



AIR CANADA

SAP Ariba Supplier Training Course

September 2025

- Camera and microphones will be turned off for participants
- If you have a question, please use the Q&A feature to submit a question – you may turn on 'Anonymous' to submit your questions
- Feel free to use the polls to complete knowledge checks throughout the session
- Content and recording will be shared after the presentation



Introduction to your speakers

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Supplier Enablement

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Section 1 | Introduction to Air Canada's Transformation

Air Canada's Finance & Procurement Transition

Air Canada transitioned to a new system in an effort to enhance and streamline our business processes.

This change includes:

- ✓ Integrating a new Enterprise Resource Planning (ERP) system
- ✓ Updating our SAP Business Network ID (ANID)
- ✓ Implementing advanced tools for procurement, supplier management, and financial transactions



Air Canada's Goal:

To make operations smoother, reduce manual tasks, save time and create a seamless finance and procurement experience

WHAT is changing for you as a supplier?

Accept Purchase Orders

Air Canada will issue SAP Ariba Purchase Orders (POs) before you (Suppliers) start providing services or delivering goods

Familiarizing yourself SAP Business Network Account

Suppliers will be asked to leverage their SAP Business Network Account to manage POs

Invoicing in SAP Ariba

At the time of invoicing, ensuring that you (Supplier) are using the correct PO

Using Service Purchase Orders and Service Entry Sheets

Air Canada is now using Service POs. If you (Supplier) are issued a Service PO, then you will also need to submit a Service Entry Sheet to outline the service details

Your Training Journey as a Supplier

This training is **essential** to your success with Air Canada. It'll guide you through key-systems, provide step-by-step walkthroughs for critical processes, and share the resources you'll need to ensure a **smooth and disruption-free transition**. A thorough understanding of this content is **crucial** to avoid delays or errors after go-live!

MAY. 2025



Receive initial communication from Air Canada about the SAP transition

JUN. 2025



Attend an Air Canada Supplier Summit

AUG. 2025



Participate in Air Canada Supplier Training

SEPT. 5 2025



Air Canada SAP Go-Live

SEPT. 2025 - ONWARD



Obtain support from Air Canada's Supplier Enablement Team

In order to be successful in your role as a Supplier, you should:



Review key communications sent by Air Canada and ensure all relevant stakeholders on your team are aware



Understand the procurement processes and be aware of the key resources available to you



Ask questions and leverage Air Canada Supplier Enablement Team as a key resource

Available Supplier Resources For You!

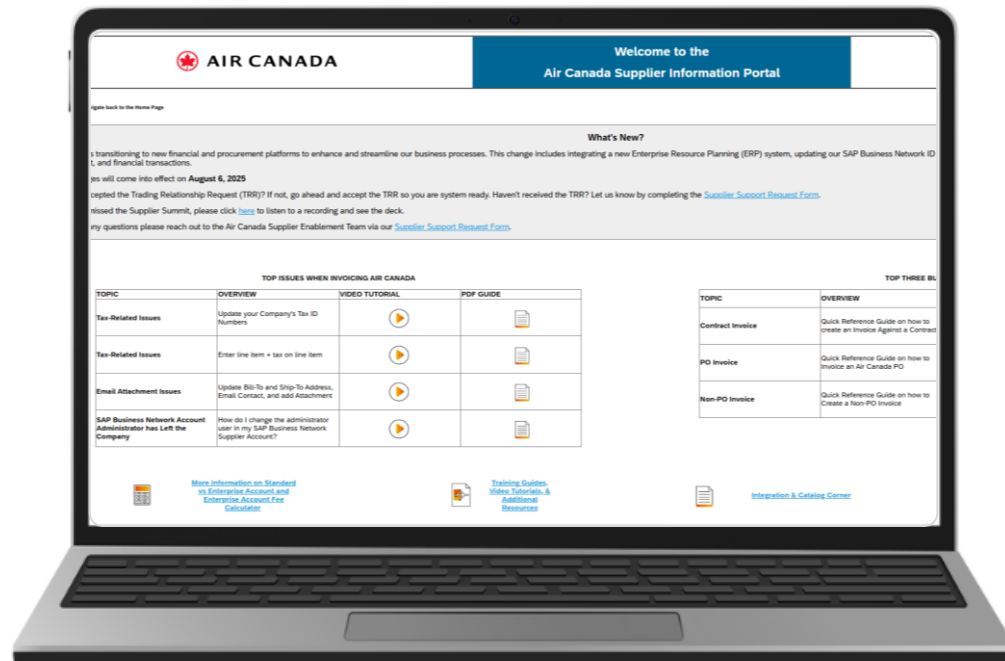
Air Canada Supplier Information Portal

Air Canada Supplier Information Portal provides information for all suppliers conducting business with Air Canada.

On this site, you will find information regarding the transformation and several tools to help answer any of your questions.

Need Support from Air Canada?

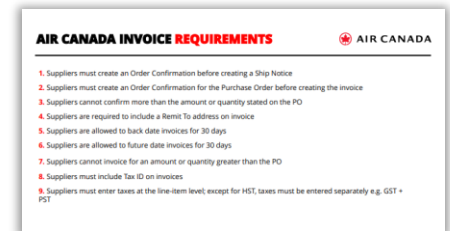
If you have any questions, please reach out to the Air Canada Supplier Enablement Team via our [Supplier Support Request Form](#).



Includes:

- ✓ Training Guides and Video Tutorials
- ✓ Integration and Catalog Information

- ✓ Supplier Summit Recordings
- ✓ Reference Guides

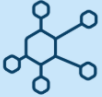




Section 2 | Training Course Overview

Topics & Objectives Being Covered Today

**Walk Through of SAP
Business Network**



**Understanding
Catalogs**



**Receiving Purchase
Orders
(incl. Service Entry
Sheets)**



**Submitting and
Managing Invoices**



Objectives of the Session:

- For new suppliers, understand how to navigate SAP Ariba for end-to-end purchasing and payment activities
- For migrating/existing suppliers, understand the changes to the process and upgraded interfaces
- For all suppliers, understand the key SAP Ariba resources available for your reference

Ground Rules for Today's Session

Today is about building confidence and unlocking what's possible with SAP, so you're ready to take off with Air Canada

The training sessions are meant to support a smooth transition to SAP. This session is focused on equipping you with the tools and knowledge you need to navigate the new system with confidence. Recording of today's session and supporting material will be available via Air Canada Supplier Portal



**Respect the
Agenda**



**Listen Actively and
Respectfully**



**Participate in
Activities**



**Ask Questions and
Clarify Doubts**

Key Training Annotations and Icons



Key Resources to Reference



Points of Attention



Key Topic/Definition



Job Aids/Guides



Section 3 | SAP Ariba for Suppliers

Introduction to SAP Ariba

SAP Ariba is your main workspace within the SAP Business Network. It's the platform you'll use to manage transactions with Air Canada, helping you streamline your day-to-day processes and ensuring smooth, compliant collaboration with your buyer.

WHAT is SAP Ariba?

SAP Ariba is a digital, **cloud-based platform** that is designed to make procurement and invoicing faster, more accurate, and easier to manage. With Ariba, **everything happens in one centralized space**: you receive purchase orders, submit invoices, track payment status, and maintain your business profile.

WHY SAP Ariba is beneficial to suppliers?



Provide clear workflow visibility, as you can track every step from Purchase Order to Final Payment



Simplified compliance, as the platform keeps records organized and audit ready



Faster, accurate invoices as you can submit orders and invoices without delays



Improved payment predictability, as you know when to expect payments

WHAT are the two SAP Ariba Account Types?

SAP Ariba offers two account types across the platform:

- **Standard Account** (free) is recommended and best suited for suppliers with low transaction volumes or spend
- **Enterprise Account** (fee-based, volume subscription) is designed for high transaction volumes or ERP integration



For more information on SAP Ariba, visit link – [SAP Ariba Customer Team](#)

Role of Supplier in SAP Ariba



SUPPLIER

The Supplier provides good and/or services to Air Canada under a contractual agreement.

NOTE: Organizations may have more than one person who completes invoices and PO



AIR CANADA REQUESTOR

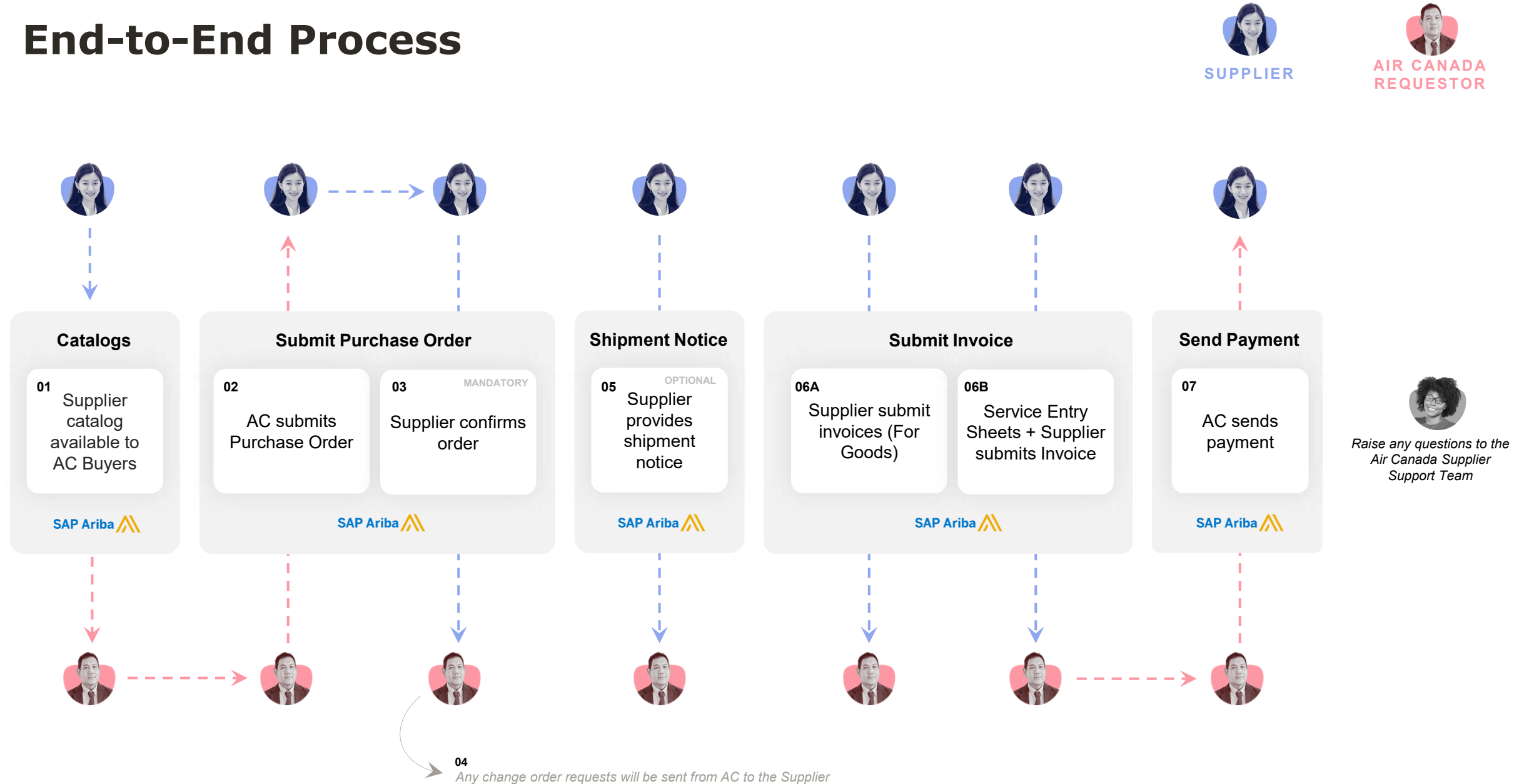
A Requestor is any person at Air Canada seeking out goods or services.



AIR CANADA SUPPLIER DESK TEAM

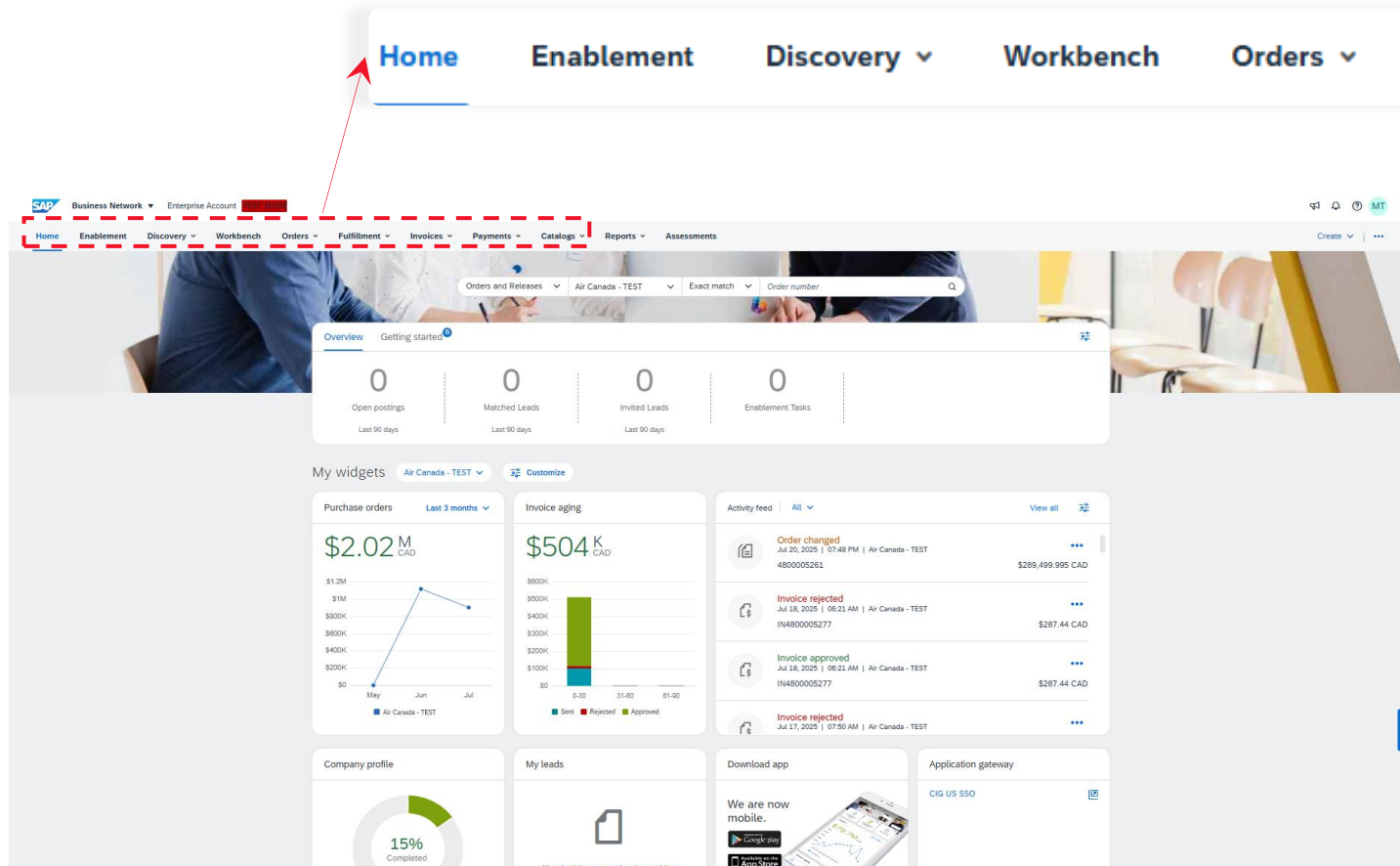
The Air Canada Supplier Support Team is responsible for the operational aspects of Ariba processes.

End-to-End Process



Understanding the Ariba Interface | Relevant Tabs

The Ariba Home Dashboard is your centralized workspace for managing all supplier activities, from handling orders and invoices to accessing reports, catalogs, and settings, giving you a clear overview of your transactions and tasks in one place.



The **Discovery tab** allows you to find new business opportunities and potential buyers

The **Orders tab** lets you view and manage purchase orders received from your customers

The **Fulfillment tab** allows you to track the progress of orders, shipments, and deliveries

The **Invoices tab** allows you to create submit, and track invoices associated with orders

The **Payments tab** details payment statuses and remittance information

The **Catalogs tab** allows you to manage and upload catalogs that customers can view

Understanding the Ariba Interface | Key Tips



To comply with industry standards and to address security concerns, your SAP Ariba solution times out after 30 minutes. If you close your browser window, the session on the server times out after 30 minutes.



You can attach files to any document requiring approval, such as requisitions or purchase orders. A paperclip icon indicates when and where you can add an attachment. The total size of an order, including attachments, cannot exceed 10MB.



Utilize the search bar to help navigate between different windows; make sure to use keywords & search filters to refine your search

Key Terminology



To reference back to key terms shared throughout the presentation, visit the [key glossary](#) for all relevant definitions and acronyms or click on the icon to be re-direct to this page

Term	Definition
SAP Business Network (SBN)	A global business network where buyers and suppliers collaborate on procurement and supply chain activities. It was formerly known as Ariba Network.
Procurement	The process of acquiring goods and services, including requisitioning, purchasing, and receiving.
Order Routing Process	How you receive purchase orders from buyers using email, portal, fax, or integration based on your SAP Business Network set up.
Purchase Order (PO)	A document from a buyer requesting goods or services that you will fulfill and invoice against.
Invoice	A request for payment you send to the buyer for goods or service provided based on a purchase order.
Credit Memo	Used to correct or cancel a submitted invoice when there is an overcharge or return.
Fulfillment	The process of preparing and delivering products or services as listed in the buyer's purchase order.
Order Confirmation (OC)	A response sent to confirm you have received the purchase order and will fulfill the items, helping keep orders accurate and avoiding delays.
Trading Relationship (TRR)	A connection with a buyer that lets you exchange documents like POs, invoices, and shipping notices.
Invoice Rules	Guidelines set by your customer that control how you must create and submit invoices and related documents on the SAP Business Network.
Catalogs	Lists of your items or services made available to buyers for ordering directly through the SAP Business Network.
Supplier ANID (ANID)	Your unique SAP Business Network ID that identifies your company for all transactions with buyers and is crucial for key enablement tasks.
Advance Shipping Notice (ASN)	An update in document form that you send to let the buyer know goods have shipped along with key delivery information.
Service Entry Sheets (SES)	A mandatory document suppliers submit in Ariba to confirm delivered services, detailing work done for buyer review and payment.



Section 3 | SAP Ariba for Suppliers

**SAP Ariba Business
Network**

Catalog
Management

Purchase
Orders

Invoice
Submission

Training Objectives and Outcomes

Section 3.1 | SAP Business Network (Ariba)

This course will provide an overview of the SAP Business Network (Ariba) and how to navigate it as an Air Canada Supplier.

This section will focus on:

- | | |
|---|---|
| 1 | Introduction to SAP Business Network |
| 2 | How to Register and Accept the Trading Relationship Request |
| 3 | How to update your Supplier Profile |



How To Register Onto SAP Business Network For Air Canada

To register with Air Canada, use the 'Trading Relationship Request' pathway where Air Canada will send an invitation to connect

1

For new suppliers, rather than the traditional trading request, as an Air Canada supplier, you will receive a notification regarding the Trading Relationship

Existing suppliers **do not need to redo this process** and can use their **existing ANID**

2

The registration of the trading relationship will be using your NEW Ariba ANID (unique identifier that SAP Ariba assigns to each company within their SAP environment)

3

Once you have received the notification, log-in your account and verify the new connection **OR** log-in to accept the new pending request

4

To complete work with Air Canada on the SAP Business Network, you **must take action** to accept the trading relationship (even if you are an existing supplier)

5

Click on the user profile dropdown located at the top right of your home page and select '**Settings-Customer Relationship**'

You can auto-accept by clicking 'automatically accept' and click update **or**

You can manually accept by clicking 'manually review' > review pending requests and click update

6

Once complete, you are ready to start transactions with Air Canada!



What is a Trading Relationship?

A trading relationship in Ariba is the direct link between your account and Air Canada's account on the SAP Business Network.

Without this relationship, there can be no transfer of documents, including items such as purchase orders, invoices, and more between the parties.

Haven't received the TRR? Let us know by completing the [Supplier Support Request Form](#).

Account Settings

Customer Relationships Users Notifications Application Subscriptions API management Generative AI

Current Relationships

Potential Relationships

I prefer to receive relationship requests as follows:



Automatically accept all relationship requests



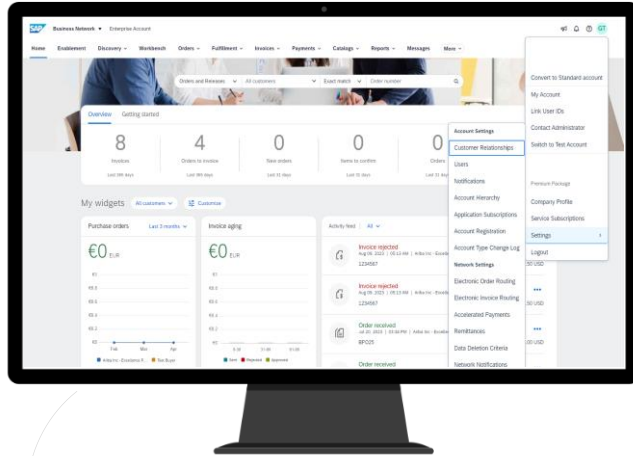
Manually review all relationship requests

Update



NOTE: If you are an **existing supplier**, you **will not** need to redo this process and you will continue to use **your existing ANID**

What Is Available On The SAP Business Network



Key Features for Suppliers:



Create and configure your supplier account information



Respond to a Purchase Order/Service PO



Make sure to provide Order Confirmation

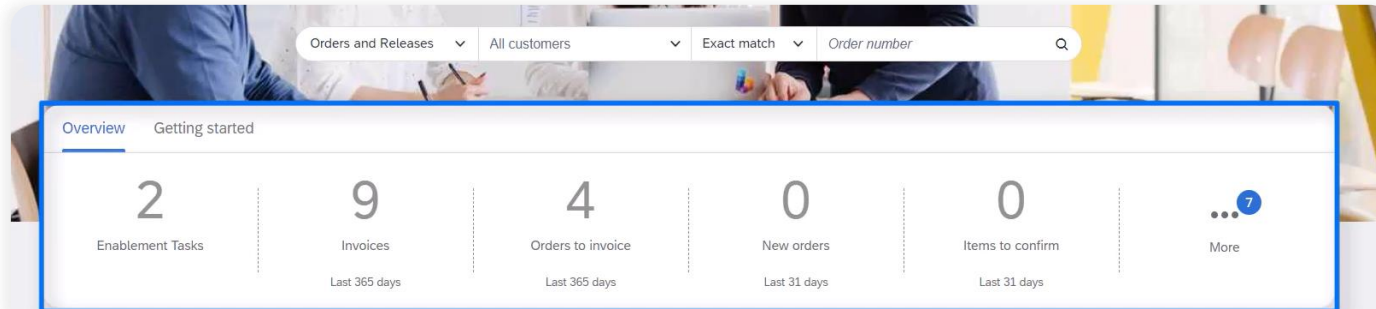


Invoice your customer

Ensure that you have an appropriate account administrator that registers the account. There can only be **one administrator**, and they will be responsible for:

- (1) Maintaining the account
- (2) Creating and managing users

Account Users will be responsible for raising and answering questions & updating information



For guidance on how to navigate the SAP Business Network, follow this link:

['Getting Started on SAP Business Network'](#)

Key Resources for SAP Business Network

KEY TASKS TO COMPLETE *(Shown Above)*

Set-Up Company Profile

Set-Up Tax ID

Set-Up Remittance
Information

ADDITIONAL TASKS TO COMPLETE *(Review Reference Material)*

Set-Up Email Notifications 

Set-Up Enablement Tasks

Set-Up Order Routing
Methods

Review Your Relationships

Set-Up User Accounts 

Set-Up Linked Accounts



**For guidance on how to set-up SAP
Business Profile for Air Canada**

Click on the links within each button

OR

Visit the '[End-to-End](#)' [Process Guide](#)
on the Supplier Portal

Knowledge Check

Q1: What is the first step required when registering within the Air Canada SAP Business Network?

- A) Send an email to the Air Canada Supplier Enablement Desk Team
- B) Complete the Supplier Support Request Form
- C) Call the SAP Ariba Help Desk



Knowledge Check

A1: What is the first step required when registering within the Air Canada SAP Business Network?

A) Send an email to the Air Canada Supplier Enablement Desk Team

B) Complete the Supplier Support Request Form

C) Call the SAP Ariba Help Desk



Knowledge Check

Q2: Which are the three most important items to have updated in your supplier profile? Select all that apply.

- A) Your Order Routing Methods
- B) Your Tax ID
- C) Your Email Notifications
- D) Your Remittance Information
- E) Your Company Profile



Knowledge Check

A2: Which are the three most important items to have updated in your supplier profile? Select all that apply.

A) Your Order Routing Methods

B) Your Tax ID

C) Your Email Notifications

D) Your Remittance Information

E) Your Company Profile





Section 3 | SAP Ariba for Suppliers

SAP Ariba Business
Network

**Catalog
Management**

Purchase
Orders

Invoice
Submission

Training Objectives and Outcomes

Section 3.2 | Catalog Management

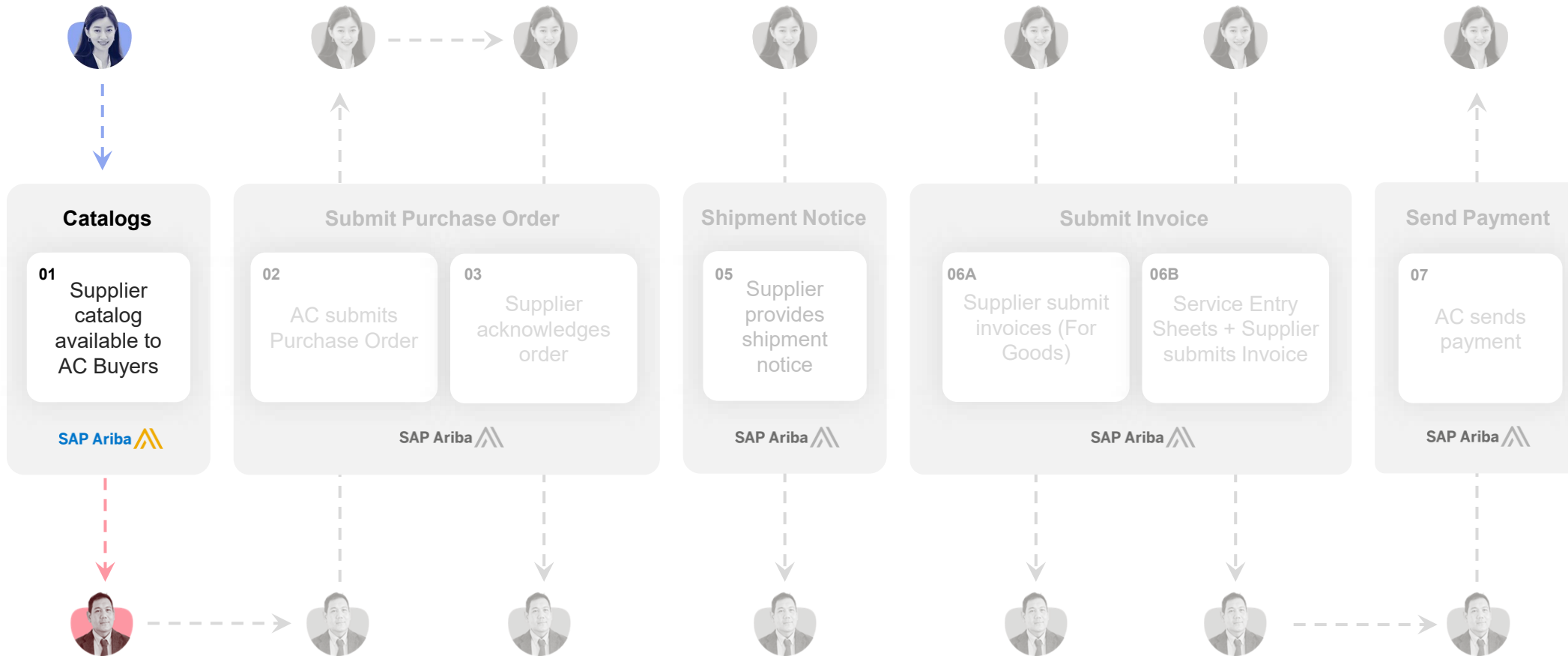
This course will provide an overview of the end to end purchasing process for suppliers

This section will focus on:

- 1 Understanding the different types of catalogs available in SAP Ariba



Introduction to Catalogs



Raise any questions to the
Air Canada Supplier
Support Team

What Are Catalogs?

In SAP Ariba, a catalog is your digital storefront. It is where you list the products you offer, with information like pricing, descriptions, and units, so that Air Canada and other customers can easily find and order from you directly through the SAP Ariba platform.

WHAT type of catalogs does Air Canada use?

Static Catalogs

A **Static** catalog, also known as Catalog Interchange Format (CIF) in Ariba

It is typically an Excel or CSV, that lists your products with fixed details like price, descriptions, etc.

It is best used for small or stable offerings that do not change frequently

Dynamic Catalogs

A **Dynamic** catalog, also known as a Punchout Catalog in Ariba

This type of catalog connects Ariba direct to your external website, which allows Air Canada to browse live inventories, see current pricing, and build a list in real time.

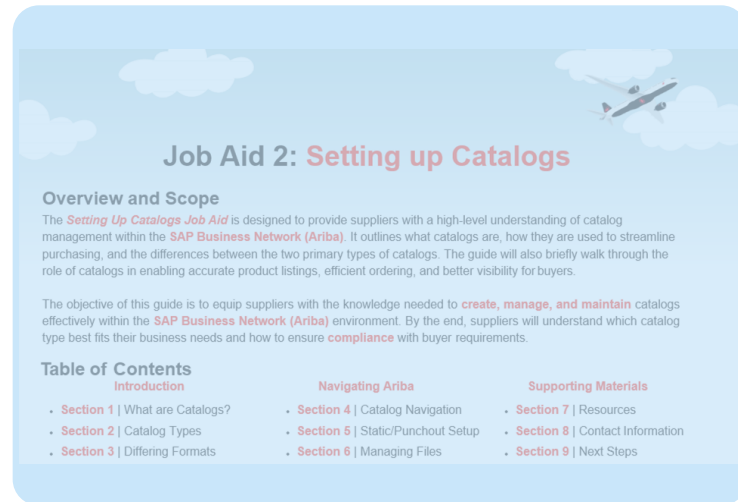
Once Air Canada buyers check out, the cart is automatically transferred to Ariba to complete the order process.

For New Suppliers | Ariba Catalog Options



For detailed information on how to set up catalogs, reference the Air Canada Supplier Catalog Job Aid

The job aid includes:



Job Aid 2: Setting up Catalogs

Overview and Scope

The **Setting Up Catalogs Job Aid** is designed to provide suppliers with a high-level understanding of catalog management within the **SAP Business Network (Ariba)**. It outlines what catalogs are, how they are used to streamline purchasing, and the differences between the two primary types of catalogs. The guide will also briefly walk through the role of catalogs in enabling accurate product listings, efficient ordering, and better visibility for buyers.

The objective of this guide is to equip suppliers with the knowledge needed to **create, manage, and maintain** catalogs effectively within the **SAP Business Network (Ariba)** environment. By the end, suppliers will understand which catalog type best fits their business needs and how to ensure **compliance** with buyer requirements.

Table of Contents

Introduction	Navigating Ariba	Supporting Materials
• Section 1 What are Catalogs?	• Section 4 Catalog Navigation	• Section 7 Resources
• Section 2 Catalog Types	• Section 5 Static/Punchout Setup	• Section 8 Contact Information
• Section 3 Differing Formats	• Section 6 Managing Files	• Section 9 Next Steps

01

WHERE to set-up catalogs in Air Canada's Ariba environment

02

HOW to set up a Static (CIF) Catalog

03

HOW to set up a Dynamic (Punchout) Catalog

04

HOW to update catalogs in the Air Canada Ariba environment



Section 3 | SAP Ariba for Suppliers

SAP Ariba Business
Network

Catalog
Management

**Purchase
Orders**

Invoice
Submission

Training Objectives and Outcomes

Section 3.3 | Purchase Orders

This course will provide an overview of the end to end purchasing process for suppliers

This section will focus on:

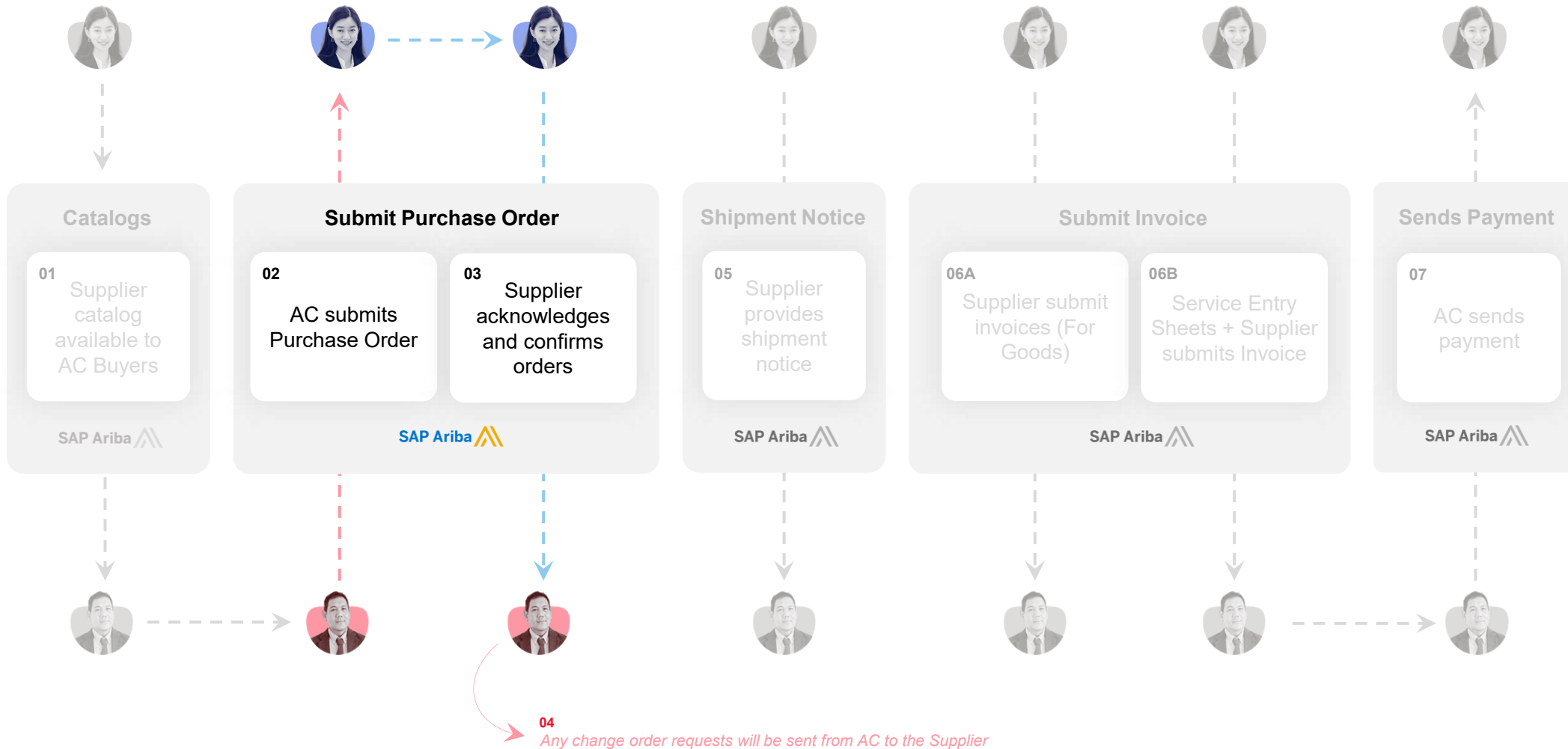
- | | |
|---|---|
| 1 | How to view and accept Purchase Orders |
| 2 | How to send Order Confirmations (Accept, Reject, Propose Changes) |
| 3 | How to submit Advanced Shipment Notice and Service Entry sheets |



Introduction to Purchase Orders


SUPPLIER


AIR CANADA
REQUESTORS

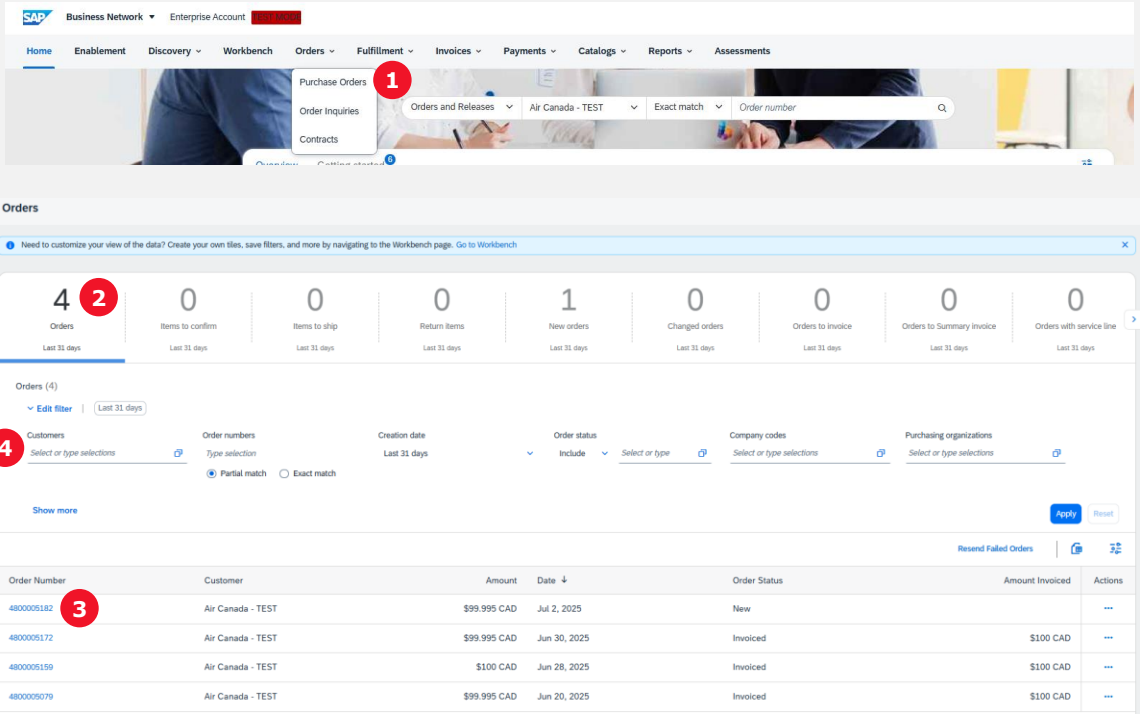



Raise any questions to the
Air Canada Supplier
Support Team

How to View Purchase Orders

Once Air Canada has identified a need for a good or service, the Air Canada Requester will complete a Purchase Order (PO). Air Canada will use SAP Ariba as the primary platform for submitting purchase orders (POs) to suppliers, with three available methods for PO routing.

- 1 Click on the Purchase Orders Tab to manage your Purchase Orders
- 2 Orders are presented as a list of Purchase Orders received from Air Canada
- 3 Click on 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 the Search Filters to display the query fields. Enter your criteria and click Apply
- 6 Toggle the Table Options Menu to view ways of organizing your inbox

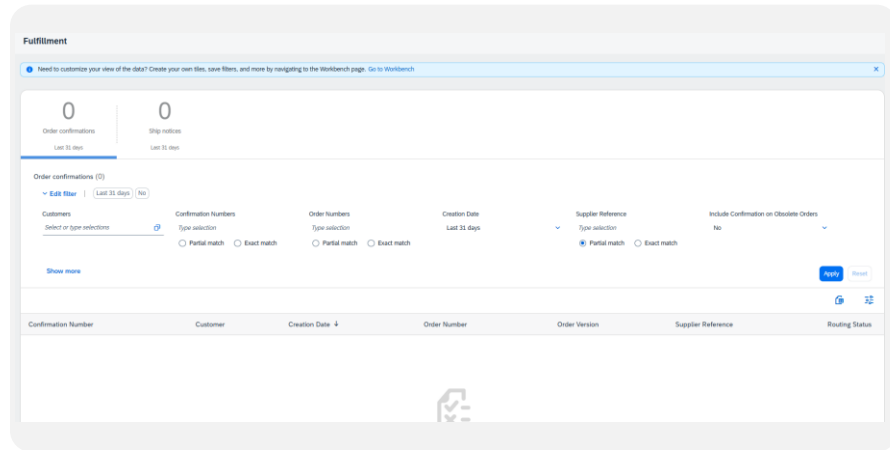


The screenshot displays the SAP Ariba 'Orders' page. At the top, the navigation bar includes tabs for Home, Enablement, Discovery, Workbench, Orders (selected), Fulfillment, Invoices, Payments, Catalogs, Reports, and Assessments. Below the navigation bar, there's a search bar and a list of filters. The main content area shows a table of Purchase Orders with columns for Order Number, Customer, Amount, Date, Order Status, and Amount Invoiced. The table is filtered to show 4 orders. The first order is highlighted with a red circle and the number 3, indicating the link to view details.

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced	Actions
4800005182	Air Canada - TEST	\$99,995 CAD	Jul 2, 2025	New		...
4800005172	Air Canada - TEST	\$99,995 CAD	Jun 30, 2025	Invoiced	\$100 CAD	...
4800005159	Air Canada - TEST	\$100 CAD	Jun 28, 2025	Invoiced	\$100 CAD	...
4800005079	Air Canada - TEST	\$99,995 CAD	Jun 20, 2025	Invoiced	\$100 CAD	...

What Are Order Confirmations & Why Are They Important?

Order Confirmations let Air Canada know that you have received their purchase orders and whether you will accept, reject, or propose changes to it. It helps align expectations early in the ordering process and ensure both sides are on the same page before fulfillment begins.



Order Confirmation Screen in Air Canada Ariba Environment

WHY are order confirmations from Suppliers required?

- ✓ Order confirmations are **mandatory** for suppliers to submit, as they are a **critical first step** in the fulfillment process.
- ✓ They ensure that the buyer knows their order has been received and reviewed.
- ✓ By confirming or proposing updates, you help avoid confusion, reduce fulfillment errors, and speed up the approval process.
- ✓ They also allow **both parties** to align early on important details like quantities, delivery dates, and pricing, which supports **smoother invoicing** and **on-time payments** later.

Once you have received a PO from Air Canada, you have 3 options to respond:

Accept



Confirm the order from Air Canada as is, meaning all details are agreed upon and fulfillment can begin

Reject



Reject the order as is, and re-route back to Air Canada

Propose Changes



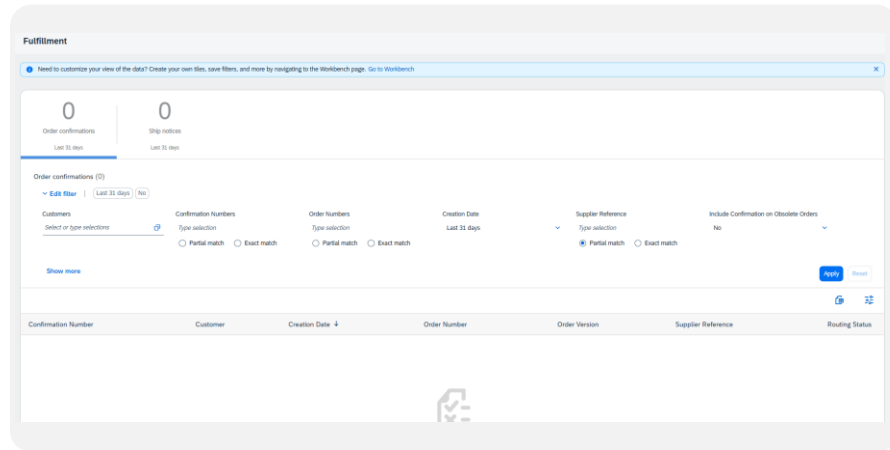
Suggest changes to Air Canada on quantity, price, or delivery dates based on feasibility



Always review purchase orders carefully before confirming, as accurate responses prevent fulfillment delays and help maintain a strong buyer-supplier relationship

What Are Order Confirmations & Why Are They Important?

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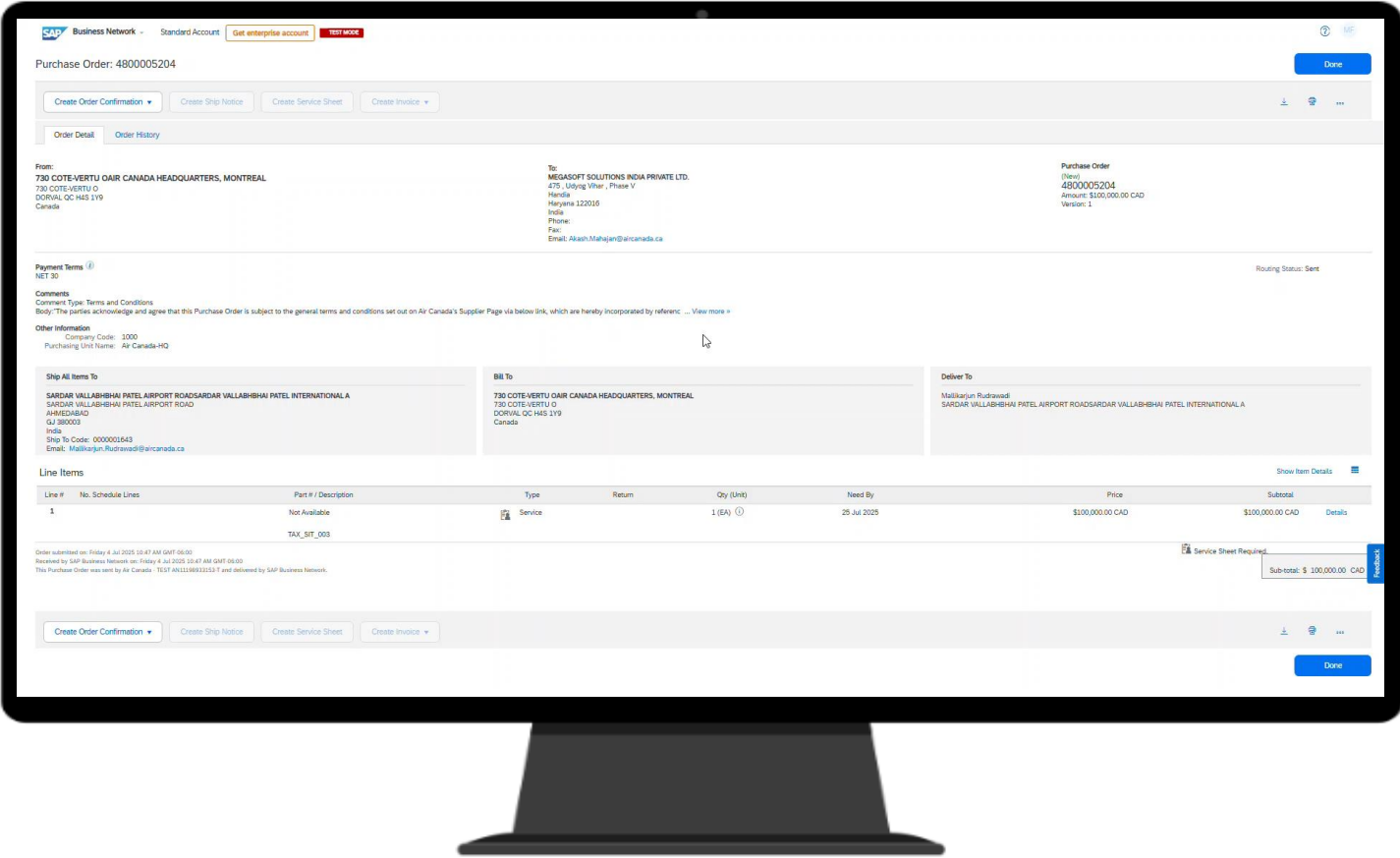


Always review purchase orders carefully before confirming, as accurate responses prevent fulfillment delays and help maintain a strong buyer-supplier relationship


Order Confirmations | How to **ACCEPT**



Order Confirmations | How to REJECT



Order Confirmations | How to **PROPOSE CHANGES**


SAP Business Network
Standard Account
Get enterprise account
TEST MODE

Purchase Order: 4800005204
Done

Create Order Confirmation
Create Ship Notice
Create Service Sheet
Create Invoice

Order Detail
Order History

From:
730 COTE-VERTU OAIR CANADA HEADQUARTERS, MONTREAL
730 COTE-VERTU O
DORVAL QC H4S 1Y9
Canada

To:
MEGASOFT SOLUTIONS INDIA PRIVATE LTD.
479, Vaidyng Vilas - Phase V
Haryana 122019
India
Phone:
Fax:
Email: Akash.Mahajan@aircanada.ca

Purchase Order
View
4800005204
Amount: \$100,000.00 CAD
Version: 1

Payment Terms
NET 30
Routing Status: Sent

Comments
Comment Type: Terms and Conditions
Body: The parties acknowledge and agree that this Purchase Order is subject to the general terms and conditions set out on Air Canada's Supplier Page via below link, which are hereby incorporated by reference. ... View more

Other information
Company Code: 1000
Purchasing Unit Name: Air Canada-HQ

Ship All Items To
SARDAR VALLABHBHAI PATEL AIRPORT ROADSARDAR VALLABHBHAI PATEL INTERNATIONAL A
SARDAR VALLABHBHAI PATEL AIRPORT ROAD
AHMEDABAD
GUJARAT
India
Ship To Code: 0000001643
Email: Mallikarjun.Rudravedi@aircanada.ca

Bill To
730 COTE-VERTU OAIR CANADA HEADQUARTERS, MONTREAL
730 COTE-VERTU O
DORVAL QC H4S 1Y9
Canada

Deliver To
Mallikarjun Rudravedi
SARDAR VALLABHBHAI PATEL AIRPORT ROADSARDAR VALLABHBHAI PATEL INTERNATIONAL A

Line Items
Show Item Details

Line #	No. Schedule Lines	Part # / Description	Type	Return	Qty (Unit)	Need By	Price	Subtotal	
1		Not Available	Service		1 (EA)	25 Jul 2025	\$100,000.00 CAD	\$100,000.00 CAD	Details
		TAX_BTF_003							

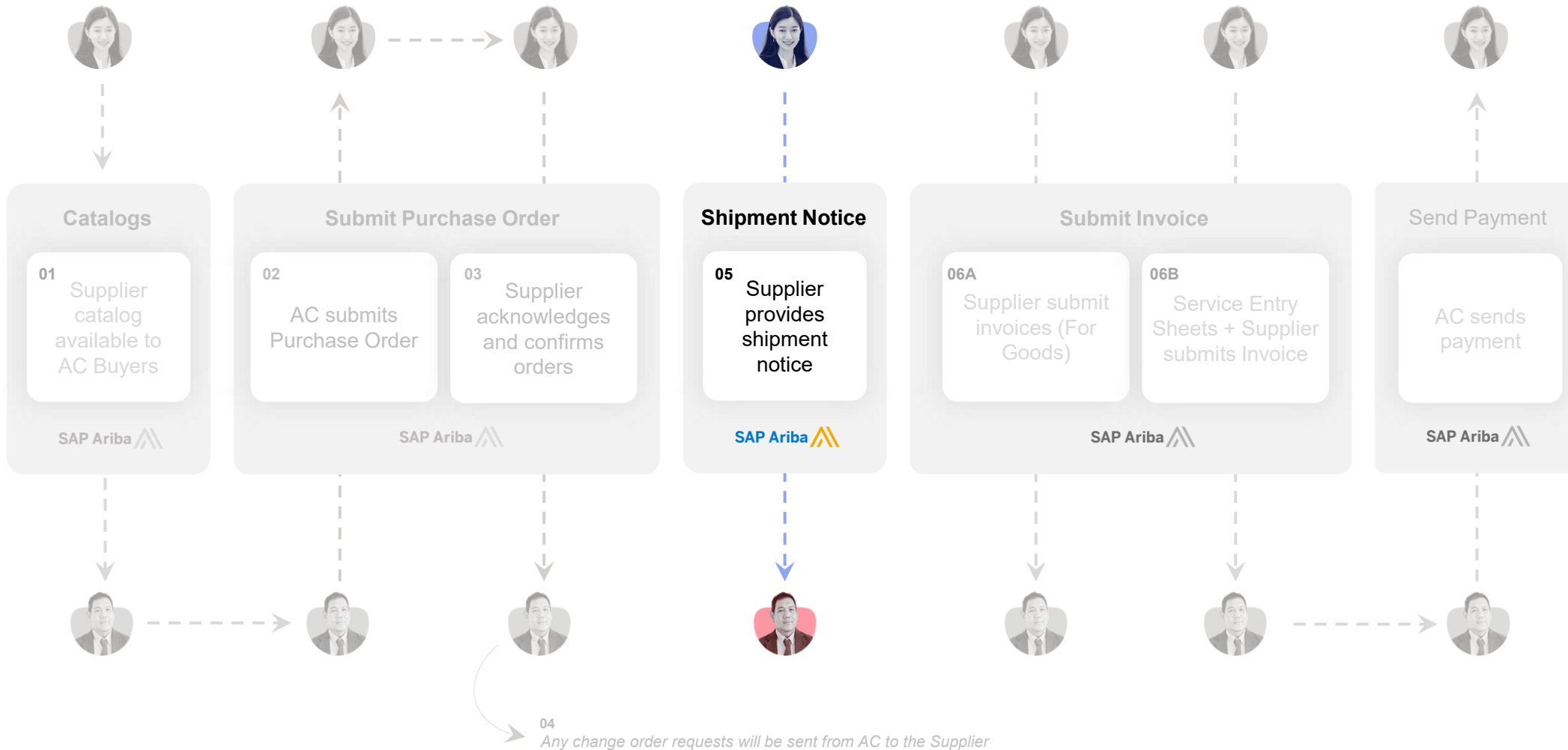
Orders submitted on: Friday, 4 Jul 2025 15:47 AM GMT-08:00
Received by SAP Business Network on: Friday, 4 Jul 2025 15:47 AM GMT-08:00
This Purchase Order was sent by Air Canada - 15:37 AM 01/08/2025 T and delivered by SAP Business Network.

Service Sheet Required
Sub-total: \$ 100,000.00 CAD

Create Order Confirmation
Create Ship Notice
Create Service Sheet
Create Invoice

Done

Introduction to Shipment Notices



*Raise any questions to the
Air Canada Supplier
Support Team*

Difference Between Shipment Notice vs. Service Entry Sheet

After the initial Purchase Order has been submitted from Air Canada to the Supplier, the Shipment Notice and Service Entry Sheets are transaction documents used to communicate the dispatch of goods or services to Air Canada. The purpose of these documents is to record the completion of agreed upon terms for both parties

(Advanced) Shipment Notice



What is it?

An electronic document that Suppliers send to Air Canada to inform them before a shipment is dispatched, **used for goods**

Shipment notice confirms that a shipment is in process and will be shipped soon, while Advanced Shipment Notice provides details before it arrives.

What is included inside a Shipment Notice?

- Upcoming delivery dates
- Order Confirmation Numbers
- Product Descriptions & Quantities
- Estimated Arrival Times

Why are they used by Air Canada?

They are used by Air Canada to help enhance visibility and streamline the receiving process. Advanced Shipment Noticed

Service Entry Sheet



What is it?

A document that contains **details of services** that have been performed by the Supplier (based on the PO)

Moving forward, an approved Service Entry Sheet is required prior to the creation of an invoice

What is included inside a Service Entry Sheet?

- Associated Purchase Order No.
- Dates and description of services provided
- Mandatory fields, such as rate and time of services provided

Why are they used by Air Canada?

They serve as a record of services provided, which strengthen overall compliance, help streamline the verification process and provide greater visibility for tracking

Creating (Advanced) Shipment Notices



Advanced Shipping Notifications (ASNs) let Air Canada know that an order has shipped and is on its way. By providing details like tracking numbers, carrier info, and expected delivery dates, ASNs help buyers prepare for receipt, schedule resources, and keep internal stakeholders informed.

Purchase Order: 4800005182

Create Order Confirmation
Create Ship Notice
Create Invoice

Order Detail
Order History

SHIP FROM
RESEAU DES FEMMES D'AFFAIRES DU QUEBEC
Longueuil MB
Canada

DELIVER TO
YMQ METROPOLITAN AIRPORTS/YMQ METROPOLITAN AIRPORTS
MB
Canada

SHIP NOTICE HEADER
SHIPPING
Packing Slip ID:
Invoice No:
Requested Delivery Date:
Ship Notice Type:
Shipping Date:
Delivery Date:
Gross Volume:
Gross Weight:

TRACKING
Carrier Name:
Service Level:

Create Ship Notice
Previous
Save
Submit
Exit

SHIP FROM
RESEAU DES FEMMES D'AFFAIRES DU QUEBEC
Rue Jean-Napier
Longueuil MB J4G 1H8
Canada

DELIVER TO
YMQ METROPOLITAN AIRPORTS/YMQ METROPOLITAN AIRPORTS

SHIP NOTICE HEADER
SHIPPING
Packing Slip ID: 123123123
Invoice No:
Requested Delivery Date:
Ship Notice Type:
Actual Shipping Date:
Actual Delivery Date:
Gross Volume:
Gross Weight:

TRACKING
Tracking information not provided

DELIVERY AND TRANSPORT INFORMATION
Delivery Terms:
Shipping Payment Method: Account
Reference Number:

1

Once your items have been shipped, log into your Ariba account and open the relevant Purchase Order.

Click **Create Ship Notice** to begin. You can submit **multiple shipping notices** per order if items are shipped in parts.

2

Complete the shipping form with all required details. It is important to take note of the following two fields:

1. Packing Slip ID – Use any internal number to identify the shipment.
2. Carrier Name – Select your shipping provider; once selected, fields for Tracking Number and Shipping Method will appear.

3

Click Update Address to enter your Ship From information. Next, check that the **Deliver To** address is correct.

Please note that all fields that are required are marked with an asterisk (*).

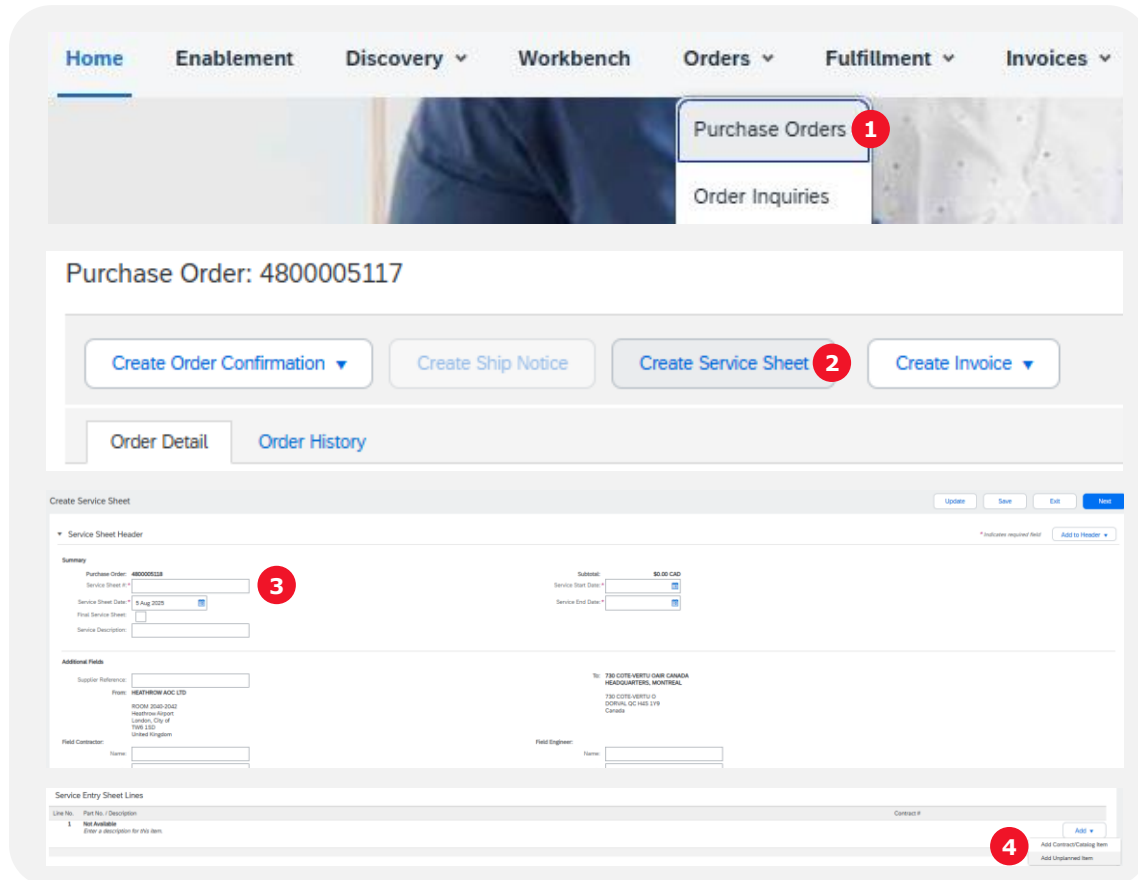
4

After a final check, click **OK** to continue to the next stage. Once you have reviewed that the information entered is correct, click **Submit** to send the Advanced Shipping Notice.

Creating Service Entry Sheets



Service Entry Sheets (SES) are used to confirm the completion of services before invoicing. Submitting an SES ensures your customer can review and approve the services delivered, which is a required step before you can submit your invoice for payment.



The screenshot shows the SAP Ariba Network interface. At the top, there are tabs: Home, Enablement, Discovery, Workbench, Orders, Fulfillment, and Invoices. The 'Orders' tab is selected, and a dropdown menu shows 'Purchase Orders' (highlighted with a red circle 1) and 'Order Inquiries'. Below this, the 'Purchase Order: 4800005117' is displayed. A row of buttons includes 'Create Order Confirmation', 'Create Ship Notice', 'Create Service Sheet' (highlighted with a red circle 2), and 'Create Invoice'. Below the buttons, there are tabs for 'Order Detail' and 'Order History'. The 'Create Service Sheet' form is open, showing a 'Service Sheet Header' section with fields for 'Purchase Order' (4800005117), 'Service Sheet #', 'Service Start Date' (9 Aug 2025), 'Final Service Sheet', and 'Service Description'. There are also fields for 'Supplier Reference', 'From', 'To', 'Field Contractor', and 'Field Engineer'. A red circle 3 highlights the 'Service Sheet #' field. Below the header, there is a 'Service Entry Sheet Lines' section with a table for 'Line No.', 'Part No.', and 'Description'. A red circle 4 highlights the 'Add Contract/Catalog Item' button.

1

Log in to your SAP Ariba Network account and go to the **Purchase Order** tab. Under **Orders**, find the Purchase Order (PO) associated with the services you have delivered.

2

Once located, click **Create Service Entry Sheet** from the dropdown menu next to the purchase order.

3

Enter a **unique Service Sheet number** (this can be any internal number you use to identify the sheet). Provide a **description of the service performed**, alongside the **start and end dates** of service delivery.

4

Use the **Add Contract/Catalog Item** or **Add Unplanned Item** button to select the relevant services. Fill in required details like quantity, description and more.

5

Double-check all service line details and ensure that all **mandatory fields (marked with asterisks)** are complete.

Once you have confirmed everything is accurate, click **Next**, review the full summary, and click **Submit** to send the information to the buyer.

Knowledge Check

Q3: What is the first thing you should do when you receive a Purchase Order from Air Canada?

- A) Call your Air Canada contact
- B) For goods, start pulling together the material for dispatch
- C) Provide an order confirmation to Air Canada via SAP Ariba
- D) Start preparing the invoice to send to Air Canada



Knowledge Check

A3: What is the first thing you should do when you receive a Purchase Order from Air Canada?

- A) Call your Air Canada contact
- B) For goods, start pulling together the material for dispatch
- C) Provide an order confirmation to Air Canada via SAP Ariba**
- D) Start preparing the invoice to send to Air Canada



Knowledge Check

Q4: What do you need to submit when you have completed providing services to Air Canada?

- A) Service Entry Sheet
- B) Advanced Shipment Notice
- C) Invoice
- D) All of the Above
- E) Only A and C
- F) Only A



Knowledge Check

A4: What do you need to submit when you have completed providing services to Air Canada?

- A) Service Entry Sheet
- B) Advanced Shipment Notice
- C) Invoice
- D) All of the Above
- E) Only A and C**
- F) Only A





Section 3 | SAP Ariba for Suppliers

SAP Ariba Business
Network

Catalog
Management

Purchase
Orders

Invoice
Submission

Training Objectives and Outcomes

Section 3.4 | Invoice Management and Submission

This course will provide an overview of invoicing activities and requirements within SAP Ariba

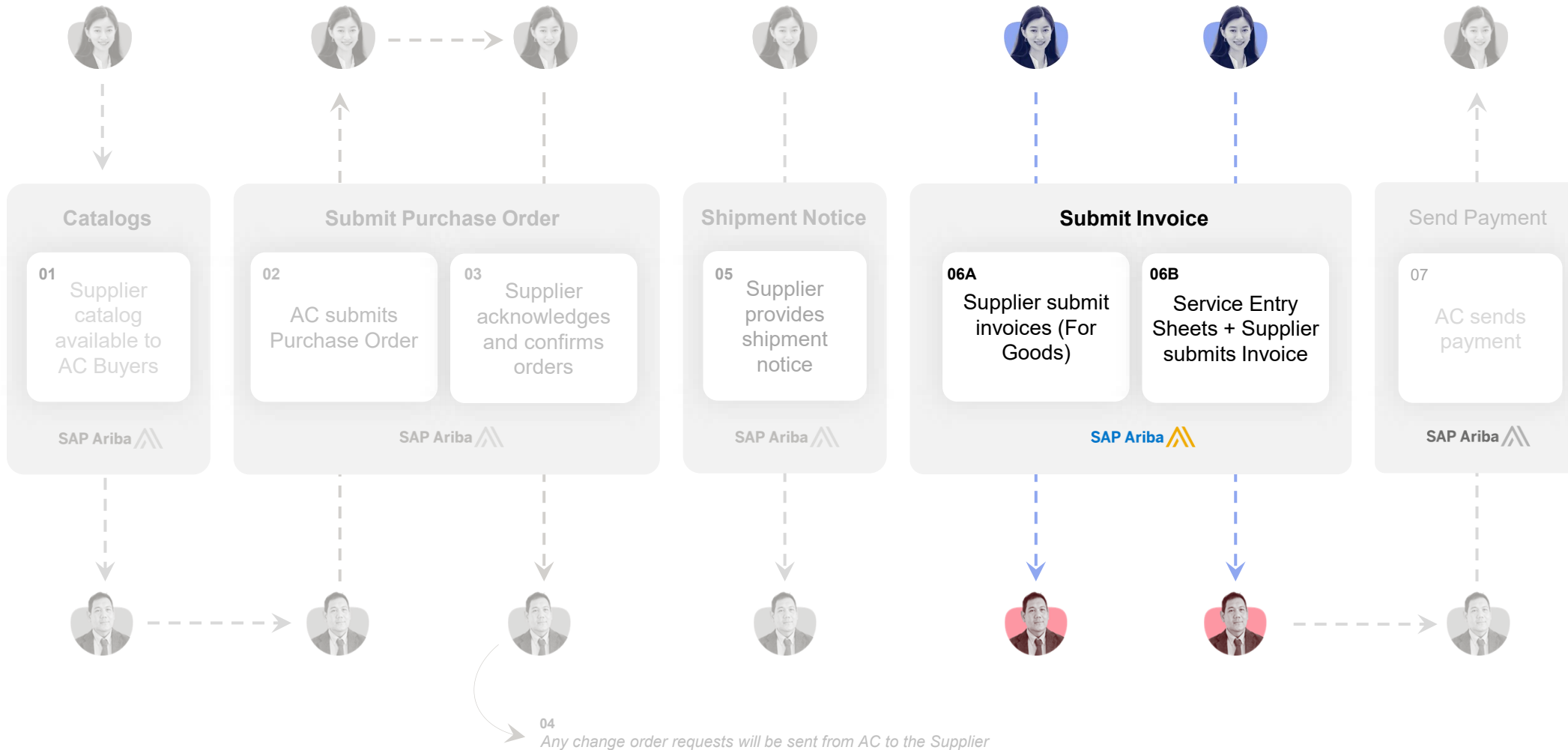
This section will focus on:

- | | |
|---|---|
| 1 | What are the invoicing rules and guidelines for Air Canada |
| 2 | What are the different types of invoices and how to submit them |



Introduction to Invoicing


SUPPLIER

**AIR CANADA
REQUESTOR**


*Raise any questions to the
Air Canada Supplier
Support Team*

Invoicing in Ariba

Invoices are digital billing documents you submit to your customer through SAP Ariba to request payment for goods or services you have delivered. Each invoice must be tied to a Purchase Order and accurately reflect what was provided.

HOW do Suppliers determine what goes onto the invoice?

Air Canada has outlined specific invoice rules for Suppliers:

- ✓ Suppliers must create an Order Confirmation for the Purchase Order before creating the invoice
- ✓ Suppliers cannot confirm more than the amount or quantity stated on the PO
- ✓ Suppliers are required to include a Remit To address on invoice
- ✓ Suppliers are allowed to back date invoices by 30 days
- ✓ Invoice numbers must not exceed 16 characters in Ariba
- ✓ Suppliers are allowed to future date invoices by 30 days
- ✓ Suppliers cannot invoice for an amount or quantity greater than the PO
- ✓ Suppliers must include Tax ID on invoices
- ✓ Suppliers must enter taxes at the line-item level; except for HST, taxes must be entered separately e.g. GST + PST
- ✓ Invoices cannot contain blank quantities or negative values



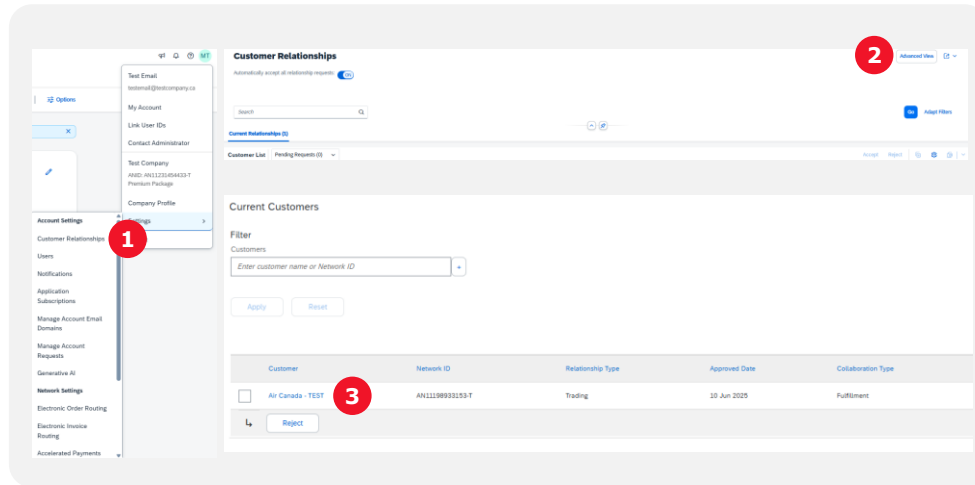
Refer to [Invoice Requirements Job Aid](#) for more information



Where To Find Invoicing Rules

Invoices are digital billing documents you submit to your customer through SAP Ariba to request payment for goods or services you have delivered. Each invoice must be tied to a Purchase Order and accurately reflect what was provided.

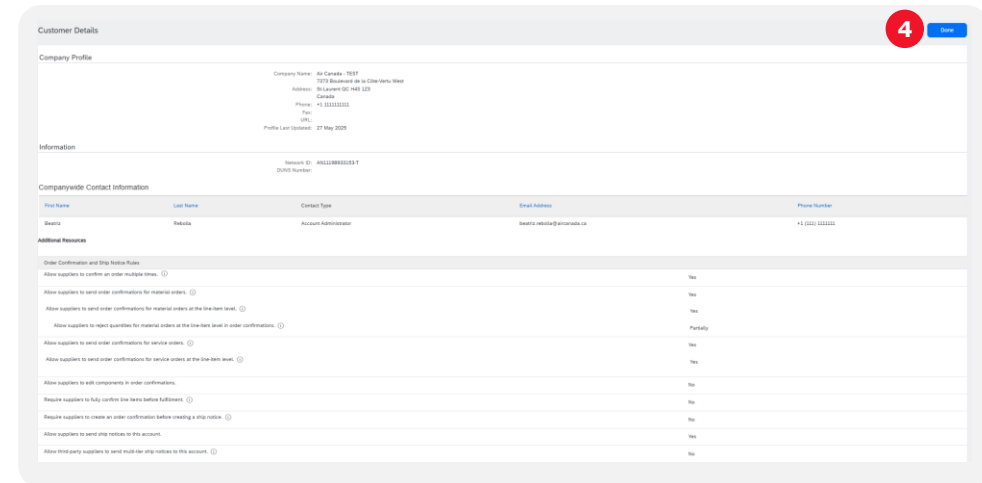
WHERE do Suppliers go to determine invoice rules?



1

Start by logging into your Ariba Network account. Then click on **Company Settings** and select **Customer Relationships** under **Accounting Settings**. From the dashboard, click on **Advanced View** to view your trading partners.

This is where you will find a list of connected buyers.



2

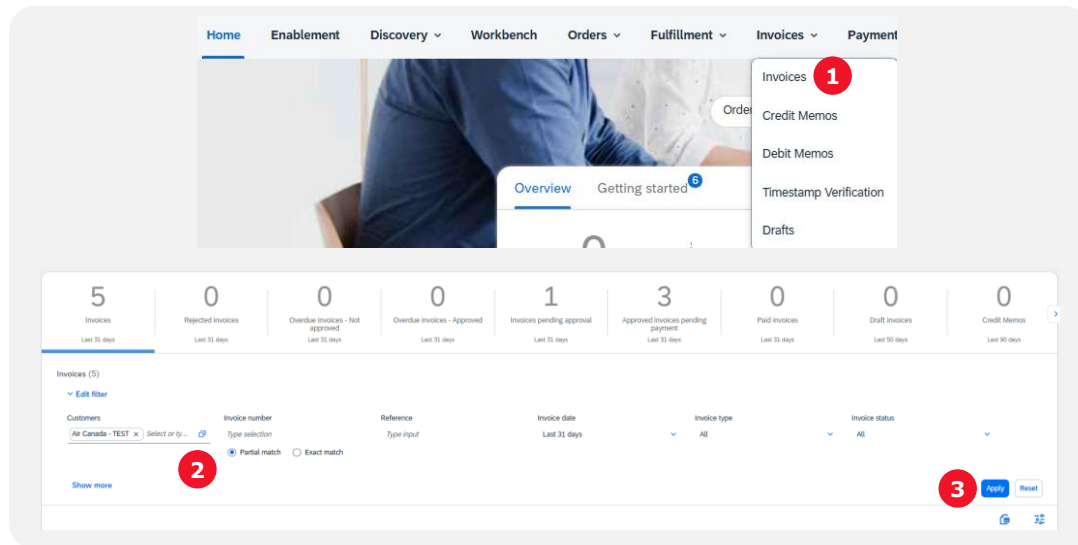
Click on Air Canada and scroll down to the **Invoice Setup** section to see specific invoicing guidelines, such as required fields or restrictions.

Review this information carefully and once done, click **Done**.

Where To Find Invoices

As a supplier, being able to quickly locate past invoices helps you stay organized, track payments, and follow up with confidence. Ariba offers **two ways** to do this:

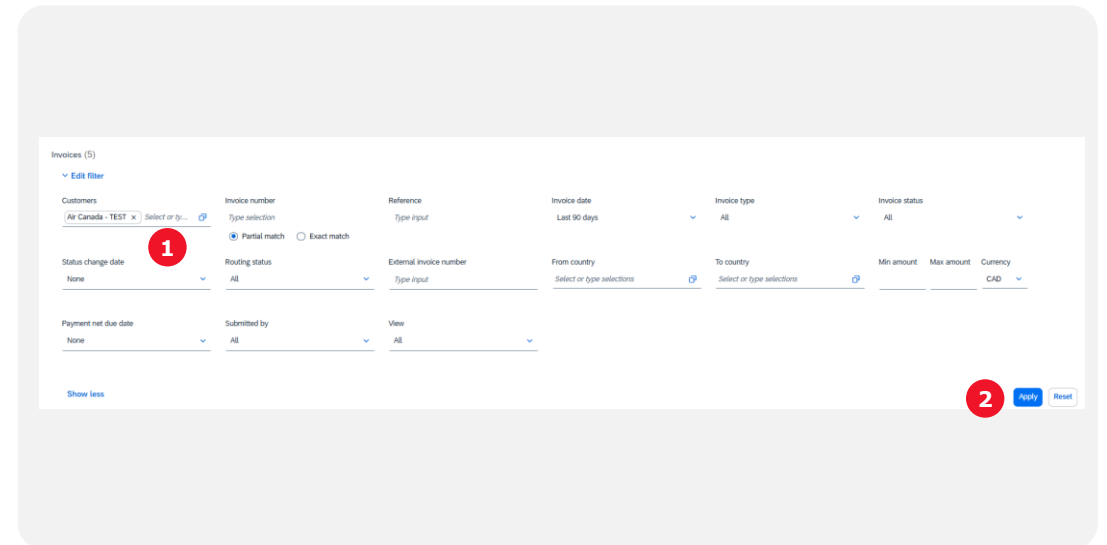
HOW to perform a QUICK search



Quick search is ideal when you need to find an invoice quickly with minimal details.

- From the **Home** tab, select **Invoices** as the document type, choose your customer from the dropdown menu, and enter the invoice number if you have it.
- You can also select a date range.
- Ariba allows searches up to **90 days** in the past.
- Once you have filled in the necessary fields, click **Apply** to view matching results.

HOW to perform a REFINED search



Refined search offers more flexibility when you need to narrow down results or search using specific criteria.

- From the **Invoices** tab, you can access **advanced filters** such as invoice amount, status, or submission date.
- Enter the relevant criteria to build a focused search, then click **Search** to view a tailored list of invoices.
- This method is especially helpful when troubleshooting or managing large volumes of transactions.

Types of Invoices Accepted by Air Canada

In SAP Ariba, there are several ways suppliers can submit invoices based on how the transactions were initiated. Knowing which invoice type to use helps ensure smoother processing and avoids delays or rejections. Below are the four main invoicing options available to you on the Network:

PO Flip Invoice



Create an invoice **directly** from a Purchase Order. Most common and **preferred method**, as it reduced manual entry.

Service Invoice



Create an invoice **directly** from a **Service Entry Sheet**. This option is used specifically for invoicing **services** provided to a buyer.

Contract Invoice



Submit an invoice based on a **contract number** instead of a Purchase Order. Most useful for **recurring** or **service-based** agreements.

Non-PO Invoice



Used when **no Purchase Order** exists. This option's use cases will likely be restricted based on the scenario at hand.

Credit Memo



Used to issue a **refund** or **adjustment** against a previously submitted invoice, requiring references to previous invoice (line level credit memos)



NOTE: Negative amounts or quantities are not accepted on any purchase order invoices. Ensure all values entered are positive to avoid submission errors.

PO Flip Invoice

PO Flip is the most common invoicing method in Ariba. It allows you to generate an invoice directly from an existing Purchase Order, ensuring your invoice automatically aligns with the order details your customer has already approved, speeding up processing and payment.

1

Once logged into your Ariba Network account, navigate to the **Invoice tab** and click on the **'Create'** dropdown. **Select PO Invoice.**

This ensures that you are initiating the invoice based on an approved order.

2

From the list of available Purchase Orders, **select the one you're invoicing against.** Click **'Create Invoice'**, then choose **Standard Invoice.**

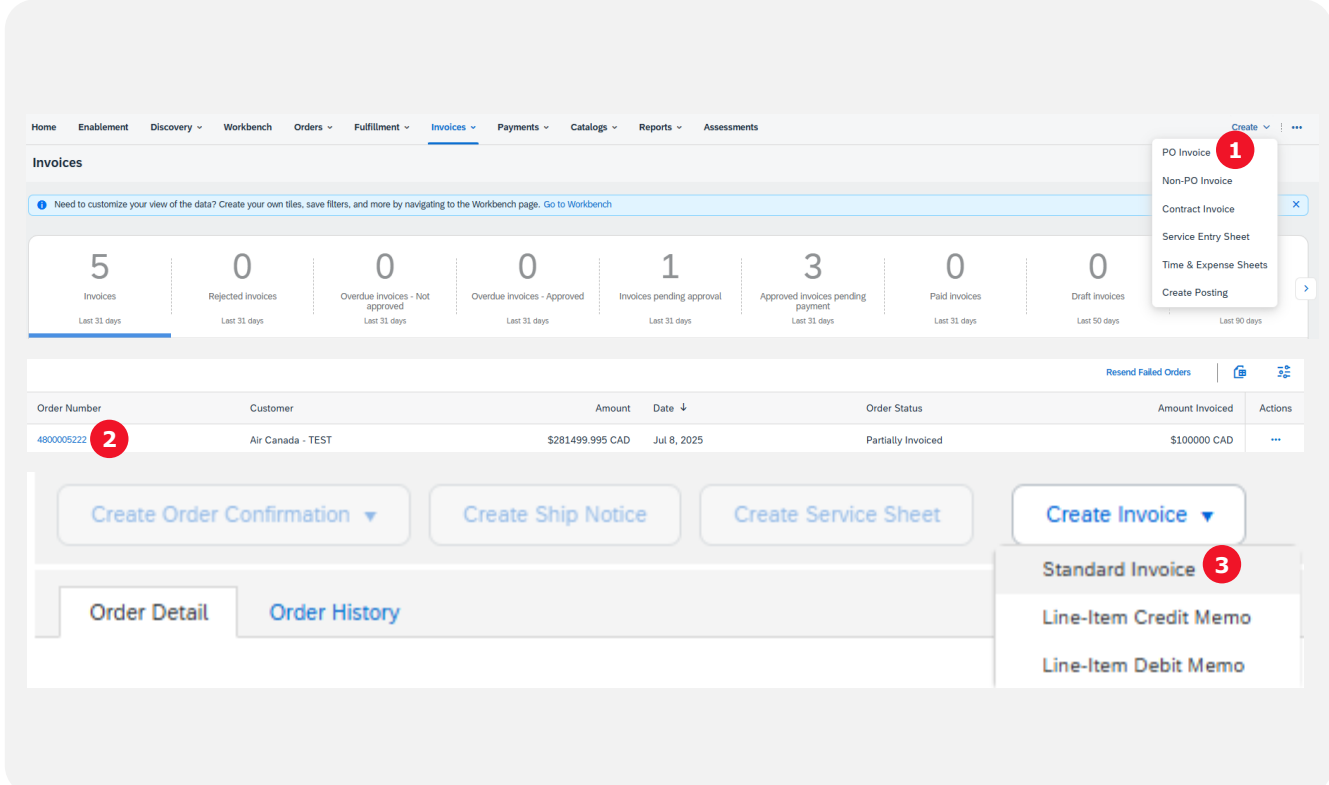
This generated a new invoice draft, pulling in all line items and details from the PO to help you work faster and more accurately.

3

Fill in the necessary information, denoted by an asterisk (*), including the Invoice #, Date, and Supplier Tax ID. Click on **Next** to view a summary of your invoice.

4

After reviewing the invoice, click **Submit** to submit the invoice.



The screenshot shows the Ariba Network interface. At the top, there's a navigation bar with tabs like Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Assessments. The 'Invoices' tab is active. Below the navigation bar, there's a section titled 'Invoices' with a message: 'Need to customize your view of the data? Create your own tiles, save filters, and more by navigating to the Workbench page. Go to Workbench'. Below this, there's a grid of tiles showing various invoice statistics: 5 Invoices (Last 31 days), 0 Rejected Invoices (Last 31 days), 0 Overdue Invoices - Not approved (Last 31 days), 0 Overdue Invoices - Approved (Last 31 days), 1 Invoices pending approval (Last 31 days), 3 Approved Invoices pending payment (Last 31 days), 0 Paid Invoices (Last 31 days), and 0 Draft Invoices (Last 31 days). Below the grid, there's a table with columns: Order Number, Customer, Amount, Date, Order Status, Amount Invoiced, and Actions. The first row shows Order Number 4800005222, Customer Air Canada - TEST, Amount \$281,499.995 CAD, Date Jul 8, 2025, Order Status Partially Invoiced, Amount Invoiced \$100,000 CAD, and Actions. Below the table, there's a row of buttons: Create Order Confirmation, Create Ship Notice, Create Service Sheet, and Create Invoice. The 'Create Invoice' button is highlighted, and a dropdown menu is open showing options: PO Invoice, Non-PO Invoice, Contract Invoice, Service Entry Sheet, Time & Expense Sheets, and Create Posting. The 'Standard Invoice' option is selected in the dropdown.

Service Invoice

Service invoices are essential for accurately billing work tied to service entry sheets. They ensure charges align with approved services, reduce disputes, and provide a clear audit trail for both buyer and supplier.

1

From the **Fulfillment** tab on the homepage, select **Service Sheets** from the dropdown menu. Here, you can view all service entry sheets created for your account.

2

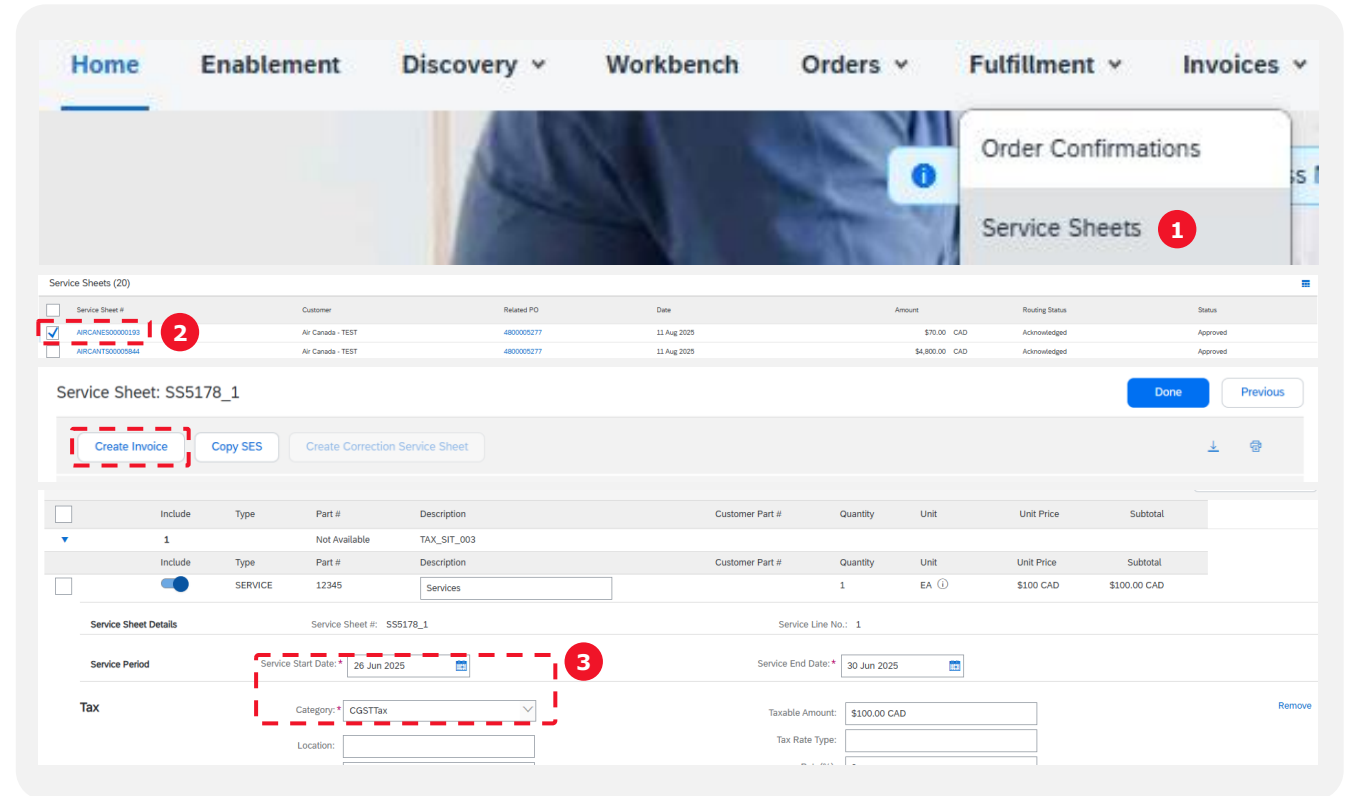
Locate and select the **service entry sheet**, highlighted in blue, that you want to invoice against. Click 'Create Invoice' to begin the process.

3

Complete all required fields (marked with an asterisk *) such as the Invoice Number, Date, Supplier Tax ID, and taxes (if required). Once filled out, click **Next** to review the summary of your invoice.

4

After reviewing the invoice, click **Submit** to submit the invoice. Once finished, **select Done** to return to your homepage. You will be able to track the invoice status in the Fulfillment and Invoice dashboard.



Home Enablement Discovery Workbench Orders Fulfillment Invoices

Order Confirmations

Service Sheets 1

Service Sheets (20)

Service Sheet #	Customer	Related PO	Date	Amount	Routing Status	Status
AIRCANES000000193	Air Canada - TEST	4800005277	11 Aug 2025	\$70.00 CAD	Acknowledged	Approved
AIRCANES000000194	Air Canada - TEST	4800005277	11 Aug 2025	\$4,930.00 CAD	Acknowledged	Approved

Service Sheet: SS5178_1 Done Previous

Create Invoice Copy SES Create Correction Service Sheet

Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1		Not Available	TAX_SIT_003					
	SERVICE	12345	Services		1	EA	\$100.00 CAD	\$100.00 CAD

Service Sheet Details Service Sheet #: SS5178_1 Service Line No.: 1

Service Period Service Start Date: 26 Jun 2025 Service End Date: 30 Jun 2025

Tax Category: CGSTTax Taxable Amount: \$100.00 CAD Tax Rate Type: Location:



Contract Invoice

Contract-based invoicing is used when there is an active agreement or contract in place instead of a purchase order. This method allows suppliers to bill for goods or services already defined in the contract, offering more flexibility while still ensuring alignment with existing terms and conditions.

1

From your Ariba Network home screen, go to the **Create** dropdown and select **Contract Invoice**.

2

Choose **Air Canada** from the list and click **Next**. Select the proper customer contact that is related to the contract.

3

Select the appropriate contract you are invoicing against. Fill in all fields marked with an asterisk (*), including the **Ship To Location**.

4

In the **Invoice Header**, upload any necessary attachments (e.g., backup documentation), confirm the correct **Remit To Address**, and make sure your **GST/HST/NAT #** is populated if you are charging tax.

These will autofill if your company profile is complete.

5

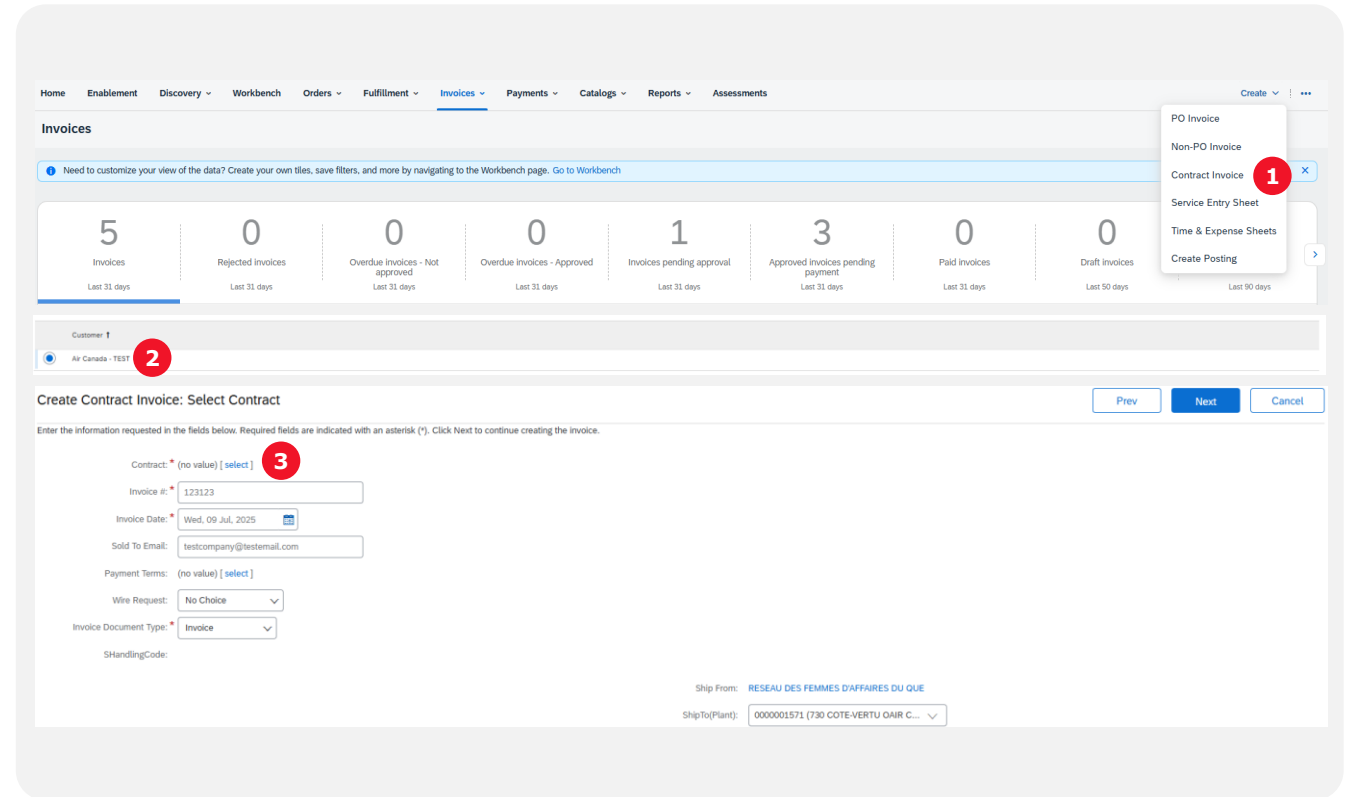
In the **Line Items** section, enter the services or goods being invoiced.

6

Apply applicable taxes to each item, and do not forget to include additional such as the **shipping details, discounts, or comments**.

7

Once everything is complete, click **Submit** to send the invoice to Air Canada.

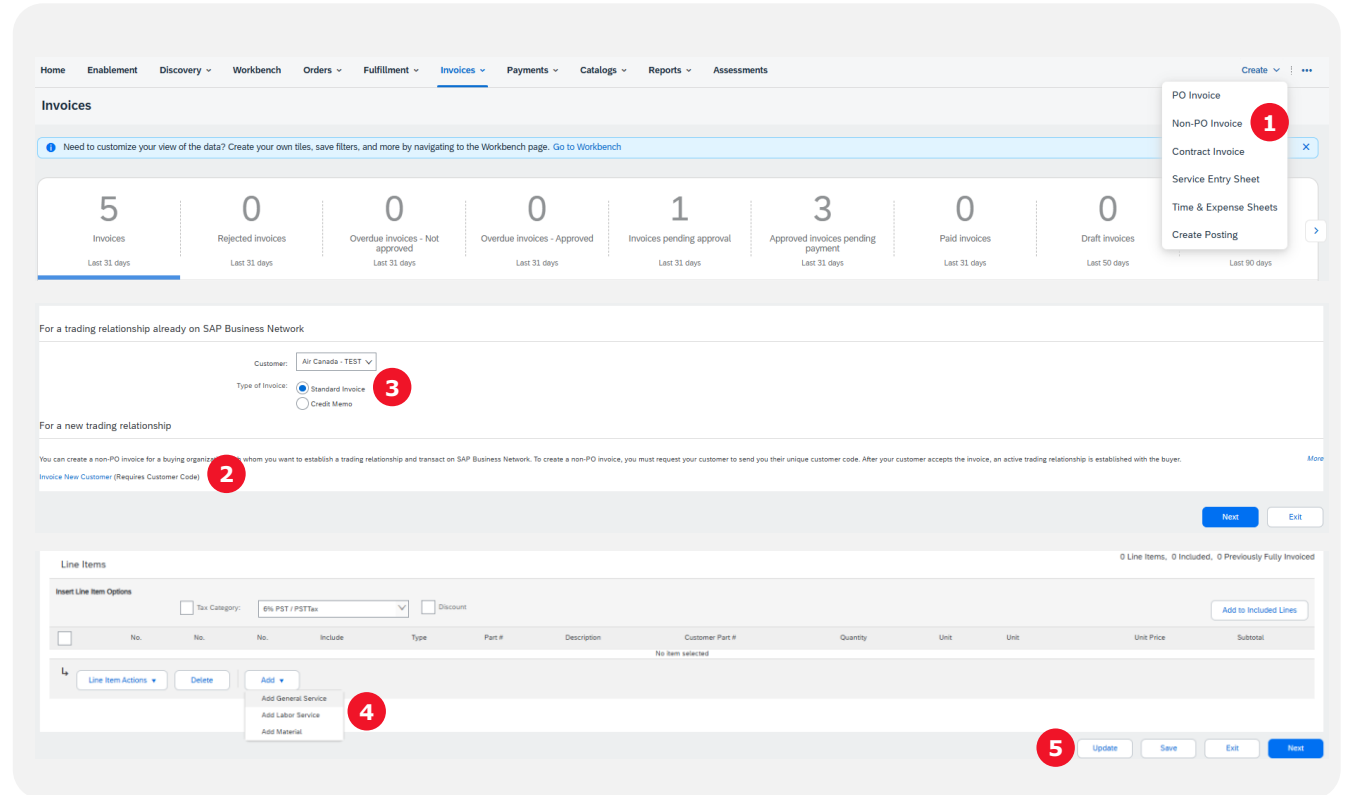


The screenshot displays the Ariba Network interface for creating a contract invoice. At the top, a navigation bar includes links for Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices (selected), Payments, Catalogs, Reports, and Assessments. Below this is a summary dashboard with eight cards showing different invoice statuses and counts: Invoices (5), Rejected Invoices (0), Overdue Invoices - Not approved (0), Overdue Invoices - Approved (0), Invoices pending approval (1), Approved Invoices pending payment (3), Paid Invoices (0), and Draft Invoices (0). A dropdown menu is open on the right, showing options like PO Invoice, Non-PO Invoice, Contract Invoice (highlighted with a red circle 1), Service Entry Sheet, Time & Expense Sheets, and Create Posting. The main section is titled 'Create Contract Invoice: Select Contract' and includes a 'Next' button. Below this, a form prompts the user to enter information, with required fields marked with an asterisk (*). The form includes fields for Contract (highlighted with a red circle 3), Invoice # (123123), Invoice Date (Wed, 09 Jul, 2025), Sold To Email (testcompany@testemail.com), Payment Terms, Wire Request (No Choice), and Invoice Document Type (Invoice). At the bottom right, there are fields for Ship From (RESEAU DES FEMMES D'AFFAIRES DU QUE) and ShipTo(Plant) (0000001571 (730 COTE-VERTU OAIR C...)).

Non-PO Invoice

Non-PO invoices are used when there is no associated Purchase Order from the customer. These invoices are often used for one-time purchased, services, or special agreements that fall outside the standard ordering process. It's important to enter all required details accurately to prevent delays in approval.

- 1 Form your Ariba dashboard, go to the Outbox via the left-hand navigation menu and select '**Create Non-PO Invoice**'. Then **choose your customer** from the dropdown list.
- 2 If you're invoicing Air Canada as a new customer, select '**New Customer**', enter the details, and then click **Next**.
- 3 Choose '**Standard Invoice**' and complete all fields marked with an asterisk (*), including invoice number, currency, and customer email (to ensure proper routing).
Optional fields like order information can be included if available.
- 4 Use the **Add General Service**, **Add Labor Service**, or **Add Material** button to list the goods or services you are billing for and include applicable tax and shipping charges.
- 5 Click **Next** to proceed to the review screen. Double-check all the entered information for accuracy
- 6 Once everything is verified, you can choose to **Save**, **Submit**, or **Print** your invoice as needed.



The screenshot displays the Ariba Invoices application. At the top, a navigation bar includes links for Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices (selected), Payments, Catalogs, Reports, and Assessments. Below this is a dashboard with tiles showing various invoice metrics: 5 Invoices, 0 Rejected Invoices, 0 Overdue Invoices - Not approved, 0 Overdue Invoices - Approved, 1 Invoices pending approval, 3 Approved invoices pending payment, 0 Paid Invoices, and 0 Draft Invoices. A 'Create' button is visible in the top right corner.

The main form area is titled 'Invoices'. It contains a section for 'For a trading relationship already on SAP Business Network' with a 'Customer' dropdown set to 'Air Canada - TEST' and a 'Type of Invoice' section where 'Standard Invoice' is selected. Below this is a section for 'For a new trading relationship' with a note about creating a non-PO invoice for a new customer. A 'Next' button is present.

The 'Line Items' section is at the bottom, showing a table with columns for No., Include, Type, Part #, Description, Customer Part #, Quantity, Unit, Unit Price, and Subtotal. A 'Line Item Actions' dropdown is visible, and a 'Next' button is at the bottom right.



Save option is only available for Enterprise Accounts.



Credit Memo

A credit memo is used to correct a previously submitted invoice. They are typically used when you need to issue a refund, adjust for overcharges, or correct a billing error. Credit memos are directly tied to the original invoice and help ensure accurate records and a smoother reconciliation process.

1

From your Ariba dashboard, go to the Invoices tab where all your submitted invoices are stored. Locate the specific invoice that requires adjustment, and open it to view the invoice details.

2

Click the **Create Line-Item Credit memo** button on the invoice screen. The system will open a new form with negative values for amounts and taxes. You can create Credit memos based on quantity or price adjustments.

3

Complete all required fields marked with an asterisk (*), and ensure the reason for the credit is clearly explained for the customer's review

4

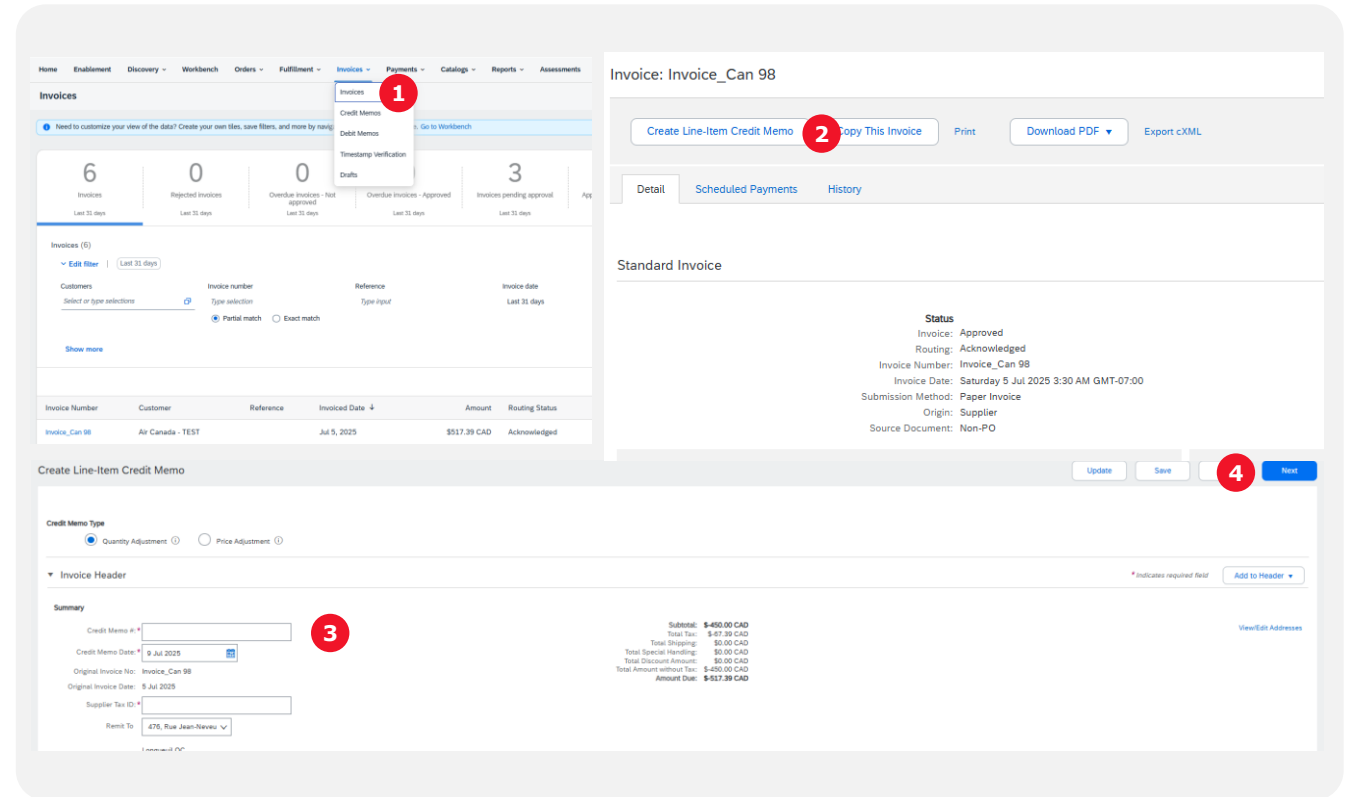
Click **Next** to proceed to the **Review** screen. Carefully check the memo for accuracy, ensuring all item amounts, tax corrections, and supporting comments are correct.

5

When ready, click **Submit** to send the credit memo to your customer for approval and processing.



Always reference the original invoice clearly in your credit memo and include a brief reason for the adjustment, which speeds up the review process and avoids delays in processing.

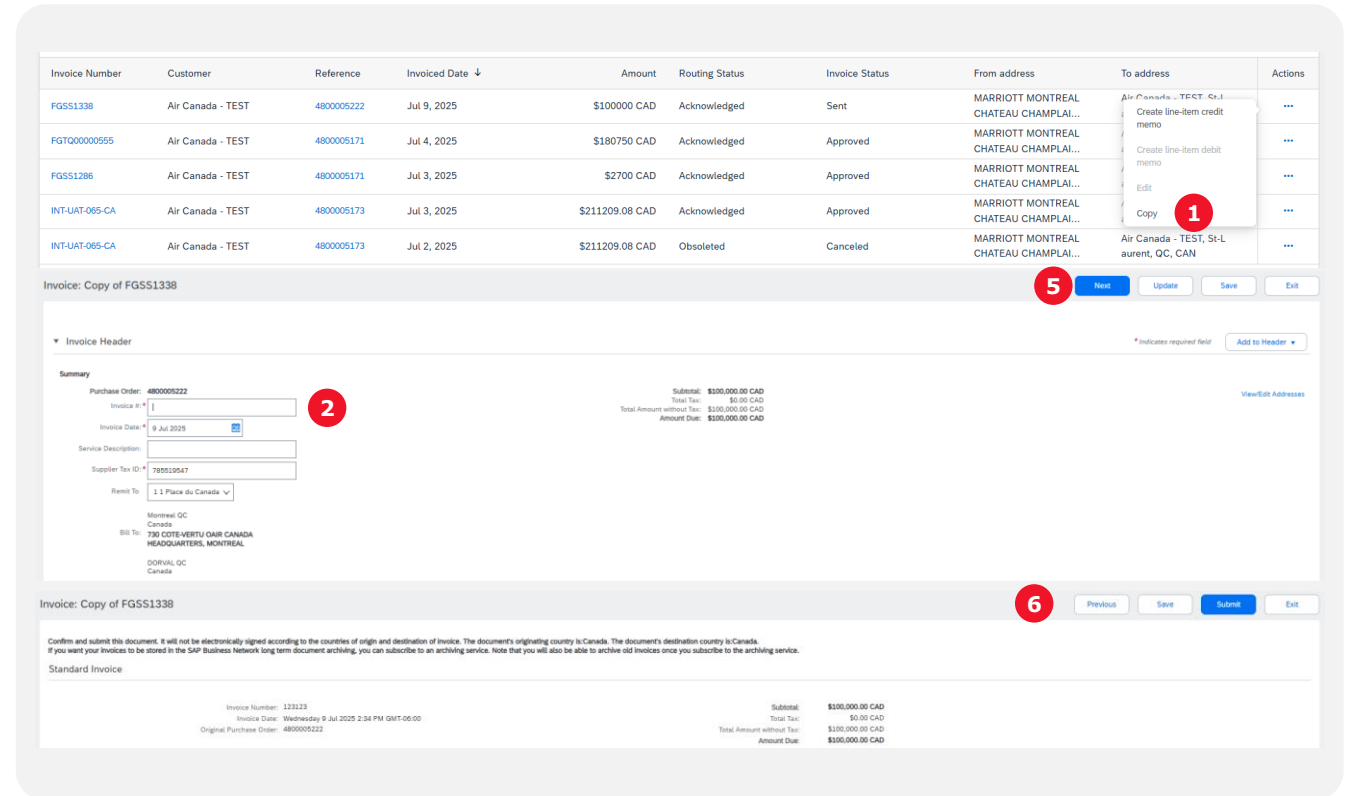


The screenshot displays the Ariba system interface for creating a credit memo. The top navigation bar includes tabs like Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Assessments. The 'Invoices' tab is active, showing a summary of invoice counts (6 Invoices, 0 Rejected Invoices, 0 Overdue Invoices - Not approved, 0 Overdue Invoices - Approved, 3 Invoices pending approval). A dropdown menu is open under 'Invoices', highlighting 'Credit Memos' (callout 1). The 'Invoice: Invoice_Can 98' details are shown on the right, including status (Approved), routing (Acknowledged), and invoice number (Invoice_Can 98). The 'Create Line-Item Credit Memo' button is highlighted (callout 2). Below, the 'Create Line-Item Credit Memo' form is visible, showing fields for Credit Memo Type (Quantity Adjustment selected), Invoice Header, and Summary. The 'Submit' button is highlighted (callout 4). The 'Next' button is also visible (callout 5). The form includes fields for Credit Memo Date (9 Jul 2025), Original Invoice No. (Invoice_Can 98), Original Invoice Date (9 Jul 2025), Supplier Tax ID, and Remit To (475, Rue Jean-Nesque). A summary table on the right shows the total amount due as \$-517.39 CAD.

Copy Invoice

The Copy Invoice feature allows you to reuse information from a previously submitted invoice. This is especially helpful if you are invoicing the same customer for similar items or services, saving you time and reducing the chance of manual errors.

- 1 From the **Invoices tab** on your Ariba Network dashboard, find the invoice you want to copy. You can do this by selecting the **Actions button** beside the invoice and clicking **Copy**, or by opening the invoice and choosing **Copy This Invoice** from the details tab. This creates a new draft based on the original invoice's data.
- 2 Begin by entering a **new invoice number**, as duplicates are not allowed
- 3 If you invoice includes VAT Lines, ensure the Date of Supply is each updated for each line item
- 4 Review and adjust other invoice fields such as **quantities, unit prices, shipping details, or tax rates**, depending on the new order.
Make sure your attachments and customer-specific notes are updated too
- 5 Click **Next** to preview the full invoice summary. Use this opportunity to confirm that all information reflects the new transaction accurately
- 6 Once you have verified everything, click **Submit** to send the invoice to your customer. If you are not ready to send it right away, use the **Save** option to return and submit it later.



Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address	To address	Actions
FG551338	Air Canada - TEST	4800005222	Jul 9, 2025	\$100000 CAD	Acknowledged	Sent	MARRIOTT MONTREAL CHATEAU CHAMPLAI...	Air Canada - TEST, St-L...	...
FGT000000595	Air Canada - TEST	4800005171	Jul 4, 2025	\$180750 CAD	Acknowledged	Approved	MARRIOTT MONTREAL CHATEAU CHAMPLAI...		...
FG551286	Air Canada - TEST	4800005171	Jul 3, 2025	\$2700 CAD	Acknowledged	Approved	MARRIOTT MONTREAL CHATEAU CHAMPLAI...		...
INT-UAT-065-CA	Air Canada - TEST	4800005173	Jul 3, 2025	\$211209.08 CAD	Acknowledged	Approved	MARRIOTT MONTREAL CHATEAU CHAMPLAI...		...
INT-UAT-065-CA	Air Canada - TEST	4800005173	Jul 2, 2025	\$211209.08 CAD	Obsolete	Canceled	MARRIOTT MONTREAL CHATEAU CHAMPLAI...	Air Canada - TEST, St-L...	...

Invoice: Copy of FG551338

Invoice Header

Summary

Purchase Order: 4800005222

Invoice #:

Invoice Date: 9 Jul 2025

Service Description:

Supplier Tax ID: 789510547

Item To: 1.1 Place du Canada

Montreal QC Canada

730 COTE-VERTEU OAR CANADA HEADQUARTERS, MONTREAL

SORVAL QC Canada

Subtotal: \$100,000.00 CAD

Total Tax: \$0.00 CAD

Total Amount without Tax: \$100,000.00 CAD

Amount Due: \$100,000.00 CAD

Invoice: Copy of FG551338

Confirm and submit this document. It will not be electronically signed according to the countries of origin and destination of invoice. The document's originating country is Canada. The document's destination country is Canada. If you want your invoices to be stored in the SAP Business Network long-term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Standard Invoice

Invoice Number: 123123

Invoice Date: Wednesday 9 Jul 2025 2:34 PM GMT-05:00

Original Purchase Order: 4800005222

Subtotal: \$100,000.00 CAD

Total Tax: \$0.00 CAD

Total Amount without Tax: \$100,000.00 CAD

Amount Due: \$100,000.00 CAD

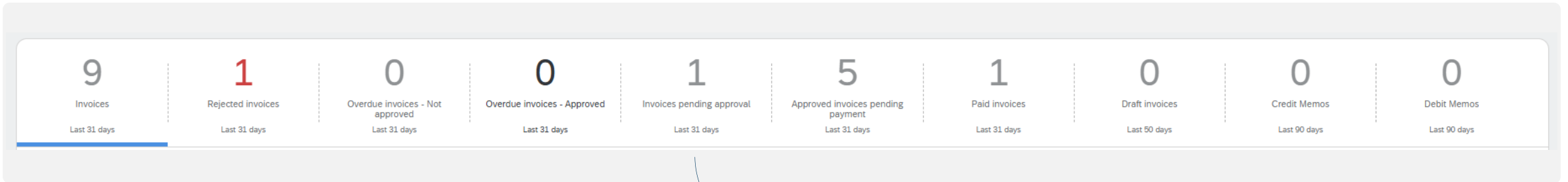


NOTE: The Copy Invoice action is not available for Service Invoices; however, the action is available for use for all other invoicing methods. **Save** option is only available for Enterprise Accounts

Track Invoices in Ariba

Tracking invoices in Ariba helps you stay informed about where your documents are in the payment process. By checking statuses and history, you can quickly see if an invoice is approved, rejected, or pending action. Staying on top of these updates helps avoid delays and ensures, faster, smoother payment.

WHERE do Suppliers go to track invoices?



1

From your Ariba dashboard, click the **Invoices** tab. This page shows all your submitted invoices and summarizes the past 31 days for quick reference.

2

Use the available tabs, like *Invoices* or *Rejected Invoices*, to filter by type. You can also further track the progress of individual invoices directly.

3

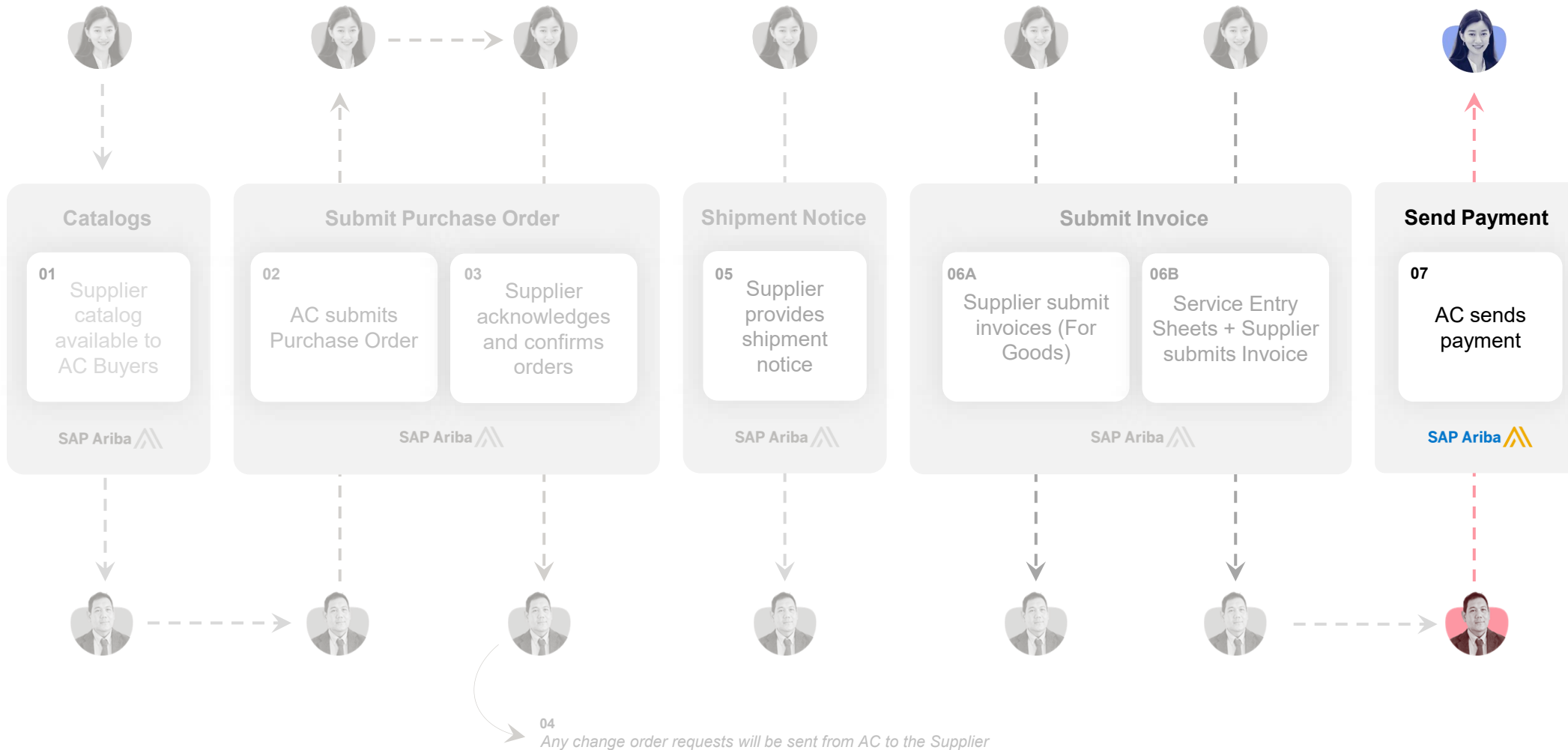
To see detailed tracking, select the invoice you want and go to the **History** tab. Here, you will find a full timeline of the invoice's journey through the SAP Business Network (Ariba).

What are the different tabs?

- **Invoices:** All submitted billing documents
- **Rejected Invoices:** Invoices declined by the customer; will contain justification
- **Overdue Invoices:** Not approved: Late invoices, but still awaiting buyer approval
- **Overdue Invoices:** Approved: Approved, but past invoice payment date
- **Invoices pending approval:** Delivered invoices, but waiting customer review and approval
- **Approved invoices pending payment:** Awaiting customer review and final approval
- **Paid invoices:** Fully processed and paid invoices
- **Draft invoices:** Saved invoices, but not yet submitted
- **Credit memos:** Adjustments lowering invoice amounts
- **Debit memos:** Adjustments increasing invoice amounts

Introduction to Payments


SUPPLIER

**AIR CANADA
REQUESTOR**


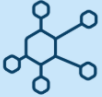
*Raise any questions to the
Air Canada Supplier
Support Team*



Section 4 | Training Closeout

Topics & Objectives Covered Today

**Walk Through of SAP
Business Network**



**Understanding
Catalogs**



**Receiving Purchase
Orders
(incl. Service Entry
Sheets)**



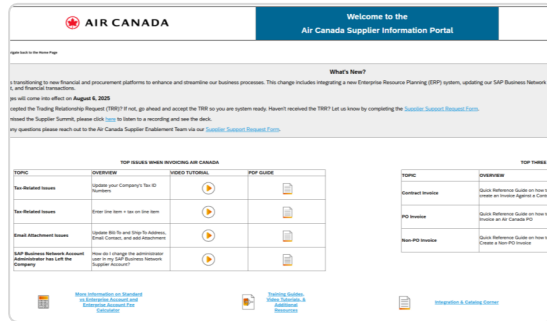
**Submitting and
Managing Invoices**



Objectives of the Session:

- ✓ For new suppliers, understand how to navigate SAP Ariba for end-to-end purchasing and payment activities
- ✓ For migrating/existing suppliers, understand the changes to the process and upgraded interfaces
- ✓ For all suppliers, understand the key SAP Ariba resources available for your reference

Support and Resources



Air Canada Supplier Portal

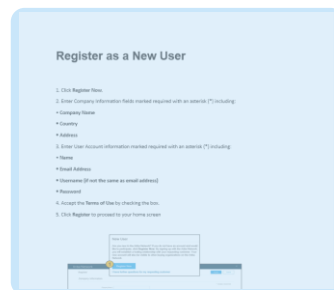
Click [here](#)

Supplier Summit Recordings & Communications	
Watch previously held Summits to learn more about Air Canada's transition to SAP Business Network.	
TOPIC	OVERVIEW
Project Notification Letter	Communication to our suppliers from Air Canada leadership supporting SAP Business Network.
Supplier Summit Invitation	Invitation with Purpose and Value message
New Vendor Supplier Summit	The latest recording of our Supplier Summit for New Vendors (June 2025)
Migration Supplier Summit	The latest recording of our Supplier Summit for Migration (June 2025)
French Migration Supplier Summit	The latest recording of our French Supplier Summit for Migration (June 2025)
French New Vendor Supplier Summit	The latest recording of our French Supplier Summit for New Vendors (June 2025)

Air Canada Supplier Summits

Click [here](#)

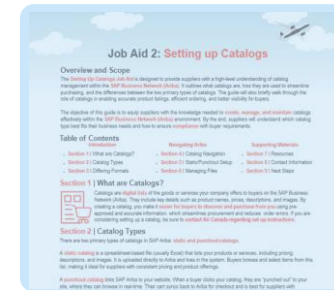
Key Job Aids Mentioned:



[Register SAP Business Account](#)



[End-to-End Process Guide](#)



[Setting Up Catalogs](#)



[Invoice Requirements](#)

For all questions, please reach out to the Air Canada Procurement Team through the [Supplier Support Request Form](#)



AIR CANADA

Thank You!





Appendix A – Setting Up Supplier Account

Setting Up Your Account | Setting Up Company Profile

The Company Profile in SAP Business Network stores your key business information, including a contact's legal name, tax ID, addresses, banking details, and contact points. This is how Air Canada identifies and validates you within the SAP Ariba system, so ensure that your company administrator keeps this information up to date.

1

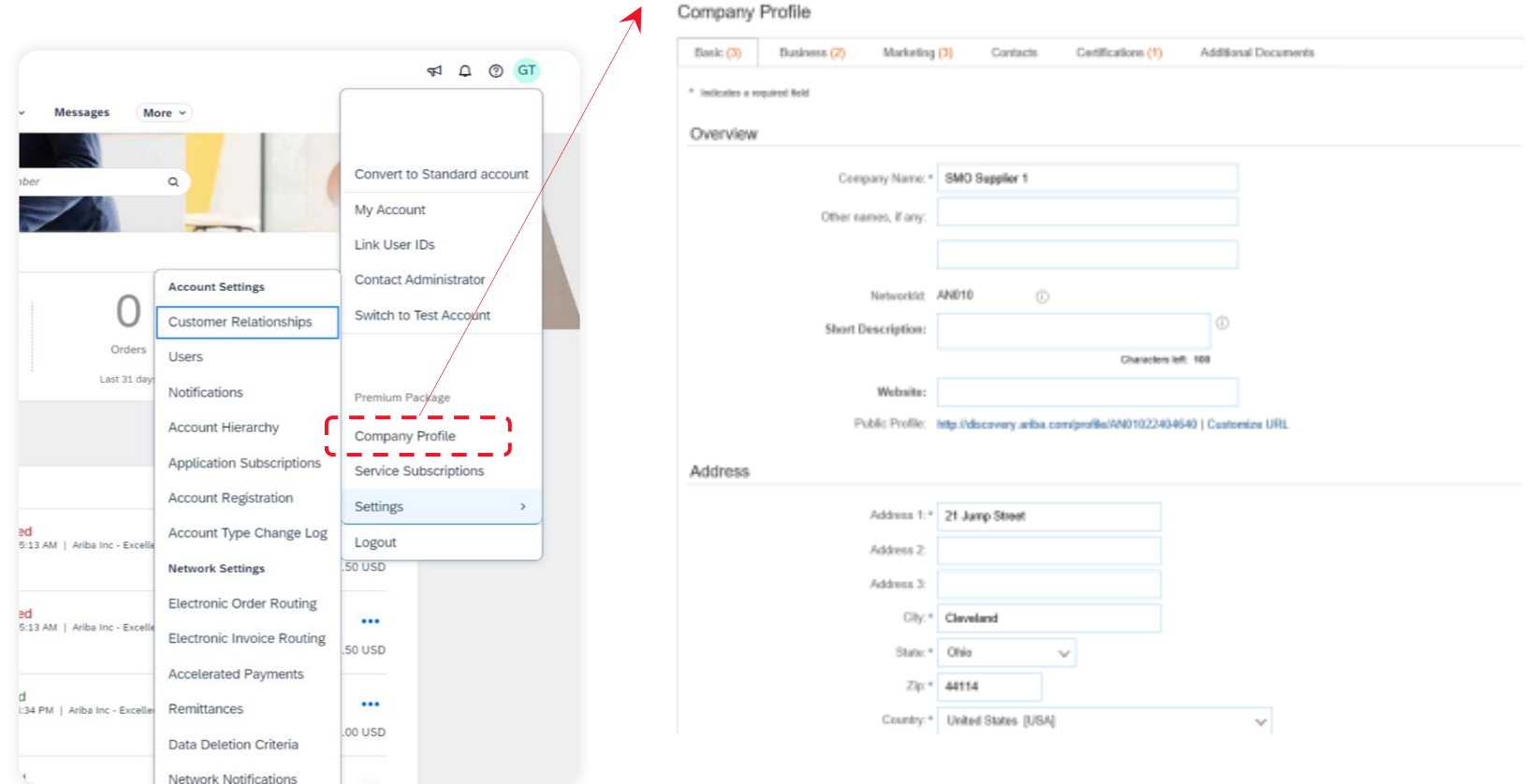
Select Company Profile from the Customer Relationship Settings Drop-Down Menu

2

Complete all suggested fields within the tabs to best represent your company

3

Fill in the Public Profile Completeness meter to 100%



Setting Up Your Account | Setting Up Tax ID

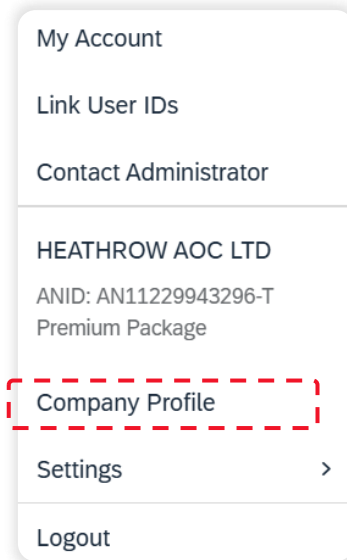
The Company Profile in SAP Business Network stores your key business information, including a contacts legal name, tax ID, addresses, banking details, and contact points. This is how Air Canada identified and validates you within the SAP Ariba system, so ensure that your company administrator keeps this information up to date.

IMPORTANT | Ensure you have the proper Tax ID set up in your account

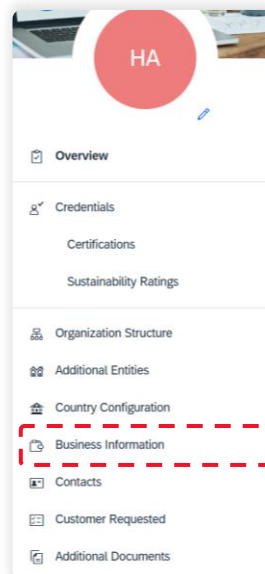
Your **Tax ID** is the most critical part of your company profile, as it must match the one Air Canada has on file, otherwise, transactions like purchase orders, invoicing, and payments may fail or be delayed. Your **Tax ID** corresponds to your **GST/HST** number, and your **VAT ID** corresponds to your **QST** number.

To find and update your Tax ID in Ariba:

1 Start by clicking your profile icon in the top-right corner of the homepage and selecting Company Profile



2 Once the page loads, go to the Business Information section, which is where you will find your company's tax information and other key details.



3 Ensure that you have completed all the relevant fields, including Tax ID, VAT ID, Upload VAT Registration, Tax Clearance Number, and more.

Tax Information

Tax Classification: (no value) v

Taxation Type: (no value) v

Tax ID: ⓘ

State Tax ID: Do not enter dashes

Regional Tax ID: Do not enter dashes

VAT ID: ⓘ

☐ VAT Registered

VAT Registration Document: <No document>
[Upload](#)

☐ Tax Clearance

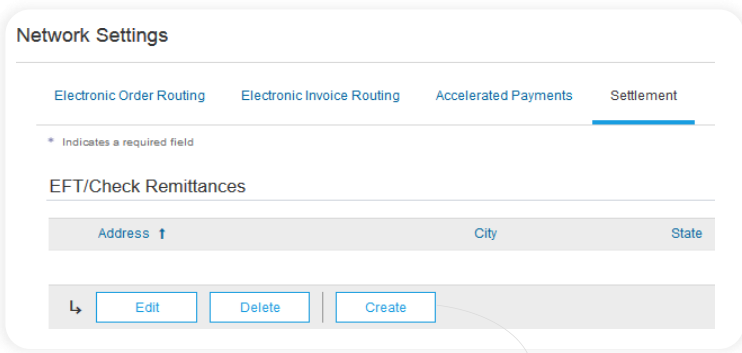
Tax Clearance Number:

Tax Clearance Document: <No document>
[Upload](#)

Tax Clearance Expiry Date: ⓘ

Setting Up Your Account | Setting Up Remittance Information

The Company Profile in SAP Business Network stores your key business information, including a contacts legal name, tax ID, addresses, banking details, and contact points. This is how Air Canada identified and validates you within the SAP Ariba system, so ensure that your company administrator keeps this information up to date.



Network Settings

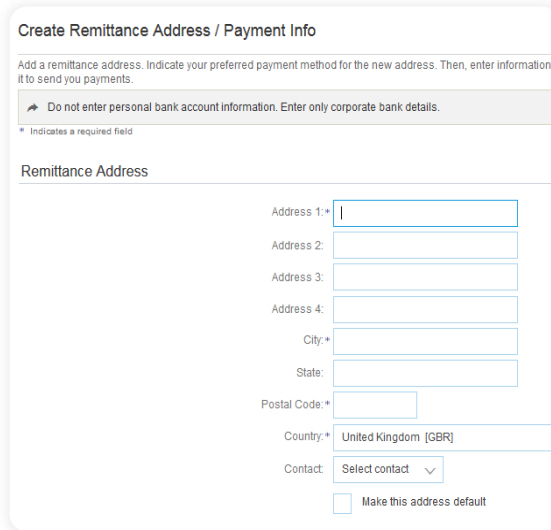
Electronic Order Routing Electronic Invoice Routing Accelerated Payments **Settlement**

* Indicates a required field

EFT/Check Remittances

Address ↑ City State

↳ **Edit** **Delete** **Create**



Create Remittance Address / Payment Info

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

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

* Indicates a required field

Remittance Address

Address 1:*

Address 2:

Address 3:

Address 4:

City:*

State:

Postal Code:*

Country: United Kingdom [GBR]

Contact: Select contact

☐ Make this address default

1

From Company Settings Drop-Down Menu, select 'Remittances'

2

If you are NEW – Click on 'Create New Company Remittance Information'
If you are EXISITING and need to update – Click on 'Edit'

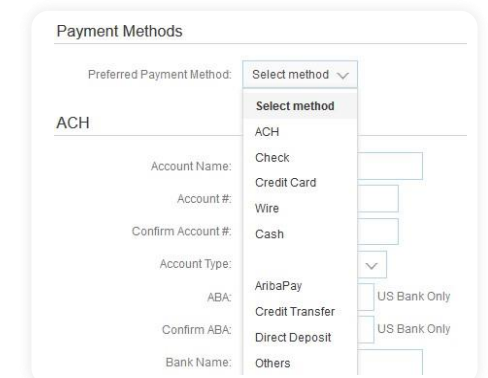
3

Complete all required fields marked by an asterisk (*) in the EFT/ Check Remittance section

4

Select one of your Remittance Addresses as the primary (default), if you have more than one

Once complete, you can select your preferred payment methods from the drop down



Payment Methods

Preferred Payment Method: Select method

ACH

Account Name: Check

Account #: Credit Card

Confirm Account #: Wire

Account Type: Cash

ABA: AribaPay

Confirm ABA: Credit Transfer

Bank Name: Direct Deposit

Others

US Bank Only

US Bank Only

Setting Up Your Account | Setting Up Notifications

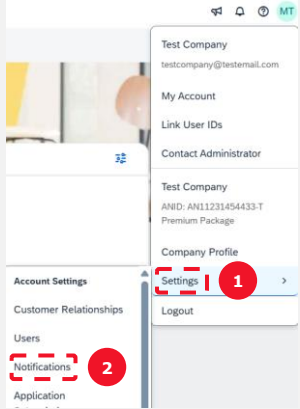
Setting up notifications ensures the right people in your company get the right information at the right time. In the SAP Business Network, you can assign specific contacts to receive different types of emails – for example, one contact for invoicing updates and another for purchase order notifications. This keeps communication clear and helps your respond quickly to important actions.

There are **several notification options** suppliers can manage, depending on what you would like to adjust:

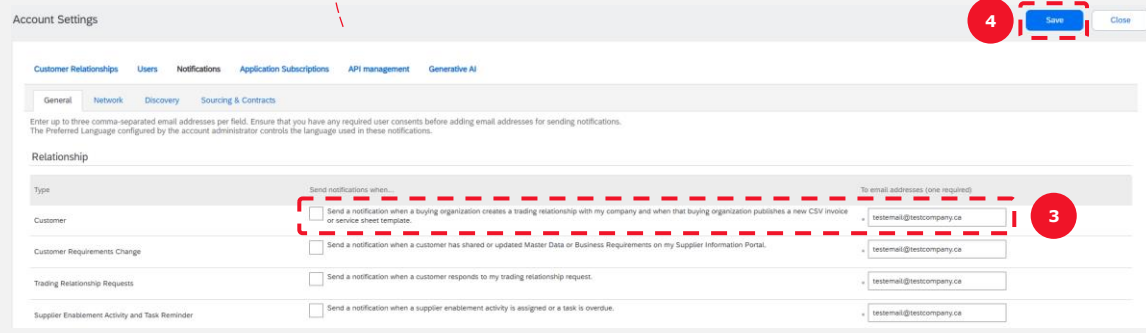
- **Discovery** – Alerts for new business opportunities
- **Network** – POs, invoices, and general operational activities.
- **Sourcing and Contracts** – Bid, RFQ, and contract updates.
- **General** – System and account-wide notifications.

HOW can you set up notifications?

- 1 Click on your **Profile icon** in the top right corner of the SAP Business Network dashboard and select **Settings** from the dropdown menu.
- 2 From the Settings page, select **Notifications**. This takes you to the area where you can manage email alerts for different activities.
- 3 Go to the notification section of your choice to assign or change contacts for specific activities. Check the **blank box for the action**, then enter the email address of the contact who should receive the respective updates.
- 4 Click **Save** to confirm your updates. Once saved, the designated contacts will immediately start receiving emails for the selected actions.



It is also possible to manage lists of users that will receive emails for a given action. For more information, visit the [‘SAP notifications Reference Guide.’](#)



The screenshot shows the 'Account Settings' page with the 'Notifications' tab selected. A red dashed box highlights the 'Send notifications when' section, which includes checkboxes for various notification types and a corresponding email address field. The 'Save' button is also highlighted with a red dashed box.



Appendix B – Completing Order Confirmations

Order Confirmations | How to **ACCEPT** (1/2)

1

Begin by entering a **confirmation number**, which is your internal reference to help track the order confirmation on your side.

It is an optional field. You can use any numbering format that fits your process.

2

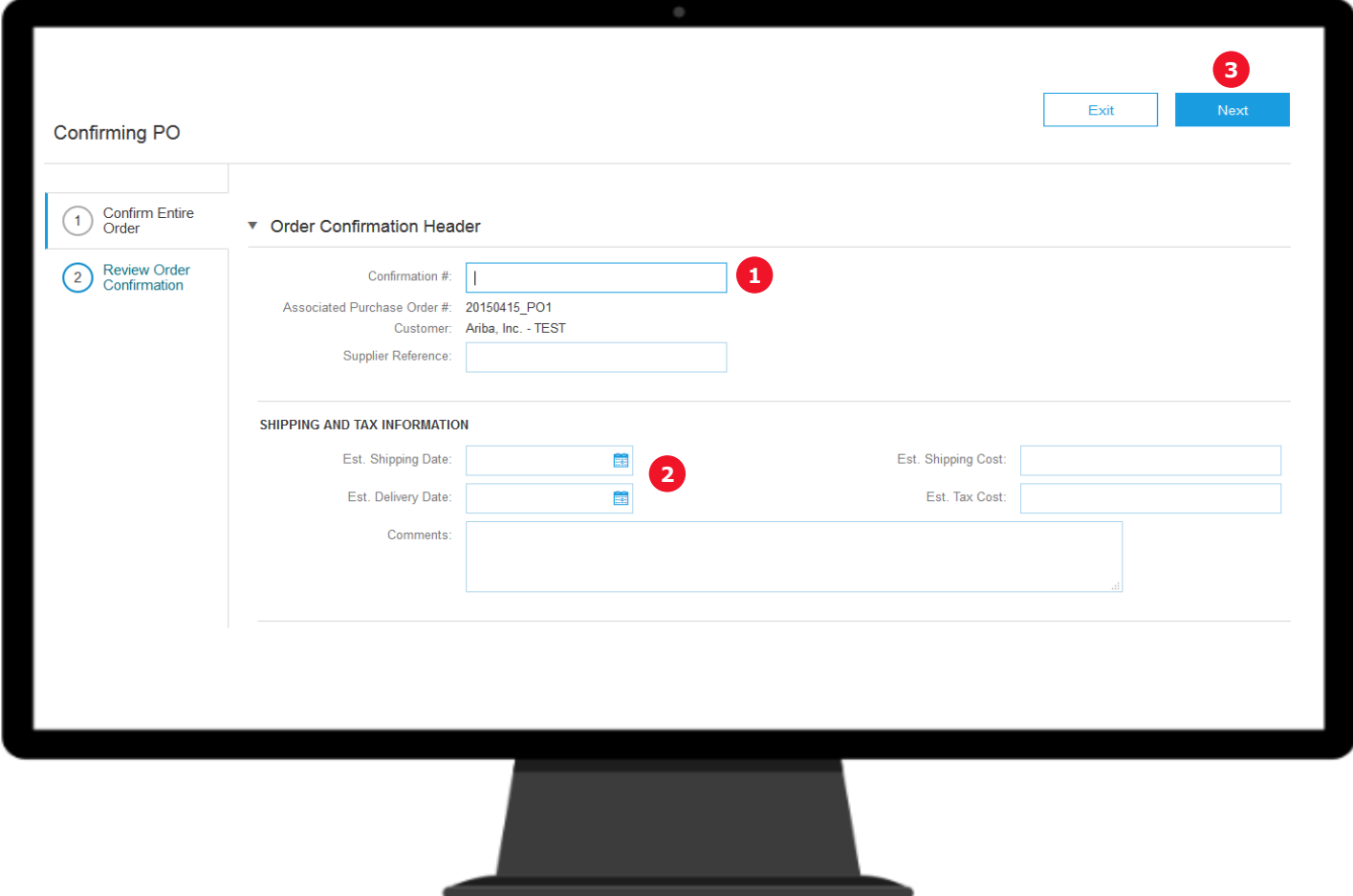
You also have the option to include **estimated shipping and delivery dates**. If entered, these dates will apply to **all line items** in the order, helping your customers plan ahead.

If the order contains **kit items or related products** that should be shipped or managed together, you can group them as a unit.

This helps streamline processing and ensures the buyer receives the full set of items as intended. Before moving on, double-check the grouped items and dates.

3

Once you are confident the details are correct, click **Next** to continue



The screenshot shows a web form titled "Confirming PO". On the left is a sidebar with two steps: "1 Confirm Entire Order" (highlighted) and "2 Review Order Confirmation". On the right, the "Order Confirmation Header" section contains three input fields: "Confirmation #" (marked with a red 1), "Associated Purchase Order #: 20150415_PO1", and "Customer: Aniba, Inc. - TEST". Below this is a "Supplier Reference" field. The "SHIPPING AND TAX INFORMATION" section includes "Est. Shipping Date:" and "Est. Delivery Date:" (both with calendar icons and marked with a red 2), "Est. Shipping Cost:", "Est. Tax Cost:", and a "Comments:" text area. At the top right are "Exit" and "Next" buttons (the latter marked with a red 3).

Order Confirmations | How to **ACCEPT** (2/2)

4

You will now see a summary of the full order confirmation. Carefully review all fields, including line items, delivery dates, and confirmation numbers, to ensure everything is accurate.

5

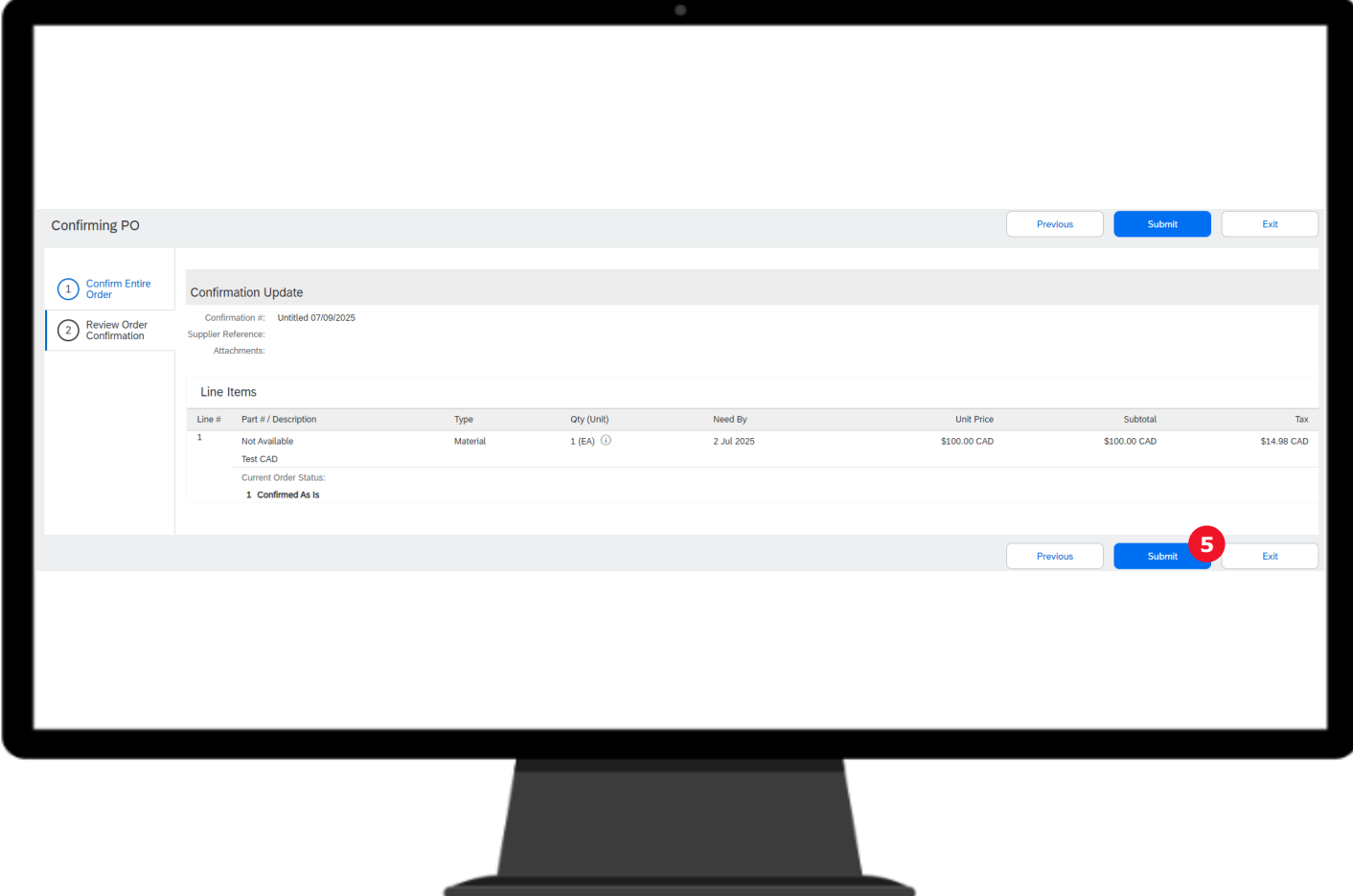
When ready, click *Submit* and your confirmation will be directly sent to Air Canada, signaling that you are aligned on the order and ready to proceed with fulfillment.

6

Once the order confirmation is submitted, the Order status will be displayed as confirmed.

7

To return to the inbox, select *Done*.



Confirming PO

Previous Submit Exit

1 Confirm Entire Order

2 Review Order Confirmation

Confirmation Update

Confirmation #: Untitled 07/09/2025

Supplier Reference:

Attachments:

Line Items

Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Tax
1	Not Available	Material	1 (EA) ⓘ	2 Jul 2025	\$100.00 CAD	\$100.00 CAD	\$14.98 CAD

Test CAD

Current Order Status:

1 Confirmed As Is

Previous Submit Exit

Order Confirmations | How to **REJECT**

1

From the **Purchase Order View**, click on the **Create Order Confirmation** button.

2

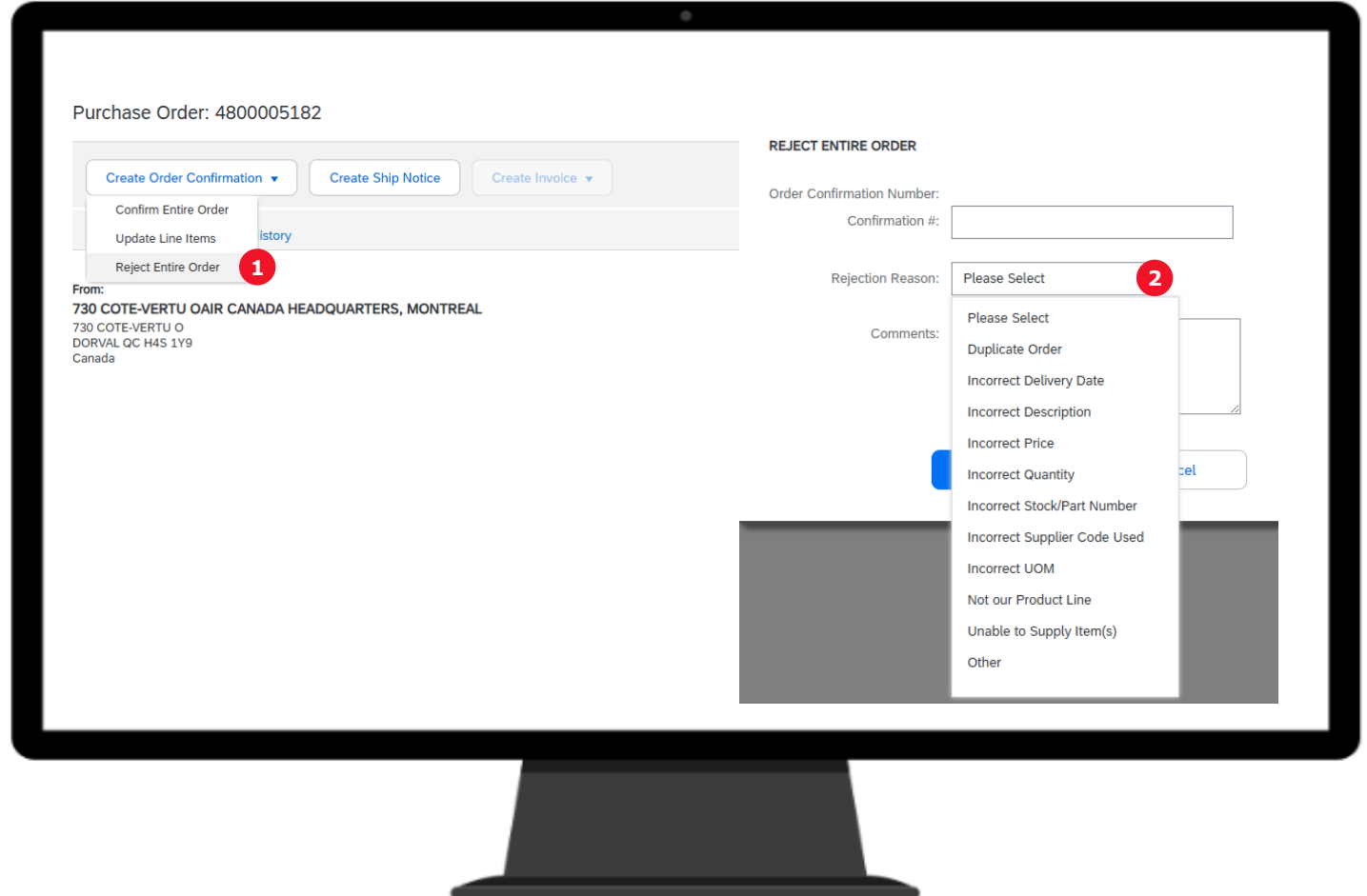
You will be given several options. If you are unable to fulfill any part of the PO, choose **Reject the Entire Order**.

This will notify Air Canada that the order cannot be processed, helping avoid confusion or delays in procurement

3

When rejecting an order, you will be asked to **enter a reason for rejecting the order (mandatory)**

It is important to be clear and concise, whether its due to inventory shortages, pricing issues, or internal constraints, the explanation will help Air Canada understand the situation and take appropriate next steps.



Purchase Order: 4800005182

Buttons: Create Order Confirmation, Create Ship Notice, Create Invoice

Dropdown Menu:

- Confirm Entire Order
- Update Line Items
- Reject Entire Order (1)

From:

730 COTE-VERTU OAIR CANADA HEADQUARTERS, MONTREAL
730 COTE-VERTU O
DORVAL QC H4S 1Y9
Canada

History

REJECT ENTIRE ORDER

Order Confirmation Number:

Confirmation #:

Rejection Reason: Please Select (2)

Comments:

Options for Rejection Reason:

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

Order Confirmations | How to **PROPOSE CHANGES** (1/2)

1 From the Purchase Order screen, click **Create Order Confirmation**, then select **Update Line Items**.
This options gives you more flexibility than confirming or rejecting the entire purchase order.

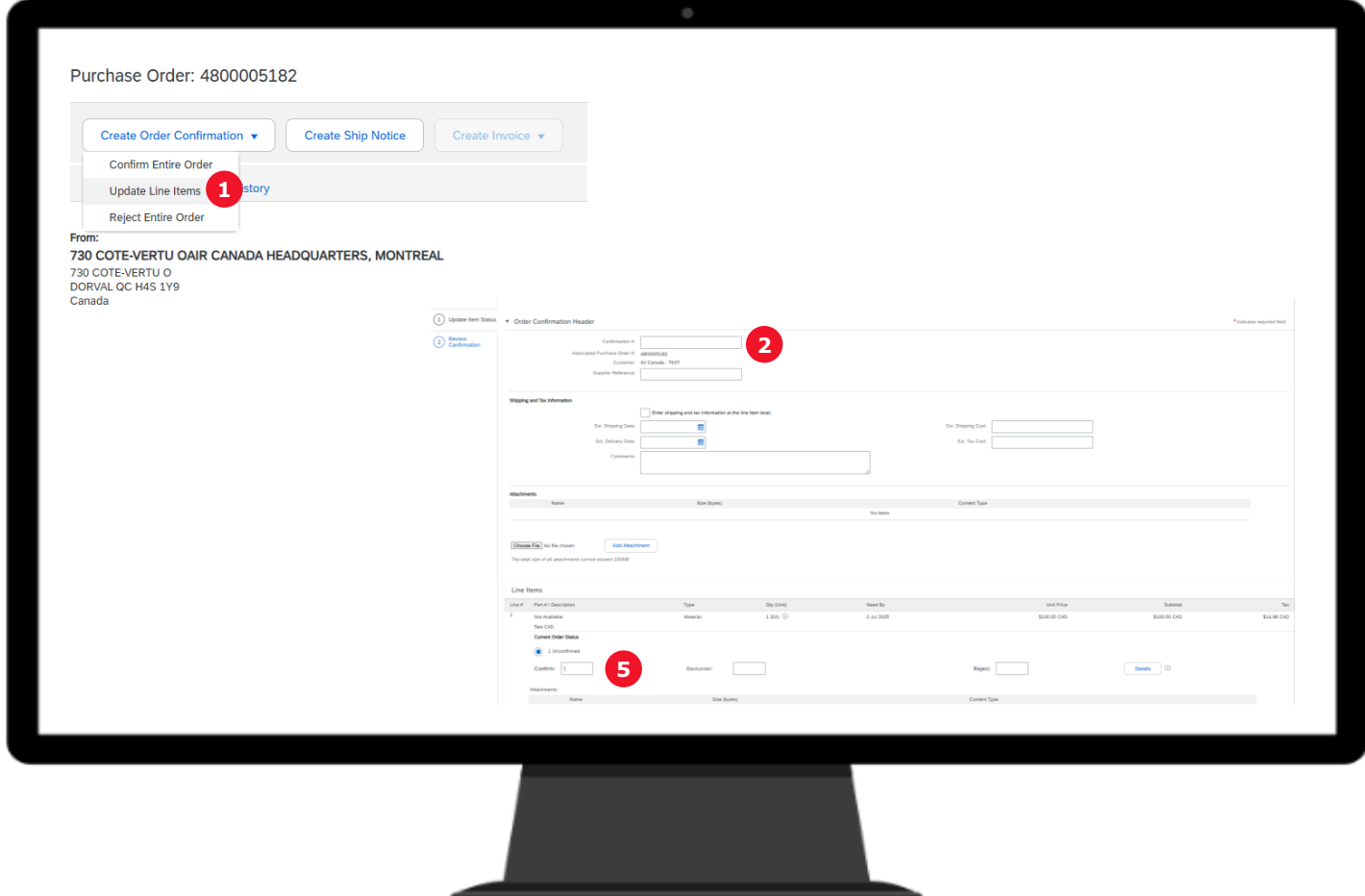
2 It allows you to respond to **each line item individually**, which is perfect for situations where you can fulfill some items now, but need to delay or reject others.

3 Begin by entering the **confirmation number**, which serves as your internal reference.
These details will apply by default to all line items unless you adjust them individually in the next step.

4 Scroll down to view the **full list of products** in the purchase order.

5 For each line item, select **one** of the following statuses based on your ability to fulfill:

- Accept** – Item is available and ready to ship at the current moment
- Backorder** – Temporarily out of stock; resubmit when available
- Reject** – Cannot fulfill the item; explain the reason in the comments



Purchase Order: 4800005182

Buttons: Create Order Confirmation, Create Ship Notice, Create Invoice

Dropdown menu: Confirm Entire Order, Update Line Items (1), Reject Entire Order

From: 730 COTE-VERTU OAIR CANADA HEADQUARTERS, MONTREAL
730 COTE-VERTU O
DORVAL QC H4S 1Y9
Canada

Confirmation # (2)

Associated Purchase Order # 4800005182
Customer AIR Canada - TEST
Supplier Reference

Shipping and Tax Information

Enter shipping and tax information at the line item level.

Est. Shipping Date, Est. Delivery Date, Comments, Est. Shipping Cost, Est. Tax Cost

Attachments

Line Items

Line #	Part or Description	Type	Qty (U)	Unit Price	Amount	Tax
1	Test Product	Standard	1	\$100.00 USD	\$100.00 USD	\$10.00 USD

Current Order Status

Confirm: 1 (5), Backorder, Reject, Details

Attachments

Order Confirmations | How to **PROPOSE CHANGES** (2/2)

If you need to re-submit because it has been back-ordered...

- 1 Locate the item you need to backorder and enter the **quantity** that you cannot fulfill right now in the **Backorder field**.

This lets Air Canada know that there will be a delay for a portion of the order.

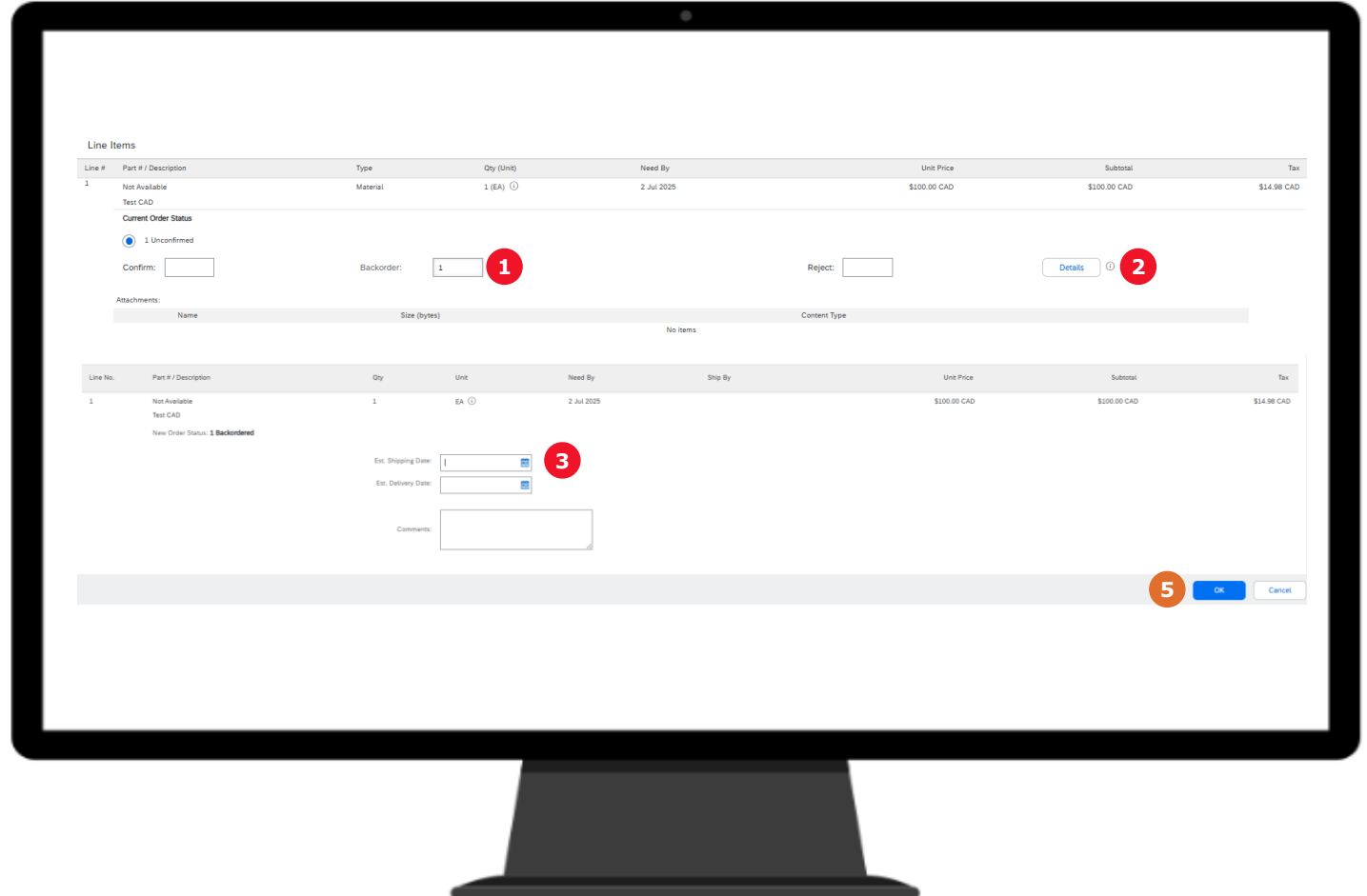
- 2 Click the **Details** button next to the backordered item.

- 3 On the status details page, enter an **estimated shipping and delivery date** and provide a brief comment explaining the backorder (e.g., awaiting restock, supplier delay).

- 4 After updating the item, click **OK** to return to the main screen.

Ensure the total quantity (Confirmed + Backordered + Rejected) matches the original line item quantity.

- 5 Then click **Next** to continue completing your order confirmation.



The screenshot displays the 'Line Items' section of an order confirmation page. It shows a table with columns: Line #, Part # / Description, Type, Qty (Unit), Need By, Unit Price, Subtotal, and Tax. The first line item is 'Not Available' with a quantity of 1 (EA) and a need by date of 2 Jul 2025. Below the table, the 'Current Order Status' is '1 Unconfirmed'. There are input fields for 'Confirm:', 'Backorder:' (with a red circle 1), and 'Reject:'. A 'Details' button with a red circle 2 is next to the 'Backorder:' field. Below this, there is an 'Attachments' section with columns: Name, Size (bytes), and Content Type. The 'Attachments' section is currently empty. Below the attachments, there is another table with columns: Line No., Part # / Description, Qty, Unit, Need By, Ship By, Unit Price, Subtotal, and Tax. The first line item is 'Not Available' with a quantity of 1 (EA) and a need by date of 2 Jul 2025. Below this table, there is a 'New Order Status' section with a dropdown menu set to '1 Backordered'. There are input fields for 'Est. Shipping Date:' (with a red circle 3), 'Est. Delivery Date:', and a 'Comments:' text area. At the bottom right, there is an 'OK' button with a red circle 5 and a 'Cancel' button.