

BT UK Business Entity Suppliers

Frequently Asked Questions

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BT Group

Overview

BT Group (UK entities excluding EE) have moved to the SAP Business Network on 11 April 2023. This move impacts both contracted and non-contracted suppliers.

We now use the SAP Business Network to send our purchase orders to suppliers by email and direct to supplier's SAP Business Accounts and offer it as an additional invoicing channel.

Legacy purchasing systems iBuy and Camera have now been decommissioned.

This document provides a summary of Frequently Asked Questions for Suppliers to support the transition to SAP Business Network.

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1 Invoicing

How should I submit my invoices?

There are 3 invoicing routes open to you:

1. Tungsten – if you currently use Tungsten, please continue to do so. You should see all POs received from us in the tool.
2. SAP Business Network – you will only be able to use the SAP Business Network to invoice for POs issued after the 11 April. These begin with 70. Any 'old' Purchase orders, beginning with 17, will need to be emailed as a PDF attachment to our accounts payable team using the email address below.
3. Email to (see invoice format requirements below):
 - Normal invoices: INVOICES@AP.BT.COM
 - ASC Invoices: ASCInvoices@AP.BT.COM

Can I send my invoices via the SAP (Ariba) Business Network?

If you do not currently use Tungsten and have received a purchase order from us via the SAP Business Network (POs beginning with 70), you can use the invoice function to send us your invoice, by simply selecting the PO, clicking "Create Invoice" button and updating the draft invoice as required.

If you use Tungsten to submit your invoices, please continue to use this route.

Access the BT Group Supplier Guide for more information on managing BT Purchase Orders and Invoices using the SAP (Ariba) Business Network

I used to submit my invoices via iSupplier, how do I send them now?

If you received a purchase order from us via the SAP Business Network, you could use the invoice function to send us your invoice. This is our preferred channel. Alternatively, and if you did not receive a PO from us, please send your invoice via email to:

- Normal invoices: INVOICES@AP.BT.COM
- ASC Invoices: ASCInvoices@AP.BT.COM

Please send as a PDF document. We are not able to accept any other format. Be sure to include:

- The email address of the person who raised the PO with you
- The correct Entity name e.g., BT Plc, Openreach Limited or Plusnet Plc
- Your bank details
- Our system has a 16-character limitation on the invoice reference field.

We currently submit our invoices via Tungsten do I now need to use SAP Ariba?

No, Tungsten will still be in operation, and we ask that you continue to use this invoicing channel. The only change is Purchase Orders raised by a BT UK entity will be sent to you via SAP Ariba email notification. These will also be visible via your Tungsten account.

Your supplier ID has changed. You can see this in the Purchase Order (PO) 'Buyer id' field.

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 check the status of my invoices, how can I do this now?

If you submit your invoice via SAP Business Network, you can track the status via your account. Likewise, if you use Tungsten, you can see invoice statuses.

Otherwise, you can request an automated weekly invoice status report by completing this [form](#).

Alternatively, you can request ad-hoc invoice status updates. Fill in [this spreadsheet](#) with all the requested details, save the spreadsheet and email it as an attachment to apinvstat@fahd.ccng.bt.com

If you need to contact our accounts payable team, please email ap@ap.bt.com

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 invoicing.

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?

Email ap.uk@bt.com for general invoice and payment enquiries.

How do I obtain payment?

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

2 Purchasing

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.

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 will have a new number range beginning with 7.

Can the Ariba PO email notifications be sent to multiple people in my organisation?

Yes, if you are receiving your PO in your SAP Ariba Business network account. Your account administrator can set up an additional 4 email addresses (5 in total). Go to your SAP Business Network account and select, Settings > Electronic Order Routing to make the changes. (Standard account)

If you are receiving POs directly from BT via email, only one email address can be assigned.

Who should I contact if I am not receiving purchase orders?

Please send an email to mfb.supplier.enablement@bt.com with the correct email address for your POs.

3 SAP (Ariba) Business Network

I have provided the wrong ANID, how can I get this changed?

Send an email to mfb.supplier.enablement@bt.com quoting;

- the correct ANID,
- the email address you wish us to send the Trading Relationship request to
- and if you know it, your BT supplier number (this starts with 16)

How do I request a Trading Relationship Request (TRR) from BT?

If you are an Enterprise account holder you can email mfb.supplier.enablement@bt.com with;

- Your ANID
- The email address you wish us to send the Trading Relationship request to
- If you know it, your BT supplier id (16* number).

If you have already requested a TRR and need us to resend the TRR please contact mfb.supplier.enablement@bt.com

For standard accounts, please wait until you receive the first PO via email from BT to establish the relationship with us. You will see a 'Process order' button in the body of the message. Please click this and choose to either 'sign in' to an existing account or 'sign up' to create a new one. If you create a new one, you can choose a standard account, which is free to use.

The Trading Relationship Request (TRR) was sent to an old email address. How do I get it resent to the correct email address?

Please send an email to mfb.supplier.enablement@bt.com and they can arrange to resend the TRR. Please share your ANID, the correct email address and if you know it, your BT supplier id (16* number).

I don't want to use my Enterprise account for BT/Openreach orders and invoices, how do I set up a standard account?

The easiest way is to wait until you receive the first SAP Ariba PO from us.

- Click the 'Process order' button in the email message.
- An SAP Business Network page will appear.
- Click 'Sign up' and follow the steps on screen to create your new account.

I already have an Ariba account with BT, how do I extend it to accept purchase orders?

Once you have received the first PO from us:

- Click the 'Process order' button in the email message.
- An SAP Business Network page will appear.
- Click 'Login' to add BT/Openreach to your account.

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

Go to: <https://www.ariba.com/login> to log in to your SAP Ariba account.

I already have an 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.

How do I use the SAP (Ariba) Business Network to process purchase orders and /or invoices?

Go to <https://www.youtube.com/watch?v=zA4s8hnyFnM> to watch an overview of the SAP Business Network
Go to <https://www.youtube.com/watch?v=eDrQNGRsXDY> to see how to use the SAP Business Network to send an invoice

I have lost my ANID, what should I do?

Sign into your SAP Business Network account by going to <https://www.ariba.com/login>

Click 'user initials' in the upper-right corner of the application

Your ANID will be displayed below your company name in the dropdown menu.

I have already registered with BT on Ariba previously, do I need to register again?

No, if you have already registered you do not need to register again. You can use this same account to process purchase orders. Choose 'Login' when you receive the first POs from us .

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.



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

Offices worldwide



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