

## IMPORTANT INFORMATION | CSIRO SUPPLIER PORTAL CLOSING 25 March 2024

### Changes to how you receive purchase orders and submit invoices

<b>Reading time:</b>	3 minutes
<b>Important for:</b>	<ul style="list-style-type: none"><li>Suppliers who provide goods and/or services to CSIRO and have received purchase orders starting with 4600xxxxxx from the CSIRO Supplier Portal, hosted by SAP Ariba</li><li>Supplier representatives, third-party Suppliers/collaboration partners engaging with CSIRO People</li><li>Supplier-centralised accounts receivable and sales teams (please forward as appropriate)</li></ul>
<b>Excludes</b>	<ul style="list-style-type: none"><li>CSIRO Credit Card purchases with no purchase order required</li><li>Suppliers who have not transacted with us using the CSIRO Supplier Portal, hosted by SAP Ariba</li></ul>

### Final steps for the CSIRO Supplier Portal changes

CSIRO is now in the final stages of transitioning from the CSIRO Supplier Portal, hosted by SAP Ariba, to our previous procurement and payments system.

From 12pm (AEDT) **Monday 25 March 2024**, you will be unable to access the CSIRO Supplier Portal to submit invoices or alter your details. Your CSIRO purchaser will also be unable to access the system from this date.

### What to do *before* 12pm (AEDT) Monday 25 March 2024

If you need to update your bank account, purchase order/remittance email or organisation details with us:

- Registered suppliers can do this via the CSIRO Supplier Portal and changes will automatically be transmitted to the CSIRO Payment Support Centre for review.
- Non-registered suppliers can only update their details by contacting [CSIRO Payment Support Centre](#)

If you need to submit an invoice against a Purchase Order 4600xxxxxx, you can use the CSIRO Supplier Portal until 12pm (AEDT) 25 March 2024. Please remember, you do not need to add an invoice attachment when using the CSIRO Supplier Portal.

### What is happening between 12pm (AEDT) Monday 25 March - 7 April 2024

CSIRO will continue to process payments while the technical system alterations take place.

- CSIRO Purchase Orders cannot be amended or issued during this transition period.
- Supplier invoices can no longer be created in the CSIRO Supplier Portal.
- You may continue to receive email notifications from CSIRO while the technical change and processing occurs.

### What to do from Monday 8 April 2024

From **Monday 8 April 2024**, CSIRO will be using our previous procurement and payment system.

- **Existing Purchase Orders**, created in the CSIRO Supplier Portal prior to 12pm (AEDT) 25 March 2024, remain valid.
- **New Purchase Orders** will be sent via email from the CSIRO Payment Support Centre email ([procuretopay@csiro.au](mailto:procuretopay@csiro.au)) to your nominated purchase order email account.
- **For all payments**, please send your invoices via email to your CSIRO purchaser, who will review and submit the invoice for processing by the CSIRO Payment Support Centre. This means you are *not* required to email invoices to [procuretopay@csiro.au](mailto:procuretopay@csiro.au) separately.

When sending your invoice, please include the details of your Purchase Order 4600xxxxxx number or [procuretopay@csiro.au](mailto:procuretopay@csiro.au) email notification.

## For further information

If you require further clarification, we encourage you to visit our website for the latest updates.  
<https://www.csiro.au/en/work-with-us/working-with-csiro/tenders-procurement/csiro-supplier-portal-information>

Additionally, you may contact the Payment Support Centre for guidance 10am – 4pm AEDT Monday - Friday:

- [procuretopay@csiro.au](mailto:procuretopay@csiro.au)
- Phone: 1300 503 418 (Australia)
- International: +61 3 9545 8962

Please note we are experiencing a high volume of requests and are processing these as quickly as we can.

Thank you for your continued patience as we complete our move between procurement and payments systems.

Kind regards,

### CSIRO Payment Support Centre

E. [procuretopay@csiro.au](mailto:procuretopay@csiro.au)

P. 1300 503 418 **International.** +61 3 9545 8962

Fax: +61 3 9545 8220 | [www.csiro.au](http://www.csiro.au) | [Procurement - CSIRO](#)

Address: Normanby Road, Clayton, 3168, Victoria, Australia

Timezone: UTC +11:00 Melbourne, Australia (AEDT)

Address: Normanby Road, Clayton, 3168, Victoria, Australia

**PLEASE NOTE**

The information contained in this email may be confidential or privileged. Any unauthorised use or disclosure is prohibited. If you have received this email in error, please delete it immediately and notify the sender by return email. Thank you. To the extent permitted by law, CSIRO does not represent, warrant and/or guarantee that the integrity of this communication has been maintained or that the communication is free of errors, virus, interception or interference.

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the area that we live and work on across Australia. We acknowledge their continuing connection to their culture and we pay our respects to their Elders past and present.

*Please consider the environment before printing this email.*