

This is a document of frequently asked questions by suppliers in regards to the ordering and invoicing changes taking effect for TAFE NSW in light of the new SAP Ariba Network.

## Transitioning

### 1. When do the ordering and invoicing changes take effect for TAFE NSW?

The ordering and invoicing changes take effect from 1 June 2020. From this date TAFE NSW will be issuing Purchase Orders and accepting invoices solely through the SAP Ariba Network.

New *Ariba* Purchase Orders can be easily identified, as they are ten digits long starting with a seven (7). If you receive a 7-reference Purchase Order, you will be required to invoice via the SAP Ariba Network.

Legacy Purchase Orders are ten digits long starting with a four (4). Please refer to Question 3 for how to invoice Legacy Purchase Orders.

### 2. Do I have to join the Ariba Network?

TAFE NSW is transitioning all supplier ordering and invoicing onto SAP Ariba. For those who are unable or unwilling to transact over the Ariba Network, TAFE NSW may offer Purchasing Card payments as an alternative in certain circumstances.

### 3. I have an open and active Purchase Order from TAFE NSW. How do I invoice the existing Purchase Order from the legacy system?

Any in-flight orders on an existing Purchase Order will still be invoiced and paid by sending a PDF invoice to [accountspayable@tafensw.edu.au](mailto:accountspayable@tafensw.edu.au). TAFE NSW will be phasing out open 4-reference Purchase Orders throughout June 2020, with a view to make final payments in July 2020.

## Account Types & Registration

### 4. Will it cost me to join the Ariba Network?

There are no fees associated with transacting with TAFE NSW on the Ariba Network, as TAFE NSW is offering a 'buyer-funded' model and has covered any applicable fees on your behalf. However, if you accept our invitation for an Enterprise account and wish to transact with other customers, you may incur fees associated with the other customers. We encourage you to understand the fee model associated with your other customers, as part of your decision to accept TAFE NSW's Enterprise Account invitation.

There are no fees to transact as a Standard Account.

### 5. Can I upgrade from Standard to Enterprise?

Yes. Please contact the Ariba Outreach team at [tafensw@ariba.com](mailto:tafensw@ariba.com) to discuss upgrading your account.

We encourage you to understand the difference between Standard and Enterprise Accounts before you make the decision to upgrade. There may be fees associated with Enterprise Accounts when you transact with customers other than TAFE NSW.

## **6. What is the difference between an Enterprise and Standard Account? How do I know what is best for my company?**

Standard Accounts are free, easy-to-use accounts that allow suppliers to exchange an unlimited number of basic documents such as purchase orders, order confirmations and invoices, as well as view the status of your orders.

Enterprise Accounts offer suppliers greater functionality and support. Some of the benefits include:

- Complete visibility of all previous purchase orders you received and access to all documents you have created. A Standard Account only provides visibility of the last 50 documents.
- Reporting on order history, document statuses and customer transactions.
- Potential integration of your order fulfilment and invoicing systems to the Ariba Network, enabling straight through processing. A Standard Account is not integrated to your invoicing system.
- Ability to upload and maintain catalogues and pricing to reflect the contractual arrangement between you and TAFE NSW.
- 24/7 online support. A Standard Account provides self-service training material and limited support.

TAFE NSW has covered the fees associated with transacting with TAFE NSW as an Enterprise Account holder for all its active suppliers. Where you have a contract in place with TAFE NSW, we strongly encourage you to accept the Enterprise Account and take advantage of the added functionality. As part of this decision to accept our Enterprise Account invitation, please consider any fees that may be associated with transacting with your other customers.

## **Invoicing & Payment**

### **7. How do I invoice in Ariba?**

If you are invoicing against an Ariba Purchase Order (i.e. ten digits starting with a 7), you need to PO Flip or submit an invoice on contract to electronically invoice TAFE NSW. Invoices are not to be emailed to TAFE NSW. Please refer to the Quick Reference Guides located on the [Resources for TAFE NSW Supplier website](#).

## **Master Data**

### **8. How do I update my contact, account or business details?**

If your business information changes, please contact TAFE NSW directly to provide the new contact or business details. You can do this either by contacting your TAFE NSW contact or calling TAFE Finance Shared Services at 1300 TAFE NSW (1300 823 367).