

Frequently asked questions

1. Getting set-up as a Sydney Water supplier

1.1 Supplier Self-Registration

Are we all set to receive Sydney Water purchase orders (PO) after completing the supplier self-registration?

No. The self-registration is an expression of interest only.

I received a notification to create an SAP Ariba account. What is SAP Ariba?

When you submit an expression of interest to be a supply partner, you will receive a notification from SAP Ariba (Ariba) to sign up or log in. Ariba is a cloud-based procurement platform that helps Sydney Water and suppliers collaborate online as part of the end-to-end procurement process, from supplier set-up, sourcing, through to PO management and invoicing.

I created an Ariba account. Who is responsible for this account?

You are responsible for managing your Ariba account. When you create an Ariba account, you automatically become the account administrator. If you need to transfer the administration rights to another person in your organisation, refer to [Transferring account administrator rights](#) for further information.

1.2 Prequalification

Do all suppliers need to complete a Prequalification Questionnaire?

No. Only suppliers of medium-high risk categories or need to work on any Sydney Water site are required to complete prequalification. You will receive this via Ariba if it applies.

What should we do if we are unable to edit our Prequalification Questionnaire?

This usually means the questionnaire has expired or closed. Email businessconnect@sydneywater.com.au for assistance.

1.3 Supplier Onboarding

What is the Onboarding Questionnaire for?

You will receive an onboarding questionnaire after you are awarded work. This collects and verifies banking and payment details and connects your Ariba account to Sydney Water's finance system.

When can we start providing goods or services to Sydney Water?

You must not deliver or invoice for goods or services until you have received an official PO from Sydney Water.

1.4 Sourcing Opportunities

Where can we find current tender and sourcing opportunities?

Sydney Water tenders are published on:

- [Sydney Water Current tenders page](#)
- [Buy.NSW Supplier Hub](#)
- Supply Nation website (can only be accessed by Supply Nation members only)

2. Trading with Sydney Water on SAP Business Network

2.1 SAP Business Network

What is SAP Business Network?

SAP Business Network is where Sydney Water POs, service entry sheets (SES), invoices, credit notes, and payment notifications can be found in your Ariba account.

Do we pay fees for Sydney Water transactions in SAP Business Network?

It depends on your account type.

- Standard Account – Free of charge. Suitable for suppliers transacting with Sydney Water without advanced supply chain collaboration features.
- Enterprise Account – Paid subscription. Includes additional functionality and services provided by SAP and is subject to SAP subscription and transaction fees.

Can we continue trading with Sydney Water if we do not want to transact via SAP Business Network?

Yes, for now. While SAP Business Network is the primary platform for trading with Sydney Water, it is not currently mandatory under existing contracts. However, for new contracts or contract renewals, suppliers will be expected to use SAP Business Network for all purchasing and invoicing activities.

If we integrated our ERP with SAP Business Network, will Sydney Water pay for the integration fees?

No. All ERP integration and related costs are the responsibility of the supplier.

Does SAP Business Network affect other Sydney Water platforms such as SAP Fieldglass?

No. SAP Business Network does not change how you transact on other Sydney Water systems.

2.2 Account Setup & Management

We already use SAP Business Network with other customers. How do we add Sydney Water?

When you receive a PO notification and prompted to log in or sign up, proceed to log in using the account you want to use. If you don't have a PO, email businessconnect@sydneywater.com.au.

Do we still have to notify Sydney Water of any changes to our company details?

Generally, no. You can update most of your company details (such as address, phone number, email, and bank information) directly within your previously completed Supplier Registration Questionnaire. Refer to guide [Accessing supplier questionnaires and sourcing opportunities](#) to update your responses.

However, if your ABN has changed, submit a new [supplier self-registration request](#).

We want to downgrade our Enterprise account, but it says, “Contact your buyer to disable your Supply Chain Collaboration relationship.” Why is this happening?

You supply inventory or repair services to Sydney Water, and we have flagged your organisation as Supply Chain Collaboration (SCC)-relevant. If you think this is a mistake, email businessconnect@sydneywater.com.au.

Note: Suppliers using an Enterprise account who don't supply inventory or repair services are liable to pay subscription fees to SAP (not Sydney Water).

Can the SCC flag be removed so we can downgrade our account?

Yes. If SCC is not required for your transactions with Sydney Water, we can remove the SCC flag. Email businessconnect@sydneywater.com.au to request removal. Once completed, you will be able to downgrade your account.

2.3 Purchase Order (PO) & Change Transactions

Will I get an email prompt from SAP Business Network, or will I have to log in to get the PO or updates to the PO?

Yes, you will receive an email notification and can also access all documents by logging into your SAP Business Network account.

How do I request for a PO change or variation?

Contact the Sydney Water buyer listed on the PO. The buyer will discuss with you the potential changes to the PO, and if a change is required, the buyer will make the change. After Sydney Water approval, a new version of the PO will be sent to you through SAP Business Network. Refer also to guide [Submitting Order Confirmations](#).

Can Sydney Water change a PO (e.g. change tonnes or rate) once they have been issued?

Yes, with conditions.

POs can be updated only if no receipts or invoices exist against the PO. When this happens, you will receive a new version of the PO on SAP Business Network.

What transactions can we send and receive via SAP Business Network?

Sydney Water supports the following transactions:

- **Purchase Order (PO)**

Receive POs, submit PO confirmations, and request PO changes

- **Service Entry Sheet (SES)**

Submit SES and receive SES approval notifications

- **Logistics**

Submit advance ship notices and receive goods receipt notifications

- **Invoicing**

Submit invoices and receive invoice status updates

- **Credit Note**

Submit credit notes

- **Payment**

Receive payment proposals and remittance advice

3. Service Entry Sheets (SES), Invoicing & Payments

3.1 SES

Do we need to wait for SES approval before we can submit an invoice?

Yes. For services-based POs, invoices can only be submitted after SES approval.

What is auto-SES?

Auto-SES automates the creation of the SES from the submitted invoice. The SES still requires Sydney Water approval before the invoice can be processed for payment. Check out this [video guide](#) for more information.

If you are still creating SES manually and want to transition to auto-SES, advise your Sydney Water contact person or email businessconnect@sydneywater.com.au.

3.2 Invoicing

What is Sydney Water's expectation from the supplier regarding e-invoicing?

Sydney Water strongly encourages suppliers to submit invoices via SAP Business Network to:

- Reduce errors
- Improve processing speed
- Improve payment visibility

What if I don't have a system capable of creating electronic invoices?

You only need:

- An internet connection
- A web browser

Invoices can be created directly in SAP Business Network.

Can I send electronic invoices to all my customers via SAP Business Network?

Yes, if your other customers are also using the network.

What e-invoicing options does SAP offer to suppliers using SAP Business Network?

- **PO-Based Invoice (PO Flip):** Create an invoice directly from a PO in SAP Business Network.
- **Invoice Automation (Integrated Invoicing):** Transmit invoices automatically from your ERP or billing system to SAP Business Network using supported integration methods (for example, cXML).
- **Invoice CSV Upload:** Create invoices by uploading invoice data using SAP Business Network's CSV invoice template, suitable for suppliers without system-to-system integration.

Can I attach supporting documents on SAP Business Network while submitting invoices?

Yes. Attachments (e.g. PDFs, scanned documents) can be uploaded and permanently linked to invoices.

Refer to guide [Submitting invoices](#) for further information.

Can I send EDI/XML invoices directly to Sydney Water?

No, EDI and XML are data formats only. Suppliers can submit invoices via SAP Business Network using the following methods:

- **PO-Based Invoice (PO Flip):** Create an invoice directly from a PO in SAP Business Network.
- **Invoice Automation (Integrated Invoicing):** Transmit invoices automatically from your ERP or billing system to SAP Business Network using supported integration methods (for example, cXML).
- **Invoice CSV Upload:** Create invoices by uploading invoice data using SAP Business Network's CSV invoice template, suitable for suppliers without system-to-system integration.

Can we issue multiple invoices against a bulk PO?

Yes, multiple invoices can be submitted against a bulk PO. Refer to guide [Submitting invoices](#) for further information.

3.3 Payments

Does SAP Business Network handle payments?

No. Payments are processed through Sydney Water's finance system. SAP Business Network is a portal for suppliers to exchange transactional documents such as invoices and remittance advices.

How do we reconcile invoices if our ERP is not integrated with SAP Business Network?

SAP Business Network invoices are processed separately from your ERP. Recommended approach:

- Generate an invoice report from SAP Business Network
- Generate a corresponding report from your ERP
- Reconcile using invoice number and amount

4. Support

5.1 Login & User Access

I forgot my username or password. What should I do?

Go to supplier.ariba.com and follow the username/password recovery steps. If unresolved, click the "?" icon for Help to log a support request with SAP.

How do we regain access if the administrator has left?

Refer to Ariba knowledge article [KB0392441 - How do I change the administrator user in my SAP Business Network supplier account?](#). We've also covered other scenarios in our guide [Transferring account administrator rights](#).

What does the error: "You do not have the appropriate permissions to access this page" mean?

If you are a sub-user, contact your account administrator. In the upper-right corner of the application, click **your initials** > **Contact Administrator** to view your admin's information.

If you are the administrator, ensure your administrator role has the permission **Access Proposals and Contracts**:

1. In the upper-right corner of the application, click **your initials** > **Settings** and select **Users**.
2. Click on the **Administrator** role. The administrator has all permissions and cannot be edited.
3. If you do not see the **Access Proposals and Contracts** permission, [contact SAP Ariba Customer Support](#).

You can also refer to [Permissions You Can Assign to Users | SAP Help Portal](#).

5.2 Support Options

What support does SAP offer to suppliers?

SAP provides extensive online help and support resources, including:

- (1) [Help Centre for Standard Accounts – 4 minute video](#)
- (2) [Help Centre for Enterprise Accounts – 6 minute video](#)

What support does Sydney Water offer to suppliers?

- (1) You can self-serve by accessing our [supplier guides](#) under Guides, fact sheets and contacts.
- (2) Email businessconnect@sydneywater.com.au for issues specific to your business. To ensure we can respond to your query, provide background information, including screenshots when relevant.