

NUS-SAP Supplier Training on 30 Apr 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/listing>.

Qn: Thank you NUS for this session. Unlike other companies there is no training. May we know whether there will be another training like this?

Ans: There will be another similar training session on 28 May 2024. Again, this session is recorded and therefore you can reference back the recordings [here](#).

Qn: It is not easy to understand, where can we find the guides?

Ans: Do visit NUS Supplier Portal for useful guides - <https://nus.edu.sg/suppliers/other-resources/supplier-resources>.

Account related questions:

Qn: How to check if my account is Standard or Enterprise?

Ans: In your Ariba account, at the top of your dashboard, you can see your account type.

Qn: Hi, when convert from Enterprise account to Standard account. Will it affect other customers?

Ans: Converting Enterprise account to Standard account is a conversion on account level. Meaning, after converting, you will transact with all customers as a standard account supplier. please refer to the guides here: <https://nus.edu.sg/suppliers/other-resources/ariba-resources>.

Qn: Please explain the difference between Enterprise and Standard account.

Ans: Standard account is free and sufficient to handle all NUS transactions.

If you are using an Enterprise account, we wish to highlight that using an Enterprise account to transact with NUS will incur Ariba fees depending on your transaction volume and usage, payable by supplier.

Standard Account Vs. Enterprise Account On Ariba Network

Features	Standard Account	Enterprise Account
Access	Email notifications/workbench	Online dashboard/workbench
Company Profile	✓	✓
Purchase Order, Order confirmation (full & partial), Ship Notice, Service Entry Sheet, (Non-PO) Invoice, Credit Memo	✓	✓
Electronic Catalogs	✓ Self-service only	✓
Document status	Email notifications/workbench	Online dashboard/workbench
Legal Archive	Email notification and online download	<ul style="list-style-type: none"> • Long-term invoice archiving for global compliance (Regional restrictions apply) • Capability to mass download invoices for local archiving
Ariba Support	Online Help Center	<ul style="list-style-type: none"> • Support via phone, chat, or email • Direct access to enablement experts for onboarding assistance • Technical support for configuration and integration assistance • Online educational training courses
Integration	✗	✓
Reporting	✗	✓
Multiple customer relationships	✓	✓
Multi users	✓	✓
Mobile App	✓	✓
Ariba Discovery	✓ Fees may apply to respond to leads. Click here for more information.	✓ Fees may apply to respond to leads. Click here for more information.
Fees	FREE	Fees may apply, See complete details .

Click on the link below to learn more:

[Ariba Info Pack for Standard account](#)

[Ariba Info Pack for Enterprise account](#)

Qn: Using the administrator account, can I assign users to access SAP Business Network for invoice submission?

Yes: Yes, you can. Only account administrator can add users.

Qn: If the account administrator is no longer with the company, how we do changes to the account? is there any other alternative ways?

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: How many Administrators can be created?

Ans: There will only be one account administrator. The account administrator can create many users and grant permissions / access.

Qn: How do we change administrator?

Ans: Go to <https://nus.edu.sg/suppliers/other-resources/supplier-resources>, and refer to [How to transfer administrator account](#) guide.

Qn: How do I create users for the account?

Ans: Go to <https://nus.edu.sg/suppliers/other-resources/supplier-resources>, and refer to [How to add user](#) guide.

Qn: What will happen, if last time we created Ariba account under a different email address, and now wanted to change the email address to a generic one?

Ans: In your Ariba account, click on “Accounts Setting” at the top right, click on “My Account” to change the email address.

Qn: Our company has few standard accounts in Ariba system, however only one account able to access SAP Business Network. Please advise.

Ans: Yes, please note to only use one Ariba account. You may add users to access to the same account.

Qn: Are we even able to delete the old Ariba account and re-register a new one using new generic email account?

Ans: For account deletion, you will need to raise a SAP support ticket.

Qn: Do I need to setup GST profile if my company don't have GST?

Ans: All Singapore registered suppliers must complete the GST status setup (refer to the [Guide](#)), regardless of whether you are a GST-registered or non-GST registered business. Else you will not be able to submit invoices on SAP Ariba. Please follow through the guide.

Qn: For the foreign suppliers, the Singapore specific fields is not required, so no need to add on GST details, is it correct?

Ans: Yes, correct.

Qn: Hi, as mentioned can add up to 5 email addresses may I know where to add the 2nd and more email addresses.

Ans: It is under Electronic Order Routing, refer to the [How to set up Supplier portal](#) for reference.

Qn: My company profile shows “95%”, because we don’t have a “DUNS Number”. What should I do?

Ans: Duns number is not necessary. no need 100%

Bidding related questions:

Qn: I am interested in bidding, where can I find the opportunity?

Ans: The information is available on NUS Supplier Portal - <https://nus.edu.sg/suppliers/business-opportunities>.

PO / Invoice / Goods receipt related questions:

Qn: Should the Customer (NUS) complete Goods Received Process in order to enable us (Suppliers) to generate E-Invoice on SAP Ariba?

Ans: Yes, NUS user must perform goods receipt in Ariba before supplier can submit e-invoice on SAP Ariba.

Qn: By the way, what is GR? I couldn't press the invoice button, so I sent a hard copy to the buyer along with the product. Is that correct? However, the payment has not yet been confirmed and the status has not been updated.

Ans: GR refers to Goods Receipt. Please contact our Dept user to perform Goods Receipt so that you can submit the invoice. Please take note that NUS can only process based on Ariba E-Invoice.

Qn: For invoice submission, am I need to alert NUS to perform GR for the completed job?

Ans: If GR is not done by NUS user, please alert NUS user to perform GR so that you can submit the invoice.

Qn: is the any email notification once GR done by NUS?

Ans: Yes, you can set alert to receive GR notification. Refer to [How to set up Supplier portal guide](#), page 25 to include your email under "Receipt".

Qn: If one of the users has acknowledged the PO, can other users still able to view the PO?

Ans: Yes, if the user has access to view PO.

Qn: The Confirming PO process should be done by the requester?

Ans: Order confirmation is to be done by the supplier.

Refer to [How to perform Order Confirmation guide](#) for reference.

Qn: Can I still amend the PO after confirmation?

Ans: No, you are unable to amend the PO after confirmation.

Qn: Where do we get the order confirmation number? Or do we generate one ourselves?

Ans: The order confirmation number is generated by the supplier.

Qn: Why is the status of the PO showing "failed"? And what is the next course of action?

Ans: It is likely that the PO failed to send to your company email but you should be able to find the PO in your Ariba account.

Qn: Do we need to inform requestor if the PO is "failed". And can the same "failed" PO be used for e-Invoice submission? Or a new PO will be issued?

Ans: There is no issue if you can still submit invoice hence do alert us if you are unable to do so.

Qn: The invoice no. is our company invoice no. or auto generated in the Ariba system?

Ans: It is your company invoice number.

Qn: Does this system allow us to do partial delivery and invoice for only one line item? For example, total qty 10pcs, but only deliver 4pcs.

Ans: Yes, you can submit partial invoice for the partial delivery by updating the qty delivered.

Qn: how do I upload Invoice or submit invoice in Ariba?

Ans: Go to <https://nus.edu.sg/suppliers/other-resources/supplier-resources>, and refer to [How to create invoice and credit note](#) guide.

Qn: Can we edit/remove the invoice after submitting to NUS?

Ans: Once invoice is submitted, you cannot edit/amend the invoice submitted.

Qn: I often cannot press the Shipping and invoice button. Is it a configuration issue? I confirmed the order and I notified it by SAP.

Ans: Shipping option is not available in NUS setting. You can submit invoice in Ariba after NUS user has performed goods receipt.

Qn: Will NUS inform vendor for invoice submission once services completed?

Ans: You will be able to see under “Orders to Invoice” tab on your Workbench which PO are available for invoicing. NUS will not inform vendor for invoice submission.

Qn: What is the access to be granted finance to receive view invoice?

Ans: For sub-users who need to view and process orders, submit invoice, they need at least “Inbox and Order access” and “Invoice Generation” permission. Other permissions to be granted depending on supplier’s organization. The account admin can refer to this guide [here](#) on how to create role, assign permissions and manage users.

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<input type="checkbox"/>	Permission	Description
<input type="checkbox"/>	Customer Administration	Manage customer relationships
<input type="checkbox"/>	Customer Relationships	View customer relationships
<input type="checkbox"/>	DOX Extraction Access	Access to SAP DOX Service to create/edit templates
<input type="checkbox"/>	Folio Management	Create, activate and delete folio ranges used for tax invoicing.
<input type="checkbox"/>	Goods Receipt Report Administration	Access to Reporting, and Goods Receipt report type
<input type="checkbox"/>	ID Registration Access	Register unique identifiers, like email domains
<input type="checkbox"/>	Inbox and Order Access	View and search documents in Inbox and take actions based on your role
<input type="checkbox"/>	Integration Management Full Access	Access and update the questionnaire. View the compatibility dashboard. Access the comparison tool to reconcile, save, and download updated templates
<input type="checkbox"/>	Integration Management Read-Only Access	Read-only access to the questionnaire, compatibility dashboard, and comparison tool
<input type="checkbox"/>	Invoice Generation	Generate invoices, as supported by customers (requires Inbox and Outbox Access)
<input type="checkbox"/>	Invoice Report Administration	Access to Reporting, and Invoice Report type

Qn: If actual consumption amount is more than PO figure, how can we go ahead to raise invoice?

Ans: If actual consumption amount is more than PO figure, you will not be able to submit the invoice. Please inform Dept user to cancel the original PO and re-create a new PO with the revised consumption amount.

Qn: Do we need to upload my company invoice?

Ans: It's optional to upload your company PDF invoice.

Qn: Hi, regarding invoice date cannot backdate more than 7 days because GRN is late after 7 days if need to revise the proof of invoice attachment? E.g. proof attachment dated 15/4/24 but GRN on 25/4/24.

Ans: You can upload your company invoice for the proof of the earlier invoice date when submitting invoice in Ariba Portal. Please take note that attachment is not allowed after invoice is submitted.

Qn: How can I know if my invoice generated is in the system of my customer and how do I check the status?

Ans: You will be able to check your invoice submission status in Ariba Portal under Invoice tab.

Qn: Hi, how do I do a partial invoice? For the 2nd payment.

Ans: You can click on the PO number, and you will be able to continue with the balance invoice amount.

Qn: Hi again, may I know how to get the Form Z.

Ans: Please contact your requestor for Form Z to update your company banking information.

Qn: Do vendors need to submit Form Z for every PO?

Ans: No, you only need to update your banking information once unless there is a change.