




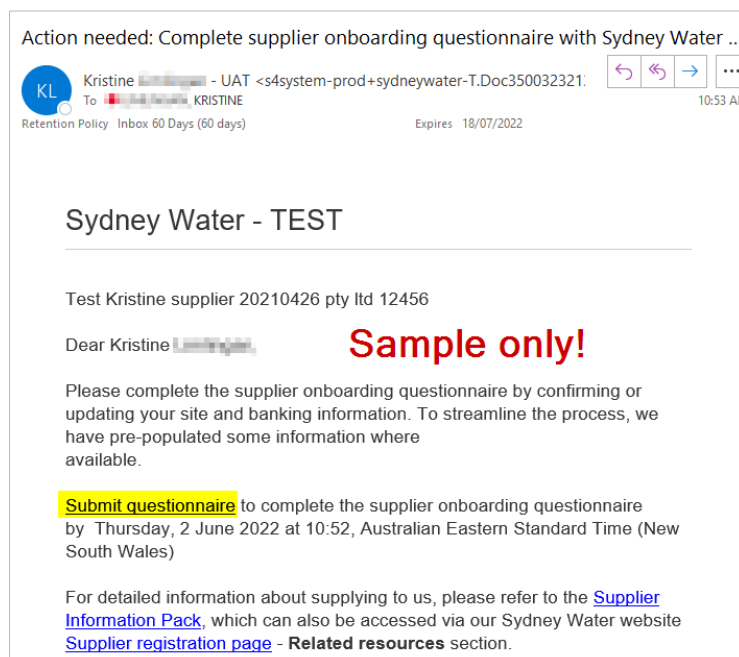
Completing our Onboarding Questionnaire

Suppliers who are successfully awarded work need to complete the Onboarding Questionnaire to confirm banking and transactional details.

| | |
|---|--|
|  | <p>As your organisation's nominated supplier contact, follow this guide to action the Onboarding Questionnaire via invitation email.</p> <p>Related Sydney Water guides:</p> <p>Accessing supplier questionnaires and sourcing opportunities - If you have submitted a response to a Sydney Water supplier questionnaire / sourcing opportunity in the past, you may follow this guide to access the prequalification questionnaire/s.</p> <p>Responding to supplier questionnaires and sourcing opportunities</p> |
|---|--|

1. Action the onboarding questionnaire invitation email

When we are ready to engage you as a supplier, for instance, you have been awarded work through a sourcing process or you are part of a supplier panel, you, as the nominated supplier contact will receive an Ariba-generated invitation email. Click the link **Submit questionnaire** and refer to [Logging in or signing up to SAP Ariba](#) on how to action the email.



2. Open the Onboarding Questionnaire

Under **Questionnaires**, click **Onboarding Questionnaire**.

The screenshot shows the SAP Ariba Spend Management interface. At the top, there is a navigation bar with 'SAP Ariba Proposals and Questionnaires', 'Standard Account', 'Get enterprise account', and 'TEST MODE'. Below this, the page title is 'SYDNEY WATER - TEST'. A message on the left states 'There are no matched postings.' The main content area includes a welcome message, a 'Home' button, and an 'Events' section with a table showing 'Status: Completed (2)' and 'Status: Open (2)'. The 'Questionnaires' section is highlighted in yellow and contains a table with the following data:

| Title | ID | End Time ↓ | Commodity | Regions | Status |
|---|---------------|------------------|------------|------------|---------------|
| ▼ Status: Open (3) | | | | | |
| Onboarding Questionnaire | Doc3731730809 | 27/11/6105 14:43 | (no value) | (no value) | Approved |
| Prequalification Questionnaire Section 2 v2.0 | Doc3731730793 | 15/11/2022 11:25 | (no value) | (no value) | Not Responded |
| Prequalification Questionnaire Section 1 v2.0 | Doc3731445564 | 15/11/2022 11:25 | (no value) | (no value) | Not Responded |

3. Respond to the Onboarding Questionnaire

To be able to transact with you as a supplier, we require your transactional and banking information.

The screenshot shows the Ariba Sourcing interface. The top bar includes 'Ariba Sourcing' and 'Help'. Below the navigation bar, there is a 'Console' section with a sidebar containing 'Event Messages', 'Event Details', 'Response History', and 'Response Team'. The main content area is titled 'All Content' and contains a table with the following data:

| Name ↑ | |
|--------------------------------|--------------------------|
| 1 General Supplier Information | |
| 2 Transaction Information | |
| 3 Bank Information | Add Bank Information (1) |

A callout box points to the first row of the table with the text 'Click to expand / collapse'. A note at the bottom of the table states '(*) indicates a required field'.

3.1 General Supplier Information

Provide appropriate responses.

Completing our Onboarding Questionnaire

Ariba Sourcing

< Go back to Sydney Water - TEST Dashboard Desktop File Sync

Console

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

All Content

1 General Supplier Inf...
2 Transaction Information
3 Bank Information

All Content

1.1 Sydney Water has moved to the Ariba Network for purchasing to help drive compliance, process efficiency and collaboration with our suppliers. As part of this initiative, we are encouraging our suppliers to send and receive transactional documents including POs and Invoices over the Ariba Network. Benefits for your organization include:

- Automated invoice to Purchase Order matching reducing delays in invoice processing.
- Real-time view of invoice and payment status.
- Report against and archive your orders, invoices and other transactions.
- Greater wallet and market share through use of online catalogs and potential new business opportunities through visibility to other buying organizations on the Ariba Network.

Please refer to the URL below for further details.
<https://www.ariba.com/ariba-network/ariba-network-for-suppliers>

Where an attachment is requested, we can only accept one document per question. If you want to attach multiple documents, please consolidate them into one file. All file types are accepted except ".EXE".

1.2 Are you willing and able to transmit and receive traditional Procurement and Accounts Payables documents, such as Purchase Orders, Order Confirmations, Advance Shipment Notifications and Invoices, electronically via the Ariba Network? *

1.3 Are you willing and able to provide electronic catalog content via the Ariba Network? *

1.4 Are you open to transacting with us using Recipient Created Tax Invoices? *

(*) indicates a required field

3.2 Transaction Information

For Email address for purchase orders, provide the recipient of Sydney Water purchase orders.

Recommendation:

- Provide a group email address
- Whitelist Ariba email address no-reply@eusmtp.ariba.com

Ariba Sourcing

< Go back to Sydney Water - TEST Dashboard Desktop File Sync

Console

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

All Content

1 General Supplier Inf...
2 Transaction Information
3 Bank Information

All Content

2.1 E-mail address for purchase orders *

2.2 E-mail address for accounts receivable *

3 Bank Information Add Bank Information (1)

(*) indicates a required field

Submit Entire Response Reload Last Bid Save draft Compose Message Excel Import

3.3 Bank Information

Click **Add Bank Information** to enter banking details.

Refer below for detailed guide on how to complete this section:

| Field | Guide |
|---|--|
| Bank Type | Domestic for Australian banks (Note: Foreign for non-Australian) |
| Country | Country where the bank is located |
| Name | This is the Bank Name, e.g., NAB, CBA, etc. |
| Bank Branch | Branch name of the bank, e.g., Parramatta Branch |
| Bank Address | Street, City, State/Province/Region, Postal Code of the bank |
| Account Holder Name | Name of the person / entity under the account is held |
| Bank Key/ABA Routing Number | This is the BSB. Must be provided in the format 123-456 (3digits-hyphen-3digits) |
| Account Number | Numbers only 123456789 (no spaces or special characters) |
| IBAN number SWIFT code | Leave blank if Bank Key and Bank Account Number are provided. Populate for foreign bank accounts. |
| Bank Account Type | Select the most appropriate option from the dropdown. |
| Attachment | Any official document that confirms the details provided: Bank Name / Account Name / Bank Address / Account Holder Name / Account Number. Example: <ul style="list-style-type: none"> • bank statement (you can black out confidential information not included in the questions; signature not required) • company letter • bank letter |
| Bank Reference | This field can be used to direct Sydney Water to include a unique banking reference number so that you can easily identify our EFT payments made to you. |

Completing our Onboarding Questionnaire

Save Cancel

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 3 Bank Information

Bank Information (1)

| Name ↑ | |
|-----------------------|--------|
| ▼ Bank Information #1 | Delete |

Bank account information

Bank name Bank Type: Domestic

Bank branch Country: Australia

Bank address Name: CBA

Street: Parramatta Branch

City: Parkes St

State/Province/Region: Parramatta

Postal Code: NSW

2150

Payee / Account Holder Name Account Holder Name: Kristine Ariba Support

BSB Bank Key/ABA Routing Number: 080-020

Bank account number Account Number: 12345689

IBAN Number:

SWIFT Code:

Bank Account Type: Savings

Please attach a bank reference or bank statement from the nominated bank account in the company letterhead and signed by your organisation's authorised representative.

* test Part A.docx Update file Delete file

Add an additional Bank Information

(*) indicates a required field

Click here to Save the bank details and go back to the form and submit your entire response to the questionnaire

This adds a new set of banking details. Use this only if you want to submit more than 1 bank account

Guide for Australian bank accounts

Ariba Sourcing
Help

< Go back to Sydney Water Dashboard
Desktop File Sync

Save
Cancel

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 3 Bank Information

Bank Information (1)
☰ | ↗

| Name ↑ | |
|---|---|
| <div style="display: flex; justify-content: space-between; align-items: center;"> ▼ Bank Information #1 Delete Less... ▾ </div> <div style="background-color: #fff9c4; padding: 2px; font-size: 0.8em; margin-top: 5px;"> Note: For Australian Accounts Bank Key is BSB </div> <div style="background-color: #fff9c4; padding: 2px; font-size: 0.8em; margin-top: 5px;"> BSB has to be in the format 123-456 (3digits-3digits) no spaces allowed Account number has to be 4 to 9 digits without spaces </div> <div style="margin-top: 10px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p style="font-size: 0.8em; margin-bottom: 10px;">Bank account information ⓘ</p> </div> <div style="width: 50%; border: 1px solid #ccc; padding: 5px;"> <div style="font-size: 0.8em;"> <p>* Bank Type: <input type="text" value="No Choice"/></p> <p>Country/Region: <input type="text" value="(no value)"/></p> <p>Bank Name: <input type="text"/></p> <p>Bank Branch: <input type="text"/></p> <p>Street: <input type="text"/></p> <p>City: <input type="text"/></p> <p>State/Province/Region: <input type="text"/></p> <p>Postal Code: <input type="text"/></p> <p>Account Holder Name: <input type="text"/></p> <p>Bank Key/ABA Routing Number: <input type="text"/></p> <p>Account Number: <input type="text"/></p> <p>IBAN Number: <input type="text"/></p> <p>SWIFT Code: <input type="text"/></p> <p>Bank Control Key: <input type="text" value="No Choice"/></p> </div> </div> </div> </div> | |
| Please attach a bank reference or bank statement from the nominated bank account in the company letterhead and signed by your organisation's authorised representative. | ✖ Attach a file |
| Bank Reference (This field can be used to direct Sydney Water to include a unique banking reference number so that you can easily identify our EFT payments made to you.) | <input style="width: 100%; height: 20px;" type="text"/> |

Add an additional Bank Information
(*) indicates a required field

Click **Add an additional Bank Information** to add a new set of banking details **if required**. Ensure you do not put the same bank account twice.

Click **Save**. You will automatically be taken back to the main page of the Onboarding Questionnaire.

4. Submit response

Click **Save draft** to save your progress and proceed later.




Click **Submit Entire Response** to submit your responses for our review. You will be notified via an Ariba-generated email when your Onboarding Questionnaire response has been approved or if we require further information.

| | | | | |
|--|---------------------------------|----------------------------|---------------------------------|------------------------------|
| Submit Entire Response | Reload Last Bid | Save draft | Compose Message | Excel Import |
|--|---------------------------------|----------------------------|---------------------------------|------------------------------|

5. Provide access to Onboarding Questionnaire

As access to supplier questionnaires/sourcing opportunities is provided at the supplier contact level, not organisation level, refer to [Responding to supplier questionnaires and sourcing opportunities](#) in section **Add a colleague as member of response team** to provide eligible colleagues access to the Onboarding Questionnaire.

6. Support

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