

# FAQ Updates

Ariba Guided Buying intranet page

# 1 Goods Receipting

## Why am I receiving receipt email notifications?

One or more of your PO's 'Need by' delivery date is past, but the actual goods/services ordered have not been receipted in Ariba. If you are receipting as a team, only the colleague setup as Team Lead will receive the Ariba notification for the team. If someone has requested a PO on your behalf, you as the requester will receive the notification.

You will receive a notification email from BATCH-S2P@BT.COM if the supplier invoices but the goods/services have not been receipted in Ariba to enable the three-way match of the PO, invoice and goods received required to process payment. This notification is generated from SAP Vendor Invoice Management, but the required action is to [Post goods receipt](#) in Ariba Guided Buying when you receive the goods/services.

## How do receipting acknowledgements work?

Receipting of Goods and Services should be done without delay when the goods/services arrive to ensure timely payment to the supplier. This should be completed in Ariba by the requester. For more guidance – [How to Post a goods receipt in Ariba Guided Buying](#) and if buying as a team, refer to section page 7 of the [Setting up and Use Team Requisitioning](#).

## Who receipts POs if it was raised 'on behalf of' someone?

The Requisitioner will be responsible for receipting, not the person who is submitting on their behalf.

## 2 Purchase Orders

### How do I search for a PR/PO in Ariba that doesn't belong to me?

To search for a PR/PO in Ariba that doesn't belong to you requires the role BT PURCHASING - FINANCE ANALYSIS - BT UK PLC 1001. Please follow the guide - [Requesting System Access.pdf \(bt.com\)](#)

### How do I amend a PO (or receipt) that doesn't belong to me?

The PR/PO needs to be a '[Teams PO](#)'. If it's not, then only the Preparer can amend, and the Requester/on behalf of can receipt. If the person has left, the GFSS Purchasing helpdesk can help re-assign.

If someone with active PRs or POs has left the business, their PRs and POs should automatically be reassigned as part of the movers/leavers/joiners process - the PO Management Team can assist [po.management.uk@bt.com](mailto:po.management.uk@bt.com) or [snip.bt.com/pot](http://snip.bt.com/pot)

### How do you amend a PO's amount i.e., up the amount once the PO has been fully receipted?

If the PO is fully received, the Requester needs to re-open the PO to increase the PO amount and allow for more receipting. The [Manage Supplier Overbilling](#), section 2 provides steps on how to amend the amount when the PO is fully receipted.

### How do I obtain a copy of the PO to share with the supplier?

**The Ariba Guided Buying PO copy is only for the internal BT use and should not be shared with suppliers.** Please fill in the [PO copy request form](#) and our PO Management UK team ([po.management.uk@bt.com](mailto:po.management.uk@bt.com)) will provide a copy from the SAP Business network.

### How do I correct a cost centre approver?

To change an approver, you will need to raise a Get Help (SNOW) ticket. Visit our [Getting help](#) guide, section 2.2 for steps to raise a ticket.

# 3 Purchase Requisitions

## How do I correct a cost centre approver?

To change an approver, you will need to raise a Service Now (SNOW) ticket. Visit our [Getting help](#) guide, section 2.2 for steps to raise a ticket or watch the [How to raise a ticket video](#).

## How do I find cost centres?

There is a list of [OUC mapped to Cost Centres](#). "In the 'SAP Cost Centre Data' tab, you will find the OUC in column F (source OUC/CC Code) and Cost Centre in Column I (Source OUC/CC Code)".

The OUC to cost centre spreadsheet can be found on [Purchasing at BT](#).

## Why is it important to select the lowest commodity level?

Without selecting the lowest commodity level, the PR (Purchase Requisition) cannot be submitted, as the accounting segment requires that low level code to determines the cost centre/WBS/internal order. The commodity code drives the behaviour of the Account Type.

## 4 Invoices and Payment

Is there still a process to expedite payment and how do we do this?

To request early payment, visit [GFSS Purchase Order Tools](#) to submit an Early payment request.

# 5 Suppliers (New section)

## Is there a supplier directory?

All the contracted Suppliers can be viewed on Ariba Contract Workspace.

For Off Contracted Suppliers -You can access category lists on [Who Buys What](#) which is maintained by Procurement for GFP suppliers. For UK supplier you can view on Ariba Guided Buying.

## How do you add a new supplier if they are not already on our list?

A complete guide for [requesting a new supplier or to request a change to an existing suppliers' details](#) is available on [Purchasing at BT](#).

## How do we request a change to supplier data?

If the supplier already has a contract with BT, they can update their own supplier data via the 'self-service' Registration Questionnaire form.

- **For contracted suppliers who need to update information already supplied to BT** – they should follow the '[Updating your responses to BT Supplier Registration questionnaire guide](#)' available to all suppliers on the [Selling to BT](#) website.
- **If the supplier is an off-contract supplier** follow the guidance in the [Request a new supplier or change to existing supplier data guide](#).
- **To enter a new contract with a supplier**, contact the Procurement front door via the [BT Sourced](#).
- **To request a new off-contract supplier** follow the guidance in the [Request a new supplier or change to existing supplier data guide](#).

## How do suppliers receive Purchase Orders?

Purchase orders (POs) are emailed via the SAP Business Network. If the supplier has not connected their SAP Ariba account with us already, they have the option to do so when they receive the first PO email from us.

- Suppliers can click the 'process order' button in the body of the message and choose to either log in with existing Ariba account credentials or sign-up for a new account. This establishes the relationship between us and the supplier. This allows them to receive and track **new** purchase orders on the SAP Business Network. Any orders issued prior to the relationship being established will not be visible. Legacy POs (beginning with 70 or 3) will also **not** be visible.
- If a supplier chooses not to connect with us in this way, they will continue to receive their POs via email. Suppliers using SAP Ariba can also choose to receive an email notification each time a new PO is issued.

Suppliers can access the latest information on [Selling to BT](#) where they can access the [SAP Business Network Guide](#) for more details.

## What changes have been made to the PO process?

iBuy and Camera have been decommissioned and replaced with Ariba Guided Buying. POs will now be sent via SAP Ariba email notification.

The name of the entity raising the PO will be clearly visible on the PO.

Most active POs were migrated to SAP Ariba with the same PO number – and these will be visible within BT for the requisitioner. POs issued after the 11 April 2023, will have a new number range beginning with 7.

## **Can the Ariba PO email notifications be sent to multiple people within the supplier's organisation?**

Yes, if they are receiving their PO(s) in their SAP Ariba Business network account. Their account administrator can set up an additional 4 email addresses (5 in total). To do this, the administrator will need to go to their SAP Business Network account and select, Settings > Electronic Order Routing to make the changes. (Standard account)

If the Supplier is receiving POs directly from BT via email, only one email address can be assigned.

Suppliers can access the latest information on [Selling to BT](#) where they can access the [SAP Business Network Guide](#) for more details.

## 6 Reporting (New section)

### How do I access Ariba Reporting?

We have standard reports for PO/PR line details – and the role: BT PURCHASING - FINANCE ANALYSIS - BT UK PLC 1001 will allow you to self-service and run those standard reports.

You can take a copy of the report into your personal workspace in Ariba and modify (e.g., if part number fields are missing). Please see guides for goods receipting and purchasing queries for more details.

### How do I access SAP BW Reporting?

We've extended the scope and functionality of existing reports to deliver greater insight and value for PO reports. The report can display the Profit Centre (which replaces OUC concept) and show the invoice actuals.

Please visit [Reporting Training](#) for more details.



Date

Find out more at [bt.com](https://www.bt.com)



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Registered office: 1 Braham Street, London E1 8EE

Registered in England No. 1800000



**BT Group**

