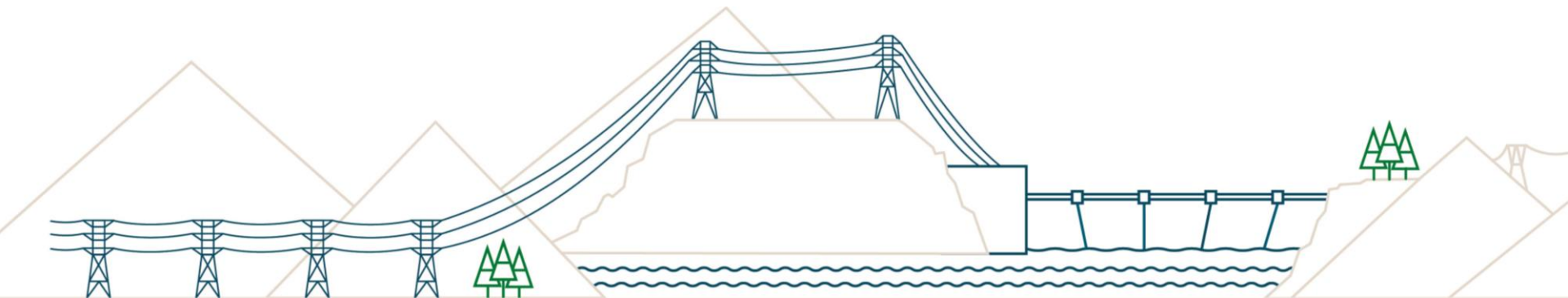


# Supply Chain Application (SCA) Update for Suppliers



Nov 5, 2020

# Setting the Stage

Participants are on mute to limit distraction for fellow participants



This session will be recorded so you can view it again



You can send us questions via the Chat



Questions not answered during session will be addressed after presentation



# Agenda

Topic
1. Update on top challenges
2. Review of Service Sheet-Invoice-Payment Process
3. FAQs
4. Process for handling supplier-related queries

# Top Themes

# Terminology

Term	Definition	Notes
<b>Purchase Order Acknowledgement</b>	Purchase Order Acknowledgement will confirm the supplier's intent to fulfill an order by either accepting or rejecting the entire order in Ariba	Called " <b>Order Confirmation</b> " in Ariba
<b>Confirmation #</b>	Supplier's internal reference to the Purchase Orders from BC Hydro. Entered when creating Order Confirmation" in Ariba. Must be less than 20 characters. E.g. CONF-1203	
<b>Service Entry Sheet (SES)</b>	A Service Entry Sheet is a document that records Services provided to BC Hydro as per BC Hydro's order	Called "Service Sheet" in Ariba
<b>Payment Request</b> (term in the contract)	An artifact confirming a service has been performed, triggering the need to create a Service Entry Sheet. May include pro-forma invoices, time sheets, expense report etc.	Can be called: " <b>Service Entry Sheet (SES) backup</b> "; " <b>Progress payment estimate</b> "; " <b>pro-forma invoice</b> "; " <b>time-sheet</b> ", " <b>draft invoice</b> ".
<b>Advance Shipping Notification</b>	Advanced Shipping Notification (ASN) is a notice of pending deliveries, similar to a packing list. It is sent in an electronic format through the Ariba Network from suppliers to BC Hydro. This applies only to materials (not services.)	Called " <b>Ship Notice</b> " in Ariba

# Top Themes Impacting Suppliers

## 1 Getting familiar with the SES process

- Supplier submits payment request (proforma invoice, timesheet, etc.) to BC Hydro contact administrator (identified on the PO) so they can create the Service Entry Sheet (SES)
- SES needs to be created and approved by BC Hydro *before* supplier can submit invoice
- Once SES is approved BC Hydro – supplier can view SES in Ariba

## 2 Data conversion & Ariba

- Receiving new numbers for Purchase Orders converted from the old system to SAP
- Updates to Purchase Orders and new versions and evisions due to corrections to the delivery dates, tax codes or pricing
- Ariba Notifications
- BC Hydro's Purchase Orders failing to reach supplier's Ariba account due to incorrect email information
- Challenges to submit Invoices (rejected invoices)
- Challenges to reconcile SES and invoices in Ariba

## 3 Knowing who to contact

- Previously established “Business As Usual” channels of communication with BC Hydro regarding orders, progress of work, invoicing, payment  
**vs.**
- Temporary support channel for suppliers via [supplier.sca@bchydro.com](mailto:supplier.sca@bchydro.com)
- Additional resources to get help

# Overview of SES- Invoice-Payment Process

# Overview: SES > Invoice > Payment Process





# What Process Looks Like in Ariba - Demo

# PO Acknowledgment / Order Confirmation

## Steps:

1. Home >> Orders, invoices and payments
2. Orders to confirm
3. Select Order number that is ready for confirm

Orders, Invoices and Payments					
21 New Purchase Orders	23 Orders to Confirm	25 Orders to Ship	2 Orders that Need Attention	2 Payments Received	
Order Number	Customer	Status	Amount	Date ↓	
4500001280	BC Hydro - Project Sandbox	New	\$350.00 CAD	3 Mar 2020 5:50:29 PM	
4500001279	BC Hydro - Project Sandbox	New	\$2,000.00 CAD	3 Mar 2020 5:20:30 PM	
				3 Mar 2020	

# PO Acknowledgment / Order Confirmation – con't

Steps:

4. Create order confirmation (Confirm or Reject the Entire Order)

Purchase Order: 4500001280

4 **Create Order Confirmation** **Create Ship Notice**

**Confirm Entire Order**

Update Line Items

**Reject Entire Order**

History

REJECT ENTIRE ORDER

Order Confirmation Number:

Confirmation #

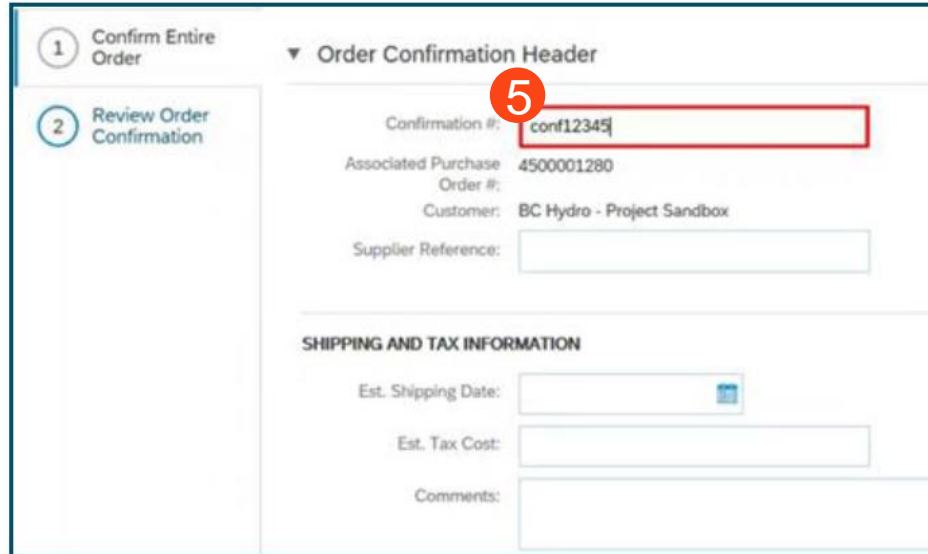
Comments:

or 4 **Reject Order** **Cancel**

# PO Acknowledgment / Order Confirmation – con't

## Steps

5. Enter confirmation number and other relevant info



The screenshot shows a web form for 'Order Confirmation Header'. On the left, there is a sidebar with two steps: '1 Confirm Entire Order' and '2 Review Order Confirmation'. The main area is titled 'Order Confirmation Header' and contains several input fields. A red circle with the number '5' is placed over the 'Confirmation #' field, which contains the text 'conf12345'. Below this field are 'Associated Purchase Order #' (4500001280) and 'Customer:' (BC Hydro - Project Sandbox). There is an empty 'Supplier Reference:' field. A section titled 'SHIPPING AND TAX INFORMATION' follows, containing 'Est. Shipping Date:' (with a calendar icon), 'Est. Tax Cost:', and a 'Comments:' field.

1	Confirm Entire Order
2	Review Order Confirmation

### Order Confirmation Header

Confirmation #:

Associated Purchase Order #: 4500001280

Customer: BC Hydro - Project Sandbox

Supplier Reference:

#### SHIPPING AND TAX INFORMATION

Est. Shipping Date:

Est. Tax Cost:

Comments:

# PO Acknowledgment / Order Confirmation – con't

## Steps

6. Add attachment if relevant

7. Click on next to review

### Attachments

Name	Size (bytes)	Content Type
No items		

Browse...

*The total size of all attachments cannot exceed 10MB*

### Line Items

Line #	Part # / Description	Customer Part #	Qty (Unit)	Need By	Unit Price	Subtotal	Tax
10	UNAVAILABLE	97000715	2.000	28 Oct	\$24,071.61	\$48,143.22	\$5,777.19 CAD
			(EA)	2020	CAD	CAD	
	REGULATOR, VOLTAGE, 14.4 KV, 150 KV BIL,						
	Current Order Status:						
	<b>2.000 Confirmed As Is</b>						

Exit

Next

# PO Acknowledgment / Order Confirmation – con't

## Steps

### 8. Confirm details and submit

### Confirmation Update

Confirmation #: conf123456

Supplier Reference:

Attachments:

### Line Items

Line #	Part # / Description	Customer Part #	Qty (Unit)	Need By	Unit Price	Subtotal	Tax
10	UNAVAILABLE	97000715	2.000	28 Oct	\$24,071.61	\$48,143.22	\$5,777.19 CAD
			(EA)	2020	CAD	CAD	
	REGULATOR, VOLTAGE, 14.4 KV, 150 KV BIL,						
	Current Order Status:						
	<b>2.000 Confirmed As Is</b>						

8

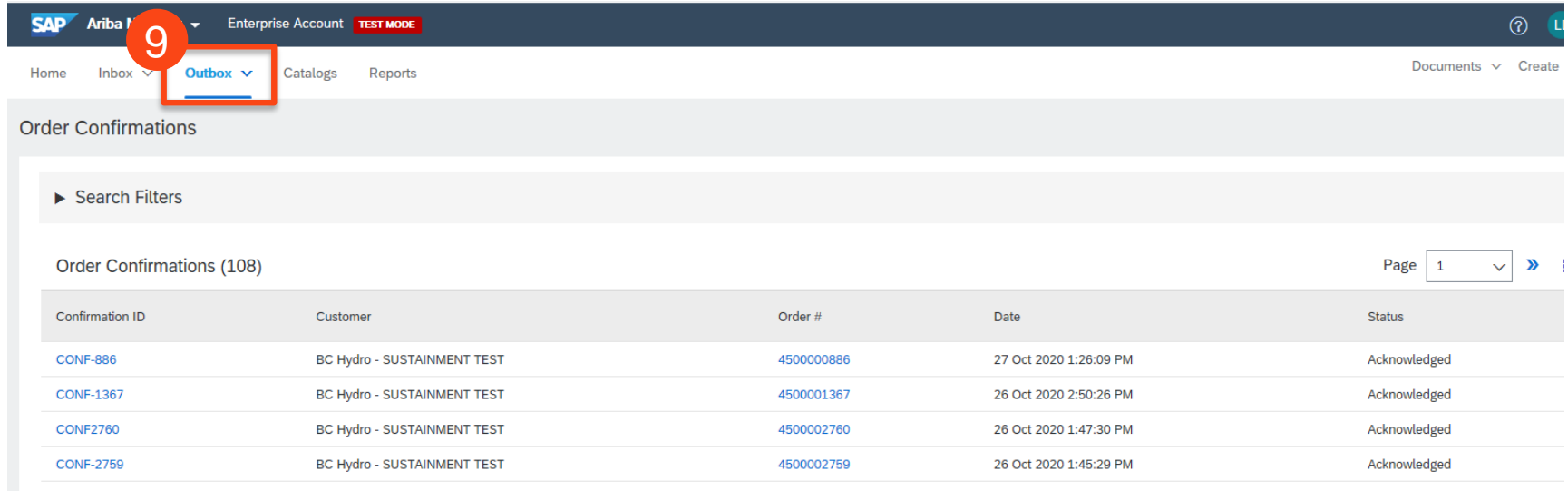
Previous

Submit

Exit

# PO Acknowledgment / Order Confirmation – con't

9. To view the sent confirmation , click Outbox -> Order Confirmation



The screenshot shows the SAP Ariba interface. The top navigation bar includes the SAP logo, 'Ariba', 'Enterprise Account', and a 'TEST MODE' badge. Below the navigation bar, the 'Outbox' menu item is highlighted with a red box and a red circle containing the number '9'. The main content area is titled 'Order Confirmations' and features a 'Search Filters' section. Below this, a table displays 'Order Confirmations (108)'. The table has five columns: Confirmation ID, Customer, Order #, Date, and Status. The first four rows of data are visible, all showing 'Acknowledged' status.

Confirmation ID	Customer	Order #	Date	Status
<a href="#">CONF-886</a>	BC Hydro - SUSTAINMENT TEST	<a href="#">4500000886</a>	27 Oct 2020 1:26:09 PM	Acknowledged
<a href="#">CONF-1367</a>	BC Hydro - SUSTAINMENT TEST	<a href="#">4500001367</a>	26 Oct 2020 2:50:26 PM	Acknowledged
<a href="#">CONF2760</a>	BC Hydro - SUSTAINMENT TEST	<a href="#">4500002760</a>	26 Oct 2020 1:47:30 PM	Acknowledged
<a href="#">CONF-2759</a>	BC Hydro - SUSTAINMENT TEST	<a href="#">4500002759</a>	26 Oct 2020 1:45:29 PM	Acknowledged

# Service Entry Sheet & Invoicing

## Steps:

1. Home >> Orders, invoices and payments
2. SES tab (can't be rejected in Ariba – have to call contract admin)
3. Click on SES ready for invoicing
4. Create invoice (why may be greyed out)

1. Orders, Invoices and Payments

2. Service Entry Sheets

3. 1000001516

Service Sheet #	Customer	Status	Amount	Date ↓
1000001516	BC Hydro - Project Sandbox	Approved	\$12,540.00 CAD	6 Mar 2020
1000001511	BC Hydro - Project Sandbox	Approved	\$14,175.00 CAD	5 Mar 2020
1000001506	BC Hydro - Project Sandbox	Approved	\$6,400.00 CAD	5 Mar 2020
1000001428	BC Hydro - Project Sandbox	Approved	\$160.00 CAD	27 Feb 2020
1000001411	BC Hydro - Project Sandbox	Approved	\$320.00 CAD	26 Feb 2020

4. Create Invoice

Service Sheet: 1000001516

Create Invoice Copy This SES Print Download PDF Export cXML

Detail History

**Service Sheet**  
(Approved)  
1000001516  
Date: 6 Mar 2020  
Final Service Sheet: No  
Purchase Order: 4500001333  
Subtotal: \$12,540.00 CAD

Subtotal: \$12,540.00 CAD



# Service Entry Sheet & Invoicing – con't

Steps:

5. Enter info

Create Invoice

UpdateSaveExitNext

▼ Invoice Header

\* indicates required fieldAdd to Header ▼

Summary

5

Purchase Order: 450000201

Invoice #:

Invoice Date: 9 Jul 2020

Service Description:

Supplier Tax ID: 44444444

Remit To: BCH Pre-Production Test Supplier 1

Vancouver BC  
Canada

Bill To: B.C. HYDRO Accounts Payable

BURNABY British Columbia  
Canada

Subtotal: \$2,488.00 CAD

Total Tax: \$0.00 CAD

Total Gross Amount: \$2,488.00 CAD

Total Net Amount: \$2,488.00 CAD

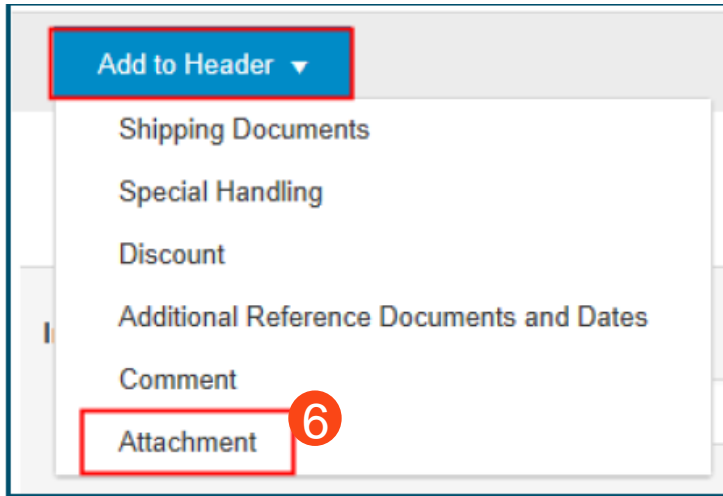
Amount Due: \$2,488.00 CAD

[View/Edit Addresses](#)

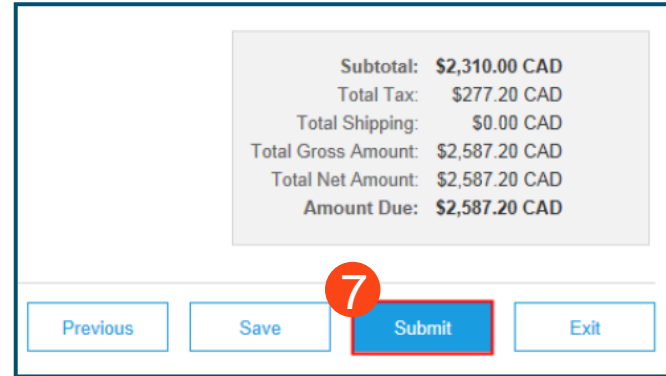
# Service Entry Sheet & Invoicing – con't

Steps:

6. Add back-up documentation
7. Confirm details and submit



A screenshot of a software interface showing a dropdown menu titled "Add to Header". The menu contains the following options: "Shipping Documents", "Special Handling", "Discount", "Additional Reference Documents and Dates", "Comment", and "Attachment". The "Attachment" option is highlighted with a red rectangular box, and a red circle with the number "6" is placed next to it.



A screenshot of a software interface showing a summary section with the following financial details:

Subtotal:	\$2,310.00 CAD
Total Tax:	\$277.20 CAD
Total Shipping:	\$0.00 CAD
Total Gross Amount:	\$2,587.20 CAD
Total Net Amount:	\$2,587.20 CAD
Amount Due:	\$2,587.20 CAD

Below the summary section, there are four buttons: "Previous", "Save", "Submit", and "Exit". The "Submit" button is highlighted with a red rectangular box, and a red circle with the number "7" is placed next to it.

# FAQs

# 1. FAQ: What Information Needs to Be Included on Payment Requests

## 1. From BC Hydro Standard Agreement:

- 1. details of the Work completed during the applicable payment period and the amount of the payment for which certification is sought; and*
- 2. the calculations of the amount claimed for the Work completed during that payment period.*
- 3. any supporting documentation, data and computations required by Hydro's Representative (Supporting Data)*

2. Format of Payment Request depends on pricing structure (e.g., lump sum vs. unit price)
3. Must include PO reference
4. If final invoice will include multiple tax applicability (e.g., GST and GST+PST), the total amount for each tax type must be shown

## 2. FAQ: What Information Needs to Be Included on Final Invoice

### 1. From BC Hydro Standard Agreement:

- i. Contractor Name
- ii. Contractor Address
- iii. Addressee (BC Hydro Accounts Payable)
- iv. BC Hydro Outline Agreement (OA) # (if applicable)
- v. BC Hydro Order Number: PO # (Purchase Order #)
- vi. GST Registration Number
- vii. Invoice Number
- viii. Total Invoice Value with GST, and PST (where applicable) clearly identified
  - a. State any applicable holdback amount, and/or any other deduction amount, before invoice total
  - b. GST and PST to be invoiced on gross invoice value (inclusive of any holdback amount)
  - c. If applicable, include the corresponding OA/PO line item, quantity and unit price.
- ix. Contact name and e-mail address

2. It is recommended the approved SES number be indicated

3. If invoice is missing information it may be returned for correction

### 3. FAQ: Attaching Supplier Invoices to an Ariba Invoice

Suppliers must attached their system generated invoice when creating their Ariba invoice for audit purposes.

Add to Header ▼

Shipping Cost

Shipping Documents

Special Handling

Discount

Payment Term

Additional Reference Documents and Dates

Comment

Attachment

# 4. FAQ: Handling Discrepancies with the Approved SES



**Vendor**



**Contract Administrator (CN)**



**Approver (FA)**



**Vendor**

Contacts BCH  
Contract Administrator to  
discuss the discrepancy  
on the SES

Revokes original SES and  
creates a new SES

Approves new SES

Receives new SES to  
invoice and original SES  
shows as Rejected

Service Sheets (190)




« Page 2

<input type="checkbox"/>	Service Sheet #	Customer	Related PO	Date	Amount	Routing Status	Status
<input checked="" type="checkbox"/>	1000000871	BC Hydro - SUSTAINMENT TEST	4500001339	16 Oct 2020	\$30.00 CAD	Acknowledged	Approved
<input type="checkbox"/>	1000000870	BC Hydro - SUSTAINMENT TEST	4500001339	16 Oct 2020	\$10.00 CAD	Acknowledged	Rejected
<input type="checkbox"/>	1000024771	BC Hydro - SUSTAINMENT TEST	4500000792	16 Oct 2020	\$150.00 CAD	Acknowledged	Approved
<input type="checkbox"/>	1000000854	BC Hydro - SUSTAINMENT TEST	4500001332	16 Oct 2020	\$160.00 CAD	Acknowledged	Invoiced
<input type="checkbox"/>	1000000853	BC Hydro - SUSTAINMENT TEST	4500001331	16 Oct 2020	\$160.00 CAD	Acknowledged	Invoiced

# 5. How Can Suppliers Look Up Status of POs, Service Sheets, etc.

Orders, Invoices and Payments

All Customers ▾ Last 14 days ▾

Now we're mobile.  
Check it out.  
  


8  
New Purchase  
Orders

42  
Orders to Invoice

4  
Orders that Need  
Attention

0  
Invoices Rejected

79  
Purchase Orders

More...

Order Number	Customer	Status
4500000893	BC Hydro - SUSTAINMENT TEST	Invoiced
4500000892	BC Hydro - SUSTAINMENT TEST	Confirmed
4500000891	BC Hydro - SUSTAINMENT TEST	Invoiced
4500000886	BC Hydro - SUSTAINMENT TEST	Partially Invoiced
4500000886	BC Hydro - SUSTAINMENT TEST	Obsoleted
4500001367	BC Hydro - SUSTAINMENT TEST	Partially Invoiced
4500002760	BC Hydro - SUSTAINMENT TEST	Received
4500002759	BC Hydro - SUSTAINMENT TEST	Partially Invoiced
4500000875	BC Hydro - SUSTAINMENT TEST	Partially Invoiced
4500000874	BC Hydro - SUSTAINMENT TEST	Partially Invoiced
4500000873	BC Hydro - SUSTAINMENT TEST	Partially Invoiced

10  
New Early Payment  
Offers

37  
Invoices

25  
Invoices Pending  
Payment

17  
Invoices Pending  
Approval

0  
Payments that Need  
Attention

3  
Payments Received

0  
Pinned Documents


12  
Orders to Confirm

15  
Orders to Ship

34  
Orders with Service  
Lines

79  
Purchase Orders

23  
Service Entry Sheets




 Manage Default Tiles



# 5. How Can Suppliers Look Up Status of POs, Service Sheets, etc. – con't

Orders, Invoices and Payments

All Customers ▾ Last 14 days ▾

Now we're mobile.  
Check it out.  
  


8  
New Purchase  
Orders

42  
Orders to Invoice

4  
Orders that Need  
Attention

0  
Invoices Rejected

23  
Service Entry  
Sheets

⋮  
More...

Service Sheet #	Customer	Status
1000024890	BC Hydro - SUSTAINMENT TEST	Approved
1000024891	BC Hydro - SUSTAINMENT TEST	Approved
1000024889	BC Hydro - SUSTAINMENT TEST	Approved
1000024892	BC Hydro - SUSTAINMENT TEST	Approved
1000024894	BC Hydro - SUSTAINMENT TEST	Approved
1000024888	BC Hydro - SUSTAINMENT TEST	Approved
1000024895	BC Hydro - SUSTAINMENT TEST	Approved
1000024883	BC Hydro - SUSTAINMENT TEST	Approved
1000024880	BC Hydro - SUSTAINMENT TEST	Approved
1000000899	BC Hydro - SUSTAINMENT TEST	Approved
1000024842	BC Hydro - SUSTAINMENT TEST	Rejected

10  
New Early Payment  
Offers

37  
Invoices

25  
Invoices Pending  
Payment

17  
Invoices Pending  
Approval

0  
Payments that Need  
Attention

3  
Payments Received

0  
Pinned Documents


12  
Orders to Confirm

15  
Orders to Ship

34  
Orders with Service  
Lines

79  
Purchase Orders




23  
Service Entry Sheets

 Manage Default Tiles

# 5. How Can Suppliers Look Up Status of POs, Service Sheets, etc. – con't

Orders, Invoices and Payments

All Customers ▾ Last 14 days ▾

Now we're mobile.  
Check it out.  
  


8  
New Purchase  
Orders












42  
Orders to Invoice

4  
Orders that Need  
Attention

0  
Invoices Rejected

37  
Invoices

More...

Invoice Number		Customer	Reference	Date
1328001		BC Hydro - SUSTAINMENT TEST	4500001328	16 Oct
1329001		BC Hydro - SUSTAINMENT TEST	4500001329	16 Oct
1330001		BC Hydro - SUSTAINMENT TEST	4500001330	16 Oct
1331001		BC Hydro - SUSTAINMENT TEST	4500001331	16 Oct
1332001		BC Hydro - SUSTAINMENT TEST	4500001332	16 Oct
5300001451		BC Hydro - SUSTAINMENT TEST	4500000792	16 Oct
IR85001		BC Hydro - SUSTAINMENT TEST	4500000850	19 Oct
981160A		BC Hydro - SUSTAINMENT TEST	4500001355	22 Oct
IR275801		BC Hydro - SUSTAINMENT TEST	4500002758	22 Oct
IR275802		BC Hydro - SUSTAINMENT TEST	4500002758	22 Oct
1358001		BC Hydro - SUSTAINMENT TEST	4500001358	22 Oct

10  
New Early Payment  
Offers

37  
Invoices

25  
Invoices Pending  
Payment

17  
Invoices Pending  
Approval

0  
Payments that Need  
Attention

3  
Payments Received

0  
Pinned Documents


12  
Orders to Confirm

15  
Orders to Ship

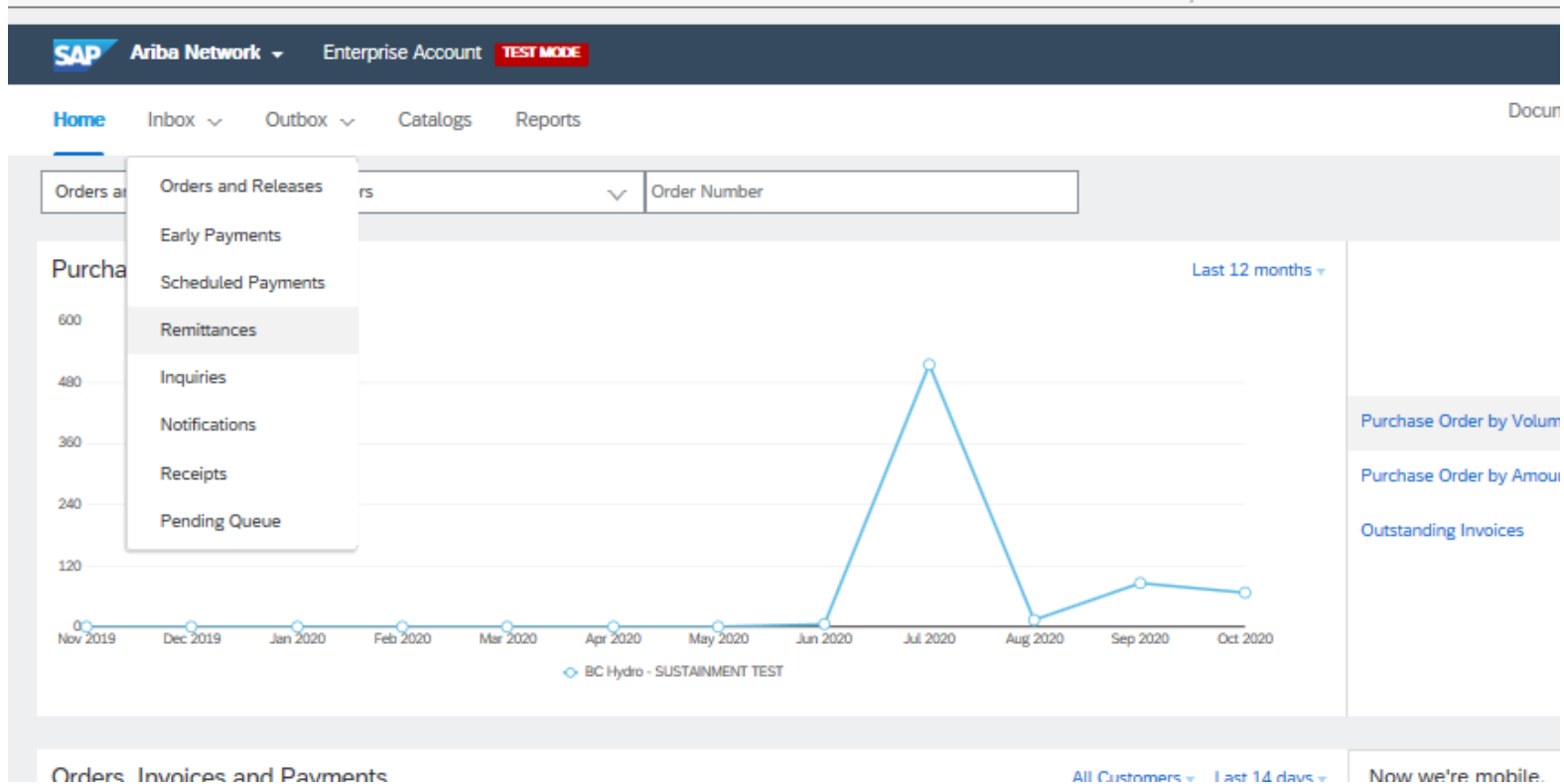
34  
Orders with Service  
Lines

79  
Purchase Orders

23  
Service Entry Sheets

 Manage Default Tiles

# 5. How Can Suppliers Look Up Status of POs, Service Sheets, etc. – con't



# 5. How Can Suppliers Look Up Status of POs, Service Sheets, etc. – con't



Ariba Network

Enterprise Account

TEST MODE



Home

Inbox

Outbox

Catalogs

Reports

Documents



C

## Remittances

► Search Filters

### Remittances (14)

Transaction #	Customer	Payment Date	Account ID	Method	Reference Number	Gross	Discount	Adjustment	Net	Difference	Status	Routing
<a href="#">Z.20201023.2000955124</a>	BC Hydro - SUSTAINMENT TEST	23 Oct 2020		ACH	2000955124	\$16,468.67 CAD	\$45.27 CAD	\$0.00 CAD	\$16,423.40 CAD		Paid	Sent
<a href="#">Z.20201023.2000004670</a>	BC Hydro - SUSTAINMENT TEST	23 Oct 2020		ACH	2000004670	\$3,415.96 CAD	\$9.45 CAD	\$0.00 CAD	\$3,406.51 CAD		Paid	Sent
<a href="#">Z.20201017.2000004669</a>	BC Hydro - SUSTAINMENT TEST	17 Oct 2020		ACH	2000004669	\$729.56 CAD	\$9.14 CAD	\$0.00 CAD	\$720.42 CAD		Paid	Sent

# 5. How Can Suppliers Look Up Status of POs, Service Sheets, etc. – con't

## Payment Detail

Payment Method: **ACH**  
Reference Number: **2000955124** ⓘ  
Related Payment: **Z.20201023.2000955124** ⓘ  
Identified Differences: **None**

Routing Status: **Sent**  
Transaction Date: **22 Oct 2020**

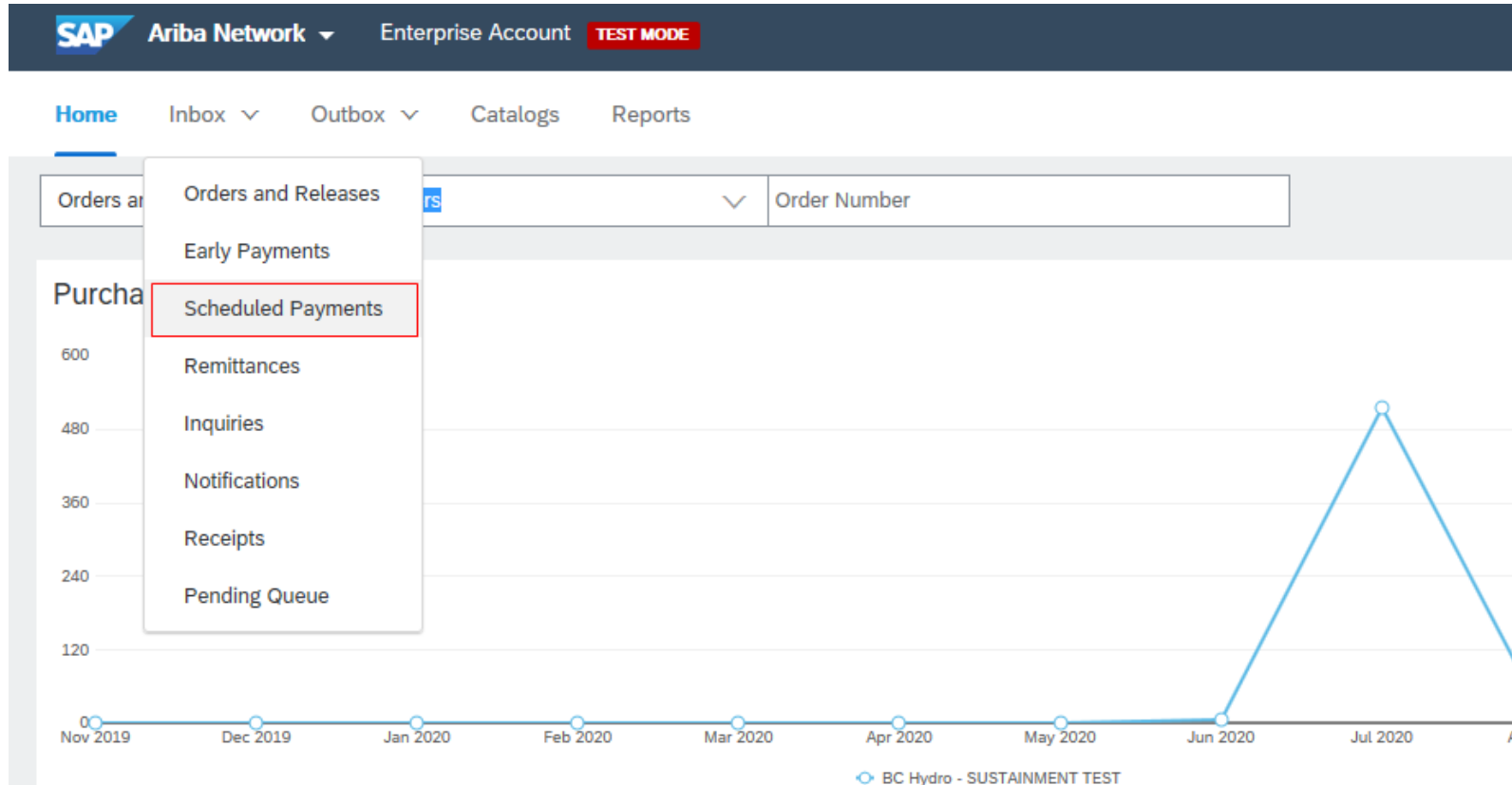
### ADDITIONAL INFORMATION

## Line Items (20)

Page [

Line #	Payable Reference	Gross Amount	Discount	Withholding Tax	Adjustment	Net Amount Paid	Scheduled Payment
1	Invoice: SESFBASE (Show Details)	\$78.75 CAD	\$0.00 CAD			\$78.75 CAD	81000009982021001BCH1Q01
ADDITIONAL INFORMATION							
buyerInvoiceID: 8100000998 OriginalInvoiceNo: SESFBASE Company Code: BCH1 fiscalYear: 2021							
2	Invoice: INV701001G (Show Details)	\$78.75 CAD	\$0.00 CAD			\$78.75 CAD	81000009952021001BCH1Q01
ADDITIONAL INFORMATION							
buyerInvoiceID: 8100000995 OriginalInvoiceNo: INV701001G Company Code: BCH1 fiscalYear: 2021							
3	Invoice: IR45803 (Show Details)	\$2,100.00 CAD	\$0.00 CAD			\$2,100.00 CAD	81000009932021001BCH1Q01

# 5. How Can Suppliers Look Up Status of POs, Service Sheets, etc. – con't



# 5. How Can Suppliers Look Up Status of POs, Service Sheets, etc – con't

SAP

Ariba Network

Enterprise Account

TEST MODE

Home

Inbox

Outbox

Catalogs

Reports

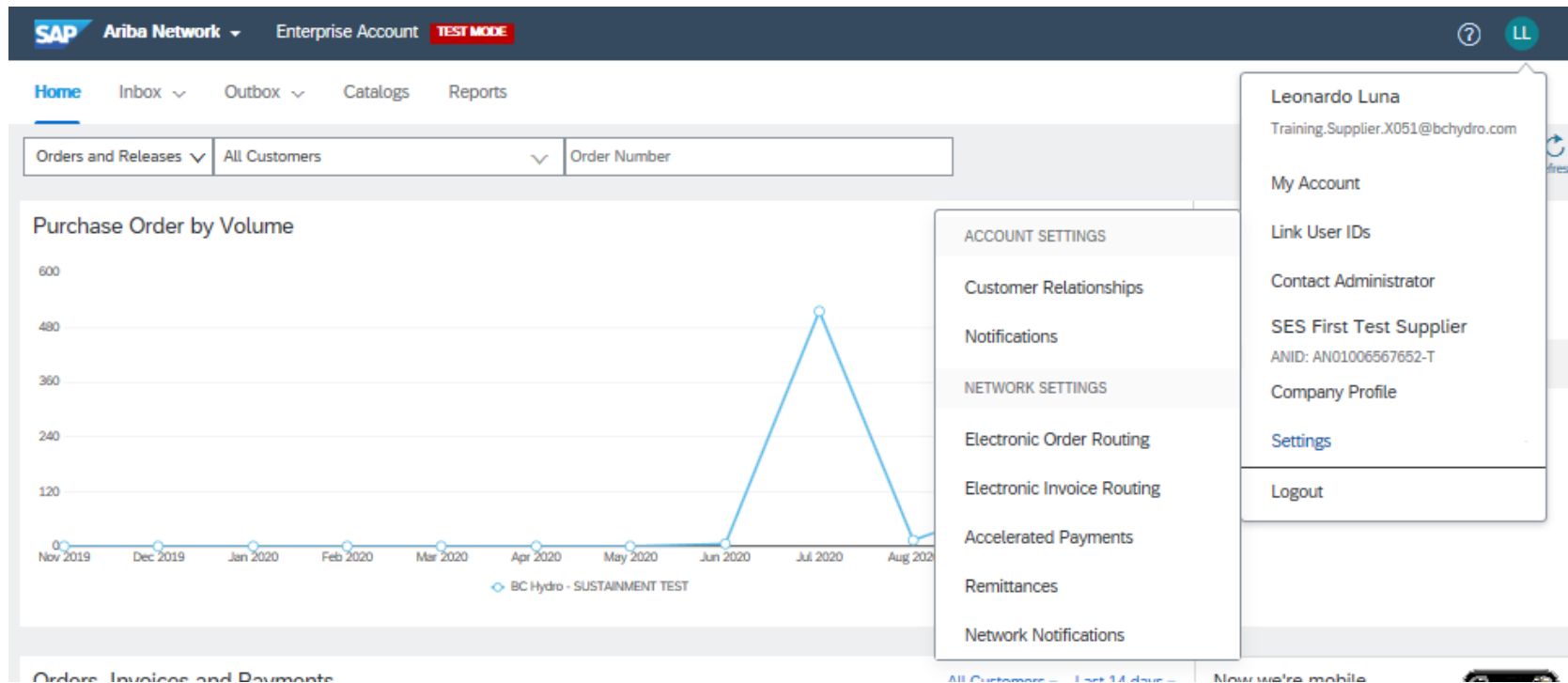
Scheduled Payments

Search Filters

Scheduled Payments (13)

Payment Proposal	Customer	Reference	Method	Scheduled Payment Date	Settlement Date	Remaining	Amount Due	Status
81000002252021001BCH1D00	BC Hydro - SUSTAINMENT TEST	1358001	Other	21 Nov 2020		23 Days	\$2,699.20 CAD	Scheduled
81000031022021001BCH1Q06	BC Hydro - SUSTAINMENT TEST	IR275801	Other	21 Nov 2020		23 Days	\$1,050.00 CAD	Scheduled
81000010972021001BCH1Q01	BC Hydro - SUSTAINMENT TEST	8100001097	Other	15 Nov 2020		17 Days	\$157.50 CAD	Scheduled
81000002192021001BCH1D00	BC Hydro - SUSTAINMENT TEST	1328001	Other	14 Nov 2020		16 Days	\$180.80 CAD	Scheduled
81000001992021001BCH1D00	BC Hydro - SUSTAINMENT TEST	1293002	Other	8 Nov 2020		10 Days	\$39.38 CAD	Scheduled
81000001982021001BCH1D00	BC Hydro - SUSTAINMENT TEST	1293001	Other	8 Nov 2020		10 Days	\$78.75 CAD	Scheduled

# 6. FAQ: How Can Suppliers Turn On/Off Notifications?





# 6. FAQ: How Can Suppliers Turn On/Off Notifications? – con't

Customer Relationships

Notifications

General

Network

Discovery

Sourcing & Contracts

Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications. The Preferred Language configured by the account administrator controls the language used in these notifications.

## Electronic Order Routing

Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.	+ leonardo.luna@bchydro.com
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	
	<input checked="" type="checkbox"/> Send notification for new purchase orders to suppliers.	

# 6. FAQ: How Can Suppliers Turn On/Off Notifications? – con't

## Service Sheet

Type	Send notifications when...	To email addresses (one required)
Service Sheet Failure	<input checked="" type="checkbox"/> Send a notification when service sheets are undeliverable, rejected, or declined.	+ <input type="text" value="leonardo.luna@bchydro.com"/>
	<input type="checkbox"/> Send a notification when service sheets are undeliverable, rejected, or declined to the user who created it.	
Service Sheet Status Change	<input type="checkbox"/> Send a notification when service sheet statuses change.	+ <input type="text" value="leonardo.luna@bchydro.com"/>
	<input type="checkbox"/> Send a notification when service sheet statuses change to the user who created it.	

## Electronic Invoice Routing

Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input checked="" type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	+ <input type="text" value="leonardo.luna@bchydro.com"/>
Invoice Status Change	<input checked="" type="checkbox"/> Send a notification when invoice statuses change.	+ <input type="text" value="leonardo.luna@bchydro.com"/>
Invoice Created Automatically	<input type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	+ <input type="text" value="leonardo.luna@bchydro.com"/>

## 6. FAQ: How Can Suppliers Turn On/Off Notifications? – con't

### Settlement

Type	Send notifications when...	To email addresses (one required)
Payment Profile	<input type="checkbox"/> Send a notification when remittance addresses and payment profiles are changed.	+ eCommerce@bchydro.com
Payment Remittance	<input checked="" type="checkbox"/> Send a notification when payment remittances are undeliverable or their statuses changed.	+ leonardo.luna@bchydro.com
	<input checked="" type="checkbox"/> Send a notification when payment remittances or payment plans are received.	

# 7. FAQ: Fixing PO “Failed” Status

If a PO is sent to a supplier with an invalid order routing email address, the PO will show fail status in Ariba. This causes approved SES's not to interface to Ariba for the supplier to invoice.

To correct this issue, the supplier must update their order routing email address, steps below

1. Log into your account SAP Ariba Network account.
2. In the upper-right corner of the application, click your initials > Settings.
3. Click Electronic Order Routing.
4. Edit the email address next to any field selected as 'Email'.
5. Make sure the email address is valid.
6. If entering multiple email addresses, these must be separated by a comma (no space), and if only one of the email addresses becomes invalid, the PO will return a Failed status.
7. Click Save.

# 7. FAQ: Fixing PO “Failed” Status – con’t

Once the order routing email address has been updated, the supplier can then resend the failed PO in Ariba.

To resend the failed POs, follow the steps below:

1. You can resend failed orders by following the below steps:
2. Sign in to the [Ariba Network](#).
3. Click Inbox > Orders and Releases.
4. At the bottom of the page, click Resend Failed Orders.
5. Use the Search Filters to locate the PO(s) to resend.
6. In the search results, check the boxes to the left of the desired orders and click Resend or click Resend All to resend all orders listed

Once the PO have been resent successfully, the PO status will no longer have a ‘Failed’ status and approved SES will interface to Ariba for the supplier to invoice.

# 8. FAQ: What is a PO “Version” and Why Might a PO Show as Obsolete

## ▼ Search Filters

Customer:  ▼

Order Number: ☐ Partial number ☒ Exact number



Search

Reset

## Orders and Releases (2)



	Type	Order Number	Ver	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
<input type="radio"/>	Order	4500000886	2	BC Hydro - SUSTAINMENT TEST		BC Hydro VANCOUVER, BC Canada	Ouest Business Solutions Inc VANCOUVER, BC Canada	\$3,200.00 CAD	27 Oct 2020	Partially Invoiced	Invoice	\$160.00 CAD	Changed	<a href="#">Actions ▼</a>
<input type="radio"/>	Order	4500000886	1	BC Hydro - SUSTAINMENT TEST		BC Hydro VANCOUVER, BC Canada	Ouest Business Solutions Inc VANCOUVER, BC Canada	\$1,280.00 CAD	27 Oct 2020	Obsolete	Invoice	\$0.00 CAD	Original	<a href="#">Actions ▼</a>



Create Order Confirmation ▼

Create Ship Notice

Create Service Sheet

Create Invoice ▼

Hide

Show

Resend Failed Orders

# Process for handling supplier-related queries

# How Your Questions are Being Addressed

Supplier

Business  
as usual

BC Hydro Accounts Payable [accountspayable@bchydro.com](mailto:accountspayable@bchydro.com)



1. Invoicing questions
2. Ariba set-up questions

The BC Hydro Contract Administrator listed on the PO



3. Purchase Order questions
4. Service Entry Sheet questions
5. Evaluation Receipt Settlement questions

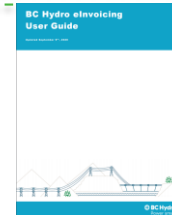
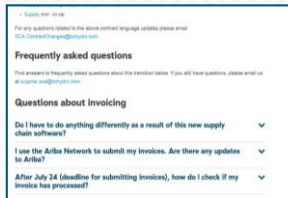
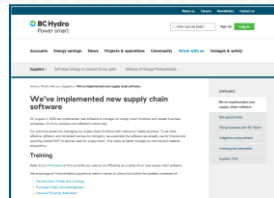
Temporary  
support  
channel

[Supplier.sca@bchydro.com](mailto:Supplier.sca@bchydro.com)



6. Technical or data-related questions
7. Issues involving multiple parties at BC Hydro

BC  
Hydro.com  
resources



BC Hydro  
Support Centre





# Next Steps

# Next Steps

1. We have collected your questions & comments in the chat during this session and we will respond in the coming week.
2. We will post a recording of today's presentation on [BC Hydro.com](https://www.bchydro.com)

