

SAP Ariba – Supplier FAQs

This guide will provide you with answers to most common questions asked around SAP Ariba

What is SAP Ariba?

SAP Ariba is a complete procurement solution that can digitise and simplify the procurement processes, end-to-end, on a single integrated cloud platform. It is the world's largest B2B Trading Platform (4.03M companies). Suppliers can leverage the benefit of the SAP Business Network to reach new customers. SAP Ariba will be the procurement platform used by Veolia to process payments to suppliers, manage requests for tender and manage suppliers.

What is the SAP Business Network?

The SAP Business Network is a dynamic, digital marketplace where millions of suppliers have a catalogue of goods and services that buyers can browse and buy. Suppliers can quickly receive electronic purchase orders and send invoices as well as track their status online and process them.

What are the benefits of using the SAP Business Network?

- Secure and guaranteed invoice delivery - no more lost invoices
- You can check the status of your invoice online - from delivery through to payment
- Reduced processing time - we receive your invoices faster which improves payment processing
- Instant invoice validation - fewer delays due to missing information
- Higher processing transparency and better cash flow management - 24/7 access and reporting

What is Electronic Invoicing?

Electronic invoicing (e-invoicing) is a communication methodology that utilises the internet to allow Veolia to receive invoice information directly from suppliers, without the need to print and mail paper invoice copies.

Why is Veolia asking suppliers to transact with them electronically?

E-invoicing reduces the cost of manually handling the large volume of paper invoices received daily, without the associated costs and complexity of traditional paper methods. This allows better matching and tracking of invoices, immediate response to payment inquiries, reduces unnecessary errors and results in a more efficient process.

As a supplier, you:

- are instantly notified when Veolia creates new Purchase Orders
- can effortlessly 'flip' a Purchase Order into an electronic invoice
- have 24/7 access to the status of your invoices
- have instant access to remittance details for easy payment reconciliation
- know the moment a payment has been initiated for your submitted invoices.

What infrastructure do I need to use the SAP Business Network?

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A regular internet connection and a web browser are the only requirements.

Are there any costs involved in registering through the SAP Business Network?

Basic access to the SAP Business Network is available free of charge. There are options to move to a paid version (enterprise account) if you'd like to take advantage of more features of the global SAP Business Network and if you significantly increase the number of purchase orders / invoices you process through the SAP Business Network. Please [click on this link](#) to register for your standard account.

What is the privacy policy for registration and company information?

By registering on the SAP Business Network, suppliers make their company profile information available to their current customers, as well as other buying organisations on the network. Your customers use this information to conduct transactions with you through the network, and prospective buyers use it to initiate new business relationships. Protected account information, such as Tax ID and account settings, is not shared. Suppliers do not have access to the account information of other suppliers.

What if we are already on the SAP Business Network?

Please provide the SAP Business Network ID [ANID] that you wish to use with us. Please be aware that you will still need to complete our onboarding process, so that your SAP Business Network account gets linked to our Veolia SAP Ariba site.

Will this system be used for both Veolia and ex-Suez businesses?

Yes, SAP Ariba will be utilised for both businesses.

I've received an error message when I clicked on the link for supplier onboarding - "Did Not Connect: Potential Security Issue" What do I do?

This error occurs due to network restrictions on the supplier end. Please contact your IT department to resolve this issue.

Will suppliers be able to still supply a hand written invoices, instead of produce computer generated invoices?

Hand written invoices will not be accepted against purchase orders.

Will suppliers be required to upload invoices in Ariba for payment?

Yes, all suppliers' invoices will go through Ariba.

What if we are not registered as a Supplier at the time of a PO creation?

You will receive a PO notification via email, with a link. Clicking on the link will prompt you to register for an account to access the PO.

If you have any additional questions please contact aribasupplierrequests@veolia.com