# Quick reference guide
for suppliers

# Submitting invoices

When goods/services specified on the PO have been delivered, submit the **invoice** for payment.

All invoices related to legacy POs (i.e., starts with M* or 5000*) are not going to be available on the network. For legacy POs, send your invoices to businessconnect@sydneywater.com.au indicating the PO number. Purchases made by purchasing card must be sent directly to the cardholder/person who requested the goods/services for expense reconciliation.

Prior to invoicing, refer to **Processing purchase orders and getting paid** for fulfilment documents that may be required.

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| 👤 | <u>As your organisation's authorised user for accessing POs</u>, follow this guide for instructions on how to submit invoices.<br><br>This guide assumes prior knowledge of basic navigation and workbench configuration.<br><br>Related **Sydney Water** guide:<br><br>Navigating our POs<br><br>Related **SAP** video tutorials:<br><br><small>Disclaimer: Please be aware that not all features demonstrated in the video may be enabled or available for Sydney Water.</small><br><br>The workbench (3:23 Mins)<br><br>Standard Invoice (4:20 Mins)<br><br>Service Invoice (3:39 Mins)<br><br>Credit Memos (2:04 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

Enter the **invoice** number **as it appears on your invoice**, i.e., if your invoice number does not have an INV- prefix, do not put an INV- prefix.
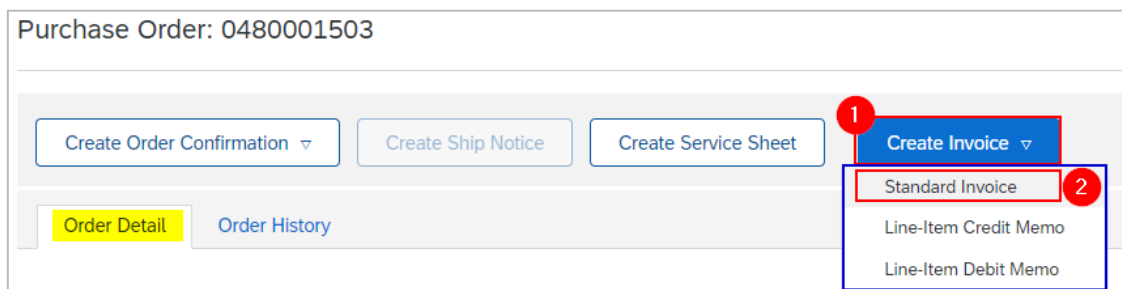
# 1. Select PO

You can:

## 1.1 Create invoice via Order Detail screen

In the **Order Detail** screen:

1. Click **Create Invoice**.

2. Click **Standard Invoice**.



Proceed to 2. Enter invoice header details.

## 1.2 Create invoice via workbench

### 1.2.1 Using **Orders** tile

1. Select **Orders** tile.

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

3. Identify the PO that requires an invoice to be created for. Click the °°° button. If you find that **Standard invoice** is greyed out, refer to **Processing purchase orders and getting paid** for instructions on how to submit fulfilment documents that may be required prior to invoicing.

4. Identify another PO that requires an invoice to be created for. Click the °°° button. Click **Standard invoice**.

**Important information:**

The **Standard invoice** option may be available even if the PO is not fully confirmed which will result in error "**There must be at least one item**" during invoice processing. If you encounter this error, stop, and review the PO via the **Order Detail** screen ensuring you have submitted the required fulfilment documents by following the instructions provided in **Processing purchase orders and getting paid**.

Proceed to 2. Enter invoice header details.

## 1.2.2 Using **Service sheets** tile

Service POs, i.e., POs with **at least one service line**, require an **approved** service sheet, sometimes called Service Entry Sheet ('SES'), prior to invoicing.

### 1.2.2.1 Submitting an invoice for SES created by YOU

When the **SES you have submitted** has been approved by the PO requestor, proceed with the following steps to submit an invoice:

1. Select **Service sheets** tile.

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

3. Identify the SES that requires an invoice to be created for. Click the °°° button.

4. Click **Create invoice,** or

5. Click the SES document, then

6. From the SES **Detail** screen, click **Create invoice**.



Proceed to 2. Enter invoice header details.

## 1.2.2.2 Submitting an invoice for SES created by SYDNEY WATER ON YOUR BEHALF

If you have agreed with your Sydney Water contact that they will create SES on your behalf, monitor your Ariba account for any approved SES for invoicing. The SES will be in the format **1000xxxxxx** and must be in status **Approved** for you to be able to submit an invoice. If the status is either **Sent** or **Rejected**, this may mean that there is an error in the SES. Your Sydney Water contact will re-issue a new SES for you to use for invoicing.

Proceed with the following steps to submit an invoice for **SES created by Sydney Water on your behalf**:

1. Select **Service sheets** tile.

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

3. In this example, an additional filter will be applied to only show SES with a status of **Approved**. Click **Show more**.

4. In field **Status**, click the *dropdown* icon to show all options.

5. Click **Approved**.

6. Click **Apply**.

7. If you have agreed with your Sydney Water contact that they will enter a reference number (e.g., your proforma invoice number), you will be able to identify this in field **Supplier Reference**.

8. For the approved SES that requires an invoice to be created for, click the °°° button.

9. Click **Create invoice**, or

## 10. Click the SES document, then,



## 11. From the **SES Detail** screen, click **Create invoice**.



Proceed to 2. Enter invoice header details.

# 2. Enter invoice header details

1. Based on the Standard, enter the **Invoice #** as it appears on your invoice. This is your unique number for invoice identification.

2. Enter the **Invoice Date**. This cannot be backdated for more than two days.

To attach a copy of your original invoice,

3. Click **Add to Header**.

4. Click **Attachment**.

5. Scroll down to the **Attachments** section. Click **Choose File**. Add document from your local drive.

6. Click **Add Attachment**.

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



8. If you have provided multiple bank accounts during the onboarding process, use field **Supplier Account ID #** to enter your preferred bank account number for the specific invoice being submitted. Do not enter banking information that have **not** been previously provided in the Onboarding Questionnaire.

## Important information:

While shipping cost can be added manually, this is not recommended. Any discrepancy between the PO and what is going to be invoiced should be managed via the order confirmation process. Refer to guide Submitting order confirmations for guidance on how to manage PO discrepancies.

# 3. Enter invoice item details

## 3.1 Invoicing in full

1. Review **Line Items** included for invoicing.

2. Click **Next**.



## Important information:

If you are submitting an invoice for a service PO, check if 3.3.1 Missing tax on service lines applies.

Proceed to 4. Submit invoice.

# 3.2 Invoicing partially

1. When invoicing a portion of the line item, change the quantity of the line item.

- For example, the item below was ordered for 11. To partially invoice a quantity of 2, change the quantity to 2.

- If the quantity is 1 and the quantity to be invoiced represents percentage completion, note that we can only accept up to three decimal places. If doing so will result in invoice matching issues, contact the buyer indicated under the **Order Detail** screen to get this addressed. Normally, the PO will be updated such that the price is $1.00, and quantity is equal to the value of the line.

2. To exclude a whole line, toggle the **Include** switch to the left.

3. Click **Update**.

4. Click **Next**.



Proceed to 4. Submit invoice.

# 3.3 Special scenarios in service POs

## 3.3.1 Missing tax on service lines

If you are invoicing a planned service line (i.e., an item with a parent-child structure) on a service PO **and** Tax Code is missing, you need to add Tax Code to the relevant lines as shown below:

1. Review **Line Items** included for invoicing.

2. You may select **all** or select **individual lines** based on their applicable tax rates.

3. Click **Line Item Actions**.

4. Select **Tax**.

5. Click **Next**.



Proceed to 4. Submit invoice.

## 3.3.2 Consolidating invoices for multiple SES

For the same PO, multiple approved SES <u>with only one service child line,</u> can be consolidated into one invoice. By default, all approved SES are included for invoice processing. For this process, <u>exclude</u> any SES with multiple service child lines.

1. If lines need to be invoiced separately, toggle the **Include** switch to the left to exclude any line-items.

2. Click **Update**.

3. Click **Next**.

Proceed to 4. Submit invoice.
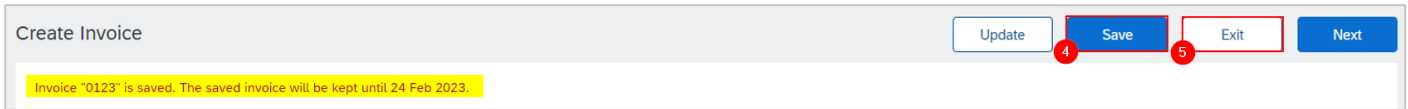
# 4. Submit invoice

## 4.4.1 Submit Invoice

1. The invoice details entered are summarised. Review invoice header information, e.g., Invoice Number and Invoice Date.

2. Review line item and quantity to be invoiced.

3. Verify the invoice details are complete. Ensure the values **including tax** are matching with your invoice, then click **Submit**.

Alternatively, click **Exit** to leave the page without saving any changes. Click **Previous** to return to **Create Invoice** page.
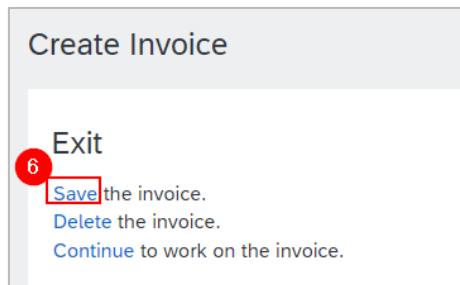
# Submitting invoices

4. If the creation of the invoice cannot be completed, click **Save** to save your progress and continue later.
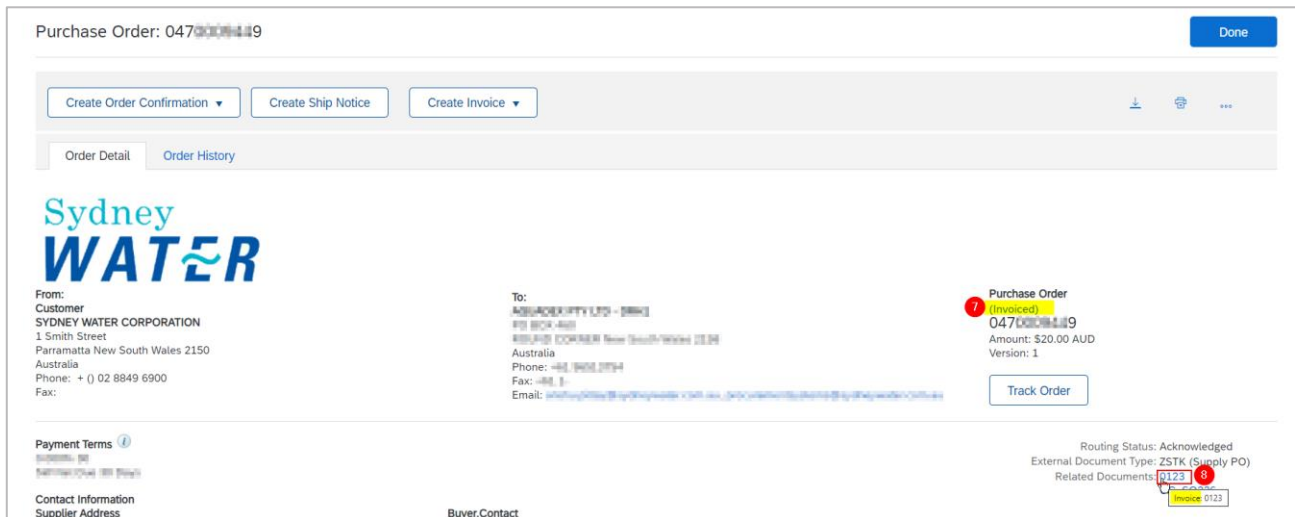
5. Click **Exit.**



6. Click **Save** to continue saving the invoice. The saved invoice will be stored in the system for 60 days under **Fulfillment > Drafts, Invoices > Drafts** or under **Order Detail > Related Documents**.



7. The PO status shows a status of **Invoiced** if fully invoiced. Otherwise, the PO status will show as **Partially Invoiced.**

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



## 4.4.2 Resubmit Rejected Invoice

# 5. Support

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| 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. |

| | For SAP product documentation and supplier support, visit the [SAP Help Centre](). |
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