



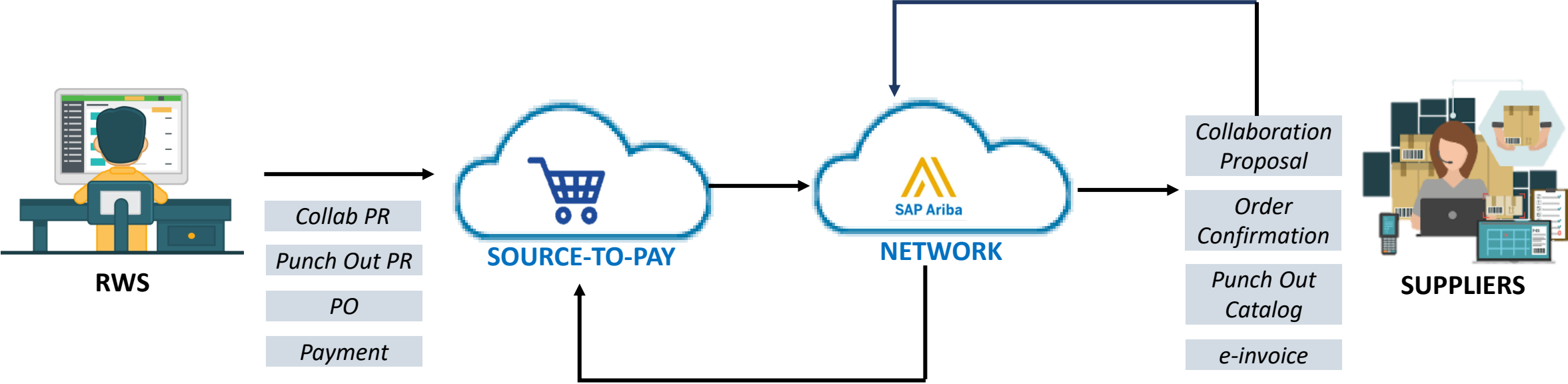
# **Supplier Webinar Series 3**

## **RWS Purchase-to-Pay (P2P) Process**

# Agenda

- Overview of P2P Process
- Collaboration Request
- Order Confirmation
- E-Invoicing, Credit Memo and Payment Status
- Frequently Asked Questions (FAQs)

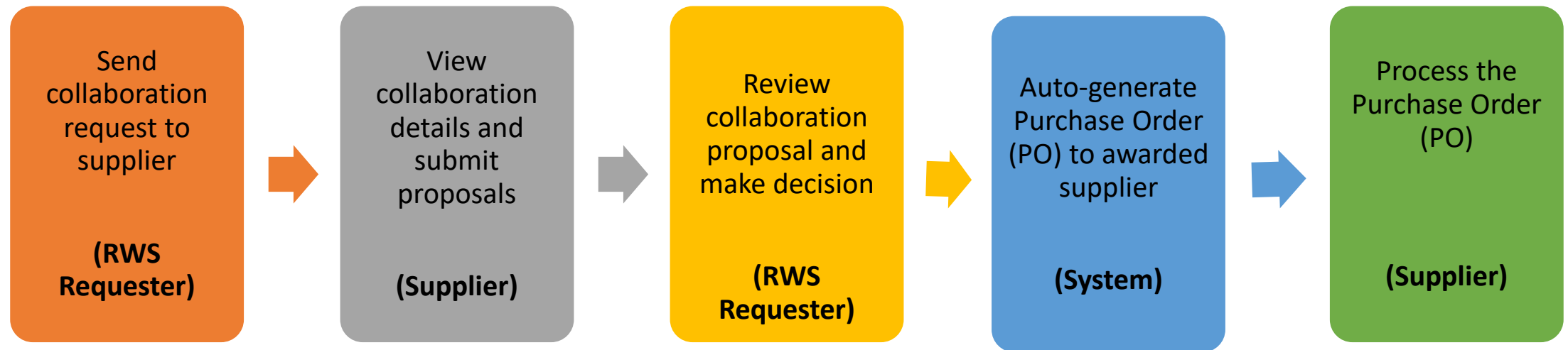
# Overview of RWS P2P Process



# Agenda

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# Collaboration Request



# Collaboration Request Permissions

Below permissions are required for the users to view and administer collaboration request.

- Planning Collaboration Visibility
- Collaboration Request Administration
- Collaboration Request Access

*\*Refer to [Account Configuration](#) guide for more details (pages 15-18).*

# Receiving Notifications for Collaboration Events

Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.	<input type="text" value="jonalyn.murillo@rwsentosa.com"/>
	<input checked="" type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	
	<input checked="" type="checkbox"/> Send notification for new purchase orders to suppliers.	
	<input checked="" type="checkbox"/> Send notification to suppliers when purchase orders are changed.	
Purchase Order Inquiry	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received.	<input type="text" value="jonalyn.murillo@rwsentosa.com"/>
	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	<input type="text" value="jonalyn.murillo@rwsentosa.com"/>
Collaboration Request	<input checked="" type="checkbox"/> Send a notification when collaboration requests are received.	<input type="text" value="jonalyn.murillo@rwsentosa.com"/>

Collaboration request email notifications need to be set up to receive emails on collaboration requests.

- Click on “Account Settings” > “Electronic Order Routing”.
- Under “Notifications”, click the checkbox beside collaboration request, enter email addresses and click “Save”.

Note: You can enter up to 5 email addresses separated by a comma.

# Collaboration Request Demo

- This demo will show the step by step guide on how to submit proposal for collaboration requests
- [Collaboration Request \(Supplier\)](#)



# Agenda

- Overview of P2P Process
- Collaboration Request
- **Order Confirmation**
- E-Invoicing, Credit Memo and Payment Status
- Frequently Asked Questions (FAQs)

# Order Confirmation

- Order confirmations indicate that Supplier has received the purchase order, acknowledge RWS PO Terms and Conditions and understood the purchase order, and is processing the order.
- Suppliers are **strongly encouraged** to send an order confirmation for each purchase order that they receive.

# Purchase Order Permissions

Below permissions are required for Processing of Purchase Orders and Order Confirmation.

- Inbox and Order Access
- Outbox Access

*\*Refer to [Account Configuration](#) guide for more details (pages 15-18).*

# Receiving Notifications for Purchase Orders

## New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: <input type="text" value="jonalyn.murillo@rwsentosa.com"/> <input type="checkbox"/> Attach cXML document in the email message <input checked="" type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments". <input checked="" type="checkbox"/> Attach PDF document in the email message
Catalog Orders with Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Email ▲ Attachments will be included in the order.
Non-Catalog Orders without Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Email
Non-Catalog Orders with Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Email ▲ Attachments will be included in the order.

Email notifications need to be set up to receive emails on RWS purchase orders.

- Click on "Account Settings" > "Electronic Order Routing".
- Under "New Orders", click the checkbox beside Catalog Orders with Attachment Document type, enter email addresses and click "Save".

Note: You can enter up to 5 email addresses separated by a comma.

# Order Confirmation Demo

- This demo will show the step by step guide on how to perform order confirmation
- [Order Confirmation Demo](#)

# Agenda

- Overview of P2P Process
- Collaboration Request
- Order Confirmation
- **E-Invoicing, Credit Memo and Payment Status**
- Frequently Asked Questions (FAQs)



# Ariba E-invoicing

# Contents

1. Account Types
2. E-invoicing
3. Credit Memo
4. Others
5. Transaction Status





# Standard vs Enterprise Account

## Standard Account

Non-Chargeable

View latest 200 documents in ARIBA Network

Retrieve PO via interactive emails

## Enterprise Account

Chargeable

Unlimited PO and invoice view access

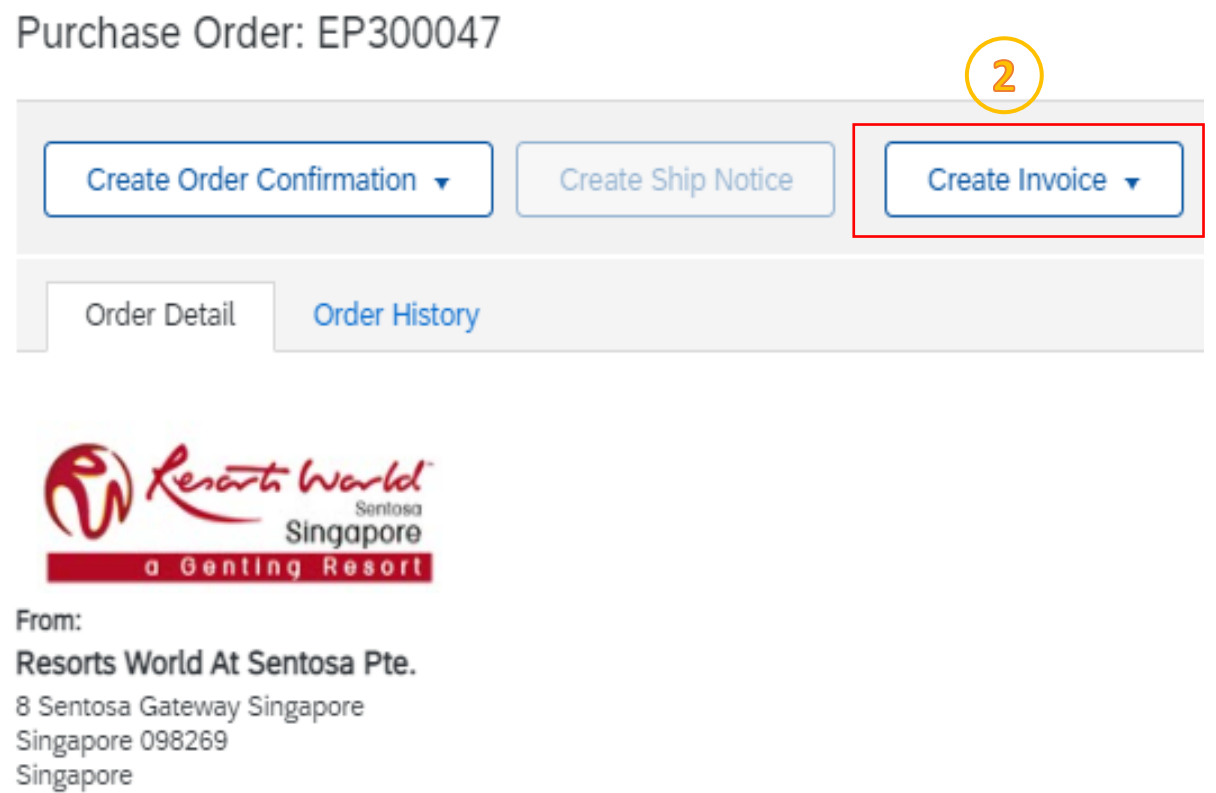
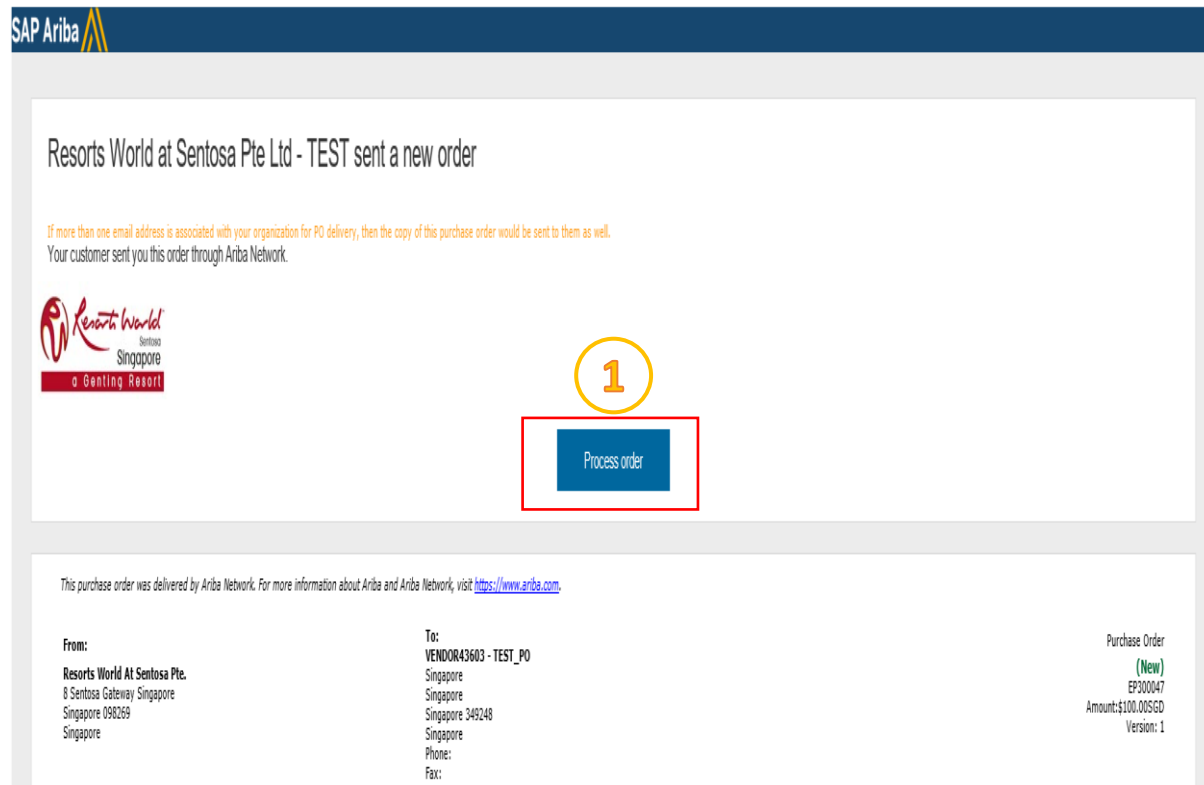
Retrieve POs via interactive emails or ARIBA Network

# Retrieve PO (Standard Account)

# Retrieve PO – via Email

1 Click on “Process Order” from the interactive email.

2 Click on “Create Invoice” and select “Standard Invoice”.



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All information herewith is privileged/ confidential and subjected to reviews , and should not be disclosed out of the intended distribution list.

# Retrieve PO – via Ariba Workbench

- 1 Login to your Ariba Network, go into your “Workbench”.
- 2 Click on “Orders” Tile.
- 3 Change the “Creation Date” to view POs that are created in the last 365days.

The screenshot displays the Ariba Workbench interface. At the top, a navigation bar includes 'Home', 'Opportunities', 'Workbench' (highlighted with a red box and a yellow circle '1'), 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'. On the right of the navigation bar are 'Create' and '...' buttons. Below the navigation bar, the 'Workbench' dashboard features several tiles: 'Orders to invoice (Last 31 days)', 'Orders (Last 31 days)' (highlighted with a red box and a yellow circle '2'), 'Rejected invoices (Last 31 days)', 'Remittances (\$ 1 K SGD, Last 31 days)', 'Early payment offers (\$ 0.0 SGD, Next 90 days)', and 'Scheduled payments (\$ 0.0 SGD, Next 90 days)'. Below the dashboard, the 'Orders to invoice (0)' section is visible, with an 'Edit filter' link. The filter section includes several criteria: 'Customers' (text input), 'Order numbers' (text input with 'Partial match' selected), 'Creation date' (dropdown menu set to 'Last 365 days', highlighted with a red box and a yellow circle '3'), 'Order status' (dropdown menu set to 'Include'), 'Company codes' (text input), 'Purchasing organizations' (text input), 'Customer locations' (text input), and 'Order type' (dropdown menu set to 'All'). A 'Show hidden orders only' checkbox is located at the bottom of the filter section.

# Retrieve PO – via Ariba Workbench

1 Once the POs are listed, scroll to the right click on "Actions".

2 Select "Standard Invoice".

Workbench Customize <sup>1</sup>

0  
Items to confirm  
Last 31 days

9  
Orders  
Save filter

0  
Orders with service line  
Last 31 days

0  
Service sheets  
Last 31 days

1  
Orders to invoice  
Last 31 days

30  
Invoices  
Last 31 days

Orders (9)  
[Edit filter](#) | [Save filter](#) | Last 365 days Partially Invoiced

Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
EP300062	Resorts World at Sentosa Pte Ltd - TEST	\$3,954.47 USD	Sep 1, 2021	Partially Invoiced		⋮
EP300061	Resorts World at Sentosa Pte Ltd - TEST	\$3,954.47 USD	Sep 1, 2021	Partially Invoiced		⋮
EP300058	Resorts World at Sentosa Pte Ltd - TEST	\$250.00 SGD	Jun 21, 2021	Partially Invoiced		⋮
EP300057	Resorts World at Sentosa Pte Ltd - TEST	\$250.00 SGD	Jun 21, 2021	Partially Invoiced		⋮
EP300056	Resorts World at Sentosa Pte Ltd - TEST	\$100.00 SGD	Jun 14, 2021	Partially Invoiced		⋮
EP5520	Resorts World at Sentosa Pte Ltd - TEST	\$900.00 SGD	Feb 4, 2021	Partially Invoiced		⋮

Confirm entire order

Update line items

Reject entire order

Create ship notice

Create service sheet

Standard invoice

Hide

1

2

# Retrieve PO – Email Notification Receiver

1 To change / add email notification receiver, login to your Ariba Network & go to “Account Settings”.

2 Choose “Settings”.

3 Select “Notifications”.

The screenshot displays the SAP Business Network interface for an Enterprise Account in TEST MODE. The top navigation bar includes a 'V4' version indicator circled in red (1). Below the navigation bar, a search bar is visible. The main dashboard features four key metrics: Collaboration Requests (2), Items to confirm (0), New orders (0), and Orders (4). A dropdown menu is open, showing 'Notifications' circled in red (3). On the right side, a user profile menu is visible, with 'Settings' circled in red (2). The 'My widgets' section includes 'Invoice aging' (\$11.1K SGD), 'Purchase orders' (\$19.8K SGD), and 'Company profile' (35% Completed).

# Retrieve PO – Email Notification Receiver

4 Click into the “Network” tab, go to the “Electronic Order Routing” section.

5 Under the ‘Order’ Type, change / add the email address in the textbox located on the right.

Account Settings Save Close

Customer Relationships **4** Users Notifications Application Subscriptions Account Registration API management

General **Network** Discovery Sourcing & Contracts

Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications. The Preferred Language configured by the account administrator controls the language used in these notifications.

**Electronic Order Routing**

Type	Send notifications when...	To email addresses (one required)
<b>Order</b>	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable. <input checked="" type="checkbox"/> Send a notification when a new collaboration request against an existing order is received. <input checked="" type="checkbox"/> Send notification for new purchase orders to suppliers. <input checked="" type="checkbox"/> Send notification to suppliers when purchase orders are changed.	+ jonalyn.murillo@rwsentosa.com <b>5</b>
Purchase Order Inquiry	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received. <input checked="" type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	+ jonalyn.murillo@rwsentosa.com
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	+ jonalyn.murillo@rwsentosa.com



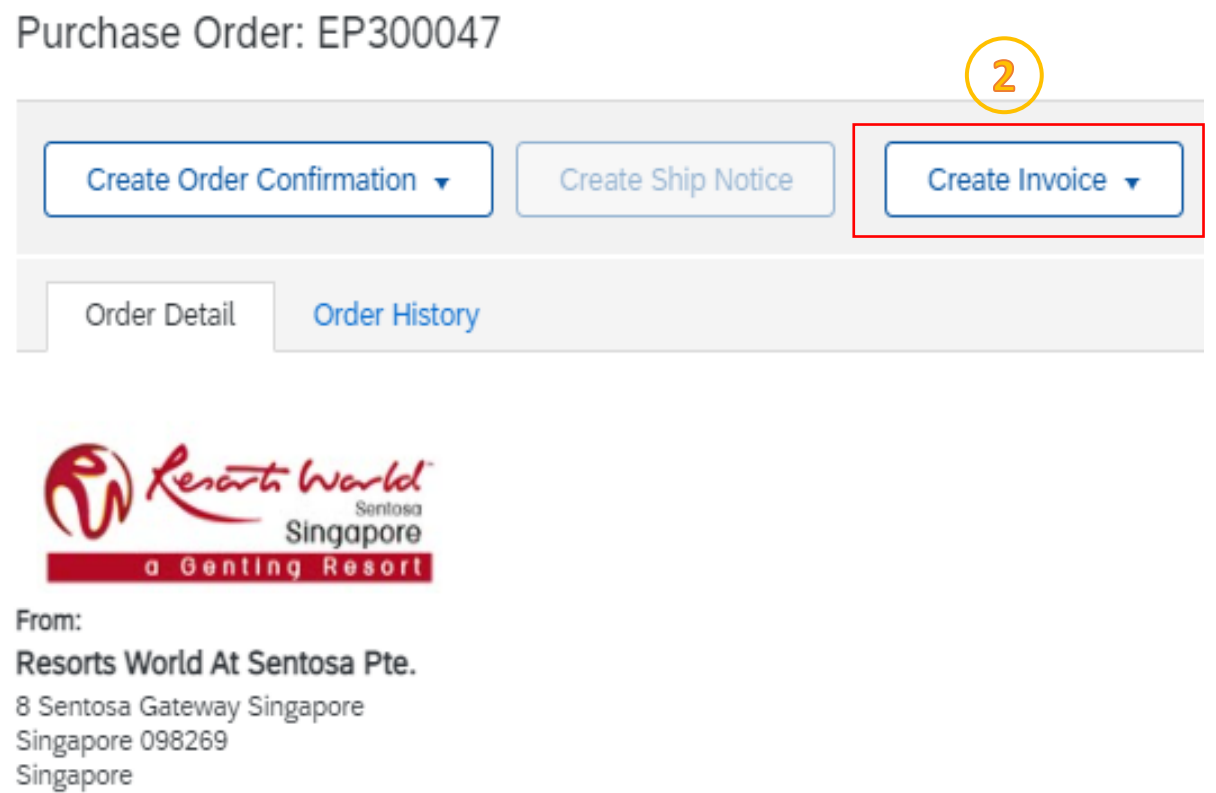
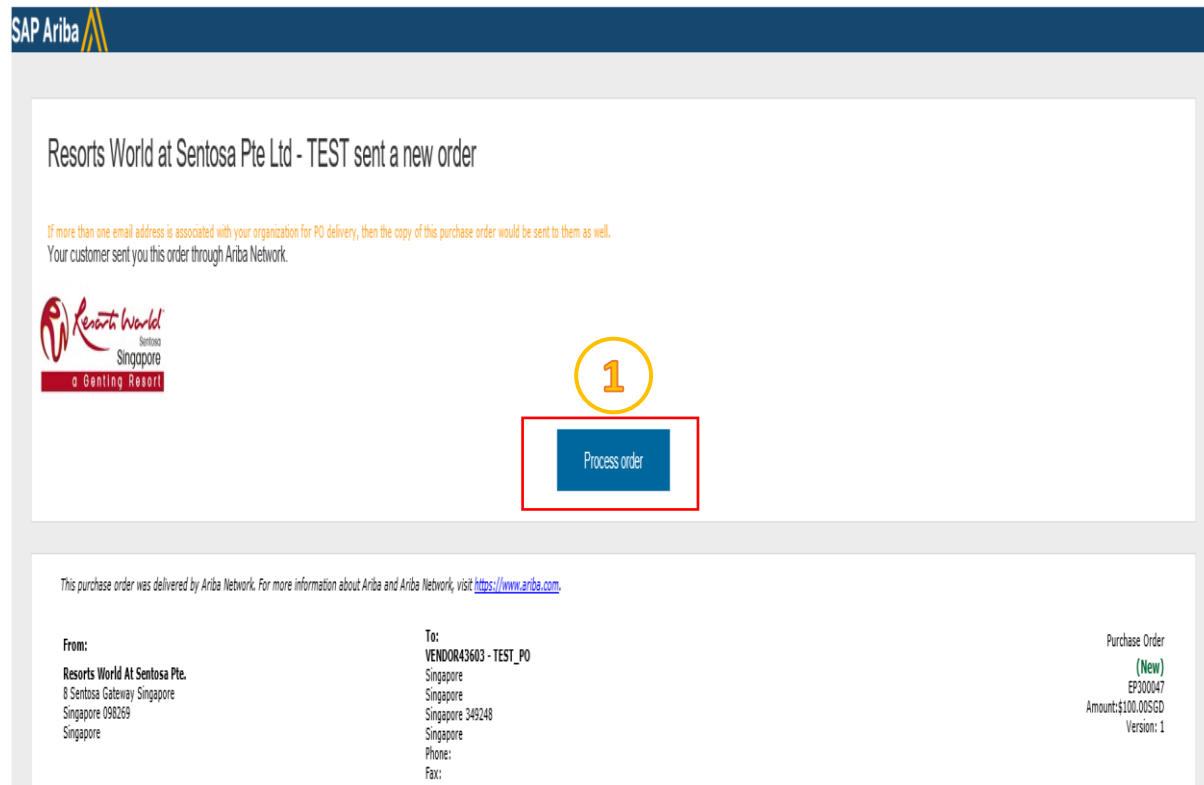
# Retrieve PO (Enterprise Account)



# Retrieve PO – via Email

1 Click on “Process Order” from the interactive email.

2 Click on “Create Invoice” and select “Standard Invoice”.



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# Retrieve PO – via Ariba Workbench

- 1 Login to your Ariba Network, go into your “Workbench”.
- 2 Click on “Orders” Tile.
- 3 Change the “Creation Date” to view POs that are created in the last 365days.

The screenshot displays the Ariba Workbench interface. At the top, a navigation bar includes 'Home', 'Opportunities', 'Workbench' (highlighted with a red box and a yellow circle '1'), 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'. A 'Create' button is visible on the right. Below the navigation bar, a dashboard shows several tiles: 'Orders to invoice (0) Last 31 days', 'Orders (0) Last 31 days' (highlighted with a red box and a yellow circle '2'), 'Rejected invoices (0) Last 31 days', 'Remittances (\$ 1 K SGD Last 31 days)', 'Early payment offers (\$ 0.0 SGD Next 90 days)', and 'Scheduled payments (\$ 0.0 SGD Next 90 days)'. Below the dashboard, the 'Orders to invoice (0)' section is expanded, showing a filter interface. The 'Creation date' filter is set to 'Last 365 days' (highlighted with a red box and a yellow circle '3'). Other filters include 'Customers', 'Order numbers', 'Order status', 'Company codes', 'Purchasing organizations', 'Customer locations', and 'Order type'. A 'Show hidden orders only' checkbox is also present.

# Retrieve PO – via Ariba Workbench

1 Once the POs are listed, scroll to the right click on "Actions".

2 Select "Standard Invoice".

Workbench Customize <sup>1</sup>

0  
Items to confirm  
Last 31 days

9  
Orders  
Save filter

0  
Orders with service line  
Last 31 days

0  
Service sheets  
Last 31 days

1  
Orders to invoice  
Last 31 days

30  
Invoices  
Last 31 days

Orders (9)  
[Edit filter](#) | [Save filter](#) | Last 365 days Partially Invoiced

Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
EP300062	Resorts World at Sentosa Pte Ltd - TEST	\$3,954.47 USD	Sep 1, 2021	Partially Invoiced		⋮
EP300061	Resorts World at Sentosa Pte Ltd - TEST	\$3,954.47 USD	Sep 1, 2021	Partially Invoiced		⋮
EP300058	Resorts World at Sentosa Pte Ltd - TEST	\$250.00 SGD	Jun 21, 2021	Partially Invoiced		⋮
EP300057	Resorts World at Sentosa Pte Ltd - TEST	\$250.00 SGD	Jun 21, 2021	Partially Invoiced		⋮
EP300056	Resorts World at Sentosa Pte Ltd - TEST	\$100.00 SGD	Jun 14, 2021	Partially Invoiced		⋮
EP5520	Resorts World at Sentosa Pte Ltd - TEST	\$900.00 SGD	Feb 4, 2021	Partially Invoiced		⋮

Confirm entire order

Update line items

Reject entire order

Create ship notice

Create service sheet

Standard invoice

Hide

1

2

# Retrieve PO – Email Notification Receiver

1 To change / add email notification receiver, login to your Ariba Network & go to "Account Settings".

2 Choose "Settings".

3 Select "Notifications".

The screenshot displays the SAP Business Network interface for an Enterprise Account in TEST MODE. The top navigation bar includes a 'V4' version indicator circled in red (1). The main menu contains 'Home', 'Opportunities', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'. A search bar is present with filters for 'Orders and Releases', 'All customers', 'Exact match', and 'Order number'. The dashboard shows four key metrics: Collaboration Requests (2), Items to confirm (0), New orders (0), and Orders (4). A dropdown menu is open, showing 'Notifications' circled in red (3). The right sidebar displays account information for 'VENDOR 43603' and a 'Settings' link circled in red (2). Below the dashboard are 'My widgets' including 'Invoice aging' (\$11.1K SGD), 'Purchase orders' (\$19.8K SGD), and 'Company profile' (35% Completed).

# Retrieve PO – Email Notification Receiver

4 Click into the “Network” tab, go to the “Electronic Order Routing” section.

5 Under the ‘Order’ Type, change / add the email address in the textbox located on the right.

Account Settings Save Close

Customer Relationships **4** Users Notifications Application Subscriptions Account Registration API management

General **Network** Discovery Sourcing & Contracts

Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications. The Preferred Language configured by the account administrator controls the language used in these notifications.

**Electronic Order Routing**

Type	Send notifications when...	To email addresses (one required)
<b>Order</b>	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable. <input checked="" type="checkbox"/> Send a notification when a new collaboration request against an existing order is received. <input checked="" type="checkbox"/> Send notification for new purchase orders to suppliers. <input checked="" type="checkbox"/> Send notification to suppliers when purchase orders are changed.	+ jonalyn.murillo@rwsentosa.com <b>5</b>
Purchase Order Inquiry	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received. <input checked="" type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	+ jonalyn.murillo@rwsentosa.com
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	+ jonalyn.murillo@rwsentosa.com



# E-Invoicing



**PRIVATE & CONFIDENTIAL**

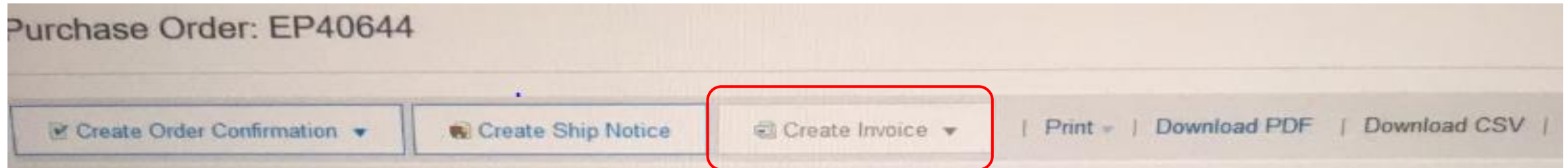
All information herewith is privileged/ confidential and subjected to reviews , and should not be disclosed out of the intended distribution list.

# E-Invoicing – Create invoice button disabled

1 E-invoice cannot be submitted as the “Create Button” is greyed out.

2 Or you are prompted an error message saying “Resorts World at Sentosa Pte Ltd does not accept electronic invoices”.

3 Please contact us, we will activate your account for e-invoicing.



1

Order	EP287085	1	Resorts World at Sentosa Pte Ltd	LOADING BAY B2 E - CASINO Singapore Singapore	Not Specified	\$789,796.00 USD	11 Jan 2021	Confirmed	Invoice	\$0.00 USD	Original	<a href="#">Actions</a> !Resorts World at Sentosa Pte Ltd does not accept electronic invoices.
-------	----------	---	----------------------------------	--	---------------	------------------	-------------	-----------	---------	------------	----------	---

2

# E-Invoicing – GST Registered Supplier Setup

1 If you are a GST registered supplier, GST feature has to be enabled before any e-invoice submission. Go to “Company Settings”, click on “Company Profile”.

2 Under “Basic” tab, scroll down to “Additional Company Addresses”, click “Create” to setup the legal profile.

**Company Profile**

Basic (3) Business (2) Marketing (3) Contacts Certifications (1) Additional Documents

\* Indicates a required field

**Additional Company Addresses**

Address Name ↑	Address ID	VAT ID	Tax ID	Address	Country/Region	Legal Profile Status**
VENDOR43603 - TEST_PO				Singapore Singapore	Singapore Singapore	Accepted

Edit Delete Create



# E-Invoicing – GST Registered Supplier Setup

**3a** Fill up all the mandatory fields. Enter your company name under “Address Name” field.

**4a** Tick “Set Up Legal Profile”, click on “Yes”, input GST registration number (omit any dashes) and click on “Save.”

**5a** The legal profile status will be “Accepted”.

## Address Name

**3a**

Address Name: \*

Address ID:

VAT ID:

Tax ID:

Provide a company or legal entity name along with any required legal form.

## Address

Singapore  
Singapore  
Singapore 308215  
Singapore

### Set Up Legal Profile

Check this box to provide additional corporate entity and taxation information for each qualified address. Ariba Network may send the information you provide here to an accredited service provider.

## Financial Information

Are You GST Registered?+  Yes  No

**4a**

GST ID:

## Additional Company Addresses

Address Name ↑	Address ID	VAT ID	Tax ID	Address	Country/Region	Legal Profile Status**
<input type="radio"/> VENDOR43603 - TEST_PO				Singapore Singapore	Singapore Singapore	Accepted

↳   |

**5a**

# E-Invoicing – GST Registered Supplier Setup

6a In order for the Tax ID to auto populate on the invoice, go to “Business” tab.

7a Under “Tax Information”, you will have to key in your GST registration number (omit any dashes) in both “Tax ID” and “Supplier GST Registration Number” fields.

8a Click “Save”.

Company Profile **6a** **8a** Save Close

Basic (3) **Business (2)** Marketing (3) Contacts Certifications (1) Additional Documents

**Tax Information**

Tax Classification: (no value) ▼

Taxation Type: (no value) ▼

**7a** Tax ID: **GST123456** ⓘ Do not enter dashes

State Tax ID: Do not enter dashes

Regional Tax ID: Do not enter dashes

Vat ID:

VAT Registered

Supplier GST Registration Number: ⓘ **GST123456**

# E-Invoicing – Non-GST Registered Supplier Setup

**3b** Fill up all the mandatory fields. Enter your company name under “Address Name” field.

**4b** Tick “Set Up Legal Profile”, click on “No” and click on “Save.”

**5b** The legal profile status will be “Accepted”.

## Address Name

**3b**

Address Name: \*

Address ID:

VAT ID:

Tax ID:

Provide a company or legal entity name along with any required legal form.

## Address

Singapore  
Singapore  
Singapore 308215  
Singapore



### Set Up Legal Profile

Check this box to provide additional corporate entity and taxation information for each qualified address. Ariba Network may send the information you provide here to an accredited service provider.

## Financial Information

Are You GST Registered? \*  Yes  No

GST ID:

**4b**

## Additional Company Addresses

Address Name ↑	Address ID	VAT ID	Tax ID	Address	Country/Region	Legal Profile Status**
<input type="radio"/> VENDOR43603 - TEST_PO				Singapore Singapore	Singapore Singapore	Accepted

↳   |

**5b**

# E-Invoicing – Non-GST Registered Supplier Setup

6b In order for the Tax ID to auto populate on the invoice, go to “Business” tab.

7b Under “Tax Information”, you will have to key “Not Applicable” in both “Tax ID” and “Supplier GST Registration Number” fields.

8b Click “Save”.

Company Profile **6b** **8b** Save Close

Basic (3) **Business (2)** Marketing (3) Contacts Certifications (1) Additional Documents

**Tax Information**

Tax Classification: (no value) ▼

Taxation Type: (no value) ▼

**7b** Tax ID: **Not Applicable** ⓘ Do not enter dashes

State Tax ID: Do not enter dashes

Regional Tax ID: Do not enter dashes

Vat ID:

VAT Registered

Supplier GST Registration Number: ⓘ **Not Applicable**

# E-Invoicing

1 Follow slide 4 to retrieve the PO from email and click on the “Create Invoice” button and select “Standard Invoice”.

2 Or refer to slide 4-5 to create invoice via your Ariba Workbench. From your PO, click on “Standard Invoice”.

Purchase Order: EP300047

Create Order Confirmation

Create Ship Notice

1

Create Invoice

Create Invoice

Standard Invoice

Line-Item Credit Memo

Line-Item Debit Memo



From:  
Resorts World At Sentosa Pte.  
8 Sentosa Gateway Singapore  
Singapore 098269  
Singapore

Workbench

Customize

0

Items to confirm

Last 31 days

9

Orders

Save filter

0

Orders with service line

Last 31 days

0

Service sheets

Last 31 days

1

Orders to invoice

Last 31 days

30

Invoices

Last 31 days

Orders (9)

Edit filter

Save filter

Last 365 days

Partially Invoiced

Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
EP300062	Resorts World at Sentosa Pte Ltd - TEST	\$3,954.47 USD	Sep 1, 2021	Partially Invoiced		Confirm entire order Update line items Reject entire order Create ship notice Create service sheet Standard invoice Hide
EP300061	Resorts World at Sentosa Pte Ltd - TEST	\$3,954.47 USD	Sep 1, 2021	Partially Invoiced		
EP300058	Resorts World at Sentosa Pte Ltd - TEST	\$250.00 SGD	Jun 21, 2021	Partially Invoiced		
EP300057	Resorts World at Sentosa Pte Ltd - TEST	\$250.00 SGD	Jun 21, 2021	Partially Invoiced		
EP300056	Resorts World at Sentosa Pte Ltd - TEST	\$100.00 SGD	Jun 14, 2021	Partially Invoiced		
EP5520	Resorts World at Sentosa Pte Ltd - TEST	\$900.00 SGD	Feb 4, 2021	Partially Invoiced		

2



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# E-Invoicing

3 Invoice will be pre-populated with the PO data. Key in the invoice number under “Invoice #” field.

*Note: Invoice # cannot contain lower case letters or other special characters. **Do not reuse invoice number and avoid combining multiple invoice numbers.***

4 Key in the “Invoice Date” based on hardcopy invoice date.

*Note: Invoice date determines payment date. It cannot be backdate more than 2 months*

5 Click on “Add to Header” to add comments and attachments if required. *(Refer to slides 19-20 for more information.)*

6 Scroll down to “Additional Singapore Specific Fields” and key in your tax invoice number (same input as step 3) and select “Accept”.

Create Invoice

Update

Save

Exit

Next

Invoice Header

\* Indicates required field

Add to Header

5

Summary

Purchase Order: EP300047

3

Invoice #: \* INV12345

Invoice Date: \* 14 Jun 2021

4

Service Description:

Supplier Tax ID:

Remit To: VENDOR43603 - TEST\_PO

Singapore  
Singapore

Bill To: Resorts World At Sentosa Pte.

Singapore  
Singapore

Additional Singapore Specific Fields

Supplier GST ID: M200324617

Type of Supply:

Tax Invoice Number: INV12345

6

⚠ The Company/I hereby declare that the information furnished above is true and accurate for tax purposes. In the event that any of the above information is found to be false or untrue or misleading, the Company/I is/am aware that it may be held liable. RWS reserves the right to request further documentation from the Company/I where it is required to provide further evidence in respect of a transaction through the Ariba system

Accept

# E-Invoicing

7 If you are billing for a BPO / partial billing for a service PO, choose the “Service Start Date” & “Service End Date” under the Additional Fields Section.

8 Select the correct PO purchasing entity under “Choose Address Customer”.

9 Input the “Tax Exchange Rate” if you are a GST registered supplier billing in foreign currency.  
*NOTE: It is mandatory to input the rate to convert the foreign currency into Singapore currency for GST purposes*

10 Under additional fields section, **do not** tick this box “Information only. No action is required from the customer.” as this meant no payment will be made.

## Additional Fields

Information Only. No action is required from the customer. 10

Supplier Account ID #:

Customer Reference:

Supplier Reference:

Payment Note:

Supplier: VENDOR43603 - TEST\_PO ▾

Singapore  
Singapore

Bill From: **VENDOR43603 - TEST\_PO**

Singapore  
Singapore

Service Start Date:

Service End Date:

7

Choose Address Customer: No value ▾ 8

Email:

[View/Edit Addresses](#)

[View/Edit Addresses](#)

## Tax Exchange Rate

Exchange Rate from US\* Dollar to Singapore Dollar : 1.3481 9



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# E-Invoicing: Adding Comments & Attachments

11 On the Create Invoice page, click on “Add to Header”.

12 Select the option required:

- **Comment** - To add comments for this invoice.
- **Attachment** - To add supporting / additional documents. (DO/invoice/service report/contract)

*Repeat this step if both options are required.*

Create Invoice Update Save Exit Next

▼ Invoice Header \* Indicates required field Add to Header ▼

Summary

Purchase Order: EP300047

Invoice #: INV12345

Invoice Date: 14 Jun 2021

Service Description:

Supplier Tax ID:

Remit To: VENDOR43603 - TEST\_PO

Singapore  
Singapore

Bill To: Resorts World At Sentosa Pte.

Singapore  
Singapore

Subtotal: \$100.00 SGD  
Total Tax: \$0.00 SGD  
Total Gross Amount: \$100.00 SGD  
Total Net Amount: \$100.00 SGD  
Amount Due: \$100.00 SGD

Additional Reference Documents and Dates

Comment

Attachment



# E-Invoicing: Adding Comments & Attachments

- 13 Each option will be populated under the “Additional Fields” section.  
Under the “Comments” section, the following should be indicated (applicable for partial billing invoices):
- Brief description of services performed,
  - For which location/equipment and
  - When the service was carried out.

- 14 Under the “Attachments” section, click on “Choose File”, select the file to be uploaded and click on “Add Attachment”.

## Comment

13 Comments:

Default Invoice Comment Text:

## Attachments

The total size of all attachments cannot exceed 10MB

No file chosen

14

### Example:

- West Zone Cleaning Service for the period 15 July to 14 Aug 2020,
- Casual labour for Wedding Event on 13 Aug 2020,
- Maintenance Services and Parts SOR (Describe the Equipment) in Jul 2020.

# E-Invoicing: For GST-Registered Supplier

**15a** To add tax to a particular item line, check the item line on the left.

**16a** Click on “Line Item Actions” & select “Tax”.

**17a** Select “Tax Category” depending on the tax treatment required for the goods / service provided. Choose “GST Type” if GST 7% is not chosen.

**18a** Check the selected item(s) and click delete to remove from the invoice. Amend quantity / subtotal accordingly if required.

**19a** Click on “Next”.

**Insert Line Item Options**

Tax Category: 7% GST / GST 7%  Shipping Documents  Special Handling  Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
2	<input checked="" type="checkbox"/>	MATERIAL	Not Available	Allen Key		1	EA	\$5.0000 SGD	\$5.00 SGD

**Tax**

Category: \* 7% GST / GST 7% Remove

Location:  Taxes

Description: GST 7% 7% GST / GST 7%

Regime:  0% GST / GST Out Of Scope / Exempt

0% GST / GST Zero Rated

Taxable Amount: \$5.00 SGD

Rate(%): 7

Tax Amount: \$0.35 SGD

GST Type: Select

**Line Item Actions**

Edit

Add

Tax

Shipping Documents

Special Handling

Discount

Comments

# E-Invoicing: For Non-GST-Registered Supplier

- 15b** To add tax to a particular item line, check the item line on the left.
- 16b** Click on "Line Item Actions" & select "Tax".
- 17b** Select GST Out Of Scope / Exempt under "Tax Category" and choose the specific GST type.
- 18b** Check the selected item(s) and click delete to remove from the invoice. Amend quantity / subtotal accordingly if required.
- 19b** Click on "Next".

**Insert Line Item Options**

Tax Category: 7% GST / GST 7%  Shipping Documents  Special Handling  Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
2	<input checked="" type="checkbox"/>	MATERIAL	Not Available	Allen Key		1	EA	\$5.0000 SGD	\$5.00 SGD

**Tax**

Category: \* 0% GST / GST Out Of Scope / Exempt Remove  
 Location:  Taxable Amount: \$5.00 SGD  
 Description: GST Out Of Scope Rate(%): 7  
 Regime:  Tax Amount: \$0.35 SGD

Taxes

- 7% GST / GST 7%
- 0% GST / GST Out Of Scope / Exempt**
- 0% GST / GST Zero Rated

GST Type: Out of scope Supplies Select

- Exempt Supplies
- Zero Rated Supplies
- Out of scope Supplies

Line Item Actions Delete Update Save Exit **Next**

# E-Invoicing

**20** Review the invoice details. If all details are correct, click on “Submit”.  
Otherwise, click on “Previous” and edit the details accordingly.

**21** Once submitted, go back to the PO to view its status and the documents under it.

Create Invoice

Previous Save **Submit** Exit

20

Confirm and submit this document. It will be electronically signed according to the countries of origin and destination of invoice. The document's originating country is:Singapore. The document's destination country is:Singapore. If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Tax Invoice

Invoice Number: INV12345  
Invoice Date: Monday 14 Jun 2021 4:41 PM GMT+08:00  
Original Purchase Order: EP300047


Total Amount Payable excluding GST: \$100.00 SGD  
GST Payable (@ 7%): \$7.00 SGD  
Total Amount Payable including GST: \$107.00 SGD

REMIT TO:	BILL TO:	SUPPLIER:
VENDOR43603 - TEST_PO	Resorts World At Sentosa Pte.	VENDOR43603 - TEST_PO
Postal Address: Singapore Singapore Singapore 349248 Singapore	Postal Address (Default): 8 Sentosa Gateway Singapore Singapore 098269 Singapore Address ID: RWSP	Postal Address: Singapore Singapore Singapore 349248 Singapore

Purchase Order: EP300062 Done

Create Order Confirmation Create Ship Notice Create Invoice

Order Detail Order History



From: RWS GC Office  
3 Lim Teck Kim Road Genting Centre  
Singapore 088934  
Singapore

To: VENDOR43603 - TEST\_PO  
Singapore  
Singapore  
Singapore 308215  
Singapore  
Phone:  
Fax:  
Email: [jonalyn.murillo@wrsentosa.com](mailto:jonalyn.murillo@wrsentosa.com)

Purchase Order (Partially Invoiced) 21  
EP300062  
Amount: \$3,954.47 USD  
Version: 1

Payment Terms NET 0

Comments  
Comment Type: Terms and Conditions  
Body:Company Registration No: 201402087H

Routing Status: Acknowledged  
Related Documents: INV1234567\_1  
INV1234567  
INVEP300062



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# Credit Memo



**PRIVATE & CONFIDENTIAL**

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# Credit Memo

**1** Go into the invoice which you want to submit a credit memo. Refer to slide 32 on the searching of invoices.

**2** Once you are in the invoice, click on “Create Line-Item Credit Memo”.

*Note: A “Line-Item Credit Memo” can only be created for approved invoices.*

Invoice: INV2045

**1**

Done

Previous

**2** Create Line-Item Credit Memo

Copy This Invoice

Print

Download PDF ▼

Export cXML

Detail

Scheduled Payments

History

## Tax Invoice

### Status

Invoice: Approved

Routing: Acknowledged

Invoice Number: INV2045

Invoice Date: Monday 21 Jun 2021 5:45 PM GMT+08:00

Original Purchase Order: [EP300057](#)

Submission Method: Online

Origin: Supplier

Source Document: Order

Total Amount Payable excluding GST: **\$95.00 SGD**

GST Payable (@ 7%): \$6.65 SGD

Total Amount Payable including GST: **\$101.65 SGD**

# Credit Memo

3 Credit Memo will be populated with invoice details. Depending on the way you are billing us, select “Quantity Adjustment” or “Price Adjustment.”

Note: Quantity Adjustment allows amendments to the quantity whereas Price Adjustment allows amendments to the price.

4 Enter the credit memo number and credit memo date.

Create Line-Item Credit Note Update Save Exit Next

Credit Memo Type 3

Quantity Adjustment ⓘ  Price Adjustment ⓘ

▼ Invoice Header \* Indicates required field Add to Header ▼

Summary

Credit Memo #: \*  4

Credit Memo Date: \* 30 Jul 2021

Original Invoice No: INV2045

Original Invoice Date: 21 Jun 2021

Supplier Tax ID:  GST123456

Remit To: VENDOR43603 - TEST\_PO

Singapore  
Singapore

Bill To: Resorts World At Sentosa Pte.

Singapore  
Singapore

Subtotal: \$-95.00 SGD  
Total Tax: \$-6.65 SGD  
Total Gross Amount: \$-101.65 SGD  
Total Net Amount: \$-101.65 SGD  
Amount Due: \$-101.65 SGD

View/Edit Addresses

Comment

Reason for Credit Memo: \*

Default Credit Memo Comment Text:

# Credit Memo

5 Move to Additional Field section, enter the “Tax Exchange Rate” if you are a GST-registered company billing in foreign currency.

This is for the conversion of foreign currency into Singapore currency for GST purposes.

6 Scroll down to the comment section and indicate the “Reason for Credit Memo”.

## Additional Fields

Supplier Account ID #:

Customer Reference:

Supplier Reference:

Payment Note:

Supplier: **VENDOR43603 - TEST\_PO**

Singapore  
Singapore

Bill From: **VENDOR43603 - TEST\_PO**

Singapore  
Singapore

Service Start Date:

Service End Date:

Choose Address

Customer: **Resorts World At Sentosa Pte. Ltd.**

Singapore  
Singapore

Email:

[View/Edit Addresses](#)

[View/Edit Addresses](#)

## Tax Exchange Rate

Exchange Rate from US\*   
Dollar to Singapore  
Dollar :

5

## Comment

Reason for Credit Memo:\*

Default Credit Memo  
Comment Text:

6



# Credit Memo

↖ If you wish to delete particular item line, go to Line Items section, check on the item on the left & click on Delete

∞ If you have selected the Quantity Adjustment credit memo, enter the quantity that needs to be credited.

Note: Quantity has to be in negative value

## Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

### Insert Line Item Options

Tax Category: 7% GST / GST 7%  Shipping Documents  Special Handling  Discount

Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	TEST ONLY	8a	-3	KGM	\$320.3140 USD	-\$960.94 USD

7 Tax

Category:\* GST

Location:

Description: GST 7%

Regime:

Taxable Amount: \$-960.94 USD

Rate(%): 7

Tax Amount: \$-67.27 USD

GST Type: Select

Remove

↳ Line Item Actions

# Credit Memo

**8b** If you have selected the Price Adjustment credit memo, enter the amount that needs to be credited under the “Decrease in Unit Price” field.

Note: Amount has to be in negative value

**9** Click on “Update” to update the total quantity and amount for the credit memo.

**10** Click on “Next”.

## Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

### Insert Line Item Options

Tax Category: 7% GST / GST 7%  Shipping Documents  Special Handling  Discount

**8b**

Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Decrease in Unit Price	Subtotal
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	TEST ONLY		3	KGM	\$320.3140 USD	<input type="text" value="\$0 USD"/>	\$0.00 USD

### Tax

Category: \* GST

Location:

Description: GST 7%

Regime:

Taxable Amount: \$0.00 USD

Rate(%): 7  
Tax Amount: \$-67.27 USD

GST Type: Select

Remove



Line Item Actions

Delete

**9**

Update

Save

Exit

**10**

Next

# Credit Memo

11

Review the invoice details. If all details are correct, click on “Submit”.  
Otherwise, click on “Previous” and edit the details accordingly.

Create Line-Item Credit Note

Previous

Submit

Save

Exit

11

Confirm and submit the line-item credit note. It will be electronically signed according to the countries of origin and destination of invoice. The document's originating country is:Singapore. The document's destination country is:Singapore.  
If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

## Line-Item Credit Note

(Original Invoice No: INV2045)

Credit Note Number: Credit Memo #123

Credit Note Date: Friday 30 Jul 2021 3:13 PM GMT+08:00

Original Invoice Number: INV2045

Original Invoice Date: Monday 21 Jun 2021 5:45 PM GMT+08:00

Original Purchase Order: EP300057

Total Amount Payable excluding GST: **\$-20.00 SGD**

GST Payable (@ 7%): **\$-1.40 SGD**

Total Amount Payable including GST: **\$-21.40 SGD**

### REMIT TO:

VENDOR43603 - TEST\_PO

Postal Address:  
Singapore  
Singapore  
Singapore 349248  
Singapore

Tax ID of Supplier: GST123456

### BILL TO:

Resorts World At Sentosa Pte.

Postal Address (Default):  
8 Sentosa Gateway Singapore  
Singapore 098269  
Singapore  
Address ID: RWSP

### SUPPLIER:

VENDOR43603 - TEST\_PO

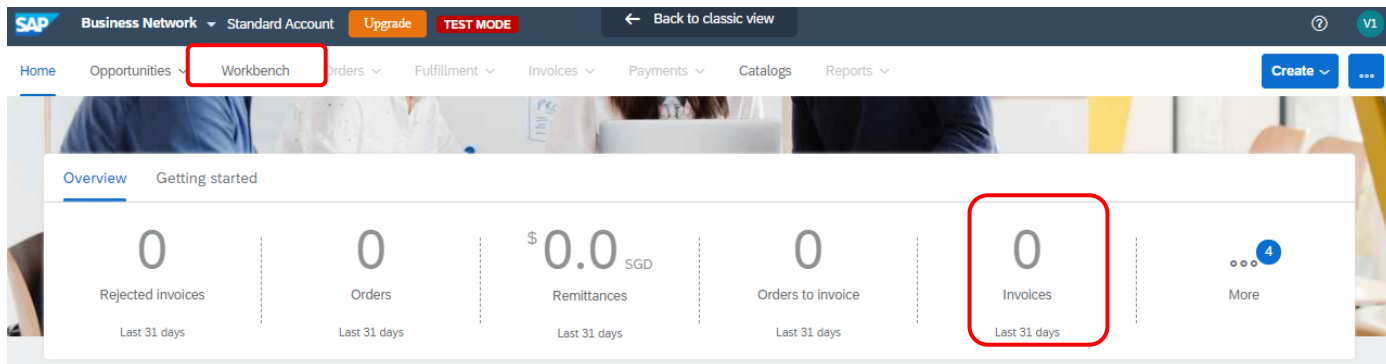
Postal Address:  
Singapore  
Singapore  
Singapore 308215  
Singapore

GST ID: GST123456



**Others**

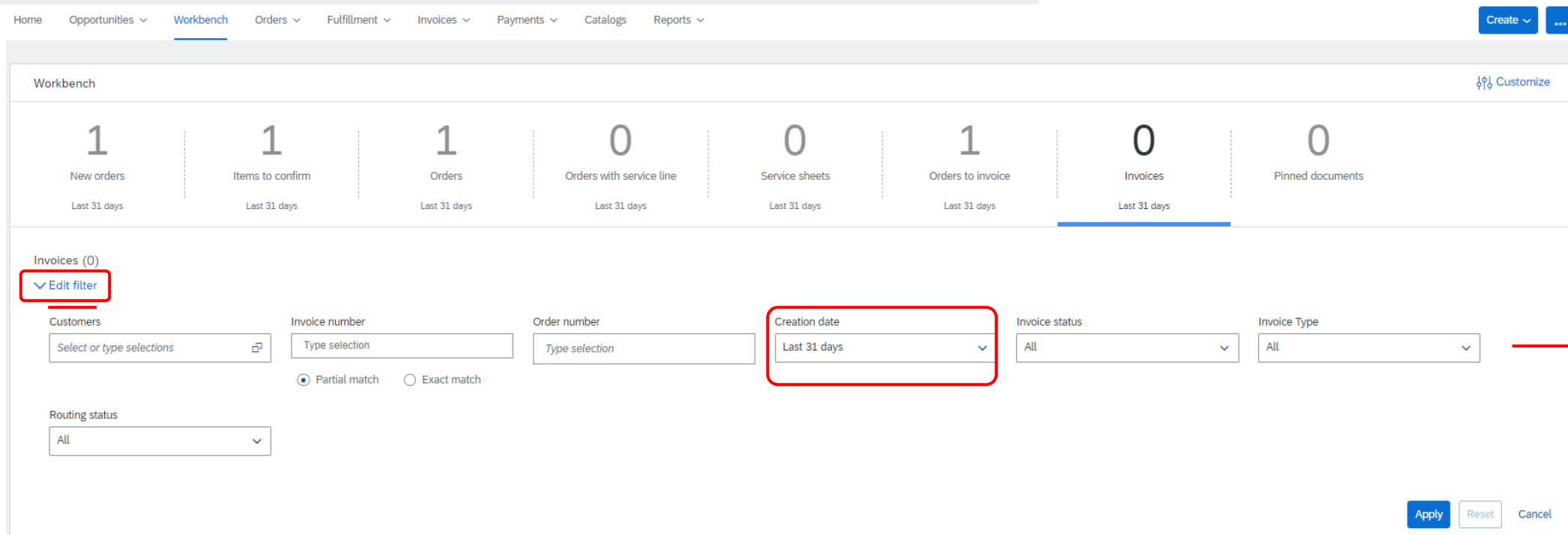
# Searching for Invoices



a) Via header bar (click on “Workbench”)

b) Via overview bar (click on “Invoices” tile)

This will direct you to your workbench . ↓



For a refined search, use the filter options by clicking on “Edit filter”.

You may change the “Creation Date” to expand the search range.

# Modifying Invoices

- Clicking on “Exit” during invoice creation prompts the user to “save, delete or continue” to work on the invoice.
- The user may save the invoice at any time during invoice creation and work on it later.
- To resume working on the invoice, click on the corresponding PO number under “Orders to Invoice” and select the draft invoice.

## Invoice Creation

Create Invoice

Update Save Exit Next

▼ Invoice Header \* Indicates required field Add to Header ▼

Create Invoice

Exit

Save the invoice.  
Delete the invoice.  
Continue to work on the invoice.

## Orders to Invoice

Order Number	Customer	Amount	Date ↓
<a href="#">EP300056</a>	Resorts World at Sentosa Pte Ltd - TEST	\$100.00 SGD	Jun 13, 2021
<a href="#">EP300047</a>	Resorts World at Sentosa Pte Ltd - TEST	\$100.00 SGD	Apr 15, 2021

Routing Status: Acknowledged  
Related Documents: [OA1](#)  
**Draft Invoices: [Invoice\(06/21/2021\)](#)**

# Editing and Re-Submitting Invoices (Rejected Invoices)

- Invoices may be rejected by RWS due to missing information, incorrect information etc.
- The user may edit the affected invoice by accessing it via the email notification sent or via Ariba workbench by clicking on “Edit & Resubmit”. You may refer to Slide 32 on the searching of invoices.
- Note that the reason for rejection will be displayed on the invoice page.

Invoice: ARIEP2801-3

Done

Previous

Edit

Create Line-Item Credit Memo

Copy This Invoice

Print

Download PDF

Export cXML

Detail

Scheduled Payments

History

## Rejected Invoice:

### Reasons:

INV-35: The invoice status has been successfully updated to Rejected by Resorts World at Sentosa Pte Ltd - TEST. Description:Comment: A (Anand Mahadevan, 2019-03-04T19:26:32-08:00) Line item: Line Number:1 Part Number: Description:Enter a description for this item. Exceptions: PO Received Line Amount Variance The invoice item's amount, \$5,000.00 SGD, is greater than the order item's received amount, \$0.00 SGD. PO Received Quantity Variance The invoice item's quantity, 1, is greater than the order item's received quantity, 0.

Edit & Resubmit

## Standard Invoice

**Status**  
Invoice: Rejected  
Routing: Acknowledged  
Invoice Number: ARIEP2801-3  
Invoice Date: Monday 4 Mar 2019 2:24 AM GMT-08:00  
Original Purchase Order: EP2801

Total Special Handling: \$0.00 SGD  
Total Shipping: \$0.00 SGD  
Total Charges: \$0.00 SGD  
Total Discount Amount: \$0.00 SGD  
Amount Payable: \$5,000.00 SGD



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# labelling Cancelling Invoices

- Invoices can only be cancelled when the status is “Sent”. Once an invoice has been “Approved”, the invoice can no longer be cancelled.
- Click on “Cancel” to cancel the invoice. Once canceled, no amendments will be allowed.
- Cancelled invoice number cannot be reuse again for resubmission. You can add a dot or ‘A’ behind the invoice number.
- If you are unable to cancel an invoice, you may submit a Credit Memo.

Invoice: Test\_commentInv12345

Done

Create Line-Item Credit Memo

Copy This Invoice

Cancel

Print

Download PDF

Export cXML

Detail

Scheduled Payments

History

## Tax Invoice

### Status

Invoice: Sent

Routing: Acknowledged

Invoice Number: Test\_commentInv12345

Invoice Date: Wednesday 28 Oct 2020 11:34 AM GMT+08:00

Original Purchase Order: EP4960

Submission Method: Online

Origin: Supplier

Source Document: Order

Total Amount Payable excluding GST: \$1.00 SGD

GST Payable (@ 7%): \$0.07 SGD

Total Amount Payable including GST: \$1.07 SGD



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# Checking on Payment Dates

- Once the invoice has been paid, the status of the invoice will be updated. You can turn on payment remittance notification to get notified of the payment status via email.
- Login to your Ariba Network, go to company settings, click on settings, select remittances, scroll down to notifications, to tick the box Send a notification when payment remittances or payment plans are received. Enter the email address to receive the notifications and click save.

VENDOR 10140v2xxx  
VENDOR10140v2@gmail.com

My Account

Link User IDs

Contact Administrator

Switch Account >

VENDOR10140v2  
ANID: AN01445837822-T  
Standard account

Company Profile

Settings >

Logout

1.0  
0.9  
0.8  
0.7  
0.6  
0.5  
0.4

### Notifications

Type	Send notifications when...	To email addresses (one required)
Payment Profile	<input type="checkbox"/> Send a notification when remittance addresses and payment profiles are changed.	* <input type="text"/>
Payment Remittance	<input checked="" type="checkbox"/> Send a notification when payment remittances or payment plans are received.	* UserANG@outlook.sg
Payment Remittance for Virtual Card	<input type="checkbox"/> Send a notification when payment remittances with virtual card are received.	* <input type="text"/>
Payment Remittance Status Updates	<input checked="" type="checkbox"/> Send a notification only when a payment remittance status changes to paid.	* UserANG@outlook.sg
	<input type="checkbox"/> Send a notification only when a payment remittance status changes to failed.	

# Checking on Payment Dates

- When payment is made, click on the link in the email to login to ARIBA to view/download the remittance details.
- You can also go to the invoice via your Ariba workbench, select the particular invoice and the status will be shown.
- Alternatively, you can always drop us an email at [ap@RWSentosa.com](mailto:ap@RWSentosa.com) to check on the payment status.

Remittance Advice: PMT734 (Paid)

Done
Previous

[Print](#) [Export cXML](#) [Download CSV](#)

Detail
History

**From**  
Resorts World at Sentosa Pte Ltd - TEST  
PAYER: 65 Chulia Street  
[\(Show Payer Details\)](#)

**To**  
VENDOR10140v2  
PAYEE: vendor4056  
[\(Show Payee Details\)](#)

**REMITTANCE ADVICE**  
PMT734 (Paid)

Gross Amount: \$1,000.00 SGD  
Withholding Tax: (\$0.00 SGD)

**Amount Paid: \$1,000.00 SGD**  
Estimated Settlement on 8 Oct 2021

Done
Previous

Invoice: EP4963\_1

Create Line-Item Credit Memo
Copy This Invoice
Download PDF ▼
Export cXML

Detail
Scheduled Payments
Remittance
History

Payment Proposal ↑	Received Date	Accepted Date	Planned Payment Date	Method	Original Amount	Discount	Adjustment	Amount Due	Status	Action
<a href="#">PAYEP4963_1-3222</a>	8 Oct 2021		3 Jan 2020	Wire	\$1,000.00 SGD	\$0.00 SGD	\$0.00 SGD	\$1,000.00 SGD	Paid	



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# Downloading Invoices

- The user may save a copy of the invoice that was created by clicking on “Download PDF” within the invoice details page (access via “Invoices”).

Invoice: EP300055-071021 Done

Create Line-Item Credit Memo Copy This Invoice Cancel Print **Download PDF** Export cXML

Detail Scheduled Payments History

**Tax Invoice**

Status  
Invoice: Sent  
Routing: Acknowledged  
Invoice Number: EP300055-071021  
Invoice Date: Thursday 7 Oct 2021 11:43 PM GMT+08:00  
Original Purchase Order: [EP300055](#)  
Submission Method: Online  
Origin: Supplier  
Source Document: Order

Total Amount Payable excluding GST: \$10.00 SGD  
GST Payable (@ 7%): \$0.70 SGD  
Total Amount Payable including GST: \$10.70 SGD

## Tax invoice

- Created by GST registered suppliers and when the invoice item is charged 7% GST

Invoice: INVEP300061 Done

Create Line-Item Credit Memo Copy This Invoice Print **Download PDF** Export cXML

Detail Scheduled Payments History

**Standard Invoice**

Status  
Invoice: Approved  
Routing: Acknowledged  
Invoice Number: INVEP300061  
Invoice Date: Wednesday 1 Sep 2021 7:30 AM GMT-07:00  
Original Purchase Order: [EP300061](#)  
Submission Method: Paper Invoice  
Origin: Supplier  
Source Document: Order

Total Special Handling: \$0.00 USD  
Total Shipping: \$0.00 USD  
Total Charges: \$0.00 USD  
Total Discount Amount: \$0.00 USD  
Amount Payable: \$342.73 USD

## Standard invoice

- Created by non-GST registered / overseas suppliers
- Created by GST registered suppliers without charging 7% GST



# Transaction Status



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# Transaction Status

<b>Invoice Status</b> (Status of RWS's action on the Invoice)	
Sent	RWS has received the invoice but has not approved or rejected it.
Approved	If the invoice doesn't have any errors, RWS approves the invoice for payment, which changes the invoice status to "Approved".
Paid	RWS has indicated that the invoice is paid or in the process of being paid.
Rejected	The invoice failed validation on Ariba Network, or RWS rejected the invoice in their invoice processing system. You can edit and resubmit a rejected invoice.
Cancelled	You canceled the invoice and can't make any further changes to it.



If you configured your Invoice Notifications under "Electronic Invoice Routing Modes", you will receive emails regarding invoice status.

# Contact Us

- For any invoice related questions, please contact [ap@rwsentosa.com](mailto:ap@rwsentosa.com)

# Agenda

- Overview of P2P Process
- Collaboration Request
- Order Confirmation
- E-Invoicing, Credit Memo and Payment Status
- Frequently Asked Questions (FAQs)

# Frequently Asked Questions (FAQs)

## 1. Why can't I receive collaboration requests?

Ensure that:

- You have active trading relationship with RWS
- Log-in with the correct ANID linked to RWS
- Has the required role to access and view collaboration request.
- Your email address is added as recipient of collaboration request notification.

*Note: Refer to [Account Configuration](#) guide for more details (pages 15-18).*



## Frequently Asked Questions (FAQs)

### 2. I can see the collaboration request but encounter “Punch In” error when trying to open it. How do I fix this error?

- Ensure to log-in to ANID linked to RWS and that you have the necessary permission to view and access collaboration request.
- If error is still encountered, send email to [ProcurementSystemSupport@RWSentosa.com](mailto:ProcurementSystemSupport@RWSentosa.com) providing the below for further assistance:
  - Screenshot of the error,
  - ANID and
  - Account type.

# Frequently Asked Questions (FAQs)

## 3. Why can't I find a purchase order?

Ensure that:

- You have active trading relationship with RWS
- Log-in with the correct ANID linked to RWS
- Has the role to access and view purchase order.
- Your email address is added as recipient of collaboration request notification.

*Note:-*

- *For Standard account, you are only allowed to retrieve POs not more than 365 days.*
- *Keep all interactive email notifications to access and process older POs.*

# Frequently Asked Questions (FAQs)

## 4. My Purchase Order (PO) failed with the following error. How can I fix this?

Status	Comments	Changed By
	The document has been successfully validated by Ariba Network and started processing.	Community/Web-125007031
	The order was queued.	TXNDocBuyerApp-125038079
	PO-11: Cannot deliver order. Terminal error code for PO status: FE-30: Cannot deliver email: undeliverable ?	TXNDocBuyerApp-125040073
Failed	FE-30: Cannot deliver email: undeliverable	CXML StatusUpdateRequest

- This error is encountered when the purchase order couldn't be delivered to the email configured under your Electronic Order Routing.
- Ensure that all addresses configured under your Electronic Order Routing are correct and have active email inboxes. *\*Refer to [Account Configuration](#) guide for more details (pages 15-18).*
- Request your IT team to ensure that your email server is not blocking Ariba email domain.

## Frequently Asked Questions (FAQs)

### 5. Why is my “Create Invoice” button disabled?

- E-invoicing is not yet enabled for you. Send an email to [ProcurementSystemSupport@RWSentosa.com](mailto:ProcurementSystemSupport@RWSentosa.com) to enable the feature for you.
- If your company is GST registered, complete legal profile set-up and send the screenshot for verification.  
*\*Refer to [Account Configuration](#) guide for more details (pages 6-9).*
- Ensure that you are invoicing from the PO latest version. Invoicing from an obsoleted PO is not possible.

## Frequently Asked Questions (FAQs)

### 6. Why can't I submit my invoice due to error? System is not pointing out the field that has the error.

- This issue is encountered when you added a hyphen (-) on your GST ID when completing your legal profile set-up.
- Remove the hyphen to your GST ID by following the below steps and try to submit the invoice again.
  - a. Log-in to your Ariba Network account and click on "Account Settings", select "Company Profile"
  - b. Under "Additional Company Addresses", select the address and click "Edit".
  - c. Uncheck "Set up legal profile" box.
  - d. Check "Set up legal profile" box, key in the "GST ID" (without '-') and click "Save".

## Frequently Asked Questions (FAQs)

7. Why is my invoice showing as “Copy of Invoice - Not A Tax Invoice” even though my company is GST registered?
- Your invoice will show incorrect tax format if your legal profile was not setup correctly.
  - Ensure that your legal profile setup is completed and legal profile status is showing as “Accepted”. \*Refer to [Account Configuration](#) guide for more details (pages 6-9).

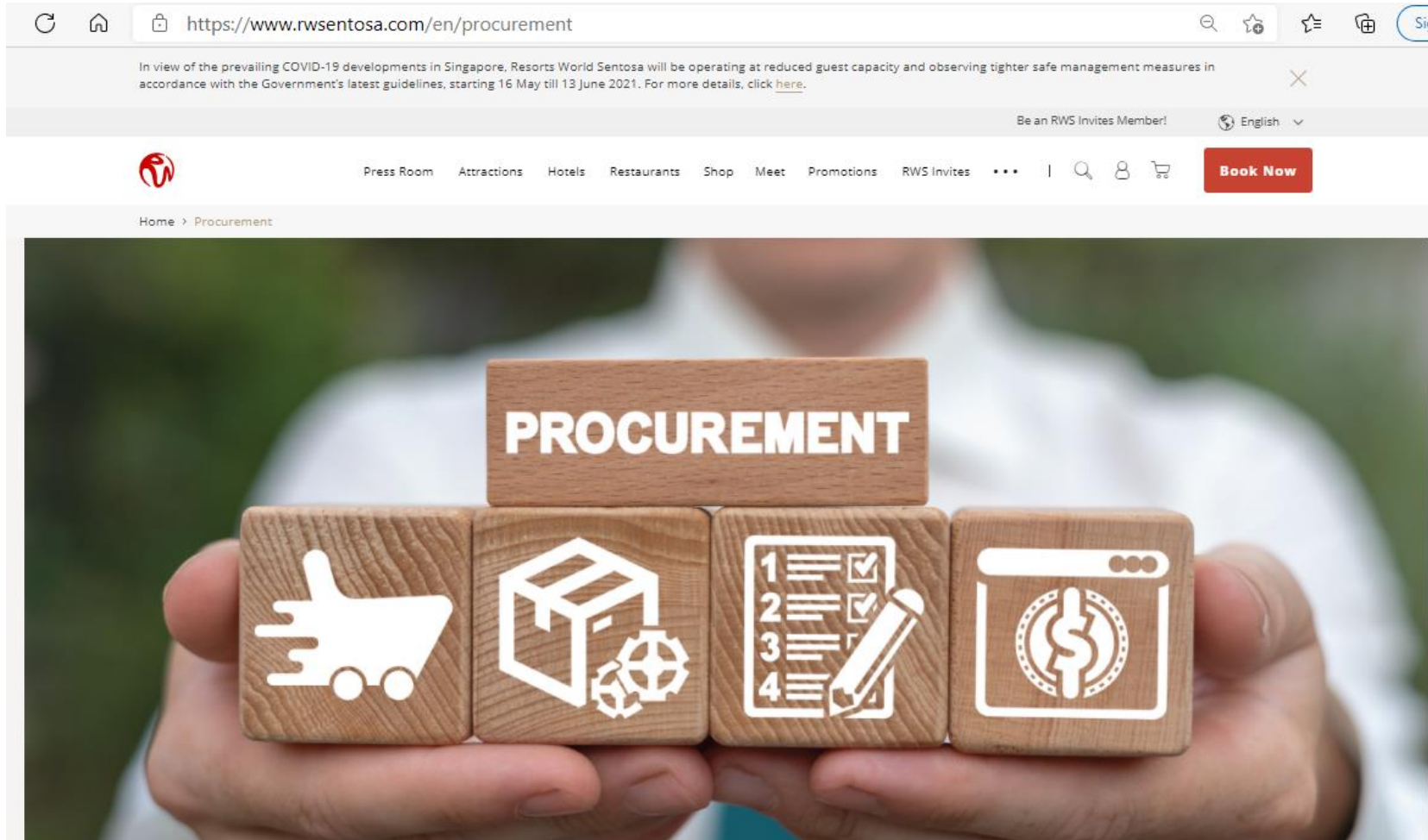
Additional Company Addresses

Address Name ↑	Address ID	VAT ID	Tax ID	Address	Country/Region	Legal Profile Status**
<input type="radio"/> VENDOR43603 - TEST_PO				Singapore Singapore	Singapore Singapore	Accepted

↳   |

# RWS Website

Link: <https://www.rwsentosa.com/en/procurement>



## Be Our Supplier

Suppliers who wish to establish a business relationship with RWS must adopt the Ariba Network for their business transactions with RWS, and register for an account.

[Find Out More](#)

## About Ariba

Benefits of using Ariba, Difference between Standard & Enterprise Account, Support Centre (FAQ, Helpdesk: SAP Ariba Customer Support, Helpdesk : RWS Supplier Support)

[Find Out More](#)

## Ariba Training Materials

Resource centre and guide to setting up a new Ariba Network Account with Resorts World Sentosa.

[Find Out More](#)



**Thank you!**