

Supplier

Frequently Asked Questions

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Overview

BT Group (UK entities excluding EE) will move to the [SAP Business Network](#) on 11 April 2023. We will 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. Our legacy purchasing systems iBuy and Camera will be 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 Scope of change

Which Companies / countries are in scope for these changes?

All UK BT Entities are in scope, with the exception of EE. That means BT, PlusNet and Openreach.

I supply to BT via an existing contract as well as some services being provided via the off contracted route, will both be impacted by the upcoming change?

Yes, these changes apply to both contracted and non-contracted suppliers.

2 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.

When will I receive the Trading Relationship Request (TRR) from BT?

Pre-Go Live – If you are an Enterprise account holder and you have provided your ANID, you should have already received the TRR from us. Please check the email you have stored in your Ariba account. If you need us to resend the TRR please contact mfb.supplier.enablement@bt.com

For standard accounts and post go live - please wait until you receive the first PO via email from BT to establish the relationship with us.

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.

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

I don't want to use my Enterprise account for BT 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 Business Network account?

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

I already have a SAP 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 after go-live in April.

3 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
2. SAP Business Network
3. Email to (see invoice format requirements below):
 - a. Normal invoices: INVOICES@AP.BT.COM
 - b. 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, you can use the invoice function to send us your invoice.

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

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 are currently submitting 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 still be visible via your Tungsten account.

I use Tungsten to submit my invoices, what do I need to know or do differently?

The changes to the Tungsten portal are minimal. You will notice your supplier ID has changed. You can see this in the 'Buyer id' field on the Purchase Order (PO).

Please submit your invoices in the same format as the PO you received the from us

POs raised by a BT UK entity will be sent to you via SAP Ariba email notification. You will still be able to see them in the Tungsten portal.

4 Purchasing

What changes are being made to the PO process?

iBuy and Camera are being decommissioned. All POs previously sent from iBuy will be sent to you via SAP Ariba email notification. The same for Camera, with the exception of POs raised by our colleagues in EE. These will be sent via email.

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

All active POs will be migrated to SAP Ariba with the same PO number. Any 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, the administrator for your account 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)

5 Fieldglass

What will change in my contract with BT to enable Self-Billing?

Procurement will reach out under separate cover to implement a Contractual Addendum for Self-Bill, there is no change to payment terms or financials.

How will BT know what email address to send the Self-Bill PDF to?

You should have already been contacted, where your company has already provided a remittance email address.

If you wish to check the email address we have on record please contact alice.halford@bt.com

On the lead up to cutover with Ariba, when is the last date BT can request a new hire/ request a new PO?

No new work orders/ new POs can be raised during the period of cut over to Ariba, between 31 March and 11 April, new starter requests and changes during this period will be stockpiled and actioned from 11 April.

Last date to requests PO extension is 26 March.

Will BT continue with candidate interviews over the Cut Over period?

Yes, there will be no interruption to candidate sourcing / interviewing.

What will happen to POs for my incumbent workers?

Incumbent worker POs will remain and you will continue to bill against them in Tungsten in the same way as you do today until we advise you of your new Self-Billing PO.

Whilst waiting for my new Self-Billing PO to be issued, how do I send Invoices to BT?

Until your Self-Bill PO is issued, you should continue to bill against your incumbent PO through Tungsten as you do today.

When and how will I know the new Self-Billing PO number?

We will advise you of your new PO number following Ariba Go Live, the detailed planning and time lines for moving you to Self-Billing POs will be advised nearer the time, you will have no action to complete for BT to enable this move.

Will I have to register as a supplier in Fieldglass again?

No, you retain your registration in Fieldglass.

Can I have the subject heading on the Self-Bill remittance email changed?

No, the Self-Bill remittance email subject line is standard for all suppliers. However, if you are considering an RPA solution to pick up the remittance email, this should be possible from the email address.

Will I receive one email remittance per Self-Bill?

Yes, a Self-Bill is produced with each transaction and sent on its own email.

Can Self-Bills be batched onto a single email?

No, a Self-Bill is produced with each transaction and sent on its own email.

Will time sheets still be processed during the cutover period?

Yes, your workers should continue to process time sheets as they do today.

Will Workers need to re-register in Fieldglass when we move to Self-Billing POs?

No, workers will retain their registration / logins.



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