Quick reference guide
for suppliers

Submitting order confirmations

The **Order Confirmation (OC)** document confirms an acceptance of a PO.

👤	<u>As your organisation's authorised user for accessing POs</u>, follow this guide for instructions on how to submit order confirmations. This guide assumes prior knowledge of basic navigation and workbench configuration. Related **Sydney Water** guide: Navigating our POs Related **SAP** video tutorials: Disclaimer: Please be aware that not all features demonstrated in the video may be enabled or available for Sydney Water. The workbench (3:23 Mins) Order confirmation (4:13 Mins)

Minimum requirements

You must be created as a user of the Ariba account your organisation has linked with Sydney Water for transactions (i.e., the network) with permission **Inbox and Order Access**.

a. Email businessconnect@sydneywater.com.au if you need to confirm the Ariba Network ID (ANID) your organisation has linked with us.

b. Contact your Ariba account administrator to understand the roles and permissions that have been assigned to you.

Refer to SAP documentation Permissions you can assign to users for the full list of Ariba permissions. Creating users and allocating permissions on your Ariba account is the responsibility of your administrator, not Sydney Water.

Standard

Provide OC reference number following the format **OC-Your Document Type**[**Your Document Number**]:

1. OC-SO[Your Sales Order], e.g., OC-SO800012, or

2. OC-WO[Your Work Order], e.g., OC-WO400034, or

3. OC-JN[Your Job Number], e.g., OC-JN200056.

You cannot use the same OC reference number across different POs.

1. Create OC for 48* POs

POs starting with 48* must be confirmed in full using the **Confirm Entire Order** option. The option **Update line items** must not be used for 48* POs. If there is an error on the PO, contact the buyer indicated under the **Order Detail** screen.

If you are trying to propose PO deviation for a 47* PO, refer to 2. Creating OC for 47* POs for steps on how to use the **Update line items** option.

1.1 Create OC for Individual PO

1.1.1 Confirm entire order via Order Detail screen

In the **Order Detail** screen:

1. Click **Create Order Confirmation**.

2. Click **Confirm Entire Order**.

Proceed to 1.1.3 Enter OC details.

1.1.2 Confirm entire order via workbench

1. Select **Orders** tile.

2. Click **Edit filter** if existing filters need to be changed.

3. Identify the PO to be confirmed. Click the °°° button.

4. Select **Confirm entire order**.

Proceed to 1.1.3 Enter OC details.

1.1.3 Enter OC details

1. In the **Confirming PO** screen, enter the OC reference number based on the Standard.

2. Note that the **PO quantity** and **Need By** date are automatically adopted as the **confirmation quantity** and **Estimated Delivery Date**, respectively.

3. Click **Next**.

4. Click **Submit**.

1.2 Create OC for Multiple POs

If **multiple POs** need to be confirmed at the same time, use the workbench tile **Items to Confirm**. It displays all POs pending confirmation and allows **multiple POs** to be confirmed at once. From the **Workbench**:

1. Click **Items to confirm** tile.

2. Click **Edit filter** if existing filters need to be changed.

3. Tick **Select All** to confirm **all POs** that match the filter criteria, **or**

4. Tick relevant **POs** that need to be confirmed.

5. Click **Confirm**.

6. Click **Confirm entire order** to confirm POs per the selection in (3) or (4).

7. In the **Review orders to confirm** screen, enter the OC reference number based on the Standard.

8. Click **Submit**. Each PO must have a different OC reference number.

Important information:

We **do not accept**:

1. Partial order confirmation via options **Confirm schedule line** and **Confirm entire item**, and

2. **Reject** order confirmation.

If there is an error on the PO, contact the buyer indicated under the **Order Detail** screen.

2. Create OC for 47* POs

2.1 Update Line Items

The **Update Line Items** option allows changes to unit price or delivery date to be proposed for approval by our Supply Chain team.

1. Under **Order Detail** screen, click **Create Order Confirmation**.

2. Click **Update Line Items**.

1. In the **Confirming PO** screen, enter the OC reference number.

2. To attach supporting documents, click **Choose File.** Add document from your local drive.

3. Click **Add Attachment.**

4. The added document will appear in **Attachments** table.

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Important information:

Note of the following recommended attachments:

- Supply / urgent supply POs - technical specifications or warranty certificates
- Repair / urgent repair POs – repair report after condition assessment / photos / other information about the item

2.2.1 Supply / Urgent Supply PO

Supply orders can be confirmed with or without backorder. Backorder represents the order quantity that cannot be fulfilled in the same delivery.

If backorder applies **and** if the unit price on the PO needs to be updated, submit unit price deviation for approval first by following 2.2.1.1 Unit price and/or delivery date deviation without backorder. Once unit price deviation is approved, then submit order confirmation with backorder by following 2.2.1.2 Delivery date deviation with backorder.

2.2.1.1 Unit price **and/or** delivery date deviation **without** backorder

To confirm **without** backorder:

1. Confirm the full quantity.
2. Click **Details** to propose an update in unit price **and/or** estimated delivery date.

3. Enter proposed **Unit Price** and/or **Est. Delivery Date** and provide justification in the **Comments**.

4. Click **OK**.

5. Scroll down to the **Line Items** section and note of confirmation details. Click **Next**.

6. Review and click **Submit** to send the proposed changes for approval.

Alternatively, click **Exit** to leave the page without saving any changes or click **Previous** to return to **Update Item Status** page.

7. Since the full quantity was confirmed (i.e., no backorder), the PO status shows a status of **Confirmed**.

8. Click the OC under **Related Documents** to review.

9. Click the automatically generated **Approval Request** document to review.

10. A summary of the proposed deviation is shown. Click **Done**.

2.2.1.2 Delivery date deviation **with** backorder

Important information:

- **Prerequisite**: The unit price must be the final agreed price when confirming the order **with** backorder. If the unit price is incorrect, propose a price deviation first by following 2.2.1.1 Unit price and/or delivery date deviation without backorder.

1. Enter the quantity to **Confirm** and the quantity to **Backorder**, the sum of which should equate to the total order quantity for the line item.

2. Click **Details** to propose delivery date deviation.

3. Confirm **Est. Delivery Date** for the backordered quantity.

4. Provide justification in the **Comments**.

5. Confirm **Est. Delivery Date** for the confirmed quantity.

6. Provide justification in the **Comments**.

7. Click **OK**.

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8. Scroll down to the **Line Items** section and note of confirmation details. Click **Next**.

9. Review and click **Submit** to send the proposed changes for approval.

Alternatively, click **Exit** to leave the page without saving any changes or click **Previous** to return to **Update Item Status** page.

10. Since the full quantity cannot be fulfilled in the same delivery (i.e., backorder), the PO status shows a status of **Partially Confirmed**.

11. Click the OC under **Related Documents** to review.

12. Click the automatically generated **Approval Request** document to review.

Order Confirmation: OC-SO000123   [Done]

Print   Export cXML

[Detail]   History

Confirmation #:   OC-SO000123
Notice Date: 15 Dec 2022
Purchase Order: 047▮▮▮▮18

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Related Documents: OC-SO000123_AR

Approval Request: OC-SO000123_AR

Line Items

Line #	No. Schedule Lines	Part #	Customer Part #	Revision Level	Qty (Unit)	Need By	Ship By	Unit Price	Subtotal	Customer Location	Tax
10	1		0000000010▮▮▮▮17		10.000 (EA) ⓘ	1 Dec 2022		$10.00 AUD	$100.00 AUD		$10.00 AUD

Description: SPLIT ▮▮▮▮ ▮▮▮▮ ▮▮

Current Order Status:

   2 Backordered (Schedule line number: 1; Comments: Replenishment required from manufacturer in Canada.; Estimated Delivery Date: 30 Apr 2023)

   8 Confirmed With New Date (Schedule line number: 1; Comments: This is the earliest possible delivery date for delivery from Melbourne due to Christmas shutdown.; Estimated Delivery Date: 15 Jan 2023)

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13. A summary of the proposed deviation is shown. Click **Done**.

Approval Request: OC-SO000123_AR   **13** [Done] [Previous]

Print   Export cXML

[Detail]   History

Order Number	Line Number	Confirmation Number	Requested Delivery Date	Requested Quantity	Unit	Approval Status
047▮▮▮▮8	10	OC-SO000123	2022-11-30 18:00:00 America/Los_Angeles	10	EA	Approved

Confirmed Delivery Date	Confirmed Quantity	Rejected Quantity	Confirmed Unit Price
2023-01-14 18:00:00 America/Los_Angeles	8		
2023-04-29 19:00:00 America/Los_Angeles	2		

2.2.2 Repair / Urgent Repair PO

Repair and urgent repair POs require three OCs which will have the same OC number.

1. Submit OC to acknowledge receipt of PO.

   - Confirm **Unit Price** as is, e.g., $1.00.

   - Confirm **Est. Delivery Date** as is.

   - Enter **Comments** indicating PO has been received.

2. Submit OC to confirm physical receipt of item and to advise completion date of condition assessment.

   - Confirm **Unit Price** as is, e.g., $1.00.

   - Confirm **Est. Delivery Date** for the condition assessment.

   - Add **Comments** indicating physical receipt of item.

3. Submit final OC with repair report attached in the OC header.

   - Confirm actual **Unit Price** based on condition assessment.

   - Confirm **Est. Delivery Date** of repaired item or return of damaged part.

- <u>Add</u> **Comments** as required.

Follow 2.1 Update Line Items for steps on how to attach repair report and other useful documentation in the OC header. Then, follow 2.2.1.1 Unit price and/or delivery date deviation without backorder for instructions on how to modify **Unit Price**, **Est. Delivery Date** and **Comments** based on the guidelines provided in this section.

A correctly processed OC for repair/urgent repair PO:

1. Should be associated with three OCs.

2. In **Order Detail**>**Line Items**, click **Details**.

3. Comments associated with each stage are highlighted. It is recommended that each comment is dated for clarity, e.g., *"**15/12** PO has been received. **08/01** Repair item received at warehouse… **30/01** Assessment completed. Repair lead time is two months…"*

Comments provided by us as part of OC approval will appear under **Buyer confirmation approval status**.

2.2 Confirm Entire Order

The steps to fully confirm a 47* PO is the same as that of a 48* PO. Refer to 1. Create OC for 48* POs on how to use **Confirm Entire Order** option and 2.1 Update Line Items for guidance on the required attachments for 47* POs.

3. Mass create/update OC

You can extract OC report (up to 10000 lines) in excel and create/update OC by uploading the template.

3.1 Generate OC report

1. From **Home**, click the °°° button.

2. Click **Upload/Download** under **Excel Files**.
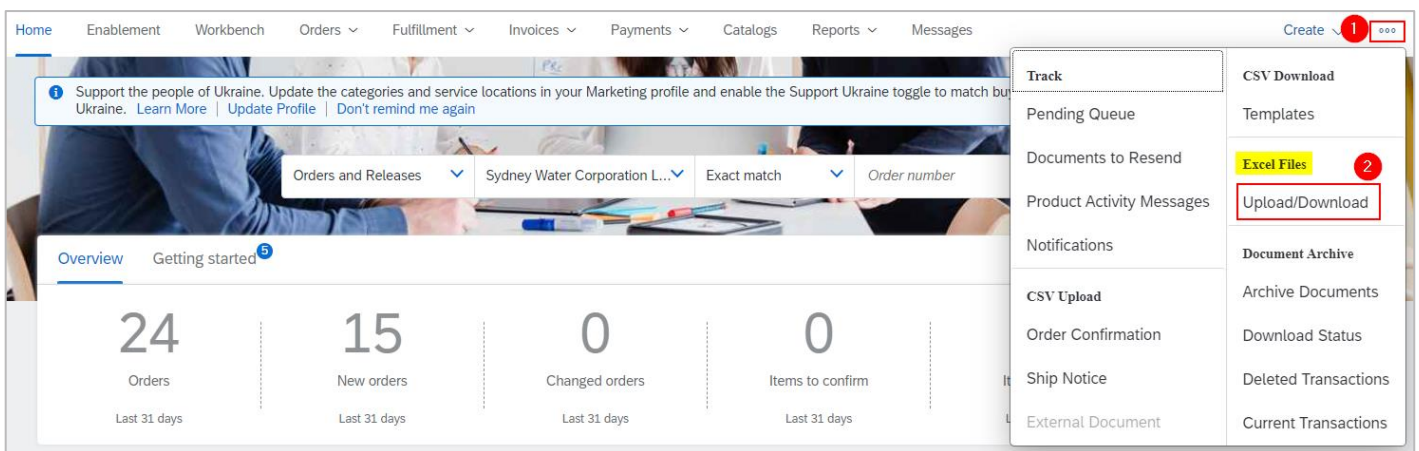
3. In the **Jobs** tab, click **Create**.

4. Provide a report name.

5. Click the dropdown button.

6. Select **Order Confirmation**. Populate all mandatory fields. Specify values in optional fields as required.

7. Click **Save**.

8. The report will appear in the **Jobs** table. Select the report.

9. Click **Run**. Note that the generated excel file **excludes** items that are fully shipped, fully received, or both.

3.2 Download OC report

1. Go to the **Downloads** tab.

2. If the status shows as **Processing**, click **Refresh Status**.

3. When the status shows as **Completed**, click the **Download** button.

4. The OC report exports to an excel template in the format required for upload.

Confirmation Number	Order Number	Type	Order Version	Order Date	Customer Location	Shipping Currency
CNF_1192	0471001192	Order		1	23 Mar 2022 07:00:00 PM	"1000 POTTS HILL MAIN	
	0471001202	Order		2	24 Mar 2022 07:00:00 PM	"1000 POTTS HILL MAIN	
	0471001202	Order		2	24 Mar 2022 07:00:00 PM	"1000 POTTS HILL MAIN	

(SAP Ariba — Confirmations — Time Zone: UTC-07:00)

3.3 Update OC details

3.3.1 Update OC for the full quantity of a line item

1. Provide OC reference number based on the Standard.

2. Check **Current Status**.

3. Leave **Item type** as "accept" if there is no price deviation. Set **Item Type** as "detail" if there is price deviation **(applicable to 47* POs only)**.

Important information:

Applicable to 47* POs only – If price deviation needs to be proposed, submit OC with price deviation first. Once approved, proceed with OC upload with confirmed delivery dates.

4. Change the **Item Delivery Date** as required in the specified format.

5. Change the **Item Unit Price Amount** as required **(applicable to 47* POs only)**.

Leave the other columns without any change. Delete the lines that you do not want to confirm.

(SAP Ariba — Confirmations)

Confirmation Number	Order Number	Schedule Line Number	Current Status	Item Type	Item Quantity	Item Unit Of Measure	Item Delivery Date	Item Unit Price Amount	Item Unit Price Currency
CNF_1192	0471001192	1	Unconfirmed - Awaiting approval	accept	5	EA	30 Mar 2022	55.32	AUD
	0471001202	1	Unconfirmed - Rejected	accept	30	EA	28 Mar 2022	120	AUD
	0471001202	1	Unconfirmed	accept	10	EA	28 Mar 2022	110	AUD
	0471001205	1	Unconfirmed	accept	2	EA	27 Mar 2022	11	AUD
CNF_1188	0471001207	1	Unconfirmed - Awaiting approval	accept	9	EA	27 Mar 2022	121.21	AUD
Confirmation_1213	0471001213	1	Unconfirmed - Approved awaiting cha	accept	2	EA	29 Mar 2022	12.32	AUD
	0471001223	2	Unconfirmed - Rejected	accept	10	EA	04 Apr 2022	100.21	AUD

3.3.2 Update OC for split quantity of a line item

You can split the quantity of a line item into multiple delivery dates. For example, a line item with 10 units requested to be delivered by 4th May has actual deliveries of 2 units on 10th May and 8 units on 4th June.

Confirmation Number	Order Number	Type	Order Version	Order Date	Item Quantity	Item Unit Of Measure	Item Delivery Date
	0471001308	Order		1	04 May 2022 07:00:00 PM		10 EA	04 May 2022

(Confirmations — Time Zone: UTC-07:00)

To split a line item into multiple delivery dates:

1. Copy the initial line.

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Confirmations		Time Zone:	UTC-07:00					
Confirmation Number	Order Number	Type	Order Version	Order Date	Item Quantity	Item Unit Of Measure		Item Delivery Date
	0471001308	Order		1 04 May 2022 07:00:00 PM	10	EA		04 May 2022
	0471001308	Order		1 04 May 2022 07:00:00 PM	10	EA		04 May 2022

2. Provide OC reference number as stated in the Standard.

3. Update the **Item Quantity.** The combined quantity of each line must always be equal to the order quantity.

4. Update the **Item Delivery Date** for each line.

Confirmations		Time Zone:	UTC-07:00				
Confirmation Number	Order Number	Type	Order Version	Order Date	Item Quantity	Item Unit Of Measure	Item Delivery Date
OC001308	0471001308	Order		1 04 May 2022 07:00:00 PM	2	EA	10 May 2022
OC001308	0471001308	Order		1 04 May 2022 07:00:00 PM	8	EA	04 Jun 2022

5. Only for **47*** POs, if a price deviation needs to be proposed, update **Item Unit Price Amount**.

Confirmations						Item Unit Price Amount	Item Unit Price Currency
Confirmation Number	Order Number	Order Date	Item Quantity	Item Unit Of Measure	Item Delivery Date		
OC001308	0471001308	04 May 2022 07:00:00 PM		2 EA	10 May 2022	11	AUD
OC001308	0471001308	04 May 2022 07:00:00 PM		8 EA	04 Jun 2022	11	AUD

6. The price of the different OC lines **for the same PO line** must be identical.

| Confirmations						Item Unit Price Amount	Item Unit Price Currency
Confirmation Number	Order Number	Item Line number	Item Quantity	Item Unit Of Measure	Item Delivery Date		
OC001308	0471001308	10	2 EA		10 May 2022	15	AUD
OC001308	0471001308	10	8 EA		04 Jun 2022	15	AUD

Important information:

Applicable to 47* POs only – If price deviation needs to be proposed, submit OC with price deviation first. Once approved, proceed with OC upload with confirmed delivery dates.

3.4 Upload OC updates

To mass upload updates entered in the excel template:

1. Go to **Uploads** tab.

2. Click **Upload**.

Jobs	Downloads	Uploads

▶ Search Filters

Uploads

Name	Type	Last Uploaded	Last Uploaded By	Status	File	Log
			No uploads found.			

Upload   Refresh Status

3. Provide a name for the OC update.

4. Click the dropdown button.

5. Select **Order Confirmation**.

6. Enter "Sydney". The system will generate the list of matching customers. Select **Sydney Water** from the list.

7. Click **Choose file**. Add the updated OC excel template from your local drive.

8. Click **Upload**.

3.5 Validate upload is successful

1. Go to **Uploads** tab.

2. The **Status** column displays whether the upload is successful or not.

- **Completed –** Upload is successful, and PO will be updated with confirmed quantities and delivery dates. Proposed price deviations (applicable to 47* POs only) will need to be reviewed and approved by our Supply Chain team. Refer to 1. Create OC for 48* POs for managing incorrect pricing for 48* POs.

3. Click the download button under **Log** if the status shows as **Failed** or **Completed with Errors**. This will download the audit log identifying lines requiring correction.

4. To correct errors, download your uploaded file by clicking the download button under **File**. Make the necessary amendments. Re-upload the corrected file by following 3.3 Upload OC updates.

4. Additional information

Do not use the **CSV Download** and **CSV Upload** options.

5. Support

Sydney WATER	Did not find what you're looking for? Access all Sydney Water supplier support resources here.
Sydney WATER	To get assistance specific to your situation, contact us at businessconnect@sydneywater.com.au.
SAP	For SAP product documentation and supplier support, visit the SAP Help Centre.