



Ariba® Network Supplier Guide Add-On

Your companion guide for transacting with StarHub

Welcome!

Congratulations on joining Ariba® Network as a supplier. You're now part of a global network of 4 million companies. Leading businesses like yours have leveraged their Ariba Network Enterprise Accounts to grow their business, improve operational efficiencies, and deliver a better experience to their customers.

Your supplier account has been designed to make transacting with your customers as easy as possible. To get started and trained on how to use your Ariba® Network account with BHP, please follow the steps below:

1

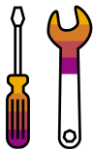


Visit our [Supplier Training page](#)

Learn how to set up and operate your supplier account on our detailed Supplier Training Page. If the above hyperlink doesn't work, copy-paste the following link in your browser instead:

https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/

2



Review the specifics of transacting with StarHub

Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer.

We wish you a lot of success using Ariba® Network!

TABLE OF CONTENTS

SCOPE OF STARHUB'S PROJECT	2
SETTING UP YOUR ACCOUNT.....	2
SPECIFICS FOR PURCHASE ORDERS.....	2
SPECIFICS FOR PURCHASE ORDER CONFIRMATIONS	2
SPECIFICS FOR SHIP NOTICES.....	3
GOOD RECEIPT NOTICES.....	3
SPECIFICS FOR INVOICES.....	3
SPECIFICS FOR FRAMEWORK PURCHASE ORDERS.....	3
SPECIFICS FOR FRAMEWORK PURCHASE ORDER CONFIRMATIONS.....	3
SPECIFICS FOR SHIP NOTICES AGAINST FRAMEWORK ORDERS	4
SPECIFICS FOR INVOICES AGAINST FRAMEWORK ORDERS	4
HELP & SUPPORT	6

SCOPE OF STARHUB'S PROJECT

This section specifies which documents will be transacted through Ariba Network. Some of them will be mandatory, others will simply be available if relevant.

Supported Documents On this Ariba Network relationship

- **Purchase Orders**
POs from StarHub will be sent through Ariba Network
- **Purchase Order Confirmations**
Apply against a whole PO
- **Ship Notices**
Apply against PO when items are shipped
- **Invoices**
Apply against a whole PO or line items
 - Whole or Partial Invoices
- **Framework Invoices**
Apply against a whole PO or line items using the **Message** tab or **Messages Chat** window

SETTING UP YOUR ACCOUNT

This section covers what needs to be set up in the Ariba Network account as minimum requirements in order to successfully transact with StarHub.

Please make sure you complete at least the following chapters of the *Administration* section on the [Training Experience Page](#)

- Complete your profile
- Configure your email notifications
- Configure your enablement tasks
- Configure Electronic Order Routing method and notifications
- Configure Electronic Invoice Routing method and Tax Details
- Configure your Remittance Information and payment methods
- Set up a test account

SPECIFICS FOR PURCHASE ORDERS

This section mentions any specificities regarding Purchase Orders sent by StarHub through Ariba Network. If you see any discrepancy in the purchase order, contact StarHub and request for a change PO. The purchase order status will change to **Changed** and all the edits on the PO will be highlighted in brown.

All documents submitted by you like the order confirmation, ship notice, and the invoice will be attached to the purchase order and you can view it on the Purchase Order details page under the **Related Documents** sections

SPECIFICS FOR PURCHASE ORDER CONFIRMATIONS

When a new order is received into Ariba, you will be required to create an Order Confirmation. This is a mandatory step for StarHub suppliers.

You will only be able to **Confirm the Entire Order** i.e. confirm all line item details of the order or **Reject Entire Order** i.e. reject all line item details of the order.

Confirm Entire Order Mandatory Fields:

- Enter the **Est. Shipping Date**
- Enter the **Est. Delivery Date**

SPECIFICS FOR SHIP NOTICES

It is mandatory to create a ship notice before creating an invoice. The Ship Notice is the delivery information and is sent to StarHub to advise them of the ship date for the goods. Please follow the below rules before/while creating a ship notice.

- It is mandatory to enter the **Packing Slip ID** which is any alpha-numeric reference number of your choice.
- It is mandatory to enter the **Delivery Date** on the Ship Notice.
- The Ship Notice can be full or partial.

GOOD RECEIPT NOTICES

A Goods Receipt Notice (GRN) is sent by StarHub to inform you of what they have received into their system from the shipment you sent.

- The goods have to be received by StarHub prior to invoicing.
- In the Order; the **Create Invoice** button will remain inactive until a GRN is received.

SPECIFICS FOR INVOICES

This section mentions any specific transaction rule that should be observed by suppliers regarding invoices.

- Once the material has been shipped out and the GRN is received the invoicing process can be done.
- The **Invoice #** has to be the original Invoice number.
- You need to attach the scanned copy of the original invoice on the Ariba Network '**Create Invoice**' screen.
- The Invoice can be full or partial.
- Supplier must attach a pdf copy of their original tax invoice when performing invoicing in SAP Ariba
- Supplier to be reminded on the below with regards to invoicing, and failing which StarHub may refuse or delay in processing the payment:
 - For PO issued via the Ariba – Supplier shall issue invoice via the Ariba only.
 - For PO issued via the non-Ariba – Supplier shall issue invoice to ap.invoice.finance@starhub.com.

SPECIFICS FOR FRAMEWORK PURCHASE ORDERS

This section mentions any specifics that should be observed by suppliers regarding framework orders. If you see any discrepancy in the purchase order, contact StarHub and request for a change PO. The purchase order status will change to **Changed** and all the edits on the PO will be highlighted in brown.

All documents submitted by you like the order confirmation and ship notice, will be attached to the purchase order and you can view it on the Purchase Order details page under the **Related Documents** sections

Note: The **Purchase Order #** will be characterized with an '**F**' in it. For example: **11F00000381**

SPECIFICS FOR FRAMEWORK PURCHASE ORDER CONFIRMATIONS

When a new framework order is received into Ariba, you will be required to create an Order Confirmation. This is a mandatory step for StarHub suppliers.

You will only be able to **Confirm the Entire Order** i.e. confirm all line item details of the order or **Reject Entire Order** i.e. reject all line item details of the order.

Confirm Entire Order Mandatory Fields:

- Enter the **Est. Shipping Date**
- Enter the **Est. Delivery Date**

SPECIFICS FOR SHIP NOTICES AGAINST FRAMEWORK ORDERS

It is mandatory to create a ship notice before creating an invoice for all framework orders. The Ship Notice is the delivery information and is sent to StarHub to advise them of the ship date for the goods. Please follow the below rules before/while creating a ship notice.

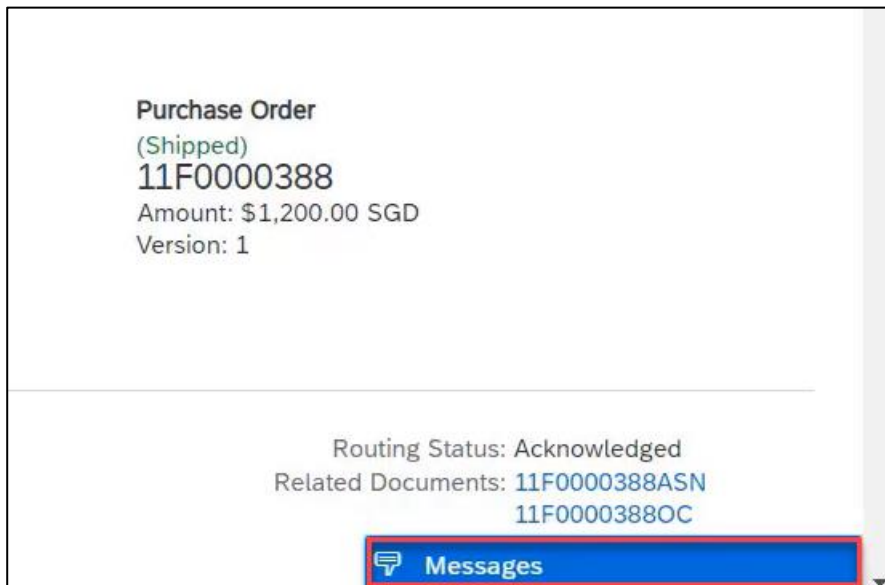
- It is mandatory to enter the **Packing Slip ID** which is any alpha-numeric reference number of your choice.
- It is mandatory to enter the **Delivery Date** on the Ship Notice.
- The Ship Notice can be full or partial.

SPECIFICS FOR INVOICES AGAINST FRAMEWORK ORDERS

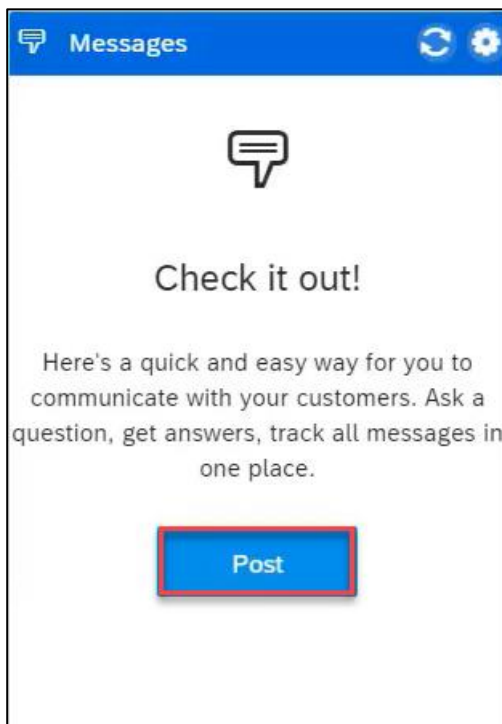
It is mandatory to create a ship notice before creating an invoice for all framework orders.

To create an invoice against a framework order:

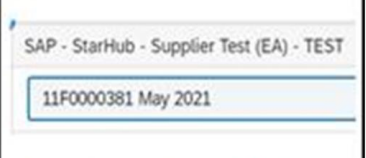
- Click the **Messages Chat** window



- Click the **Post** button



- Enter the **Subject** in the following naming convention only.


Framework Order Subject Title		
Payment Pattern	Message Subject Title	Example
Monthly	FO#<space>MMM<space>YYYY	11F0000381 May 2021 
Quarterly	FO#<space>MMM-MMM<space>YYYY	11F0000382 Jan-Mar 2021

- Attach the scanned copy of the original invoice, by clicking the **Attachment** icon.

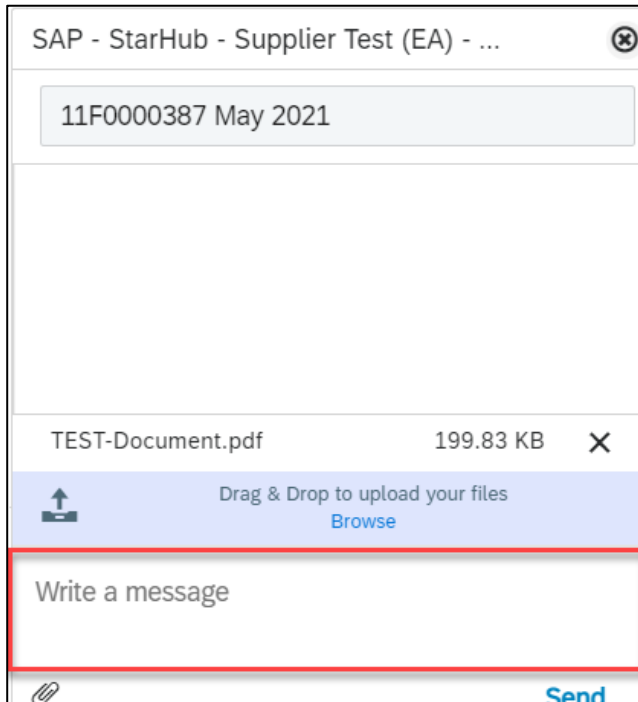
SAP - StarHub - Supplier Test (EA) - ... ✕

11F0000387 May 2021

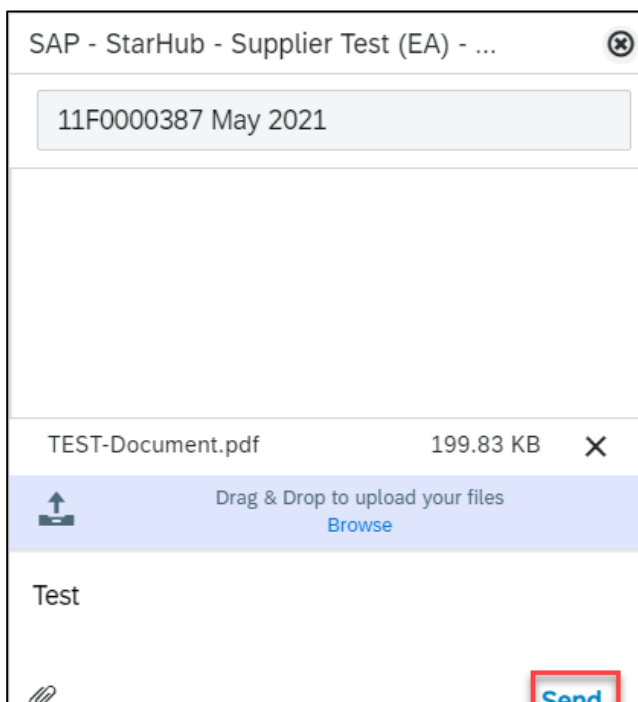
Write a message


Send

- Enter **Comments**



- Click the **Send** button



HELP & SUPPORT

If you need assistance using Ariba Network,

- Use the **Help Centre** to access documentation, FAQs, and live support from within your Ariba Account
- Learn how to set up and operate your supplier account on our detailed [Supplier Training Page](#)
- For general support information go to [SAP Help Portal](#)
- If you need assistance regarding business processes, please contact StarHub project team at the following email address - corp_purchasing_mailbox@starhub.com

www.sap.com/contactsap

© 2022 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies. See www.sap.com/copyright for additional trademark information and notices.

