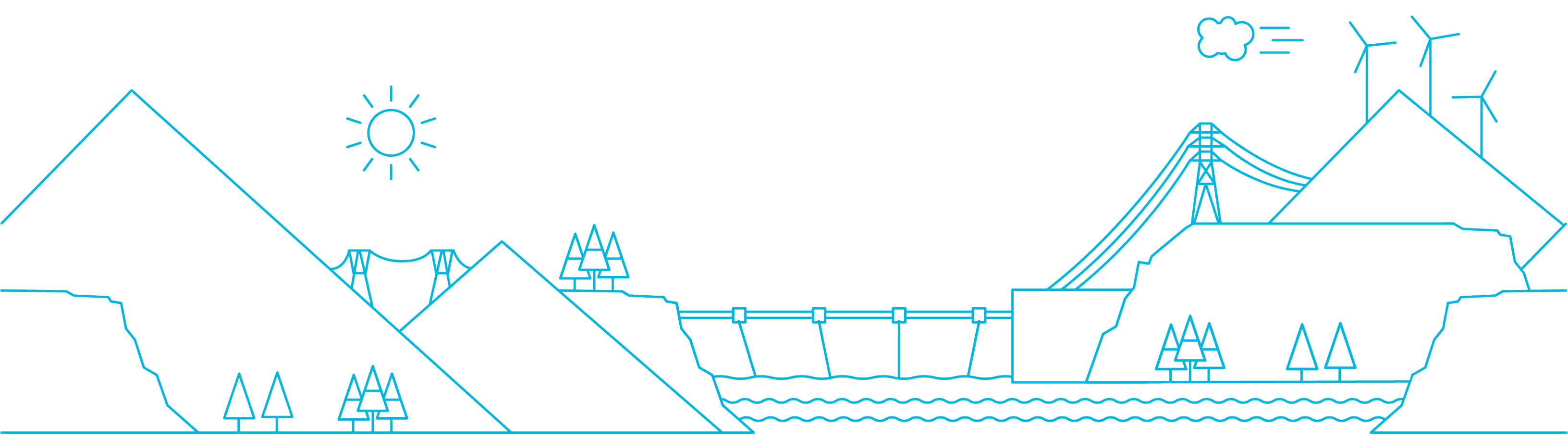
BC Hydro eInvoicing User Guide

Updated July 2025



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.

IMPORTANT: As an Ariba supplier, you may receive BC Hydro purchase orders for materials and/or services. It's important to review each order to understand its invoicing **Terms & Conditions** as these can vary. Knowing how and when to submit your invoice is key to a trouble-free experience and on-time payment. We will talk more about this in the Submitting Your Invoice section of this guide.

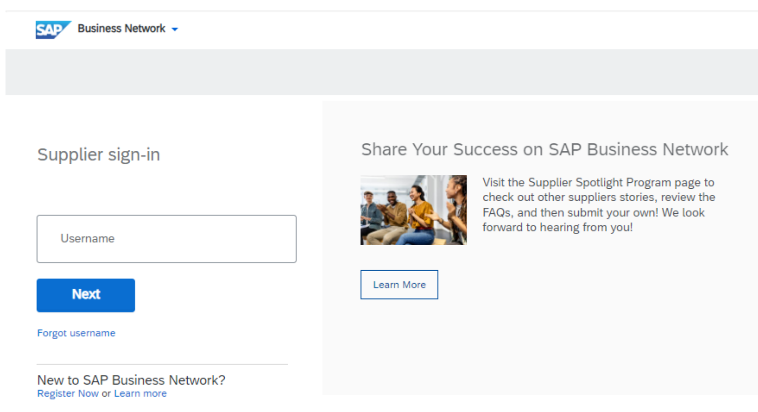
Ariba Basics

SIGNING IN

1. CTRL+click this link to access the SAP Business Network Supplier (ariba.com) sign-in screen **OR** enter supplier.ariba.com in your web browser.

2. On the **Supplier sign-on** screen, follow the prompts to enter your the **Username** and **Password** to sign in.

   Once you're signed-in, you will see your **Ariba Home Page**.

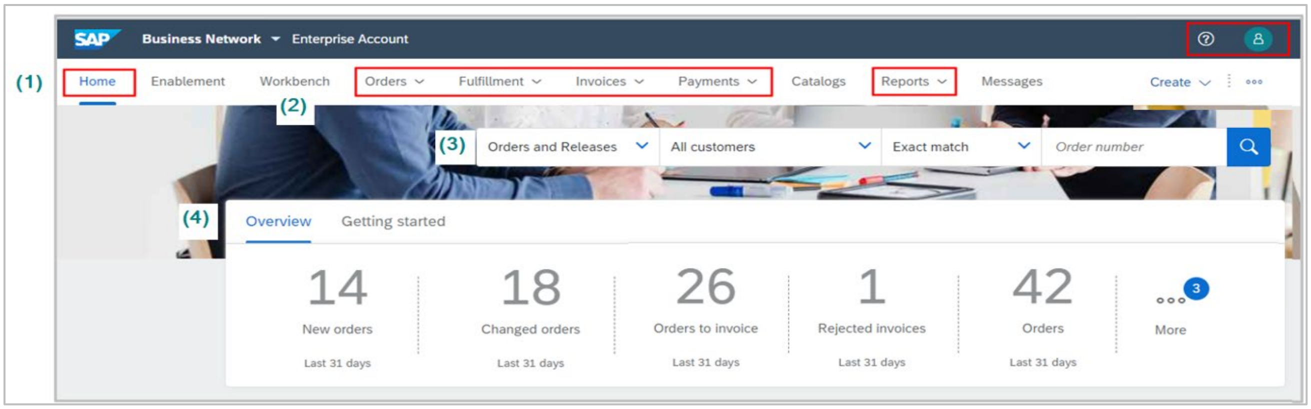


Please note: SAP is updating their supplier sign-in page. Once updated, the sign-in page will show **Account sign in** instead of **Supplier sign-in**, but the sign-in steps are unchanged.

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 use 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 order confirmations and shipping notices.
- Submit invoices for material and invoice first suppliers.

Fulfillment

- View confirmed orders, service sheets, ship notices, goods receipts.
- Submit invoices for Service Entry Sheet First suppliers.

Invoices

- View invoices, credit memos and payment status.

Payments

- View early payment discount offers (EPOs), 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

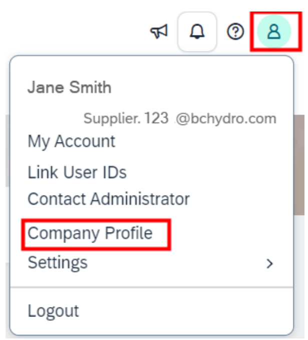
IMPORTANT: Only your account administrator or a user with administrator access can update your account settings. To find your administrator's contact information, sign into your Ariba account, then from the **Navigation Bar**, click on **Account Settings** **> Contact Administrator**.

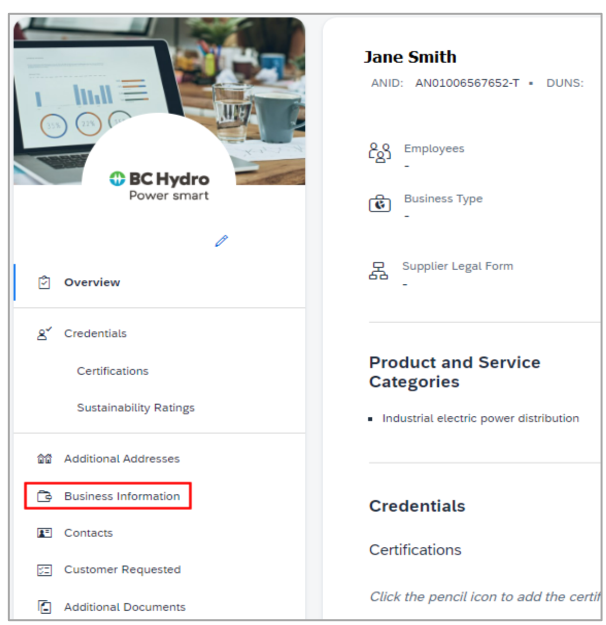
TAX ID NUMBER

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 **Business Information** on the left hand pane.
3. In the **Tax Information** section, enter your Canadian GST number into the **Tax ID** field. **Do not include spaces, hyphens or dashes**.

   Tax ID is a required field when submitting your invoices and can't be 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.

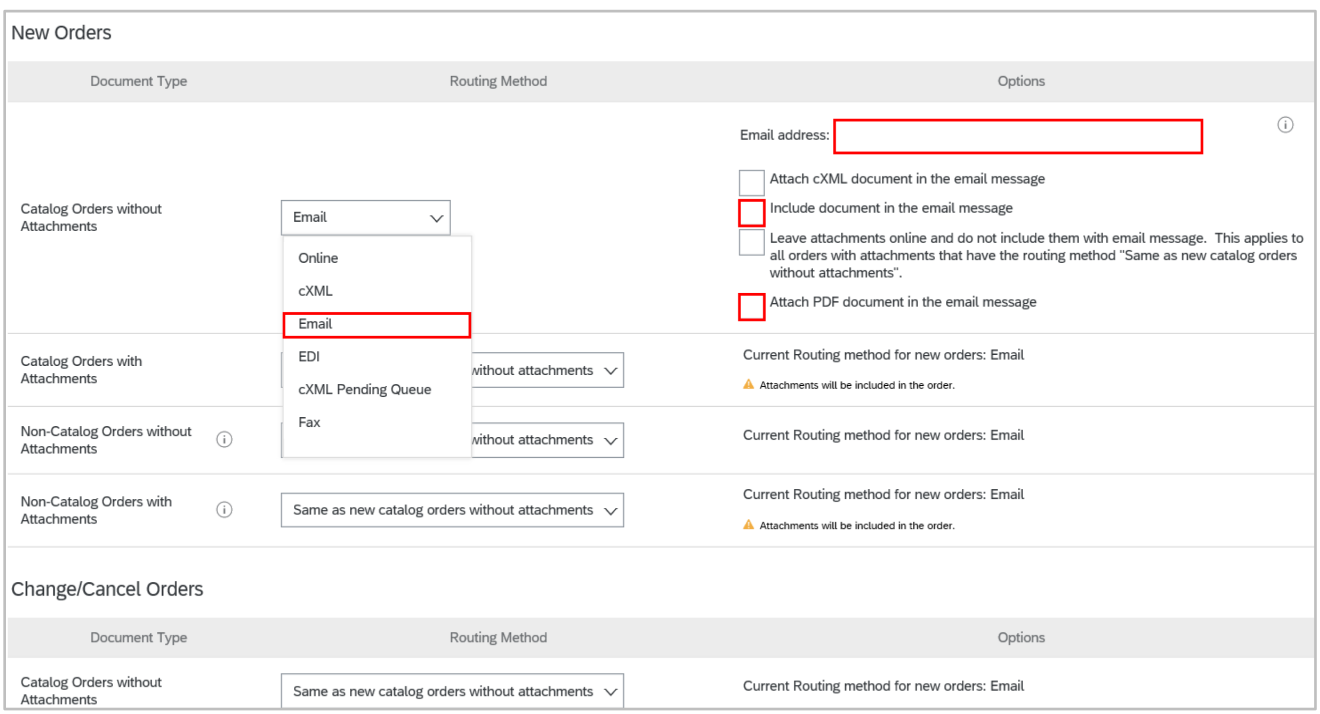
- **Online:** New and changed orders can only be viewed online from your Ariba account.
- **Email**: New and changed orders can be viewed online from your Ariba account, and a copy of the order is also provided via email. Multiple teams can receive the order copy even without account access.

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 5 email addresses, each ***MUST BE*** separated by a comma with no spaces (e.g. email1@gmail.com,email2@gmail.com,email3@gmail.com)

IMPORTANT: These email addresses must be valid, active and able to receive emails at all times, otherwise your orders will fail to route. You can't invoice against a failed order or receive updates for a failed order until the fail condition is fixed. See Failed Orders.

4. Click on the **checkbox** for your preferred attachment option(s); we recommend the two options highlighted for you below.



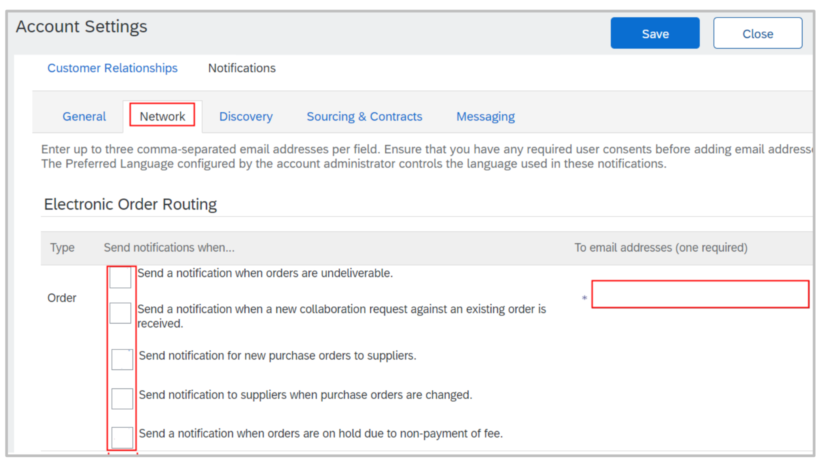
5. Your **Change/Cancel Orders** settings will automatically use the same **New Orders** settings, but you can also configure these differently.
6. Click **Save** to save your settings and return to the home page.
7. If applicable, also ensure your email server allows for emails and attachments from **@ariba.com**.

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. Please ensure your AR team is set up to receive remittance advice notifications as this information is only available through your Ariba account.

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 5 email addresses, each ***MUST BE*** separated by a comma with no spaces (for example: email1@gmail.com,email2@gmail.com, email3@gmail.com).



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 offers 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.

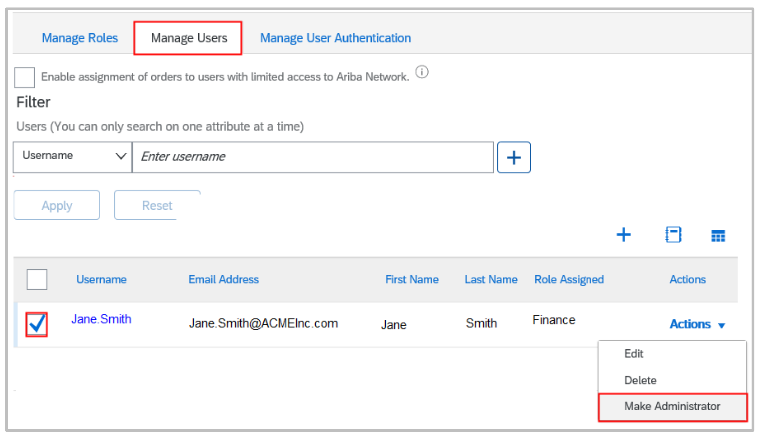
REMINDER: Only your account administrator can create user roles and grant access to your account, so it's important to keep your administrator information accurate and current at all times.

Your Account Administrator

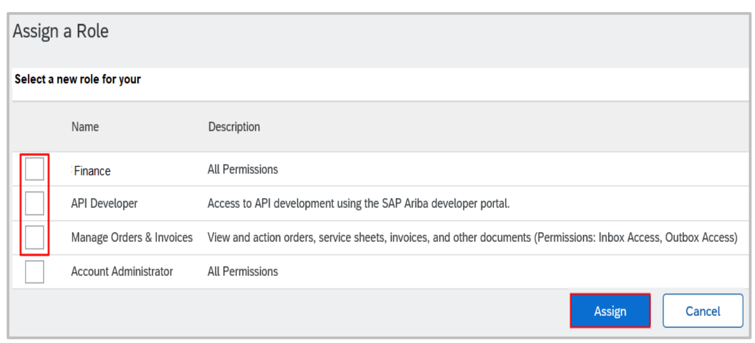
Ariba allows only ***one*** administrator for your account. When changing administrators, **be sure to transfer the role** to the incoming administrator to avoid any account access issues.

IMPORTANT: Share your Ariba account admin username and password with a few trusted individuals to ensure you don't lose access to your account when the Ariba admin is away. Consider giving at least one key user account admin access. If you do lose admin access to your account, [contact the SAP Ariba Help Centre](#) for assistance.

1. As the outgoing administrator, log in and from the **Navigation Bar**, **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**.

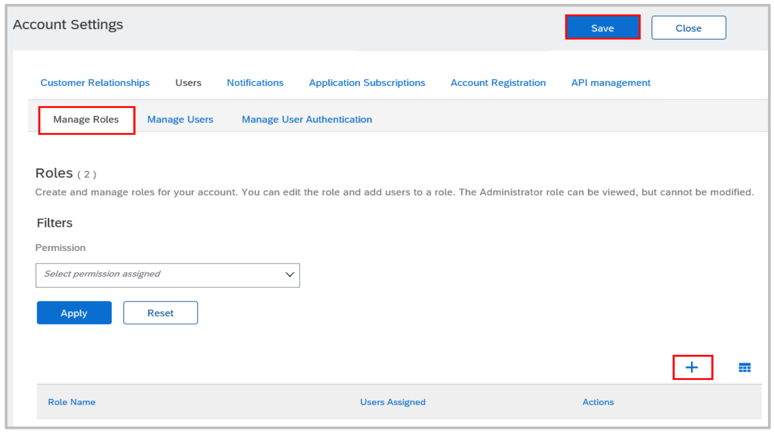


4. From the **Assign a Role** page, select a new role for yourself (the outgoing administrator). Click **Assign**, then **OK**.
5. You'll be logged out of Ariba as administrator, and your new role will take effect with your next log in – The new account administrator will also receive an email alerting them of their new administrator role.

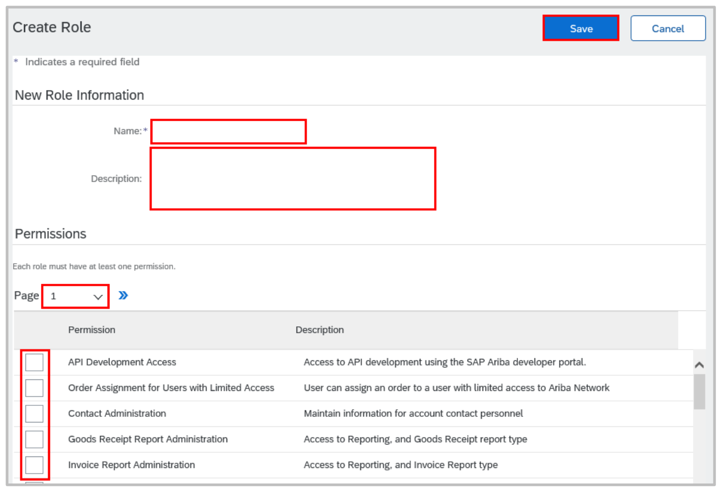


Create User Roles

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.



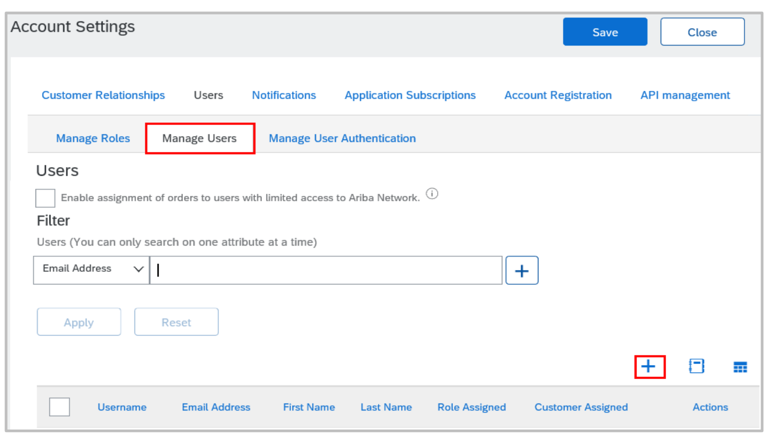
4. Enter a **Name** and **Description** for the role.
5. Check the box(es) to select **Permissions** for the role. Use the scroll bar and page navigator to see all available **Permissions.**
6. Click on **Save**.



Assign User Roles

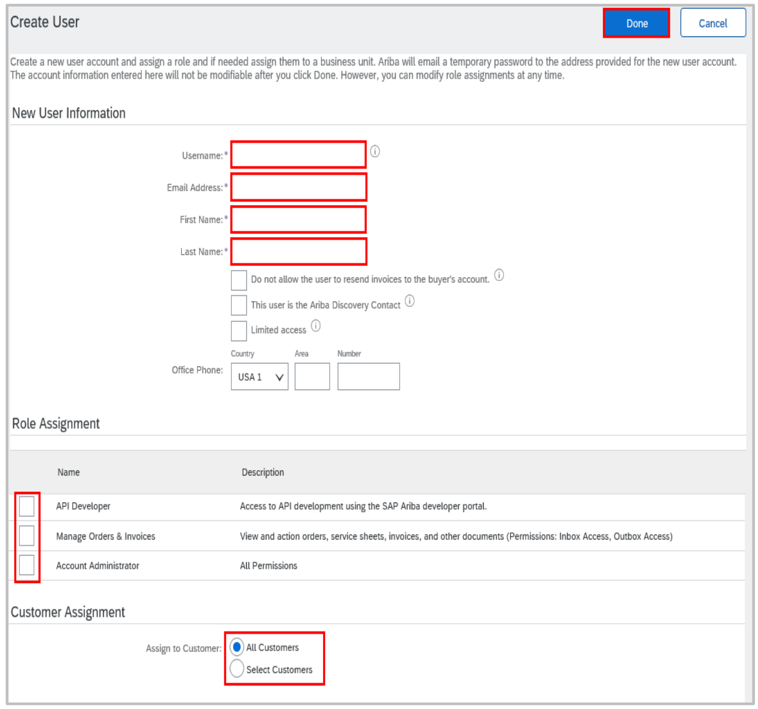
After a user role has been set up, it can be assigned to individual users.

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.



Keeping 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 to 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. Notify your BC Hydro Representative of any changes. We don't use the payment and banking information in Ariba.			✓
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		✓	

Managing Your Orders

Ariba will send an email alert for new and changed orders if your Ariba account is configured for order Notification Emails. Likewise, your team will receive an order copy by email if your account is set up for Electronic Order Routing by email.

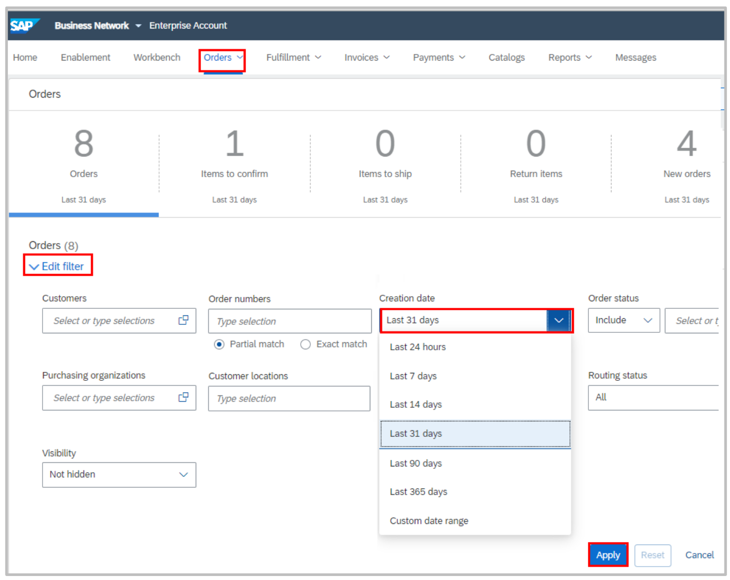
Whenever you receive a new or changed order, always review it for accuracy then **confirm** to let us know you agree with its terms. If you have questions about an order or wish to reject it, contact the BC Hydro contract administrator, representative or buyer named on the order.

SEARCH FOR ORDERS

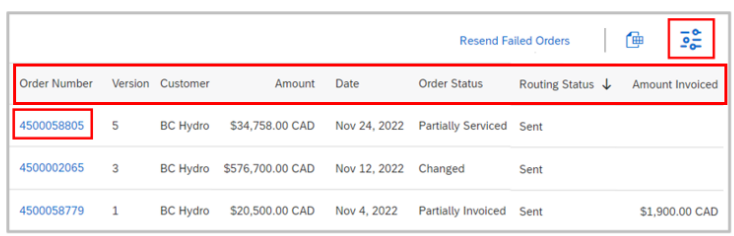
You can view new, changed and cancelled orders within your Ariba account. Orders from the last 31 days are automatically displayed for you, but you can change the search filters to find a specific order number, orders in a different date range, or those matching other criteria.

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.



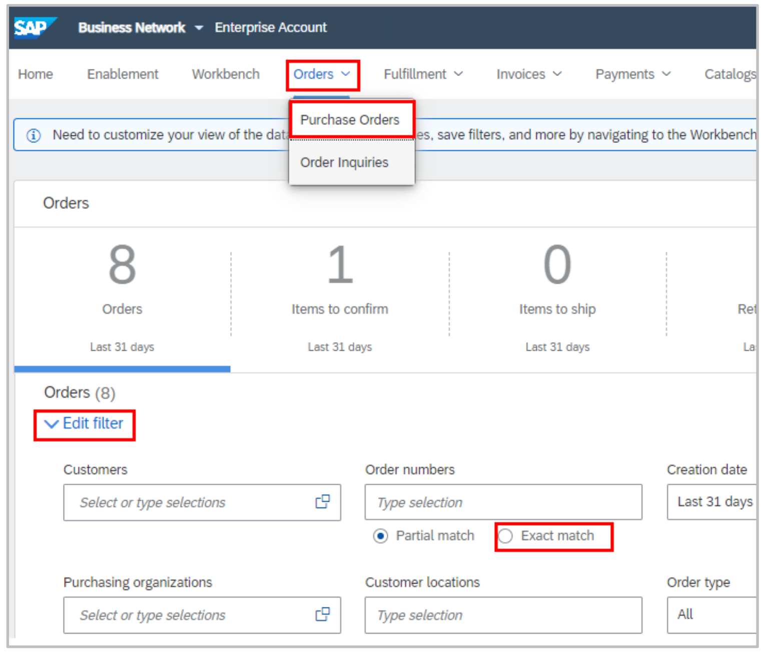
5. We recommend these headings for your search results. If needed, click on the icon to add or remove displayed headings. When ready, click on the **Order Number** to view order details.



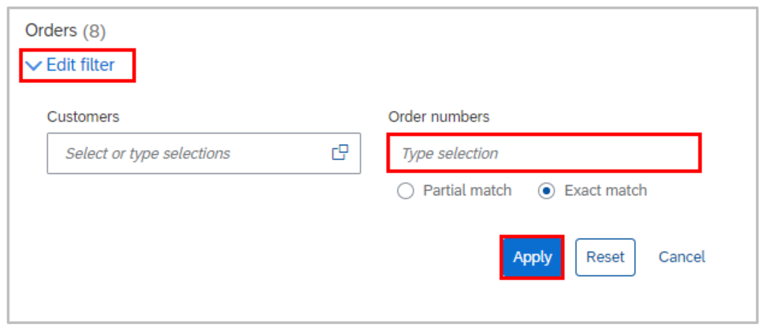
Search by Order Number

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

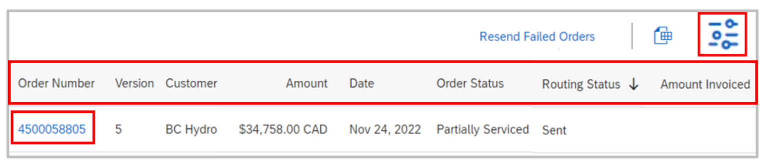
2. Click **Edit filter** to expand the filters, then click **Exact match** under the **Order numbers** box.



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

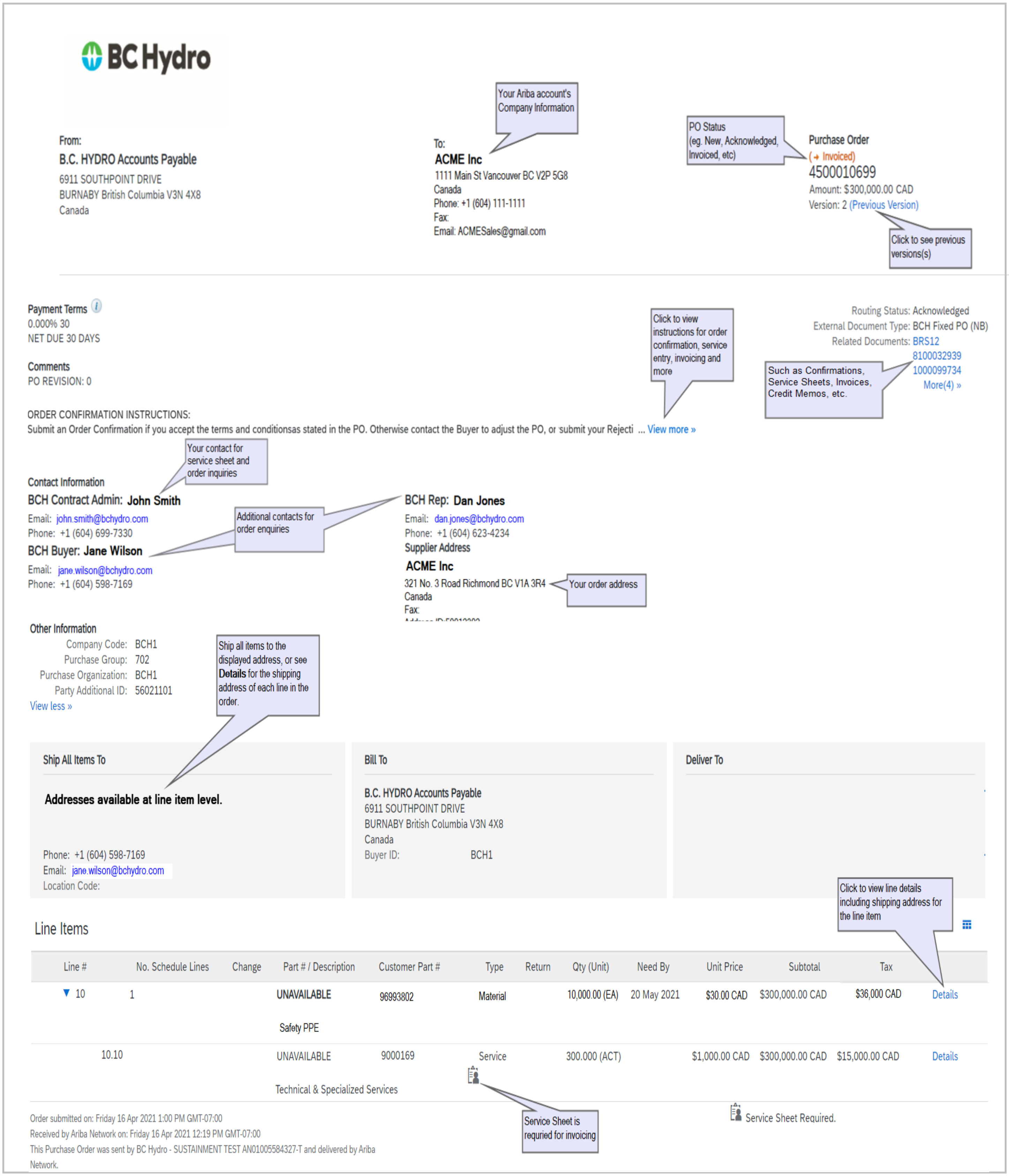


4. We'd recommend these headings for your search results. If needed, click on the icon to add or remove displayed headers. When ready, click on the **Order Number** to view order details.



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.

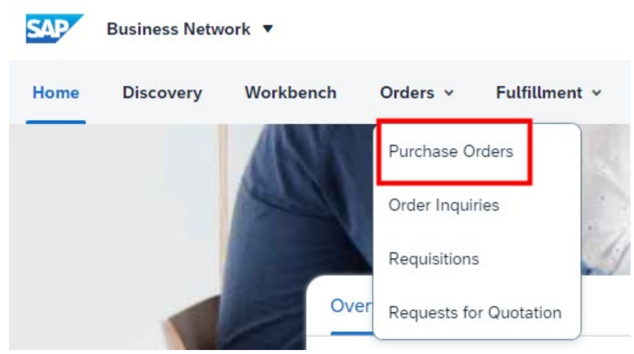


CONFIRM OR REJECT ORDERS

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 the entire order and only reject the entire order if directed by your BC Hydro contact.

Find Orders to Confirm

1. From the **Navigation Bar**, click on **Orders** > **Purchase Orders**, then select the **Items to Confirm** tile.

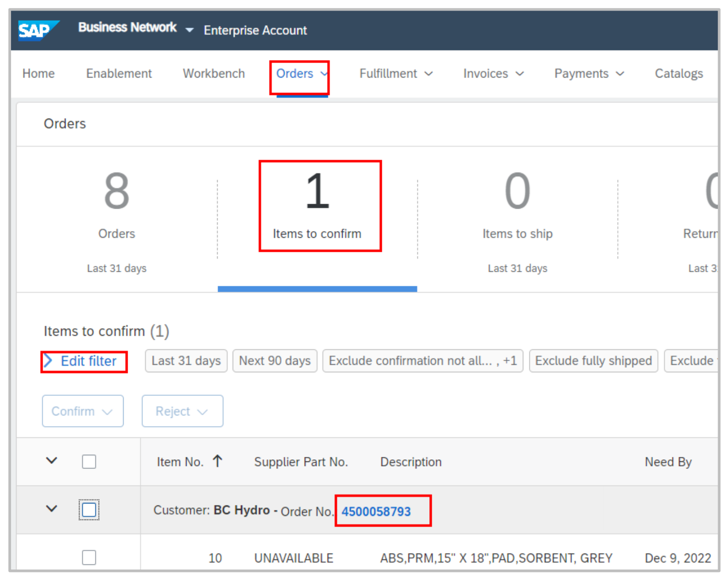


2. By default, orders needed in the next 90 days are displayed.

   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.

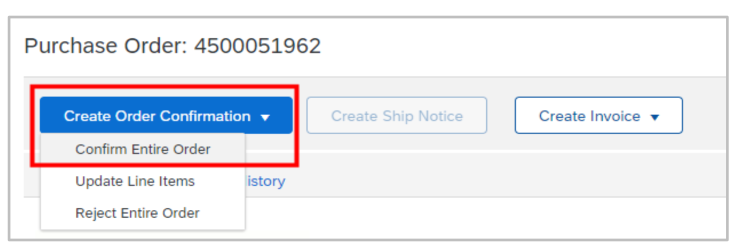
   Be sure to review the entire order and for material orders, check that all applicable freight and special charges are included.



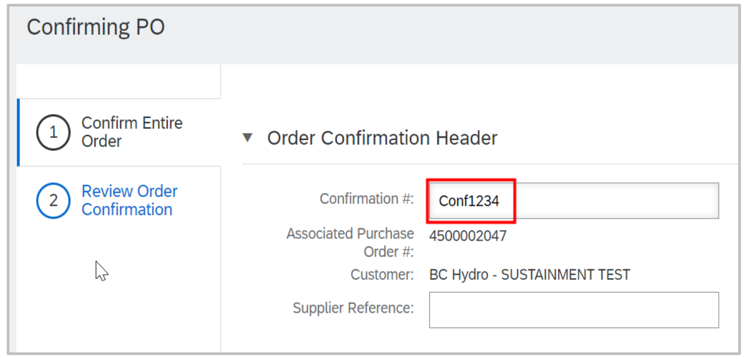
Confirm an Order

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**.

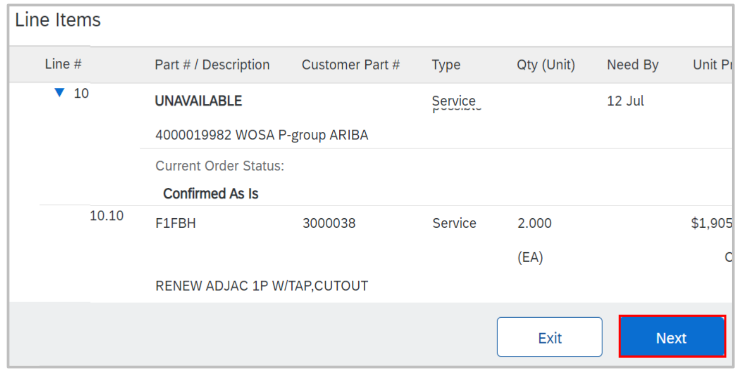


2. On the **Confirming PO** page, enter a **Confirmation #** (this is your own internal reference number so use a number that's meaningful to you).



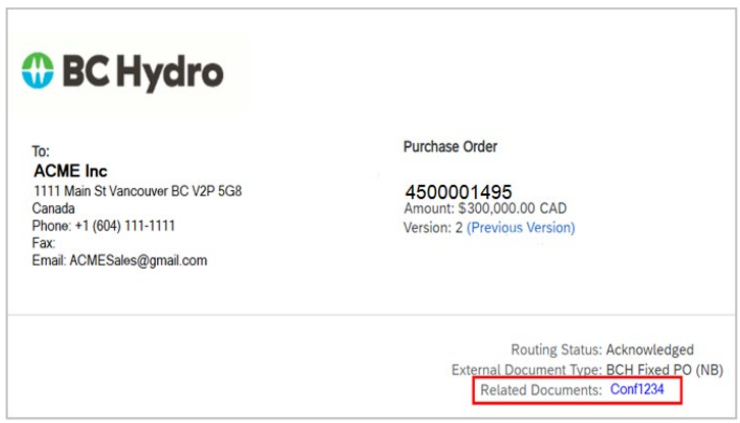
3. Scroll down to the **Line Items** section.

4. Click **Next** to review the confirmation notice on the next screen.



5. When ready, click **Submit** to send the confirmation notice.

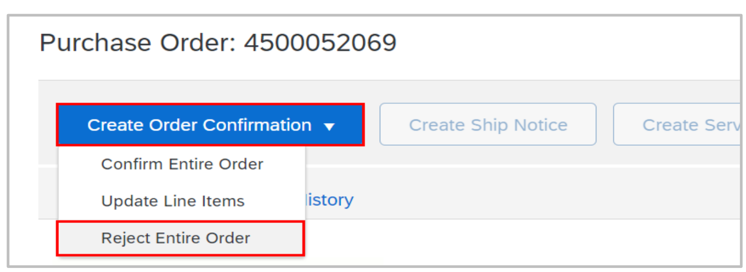
6. When viewing your order details again, you will see the confirmation linked under **Related Documents**.



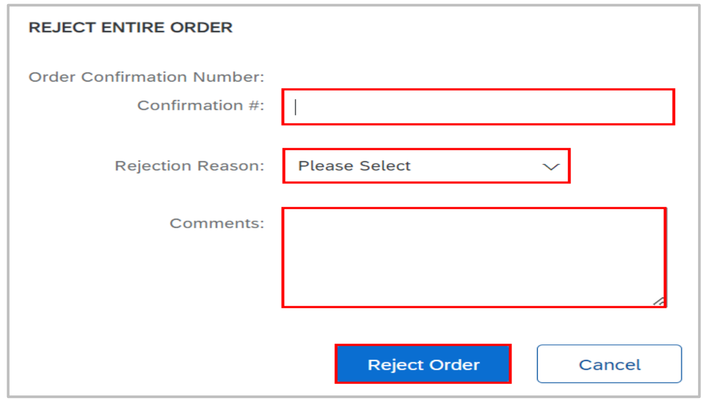
Reject an Order

If you have questions 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**.



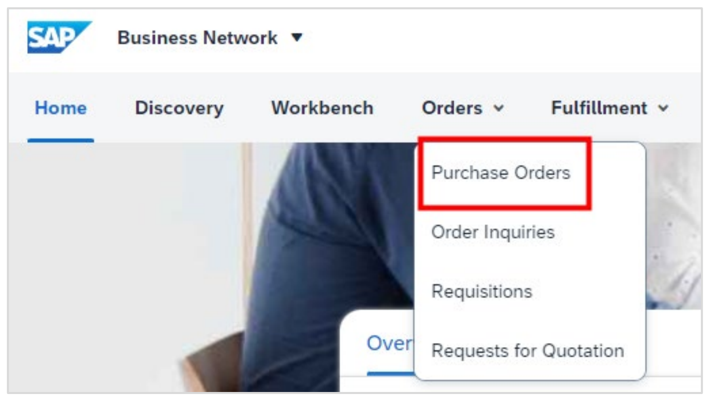
2. Enter a **Confirmation #** (this is your own internal reference number so use a number that's meaningful to you) and select a suitable **Rejection Reason**.
3. Enter additional notes in **Comments**. A comment is required if you select the **Other** rejection reason.
4. Click **Reject Order**.



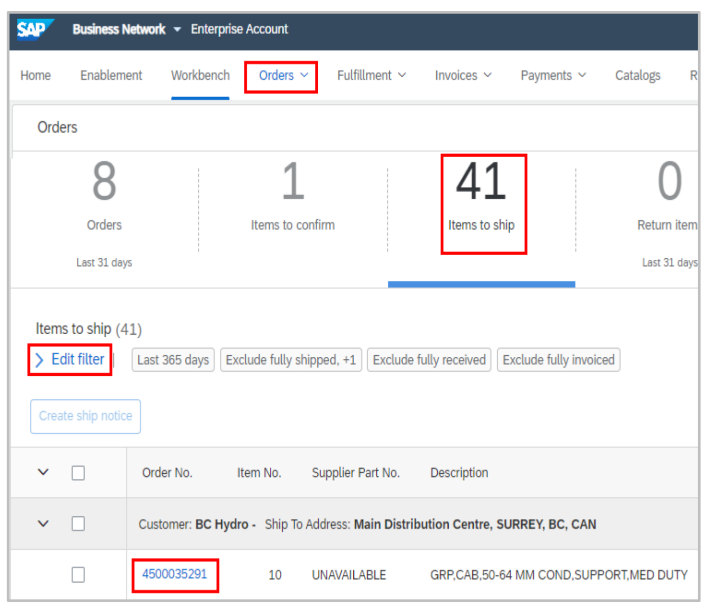
CREATE SHIP NOTICES FOR MATERIALS ORDERS

Ship notices are required for all materials orders to help us prepare for receiving the goods.

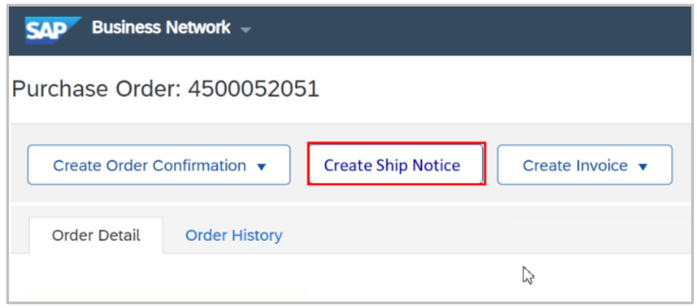
1. From the **Navigation Bar**, click on **Orders** > **Purchase Orders,** then select the **Items to Ship** tile.



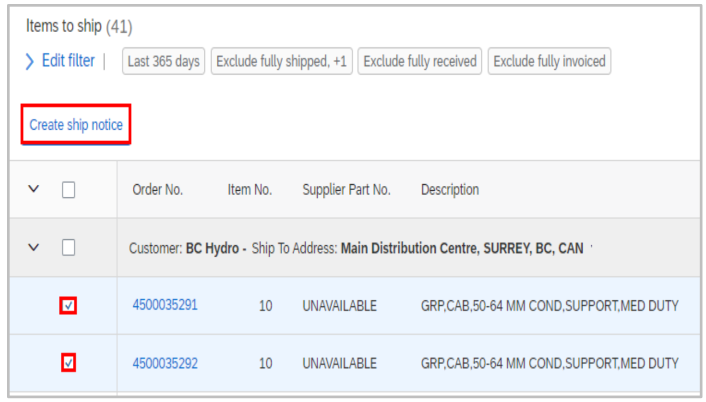
2. If you don't see your order, expand **Edit Filter** to adjust your search criteria then click **Apply** to display search results.



3. Click on the order number then click **Create ship notice** to view the **Create Ship Notice** page.



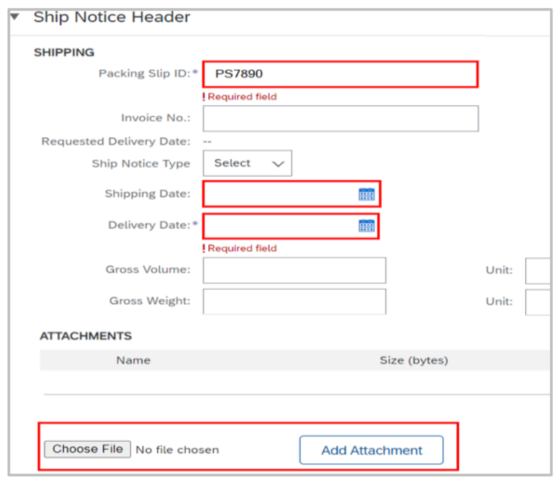
4. If you have different orders being shipped to the same address, you can include these orders in the same ship notice. Click the checkbox next to each order number. When ready, click **Create Ship Notice** to view the **Create Ship Notice** page.



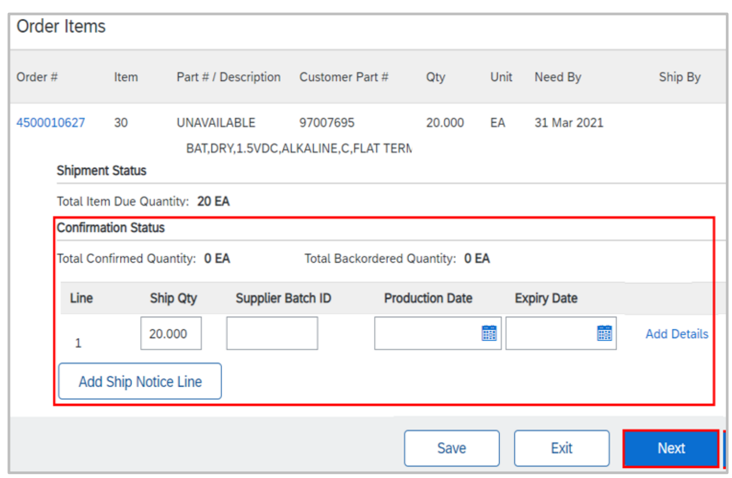
5. On the **Create Ship Notice** page, Enter the **Packing Slip ID, Shipping Date** and **Delivery Date**.

   Enter any relevant information and add attachments as required. To add an attachment:

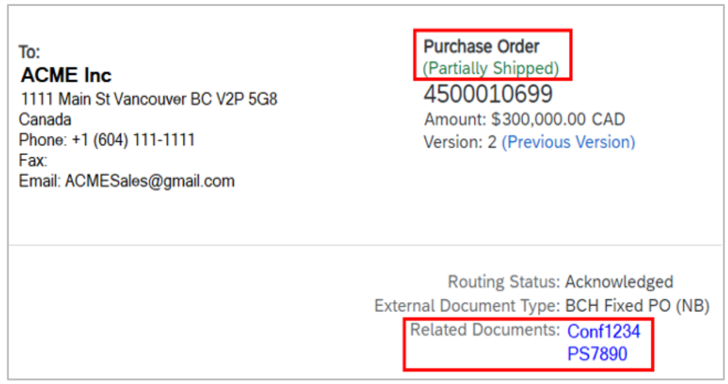
   - Click **Choose File** to find your document.
   - Then click **Add Attachment**.



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**.

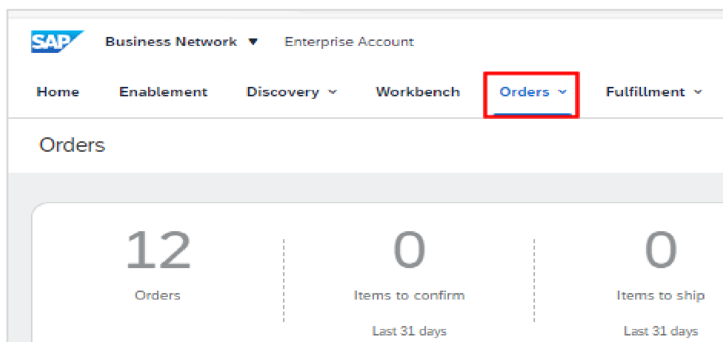


FAILED ORDERS

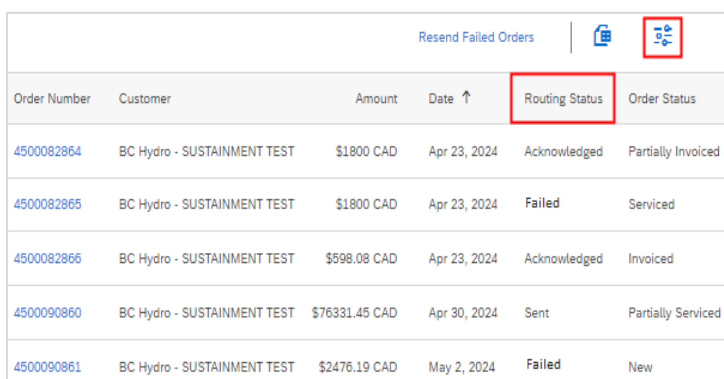
You may notice the occasional order in your Ariba account showing **Failed Routing Status.** This means Ariba was unable to complete order routing according to the [Electronic Order Routing settings in your Ariba Network account](). While failed orders are rare, it's important to correct the issue and resend the orders right away as you can't submit invoices or receive updates for a failed order.

The Ariba Network recommends that you check for failed orders each time you sign into your account. Be sure your purchase order result panel displays the **Routing Status** column so you can easily locate any failed orders. If needed, you can add the column to your display.

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



2. Click on the settings icon, then drag and drop the **Routing Status** heading from the **Available Columns** to the **Displayed Columns**.



Order Number	Customer	Amount	Date	Routing Status	Order Status
4500082864	BC Hydro - SUSTAINMENT TEST	$1800 CAD	Apr 23, 2024	Acknowledged	Partially Invoiced
4500082865	BC Hydro - SUSTAINMENT TEST	$1800 CAD	Apr 23, 2024	Failed	Serviced
4500082866	BC Hydro - SUSTAINMENT TEST	$598.08 CAD	Apr 23, 2024	Acknowledged	Invoiced
4500090860	BC Hydro - SUSTAINMENT TEST	$76331.45 CAD	Apr 30, 2024	Sent	Partially Serviced
4500090861	BC Hydro - SUSTAINMENT TEST	$2476.19 CAD	May 2, 2024	Failed	New

Why Orders Fail

Order routing can fail due to temporary server/connectivity issues, but it's more common when electronic order routing email addresses or server settings are incorrect, or when the receiving mailboxes are full. Refer to the Electronic Order Routing section to check your settings, and correct them if necessary.

Once the failure condition has been corrected or resolved, you'll need to resend any failed orders to enable invoicing and order updates again.

Resending Failed Orders

Ariba provides 2 ways for you to resend failed orders. You can resend a single order or you can resend all failed orders.

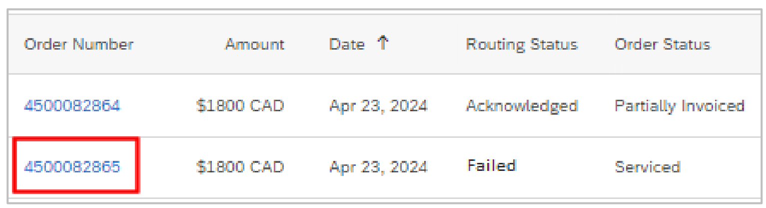
IMPORTANT: When your orders no longer show as failed, notify your BC Hydro contract administrator or buyer to resend any order changes or approved service entry sheets while the order was in failed status.

If your order remains failed despite your best efforts, please contact Ariba Customer Support for assistance.

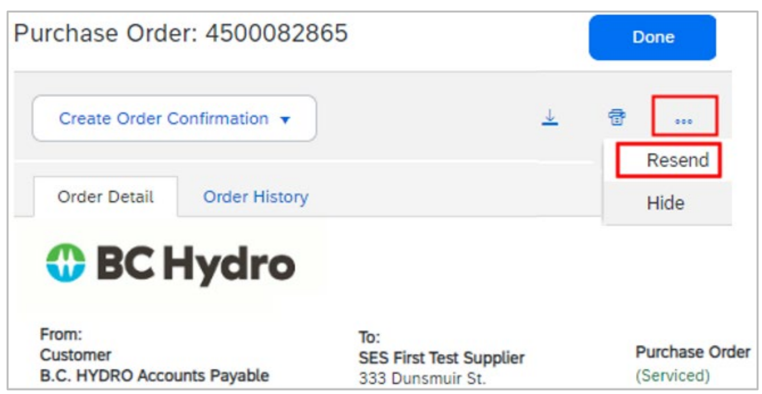
Resend a Single Failed Order

1. Click on the **Order Number** to view the failed order.

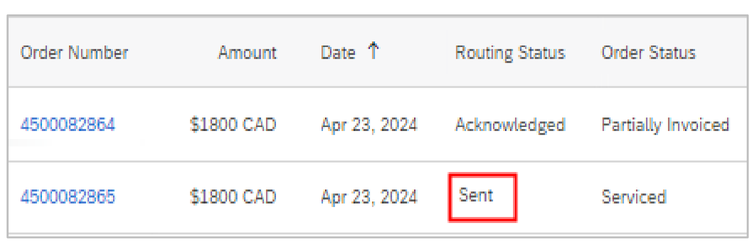
   If you don't see the **Routing Status** heading, click on to add it.



2. From the **Order Details** tab, click on the icon, click **Resend**.

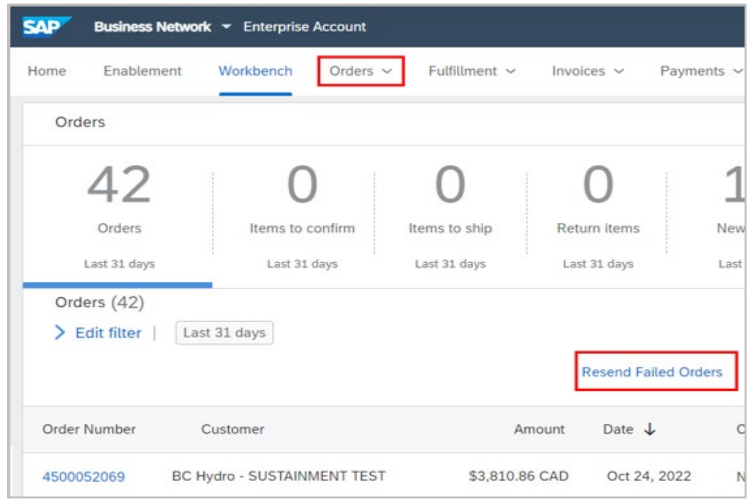


3. A successfully resent order will show as **Sent**.

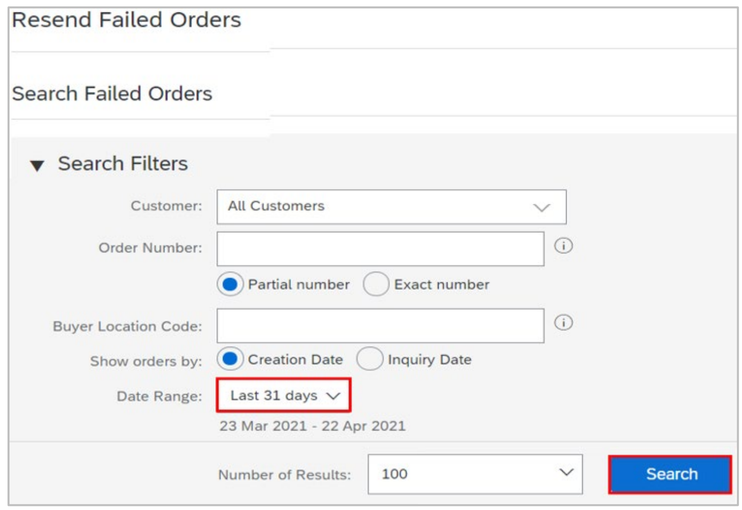


Resend All Failed Orders

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

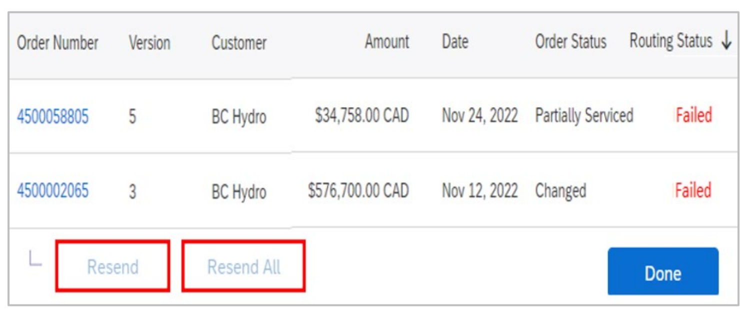


3. Use **Date Range** to look for new failed orders. For example, check for orders that failed in the **Last 24 hours**, **Last 7 days, etc**.
4. Click **Search** to see failed orders, if any.



5. 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.



IMPORTANT: If the above actions don't fix the issue, please create an order confirmation for the purchase order. Refer to the Confirm or Reject Order section for instructions.

Submitting Your Invoice

Once the order has been fulfilled, you can start the invoicing process. At BC Hydro, we have two invoicing processes for services orders and one invoicing process for materials orders. Look to the **Terms and Conditions** section of your order.

IMPORTANT: Be sure to use the right invoicing process to ensure smooth processing and on-time payments

- If you see the SERVICE ENTRY INSTRUCTIONS and INVOICE INSTRUCTIONS below, refer to the Services Sheet First (SESF) Services Invoicing section for invoicing instructions.

SERVICE ENTRY INSTRUCTIONS:
Once services have been rendered, email the Payment Request to the BC Hydro Contract Administrator for creation of the Service Sheet(s). Once approved, the Service Sheet(s) details will be transmitted to Ariba Network and the corresponding Ariba PO will be updated.

INVOICE INSTRUCTIONS:
Submit an Invoice from Ariba only after the PO in Ariba Network shows that goods have been received and/or the services have been accepted by BC Hydro.

- If you see the SERVICE ENTRY INSTRUCTIONS and INVOICE INSTRUCTIONS below, refer to the Invoice First Services (IF) Invoicing section for invoicing instructions.

SERVICE ENTRY INSTRUCTIONS:
Submit an Ariba Invoice after the services have been rendered for BC Hydro. This will auto-generate a Service Sheet that will be transmitted to BC Hydro for approval. Once the Service Sheet is approved, Ariba Network will automatically transmit the Ariba Invoice to BC Hydro.

INVOICE INSTRUCTIONS:
For material items, submit an Invoice after the PO in Ariba Network shows that goods have been received.
For service items, submit an Ariba Invoice after the services have been rendered for BC Hydro. This will auto-generate a Service Sheet that will be transmitted to BC Hydro for approval. Once the Service Sheet is approved, Ariba Network will automatically transmit the Ariba Invoice to BC Hydro.

- If you see the INVOICE INSTRUCTIONS below, refer to the Materials Invoicing section for invoicing instructions.

INVOICE INSTRUCTIONS:
Submit an Invoice from Ariba only after the PO in Ariba Network shows that goods have been received and/or the services have been accepted by BC Hydro.

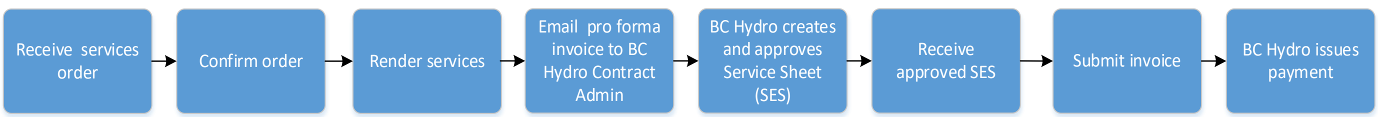
SERVICE SHEET FIRST (SESF) SERVICES INVOICING

Look to the **Terms and Conditions** section of your order. If you see these **SERVICE ENTRY INSTRUCTIONS** and **INVOICE INSTRUCTIONS,** you'll need to use the **SESF Services Invoicing Process** for the order.

SERVICE ENTRY INSTRUCTIONS:
Once services have been rendered, email the Payment Request to the BC Hydro Contract Administrator for creation of the Service Sheet(s). Once approved, the Service Sheet(s) details will be transmitted to Ariba Network and the corresponding Ariba PO will be updated.

INVOICE INSTRUCTIONS:
Submit an Invoice from Ariba only after the PO in Ariba Network shows that goods have been received and/or the services have been accepted by BC Hydro.

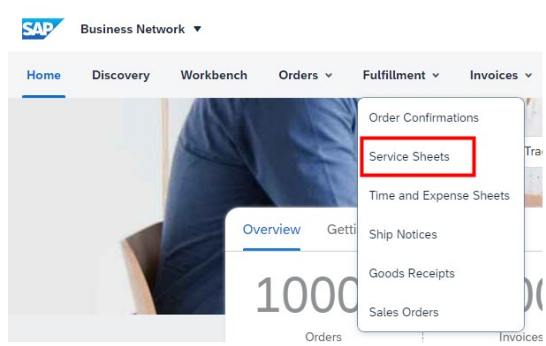
For this invoicing process, you'll need to email your pro forma invoice to your BC Hydro contract administrator once the services have been rendered. The contract administrator will create a Service Sheet (SES). If you've set up for Service Sheet Notification Emails, you'll receive an Ariba email alert when the SES is approved. Now you can submit your invoice from Ariba for payment as per agreed payment terms.



Search by Service Sheet Number

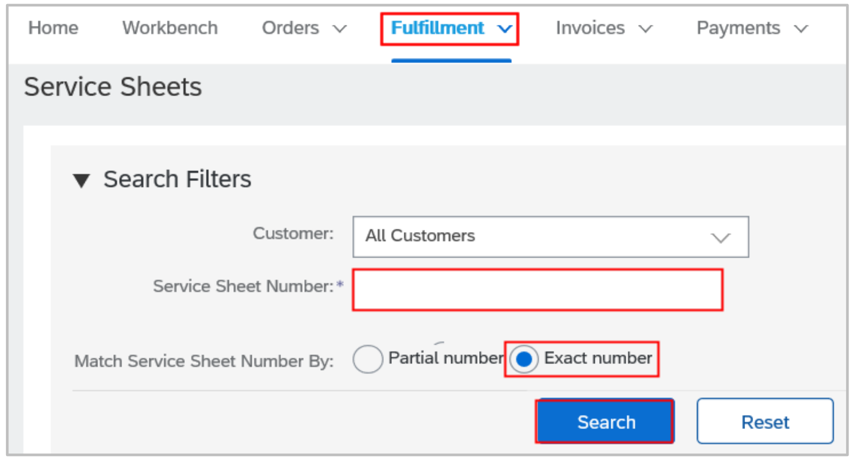
Once your SES has been approved, you should receive an email from Ariba or from your BC Hydro contract administrator with the service sheet number you'll need to find the SES for invoicing. If you didn't receive notification or don't recall the service sheet number, see Search Without Service Sheet Number instead.

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

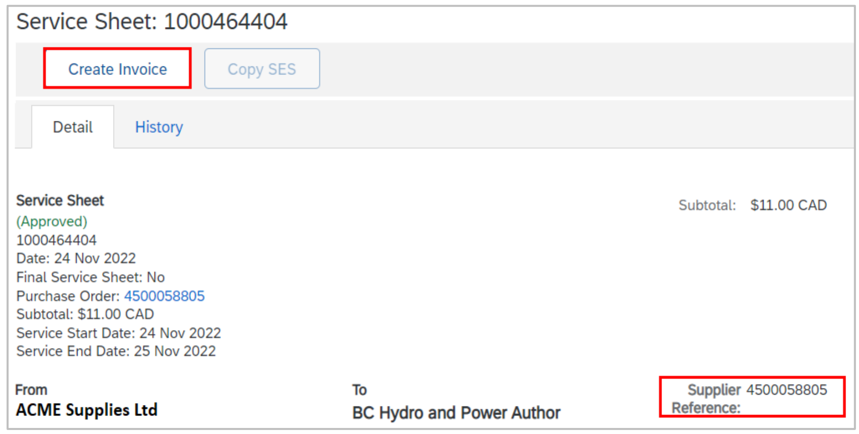


2. Expand the **Search Filters**.

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



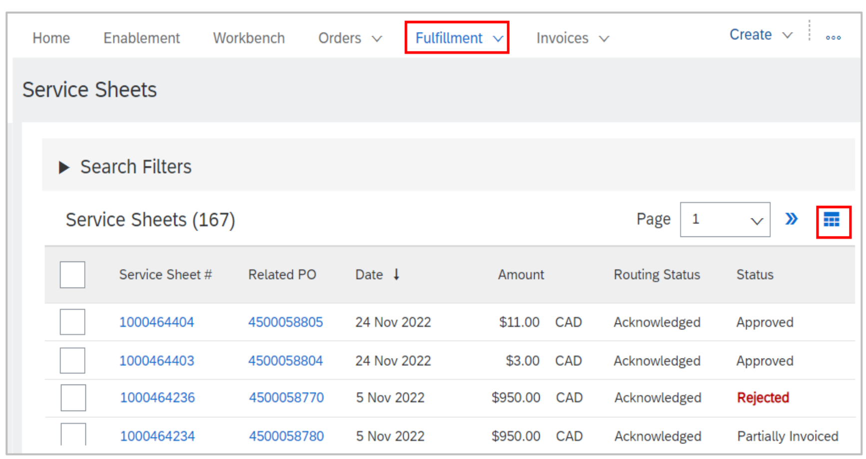
3. The service sheet status should show as **Approved** (ready for invoicing).
4. Click on the service sheet number – review it for correctness
5. if correct, click **Create Invoice** to create the invoice
6. If incorrect, please contact your BC Hydro contract administrator



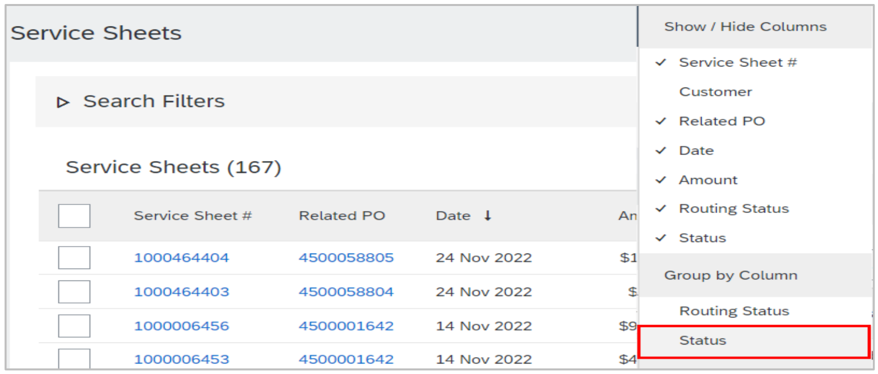
Search Without Service Sheet Number

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.

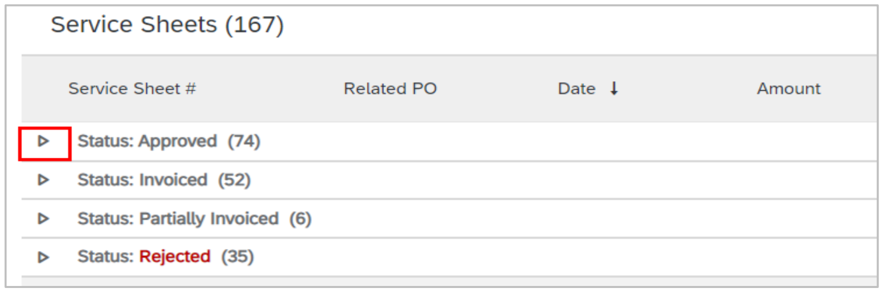
1. From the **Navigation Bar**, click on **Fulfillment** > **Service Sheets**.
2. Click the **Table Menu Options** icon.



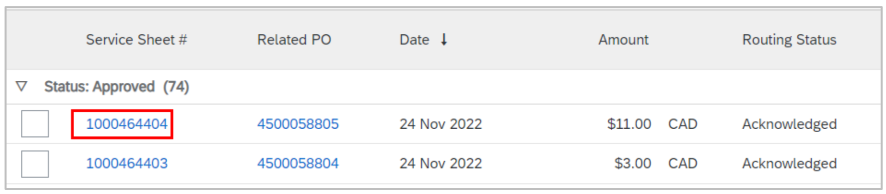
3. From **Table Menu Options**, select the **Status** option in the **Group by Column** section.



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.

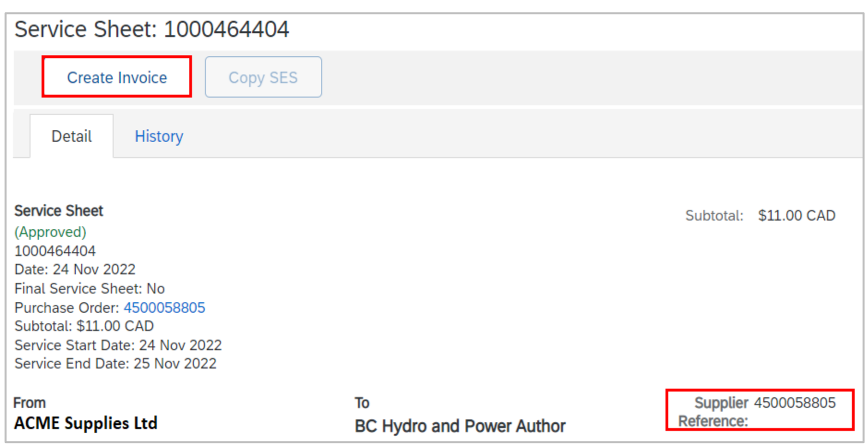


Tip: If the amount showing for a service sheet is materially different from the invoice amount, it's not the service sheet you need and you can skip it.

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. Review the Service Sheet for correctness

8. If correct, and this is the invoice you wish to submit, click **Create Invoice**.

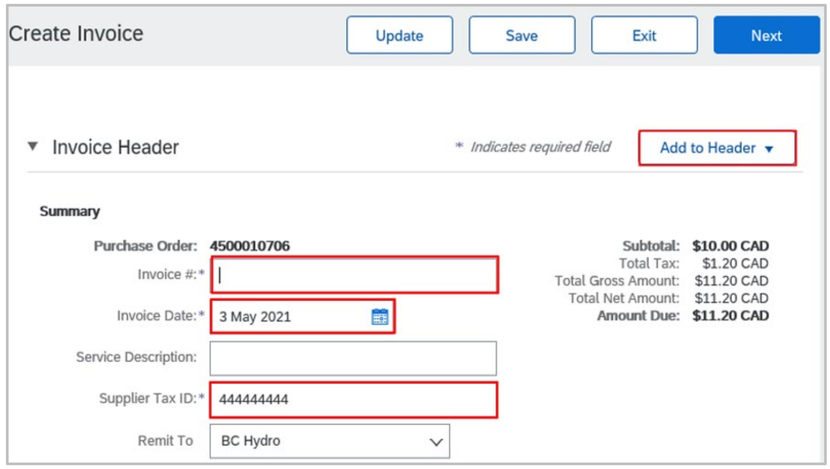


9. If incorrect, please contact your BC Hydro contract administrator

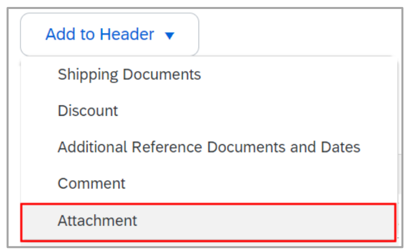
Submit Your Services Invoice

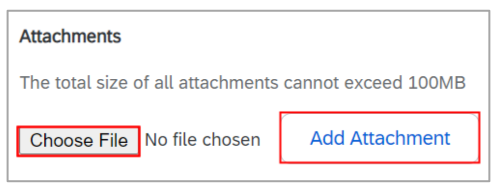
When you are ready to invoice click on the **Create Invoice** button which will open up the panel where you can complete the invoice details and submit it for payment.

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**, then click **Attachment.** Click **Choose File** to find your PDF invoice copy, then click **Add Attachment**.

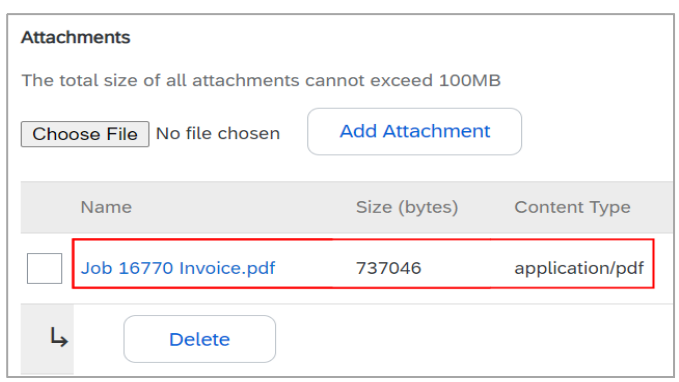




IMPORTANT: Be sure to attach your PDF invoice copy. **Submissions with incorrect or missing PDF invoice copies will be rejected.**

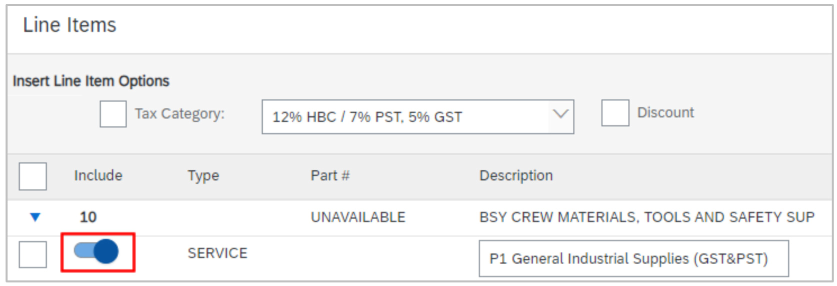
The PDF file name can only include letters and numbers. Special characters and spaces in the file name are not allowed and will cause your invoice to be rejected. See [Invoice Status & Rejection Reasons] for more information.

5. The attached file should now show on your screen. If it's not the correct file, select it and click **Delete** and redo the steps above to attach the correct file.



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

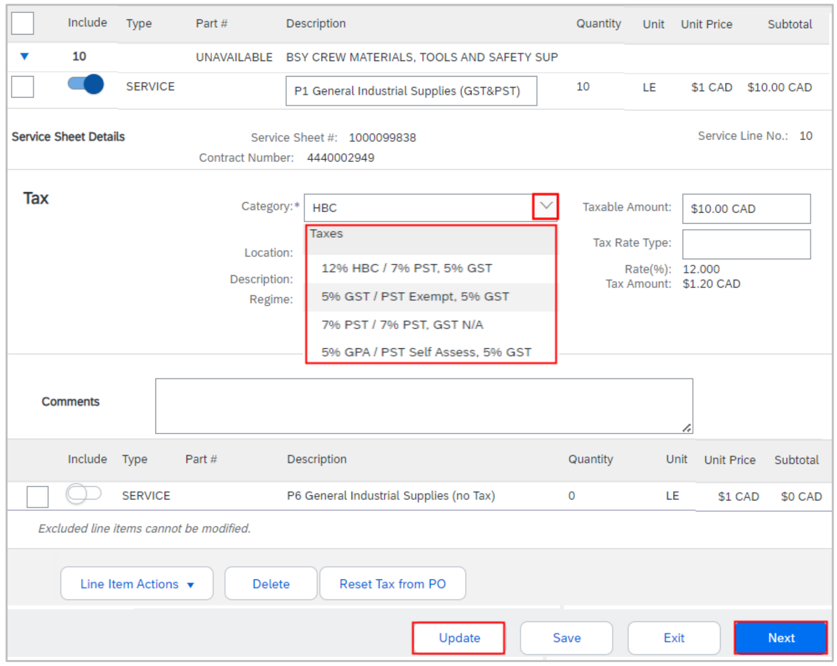
7. Ensure the Include toggle is **Blue** for each line item to be invoiced.



8. 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.
- **DO NOT** change the **Taxable Amount** directly as this amount is calculated from the **Tax Category**.

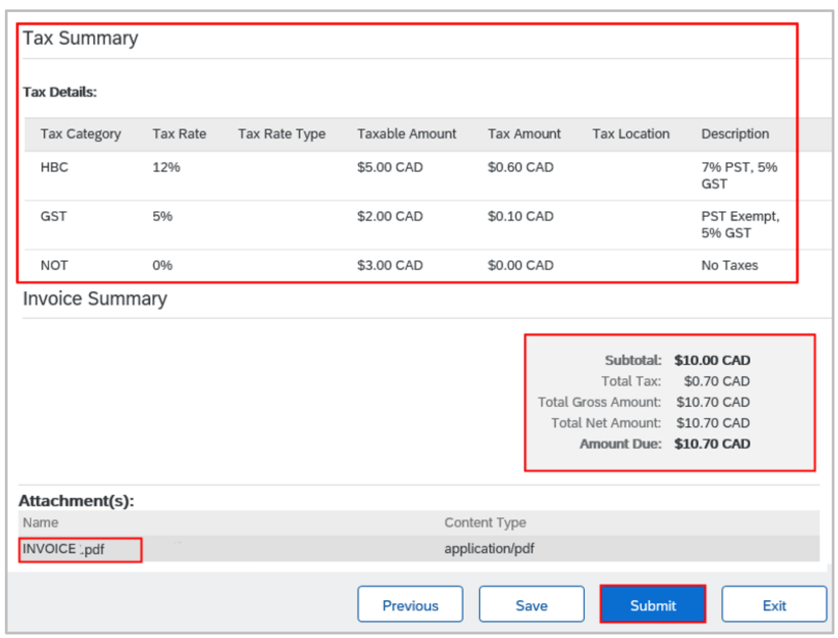
9. Click on **Update** to refresh the screen, then click **Next** check the invoice before submitting.



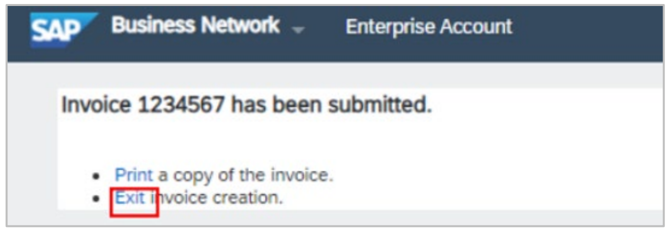
10. Review the **Tax Summary**, the **Invoice Summary**, and ensure your invoice copy is attached.

- 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.

11. When ready, click **Submit** to submit your invoice for processing.

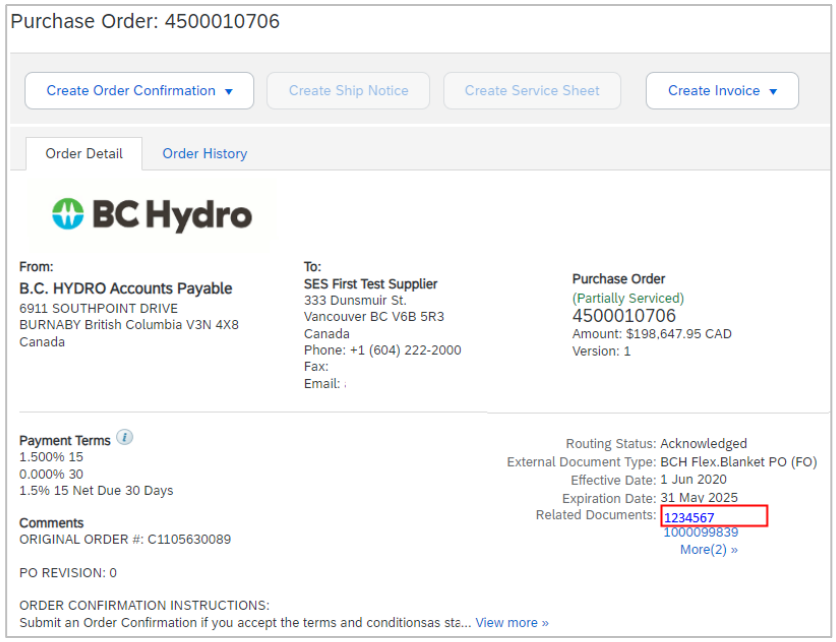


12. You will receive confirmation of your invoice submission. Click **Exit** to return to your order.



13. The invoice will appear as a related documents on your order.
14. See [Invoice, Payment & Remittance Status]() for help on track the invoice status, view scheduled payments and remittance details.

IMPORTANT: If your invoice is incorrect or is missing required supporting documentation, the generated invoice will be rejected and the status will show as **Rejected** in Ariba. See [Invoice Status & Rejection Reasons]() for more information.



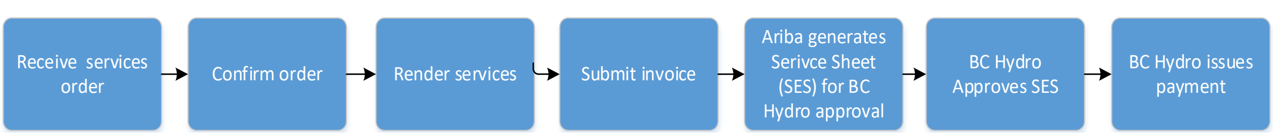
INVOICE FIRST (IF) SERVICES INVOICING

Look to the **Terms and Conditions** section of your order. If you see the **SERVICE ENTRY INSTRUCTIONS** and **INVOICE INSTRUCTIONS** below, you'll need to invoice for this order using the **Invoice First Services Invoicing Process.**

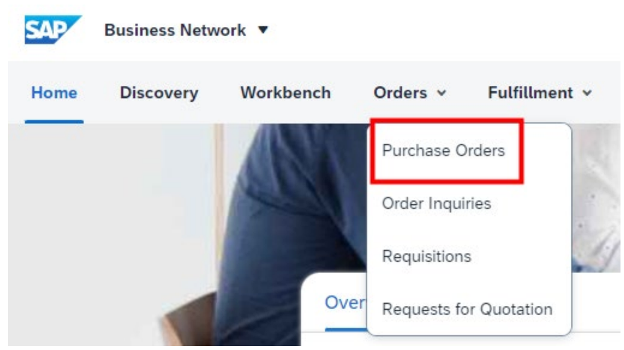
SERVICE ENTRY INSTRUCTIONS:
Submit an Ariba Invoice after the services have been rendered for BC Hydro. This will auto-generate a Service Sheet that will be transmitted to BC Hydro for approval. Once the Service Sheet is approved, Ariba Network will automatically transmit the Ariba Invoice to BC Hydro.

INVOICE INSTRUCTIONS:
For material items, submit an Invoice after the PO in Ariba Network shows that goods have been received.
For service items, submit an Ariba Invoice after the services have been rendered for BC Hydro. This will auto-generate a Service Sheet that will be transmitted to BC Hydro for approval. Once the Service Sheet is approved, Ariba Network will automatically transmit the Ariba Invoice to BC Hydro.

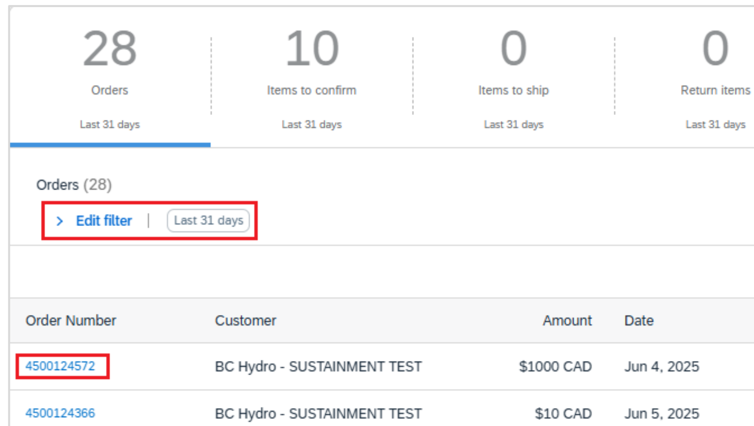
With this invoicing process, you can submit your invoice from Ariba once services have been rendered. Upon invoice submission, Ariba will automatically generate a service sheet for BC Hydro for approval. Once approved, payment will be issued as per the agreed payment terms.



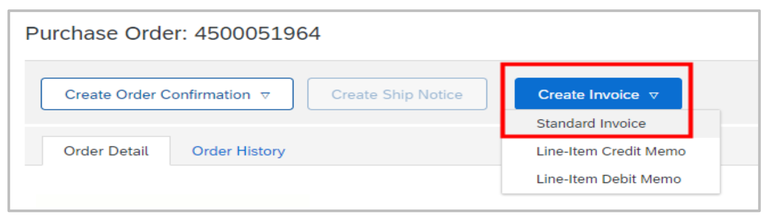
1. From the **Navigation Bar**, click on **Orders** > **Purchase Orders**.



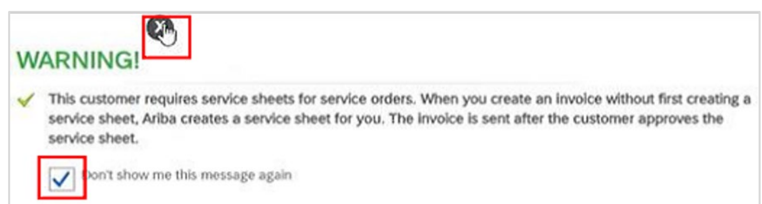
2. If needed, expand **Edit filter** to find the order to invoice. See [Search for Orders](#).
3. Click on the **Order Number** to open the order.
4. Review the entire order to ensure this is the correct one for your invoice.



5. Click **Create Invoice** > **Standard Invoice**.



6. Disable and close the warning message if it appears.

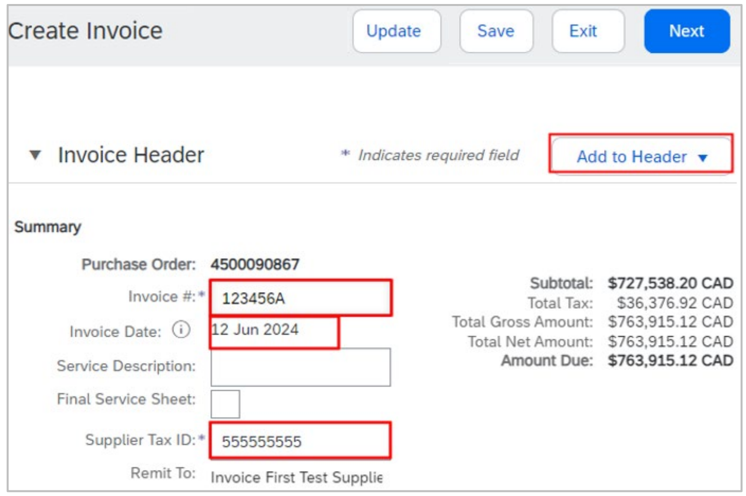


7. From the **Create Invoice** panel, enter a unique **Invoice #**

- Limited to 11 characters.
- Capital letters and numbers only.
- No special characters or spaces.

8. Note the **Invoice Date** can't be changed.

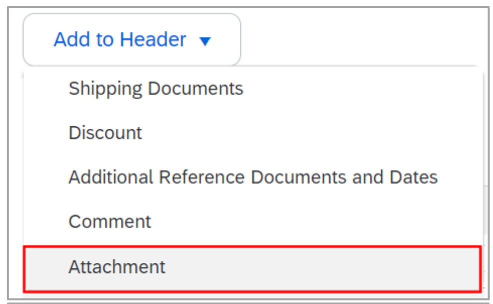
9. **Supplier Tax ID** is auto populated from your Company Profile. See [TAX ID Number](#).

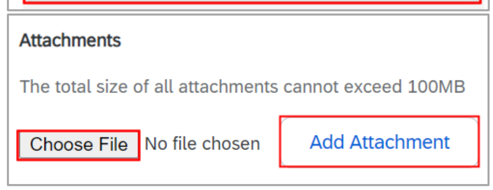


10. Click **Add to Header**, then click **Attachment.** Click **Choose File** to find your PDF invoice copy, then click **Add Attachment**.

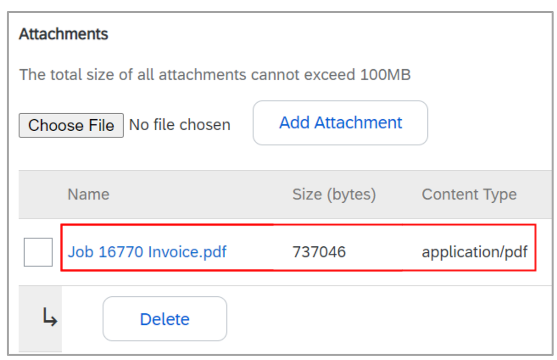
IMPORTANT: Be sure to attach your PDF invoice copy. **Submissions with incorrect or missing PDF invoice copies will be rejected.**

The PDF file name can only include letters and numbers. Special characters and spaces in the file name are not allowed and will cause your invoice to be rejected. See [Invoice Status & Rejection Reasons](#) for more information.



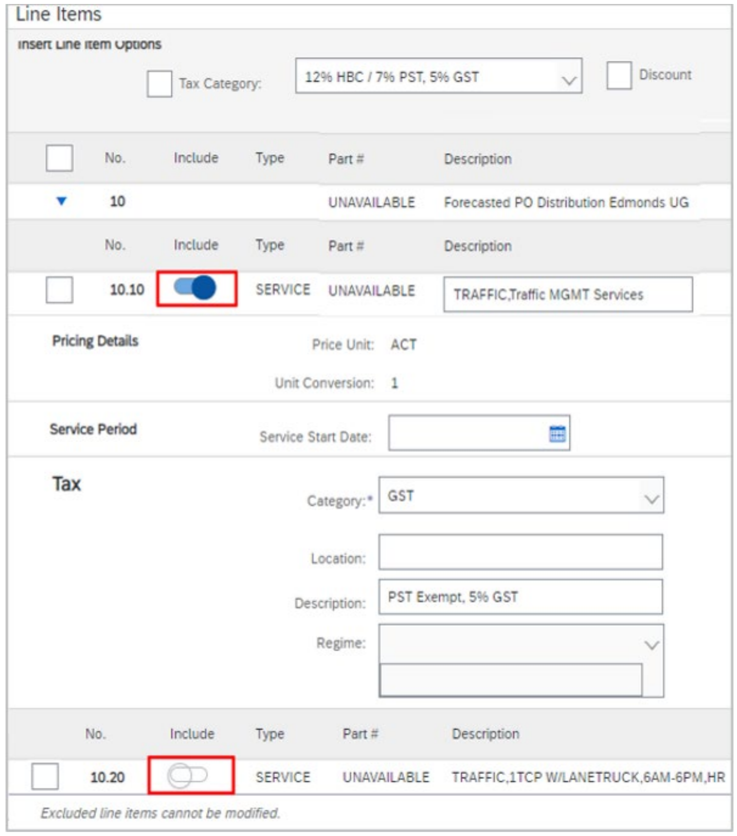


11. The attached file should now show on your screen. If it's not the correct file, select it and click **Delete** and redo the steps above to attach the correct file.



12. Scroll down to the **Line Items** section and review each line.

By default, all line items and remaining quantities from your order are included in your invoice. You may need to manually adjust the default quantities and/or exclude service lines from your invoice.

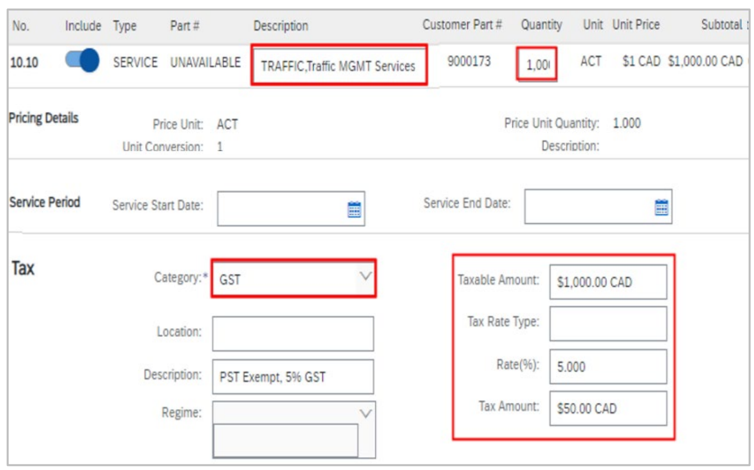


13. Use the toggle to include/exclude each line for your invoice. Be careful as many service lines may be quite similar except for their tax treatment.

- **Included** lines will show a **Blue** toggle.
- **Excluded** line items will show a **Clear** toggle.

14. Adjust the **Quantity** for each included service item line to your pre-tax amount.

This example below shows $1,000.00 entered as a quantity of 1000 units at $1.00/unit.

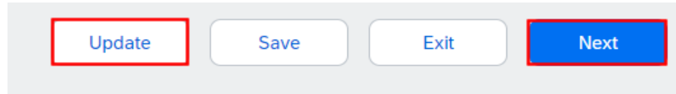


15. Taxes are pre-assigned to the service lines so please do not change the defaulted **Tax Category**.

If the Tax Category or Tax Amount showing is incorrect, contact your BC Hydro Contract Administrator right away.

16. If instructed by your BC Hydro contact, update the **Description** of the service line text to aid with invoice approval. For example, add work location, dates or crew information.

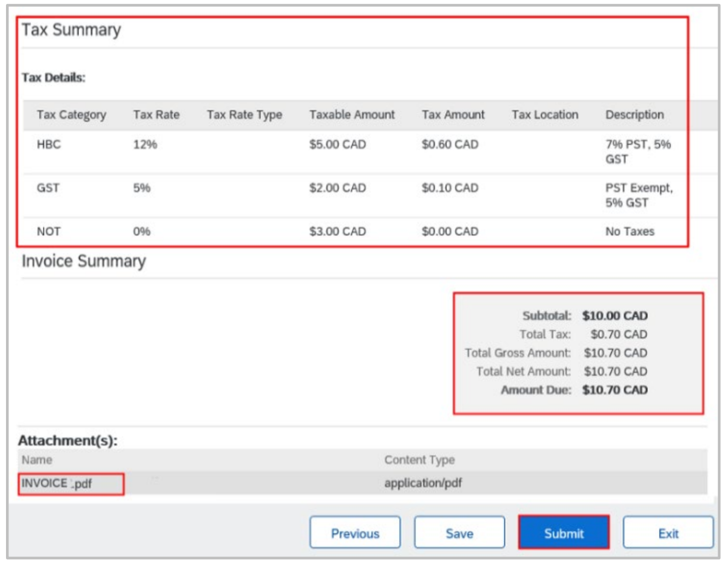
17. After adjusting the quantities for your invoice lines, scroll to the bottom of the screen and click **Update** to refresh the service line totals, then click **Next** to review your invoice before submitting.



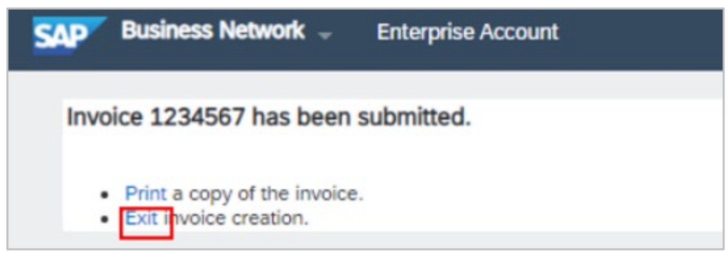
18. Review the **Tax Summary**, subtotals and totals, ensure your PDF invoice copy and other required supporting documents are attached.

    If you're not ready to submit the invoice, you can **Save** it and submit it later, or **Exit** to start anew.

19. When ready, click **Submit** to submit your invoice for processing.

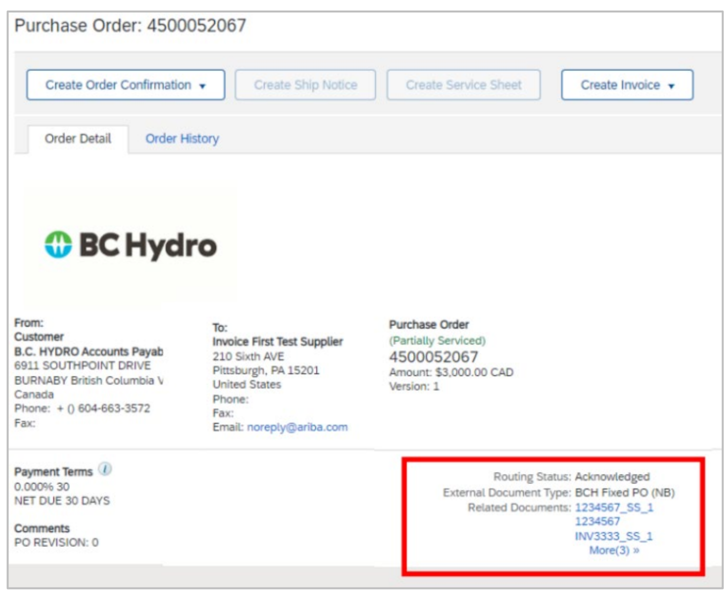


20. You will receive confirmation of your invoice submission. Click **Exit** to return to your order.



21. Both the invoice and auto-created service entry sheet (SES) will appear as related documents on your order

22. See [Invoice, Payment & Remittance Status]() for help with tracking the invoice status, and viewing scheduled payments and remittance details.



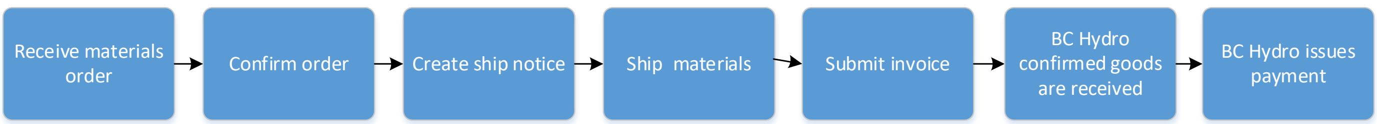
IMPORTANT: If your invoice is incorrect or is missing required supporting documentation, the generated SES will be rejected and the invoice will show as **Rejected** in Ariba. See [Invoice Status & Rejection Reasons]() for more information.

MATERIALS INVOICING

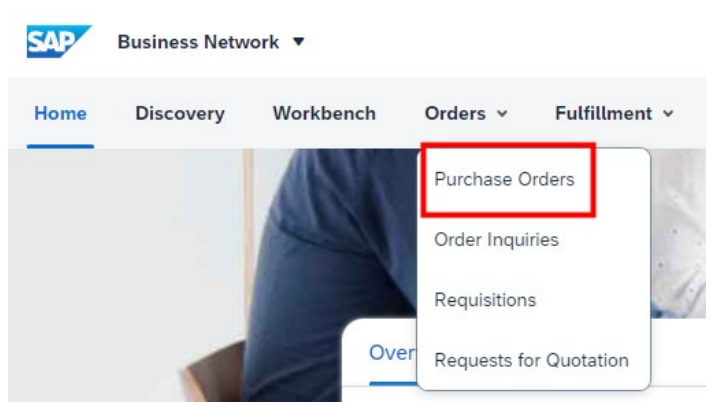
Look to the **Terms and Conditions** section of your order. If you see the **INVOICE INSTRUCTIONS** below, you'll need to invoice for this order using the **Materials Invoicing Process.**

> INVOICE INSTRUCTIONS:
> Submit an Invoice from Ariba only after the PO in Ariba Network shows that goods have been received and/or the services have been accepted by BC Hydro.

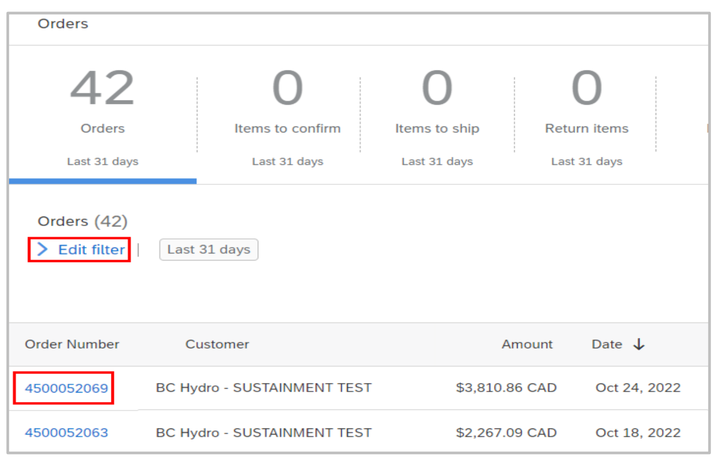
Although the instructions advise you to submit your invoice after the goods are received, you're welcome to submit invoices as soon as the goods are shipped. We will issue payment as per payment terms once the invoice and the goods are received in our system.

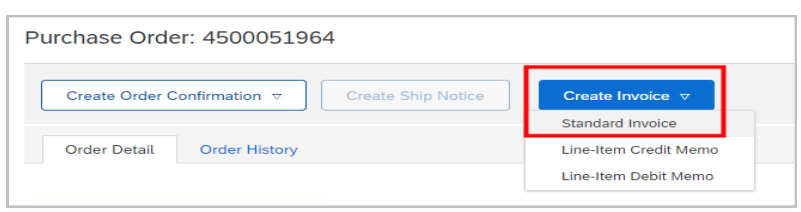


1. From the **Navigation Bar,** click on **Orders** > **Purchase Orders**.



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**.



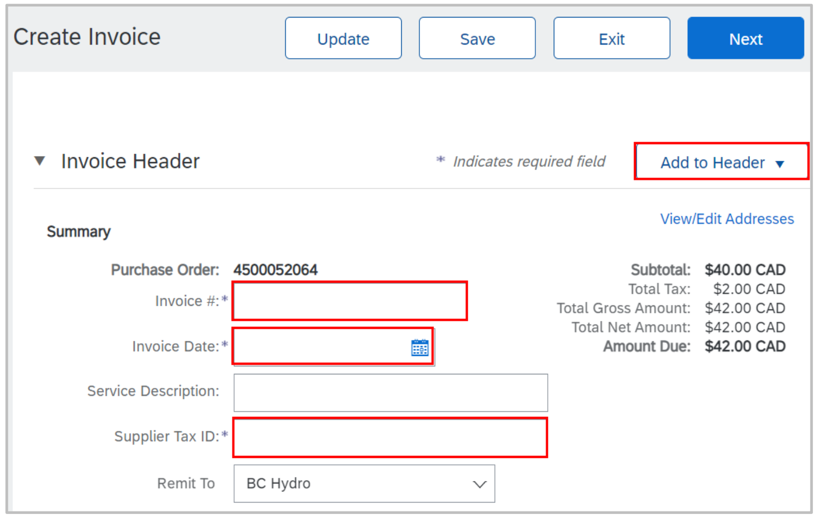


5. In the **Create Invoice** panel, enter the **Invoice #**

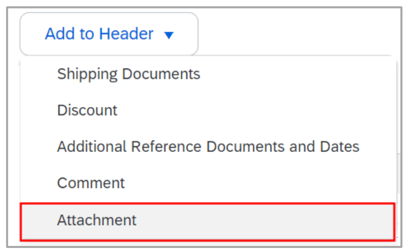
- Limited to 11 characters.
- Capital letters and numbers only.
- No special characters or spaces.

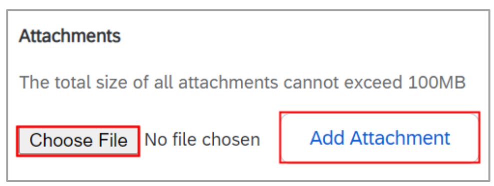
6. Enter the **Invoice Date**.

7. **Supplier Tax ID** is auto populated from your Company Profile. See [TAX ID Number](#).



8. Click **Add to Header**, then click **Attachment.** Click **Choose File** to find your PDF invoice copy, then click **Add Attachment**.

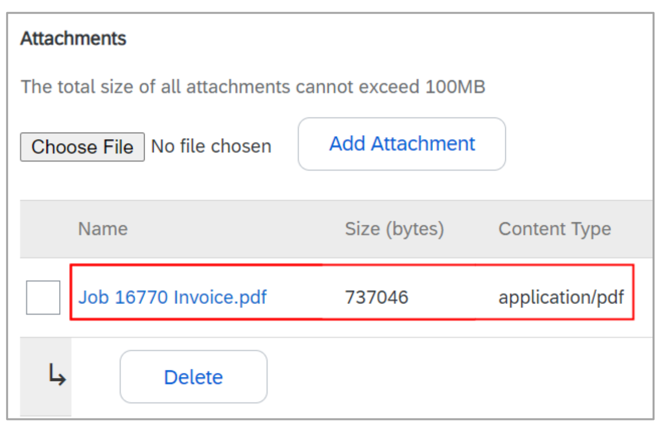




IMPORTANT: Be sure to attach your PDF invoice copy. **Submissions with incorrect or missing PDF invoice copies will be rejected.**

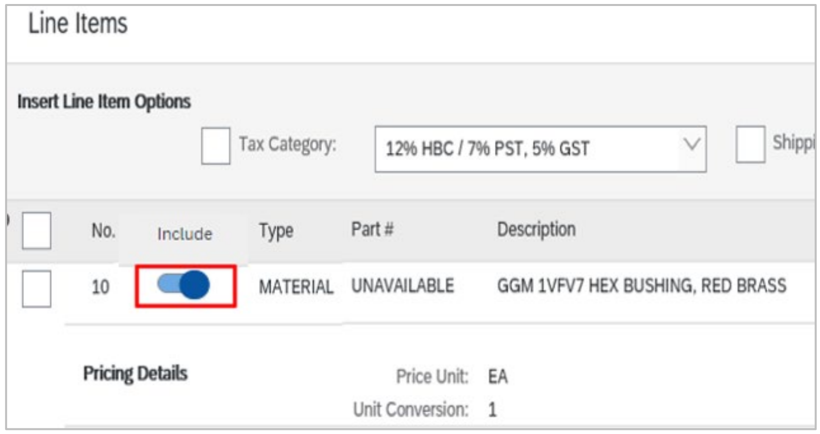
The PDF file name can only include letters and numbers. Special characters and spaces in the file name are not allowed and will cause your invoice to be rejected. See [Invoice Status & Rejection Reasons](#) for more information.

9. The attached file should now show on your screen. If it's not the correct file, select it and click **Delete** and redo the steps above to attach the correct file.



10. Scroll down to the **Line Items** section and review each line.

By default, all line items and remaining quantities from your order are included in your invoice. You may need to manually adjust the defaulted quantities and/or exclude line items from your invoice.

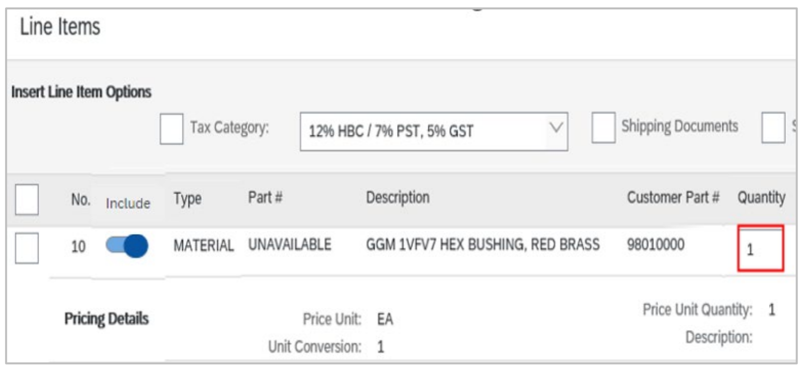


11. Use the toggle to include/exclude materials lines for your invoice. Be careful as many lines can be quite similar.

- **Included** lines will should show a **Blue** toggle.
- **Excluded** line items will show a **Clear** toggle.

12. If needed, adjust the **Quantity** for each included materials line to match what you've shipped.

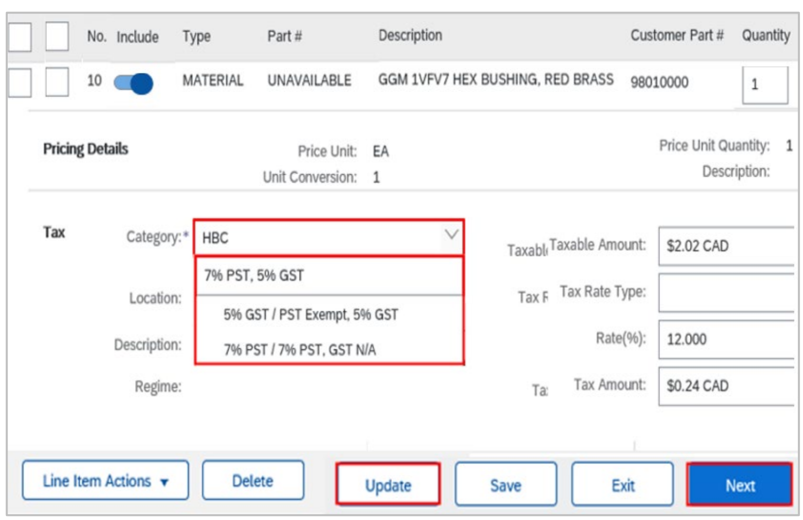
Contact your BC Hydro representative or Buyer for price discrepancies.



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

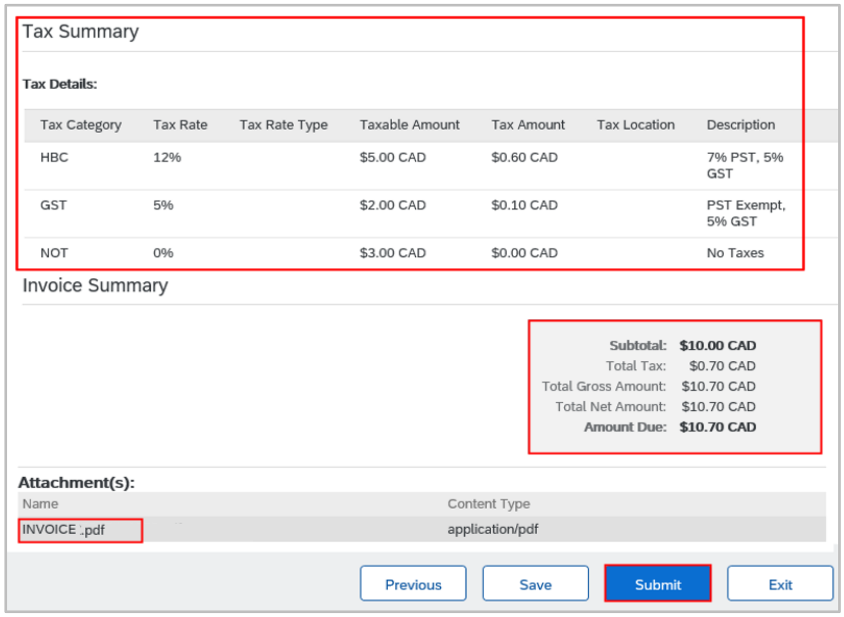
- **DO NOT** change the **Taxable Amount** directly as this amount is calculated from the **Tax Category.**
- Contact your BC Hydro representative if applicable freight or special charges are missing.

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



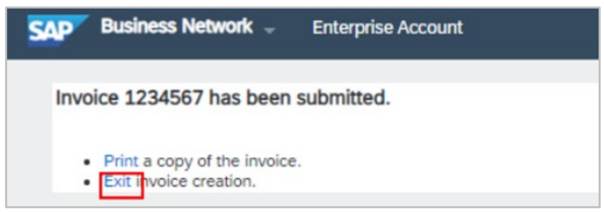
15. Review the **Tax Summary**, the subtotals and totals, and ensure your invoice copy is attached.

- 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.



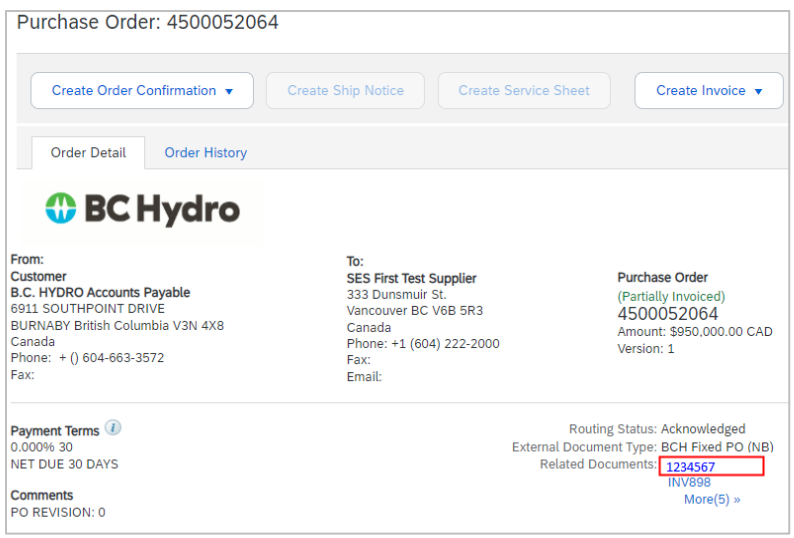
16. When ready, click **Submit** to submit your invoice for processing.

17. You will receive confirmation of your invoice submission. Click **Exit** to return to your order.



18. The invoice will appear as a related document on your order.

19. See Invoice, Payment & Remittance Status for help on track the invoice status, view scheduled payments and remittance details.



IMPORTANT: If your invoice is incorrect or is missing required supporting documentation, the generated SES will be rejected and the invoice will show as **Rejected** in Ariba. See Invoice Status & Rejection Reasons for more information.

Invoice, Payment & Remittance Status

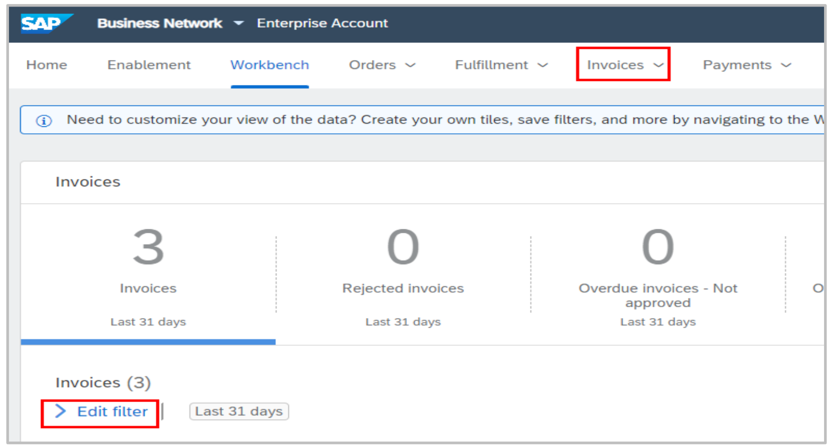
Once an invoice is submitted, you can view its payment status and take advantage of [Early Payment Offers](#).

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.

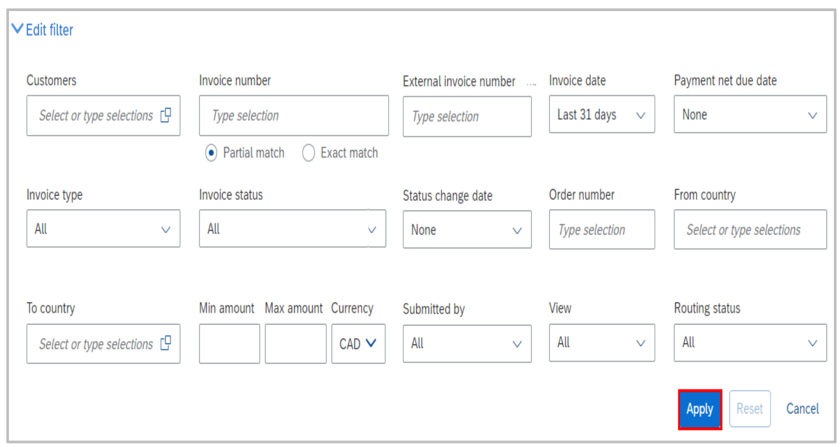


2. If you know the exact invoice number, enter it into the **Invoice number** box and select **Exact match.**

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

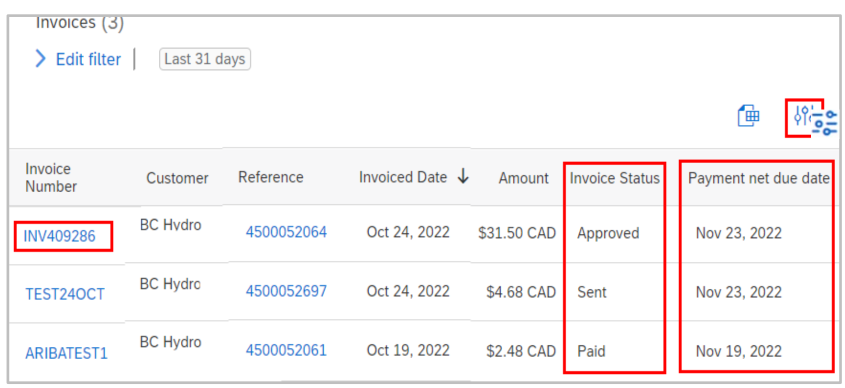
3. Click **Apply** to see the search results.

   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 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 & REJECTION REASONS

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 key invoice statuses.

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 supporting documentation • Invoice quantity/amount/taxes differ from the PO	Look for Ariba and BC Hydro emails explaining the rejection reasons and steps to resubmit.
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.

Invoice Rejection Reasons

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

Once the rejection issue has been resolved, you can submit your invoice again for processing. Just remember to use a unique invoice number for your new invoice (eg. 1234A, 1234R) and always attach a PDF invoice copy, along with any other required supporting documentation, to your new Ariba invoice.

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

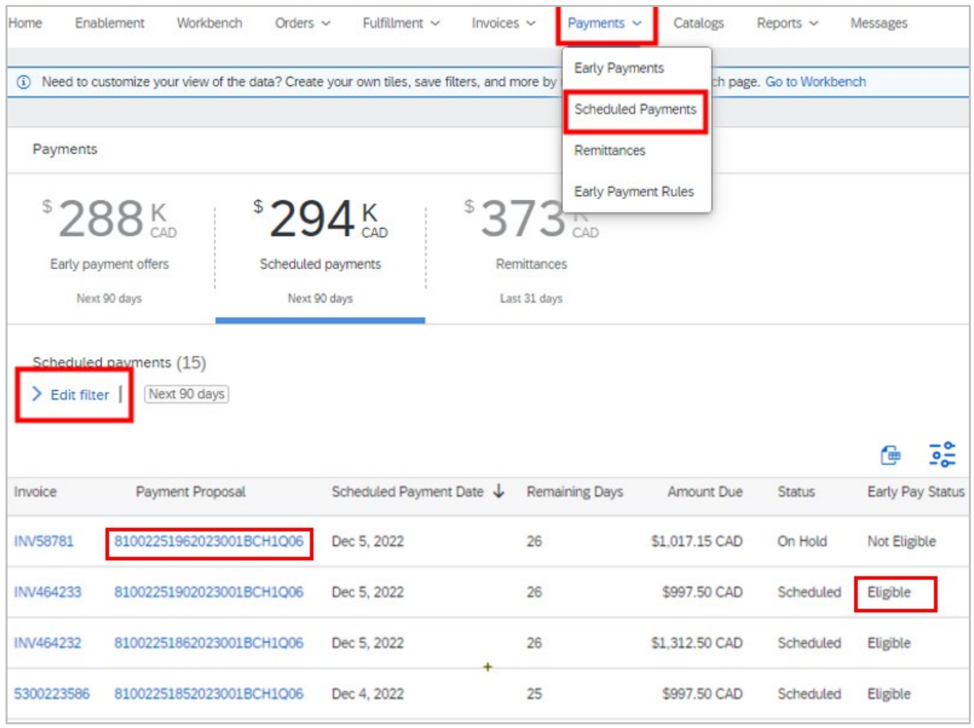
Error Message/Reason	Description	Action
INV-35 User WORKFLOW already processing Purchasing doc item User ESSPROD already processing Purchasing doc item	The PO is occupied by another user. Our system doesn't allow more than one user to process on the PO at one time.	There is no need for immediate attention as the system will continuously retry over the next 3 days. If the invoice status still shows as **Rejected** on the 4th day, resubmit your invoice with a unique invoice number.
Purchasing document # is not yet released Purchasing document #, version # in process	The PO is being updated and is unavailable for invoice processing.	Contact your BC Hydro representative. They can advise when the order will be ready for invoicing.
INV-167: Service sheet item # which is referenced in invoice item # has been included in other invoice.	The service sheet used for your **SESF services invoice** was already processed for a different invoice and can't be used again.	Select a different service sheet to use for your **SESF services invoice**. Contact your Contract Administrator to confirm the correct service sheet to use.
Your service sheet # for PO # item # has been rejected for the following reason: <Rejection code and description>	The service sheet generated for your **Invoice First services invoice** was rejected by BC Hydro.	Refer to the Rejection code and decription to rectify the issue. Contact your Contract Administrator for additional assistance.

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.

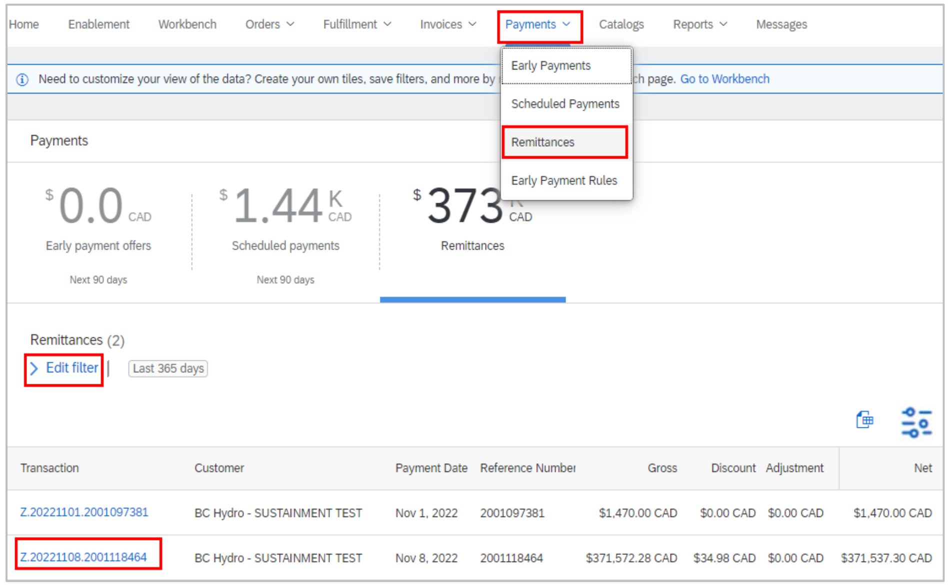


REMITTANCE DETAILS

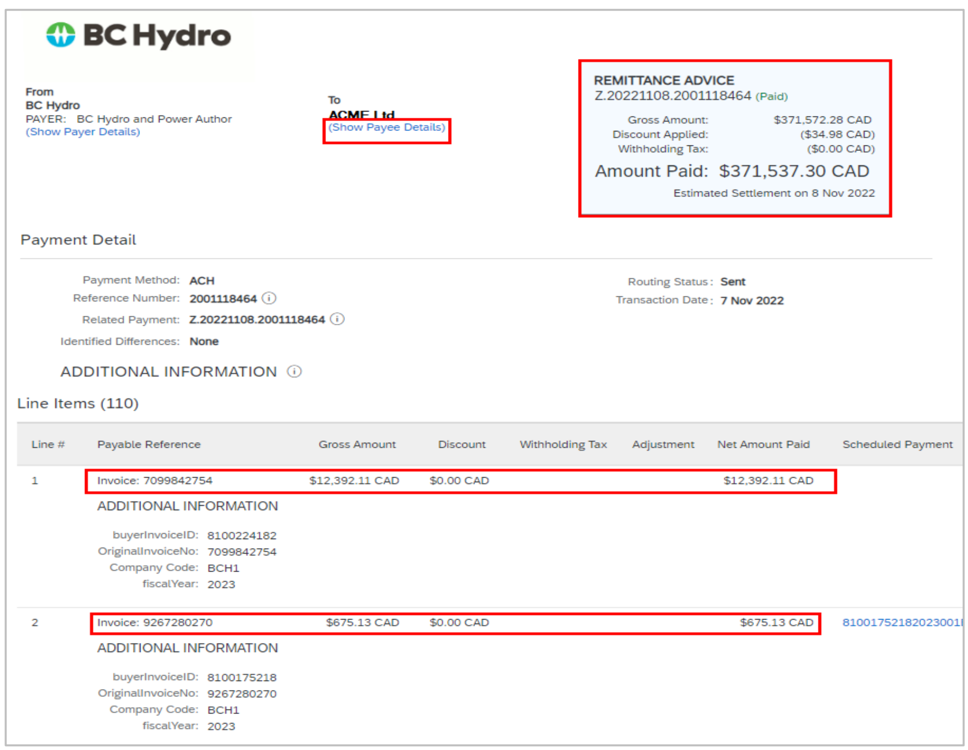
You can view your payment remittances to help reconcile your accounts.

IMPORTANT: Please ensure your AR team is set up to receive remittance advice notifications as this information is only available through your Ariba account.

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.
   - You can print or save a copy of the Remittance Advice.



Correcting or Cancelling an Invoice

If you've made an error on a submitted invoice, you can submit a credit memo from your Ariba account to cancel/offset the invoice. See the Credit Memo section for step by step instructions. If the credit memo is for a service-based invoice, it's important that you also notify your BC Hydro contract administrator once the credit memo has been submitted.

From time to time, BC Hydro may ask you to cancel or withdraw an invoice (eg. to amend an order, revise a service entry sheet, etc). As above, you can simply submit an Ariba credit memo to cancel the invoice.

Once the credit memo shows as **Approved,** you can submit a corrected invoice, if necessary. Just remember to use a unique invoice number for your new invoice (eg. 1234A, 1234R) and always attach a PDF credit memo/ invoice copy to your Ariba submittal.

Occasionally, your invoice may be rejected by BC Hydro despite appearing accurate and complete. The most common reasons for BC Hydro rejections are due to incorrect taxes and missing PDF invoice copies. If BC Hydro rejects your invoice:

- You'll receive an email from Ariba if you're set up for invoice status notification emails.
- Your eInvoicing contact on record with us will receive an email from our Accounts Payable team explaining the cancellation reason and steps for correction.
- Once the invoice status shows as **Rejected**, you can re-invoice according to the instructions provided.
- If you have questions about your order or your service entry sheet, contact your BC Hydro contract administrator for assistance.

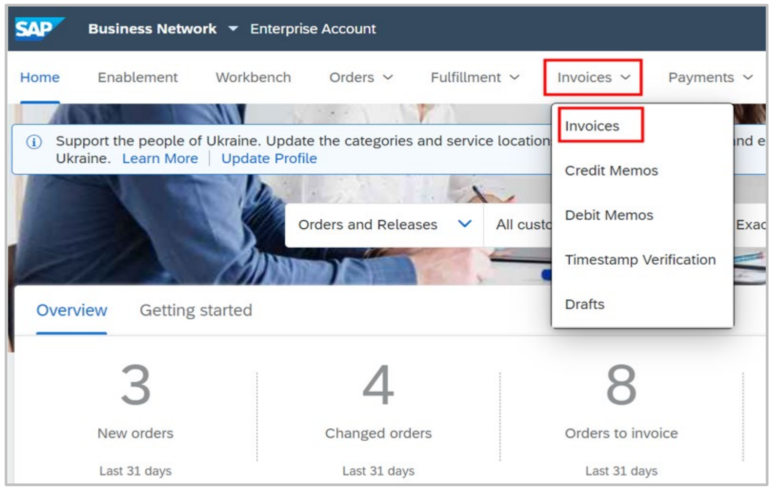
Credit Memos

A credit memo can be used to adjust the **quantity** or **price** on the submitted invoice, or to cancel the invoice entirely. Because quantity adjustments are most common, we will only look at quantity adjustment credit memos here. Contact AccountsPayable@bchydro.com directly for assistance with price adjustments.

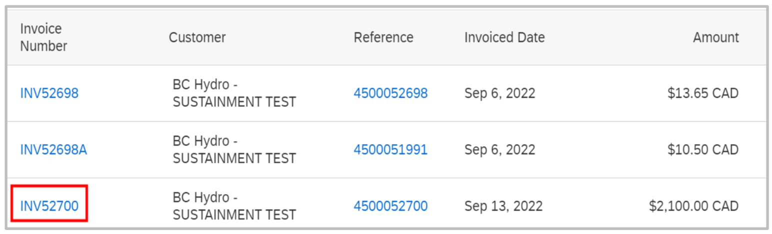
When you've submitted a credit memo on a service-based invoice, it's important to notify your BC Hydro contract administrator. This applies to both partial or full credits.

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.

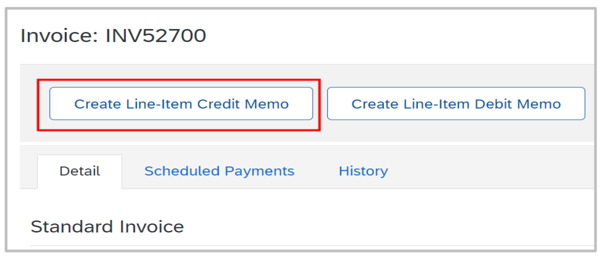


2. Select the **Invoice #** for your credit memo.



Invoice Number	Customer	Reference	Invoiced Date	Amount
INV52698	BC Hydro - SUSTAINMENT TEST	4500052698	Sep 6, 2022	$13.65 CAD
INV52698A	BC Hydro - SUSTAINMENT TEST	4500051991	Sep 6, 2022	$10.50 CAD
INV52700	BC Hydro - SUSTAINMENT TEST	4500052700	Sep 13, 2022	$2,100.00 CAD

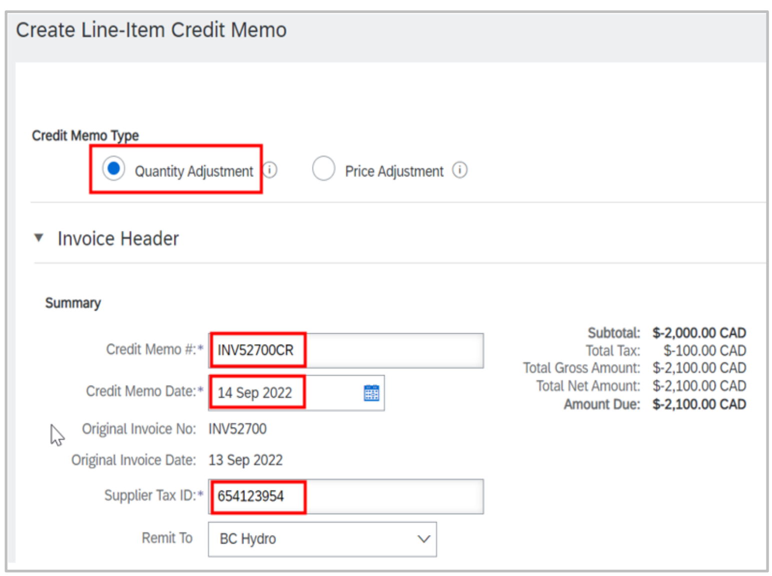
3. Click **Line-Item Credit Memo**.



4. Select the **Credit Memo Type.** You can use either type, but these steps are **<u>only</u>** for the more common **Quantity Adjustment** type.

5. Enter the **Credit Memo #**.

   - Use the original invoice number followed by **CR.**
   - Limited to 11 characters.
   - Capital letters and numbers only.
   - No spaces or special characters.

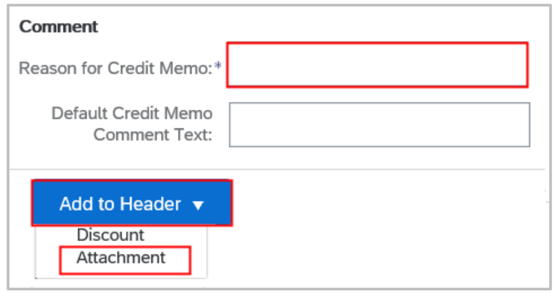


6. Enter the **Credit Memo Date**.

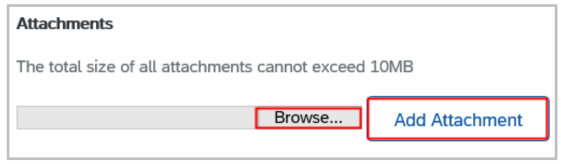
7. **Supplier Tax ID** is auto populated from your Company Profile. See <u>TAX ID Number</u>.

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**.



IMPORTANT: Be sure to attach your PDF invoice copy. **Submissions with incorrect or missing PDF invoice copies will be rejected.**

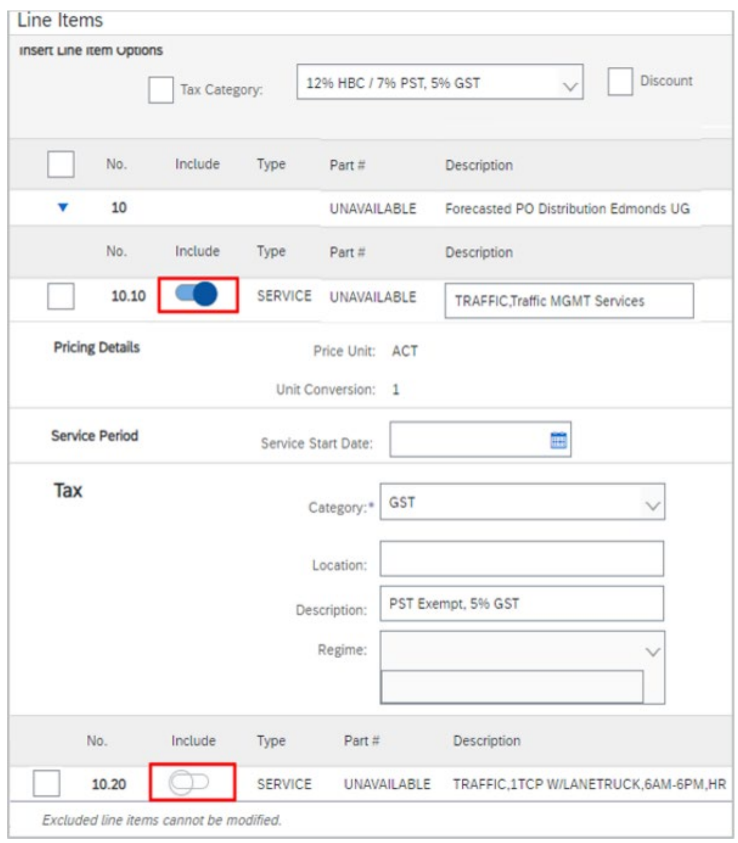
The PDF file name can only include letters and numbers. Special characters and spaces in the file name are not allowed and will cause your invoice to be rejected. See [Invoice Status & Rejection Reasons] for more information.

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

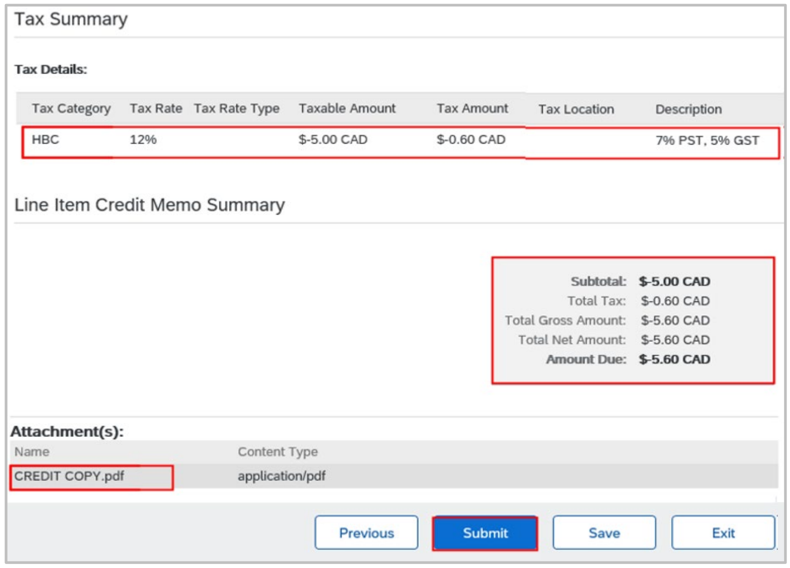
12. For each line item to include in the credit memo.

- Click the **Include** button so it shows as **Blue**. Excluded line items should show as **Clear**.
- 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 Your Early Payment Offers.
  - You can also be notified of new EPOs via email. See Set Up EPOs.
- 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.

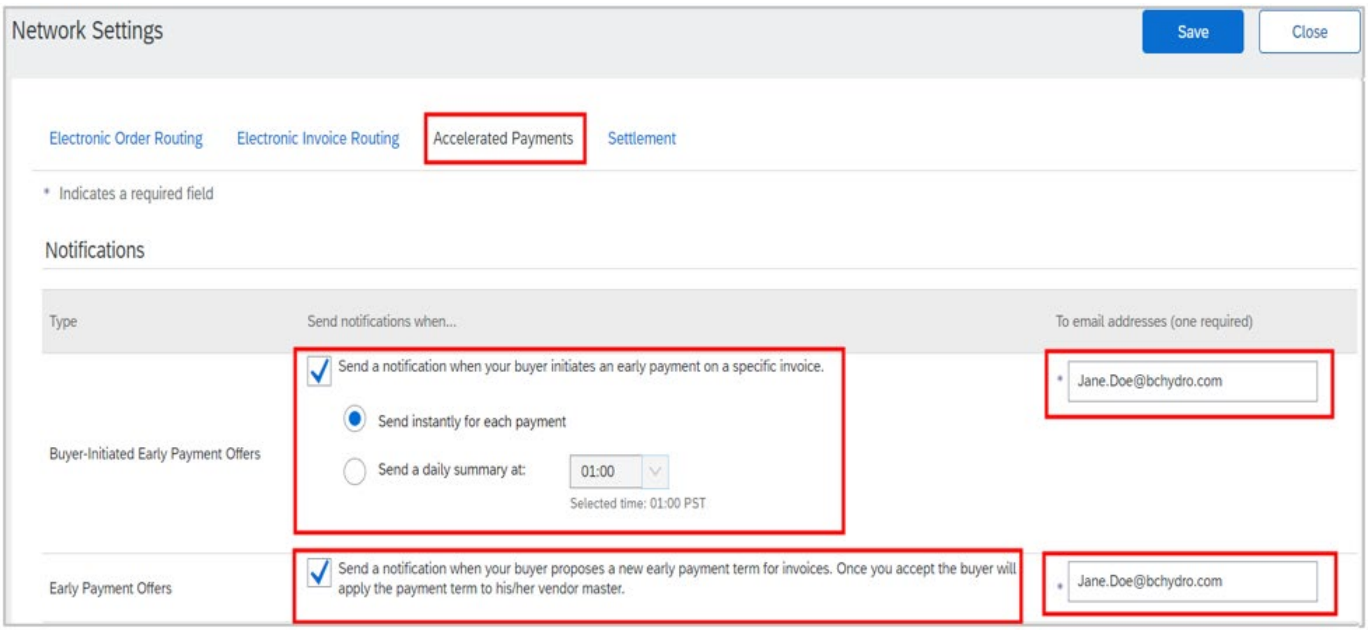
SET UP EPOS

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**.



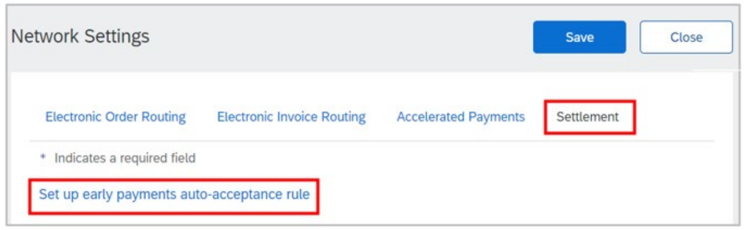
2. Set up **Buyer-Initiated Early Payment Offers** notifications:
   - Enable the notification.
   - Enter up to **three email addresses**, each must be separated by a comma with no spaces.
   - Select the notification frequency.

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

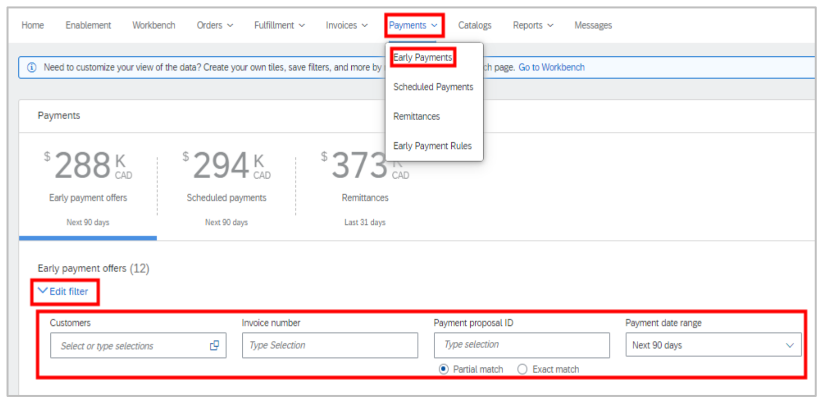
1. From the **Navigation Bar**, click on **Account Settings** > **Settings > Remittances**.
2. Click on **Set up early payments auto-acceptance rule**. Then follow the prompts to create an auto-acceptance rule with your desired criteria.



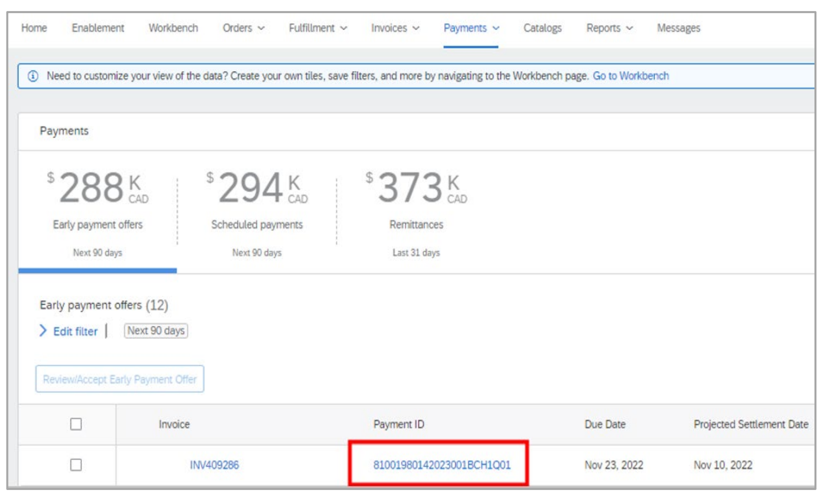
YOUR EARLY PAYMENT OFFERS

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.

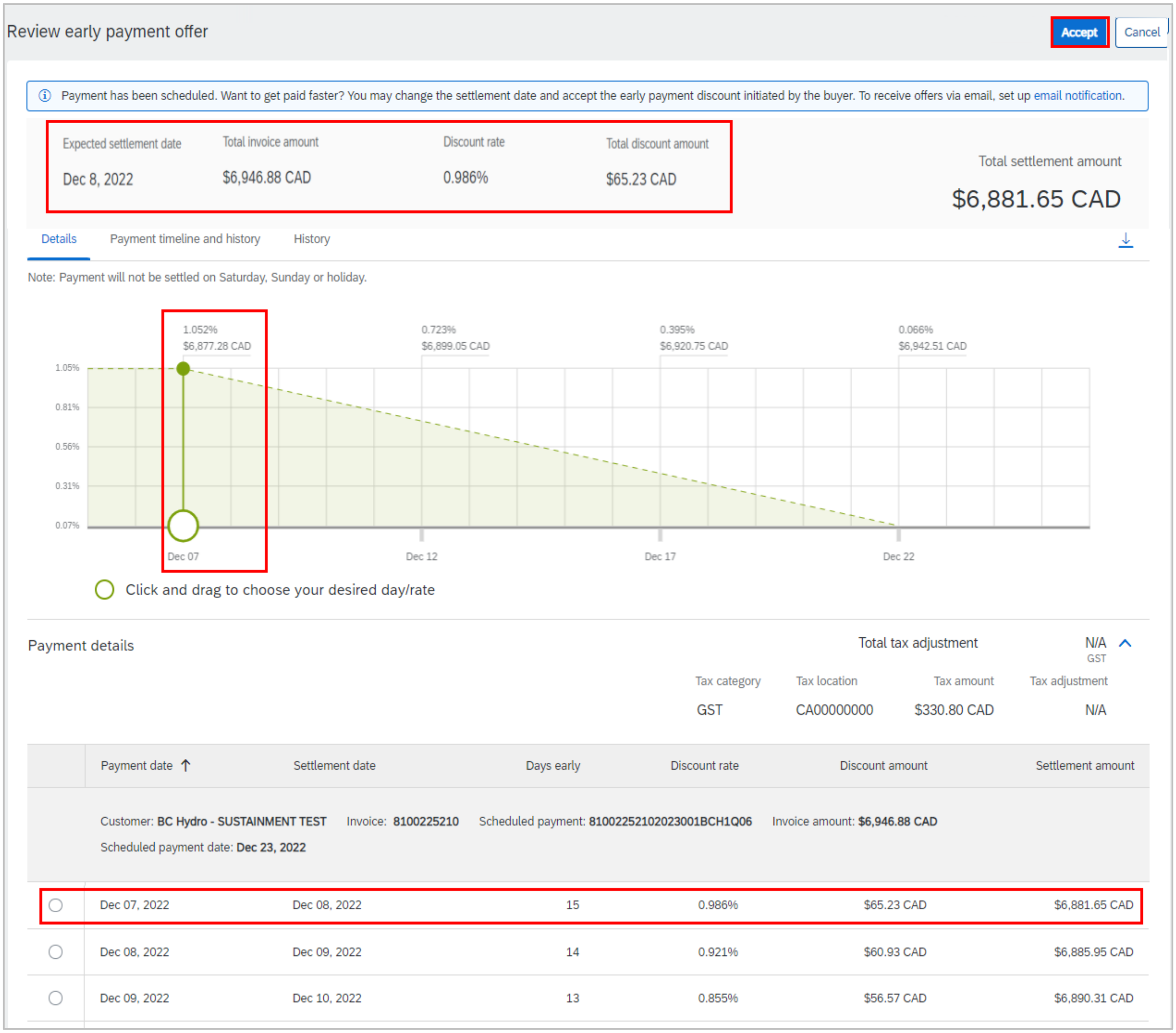
1. From the **Navigation Bar**, click on **Payments** > **Early Payments**.
2. Expand the **Edit Filters** to set your EPO search criteria.
3. Click **Apply** to display available EPOs.



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



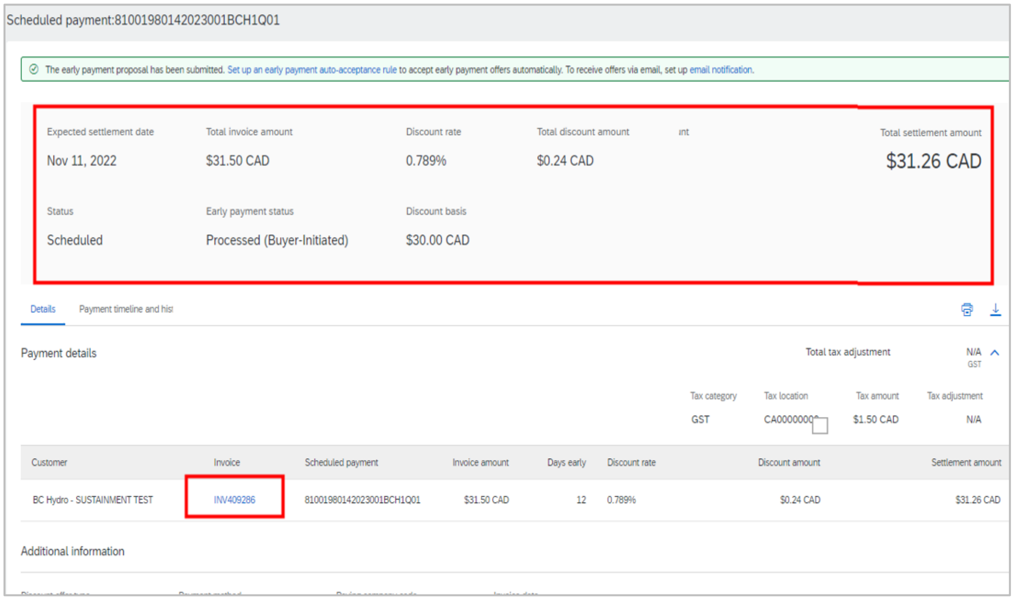
5. The **Review Early Payment Offer** panel shows a sliding scale chart with scheduled payment dates and the applicable discounts.



- **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.

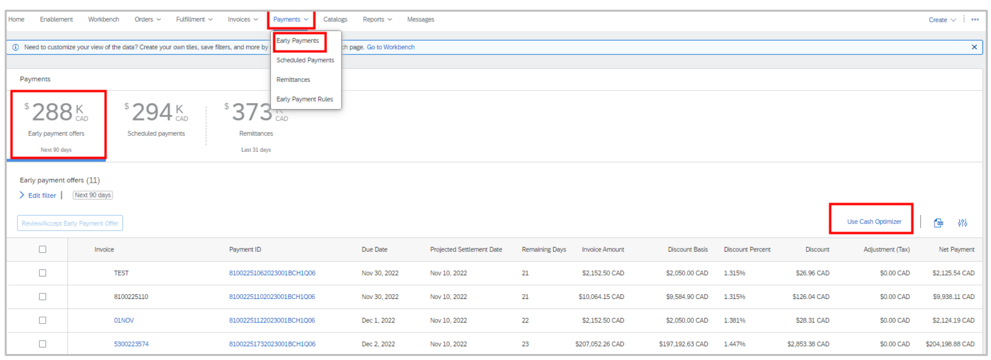
7. Review the details on the confirmation page, then Click **Done** to return to the list of available EPOs. We will begin processing an EPO as soon as it's accepted.



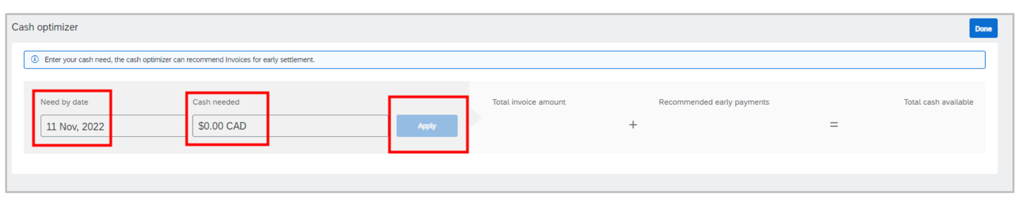
CASH OPTIMIZER

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**.

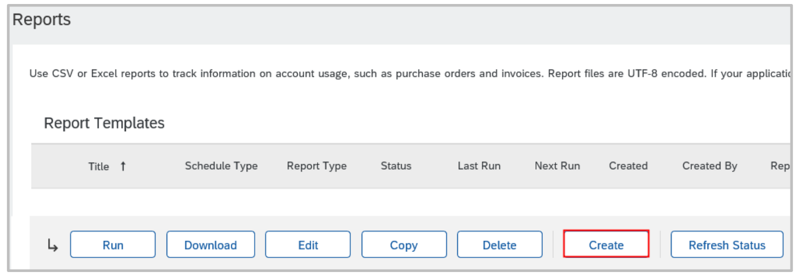


A list of invoices recommended for early payment will be displayed – providing you the required working capital with the least amount of discount.

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.

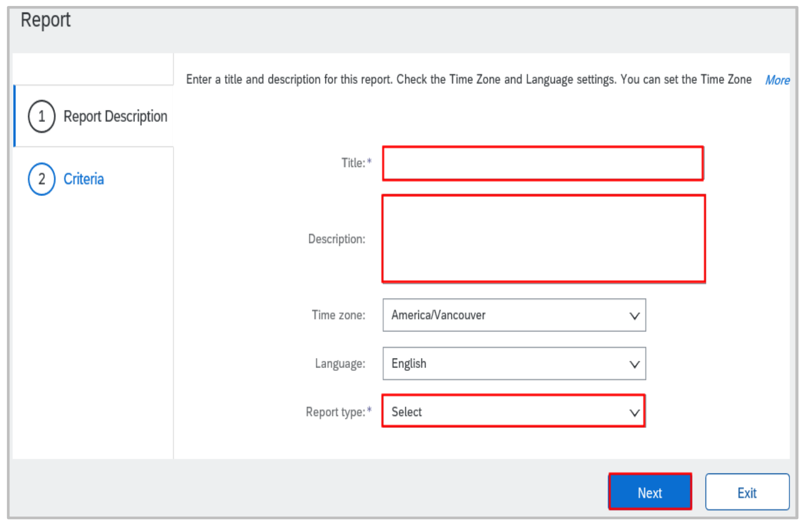
1. From your Ariba **Navigation Bar**, select **Reports**.
2. Click on **Create** to create a new report.



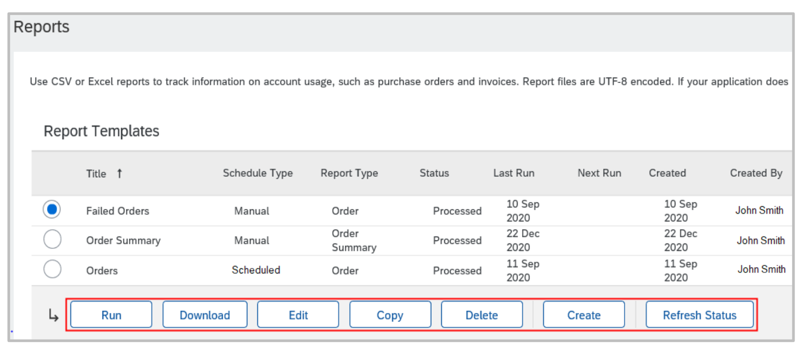
3. Enter the report **Title and Description**.
4. Click **Report Type** to see and select from available report templates.

   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?	With SES First services invoicing, an approved SES is required for invoice submission. However, this is not the case for the Invoice First services invoicing as these invoices will automatically generate a SES on invoice submission. See Submitting Your Invoice.
How do I correct a mistake on a submitted invoice?	You'll need to submit a credit memo to cancel/offset your invoice. Once the invoice shows as **Rejected**, you can submit the correct invoice using a unique invoice number. See Correcting or 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 Correcting or Cancelling an Invoice.
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 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 Keeping 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, you'll need to contact the SAP Ariba Help Centre for assistance. See Contact SAPAriba Help Centre for instructions.

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

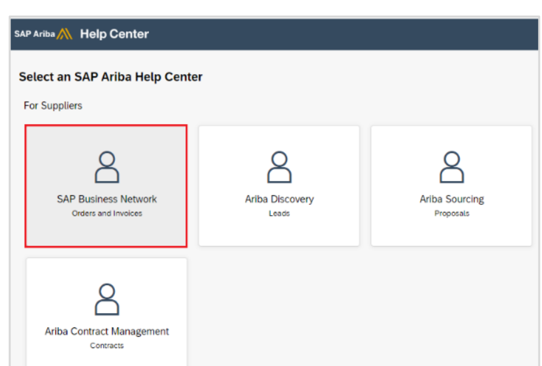
Contact Ariba Help Centre

While the BC Hydro Service Centre can assist you with the many of your Ariba enquiries, you'll need to contact the SAP Ariba Help Centre if you've lost administrator access to your Ariba account or if your account administrator is no longer active in this role.

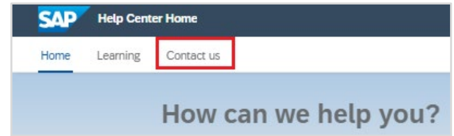
Follow the instructions below to contact the SAP Ariba Help Centre. An Ariba representative will help you regain access to your account and assign a new account administrator if needed.

1. When contacting the SAP/Ariba Help Centre, have the following information handy:
    - Your Ariba account number (ANID).
    - Name and email address of the current Ariba account administrator listed on your account.
    - Name and email address of the new Ariba account administrator.

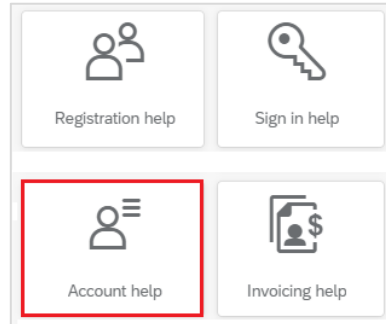
2. Goto the **SAP Ariba Help Centre** page https://support.ariba.com/help, and click **SAP Business Network**.



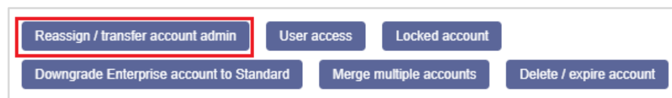
3. From the home page, click **Contact us**.



4. Click **Account Help**.



5. Scroll to the bottom of the screen and click **Reassign / transfer account admin**.

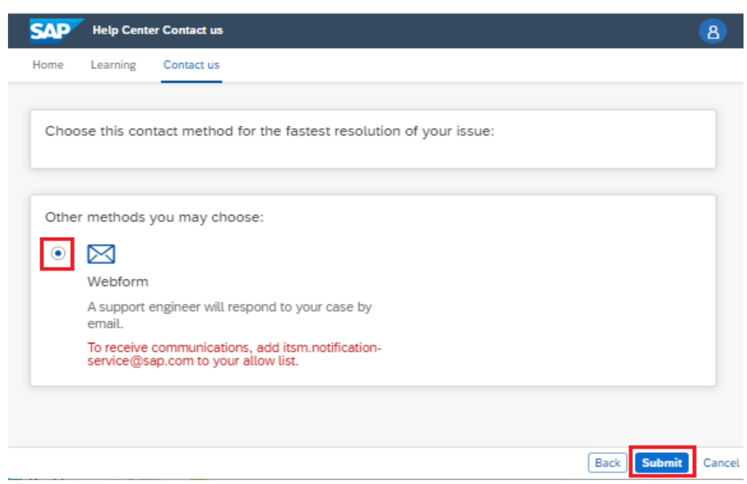


6. Click **Create a Case**.

7. Fill out all ***required fields**, check the **I agree** box, then click **One last step**.

8. Click in the **Webform** circle to select contact by email, then click **Submit** to submit your case.

   Ensure you add **itsm.notification-service@sap.com** to your allowed senders list, otherwise Ariba Support emails may be blocked or considered spam.



When you are contacted by the Ariba Support team, be clear about the **importance** and **urgency** of your request to ensure the quickest possible resolution.