

Ariba Enablement supplier briefings March 2021 - FAQs

These FAQs have been created following our recent Ariba Enablement supplier briefing sessions.

Ariba Supplier Account

Will Sydney Water cover the fees for suppliers on SAP Ariba for Sydney Water transactions?

Yes. There are no subscription or transaction fees for suppliers.

When will the transition to the SAP Ariba Network happen?

We'll be upgrading to our new financial system in July 2021. This is when the transition to the SAP Ariba Network will happen.

When is my transition to the Ariba Network be complete?

Your transition will be finalised after you've completed the enablement tasks. This is after you receive and accept the Trading Relationship Request (TRR) sent by our partners at Ariba.

Enablement tasks include registering as a new user. If you're an existing Ariba Network user, review your Ariba Network account and configure your account.

Ariba will support you with training and configuring your settings for your account.

Is there any training available?

Yes. Ariba will provide all Ariba Network training.

Do I contact Ariba or Sydney Water when I have a question or issue?

Not sure who to contact if you have an issue or question? [Follow this link](#) to see who is best to answer your enquiry.

Purchase Orders (POs) / Goods Receipt (GR) / Service Entry Sheet (SES) / Catalogues

Who should I contact if I have issues with purchase orders or invoices?

If you have issues with POs or invoices that are transacting fine through the Ariba Network, but the detail is incorrect or another issue with the PO or invoice is determined, please contact Sydney Water Business Connect on (02) 8849 6900 or businessconnect@sydneywater.com.au.

If your invoices are not transmitting through the Ariba Network or Sydney Water's POs are not transmitting through the Ariba Network, please [contact Ariba support](#).

Will I get an email prompt from Ariba or will I have to log in to get the Purchase Order (PO), Change Order (CO) & Cancellation (CAN)?

If you have an enterprise Ariba Network license, you will not get an email. You will log into your Ariba Network seller account to access all documents.

What happens if there are variations in the PO like price, discount? How do I request the variation/s?

You'll need to contact the Sydney Water buyer whose details will be on the PO. The buyer will discuss with you the potential changes to the PO and if a change is required, the buyer will make the change. After Sydney Water approval, a new version of the PO will be available to the supplier through the Ariba Network.

Can we have access in retrieving POs?

No. You can amend a PO as per the previous question. This also includes cancellation of a PO. Cancellation of a PO should only occur after the Sydney Water buyer consults with the supplier. After consultation, the PO can be cancelled, and a new version of the PO will be available to the supplier through the Ariba Network with the status 'Obsoleted'.

If I need to flip a PO to invoice in Ariba, how do I reconcile my transactions in my Enterprise Resource Planning (ERP) if my ERP is not integrated with Ariba? Will Sydney Water pay for the integration?

No, we will not pay for your potential integration fees. If a supplier is to integrate, they would need to pay all integration fees.

Ariba Network invoices are processed independently to your ERP invoices. To reconcile, you would need to produce a report within your Ariba Network account and a report from your ERP and reconcile by invoice number and invoice amount.

We receive bulk POs. Are multiple invoices able to be issued against POs? Is there any allowance for invoices to go over the set tonnage in the PO - 5% for example? Is Sydney Water able to update POs (e.g. change tonnes or rate) once they have been raised?

Yes, you can send multiple invoices against a bulk PO. Please ensure the PO number is populated on the PO.

Yes, a 5% allowance on quantity tonnage for selected aggregate suppliers is allowed on invoices where an invoice exception will not occur.

Yes, we can update POs after the PO has been submitted to a supplier through the Ariba Network. The change will result in a PO version number change which will be shown on the Ariba Network.

Does a Good Receipt (GR) need to be done or Service Entry Sheet (SES) need to be accepted before suppliers can flip an invoice from PO in Ariba?

No. For goods, you can flip an invoice from a PO if we've not yet performed the GR against the PO.

For services, a supplier cannot flip an invoice from a PO until we've accepted/approved the SES.

Can I create catalogues in the SAP Ariba Network?

Yes, you can create static catalogues. It's expected that all static catalogues are set up and maintained by suppliers.

E - invoicing

Does this mean no more invoices will be sent via email and everything will go through the Ariba Network?

Yes.

We have some projects that are invoiced through the Sydney Water (SW) Delivery Portal. How does Ariba invoicing fit into this? Does Ariba replace the portal or is this another portal? How do we know if the invoice is going through the SW Delivery Portal or Ariba?

The Ariba Network does not integrate with the SW Delivery Portal. The SW Delivery Portal can still be used for claims approval but not for invoice submission. Invoices are to be submitted through the Ariba Network.

What's Sydney Water's expectation from the supplier regarding mandate e-invoicing?

We strongly recommend all suppliers sign-up for e-invoicing to improve and optimise the invoice payment process.

What if I don't have a system capable of creating electronic invoices?

To create electronic invoices on the Ariba Network all you need is an internet connection and internet browser.

How will the switch from paper to e-invoicing be managed?

Once you're set-up and ready to transact via the Network, Ariba will send you an alert to notify you that you're ready to submit invoices to our Accounts department.

Do contract and PO terms and conditions (T&Cs) include mandate e-invoicing?

Yes, all future supplier contracts and PO T&Cs will be amended to state send only electronic invoices.

Can I send electronic invoices using the Ariba Network to all my customers?

Once you're enrolled, the Ariba Network allows you to send electronic invoices to other customers that are using the Network.

My organisation is planning to change its invoicing software soon. Should I wait before subscribing?

The Ariba Network accepts any incoming data format so you should join the Network as soon as possible and send your invoices now to ensure your payments aren't delayed. You can advise Ariba of the changes when you're ready to use your new software. They'll make the necessary changes without interruption to invoice delivery.

What e-invoicing options does Ariba offer to suppliers using their Network?

PO flipping: PO flipping is designed for companies who receive POs through the Ariba Network. You can flip the PO to invoice updating a few details on the Ariba Network. The Ariba Network offers a secure connection and guarantees delivery of the invoice to the customer within hours.

Integrated solution: The integrated solution gives a fully automated process where invoice data is extracted directly from the supplier's billing system and delivered directly into the customers finance system.

Can I attach supporting documents on Ariba while submitting invoices?

Supporting documents can be attached by creating an electronic file either by using print drivers on your computer or scanning the document. Once uploaded at the time the invoice is entered into Ariba, the supporting documentation is permanently attached to the electronic invoice and sent to us.

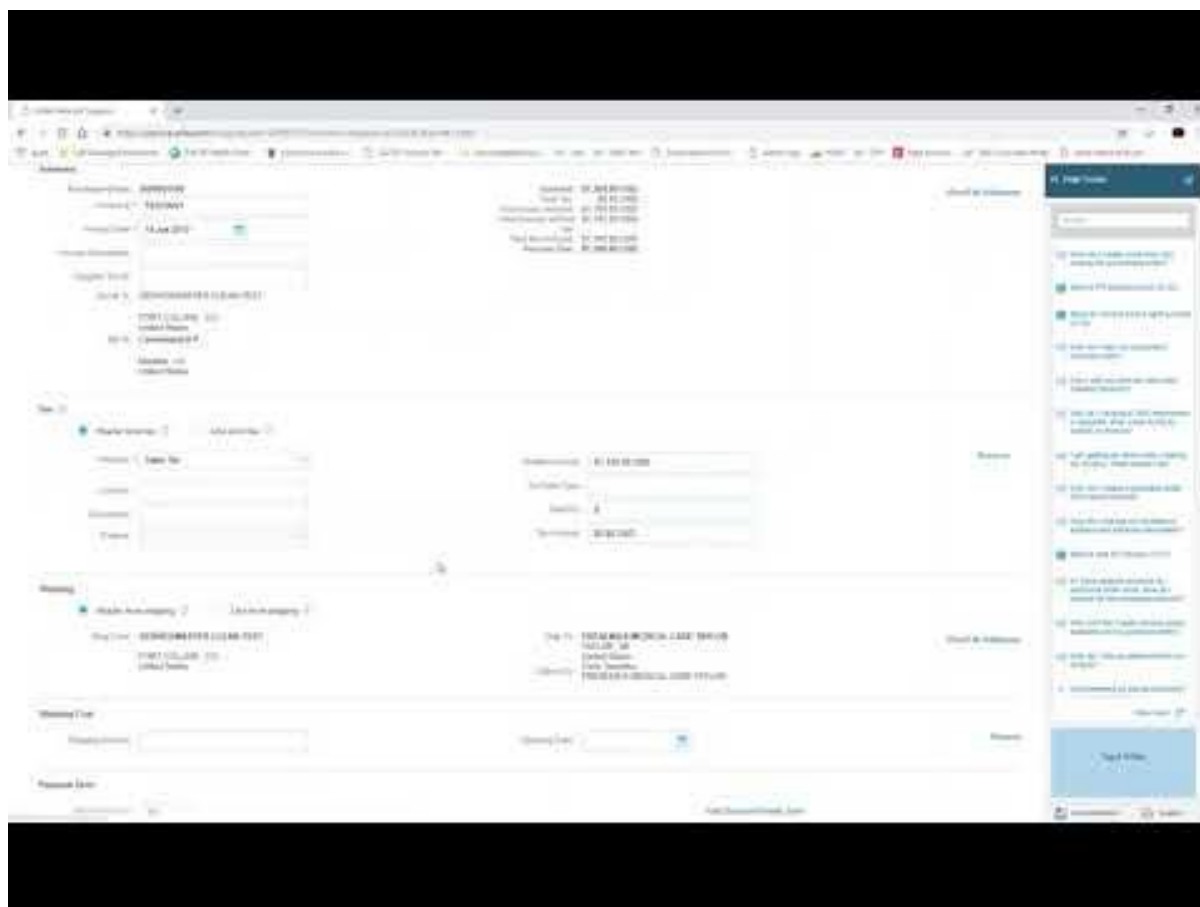
I already send some invoice data directly to other customers. Can I send EDI/XML invoices directly to Sydney Water?

No, EDI and XML are just data formats. You can use this preferred format to send the data to the Ariba Network.

Will Sydney Water make payments using the Ariba Network?

The Ariba Network is not a payment platform. We'll pay through the SAP S/4 Hana system.

[Creating an invoice via PO flip - YouTube](#)



[A Day in the Life: Supplier with SAP Ariba - YouTube](#)

