


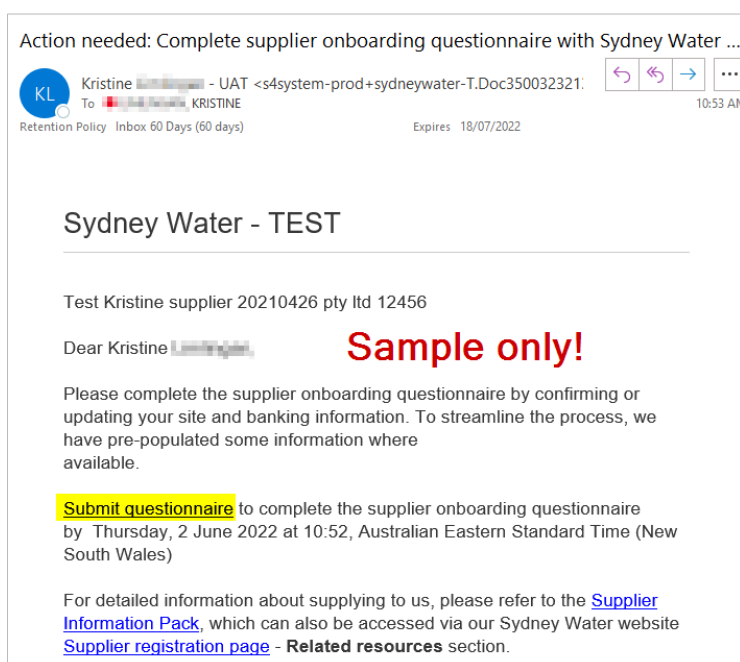
# Completing our Onboarding Questionnaire

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 <b><u>via invitation email</u></b>.</p> <p>Related <b>Sydney Water</b> guides:</p> <p><a href="#">Accessing supplier questionnaires and sourcing opportunities</a> - 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><a href="#">Responding to supplier questionnaires and sourcing opportunities</a></p>
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## 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**.

SAPAriba Proposals and QuestionnairesStandard AccountGet enterprise accountTEST MODE

SYDNEY WATER - TEST

There are no matched postings.

Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

Home

Events

Title	ID	End Time ↓	Event Type	Participated
▶ Status: Completed (2)				
▶ Status: Open (2)				

Questionnaires

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.

Ariba SourcingHelp

< Go back to Sydney Water - TEST DashboardDesktop File Sync

Console

Event Messages  
Event Details  
Response History  
Response Team

▼ Event Contents

All Content

All Content

Name ↑

Click to expand / collapse

▶ 1 General Supplier Information

▶ 2 Transaction Information

3 Bank Information

Add Bank Information (1)

(\*) indicates a required field

### 3.1 General Supplier Information

Read the general information that you, our supplier, must know.

Console

Doc4908547033 - Onboarding Questionnaire

Time remaining  
8 days 08:55:22

Event Messages

Event Details

Response History

Response Team

General Supplier Information

Transaction Information

Bank Information

General Supplier Information

(Section 1 of 3) Next

Name

1 General Supplier Information

1.1

Sydney Water uses the SAP Business Network (network) as our primary platform for purchase order collaboration with our valued suppliers. This improves the way we send, confirm and communicate purchase requirements, contributing to a more efficient and transparent procurement operations. We encourage our suppliers to send and receive transactional documents including POs and invoices over the network. Benefits to your organisation include:

- Faster start to payment cycle - invoices get posted to Sydney Water system automatically, and not through a scanning process,

- Increased visibility of invoices status and payment schedule,

- Information all in one place - no missing emails or misinterpretation of requirements.

Visit the [Supplying to Sydney Water](#) and refer to **Getting ready to transact with us** and **Processing purchase orders and getting paid** for further information on how to collaborate with us in the network.

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

(\*) indicates a required field

Submit Entire Response

Save draft

Compose Message

Excel Import

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](mailto:no-reply@eusmtp.ariba.com)

Ariba Sourcing

Help

< Go back to Sydney Water - TEST Dashboard

Desktop File Sync

Console

Event Messages

Event Details

Response History

Response Team

All Content

General Supplier Information

Transaction Information

Bank Information

All Content

1 General Supplier Information

2 Transaction Information

3 Bank Information

All Content

2 Transaction Information

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.

Ariba Sourcing
Help

< 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 General Supplier Information  
2 Transaction Information  
3 Bank Information

Add Bank Information (1)

(\*) indicates a required field

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

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

Field	Guide
<b>Bank Type</b>	Domestic for Australian banks (Note: Foreign for non-Australian)
<b>Country</b>	Country where the bank is located
<b>Name</b>	This is the Bank Name, e.g., NAB, CBA, etc.
<b>Bank Branch</b>	Branch name of the bank, e.g., Parramatta Branch
<b>Bank Address</b>	Street, City, State/Province/Region, Postal Code of the bank
<b>Account Holder Name</b>	Name of the person / entity under the account is held
<b>Bank Key/ABA Routing Number</b>	This is the BSB. Must be provided in the format <b>123-456</b> (3digits-hyphen-3digits)
<b>Account Number</b>	Numbers only <b>123456789</b> (no spaces or special characters)
<b>IBAN number</b> <b>SWIFT code</b>	Leave blank if Bank Key and Bank Account Number are provided. Populate for foreign bank accounts.
<b>Bank Account Type</b>	Select the most appropriate option from the dropdown.
<b>Attachment</b>	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"> <li>bank statement (you can black out confidential information not included in the questions; signature not required)</li> <li>company letter</li> <li>bank letter</li> </ul>
<b>Bank Reference</b>	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.

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 Type:

Domestic

Country:

Australia

Bank name

Name:

CBA

Bank branch

Bank Branch:

Parramatta Branch

Bank address

Street:

Parkes St

City:

Parramatta

State/Province/Region:

NSW

Postal Code:

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

Completing our Onboarding Questionnaire  
Version: 4

Document uncontrolled when printed

Page: 5 of 7  
Issue date: 6/12/2024

Ariba Sourcing

Help

< Go back to Sydney Water Dashboard

Desktop File Sync

SaveCancel

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 Less...

Note: For Australian Accounts Bank Key is BSB

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

Bank account information ⓘ

\*

Bank Type: No Choice

Country/Region: (no value)

Bank Name:

Bank Branch:

Street:

City:

State/Province/Region:

Postal Code:

Account Holder Name:

Bank Key/ABA Routing Number:

Account Number:

IBAN Number:

SWIFT Code:

Bank Control Key: No Choice

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.)

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.

Completing our Onboarding Questionnaire  
Version: 4

Document uncontrolled when printed

Page: 6 of 7  
Issue date: 6/12/2024

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 <a href="#">here</a> .
	To get assistance specific to your situation, contact us at <a href="mailto:businessconnect@sydneywater.com.au">businessconnect@sydneywater.com.au</a> .
	For SAP product documentation and supplier support, visit the <a href="#">SAP Help Centre</a> .