**NUS-SAP Supplier Training on 28 May 2024 – Questions and Answers**

**General questions:**

Qn: Will this video be shared at the end of the session?

Ans: Yes, the webinar and compiled questions are posted on NUS Supplier Portal - https://nus.edu.sg/suppliers/announcement/detail/nus-sap-ariba-supplier-training.

**Account related questions:**

Qn: How to create SAP Ariba account?

Ans: You can create an SAP Ariba account via https://supplier.ariba.com.

Qn: I could not see NUS under My widgets despite registration successful.

Ans: Your trading relationship (TRR) is not established; hence you cannot find NUS in your customer list.

Upon receiving your first NUS PO, login to your existing registered account (with NUS) via the PO interactive email to establish TRR.

If your TRR is set up to be manually review and accept incoming relationship requests, TRR will be pending because of this setting. Admin needs to go to Settings > Customer Relationships > Accept (under Pending), and NUS will show under your Current Relationships.

Qn: Other than NUS, if any other companies using SAP Ariba, we must add the company accordingly? Will admin need to go in and confirm or any of the user can do so?

Ans: If you have other customers outside NUS, you will need to either accept a Trading Relationship Request (TRR) or establish a TRR via first PO email. Do check with your customer which is their preferred method. The admin or user with permission to accept incoming TRR can do this action.

Qn: In China area, the option Set UP Legal Profile does not show up, so we are unable to Set UP Legal Profile. How do we proceed?

Ans: Legal Profile setup is only required for Singapore suppliers.

Qn: One ID & password to share with multiple users. Any way to request for additional ID & Password?

Ans: You can request your account administrator to create user account(s) for your team. Go to https://nus.edu.sg/suppliers/other-resources/supplier-resources, and refer to How to add user guide.

Qn: The system allows up to 5 users in the company. Each user will have their login ID and password?

Ans: SAP Ariba allows to create multiple users for one account. Each user will have their unique login ID and password.

Qn: How do I add users?

Ans: Refer to How to add user guide for your reference.

Qn: I can also choose what are the documents Finance will receive via e-mail and what will Sales be receiving? Anything related to invoices, credit memo and etc Sales does not require.

Ans: Yes, when creating user accounts, you can assign appropriate permission for that user. Refer to How to add user guide.

Qn: I have created user and assign roles but when they log-in, there was no content to see. Not sure what is missing.

Ans: Please check that the users have appropriate permission assigned. Go to Settings > Users > Roles > Permission.

Qn: How do we convert Enterprise account to Standard account?

You may refer to the guides below for your reference:

How to convert Enterprise account to Standard account (Self-service)

How to convert Enterprise account to Standard account (Raise ticket)

Qn: By default, we are enterprise account?

Ans: No, default it is Standard account.

Qn: In SAP Ariba, the "get enterprise account" is boxed up. Does it mean that we are enterprise account? How do I know if we are having standard account or enterprise account?

Ans: In your profile setting, on the top right of the dashboard, you can see your account type.

Qn: I have few customers under Ariba account, can I proceed to change to standard account? Eg: I have 3 customers under enterprise account. Can I choose customer 1&2 under standard account and customer 3 under enterprise account?

Ans: If you convert your account to Standard, it will be done on the account level. Meaning, after you downgrade, you will transact with all 3 customers connected to the same account as a Standard account supplier.

Qn: Is it ok if we stay on using Enterprise Account?

Ans: This depends on your company's decision, because any Ariba fees incurred while using Enterprise account is payable by your company. a Standard account is sufficient to transact with NUS, do check internally with your team and other customers (if any) if it is necessary to maintain an Enterprise account.

Qn: Will they be any charges because our company are using Enterprise Account for other client?

Ans: If you transact more than 5 documents and more than USD50k you will be charged Ariba fee. This fee is payable by your company. You can refer to SAP website, check "Fee schedule": https://www.sap.com/products/business-network/suppliers/enterprise-account.html?pdf-asset=2ccca0b3-347e-0010-bca6-c68f7e60039b&page=1.

Do note that Standard account is sufficient to transact.

Qn: Account administrator is no longer in our company, how to notify and change?

Ans: If your account administrator has left the organization, you must contact SAP Help Center for further assistance. Refer to Guide and support for suppliers guide to contact SAP Support.

Qn: For first time supplier, if we have not received any purchase orders from our potential customer, is it we can't view our customer's profile from our Ariba portal?

Ans: Yes, you need to establish a trading relationship via first PO, in order to view your transacting customers' profile on Business Network.

Qn: is Ariba ready and stable to use on Mobile App?

Ans: Yes, you can download mobile app.

Qn: We received email about this "Security Update – SAP Ariba Website Certificate Renewal" . Do we need to do anything on this?

Ans: Please forward the email to your IT Department.

**Bidding related questions:**

Qn: Is there a session on bidding project?

Ans: No, however the guides are available : https://www.nus.edu.sg/suppliers/other-resources/supplier-resources for your reference.

Qn: Where I can have the training session for submitting the tenders?

Ans: Refer to the guide on How to participate in bid in https://www.nus.edu.sg/suppliers/other-resources/supplier-resources for your reference.

Qn: How to check for NUS opportunities?

Ans: NUS Opportunities is posted on the portal - https://nus.edu.sg/suppliers/business-opportunities.

**PO / Invoice / Goods receipt related questions:**

Qn: After approved as supplier by NUS. We only need to wait for PO email by NUS to proceed, is it correct?

Ans: Yes. When you received the first PO, the trading relationship can be established by logging in to your Ariba account via the PO interactive email.

Qn: PO will be raised by the NUS Client on Ariba, then you can accept?

Ans: PO is issued by NUS; you will get a notification to check your Ariba dashboard.

If this is your first PO, you need to login to your Ariba account via the PO interactive email to establish trading relationship.

Refer to Supplier Resources page for useful guides: https://nus.edu.sg/suppliers/other-resources/supplier-resources.

Qn: Confirmation number is the invoice number we created on our end or the PO number?

Ans: Confirmation number is generated by the supplier.

Qn: Where to see confirmation number? Is it compulsory to fill up the confirmation number?

Ans: Confirmation number is defined by the supplier.

Qn: The confirmation number can be created using alphabet & numbers?

Ans: Yes.

Qn: is it a must to create order confirmation? Then NUS will do GR?

Ans: Order confirmation is not mandatory. Yes, NUS user / requestor will do the GR.

Qn: We can only submit Invoice after we receive the PO?

Ans: You can submit invoice in SAP Ariba after NUS user has performed goods receipt (GR).

Qn: I confirmed my PO 20 mins ago...may I know why status is still Order Received?

Ans: It means that goods receipt (GR) is done, you can submit invoice in SAP Ariba.

Qn: What is the difference between estimated shipping date and estimated delivery date?

Ans: Shipping date is not required; you only need to input the estimated delivery date.

Qn: What if NUS user missed to perform the GR? Are there any alert to NUS user to notify them to perform GR or a button for supplier to send a reminder button to NUS User?

Ans: Please contact your NUS requestor, who is the person who ordered from you.

Qn: Will we be informed via email after NUS done GR?

Ans: You can set notification to receive GR alert. Refer to the How to set up Supplier portal guide, page 25.

Qn: How will I be notify after NUS has accepted the goods? Because NUS needs to do the receiving before I need to do the invoicing.

Ans: You can set notification to receive GR alert. Refer to the How to set up Supplier portal guide, page 25.

Qn: Once you acknowledged the PO, will you get notification before you can submit your invoice via SAP Ariba?

Ans: You can submit invoice in SAP Ariba after NUS user has performed goods receipt (GR).

You can set notification to receive GR alert. Refer to the How to set up Supplier portal guide, page 25.

Qn: If we raise invoice to NUS, we have to use SAP Ariba to raise invoice?

Ans: Yes.

Qn: Do you mean to upload the invoice in SAP Ariba? cos we will raise our invoice using our inhouse system.

Ans: We understand you have your invoice raised using your inhouse system. However, we will still require you to login to Ariba Network to submit the invoice.

Qn: We have our own accounting system to issue invoice, creating another invoice in Ariba seems making extra steps for us.

Ans: NUS will only process E-invoice submitted via Ariba.

Qn: Do I need to attach the acknowledgment (goods receive) together with invoice when submitting invoice?

Ans: Acknowledgement of goods receipt is optional.

Qn: What is the attachment to upload when submitting invoice in SAP Ariba?

Ans: The attachment to upload can be your company PDF invoice copy, Delivery Order, etc.

Qn: For service order, do NUS require supporting docs to be attached?

Ans: Yes, please upload the supporting documents to proof the service performed.

Qn: How many attachments we can attach? 1 file only?

Ans: You can attach multiple files on Ariba Network during invoice submission.

Qn: Invoice number is automatically generated by your system?

Ans: Invoice number should be your company generated invoice number.

Qn: I have raised invoice end of March and yet to receive payment.

Ans: Please email to ofnap@nus.edu.sg and provide the PO number and invoice no. for us to check.

Qn: I have been having problem since last Aug 2023. Can I still submit our invoice after today's training session?

Ans: Yes. You can still submit the invoice. However, please take note that you can only back date your invoice up to 7 calendar days.

Qn: if we have issue on submission invoice, which i need to contact?

Ans: You may email to ofnap@nus.edu.sg for invoice queries.

Qn: How can I get a copy of Form Z to update my Banking Details?

Ans: Please contact your NUS requestor for Form Z. This is an internal NUS form to be submitted by NUS staff.

Qn: How do I submit my banking information?

Ans: Please obtain Form Z from your requestor, complete it and send it back to the requestor who will submit it to NUS Finance.

Qn: How to I know whether I had submitted my account details to NUS?

Ans: Please email to Cposuppliers@nus.edu.sg with your company name for us to check.

Qn: I just submitted the invoice...will my invoice get rejected because Form Z has yet to be completed?

Ans: Yes, system will automatically reject your invoice submission if Form Z has yet to be submitted and updated in our system.

Qn: Different requestors, we need to provide form Z each time?

Ans: You only need to submit once unless there is a change in your banking information.