

Supplier information pack



Invoicing and
payments



Sydney
WATER

Introduction

Page 3

Providing goods and/or services

Page 4

Payment of goods and/or services

Page 6

Invoicing

Page 7

Points of contact and complaints

Page 8

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 | • Purchase order terms and conditions |
| • Environment policy | • Privacy policy |
| • Alcohol and drug policy | • 'Living our values - principles for ethical decision making' |
| • Gifts and benefits policy | • <i>Sydney Water Act 1994</i> |
| • Procurement policy | |

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 [Process first Sydney Water purchase order on SAP Business Network](#) for steps on how to perform the one-time set-up.

Once you have accessed the network, we recommend that you customise your workbench to easily manage your purchase orders. Refer to guide [Set up SAP Business Network workbench](#) 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.

The screenshot displays the SAP Business Network interface for a purchase order. At the top, the header includes 'SAP Business Network', 'Enterprise Account', 'TEST MODE', and a 'Back to classic view' link. The main header area shows the 'Purchase Order: 0480000584' in a red box, with a 'Done' button to its right. Below this, there are buttons for 'Create Order Confirmation', 'Create Ship Notice', and 'Create Invoice'. The interface is divided into two tabs: 'Order Detail' (selected) and 'Order History'. The 'Order Detail' tab shows the Sydney Water logo and contact information for the customer: SYDNEY WATER CORPORATION, 1 Smith Street, Parramatta New South Wales 2150, Australia. It also displays the purchase order details: Purchase Order (New) 0480000584, Amount: \$316.00 AUD, Version: 1, and Supplier Order Number: CW2256291. A 'Track Order' button is visible. The 'Payment Terms' section shows 0.000% 30, SW Net Due 30 Days. The 'Contract Number' is 4610000724. The 'Contact Information' section lists the Buyer Contact as Rekha KUMAR, with email businessconnect@sydneywater.com.au and phone + (0) 02 8849 6900. The 'Other Information' section shows Company Code: 1000, Purchase Group: 101, and Purchase Organization: 1000. A 'View more' link is at the bottom left.

2. **Service Order** is a purchase order for supply of **service**. A purchase order is considered a Service Order if it includes at least one (1) service line. 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 [Create Service Entry Sheet](#) for steps on how to submit an SES.

SAP Business Network - Enterprise Account TEST MODE - Back to classic view

Purchase Order: 0480000495

Done

Create Order Confirmation Create Ship Notice **Create Service Sheet** Create Invoice

Order Detail Order History

Sydney WATER

From: Customer
SYDNEY WATER CORPORATION
1 Smith Street
Parramatta New South Wales 2150
Australia
Phone: + (0) 02 8849 6900
Fax:

To: Accounts Payable - Repair
PO Box 3065
Parramatta NSW 2124
Australia
Email: accounts.payable@sydneywater.com.au
Phone: + (0) 02 8849 6900

Purchase Order
0480000495
Amount: \$30,000.00 AUD
Version: 1
Track Order

Payment Terms
0.000% 30
SW Net Due 30 Days

Contact Information
Buyer Contact
Vidya KATTERI
Email: businessconnect@sydneywater.com.au
Phone: + (0) 02 8849 6900

Other Information
Company Code: 1000
Purchase Group: 112
Purchase Organization: 1000
Party Additional ID: 20000429
View less

Routing Status: Acknowledged
External Document Type: SW Gen Purc. Order (ZGEN)
Related Documents: SES480000495

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.

Head Office
Sydney Water Head Office
1 Smith Street
Parramatta NSW 2150
Australia
ABN 49 776 225 038
Enquiries: 132 092

Invoice To
Sydney Water Corporation
Accounts Payable (L5)
PO Box 3065
Parramatta NSW 2124
Australia
accounts.payable@sydneywater.com.au

Sydney WATER

Repair Purchase Order

Ship To
Damien YOUNG
POTTS HILL REP
Nelson Short St
Potts Hill NSW 2143
Australia

Contract No
Order No : 470000046
Order Date : 06.07.2021
Order Creator : Damien YOUNG
Email : SCInventoryControl@sydneywater.com.au
Phone :
Payment Terms : SW Net Due 30 Days

Please include the Order Number on your delivery note and Tax Invoice. This is mandatory requirement for both goods receipt and invoice receipt

Quotation 930583 Condition Assessment Quotation 930992 Repair Warman TC pump (AMENDED PO TOTAL)

Line	Due Date	ItemID/MPN	Description	Quantity	UOM	Price	Gross Amount	GST	Total Amount
1	29/07/2021			1.000	EA	\$10,502.8	\$10502.89	\$1050.29	\$11553.18
						9			
							Sub Total Amount	\$	10502.89
							Total GST		\$1050.29
							Total Amount Due	AUD	\$11553.18

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 [Create Invoice](#) 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 [Ariba Proposals and Questionnaires](#).

Alternatively, you may contact Business Connect at businessconnect@sydneywater.com.au, 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.au



Facebook:

facebook.com/SydneyWater



Twitter:

twitter.com/sydneywaternews



Instagram:

instagram.com/sydneywater/



LinkedIn:

Search 'Sydney Water' at
linkedin.com