

# SAP BUSINESS NETWORK Training Guide for Suppliers

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**◆ Video Tutorials**

[City of Edmonton - Buying and Invoicing Functional Training](#) for information on configuring SAP Business Network account, 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 receive Purchase Orders (PO's), create invoices, and receive payment information from the City of Edmonton.

## 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 City of Edmonton. These transaction fees are covered by the City of Edmonton.**

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 (eg. 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 PO's 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 City of Edmonton will specify net payment terms. If you have questions regarding this, please reach out to your City of Edmonton Buyer directly.

### 2. Holdback

Suppliers receive PO's 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 City of Edmonton. If you have questions regarding this, please reach out to your City of Edmonton 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.

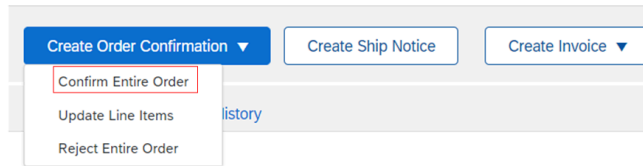
**\*NOTE:** *If you have a **Standard account** and this is your first time receiving and processing a Purchase Order from the City of Edmonton using SAP Business Network, please find the email notification about the Purchase Order in your email inbox and click the "Process Order" button/link to log 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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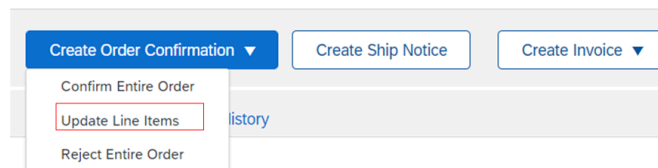
Purchase Order: 2200003758



- 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

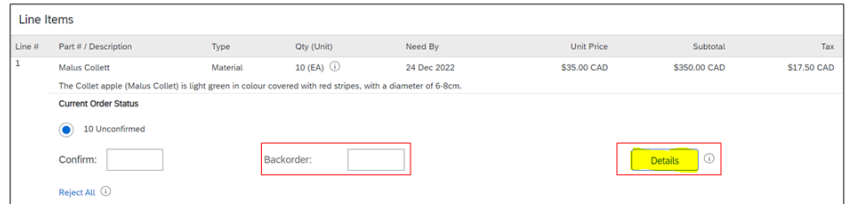


- 2.2.1 Fill in the requested information (the same as the Confirm All option).
- 2.2.2 Scroll down to view the line items and choose among possible values:
  - **Confirm** – You received the PO and will send the ordered Items.
    - Enter the quantity confirmed in the Confirm field.
    - Click **"Details"** 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
<p><b>Current Order Status</b></p> <p><input checked="" type="radio"/> 10 Unconfirmed</p> <p>Confirm: <input type="text"/> Backorder: <input type="text"/> <span style="float: right;"><b>Details</b> ⓘ</span></p> <p><a href="#">Reject All</a> ⓘ</p>							

- 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"**.

- **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



- 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.

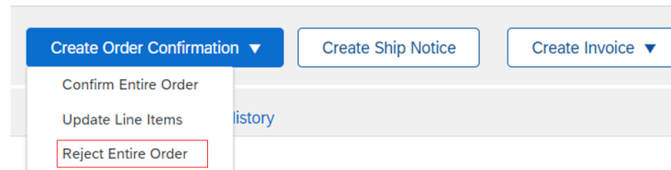
- Click **“Reject All”**.
- Enter a reason why these items are rejected in the Comments field.



- 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. Your order confirmation is sent to the City of Edmonton.
  - **\*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.

Purchase Order: 2200003758

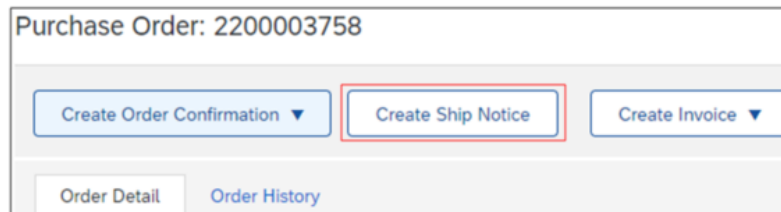


2.3.1 Enter Confirmation #, Reason for Rejection, and Comments.

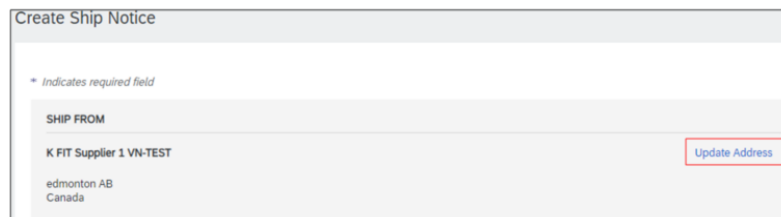
## How to Create an Advance Shipment Notice

**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.

**VIEW / EDIT ADDRESSES**

*\* Indicates required field*

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

<p><b>SHIPPING</b></p> <p>Packing Slip ID: <input style="border: 2px solid red;" type="text"/></p> <p>Invoice No.: <input type="text"/></p> <p>Requested Delivery Date: --</p> <p>Ship Notice Type: <input type="text" value="Select"/></p> <p>Shipping Date: <input type="text"/></p> <p><input style="border: 2px solid red;" type="text" value="Delivery Date:"/></p> <p>Gross Volume: <input type="text"/></p>	<p><b>TRACKING</b></p> <p>Carrier Name: <input style="border: 2px solid red;" type="text"/></p> <p>Service Level: <input type="text"/></p>
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- 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	<a href="#">Remove</a>
<b>Shipment Status</b>											
Total Item Due Quantity: 10 EA											
<b>Confirmation Status</b>											
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 -								
<a href="#">Add Details</a>											
<a href="#">Add Ship Notice Line</a>											

- 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)

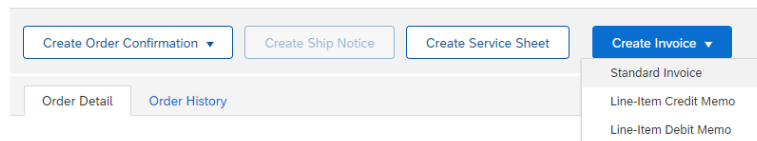
[\(1:53 minutes video demonstration\)](#)

#### **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 the City of Edmonton 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



The screenshot shows a navigation bar with buttons for 'Create Order Confirmation', 'Create Ship Notice', 'Create Service Sheet', and 'Create Invoice'. The 'Create Invoice' button is highlighted, and a dropdown menu is open, showing options for 'Standard Invoice', 'Line-Item Credit Memo', and 'Line-Item Debit Memo'. Below the buttons, there are tabs for 'Order Detail' and 'Order History'.

#### **Step 3.** Header Information

- **Supplier Contact**  
Make sure the contact info is filled in. Please notify your City of Edmonton 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 City of Edmonton system. If you need to update this information, please email [suppliermanagement@edmonton.ca](mailto: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.

Bill From: K FIT Supplier 1 VN-TEST  
edmonton AB  
Canada

1 Add to Header

Shipping Cost  
Shipping Documents  
Special Handling

2 Attachment

\*Attachments  
The total size of all attachments cannot exceed 10MB N

3 Choose File No file chosen

4 Add Attachment

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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 City of Edmonton Buyer

The screenshot shows the 'Insert Line Item Options' interface. It features a table with columns for 'No.', 'Include', 'Type', 'Part #', 'Description', 'Customer Part #', 'Quantity', 'Unit', 'Unit Price', and 'Subtotal'. Three line items are listed: Item 1 (MATERIAL, 10 CT, \$95.23 CAD), Item 2 (MATERIAL, 15 EA, \$8.32 CAD), and Item 3 (MATERIAL, 15 BX, \$22.42 CAD). Each 'Include' checkbox is highlighted with a yellow box. Below each line item, there is a 'Tax' section with fields for Category (GST), Taxable Amount, Location, Description (Taxable Purchases), Regime, 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:

This screenshot shows the 'Insert Line Item Options' form with four numbered annotations: 1 points to the 'Include' checkbox, 2 points to the 'Category' dropdown menu, 3 points to the 'Add' button, and 4 points to the 'Add to Included Lines' button. The form displays a single line item (REGULATOR KIT/PRESSURE/MAC) with a quantity of 15 EA and a unit price of \$87.77 CAD.

### Option 2:

This screenshot shows the 'Insert Line Item Options' form with four numbered annotations: 1 points to the 'Include' checkbox, 2 points to the 'Line Item Actions' dropdown menu, 3 points to the 'Tax' field, and 4 points to the 'Category' dropdown menu. The form displays a single line item (REGULATOR KIT/PRESSURE/MAC) with a quantity of 15 EA and a unit price of \$87.77 CAD. The 'Tax' section is expanded, showing fields for Category (GST), Taxable Amount (\$1,316.55 CAD), Location, Description (Taxable Purchases), Regime, Tax Rate Type, Rate(%), Tax Amount (\$65.83 CAD), and Exempt Detail (no value).

- 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: 5% 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 City of Edmonton, 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 the City of Edmonton 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 City of Edmonton Buyer.

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### Step 2. Create Invoice > Standard Invoice

- 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 City of Edmonton 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 City of Edmonton system. If you need to update this information, please email [suppliermanagement@edmonton.ca](mailto:suppliermanagement@edmonton.ca).

Supplier Tax ID:\*

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 City of Edmonton 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 City of Edmonton 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
<input type="checkbox"/>	1				DEVELOPMENT DESIGN - King Edward Park			\$7,490.17 CAD
<input type="checkbox"/>	1000100010		4,750	each	Dev Design Phase 1 Disb		\$1.00 CAD	\$4,750.00 CAD Fx
<input type="checkbox"/>	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

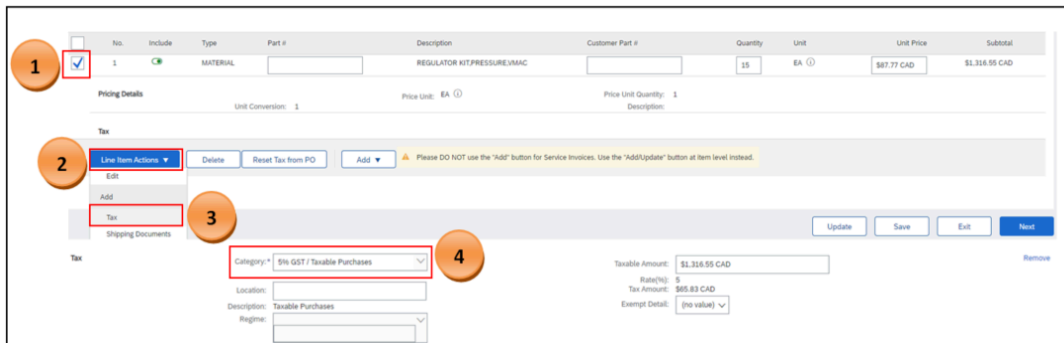
**\*NOTE:** Use the "Add/Update" button located on the right side of the service group line (indicated in red on the image above). Do **NOT** use the "Add" button located at the bottom of the line items list. Selecting the "Add" button will create lines which are not automatically included on the service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

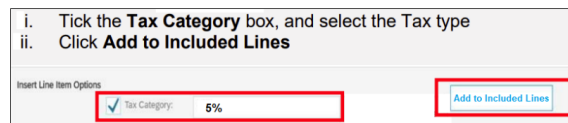
**Step 6.** Add Tax information to the included lines

**Option 1:**

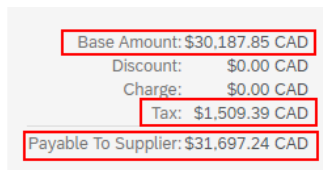
## Option 2:



- 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 City of Edmonton (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 the the City of Edmonton SES Approver (as entered above) Project Managers for review and approval.



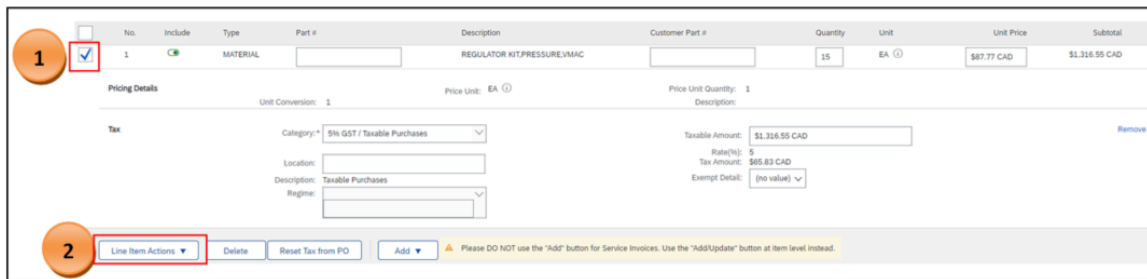
## How to Add a Discount *(applicable for Material PO **only**)*

**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 the City of Edmonton 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



**Step 3.** Select “Discount”

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



**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”

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**\*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

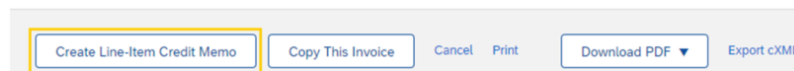
**Step 1.** Find the previously submitted Invoice to which the credit will be applied

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.
- 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 City of Edmonton system. If you need to update this information, please email [suppliermanagement@edmonton.ca](mailto:suppliermanagement@edmonton.ca).

Supplier Tax ID:\*

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

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**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

**Step 8.** Click Next

**Step 9.** Review Credit Memo

**Step 10.** Click Submit

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

**\*NOTE:** if you are submitting a Credit Memo for a Service PO, you will receive a rejection from the City of Edmonton 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 City of Edmonton's invoicing rules or manually by the City of Edmonton Buyer.

### 1. Review the Reason for Invoice Rejection

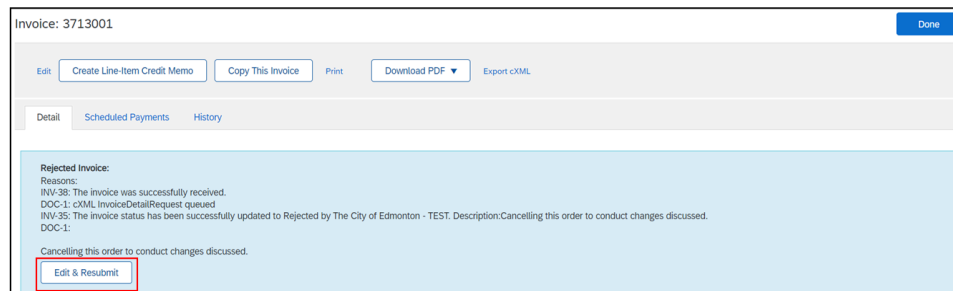
#### 1.1 Invoice rejected by the City of Edmonton Buyer

**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 to the City of Edmonton for payment. If you need more clarification, contact your City of Edmonton Buyer, they have the most accurate information on how to correct your Invoice.



**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 City of Edmonton Invoice 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 City of Edmonton Buyer.

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

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**Error Msg 2.** DOC-20: The state of document [X] was changed to Failed after unsuccessful attempts to resend it.

Cause: Attached document's file name may contain a special character

Resolution: Rename the file name to exclude any special character, then resubmit the Invoice.

**\*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 **City of Edmonton buyer** directly. Their email address can be found in the Purchase Order details.
- **Payment Inquiries** - please contact Accounts Payable Team at [accountspayable@edmonton.ca](mailto:accountspayable@edmonton.ca).
- **Technical Issue or Training Support** - please contact **Supplier Management Team** at [suppliermanagement@edmonton.ca](mailto: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.