A Supplier Guide to SAP Ariba
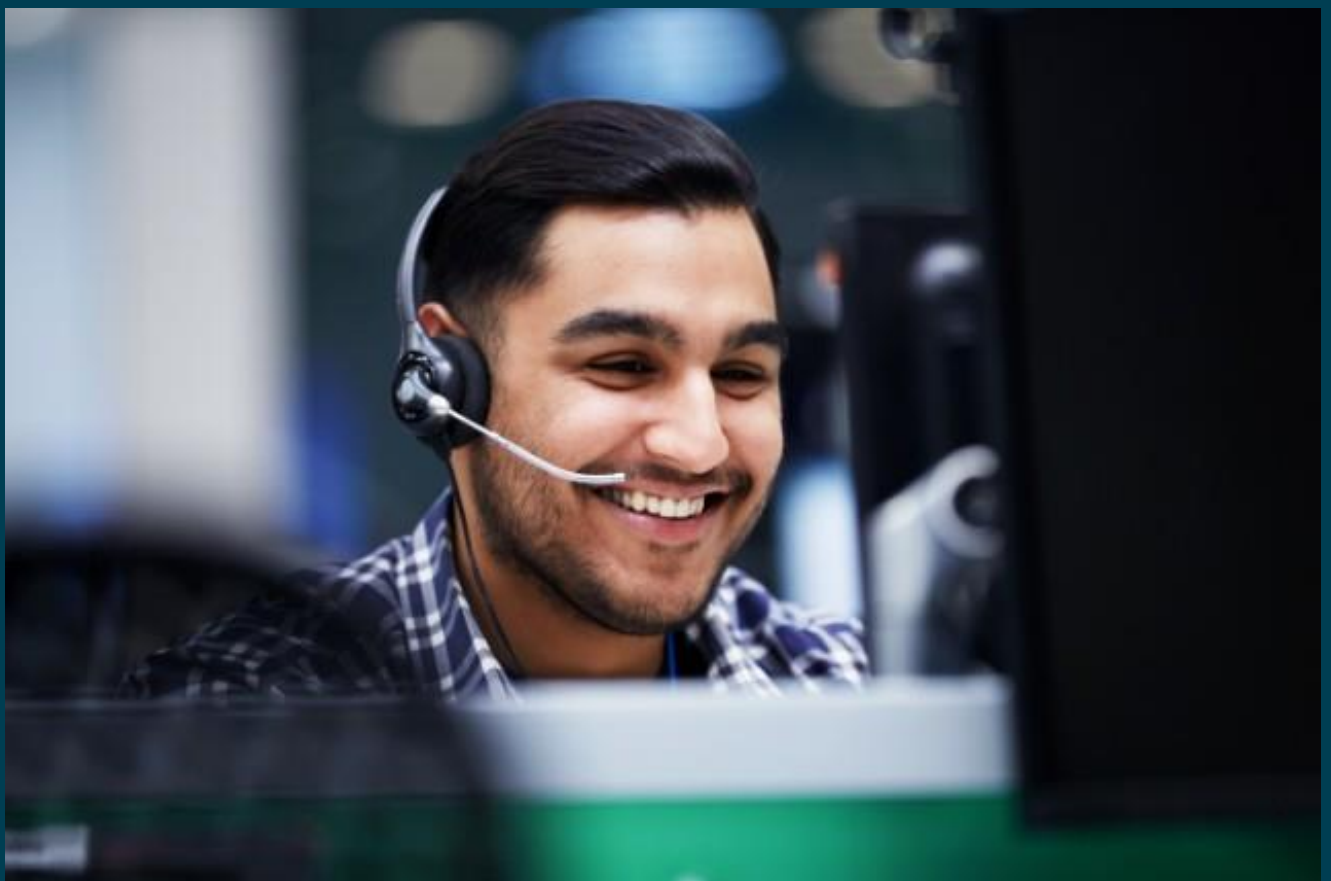

May 2022

What's in this guide?

This guide has been produced to cover the Severn Trent processes supported by SAP Ariba technology.

The guide will demonstrate the processes and requirements of suppliers to ensure the processes run efficiently and ultimately, enables Severn Trent to pay for goods and services on time.

Each section of the guide is marked on the contents page with page numbers and hyperlinks to jump to specific sections.

You will find useful hints, tips, and information on what happens after you have submitted information to Severn Trent via Ariba.

Contents:

Sections:

Your Ariba Network Account

Account Type

SAP Ariba offers two types of account; **Standard** (provided free of charge) or **Enterprise** (provided at a cost to the supplier).

The **Enterprise** account gives suppliers the ability to manage transactions using the inbox/outbox feature within the portal and to run reports. Please note the fees are charged on two levels:

- annual subscription fee

- transaction fees (% of the value of purchase orders or invoices within the invoice period – capped at £15,500 per annum).

Severn Trent is not liable for any fees incurred by the supplier for the use of the Ariba Network. The agreement is firmly between the supplier and SAP Ariba, to whom any fees must be paid.

For further information on the Ariba Network accounts and pricing structure, please visit https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing

If you are a supplier who has been onboarded via Ariba (Supplier Registration as explained later in this guide), when your account is created in Ariba, it is created as a standard account.

Any purchase orders created are automatically sent to your Ariba Network ID (ANID), which was created during the registration process.

Do We Need an Enterprise Account?

The **Standard** account allows you to transact free of charge and flip a purchase order into an invoice using the interactive email shown in the managing purchase orders and invoices section of this guide. There are no volume restrictions.

Suppliers who receive more than 100 purchase orders from Severn Trent per year may benefit from system integration, whereby your company's sales system is integrated with SAP Ariba and you simply manage the transactions from your own system. If you think this may benefit you, please contact us at Supplierenablement@severntrent.co.uk

How Do I Know What Type of Account We Hold?

1. You can see the account type at the top of your screen

2. You can upgrade at any time by selecting the Upgrade button at the top of the Ariba screen and following the upgrade steps. Please remember to check the Ariba Network

Fees before you upgrade and ensure you understand and agree to the fees that will be charged to you.

If you have upgraded to an enterprise account and wish to return to a standard account, you must firstly clear your account balance. Contact SAP via the help portal and request that the account type is changed.

You can find additional support and guidance through the Ariba Help Portal.

3. To access the portal, go to https://service.ariba.com and select the 'Supplier' button

SAP Ariba ⋀⋀

Ariba Network - Where companies connect to get the business done

Ariba Network is a dynamic, digital marketing serving millions of buyers and suppliers in more than 190 countries.

| Buyer | Supplier |

4. This takes you to the login screen. To access the help portal, select the '?' icon at the top of the Ariba Network screen.
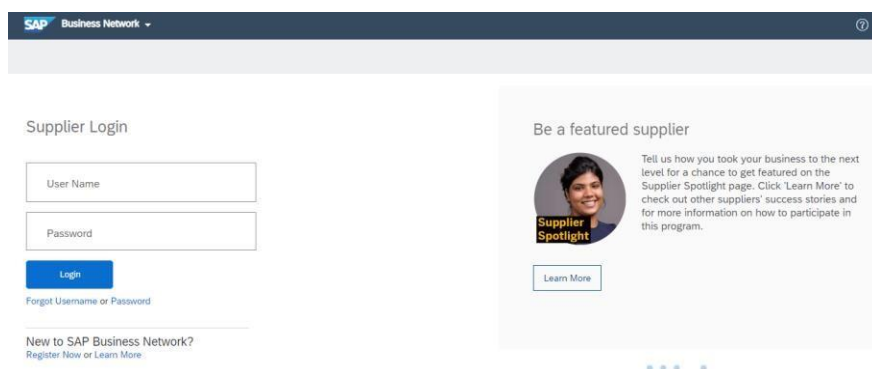
5. A menu appears on the right-hand side of the screen.

• Common questions are answered via FAQ and videos

• Use the search bar to search the library by key word, results are shown in this window

• Documentation opens the full Ariba library in a new window

• Support enables you to search the Ariba knowledge base by a key word, providing links to FAQ's and videos relating to the search and an option to get help by phone or join a webinar
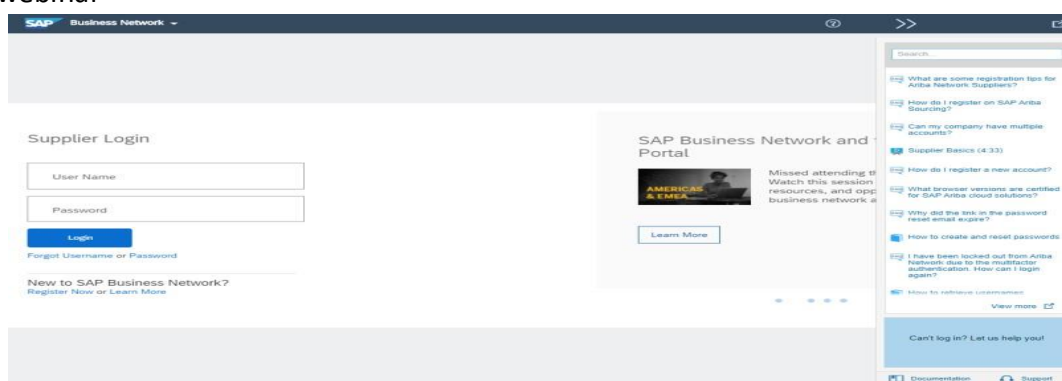
One Stop Shop

Use the menu at the top of the screen to flip between:

• Ariba Discovery – can be used to market your business to other Ariba customers, visit https://my.ariba.com/Discovery for more information (fees may apply)

• Ariba Proposals and Questionnaires – where you will find the supplier registration questionnaire and any tendering proposals.

• Ariba Contracts – can be used to negotiate customer contracts (fees may apply)

• SAP Business Network (Ariba Network) – where you can manage your purchase orders, invoices, and payments (please note for the standard account you can only see the last 365 days' worth of documents here, best practice to create an email folder for when you received the PO (purchase order/s) via email so you can always find the PO and then use the links in the email PO to action it in your Ariba account if required)

• When you first set up your account create tiles in your Ariba workspace to view invoices and POs in a standard account

It is important that when you first receive a PO from a customer for the first time via email that you log in rather than try the processing options (this applies if you already have an Ariba account) and set up the enablement – further guidance on this can be found in section How to Process the new purchase order using email copy in Ariba Supplier Network

Ariba Proposals and Questionnaires

The Ariba Proposals and Questionnaires area is where you will find any questionnaires relating to your onboarding and sourcing activities, which are outlined step by step in this guide.
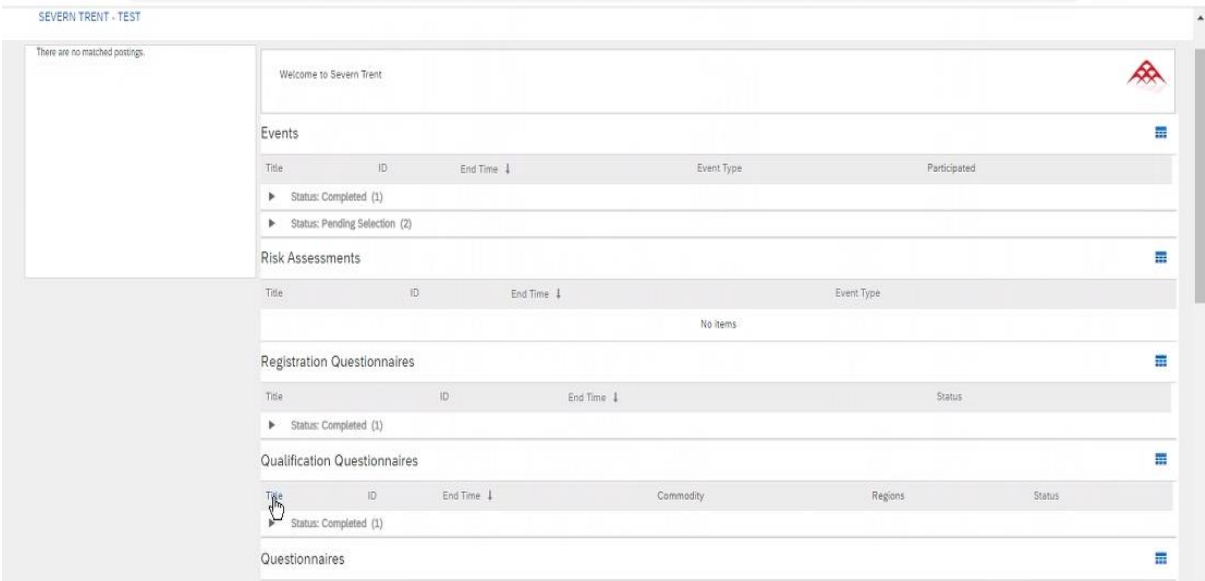
You can access the Proposals and Questionnaires area from the Ariba Network, please ensure you select 'Severn Trent Plc' as the customer before selecting this option as each of your customers will have their own portal.

The events (sourcing proposals) and questionnaires can be re-visited at any time by selecting the blue text. Questionnaires will remain available to re-submit, should your organisation have any changes for 365 days from the date the request was sent to you.

You can at any time update your details with Severn Trent by returning to your supplier registration questionnaire/ revise response/edit and submit. Questionnaires can expire, simply contact supplierenablement@severntrent.co.uk to re-open the questionnaire.

Ariba / SAP Business Network

The Business Network is where you will find your Ariba Purchase Orders and Invoices. The home page provides an overview of your transactions.

A. The Orders / Fulfilment / Invoices and Payments options are greyed out in the standard account. These options provide quick links to purchase orders, order confirmation, ship notices, service entry sheets and invoices.
B. You can select which customers transactions you see by selecting them from the drop down
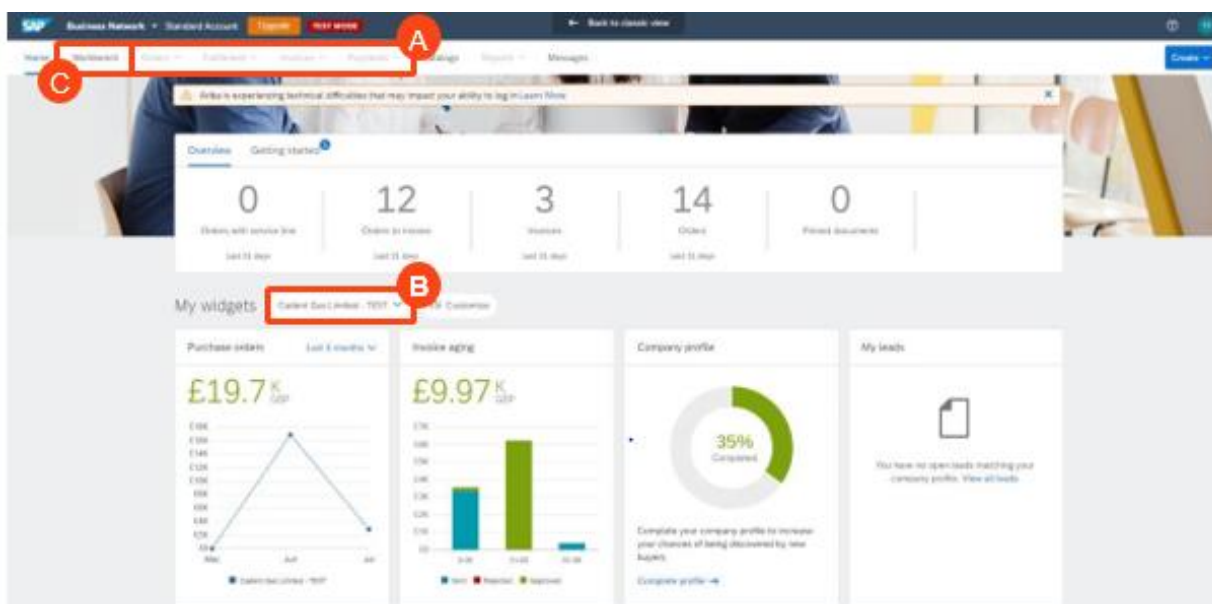
C. Select the Workbench to view your transactions
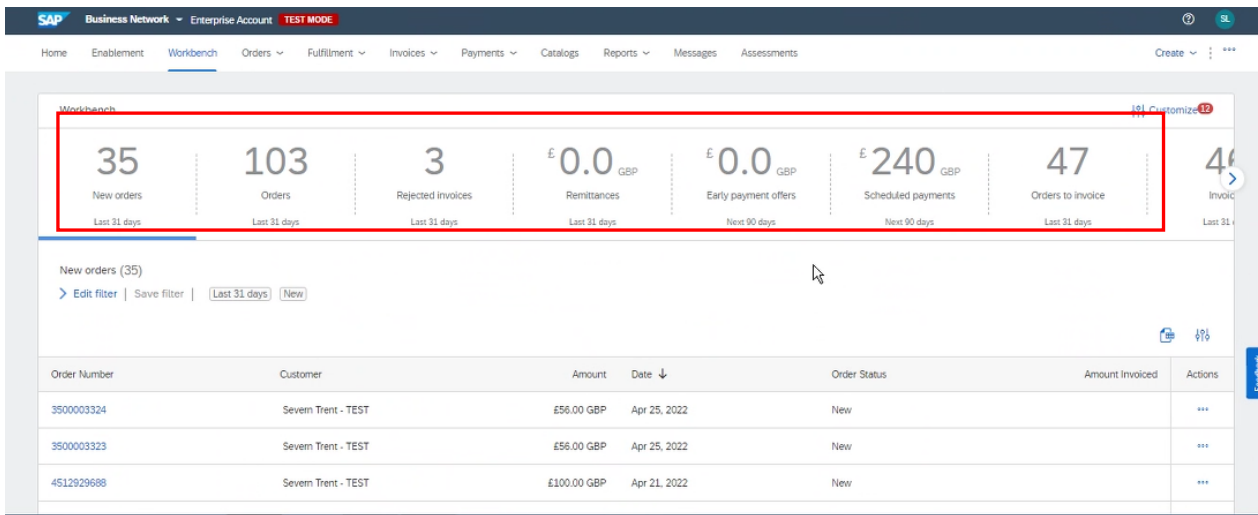
D. Use the widgets to toggle between orders and invoices

E. When using a standard account, you can re-send a copy of the Purchase Order. Select the '…' next to the purchase order

F. Then select 'Send me a copy to take action'
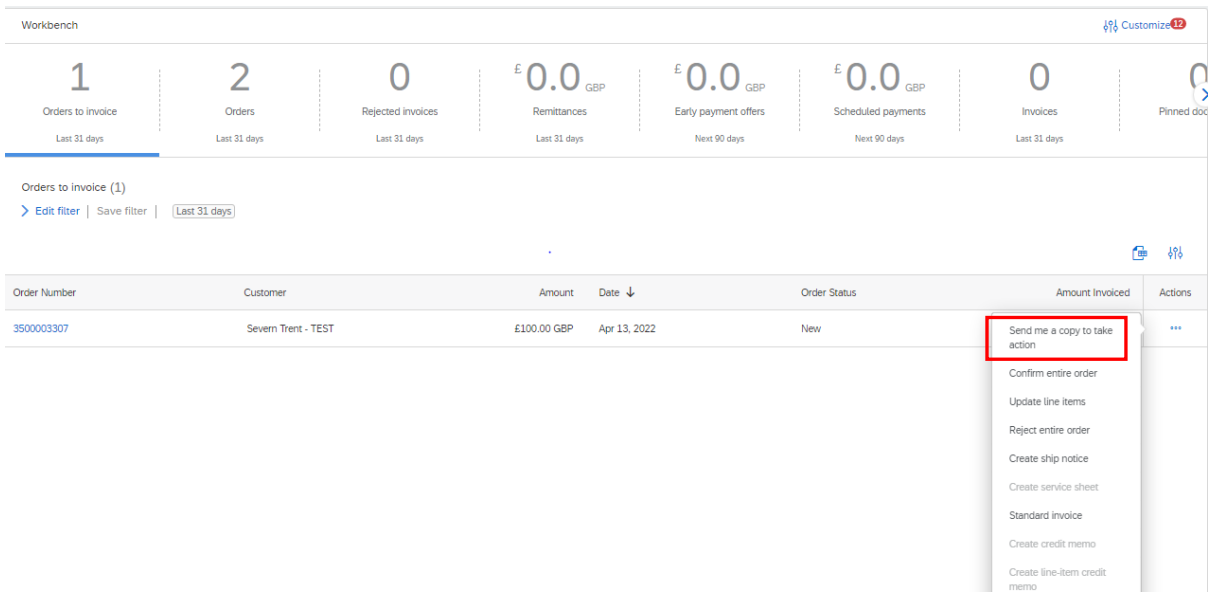
Please note Severn Trent requires its suppliers to transact electronically via the network, the choice of a Standard or Enterprise account is your preference. If you choose to upgrade, please ensure you understand the fees that will be incurred for the use of the Enterprise account.

G. A Pop up appears confirming the email address the copy will be sent to

H. You can change the contact details by selecting 'My Account' and updating the email address if it changes.

Supplier Onboarding

Supplier Lifecyle Performance (SLP)

Severn Trent have enabled Ariba SLP, which is a new way of creating and managing our supplier data. SLP enables Severn Trent to control its vendor database, by connecting with suppliers who meet a minimum standard.

All activities within the process are completed in Ariba, the process flow below demonstrates the process steps.
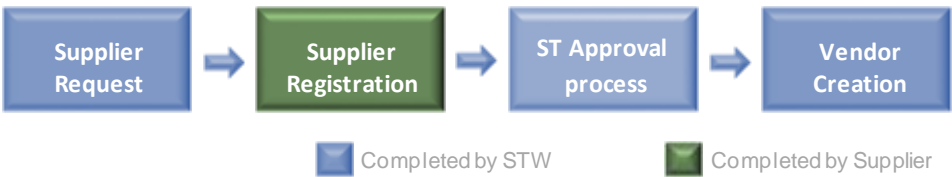
Suppliers are expected to complete the Severn Trent supplier registration questionnaire within Ariba. All suppliers must complete the registration stage, with suppliers who are to be created as vendors in Severn Trent back-office system:

Process	Requirement	Required for Sourcing	Required for Transacting
Supplier Registration	Tell us about your organisation and whether you agree to Severn Trent Policies, Terms & Conditions. Suppliers must complete the registration phase to take part in tender events and maintain your key data such as bank details	✔	✔

Supplier Registration

1. You will receive an email from Severn Trent asking you to 'register as a supplier with Severn Trent'. This will be sent from the individual in Severn Trent's buying team who has triggered the registration process.

Hint:

Your invitation is unique to the email address we have file. So please do not forward this to a colleague. If you need it to be sent to a different colleague please contact us and let us know.

2. Click on the link in the email – the email is system generated, so please check your spam folders.

3. If you're new to the Ariba Network, click on the 'Sign up' button. If you're already a member of the Ariba Network, sign in as normal by clicking the 'Log in'

4. Complete the information in the proforma to create your Ariba account. The form is split into three sections.

- Company Information
  - o Company Name & Address
- User Account Information - Create your username and password
- More about your business
  - o Select the commodities your business provides and the locations you service
  - o You can also add a company logo and short company description, which will appear visible to Severn Trent users when searching for supplier records in Ariba buying.

5. Once complete, scroll to the bottom of the page. You must tick that you have read and agreed to the 'Terms of Use' and 'SAP Ariba Privacy Policy Statement' to continue.

6. Click on the 'Create account and continue' button.

7. The Ariba system will complete a search of existing records. If a potential duplicate record exists, you will see this pop-up. Click 'Review accounts'

If this popup does not appear, go to step 11

8. Any potential matches are displayed.
9. If one looks to be for your company, you can view the profile by clicking '. . .' under actions, then select 'View profile'
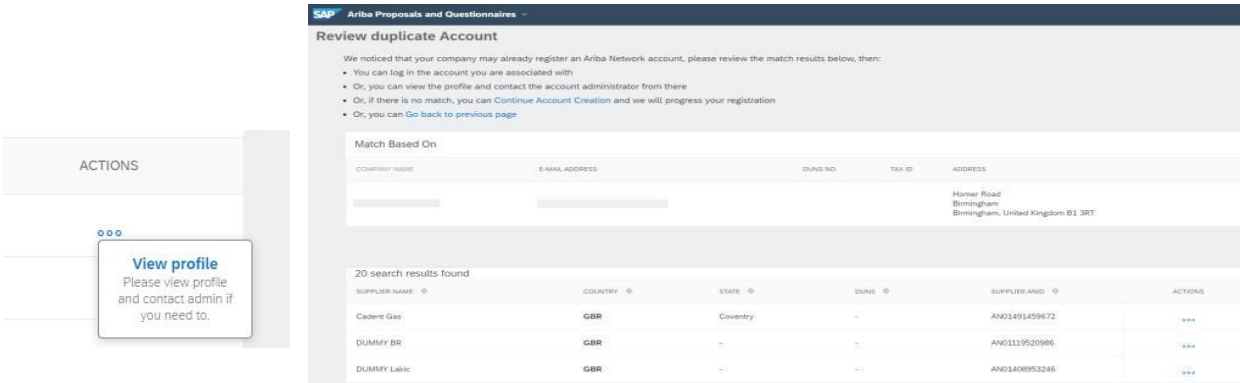
10. If none of these relate to your company or you want to create a new account, click 'Continue Account Creation'
11. The supplier profile is displayed in a new window, this screen gives you the option to Contact Admin of the account, if you wish
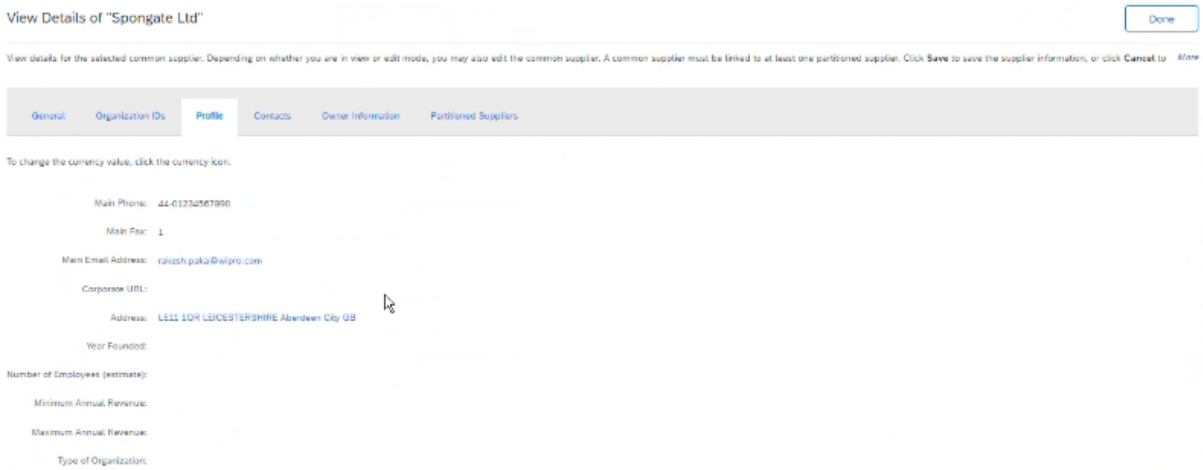
12. If you have selected contact admin, complete the template then click send email. Close this window
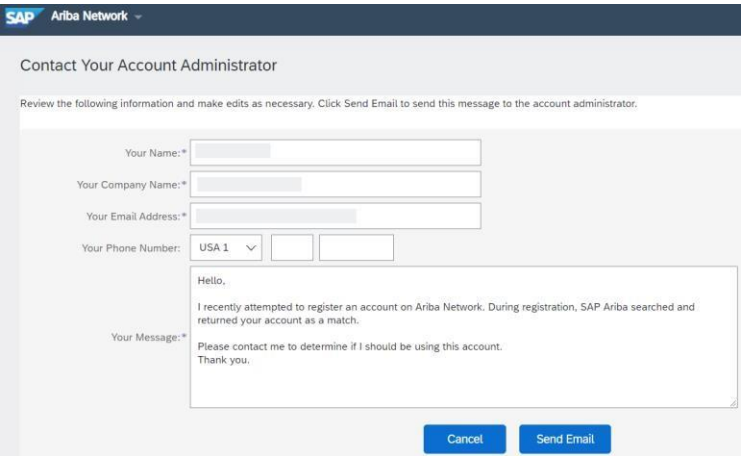
13. If no duplicates were identified, click the 'complete registration' button
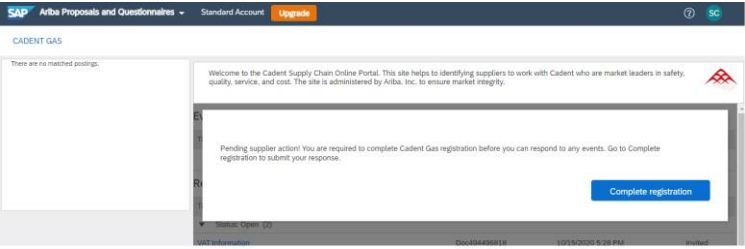
Questionaries are now open

14. The event clock is displayed, note registration open for 30 calendar days

15. Once completed, click 'Submit entire response'
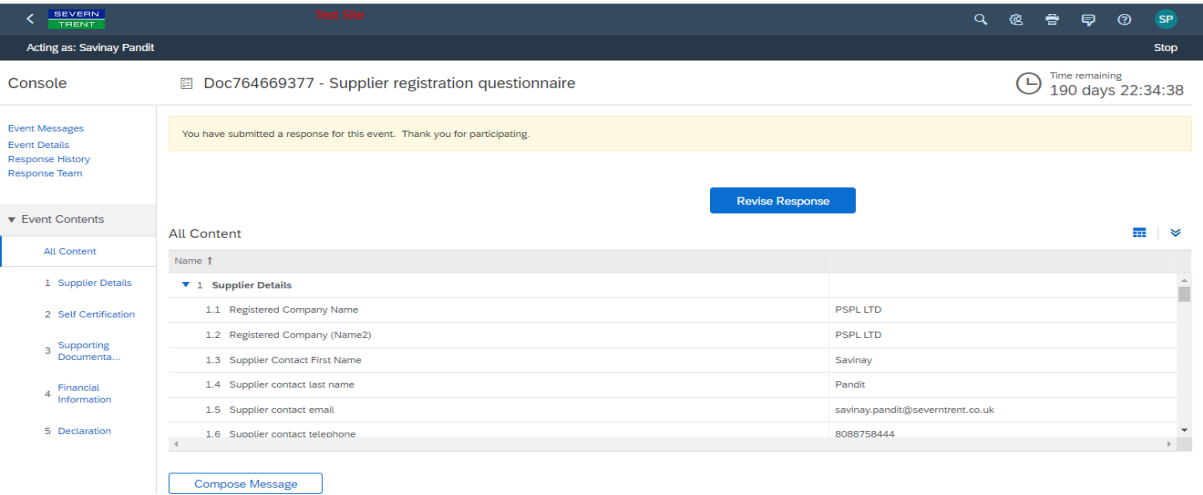
Hit and tip for completion – *when entering in your VAT number please enter with GB followed by your 11 digit number, with no spaces or gaps example: GB12345678912*

16. Click 'OK' when the popup appears

Your response is now submitted

> **What Happens Next?**
>
> The Severn Trent buyer will review your submission
>
> If you are taking part in a tender event, once approved, you will be able to access the event and submit a bid
>
> If your company is being set up as a vendor, when approved you will be enabled for ST users to raise purchase orders against you and for you to be able to flip POs into invoices

| **Hint:** |
| When your registration is in Pending Resubmit, you can edit your questionnaire response and add in new information. Please remember to click submit once you have made your changes. |

Supplier Qualification

1. You may receive an email from Severn Trent asking you to 'become a qualified supplier with Severn Trent'. This function is not commonly used in Severn Trent, however the guidance has been included should you receive such a request.

The email includes the commodity that the buyer is qualifying your company for.

2. Click on the link
3. Log into the Ariba portal using the username and password you previously created

The questionnaire is now open:

4. The event clock is displayed

5. Complete the questionnaire
6. Where this symbol is seen, you can add comments or attachments when it is selected.
7. When complete, click on 'Submit Entire Response' button
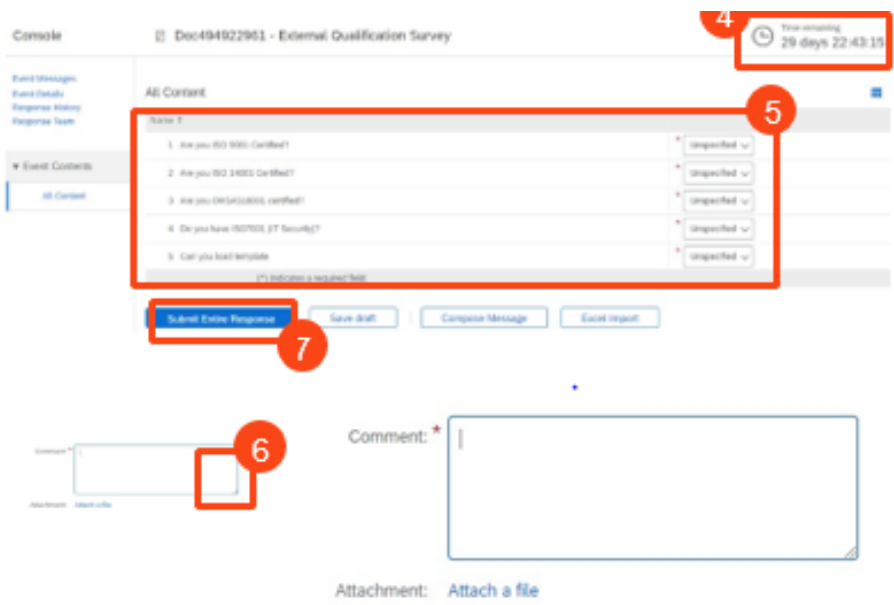
8. Click Ok to submit response
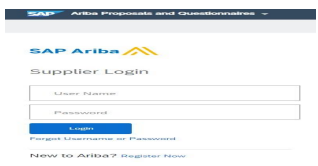
9. Click 'Go back to Severn Trent dashboard' at the top the screen
10. The status is now updated. You can click on any of the questionnaire and revise your response during the event (time remaining is displayed on the event clock)

Sourcing Activities

As a utility in the UK, Severn Trent has to abide by Utility Contract Regulations (UCR 2016).

On the first of January each year, the thresholds for Goods, Works and Services are reset and can be viewed at https://www.ojeu.eu
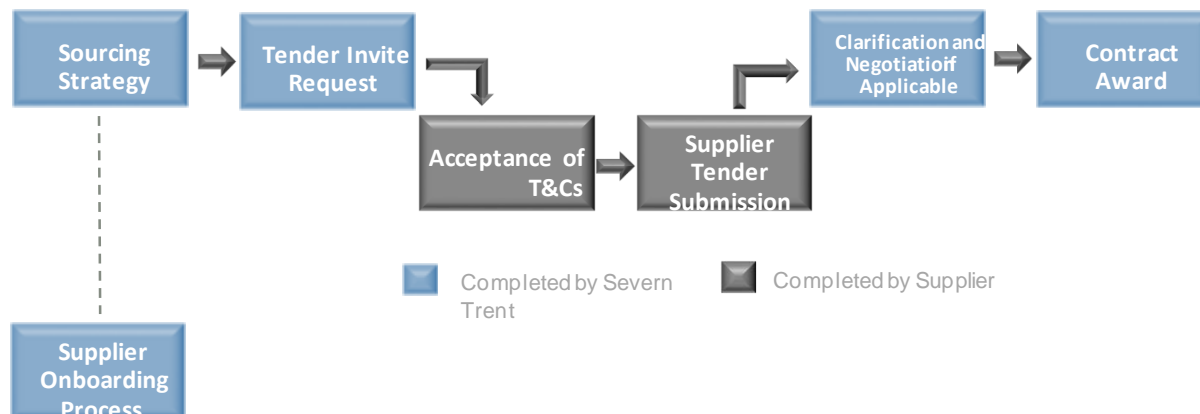
To manage this, Severn Trent operates the process above:

• Our buying teams will create a sourcing strategy outlining the marketplace, how we buy today and with the support of key stakeholders understand future forecasting requirements.

• Our buying teams will use the following tools to issue and run tendering activities; Achilles Utility Vendor Database (UVDB), Constructionline for Dynamic Purchasing System (DPS) and SAP Ariba. Tenders run through the DPS and SAP Ariba will be advertised via Find a Tender and an Ariba Discovery posting will be issued. For all tenders, our buying teams will manage the RFx/ITT in SAP Ariba.

• Suppliers participating in Sourcing events, need to complete the Ariba Registration process (see Supplier Onboarding Process).

• Ariba is Severn Trent's chosen procurement system and is used for our sourcing activity, depending on the sourcing strategy you may also receive an invitation via Achilles, Constructionline or directly from a buyer.

• Suppliers are expected to review the sourcing documentation as soon as possible, understanding the timescales around the event and abide by the bidding rules.

• Suppliers are expected to ensure all documentation being submitted to Severn Trent are submitted by an authorised individual.

• Severn Trent will share within the ITT (Invitation to Tender) documentation the split between the Technical and Commercial requirements.

• Under the Utilities Contract Regulations 2016, Severn Trent will adhere to the 10 Calendar Day Standstill Period at the point of Contract award, where applicable.

• Suppliers who are awarded a Contract must transact with Severn Trent electronically via the Ariba Network.

Responding to a tender opportunity that you are directly invited to participate in

1. You will receive an email from Severn Trent asking you to participate in an event.
2. Click on link to access the event
3. Log on to Ariba portal using your Ariba credentials that have been created as part of supplier registration. Click on Business Network to gain visibility of tendering opportunities.

Hint:

If you have started your supplier registration, please be sure you are using the log in details that were created as part of the process. If you have not registered as a supplier, on occasion we have more than one account for you on the system. If you experience any issues with logging in, please contact us so we can support you to use the correct credentials.
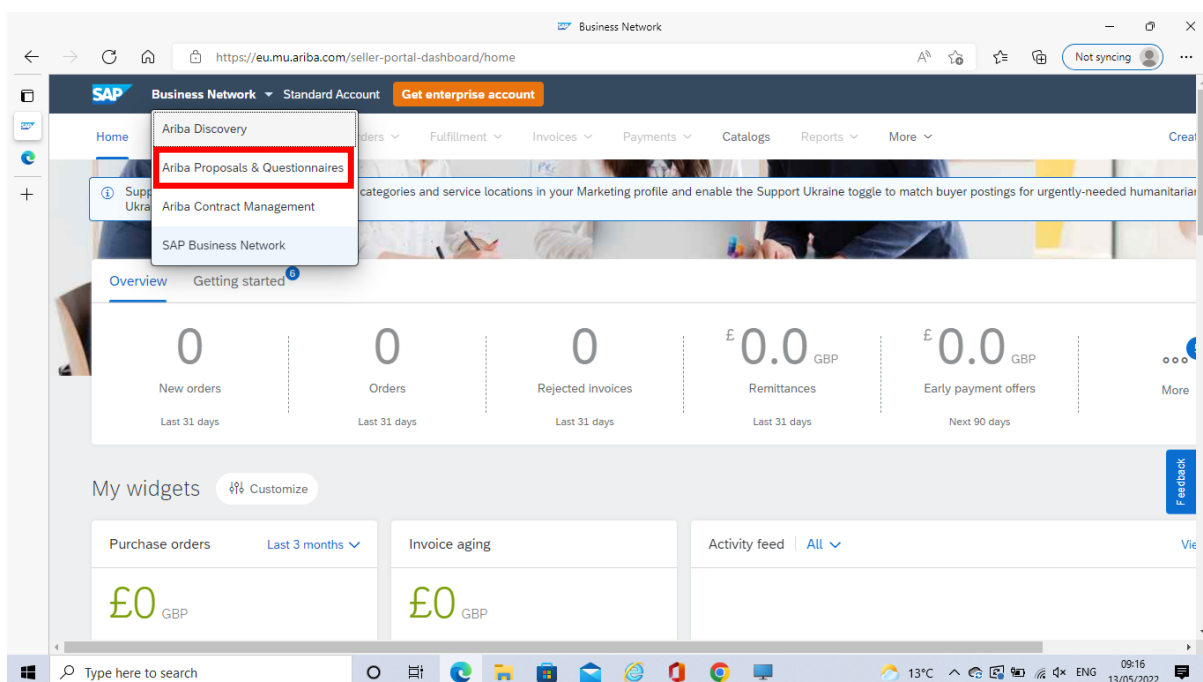
4. The dashboard is now open, any sourcing events or questionnaires will be displayed under Ariba Proposals and Questionnaires section.
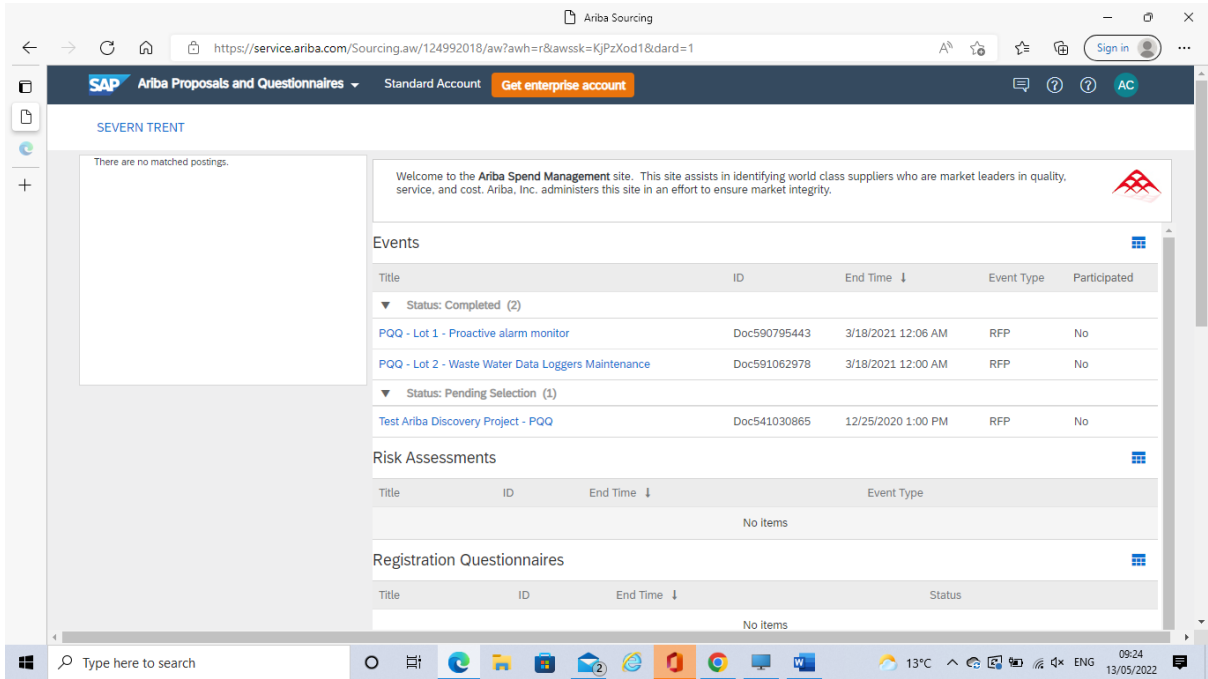
Hint:

If you do not see a document that you expect to see or have been invited to please reach out to your Severn Trent representative. This may have occurred because you are logged in to a different account to the one, we have invited. No need for concern we sort this out.
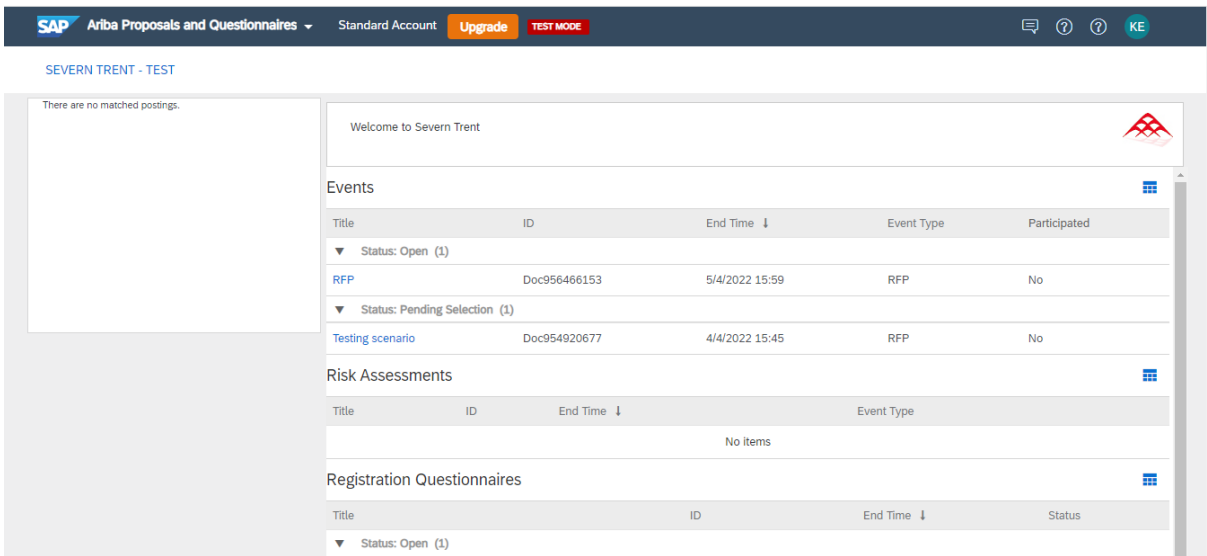
6. On the event, click 'Review Pre-requisite'

7. If you elect not to participate, select 'Decline to Respond'

Please note: If you select 'Decline to Respond' you will not be able to view the event details, respond to the event or send messages through the message board

8. Review the prerequisites and confirm whether you accept or do not accept the terms of the agreement

9. Click Ok

Please note: If you select 'I do not accept the terms of this agreement' you will not be able to proceed further into the event

10. If you accepted the terms of the agreement, you can now respond to the event

14. CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

The Parties do not intend that any of its terms will be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person not a Party to it.
By clicking on the "Accept" button below, you acknowledge that you have read, understood and agree to be bound to the terms of this Agreement. If you do not agree to the terms of this Agreement, click on the "No" button below.

● I accept the terms of this agreement.

○ I do not accept the terms of this agreement.

OK   Cancel

Ariba Sourcing   Company Settings ▼   Kratos Enterprise ▼   Feedback   Help ▼   Messages »

< Go back to Severn Trent - TEST Dashboard   Desktop File Sync

Console   📇 Doc956466153 - RFP   Time remaining
                                                                            00:26:56

Event Messages	All Content	▦	☒
Response History			
▼ Checklist	Name ↑		
	▼ 1 Technical		
1. Review Event Details	1.1 Service Delivery		
2. Review and Accept Prerequisites	1.2 H&S		
	1.3 Innovation		
3. Submit Response	1.4 Management Information		
	1.5 Terms and Conditions		
▼ Event Contents	▼ 2 Commercial		
All Content	(*) indicates a required field		
1 Technical			
2 Commercial			

Submit Entire Response   Update Totals   Save draft | Compose Message   Excel Import

11. The event countdown is displayed at the top of the screen
12. You can review previous messages and ask questions during the event in the Event messages
13. Click 'Compose Message' to ask a new question

< Go back to Severn Trent - TEST Dashboard

Desktop File Sync

Console 🗐 Doc956466153 - RFP

Time remaining
00:25:16

Event Messages
Response History

✓ Your response has been submitted. Thank you for participating in the event.

▼ Checklist

1. Review Event Details

2. Review and Accept Prerequisites

3. Submit Response

[Revise Response]

All Content

Name ↑

▼ 3 **Declaration**	
3.1 **Name**	pavitra
Please provide your Full Name (First & Last Name) as per the records of your Company/ Organisation.	
3.2 **Position**	CEO
Please state your Designation as per your Company's or Organisation Records.	
3.3 **Date**	Tue, 5 Apr, 2022
3.4 **Phone**	12345590
Please provide your Official phone number - both Landline with extension and Cell or Mobile number	

▼ Event Contents

All Content

1 Technical

2 Commercial

3 Declaration

[Compose Message]

14. Enter any questions or text, Ariba will automatically default the subject, this can be amended

< Go back to Cadent Gas - TEST Dashboard

Desktop File Sync

Compose New Message

[Send] [Cancel]

From: Test Vendor 2 - 19/03/2021 (Test Tester)

To: Project Team

Subject: Doc723149488 - Pre-Qualification Questionnaire (PQQ) Test for Training

Attachments: Attach a file

Hi there,

In section 1 of the PQQ I can see we have to specify some more detail, could we provide this detail in a separate document and attach it to our response?

Thank you

15. You can attach files or zip folder by selecting 'Attach' file

Hint:

By attaching a ZIP folder you can add more than one document.

Please note: The STW Buyer will have visibility of who has submitted the question, please do not enter any company identifiers in your question as it may be shared with other participants

17. When Severn Trent respond, you should receive an email similar to the one shown here

RE: Doc956466153 - RFP

| PS | Pavitra Sharma <s4system-prodeu+stwater-T.Doc956466153@eusmtp | ↩ Reply | ↞ Reply All | → Forward | ··· |
| | To ● Sharma, Pavitra | | | Tue 05-04-2022 15:39 | |

ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Severn Trent - TEST

You have received a new message for event "Doc956466153 - RFP". You must access the event message board to view the message content.

Click Here to view the message.

You are receiving this email because your customer, Severn Trent - TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Severn Trent - TEST.

Severn Trent - TEST sourcing site, Event Doc956466153: RFP, Realm: stwater-T, Message ID: MSG91670090.1, Click Here

Offices | Data Policy | Contact Us | Customer Support

Powered by [x]

| **Tip:** |
| If you have submitted a message and are awaiting a response from us, we recommend that you log into Ariba and check for a response in the event. Depending on network settings the above email can sometimes be delayed. The response will be visible in your messages instantly. (See below) |

18. To view this in Ariba, log in and click on event

19. Click into event messages

20. The message response from Severn Trent will be visible at the top of the message board list, click on the subject to read the response

21. You can respond to this message by clicking 'Reply', if you choose not to reply then click done

22. When submitting your response to Severn Trent's event, any fields marked with a Red Asterix must be completed

23. The answer fields can vary from test boxes, drop down menus and attachments

24. To download any files/attachments within the content, select the document name and click Download this Attachment/Download all attachments'

25. To attach any files or zip folders relating to your submission, find the answer field and click 'Attach a File'

26. Click on 'Choose File' select document or Zip folder you would like to upload and click open
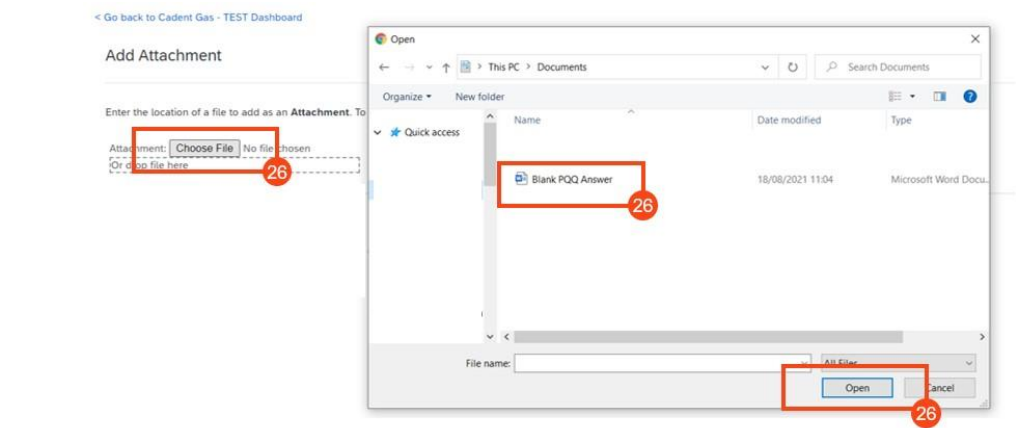
27. Once the file/zip folder is attached, click 'Ok'

29. Click OK

30. Once the bidding period has expired, an email notification will be sent confirming we are no longer accepting responses.

Responding to a tender opportunity that you have located from Find a Tender or Ariba Discovery

1. Click on the Business Network tab at the top and select Ariba Discovery
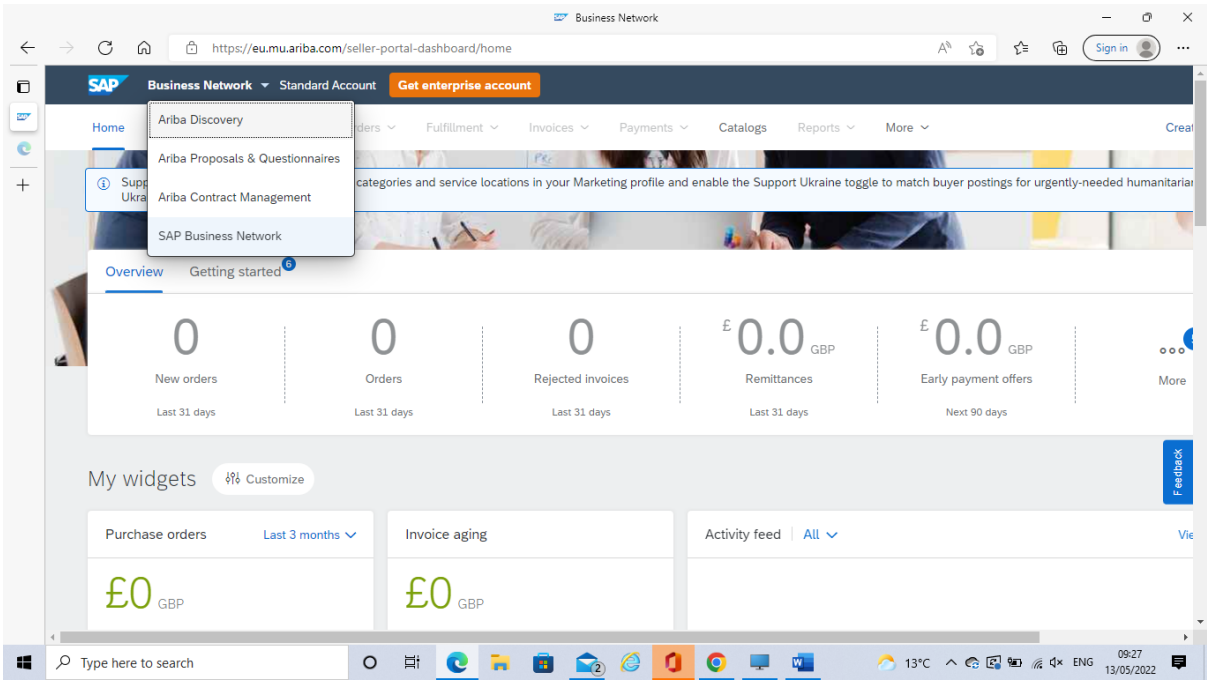
2. Click View All Leads to search for the tender you want to bid in
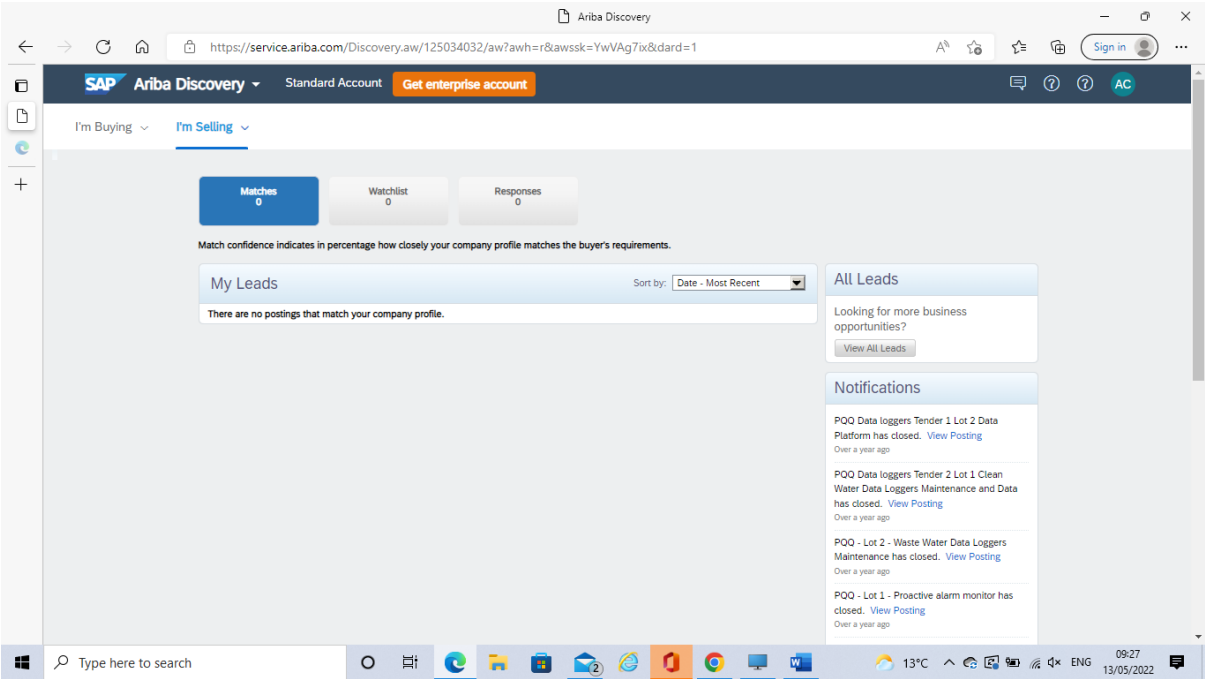
3. Add the details of the tender name in the Search bar or refine your search by selecting Advanced Search. Then click on the hyperlink of the tender you want to view
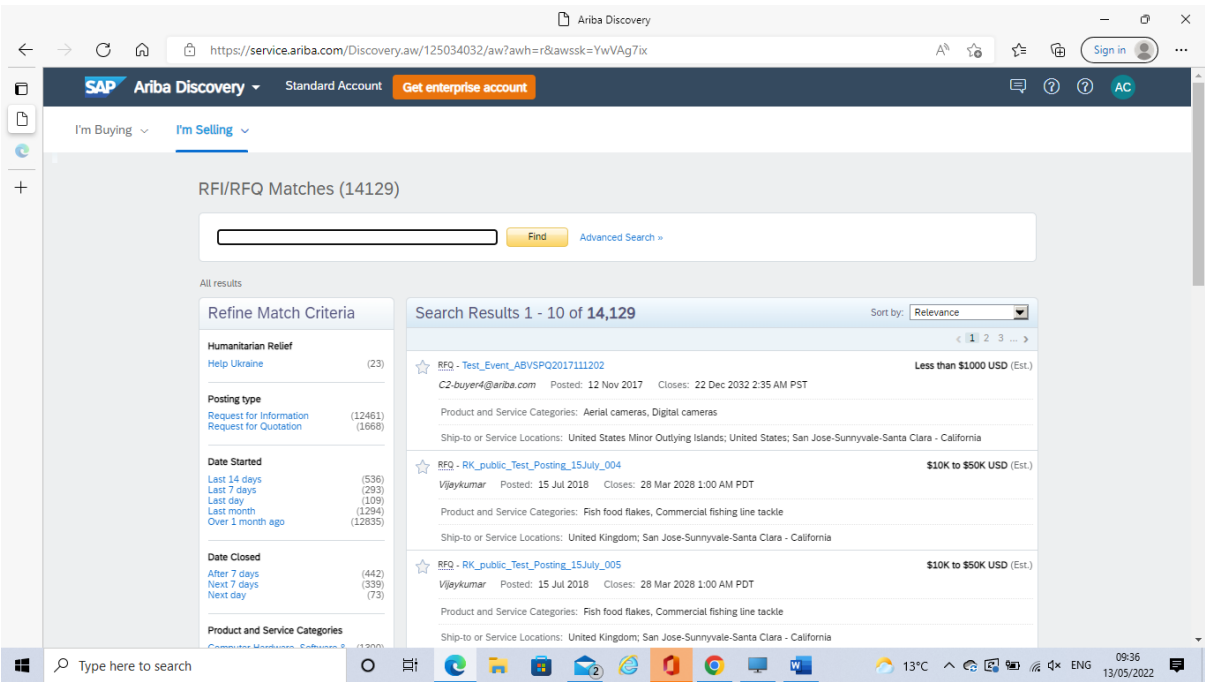
4. You can now respond to the buying organisation and register you interest

5. Once you click on Respond to Posting you will be able to view the details of the tender and register your interest, follow each step and Submit Response if you accept the prerequisites and wish to participate in the tender. If you do not wish to participate simply click Decline to Respond.
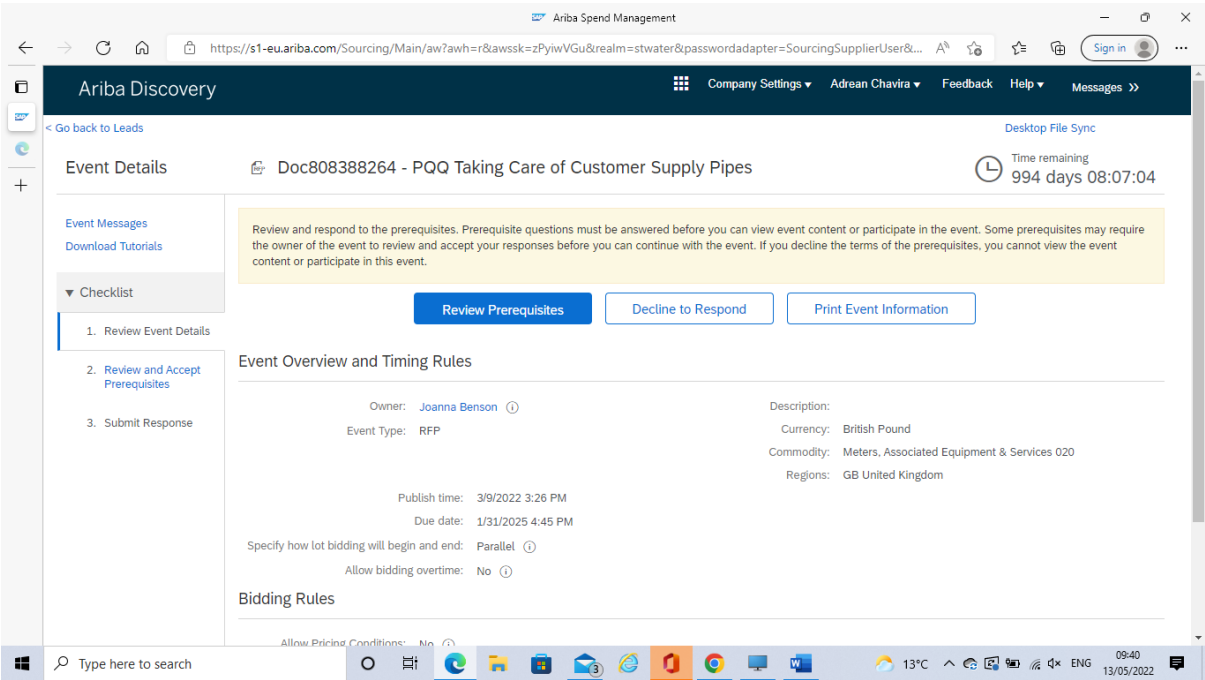
Managing Purchase Order & Invoices

Purchase to Pay Process

Severn Trent operates a standard purchase to pay process via SAP Ariba as outlined below.

Suppliers must not supply goods or services without a valid purchase order, invoicing without a valid purchase order will lead to the invoice being returned, unpaid.

Purchase order numbers are 10 digits long, for an Ariba order starting with '30'; for ECC Ariba orders starting with '45'.

Important Checks When Receiving A Purchase Order

You should not accept a purchase order if:

• if any information such as price is incorrect, as this will cause your invoice to be sent back to you, unpaid

• if the format of the purchase order does not enable you to invoice, i.e., if the quantity on the purchase order is 1 and you need to part invoice

Note: If the purchase order is for services, the PO may have been created as a 'call-off'. This means that the price will be 1.00 and the monetary value is shown in the quantity field, which will allow you to part-invoice.

You should not accept verbal changes to a purchase order. The requisitioner of the order should amend the purchase order in Ariba, which must be approved, and a new version of the order will be sent to you.

Order Type (Material / Service)

When checking a purchase order, you must note whether the 'type' is Service or Material. The Ariba system has different requirements based on this category as explained below.

Service Orders

Service orders require a Service Entry Sheet (SES) to be submitted via the Ariba Network. SES are automatically created based on the data entered on an invoice, meaning suppliers only need to enter the data into Ariba once, at the point of invoicing.

For orders starting with '45' only you cannot over invoice, so if the value on the PO is £10 you cannot invoice for £11. Please speak with the person instructing/having requested the additional service or change in scope to raise another order to cover the additional charge so you can submit an invoice against hat new purchase order.

Material Orders

Material Orders can be flipped directly to an invoice. The invoice will adopt the structure of the purchase order, so you must validate the structure when the order is received.

There is a limitation on orders staring with a '45' that until a receipt is in place you cannot flip the PO. Please reach out to the person who raised the order to prompt receipt if the goods have been delivered.

Order Confirmation and Ship Notice

Order confirmation (OC) and ship notices (ASN) are optional for suppliers to process in Ariba.

Submitting Your Invoice in Ariba

Suppliers are required to submit invoices electronically via Ariba, the simplest way to complete the activity is to flip the purchase order to an invoice.

We ask that you attach the PDF copy of your invoice when submitting the transaction as for validation purposes, however this is not mandatory.

IMPORTANT: When creating multiple invoice records for a single Purchase Order, please leave at least three minutes between invoice submission and creation of the next transaction to allow the data to flow through the Ariba Network.

Supplier Integration with Ariba

Suppliers who have a high volume of transactions may benefit from integrating their back-office system with Ariba. An enterprise account is required to support system integration and suppliers should not upgrade unless they have fully understood the associated costs.

If you would like to discuss invoice integration, please email your details including vendor ID and ANID.

The Purchase Order email

Purchase Orders are sent to suppliers via email, unless they have chosen to integrate their own back-office sales system with Ariba. The email contains:

1. A HTML version of the purchase order, any attachments will also be accessible here
2. Interactive link to accept the purchase order (you need to log into your Ariba account)
3. Buyer and Seller details
4. Purchase Order number, Net Order Value & Order Version
5. Terms & Conditions / Payment Terms
6. Comments entered in the order by the requisitioner
7. Ariba Contract Reference (if applicable)
8. Shipping Address, including contact email address for the requisitioner - please note the Shipping Address is displayed at item level and may differ for different lines on the order

9. Billing Address for your invoice.
10. Line items on the purchase order - Please ensure you check the items for accuracy:
    a. Only items on the purchase order can be supplied
    b. The format of the items must enable you to invoice
    c. All prices are excluding VAT, VAT should be added to your invoice as per tax legislation.

How to Process the new purchase order using email copy in Ariba Supplier Network

Step 1: As a supplier user will receive an email copy of <u>first Purchase Order</u>/s document/s.

Do not click on 'Confirm Order' or 'Create Invoice' buttons. Click on 'Click here' hyperlink highlighted in blue colour.

Please refer the Screenshot:

Enter login credentials and log on to Ariba Network.

As soon as Supplier user logs in the below message will appear. Click on OK.

Note: Supplier user will receive the following emails for establishment of trading relationship.

Severn Trent – TEST **Relationship** **Document and**
Has Requested a Reestablished with Se customer relationsh

Step 2: Click on 'Enablement Tasks' to complete the 'ready to receive the purchase orders' task

Enablement Tasks

View details of all pending tasks and complete them. Click the associated link to complete a task. You can also reopen tasks that are manually closed, if the subsequent task is not yet completed. It is   More

Activities and Tasks for Severn Trent - TEST   View Profile   ⟳ Refresh

	Activity Name	Date Due	Total Tasks	My Pending Tasks	Pending Buyer Tasks
▶	Account	15 Apr 2022	5	1	0
▼	Purchase Order		4	0	0

This activity tracks all purchase order related tasks. You may have already completed some of these tasks in an earlier activity.

Not Started	Configure Purchase Order Routing and Notifications	Configure
	Configure your order routing method for your customers. You can choose specific routing methods for different types of incoming orders. If you use email routing it is recommended to setup a distribution list like orders@yourcompany.com. If you select online routing make sure you regularly log in to your account to check if you have received new purchase orders. Also configure email addresses to receive notifications when purchase orders are undeliverable (see the Email Notifications section below the "Electronic Order Routing" configuration).	
Not Started	Ready to Receive Purchase Orders	Complete Task
	Confirm that you are ready to receive purchase orders. If you want to test your order routing configuration, follow the instructions on the customer information portal (see link on top of your task list) on how to create a test account and test the document flow.	
Not Started	Buying Organization is Ready to Send Orders	Buyer Task
	Your customer confirmed that all setup steps are done and that you can expect to receive purchase order transmitted through Ariba Network from now on. This task can be either closed manually by the user or is automatically closed by the system when a purchase order is sent.	

s://service.ariba.com/Supplier.aw/124999050/aw?awh=r&awssk=C3g2pbg6&dard=1#

COMPLETE TASK

You can reopen a task that is already completed. When you reopen a task, the task changes back to Pending   More

Task Name: Ready to Receive Purchase Orders
Task Status: Not Started

❗ You cannot open or complete an inactive task or a task that is not yet started.

Ok

Click on 'Orders' to view the Purchase Order and able to view the purchase order as a supplier user

	Enablement Tasks	Orders to invoice	Orders	Rejected invoices	Remittances	More
	1	0	1	0	£ 0.0 GBP	4
	Last 31 days	Last 31 days	Last 31 days	Last 31 days	

My widgets   ⚙ Customize

Invoice aging	Purchase orders Last 3 months ⌄	Activity feed All ⌄ View all
£0 GBP	£0 GBP	

Supplier user can view the Purchase Order

Important Note: The supplier user must repeat the step 1 (**and not step 2**) for first Ariba P2P Purchase Order or starting with Purchase order 35**** series. This will help the establishment of trading relationship activation.

Step 1: As a supplier user will receive an email copy of first Purchase Order document.

Do not click on 'Confirm Order' or 'Create Invoice' buttons. Click on 'Click here' hyperlink highlighted in blue colour.

Please refer the Screenshot:

Enter login credentials and log on to Ariba Network.

As soon as Supplier user will log in the below message will appear. Click on OK.

Note: Supplier user will receive the following emails for establishment of trading relationship.

Severn Trent – TEST   Document and
Has Requested a Recustomer relationsh

Once logged into Ariba Supplier Network the supplier user can view both ECC and Ariba P2P purchase document in Ariba Supplier Network.

Service Orders

The Purchase Order email

Service orders require a Service Entry Sheet (SES) to be submitted via the Ariba Network. Upon receipt of a service PO if the PO SAP (serviced) then Severn Trent have already created a service entry sheet. You will be able to create invoice to issue an invoice to Severn Trent

If the PO has not been serviced by the time you wish to invoice you have 2 options:

1. Ask the requsitioner to create a service entry sheet to change the status of the PO to serviced so that you can invoice
2. Create a service entry sheet to be approved by Severn Trent before you can invoice. This is a free service within a standard account, however there are additional charges within Enterprise accounts for creating service entry sheets

1. Service orders are identified in the purchase order email with the type 'Service'
2. The value of the service requested
3. The service start and end dates

You must validate that the purchase order includes any fees you are supplying and intend to invoice for

4. When you are ready to submit your invoice, click on the 'Process order' button on the email

5. Enter your Ariba username and password. New to Ariba? Select the 'Register Now' option and complete the Ariba Registration.

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Creating an Invoice in the Ariba Network

6. The purchase order is now open in the Ariba Network. To create your invoice, click 'Create Invoice', then select 'Standard Invoice' from the drop down
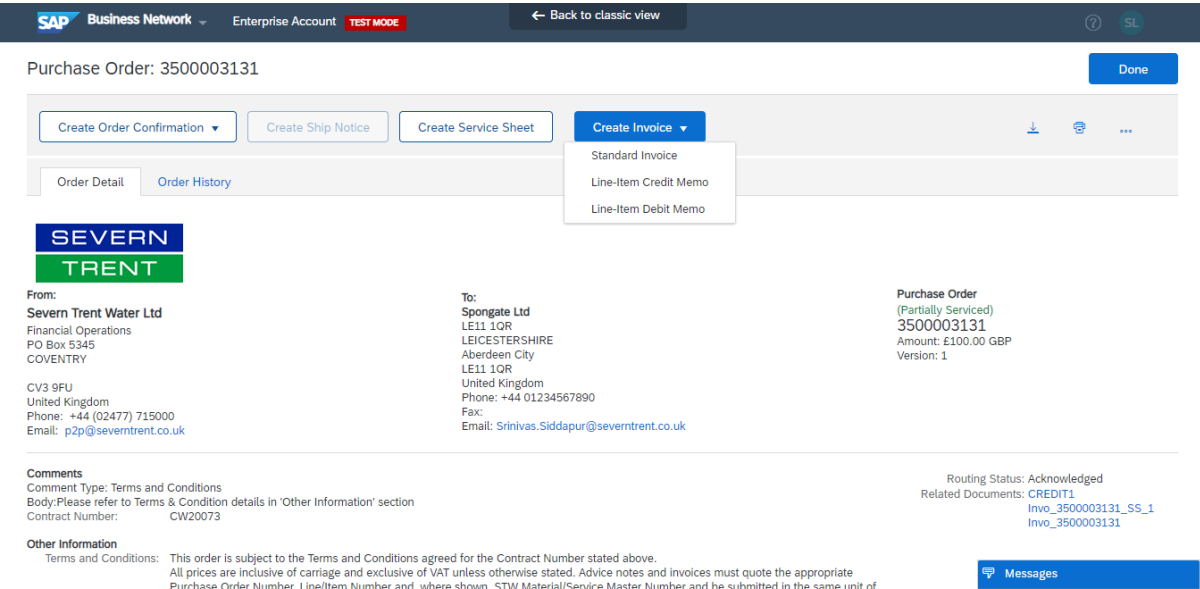
7. A pop-up message may appear stating Severn Trent requires service sheets for service orders.
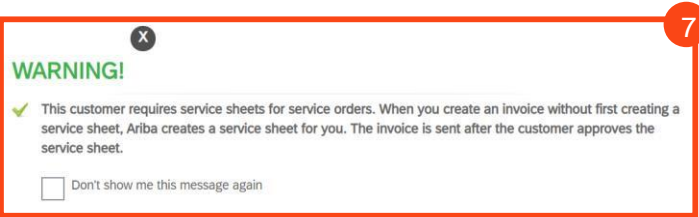
8. If the purchase order has multiple line items, they will be listed here, you can only invoice one order line per invoice. Select the line item to invoice, if you are unclear which line to select, contact the Severn Trent requestor. Note if the purchase order has one line, go to step 10.

9. Click Next

10. The Ariba invoice template is now displayed. At the top of the page, enter your invoice number.

11. Scroll down and enter the details of the approver, this will be the name and email address of the Severn Trent representative listed on the purchase order, please ensure the email address is entered accurately.

12. Enter your VAT registration ID (if applicable). Note, once entered this will automatically populate for all future invoices

13. Click 'Add to Header' and select 'Attachment'
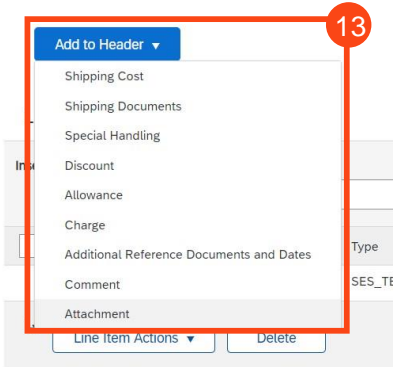
14. Click on 'Choose File' to open the browser and find the PDF image of your tax invoice, once selected click 'Add Attachment'. Repeat for any other attachments, i.e., timesheets, payment certificates.
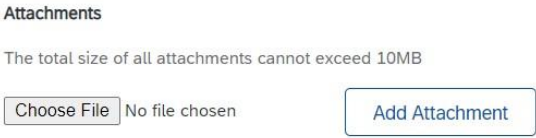
15. Go to Line Items, select 'Add/Update' If the purchase order quotes a contract reference, select 'Add Contract/Catalogue Items' from the drop down.
If the purchase order does not quote a contract reference, go to step 19
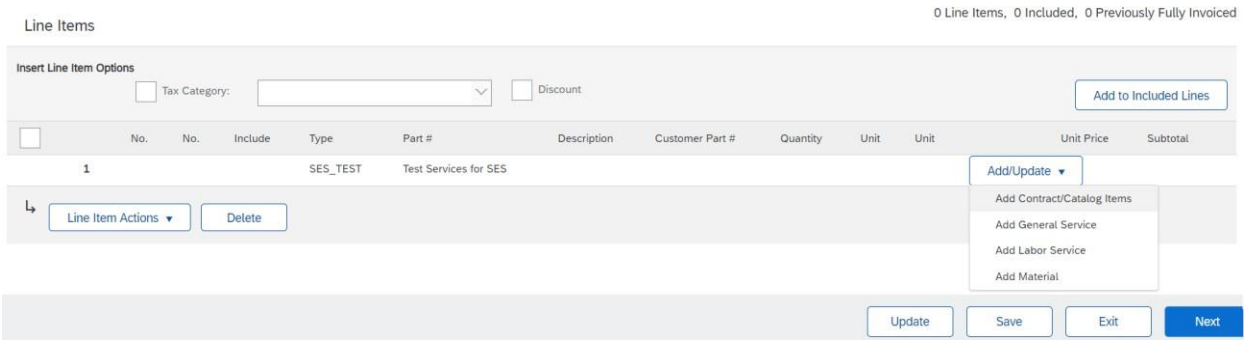
16. You will now see the line items available in the contract. Select the line to invoice against and enter the monetary value without VAT into the quantity field (if the contract includes retentions and the rate is stated on the line-item description, you should include the retention value to this entry).

Note: this line must be available on the purchase order for this process to be successfully completed.
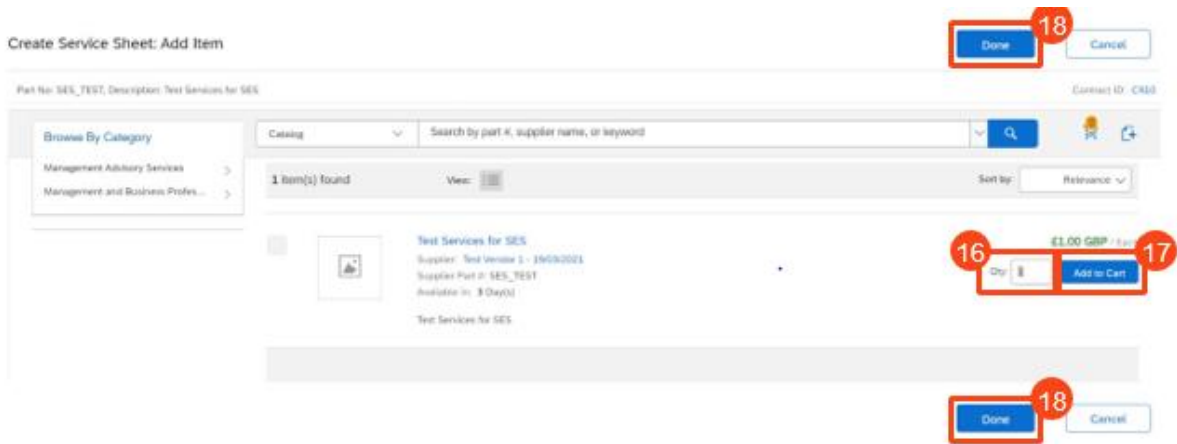
17. Click add to Cart

18. Click Done and go to step 19

19. If the purchase order does not quote a contract, select 'Add General Service' from the drop down.
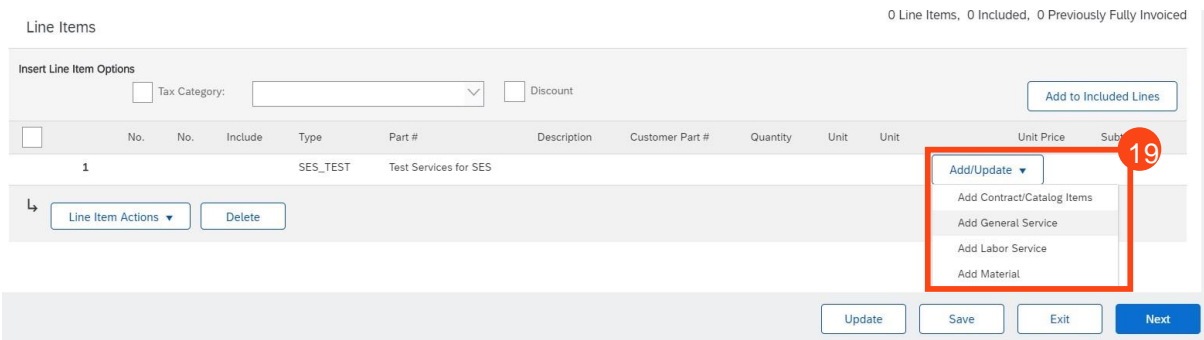
20. Complete the mandatory fields in the template:

Enter a Part Number – this can be anything

Enter the description of services – maximum 80 characters

Enter the quantity – if charging a daily or hourly rate enter the quantity being invoiced, otherwise enter '1'

Enter the Unit - we recommend 'EA'

Enter the Unit Price - if charging a daily or hourly rate enter the rate without VAT, otherwise enter the full price without VAT
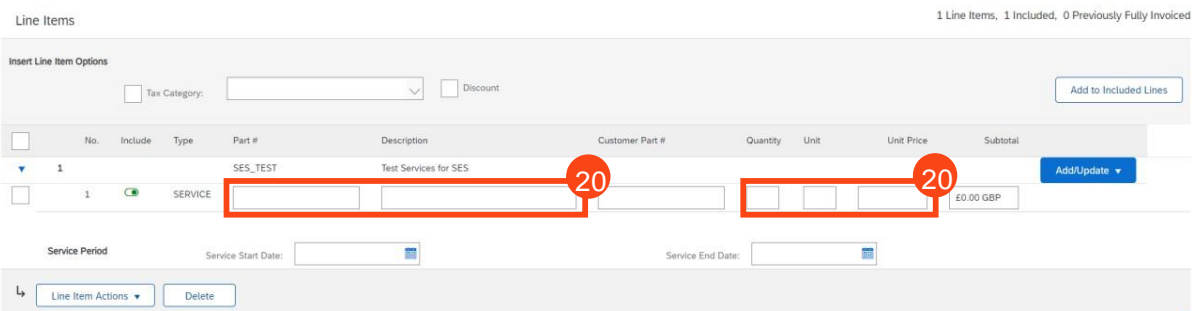
21. Select the line item
22. Enter the service start and end date for the period covered in the invoice
23. Select the line-item to action

24. Select the 'Tax' from the drop down

25. Change the category to VAT using the drop down

26. Enter the VAT as either a percentage ('20' for 20% standard UK VAT) in the Rate (%) field; or a value in the Tax Amount field.

Note: If your invoice includes a retention, VAT must only be claimed against the net invoice value less the retention, for example if the invoice is £100 net with a 10% retention, 100 would be entered as the quantity but the VAT must be entered as a value of £18.

27. Click 'Next'

Note: any errors or missing data will trigger an error message at the affected field.

You will now see a summary invoice template.

28. Review the template and when ready, click 'Submit'

29. The invoice is successfully submitted. You can print a copy of the invoice or exit

Exiting the invoice creation screen returns you to the purchase order, where you can repeat the process and create further invoices, up to the value of the purchase order.

30. The invoice you have just submitted is now showing in the related documents section, you can click on this field to open the document

Invoice Creation
via PO Flip Material Order

SEVERN
TRENT

Invoice Creation via PO Flip Material Order

This process should be followed for suppliers who receive purchase orders via Ariba with a material item category. For service item category, see section 'Service Orders'.

When you are ready to submit your invoice to Severn Trent, locate the email for the purchase order (if you cannot locate the email, send a copy to yourself from the Ariba Network.

1. Click Create Invoice

2. Log on to your Ariba account and Click 'Create Invoice', then 'Standard Invoice' in the drop down

3. Enter the Invoice number of your sales invoice -maximum 18 digits
4. Enter the date of your sales invoice (this can be up to 365 days in the past but not in the future)
5. Enter your VAT Registration Number

The document name must not include any special characters, please ensure the naming convention is Alpha Numeric. If any special characters are found an error will appear here and the attachment will not be added.

6. Enter the quantity you are invoicing for
7. Click 'Line-Item Actions' and select 'Tax' from the dropdown
8. Change the Category to 'VAT' using the drop down (repeat for all line items)
9. Enter either the VAT rate (%) or the Amount for each line item

10. Click 'Next' at the bottom of the screen
11. Review the summary and click 'Done' when you are confident this record accurately represents your tax sales invoice

12. When you return to the purchase order any related documents (OC, ASN, Invoice) can be found and accessed from here

Entering your VAT Registration Number once stores the information in Ariba for any future invoice records.

Ariba controls the format of the invoice record to mirror the format of the purchase order, if this does not enable you to create an invoice please speak to the PO owner in the first instance.

You may receive a 'call-off' purchase order where the price is shown as '1.00' and the monetary value is reflected in the quantity field. When creating the invoice, treat the quantity as if it were the value.

All invoice records in Ariba must exclude VAT. The system will calculate the value of expected tax and if the record does not match will flag this to our tax team before the invoice can be matched for payment

Credit Notes

Credit Notes

From time to time, suppliers may need to send a credit note to Severn Trent, for example if goods have been returned by the requestor.

Please note, Credit Notes can only be created in Ariba for 'Material' type purchase orders.

1. Click 'Process Order'
2. Click 'Create Invoice', then 'Line-Item Credit Memo' in the drop down

3. Select the invoice you wish to credit
4. Select 'Create Line-item Credit Memo'

5. Enter your Credit Memo number
6. Enter the date of your sales credit note (this can be up to 365 days in the past but not in the future)
7. Click 'Add to Header'
8. Select 'Attachment' to attach a PDF copy of your tax credit note

9. Scroll down to the Comments section. Enter the comment to state the reason for credit note

10. In the Attachments section, click 'Choose File' and using the browse box select the PDF of your tax sales credit note

11. Click 'Add Attachment' to attach the document to the credit note record

The document name must not include any special characters, please ensure the naming convention is Alpha Numeric. If any special characters are found an error will appear here and the attachment will not be added.

Scroll down to line items

12. Use the toggle buttons to select which items to include in the credit note
13. Enter the quantity you are crediting, remember to keep the minus sign (-)
14. Select the first line you are crediting
15. Click 'Line-Item Actions' and select 'Tax' from the dropdown

16. Change the Category to 'VAT' using the drop down (repeat for all line items)
17. Enter either the VAT rate (%) or the Amount for each line item

18. Review the summary and click 'Submit' when you are confident this record accurately represents your tax sales invoice

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19. When you return to the purchase order any related documents (OC, ASN, Invoice) can be found and accessed from here

Once a credit note has been submitted, the ordered but not invoiced quantity on the order line is updated to reflect the credit

Click 'Next' at the bottom of the screen