



## Processing your first Sydney Water network PO

A purchase order ('PO') is a formal request or instruction from us to a supplier to provide goods/services at or by a certain point in time, at a certain location for a certain price. We encourage all suppliers to use our third-party system, SAP Business Network ('network'), to exchange and process procurement transactional documents.



As your organisation's nominated contact for POs provided as part of [Completing our Onboarding Questionnaire](#), follow this guide to process your first Sydney Water network PO, complete the mandatory one-time setup and establish the trading relationship between our Ariba accounts for transactions. Once completed, subsequent transactions on this PO, as well as new POs, can be managed on the network.

Once trading relationship is established, refer to the [SAP Business Network Administration Guide](#) to manage your account which include, but not limited to, creating roles, creating users and assigning permissions, and setting up electronic order routing.

Relevant **SAP** video tutorial:

Disclaimer: Please be aware that not all features demonstrated in the video may be enabled or available for Sydney Water.

[Get Ready to Transact \(3:02 Mins\)](#)

### 1. Receive PO interactive email notification

Your first Sydney Water network PO will be sent to the **E-mail address for purchase orders** as provided in the Onboarding Questionnaire.

**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**

Name ↑	
▶ 1 General Supplier Information	
▼ 2 Transaction Information	
2.1 E-mail address for <b>purchase orders</b>	<input type="text" value="p[redacted]@[redacted].com.au"/>
2.2 E-mail address for <b>accounts receivable</b>	<input type="text" value="p[redacted]@[redacted].com.au"/>
3 Bank Information	Add Bank Information (1)

(\*) indicates a required field

## 1.1 Click Process Order

Click the **Process Order** button in the PO interactive email notification sent from “**Sydney Water Corporation Ltd**” <[ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com)>.

From: "Sydney Water Corporation Ltd" <[ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com)>  
 Sent: Monday, 2 August 2021 1:05 PM  
 To: [redacted]  
 Subject: Sydney Water Corporation Ltd sent a new Purchase Order 048[redacted]

**SAP Ariba**

**Sydney Water Corporation Ltd sent a new order**

If more than one email address is associated with your organization for PO delivery, then the copy of this purchase order would be sent to them as well.

**Message from your customer Sydney Water Corporation Ltd**

Sydney Water sent you a new order through our Supplier Portal. Please action our order by clicking on the 'Process Order' button. You will have the option to create a new free Standard Account or log in with an existing account.

**Fulfilment Instructions:**

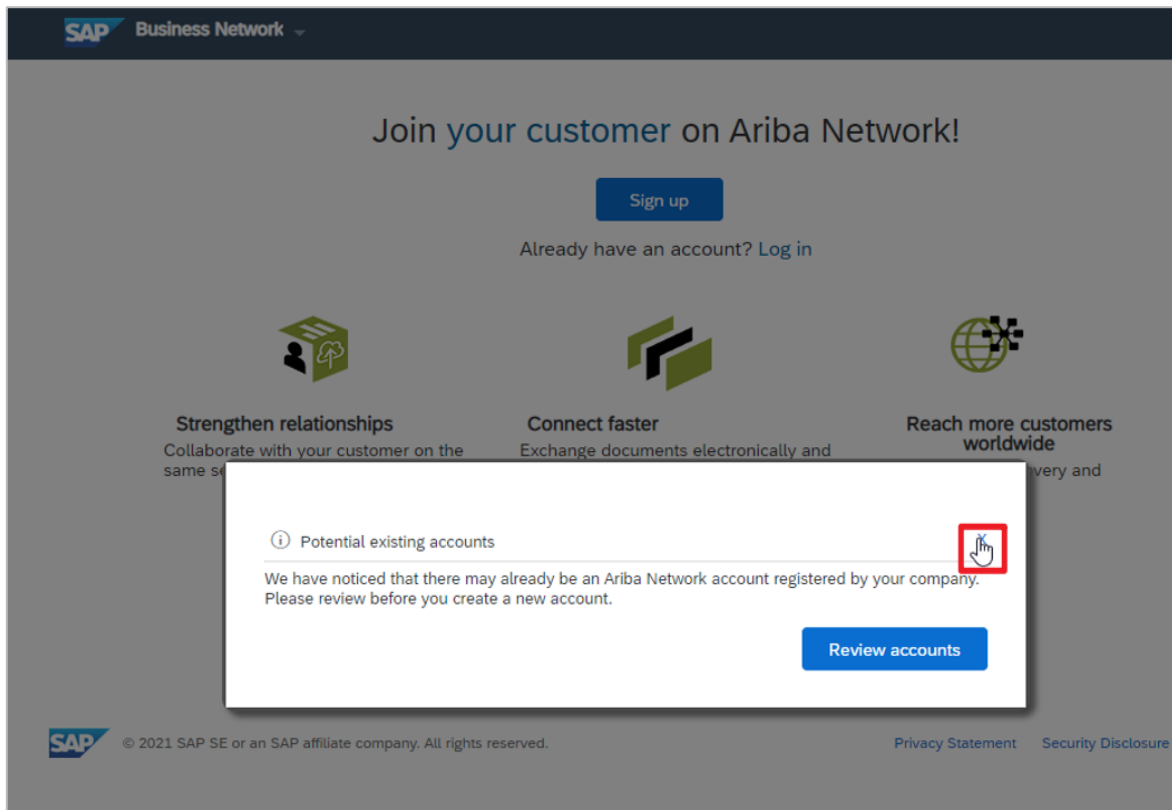
- Standard Account users will need to access the 'process order' link within this email to issue order confirmations, service entry sheets, ship notices, and invoices.
- Documents such as order confirmations, service entry sheets, ship notices, and invoices must be submitted electronically via our Supplier Portal.
- Invoices received via email will be returned to the sender requesting submission via our Supplier Portal.

**Need some help**

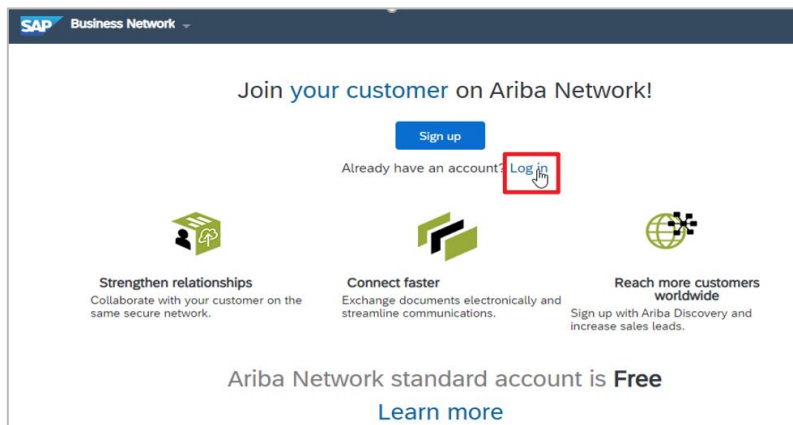
- See our Supplier Portal for more information: <https://support.ariba.com/Item/view/187593>
- Access the self-help portal: <https://support.ariba.com/ariba-network-standard-account>
- For questions relating to fulfilment, please contact the 'Requester' detailed in the 'Deliver To' box of the order. Alternatively, please contact our Business Connect team on 02 8849 6900 and/or [businessconnect@sydneywater.com.au](mailto:businessconnect@sydneywater.com.au)

**Sydney WATER**

## 1.2 Click X to close the popup window

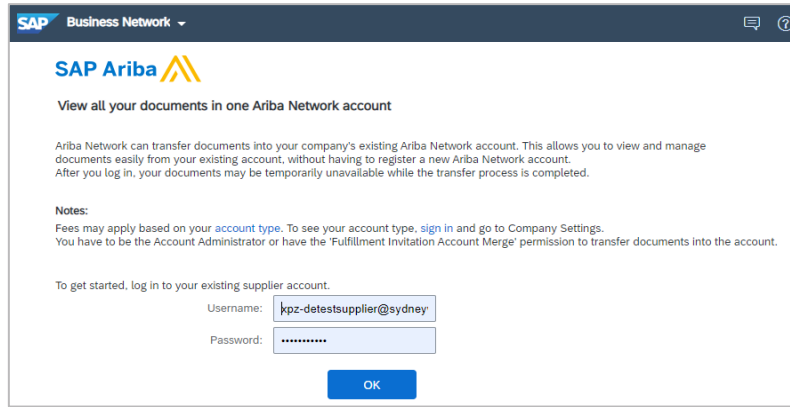


## 1.3 Click Log in



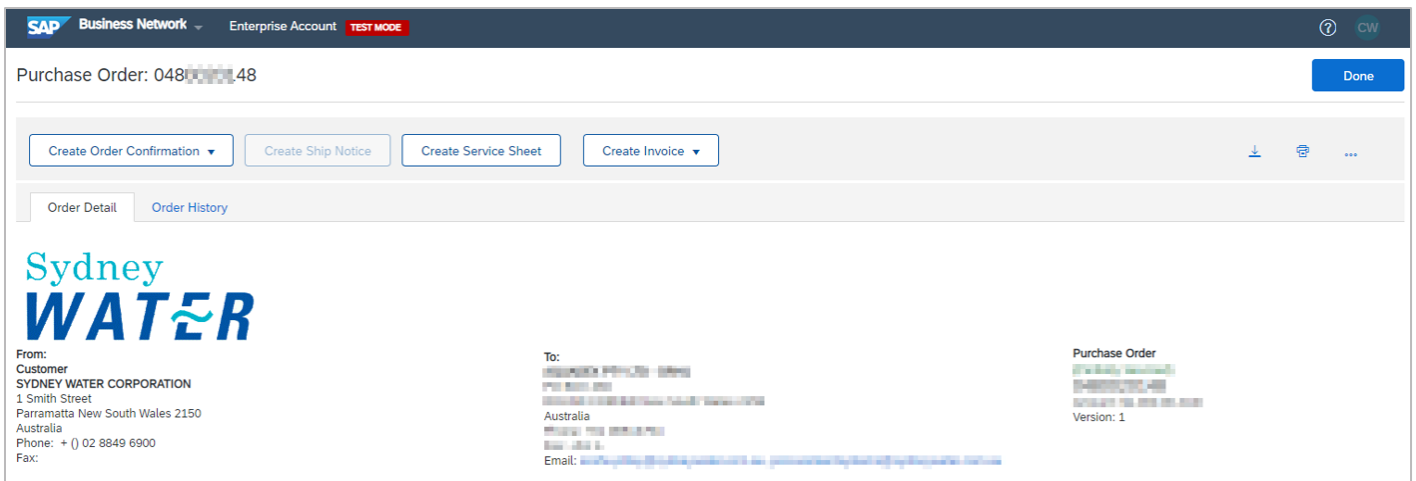
## 1.4 Log in using existing credentials

Ideally, this is the account you linked with us as part of the supplier set-up and sourcing process, i.e., the ANID used for responding to our proposals and questionnaires is the same ANID to be used for our POs.



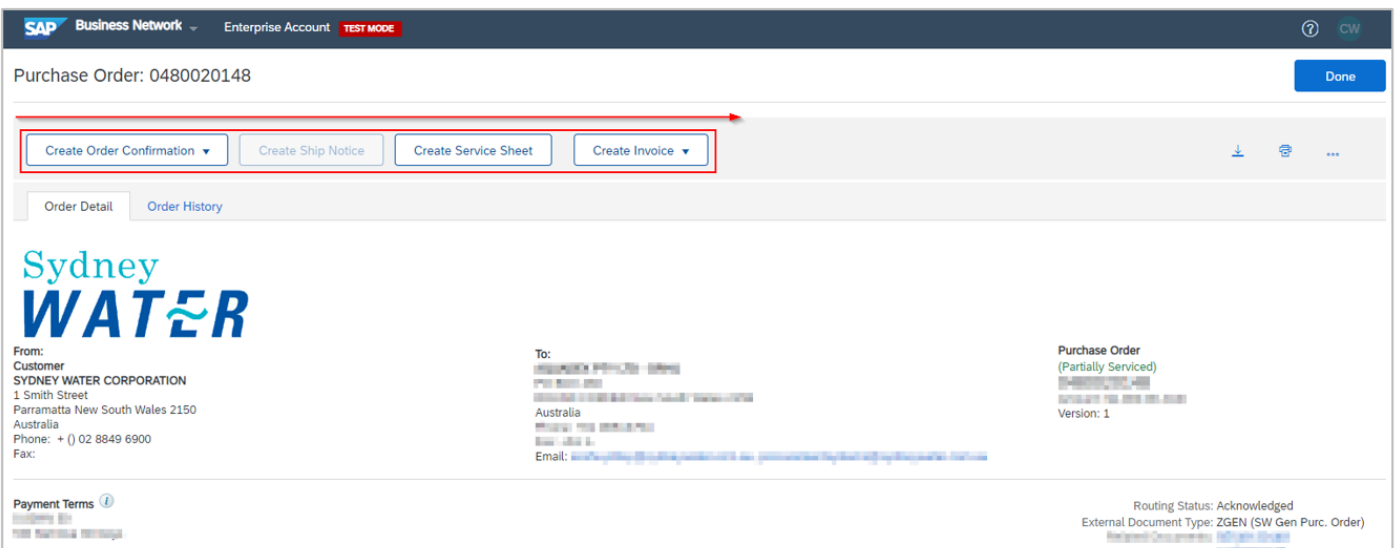
## 1.5 Review PO

Once logged in, you will be taken to the PO details screen where you can perform further actions on the PO.



## 2. Process your first Sydney Water network PO

Action buttons provide guidance on what actions are required for the PO. Complete each action **from left to right**.



**Important information:**

Refer [here](#) under **Processing purchase orders** for steps on how to submit fulfilment documents (e.g., order confirmations, invoices) through the network.

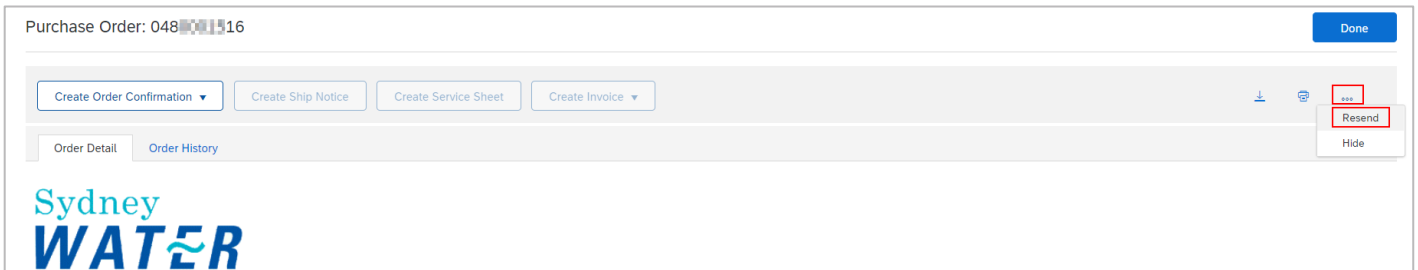
Refer to guide [Navigating our POs](#) to:

- Understand the factors that can affect how you process our POs
- Understand how to navigate the POs we send, and the fulfilment documents you submit through the network

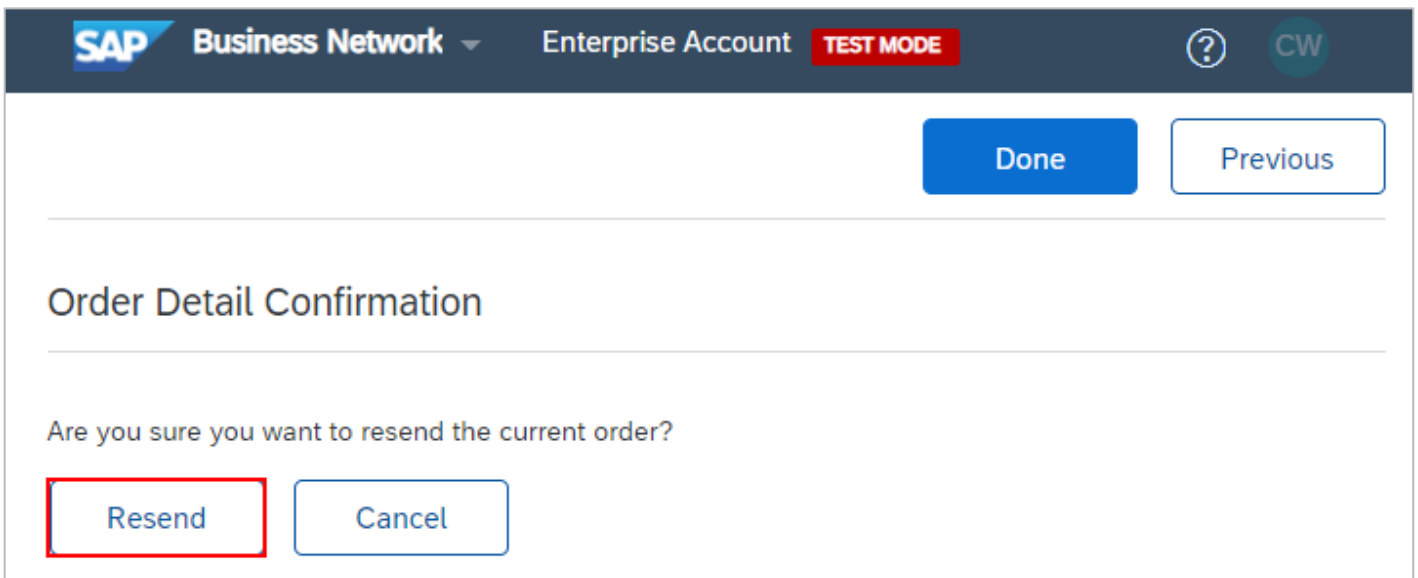
### 3. Manage exception

During one-time setup, you may find that action buttons are greyed out. This is caused by unsuccessful linking of this particular PO to your Ariba account. To resolve this:

1. Click **⋮** then click **Resend**.






2. Click **Resend**.



3. Repeat from [1.1 Click Process Order](#).

## 4. 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> .