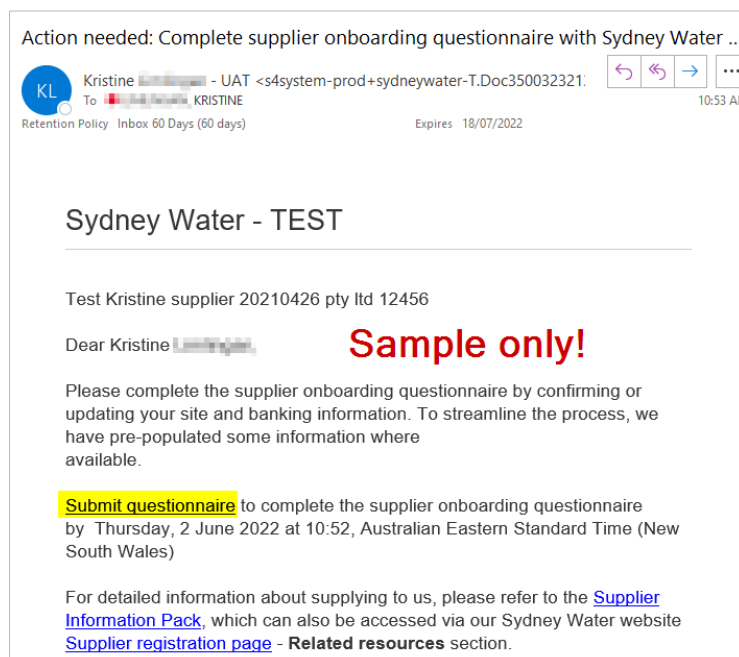# Completing our Onboarding Questionnaire

Suppliers who are successfully awarded work need to complete the Onboarding Questionnaire to confirm banking and transactional details.

(icon)	<u>As your organisation's nominated supplier contact</u>, follow this guide to action the Onboarding Questionnaire **via invitation email**. Related **Sydney Water** guides: [Accessing supplier questionnaires and sourcing opportunities](#) - If you have submitted a response to a Sydney Water supplier questionnaire / sourcing opportunity in the past, you may follow this guide to access the prequalification questionnaire/s. [Responding to supplier questionnaires and sourcing opportunities](#)

1. Action the onboarding questionnaire invitation email

When we are ready to engage you as a supplier, for instance, you have been awarded work through a sourcing process or you are part of a supplier panel, you, as the nominated supplier contact will receive an Ariba-generated invitation email. Click the link **Submit questionnaire** and refer to [Logging in or signing up to SAP Ariba](#) on how to action the email.

2. Open the Onboarding Questionnaire

Under **Questionnaires**, click **Onboarding Questionnaire**.

3. Respond to the Onboarding Questionnaire

To be able to transact with you as a supplier, we require your transactional and banking information.

3.1 General Supplier Information

Provide appropriate responses.

3.2 Transaction Information

For **Email address for purchase orders,** provide the recipient of Sydney Water purchase orders.

Recommendation:

- Provide a group email address

- Whitelist Ariba email address no-reply@eusmtp.ariba.com

3.3 Bank Information

Click **Add Bank Information** to enter banking details.

Refer below for detailed guide on how to complete this section:

Field	Guide
Bank Type	Domestic for Australian banks (Note: Foreign for non-Australian)
Country	Country where the bank is located
Name	This is the Bank Name, e.g., NAB, CBA, etc.
Bank Branch	Branch name of the bank, e.g., Parramatta Branch
Bank Address	Street, City, State/Province/Region, Postal Code of the bank
Account Holder Name	Name of the person / entity under the account is held
Bank Key/ABA Routing Number	This is the BSB. Must be provided in the format **123-456** (3digits-hyphen-3digits)
Account Number	Numbers only **123456789** (no spaces or special characters)
IBAN number **SWIFT code**	Leave blank if Bank Key and Bank Account Number are provided. Populate for foreign bank accounts.
Bank Account Type	Select the most appropriate option from the dropdown.
Attachment	Any official document that confirms the details provided: Bank Name / Account Name / Bank Address / Account Holder Name / Account Number. Example: • bank statement (you can black out confidential information not included in the questions; signature not required) • company letter • bank letter
Bank Reference	This field can be used to direct Sydney Water to include a unique banking reference number so that you can easily identify our EFT payments made to you.

Guide for Australian bank accounts

Click **Add an additional Bank Information** to add a new set of banking details __if required__. Ensure you do not put the same bank account twice.

Click **Save**. You will automatically be taken back to the main page of the Onboarding Questionnaire.

4. Submit response

Click **Save draft** to save your progress and proceed later.

Click **Submit Entire Response** to submit your responses for our review. You will be notified via an Ariba-generated email when your Onboarding Questionnaire response has been approved or if we require further information.

Submit Entire Response	Reload Last Bid	Save draft	Compose Message	Excel Import

5. Provide access to Onboarding Questionnaire

As access to supplier questionnaires/sourcing opportunities is provided at the supplier contact level, not organisation level, refer to Responding to supplier questionnaires and sourcing opportunities in section **Add a colleague as member of response team** to provide eligible colleagues access to the Onboarding Questionnaire.

6. Support

Sydney WATER	Did not find what you're looking for? Access all Sydney Water supplier support resources here.
Sydney WATER	To get assistance specific to your situation, contact us at businessconnect@sydneywater.com.au.
SAP	For SAP product documentation and supplier support, visit the SAP Help Centre.