Quick reference guide
for suppliers

Frequently asked questions

1. Getting set-up as a Sydney Water supplier

Are we all set to receive Sydney Water purchase orders after completing the supplier self-registration?
No. The Self- registration is an expression of interest to become a supplier of Sydney Water. It is subject to review, and once approved, the supplier is invited to complete the next stage of the registration, sourcing and onboarding process.

1.1 Prequalification

We have not completed the Prequalification Questionnaire, however the questionnaire is not editable and the Revise Response button is not available.
The questionnaire may have already expired. Contact businessconnect@sydneywater.com.au for assistance.

2. Trading with Sydney Water on SAP Business Network

What is SAP Ariba?
SAP Ariba is a cloud-based procurement platform for both buyers and suppliers. Through SAP Ariba, businesses of all sizes can connect to their trading partners anywhere, at any time, and from any application or device to buy, sell, and manage their cash more efficiently.

What is SAP Business Network?
Formerly called Ariba Network, SAP Business Network is a platform where companies can connect, transact, and collaborate digitally with trading partners.

Do we pay fees for Sydney Water transactions in SAP Business Network?
No. There are no subscription or transaction fees for Sydney Water transactions in SAP Business Network.

Can we continue to trade with Sydney Water if we do not want to transact via SAP Business Network?
Yes. While moving onto SAP Business Network will eventually become the primary platform when trading with Sydney Water, it will not be mandatory under current contract arrangements. Where new contracts or renewals are awarded, then it will be expected that the supplier use SAP Business Network for all goods and services transactions.

We already trade on SAP Business Network with other customers and would like to include Sydney Water orders on the same platform. How do we initiate this?
Current suppliers may request to activate an SAP Business Network trading relationship with Sydney Water. Send your request to businessconnect@sydneywater.com.au.

Do we still have to notify Sydney Water of any changes (i.e., phone, email, bank details etc.) if we are on SAP Business Network?

No. Update your company information (except for ABN) on your Ariba account. Refer to guide Accessing supplier questionnaires and sourcing opportunities to update your responses. If your ABN has changed, submit a new supplier self-registration request.

What support does SAP Ariba offer to ensure we can continue to trade effectively on SAP Business Network platform?
SAP Ariba has supplier support structures in USA, Canada, Australia, India, South Africa and Europe. Information and help are provided by contacting SAP Ariba.

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)?
Yes, you will receive an email notification. You may also log into your SAP Business Network seller account to access all documents.

How do I request for purchase order variation/s?
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 SAP Business Network. Refer also to guide Submitting Order Confirmations.

If we need to flip a PO to invoice in Ariba, how do we reconcile our transactions in our Enterprise Resource Planning (ERP) if our ERP is not integrated with Ariba?
SAP Business Network invoices are processed independently to your ERP invoices. To reconcile, you would need to produce a report within your SAP Business Network account and a report from your ERP and reconcile by invoice number and invoice amount.

If we integrated our ERP with Ariba, will Sydney Water pay for the integration fees?
No, we will not pay for your potential integration fees. If a supplier is to integrate, they would need to pay all integration fees.

Can we issue multiple invoices against a bulk PO?
Yes, you can send multiple invoices against a bulk PO. Refer to guide Submitting invoices for further information.

Is Sydney Water able to update POs (e.g. change tonnes or rate) once they have been raised?
Yes, we can update POs after it has been raised and issued to a supplier through SAP Business Network, as long as there are no receipts or invoices against the PO. The change will result in a PO version number, and the revised version will appear in SAP Business Network.

Do we need to wait for a Service Entry Sheet (SES) approval before we can submit an invoice?
Yes. For services, a supplier cannot submit an invoice via SAP Business Network until the SES is approved.

What is Sydney Water's expectation from the supplier regarding e-invoicing?
We strongly recommend all suppliers to submit invoices via SAP Business Network 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 SAP Business Network all you need is an internet connection and internet browser.

Can I send electronic invoices to all my customers via SAP Business Network?
Yes, if your other customers are also using the Network.

What e-invoicing options does SAP offer to suppliers using SAP Business Network?
Purchase Order flipping: This is designed for companies that receive purchase orders through SAP Business Network. You can flip the PO to invoice by entering a few details on SAP Business Network. It 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 are extracted directly from the supplier's billing system and delivered directly to the buyer's finance system.

Can I attach supporting documents on SAP Business Network while submitting invoices?
Yes, supporting documents can be attached by creating an electronic file either by using print drivers on your computer or scanning the document. Once uploaded and sent, the supporting documentation is permanently attached to the electronic invoice. Refer to guide Submitting invoices for further information.

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 SAP Business Network.

Will Sydney Water make payments using SAP Business Network?
SAP Business Network is not a payment platform. We use SAP S/4 Hana system to process payments.

Will using SAP Business Network impact how I transact with the other e-commerce applications offered by Sydney Water such as SAP Fieldglass?
SAP Business Network is a cloud-based B2B platform where you transmit and receive purchasing and invoice transactions between a buyer and a seller. It does not have any impact or change how you currently transact on any other solutions.

What documents can we send and receive via SAP Business Network?
Sydney Water supports the below documents:

- Receive purchase orders / confirm purchase orders / request purchase order change

- Submit service entry sheet / receive service entry sheet approval

- Submit advance ship notice / receive goods receipt notification

- Submit invoices/ receive invoice status updates

- Submit credit note

- Receive payment proposal and remittance advice

3. General SAP Ariba queries

I cannot remember my username and/or Password to log in to my SAP Business Network account.
Go to supplier.ariba.com and select the appropriate option based on username or password and continue. If none of the options are suitable, click the "?" icon for Help and log your problem for further support.

How do I access the former administrator's account?
Refer to Ariba knowledge article KB0392439 - How do I access and change the former administrator's account?