invoice in SAP Business Network.

How many digits should the Tax ID/GST number be?

The Buyer **only allows 9 digits**. Please ensure that you provide your 9-digit GST number only in the tax identification field and make sure there are no spaces before or after the number.

If you are a non-Canadian company or non-GST registrant, please enter "**NON-RGSTRT**" in all capital letters.

How to edit a rejected invoice due to Supplier Tax ID discrepancy?

If you included 'RT' in your invoice submission or entered your Supplier Tax ID incorrectly, please edit your invoice and re-submit:

1. Locate the rejected invoice
2. Click “**Edit and resubmit**”
3. Update and correct the Tax ID
4. Click “**Submit**”

If you are a non-Canadian company or non-GST registrant, please enter “**NON-RGSTRT**” in all capital letters.

Do we need a new Trading Relationship Request (TRR) from EPL or EPS to conduct transactions with them in Ariba if our company is already connected with the City of Edmonton?

No. If you are already connected to the City of Edmonton through your SAP Business Network Account, you will not require a new trading request to link with EPL & EPS.

How can we ensure that we deliver the goods to the correct entity?

Please review the "**Deliver To**" information included on your PO to ensure that goods are delivered to the correct entity or address. If you have any questions or need clarification about any of the information on the PO, please contact your Buyer directly.

Key Contacts for SAP Business Network Related Issues

- **Purchase Order Inquiries** (e.g. pricing issue, missing line items, etc.) - please contact your **Buyer** directly. Their email address can be found in the Purchase Order details.
- **Payment Inquiries** - please contact Accounts Payable Team at accountspayable@edmonton.ca.
- **Technical Issue or Training Support** - please contact **Supplier Management Team** at suppliermanagement@edmonton.ca or call the phone number 780-496-6499 between 8am-4pm MT.
- **SAP Business Network Account-Related Support** (e.g. create Account Hierarchy, transfer Account ownership, other account-related issues, etc.) Please contact **SAP Business Network Customer Support** by using the Help icon on your SAP Business Network Home page.