

SAP BUSINESS NETWORK Training Guide for Suppliers

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◆ Video Tutorials

[Buying and Invoicing Functional Training \(ENTERPRISE ACCOUNTS\)](#) for information on configuring SAP Business Network **Enterprise** accounts, creating and submitting order confirmation and invoices, etc. This video is broken into different chapters/topics for quick navigation.

[Buying and Invoicing Functional Training \(STANDARD ACCOUNTS\)](#) for information on configuring SAP Business Network **Standard** accounts, creating and submitting order confirmation and invoices, etc. This video is broken into different chapters/topics for quick navigation.

[Confirm Purchase Order](#) information on how suppliers create order confirmation in SAP Business Network.

[Invoice submission against material PO](#) for information on how suppliers submit an Invoice for material Invoice.

[Create Invoice \(auto-generate SES\) against 100% planned lines](#) for information on how suppliers submit an Invoice (auto- generate Service Sheet) with child line items.

[Create Invoice \(auto-generate SES\) against unplanned Purchase Order](#) for information on how suppliers submit an Invoice against service Invoice without a child line item.

What is SAP Business Network

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

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

Types of SAP Business Network Account

Standard Account

Standard Account provides basic functionality and is free at no charge to suppliers.

- Provides transaction functionality through interactive emails.
- Suppliers have access to online help support.
- Suppliers have the option to upgrade to an Enterprise account any time.

Enterprise Account

Enterprise Account is fee-based, but **suppliers DO NOT pay a fee to transact with the Buyer.** **These transaction fees are covered by the Buyer.**

An Enterprise Account provides enhanced functionality to suppliers. Some of the key features available for suppliers are:

- Supplier-managed catalogs.
- Centralized supplier dashboard to view all documents (e.g. PO and Invoices).
- Ability to run reports.
- 24/7 priority customer support from SAP Business Network.

Two Types of Purchase Order Payment Terms

1. 3-Way Match

3-Way Match suppliers receive POs and Invoice in SAP Business Network. Payment follows a three-way match between Purchase Order (PO), Goods Receipt (GR), and Invoice Receipt (IR). Your contract or Terms & Conditions with the Buyer will specify net payment terms. If you have questions regarding this, please reach out to your Buyer directly.

2. Holdback

Suppliers receive POs and Invoice in SAP Business Network. If the Invoice is subject to a percentage holdback or retainage (Eg. 10% holdback), the base amount will be released before the holdback portion. Holdbacks are specified as per your contract with the Buyer. If you have questions regarding this, please reach out to your Buyer directly.

Considering that these two types of payment terms and that the invoice process for **Material Purchase Orders** and **Service Purchase Orders** are significantly different, we provide instructions on how to upload the following two types of invoice:

- Material Purchase Orders (Standard/ Enterprise)
- Service Purchase Orders (Standard/ Enterprise)

How to Create an Order Confirmation

Step 1. Find the Purchase Order on the SAP Business Network

- Please note that if you are searching for your Purchase Order on your SAP Business Network workbench, most workbench tiles are defaulted to the **Last 31 Days**. If your Purchase Order was created outside of the date range it will not be visible. Please *edit the filter* to expand the date range or *search by* specific Purchase Order number.

***NOTE:** *If you have a **Standard account** and this is your first time receiving and processing a Purchase Order from the Buyer using SAP Business Network, please find the email notification about the Purchase Order in your email inbox and click the "Process Order" button/link to log into your account and view the order details.*

Step 2. Create Order Confirmation OR Reject the Order

2.1 Select "**Confirm Entire Order**" to confirm **all orders** listed on the PO.

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Purchase Order: 2200003758

- 2.1.1 Enter a Confirmation Number which is any number you wish to use to identify the order confirmation.
- 2.1.2 If you specify Est. Shipping Date or Est. Delivery Date information, these dates will be applied for all line items.
- 2.1.3 Click **"Next"** when finished
- 2.1.4 Review the order confirmation and click **"Submit"**

2.2 Select **"Update Line Items"** to confirm the order **partially** and to set the status of each line item.

Purchase Order: 2200003758

- 2.2.1 Fill in the requested information (the same as the Confirm All option).
- 2.2.2 Scroll down to view the line items and choose among possible values:
 - **Confirm** – You received the PO and will send the ordered Items.
 - Enter the quantity confirmed in the Confirm field.
 - Click **"Details"** to enter Comments and Estimated Shipping and Delivery Dates for the confirmed items on the Status Details page.

Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Tax
1	Malus Collett The Collett apple (Malus Collett) is light green in colour covered with red stripes, with a diameter of 6-8cm.	Material	10 (EA)	24 Dec 2022	\$35.00 CAD	\$350.00 CAD	\$17.50 CAD
Current Order Status ☒ 10 Unconfirmed Confirm: Backorder: Details Reject All							

- Click **"OK"**.

***NOTE:** If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.
- Click **"Next"**.

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- **Backorder** – Items are backordered. *Once they are available in stock, generate another order confirmation to set them to confirm.*
 - Enter the quantity backordered in the Backorder field.
 - Click **"Details"** to enter Comments and Estimated Shipping and Delivery Dates for the backordered items on the Status Details page

Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Tax
1	Malus Collett The Collett apple (Malus Collett) is light green in colour covered with red stripes, with a diameter of 6-8cm.	Material	10 (EA)	24 Dec 2022	\$35.00 CAD	\$350.00 CAD	\$17.50 CAD

Current Order Status

☒ 10 Unconfirmed

Confirm:
 Backorder:
Details ⓘ

[Reject All ⓘ](#)

- Click **"OK"**

***NOTE:** *If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.*
- Click **"Next"**

- **Reject All** - You are rejecting the ordered items.
 - Click **"Reject All"**.
 - Enter a reason why these items are rejected in the Comments field.

Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Tax
1	Malus Collett The Collett apple (Malus Collett) is light green in colour covered with red stripes, with a diameter of 6-8cm.	Material	10 (EA)	24 Dec 2022	\$35.00 CAD	\$350.00 CAD	\$17.50 CAD

Current Order Status

☒ 10 Unconfirmed

Confirm:
 Backorder:
Details ⓘ

Reject All ⓘ

2.2.3 Continue to update the status for each line item on the PO. Once finished, click **"Next"** to proceed to the review page.

2.2.4 Review the order confirmation and click Submit. The order confirmation is sent to your Buyer.

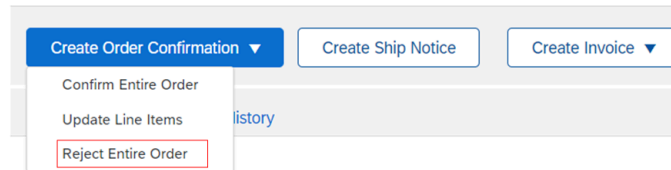
***NOTE:** *The Order Status will display as Partially Confirmed if items were backordered or not fully confirmed.*

2.2.7 Click **"Done"** to return to the PO details

2.3 Select **"Reject Entire Order"** to reject all orders listed on the PO.

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Purchase Order: 2200003758

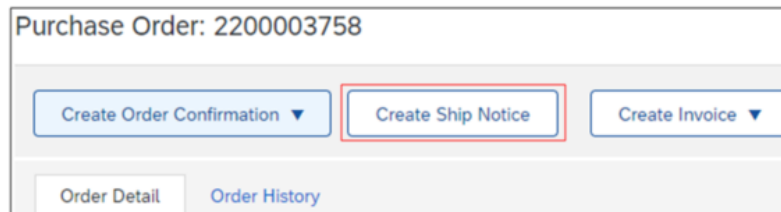


2.3.1 Enter Confirmation #, Reason for Rejection, and Comments.

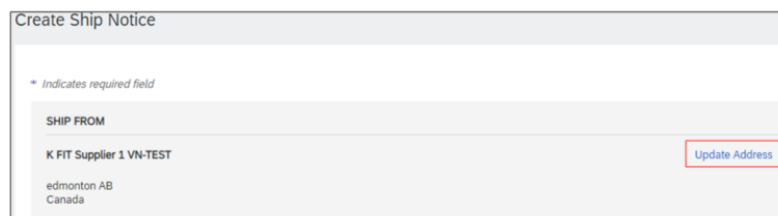
How to Create an Advance Shipment Notice

Step 1. Create Ship Notice using your SAP Business Network account once items are shipped

- Click **"Create Ship Notice"**.



- Click **"Update Address"**.



- View/Edit **'Ship from'** information. Also confirm that the **'Deliver to'** information is correct then click **"Ok"**.

***Note:** Any field with an asterisk (*) is required.

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VIEW / EDIT ADDRESSES

* Indicates required field

SHIP FROM Name: K FIT Supplier 1 VN-TEST Department Name: ADDRESS Address 1: 9A 100 St NW Address 2: Address 3: City: edmonton Province: Alberta [CA-AB] Postal Code: T5J 0N6 Country/Region: Canada [CAN] This selection will refresh the page content	DELIVER TO Name: Corporate Services Department Name: ADDRESS Address 1: 5710 86 Street Address 2: Address 3: City: Edmonton Province: Alberta [CA-AB] Postal Code: T6E 2X3 Country/Region: Canada [CAN] This selection will refresh the page content
---	--

Step 2. Fill out the requested information on the shipping PO form

- Enter the **packing slip ID** which is any number you use to identify the Ship Notice; pick a delivery date, then choose **Carrier**.

Ship Notice Header

SHIPPING Packing Slip ID: Invoice No.: Requested Delivery Date: Ship Notice Type: Select Shipping Date: Delivery Date: Gross Volume:	TRACKING Carrier Name: Service Level:
--	---

Unit:

- Select the appropriate carrier name.
- Enter the **Tracking number** and select the **Shipping Method**.
- Click on the **Delivery Terms** and pick an appropriate option from the drop-down. You can give a brief description of the delivery and transport terms.

Step 3. View filled information and submit Ship Notice

- View line item(s) information and update the quantity shipped for each line item.

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Order #	Line No.	Part # / Description	Customer Part #	Qty	Unit	Need By	Ship By	Unit Price	Subtotal	Tax	
2200003758	1	Malus Collett The Collett apple (Malus Collett) is light green in colour covered with red stripes, with a diameter of 6-8cm.		10	EA	24 Dec 2022		\$35.00 CAD	\$350.00 CAD	\$17.50 CAD	Remove
Shipment Status											
Total Item Due Quantity: 10 EA											
Confirmation Status											
Total Confirmed Quantity: 0 EA Total Backordered Quantity: 0 EA											
Line	Ship Qty	Supplier Batch ID	Country of Origin	Production Date	Expiry Date						
1	10		- Select Country -								
Add Ship Notice Line											
Add Details											

- Click **'Next'** to proceed to review your ship notice.
- Click **'Submit'** to send ship Notice.
- Click **'Done'** to return to the Home page.

How to Upload an Invoice

1. **Material Purchase Order** (Standard/Enterprise)

(1:53 minutes video demonstration)

Step 1. Find the Purchase Order on the SAP Business Network

- Please note that if you are searching for your Purchase Order on your SAP Business Network workbench, most workbench tiles are defaulted to the **Last 31 Days**. If your Purchase Order was created outside of the date range it will not be visible. Please *edit the filter* to expand the date range or *search by* specific Purchase Order number.

***NOTE:** If you have a **Standard account** and this is your first time receiving and processing a Purchase Order from your Buyer using SAP Business Network, please find the email notification about the Purchase Order in your email inbox and click the "Process Order" button/link to log into your account and view the order details.

Step 2. Create Invoice > Standard Invoice

Create Order Confirmation ▾

Create Ship Notice

Create Service Sheet

Create Invoice ▾

Order Detail

Order History

Standard Invoice

Line-Item Credit Memo

Line-Item Debit Memo

Step 3. Header Information

- Supplier Contact
Make sure the contact info is filled in. Please notify your Buyer if it is not.

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- Invoice Number

Type in the number - please note this number **must** match the number on the pdf Invoice submitted as attachment.

Purchase Order: 2200003624

Invoice #:*

Please note the Invoice number must also be unique to the system. You cannot re-use Invoice numbers as this will cause an error or rejection in the system. SAP Business Network only allows numbers and letters. Please omit any special characters or spaces.

- Invoice Date

This date should be the date stated on your pdf Invoice submitted as an attachment. (not the date the Invoice is uploaded in SAP Business Network.).

Invoice Date:* 28 Oct 2022 

- Supplier Tax ID

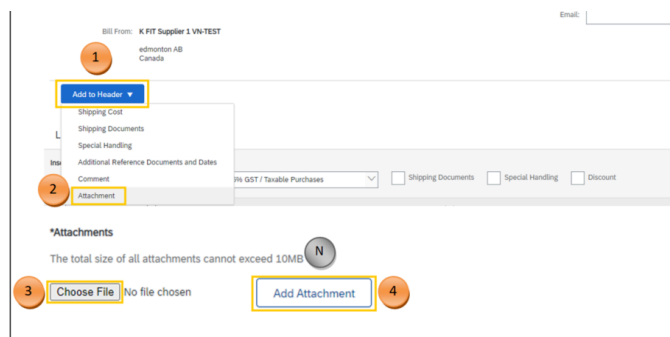
A 9-digit numerical ID that matches the information in the system. **Please do not include RT.** Note that your pdf Invoice must have the same GST # that is entered into the Buyer's system. If you need to update this information, please email suppliermanagement@edmonton.ca.

Supplier Tax ID:*

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

Step 4. Attach a pdf version of the Invoice

- Please make sure to attach the pdf of the Invoice.
- Invoice file name **must not** have any special characters.
- All information on the pdf version of the Invoice must match the information on the electronic Invoice entered into SAP Business Network.



The screenshot shows the SAP Business Network interface for adding attachments. The 'Add to Header' dropdown menu is open, showing options like 'Shipping Cost', 'Shipping Documents', 'Special Handling', and 'Additional Reference Documents and Dates'. The 'Attachments' section shows a list of attachments with a 'Choose File' button and an 'Add Attachment' button. The total size of all attachments cannot exceed 10MB.

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Step 5. Please select which PO line items to include/exclude in the Invoice and with what quantity. If you have questions about the line items, please contact your Buyer

The screenshot shows the 'Insert Line Item Options' form. It contains a table with three line items. Each item has an 'Include' button highlighted in yellow. The table columns are: No., Include, Type, Part #, Description, Customer Part #, Quantity, Unit, Unit Price, and Subtotal.

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	☒	MATERIAL		Item 1		10	CT	\$95.23 CAD	\$952.30 CAD
2	☒	MATERIAL		Item 2		15	EA	\$8.32 CAD	\$124.80 CAD
3	☒	MATERIAL		Item 3		15	BX	\$22.42 CAD	\$336.30 CAD

Below each line item, there are tax-related fields: Category (GST), Location, Description (Taxable Purchases), Regime, Taxable Amount, Tax Rate Type, Rate(%), and Tax Amount.

- Select from existing line item(s) listed in the PO. Click on the green button under "Include" to exclude line item(s) for invoicing.
- Quantity can be updated to send a partial Invoice.

Step 6. Add Tax information to the included lines

Option 1:

The screenshot shows the 'Insert Line Item Options' form with numbered callouts: 1 points to the 'Include' checkbox, 2 points to the 'Category' dropdown (GST / Taxable Purchases), 3 points to the 'Add to Included Lines' button, and 4 points to the 'Add' button in the 'Tax' section.

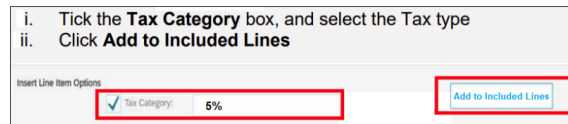
Option 2:

The screenshot shows the 'Insert Line Item Options' form with numbered callouts: 1 points to the 'Include' checkbox, 2 points to the 'Line Item Actions' dropdown, 3 points to the 'Tax' section, and 4 points to the 'Category' dropdown (GST / Taxable Purchases).

- Make sure that the taxes are applied to each line item.
- The total of the taxes should match the total taxes on the attached pdf Invoice.
- If the tax information is not auto-populated, please only click "Add to Included Lines" **once**.

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- The system will calculate base amount total, and taxes based on the information entered.

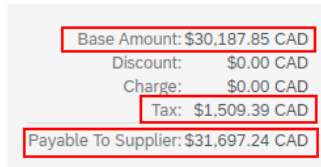


i. Tick the **Tax Category** box, and select the Tax type
 ii. Click **Add to Included Lines**

Insert Line Item Options

☒ Tax Category: 8% **Add to Included Lines**

- Make sure the total amounts indicated in SAP Business Network match the total amounts on the pdf Invoice.



Base Amount: \$30,187.85 CAD
 Discount: \$0.00 CAD
 Charge: \$0.00 CAD
 Tax: \$1,509.39 CAD
 Payable To Supplier: \$31,697.24 CAD

***NOTE:** If you are a non-Canadian or tax-exempt organization, you will still be required to add a line for tax with 0%.

Step 7. Submit the Invoice

- If your invoice is submitted correctly, and once the goods have been received by the Buyer, you will receive payment within the associated net payment terms.

2. **Service Purchase Order** (Standard/Enterprise)

[\(2:24 minutes video demonstration\)](#)

Step 1. Find the Purchase Order on the SAP Business Network

- Please note that if you are searching for your Purchase Order on your SAP Business Network workbench, most workbench tiles are defaulted to the **Last 31 Days**. If your Purchase Order was created outside of the date range it will not be visible. Please edit the filter to expand the date range or search by specific Purchase order number.

***NOTE:** If you have a **Standard account** and this is your first time receiving and processing a Purchase Order from your Buyer using SAP Business Network, please find the email notification about the Purchase Order in your email inbox and click the "Process Order" button/link to log into your account and view the order details.

- Find and copy the name and email of the Service Entry Sheet (SES) approver in the comments section. If you are unsure who the SES approver is and this information is not present, please contact your Buyer.

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Step 2. Create Invoice > Standard Invoice

The screenshot shows a user interface with four buttons at the top: 'Create Order Confirmation', 'Create Ship Notice', 'Create Service Sheet', and 'Create Invoice'. The 'Create Invoice' button is highlighted in blue and has a dropdown menu open. The dropdown menu contains three options: 'Standard Invoice', 'Line-Item Credit Memo', and 'Line-Item Debit Memo'. Below the buttons are two tabs: 'Order Detail' and 'Order History'.

- Do **NOT** create a Service Sheet manually. The system will auto-generate a Service Sheet. **Step 3. Header Information**

- Supplier Contact

Make sure the contact info is filled in. Please notify your Buyer if it is not.

- Invoice Number

Type in the number - please note this number **must** match the number on the pdf Invoice submitted as attachment.

Purchase Order: 2200003624

Invoice #:

Please note the Invoice number must also be unique to the system. You cannot re-use Invoice numbers as this will cause an error or rejection in the system. SAP Business Network only allows numbers and letters. Please omit any special characters or spaces.

- Invoice Date

This date should be the date stated on your pdf Invoice submitted as an attachment, **NOT** the date the Invoice is uploaded in SAP Business Network.

Invoice Date:

28 Oct 2022



- Supplier Tax ID

A 9-digit numerical ID that matches the information in the system. **Please do not include RT.** Note that your pdf Invoice must have the same GST # that is entered into the Buyer's system. If you need to update this information, please email suppliermanagement@edmonton.ca.

Supplier Tax ID:

1111222356

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

- Service Period, select Service Start and End date

Service Start Date:

Service End Date:

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- Service Entry Sheet Approver

Type in the name and email address of the Approver from the buyer as identified in *Step 1* (Service Entry Sheet approver).

Approver

Name: *

Email: *

Phone: CAN 1

Step 4. Attach a pdf version of the Invoice

- Please make sure to attach the pdf of the Invoice.
- Invoice file name **must not** have any special characters.
- All information on the pdf version of the Invoice must match the information on the electronic Invoice entered into SAP Business Network.
- Make sure the pdf Invoice contains all mandatory information.

Step 5. Select which PO service line items to include/exclude in the Invoice. If you have questions about the line items, please contact your Buyer

5.1 Purchase Order **with 100% Planned Line Items**, select which to include in the Invoice and with what quantity.

☐	Type ↓	No.	ReqID	Qty	Unit	Description	Supplier Part Number	Price	Amount
☐		1				DEVELOPMENT DESIGN - King Edward Park			\$7,490.17 CAD
☐		1000100010		4,750	each	Dev Design Phase 1 Disb		\$1.00 CAD	\$4,750.00 CAD Fx
☐		1000100020		2,740.17	each	Disbursements		\$1.00 CAD	\$2,740.17 CAD Fx

- Select from existing services listed in the PO (**Do not** add a new service).
- Enter the amount as quantity, not price.
- The amount entered should be the base amount **before** GST/Tax.

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- Holdback: If the Invoice is subject to a percentage holdback or retainage (Eg. 10% holdback), please enter the base amount **before** holdback. The system will auto-calculate the retainage when the payment is issued.
- **Do not** change the description of the service.
- **Do not** change the unit of measure.

5.2 Purchase Order **with No Line Items**, click on **"Add/Update"** button to add a child line

***NOTE:** Use the "Add/Update" button located on the right side of the service group line (indicated in red on the image above). Do **NOT** use the "Add" button located at the bottom of the line items list. Selecting the "Add" button will create lines which are not automatically included on the service sheet(s) and the invoice will need to be rejected.

- Select Add General Service.
- Enter a description, quantity, unit, and unit price **excluding GST**.
- Click on the small checkbox to proceed to the next step and add tax.

Step 6. Add Tax information to the included lines

Option 1:

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Option 2:

- Make sure that the taxes are applied to each service item.
- The total of the taxes should match the taxes on the attached pdf Invoice.
- If the tax information is not auto-populated, please only click “Add to Included Lines” **once**.
- The system will calculate base amount total, and Taxes based on the information entered.

- Make sure the totals match the amount on the pdf Invoice.

***NOTE:** If you are a non-Canadian or tax-exempt organization, you will still be required to add a line for tax with 0%.

Non-Canadian companies must identify any services that were rendered in Canada on their invoice when submitting to the Buyer (whether performed by the non-resident or if a subcontractor was hired to perform services on their behalf). If services were not performed in Canada, the invoice should state “Services were not performed in Canada.” If the breakdown is not shown on the invoice, then a 15% Non-Resident Withholding Tax (NRWT) will be deducted from the entire invoice. Only suppliers that supply a waiver letter from CRA will be exempt from this deduction.

Step 7. Submit the Invoice

- When the Invoice has been successfully submitted, the system will automatically generate the service entry sheet.
- The Service Entry Sheet gets forwarded to your Buyer’s SES Approver (as entered above) Project Managers for review and approval.

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

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

Ship All Items To	Bill To	Deliver To
Fire Rescue Services - Admin 10351 96 Street Edmonton AB T5H 2H5 Canada Ship To Code: 7000 Phone: +1 (780) 4961515 Fax: +1 (780) 4961540 Email: @edmonton.ca	The City Of Edmonton Corporate Accounts Payable corp.accountspayable@edmonton.ca . Edmonton AB T5J 2R7 Canada	10420 157 Street NW Fire Rescue Services - Admin

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

Step 1. Find the Purchase Order on the SAP Business Network that you are needing to add a discount to

- Please note that if you are searching for your Purchase Order on your SAP Business Network workbench, most workbench tiles are defaulted to the **Last 31 Days**. If your Purchase Order was created outside of the date range it will not be visible. Please edit the filter to expand the date range or search by specific Purchase Order number.

Note: If you have a **Standard account** and this is your first time receiving and processing Purchase Order from your Buyer using SAP Business Network, please find the email notification about the Purchase Order in your email inbox and click the "Process Order" button/link to log into your account and view the order details.

Step 2. Click the "**Line Item Actions**" button

The screenshot shows the SAP Business Network interface for a purchase order. At the top right, the 'Deliver To' address is highlighted with a red box: 10420 157 Street NW, Fire Rescue Services - Admin. Below this, the 'Line Item Actions' button is highlighted with a red box. The interface displays a table with columns: No., Include, Type, Part #, Description, Customer Part #, Quantity, Unit, Unit Price, and Subtotal. The first line item is highlighted with a red box and a '1' in a circle. Below the table, the 'Pricing Details' section shows tax information: Category: 5% GST / Taxable Purchases, Location: Taxable Purchases, Regime: Taxable Purchases. The 'Tax' section shows Taxable Amount: \$1,316.55 CAD, Rate(%): 5%, Tax Amount: \$65.83 CAD, and Exempt Detail: (no value). At the bottom, the 'Line Item Actions' button is highlighted with a red box and a '2' in a circle. Below the button are 'Delete', 'Reset Tax from PO', and 'Add' buttons. A warning message at the bottom right states: 'Please DO NOT use the "Add" button for Service Invoices. Use the "Add/Update" button at item level instead.'

Step 3. Select "**Discount**"

Step 4. Enter a discount amount (e.g. \$10)

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Step 5. Click the **“Update”** button to calculate discount totals for the invoice.

- The discount percentage will automatically be populated.

Step 6. Click **“Next”**

Step 7. Click **“Submit”**

***NOTE:** To apply a discount on a service Purchase Order, please reach out to your buyer to adjust the line item value. Then submit the invoice with the discounted amount.

How to Upload a Credit Memo

Step 1. Find the previously submitted Invoice to which the credit will be applied

Click Workbench or Outbox > Invoices.

Step 2. Click the Invoice number hyperlink

Click Create Line-Item Credit Memo.

Invoice: 3897

Step 3. Select Quantity Adjustment

Step 4. Complete the information in the form for the Credit Memo (the amount and taxes will automatically be negative). Make sure that all the fields marked with an asterisk (*) are filled in.

- Credit Memo #
Type in the number, please note this number **must** match the number on the pdf Invoice submitted as an attachment.

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- **Credit Memo Date**
This date should be the date stated on your pdf credit memo submitted as an attachment. (not the date the credit memo is uploaded in SAP Business Network).
- **Supplier Tax ID**
A 9-digit numerical ID that matches the information in the system. Please do not include RT. Note that your pdf Invoice must have the same GST # that is entered into the Buyer's system. If you need to update this information, please email suppliermanagement@edmonton.ca.

Supplier Tax ID: * 1111222356

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

Step 5. Attach a pdf version of the Credit Memo.

- Please make sure to attach the pdf of the Invoice.
- Invoice file name **must not** have any special characters.
- All information on the pdf version of the Invoice must match the information on the electronic Invoice entered into SAP Business Network.
- Make sure the pdf Invoice contains all mandatory information

Step 6. Line Items, select which to include/exclude in the credit memo and with what quantity.

Step 7. Update the Quantity (e.g. -1) for quantity adjustment **OR** Decrease in Unit Price (e.g. \$-5.00) for Price Adjustment

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Quantity	Unit
-1	EA ⓘ
Unit Price	Decrease in Unit Price
\$167.46 CAD	\$-5.00 CAD
	Subtotal
	\$-5.00 CAD

Step 8. Click Next

Step 9. Review Credit Memo

Step 10. Click Submit

- The Credit Memo will now need to be approved by the Buyer.

***NOTE:** if you are submitting a Credit Memo for a Service PO, you will receive a rejection from the Buyer Accounts Payable team with comments stating that the Credit Memo will be processed outside of SAP Business Network. You do **NOT** need to resubmit the credit memo.

Rejected Invoice

Invoices are rejected either automatically by the Buyer's invoicing rules or manually by the Buyer.

1. Review the Reason for Invoice Rejection

1.1 Invoice rejected by the Buyer

Step 1. Click Workbench > Rejected Invoices.

Step 2. Click the Invoice number hyperlink

Step 3. The Invoice rejection notes appear across the top of the **Details** and **History** tabs of the Invoice

If you understand the Invoice rejection reason, you can edit and resubmit the Invoice for payment. If you need more clarification, contact your Buyer, they have the most accurate information on how to correct your Invoice.

Invoice: 3713001 Done

Edit
Create Line-Item Credit Memo
Copy This Invoice
Print
Download PDF ▼
Export cXML

Detail
Scheduled Payments
History

Rejected Invoice:

Reasons:

INV-38: The Invoice was successfully received.

DOC-1: cXML InvoiceDetailRequest queued

INV-35: The Invoice status has been successfully updated to Rejected by The City of Edmonton - TEST. Description: Cancelling this order to conduct changes discussed.

DOC-1:

Cancelling this order to conduct changes discussed.

Edit & Resubmit

Training Guide for Suppliers

Step 3. Supplier edits and resubmits their Invoice information as noted in the rejection note following the steps noted above.

1.2 Invoice automatically rejected by the Buyer's Invoicing rules

Some Examples:

Error Msg 1. INV-25: The quantity of line item X exceeds the buying organization's quantity limits.

Cause: The Invoice line items quantity is greater than the Purchase Order (PO) line items quantity **OR** the Invoice amount exceeds the limit set by your Buyer.

Resolution: To avoid this error, you must Invoice for quantities less than or equal to the PO line item quantity. You must contact your Buyer if the quantity needs to be increased. An updated PO will be issued to you for invoicing.

***NOTE:** An invoice that cannot be edited and resubmitted due to an error message shown below, indicates the Purchase Order (PO) has changed, and you must use the most recent version of the PO.

Edit & Resubmit

! You cannot edit or copy this invoice because the original purchase order is obsolete.

Key Contacts for SAP Business Network-Related Issues:

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