

# Coles Purchasing

Getting ready to  
transact with Coles

Goods not for resale

August 2019

Version 1.0



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Good things are happening

## Good things are happening at Coles for suppliers

At Coles, we believe in engaging transparently and ethically with our suppliers, taking pride in the relationships we have built over the years.

We are fundamentally changing the way in which we do business with our goods not for resale suppliers, with the implementation of SAP Ariba. This will digitise and unify the end to end processes of sourcing, contracting, buying and paying for goods and services.

SAP Ariba will help:

- Streamline our Source-to-Pay process
- Facilitate electronic collaboration for document creation and exchange
- Promote integrity by providing visibility to both Coles and our suppliers
- Provide a secure environment to share commercially sensitive information

Coming in late

**2019**

*"Our suppliers are critical to our success. As we drive excellence through our end-to-end procurement processes for goods not for resale, it will help us to build enduring, trusted and mutually beneficial relationships with our suppliers."*

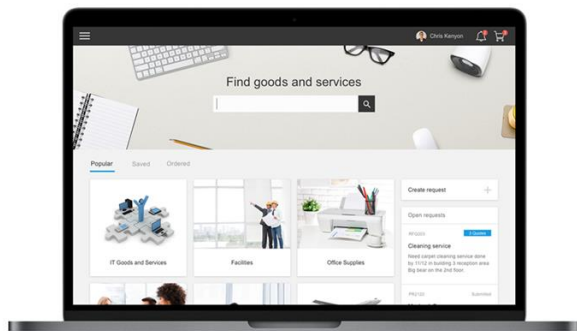
Ian Finlay  
General Manager, Procurement  
Coles Group

## Included in this pack:

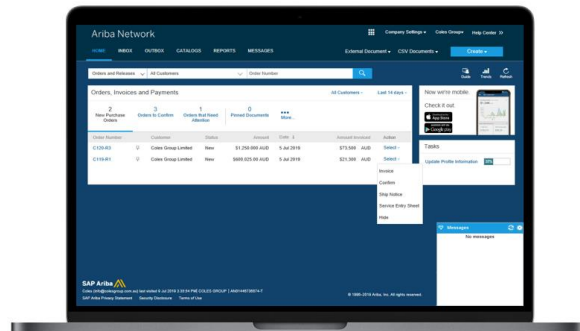
What is SAP Ariba and benefits to our suppliers	Slide <b>5 - 6</b>
Ariba Network mobile app. for suppliers	Slide <b>7</b>
Supporting Coles' purpose and strategy	Slide <b>8</b>
Source-to-Pay (S2P) transformation program overview	Slide <b>9</b>
Changes to the way suppliers will transact with Coles	Slide <b>10</b>
What does the end-to-end process look like?	Slide <b>11</b>
When are these changes going to impact me?	Slide <b>12</b>
Before you register on the Ariba Network, please read the following	Slide <b>13</b>
Ariba Network registration steps	Slide <b>14 - 17</b>
Ariba Network account types	Slide <b>18</b>
Ariba Network set-up	Slide <b>19</b>
Additional resources	Slide <b>20</b>
Frequently asked questions	Slide <b>21 - 22</b>
Additional information and support	Slide <b>23</b>

# What is SAP Ariba?

*SAP Ariba is a cloud based digital global marketplace that connects more than 4 million companies around the world. It allows buyers and sellers to collaborate and transact electronically, delivering greater efficiencies.*



ARIBA BUYER



ARIBA NETWORK FOR SUPPLIERS



## Key benefits of the Ariba Network:

**Transparency:** All related purchasing documents will be in one place, making it easier to monitor orders, invoices and payments.

**Security:** Exchange of documents occurs in a secure environment.

**Efficiency:** Real time notifications for status changes in purchasing documents. The mobile app allows for anywhere, anytime access.

**Integration:** The Ariba Network enables seamless integration for high transaction suppliers.

**Unlock Opportunities:** Ability to respond to global opportunities using Ariba Discovery.

Allows easy access to orders, contracts, catalogue content and invoices.

Summary of ordering and invoicing activity. Single click to perform follow-on actions.

The new way to **transact** with Coles

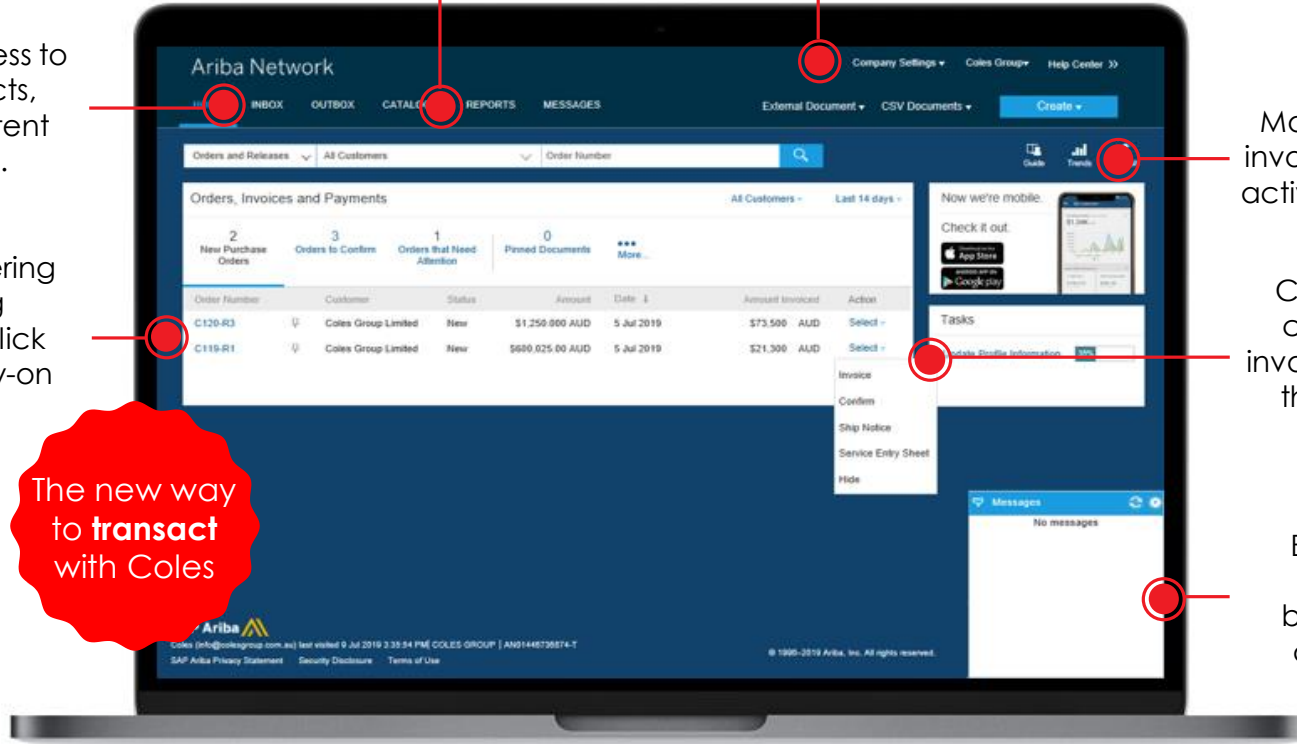
Access pre-defined reports.

Manage company profile, notification preferences and users.

Monitor order and invoicing trends and activity by customer.

Create an order confirmation or invoice directly from the dashboard.

Enables direct messaging between Coles and suppliers.



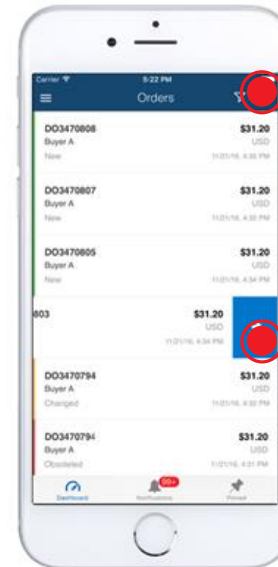
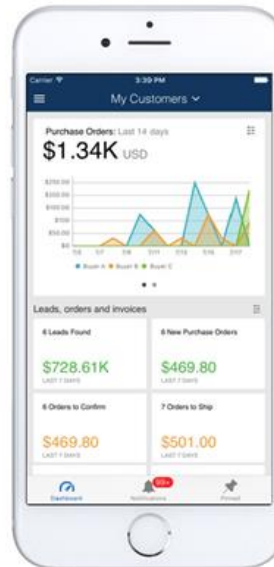
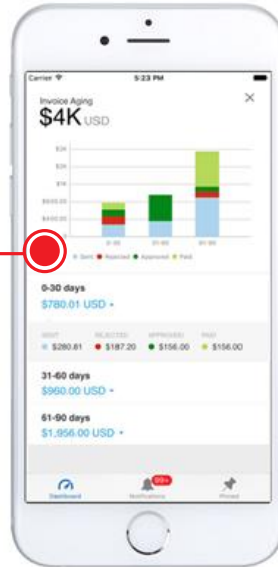
Ariba Network Enterprise Account functionality displayed.

# Ariba Network mobile app for suppliers

## Business insights

Light analytics

View transactions by customer



## Get real-time alerts

Configure push alerts

Receive notifications

View network activity

## Work on-the-go

Search for and view orders and invoices

Perform order confirmations and submit invoices

Download from the **App Store** or **Google Play**.

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# Supporting Coles' purpose and strategy

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The deployment of Ariba supports Coles' **Smarter Selling** strategy, which will enable Coles to better manage our Source-to-Pay process and make it easier to transact with our goods not for resale suppliers.





# S2P transformation program overview

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Coles launched the S2P transformation program in early 2019 and it is being implemented in two phases:

- Source-to-Contract - **Now live**
- Requisition-to-Pay - **Going live in late 2019 (Wave 1) and early 2020 (Wave 2)**

The initial scope of the program covers centrally managed 'goods not for resale' spend only. In-store purchasing activity is currently out of scope.

Goods not for resale covers a broad range of goods, equipment and services that Coles Group buys every year, including supply chain, property, operations, corporate services, marketing, digital and professional services.

The program will digitise and automate the entire Source-to-Pay process, including strategic sourcing, contract management, requisition to receipt activities, invoice and payment activities. This will fundamentally change the way in which Coles interacts with suppliers.

Going forward, it will allow both parties to engage effectively and efficiently. This requires a move away from manual ways of working to collaborating via SAP Ariba.

# Changes to the way suppliers will transact with Coles

## Current state

"I find it difficult transacting with Coles. There is no consistent approach to purchasing, we exhaust a lot of effort tracking requests and have no visibility of invoice payment dates"

### Is characterised by:

- Requirements are typically communicated to suppliers via multiple channels (*email, order, phone*) and in different formats
- Many touch points in the end-to-end process and heavy reliance on paper
- Suppliers submit paper invoices for approval and processing by Accounts Payable
- Email or paper based approval processes
- Suppliers have limited or no visibility of where an invoice is sitting and when they are going to get paid

## Future state

"Transacting with Coles is a lot easier. We now receive orders via the Ariba Network, we can monitor all purchasing documents in one place and have full visibility of the end-to-end process, including payment dates"

### What does this mean?

- All GNFR suppliers **must register and transact on the Ariba Network** with Coles
- Upon receiving a purchase order, suppliers must login to the Ariba Network and acknowledge their intent to supply to Coles by submitting an **order confirmation**
- Suppliers must:
  - **Not commence** any work on behalf of Coles or deliver any goods until the order has been confirmed
  - **Submit all invoices electronically** via the Ariba Network (*some approved exceptions will apply*)

# What does the end-to-end process look like?

## ORDER-TO-PAY

**ORDER**

An order is created by Coles and sent to a supplier either via email or electronically via the Ariba Network

**CONFIRM**

After registering on the Ariba Network (*first order only*), suppliers must login and confirm the purchase order

**INVOICE**

Flip your order into an electronic invoice and submit it via the Ariba Network

**RECEIPT**

The invoice will be validated by Coles and matched against a receipt document

**PAY**

Payment is sent to the supplier after the invoice is reconciled for payment



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# When are these changes going to impact me?

**Supplier Outreach**

Suppliers contacted and informed of changes

Registration link and information pack sent to suppliers

Suppliers to **register** on the Ariba Network by the **end of October**

**Go-Live Communication**

Go-live will occur in two waves; **W1** - late 2019, **W2** - early 2020



**Enablement**

Work with identified suppliers to set them up on the Ariba Network

**On-Boarding**

Links to hosted and recorded webinars/bite sized videos and user guides will be sent to all suppliers

**'Go-Live'**

# Before you register on the Ariba Network, please read the following

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Check if your organisation **already has** an active Ariba Network account

To avoid maintaining multiple Ariba Network accounts, check if your organisation has an existing account that you can login under to accept the trading relationship with Coles. Up to **250 users** can be added to the account.

Make sure **you are authorised** to act as the primary Ariba Network account holder on behalf of the organisation

The primary Ariba Network account holder is responsible for accepting the trading relationship with Coles and the ongoing administration of the account. This includes maintaining profile information, notification preferences and provisioning user access to the account.

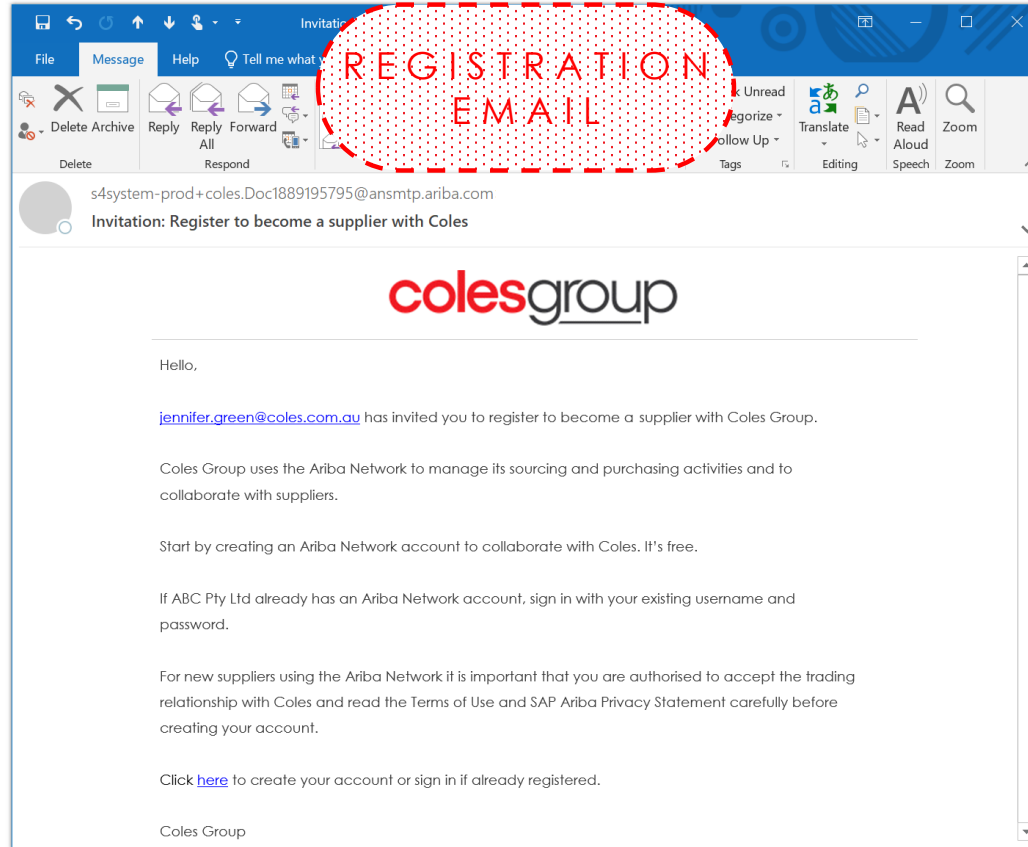
A primary **ordering email address** needs to be set-up and associated to the Ariba Network account

It is recommended that suppliers set up a central email account for all orders to be sent to e.g. [orders@abc.com.au](mailto:orders@abc.com.au).

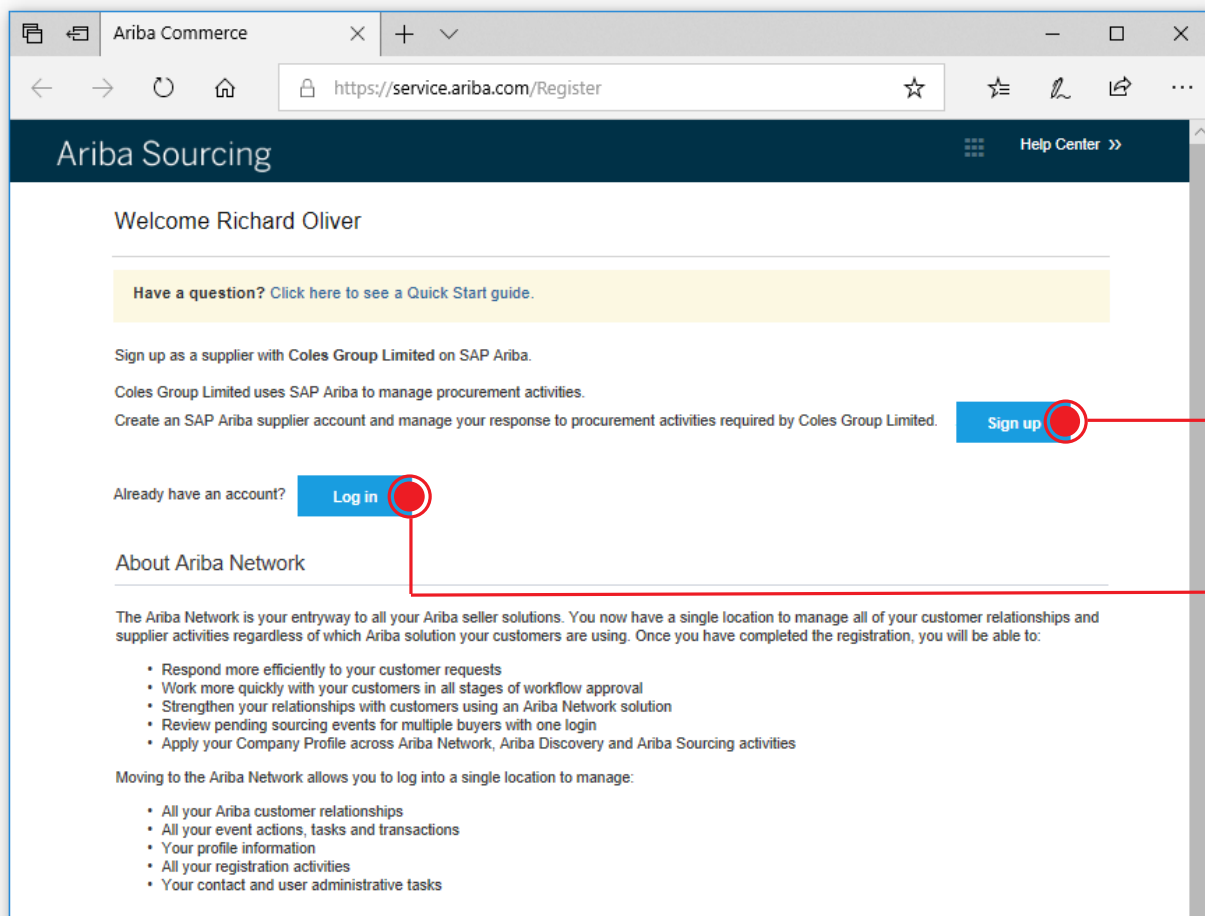
All suppliers will be invited to **register for a Standard** Ariba Network account **at no cost**

Coles has purchased a number of Enterprise accounts and will work collaboratively with suppliers to identify if this option is suitable for your organisation.

# Invitation: Register to become a supplier with Coles



After receiving the registration email, click on **Click here to create your account or sign in if already registered**



In the following screen, click on **Sign up** if your organisation is new to the Ariba Network

Suppliers with an existing account can **Log in** using their account details

**Note:** The registration link is valid for one-time use only

Ariba Sourcing

Help Center >>

## Create account

First, create an SAP Ariba supplier account, then complete questionnaires required by Coles Group Limited.

Create account and continue Cancel

### Company information

Company Name: \* ABC Pty Ltd \* Indicates a required field

Country: \* Australia [AUS] ▼

Address: \* L5 450 Collins Street

Line 2

City: \* Melbourne

State: Victoria

Postal Code: \* 3000

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

### User account information

Name: \* Richard Oliver

Email: \* richard.oliver@coles.com.au

Username: \* richard.oliver@coles.com.au

SAP Ariba Privacy Statement

Must be in email format(e.g john@newco.com)

Please enter the following information in the **Create account** screen

Company information required:

- **Company Name** - Legal entity name
- **Country** where the head office is located
- **Address** - Head office address (*P.O Box not accepted*)

User account information required:

- **Name, Email and Username** of the primary Ariba Network account holder



Password: \*

.....

Language: English

Email orders to: \* orders@abc.com.au

Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

Tell us more about your business ▶

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.

By clicking the Create account and continue button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.



I have read and agree to the [Terms of Use](#)



I have read and agree to the [SAP Ariba Privacy Statement](#)

Create account and continue

Cancel

Please nominate a **central email** address where orders will be sent

Once complete, click on **Create account and continue**

You will then receive an email notification containing your organisation's Ariba Network ID

Make sure you read and agree to the **Terms of Use** and **SAP Ariba Privacy Statement**

Once you have registered on the Ariba Network we will send you a **questionnaire** to update your primary **ordering** email address and **remittance** address.

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# Ariba Network account types

*SAP Ariba offers two types of Ariba Network accounts for suppliers*

## Standard AN account

Basic functionality to enable collaboration with Coles on core purchasing and payment documents. Better suited to low complexity/less frequent transactions.

- Provides real-time invoice status notifications with scheduled payment dates
- Provides visibility of the last 50 documents
- Does not enable integration into your order fulfilment and invoicing system
- Offers access to self-service training materials and online support such as webinars
- Ariba mobile app enabled
- No cost

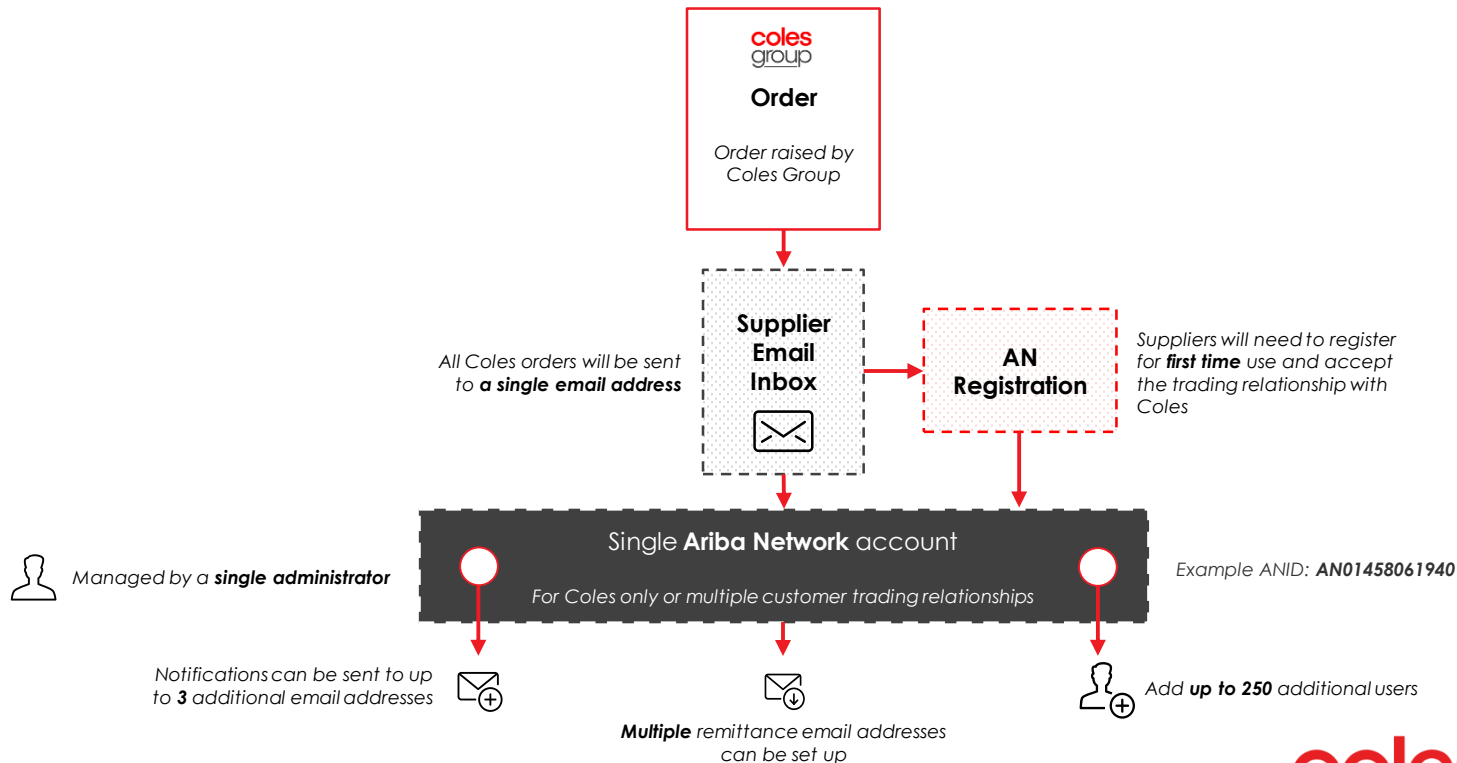
## Enterprise AN account

Enterprise accounts offer enhanced functionality, which may be suitable for some suppliers. Benefits include:

- Complete visibility of all prior orders received and access to all documents created
- Ability to report on order history, document status and customer transactions
- Potential integration of your order fulfilment and invoicing systems to the Ariba Network, enabling straight through processing
- Ability to upload and maintain catalogues and pricing specific to each customer
- Enhanced support offering from SAP Ariba including dedicated live-chat, phone and email support
- Either buyer funded by Coles or supplier funded (*at suppliers discretion*)

# Ariba Network set-up

The following diagram shows the registration, account set-up and ordering process after 'go-live'



## Additional resources

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### ● For more information on Ariba:

Visit [www.ariba.com](http://www.ariba.com)

[The end to end process on SAP Ariba](#)

A comprehensive video on how to plan, buy and pay on the Ariba Network.

[A suppliers Perspective: A Day in the Life of....](#)

A quick overview of supplier engagement on the Ariba Network.

[Navigating Ariba Network for Suppliers](#)

A simple tutorial on getting around the Ariba Network.

## Frequently asked questions

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Will I need to join the Ariba Network to provide GNFR goods and services to Coles?

Yes. In the near future, Coles will only transact with GNFR suppliers via the Ariba Network.

What is the cost and capability of the Ariba standard account?

Suppliers will not have to pay a fee for a standard account. It is a free way to link purchase orders to invoices and automatically schedule payment. The benefit of this is on time payment and reduced errors.

How can I access my Ariba Network standard account?

You will be able to register and access your standard account from an interactive, invitation email from Coles.

I already have an existing Ariba Network account. Do I need to register again?

No. If you already have an Ariba Network account you won't need to register again to use the Ariba Network with Coles.

What web browsers are compatible with the Ariba Network?

While the Ariba Network should operate on most web browsers, it is recommended that you download the latest version of Chrome, Internet Explorer or Mozilla Firefox for optimal performance.

Can more than one person access the Ariba Network standard account within our organisation?

Yes, additional users can be added to the Ariba Network by going to Company Settings, Users followed by 'Create'.

## Frequently asked questions

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Can notifications be sent to multiple people within our organisation?

Yes, notifications can be sent to three email addresses which is administered under Company Settings.

Can I have a standard account with one customer and an enterprise account with another?

Yes, you can have a separate account for each customer (with a different Ariba Network ID and log in details) or you can consolidate all customer relationships under one account.

Is the mobile app available for standard account suppliers?

Yes, the mobile app is accessible for use with limited features and functionality; however it is highly recommended.

How does this program impact existing processes?

Any invoices submitted before go-live will continue to be processed and any invoices submitted post go-live must be submitted via the Ariba Network.

How secure is the Ariba Network?

To find out more about how SAP Ariba protects the integrity, confidentiality, and availability of your information, click [here](#).

For further information or support, please contact  
[GNFR Supplier Support](#)

