BT UK Business Entity Supplier

Frequently Asked Questions

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BT Group

How do I access my SAP (Ariba) Business Network account?

Go to: https://www.ariba.com/login to log in to your SAP (Ariba) Business Network account. You can use an existing SAP (Ariba) Business Network account that you use with other customers, or you can create a new account to use with us. Please see the SAP Business Network Guide for more details.

How do I get set up on the SAP (Ariba) Business Network?

If you received an email invitation from us, click the link in the email message. When the landing page shows up, do one of the following:

- If you already have an account, click 'Use existing account'.
- If you don't already have an account, click 'Create new account'.
- If you have not received an email invitation, please wait until you receive the first PO from us via SAP Ariba.
- Click the 'Process Order' button
- Click 'Sign up' to create a new account or 'Login' if you have an existing account you want to use.

Please see the SAP Business Network Guide for more details.

I already have a SAP (Ariba) Business Network account, do I need to create a new one to transact with BT / Openreach?

No, you can extend your existing account to transact with us. When you receive the first PO from us you will be able to choose whether to use your existing ANID or create a new one.

Do I need to have an Enterprise SAP (Ariba) Business Network account to transact with BT/Openreach?

No, you do not need to have an Enterprise Account. There is a standard (free) account option.

Can my colleagues also be set up with access to our standard SAP (Ariba) Business Network account?

The account administrator for your SAP (Ariba) Business Network account can set up additional users. Please see the User Creation tutorial within SAP Business Network supplier training videos for more details.

How will I receive my Purchase Orders?

If you do not have an Enterprise SAP (Ariba) Business Network Account that you have notified us about, you will receive your first PO by email. You can then choose to use a SAP (Ariba) Business Network account to receive your future invoices by clicking on the "Process Order" and logging into either your existing or a new SAP (Ariba) Business Network account. Please see the SAP Business Network Guide for more details.

How do I submit an invoice using the SAP (Ariba) Business Network?

You can submit an invoice for a PO received in your SAP (Ariba) Business Network account by simply selecting the PO, clicking "Create Invoice" button and updating the draft invoice as required.

Please see the SAP Business Network Guide and the SAP Business Network supplier training videos.

How do I view my invoice?

Your invoice can be viewed on the screen or downloaded as a pdf.

How can I check the status of my invoice?

The status of your invoice is displayed in your SAP (Ariba) Business Network account.

Can I download a list of my invoices using SAP (Ariba) Business Network?

You can download a list of invoices showing invoice number and invoice total amount from your SAP (Ariba) Business Network Account by selecting the invoice period and then using the Export function.   You can download individual invoices by clicking on Download PDF button within the Portal.

How do I obtain payment?

Payment is made when you correctly invoice us via your agreed method of invoice submission.

Which details should be included on my invoice?

- A valid purchase order number
- Description of goods or services
- Supplier invoice number
- Relevant billing entity
- Accounts Payable address
- Where applicable VAT/Registration number
- Appropriate tax breakdown
- Remittance details
- Your contact details

Click here for government guidelines on this.

If invoicing without a Purchase Order number, include requestors email address.

How soon after submitting my invoice will I get paid?

Once your invoice has been validated and we've received the goods or services, it will be matched to the purchase order and passed for payment. The actual date on which you will be paid depends on your payment terms and whether or not you have a contract in place with us.

Non-contracted suppliers are generally paid weekly, 42 days after we receive a valid invoice. Contracted suppliers should refer to their contract for payment terms.

Payment terms will be included on the Purchase Order.

You can register to receive weekly status report to view payment dates.

My invoice has been returned - why is this?

If you submitted your invoice through the SAP Business Network your invoice will be based on the PO so much of the validation has already been done before you submit the invoice.

There are a couple of reasons, your invoice was returned:

- there was more than one attachment in the email. Only attach one invoice per email.
- invoice was not in pdf format.
- Invoice was addressed to a different part of the BT Group.

HMRC and BT audit rules mean that we have to be quite strict.

My invoice has not been processed - what should I do?

If you submitted your invoice electronically via the SAP Business Network, you will have visibility of the routing status (receiving an acknowledgement when the invoice has reached us successfully) and the invoice status confirming when it has been processed and approved for payment and then when it has been paid.

How do I contact the invoice processing team?

Please check which BT Helpdesk looks after the business area you need to contact.

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Find out more at bt.com

Offices worldwide

BT Group