SAP Ariba

Ariba® Network
Supplier Guide Add-On

Your companion guide for transacting with Sydney Water

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 Sydney Water, 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 Sydney Water

Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer. This document will help you navigate through the detailed content of our Supplier Training Page.

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

Sydney WATER

THE BEST RUN SAP®

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SCOPE OF SYDNEY WATER '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. **Please Note:** For all existing PO Sydney Water will process through the existing process and system VIM.

Supported Documents On this Ariba Network relationship	**Not Supported Documents** On this Ariba Network relationship

• **Purchase Orders**
POs from Sydney Water will be sent through the Ariba Network
 	
• **Purchase Order Confirmations**
Apply against a whole PO or line items
 	
• **Ship Notices**
Apply against PO when items are shipped
 	
• **Service Sheets**
Apply against a PO referencing a service line item
 	
• **Invoices**
Apply against a whole PO or line items
  ○ **Partial Invoices**
  ○ **BPO Invoices**
  Invoices against a blanket purchase order
  ○ **Service Invoices**
  Invoices that require service line item details
 	
• **Credit Invoices/Credit Memos**
Item level credits; price/quantity adjustments
	• **Summary or Consolidated Invoices**
	Apply against multiple POs
	
	• **Invoicing for Purchasing Cards (P-Cards)**
	An invoice for an order placed using a purchasing card
	
	• **Duplicate Invoices**
	A new and unique invoice number must be provided for each invoice; duplicate invoices will be rejected unless resubmitting a corrected invoice that previously had a failed/rejected status on Ariba Network
	
	• **Paper Invoices**
	Sydney Water will no longer accept paper invoices and requires invoices to be submitted electronically through Ariba Network.
	
	• **Non-PO Invoices**
	Against a PO not received through Ariba Network
	
	• **Contract Invoices**
	Against contracts
	
	• **Header Level Credit Memos**
	The Header Level Credit Memo feature is not supported by Sydney Water

SETTING UP YOUR ACCOUNT

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

Please make sure you complete at least the following chapters of the *Account Administration* section on the Supplier Training 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

TRANSACTING ON ARIBA NETWORK

This section mentions the specifics of transacting with Sydney Water on the Ariba Network once your account has been set up. You'll find detailed instructions in the Transacting section of the **Supplier Training Page**.

Specifics for PURCHASE ORDERS

This section mentions any specifics regarding Purchase Orders sent by Sydney Water through the Ariba Network. The Purchase Order (PO) is the source document for the order and all subsequent documents are created from the PO – **You cannot Manipulate or change the PO yourself.**

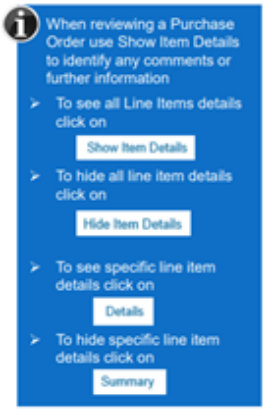
Multiple Invoices can be created against the same PO line up to the quantity/value available on that PO line.

Ensure you use the Unit of Measure (UOM) that appears on the Purchase Order Line Items. If the UOM is incorrect contact Sydney Water, as a changed purchase order will be issued.

Reviewing a Purchase Order

Each Purchase Order that comes into the system should be reviewed to:

- Identify the items requested
- Determine whether the items are in stock
- Validate the information contained within the PO
- Review the shipping address
- Ensure that the details of items in the order are correct
- Check fields required by the business and add comments



Changed Purchase Orders:

A change order is triggered, when a Supplier has provided proposed changes on the Order Confirmation or contacted the requester. – **Please see Specifics for ORDER CONFIRMATION**

Only the Buyer can change a purchase order. The Buyer will contact suppliers where the proposed changes are not accepted based on trading agreements.

Invoicing for an amount different to that shown on the Purchase Order will result in the invoice being rejected and this may delay the payment process.

Invoicing is not available on obsoleted purchase orders, locate and invoice on the latest version.

A changed purchase order may be sent when:

- A price change has been accepted
- The order was rejected because the wrong information was sent
- The purchase order had too many errors for the Supplier to effectively correct
- The UOM is incorrect

Specifics for PO CONFIRMATIONS

When a new order is received into Ariba Network, some Buyers require an Order Confirmation, however for Sydney Water this is an **optional** process.

There are three types of Order Confirmations; a Confirmation can be created to either confirm, update or reject the order:

1. Confirm Entire Order: used to confirm all line item details of the order.

2. Update Line Item: used to advise Sydney Water there is incorrect information on the Purchase Order, for back orders and to reject one line item from the purchase order.

3. Reject Entire Order: used to reject the order if it cannot be fulfilled.

Note: Sydney Water will allow for Partial Order Confirmations.

Specifics for SHIP NOTICES

The Ship Notice is the delivery information and is sent to Sydney Water to advise them of the ship date for the materials. The Ship Notice is an **optional** document for transacting with Sydney Water.

Two methods are available for creating a Ship Notice:

1. Full Ship Notice
2. Partial Ship Notice

Remember: The Ship Notice is the delivery information and is sent to Sydney Water to advise them of the ship date for the materials. Order status shows Confirmed or partially confirmed. Partially shipped remains until all items have been shipped.

Note: Suppliers must provide “Estimated Delivery Dates” for Order Confirmations and Ship Notices.

Specifics for SERVICE SHEETS

The Service Entry Sheet (SES) is the claim for the service work carried out. The SES Document is required for all Services Orders and must be created Manually in the Create Service Entry Sheet area of the Ariba Network.

There are some rules for your consideration with SES:

1. Suppliers require to provide start and end dates on service entry sheets.
2. Suppliers are enabled to add attachments to service entry sheet header.
3. Suppliers might need to increase the line item quantities/price. This is useful for any Unplanned services that may occur.

Specifics for INVOICES

This section mentions any specific transaction rules that should be observed by suppliers regarding when processing invoices.
All orders received via the Ariba Network require an invoice to be created in the Ariba Network

The Invoice# refers to your internal invoice number.

Partial invoicing is allowed.

Tax will be added at the header level from a list of valid tax values.

Invoice Back-dating and Future-dating is allowed.

The status of the Invoice will change as it progresses through Sydney Water’ approval process. There are five Invoice Statuses:

- **Sent** – you have sent the invoice to Sydney Water
- **Approved** – Sydney Water has reviewed the Invoice and it has been approved for payment
- **Paid** – The invoice has been paid or is in the process of payment
- **Rejected** – The invoice has been rejected. Open the invoice and review rejection reason. Invoices that are rejected by Sydney Water will display as **Rejected** due to:
    - Missing information - for example a required attachment
    - Incorrect information
    - Added information to invoice – freight added but was not provided on the Order Confirmation
- **Cancelled** – The invoice has been cancelled by Sydney Water

If you need to **Edit/Resubmit** the **rejected invoice**. Open ‘Review the Invoice’ in the Outbox:

1. Read the reason for the Rejection.
2. Click on **Edit & Resubmit**.

Partial Invoicing:

For PO Based invoices, enter partial quantities to create a partial invoice. Invoices will display as 'Partially Invoiced' until all items on the original Purchase Order have been Invoiced.

Multiple Invoices can be created for a Purchase Order if it does not exceed the quantity requested.

Note: if a Purchase Order is not fully invoiced as goods were not fully supplied and invoiced it will remain in the Ariba Network as "Partially Invoiced".

Specifics for LINE ITEM CREDIT MEMOS

Credit Memos can be sent to Sydney Water via the Ariba Network and do not need to be sent in the mail or via email.
Please also note the following when creating Credit Memos:

- Credits are supported against specific line items from a previously submitted invoice.
- Credits can be for full or partial amounts for material orders.

Specifics for REMITTANCE

The Remittance informs the Supplier of when and how payment for an invoice is made. The Remittance is an informational document only and does not require any action. New Remittances can be viewed from the Inbox area under Remittances.

Alternatively, if you are using the new Ariba Network Supplier UI, click on the Payments tab and select Remittances.

HELP & SUPPORT

If you need assistance using Ariba Network, please consult our documentation or contact our Support Team directly from the **Help Center.**

If you need assistance regarding business processes, please contact the Sydney Water project team at the following email address: supplierupdate@sydneywater.com.au

www.sap.com/contactsap

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