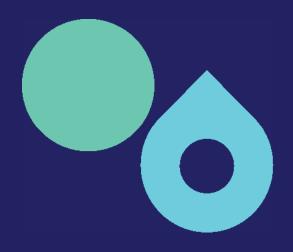
Supplier information pack

Invoicing and payments







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Introduction

Thank you for being a valued supplier to Sydney Water. We look forward to working with you.

Our vision

Creating a better life with world-class water services.

Our services

We supply water, wastewater, recycled water, and some stormwater services to more than five million people in Sydney, the Illawarra and the Blue Mountains.

Our strategic outcomes

- First choice of customers and partners
- High-performance culture
- Successful and innovative business
- Thriving, liveable and sustainable cities

This pack is intended to provide suppliers with information about transacting with us, what you can expect from us, what we expect from you, and who to contact in the event of a query. We operate under several policies and legislative requirements, and we expect our suppliers to transact with us in conformance with these. They include (but are not limited to):

- Supplier Code of Conduct
- Environment policy
- Alcohol and drug policy
- Gifts and benefits policy
- Procurement policy

- Purchase order terms and conditions
- Privacy policy
- Living our values principles for ethical decision making
- Sydney Water Act 1994

Providing goods and/or services

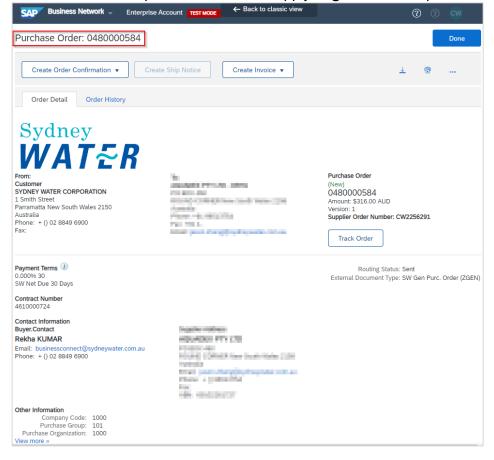
A purchase order is a formal request or instruction from Sydney Water to a supplier to provide goods/services at or by a certain point in time, at a certain location for a certain price. Sydney Water encourages all suppliers to use our third-party system, SAP Business Network ('network'), to exchange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

When using the network for the first time, a one-time set up is required. Refer to guide <u>Process first</u> <u>Sydney Water purchase order on SAP Business Network</u> for steps on how to perform the one-time setup.

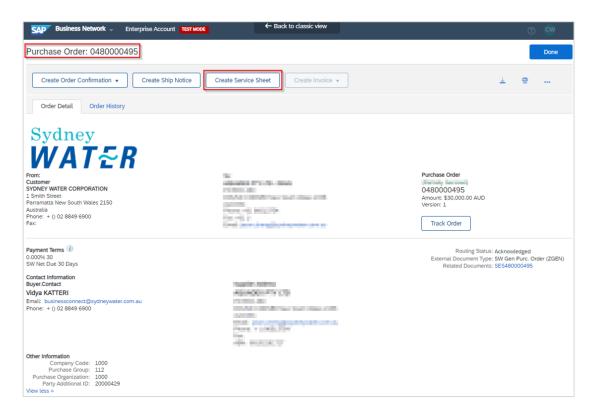
Once you have accessed the network, we recommend that you customise your workbench to easily manage your purchase orders. Refer to guide <u>Set up SAP Business Network workbench</u> for the steps.

There are three (3) types of purchase orders:

1. Standard Order is a purchase order for supply of goods that requires confirmation of goods receipt.



- 2. **Service** Order is a purchase order for supply of **service**. A purchase order is considered a Service Order if it includes <u>at least one (1) service line</u>. Service Orders have the following characteristics:
 - A Service Entry Sheet (SES) is required
 - May only be identified after opening a purchase order and the Create Service Sheet button is active
 - An SES must be submitted by the supplier and approved by Sydney Water prior to being able to create an invoice. Refer to guide <u>Create Service Entry Sheet</u> for steps on how to submit an SES.



3. **Repair** Order is a purchase order for **repair of an asset** and is an exception to the current process where the mechanism of exchange is through email. Repair suppliers will be notified when the repair process is transitioned to the network.

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Payment of goods and/or services

Sydney Water will pay suppliers based on:

- the terms and conditions as per contractual agreement
- the terms and conditions as listed on our website and in the purchase order, when a contract does not exist
- confirmation that goods and/or services have been delivered/provided in accordance with a valid purchase order or contract
- Security Of Payments Act (SOPA) and NSW Small Business legislation.

Otherwise, Sydney Water standard payment terms are 30 days from date of a compliant invoice. The preferred and highly recommended method of payment is Electronic Funds Transfer (EFT). Credit cards (referred to as Purchasing cards) can also be utilised as per Sydney Water's internal process. Cheques are only issued on an exceptional basis and by prior arrangement with your Sydney Water business contact.

If you are a supplier from a Shared Purchasing Panel supplying to a Regional Delivery Consortia (RDC), there is an additional requirement to provide itemised details of transactions for which payment is being claimed for on your invoice/payment claim. This applies to all suppliers that have been granted access to the Shared Purchasing Directory. The details required must include a Shared Purchasing (SP) Item number, description and to which RDC you have provided goods or services to.



Invoicing

Suppliers must provide a **compliant** invoice to receive payment. Compliant invoices include quoting a valid purchase order number and meeting the Australian Tax Office (ATO) guidelines. Guidelines on tax-compliant invoices can be found on the ATO web site.

Sydney Water does not accept 'proforma' invoices as a means of making payment. Invoices must include your Sydney Water-issued purchase order number relevant to the goods and/or services being invoiced. Other than for goods or services paid for by Purchasing card, do not send invoices directly to Sydney Water employees.

Invoices relating to:

• purchase orders starting with 5*** or M*** or of type 'Repair', email

businessconnect@sydneywater.com.au

- all other purchase orders, refer to guide <u>Create Invoice</u> to submit invoices in the network.
- purchases made by Purchasing card must be sent direct to the cardholder/person requesting the goods or services for expense reconciliation.

It's important to note that without the provision of a valid purchase order number, Sydney Water is not obligated to pay an invoice.



Points of contact & inquiries

Sydney Water is committed to responding promptly to queries from suppliers. Providing the following information will us to respond to a query.

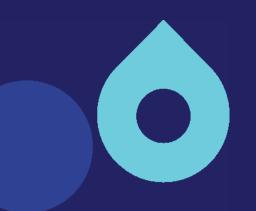


Contact the email provided in the purchase order and quote your Sydney Water-issued purchase order number for any queries relating to purchase orders, service sheets or invoices.

To update supplier information records (such as name, address, contact details, bank details) revise your responses to the Supplier Registration and/or Onboarding Questionnaire in <u>Ariba Proposals and</u> <u>Questionnaires</u>.

Alternatively, you may contact Business Connect at <u>businessconnect@sydneywater.com.au</u>, or +61 (02) 8849 6900, Monday to Friday 9:00 am to 5:00 pm AEST. Supporting documents may be required for verification purposes, and a supplier change form may need to be completed. Please note that ABN numbers cannot be updated for tax reasons, and a new supplier account must be created.

Sydney Water encourages suppliers to seek resolution with the party listed on the purchase order in the first instance. If there is a need to escalate an issue, please contact your Sydney Water Contract Manager (if applicable) or other business contact in the second instance. If you believe your query still has not been resolved, you can contact The NSW Government Office of Fair Trading.





On the web



Website: sydneywater.com.a



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Facebook: facebook.com/SydneyWate

Twitter: twitter.com/sydneywaternews

Instagram: instagram.com/sydneywat



LinkedIn:

Search 'Sydney Water' at linkedin.com



