UHN Supplier Summit Q&As

From Virtual events held on June 20 & June 22, 2023

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Please note: The go-live date has been changed to December 4, 2023

Q&As for Supplier Summit 1 - June 20, 2023

What can I expect after this supplier summit?

UHN will send you a survey to collect your contact information, and to ask which type of account you'd like to transact with, either Standard or Enterprise.

Based on your response, you will receive a trading relationship request (TRR) from SAP, which will then trigger some of the other enablement activities. The presentation will be available after the summit to help communicate this change internally to your team.

Can you tell us a little bit about go-live and what we can expect?

The go-live phase is an important milestone. It's when the system officially launches, and suppliers can start transacting with UHN through the SAP Business Network.

UHN will send a go-live notification email indicating when to start transacting on the SAP Business Network. Supplier accounts will be created before go-live. After go-live, suppliers will start receiving and responding to purchase orders (POs), submitting purchase order (PO) confirmations, ship notices, invoices, service entry sheets, and managing transactions directly through the SAP Business Network. Support channels will be available to address any technical issues or questions that arise during the go-live phase. The UHN Ariba supplier enablement team and SAP staff will also be available.

Will this new system apply only to transactions via purchase order or for those who use credit card as well?

The SAP Business Network is used to transact via invoices and purchase orders. It is not for members of UHN who want to use a corporate credit card. The use of corporate credit cards will remain status quo.

Outside of invoicing, how will this impact staffing agencies and scheduling of nurses?

The SAP Business Network does not address how UHN uses staffing agencies, but staffing agencies are invited to join the network.

Instead of submitting an invoice through email, invoices can be submitted through the SAP Business Network. Identify who at UHN booked your agency, and that person will be notified to review your invoice.

The same key information should be included on the invoice such as: hours, shift start and end time, name, the staff and unit joined, etc. The UHN employee who booked the service will review the information you provide.

Through the SAP Business Network, you can see where the invoice is in the approval process, through to the remittance advice.

We issue invoices on a weekly basis to each unit, that booked with our nurses. We currently don't include the person who requests the staff. Will we now need to include the scheduler name?

Continue to send the invoice to whomever made the request and booked a nurse with your staffing agency. UHN will confirm that the staff were booked, showed up to their shifts, and the details of that shift, in order to validate and sign off on the invoice.

Many end users are using PROnline and eReq purchasing systems. These are two

systems that UHN uses internally to initiate a purchase requisition. How does the SAP Business Network integrate with these two purchasing systems?

UHN is transitioning to an electronic requisitioning tool called Ariba Guided Buying. It will replace our two current systems. Another module is called Ariba Buying and Invoicing, which facilitates the invoice automation and digitized processes. These systems support the entire platform of the SAP Business Network.

If we're already on the platform with other customers, do we need to do the survey and register again?

Yes. If you're already an existing member, or have an account with the SAP Business Network, please still respond to the survey. Your response lets us know how you're going to transact with UHN (as a new customer of yours) on the network. You need to identify what type of account you'll use. If you have an existing ANID account number, please identify that existing ANID number in the survey.

Will the primary contact person be notified via email when a purchase order is prepared, or will they have to log in to the portal regularly to check?

Suppliers can control whether they receive email notifications from the system. It's totally customizable and up to you, based on how you use the system.

Depending on how frequently you receive purchase orders from your buyers on the Ariba network, you may want to receive an email notification. If you are getting infrequent purchase orders on the system, then we recommend setting up notifications. You can have up to five people notified when purchase orders are received in the SAP Business Network.

If you are a company that frequently transacts, then we recommend that you go into the system to check on a regular basis. This will ensure you're not overwhelmed by additional email notifications.

If you're already EDI enabled via GHX, do we need to create an SAP Business Network account?

There are differences in features and functionality between GHX EDI and the SAP Business Network. UHN is moving towards the SAP Business Network and onboarding as many suppliers as possible. We are asking that you join.

Is joining the SAP Business Network mandatory to do business with UHN regardless if you're providing IT professional services or product delivery?

Joining the SAP Business Network is not mandatory, but we are asking suppliers to change the way we do business. There are many benefits to joining the SAP Business Network. We ask suppliers to consider joining with the free standard account structure to start. That way, you can become familiar with the SAP Business Network and its features and functionality for free.

Can you go over the fee structure again?

There are two components to the supplier fees schedule with the paid enterprise account. There is a transaction fee and a subscription fee. The transaction fees are calculated based on your transaction volume on a per customer basis. The subscription fee is based on the number of chargeable documents that you transact on the network, across all your customer relationships. This provides you with the features most in-line with your usage of the network. There is a link to a video on these fee structures in the UHN Supplier Summit Presentation, which is on the UHN Supplier Information Portal. There is also a link to a fee calculator on the Supplier Information Portal that estimates fees for transacting with an Enterprise account.

Will the process for invoices that are submitted via email and payment is by credit card remittance remain unchanged with Ariba?

When a supplier is enabled on the SAP Business Network, they will submit invoices through the network. UHN will receive and process the invoices, regardless of whether payments are issued through corporate credit card, EFT, or cheque. Suppliers will receive remittance notices through the SAP Business Network.

Note: there is a difference between submitting an invoice to be paid by corporate credit card by UHN accounts payable, versus an UHN employee with a corporate credit card placing an order for supplies, for example. In this situation, an employee places an order and provides credit card information on the spot, and the supplier provides the receipt.

Will we be able to send a service detail report (which contains confidential information) along with the invoice in the SAP Business Network, or will we need to email it?

Attachments can be provided when submitting supporting documentation with an invoice through the SAP Business Network. This can include confidential information. For example, a nursing agency's supporting documentation may include location of staff and unit. This information should be included in an attachment, as the UHN recipient needs that information to validate and approve the invoice.

Is the Enterprise Account compatible with Workday?

No. It is not compatible with Workday.

Do we still need to email invoices to the generic email for UHN? Or is there a change?

There is a change. Once UHN goes live and starts transacting over the SAP Business Network, enabled suppliers will no longer be required to email invoices. Once a supplier creates an account with the SAP Business Network and is notified they can begin transacting over the network, that supplier will enter invoices directly through the network, delivered to UHN in real time. These suppliers will not be emailing invoices anymore. Instead, they'll be submitting invoices through the SAP Business Network and

viewing where that invoice is along its approval path, all the way down to remittance.

Will training be offered?

Yes. Training will be provided to all suppliers, for a comprehensive understanding of the SAP Business Network. Some of the areas that will be addressed are administrative tasks to help configure an account, and how to set up notifications. There will be training on how to receive and acknowledge purchase orders, view order details, manage order changes, and submit order confirmations, as well as instructions on how to create and submit electronic invoices through the SAP Business Network.

Training includes both generic training on how to use the tool, as well as specific training on how to transact with UHN. Invitations for live training sessions will be sent out around mid-September. Training is expected to begin in mid-October. Recordings of the training sessions will be available afterwards on the Supplier Information Portal.

How should suppliers process old invoices and legacy purchase orders after the UHN go-live date?

Process old invoices as usual. Invoices generated before UHN's go-live date, November 6, 2023, should follow the existing procedures and channels. For new invoices pertaining to purchase orders received via the SAP Business Network, please submit those invoices through the SAP Business Network. For older purchase orders, suppliers should submit invoices via the current process (e.g. if a supplier is EDI enabled, that supplier will send it through EDI, or email, or physical mail).

Who is responsible for uploading pricing into Ariba?

As part of UHN's transformation we are utilizing new tools. One of the new tools that we are using is the Ariba Contracts Management module and we will be uploading our contracts into this module. It will tell us the products that we have under contract with you and provide detailed information of those products.

We will have set up those products in our SAP material master and identified specific things related to that particular material for our contract, such as the order unit of measure, the price per that unit, description, and VPN. The contract and the pricing details will be loaded into Ariba, which speaks directly to our SAP system. When our users want to order from our new E-Req tool, which is Ariba Guided Buying, (a sub-tool of the SAP Business Network), they'll get the most up-to-date prices based on how we loaded the contract.

We will have control over any contract changes through the Ariba contracts module, which then feeds the price over to the live E-Req system from which people can place orders. UHN will be ordering from the new Ariba E-Req and then you'll receive your purchase order through Ariba.

The idea is that we will be owning our own data. You will likely be receiving supplier contract upload templates from us after you have won a contract, so that you can tell us exactly what the fields and attributes of those materials are, including price. We will work with you to ensure that we fill out the template correctly and we will be responsible for uploading that price into Ariba.

Is SAP web-based?

Yes, the SAP Business Network is web-based. There is a website where you will be able to log in to your account. When you are logged in, you will be able to see all of your documents with all of the buyers that you become enabled to. All you need to be able to use the SAP Business Network, is an internet connection. There is also a mobile app, so you can also access the SAP Business Network through your phone or tablet.

What do I do if I have not yet received my trading relationship request (TRR)?

Trading relationship requests are scheduled to go out on July 14. If shortly after July 14 you do not receive your trading relationship request, then you can contact UHN by email at aribasupplierenablement@uhn.ca. If you contact UHN and advise them of the appropriate email to receive the trading relationship request, they will then send the

survey link to you so that you can identify the type of the account that you wish to use. This will trigger the process of having the TRR resent to you.

When will I need to join the SAP Business Network by?

We are slated to go-live on November 6, so we would like you to create your new account by that time. We will not be onboarding all UHN suppliers at the same time. You are among a special bunch of 200 hand-selected suppliers for go-live. As some of our key suppliers, we are asking that you join us for our go-live because we want you to experience the SAP Business Network with us, and all the benefits that come with it.

When do I have to complete this survey by after I receive it in the summit?

The deadline for the survey is July 13. The trading relationship requests (TRRs) will be sent to suppliers immediately after, on July 14.

When is go-live again?

Go-live is set for Monday November 6, 2023.

Q&As for UHN Supplier Summit 2 - June 22, 2023

Can you tell suppliers a little bit more about go-live and what they can expect at that time?

Go-live is an important phase for us. It is when the system is officially launched.
You will receive a notification email from UHN indicating when we can start transacting through the SAP Business Network. After go-live, you will start to receive our purchase orders. You can then respond to them, with your PO confirmations and by sending us advanced ship notices. You can also submit service entry sheets and invoices. The SAP Business Network will help us manage those transactions and those activities. There will be support channels available to you to address any technical issues or questions during

the go-live phase. You can reach out to either the UHN Ariba enablement team or to SAP to receive assistance.

When will we start our CXML integration (for suppliers that elect to sign on with an enterprise account and integrate with their backend ERP system)?

UHN has already determined who will be part of the pilot for this first go-live. If you are a supplier that has not yet been contacted by UHN to discuss integration, then we encourage you to reach out to UHN and let us know that you are interested. We can then see if we can fit you in for a future wave of integrations and discuss timing with you.

How will this affect us as a company performing independent medical exams (IMEs)?

There is a benefit for independent medical examination (IME) service providers to join the SAP Business Network.

Typically, what you probably do today is you prepare your invoice and you likely either mail it to UHN, or you email it to UHN's AP invoice email address. If you join the SAP Business Network, you will submit your invoice through the network. You will enter in your invoice using the software application (i.e., put in the hours, your rate, and the description of the service you provided). You can also append attachments for supporting documentation as needed.

Typically, after you send your invoice to AP, you wait, and you try to figure out when you are going to get paid. One of the benefits of joining the SAP Business Network is that you can submit your invoice and see where it is along the approval path and process.

You are going to be able to identify who the invoice needs to go to for review and approval, and that UHN individual will review the invoice. They will then identify the

appropriate cost centre to charge it to, and that will trigger the approval workflow against the value and the cost centre within the SAP Business Network.

When the invoice gets approved, you will be able to see where it is all the way to the invoice remittance. When the invoice is processed by UHN, you will be able to see it and can expect your payment.

Is the SAP Business Network applicable to capital equipment purchases too?

Capital equipment purchases will continue to follow our current paper PR process. This means you'll receive capital purchase orders via SAP S/4Hana (and not Ariba).

Is there a limit for Standard or Enterprise account use?

No. You can have as many transactions, as many buyers on either account, standard or enterprise, so there is no limit to you being able to use the platform.

The threshold in order to be eligible for fees is five documents and $50,000 USD. The subscription fee is based on your annual usage. The transaction fee is based on your quarterly usage. We have an annual look back at your usage of the system for the whole year so that we can put you in the right subscription package. That way you are getting the best tools and resources based on how you use the system. The transaction fee will be your actual usage of the system, charged on a quarterly basis.

Will there be any changes in payment terms?

No. We have a defined contract with you on existing payment terms. Joining the SAP Business Network will not impact that contractual relationship with you, including the payment terms. The benefit of the SAP Business Network is greater visibility into the status of your payment and where the invoice is in our approval process.

Capital equipment purchases such as CT, MRI or X-rays may or may not have a turnkey or requirement. Are these the kind of purchases that will flow through

SAP?

Capital equipment purchases will continue to follow our current paper Purchase Requisition (PR) process. This means you'll receive capital purchase orders via SAP S/4 Hana (and not Ariba).

Do agencies have to sign up for SAP?

UHN has thousands of suppliers. It is unfeasible to onboard all suppliers at our go-live, which is November 6. We are onboarding suppliers through waves, and you're part of the first wave. As a nurse agency, you were hand-selected because you are a key supplier to UHN. You do not have to sign up. It is completely optional. But we encourage you to join. We are going along this journey and are asking you to join us along the ride in this transformation.

How will agencies get paid?

The way you will get paid is very similar to the invoice process for service providers, such as an independent medical examiner (IME). You will submit your invoice through the SAP Business Network. For agencies, you will identify the hours, the name of the staff and where they went. You will also identify who that invoice needs to go to for approval. Usually for agencies and staff agencies, once you identify who the invoice goes to, there's a review process. Sometimes a ward clerk, or the coordinator, or the nursing unit will go back into the schedule to verify that person was there for the shift, that they were there for the time-period UHN is being billed for and will validate that information. We will then identify, internally, a cost centre that the invoice will be charged to. We have built a signing authority table into the system, which indicates for every single cost centre that is charged to, and for every single dollar amount within the range, it needs to go to a particular manager, director, VP, etc. for approval. The system will know, based on the value of the invoice, and based on the cost centre that we've identified, where it should be charged. That will trigger the appropriate approval process within UHN. They will sign off on the invoice, and your invoice will be paid through the network.

Is there a tool that we can use to determine which subscription package is best for a business based on their historical, annual or quarterly sale values?

In the Supplier Information Portal, there is a link to some information regarding Enterprise accounts which includes a calculator for fees. You can input your expected usage of the tool with how many transactions and how much "spend" you typically have with UHN on an annual basis, and that will help you get an understanding of what your fees may be and what package you might be in. Typically, the system will put you in a package based on your usage. If there are some features in a higher package that you don't have access to, based on your spend and your transaction volume, you can request to be in a higher subscription package.

If we don't want to join the SAP Business Network, will invoices still be sent and paid in the same way?

Yes. If you don't join the SAP Business Network, it is business as usual. You will continue to send your invoice in the same way that you do today. That will either be through email attachment and/or through Canada Post Mail and the process for us will remain the same. But you won't have visibility as to where your invoice is after you've sent it out into UHN.

How should suppliers process old invoices and legacy invoices after November 6, our UHN go-live date?

For any invoices generated before our go-live date of November 6, suppliers should follow the existing (business as usual) procedures and channels (I.e., email, mail, or EDI if you are EDI enabled).

For any new invoices pertaining to purchase orders (POs) that you receive through the SAP Business Network, you should submit your invoice through the SAP Business Network.

Will open purchase orders (POs) be moved to Ariba as legacy and not be transmitted to suppliers if they are existing Ariba members?

Yes. Open purchase orders (POs) will be moved over. PO numbers will remain the same. For any legacy-related POs, please submit your invoice through the current business-as-usual way.

When creating an invoice, is there a section where we can list the Canadian withholding tax that applies to some of our invoices? Or, will we need to continue adding a note of this amount on the invoice and assume that it will be paid or processed correctly?

Yes. There will be a section where you can include your Canadian withholding tax on your invoices when it's applicable. There will be a place for you to input your tax directly onto the invoice. In October, we will host training for suppliers so you can get comfortable with how to transact on the Ariba network specifically for UHN. We will cover things such as where taxes should go and any other requirements that you need to be aware of in order to create different documents for UHN. Watch for a functional training invitation around September. You will be able to participate in functional training starting in October. We will also have our training posted to the Supplier Information Portal. After we go live, if you ever need to reference any of the training documentation, you'll have access to that as well.

I already have an Ariba Enterprise account for UK customers and have recently created a new account for United States customers. I have successfully linked this new account with the existing one I have now. I would like to know if the newest account I create will automatically be an Enterprise account. If not, could you please guide me on how to upgrade the account to become an Enterprise account?

It depends on how you, as the supplier company, do business. If you are one entity that's doing business with companies in the UK and companies in the US, and now also with UHN in Canada, then you don't necessarily have to have an account for each of

those customer country locations. You would be better served by having different accounts based on your entities, since you probably have different people that create the documents in each of those countries. But, if you are one location that serves all those countries, then having one account is perfectly fine. You don't need to have an account per customer country or per customer, so you don't need another account.

When we send you the trading relationship request (TRR), you can log in with one of your existing accounts from that TRR, and it will enable UHN to your existing account.

If you have a Standard account and you want to upgrade it, there is a work instruction on the Supplier Information Portal on how to do so. There is an upgrade button on the top header of the portal. You would click that, then approve it, and your account will be upgraded.

If you already have an existing account that you want to use and that you would like to be enabled to UHN with, when we send you the survey, you can input that ANID into the survey and we'll send the trading relationship request to the designated person as well as directly to that ANID, so you can easily accept the trading relationship request with that account.

Currently purchase orders (POs) are received from Mohawk Medbuy (formerly Plexxus). Will this change with the new system?

Yes. After November 6, if you join the SAP Business Network, your POs will come directly from the SAP Business Network. If you're not on the SAP Business Network, after November 6, your POs will come directly from UHN purchasing. They will no longer come from Mohawk Medbuy (formerly Plexxus).

If you're not in the SAP Business Network and you are EDI enabled, then your purchase orders will come from UHN through EDI. But if you're not on the SAP Business Network and you're not EDI enabled, then your purchase orders will come from us via email.

Will maintaining a standard subscription also allow us visibility on the status of invoices, (e.g., whether that invoice, is approved or declined for payment status)?

Yes, even if you have a standard account, you will see the status of your invoices, including remittance status.

Will this be the best or preferred method to transact with UHN in the future?

Yes. The SAP Business Network is the preferred method to transact with UHN.

What should I do if I have not received my trading relationship request (TRR) yet?

We will be sending out trading relationship requests on July 14. If shortly after July 14, you have not yet received a trading relationship request, please contact UHN at aribasupplierenablement@uhn.ca and provide the enablement team with the appropriate email address to receive the trading relationship request. The team will send you the survey to identify the type of account that you want to use, and that will trigger the sending of the TRR.

When will I need to join the SAP Business Network by?

We are slated to go-live by November 6, so we ask that you please join us prior to that.

When do I have to complete the survey by after I receive it?

We are giving everyone just over three weeks to take this back, discuss internally within your organization and to let us know which account you intend to use to move forward with us on the SAP Business Network. That corresponds to July 13. July 14 is when everyone will receive their corresponding trading relationship request.

Is there a recording of the supplier summit?

Yes, there is a recording. It is available on the Supplier Information Portal. This Q&A

session will also be available on the portal. We are transcribing all of the Q&A's that are being asked in the summits and they will put it into a document for everyone to see.

If our accounts receivable team currently receives a remittance email after payment, will we continue to receive that email after November 6, or do we need to look to the portal to see the remittance information?

You will get both. You will continue to receive the email remit notice along with the notice that you will see in the portal.

The information for this meeting was sent to the wrong individual. Is it possible to update the contact information in advance of the trading relationship request (TRR) being sent?

Yes. You can update the contact information in the survey. The survey asks you to identify who the appropriate contact person is (to send that trading relationship request to) and to identify the type of SAP Business Network account you choose. Please provide us with the correct contact information in the survey.

How can I send my purchase orders to more than one person at my company?

When you configure your account, you will set up your notifications. You will have the capability to set up notifications for up to five people whenever you receive a purchase order from your buyers. The admin will just configure all the email addresses in that notification for purchase orders. Admins will have to input the email addresses and ensure they are separated by a comma, with no space.

Will there be more summits?

There will be more summits for future waves of suppliers that we invite to join the SAP Business Network. You were hand-selected for our first wave, so there will be no more summits for you. We will be putting a recording of the summit into the Supplier Information Portal. If you have any clarifying questions about information and joining, please contact SAP or the UHN enablement team to ask those clarifying questions.