

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.



As your organisation's authorised user for accessing POs, follow this guide for instructions on how to submit invoices.

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 \(3:23 Mins\)](#)

[Standard Invoice \(4:20 Mins\)](#)

[Service Invoice \(3:39 Mins\)](#)

[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.

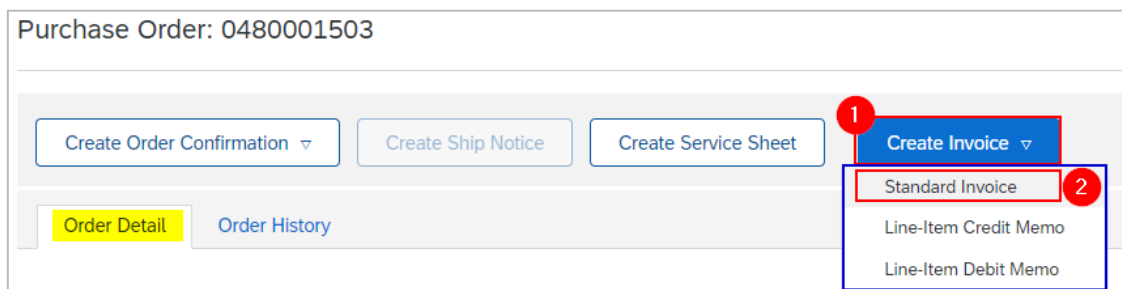
1. Select PO

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 **ooo** 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 **ooo** 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](#).

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Workbench

67 Orders (67) Save filter

0 New orders (Last 31 days)

2 Service sheets (Rejected SES Last 365 days)

4 Changed orders (Last 31 days)

0 Items to confirm (Last 31 days)

2

Applied filters: Last 365 days, New, All orders

Order Number	Order Status	Ship To Address	Customer	Amount	Actions
047...49	New	POTTS HILL MAIN, Potts Hill, NSW, Australia	Sydney Water Corporation Ltd - UAT	\$20.00 AUD	Standard invoice
047...24	New	SYDNEY WATER CORPORATION, Potts Hill, NSW, Australia	Sydney Water Corporation Ltd - UAT	\$132.00 AUD	
048...48	New	Bombo WRP ST0022, Bombo, NSW, Australia	Sydney Water Corporation Ltd - UAT	\$150.00 AUD	

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

Workbench

36 Orders with service line (Last 31 days)

9 Invoices (Last 365 days)

0 Pinned documents

0 Items to confirm (Last 365 days)

4 Service sheets (Rejected SES 365 days)

32 Service sheets (Last 365 days)

4 Service sheets (Last 31 days)

Applied filters: Last 365 days

Service Sheet Number	Customer	Order Number	Date	Amount	Status	Routing Status	Supplier Reference	Work Order Number	Actions
...	Sydney Water Corporation Ltd - UAT	0480001471	Jun 13, 2022	\$500.00 AUD	Approved	Acknowledged			View service sheet
...	Sydney Water Corporation Ltd - UAT	0480001470	Jun 13, 2022	\$100.00 AUD	Approved	Acknowledged			Create invoice
SES48	Sydney Water Corporation Ltd - UAT	0480020148	Nov 9, 2022	\$50.00 AUD	Approved	Acknowledged			Edit service sheet
...	Sydney Water Corporation Ltd - UAT	0480001503	Jul 18, 2022	\$100.00 AUD	Approved	Acknowledged			Copy service sheet

10. Click the SES document, then,

The screenshot shows the Workbench interface with various filters and a table of service sheets. The table has columns for Service Sheet Number, Customer, Order Number, Date, Amount, Status, Routing Status, Supplier Reference, Work Order Number, and Actions. The first row shows a service sheet with ID AA, Customer Sydney Water Corporation Ltd - UAT, Order Number 0480020394, Date Aug 21, 2023, Amount \$1485 AUD, Status Approved, and Routing Status Acknowledged. The second row shows a service sheet with ID 1000229041, Customer Sydney Water Corporation Ltd - UAT, Order Number 0480020394, Date Aug 24, 2023, Amount \$1350 AUD, Status Approved, and Routing Status Acknowledged. The third row shows a service sheet with ID 1000228714, Customer Sydney Water Corporation Ltd - UAT, Order Number 0480020468, and Status Invoiced.

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

The screenshot shows the Service Sheet: 1000228714 detail screen. The screen has a 'Done' button in the top right corner. Below the title, there are two buttons: 'Create Invoice' and 'Copy SES'. The 'Create Invoice' button is highlighted with a red box and number 11. Below the buttons, there are tabs for 'Detail' and 'History'. The 'Detail' tab is selected. The main content area shows the service sheet details: (Approved), 1000228714, Date: 5 Jun 2023, Final Service Sheet: No, Purchase Order: 0480020289, Subtotal: \$156.42 AUD. The 'Create invoice' option in the actions menu is highlighted with a red box and number 9.

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**.

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Create Invoice Update Save Exit Next

▼ Invoice Header * Indicates required field Add to Header

Summary

Purchase Order: 0470009447
Invoice #: 0123
Invoice Date: 5 Jan 2023
Supplier Tax ID:
Remit To: SYDNEY WATER CORPORATION
Parramatta New South Wales
Australia

Subtotal: \$24.00 AUD
Total Tax: \$2.40 AUD
Total Gross Amount: \$26.40 AUD
Total Net Amount: \$26.40 AUD
Amount Due: \$26.40 AUD

Tax

Header level tax Line level tax

Shipping

Header level shipping Line level shipping

Ship From: SYDNEY WATER CORPORATION
Parramatta New South Wales
Australia

Ship To: POTTS HILL MAIN
Potts Hill New South Wales
Australia

Deliver To:

View/Edit Addresses

Shipping Cost
Shipping Tax
Shipping Documents
Amount Details
Special Handling
Additional Reference Documents and Dates
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.

Payment Term

Comment

Comments:

Default Invoice Comment Text: test ref#

Attachments

The total size of all attachments cannot exceed 10MB

Choose File No file chosen Add Attachment

Name	Size (bytes)	Content Type
<input type="checkbox"/> 0123.pdf	644070	application/pdf

Delete

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.

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Additional Fields

Supplier Account ID #: 8 Bank account number

Customer Reference:

Supplier Reference:

Payment Note:

Supplier: **AQUADEX PTY LTD - DRH1**
ROUND CORNER New South Wales
Australia

Customer: **SYDNEY WATER CORPORATION**
Parramatta NSW
Australia

Bill From: **AQUADEX PTY LTD - DRH1**
ROUND CORNER New South Wales
Australia

Service Start Date:

Service End Date:

Email:

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**.

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Retail Details Tax Category: 10% GST

Shipping Documents Special Handling Discount Informational Pricing

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL		FLANGE	000000001	2	EA	\$12.00 AUD	\$24.00 AUD

Pricing Details

Unit Conversion: 1 Price Unit: EA Description: 1

Tax

Category: GST Taxable Amount: \$24.00 AUD

Location: Tax Rate Type:

Description: Rate(%): 10

Regime: Tax Amount: \$2.40 AUD

Line Item Actions

2

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**.

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Retail Details Tax Category: 10% GST Add to Included Lines

Shipping Documents Special Handling Discount Informational Pricing

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL		PUMP	000000010	2	EA	\$12.00 AUD	\$132.00 AUD

Pricing Details

Unit Conversion: 1 Price Unit: EA Description: Price Unit Quantity: 1

Tax

Category: GST Taxable Amount: \$132.00 AUD Remove

Location: Tax Rate Type:

Description: Rate(%): 10

Regime: Tax Amount: \$13.20 AUD

Line Item Actions Delete Reset Tax from PO

Update
Save
Exit
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**.

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Line Items 3 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Retail Details Tax Category: 10% GST

Discount Informational Pricing

Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>			Service Line					
<input checked="" type="checkbox"/>	00010		Service Line					
<input type="checkbox"/>			Service Specification 1		0.11	EA	\$1,000.00 AUD	\$110.00 AUD

Service Sheet Details Service Sheet #: 1000228571 Service Line No.: 10

Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>			Service Specification 1		0	EA	\$1,000.00 AUD	\$0 AUD

Excluded line items cannot be modified.

Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>			Service Specification 1		0	EA	\$1,000.00 AUD	\$0 AUD

Excluded line items cannot be modified.

4. Select **Tax**.

5. Click **Next**.

Service Sheet Details Service Sheet #: 1000228571 Service Line No.: 10

Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>			Service Specification 1		0	EA	\$1,000.00 AUD	\$0 AUD

Excluded line items cannot be modified.

Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>			Service Specification 1		0	EA	\$1,000.00 AUD	\$0 AUD

Excluded line items cannot be modified.

Proceed to [4. Submit invoice](#).

3.3.2 Consolidating invoices for multiple SES

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

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Line Items

Insert Line Item Options

Tax Category: 0% GST Discount Add to Included Lines

<input type="checkbox"/>	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
▼	00010			Service parent line					
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE		Consultant		1	HUR ⓘ	\$100.00 AUD	\$100.00 AUD
Service Sheet Details		Service Sheet #: UAT45678911132			Service Line No.: 1				
Pricing Details		Price Unit: HUR ⓘ			Price Unit Quantity: 1.000				
		Unit Conversion: 1			Description:				
Service Period		Service Start Date: 11 Jul 2022			Service End Date: 18 Jul 2022				
<input type="checkbox"/>	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE		Sr. Consultant		0.5	HUR ⓘ	\$200.00 AUD	\$100.00 AUD
Service Sheet Details		Service Sheet #: UAT4567891113B			Service Line No.: 1				
Pricing Details		Price Unit: HUR ⓘ			Price Unit Quantity: 1.000				
		Unit Conversion: 1			Description:				
Comments		Updated quantity							Remove

Line Item Actions ▼

Proceed to [4. Submit invoice](#).

4. Submit invoice

4.4.1 Submit Invoice

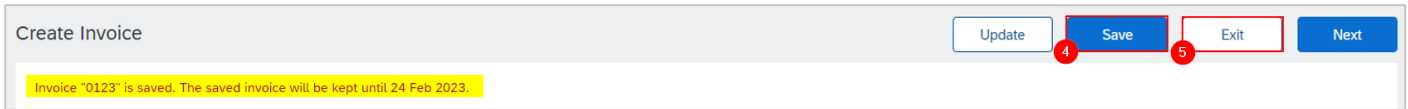
1. The invoice details entered are summarised. Review invoice header information, e.g., Invoice Number and Invoice Date.
2. Review line item and quantity to be invoiced.
3. Verify the invoice details are complete. Ensure the values **including tax** are matching with your invoice, then click **Submit**.

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

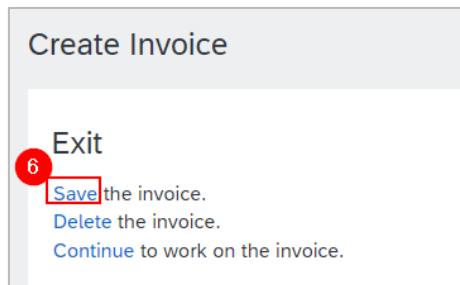
Submitting invoices

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

5. Click **Exit**.

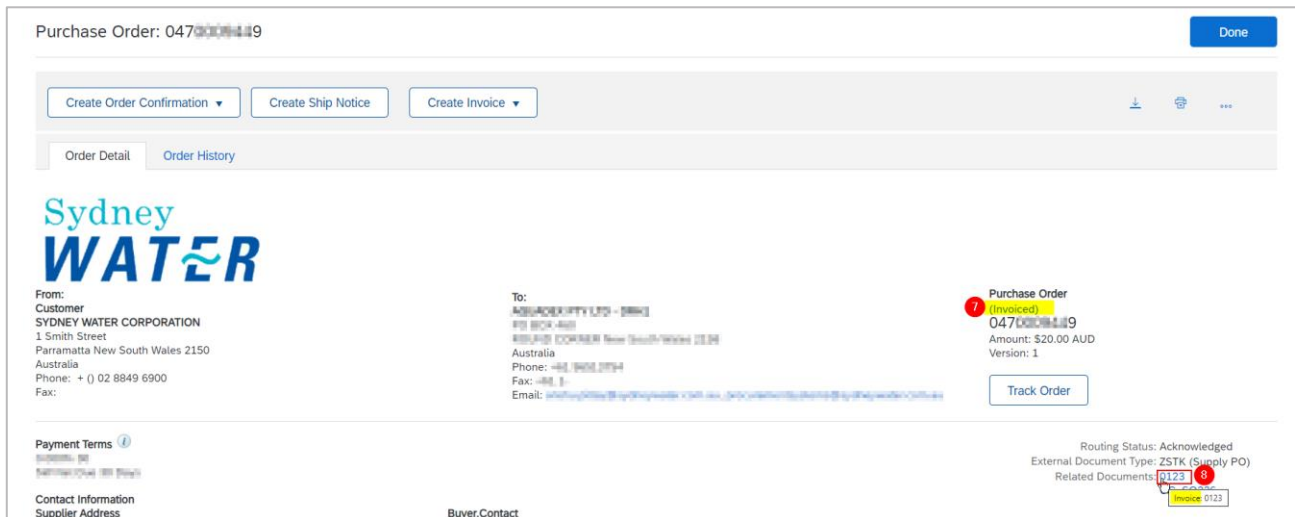


6. Click **Save** to continue saving the invoice. The saved invoice will be stored in the system for 60 days under **Fulfillment > Drafts, Invoices > Drafts** or under **Order Detail > Related Documents**.





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

	<p>Did not find what you're looking for? Access all Sydney Water supplier support resources here.</p>
	<p>To get assistance specific to your situation, contact us at businessconnect@sydneywater.com.au.</p>



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