



Dear valued CSIRO supplier,

### Improving how we transact with you

Our new CSIRO Supplier Portal, hosted by SAP Ariba, is live.

This online portal is now our primary channel for transactions, allowing you to view purchase orders, create and submit invoices, and manage your own data (such as address, contact and bank details).

Our [supplier webpage](#) has helpful information for using the portal with user guides and FAQs, with some highlights shared below.

If you still need assistance, you can contact one of our Payment Support Centre team via email or phone at the details below:

- email [procuretopay@csiro.au](mailto:procuretopay@csiro.au)
- phone 1300 503 418.

We are currently experiencing high volumes of enquiries. We thank you for your patience during this time of transition.

### Common questions

#### **I'm a new supplier, what do I need to do?**

Once a CSIRO team member lets us know you are a supplier, we will initiate your set up in the new CSIRO Supplier Portal (SAP Ariba).

You will then receive an email invitation (check your spam folder) to:

- create your SAP Ariba account, and
- complete a registration questionnaire to link you to our CSIRO Supplier Portal.

You must complete both parts, within seven days. You are then fully registered and can view purchase orders, create and submit invoices, and manage your own data through the portal.

See our [Supplier Registration Guide](#) for help.

#### **I'm an existing supplier, what do I need to do?**

If you have a purchase order from prior to 29 March 2023 (starting with 4000xxxxx), then this purchase order will not be in the new CSIRO Supplier Portal (SAP Ariba). Please send invoices against these purchase orders to [procuretopay@csiro.au](mailto:procuretopay@csiro.au).

If you receive a SAP Ariba notification, for a purchase order starting with #4600xxxxxx, then you will need to select the blue 'Process order' button and then 'Create new account' (if you don't already have one for CSIRO). This ensures the correct linkage of your account.

See our [Supplier Purchasing Guide](#) for more detailed help.

You can then view purchase orders and create and submit invoices through the portal. If you wish to manage your own data, please email [procuretopay@csiro.au](mailto:procuretopay@csiro.au) to request a registration invitation be sent to you.

### How do I get my invoice paid?

Follow these steps for prompt payment:

1. You receive a SAP Ariba purchase order from us, via email notification and in the portal.
2. You log in to the portal and view your purchase order (you may need to create an account if an existing supplier, see above).
3. We complete goods receipt (we may do this after we receive your invoice details).
4. You create and submit your invoice details in the portal (we are no longer able to receive invoices via email or post).
5. SAP Ariba reconciles purchase order, goods receipt and invoice details, and schedules payment.

You can also check the status of your invoice in the Supplier portal.

See our [Supplier Purchasing Guide](#) and [Supplier Invoicing Guide](#) for help.

**Important note:** For invoices against purchase orders raised prior to 29 March 2023 (starting with 4000xxxxx), you will need to contact us to check payment status.

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 +10:00 Melbourne, Australia (AEST)

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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.*