

# Supplier Information

Supplier Induction Pack for the  
SAP Business Network (formerly  
Ariba Network)

# Welcome to One NZ – We’re glad to have you onboard!

Our purpose is to unlock the magic of technology to create an awesome Aotearoa – *“Ka mau te mauri o te hangarau, ka whakamana a Aotearoa”*

To deliver on our purpose, we recognise the importance of equipping our Suppliers with knowledge and guidance to transact and connect with us

This Supplier Induction pack provides:

- Supporting information on the system we use for e-invoicing - SAP Business Network (formerly Ariba Network)
- Contact points for additional support
- Other related resources

It is important that you familiarise yourself with the contents of this Supplier Induction pack and follow the steps outlined within our Quick Guides

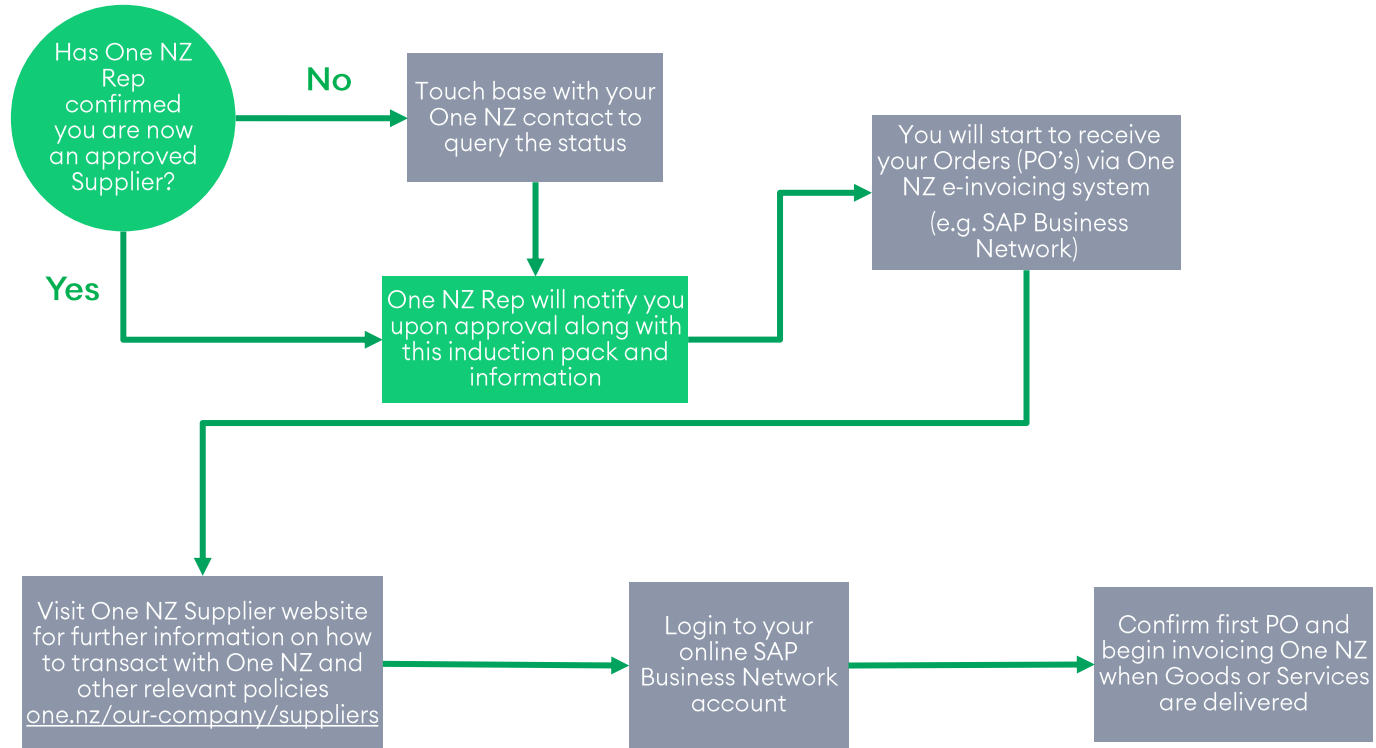
*“He waka eke noa”* – We’re all in this together

We hope you find this useful and look forward to working together

## Included in this pack is information on:

- You have been selected as a One NZ Supplier. What happens now?
- SAP Business Network for Suppliers
- SAP Business Network Registration and account set-up process
- What steps do I need to carry-out after I have registered on the SAP Business Network
- Who do I contact for Support?
- Frequently asked questions
- Glossary

# You've been selected as a One NZ Supplier – What happens now?



# SAP Business Network for Suppliers

One NZ use the SAP Business Network, it is a web-based marketplace for Suppliers to interact with One NZ for the exchange of transaction based documentation related to the supply of goods and/or services

## What does this mean for our Suppliers?

Suppliers must not commence with the supply of any goods or services until they have received an approved One New Zealand purchase order number

Suppliers will receive their first “interactive email” purchase order via the SAP Business Network account:

- ❖ We recommend if you are new to SAP Business Network to select the “Free” **Standard** account type
- ❖ If you are an existing Ariba Account holder, you can add One NZ to your existing account. (Please note, if you add One NZ to an existing **Enterprise** account you may attract fees from SAP. Review SAP’s payment fees [here](#))

Once you receive your interactive email purchase order the account will be ‘ready to transact’ with One NZ on the SAP Business Network and Suppliers **must**:

- ❖ Submit an **Invoice** electronically via the SAP Business Network referencing the corresponding Purchase Order (PO) number
- ❖ For PO related queries contact the buyers contact referenced on the PO

# SAP Business Network registration and account set-up process

Overview of the account registration and set-up process for a “Standard” account

Interactive email received containing first purchase order from One NZ

Click ‘Process Order’ embedded in the email

Log In to the SAP Business Network account with your Username and Password set up upon first steps of your Registration

Customise your Home page to display “Orders” and “Invoices” Tiles on your Workbench

## Important:

- ❖ One NZ will only send purchase orders to a single email address (typically this should be a centrally administered email account) which can be accessed by multiple people internally
- ❖ Additional users can be added to the SAP Business Network account to process transactional documents which is maintained under “Account Administration” in the Supplier Ariba account
- ❖ If you are considering upgrading to an Enterprise account, you must review the fee structure on SAP Accounts and Pricing Page before doing so as you may incur “fees” from SAP for this account type

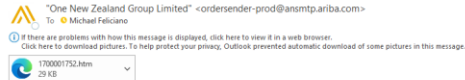
# SAP Business Network registration and account set-up process

Once your “Registration and Qualification” submissions have been processed, completed and approved you will be ‘ready to transact’ and receive your first Order (Purchase Order) through an Interactive email from One NZ

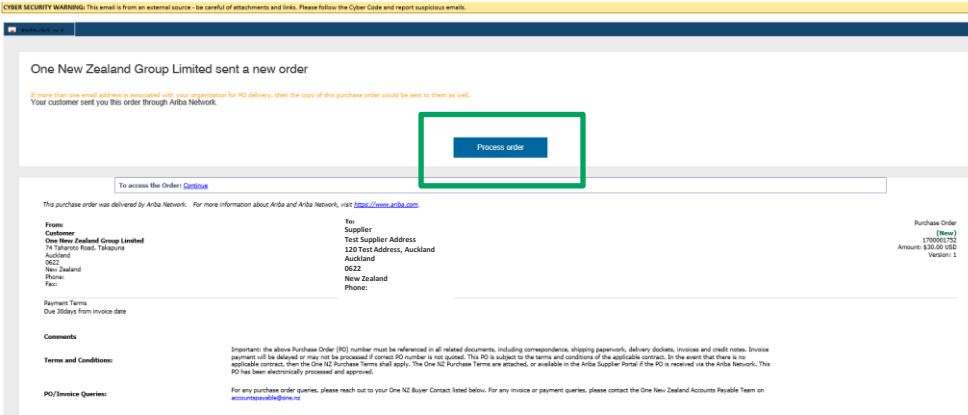
You will receive an interactive email containing your first PO and will need to select “Process Order” to see this PO

The screenshot displayed shows an example of the interactive email that One NZ will send containing your Orders

One New Zealand Group Limited sent a new Purchase Order 1700001752



Note: Your Orders (PO's) will come from the email address: [ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com)



# What steps do I need to carry-out after I have registered on the Network?

Once you are 'ready to transact' via the SAP Business Network account, we recommend spending some time setting-up your Tiles on your **Workbench** as well as your **Account settings** including additional users and notifications

The screenshot shows the SAP Business Network Workbench interface. The top navigation bar includes 'Home', 'Enablement', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'. The 'Workbench' tab is active. Below the navigation bar, there is a search bar and a list of filters. The main content area displays a dashboard with several tiles. A green dashed box highlights the 'Overview' section, which includes 'Getting started' and 'Orders' (0) and 'Enablement Tasks' (0). Another green dashed box highlights the 'My widgets' section, which includes 'Purchase orders' and 'Invoice aging' charts. A green box highlights the 'Settings' button in the top right corner. A green box highlights the 'Users' and 'Notifications' options in the 'Account Settings' dropdown menu. A green box highlights the 'Settings' button in the user profile dropdown menu. Annotations on the left side of the screenshot include: 'Your Workbench Tiles' with a green arrow pointing to the 'Overview' section, and 'Your list of Customers' with a green arrow pointing to the 'My widgets' section.

Click on **Quick Guides** for setting up your Workbench Tiles, Account Settings as well as other helpful tips

# Who do I contact for support at One NZ?



- ❖ For support or queries relating to the purchase order, please contact your 'buyer contact' referenced on the PO
- ❖ For support or queries relating to invoicing or payment queries please contact our Accounts Payable team at [accountspayable@one.nz](mailto:accountspayable@one.nz)

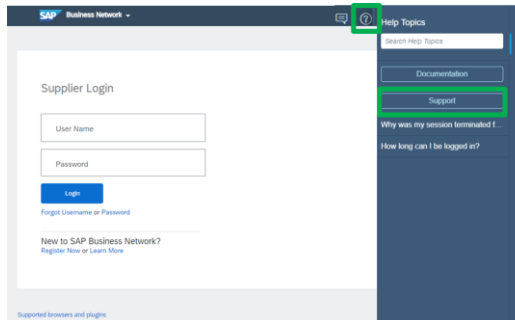
# Who do I contact for additional help using the SAP Business Network?

The SAP Business Network support Centre, run by SAP (formerly Ariba Network), provides the following support to Suppliers:

- ❖ Technical support for issues accessing SAP Business Network
- ❖ Password resets, user administration e.g., adding users to your account, administrator changes

To contact the Ariba Help desk, please submit a customer support request via the Help Centre in the SAP Business Network. Click on this link for the [SAP Business Network Support](#) portal homepage (no login required)

1. Click on the  question mark button to open the Help Topics panel
2. Click the  Support button and walk through the steps to log a request for help via email or phone from SAP



# Frequently asked questions

Why do we have to use this system?

This is One NZ's ERP platform for purchasing and invoicing

I have not received an Order (purchase order) from One NZ, what should I do?

Please contact the One NZ representative, with whom a Supplier has contracted work, to confirm if an Order has been created

How do I view my Orders?

All "Orders" (Purchase orders) will be sent to you in an Interactive Electronic email from the email address [ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com). See our [Quick Guides](#) on the steps to processing these

Do Orders include/exclude GST?

All Orders raised are exclusive of GST

Can more than one person access the SAP Business Network 'Standard' account within our organisation?

Yes, additional users can only be added by your Account administrator. You will need to contact your account administrator to action

## Frequently asked questions

Do you have Quick Guides available for use on the system?

Yes, please click [here](#) to access these. For further guidance on the SAP Business Network that are not in our quick guides please click [here](#)

How do I create an invoice?

Please refer to our [Quick Guides](#)

Can I upgrade from a Standard account to an Enterprise account?

Yes, you can however there may be fees that are applied by SAP and your Company will be responsible for payment of these fees

# Glossary

SAP Business Network (formerly Ariba Network)

ERP System used between One NZ and Suppliers for purchasing and invoicing

SAP Business Network (formerly Ariba Network)  
Standard Account

The Standard Account is a free account on the SAP Business Network

SAP Business Network (formerly Ariba Network)  
Enterprise Account

The Enterprise Account may be subject to fees payable by your Company to the SAP Business Network

Order

Also referred to as Purchase Order (PO) which contains the specifics of the description of the goods and services required