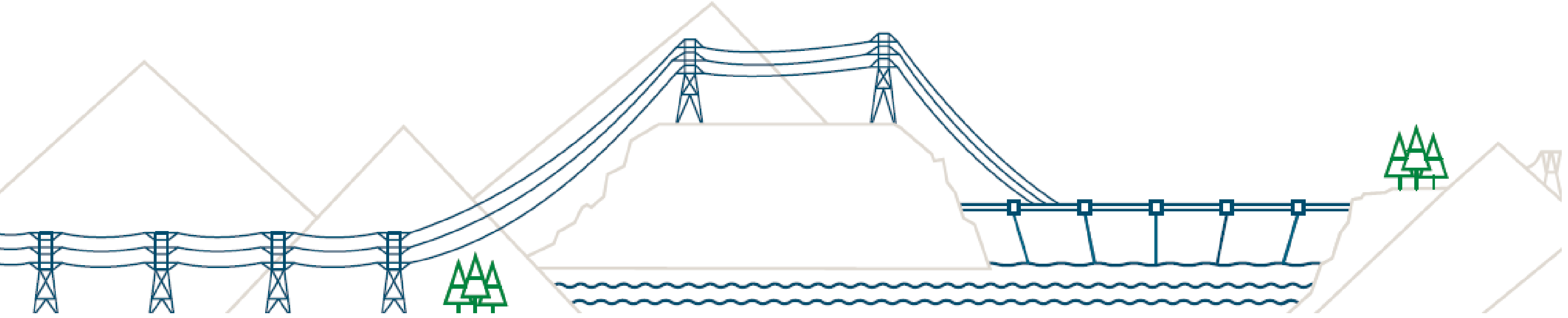
BC Hydro eInvoicing User Guide

Updated 22 November 2023



BC Hydro
Power smart

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Welcome to electronic invoicing (**eInvoicing**) at BC Hydro. We partner with the **SAP Ariba Network (Ariba)** to provide our suppliers with a cloud-based solution to manage orders and invoices centrally, and to use Early Payment Offers (EPOs) to meet their changing cash flow needs.

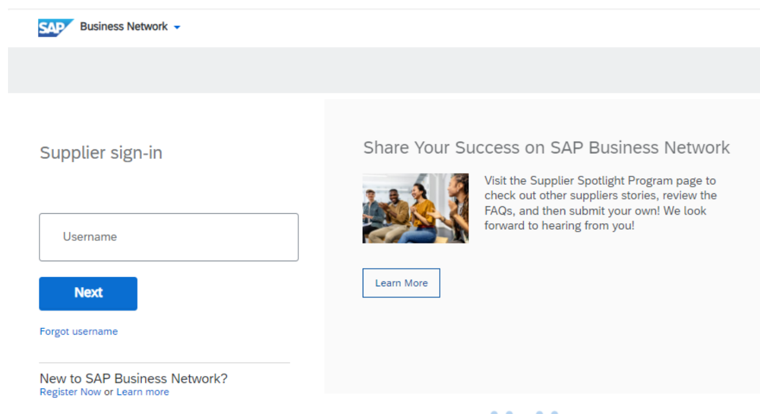
As a BC Hydro supplier, you'll need an **Ariba Network Enterprise Account** to transact with us. If you don't have an account or it's not registered with us, contact our team at AccountsPayable@bchydro.com to get started.

Remember that you always transact with BC Hydro free of charge, but you could incur Ariba fees if you use the same account with your other customers - contact Ariba Customer Support to find out more.

Ariba Basics

SIGNING IN

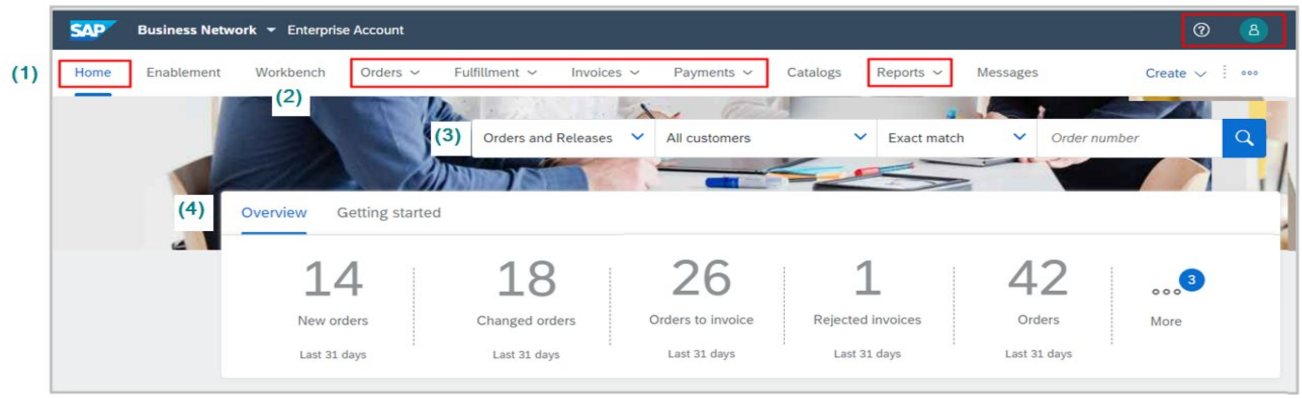
1. Click this link to access the **Supplier sign-in** screen **OR** enter **Service.Supplier.com** in your web browser, then click on **Supplier.**
2. On the **Supplier sign-on** screen, follow the prompts to enter your the **Username** and **Password** to sign in.
3. Once you're signed- in, you will see your **Ariba Home Page**.



ARIBA HOME PAGE, MENUS AND NAVIGATION

Ariba's **Navigation Bar**, **Workbench**, **Search Bar**, and **Overview Tile Bar** are all designed to help you navigate to the screens you need for setting up your account, your users, and for managing your orders, invoices, and payments.

In this guide, we'll show you how to access everything you need from the **Navigation Bar (1)**, but we'd encourage you to see the Ariba Help Center to find out more about the **Workbench (2)**, **Search Bar (3)**, and the **Overview Tile Bar (4)**.



Navigation Bar

- **Home** – Return to the Home Page from any screen.
- **Orders** – View orders, send confirmations and shipping notices, and to submit invoices for orders.
- **Fulfillment** – View confirmed orders, service sheets, ship notices and goods receipts.
- **Invoices** – View invoices, credit memos and payment status.
- **Payments** – View early payment discount offers, scheduled payments and remittance advices.
- **Reports** – Run pre-configured Ariba reports.
- **Ariba Help Center** - Access Ariba Support, knowledgebase articles, and the Ariba Community.
- **Account Settings** - Update company profile, account settings, contacts, user access, and email notifications.

Setting up your Ariba Account

Once your Ariba Enterprise account is registered with us, log in and configure these **Account Settings** to prepare for receiving orders.

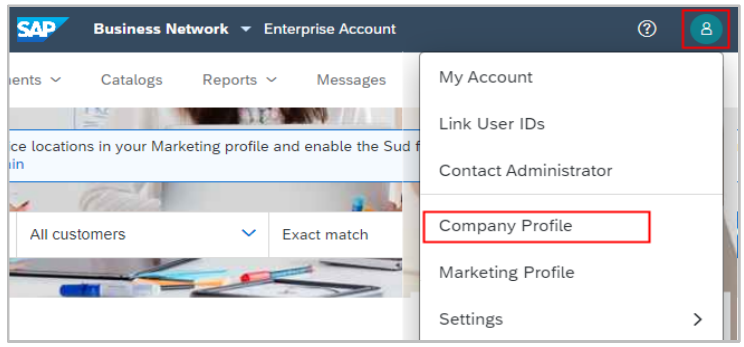
- Tax ID Number
- Electronic Order Routing
- Notification Emails
- User Roles and Access Permissions

IMPORTANT: Only your account administrator or a user with administrator access can update your account settings. To find your administrator's contact information, log into your Ariba account, then from the **Navigation Bar**, click on **Account Settings** > **Contact Administrator**.

TAX ID NUMBER

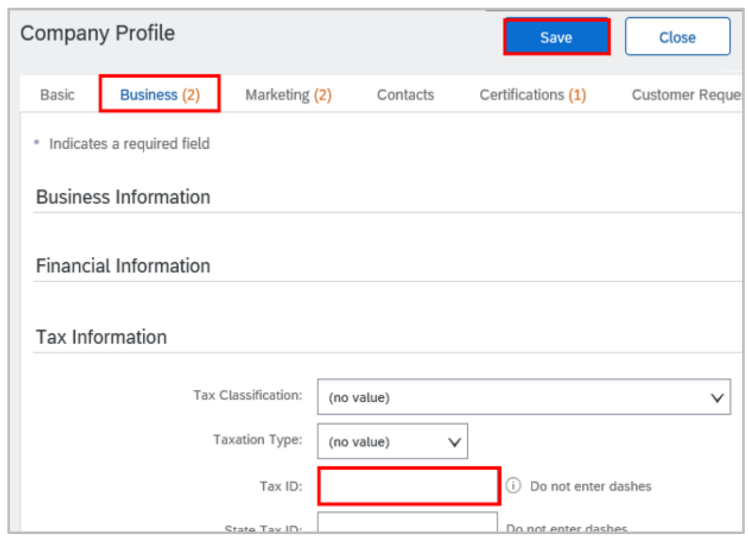
Your TAX ID Number is your Canadian Goods and Services Tax (GST) registration number, and is required for invoicing.

1. From the **Navigation Bar**, click on **Account Settings** > **Company Profile**.



2. Click on the **Business** tab and locate the **Tax Information** section.
3. Enter your Canadian GST number in the **Tax ID** field. Do not include spaces, hyphens or dashes.

   Tax ID is a required field; you won't be able to submit your invoices if it's left blank. Enter **000000000** if you're not registered for Canadian GST.
4. Click on **Save**.



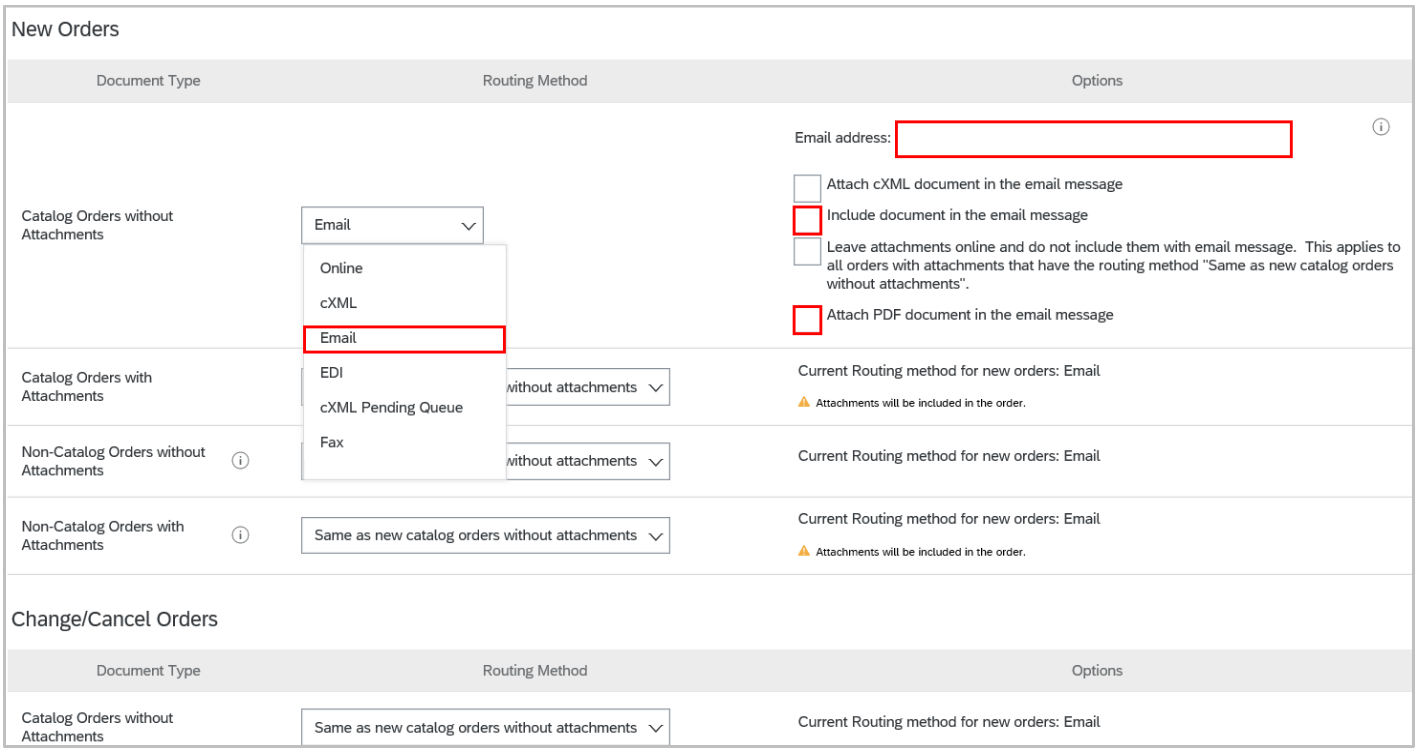
ELECTRONIC ORDER ROUTING

Ariba offers several **Electronic Order Routing** methods for receiving orders. We recommend **Online** or **Email** routing for BC Hydro orders.

- **Online:** New and changed orders can only be viewed online from your Ariba account.
- **Email:** New and changed orders can be viewed online from your Ariba account, and a copy of the order is also provided via email. This method is especially useful when multiple teams need the order copy but don't have login access to the account. With email routing, each team can receive the order copy by email.

New accounts automatically default to the **Online** routing method. If this method meets your business needs, nothing more is required and you can skip ahead to set up Notification Emails. Otherwise, follow these steps to set up for **Email** routing.

1. From the **Navigation Bar**, click on **Account Settings** **> Settings > Electronic Order Routing**.
2. In the **New Orders** section, click on the **Catalog Orders without Attachment** box and select **Email**.
3. Enter up to 3 email addresses, each ***MUST BE*** separated by a comma with no spaces.
4. Click on the **checkbox** for your preferred attachment option(s); we recommend the two options highlighted for you below.



5. Your **Change/Cancel Orders** settings will automatically use the same **New Orders** settings, but you can also configure these differently.
6. Click **Save** to save your settings and return to the home page.

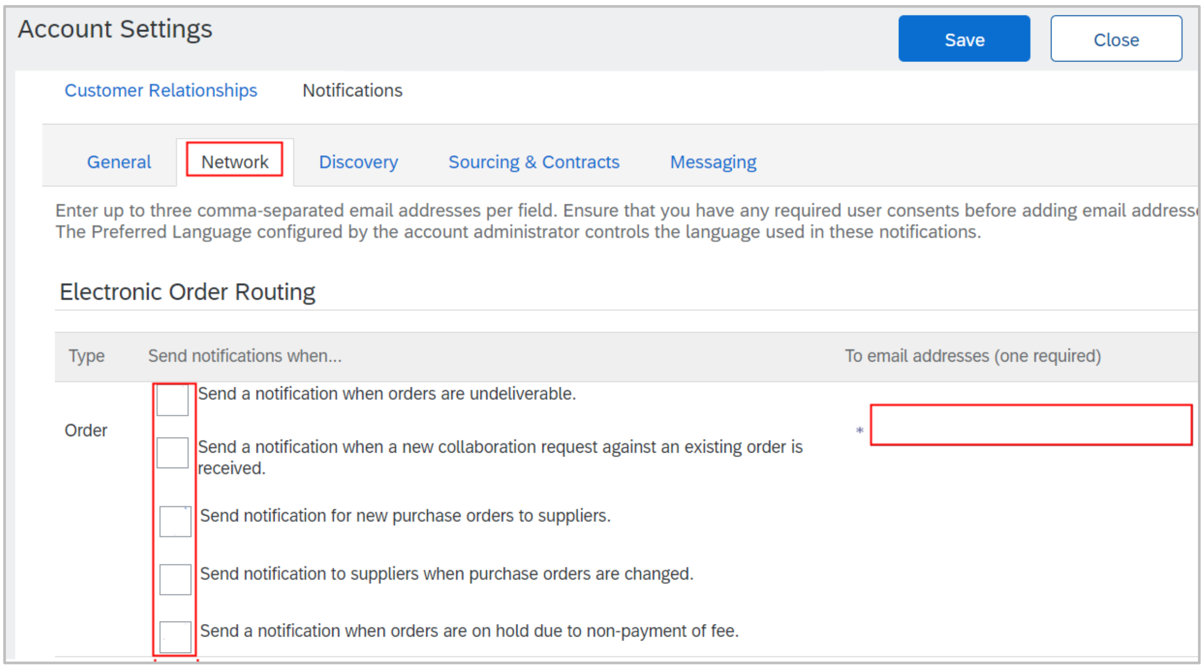
NOTIFICATION EMAILS

Ariba provides you the option to set up email alerts for documents or tasks needing attention. These are entirely optional but as a start, we'd recommend that you set up these five notifications and remove those you don't need later.

- **Electronic Order Routing** email alerts for new, changed or cancelled orders (note: this is simply a notification email; the order copy is not attached)
- **Service Entry Sheet** email alerts for approved service sheets for invoicing

- **Electronic Invoice Routing** email alerts for changes in invoice status
- **Accelerated Payments** email alerts for Early Payment Offers
- **Settlement (Payment Remittance)** email alerts for payments issued

1. From the **Navigation Bar**, click on **Account Settings** > **Settings** > **Notifications**.
2. In the **Network** tab, locate the **Electronic Order Routing** section then select the **checkbox** beside the type(s) of notification to enable. We'd recommend checking all boxes to start so you don't miss any alerts, then finetune your preferences later.
3. Enter up to 3 email addresses, each ***MUST BE*** separated by a comma with no spaces.



4. Next, scroll down to complete each of the **Service Sheet, Electronic Invoice Routing**, **Accelerated Payments** and **Settlement (Payment Remittance)** sections the same way.
5. When all your notifications are set up, click on **Save**.

USER ROLES AND ACCESS

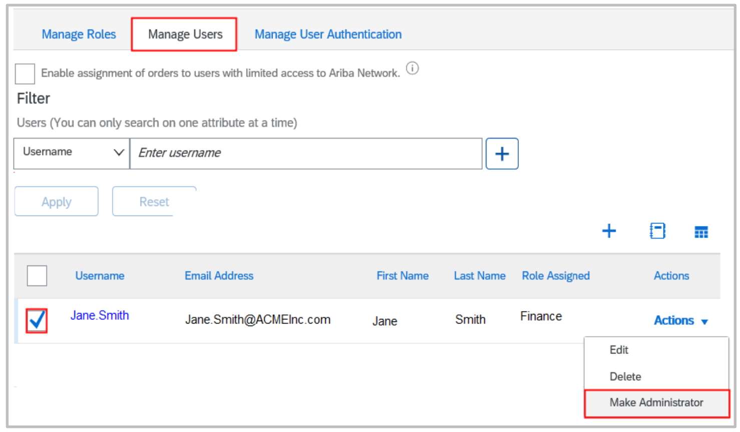
Ariba supports user roles so you can align a user's access with their corporate function. For example, you might have an Invoice Generator role for people who handle incoming purchase orders and create invoices. Once a user role is created, it can be assigned to individual users and they can log into your Ariba account.

REMINDER: Only your account administrator can create user roles and grant access to your account, so it's important to keep your administrator information accurate and current at all times.

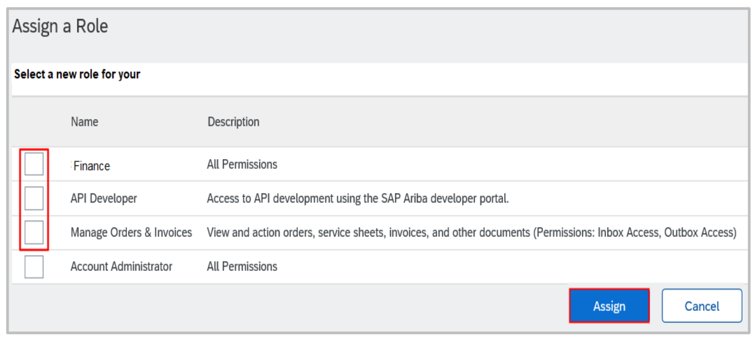
Your Account Administrator

Ariba allows only ***one*** administrator for your account so when changing administrators, **always** have the outgoing administrator transfer the role to the incoming administrator right away to avoid any account access issues.

1. Have the outgoing administrator log into the account. From the **Navigation Bar**, click on **Account Settings** > **Settings** > **Users**.
2. From the **Manage Users** tab, click the checkbox for the user who will be the new administrator. If needed, use the + **Create User** icon to add a new user.
3. Click **Actions** > **Make Administrator**.



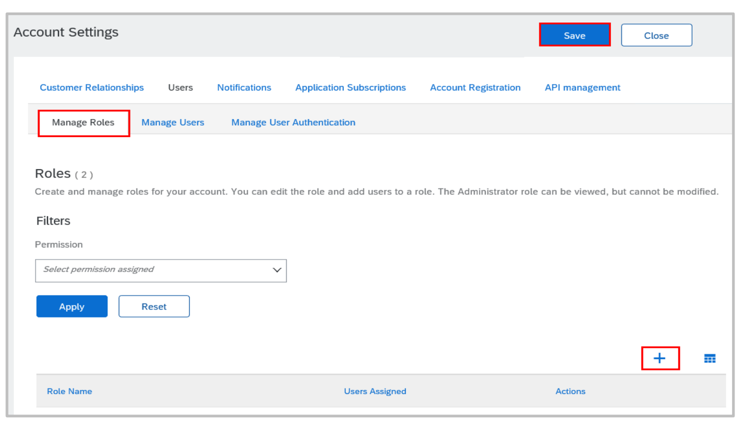
4. From the **Assign a Role** page, select a new role for yourself (the outgoing administrator).
5. Click **Assign**, then **OK**.
6. You'll be logged out of Ariba as administrator, and your new role will take effect with your next log in.



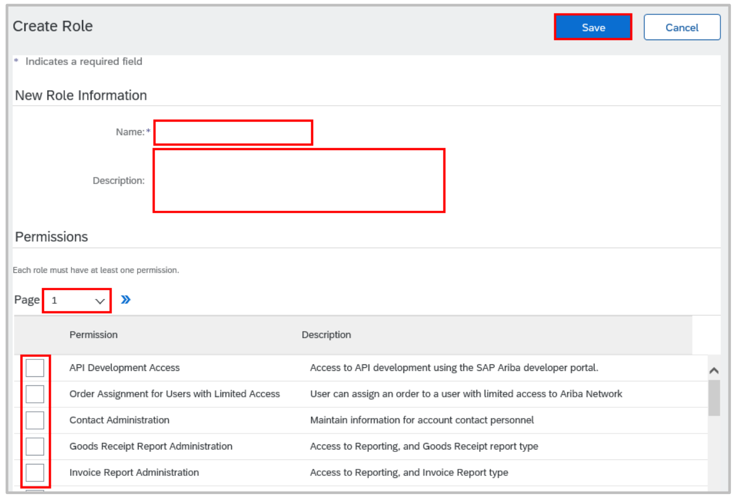
The incoming account administrator will receive an email alerting them of their new administrator role.

Create User Roles

1. Have the administrator or a user with administrator access log into the account.
2. From the **Navigation Bar**, click on **Account Settings** > **Settings** > **Users**.
3. In the **Manage Roles** tab, click on the + **Create Role** icon to add a new role.



4. Enter a **Name** and **Description** for the role.
5. Check the box(es) to select **Permissions** for the role. Use the scroll bar and page navigator to see all available **Permissions.**
6. Click on **Save**.

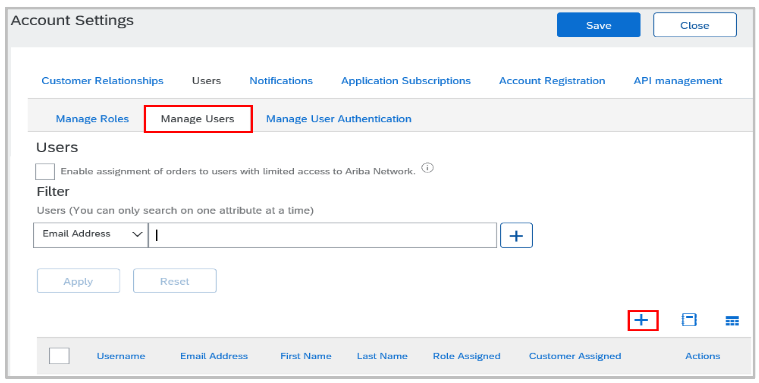


7.

Assign User Roles

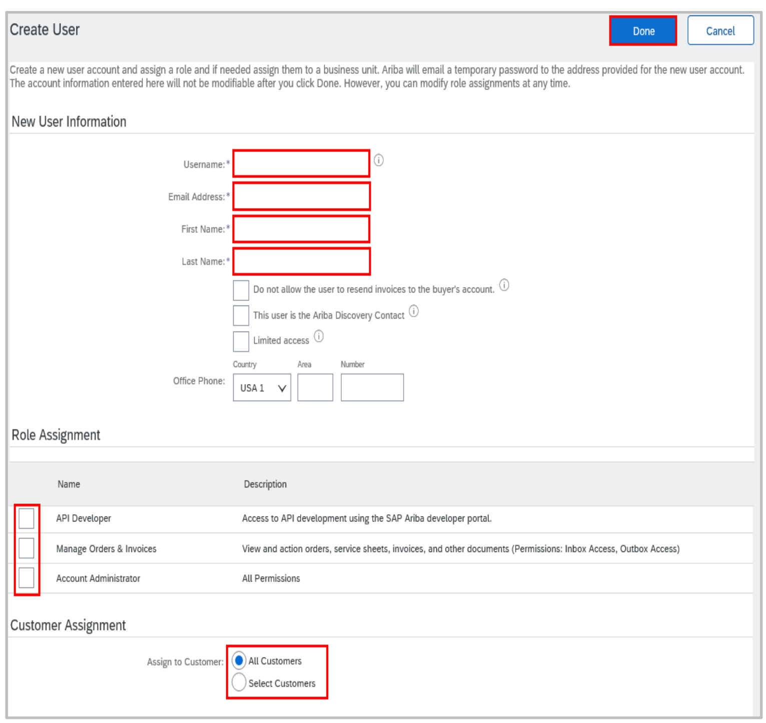
After a user role has been set up, it can be assigned to individual users.

1. Have the administrator or a user with administrator access log into the account.
2. From the **Navigation Bar**, click on **Account Settings** > **Settings** > **Users**.
3. In the **Manage Users tab**, click on the + **Create User** icon to add a new user and assign their role.



4. Enter the required **New User Information**.
5. Assign at least one **Role** to the user, but you can assign as many as needed.
6. Select the **Customer Assignment** option. If you choose **Select Customers**, you will be asked to choose specific customers.
7. Click **Done** to save your changes.

   If the user's email domain doesn't match the one associated with your account, you'll receive a warning prompt. At the prompt, click on **Yes**, then click on **Done**.
8. The user will receive an email alerting them of their role and log in details.



Keep your Account Current

Your company information, account settings, and users will change as your company grows. We rely on this information to do business with you, so it's important ensure it's all up to date in your Ariba account and in our systems. You can update the **Company Profile** and **Account Settings** directly from your Ariba account, but contact your BC Hydro Rep to update the information in our systems.

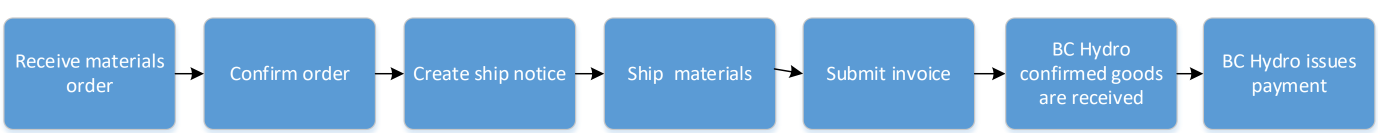
Change in	Update Ariba Company Profile	Update Ariba Account Settings	Notify your BC Hydro Rep
Payment and Banking Information for invoice payments			✓
Company Information (name, address, phone, etc.)	✓		✓
Account Administrator Role or Contact Information	✓	✓	✓
Other Key Contacts (contract rep, A/R or Finance Contact)	✓		✓
Tax ID Number		✓	✓
Settlement (Payment Remittance) Notification Email Address		✓	✓
Other Notification Email Addresses (order, invoice, or service sheet notification)		✓	
Electronic Order Routing Email Addresses if using the Email order routing method		✓	

From Order to Payment – An Overview

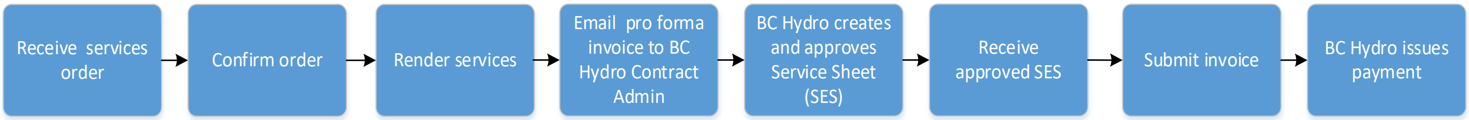
After your Ariba account is configured, it's ready to receive orders.

Whenever you receive a new or changed order, always review it for accuracy then **confirm** to let us know you agree with its terms.

For **materials orders**, always create a **ship notice** so we know when to expect delivery. You can submit your materials invoice once the materials are shipped, and we'll issue payment (per the agreed payment terms) when we've received the goods.



For **services orders**, we require order confirmation but not ship notices. Once the services are rendered, you can start the services invoicing process. If the services order shows the Service Sheet icon, send us a pro forma invoice for the services rendered and we'll create a Service Sheet (SES) and have it approved, then you can submit your Ariba invoice for payment as per the agreed payment terms.



For services orders without the Service Sheet icon, contact AccountsPayable@bchydro.com for invoicing instructions.

Managing Your Orders

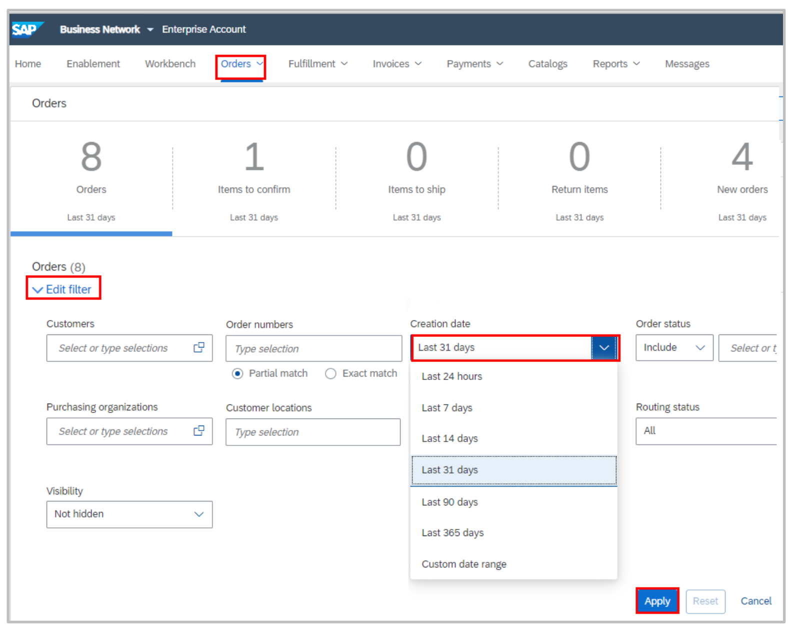
If you've set up for order notification emails, you'll be notified of new, changed, and cancelled orders and also receive order copies. See the Electronic Order Routing and Notification Emails sections.

SEARCH FOR ORDERS

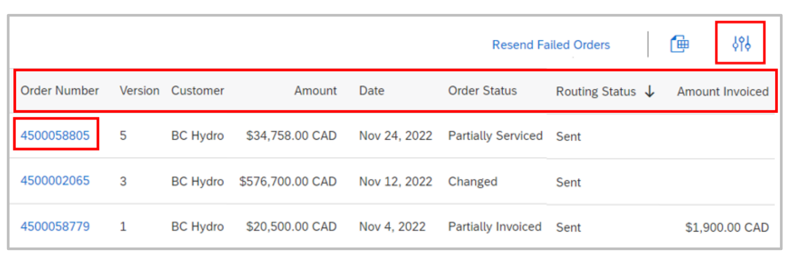
You can view new, changed and cancelled orders within your Ariba account. Orders from the last 31 days are automatically displayed for you, but you can change the search filters to find a specific order number, orders in a different date range, or those matching other criteria.

Search by Date Range

1. From the **Navigation Bar**, click on **Orders** > **Purchase Orders**.
2. Click **Edit filters** to expand the filters.
3. Under **Creation Date**, select the desired date range for the search.
4. Click **Apply** to display your search results.



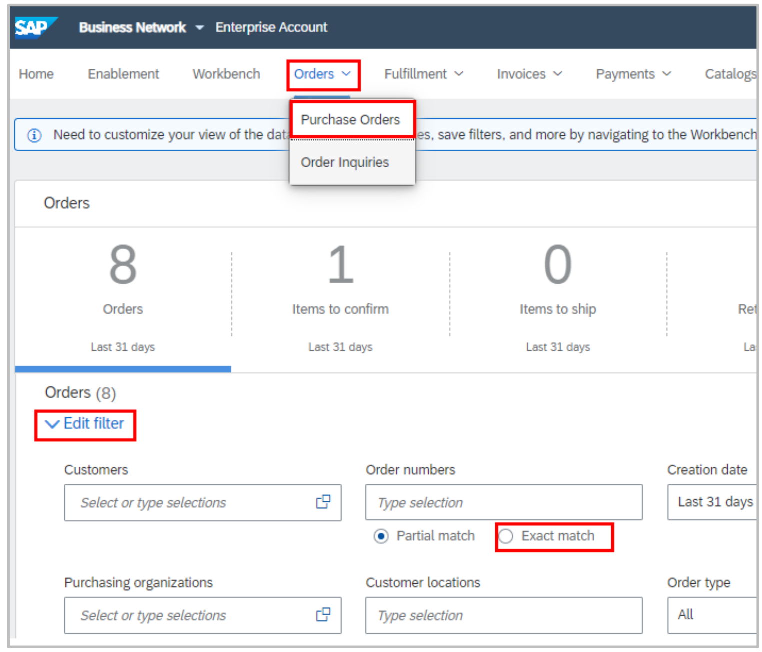
5. We'd recommend these headings for your search results. If needed, click on the icon to add or remove displayed headings. When ready, click on the **Order Number** to view order details.



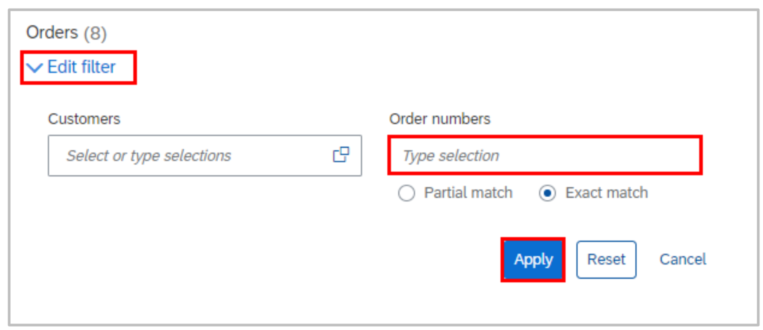
Search by Order Number

1. From the **Navigation Bar**, click on **Orders** > **Purchase Orders**.

2. Click **Edit filter** to expand the filters, then click **Exact match** under the **Order numbers** box.



3. Enter the order number, then click **Apply** to display the search results.



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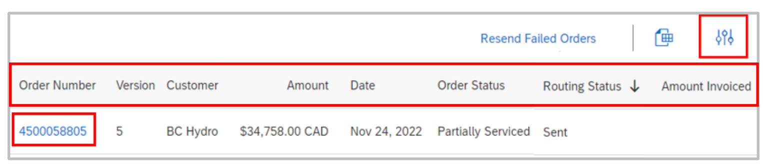
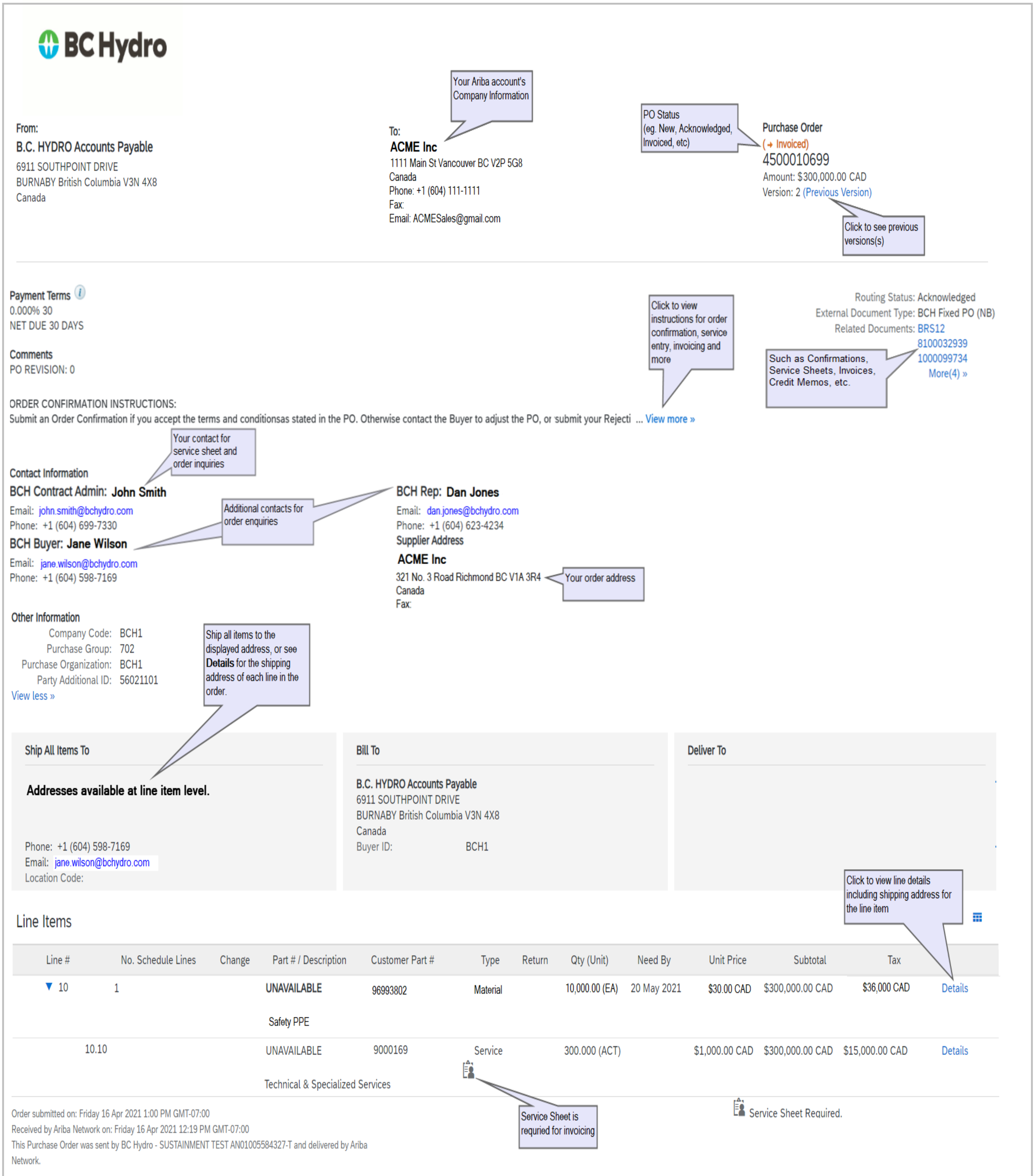


Order Details

At the top of the order you'll find header information including company names, terms and conditions, contacts, order status and related documents. Below the header are the shipping address and order details.



BC Hydro

From:
B.C. HYDRO Accounts Payable
6911 SOUTHPOINT DRIVE
BURNABY British Columbia V3N 4X8
Canada

Your Ariba account's Company Information

To:
ACME Inc
1111 Main St Vancouver BC V2P 5G8
Canada
Phone: +1 (604) 111-1111
Fax:
Email: ACMESales@gmail.com

PO Status (eg. New, Acknowledged, Invoiced, etc)

Purchase Order
(→ Invoiced)
4500010699
Amount: $300,000.00 CAD
Version: 2 (Previous Version)

Click to see previous versions(s)

Payment Terms
0.000% 30
NET DUE 30 DAYS

Comments
PO REVISION: 0

Click to view instructions for order confirmation, service entry, invoicing and more

Routing Status: Acknowledged
External Document Type: BCH Fixed PO (NB)
Related Documents: BRS12
8100032939
1000099734
More(4) »

Such as Confirmations, Service Sheets, Invoices, Credit Memos, etc.

ORDER CONFIRMATION INSTRUCTIONS:
Submit an Order Confirmation if you accept the terms and conditionsas stated in the PO. Otherwise contact the Buyer to adjust the PO, or submit your Rejecti ... View more »

Your contact for service sheet and order inquiries

Contact Information
BCH Contract Admin: John Smith
Email: john.smith@bchydro.com
Phone: +1 (604) 699-7330
BCH Buyer: Jane Wilson
Email: jane.wilson@bchydro.com
Phone: +1 (604) 598-7169

Additional contacts for order enquiries

BCH Rep: Dan Jones
Email: dan.jones@bchydro.com
Phone: +1 (604) 623-4234
Supplier Address
ACME Inc
321 No. 3 Road Richmond BC V1A 3R4
Canada
Fax:

Your order address

Other Information
Company Code: BCH1
Purchase Group: 702
Purchase Organization: BCH1
Party Additional ID: 56021101
View less »

Ship all items to the displayed address, or see **Details** for the shipping address of each line in the order.

Ship All Items To

Addresses available at line item level.

Phone: +1 (604) 598-7169
Email: jane.wilson@bchydro.com
Location Code:

Bill To

B.C. HYDRO Accounts Payable
6911 SOUTHPOINT DRIVE
BURNABY British Columbia V3N 4X8
Canada
Buyer ID: BCH1

Deliver To

Click to view line details including shipping address for the line item

Line Items

Line #	No. Schedule Lines	Change	Part # / Description	Customer Part #	Type	Return	Qty (Unit)	Need By	Unit Price	Subtotal	Tax	
▼ 10	1		UNAVAILABLE Safety PPE	96993802	Material		10,000.00 (EA)	20 May 2021	$30.00 CAD	$300,000.00 CAD	$36,000 CAD	Details
10.10			UNAVAILABLE Technical & Specialized Services	9000169	Service		300.000 (ACT)		$1,000.00 CAD	$300,000.00 CAD	$15,000.00 CAD	Details

Service Sheet is requried for invoicing

Service Sheet Required.

Order submitted on: Friday 16 Apr 2021 1:00 PM GMT-07:00
Received by Ariba Network on: Friday 16 Apr 2021 12:19 PM GMT-07:00
This Purchase Order was sent by BC Hydro - SUSTAINMENT TEST AN01005584327-T and delivered by Ariba Network.

CONFIRM OR REJECT ORDERS

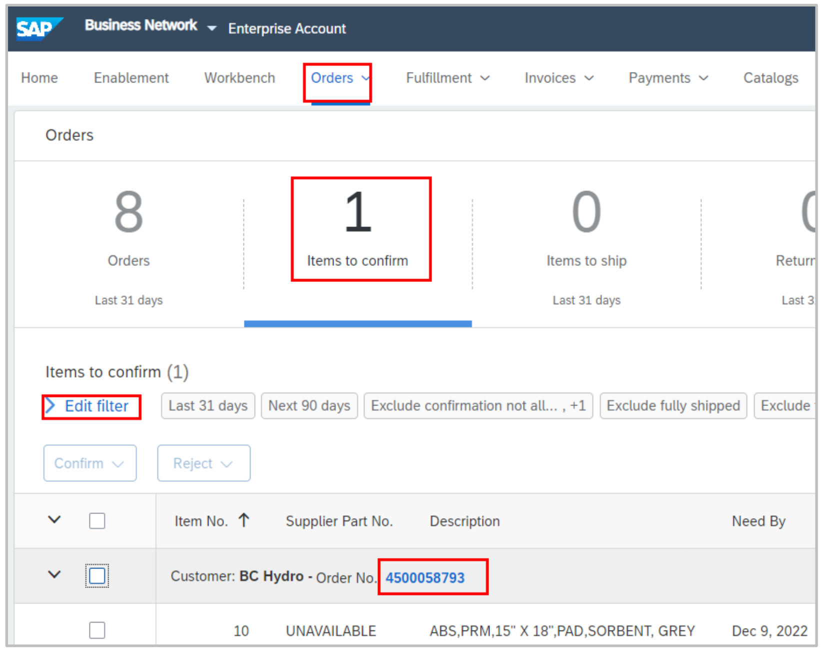
When you have a new or changed order, review it then confirm it in Ariba. If you have questions about an order or wish to reject it, contact the BC Hydro contract administrator, representative or buyer named on order. Always confirm or reject the entire order.

Find Orders to Confirm

1. From the **Navigation Bar**, click on **Orders** > **Purchase Orders**, then select the **Items to Confirm** tile.
2. By default, orders needed in the next 90 days are displayed.

   If you don't see order you're expecting, expand **Edit Filter** to adjust your search criteria then click **Apply** to display search results.
3. Click on the **Order Number** to display the order details page.

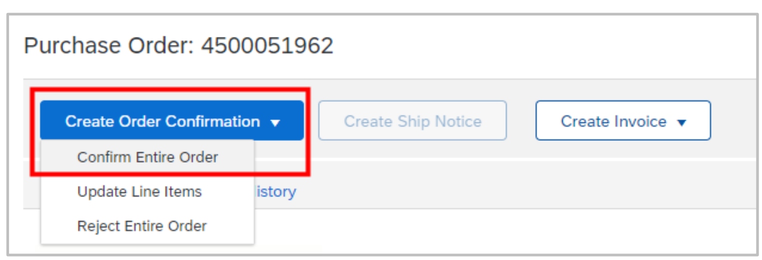
   Be sure to review the entire order and for material orders, check that all applicable freight and special charges are included.



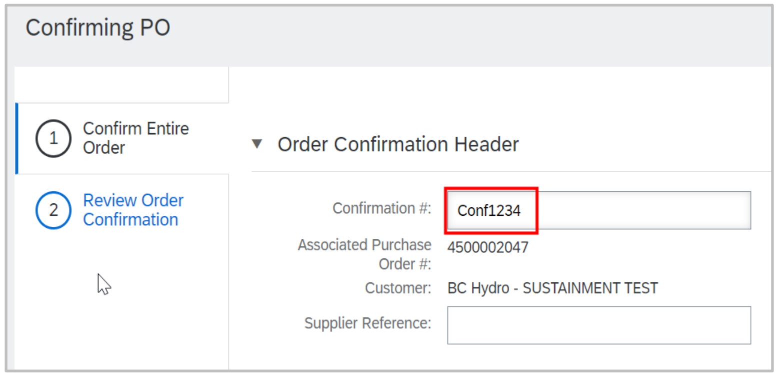
Confirm an Order

If you agree with the terms and conditions of the order, confirm it.

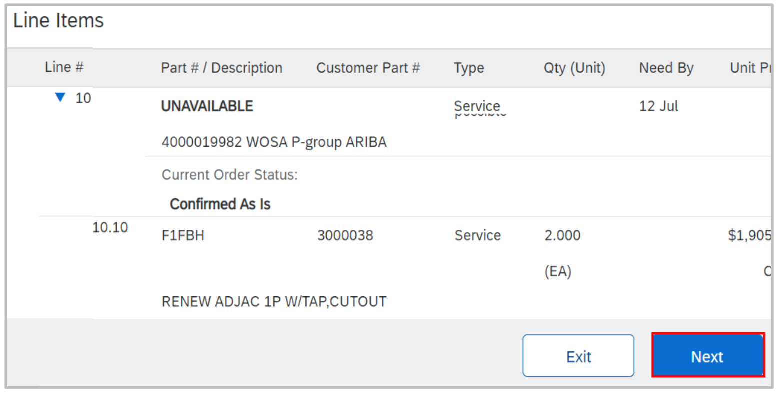
1. From the order details page, click **Create Order Confirmation** > **Confirm Entire Order**.



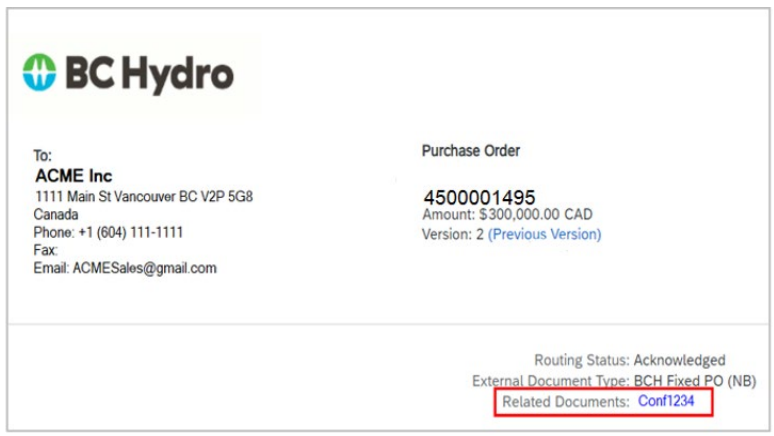
2. On the **Confirming PO** page, enter a **Confirmation #** *(this is your own internal reference number so use a number that's meaningful to you).*
3. Scroll down to the **Line Items** section.



4. Click **Next** to review the confirmation notice on the next screen.
5. When ready, click **Submit** to send the confirmation notice.



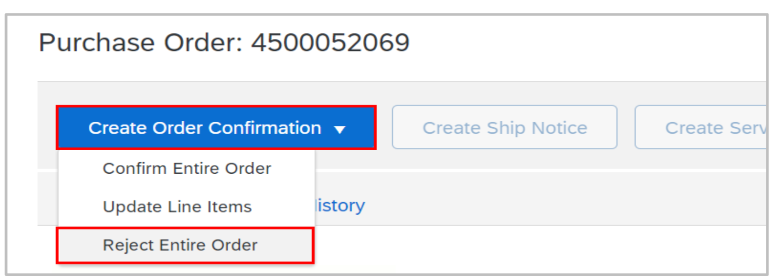
6. When viewing your order details again, you will see the confirmation linked under **Related Documents**.



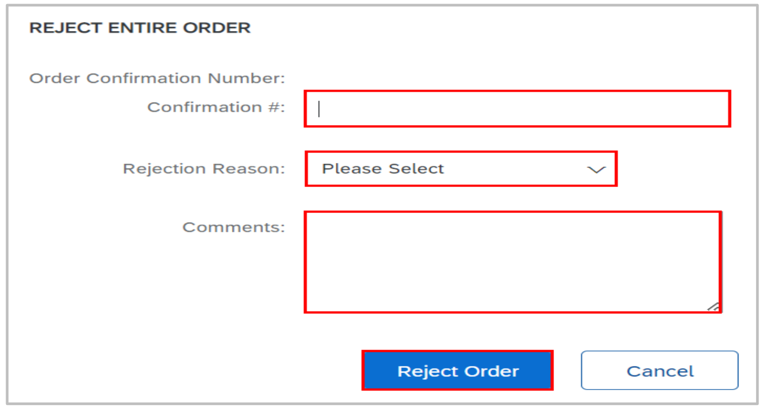
Reject an Order

If you have regarding the terms of the order, reach out to your BC Hydro contract administrator, representative or buyer immediately. If they advise you to reject the order, follow the steps below.

1. From the purchase order details page, click **Create Order Confirmation** > **Reject Entire Order**.



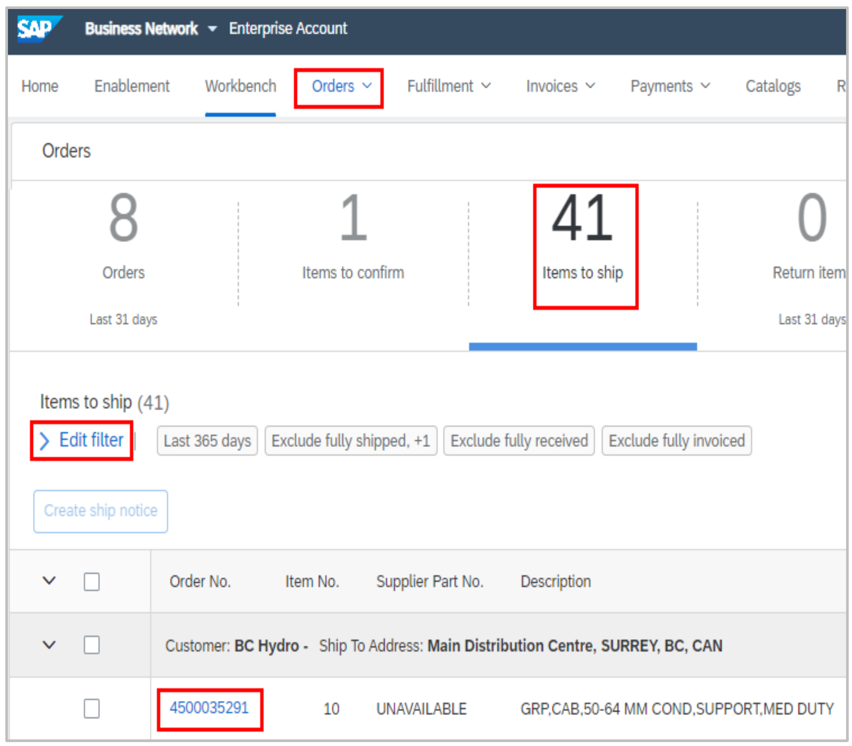
2. Enter a **Confirmation #** (*this is your own internal reference number so use a number that's meaningful to you)* and select a suitable **Rejection Reason**.
3. Enter additional notes in **Comments**. A comment is required if you select the **Other** rejection reason.
4. Click **Reject Order**.

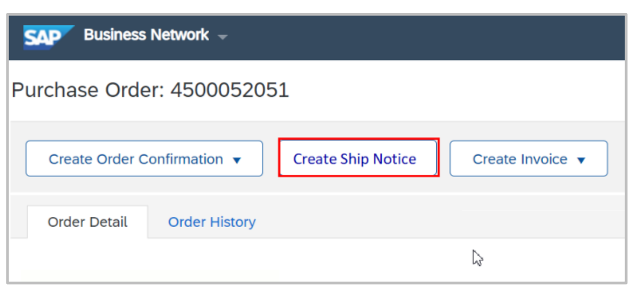


CREATE SHIP NOTICES

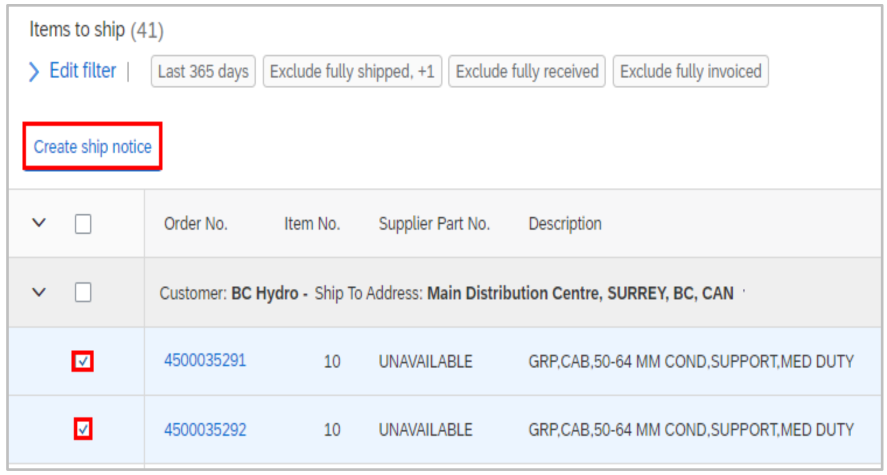
Ship notices tells us when to expect delivery of materials and are required for all materials orders.

1. From the **Navigation Bar**, click on **Orders** > **Purchase Orders,** then select the **Items to Ship** tile.
2. If you don't see your order, expand **Edit Filter** to adjust your search criteria then click **Apply** to display search results.
3. Click on the order number then click **Create ship notice** to view the **Create Ship Notice** page.



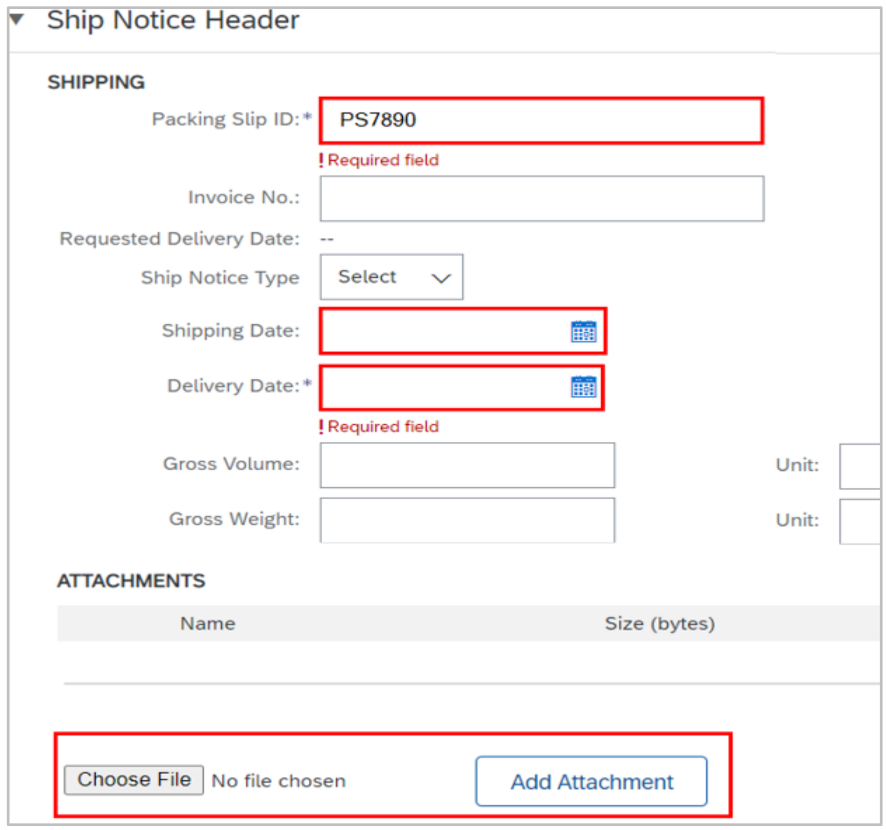


4. If you have different orders being shipped to the same address, you can include these orders in the same ship notice. Click the checkbox next to each order number. When ready, click **Create Ship Notice** to view the **Create Ship Notice** page.

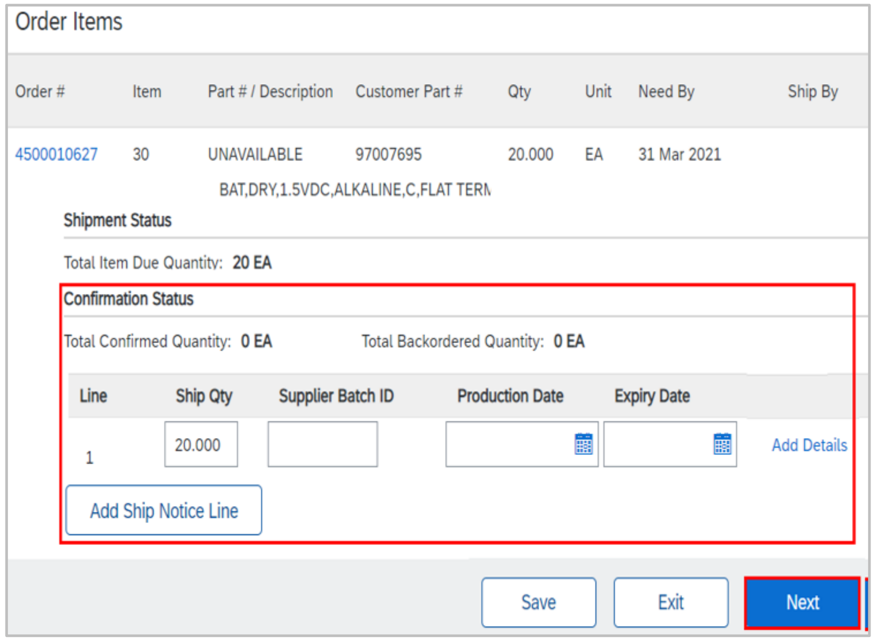


5. On the **Create Ship Notice** page, Enter the **Packing Slip ID, Shipping Date** and **Delivery Date**.

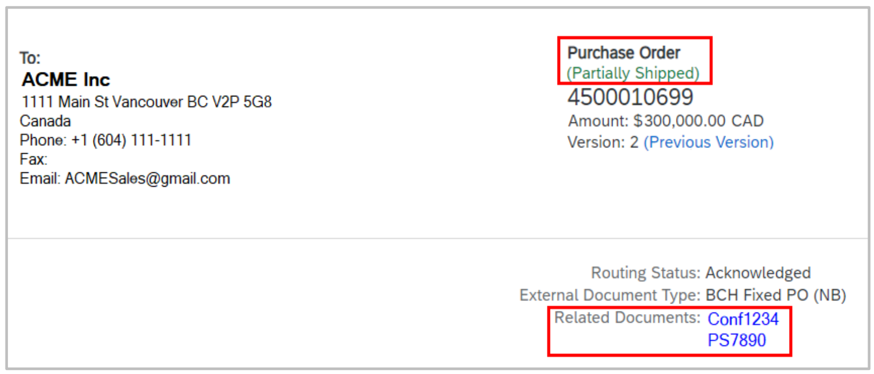
   Enter any relevant information and add attachments as required.



6. In the **Order Items** section, complete the **Confirmation Status** section for each item included in the ship notice.
7. Click **Next** to review the full ship notice.
8. When you're ready, click **Submit** to send the ship notice.

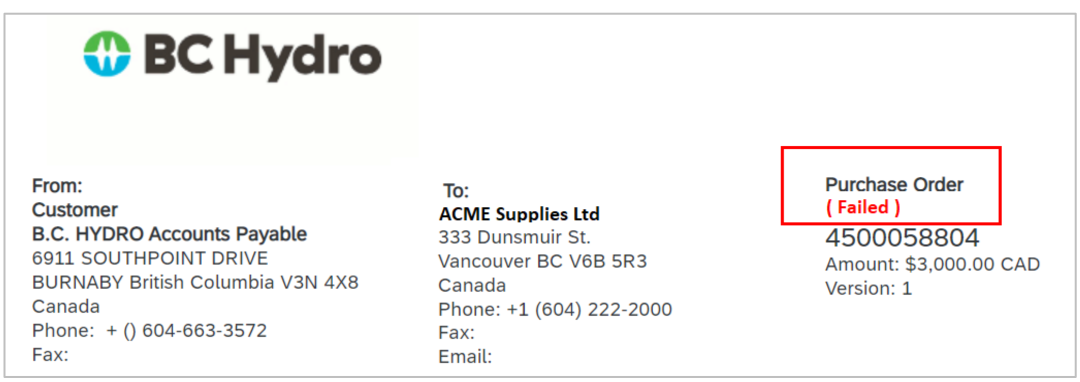


9. When viewing your order details again, you should see a **Shipped** or **Partially Shipped** order status, and the ship notice linked under **Related Documents**.



FAILED ORDERS

You may notice the occasional **Failed** order in your Ariba account. A failed order is one which didn't fully transmit from our system to your Ariba account. While these are rare, it's important to fix them right away as you can't invoice against a failed order.



Why Orders Fail

Orders can fail because of temporary server or connectivity issues, or from outdated **Electronic Order Routing** email addresses.

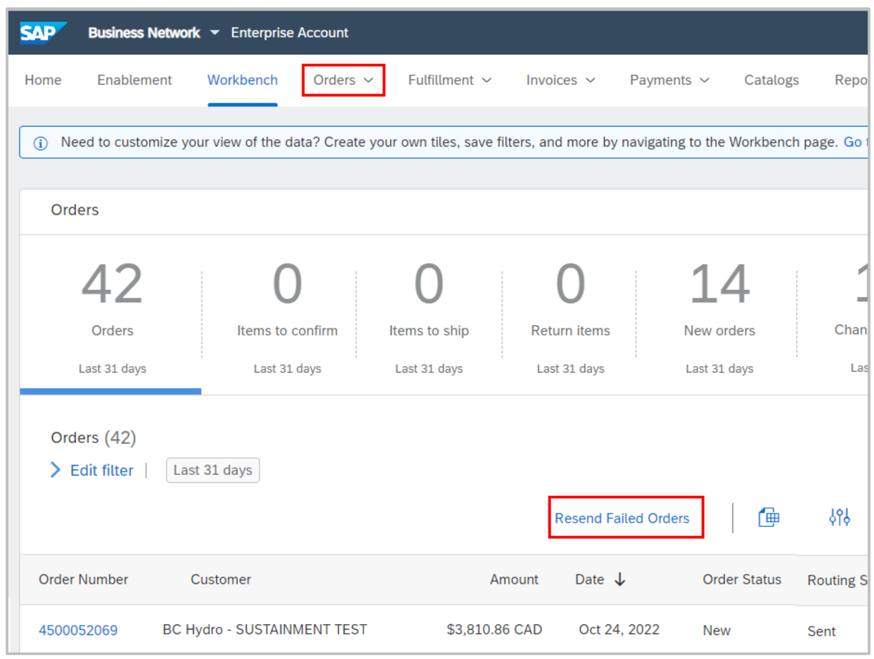
If your account is set up for **Electronic Order Routing via Email**, you'll want to check the following:

- Have your IT team confirm that your email service allows for emails and attachments from @ariba.com.
- Check that your **Electronic Order Routing** email addresses are valid and entered correctly, and see Electronic Order Routing to update these if necessary.

Monitor and Fix Failed Orders

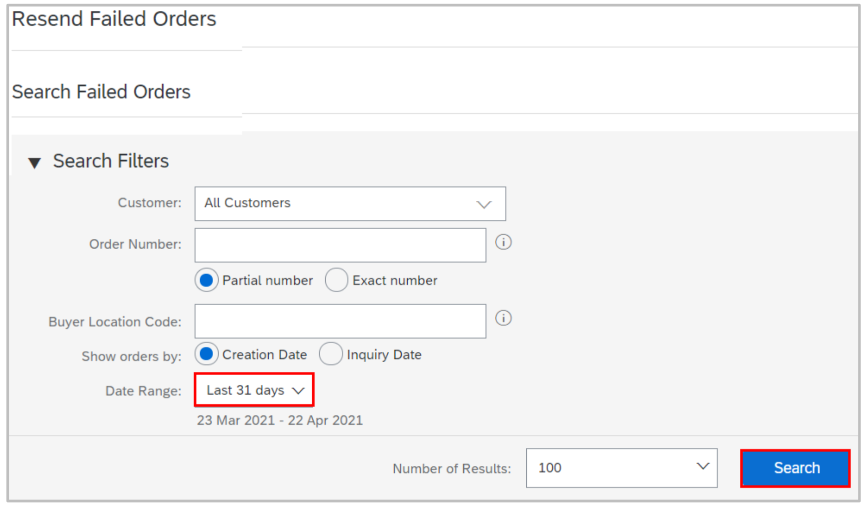
We recommend that you check for failed orders regularly – daily or weekly. If you see a failed order, determine the reason for the failure then make any necessary system or account corrections. Once the failure condition has been corrected, follow these steps to clear the order **Failed** status.

1. From your **Ariba Navigation Bar**, select **Orders** > **Purchase Orders**.
2. click **Resend Failed Orders**.



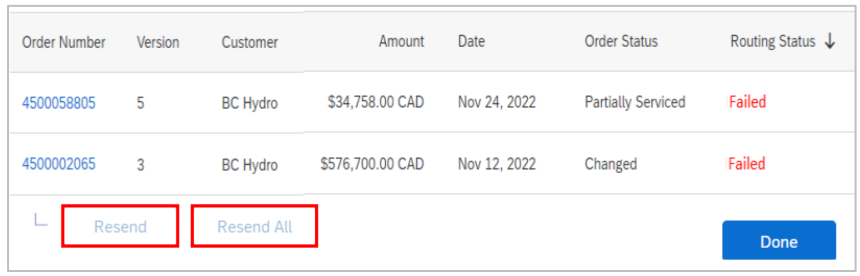
3. Use **Date Range** to look for failed orders since your last check. Click **Search** to see failed orders, if any.

   For example, check for orders that failed in the **Last 24 hours**, **Last 7 days, etc**.



4. From your search results, select the orders to resend and click **Resend**, OR click **Resend All** to resend all orders listed.

   If you don't see the **Routing Status** heading, click on the icon to add it.



Order Number	Version	Customer	Amount	Date	Order Status	Routing Status ↓
4500058805	5	BC Hydro	$34,758.00 CAD	Nov 24, 2022	Partially Serviced	Failed
4500002065	3	BC Hydro	$576,700.00 CAD	Nov 12, 2022	Changed	Failed

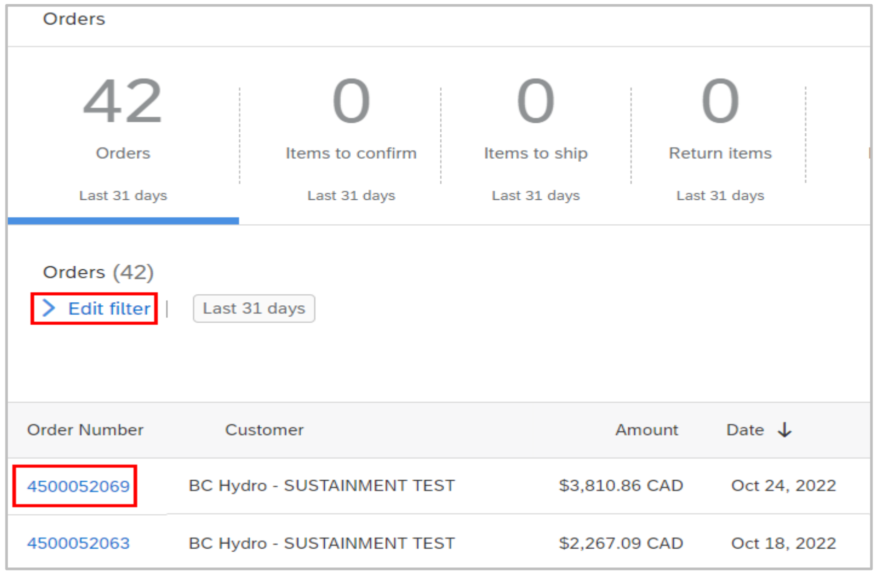
Submitting Your Invoice

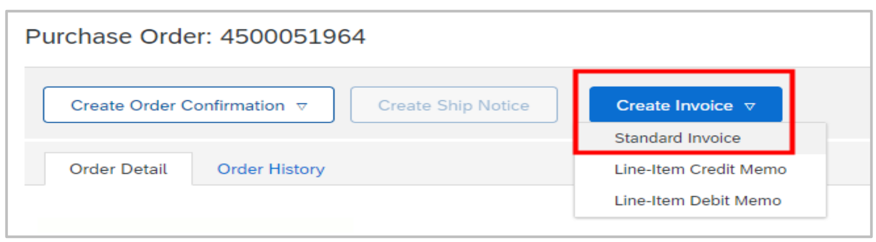
Once the order has been fulfilled, you can start the invoicing process.

INVOICING FOR MATERIALS

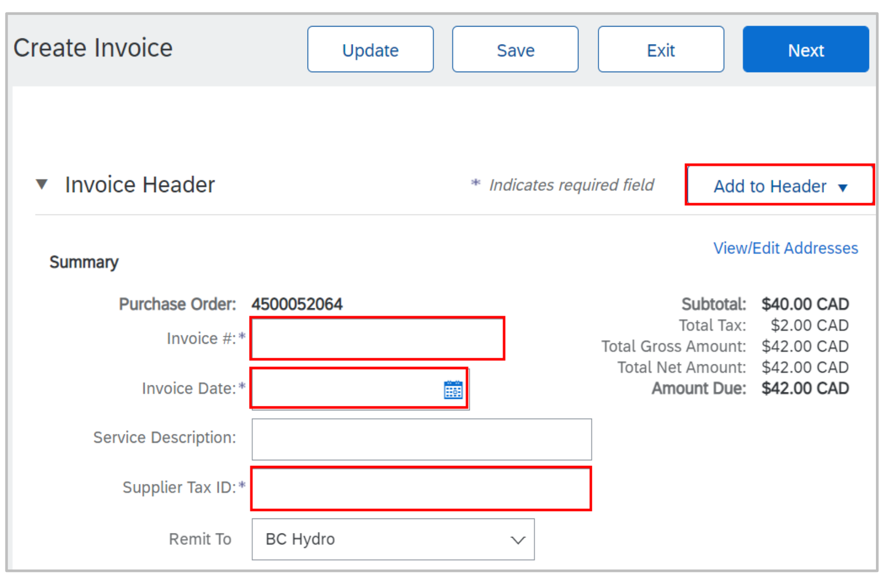
For materials orders, you can usually invoice once the goods are shipped. Once we receive the goods, we'll issue payment per the agreed terms.

1. From the **Navigation Bar,** click on **Orders** > **Purchase Orders**.
2. Expand the **Edit filter** to find the order to invoice. See Search for Orders.
3. Click on the order number of the order to invoice.
4. Click **Create Invoice** > **Standard Invoice**.

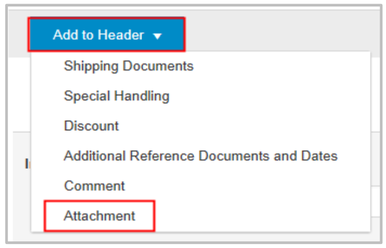


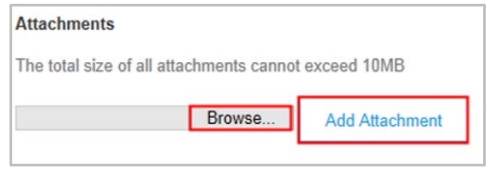


5. In the **Create Invoice** panel, enter the **Invoice #**
   - Limited to 11 characters
   - Capital letters and numbers only
   - No special characters or spaces
6. Enter the **Invoice Date**.
7. **Supplier Tax ID** is auto populated from your Company Profile. See TAX ID Number.



8. Click **Add to Header** > **Attachment.** Scroll down to the **Attachment Browse** box, find your PDF invoice, then click **Add Attachment**.

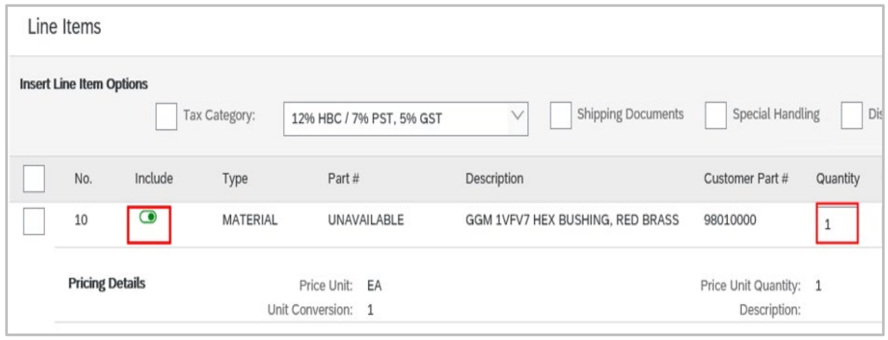




9. Scroll down to the **Line Items** section.

10. Ensure the **Include** button is **green** for each line item to be invoiced.

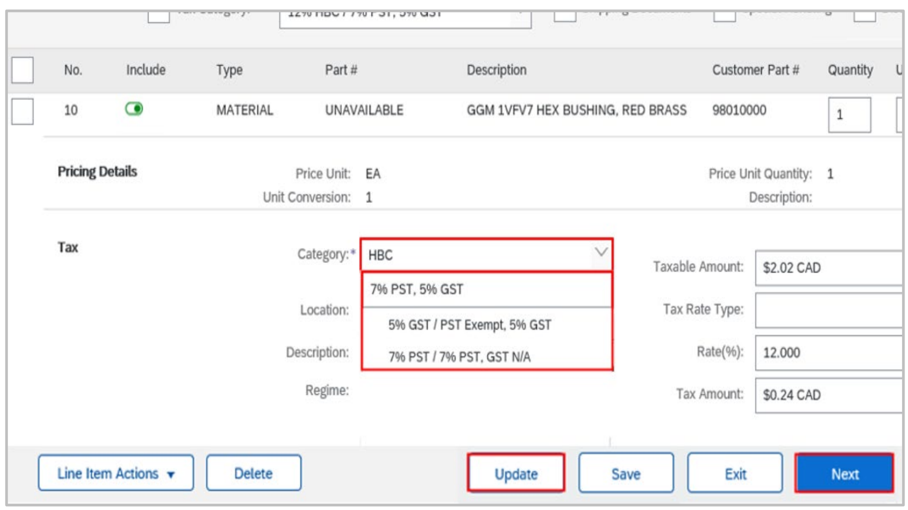
    - When invoicing for a partial shipment, update **Quantity** to match what you are shipping.
    - For items not shipped, ensure the **Include** button is **grey** to exclude them from the invoice.



11. Review the **Tax Category** for each line item to be invoiced, and adjust if needed.

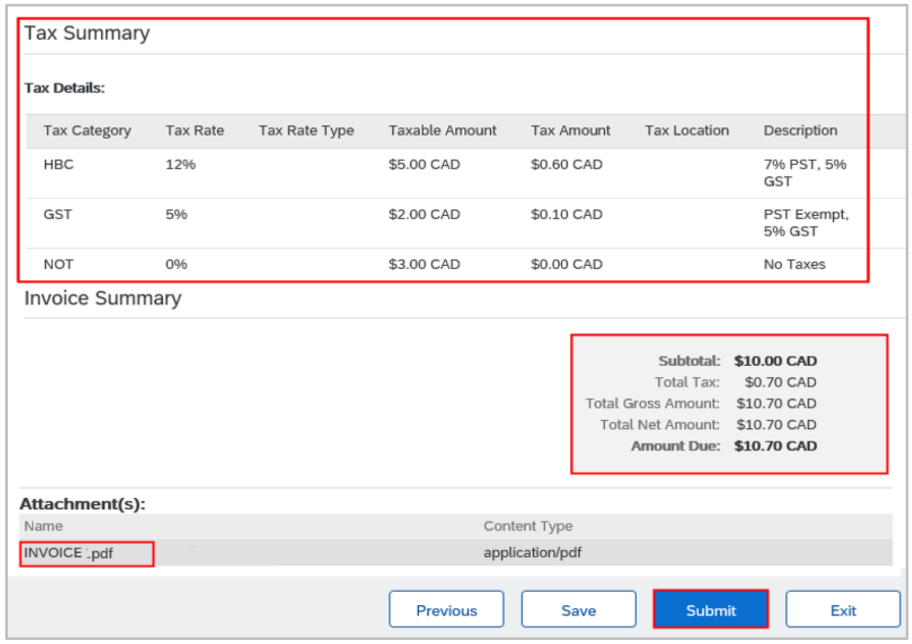
    Contact your BC Hydro representative if applicable freight or special charges are missing.

12. Click on **Update** to refresh the screen, then click **Next**.



13. Review the **Tax Summary**, the **Invoice Summary**, and ensure your invoice copy is attached.

- Ensure your invoice matches the value of the Line Items, order and back up documentation.
- For questions about the Line Items or changes to the order, contact the BC Hydro Buyer or Hydro Rep named on the order.
- If you're not ready to submit the invoice, you can **Save** it and submit it later, or **Exit** to start anew when you're ready.



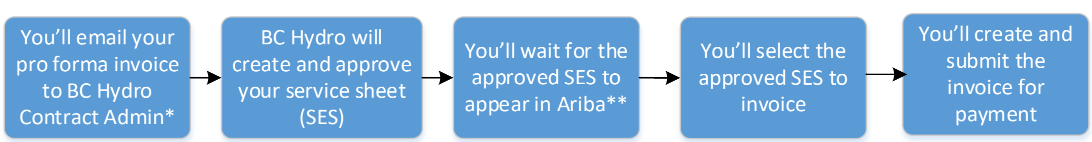
14. Click **Submit** to submit the invoice, then you can view its Invoice, Payment & Remittance Status.

INVOICING FOR SERVICES

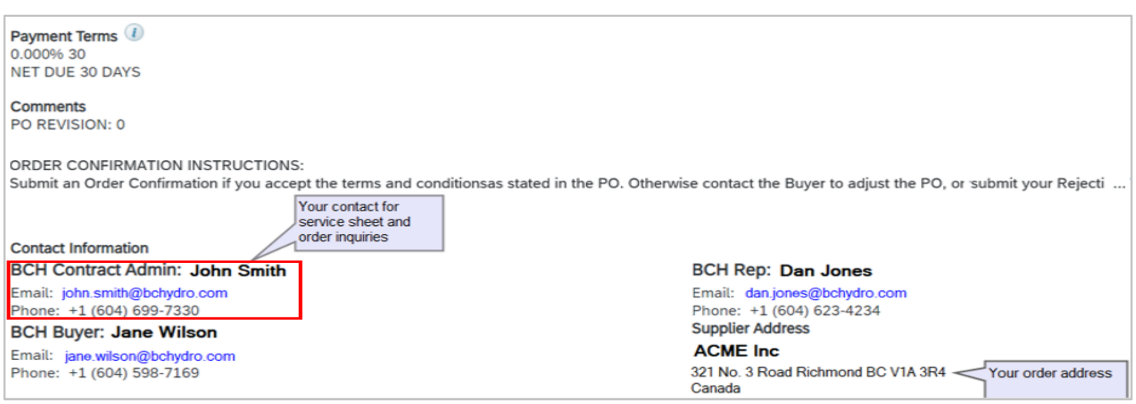
For services orders, you'll typically need an approved services sheet for invoicing.

Always check your order before invoicing. If it ***does not*** show the Service Sheet icon, email AccountsPayable@bchydro.com for instructions.

If you ***do*** see Service Sheet icon, these are the five steps required to invoice for payment.



*If you don't know the name of your BC Hydro Contract Admin – refer to your order. The name and contact information for your Contract Admin can be found just under **Payment Terms.**



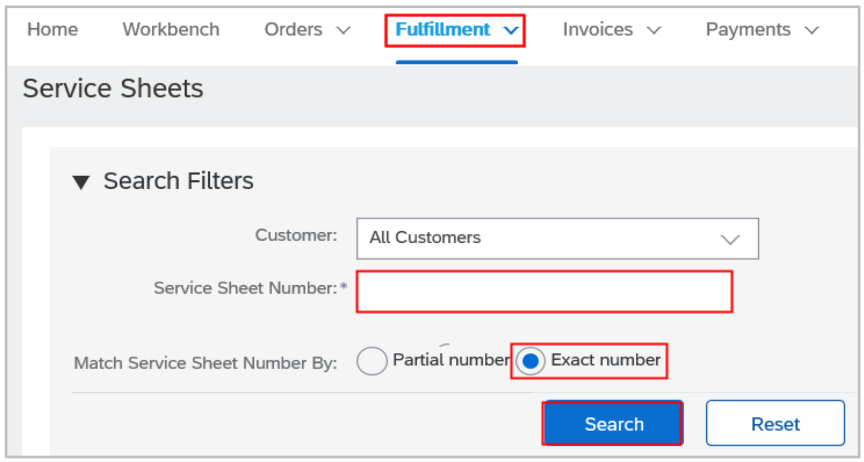
Once you're notified that a service sheet is approved, you'll need to locate in your Ariba account for invoicing. You can quickly find the service sheet if you have the service sheet number. If you don't recall the service sheet number, see Search without Service Sheet Number.

Search by Service Sheet Number

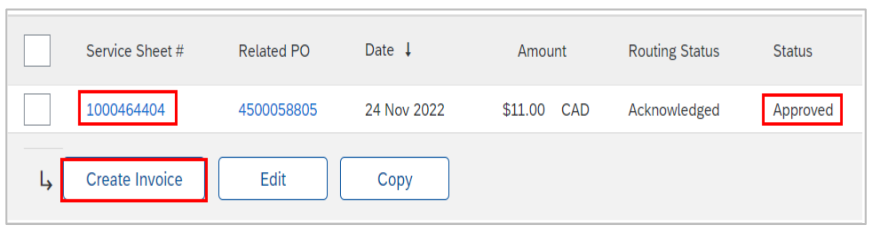
Your BC Hydro representative or contract administrator will usually notify you by email once a service sheet is approved and ready for invoicing. If you've set up for Service Sheet Notification Emails, you'll also receive an Ariba email alert. Both emails will provide you with the service sheet number you'll need to find the service sheet for invoicing.

1. From the **Navigation Bar**, click on **Fulfillment** > **Service Sheets**.
2. Expand the **Search Filters**.

   Enter the full **Service Sheet Number**, select **Exact number,** then click **Search** to display your search results.



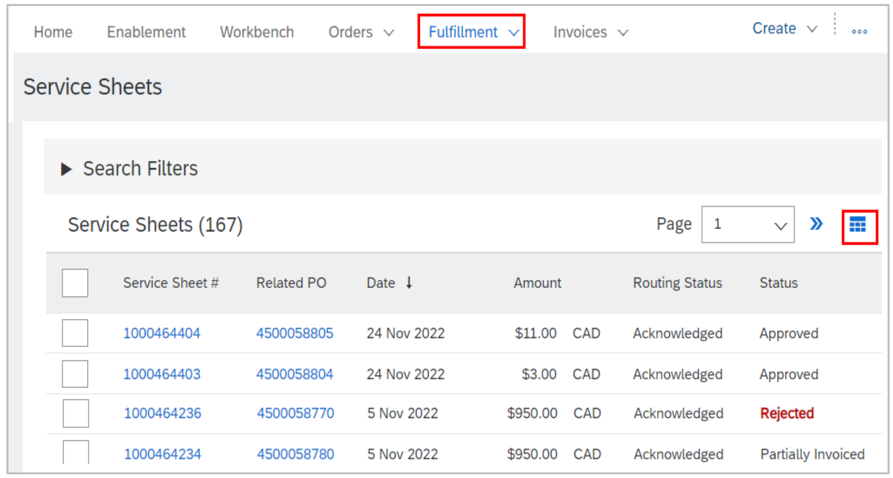
3. The service sheet status should show as **Approved** (ready for invoicing).
4. Click on the service sheet number, then click **Create Invoice** to create the invoice.



Search Without Service Sheet Number

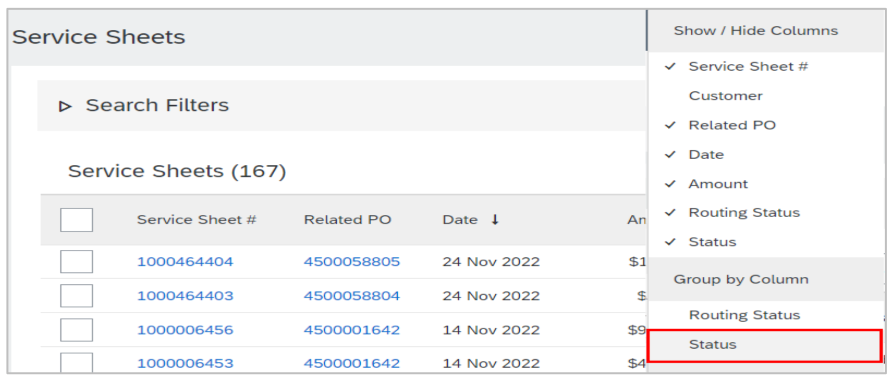
You can still locate the service sheet for invoicing even if you don't have the service sheet number; it'll just take a few extra steps.

1. From the **Navigation Bar**, click on **Fulfillment** > **Service Sheets**.

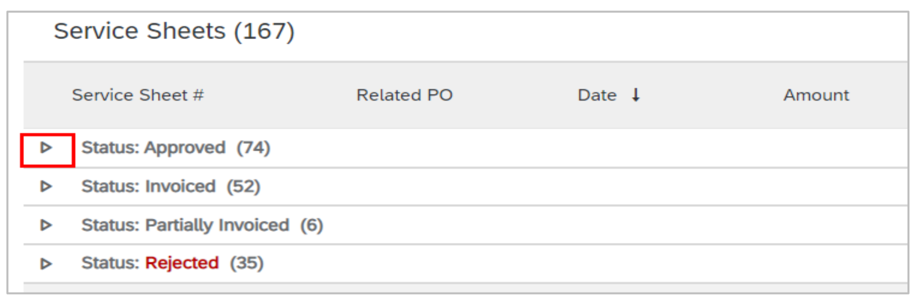


2. Click the **Table Menu Options** icon.

3. From **Table Menu Options**, select the **Status** option in the **Group by Column** section.

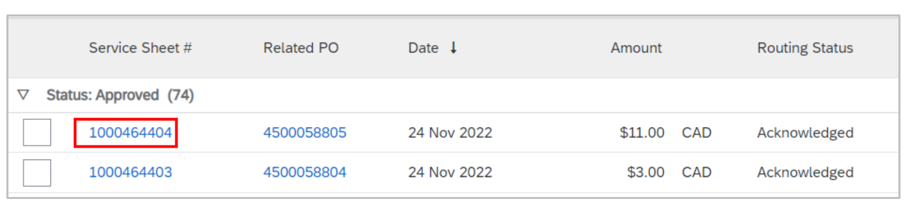


4. The service sheets will now be grouped by their **Status**. Expand the **Approved** grouping to view all approved service sheets.

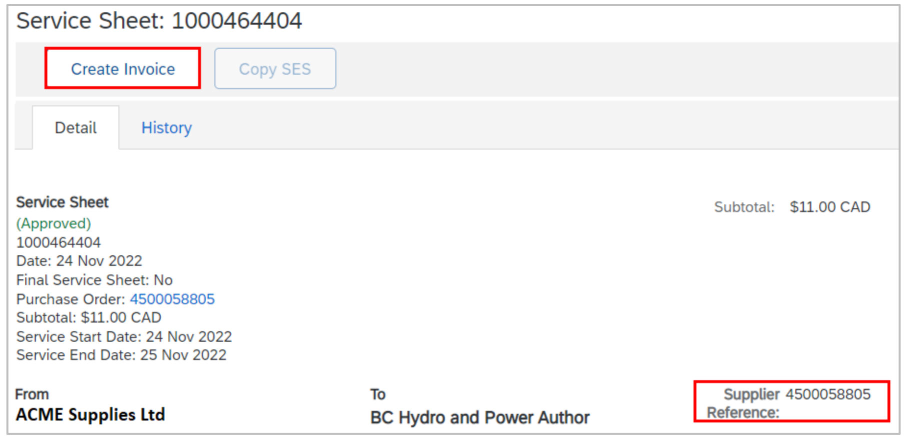


5. Click the first service sheet number to view the service sheet details.

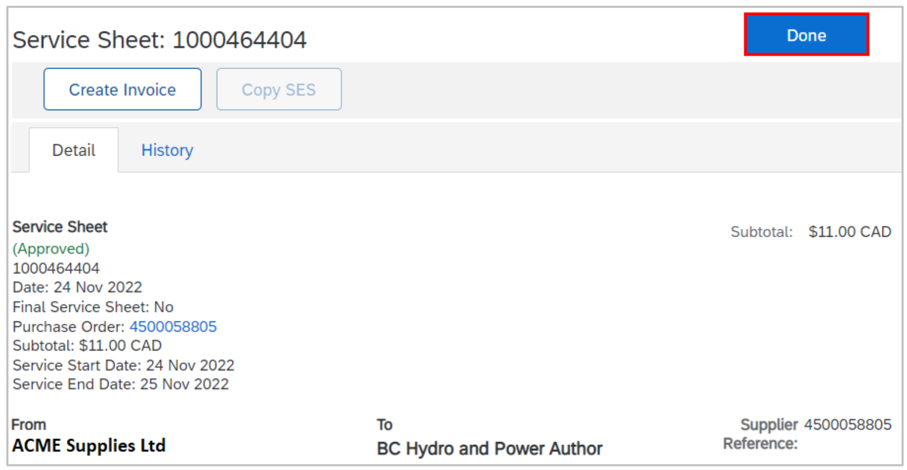
   Tip: If the amount showing for a service sheet is materially different from the invoice amount, it's not the service sheet you need and you can skip it.



6. Look at the **Supplier Reference** field. This is typically the invoice number of the pro forma invoice you had provided to the BC Hydro Contract Admin for service sheet creation.
7. If this is the invoice you wish to submit, click **Create Invoice**.



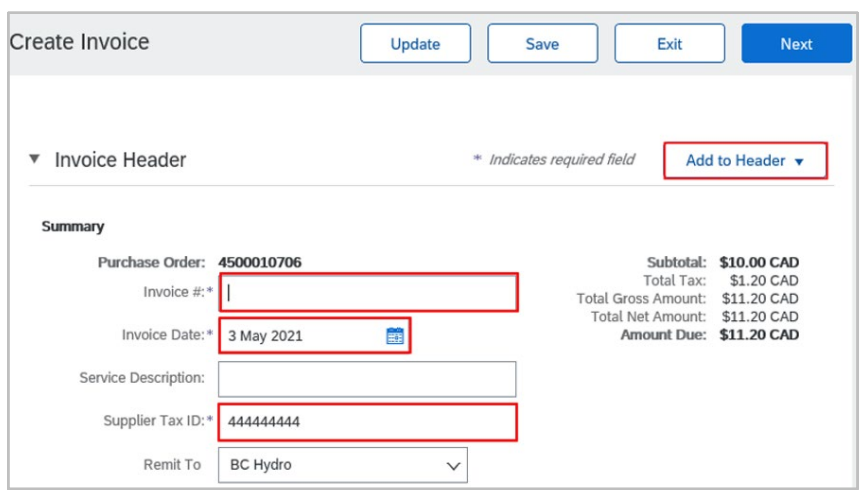
8. If this is **NOT** the correct service sheet, click **Done** to return to the **Approved** service sheet listing. Review the remaining service sheets until the one you need is found.



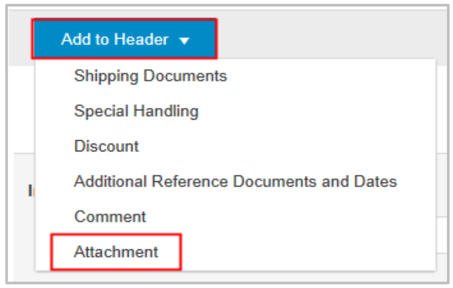
Submit Your Services Invoice

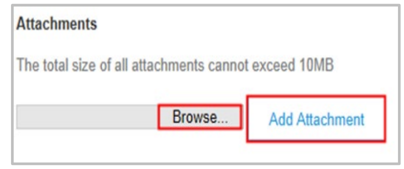
Once you've created the invoice from the service sheet, you will see the **Create Invoice** panel where you can complete the invoice details and submit it for payment.

1. From the **Create Invoice** panel, enter the **Invoice #**
   - Limited to 11 characters
   - Capital letters and numbers only
   - No special characters or spaces
2. Enter the **Invoice Date**.
3. **Supplier Tax ID** is auto populated from your Company Profile. See TAX ID Number.



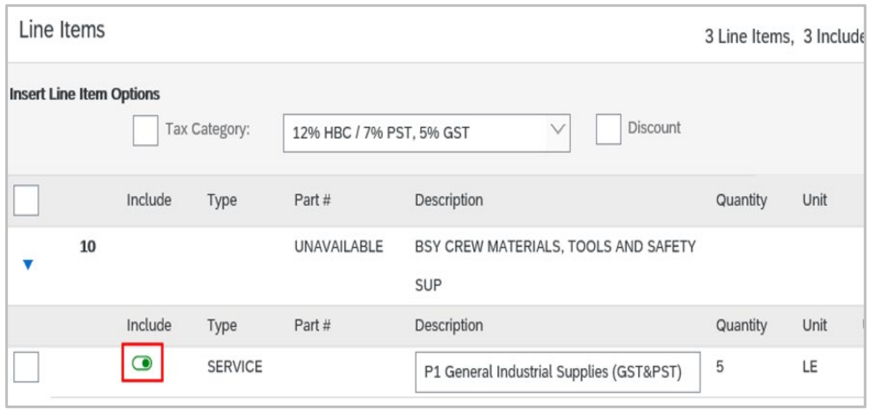
4. Click **Add to Header**, scroll down to the **Attachment Browse** box, find your PDF invoice, then click **Add Attachment**.



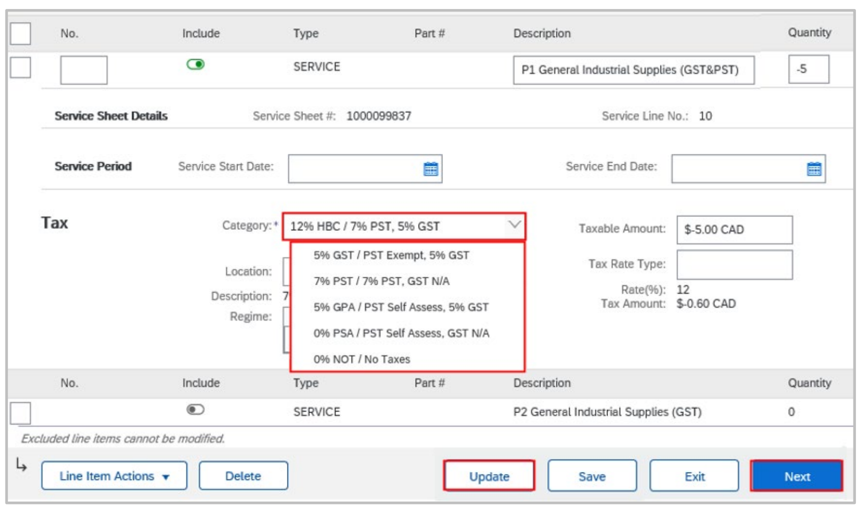


5. Scroll down to the **Line Items** section.
6. Ensure the **Include** button is **green** for each line item to be invoiced.

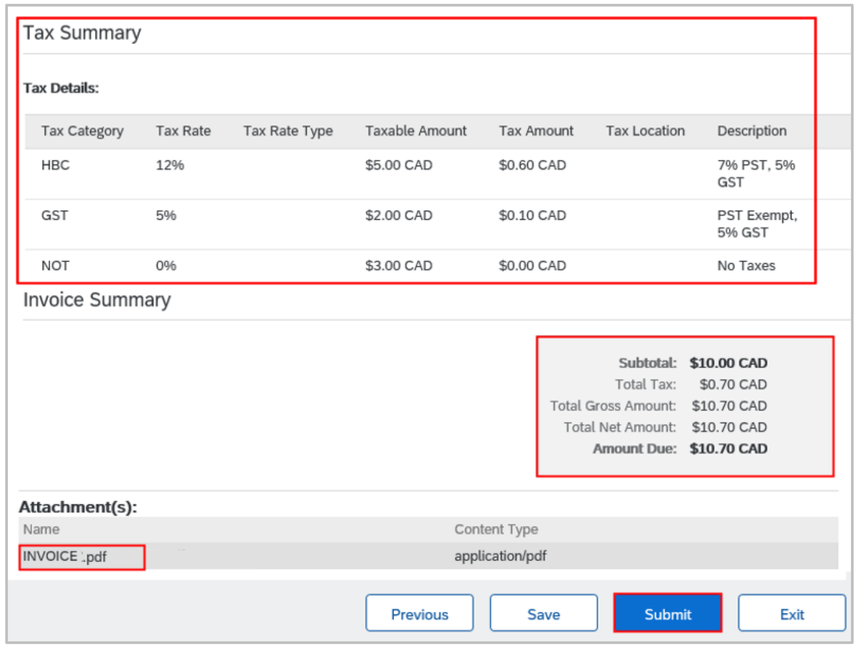
   All other line items should show a **grey** **Include** button.



7. The **Tax Category** is required for each line item to be invoiced.
   - Review the category and adjust as needed.
   - If the category has not been specified, select one that's appropriate for the line item.
8. Click on **Update** to refresh the screen, then click **Next** check the invoice before submitting.



9. Review the **Tax Summary**, the **Invoice Summary**, and ensure your invoice copy is attached.
    - Ensure your invoice matches the value of the SES, PO and back up documentation.
    - For SES questions or changes, contact the BC Hydro contract administrator named on the order.
    - If you're not ready to submit the invoice, you can **Save** it and submit it later, or **Exit** to start anew when you're ready.



10. When you're ready to submit the invoice, click **Submit** then you can view its Invoice, Payment & Remittance Status.

Invoice, Payment & Remittance Status

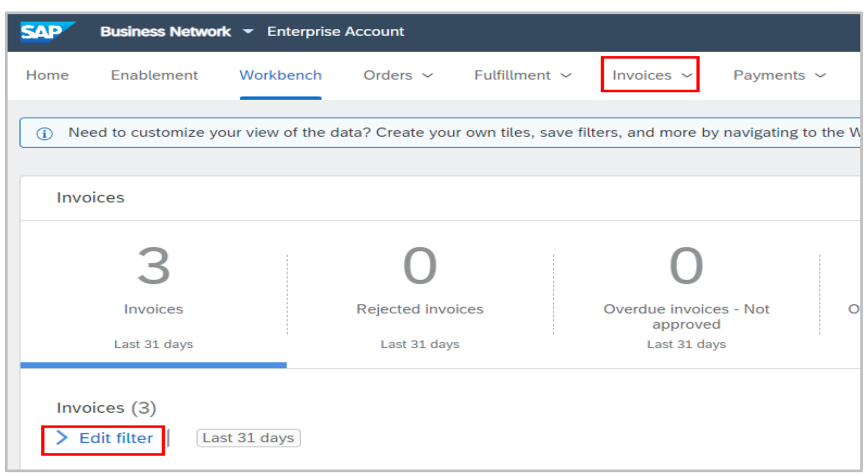
Once an invoice is submitted, you can view its payment status and take advantage of Early Payment Offers.

FIND A SUBMITTED INVOICE

Follow these steps to find your invoice to view its status, scheduled payment date, and Early Payment Offers.

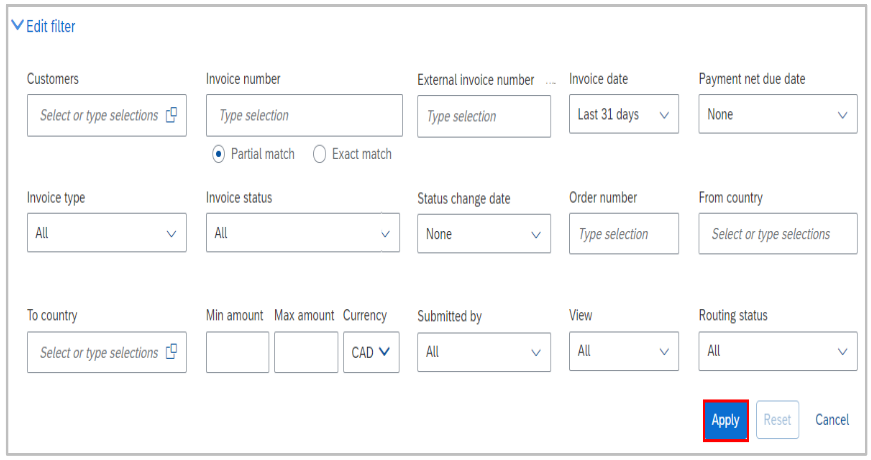
1. From the **Navigation Bar**, click on **Invoices** > **Invoices**.

   Invoices from the **last 31 days** are automatically displayed. If you don't see the invoice you need, expand **Edit filter** to search by invoice number, another date range, or other criteria.



2. If you know the exact invoice number, enter it into the **Invoice number** box and select **Exact match.**

   Otherwise, select **Partial Number** to search by other criteria such as a **partial invoice number**, **invoice date**, **amounts**, etc.

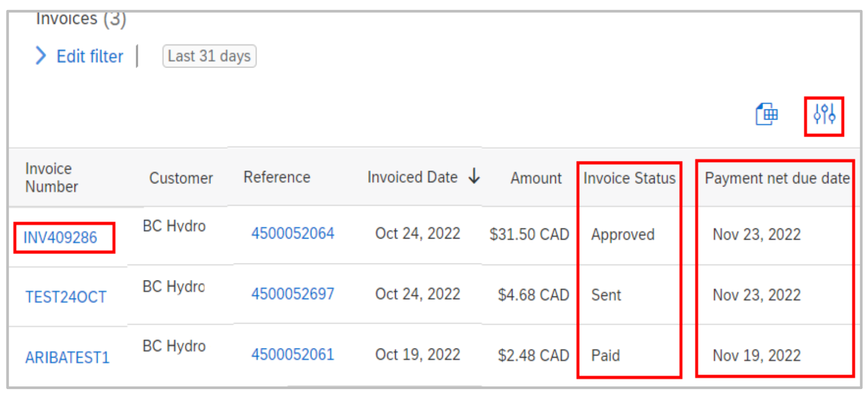


3. Click **Apply** to see the search results.

   If you don't see your invoice, check to ensure the **Invoice date** range is correct.

4. The search results will display summarized invoice details along with the invoice status and schedule payment date.

   - Credit memos show a negative (-) amount.
   - If you don't see these headings, click the **Table Setting** icon to add it to your display.



5. Click on the invoice number to view invoice, payment and remittance details, and to accept Early Payment Offers on **Approved** payments.

INVOICE STATUS

An invoice's status tells you how payment is progressing. If you've set up for Electronic Invoice Routing notification emails, you'll receive an email alert each time your invoice(s) status is updated.

There are six invoice statuses you should become familiar with.

Invoice Status	Description	Action
Sent	Your invoice has been submitted to BC Hydro for processing which can take 5-10 business days to complete.	If the invoice remains in **Sent** status beyond 10 business days, review the invoice's **History** tab for more information. If the History tab shows the invoice is **Parked**, then we're still working to resolve an invoice variance. No action is required of you. Once the variance is resolved, the invoice will move to **Approved** status. If the invoice is **not Parked**, contact AccountsPayable@bchydro.com.
Approved	The invoice has been approved. Payment is scheduled as per the agreed payment terms.	You can view the scheduled payment details and consider accepting Early Payment Offers.
Paid	Payment has been issued.	Review the payment remittance details. If you've set up for Settlements Email Notification, you'll receive your payment advice by email.
Rejected	The invoice can't be processed and has been returned to you. Common reasons include: • Duplicate invoice • Missing invoice attachment • Invoice amount/taxes differ from the PO	Look for Ariba and BC Hydro emails explaining the return reasons and steps to resubmit. See Ariba Invoice Rejection Reasons for more information.

Invoice Status	Description	Action
On Hold	The **materials** invoice can't be processed due to a variance in price or quantity, or the goods receipt has not been acknowledged.	Contact the buyer named on your purchase order.
Failed	An Ariba Network system issue has occurred.	Contact AccountsPayable@bchydro.com.

Ariba Invoice Rejection Reasons

Invoices that can't be processed will be rejected and returned to you. If you've set up for Electronic Invoice Routing notification emails, you will receive an Ariba alert providing the error reason.

Here are some common error reasons - if you still need assistance, contact AccountsPayable@bchydro.com.

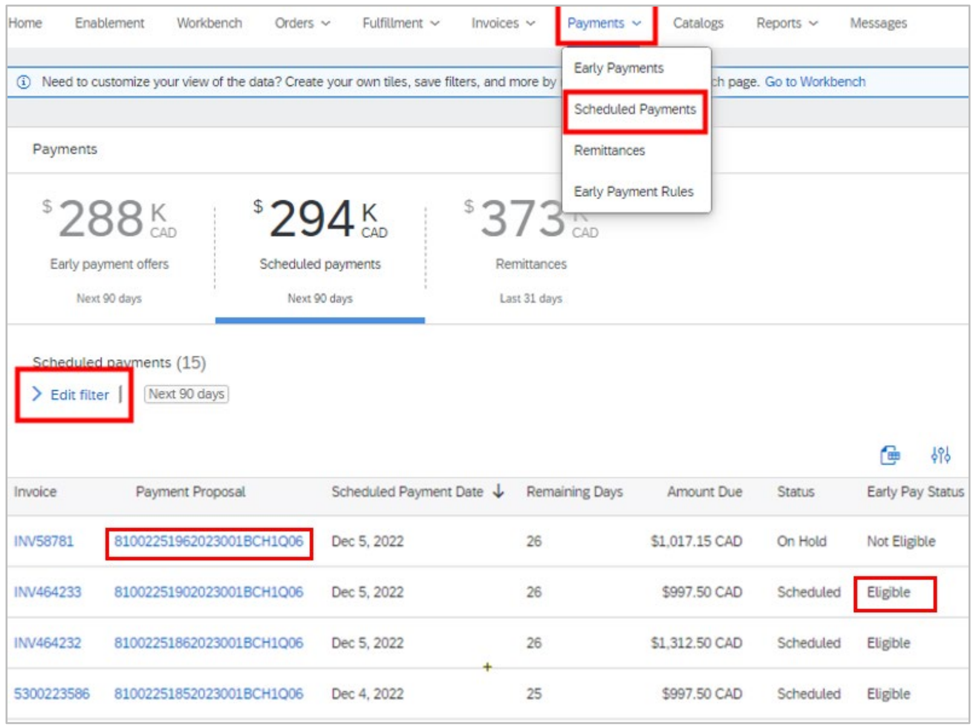
Error Message/Reason	Description	Action
User WORKFLOW already processing Purchasing doc item **OR** User ESSPROD already processing Purchasing doc item	The PO is being updated and is unavailable for invoice processing.	There is no need for immediate attention as the system will continuously retry over the next 3 days. If the invoice status still shows as **Rejected** on the 4th day, resubmit the invoice using a unique invoice number.
INV-167: Service sheet item XX which is referenced in invoice item X has been included in other invoice.	The service sheet was already processed for a different invoice and can't be used again.	If you know the correct service sheet to use, create and submit a new invoice for it. See Invoicing for Services. If you need to check which service sheet to use, contact the Contract Administrator named on your order.

SCHEDULED PAYMENT & EARLY PAYMENT OFFER

Once an invoice is approved, it will be scheduled for payment.

You can view all upcoming payments and their scheduled payment dates by following the steps below. Some payments will be eligible for Early Payment Offers where you can opt for earlier payment in exchange for a payment discount.

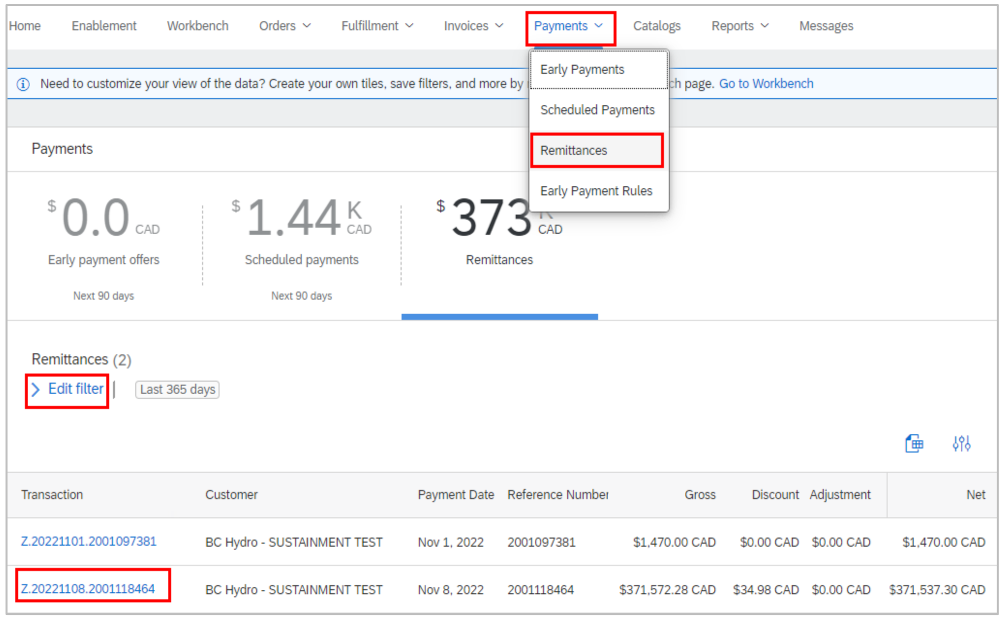
1. From the **Navigation Bar**, click on **Payments** > **Scheduled Payments**.
2. Expand **Edit filter** to set your search criteria, then click **Apply** to view your scheduled payments.
3. Click on the **Payment Proposal** number to view payment details. You can also Review & Accept Early Payment Offers for payments showing **Eligible** Early Pay Status.



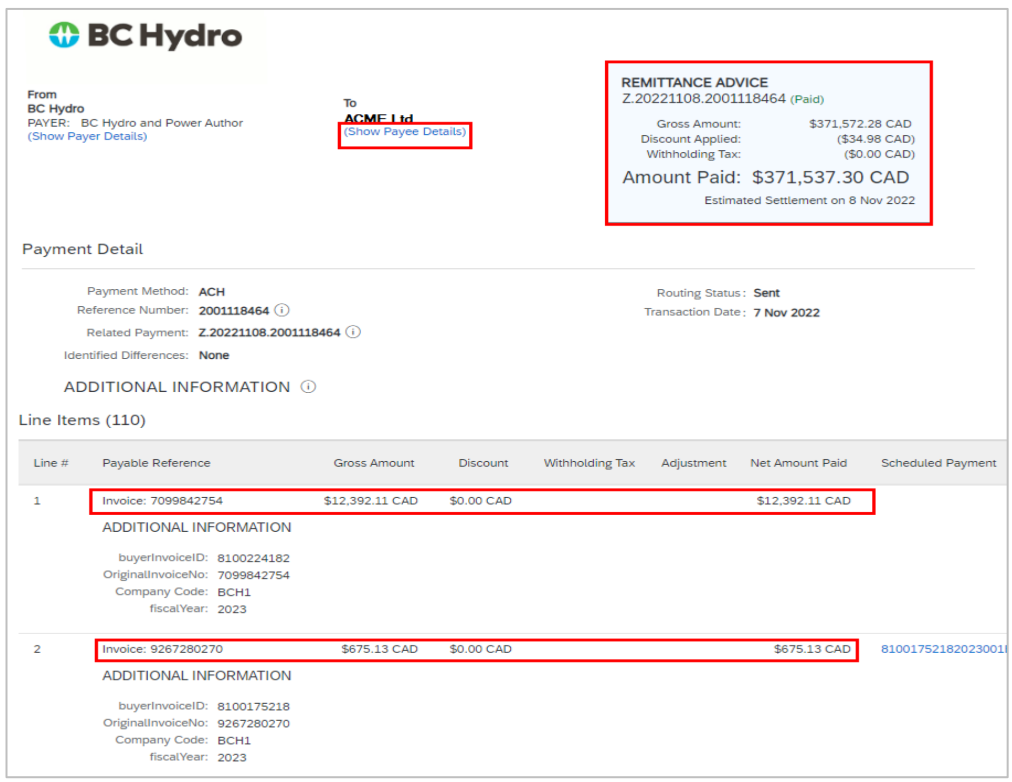
REMITTANCE DETAILS

You can view your payment remittances to help reconcile your accounts.

1. From the **Navigation Bar**, click on **Payments** > **Remittances**.
2. Expand **Edit filter** to set your search criteria, then click **Apply** to view your scheduled payments.
3. Click on the **Transaction** number to view the remittance details.



4. Remittance details will show:
   - Payee name and details when you click on **(Show Payee Details).**
   - **Remittance Advice** with amount paid and payment date.
   - **Invoices** paid. Click on the invoice number to view the invoice details.



Cancelling an Invoice

An invoice could be cancelled by you or by BC Hydro.

If you've made an error on a submitted invoice, you can have the invoice cancelled. Send an email to AccountsPayable@bchydro.com with '**eInvoicing Cancellation Request**' in the subject line. Once your invoice has been cancelled, it will show in Ariba as **Rejected** and you can re-invoice.

If we receive an invoice that is incorrect or incomplete, we can't process it for payment; it will be cancelled and returned to you.

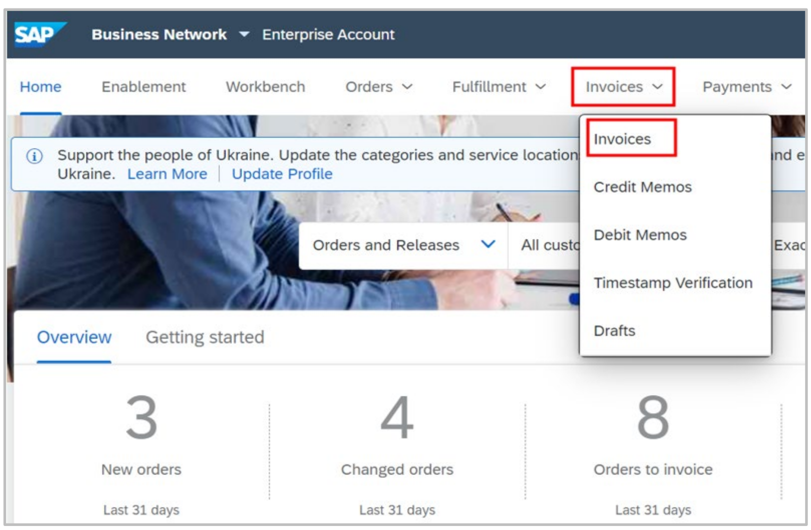
- You'll receive an email from Ariba if you've set up for invoice status notification emails.
- Your eInvoicing contact on record with us will receive an email from BC Hydro to explain the cancellation reason and steps to correct.
- The invoice status will change to **Rejected** and you can re-invoice according to the instructions provided in the BC Hydro email.

Credit Memos

You can submit a credit memo to issue a credit against an order. A credit memo can be used to adjust the order **quantity** or the order **price**. Because quantity adjustments are most common, we will only look at Quantity Adjustment Credit Memos here. Contact your BC Hydro Representative directly for price adjustments.

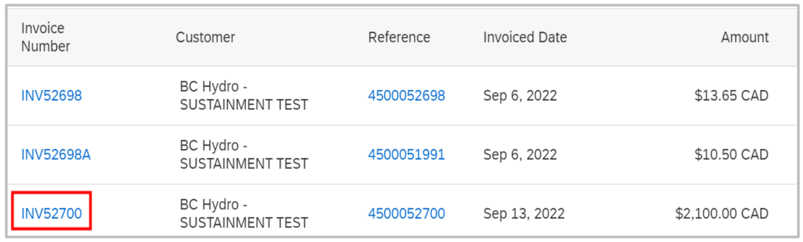
1. From the **Navigation Bar**, click on **Invoices** > **Invoices**.

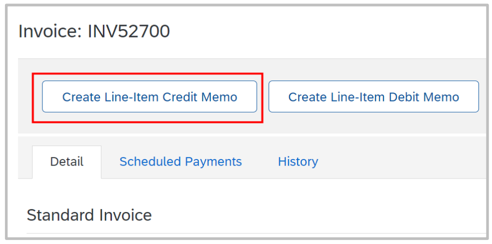
   Invoices from the **last 31 days** are automatically displayed. If you don't see the invoice you need, expand the **Edit filter** to search by invoice number or another date range.



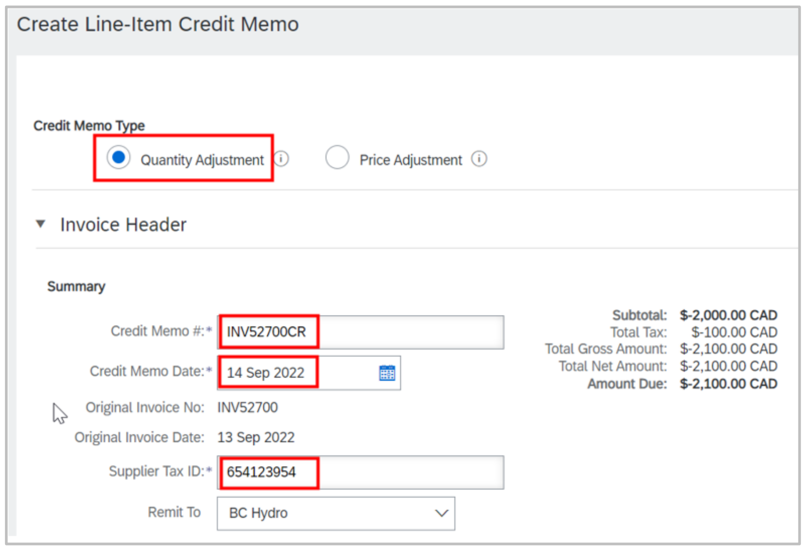
2. Select the **Invoice #** for your credit memo.

3. Click **Line-Item Credit Memo**.

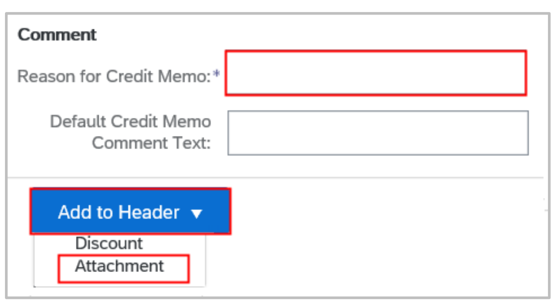


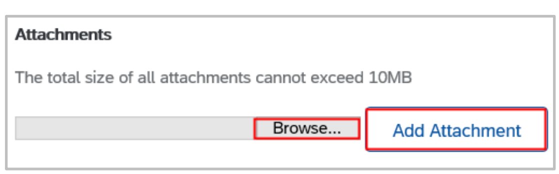


4. Select the **Credit Memo Type.** You can use either type, but the steps are *only* for the more common **Quantity Adjustment** type.
5. Enter the **Credit Memo #**.
   - Please use the original invoice number followed by CR
   - Limited to 11 characters
   - Capital letters and numbers only
   - No spaces or special characters
6. Enter the **Credit Memo Date**.
7. **Supplier Tax ID** is auto populated from your Company Profile. See TAX ID Number.



8. Scroll down to the **Comment** section and enter the **Reason for Credit Memo**.
9. Click **Add to Header**, then select **Attachment** to attach a PDF copy of your credit memo.
10. Click **Browse** to select your credit memo PDF, then click **Add Attachment**.





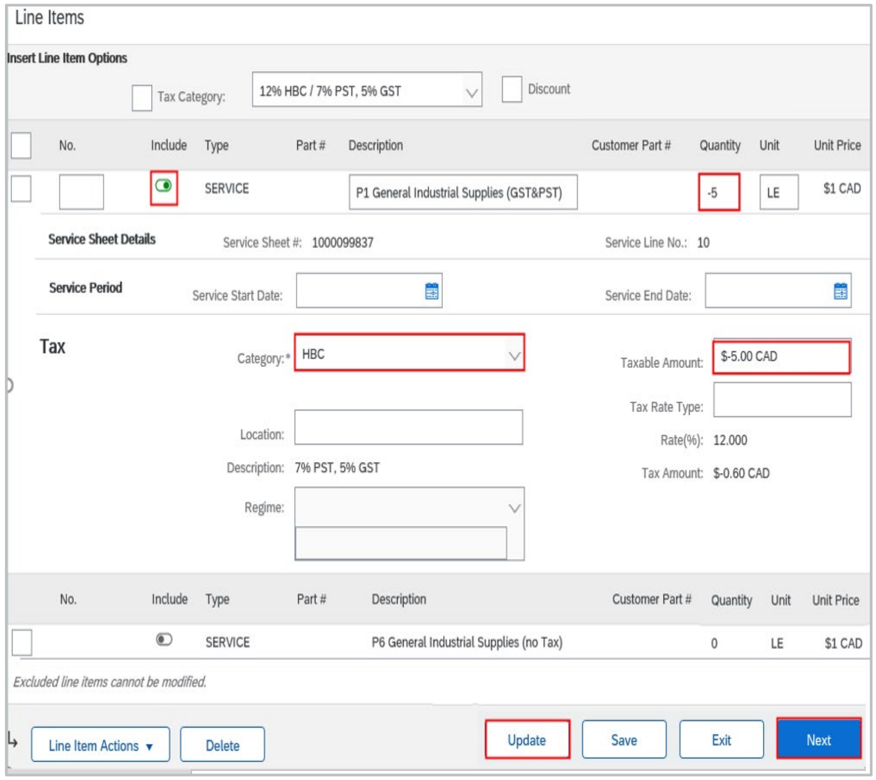
11. Scroll down to the **Line Items** section.

12. For each line item to include in the credit memo.

    - Click the **Include** button so it shows as **green**. Excluded line items should show as **grey**.
    - Ensure the **Quantity** is a negative value, **DO NOT change the Unit Price.**

- Review the **Tax Category** and adjust if needed.

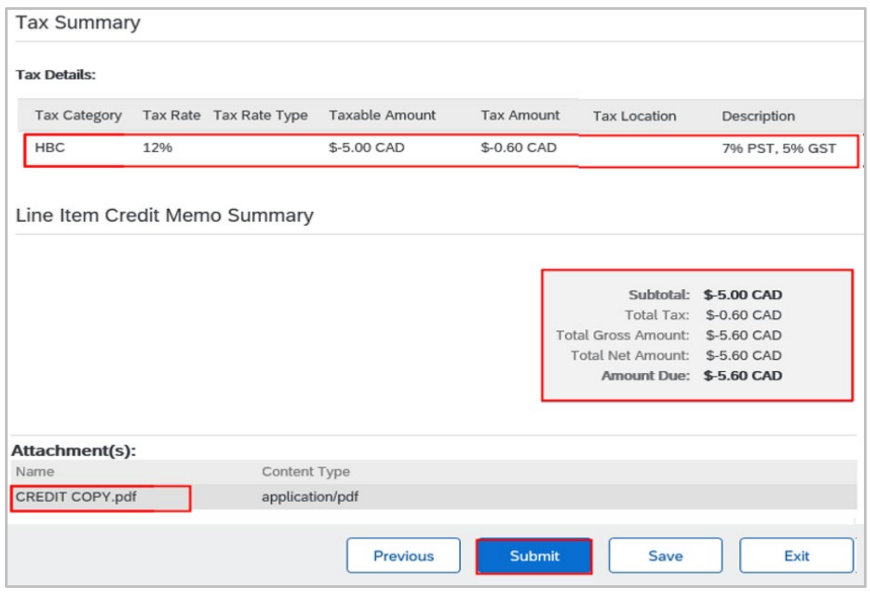
13. Click **Update** to refresh your changes, then click **Next** to review the credit memo before submitting.



14. Review the **Tax Summary**, the **Credit Memo Summary**, and ensure your credit memo copy is attached.

15. Click **Submit.**

    - Your credit memo will be linked to the order as a related document.
    - You can use Ariba's Invoice Search to find your credit memos. These will show as invoices with a negative (-) amount.



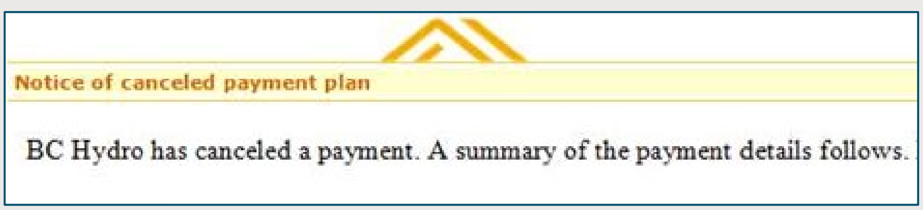
Early Payment Offers (EPOs)

Our EPO program allows suppliers to take early payment in exchange for a discount.

All approved invoices are eligible. EPOs are easy to use, completely optional and can be accepted on an invoice-by-invoice basis. Payment discounts are applied only to the EPOs you accept; if you don't want to accept the EPO, simply ignore the offer and your invoice will be paid on your usual scheduled payment date.

EPO discounts are based on the difference between the **scheduled payment date** and the **early payment date** selected. The calculation takes into account the appropriate dollar discount rate and the number of day's difference.

- EPOs can provide the following benefits to our suppliers:
  - Improved cash-flow control.
  - Typically, lower rates than many alternatives (e.g., P-Card, asset-based lending, bank lines of credit).
- EPOs have no impact on the payment terms in your contract.
- EPOs become available when invoices are approved in Ariba.
  - You can view available EPOs in your Ariba account. See View and Accept EPO.
  - You can also be notified of new EPOs via email. See EPO Notification.
- You can manually accept an EPO or set up rules to automatically accept EPOs based on your criteria.
- Once an EPO payment is completed, you will receive a **Notice of Payment Plan Cancellation** email from Ariba.
  - Because your EPO payment is now complete, this email is simply to advise that the normal scheduled payment has been cancelled.
  - If you've set up for Settlement notification emails, you will receive your remittance advice via email.


Notice of canceled payment plan

BC Hydro has canceled a payment. A summary of the payment details follows.

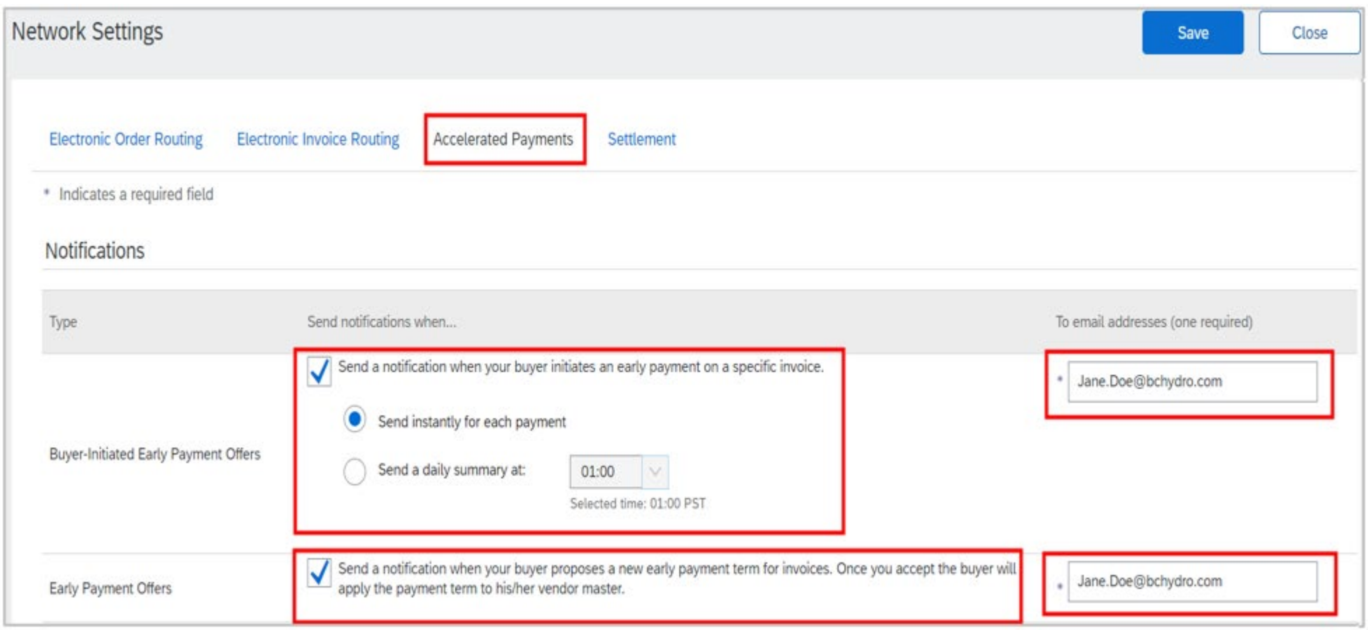
SET UP EPOS

From your Ariba account, you can view all EPOs and accept only those you want. Have your Ariba account administrator set up these tools to help you manage your EPOs:

- Email notifications to notify you of new EPOs.
- Rules to automatically accept EPOs based on your acceptance criteria. If an EPO doesn't meet the acceptance criteria, you can still accept it manually.

EPO Notification Emails

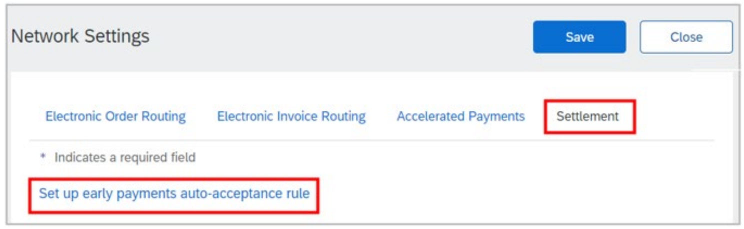
1. From the **Navigation Bar**, click on **Account Settings** > **Settings** > **Accelerated Payments**.



2. Set up **Buyer-Initiated Early Payment Offers** notifications:
   - Enable the notification.
   - Enter up to **three email addresses**, each must be separated by a comma with no spaces.
   - Select the notification frequency.
3. Set up **Early Payment Offers** notifications:
   - Enable the notification.
   - Enter up to **three email addresses**, each must be separated by a comma with no spaces.
4. Click **Save**.

EPO Auto-Acceptance Rules

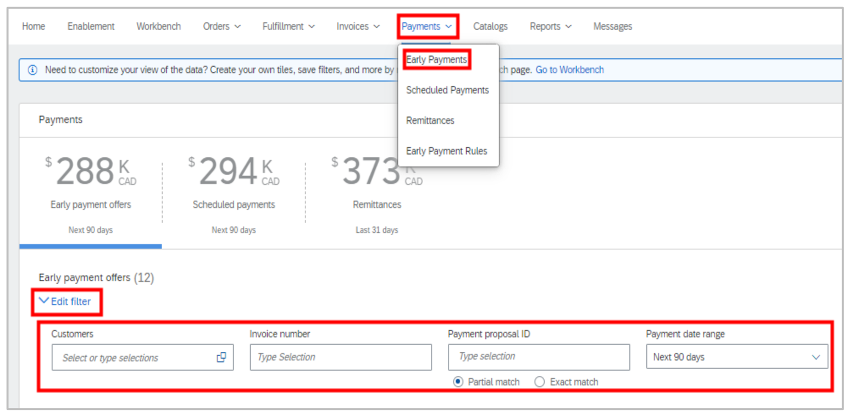
1. From the **Navigation Bar**, click on **Account Settings** > **Settings > Remittances**.
2. Click on **Set up early payments auto-acceptance rule**. Then follow the prompts to create an auto-acceptance rule with your desired criteria.



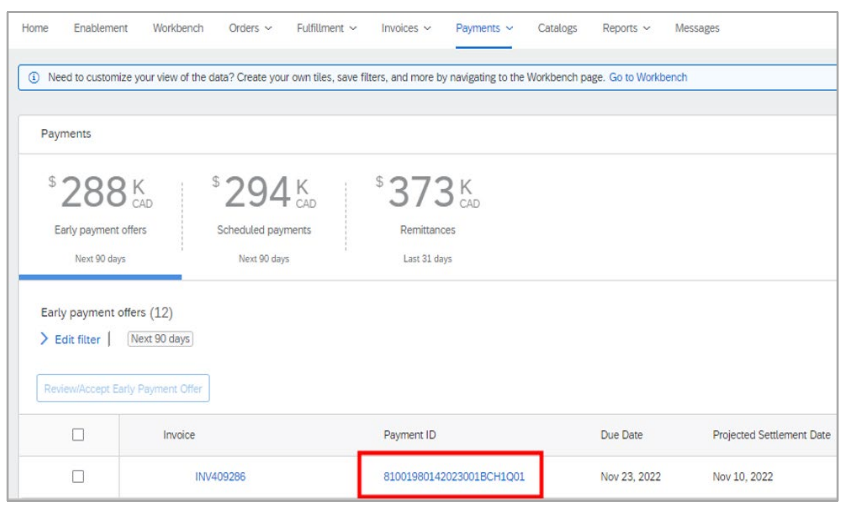
YOUR EARLY PAYMENT OFFERS

When an EPO becomes available, you can view it in your Ariba account and accept if you want. If you've set up for EPO notification emails, the designated contact(s) will be notified of the new EPO via email.

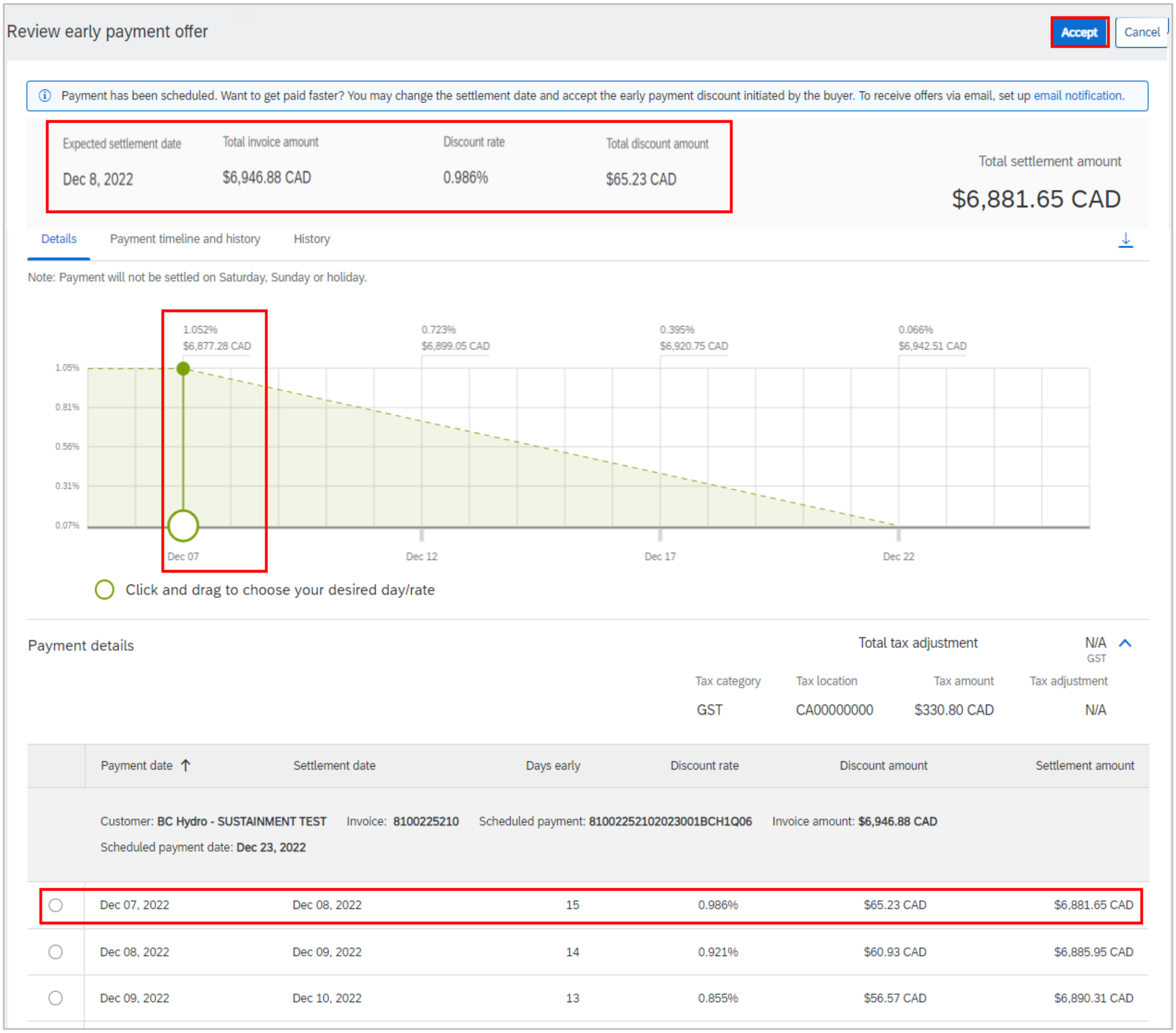
1. From the **Navigation Bar**, click on **Payments** > **Early Payments**.
2. Expand the **Edit Filters** to set your EPO search criteria.
3. Click **Apply** to display available EPOs.



4. Click on the **Payment ID** number to view the EPO.



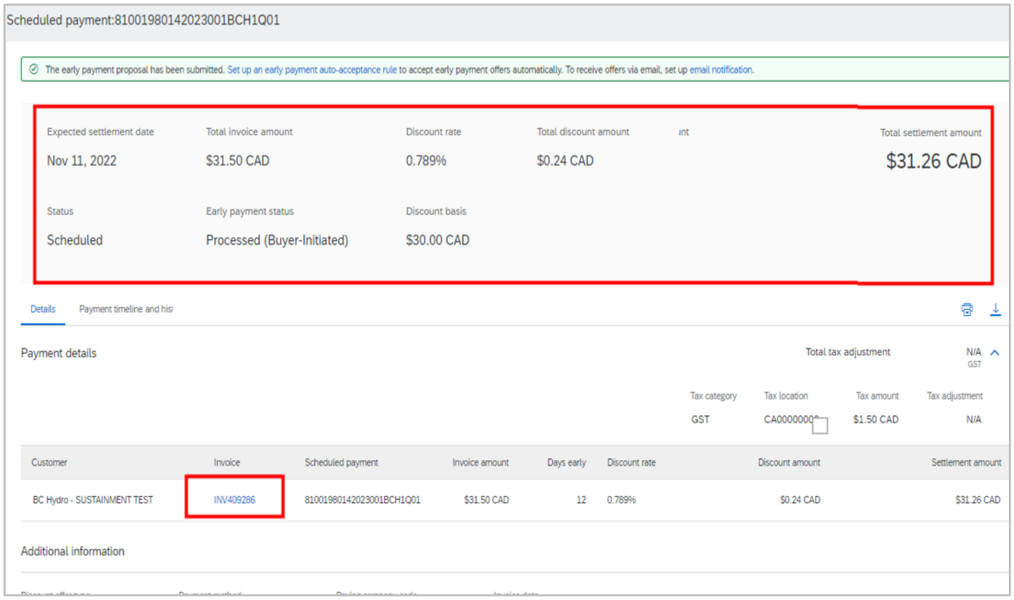
5. The **Review Early Payment Offer** panel shows a sliding scale chart with scheduled payment dates and the applicable discounts.



- **Payment date**: preferred payment date
- **Settlement date**: actual date of payment
- **Days early:** number of days paid early
- **Discount rate**: early payment discount percentage
- **Discount amount**: early payment discount amount
- **Settlement Amount**: actual payment amount

6. Click the button beside the **Payment Date** or click and drag the slider to select your preferred payment date/discount rate.

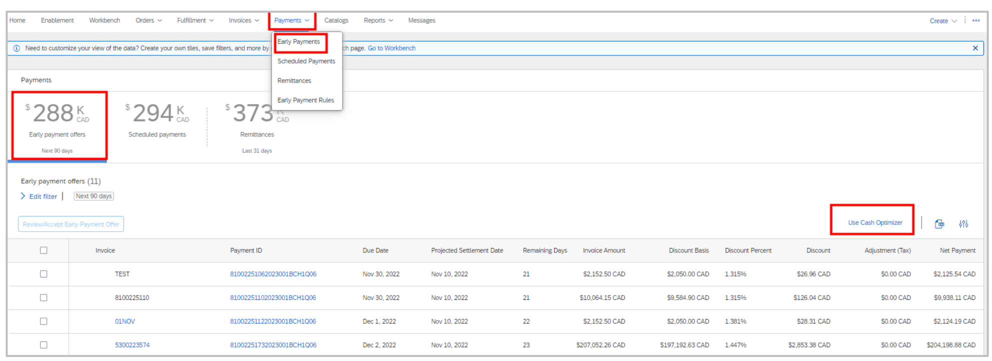
7. Review the details on the confirmation page, then Click **Done** to return to the list of available EPOs. We will begin processing an EPO as soon as it's accepted.



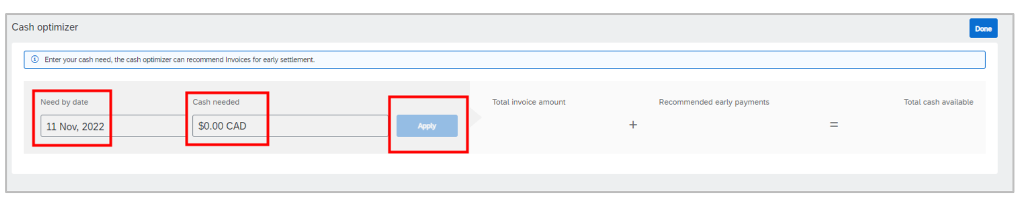
CASH OPTIMIZER

The Cash Optimizer helps you to manage EPOs to meet your working capital requirements. Tell the cash optimizer the amount that you need by a specific date, and it will look at the invoices already scheduled for payment to recommend the best EPO options for your consideration.

1. From the **Navigation Bar**, click on **Payments** > **Early Payments**.
2. Click on **Use Cash Optimizer**.



3. Enter the required amount into **Working Capital Needed**.
4. Enter the **Need by Date** then click on **Apply**.

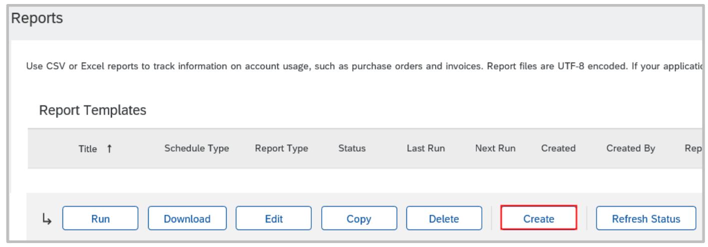


A list of invoices recommended for early payment will be displayed – providing you the required working capital with the least amount of discount.

Reporting

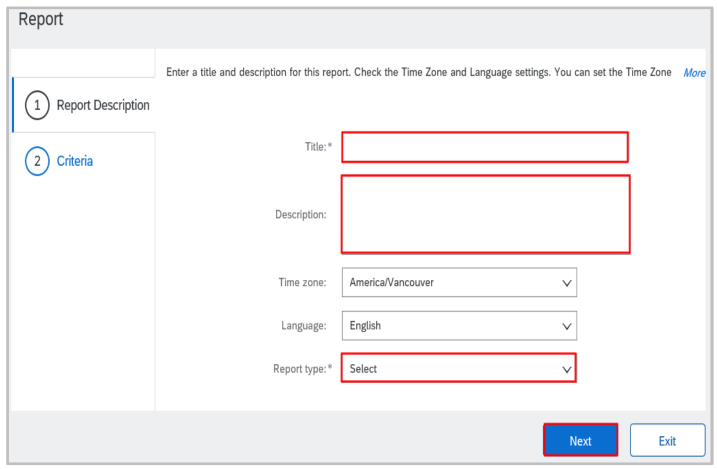
Ariba’s reporting templates can keep you informed about your purchase orders, invoices and payments. These reports can be created and run by users with the appropriate reporting permissions.

1. From your Ariba **Navigation Bar**, select **Reports**.
2. Click on **Create** to create a new report.



3. Enter the report **Title and Description**.
4. Click **Report Type** to see and select from available report templates.

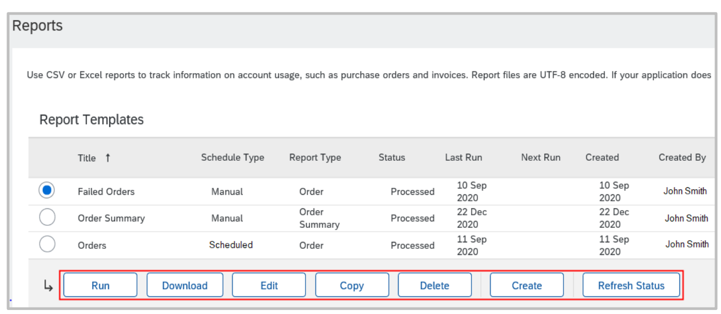
   For example, use the **Failed Invoice** report to troubleshoot failed or rejected invoices, the **Failed Order** report to identify failed orders that need action, and the **Order Summary** report for an overview of orders received.



5. Click on **Next** to set your report **Criteria**.

   Each report will have different criteria. Follow the prompts to set up your report.

6. Once your report template is created, you can **Run** a report and **Refresh** its processing status, **Download** report data, and **Edit**/ **Copy**/Delete a template.



Troubleshooting

Question	Answer
Why does my order show Failed Status?	See Failed Orders.
Why are there so many order versions and must all be confirmed?	You must review and confirm all new and revised orders as they are received. Whenever an order is amended, you will receive a new version as all previous versions are obsoleted. Always work with the latest version.
Do I need to wait for the SES before invoicing?	For orders showing the Service Sheet icon, you will need an approved service sheet before you can invoice. See Submitting an Invoice.
Is this the right SES to use for my invoice?	Check the Supplier Reference number, work description and amounts on the SES. These should match the supporting documents that you had provided to the BC Hydro contract administrator for SES creation. See Invoicing for Services.
Why doesn't my invoice line show a Tax Category?	In some instances, a tax category won't be specified for a services line. In these cases, you can manually select the tax category to match the supporting documents you had provided to the BC Hydro for SES creation. See Submit your Services Invoice.
How do I correct a mistake on a submitted invoice?	Send an email to accountspayable@bchydro.com with "**eInvoicing Cancellation Request"** in the subject line. See Cancelling an Invoice.
Why was my invoice rejected and how do I resubmit it?	The invoice couldn't be processed due to an error with the order, service entry sheet, or the invoice itself. You will receive an email with more information. See Cancelling an Invoice.
Why does the service sheet (SES) in Ariba still show Approved even after my invoice had been paid?	You may have submitted your invoice for payment manually instead of from your Ariba account. If so, the service sheet status will not be updated. Contact AccountsPayable@bchydro.com for assistance.
I'm locked out of my account, what do I do?	You'll need to request username recovery or password reset for the account. ○ Go to the Ariba Supplier Login page and click on the Help Center icon located at the ? at the top-right of the page. ○ Click Support then enter "Can't log in" into the search box. ○ From the search results, choose "Can't Log in? Let us help you!" ○ Follow the instructions to recover your username or to reset your password.
Our account administrator has changed, how do I update our account?	Have your current administrator transfer the account administrator role to the new administrator - see User Roles and Access, then update the contact information in your account's Company Profile. See Keep your Account Current.
We've lost administrator access to our account / our administrator is no longer with our company, what do I do?	If your account administrator is no longer with the company and you have no access to your account to make changes, contact AccountsPayable@bchydro.com for assistance.

If you don't see the answer to your question, these references/contacts can assist you.

For questions related to	Contact
Electronic invoicing and transacting with BC Hydro	BC Hydro's Electronic Invoicing for Suppliers webpage
Orders	The **BC Hydro Contract Administrator, Representative or Buyer** named on the order
Service Sheets	The **BC Hydro Contract Administrator** named on the order
Invoices or payments, Early Payment Offers (EPO), Ariba registration and supplier training	AccountsPayable@bchydro.com