Coles Purchasing

Transacting with Coles

Goods not for resale

December 2019

Version 1.0

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

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"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

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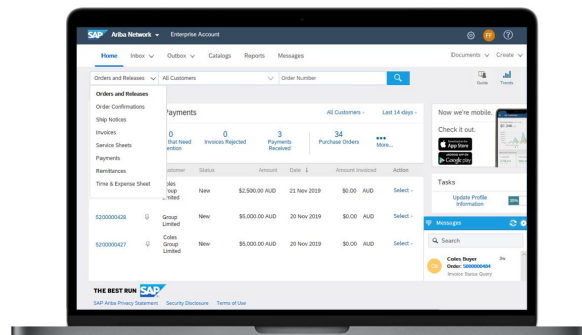# Included in this pack:

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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.
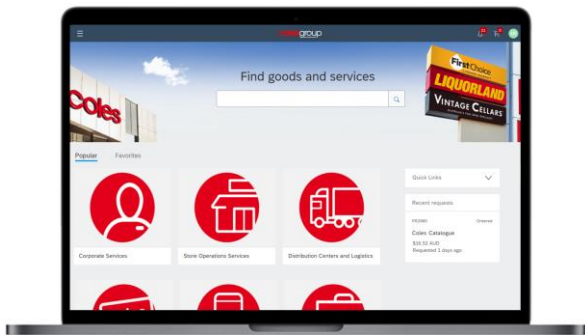
ARIBA BUYER

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.

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Access pre-defined reports.

Manage company profile, notification preferences and users.

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

Access support materials from the Help Centre

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

Create an order confirmation or invoice directly from the dashboard.

Enables direct messaging between Coles and suppliers.
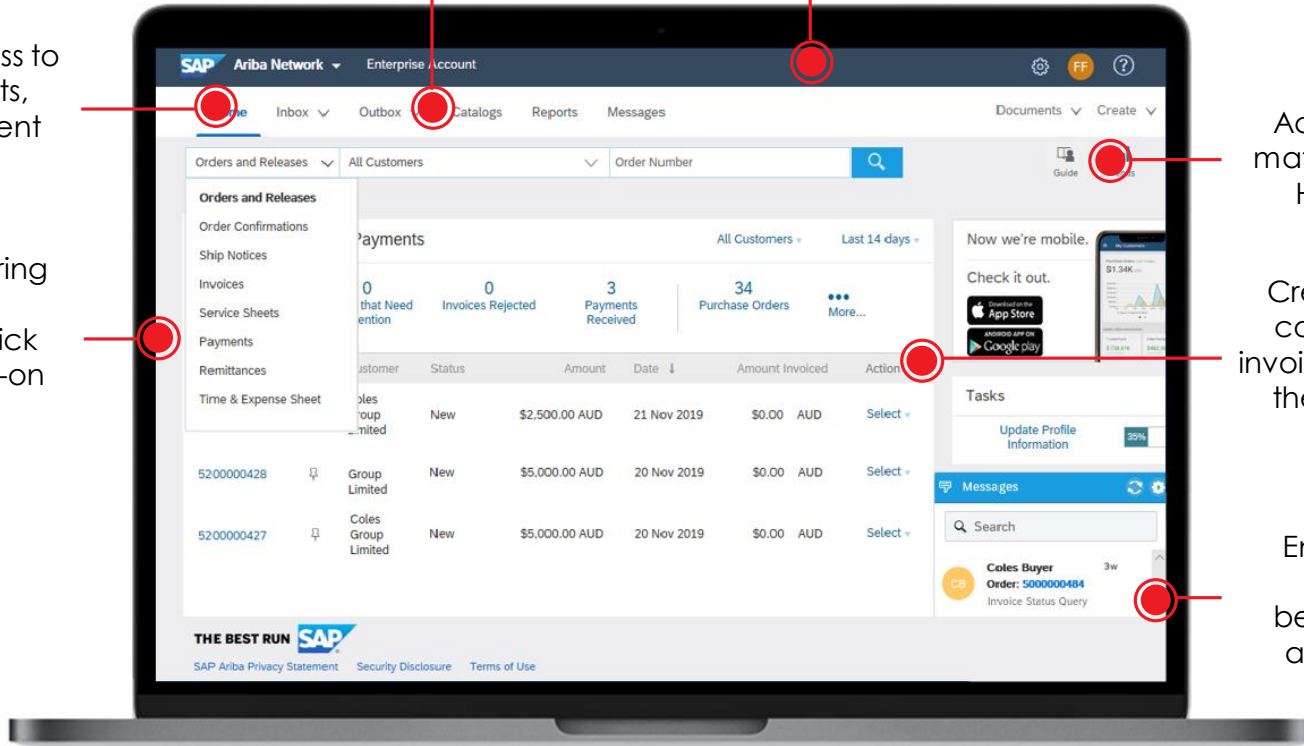
Ariba Network Enterprise Account functionality displayed.

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Ariba Network mobile app for suppliers

Business insights

Light analytics

View transactions by customer
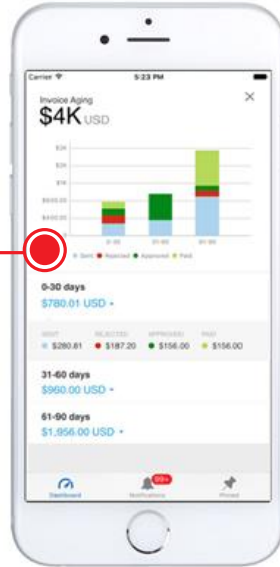
Get real-time alerts

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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What parts of our Business are using SAP Ariba?

SAP Ariba has been deployed to manage our goods not for resale spend which covers the following scope.

Coles Online

Coles Express (fuel retail sites)

Coles Liquor

Coles Supermarkets

Store Support Centre

Distribution Centres

GNFR operational goods, equipment and services across supply chain, property, operations, corporate services, marketing, digital and professional services

GFR merchandise and purchasing activity performed in third-party systems

In-scope

Out-of-scope

Preferred ordering and payment methods

Coles has two preferred ordering methods for transacting with suppliers.

Purchase order

Most GNFR requirements for goods and services will be communicated to suppliers via a purchase order on the Ariba Network, referencing a pre-negotiated agreement or standard terms and conditions of purchase.

Coles supports various supplier integration methods for ordering and invoicing and also encourages the hosting of catalogues on the Ariba Network.

Invoice against contract

For project-based activity and recurring services where there is a pre-negotiated agreement in place with the supplier, Coles recommends invoicing against the contract.

The contract is used in lieu of a requisition/order and is published to the Ariba Network for the supplier to invoice against. Once the invoice is submitted to Coles and has been verified, it will be automatically posted for payment.

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Expectations of suppliers

Register on Ariba Network

All GNFR suppliers **must register and transact on the Ariba Network** with Coles.

Suppliers **must not**

Commence any work on behalf of Coles or deliver any goods **until a purchase order has been received** via the Ariba Network.

Suppliers **must**

Submit all invoices electronically via the Ariba Network *(some approved exceptions will apply)*.

Supporting **evidence**

Suppliers must attach an **itemised breakdown** of goods and services supplied to Coles, to their electronic invoice submitted via the Ariba Network.

Payment of invoices

Coles will only pay suppliers based on the **verification of actuals**, once an electronic invoice has been submitted via the Ariba Network.

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Purchase-to-pay-process

ORDER	CONFIRM	INVOICE	RECEIPT	PAY
An order is created by Coles and sent to a supplier either via email or electronically via the Ariba Network	After registering on the Ariba Network *(first order only)*, suppliers must login and confirm the purchase order	Flip your order into an electronic invoice and submit it via the Ariba Network	The invoice will be validated by Coles and matched against a receipt document	Payment is sent to the supplier after the invoice is reconciled for payment

⬤ Coles   ⬤ Supplier

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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
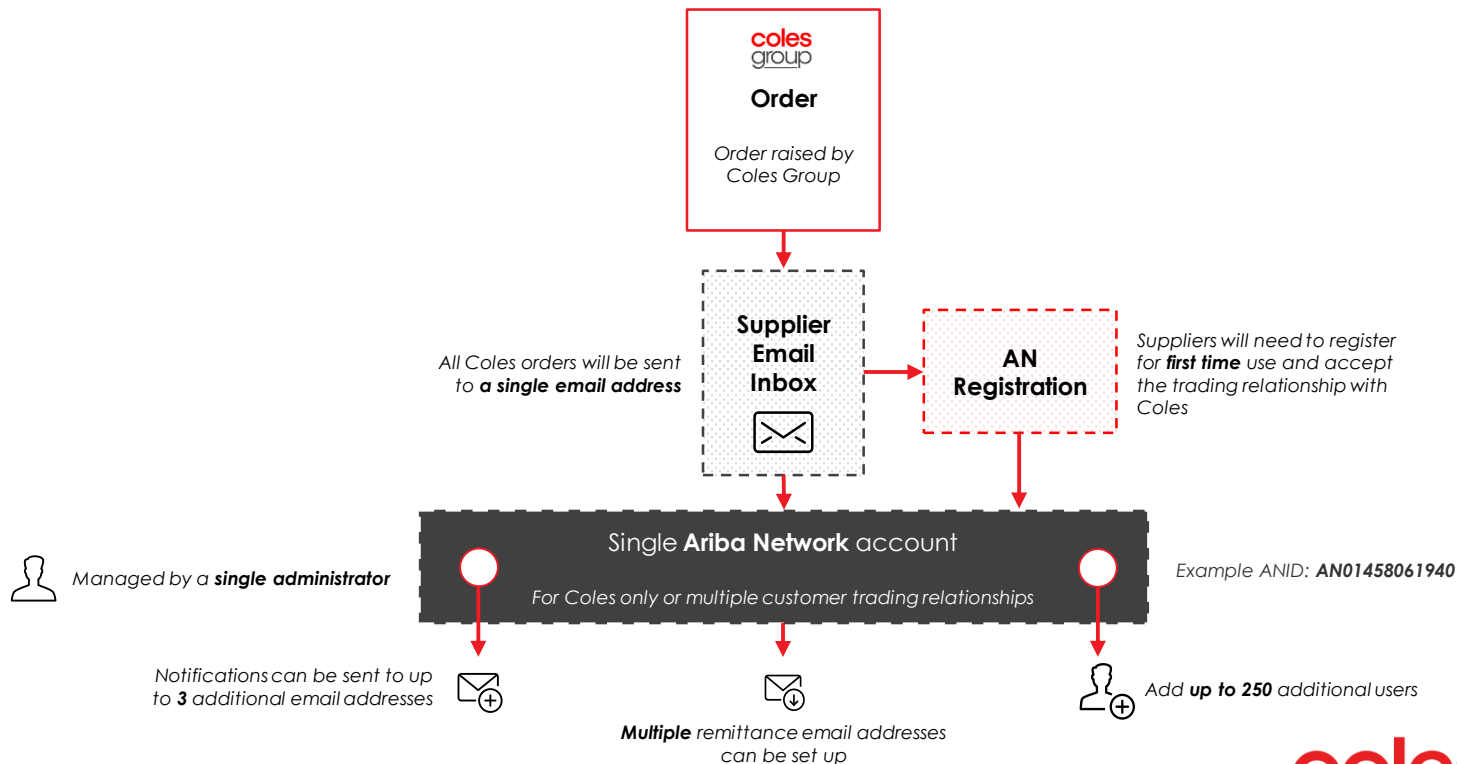- Ariba mobile app enabled
- No cost

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)*

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Ariba Network registration and set-up

The following diagram shows the registration, account set-up and ordering process.

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Order

Order raised by Coles Group

*All Coles orders will be sent to **a single email address***

Supplier Email Inbox

AN Registration

*Suppliers will need to register for **first time** use and accept the trading relationship with Coles*

*Managed by a **single administrator***

Single **Ariba Network** account

For Coles only or multiple customer trading relationships

*Example ANID: **AN01458061940***

*Notifications can be sent to up to **3** additional email addresses*

***Multiple** remittance email addresses can be set up*

*Add **up to 250** additional users*

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Additional resources

For more information on Ariba:

Visit www.ariba.com

Supplier Education Material Portal
Contains supporting Ariba Network guides and training videos.

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.

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Where to go for support?

To **access support** for transacting with Coles:

- **Enterprise** account suppliers can access dedicated support from Ariba via the Help Centre within the Ariba Network.

- The **Ariba Help Desk** will provide the following:

  - Access support
  - General functional and technical support
  - Trading relationship acceptance and support with the linking of accounts
  - Support with integration and hosted catalogues

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Where to go for support?

All suppliers can email the [Coles Ariba Help Desk](#) with any process, functional or technical support in relation to the Ariba Network.
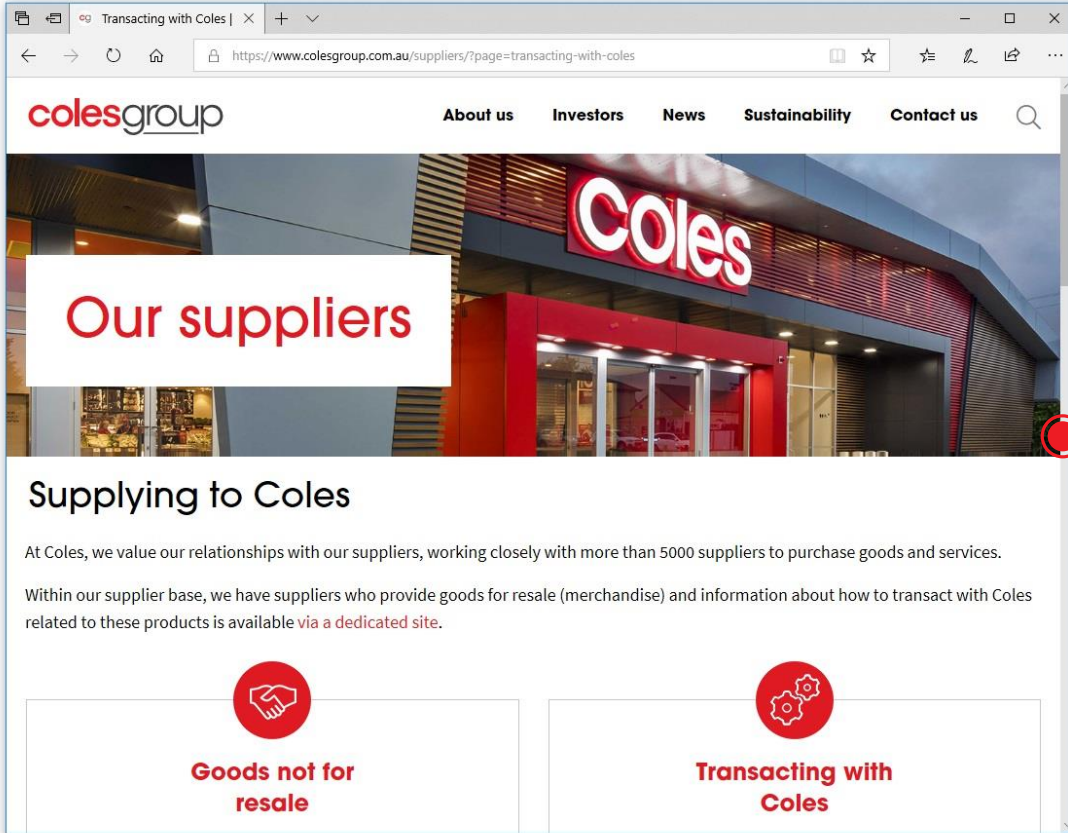
The Coles Ariba Help Desk will provide the following:

- Support with profile set-up, managing users, notification preferences and navigation
- Account registration
- Order confirmation, invoice and credit memo submission
- Application errors

Please ensure you provide a contact number in the email so our team can call you if necessary. Our team will endeavour to respond to your query within **24 hours**.

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Coles Group website: https://www.colesgroup.com.au/suppliers/

For information on collaborating and transacting with Coles and to access resources and support please visit 'Our Suppliers' page on the **Coles Group** website.

Frequently asked questions

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

Yes. 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'.

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Frequently asked questions

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](#).

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For further information or support, please contact
GNFR Supplier Support

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