A SUPPLIERS GUIDE TO

SAP ARIBA

WONDERFUL ON TAP

SEVERN TRENT

What's in this guide?

This guide has been produced to cover the Severn Trent processes supported by the SAP Ariba platform. The guide will demonstrate the processes and requirements of suppliers to ensure our Severn Trent processes run efficiently and ultimately enable Severn Trent to pay for goods and services on time.

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- **Accessing Ariba**

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Accessing Ariba

SAP Ariba can be accessed through two websites:
-   https://supplier.ariba.com/ – This site will take you directly to supplier sign in.
-   https://service.ariba.com/ – This site will take you to both the supplier & buyer sign in.

For the purpose of the guide the majority of our suppliers will only be suppliers and will not use SAP Ariba as a both buying platform & supply platform, we will use examples relating mainly to https://supplier.ariba.com/

Your username is usually your email address.

Supplier sign-in

Enter your email address in the "**Username**" field & select "Next".

If you are yet to create an account for Ariba use the "**Register Now**" link.

Once you have selected "Next", you will be prompted for your password.

Select "**Sign in**"

Forgot Password:
If you have forgotten your password, please select "**Forgot password**". You'll be prompted to enter your email address; this will then send a link to your email where for each username associated with that email address you will be able to reset the password.

Forgot Username:
If you are unsure of your username, use the "**Forgot username**" link. You'll be prompted to enter your email address; this will then send a list of all associated usernames to the underlying email address associated to this email address.

Important:
To avoid issues with multiple accounts, if you are unsure if your business already has an account, please contact your internal sourcing &/or finance team to clarify if you already have an Ariba account.
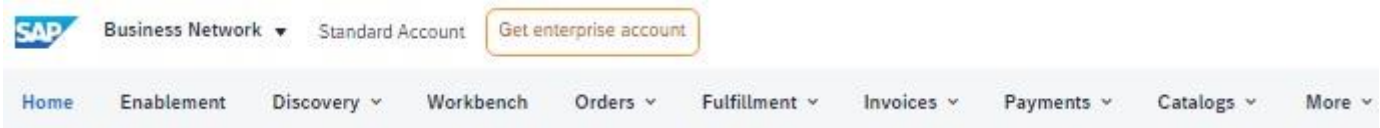
Ariba Account Type

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

Standard Account:

The standard account allows a supplier to have the main functionality required to be able to transact within Ariba against Purchase Orders to create invoices, export data into excel, create system notifications surrounding invoices to confirm payment, see payment schedules, created catalogues & partake in sourcing events. The account admin for your company account can also control access and set up users.

When you sign up to Ariba for the first time, the account you will receive will be a standard account, this will give you all the functionality you need to be a supplier with Severn Trent.

You will only see some headings at first in your navigation bar at the top of the screen *(Orders & Invoices will be hidden)* until you have completed an active trading relationship with Severn Trent.

Trading relationships are completed as part of our Purchase Order & Invoicing process, on a purchase order email you receive from Severn Trent, there will be a link which states "click here to view this purchase order in your SAP Ariba Account." **Severn Trent does not send manual trading relationships**.

Enterprise Account:

The Enterprise Account gives suppliers the ability to manage transactions using the inbox/outbox feature within the SAP Ariba portal, run reports and create Punchout style catalogues.

> Please note that fees are charged at two levels:
> - Annual subscription fee.
> - Transaction fees (*billed quarterly*)(% of the value of purchase orders or invoices within the invoice period capped at £15,500.00 per customer)
>
> 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 Questionnaire, explained further on in the guide), when your account is created in Ariba, it is created as a Standard Account.

Does our business require an Enterprise Account?

The Standard account allows you to transact without any charge and flip a purchase order into an invoice using the Ariba portal.

Suppliers who receive more than 1000 purchase orders from Severn Trent per year may benefit from system integration, where 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 our enablement team through Supplierenablement@severntrent.co.uk

How do I know what type of SAP Ariba account we have?

When you are logged into SAP Ariba, at the top of your screen it will state your current account level, be it Standard or Enterprise as shown in the example below:

SAP   **Business Network** ▼   Standard Account   [Get enterprise account]
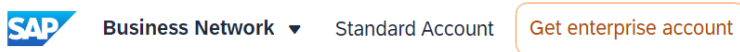
You can upgrade to an enterprise account at any time by clicking the orange "Get enterprise account" button at the top of the screen & following the subsequent instructions.

Please remember to check the Ariba network Fees before you upgrade ensuring you understand and agree to the fees that will be chargeable to you and your business.

Our business does not need an enterprise account & we have mistakenly created an enterprise account, how do I downgrade to a standard account?

If you have upgraded to an enterprise account and wish to return to a standard account, you must first clear your account balance. Contact SAP via the help portal and request that the account type is changed. (Information on accessing the help portal is shown on the next page) Severn Trent cannot amend your account type.

We have multiple accounts with SAP Ariba all with information that we would like to retain, what do we do?

Account Consolidation - Utilizing the help portal to raise a support ticket, SAP Ariba will be able to consolidate your accounts under a singular parent account retaining all the information attributed to the multiple accounts. (Information on accessing the help portal is shown on the next page)

Account Linking - The account administrator of your account can link accounts, so you can quickly switch between accounts without needing to log out & in. This option is best suited where there is segmentation of departments & or separate financial entities within a business.

As the account administrator:

1. Go to your initials in the top right
2. Select "Link Accounts"
3. Use the right-hand field for username and password for the account that you wish to link.
4. Use the left-hand field for username if the password is unknown. (the account admin of the account being linked to must accept the account linking invitation email they receive)

Ariba Account Support

How to access the supplier/customer support portal?

To access the portal, go to https://supplier.ariba.com and select the "**?**" icon in the top right-hand corner of the Ariba Network screen as shown below:
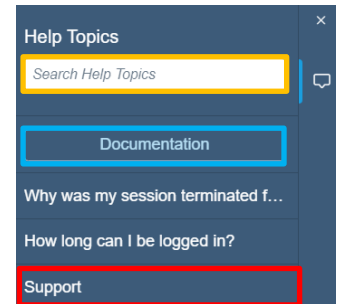

A help menu appears on the right-hand side of the screen:

> Within the menu, you can use the **Search** function to locate topics that you would like to find further information about.
>
> **Documentation** which includes FAQ's, answered through both text answers and video guidance.
>
> **Support** will take you to the Ariba knowledgebase, which has a plethora of documentation to support your understanding of the Ariba platform.
>
> On the support option you will also be able to raise a case for further support by answering the questions at the bottom of the page. If Ariba cannot find an article that matches your issue by going through the questions, a raise a case button will appear in the bottom right-hand corner.

Raising a case (Support Ticket)

1. Within the help menu, select **Support**.
2. Select Contact Us.
3. Select a category of help from the options. (then scroll down)
4. Use the frequent options to distinguish what support you require. (purple boxes)
5. Select the blue Create a Case button at the bottom of your screen. (*not all the purple boxes lead to the create a case button as some issues are self-resolvable*)

Populating your Ariba Account Data

Creating company / business information:

Company information is stored on the Ariba network, this information will feed through to your connection with Severn Trent. Other, prospective customers will be able to view your company information and potentially invite you to future sourcing events & tenders. The platform helps you to be found by prospective customers by using several data sources such as category of supply, location, size of business etc.

The following section will focus on updating your VAT Number, so when you come to populate your invoice data, this field is automatically filled in without the need for manual input. On the screens there are other data sets you may wish to populate. Note that Severn Trent also collate important company data from you via the registration questionnaire which we send to you.

Populating VAT ID:
1. Log into the supplier portal through https://supplier.ariba.com

2. Click your **initials** in the top right-hand corner,

3. Select "**Company Profile**"
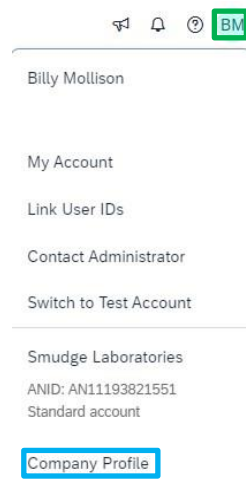
4. This screen is the overview for all your company profile that is stored within SAP Ariba (*this is not information that Severn Trent stores or accesses*).
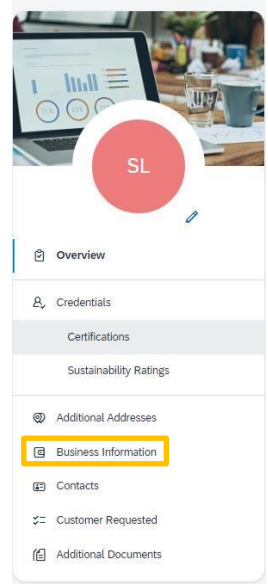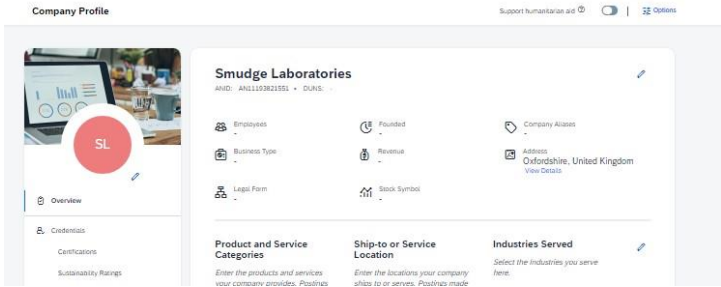
5. On the left-hand side, a third of the way down the screen, there is a navigation menu, select "**Business Information**"

6. You will now be on the "Additional Information" page, we will be populating only the VAT ID, but please familiarize yourself with the other pieces of information after you have populated your VAT ID & take the time to update them if you so wish.

7. Scroll two thirds of the way down the page, you will see a heading "**Tax Information**". Populate the sixth box which is headed as **VAT ID** with your VAT number, ensure that you follow the correct

format that needs to be displayed on your internal invoicing as this will prepopulate your invoices (*you can overwrite it at the point of invoice submission*)

8. Select the checkbox for **VAT Registered**

9. Select **Save**, a green banner will appear at the top.

10. Select Close, adjacent to the **Save** button.

Navigating your Ariba Account

Your Ariba homepage is referred to as your "**Dashboard**", the general dashboard is customizable, allowing you to see snippets of MI and information about your ongoing transactions such as invoicing and purchase orders as-well as notifications for items that require your action.

The dashboard is accessed if you are taken to a separate page, by clicking on the **Page view drop down** on the top left-hand side:
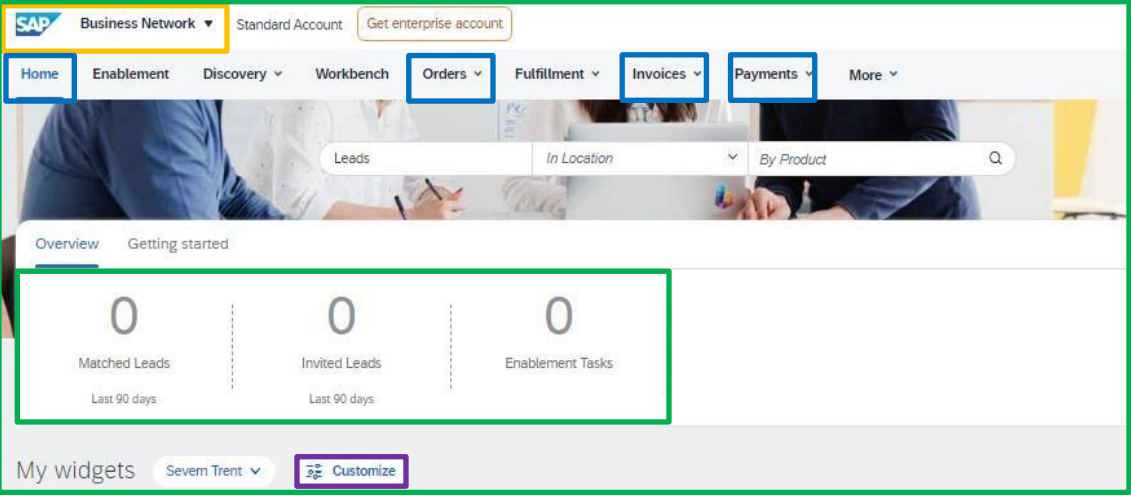
The **Page view drop down** will allow you to cycle between your dashboard that you see in the screenshot above as well as another section of Ariba that Severn Trent utilizes called "Ariba Proposals & Questionnaires" we will refer to the questionnaire section later in the guide.

There are four main tabs that Severn Trent will require you to use within the Ariba Business network page:

Home (Dashboard) - This is your main overview where you can see multiple caveats of information such as your purchase orders, invoices & payments in total. Any enablement tasks that are outstanding for you & new leads for your business. You can customize the layout of the dashboard by clicking "**Customize**" *further information*

Orders – This is your easiest place to start visualising and invoicing the orders that you are receiving from Severn Trent, you will see a list of all purchase orders that have been sent to you over the last 31 days as standard when you access this screen. You can also show orders historically up to 365 days ago.

Invoices – This tab is where you can view all your current invoices you have processed against purchase orders within Ariba, the status of the invoices & the scheduled payment date if it has been applied to the orders.

Payments – You will be able to see the payments that have been applied to your invoices in a full listing on this tab.

Supplier Onboarding

- **Steps to onboarding with Severn Trent**

- **Registering for an Ariba Account**

- **Duplicate Account Warnings**

- **Completing the Registration que**

- **Amending a submitted registration questionnaire**

- **Registration Questionnaire Important notes**

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The steps to onboarding with Severn Trent

Severn Trent uses SAP Ariba's Supplier Lifecycle and Performance; this is referred to as SLP. There are two key onboarding stages, the first is to be onboarded to our SLP system via creation of a registration questionnaire, the second is to enable transacting of Purchase Orders & invoices through a process referred to as "Enabling an active trading relationship"

The flow diagram below shows the information pathway to completing the first onboarding step and registering on our SLP system which Severn Trent uses to store vendor information for your company.
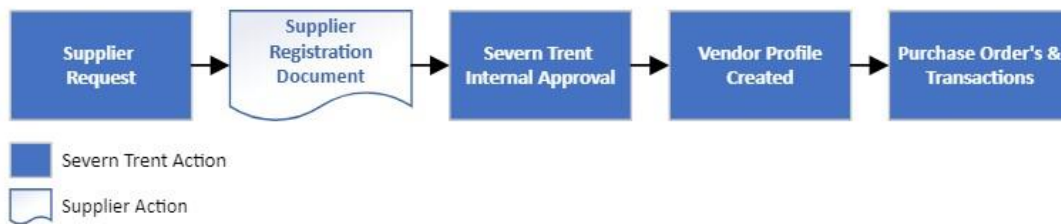
All suppliers must complete registration; the registration questionnaire is completed to populate our back-end system with vital information to be able to raise purchase orders against your organization & pay invoices that we receive from you.

Steps to register:

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 for you. If you already have an Ariba account, at this stage it is crucial that we invite the username that is associated to your existing Ariba account, please reach out to the Supplierenablement@severntrent.co.uk inbox so the team can ensure the correct contact receives the invitation to register.
2. Click on the link within the email, the email is generated from SAP Ariba system not from one of our mailboxes, unfortunately on occasions it can be denoted as spam, please check your junk folders.
3. If you are new to the Ariba network, create an account by selecting "Register with Ariba"; if you already have an Ariba account, please select "Use existing account".
4. Complete the information within the form, please be aware of the example formats used in the question for sections such as your VAT number & your Bank details.

Registering for an Ariba Account

To Register for an Ariba account go to supplier.ariba.com

Supplier sign-in

On the web page select "**Register Now**"

Username

Next

Forgot username

New to SAP Business Network?
Register Now or Learn more

Please provide your email address

To register for SAP Business Network, enter your email below.

test@test.com

☑ User consents to store this email ID

Continue

Enter your **email address** & select continue. This can be an email address that already has an Ariba account, your username that is selected later will be your unique identifier on the network (*usernames will be recommended to follow an email format, in most cases they will be a duplicate of the email address for simplicity*).

You will then be prompted for a one-time key that will be sent to your email address. On confirmation of this key, you will then be taken to a form to populate your details to create the SAP Ariba account profile. This information is separate to our registration questionnaire and does not translate to Severn Trent Systems directly.

Please populate the form with information that is accurate and up to date for your business.

You can have multiple usernames assigned to the same email address as denoted in our example screenshots on the left.

Un-check the radio box that details "**Use my email as my username**" to enter a custom format, this is especially useful if you need separate entities for different subsidiary companies you may have, which would all be linked to one overarching email.

Once completed select
"**Create Account**"

Duplicate Account warning

Once you have selected "create account" the Ariba system will do a check for duplicate accounts on the system, this is based off 2 key criteria, the name of the business & the Duns number of the business.

It is likely for two businesses to have the same name; however, it is not likely for the business to have the same Duns number.

In scenario's where the parent companies Duns number is used on both profiles for subsidiary companies, one account must leave the Duns number blank.

If one of the duplicate accounts looks to be a profile that matches yourselves, please click on the **Actions** button on the right of the row & select "**View Profile**"

A prompt will appear giving details of why the account seems to be a duplicate, please review the data and take either of the two actions listed below:

1. If the account is a match, click the "Contact Administrator" button, populate the form with: Your Name, Your Company Name, Your Email Address & enter a message requesting that they contact you directly, to either add you as a sub user of the account or confirm that you should proceed to create a new account.

2. If the account is not a match, at the bottom of the screen you will have an alternative button which states "Complete Registration". Select this and then you will be taken to the next screen for your account creation.

Completing the Registration Questionnaire

After Logging in to your existing account or creating a new account, you may be required to go back to the original link that you were sent in your inbox if you are not automatically directed to this page, as it has not associated to your profile.

Once logged in, you may need to select the section in the top-left corner of Ariba that denotes what page you are on, if you see that this states business network. Click on "**Business Network**" & go to "Ariba Proposals & Questionnaires" by selecting the option in the drop-down menu.
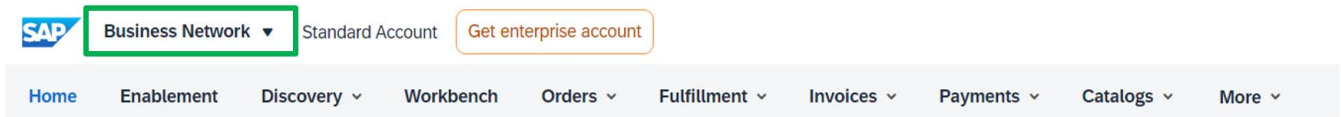
On the next screen if select the "**Supplier Registration Questionnaire**" which will be under the heading of "Registration questionnaires"

Once you have populated all the information in the registration questionnaire, select "**Submit Entire Response**" located at the bottom of the form.

Amending a submitted Registration Questionnaire

On occasions your business details may change, we may request an update to outdate/invalid documentations that you have submitted, or we have amended the questionnaire to reflect a new call for data that was not listed prior. In this situation you will be requested to revise your response.

To revise a response for a questionnaire, navigate to your Ariba Proposals & questionnaires section and select your supplier registration questionnaire for Severn Trent.

When you open the form, you should see a blue "**Revise Response**" button. (*if you do not see this button or it states "Review response" you will need to email supplierneablement@severntrent.co.uk requesting the team to re-open your questionnaire for amendment*)

The form will only open for amendment once you have clicked "**Revise Response**"

Registration Questionnaire Important notes

- VAT Registration number must follow the format of "GB123456789" ensure that you have no spaces or gaps within your registration number as this will delay the approval flow internally at Severn Trent and cause a system error.
- You must submit emergency contact information; failure to populate this will delay your onboarding to the system.
- Please ensure there is no auto-response message on your inbox used to receive purchase orders, this will cause your purchase orders to become "Failed", this includes out of office.
- You are required to submit one document regarding insurance, with a limit of 20Mb, we recommend that you collate your certificates of insurance onto a PDF prior to submission to ensure that the documentation is apt.
- You will have as standard 30 days to populate the registration questionnaire, if you need an extension to this, please contact the buyer that has invited you or alternatively the Supplerenablement@severntrent.co.uk team.

Sourcing Activities

- **Severn Trent's Sourcing Platform**

- **How to Access and respond to sourcing events**

- **Composing Messages**

- **Responding to the event**

- **Sourcing Event Important Tips**

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Severn Trent's Sourcing Platform

As a utility in the UK, Severn Trent must abide by Utility Contract Regulations (UCR 2016) and the new procurement regulations which come into force in 2025.

- 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.

- Using tools such as Achilles, Utility Vendor Database (UVDB), Constructionline for DPS (Dynamic Purchasing System) and SAP Ariba, our buying teams will either place an Advert through Find a Tender and on Ariba Discovery or use a DPS/QUDM

- 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.

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

How To Access and Respond to Sourcing Events

Severn Trent will directly invite you to participate in an event, follow these steps to access an event and submit a response to the posting:

1. Click on the link that you have received inviting you to take part in the sourcing event
2. Log in to Ariba using your credentials that have been created as part of supplier registration 3.
4. Select the **corresponding event** in your Event List:
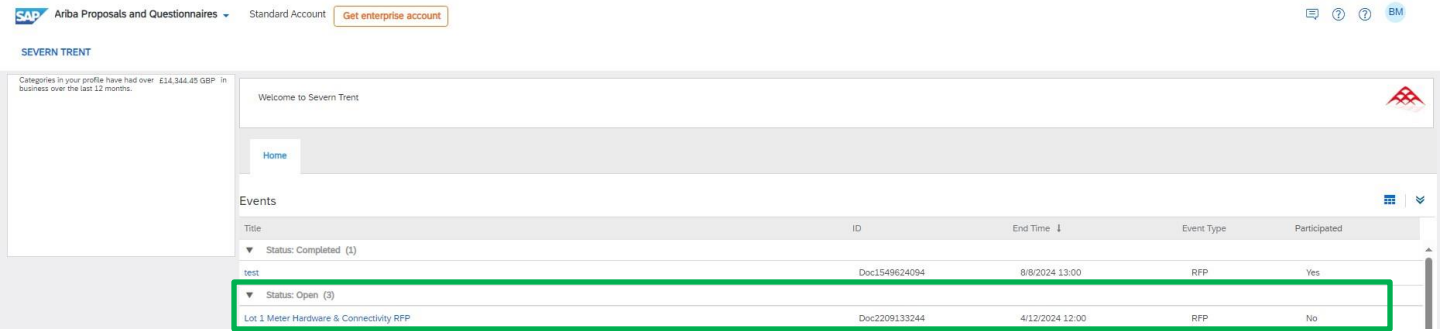
5. On the event, click "**Review Prerequisites**":
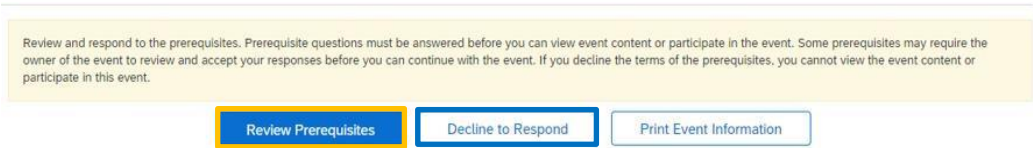
6. If you elect not to participate, select **Decline to Respond** (*please note that if you select "Decline to Respond" you will not be able to view the event details, respond to the event or send messages through the message board*)

7. Review the perquisites and confirm whether you accept or do not accept the terms of the agreement. (*please note that if you select "I do not accept the terms of this agreement" you will not be able to proceed further into the event*)

8. Click **OK**

9. If you have accepted the terms of the agreement, you will now be able to respond to the event:

10. The **event countdown** is displayed at the top right of the screen.
11. You can review previous messages and ask questions during the event in the **Event Messages**.
12. Click **Compose Message** to ask a new question.
13. Once you are happy with the response that you have in the form, click **Submit Entire Response**
14. When your response has been submitted you will have confirmation via email as well as a notification at the top of the screen as detailed below:

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

Composing Messages

Once you have selected **Compose Message**, you will be given a prompt with an automated subject line, you can amend this to fit the context of your message such as "how do I attach multiple files?"

Once you are happy with your message, select **Send** in the top right corner.

When Severn Trent Respond to your message, you will receive an email that looks like the one detailed below:

You will be able to view this event message directly by clicking on the "Click Here to view this message" link, or you can go to event messages as shown on the previous page.

Click on the **subject heading** of the message to view the message in full.

If you wish to respond to the message directly, select the **Radio Box** of the message on the left-hand side, then select **Reply** at the bottom of the screen.

Responding to the Event

When you are submitting a response to Severn Trent's event, any fields marked with a Red Asterix must be completed and are considered mandatory to the events content.

Please be aware that the fields can vary in type from text boxes, drop downs menus and attachments.

To download any files & attachments within the content, select the document name and click "**Download this Attachment**" or "**Download all attachments**"

To attach files, please Zip your files first prior to upload using a compression software, most operating systems have one installed as standard such as Windows 11. Once your files are Zipped, use the "**Attach a file**" link in the content.

A new window will appear, select "**Choose File**", a file browser will appear, select your file within your local system, then click Open.

Once done you will be taken back to the add attachment screen, select "**OK**"

Responding to the Event - Continued

When you are content with your response, select "**Submit Entire Response**"

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

A prompt will appear to ensure that you are purposefully clicking the submission button, select "**OK**"

✓ Submit this response?
Click OK to submit.

| OK | Cancel |

Once the bidding period has expired an email notification will be sent confirming that we are no longer accepting responses to the sourcing event.

Sourcing Event Important tips

- Keep in mind the clock in the top right of the event and remember to submit your response prior to this expiring.
- You can export the event into Microsoft Excel using the "**Excel Import**" button.
- Where this symbol is seen 💬 you can add comments or attachments when it is selected in reference to an event question
- Ensure that you "**Save draft**" frequently to avoid losing any populated data.
- Mandatory questions are marked with a red *****

Managing Purchase Orders & Invoices

- **General Purchase Order Information**

- **Important Checks when receiving a Purchase Order**

- **Order Types**

- **Purchase Order Emails**

- **Viewing Purchase Orders in Ariba**

- **Using the Purchase Order Interactive Link**

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General Purchase Order Information

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

- Suppliers must not commit to an increase in the scope of value, work or items to that of the original Purchase Order. Severn Trent users must raise a separate Purchase Order for any additional work or items required to enable you to invoice separately for the new Purchase Order.

Important checks when receiving a Purchase Order

You should not accept a purchase order if:

- Any information such as price is incorrect.

- The format of the purchase order does not enable you to invoice, i.e., if the quantity of the purchase order is 1 and you intend to send through multiple invoices against the order. (*for each invoice you must have at minimum a quantity of 1 per invoice, if you were to need to invoice against a purchase order 12 times, you will need at minimum a quantity of 12)*

- Do not accept verbal changes to a purchase order. All amendments must be clarified by an amendment to a purchase order & subsequently a new version. Once approved a new version of a purchase order will be sent to you, this marks that the change has been through internal approval. Verbal changes are not internally approved.

- For any Orders, you cannot over invoice, if the value of the purchase order is £10 you cannot invoice for £11. Please speak to the person instructing/having requested the additional service or change in scope to amend the PO to cover the additional charge so you can submit an invoice.

Order Types (Material / Service Orders)

When checking a purchase order, you must note whether the type of purchase order is a Service or Material. The Ariba system has separate requirements based on the category as explained below. If you are aware that the purchase order has been incorrectly created as the wrong type, please contact the requisitioner or your Severn Trent representative to have this amended, do not procure or complete the supply as it can affect your ability to invoice.

Service Orders

Service orders denote that a service such as consultancy or a hire of plant machinery is to take place, there will be listed a service start and service end date to state the tenure of supply.

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 that suppliers only need to enter the data into Ariba once at the point of invoicing.

Service Entry Sheets can either be created by a supplier, or by Severn Trent.

Material Orders

Material orders denote that there are tangible goods that have been procured, such as 10x laptops.

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 first received.

Orders that start with a '45' must have a receipt before you can use the "create invoice" button in Ariba. Please reach out to the person who raised the order to prompt the receipt if the goods have been delivered.

Order confirmation and Ship Notice

Order confirmations and Ship notices are optional for suppliers and **are not required** from Severn Trent for you to be able to invoice against the order that you have received.

Submitting your invoice in Ariba

Suppliers are required to submit invoices Via Ariba, the simplest way to do this is to flip the purchase order into an invoice.

Important: when creating multiple invoices for a single purchase order, please leave at least three minutes between invoice submission and creation of the next invoice transaction to allow the data to flow through the Ariba Network.

Purchase Order Email

Purchase orders are sent to the supplier via Email. The email that the purchase order is sent to is driven by the data entered in the supplier registration questionnaire in section 1.13. If you need to change your email address for purchase order's, please amend your registration questionnaire.

The email with the purchase order contains:

1. A HTML version of the purchase order, any attachments will also be accessible here
2. Interactive link to link the purchase order to your Ariba Account and view them in your portal directly. (if you do not see the purchase order in your Ariba account please do this for every purchase order that is missing)
3. Buyer & 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 to your order).
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 view Purchase Orders in your Ariba Account

You will receive up to 3 types of Purchase orders from Severn Trent:

- 35 series Purchase Order
- 45 (1101) series Purchase Order
- 45 (CP01) series Purchase Order

For all three purchase order types that are listed you will need to follow the instructions below to bring the purchase order into your Ariba account.

The email that is sent to you with the purchase order details to the email address that you have listed in the Supplier Registration Questionnaire answer 1.13 will contain an interactive link, you must click on this link for each type of purchase order you receive (*you only need to complete this action once per purchase order type*)

You must be the account administrator to conduct this action or have the permission on your Ariba account to conduct "Trading Account Merge" otherwise you will receive an error.

Users of Ariba may request manual trading relationships instead, however, Severn Trent will not conduct this action as you will not receive any historic purchase order information in your Ariba portal if this is completed. For this reason, Severn Trent requests that you always use the interactive link.

If you do not see the link on your purchase order, please contact supplierenablement@severntrent.co.uk

Using the interactive link

1. On the email that you receive in the upper text of the email you will see the following text:

Dear **Reebok Store-TEST,**

Your customer **Severn Trent – TEST** sent you a purchase order through Ariba Network. You can start processing this purchase order now by clicking the buttons in this email without creating an Account.

If you have an existing Ariba account, click here to process this purchase order on the Ariba Network.

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.

Sincerely,
The Ariba Network Team
https://www.ariba.com

(*if you do not see this text, please select "Enable images" in the banner bar of the email that you have received, if you still do not see the text once you have clicked this, please contact* supplierenablement@severntrent.co.uk)

2. Click on the "**click here**" link in the text above the orange writing.
3. You will then be taken to a log in page for SAP Ariba, please ensure that prior to clicking this link you are not already logged into SAP Ariba on any browser window or tab as it will possibly break the automated link.
4. Once logged into your Ariba after entering your username and password, you will receive 2 emails, the first to confirm that the purchase order is now visible in your Ariba account. The second email will confirm that you have completed an "active trading relationship" with Severn Trent.
5. Repeat these steps for any purchase orders not visible in your Ariba Account.

Invoicing Service Orders

- **Action to take for Service Orders**

- **Creating service sheet & invoice in the Ariba Network (Service Orders)**

- **What happens Next**

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Action to take for Service Orders

Service Orders require a SES (Service Entry Sheet) to be submitted via the Ariba Network to confirm that the service has been rendered or completed.

Upon receiving a service Purchase Order if the Purchase Order Status states that it has been "Serviced" then Severn Trent has already created a SES for you. You will be able to instantly create an invoice against this order.

If the Purchase Order is not in a "Serviced" status, then you have two options of how to resolve this:

1. Ask the requisitioner to create a service entry sheet to change the status to "serviced" so 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 an SAP Ariba standard account, however, there are additional charges within enterprise accounts for creating service sheets. (Severn Trent only ever requires you to have the free standard account)

# Creating service sheet & invoice in the Ariba Network (Service Orders)

1. Go To SAP Ariba (supplier.ariba.com)
2. Log in using your credentials
3. In the navigation bar at the top, select "**Orders**" then "Purchase Orders"

4. In the list of purchase orders, select the number of the purchase order on the left-hand side (blue hyperlink) example: **3500249826**

5. Click on "**Create Invoice**" then "**Standard Invoice**"
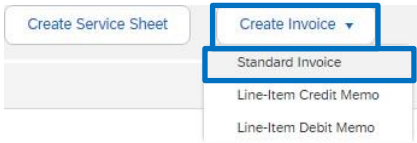
6. A Pop Up will appear stating "Severn Trent requires service sheets for service orders. Click "don't show me this message again" & "OK"
7. If the purchase order has multiple line items, they will then be listed, you can only invoice one order line per invoice. Select the line item to invoice, if you are not certain which line to select, contact the Severn Trent Requisitioner.
8. Click Next.
9. The Ariba invoice template will now be displayed (*instructions continued next page*).
10. At the Top of the page, start by selecting "**Update**" on the top right. (*this will mark all mandatory fields that you are required to populate*)

Create Invoice   Update

11. The first Heading that you need to populate is "**Invoice Number**" please enter the invoice number from your internal records

12. Now enter in the next box your "**Invoice Date**" (this can be backdated as far as the date in which the Ariba System generated the purchase order, your payment terms are calculated from this date)

Purchase Order: 3500249826

Invoice #: * [   ]
! Required field

Invoice Date: * [🗓]
! Required field

Supplier VAT

Supplier VAT/Tax ID: * GB123456789

13. Scroll down and enter details for your **VAT ID**

At the bottom of the invoice screen is the line-item details, at this point you will not yet have any data there, this is due to there being no service sheet. To create a service sheet, select "**Add/Update**" on the right of the line item details, then select "**General Service**"

Line Items

Insert Line Item Options

| | | Tax Category: | 20% VAT / Standard rated input VAT: 20% ▾ | | Discount | | | | | | | Add to Included Lines |

☐	No.	No.	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit	Unit Price	Subtotal
	1			Not Available	TEST PO for Guidance							Add/Update ▾	

Add Contract/Catalog Items
Add General Service
Add Labor Service
Add Material

| ↳ | Line Item Actions ▾ | Delete | Reset Tax from PO |

14. A service sheet and invoice line will appear as detailed:
15. There are mandatory fields on the service line that must be filled:

- **Part number** - *this can be anything*

- **Description** - *please match the PO to a maximum of 80 characters*

- **QTY** - *if charging a daily or hourly amount enter the quantity being invoice, otherwise enter "1"*

- **Unit** – **_this must be "AU"_** *(this stands for Activity Unit which is a measure of service time allocation)*

- **Unit Price** – if charging a daily or hourly rate enter the rate without VAT otherwise enter the full price without VAT (we will add tax in the next section)

- Service Start Date – the date that the service started

- Service End Date – the date that the service ended

16. To add VAT to the invoice, **Select the line item**, **Select the tax category** & **Add this to included lines**

17. You will see that the **VAT has been added** to your order in the sub total, ensure that you populate your date of supply if it is not pre-populated. (occasionally, you may need to scroll up to enter your service start and end date if this also doesn't pre-populate before following the next step.)

20. You will now be taken to a proof check of your invoice, ensure that the details are correct, once you are satisfied that they are, click **Submit**. If any amendment is needed, please click **Previous** .

21. You will now be given the option to print the invoice or exit back to your purchase order screen.

Invoice 123456789 has been submitted.

- Print a copy of the invoice.
- Exit invoice creation.

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

19. Select **Next** in the bottom right

What happens next?

Ariba will automatically create a Service Entry Sheet.
The requisitioner that raised your order will receive an email requesting that they review the SES and approve it or reject it.

If the SES is approved, Ariba will automatically create the invoice record in the network and send it to STW's buying and invoicing environment. If the VAT is entered at a lower amount than the system is expecting (usually standard 20% due to a retention calculation, an under-tax exception will be created and managed by the STW Tax team. If the value of the VAT entered is incorrect the invoice will be rejected and require re-processing by the supplier.

Invoicing Material Orders

- **Invoicing Material Orders**

- **Creating an invoice in the Ariba Network (Material Orders)**

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Invoicing Material Orders

Material orders can be invoiced with a receipt on the system, the supplier must have the order in a "received" before generating an invoice. This is to confirm that goods have been received by yourself.

For orders starting with a prefix of 45 you will not be able to create an invoice in Ariba until they have been received, the button is blocked in the Ariba system, the same logic applies to 35 prefixes, but you will not be blocked from creating an invoice.

If you have not yet had a receipt applied to your order, please reach out to the stakeholder of your purchase order, the requester of the order or if this is not possible the p2p@severntrent.co.uk team.

Creating an invoice in the Ariba Network (Material Orders)

1. Go To SAP Ariba (supplier.ariba.com)
2. Log in using your credentials
3. In the navigation bar at the top, select "**Orders**" then "Purchase Orders"

Home	Enablement	Discovery ˅	Workbench	Orders ˅	Fulfillment ˅	Invoices ˅	Payments ˅	Catalogs ˅	Reports	Messages	Assessments

4. In the list of purchase orders, select the number of the purchase order on the left-hand side (blue hyperlink) example: **3500249826**

Order Number	Customer
3500249826	Severn Trent

5. Click on "**Create Invoice**" then "**Standard Invoice**"

Create Service Sheet   Create Invoice ▾
- Standard Invoice
- Line-Item Credit Memo
- Line-Item Debit Memo
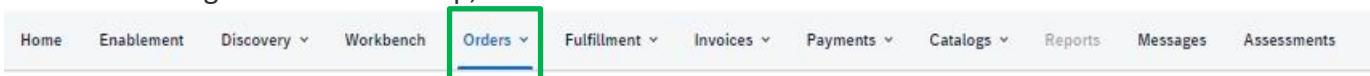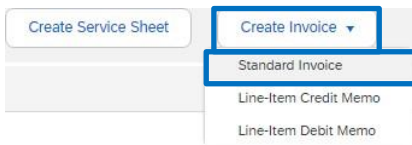
6. Click Next.

7. The Ariba invoice template will now be displayed.

8. At the Top of the page, start by selecting "**Update**" on the top right. (*this will mark all mandatory fields that you are required to populate*)

Create Invoice   Update

9. The first Heading that you need to populate is "**Invoice Number**" please enter the invoice number from your internal records

10. Now enter in the next box your "**Invoice Date**" (this can be backdated as far as the date in which the Ariba System generated the purchase order, your payment terms are calculated from this date)

Purchase Order: 3500174213

Invoice #:

! Required field

Invoice Date:

! Required field

11. Scroll down and enter details for your **VAT ID**

Supplier VAT

Supplier VAT/Tax ID: * GB123456789

12. At the bottom of the screen, you will need to select your **Tax Category** in your Line Items, as standard all line-item information is populated from the receipt applied to the order, if this information is blank, please contact the requisitioner to raise a receipt to your order. Select from the **Drop Down** the correct VAT identifier for your business, then click **Update**.

	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
☐	1	🔵	MATERIAL	Not Available	TEST Transaction for Header Level change		1.0	EA ⓘ	£30.00 GBP	£30.00 GBP

Receipt Details   Receipt #: RC135923   Receipt Line #: 1

Tax   Category: * VAT   Taxable Amount: £30.00 GBP   Remove

Description: | Rate(%): 0

Tax Amount: £0.00 GBP

Exempt Detail: (no value) ∨

! Exempt Detail value required if tax category is VAT and the tax rate is 0%.

Date Of Supply: *

Line Item Actions ▼   Delete   Reset Tax from PO   Update   Save   Exit   Next

13. Once you have clicked **Update**, you will see that the **Tax** has been populated correctly in the tax amount on the right-hand side. Click **Next** (providing that you are happy with the content of the invoice you have just created).

14. You will now be taken to a proof check of your invoice, ensure that the details are correct, once you are satisfied that they are, click **Submit**. If any amendment is needed, click the **Previous** button.

15. You will now be given the option to print the invoice or exit back to your purchase order screen.

Invoice 123456789 has been submitted.

- Print a copy of the invoice.
- Exit invoice creation.

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

What happens next?

Ariba will automatically schedule payment if the amount invoiced is within the tolerance limit of the Purchase Order. You will be able to see this on your "Invoices > Invoice number > Scheduled Payment" section in Ariba.

At points, invoices within tolerance will be sent for approval, you will be able to see if this is happening in "Invoices > Invoice number > History", the invoice will state "Sent for Approval".

If you have any questions surrounding the status of your order/invoice that cannot be answered in the "invoices overview, please reach out to the P2P@severntrent.co.uk team.

Frequently Asked Questions

- **General Questions**

- **Getting Started with Ariba (Videos)**

- **Account Management**

- **Using Ariba for Invoicing, Purchase Orders & Catalogues**

- **Sourcing events**

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General Questions

What is Ariba & What does Severn Trent use Ariba for?

Ariba is the solution that Severn Trent chooses to implement for its source to payment process & sourcing platform. The solution provides the following benefits:

- All procurement activities recorded in one system
- Transparency and Audit Trail
- Electronic contract signatures via the DocuSign
- Automated governance
- Improved Data Quality
- Simplified supplier portal
- Supplier Integration (for suppliers with a high volume of orders / invoices may wish to adopt this method (*fees apply*).
- Ability for suppliers to transact electronically
- Visibility of order and invoice status
- Supplier visibility of payment schedule
- Catalogued product libraries enabling spend and product control with clear part identification for our suppliers and Severn Trent.

What systems or infrastructure do I need to use Ariba?

Ariba is a web-based application that can be accessed through a variety of browsers such as:

- Google Chrome (88 or Above)
- Microsoft Edge (88 or Above)
- Mozilla Firefox (87 or Above)
- Apple Safari (15 or Above)
- Mobile Safari on iPad (15 or Above)

There is no need for additional hardware or software to what you can already access today.

Is signing up to Ariba Compulsory?

Yes, Severn Trent requires all new suppliers and is transitioning existing suppliers to utilise the Ariba Network for simplicity of account visibility and transactional history.

Are there any fees to use SAP Ariba with Severn Trent?

There are two tiers of account that you can have for SAP Ariba:

1. Standard Account
   a. The standard account allows a supplier to transact within SAP Ariba against purchase orders and invoice Severn Trent free of any charge. This account is what you will start with when you create your profile on SAP Ariba. There is no requirement to progress this account to a higher level.

   b. There is the opportunity to upgrade this account to a higher tier and retain the information that is related to the account prior to your upgrade.

2. Enterprise Account
   a. The Enterprise Account has several tiers and is a paid account which has a fee structure, if you choose to have an enterprise account, we recommend that you discuss the pricing structure directly with SAP Ariba. You can view details concerning the Enterprise Account here SAP Business Network Enterprise Account

   b. With an enterprise account you can partially or fully automate your transactions with your customers such as Severn Trent. Integrating your existing invoicing system to map to the received purchase orders to generate invoices automatically without the need for human intervention.

   c. This account comes with direct support from SAP Ariba as-well as a swathe of resources that you can call upon to help you with setting up functionality within the system as a supplier.

Getting Started with Ariba

We've never used Ariba before, where do I start?

SAP Ariba has lots of helpful resources on using Ariba as a supplier for the first time. We've listed some guides below directly from SAP:

- Getting Started in Ariba
- Account Administration
- Navigating your Ariba Account
- How to get support directly from Ariba
- Video – Account Overview
- Video – Account Overview (Brief)
- Video – Create an Invoice
- Video – Invoice Status
- Video – Scheduled Payments
- Video – Configure Routing Notifications (Orders and Invoices)
- Video – Create a Test Account (Enterprise only)
- Video – User Creation
- Video – Forgot Username or Password

What email should I use for my username & administrator account?

We recommend that you use an email that is a group or shared access to avoid a single point of failure. As using an individual email for the account administrator can cause access issues for your purchase orders and invoicing process if you were ever to lose access to that account.

If you do lose access, through SAP support (clicking the "?" in the top right corner) you will be able to raise a support ticket and get this re-instated, but this will cause an unnecessary delay.

What information do I need to provide when I complete the Severn Trent Registration Questionnaire?

The supplier registration questionnaire consists of 4 parts:
1. Supplier Details
    a. Company Address, Contact Persons, VAT information, Corporate and social responsibility contact, emergency contact, etc.

2. Self-Certification
    a. Questions relating to obligations, licences, memberships & vetting.

3. Supporting Documentation
    a. Health and Safety Policy
    b. Insurance certification

4. Financial Information
    a. Banking information & payment details

Account Management

How do I access and change the former administrator's account?

If the account administrator is no longer with your company, but you have access to the registered email:
1. Use the Forgot Username or Password links on the login page to request a Password Reset.
2. After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself.

We do not have access to our Ariba account as the user has left the business, what can I do to gain access & prevent this from happening in future?

If you have lost access, this can be resolved through SAP support (clicking the "?" in the top right corner) you will be able to raise a support ticket and re-instate access by providing some information to their support team about your account.

Our company information needs to be amended, how do I do this?

All information relating to your company can be updated through our supplier registration questionnaire, you can access the supplier registration questionnaire through SAP Ariba.

Accessing the supplier registration questionnaire is done by going to your SAP Ariba Portal, in the top left corner, you will see a drop-down menu which will state "Business Network", click this and then select "Ariba Proposals & Questionnaires". On the next page, it will detail all the invitations for information that you have received such as sourcing events & registration projects.

Select "Severn Trent Supplier Registration Questionnaire", on the questionnaire screen, to be able to amend the details you will need to select the blue "Revise Response" button.

I want to change my bank details; how do I do this?

Your bank details can be amended through the supplier registration questionnaire.

I want to change my emergency contact details; how do I do this?

Your information such as emergency contact information can be amended within the supplier registration questionnaire.

I don't have the button to Revise Response in my supplier registration questionnaire; what do I do?

The supplier registration questionnaire may have closed, expired or you do not have access to amend this, please reach out to your category manager in your first instance requesting them to "re-open" the supplier registration questionnaire.

If you do not have the contact information for your category manager or do not know who this is, please contact supplierenablement@severntrent.co.uk.

I am the account administrator, but I am leaving the business, what should I do?

If you are leaving the business and you are currently the account administrator, we would recommend that you create a new role and new user and assign the account administrator permission to the new user that you create. Below we have detailed a guide of how to create a role and add the user to the selected role.

> **To create a role:**
> 1. In the upper-right corner of the application, click [User Initials] > Settings and select Users.
> 2. Under the Manage Roles tab, click ➕ .
> 3. Enter a Name for the role.
> 4. Select the appropriate permissions using the check boxes.
> 5. Click Save.
>
> **To create a user:**
> 1. In the upper-right corner of the application, click [User Initials] > Settings and select Users.
> 2. Click the Manage Users tab.
> 3. Click the ➕ icon.
> 4. Enter the user's information (Username, Email Address, First Name, Last Name and Phone).
> 5. Select a role in the Role Assignment section.
> 6. Assign a customer (All customers or Select Customers).
> 7. Click Save.

To transfer administrative permissions to the user, select the user that you have created within the "Manage Users" tab, on the row of the user that you wish to transfer the account permission to, you will be able to click the actions button & select "Make Administrator". Once you have selected this, you will then be prompted to select a new role for your own account as it cannot be left without a role at all.

Assigning Roles Important Note:
For access to invoicing and purchase orders ensure that when you select the role for the user, you apply the following permissions:
- Invoice generation
- Inbox and Order Access
- Outbox Access

Using Ariba for Invoicing, Purchase Orders & Catalogues

I've been told I need to receive a Trading Relationship request from Severn Trent to be able to view & transact purchase orders in Ariba?

Severn Trent utilises automated Trading Relationships through our Purchase Order Emails. There is a link which is detailed in the next section which you can click on which will create a trading relationship between Severn Trent and yourselves as a supplier.

Severn Trent only enact manual trading relationships as a last case scenario due to the impact this can have on your visibility of purchase orders within the Ariba System.

A manual trading relationship removes any prior Purchase Orders that have been created by Severn Trent meaning that you will need to manually invoice outside of Ariba for any purchase orders that predate the point at which we start the Trading Relationship.

I want a copy of my purchase order how do I get this?

You can download your purchase orders once you can see them within the SAP Ariba workbench by clicking on this **symbol** within the Purchase Order screen:
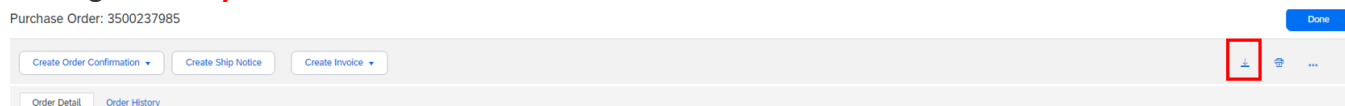
I cannot see my Purchase Orders within the SAP Ariba Workbench, how do I get them to be visible?

There are three types of purchase order that Severn Trent will dispatch to you, these are orders with the prefix of 45 & 35.

> **35 Purchase Orders**
> The 35 prefix orders come from our Ariba system directly, to view these purchase orders within your SAP Ariba account, the only step you need to take is to locate your purchase order email that you received directly from the email address:
> ordersender-prod@ansmtp.ariba.com
>
> On this email that you will see a link that states "Click here" to view this purchase order in your SAP Ariba account. Click on the link & you will be prompted to enter your details for your SAP Ariba account so you can view the purchase orders directly within the SAP Ariba as-well as transact against them with an invoice.

Please note that the email will be sent to the email address that you have populated in the Supplier Registration Questionnaire in the "Email Address for Purchase Orders" question.

45 Purchase Orders

There are two types of orders for the 45 prefixes, one of the orders is from our Severn Trent Water company code 1101 & the other is from the company code CP01.

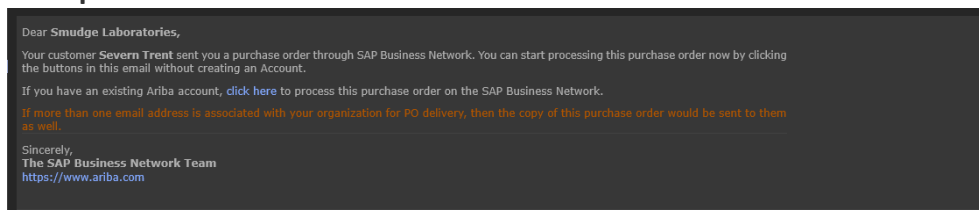You will need to follow the same instructions as stated above for 35 by clicking the link for both of these types of 45 orders, if you receive an email for a 45-purchase order and you have already applied this to your account, try and click the link on the latest email to bring in the emails in relation to the separate company code.

Example of Purchase Order Link:

Dear **Smudge Laboratories,**

Your customer **Severn Trent** sent you a purchase order through SAP Business Network. You can start processing this purchase order now by clicking the buttons in this email without creating an Account.

If you have an existing Ariba account, click here to process this purchase order on the SAP Business Network.

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.

Sincerely,
The SAP Business Network Team
https://www.ariba.com

If you continue to have difficulty with populating these purchase orders into your Ariba account, please contact our Supplier Enablement team through the email address: supplierenablement@severntrent.co.uk

We've used Ariba before, how do I connect my existing account with Severn Trent's?

If you already have an SAP Ariba account, the easiest way is following the purchase order instructions above for connecting through an automatic trading relationship email. If you are yet to receive a Purchase Order but have completed your supplier registration questionnaire.
You can send an email to the Supplierenablement@severntrent.co.uk mailbox requesting a Test Purchase Order to be sent to you which will create a trading invitation link.
(*Please ensure that you have automatically accept trading relationships set to "Yes":*
Account Administrator > Initials (top right) > Settings > Customer Relationships > Ensure "Automatically accept all relationships" is set to ON.

I want the purchase order emails to be visible to my colleagues or to multiple people

Severn Trent can only cascade to one email address which is the email that you detail in the supplier registration questionnaire to us, however, within your SAP Ariba account you can extend this to multiple email addresses.
(you must be the account administrator to complete these steps)

- o   Log into Ariba
- o   Click on the initials in the top right-hand corner
- o   Go to Settings
- o   Go to Electronic Order Routing
- o   In the boxes that are editable, change the email address to the new email that you would like the purchase orders to be sent to.

You can enter multiple email addresses to avoid single points of failure by entering a comma between the emails as shown in the example below:
Test.test@severntrent.co.uk,Test.test2@severntrent.co.uk,
(**ensure that there are no spaces between email addresses**)
- o   Click Save (*wait for the green confirmation banner*)
- o   Click Close

We would like to have our Supplier Part Identifiers (SKU's) listed within each of our Purchase Order line Items, is there a way we can do this?

If you are a supplier that has started or is contracted to work for Severn Trent, you will be able to have a list of products to be ordered via Catalogue. This is useful as it controls the part identification on your purchase orders to ensure that all information is concise and accurate, we recommend talking to your category manager about this during your initial conversations or sending an email to catalogues@severntrent.co.uk.

We have punch out catalogues with other customers, can we set one up with yourselves?

Indeed, providing you are at an enterprise level of account with SAP Ariba, you will be able to configure your site for punchout with Severn Trent, send an email advising of this request to the Catalogues@severntrent.co.uk email address.

Sourcing Events

Where can I find the sourcing event that I have been invited to?

Sourcing Events can be accessed by logging into your SAP Ariba account, in the top left you will have a drop-down menu which will state "Business Network", click the drop-down menu and select "Ariba Proposals & Questionnaires.

You will now see a list of invitations to events that you have been sent such as sourcing events, invitations to complete registration questionnaires etc.

Locate the name of the sourcing event and select the named hyperlink such as "Severn Trent PQQ", this will now allow you to access the event. You must first accept pre-requisites before you can submit a response to an event.

I have a co-worker who I would like to also be able to submit information regarding this tender/sourcing event, how do I add them?

When Severn Trent invites a business through Ariba, originally we can only send to one individual, respond back to the person that has sent you the request or alternatively send an email to supplierenablement@severntrent.co.uk requesting that another user is added.

We must approve your secondary user internally before they will be able to view or submit information to the event.

We have received an invitation, but I cannot see the event?

If you have already been sent an invitation to the sourcing event to a specific username to the Ariba network, the invitation is locked to the ANID that has been invited, if another username is trying to access the invitation it will not be visible.

A possible cause is that Severn Trent has multiple profiles for your business, to resolve the issue, send an email to the individual that has invited you cc'ing supplierenablement@severntrent.co.uk so the team can investigate and support you with the issue.

I get an error message when clicking on the invitation email, how do I resolve this?

As there are various error messages that can happen with sourcing events, please take a screenshot of your error that you are receiving, detail this screenshot as-well as your Ariba username & ANID to supplierenablement@severntrent.co.uk so the team can investigate and resolve the issue for you.

Useful Contacts

Please use the appropriate contact information as listed in the table below to help support you with your query.

Department / Team	Contact Point	Context used
Supplier Enablement	supplierenablement@severntrent.co.uk	• SAP Ariba Access Issues • Enablement Activity • SAP Ariba Integration issues • Sourcing Event Issues • Enablement Task Clarification
Catalogue Management	catalogues@severntrent.co.uk	• Request for information relating to catalogues
P2P	P2P@severntrent.co.uk	• Purchase Order Support • Invoice Support • Payment Support • General finance questions

Document Review & Sign Off

Document Version	Author	Changes	Status	Reviewer	Date
V1	Billy Mollison	N/A	Created	N/A	30/11/2024
V2	Billy Mollison	N/A	Reviewed (Comments)	Adrean Argyle	05/12/2024
V3	Billy Mollison	N/A	Reviewed (Comments)	Amy-Marie Bromilew	05/12/2024
V4	Billy Mollison	Format changed to Word, Images ratified, further FAQ guidance added, Links added for SAP Video Tutorials.	Amendment	N/A	07/01/2025
V5	Billy Mollison	N/A	Reviewed & Approved	Adrean Argyle	14/01/2025
V5	Billy Mollison	N/A	Reviewed & Approved	Amy-Marie Bromilew	14/01/2025
V5	Billy Mollison	Published	Published	N/A	15/01/2025
V5.1	Billy Mollison	Removed no longer relevant sourcing information	Amendment	Adrean Argyle	20/01/2025
V5.1	Billy Mollison	Published	Published	N/A	20/01/2025