AIR CANADA

Ariba FAQ | Suppliers

Quick Reference Guide
This FAQ provides essential guidance for suppliers using the Ariba platform to invoice Air Canada. It addresses common issues such as missing customer connections, VAT ID prompts, contract invoice errors, and remittance location problems.

Why don't I see "*Air Canada or Affiliate*" when creating an invoice?

You should no longer be connected to Air Canada's previous Ariba Network ID (ANID). If "*Air Canada*" does not appear as a "customer" in your Ariba account, it means you haven't yet connected to our new ANID: **AN11198933153**.

Please submit a ticket via the Air Canada Supplier Support - Request Form so we can send you a Trading Relationship Request (TRR) and get you connected!

Why is Ariba asking me to enter a customer VAT ID?

This is a known issue. Try clearing your browser cache and cookies, then log out and log back in. If the issue continues, please submit a ticket via the Air Canada Supplier Support - Request Form for further assistance from the Air Canada Supplier Enablement Team.

What does the error "*Buyer contact has been deleted*" mean when creating a contract invoice?

This error typically indicates that you're attempting to use Air Canada's previous ANID.

✔ Ensure "Air Canada" is listed with the correct ANID: **AN11198933153**.
✘ Do not select "Air Canada or affiliates."
📝 If the new ANID isn't visible, please submit a ticket via the Air Canada Supplier Support - Request Form to request a new Trading Relationship (TRR).

What should I enter in the "*Sold To Email*" field?

Enter the email address of your **Air Canada contact**, the individual who requested the goods or services, or who is responsible for reviewing and approving your invoices.

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Where do I enter start and end dates for "*General Service*"?

To enter start and end dates:

- These fields are in the **"Additional Fields"** section at the header level.

If you require different dates for each line item:

- Add your line items.
- Select a line item, click "**Line-Item Actions"**, then choose "**Comments"** to enter the specific dates.

Why is my invoice being rejected due to missing Tax ID?

If you encounter errors such as "*GST/HST Tax ID or QST Tax ID is missing*," please follow these steps:

✔ Ensure your **Tax Identification Number(s)** are accurately entered in your Ariba Company Profile.

✔ Consult the step-by-step guide available on the Supplier Information Portal.

✔ If the issue persists, please submit a support request via the Air Canada Supplier Support - Request Form.

What does the error "*This customer does not accept this invoice based on its identified country of origin*" mean?

This error typically indicates that you're attempting to use Air Canada's previous ANID.

- Please ensure "Air Canada" is listed with the correct ANID (**AN11198933153**) in your system.
- If this is not the case, please submit a ticket via the Air Canada Supplier Support - Request Form to request a new Trading Relationship (TRR).

I'm getting an error about remittance location. What should I do?

Please submit a ticket via the Air Canada Supplier Support - Request Form so the Air Canada Supplier Enablement team can investigate and assist.

Why can't I select my contract when submitting a contract invoice?

Air Canada is currently in the process of migrating contract information. This transition is actively underway and will be completed shortly. Please check with your Air Canada contact for updates around the migration.