

AIR CANADA SAP Ariba Supplier Training Course

August 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
- For any technical troubleshooting during the session send an email to your Air Canada/Aeroplan Contact





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 is transitioning 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

TODAY (AUG. 2025)



Participate in Air Canada Supplier Training

SEPT. 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

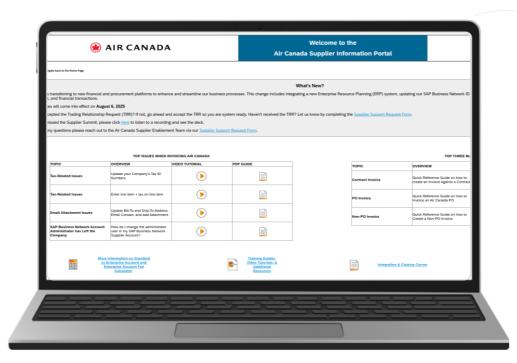


Available Supplier Resources For You!

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.





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 – <u>SAP Ariba Customer Team</u>



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

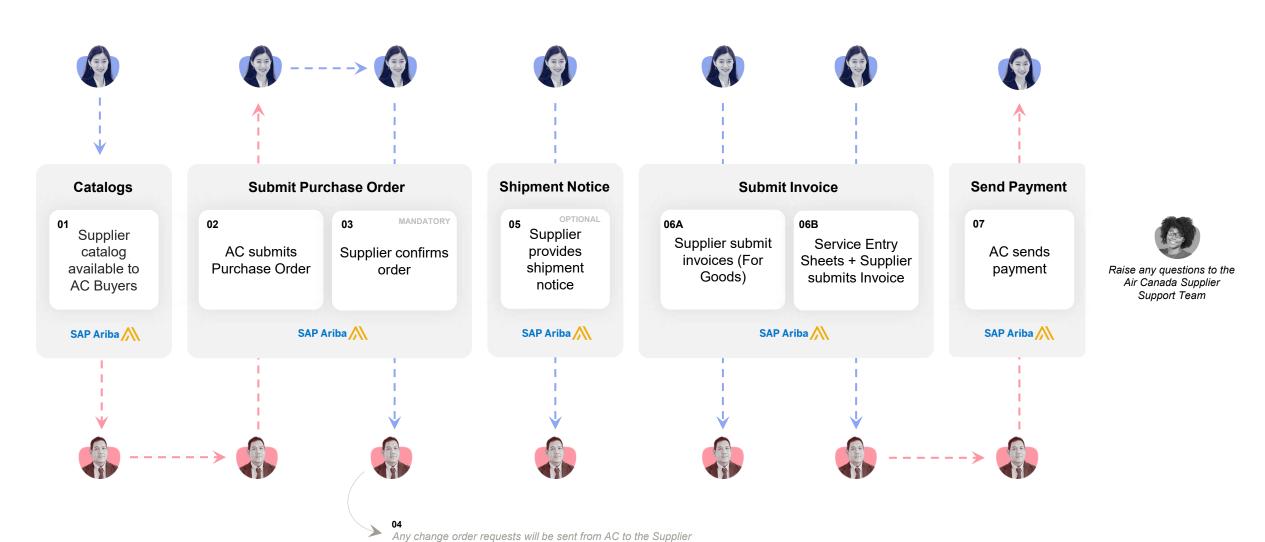
The Air Canada Supplier
Support Team is responsible
for the operational aspects of
Ariba processes.



End-to-End Process



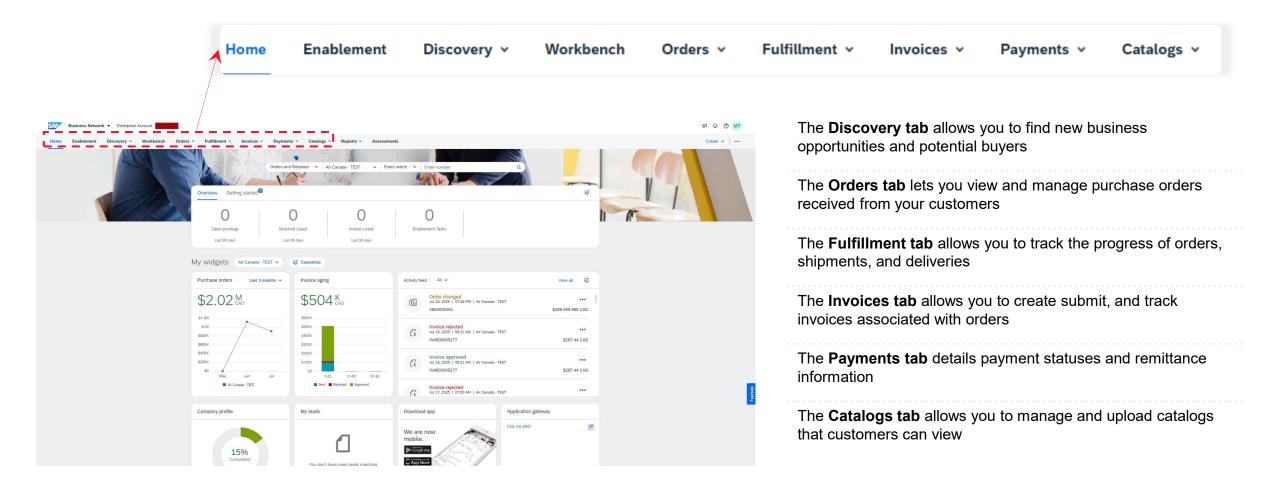






Understanding the Ariba Interface | Relevant Tabs

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.





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

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

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

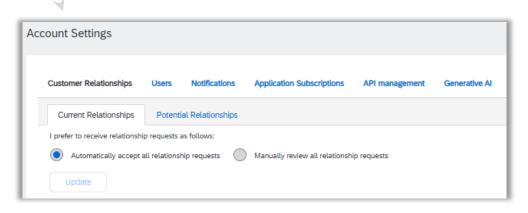
Once complete, you are ready to start transactions with Air Canada!



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 <u>Supplier</u> Support Request Form.

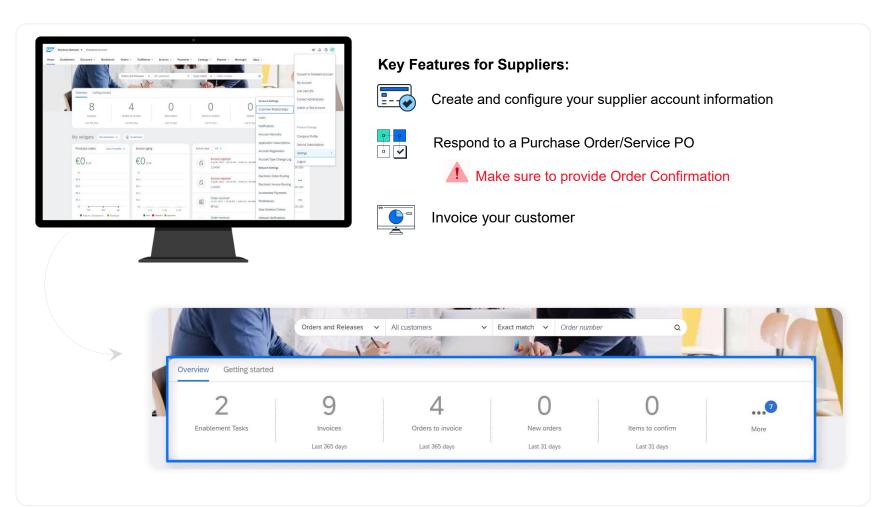




NOTE: If you are an **existing supplier**, you **will not** need to redo this process and you will continue to use **your existing ANID**



What Is Available On The SAP Business Network



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:

<u>'Getting Started on SAP Business</u> 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

Review Your Relationships

Set-Up Enablement Tasks

Set-Up User Accounts

Set-Up Order Routing Methods

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 <u>'End-to-End' Process Guide</u> on the Supplier Portal



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





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





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





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

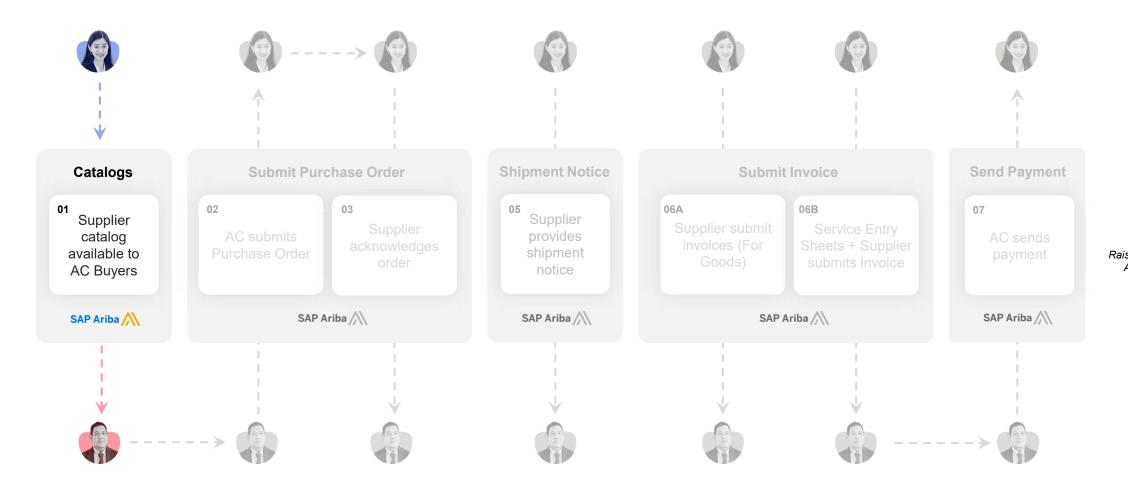




Introduction to Catalogs











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.

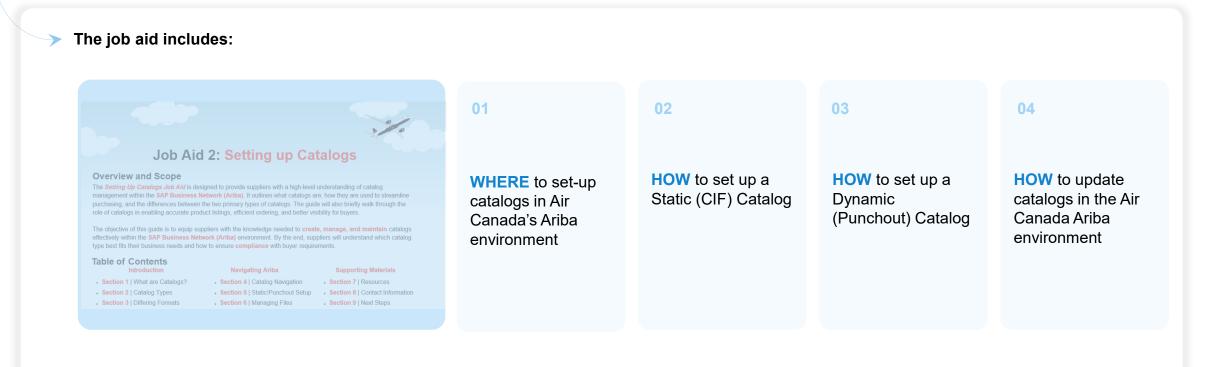
Once Air Canada buyers check out, the cart is automatically transferred to Ariba to complete the order process.



For New Suppliers | Ariba Catalog Options

(3)

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





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

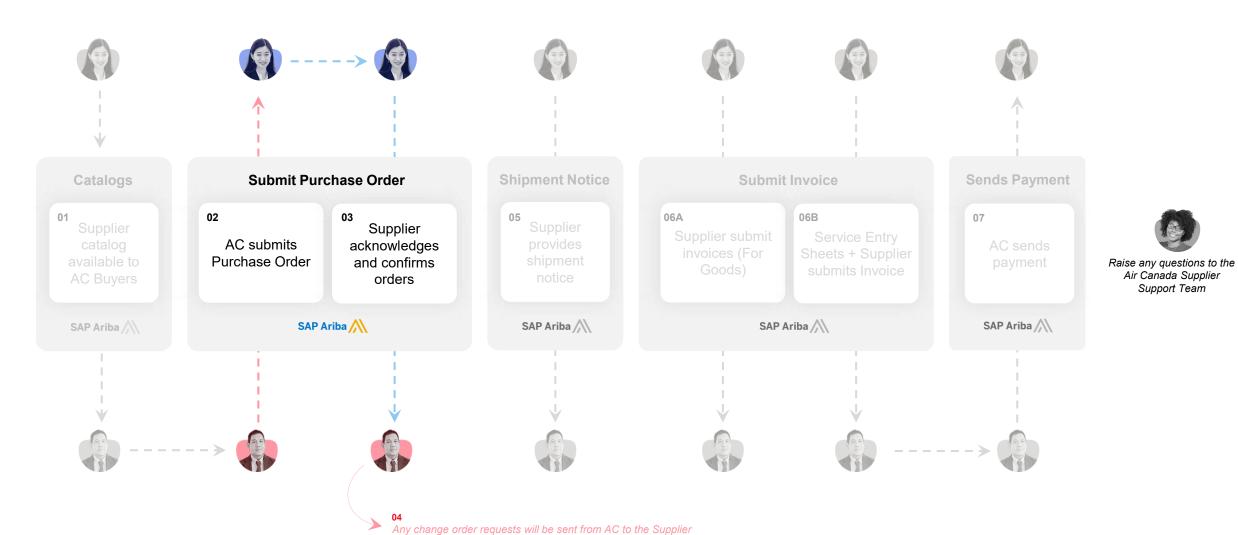




Introduction to Purchase Orders







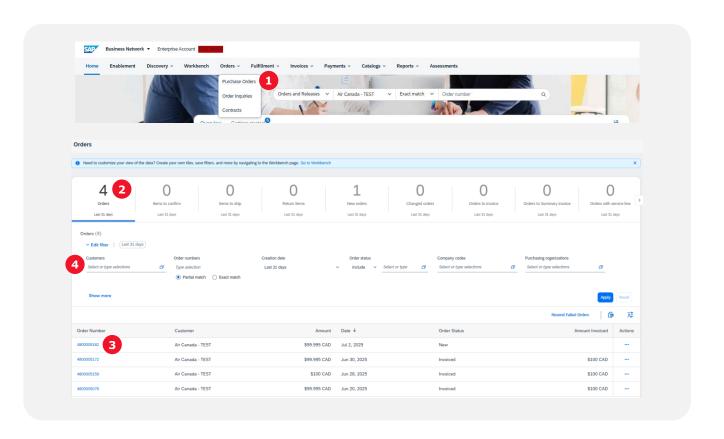


How to View Purchase Orders

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
- Orders are presented as a list of Purchase Orders received from Air Canada
- 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
- Click the arrow next to the Search Filters to display the query fields.

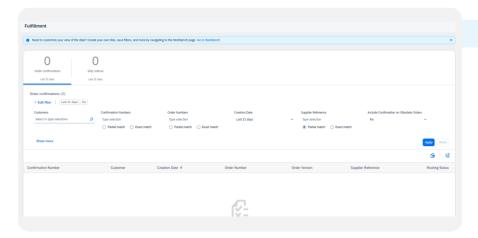
 Enter your criteria and click Apply
- Toggle the Table Options Menu to view ways of organizing your inbox





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.

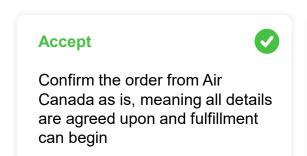


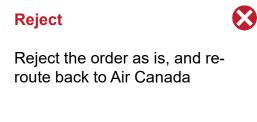
WHY are order confirmations from Suppliers required?

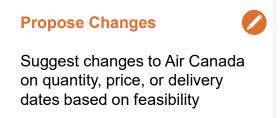
- ✓ Order confirmations are **mandatory** for suppliers to submit, as they are a **critical first step** in the fulfillment process.
- ✓ They ensure that the buyer knows their order has been received and reviewed.
- ✓ By confirming or proposing updates, you help avoid confusion, reduce fulfillment errors, 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.

Order Confirmation Screen in Air Canada Ariba Environment

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







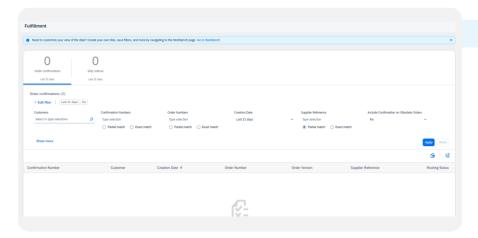


Always review purchase orders carefully before confirming, as accurate responses prevent fulfillment delays and help maintain a strong buyer-supplier relationship



What Are Order Confirmations & Why Are They Important?

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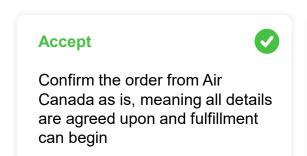


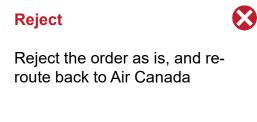
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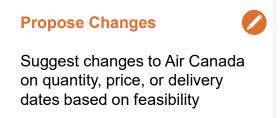
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Order Confirmation Screen in Air Canada Ariba Environment

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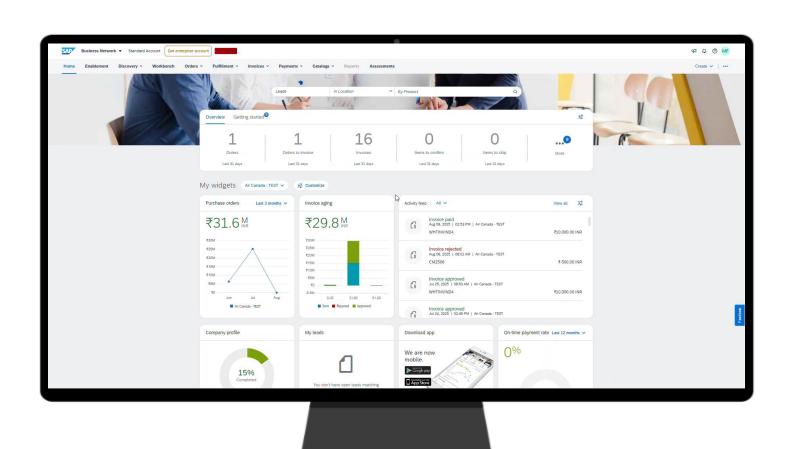




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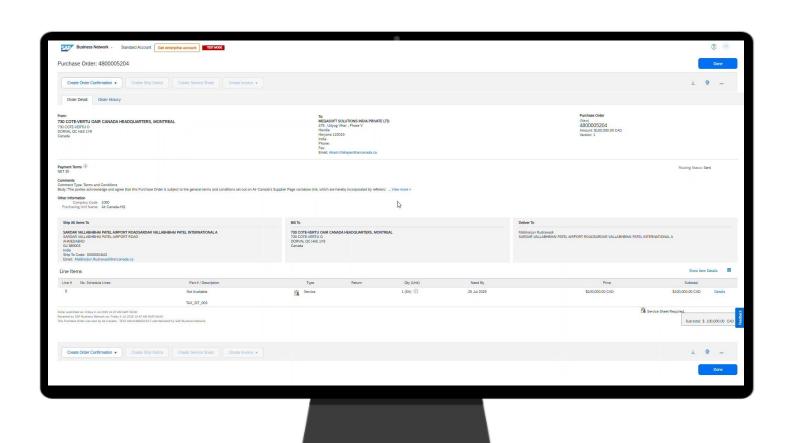


Order Confirmations | How to ACCEPT





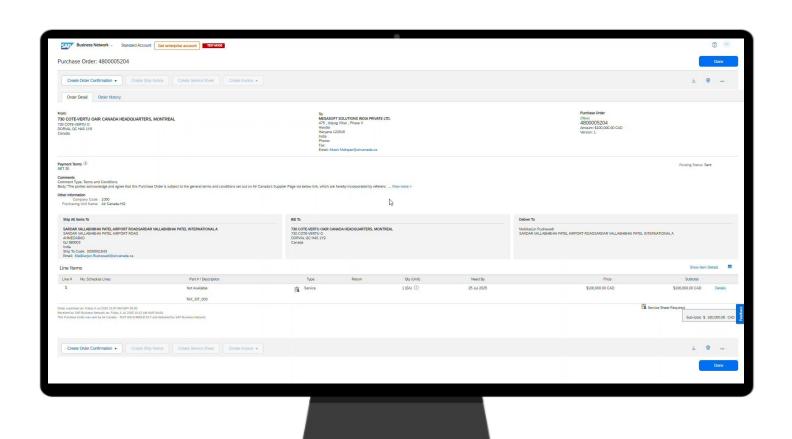
Order Confirmations | How to REJECT 😵





Order Confirmations | How to PROPOSE CHANGES



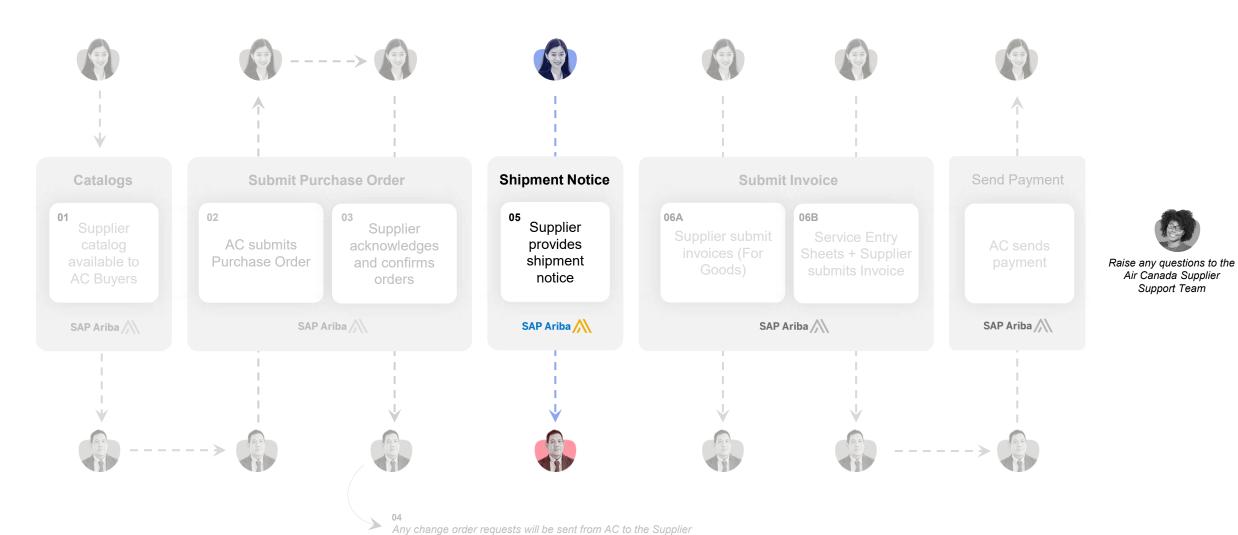




Introduction to Shipment Notices









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?

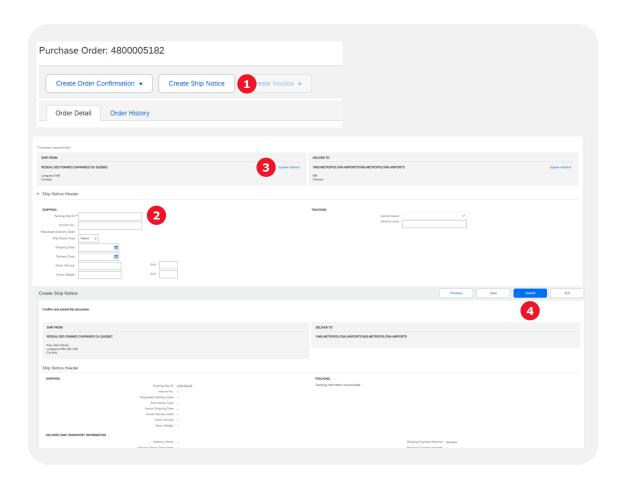
They serve as a record of services provided, which strengthen overall compliance, help streamline the verification process and provide greater visibility for tracking



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.



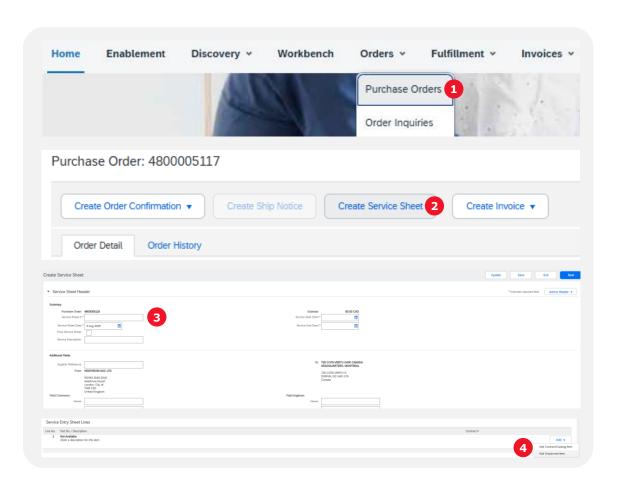
- Once your items have been shipped, log into your Ariba account and open the relevant Purchase Order.
 - Click **Create Ship Notice** to begin. You can submit **multiple shipping notices** per order if items are shipped in parts.
- Complete the shipping form with all required details. It is important 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.
- 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 (*).
- 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.



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



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





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





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





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







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

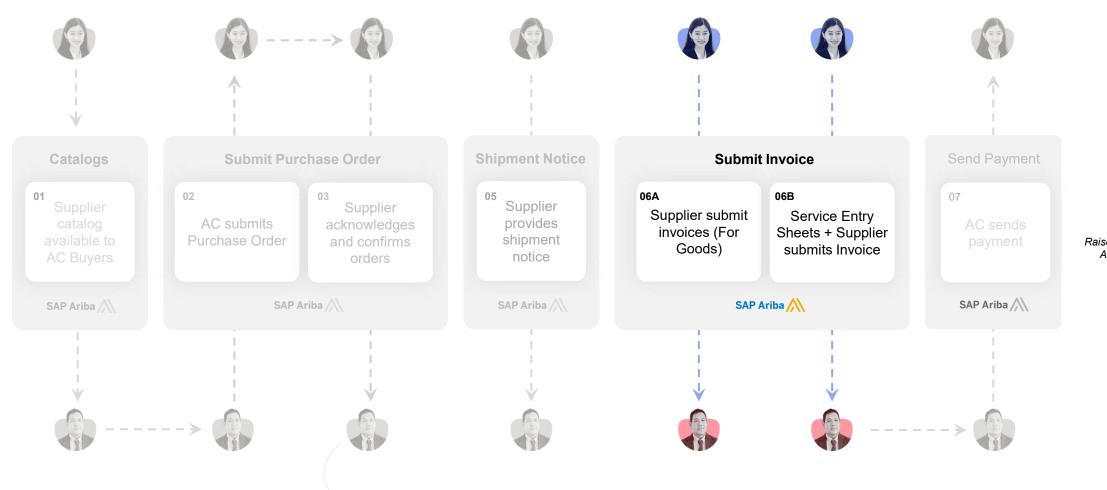




Introduction to Invoicing







Any change order requests will be sent from AC to the Supplier

Raise any questions to the Air Canada Supplier

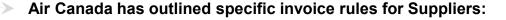
Support Team



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?



- ✓ 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

- ✓ 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
- 0

Refer to Invoice Requirements Job Aid for more information

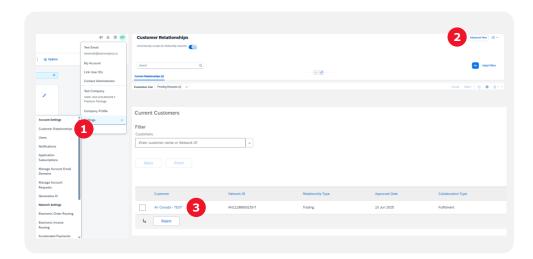




Where To Find Invoicing Rules

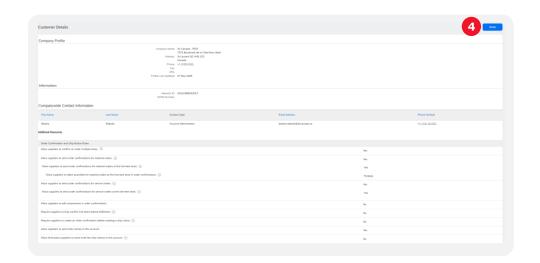
Invoices are digital billing documents you submit to your customer through SAP Ariba to request payment for goods or services you have delivered. Each invoice must be tied to a Purchase Order and accurately reflect what was provided.

WHERE do Suppliers go to determine invoice rules?



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.



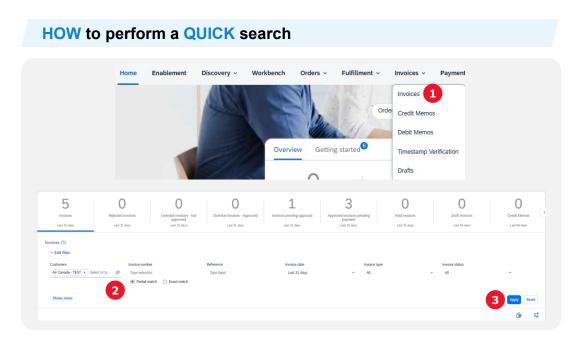
Click on Air Canada and scroll down to the **Invoice Setup** section to see specific invoicing guidelines, such as required fields or restrictions.

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



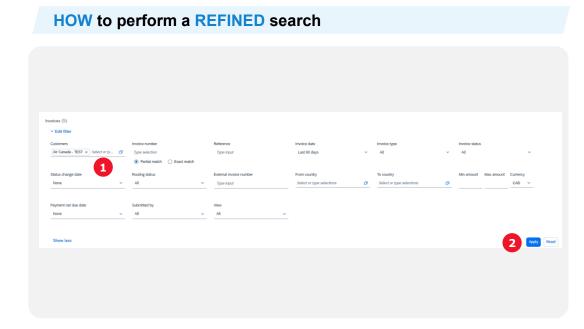
Where To Find Invoices

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:



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.



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



Credit Memo



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

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.

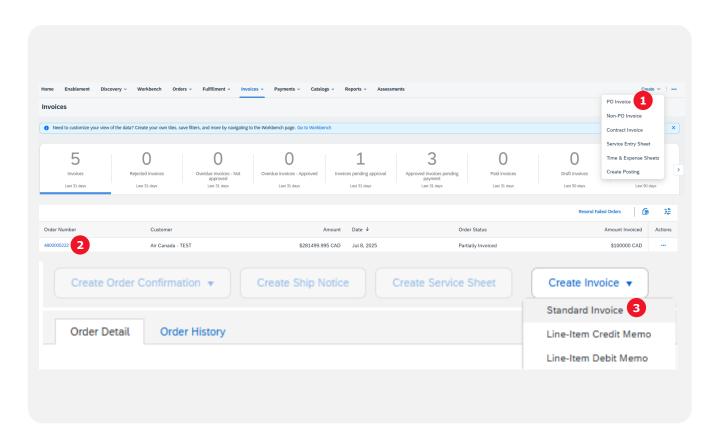
Once logged into your Ariba Network account, navigate to the **Invoice tab** and click on the 'Create' dropdown. Select PO **Invoice**.

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

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.

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

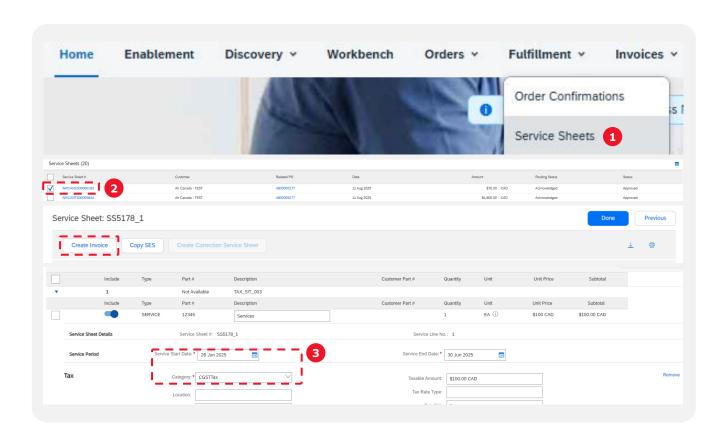




Service Invoice

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.

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







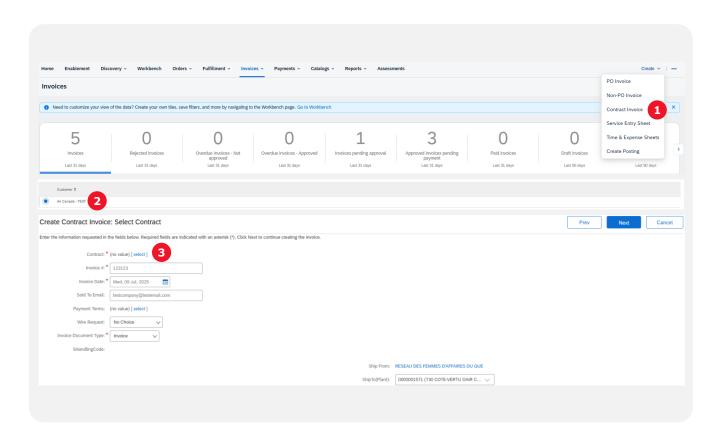
Contract Invoice

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.

- From your Ariba Network home screen, go to the *Create* dropdown and select *Contract Invoice*.
- Choose **Air Canada** from the list and click **Next**. Select the proper customer contact that is related to the contract.
- Select the appropriate contract you are invoicing against. Fill in all fields marked with an asterisk (*), including the **Ship To Location**.
- 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.

- In the **Line Items** section, enter the services or goods being invoiced.
- Apply applicable taxes to each item, and do not forget to include additional such as the **shipping details**, **discounts**, **or comments**.
- Once everything is complete, click **Submit** to send the invoice to Air Canada.





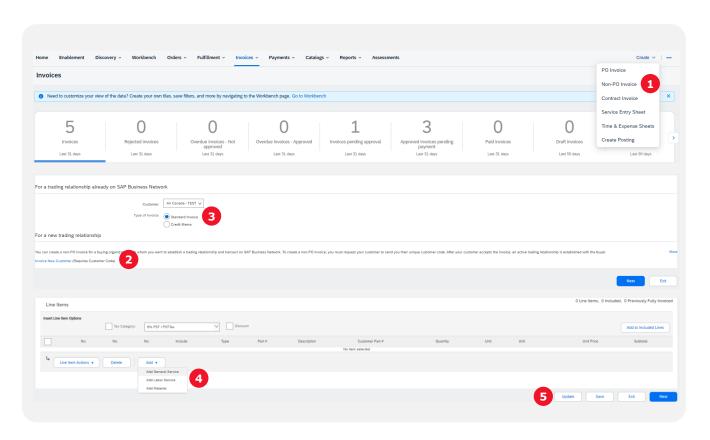
Non-PO Invoice

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.

- 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.
- If you're invoicing Air Canada as a new customer, select 'New Customer', enter the details, and then click Next.
- 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 cab be included if available.

- 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.
- Click **Next** to proceed to the review screen. Double-check all the entered information for accuracy
- Once everything is verified, you can choose to **Save, Submit, or Print** your invoice as needed.





Save option is only available for Enterprise Accounts.



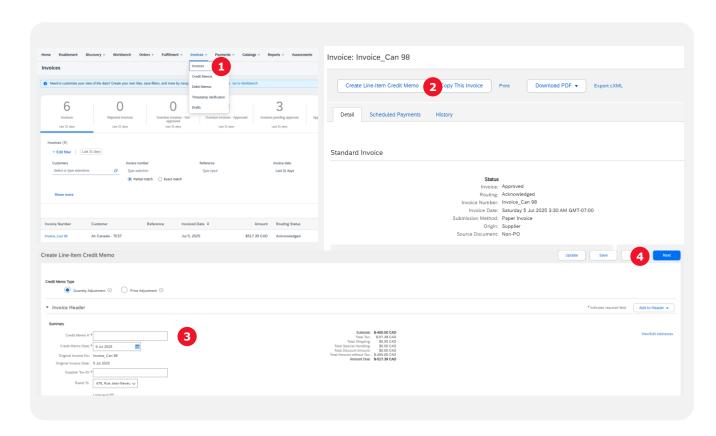


Credit Memo

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.

- 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.
- 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.
- Complete all required fields marked with an asterisk (*), and ensure the reason for the credit is clearly explained for the customer's review
- 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.
- When ready, click **Submit** to send the credit memo to your customer for approval and processing.
- 1

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.





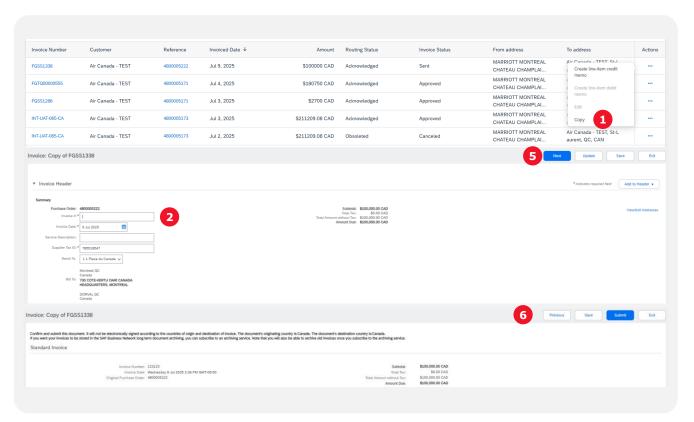
Copy Invoice

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.

- 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.
- Begin by entering a **new invoice number**, as duplicates are not allowed
- If you invoice includes VAT Lines, ensure the Date of Supply is each updated for each line item
- 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

- Click **Next** to preview the full invoice summary. Use this opportunity to confirm that all information reflects the new transaction accurately
- 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.





NOTE: The Copy Invoice action is not available for Service Invoices; however, the action is available for use for all other invoicing methods.

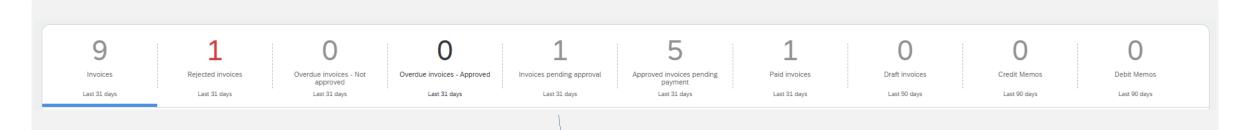
Save option is only available for Enterprise Accounts



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?



- From your Ariba dashboard, click the **Invoices** tab. This page shows all your submitted invoices and summarizes the past 31 days for quick reference.
- Use the available tabs, like *Invoices* or *Rejected Invoices*, to filter by type. You can also further track the progress of individual invoices directly.
- 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?

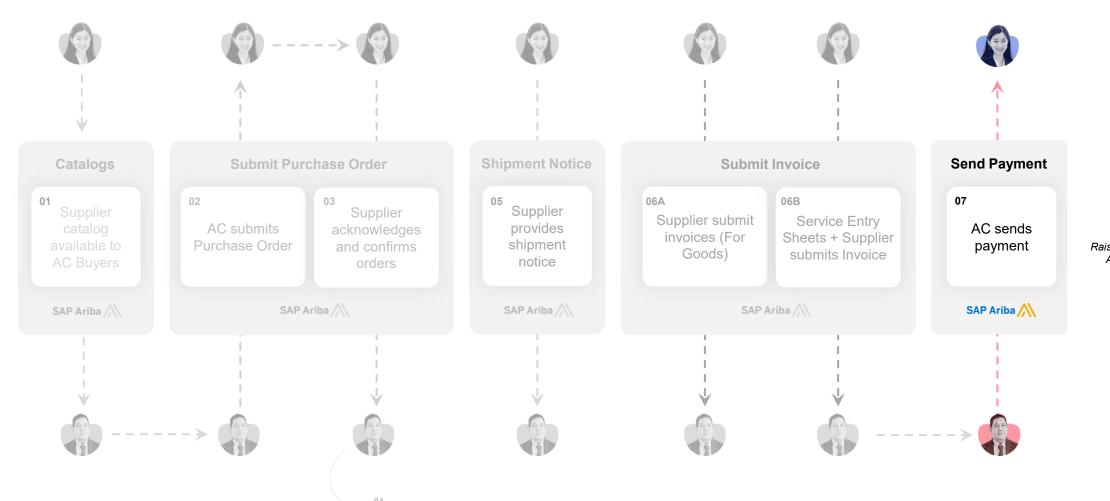
- Invoices: All submitted billing documents
- Rejected Invoices: Invoices declined by the customer; will contain justification
- Overdue Invoices: Not approved: Late invoices, but still awaiting buyer approval
- Overdue Invoices: Approved: Approved, but past invoice payment date
- Invoices pending approval: 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







Any change order requests will be sent from AC to the Supplier

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

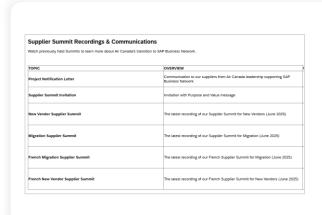


Support and Resources



Air Canada Supplier Portal

Click here



Air Canada Supplier Summits

Click here

Key Job Aids Mentioned:



Register SAP Business Account



End-to-End Process Guide



Setting Up Catalogs



Invoice Requirements

AIR CANADA Thank You!





Appendix A – Setting Up Supplier Account



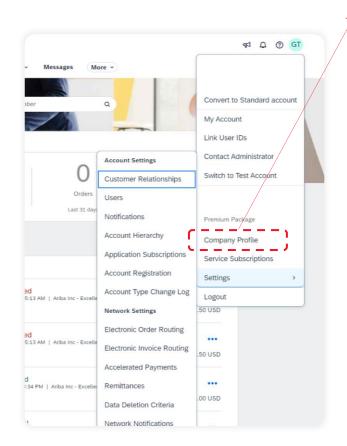
Setting Up Your Account | Setting Up Company Profile

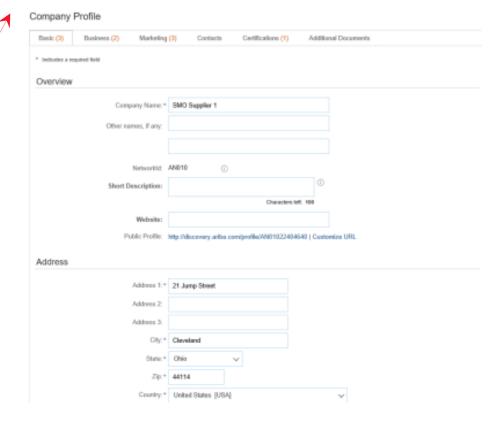
The Company Profile in SAP Business Network stores your key business information, including a contact's legal name, tax ID, addresses, banking details, and contact points. This is how Air Canada identifies and validates you within the SAP Ariba system, so ensure that your company administrator keeps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

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

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

Fill in the Public Profile Completeness meter to 100%







Setting Up Your Account | Setting Up Tax ID

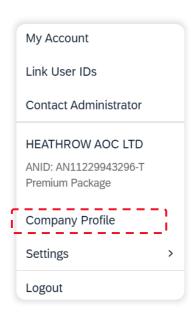
The Company Profile in SAP Business Network stores your key business information, including a contacts legal name, tax ID, addresses, banking details, and contact points. This is how Air Canada identified and validates you within the SAP Ariba system, so ensure that your company administrator keeps this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

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

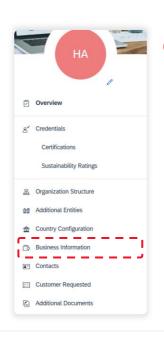
Your **Tax ID** is the most critical part of your company profile, as it must match the one Air Canada has on file, otherwise, transactions like purchase orders, invoicing, and payments may fail or be delayed. Your **Tax ID** corresponds to your **GST/HST** number, and your **VAT ID** corresponds to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

To find and update your Tax ID in Ariba:

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



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.



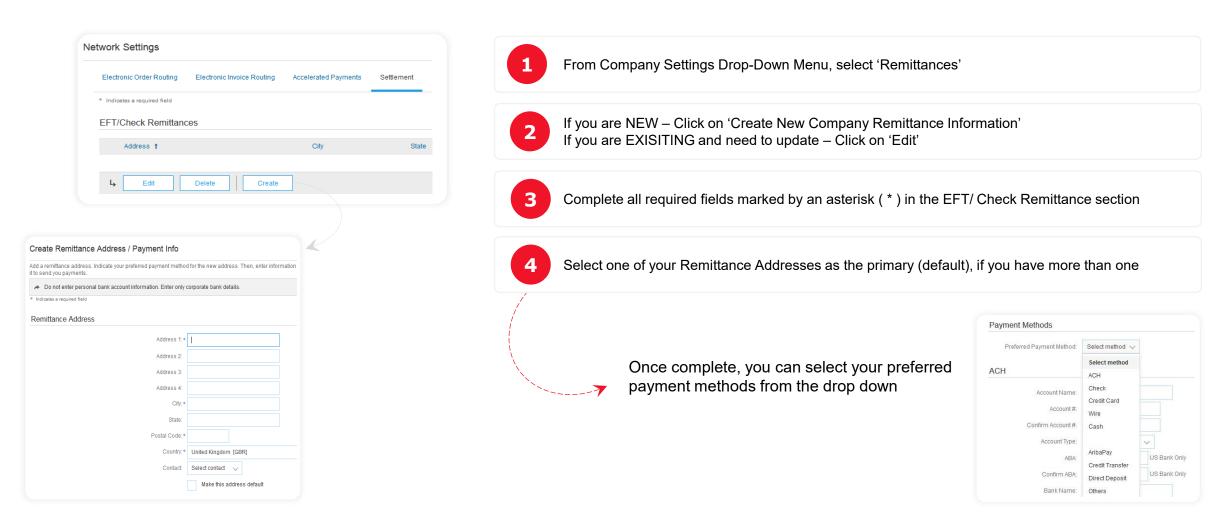
Ensure that you have completed all the relevant fields, including Tax ID, VAT ID, Upload VAT Registration, Tax Clearance Number, and more.

ax Information	
Tax Classification:	(no value)
Taxation Type:	(no value)
Tax ID:	①
State Tax ID:	Do not enter dashes
Regional Tax ID:	Do not enter dashes
VAT ID:	①
VAT Registration Document:	VAT Registered <no document=""> Upload Tax Clearance</no>
Tax Clearance Number:	
Tax Clearance Document:	<no document=""> Upload</no>
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.





Setting Up Your Account | Setting Up Notifications

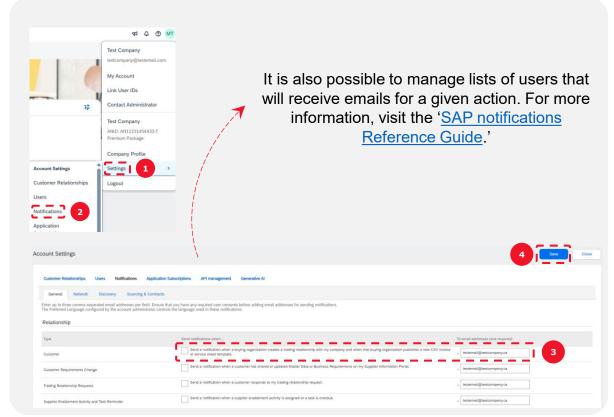
Setting up notifications ensures the right people in your company get the right information at the right time. In the SAP Business Network, you can assign specific contacts to receive different types of emails – for example, one contact for invoicing updates and another for purchase order notifications.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

- Click on your **Profile icon** in the top right corner of the SAP Business Network dashboard and select **Settings** from the dropdown menu.
- From the Settings page, select **Notifications**. This takes you to the area where you can manage email alerts for different activities.
- 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.
- Click **Save** to confirm your updates. Once saved, the designated contacts will immediately start receiving emails for the selected actions.





Appendix B – Completing Order Confirmations



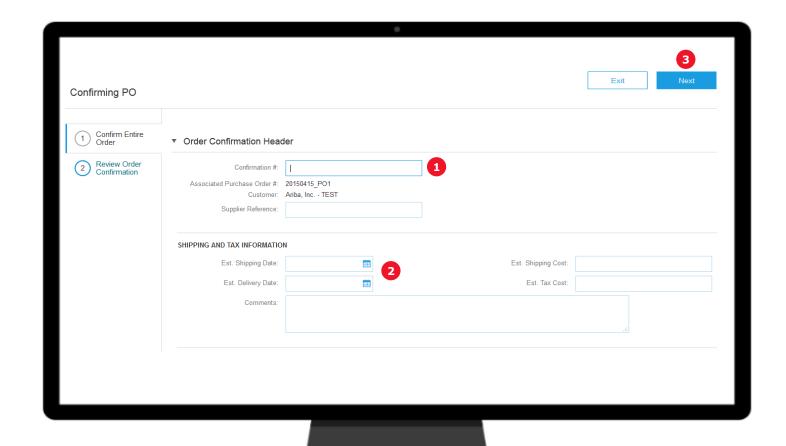
Order Confirmations | How to ACCEPT (1/2

- 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.
- 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.

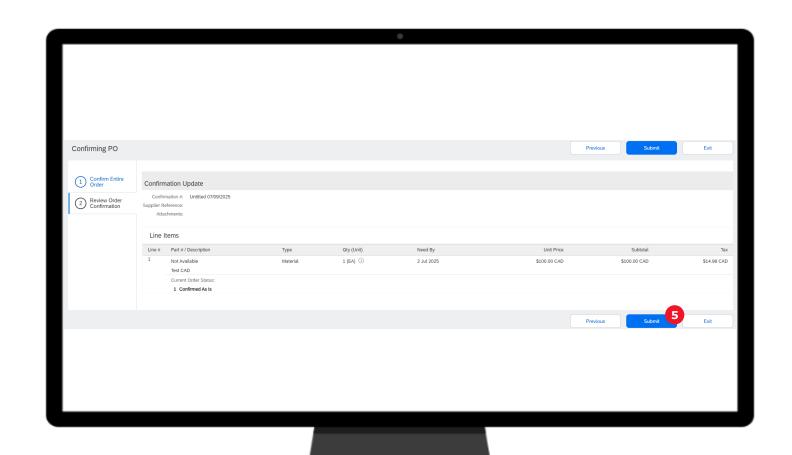
Once you are confident the details are correct, click **Next** to continue





Order Confirmations | How to ACCEPT (2/2

- 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.
- 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.
- Once the order confirmation is submitted, the Order status will be displayed as confirmed.
- 7 To return to the inbox, select *Done*.





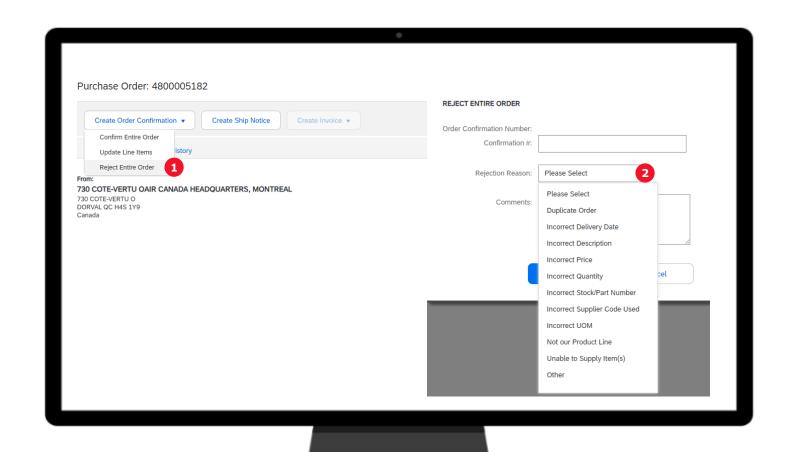
Order Confirmations | How to REJECT 🐼

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

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

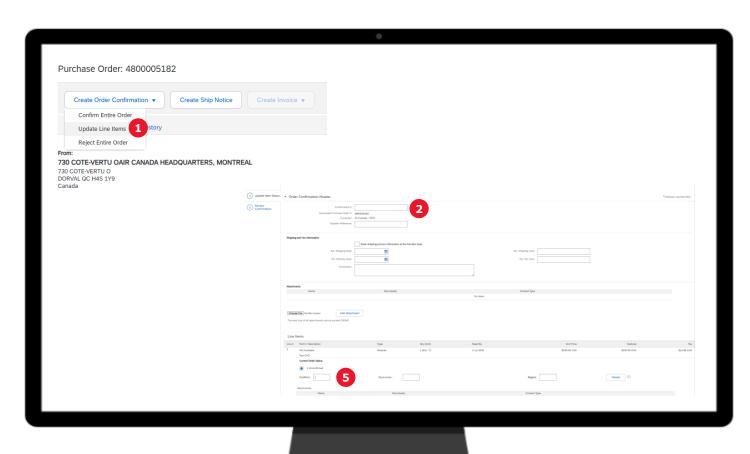
It is important to be clear and concise, whether its due to inventory shortages, pricing issues, or internal constraints, the explanation will help Air Canada understand the situation and take appropriate next steps.





Order Confirmations | How to PROPOSE CHANGES 💋 (1/2

- 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.
- 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.
- 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.
- Scroll down to view the **full list of products** in the purchase order.
- For each line item, select **one** of the following statuses based on your ability to fulfill:
 - 1. Accept Item is available and ready to ship at the current moment
 - 2. **Backorder** Temporarily out of stock; resubmit when available
 - 3. **Reject** Cannot fulfill the item; explain the reason in the comments





Order Confirmations | How to PROPOSE CHANGES 💋 (2/2

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

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.

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

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

